

Property Owner Responsibility for Water and Sewer Service Lines

Water and sewer customers are often unaware that they are responsible for sewer and water service lines which go from the utility connections at the street to their homes.

The lines are located underground and often enter homes from beneath the basement floor. If these lines collapse, break or leak, repairs can necessitate ground excavation, basement floor removal/replacement and sometimes street repair/replacement. Repair and replacement of service lines can be expensive.



Due to the location of these service lines, most property owners are not in a position to know the condition of their service lines or even their composition. Service lines which were installed by builders have evolved in recent years. Depending on their age, buildings in the area may have Orangeburg, cast iron, clay, tile, PVC or service lines comprised of other material. The composition of these lines can impact their longevity. In addition, the lines can be damaged in various ways including but not limited to root damage, settling, rust, decomposition and/or intrusion by surrounding soil content. While no service line is immune from the need for repair or replacement, older homes of course have older lines.

While service line failures are not widespread in Waukeee, some residents may be interested in options available to mitigate potential costs should they experience the need for a service line repair or replacement. The City of Waukeee is aware that warranties are offered in the private marketplace which may provide warranty coverage for water and sewer service lines. One such company is Service Line Warranties of America (SLWA) which has been recommended by the National League of Cities and has been offering service line warranties nationally since 2003. SLWA currently provides warranties to residents in at least 50 cities in Iowa.

Residents interested in such warranty programs are encouraged to investigate and read any Service Line Warranty Program's information carefully to determine the applicable coverage and exclusions and whether a warranty program is the right choice for you and your property. The City of Waukeee would like to reiterate that **participation in any such service line warranty is completely voluntary**. The City is not affiliated, partnered or otherwise endorsing any service line warranty or company.

Questions can be directed to the Waukeee Public Works Department at 515-978-7920.

April is National Safe Digging Month

April is National Safe Digging Month, reminding people to always **dial 8-1-1 at least 48 hours before any digging project so that utility locators can mark the approximate location of underground utilities prior to digging.** Every six minutes an underground utility line is damaged because someone decided to dig without first calling 811.

Striking a single line can cause injury, repair costs, fines and inconvenient outages. Installing a mailbox, building a deck and planting a tree or garden are all examples of digging projects which should only begin a few days after a call to 811. The depth of utility lines can vary for reasons such as erosion, previous digging projects and uneven surfaces. So, no matter the depth of the digging, call 811 first!



Waukee residents can visit Call811.com for more information about digging safely.

Procedure for Requesting Information from, or Registering Complaints with, the Waukee Gas Department

Persons desiring to request information from, or register complaints with, the City of Waukee's Gas Department may do so by contacting:

Director of Public Works Rudy Koester:

Waukee Public Works, 805 University Avenue, Waukee, IA 50263
515-978-7388, rkoester@Waukee.org

If the utility has not been able to help you with your problem concerning gas service, you may contact the Iowa Utilities Board:

Iowa Utilities Board

1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
1-877-565-4450, customer@iub.iowa.gov