Resident Checklist

Sign Up for Utilities
- Water, gas, garbage and sewer are City of Waukee-run utilities for most residents. Visit Waukee City Hall at 230 W. Hickman Road to set up utilities in person and pay deposits. Deposits are $50 each for gas and water for property owners and $100 each for renters. Call 515-978-5502 in advance to save time during the set-up process.
- Electricity can be activated by calling MidAmerican Energy at 1-888-427-5632 or by visiting www.midamericanenergy.com/moving.
- For a full list of telephone, internet and cable/satellite providers that serve the Waukee area, please visit www.Waukee.org/utilitycompanies or search online.

Change Mailing Address
- Visit the Waukee Post Office at 500 W. Hickman Road or go online to www.usps.com.

Check on Property Taxes
- If you are a homeowner with property taxes not built into a mortgage, please call the Dallas County Treasurer at 515-993-5808 to inquire about your respective property taxes.

Update Driver’s License
- The Iowa DOT’s Driver’s License Office for Dallas County residents is located at 1156 S.E. Ashworth Road in Waukee. Visit www.iowadot.gov for additional information.
- You may also qualify for online renewal. Visit https://mymv.dowadot.gov to see if you meet the requirements.

Register Motor Vehicles
- If you are moving here from another Iowa county, by updating your driver’s license, your vehicle registration will automatically transfer to Dallas County. Be sure to check that your annual registration renewal mailing is indeed sent by Dallas County. It is not required that you change out your license plates; however, you can do so for $5. Call 515-993-5812 with questions.
- If you are moving here from out of state, please visit the Dallas County Treasurer’s Office at 801 Court Street, Room 100 in Adel.

Get a Library Card
- Visit the Waukee Public Library at 950 Warrior Lane. Children (with adult present) must be 5 or older to sign up for a card. Adults must show a photo ID. To start the process ahead of time, visit www.waukeepubliclibrary.org.

Register to Vote
There are several ways to register to vote in Dallas County:
- If you have updated your Iowa Driver’s License with your current Waukee address, you can register electronically at http://sos.iowa.gov/.
- To print a mailable form from the Dallas County Auditor, visit www.Waukee.org/voterreg.
- You may register to vote in person at the Dallas County Office of Elections located at 210 N. 10th Street in Adel. Please call 515-993-4751 with questions.
- Visit http://sos.iowa.gov to locate your polling place(s) or call the Dallas County Elections Office at 515-993-6914.

Enroll in Waukee Schools
- Call 515-987-2706 or visit www.waukeeschools.org to begin the enrollment process.

License Pets
- To register pets with the City, please visit www.petdata.com. Dog and cat licenses are $15 for altered pets and $25 for unaltered pets. Waukee residents are required to license pets annually per City ordinance. A proof of rabies vaccination is required. No more than three cats and three dogs are permitted per household.

Welcome to Waukee!
Welcome to Waukee! We’re so glad to have you here — and we have to say, you’ve made a great choice. Your new hometown has fantastic schools, 19.2 miles of trails, ever-expanding parks and amenities, well-maintained roads and an abundance of friendly people. Safety is a top priority in Waukee, with a big focus on providing safe neighborhoods. Our dedicated police and fire personnel are top-notch, keeping response times low and professionalism high.
This is truly an exciting time to be part of our community. The addition of Grand Prairie Parkway and the widening of Alice’s Road have opened opportunity in the 1,300-acre, multi-use Kettlestone Development.

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Waukee is perfectly poised for business development and growth. In fact, it’s already one of the most rapidly growing communities in the Des Moines Metro.
But we’re also determined to maintain the hometown feel that is one of the hallmarks of our great city. Trails and walkability are important to us, and every season brings community events such as FamilyFest, the Waukee Arts Festival, the Independence Day Celebration, our annual WinterFest event and more! We also offer excellent Parks & Recreation options and Waukee Public Library services and events for every resident to enjoy.
On behalf of the Waukee City Council and staff, we hope you’ll enjoy “The Key to Good Living” as much as we do.

Mayor Courtney Clarke
Stay Connected!

WEBSITE – Visit www.Waukee.org 24 hours a day for City information. The website also offers the notifications option in which you can sign up to receive notifications of new City announcements and calendar events. There are many categories from which to choose. Click “Stay Connected” on the homepage to sign up.

E-NEWSLETTERS – The City sends out an electronic newsletter featuring City news, upcoming events and more. Sign up for the City’s e-newsletter at www.Waukee.org/newsletterssignup.

Important Contact Information

Visit www.Waukee.org 24 hours a day for City of Waukee information.

Waukee City Hall
230 W. Hickman Road
• General Information: 515-978-7900
• Utility Billing (Gas & Water Set up): 515-978-5502
• Emergency (Gas Smell, No Water, etc.): 515-249-1212

Waukee Development Services
204 W. Hickman Road
• Building Permits, Zoning, etc.: 515-978-9533

Waukee Parks & Recreation
805 University Avenue • 515-978-0007

Waukee Public Safety Building
1300 SE L.A. Grant Parkway
Police and Fire Departments
• Emergency: 911
• Non-Emergency: 515-222-3321
• Police Office: 515-978-7979
• Fire Office: 515-978-7998

Waukee Public Works Building
805 University Avenue
• Gas & Water Meters, Pilot Light Out & Streets: 515-978-7920
• Emergency (Gas Smell, No Water, etc.): 515-249-1212

Waukee Public Library
950 Warrior Lane • 515-978-7944

Sugar Creek Golf Course
1505 6th Street • 515-987-5247

Waukee Chamber of Commerce
www.waukee chamber.com
515-978-7115

Waukee Community School District
www.waukeeschools.org • 515-987-5161

Waukee Post Office
www.usps.com • 515-987-9820

Dallas County
www.dallascountyiowa.gov
• Assessor: 515-993-5802
• Auditor: 515-993-4750
• Motor Vehicle Registration: 515-993-5812
• Recorder: 515-993-5804
• Sheriff: 515-993-4771
• Treasurer (Property Tax Information): 515-993-5808

Iowa One Call
www.iowaonecall.com
Check Before You Dig: 811

MidAmerican Energy
www.midamericanenergy.com
1-888-427-5632
Important City Information

Codes and Regulations

Snow Removal: Property owners are expected to remove snow, ice and accumulations from sidewalks within 24 hours after the end of a weather event. The City will issue fines beginning at $50 for those in violation of the snow removal ordinance.

Snow Emergency Parking Ban: If snow accumulation is forecast, the City’s snow ordinance and parking ban will go into effect. Public street parking is not permitted during the ban. Those in violation are subject to a $25 fine and/or towing.

Lawn and Weed Maintenance: Lawns and weeds should not be allowed to grow more than 12 inches high on the average, according to the City’s property maintenance code. Violations will result in a $90 fine or the cost of City-hired maintenance, whichever is greater.

Fire Pits: The City allows residents to maintain a fire with untreated wood for recreational, religious, ceremonial, cooking, warmth or similar purposes. Burning rubbish/refuse which includes yard waste, tires, garbage or plastics is not permitted.

Garbage and Recycling

Curbside solid waste and recycling pick-up both occur weekly in the City of Waukee at 7 a.m. or later. If you are moving into a newly constructed home, your containers will be delivered to you later. If you are moving into a newly constructed home, the containers should be left within five business days. If you are moving into an existing home, the City will remove snow, ice and accumulations from sidewalks within 24 hours after the end of a weather event. The City will issue fines beginning at $50 for those in violation of the snow removal ordinance.

Building Permits

Building permits are needed for new construction, renovations, fences, pools, etc. Please visit www.Waukee.org/buildingpermits for the complete list of permits and applications. You may also visit the Development Services Department at 204 W. Hickman Road (behind City Hall) or call 515-978-9538 for more information.

Report a Concern

The City of Waukee’s “Report a Concern” form at www.Waukee.org/reportaconcern will help City staff identify issues and address them quickly. Please submit non-urgent concerns and complaints such as potholes or property maintenance at that link.

Problems that require urgent attention should be directed to the appropriate departments during normal business hours. Please see the list of City department phone numbers. For barking dogs and noise disturbances, call 515-222-3321.

Stay Safe

Nixle is a free service that keeps you up-to-date with alerts and advisories from the City. This is often used to communicate immediate public safety threats, weather warnings, road closures and the City’s snow ordinance. Sign up for notifications at nixle.com or by texting ‘50263’ to ‘888777’.

Smart911 is a free service that can save time in emergency responses. Users enter information such as medical conditions and medications, address details, and photos of yourself, your children or elderly family members. These details are shared with emergency personnel in the instance 911 is called, giving them a head start on their work. To sign up, visit smart911.com.

Revised November 2019