



***Reference Guide for Obtaining
Permits and Utility Services
For New Construction***

(Revised 04-2012)

City Offices – Telephone Numbers

ELECTRIC SERVICES DEPARTMENT

Electric Meter Division.....	239-5510
<i>Temporary Electric Meter</i>	
<i>Permanent Electric Meter</i>	
Electric Distribution Division.....	239-5500
<i>Trench Inspection</i>	
<i>Service Connection</i>	
Electric Engineering Division.....	239-5175
<i>Electric Service Location & Sizing</i>	

FIRE DEPARTMENT

Inspection Division.....	239-5153
<i>Building Permits and Inspections</i>	
<i>Electrical Permits and Inspections</i>	
<i>Mechanical Permits and Inspections</i>	
<i>Plumbing Permits and Inspections</i>	

PUBLIC WORKS DEPARTMENT

Engineering & Traffic Divisions.....	239-5160
<i>Street & Right-of-Way Permits</i>	
<i>Driveway Forms & Subgrade Inspection</i>	
<i>Sidewalk Forms & Subgrade Inspection</i>	
Utility Maintenance Division.....	239-5550
<i>Water Main Tapping</i>	

FINANCE DEPARTMENT

Utility Customer Service Division.....	239-5120
<i>Application for Utility Service</i>	
<i>Account Billing and Information</i>	

WATER & POLLUTION CONTROL DEPARTMENT

Water Meter Division.....	239-5151
<i>Construction Water Meters</i>	
<i>Permanent Water Meters</i>	
<i>Yard Meters</i>	
<i>Backflow Prevention – Containment</i>	
<i>Application for Hydrant Meters</i>	
<i>Application for Using Water without a Meter</i>	

APPLICATION FOR UTILITIES**Utility Customer Service
515 Clark Avenue, Rm 136
515-239-5120**

1	Complete Application for Utility Service (if necessary) and a Meter Request Form
2	Meter Division Receives Orders to Install Meters
3	Meter Fees Billed Through Finance/Accounting Division
4	Monthly Utility Charges Billed Through Finance/Utility Customer Service

1. A meter request form may be obtained from the Utility Customer Service Division or the Inspection Division at 515 Clark Avenue or by downloading the form from the website www.amesutilities.com. (Click on the new construction link.) A completed form may be returned in person, by mail, or by fax (515-239-5286). If the applicant is not an active customer in the utility billing system, a separate application for utility service may be required. The applicant will be contacted, and a form may be mailed or faxed to the customer. A deposit may be required.
2. Once the application and the meter request form are received by Utility Customer Service, a service order(s) is sent to the Electric and/or Water Meter Division to install the meter(s). When you are ready for the meter(s), you must contact the appropriate division to schedule the meter(s) to be installed. (Electric – 515-239-5510; Water – 515-239-5151)
3. After the meter(s) has been installed, fees will be invoiced and billed through the Accounting Division of the Finance Department.
4. Charges for the utility consumption are billed to the customer's name on the Application for Utility Service by the Utility Customer Service Division of the Finance Department.

**TEMPORARY ELECTRIC
SERVICE/METER**

**Electric Meter Division
2208 Edison Avenue
515-239-5510**

1	Obtain Electrical Permit
2	Complete Meter Request Form and Application for Municipal Utility Service (if necessary)
3	Contact Electric Engineering Division to Determine Source for Temporary Service
4	Temporary Service Inspection
5	Contact Electric Meter Division When Ready for Meter
6	Meter Installation and Service Connection

1. Obtain an electrical permit from the Inspections Division at 515 Clark Avenue.
2. The contractor or property owner must complete a Meter Request Form and an Application for Municipal Utility Service (if necessary). *See Page 2 of this booklet for further instructions.*
3. Contact the Electric Engineering Division at 515-239-5175 to determine the power source for temporary service. The temporary service shall be in front or back of, and within two feet of, the power source. Any variation must be approved by the Electric Meter Division prior to service connection. Select site location to allow for lateral trenching at a later date.
4. Contact the Inspections Division at least 24 hours in advance to schedule an inspection of the temporary service installation. The site address must be on the temporary meter stand.
5. Contact the Electric Meter Division at least 24 hours in advance to schedule a crew to connect the service and set the meter. If an overhead service drop is required, the Electric Meter Division, upon notification of the readiness of the service, will submit a service order to the Electric Distribution Division for connection. This may require additional time.
6. Crews from the Electric Services Department will install a meter and connect the temporary service.

**PERMANENT ELECTRIC
SERVICE/METER**

**Electric Meter Division
2208 Edison Avenue
515-239-5510**

1	Obtain Electrical Permit
2	Complete Meter Request Form and Application for Municipal Utility Service
3	Contact Electric Engineering Division to Determine Source for Permanent Service
4	Pick Up Meter Socket
5	Install Meter Socket – Residential and Commercial Service
6	Conduit Installation and Trench Inspection
7	Service Entrance Inspection
8	Service Conductor Installation
9	Meter Installation and Service Connection

1&2. *Refer to Steps 1 & 2 on Page 5 of this booklet.*

3. Contact the Electric Engineering Division at 515-239-5175 to determine the power source for permanent service. Please provide load requirements and anticipated schedule.
4. The Electric Meter Division will issue a meter socket for the permanent service upon confirmation that a Meter Request Form has been turned in to the Utility Customer Service Division office.
5. The contractor/customer is responsible for installing the socket, service panel, grounds, and service conduit. For commercial installations, meter sockets must be marked to identify apartment, suite, etc. and must correspond with the indicators given to Utility Customer Service Division.
6. Residential homes/duplexes require a service conduit (with a 500-lb minimum pull rope/tape inside) installed at 30-inch minimum cover-depth after final grade from the socket location to the utility source. Commercial buildings require service conduit installed at 36-inch minimum cover depth after final grade. Before backfilling the trench, contact the Electric Distribution Division at 515-239-5500 at least 24 hours in advance to schedule a conduit inspection.
7. Contact the Inspections Division at least 24 hours in advance to schedule an inspection of the service entrance installation.
8. Contact the Electric Distribution Division at least 24 hours in advance to schedule the installation of service conductors.
9. Contact the Electric Meter Division at least 24 hours in advance to schedule a crew to connect the service and set the meter.