

MEETING
Board of Water Works Trustees
Des Moines Water Works
September 27, 2022
2201 George Flagg Parkway
3:30 p.m.

Join Zoom Meeting
<https://us02web.zoom.us/j/85986599532?pwd=U3o5MGF0WGpMRzJwSUNxWmVJSTF0Zz09>

Meeting ID: 859 8659 9532
Passcode: 345623

Decision Agenda

I. Consent Agenda:

- A. Minutes, August 23, 2022, Board of Water Works Trustees Meeting
Minutes, September 6, 2022, Planning Committee Meeting
- B. Financial Statements
- C. List of Payments for August 2022
- D. Summary of CEO-Approved Expenditures in Excess of \$20,000
- E. Next Meeting Date – October 25, 2022

II. Public Comment Period:

- Regional Governance

III. Action Items:

- A. Receive and File 2022 Voice of the Customer Survey
- B. Not to Exceed \$1,110,000 Water Revenue Capital Loan Notes
 - 1. Public Hearing
 - 2. Discussion
 - 3. Resolution Instituting Proceedings to Authorize Loan and Disbursement Agreement.
 - 4. Resolution approving and authorizing a form of Interim Loan and Disbursement Agreement, and authorizing and providing for the issuance and securing the payment of \$1,110,000 Water Revenue Capital Loan Note Anticipation Project Note, Series 2022, under the provisions of the Code of Iowa, and providing for a method of payment of said Note.
- C. Acceptance of Presedimentation Basins Valve Replacement

- D. Acceptance of 2021 Des Moines Water Main Replacement Contract 2 - Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway
- E. Acceptance of 2021 Des Moines Water Main Replacement Contract 4 – Indianola Avenue
- F. Cancellation of Public Hearing for 2022 Treatment Basin No. 1 Rechainning
- G. Request Authorization to Issue Purchase Order for Replacement RO Membranes for Saylorville Water Treatment Plant
- H. Request Authorization to Issue Payment to Evoqua Water Technologies LLC for Additional Repairs to Filter Press 2

IV. Information Items:

- A. Board Committee Reports
 - Planning Committee
 - Finance and Audit Committee
 - Bill Stowe Memorial Committee
 - Greater Des Moines Botanical Garden Board
 - Des Moines Water Works Park Foundation Board
- B. CEO and General Manager’s Comments
- C. Contract Status and Professional Services Agreements

OSHA Recordable Injuries YTD: 9	
Strain/Sprain:	6
Laceration:	1
Hearing:	1
Burn:	1

V. Adjournment

Schedule of Board Activities – September & October Time: 3:30 p.m.		
<u>Date</u>	<u>Location</u>	<u>Meeting</u>
October 4	Board Room & Virtual	Planning Committee Meeting
October 11	Board Room & Virtual	Finance & Audit Committee Meeting
October 25	Board Room & Virtual	Board of Water Works Trustees
November 1	Board Room & Virtual	Planning Committee Meeting
November 8	Board Room & Virtual	Finance & Audit Committee Meeting
November 22	Board Room & Virtual	Board of Water Works Trustees

AGENDA ITEM FORM

SUBJECT: Consent Agenda

SUMMARY:

- A. Minutes, August 23, 2022, Board of Water Works Trustees Meeting
Request: Approve August 23, 2022, Minutes
Minutes, September 6, 2022, Planning Committee Meeting
Request: Approve September 6, 2022, Minutes
- B. Financial Statements
- At August 2022, total assets of the Des Moines Water Works were \$455.7 million, liabilities totaled \$30.2 million, deferred outflows totaled \$5.1 million, deferred inflows totaled \$19.8 million and contributions and retained earnings were \$410.8 million.
 - Total operating revenue for the month of August was \$9.7 million. Expenses (operating and non-operating) for the month were approximately \$5.3 million, leaving net earnings of approximately \$4.3 million.
 - Request:** Receive and File for Audit the August 2022 Financial Statements.
- C. List of Payments for August 2022
Request: Approve August 2022 payments
- D. Summary of CEO-approved expenditures in excess of \$20,000
Request: Approve the CEO-approved expenditures in excess of \$20,000
- E. Next Meeting Date – October 25, 2022
Request: Approve October 25, 2022, as the date of the next meeting of the Board of Water Works Trustees.

FISCAL IMPACT:

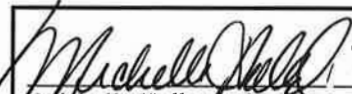
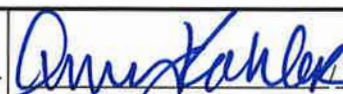
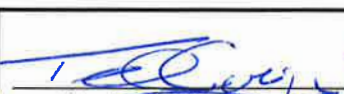
No impact to budget.

RECOMMENDED ACTION:

Approve Consent Agenda Items A, B, C, D, and E.

BOARD REQUIRED ACTION:

Motion to approve Consent Agenda.

 Michelle Holland, CPA Controller	 Amy Kahler, CPA Chief Financial Officer	 Ted Corrigan, P.E. CEO and General Manager
9/20/22 (date)	9/20/22 (date)	9/23/22 (date)

Attachments: August 23, 2022, Board of Water Works Trustees Meeting Minutes; September 6, 2022, Planning Committee Meeting Minutes; August 2022 Financial Statements; List of Payments; Summary of CEO-approved expenditures in excess of \$20,000

**MINUTES OF CALLED MEETING OF THE BOARD OF WATER WORKS TRUSTEES
PURSUANT TO NOTICE
Tuesday, August 23, 2022**

Present (or Participating by Video or Audio Conference Link):

Board Members: Chairperson Mr. Graham Gillette, presiding; Mr. Joel Aschbrenner, Ms. Andrea Boulton, Ms. Susan Huppert, and Ms. Diane Munns

Staff members: Dee Clarke, Rachel Brown, Pat Bruner, Nathan Casey, Ted Corrigan, Kyle Danley, Doug Garnett, Amy Kahler, Mike McCurnin, Laura Sarcone, Jennifer Terry, Lindsey Wanderscheid, and Michelle Watson

Also in attendance: John Lande (legal counsel)

Mr. Gillette called the meeting to order at 3:32 p.m.

Consent Agenda

A motion was made by Ms. Boulton, seconded by Ms. Huppert, to approve Consent Items A, B, C, D, and E, (Approval of Minutes, July 26, 2022, Board of Water Works Trustees Meeting; Minutes, August 2, 2022, Planning Committee Meeting; Minutes, August 9, 2022, Finance and Audit Committee Meeting; Receipt and filing of the financial statements for audit purposes; Approval of Payments for July 2022; Approval of Summary of CEO-Approved Expenditures in Excess of \$20,000; and Approval of September 27, 2022, as the next meeting of the Board of Water Works Trustees). Upon vote, the motion was adopted, with each member of the Board voting in favor of the motion.

Public Comment Period

No comments were received from the public.

Mr. Corrigan provided an update on regionalization.

Not to Exceed \$1,110,000 State Revolving Fund Planning & Design Loan for Polk County Pump Station ASR – Resolution Fixing Date for a Meeting on the Proposition to Issue

The 2022 – 2026 Capital Improvement Plan includes a fourth Aquifer Storage and Recovery (ASR) well. A multi-year project, the ASR is also included in the most recent 2023-2027 CIP received and filed by the Board in June 2022. DMWW's intention is to design, construct, and operate a facility that can recover 3 million gallons per day to water distribution system for approximately 100 days per year. Several sites for the ASR have been considered, although staff prefers the Polk County Pump Station site for this ASR.

Planning and Design (P&D) loans are available from the State Revolving Fund (SRF) at 0% interest for three years for the planning and design of drinking water system improvements. At the end of the three-year period, the planning and design costs are typically rolled into an SRF construction loan, or they can be paid using other funds. DMWW's P&D application for an ASR at the Polk County Pump Station site has been approved by the State Revolving Fund and will next appear on the state's Intended Use Plan (IUP) project list for approval on September 20, 2022. In order to execute the Loan and Disbursement Agreement, DMWW must hold a public hearing and pass a resolution authorizing DMWW to execute the Agreement. DMWW Engineering staff are preparing

a Request for Proposal (RFP) for Engineering design services for the ASR, estimated to be \$1.11 million.

Board Member Andrea Boulton introduced the following Resolution and moved the same be adopted. Board Member Diane Munns seconded the motion to adopt the following Resolution:

**RESOLUTION FIXING DATE FOR A MEETING ON THE
AUTHORIZATION OF A LOAN AND DISBURSEMENT
AGREEMENT AND THE ISSUANCE OF \$1,110,000 WATER
REVENUE CAPITAL LOAN NOTES OF THE CITY OF DES
MOINES, STATE OF IOWA, AND PROVIDING FOR
PUBLICATION OF NOTICE THEREOF**

WHEREAS, it is deemed necessary and advisable that the City of Des Moines, State of Iowa, should provide for the authorization of a Loan and Disbursement Agreement and the issuance of Water Revenue Capital Loan Notes, to the amount of \$1,110,000, as authorized by Sections 384.24A and 384.83, of the Code of Iowa, for the purpose of providing funds to pay costs of carrying out project(s) as hereinafter described; and

WHEREAS, the Water Utility has applied for a loan through the Iowa Drinking Water Facilities Financing Program pursuant to which the Iowa Finance Authority has agreed to purchase the Notes and has requested that such Notes be issued as a single Note in a denomination equal to the total amount of the issue as authorized by Chapter 384 of the Code of Iowa; and

WHEREAS, the Loan and Disbursement Agreement and Notes shall be payable solely and only out of the Net Revenues of the Water Utility and shall be a first lien on the future Net Revenues of the Utility; and shall not be general obligations of the City or payable in any manner by taxation and the City shall be in no manner liable by reason of the failure of the Net Revenues to be sufficient for the payment of the Loan and Disbursement Agreement and Notes; and

WHEREAS, before the Loan and Disbursement Agreement and Notes may be issued, it is necessary to comply with the provisions of the Code, and to publish a notice of the proposal to issue such notes and of the time and place of the meeting at which the Board proposes to take action for the authorization of the Loan and Disbursement Agreement and Notes and to receive oral and/or written objections from any resident or property owner of the City to such action.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF WATER WORKS
TRUSTEES OF THE CITY OF DES MOINES, STATE OF IOWA:**

Section 1. That this Board meet in the Des Moines Water Works Board Room, 2201 George Flagg Parkway, Des Moines, Iowa, at 3:30 P.M., on the 27th day of September, 2022, for the purpose of taking action on the matter of the authorization of a Loan and Disbursement Agreement and the issuance of \$1,110,000 Water Revenue Capital Loan Notes, the proceeds of which notes will be used to provide funds to pay the costs of acquisition, construction, reconstruction, extending, remodeling, improving, repairing and equipping all or part of the

Water Utility, including those costs associated with the Polk County Pumping Station Site Aquifer Storage and Recovery Project.

Section 2. That the Secretary is hereby directed to cause at least one publication to be made of a notice of the meeting, in a legal newspaper, printed wholly in the English language, published at least once weekly, and having general circulation in the City. The publication to be not less than four clear days nor more than twenty days before the date of the public meeting on the issuance of the Notes.

Section 3. The notice of the proposed action to issue notes shall be in substantially the following form:

(To be published between September 7 and September 22, 2022 (dates inclusive))

**NOTICE OF MEETING OF THE BOARD OF WATER WORKS
TRUSTEES OF THE CITY OF DES MOINES, STATE OF IOWA,
ON THE MATTER OF THE PROPOSED AUTHORIZATION OF A
LOAN AND DISBURSEMENT AGREEMENT AND THE
ISSUANCE OF \$1,110,000 WATER REVENUE CAPITAL LOAN
NOTES, AND THE HEARING ON THE ISSUANCE THEREOF**

PUBLIC NOTICE is hereby given that the Board of Water Works Trustees of the City of Des Moines, State of Iowa, will hold a public hearing on the 27th day of September, 2022, at 3:30 P.M., in the Des Moines Water Works Board Room, 2201 George Flagg Parkway, Des Moines, Iowa, at which meeting the Board proposes to take additional action for the authorization of a Loan and Disbursement Agreement by and between the City and the Iowa Finance Authority and the issuance to the Iowa Finance Authority of \$1,110,000 Water Revenue Capital Loan Notes, to evidence the obligations under the said Loan and Disbursement Agreement, in order to provide funds to pay the costs of acquisition, construction, reconstruction, extending, remodeling, improving, repairing and equipping all or part of the Water Utility, including those costs associated with the Polk County Pumping Station Site Aquifer Storage and Recovery Project. The Notes will not constitute general obligations or be payable in any manner by taxation, but will be payable from and secured by the Net Revenues of the Water Utility.

At the above meeting the Board shall receive oral or written objections from any resident or property owner of the City to the above action. After all objections have been received and considered, the Board will at the meeting or at any adjournment thereof, take additional action for the authorization of a Loan and Disbursement Agreement and the issuance of the Notes to evidence the obligations thereunder or will abandon the proposal to issue said Notes.

This notice is given by order of the Board of Water Works Trustees of the City of Des Moines, State of Iowa, as provided by Sections 384.24A and 384.83 of the Code of Iowa.

Dated this 23rd day of August, 2022.

Secretary of the Board of Water Works
Trustees, City of Des Moines, State of Iowa

(End of Notice)

A roll-call vote was taken and the vote was,

AYES: Joel Aschbrenner, Andrea Boulton, Graham Gillette,
Susan Huppert, and Diane Munns

NAYS: None

Whereupon, the Chairperson declared the measure duly adopted.

Acceptance of Gallery Valve Chamber Structures Reconstruction

Mr. Corrigan reported that all work associated with the Gallery Valve Chamber Structures Reconstruction project has been satisfactorily completed.

A motion was made by Ms. Huppert, and seconded by Mr. Aschbrenner, to accept the Gallery Valve Chamber Structures Reconstruction contract, completed by Synergy Contracting, LLC, in the amount of \$478,526.42. Upon vote, the motion was adopted, with each member of the Board voting in favor of the motion.

Acceptance of SE Polk NE Morgan Drive Meter Vault

Mr. Corrigan reported that all work associated with the SE Polk NE Morgan Drive Meter Vault project has been satisfactorily completed.

A motion was made by Ms. Munns, and seconded by Ms. Huppert, to accept the S.E. Polk N.E. Morgan Drive Meter Vault contract, completed by Synergy Contracting, LLC, in the amount of \$188,987.50. Upon vote, the motion was adopted, with each member of the Board voting in favor of the motion.

Request Authorization to Purchase Materials for the 2022 Treatment Basin No. 1 Rechainning Project

At the July 26, 2022, Board meeting, the Board authorized staff to solicit bids for the 2022 Treatment Basin No. 1 Rechainning contract and establish the date of the Public Hearing as the date of the September 2022 Board meeting. In addition to replacing the chains, flight boards and other solids collection system-related equipment, the scope of work for this project will include replacement of the existing 4-inch diameter water system piping inside Treatment Basin No. 1.

Staff has solicited pricing from local vendors and received two quotations for providing the replacement water system piping. The quotations included pricing for over 1,000 feet of 4-inch diameter flanged ductile iron pipe and fittings and materials for the additional hose connections. Staff recommends the Board of Water Works Trustees authorize staff to purchase materials from Core and Main in the amount of \$117,209.50 for the replacement water system piping for Treatment Basin No. 1.

A motion was made by Mr. Aschbrenner seconded by Ms. Boulton, to authorize staff to purchase materials from Core and Main in the amount of \$117,209.50 for the replacement water system piping for Treatment Basin No. 1. Upon vote, the motion was adopted, with each member of the Board voting in favor of the motion.

Board Committee Reports

The following reports were provided:

- Planning Committee – A meeting was held on August 2, 2022, as reflected in the minutes thereof. Ms. Boulton gave a brief summary of the meeting.
- Finance and Audit Committee – A meeting was held on August 9, 2022, as reflected in the minutes thereof. Mr. Aschbrenner gave a brief summary of the meeting.
- Bill Stowe Memorial – Mr. Gillette shared that the Lakeside Labs interns will be providing a final report at the end of October for the partners to discuss next steps in developing the Education Hub.
- Greater Des Moines Botanical Garden – Mr. Gillette reported that membership is at an all-time high and the staff has ambitious plans for expanding the gardens into the back/north acres.
- Des Moines Water Works Park Foundation Board – Ms. Boulton reported that the Foundation shared a proposal with the City of Des Moines to address repayment of the Ruan Connector construction debt. The first Innovation Award will be presented over the Labor Day weekend in conjunction with the Des Moines Symphony event. She also reminded everyone that the upcoming docuseries will be shown at the amphitheater with panel discussions to follow. The Foundation is also preparing a request for proposals for a new concert promoter.

Draft Board Policy for Selection of Central Iowa Water Works Board Members

Mr. Gillette led a discussion with the Board members on a draft policy for selection of representatives to serve on the Central Iowa Water Works Board. It was decided that further discussion would occur at the upcoming Planning Committee meeting.

CEO and General Manager's Comments

Mr. Corrigan reminded the Board that the NW 26th Street Booster Station Open House will be held on August 31st.

Adjournment – Meeting adjourned by unanimous consent.

4:45 p.m. adjourned

**MINUTES OF MEETING OF PLANNING COMMITTEE
OF THE BOARD OF WATER WORKS TRUSTEES
PURSUANT TO NOTICE**

Tuesday, September 6, 2022
3:30 p.m.

Present (or Participating by Video or Audio Conference Link):

Board Members: Ms. Andrea Boulton, Mr. Graham Gillette, Ms. Susan Huppert, and Ms. Diane Munns

Staff Members: Rachel Brown, Ted Corrigan, Kyle Danley, Doug Garnett, Amy Kahler, Mike McCurnin, Laura Sarcone, and Michelle Watson

Also in Attendance: John Lande (legal counsel), Deb Stearns (SPPG + Essman Research), Melissa Walker (MW Media Consultants, LLC), Julie Yankey (SPPG + Essman Research)

Meeting called to order at 3:30 p.m.

1. Discuss CIWW Board Member Selection Policy

Mr. Corrigan led a discussion with the Board members in attendance on the draft policy for selection of representatives to serve on the Central Iowa Water Works Board.

2. Voice of the Customer

Ms. Sarcone introduced Ms. Stearns and Ms. Yankey with SPPG + Essman Research who shared the results of the 2022 Voice of the Customer Survey and recommendations based on the research findings.

3. CEO and General Manager's Comments

Mr. Corrigan had no additional comments.

4. Public Comments - There were no comments from the public.

Meeting adjourned at 5:00 p.m.

**DES MOINES WATER WORKS
FINANCIAL STATEMENT COMMENTS
FOR THE MONTH ENDED August 31, 2022**

STATEMENT OF NET POSITION

Below are summaries of financial position and activity for the month of August 2022:

Summary Net Position (in millions)

	Aug 31, 2022	Dec 31, 2021
Cash	\$31.2	\$26.3
Invested Cash	10.0	5.0
Accounts Receivable	13.3	10.4
Operating Reserves	13.3	12.8
Revenue Bond Reserves	0.2	0.2
Other Assets	5.1	5.7
Fixed Assets	591.6	591.6
Less: Accumulated Depreciation	<u>(224.5)</u>	<u>(215.8)</u>
Net Fixed Assets	367.1	375.8
Construction in Progress	<u>15.6</u>	<u>7.9</u>
Total Assets	<u>455.7</u>	<u>444.1</u>
Deferred Outflows of Resources	5.1	5.1
Total Assets & Deferred Outflows of Resources	<u>460.9</u>	<u>449.3</u>
Current Liabilities	9.8	12.2
Long-Term Liabilities	18.3	18.4
Other Liabilities	<u>2.1</u>	<u>2.0</u>
Total Liabilities	30.2	32.5
Deferred Inflows of Resources	19.8	19.8
Net Position	<u>410.8</u>	<u>396.9</u>
Total Liabilities, Deferred Inflows of Resources & Net Position	<u>460.9</u>	<u>449.3</u>

STATEMENT OF EARNINGS

Summary information from the Statement of Earnings is as follows:

	August 2022	Year to date 2022	Year to date 2021
Operating Revenue	\$ 9.7 million	\$ 56.3 million	\$ 54.8 million
Operating Expenses	\$ 5.3 million	\$ 42.6 million	\$ 40.1 million
Other Income (Expense)	\$ 0.0 million	\$ 0.1 million	\$ 0.1 million
Net Earnings	\$ 4.3 million	\$ 13.8 million	\$ 14.7 million

The table below summarizes expenses for the period-to-date ended August 2022 and 2021:

OPERATING EXPENSES

Year-to-Date Ending August 31, 2022 and 2021

	YTD Aug 2022	% of Total	YTD Aug 2021	% of Total
Labor	\$ 11,017,180	33%	\$ 11,088,904	35%
Benefits	5,823,336	17%	5,836,341	18%
Purchased Services	6,087,228	18%	5,355,476	17%
Materials and Equipment	2,611,039	8%	2,269,378	7%
Chemicals	4,596,714	14%	3,514,276	11%
Utilities/Telephone	2,031,300	6%	2,031,505	6%
Insurance	1,090,982	3%	961,442	3%
Postage	272,679	1%	268,819	1%
Other	342,736	1%	259,748	1%
	\$ 33,873,194	100%	\$ 31,585,889	100%

CHANGES IN INVESTMENTS

	Change from Prior Month	Average Annual Return
Bond Reserves	\$43	
Operating Reserves	\$11,116	0.34%
Invested Operating Cash	\$6,024	1.42%

Comments

Pension fund investments decreased by 2.2 million for the month of August 2022. The pension fund balance as of August 31, 2022, was \$52.4 million.

PROJECT EXPENSES

Total expenditures for operating projects through August 2022 were approximately \$33.9 million or 64% of the operating budget. Overall expenditures on capital projects were approximately \$7.7 million or 13% of the capital budget.

DES MOINES WATER WORKS
Statement of Net Position
For the Period Ending August 31, 2022 and December 31, 2021

	2022	2021	Change
ASSETS			
Cash			
Petty Cash	\$ 1,900	\$ 1,900	
Interest Bearing Cash	31,241,063	26,324,418	
Total	\$ 31,242,963	\$ 26,326,318	\$ 4,916,645
Invested Cash			
Operating			
Cash on Hand	\$ 1,355,874	\$ 3,410,425	
U.S. Government Securities	8,672,503	1,590,900	
Total	\$ 10,028,377	\$ 5,001,325	\$ 5,027,052
Accounts Receivable			
Accounts Receivable	\$ 10,606,023	\$ 7,818,425	
Accounts Receivable Unbilled	2,613,898	2,613,898	
Accrued Interest Receivable	31,218	1,160	
Total	\$ 13,251,139	\$ 10,433,483	\$ 2,817,656
Reserves (Invested)			
Operating			
Cash On Hand	\$ 723,821	\$ 6,301,673	
U.S. Government Securities	12,600,914	6,485,090	
Total	\$ 13,324,736	\$ 12,786,763	\$ 537,973
Revenue Bond Reserves (Invested)			
Cash on Hand	\$ 158,857	\$ 214,239	
Total	\$ 158,857	\$ 214,239	\$ (55,383)
Other Assets			
Materials in Stock Accounts	\$ 4,531,520	\$ 4,130,745	
Water Receivable Long-Term	180,572	172,651	
Prepaid Insurance	207,255	1,036,273	
Prepaid Expense	307,681	341,629	
Accum Unrealized Gain/(Loss) Invest	(169,809)	(11,878)	
Total	\$ 5,057,220	\$ 5,669,420	\$ (612,199)

DES MOINES WATER WORKS
Statement of Net Position
For the Period Ending August 31, 2022 and December 31, 2021

	2022	2021	Change
ASSETS-CONTINUED			
Fixed Assets			
Land & Right of Way	\$ 8,208,369	\$ 8,208,369	
Structures and Machinery	169,105,964	169,105,964	
Water Supply System	60,344,512	60,344,512	
Urbandale Booster System	509,687	509,687	
Pipelines	283,161,165	283,161,165	
Meters	32,629,950	32,629,950	
Laboratory Equipment	805,473	805,473	
Distribution Equipment	1,466,215	1,466,215	
Mobile Equipment	4,046,016	4,046,016	
Vehicles	2,858,318	2,858,318	
Office Equipment	1,341,093	1,341,093	
MIS Equipment	27,096,288	27,096,288	
Total	\$ 591,573,051	\$ 591,573,051	
Accumulated Depreciation	(224,505,553)	(215,796,170)	
Construction in Progress	\$ 15,576,339	7,899,450	
Total Fixed Assets	\$ 382,643,836	\$ 383,676,331	\$ (1,032,495)
TOTAL ASSETS	\$ 455,707,128	\$ 444,107,879	\$ 11,599,249
DEFERRED OUTFLOWS OF RESOURCES			
Pension Related Amounts	5,147,743	5,147,743	
Total	\$ 5,147,743	\$ 5,147,743	\$ -
TOTAL ASSETS & DEFERRED OUTFLOWS OF RESOURCES	\$ 460,854,871	\$ 449,255,622	\$ 11,599,249

DES MOINES WATER WORKS
Statement of Net Position
For the Period Ending August 31, 2022 and December 31, 2021

	2022	2021	Change
LIABILITIES			
Current Liabilities			
Accounts Payable	\$ 643,418	\$ 1,888,374	
Construction Payables	2,036,178	4,253,313	
Salaries and Wages Payable	1,368,155	1,044,215	
Accrued Leave	3,786,499	3,786,499	
State Tax Payable	449,471	116,056	
Work Comp Reserves	118,803	118,803	
Revenue Bond Interest Payable	981	262	
Revenue Bonds Payable Current	157,000	157,000	
Deferred Revenue - Current	0	0	
Billing Service Deposits	1,252,497	791,484	
Unclaimed Refunds	17,726	10,178	
Total	\$ 9,830,730	\$ 12,166,184	\$ (2,335,454)
Long Term Liabilities			
Pension Liability	(171,117)	(171,117)	
Other Post-Employment Benefit Liability	18,494,555	18,494,555	
Other Non-Current Liabilities	294	32,859	
Total	\$ 18,323,732	\$ 18,356,297	\$ (32,565)
Other Liabilities			
Deposits by Consumers	\$ 2,004,906	\$ 1,921,275	
Project H2O	65,329	254	
Miscellaneous Liabilities	22,474	44,428	
Total	\$ 2,092,709	\$ 1,965,957	\$ 126,752
TOTAL LIABILITIES	\$ 30,247,171	\$ 32,488,438	\$ (2,241,267)
DEFERRED INFLOWS OF RESOURCES			
Pension Related Amounts	\$ 16,277,276	\$ 16,277,276	
Other Post-Employment Benefit Amounts	3,569,267	3,569,267	
Total	\$ 19,846,543	\$ 19,846,543	\$ -
NET POSITION	\$ 410,761,157	\$ 396,920,642	\$ 13,840,515
TOTAL LIABILITIES, DEFERRED INFLOWS OF RESOURCES & NET POSITION	\$ 460,854,871	\$ 449,255,622	\$ 11,599,249

Des Moines Water Works
Statement of Earnings and Retained Earnings
For the Month Ended August 31, 2022, the Eight Months Ending August 31, 2022
and the Eight Months Ending August 31, 2021

	Current Month 2022	Year-To-Date 2022	Yearly Budget 2022	Actual vs. Budget Variance	Year-To-Date 2021	Year-To-Date Current vs. Prior Year
OPERATING REVENUE						
Water Sales	\$ 9,161,209	\$ 52,724,416	\$ 73,094,345	\$ (20,369,929)	\$ 49,672,756	\$ 3,051,660
Sewer Services - Runnells	7,860	60,951	82,412	(21,461)	64,133	(3,182)
Late Fees	46,001	297,711	330,000	(32,289)	242,917	54,794
Billed Debt Service	-	-	-	-	1,596,406	(1,596,406)
Other Sales and Services	180,602	1,624,307	3,044,112	(1,419,805)	1,102,964	521,343
Billing Services Revenue	178,846	1,190,024	1,954,280	(764,256)	1,140,761	49,263
Land Use Revenue	18,417	147,159	172,800	(25,641)	129,581	17,578
Connection Fees	71,560	258,810	750,000	(491,190)	353,518	(94,708)
Purchase Capacity	-	-	-	-	481,720	(481,720)
Cash Discount and Refunds	324	2,445	-	2,445	2,096	349
Total Operating Revenues	\$ 9,664,819	\$ 56,305,823	\$ 79,427,949	\$ (23,122,126)	\$ 54,786,852	\$ 1,518,971
OPERATING EXPENSES						
Labor	\$ 1,264,049	\$ 11,017,180	\$ 17,064,713	\$ 6,047,533	\$ 11,088,904	\$ 71,724
Benefits	310,920	2,546,619	4,179,900	1,633,281	2,530,234	(16,385)
Retirement Benefits	406,730	3,276,717	5,079,100	1,802,383	3,306,107	29,390
Postage	42,523	272,679	490,000	217,321	268,819	(3,860)
Telephone	25,132	184,870	307,500	122,630	169,334	(15,536)
Insurance	289,376	1,090,982	1,575,000	484,018	961,442	(129,540)
Casualty Loss	900	27,861	100,000	72,139	83,441	55,580
Loss on Bad Accounts	(132)	(5,329)	150,000	155,329	(16,234)	(10,905)
Purchased Services	524,198	6,087,228	11,040,604	4,953,376	5,355,476	(731,752)
Training	17,458	93,096	158,860	65,764	34,866	(58,230)
Materials and Equipment	318,758	2,611,039	3,901,960	1,290,921	2,269,378	(341,661)
Chemicals	635,132	4,596,714	5,769,749	1,173,035	3,514,276	(1,082,438)
Utilities	387,654	1,846,430	3,000,300	1,153,870	1,862,171	15,741
Gasoline/Fuel	31,380	227,108	228,660	1,552	157,675	(69,433)
Total Operating Expense	\$ 4,254,078	\$ 33,873,194	\$ 53,046,346	\$ 19,173,152	\$ 31,585,889	\$ (2,287,305)
Depreciation Expense	\$ 1,086,309	8,709,383	13,085,393	4,376,010	8,547,562	(161,821)
Net Income from Operations	4,324,432	13,723,246	13,296,210	427,036	14,653,401	(930,155)
Other Income (Expense) :						
Capital Contributions	\$ -	\$ 161,839	\$ -	\$ 161,839	\$ 403,093	\$ (241,254)
Contributions From Subdividers	-	-	-	-	-	-
Investment Income	12,587	28,770	177,000	(148,230)	79,464	(50,694)
Net Change - Investment Values	7,542	(71,247)	-	(71,247)	(89,565)	18,318
Interest Expense / Amortization	(262)	(2,093)	(2,748)	655	(329,570)	327,477
Gain/Loss on Fixed Assets	-	-	-	-	-	-
Other Income/Expense	-	-	-	-	-	-
Other Income (Expense), net	\$ 19,867	\$ 117,269	\$ 174,252	\$ (56,983)	\$ 63,422	\$ 53,847
Net Earnings	<u>\$ 4,344,299</u>	<u>\$ 13,840,515</u>	<u>\$ 13,470,463</u>	<u>\$ 370,053</u>	<u>\$ 14,716,823</u>	<u>\$ (876,308)</u>
Retained Earnings, January 1		\$ 396,920,642			\$ 355,237,315	
Ending Retained Earnings		<u>\$ 410,761,157</u>			<u>\$ 369,954,138</u>	

**DES MOINES WATER WORKS
STATEMENT OF INVESTMENT CHANGES
FOR THE MONTH ENDED AUGUST 31, 2022**

BOND RESERVES

	Balance at 7/31/2022	Additions	Deductions	Balance at 8/31/2022
Cash on Hand	\$158,814	43	-	\$158,857
U.S. Government Securities	\$0	-	-	0
Total Bond Reserves	\$158,814	\$43	\$0	\$158,857

INVESTED RESERVES

	Balance at 7/31/2022	Additions	Deductions	Balance at 8/31/2022
Operating				
Cash on Hand	\$721,752	2,070	-	\$723,821
U.S. Government Securities	\$12,591,869	9,045	-	12,600,914
Total Invested Reserves	\$13,313,620	\$11,115	\$0	\$13,324,736

The average annual interest earned was 0.34%.

INVESTED OPERATING CASH

	Balance at 7/31/2022	Additions	Deductions	Balance at 8/31/2022
Operating				
Cash on Hand	\$1,353,767	2,106	-	\$1,355,874
U.S. Government Securities	\$8,668,586	3,917	-	8,672,503
Total Invested Reserves	\$10,022,353	\$6,024	\$0	\$10,028,377

The average annual interest earned was 1.42%.

**DES MOINES WATER WORKS
STATEMENT OF INVESTMENT CHANGES
YEAR TO DATE 2022**

PENSION FUND

	Balance 1/1/2022	Transfers, Expenses & Deposits	Benefit Payments	Investment Return	Balance at 8/31/2022	YTD % Return
<i>Fixed Income</i>						
Mellon Capital Mgmt - Bond Market Index	6,583,916	1,693,032	(2,480,518)	(612,409)	5,184,022	-10.35%
Neuberger Berman / Mellon / DDJ - High Yield I	2,532,418	(124,391)		(265,311)	2,142,716	-10.71%
Principal Global Investors - Income	21,540,862	(928,064)	4,824	(2,266,811)	18,350,811	-10.73%
<i>Large U.S. Equity</i>						
Principal Global Investors - Equity Income	7,381,045	24,909		(877,370)	6,528,585	-11.87%
Principal Global Investors - Large Cap S&P 500 Index	4,528,714	(943,472)		(758,275)	2,826,967	-18.48%
T. Rowe Price / Brown Advisory - Large Cap Growth	7,222,302	1,628,026		(2,076,691)	6,773,637	-26.02%
<i>Small/Mid U.S. Equity</i>						
Robert Baird / Eagle Asset Mgmt - Mid Cap Growth III	1,052,226	220,609		(227,895)	1,044,940	-19.77%
DFA / Vaughan Nelson / LA Capital - Small Cap Value II	530,679	4,778		(49,626)	485,830	-9.31%
AB / Brown / Emerald - Small Cap Growth I	506,694	125,578		(126,991)	505,282	-22.50%
LA Capital Mgmt / Victory - Mid Cap Value I	1,067,160	(19,662)		(90,843)	956,655	-8.58%
<i>International Equity</i>						
Causeway / Barrow Hanley - Overseas	2,352,617	(455,913)		(268,455)	1,628,249	-12.49%
Principal Global Investors / DFA - International Small Cap	1,075,686	(53,301)		(254,304)	768,080	-24.19%
Principal Global Investors - Diversified International	5,597,781	(455,007)		(1,233,721)	3,909,052	-22.89%
Origin Asset Management LLP - Origin Emerging Markets	1,891,501	(98,285)		(485,423)	1,307,793	-26.29%
Total Principal Financial	\$ 63,863,603	\$ 618,837	\$ (2,475,694)	\$ (9,594,126)	\$ 52,412,620	-15.30%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

	YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating						
Office of the CEO/General Manager	\$977,471	\$1,646,636	\$0	\$1,646,636	\$669,165	59%
Customer Service	\$3,100,530	\$4,934,341	\$0	\$4,934,341	\$1,833,811	63%
Engineering	\$1,425,468	\$1,658,345	\$150,000	\$1,808,345	\$382,877	79%
Finance	\$3,114,788	\$4,484,748	\$0	\$4,484,748	\$1,369,960	69%
Human Resources	\$557,189	\$785,367	\$0	\$785,367	\$228,178	71%
Information Technology	\$2,035,238	\$3,185,636	\$0	\$3,185,636	\$1,150,398	64%
Office of the Chief Operating Officer	\$2,411,702	\$3,249,238	\$0	\$3,249,238	\$837,536	74%
Water Distribution	\$5,812,140	\$9,114,805	\$0	\$9,114,805	\$3,302,665	64%
Water Production	\$14,438,668	\$23,987,230	\$0	\$23,987,230	\$9,548,562	60%
Total Operating	\$33,873,194	\$53,046,346	\$150,000	\$53,196,346	\$19,323,152	64%
Capital						
Office of the CEO/General Manager	\$0	\$0	\$0	\$0	\$0	No Budget
Customer Service	\$497,837	\$1,426,682	\$0	\$1,426,682	\$928,845	35%
Engineering	\$5,801,756	\$39,830,333	\$12,234,830	\$52,065,163	\$46,263,407	11%
Finance	\$0	\$0	\$0	\$0	\$0	No Budget
Human Resources	\$0	\$0	\$0	\$0	\$0	No Budget
Information Technology	\$179,547	\$1,385,761	\$0	\$1,385,761	\$1,206,214	13%
Office of the Chief Operating Officer	\$13,685	\$34,000	\$0	\$34,000	\$20,315	40%
Water Distribution	\$425,913	\$1,387,499	\$0	\$1,387,499	\$961,586	31%
Water Production	\$810,395	\$1,867,936	\$800,000	\$2,667,936	\$1,857,541	30%
Total Capital	\$7,729,134	\$45,932,211	\$13,034,830	\$58,967,041	\$51,237,907	13%
Total Project Costs	\$41,602,328	\$98,978,557	\$13,184,830	\$112,163,387	\$70,561,059	37%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Office of the CEO/General Manager

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
950-200	New Business, Community & Economic Dev	\$62,186	\$76,547	\$0	\$76,547	\$14,361	81%
996-001	CEO Department Administration	\$370,486	\$348,695	\$0	\$348,695	(\$21,791)	106%
996-030	Board Activities	\$210,011	\$706,915	\$0	\$706,915	\$496,904	30%
996-200	Business Strategies	\$110,628	\$177,925	\$0	\$177,925	\$67,297	62%
996-210	Project Management	\$91,332	\$36,837	\$0	\$36,837	(\$54,495)	248%
995-010	Public Policy - WS Advocate	\$132,828	\$299,717	\$0	\$299,717	\$166,889	44%
Total Operating		\$977,471	\$1,646,636	\$0	\$1,646,636	\$669,165	59%
OCEO Capital							
Total Capital		\$0	\$0	\$0	\$0	\$0	\$0
Total Office of CEO/General Manager		\$977,471	\$1,646,636	\$0	\$1,646,636	\$669,165	59%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Customer Service

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
950-001	Cust Svc Dept Administration	\$1,376,662	\$2,096,417	\$0	\$2,096,417	\$719,755	66%
950-100	Contact Center Operations	\$711,944	\$1,202,073	\$0	\$1,202,073	\$490,129	59%
950-300	Communications/PR	\$131,478	\$250,876	\$0	\$250,876	\$119,398	52%
950-600	Field Customer Service	\$880,445	\$1,384,975	\$0	\$1,384,975	\$504,530	64%
	Total Operating	\$3,100,530	\$4,934,341	\$0	\$4,934,341	\$1,833,811	63%
Capital							
955-060	Field Cust Svc Capital	\$501,153	\$1,426,682	\$0	\$1,426,682	\$925,529	35%
955-100	Contact Center Capital	\$0	\$0	\$0	\$0	\$0	No Budget
925-160	Radio Frequency Project	(\$3,317)	\$0	\$0	\$0	\$3,317	No Budget
	Total Capital	\$497,837	\$1,426,682	\$0	\$1,426,682	\$928,845	35%
Total Customer Service		\$3,598,367	\$6,361,023	\$0	\$6,361,023	\$2,762,656	57%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Engineering

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
940-001	Engineering Dept Administration	\$1,185,701	\$1,575,127	\$0	\$1,575,127	\$389,426	75%
940-010	Engineering Studies	\$239,766	\$83,218	\$150,000	\$233,218	(\$6,548)	103%
	Total Operating	\$1,425,468	\$1,658,345	\$150,000	\$1,808,345	\$382,877	79%
Capital							
945-010	Facility Management	\$805,546	\$3,270,305	\$4,017,392	\$7,287,697	\$6,482,151	11%
945-012	New ASR Well	\$4,163	\$5,905,175	\$0	\$5,905,175	\$5,901,012	0%
945-080	WMR - Des Moines	\$835,236	\$7,505,366	\$1,550,000	\$9,055,366	\$8,220,130	9%
945-090	WMR - Polk County	\$113,248	\$2,814,908	\$3,230,000	\$6,044,908	\$5,931,660	2%
945-095	WMR - Windsor Heights	\$6,481	\$574,290	\$245,000	\$819,290	\$812,809	1%
945-100	WMR - Pleasant Hill	\$15,975	\$0	\$0	\$0	(\$15,975)	No Budget
945-120	WMR - Cumming	\$322	\$0	\$0	\$0	(\$322)	No Budget
945-200	Development Plan Review & Inspection	\$246,724	\$280,140	\$24,000	\$304,140	\$57,416	81%
945-210	Core Network Feeder Mains	\$40,918	\$915,559	\$0	\$915,559	\$874,641	4%
945-220	Fleur Drive Treatment Plant	\$1,757,201	\$9,309,026	\$785,618	\$10,094,644	\$8,337,443	17%
945-225	McMullen Water Treatment Plant	\$42,040	\$1,626,863	\$1,312,000	\$2,938,863	\$2,896,823	1%
945-228	Saylorville Water Treatment Plant	\$980,626	\$6,413,530	\$454,820	\$6,868,350	\$5,887,724	14%
945-230	Remote Facilities - Pumping & Storage	\$249,491	\$0	\$80,000	\$80,000	(\$169,491)	312%
945-235	Joint NW Storage, PS and Feeder Mains	\$141,556	\$0	\$0	\$0	(\$141,556)	No Budget
945-245	Joint SW Storage, PS and Feeder Mains	\$480,337	\$0	\$536,000	\$536,000	\$55,663	90%
945-250	Waukee-Xenia Feeder Main & Pump Station	\$81,719	\$0	\$0	\$0	(\$81,719)	No Budget
945-255	Bondurant Feeder and Pump Station	\$173	\$1,215,171	\$0	\$1,215,171	\$1,214,999	0%
	Total Capital	\$5,801,756	\$39,830,333	\$12,234,830	\$52,065,163	\$46,263,407	11%
Total Engineering		\$7,227,224	\$41,488,678	\$12,384,830	\$53,873,508	\$46,646,284	13%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Finance

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
930-001	Finance Dept Administration	\$653,673	\$984,601	\$0	\$984,601	\$330,928	66%
930-010	Financial Services	\$1,559,977	\$2,172,868	\$0	\$2,172,868	\$612,891	72%
930-086	Other Accounting Expenses	\$540	\$0	\$0	\$0	(\$540)	No Budget
930-090	Purchasing	\$75,780	\$96,381	\$0	\$96,381	\$20,601	79%
950-410	A/R Management	\$555,556	\$913,398	\$0	\$913,398	\$357,842	61%
970-010	Central Stores	\$69,260	\$117,500	\$0	\$117,500	\$48,240	59%
970-500	GDMBG Operations and Maintenance	\$200,000	\$200,000	\$0	\$200,000	\$0	100%
	Total Operating	\$3,114,788	\$4,484,748	\$0	\$4,484,748	\$1,369,962	69%
Capital							
955-090	Pmt/Mail Processing Capital	\$0	\$0	\$0	\$0	\$0	No Budget
	Total Capital	\$0	\$0	\$0	\$0	\$0	No Budget
Total Finance		\$3,114,788	\$4,484,748	\$0	\$4,484,748	\$1,369,962	69%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Human Resources

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
910-001	HR Dept Administration	\$206,542	\$291,281	\$0	\$291,281	\$84,739	71%
910-010	Employee Relations	\$167,155	\$193,950	\$0	\$193,950	\$26,795	86%
910-060	Employment	\$78,924	\$94,309	\$0	\$94,309	\$15,385	84%
910-110	Compensation/Benefits	\$94,045	\$152,434	\$0	\$152,434	\$58,389	62%
910-150	Employee Learning & Growth	\$10,523	\$53,393	\$0	\$53,393	\$42,870	20%
Total Operating		\$557,189	\$785,367	\$0	\$785,367	\$228,178	71%
Capital							
Total Capital		\$0	\$0	\$0	\$0	\$0	No Budget
Total Human Resources		\$557,189	\$785,367	\$0	\$785,367	\$228,178	71%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Information Technology

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
920-001	IT Dept Administration	\$510,271	\$755,124	\$0	\$755,124	\$244,853	68%
920-160	Technical Services	\$132,997	\$290,444	\$0	\$290,444	\$157,447	46%
920-240	IT Development & Application Svcs	\$17,763	\$68,958	\$0	\$68,958	\$51,195	26%
920-250	IT Services	\$785,234	\$1,230,840	\$0	\$1,230,840	\$445,606	64%
920-350	System Services	\$588,973	\$840,270	\$0	\$840,270	\$251,297	70%
	Total Operating	\$2,035,238	\$3,185,636	\$0	\$3,185,636	\$1,150,398	64%
Capital							
925-010	Info Systems Capital	\$179,547	\$1,385,761	\$0	\$1,385,761	\$1,206,214	13%
	Total Capital	\$179,547	\$1,385,761	\$0	\$1,385,761	\$1,206,214	13%
Total Information Technology		\$2,214,786	\$4,571,397	\$0	\$4,571,397	\$2,356,611	48%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Office of the Chief Operating Officer

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
993-000	OCOO Dept Administration	\$29,826	\$69,782	\$0	\$69,782	\$39,956	43%
960-510	Risk & Incident Management	\$483,812	\$822,188	\$0	\$822,188	\$338,376	59%
910-240	Safety	\$122,230	\$231,081	\$0	\$231,081	\$108,851	53%
970-060	Grounds Maintenance	\$443,590	\$796,349	\$0	\$796,349	\$352,759	56%
	Department Operating	\$1,079,457	\$1,919,400	\$0	\$1,919,400	\$839,943	56%
960-511	Flood Response & Repairs	\$2,407	\$0	\$0	\$0	(\$2,407)	No Budget
970-060	Grounds Maintenance - PILOT	\$1,329,838	\$1,329,838	\$0	\$1,329,838	\$0	100%
	Total Operating	\$2,411,702	\$3,249,238	\$0	\$3,249,238	\$837,536	74%
Capital							
975-005	Grounds Maintenance Capital	\$13,685	\$34,000	\$0	\$34,000	\$20,315	40%
	Total Capital	\$13,685	\$34,000	\$0	\$34,000	\$20,315	40%
Total Office of the COO		\$2,425,388	\$3,283,238	\$0	\$3,283,238	\$857,850	74%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Water Distribution

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
960-001	Water Dist Dept Administration	\$2,261,359	\$3,828,989	\$0	\$3,828,989	\$1,567,630	59%
960-010	Distribution Administration	\$132,823	\$213,995	\$0	\$213,995	\$81,172	62%
960-100	Dist System Maint/Repairs	\$1,942,157	\$2,872,733	\$0	\$2,872,733	\$930,576	68%
960-160	Water Distribution Support	\$324,122	\$576,125	\$0	\$576,125	\$252,003	56%
960-180	Leak Detection	\$471,556	\$711,738	\$0	\$711,738	\$240,182	66%
960-250	Distribution Billed Services	\$574,816	\$691,191	\$0	\$691,191	\$116,375	83%
960-500	Distribution Water Quality	\$105,306	\$220,034	\$0	\$220,034	\$114,728	48%
	Total Operating	\$5,812,140	\$9,114,805	\$0	\$9,114,805	\$3,302,665	64%
Capital							
965-010	Distribution System Improvements	\$407,923	\$1,353,499	\$0	\$1,353,499	\$945,576	30%
965-025	Dist Billed Services Capital	\$6,450	\$20,700	\$0	\$20,700	\$14,250	31%
965-200	Leak Detection Equipment	\$11,540	\$13,300	\$0	\$13,300	\$1,760	87%
	Total Capital	\$425,913	\$1,387,499	\$0	\$1,387,499	\$961,586	31%
Total Water Distribution		\$6,238,053	\$10,502,304	\$0	\$10,502,304	\$4,264,251	59%

DES MOINES WATER WORKS
Project Costs by Department - Summary
Year to Date ended August 31, 2022
67% of Year Completed

Water Production

		YTD Actual	Yearly Budget 2022	Budget Adjustment / Carry Over	Net Yearly 2022 Budget	Variance	% of Budget
Operating							
970-110	Facility Maintenance	\$359,482	\$578,390	\$0	\$578,390	\$218,908	62%
970-200	Vehicle Maintenance	\$743,195	\$1,062,519	\$0	\$1,062,519	\$319,324	70%
970-360	Communication Sys Maintenance	\$20,839	\$49,278	\$0	\$49,278	\$28,439	42%
970-450	HVAC Operations & Maintenance	\$97,900	\$138,540	\$0	\$138,540	\$40,640	71%
980-001	Water Production Dept Admin	\$2,584,907	\$3,972,706	\$0	\$3,972,706	\$1,387,799	65%
980-010	Water Production Operations	\$781,636	\$1,084,457	\$0	\$1,084,457	\$302,821	72%
980-020	Fleur Treatment Chem/Energy	\$4,691,568	\$6,268,728	\$0	\$6,268,728	\$1,577,160	75%
980-030	McMullen Treatment Chem/Energy	\$1,562,588	\$4,354,799	\$0	\$4,354,799	\$2,792,211	36%
980-040	Saylorville Treatment Chem/Energy	\$696,137	\$1,063,537	\$0	\$1,063,537	\$367,400	65%
980-200	Fleur Plant Maintenance	\$965,693	\$1,937,213	\$0	\$1,937,213	\$971,520	50%
980-250	McMullen Plant Maintenance	\$278,598	\$555,127	\$0	\$555,127	\$276,529	50%
980-300	Saylorville Plant Maintenance	\$261,591	\$502,896	\$0	\$502,896	\$241,305	52%
980-350	WP Maintenance Oversight	\$112,355	\$217,924	\$0	\$217,924	\$105,569	52%
980-410	Louise P. Moon Pumping & Maint.	\$309,965	\$540,754	\$0	\$540,754	\$230,789	57%
980-420	PC PS Maintenance	\$100,519	\$152,034	\$0	\$152,034	\$51,515	66%
980-430	DM Remote Storage & Pumping	\$403,352	\$741,686	\$0	\$741,686	\$338,334	54%
980-500	Routine Laboratory Monitoring	\$427,465	\$615,442	\$0	\$615,442	\$187,977	69%
980-530	Source Water Quality	\$40,879	\$151,200	\$0	\$151,200	\$110,321	27%
Total Operating		\$14,438,668	\$23,987,230	\$0	\$23,987,230	\$9,548,562	60%
Capital							
985-010	Water Production Reinvestment	\$578,061	\$968,298	\$0	\$968,298	\$390,237	60%
975-010	Vehicle Capital	\$232,334	\$899,638	\$800,000	\$1,699,638	\$1,467,304	14%
Total Capital		\$810,395	\$1,867,936	\$800,000	\$2,667,936	\$1,857,541	30%
Total Water Production		\$15,249,063	\$25,855,166	\$800,000	\$26,655,166	\$11,406,103	57%

**Consent Agenda
Item 1-C**

MONTHLY SCHEDULE FOR THE MONTH OF AUGUST 2022

ACCOUNTS PAYABLE MONTHLY SCHEDULE	Weekly Check Runs	5,350,258.73
EMPLOYEE PAYROLL	Bi Weekly Payrolls	<u>963,683.30</u>
TOTAL		<u><u>\$6,313,942.03</u></u>

PAYMENTS FOR AUGUST, 2022

PeopleSoft Financials

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
6683	IPERS Collections	Pension Plan Contribution	\$219,085.65
80122	Internal Revenue Service	Misc.	582.54
80522	Des Moines Metro Credit Union	Credit Union Payable	26,981.00
81922	Des Moines Metro Credit Union	Credit Union Payable	26,821.00
83122	Discovery Benefits	Flex Spending - Reimbursements	3,084.46
220805	Principal Life Insurance	Deferred Compensation Payable	60,219.30
220819	Principal Life Insurance	Deferred Compensation Payable	60,415.55
262827	Iowa Department of Natural Resources	Purchased Services	209.00
262828	Voided Check		0.00
262829	Master Single Payment Vendor	Refunds	180.49
262830	Master Single Payment Vendor	Refunds	88.98
262831	Master Single Payment Vendor	Refunds	42.89
262832	Master Single Payment Vendor	Refunds	1,369.67
262833	Master Single Payment Vendor	Refunds	56.31
262834	Master Single Payment Vendor	Refunds	104.23
262835	Master Single Payment Vendor	Refunds	100.96
262836	Master Single Payment Vendor	Refunds	44.16
262837	Master Single Payment Vendor	Refunds	108.22
262838	Master Single Payment Vendor	Refunds	118.70
262839	Master Single Payment Vendor	Refunds	96.94
262840	Master Single Payment Vendor	Refunds	68.07
262841	Master Single Payment Vendor	Refunds	21.96
262842	Master Single Payment Vendor	Refunds	135.52
262843	Master Single Payment Vendor	Refunds	213.39
262844	Master Single Payment Vendor	Refunds	3.50
262845	Master Single Payment Vendor	Refunds	6.36
262846	Master Single Payment Vendor	Refunds	102.58
262847	Master Single Payment Vendor	Refunds	42.49
262848	Master Single Payment Vendor	Refunds	165.16
262849	Voided Check		0.00
262850	Master Single Payment Vendor	Refunds	160.94
262851	Master Single Payment Vendor	Refunds	107.13
262852	Master Single Payment Vendor	Refunds	47.26
262853	Master Single Payment Vendor	Refunds	125.14
262854	Master Single Payment Vendor	Refunds	134.32
262855	Master Single Payment Vendor	Refunds	64.39
262856	Master Single Payment Vendor	Refunds	40.68
262857	Master Single Payment Vendor	Refunds	121.03
262858	Master Single Payment Vendor	Refunds	164.25
262859	Master Single Payment Vendor	Refunds	102.05
262860	Master Single Payment Vendor	Refunds	133.02
262861	Master Single Payment Vendor	Refunds	89.94
262862	Master Single Payment Vendor	Refunds	168.96
262863	Master Single Payment Vendor	Refunds	29.51
262864	Master Single Payment Vendor	Refunds	126.19
262865	Master Single Payment Vendor	Refunds	44.36
262866	Master Single Payment Vendor	Refunds	403.67
262867	Master Single Payment Vendor	Refunds	63.36
262868	Master Single Payment Vendor	Refunds	42.44
262869	Master Single Payment Vendor	Refunds	100.98
262870	Master Single Payment Vendor	Refunds	16.31
262871	Master Single Payment Vendor	Refunds	129.35
262872	Master Single Payment Vendor	Refunds	47.95
262873	Master Single Payment Vendor	Refunds	122.21
262874	Master Single Payment Vendor	Refunds	38.81
262875	Master Single Payment Vendor	Refunds	143.53
262876	Master Single Payment Vendor	Refunds	872.16

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
262877	Master Single Payment Vendor	Refunds	47.82
262878	Master Single Payment Vendor	Refunds	6,172.58
262879	Acme Tools	Tools	144.05
262880	Advanced Auto Parts	Vehicle Maintenance Materials	121.49
262881	Air-Mach Air Compressor &	Inventory	45.00
262882	Airgas North Central	Materials & Supplies	299.10
262883	Allied Electronics	Inventory	549.36
262884	Armored Knights., Inc	Purchased Services	554.40
262885	BLUEBEAM	Materials & Supplies	1,485.00
262886	Bob Brown Chevrolet, Inc.	Purchased Services	230.60
262887	Bob Jolly	Mileage - Jan to May 2022	294.95
262888	Canon Financial Services INC	Printing & Copies	1,297.74
262889	Capital Sanitary Supply	Inventory	571.02
262890	Carquest	Vehicle Maintenance Materials	173.72
262891	Central Pump and Motor	Purchased Services	1,898.02
262892	Central State Scaffolding	Purchased Services	900.00
262893	CenturyLink	Telephone Services	117.19
262894	Cintas	Purchased Services	2,047.41
262895	Combined Systems Technology, Inc.	Inventory	611.84
262896	Commercial Supply Co	Inventory	310.00
262897	Construction & Aggregate Products, Inc.	Inventory	1,012.17
262898	DXP	Materials & Supplies	1,109.31
262899	Dex Media	Advertising	68.00
262900	Doug Garnett	Mileage - Feb to Jul 2022	361.58
262901	Douglas K. Oscarson	Consultants	1,787.10
262902	Factory Motor Parts Company	Vehicle Maintenance Materials	61.63
262903	Fastenal Company	Inventory	171.64
262904	Ferrellgas, Inc.	Vehicle Maintenance Materials	63.18
262905	Fisher Scientific	Materials & Supplies	496.27
262906	Force Fitters	Employee Job Costs	870.00
262907	Garratt-Callahan Company	Purchased Services	500.00
262908	Graybar Electric Company	Inventory	1,898.94
262909	Hach Chemical Company	Materials & Supplies	2,397.14
262910	Hanifen Co. Inc.	Purchased Services	450.00
262911	Hilltop Tire Services	Vehicle Maintenance Materials	74.99
262912	Home City Ice	Park Materials	291.84
262913	Illinois Mutual & Life Casualty Company	Insurance Withholding	17.81
262914	In The Bag	Food & Beverages	685.75
262915	Indelco Plastics	Materials & Supplies	164.78
262916	Industrial Scientific Corporation	Dues and Memberships	2,315.03
262917	Iowa Dumpster	Purchased Services	425.00
262918	Iowa Public Radio	Advertising	1,181.70
262919	Iowa State Fire Marshall Division	Purchased Services	80.00
262920	Johnstone Supply	Materials & Supplies	29.47
262921	Kinzler Construction Services	Purchased Services	451.50
262922	Kirkham Michael	Contractors	2,070.00
262923	Kryger Glass	Purchased Services	372.30
262924	Lawson Products, Inc.	Inventory	12.99
262925	Logan Contractors Supply, Inc.	Inventory	98.33
262926	MSC Industrial Supply Company	Materials & Supplies	832.60
262927	McDonald Supply	Inventory	34.73
262928	McMaster-Carr Supply Company	Inventory	762.44
262929	Midstates Precast Products, Inc	Contractors	1,437.00
262930	Midwest Office Technology, Inc.	Printing & Copies	902.55
262931	Mike McCurnin	Materials & Supplies	77.77
262932	Murphy Tractor & Equipment	Vehicle Maintenance Materials	387.26
262933	O'Halloran International	Vehicle Maintenance Materials	389.66

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
262934	O'Reilly Auto Parts	Vehicle Maintenance Materials	115.86
262935	Ottosen Oil Company	Vehicle Maintenance Materials	1,996.51
262936	Plumb Supply Company	Inventory	673.72
262937	Premier Safety	Inventory	541.13
262938	Premium Inspection & Testing Group	Contractors	60.50
262939	Radwell International	Inventory	309.76
262940	Ramco Innovations	Materials & Supplies	522.50
262941	Robert Cowman	Safety Boots	164.29
262942	Sam Riccelli	Safety Boots & Safety Glasses	503.39
262943	Servicemaster Commercial Carpet, Inc.	Purchased Services	880.00
262944	Sherwin Williams	Materials & Supplies	83.05
262945	Sherwin Williams	Vehicle Maintenance Materials	109.49
262946	Snap On Tool	Vehicle Maintenance Materials	1,805.00
262947	Star Equipment, Ltd.	Inventory	299.52
262948	Stetson Building Products	Inventory	183.84
262949	Storey-Kenworthy Company	Inventory	138.03
262950	Straub Corporation	Inventory	1,417.00
262951	Superior Industrial Equipment	Materials & Supplies	222.13
262952	Sweco/Pearson Arnold	Inventory	771.00
262953	TPx Communications	Internet Connectivity	723.17
262954	The Shredder	Purchased Services	87.00
262955	Thyssenkrupp Elevator Corporation	Purchased Services	683.29
262956	Total Tool	Inventory	300.68
262957	Truck Center Companies	Vehicle Maintenance Materials	138.02
262958	True North Controls	Inventory	1,332.00
262959	ULINE	Inventory	137.60
262960	United States Plastic Corporation	Inventory	165.67
262961	VAG USA	Materials & Supplies	343.00
262962	Vessco	Inventory	780.06
262963	Waldinger Corporation	Purchased Services	520.00
262964	Waste Management of Iowa Inc.	Purchased Services	1,105.62
262965	Waste Solutions of Iowa	Purchased Services	1,098.00
262966	West Des Moines Water Works	Sewer	69.00
262967	Woodland Lake Estate Association	Woodland Lakes Estates Payable	1,983.92
262968	Xpedx	Inventory	1,504.50
262969	Ziegler Inc.	Purchased Services	1,248.75
262970	Air Products	Inventory	6,493.52
262971	Bankers Trust Company	Corporate Credit Card	7,069.10
262972	CPI International	Inventory	2,619.23
262973	CTI Ready Mix	Concrete	2,588.00
262974	Carter Printing Company, Inc.	Inventory	3,039.56
262975	City of Alleman	Alleman Payable	4,911.31
262976	City of Cumming	Cumming Payable	6,199.39
262977	City of Pleasant Hill	Billing Service Revenue	248,061.35
262978	City of Runnells	Billing Service Revenue	4,261.60
262979	City of Windsor Heights	Billing Service Revenue	58,944.30
262980	Clear Edge Filtration	Inventory	6,861.50
262981	Core and Main	Materials & Supplies	8,608.54
262982	Dickinson, Mackaman, Tyler, & Hagen, PC	Legal Fees	13,052.50
262983	Essman Research	Consultants	9,800.00
262984	Evoqua Water Technologies LLC	Materials & Supplies	3,494.53
262985	Grainger, Inc.	Materials & Supplies	8,387.44
262986	Greenfield Plaza Sanitary Sewer	Billing Service Revenue	24,951.49
262987	Hawkins Inc	Inventory	11,665.02
262988	HomeServe USA	Billing Service Revenue	199,596.74
262989	Iowa One Call	Purchased Services	5,489.60
262990	Kemira Water Solutions, Inc	Inventory	7,823.06

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
262991	MW Media Consultants, LLC	Consultants	5,777.27
262992	Mail Services LLC	Postage	9,238.42
262993	Mid American Energy	Utilities - Electric & Natural Gas	28,194.25
262994	Mississippi Lime Company	Inventory	84,519.50
262995	Motorola Inc.	Materials & Supplies	5,014.00
262996	Municipal Supply, Inc.	Inventory	11,362.10
262997	Nate Todd Construction	Contractors	77,900.00
262998	Nationwide Insurance	Casualty Losses	6,282.89
262999	Phoenix Security Contractors, LLC	Purchased Services	20,605.75
263000	Polk County	Billing Service Revenue	59,996.44
263001	Polk County Treasurer	Billing Service Revenue	23,893.09
263002	Pollard Water	Materials & Supplies	5,077.61
263003	Power Seal	Inventory	3,079.83
263004	Pratum, Inc	Purchased Services	7,800.00
263005	Strauss Security Solutions	Purchased Services	8,449.00
263006	USA Bluebook	Inventory	9,486.96
263007	Urbandale/Windsor Heights Sanitary Dist	Billing Service Revenue	38,740.17
263008	Van Meter Industrial, Inc.	Materials & Supplies	7,655.81
263009	Voya Financial	Insurance Withholding	9,357.26
263010	WRH, Inc.	Contractors	198,653.29
263011	Warren Water District	Purchased Services	3,801.60
263012	Master Single Payment Vendor	Refunds	133.69
263013	Master Single Payment Vendor	Refunds	152.50
263014	Master Single Payment Vendor	Refunds	128.91
263015	Master Single Payment Vendor	Refunds	83.87
263016	Master Single Payment Vendor	Refunds	178.61
263017	Master Single Payment Vendor	Refunds	129.85
263018	Master Single Payment Vendor	Refunds	136.25
263019	Master Single Payment Vendor	Refunds	33.99
263020	Master Single Payment Vendor	Refunds	105.86
263021	Master Single Payment Vendor	Refunds	115.84
263022	Master Single Payment Vendor	Refunds	28.50
263023	Master Single Payment Vendor	Refunds	78.89
263024	Master Single Payment Vendor	Refunds	507.22
263025	Master Single Payment Vendor	Refunds	200.00
263026	Master Single Payment Vendor	Refunds	148.88
263027	Master Single Payment Vendor	Refunds	136.48
263028	Master Single Payment Vendor	Refunds	109.03
263029	Master Single Payment Vendor	Refunds	512.64
263030	Master Single Payment Vendor	Refunds	279.30
263031	Master Single Payment Vendor	Refunds	746.21
263032	Master Single Payment Vendor	Refunds	6.49
263033	Master Single Payment Vendor	Refunds	143.36
263034	Master Single Payment Vendor	Refunds	173.00
263035	Master Single Payment Vendor	Refunds	45.93
263036	Master Single Payment Vendor	Refunds	95.12
263037	Master Single Payment Vendor	Refunds	155.40
263038	Master Single Payment Vendor	Refunds	149.30
263039	Master Single Payment Vendor	Refunds	19.00
263040	Master Single Payment Vendor	Refunds	16.90
263041	Master Single Payment Vendor	Refunds	49.15
263042	Master Single Payment Vendor	Refunds	37.45
263043	Master Single Payment Vendor	Refunds	67.60
263044	Master Single Payment Vendor	Refunds	123.68
263045	Master Single Payment Vendor	Refunds	29.15
263046	Master Single Payment Vendor	Refunds	92.51
263047	Master Single Payment Vendor	Refunds	21.57

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
263048	Master Single Payment Vendor	Refunds	135.19
263049	Master Single Payment Vendor	Refunds	7.98
263050	Master Single Payment Vendor	Refunds	103.68
263051	Master Single Payment Vendor	Refunds	23.31
263052	Master Single Payment Vendor	Refunds	53.00
263053	Master Single Payment Vendor	Refunds	164.04
263054	Master Single Payment Vendor	Refunds	132.52
263055	AT&T Mobility	Cell Phones	103.35
263056	Acme Tools	Inventory	200.64
263057	Agriland FS, Inc	Natural Gas	110.00
263058	Airgas North Central	Tools	228.77
263059	Amazon Capital Services Inc	Office Supplies	1,973.78
263060	American Radiator	Vehicle Maintenance Materials	530.66
263061	Bob Jolly	Mileage	25.50
263062	Bonnie's Barricades	Contractors	1,073.70
263063	CARA Enterprises, Inc	Contractors	570.00
263064	CFI Tire Service	Vehicle Maintenance Materials	2,380.00
263065	Carquest	Vehicle Maintenance Materials	6.12
263066	Casey Linn	Materials & Supplies	375.00
263067	CenturyLink	Telephone Services	235.58
263068	Chaning Clausen	Licenses & Certifications	64.00
263069	City of Des Moines	Contractors	335.00
263070	City of Des Moines	Concrete	864.50
263071	Commercial Supply Co	Inventory	310.00
263072	Construction & Aggregate Products, Inc.	Materials & Supplies	29.00
263073	Copy Systems, Inc.	Printing & Copies	161.65
263074	Core and Main	Inventory	1,272.96
263075	DXP	Materials & Supplies	2,458.84
263076	Des Moines Iron Company	Vehicle Maintenance Materials	171.50
263077	Doug Garnett	AWWA Symposium	1,196.84
263078	Douglas K. Oscarson	Consultants	1,809.30
263079	Electronic Engineering Company	Materials & Supplies	505.68
263080	Factory Motor Parts Company	Vehicle Maintenance Materials	147.12
263081	Fisher Scientific	Materials & Supplies	125.34
263082	Force Fitters	Employee Job Costs	300.00
263083	Grainger, Inc.	Inventory	1,827.63
263084	Graybar Electric Company	Inventory	550.22
263085	Home City Ice	Park Materials	225.50
263086	IA-AWWA	Training	2,030.00
263087	IP Pathways, LLC	Data Processing Equipment	1,959.46
263088	Ingersoll Rand	Inventory	415.56
263089	Iowa Concrete Cutting	Contractors	708.00
263090	Iowa Department of Natural Resources	Purchased Services	1,290.00
263091	Jon DeJoode	Safety Boots	100.56
263092	Klinger Paint	Inventory	824.15
263093	Kruger's Training Academy	Training	700.00
263094	McDonald Supply	Inventory	322.44
263095	McMaster-Carr Supply Company	Inventory	133.04
263096	Menard's	Tools	174.21
263097	Midwest Wheel Companies	Vehicle Maintenance Materials	200.91
263098	Mike Haines	Safety Boots	205.21
263099	Motion Industries	Inventory	1,074.84
263100	O'Reilly Auto Parts	Vehicle Maintenance Materials	64.52
263101	One Source	Purchased Services	48.00
263102	Plumb Supply Company	Inventory	427.25
263103	Premier Safety	Inventory	874.93
263104	Print Image Solutions, Inc.	Inventory	352.20

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263105	Ramco Innovations	Materials & Supplies	323.73
263106	Reppert Rigging & Hauling Co.	Contractors	400.00
263107	Revenue Advantage	Purchased Services	950.00
263108	Roy's Towing and Recovery	Purchased Services	789.41
263109	SEI Security Equipment, Inc	Materials & Supplies	331.00
263110	Springer Pest Solutions DSM	Purchased Services	72.60
263111	Stetson Building Products	Inventory	69.39
263112	Storey-Kenworthy Company	Office Supplies	342.20
263113	Telelanguage, Inc	Purchased Services	949.02
263114	Total Tool	Inventory	53.25
263115	Truck Center Companies	Vehicle Maintenance Materials	1,198.46
263116	True North Controls	Materials & Supplies	77.40
263117	UPS	Delivery/Freight	63.64
263118	VWR International LLC	Inventory	2,191.20
263119	Valmont Valley Galvanizing	Contractors	626.79
263120	Van Meter Industrial, Inc.	Inventory	1,466.11
263121	Van-Wall Group	Vehicle Maintenance Materials	100.05
263122	Vessco	Inventory	518.49
263123	Waste Management of Iowa Inc.	Purchased Services	1,351.57
263124	Waste Solutions of Iowa	Purchased Services	273.00
263125	Wex Bank	Gasoline	336.30
263126	Xpedx	Inventory	16.50
263127	Ahlers, Cooney, PC	Legal Fees	5,402.50
263128	Air Products	Inventory	3,185.53
263129	CTI Ready Mix	Concrete	9,305.50
263130	Cintas	Materials & Supplies	3,419.27
263131	Dentons Davis Brown PC	Legal Fees	5,760.50
263132	Electrical Engineering & Equipment Co.	Inventory	3,053.44
263133	Hawkins Inc	Inventory	11,442.02
263134	Henkel Construction Company	Contractors	13,929.08
263135	Hutcheson Engineering Products Inc.	Inventory	14,372.60
263136	Insight Public Sector, Inc	Data Processing Equipment	5,263.64
263137	Keen Independent Research, LLC	Consultants	3,941.00
263138	Kemira Water Solutions, Inc	Inventory	30,655.60
263139	Mail Services LLC	Postage	9,167.66
263140	Mid American Energy	Utilities - Electric & Natural Gas	6,650.86
263141	Mississippi Lime Company	Inventory	51,951.52
263142	Municipal Supply, Inc.	Inventory	35,026.25
263143	Murphy Tractor & Equipment	Purchased Services	40,282.80
263144	Neptune Technology Group Inc	Inventory	18,608.00
263145	Ottsen Oil Company	Inventory	5,478.28
263146	Power Seal	Inventory	5,212.34
263147	Renewable Energy Group	Inventory	23,991.27
263148	State Hygienic Laboratory	Purchased Services	5,341.00
263149	Superior Industrial Equipment	Inventory	3,356.48
263150	Torgerson Excavating	Plumbing	3,700.00
263151	USA Bluebook	Inventory	7,072.68
263152	Utility Equipment Company	Inventory	2,850.00
263153	Valley Plumbing Company, Inc.	Plumbing	7,148.00
263154	Verizon Wireless Messaging Service	Cell Phones	4,908.74
263155	Waldinger Corporation	Contractors	70,029.58
263156	Master Single Payment Vendor	Refunds	149.93
263157	Master Single Payment Vendor	Refunds	118.90
263158	Master Single Payment Vendor	Refunds	164.28
263159	Master Single Payment Vendor	Refunds	91.04
263160	Master Single Payment Vendor	Refunds	86.90
263161	Master Single Payment Vendor	Refunds	55.52

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263162	Master Single Payment Vendor	Refunds	29.34
263163	Master Single Payment Vendor	Refunds	25.26
263164	Master Single Payment Vendor	Refunds	149.11
263165	Master Single Payment Vendor	Refunds	9.12
263166	Master Single Payment Vendor	Refunds	6.97
263167	Master Single Payment Vendor	Refunds	138.85
263168	Master Single Payment Vendor	Refunds	177.45
263169	Master Single Payment Vendor	Refunds	31.73
263170	Master Single Payment Vendor	Refunds	171.30
263171	Master Single Payment Vendor	Refunds	36.98
263172	Master Single Payment Vendor	Refunds	132.98
263173	Master Single Payment Vendor	Refunds	100.87
263174	Master Single Payment Vendor	Refunds	79.02
263175	Master Single Payment Vendor	Refunds	148.08
263176	Master Single Payment Vendor	Refunds	81.32
263177	Master Single Payment Vendor	Refunds	109.29
263178	Master Single Payment Vendor	Refunds	29.53
263179	Master Single Payment Vendor	Refunds	70.60
263180	Master Single Payment Vendor	Refunds	28.20
263181	Master Single Payment Vendor	Refunds	84.62
263182	Master Single Payment Vendor	Refunds	58.45
263183	Master Single Payment Vendor	Refunds	1,268.65
263184	Master Single Payment Vendor	Refunds	97.30
263185	Master Single Payment Vendor	Refunds	90.49
263186	Master Single Payment Vendor	Refunds	19.90
263187	Master Single Payment Vendor	Refunds	121.13
263188	Master Single Payment Vendor	Refunds	114.02
263189	Master Single Payment Vendor	Refunds	61.42
263190	Master Single Payment Vendor	Refunds	90.44
263191	Master Single Payment Vendor	Refunds	107.29
263192	Master Single Payment Vendor	Refunds	91.13
263193	Master Single Payment Vendor	Refunds	121.44
263194	Master Single Payment Vendor	Refunds	106.55
263195	Master Single Payment Vendor	Refunds	75.63
263196	Master Single Payment Vendor	Refunds	154.08
263197	Master Single Payment Vendor	Refunds	10.06
263198	Master Single Payment Vendor	Refunds	91.94
263199	Master Single Payment Vendor	Refunds	98.89
263200	Master Single Payment Vendor	Refunds	79.57
263201	Master Single Payment Vendor	Refunds	171.63
263202	Master Single Payment Vendor	Refunds	195.66
263203	Master Single Payment Vendor	Refunds	45.56
263204	Master Single Payment Vendor	Refunds	143.93
263205	Master Single Payment Vendor	Refunds	130.29
263206	Master Single Payment Vendor	Refunds	63.84
263207	Master Single Payment Vendor	Refunds	96.36
263208	Master Single Payment Vendor	Refunds	28.74
263209	Master Single Payment Vendor	Refunds	20.78
263210	Master Single Payment Vendor	Refunds	22.16
263211	Master Single Payment Vendor	Refunds	113.40
263212	Master Single Payment Vendor	Refunds	46.01
263213	Master Single Payment Vendor	Refunds	117.65
263214	Master Single Payment Vendor	Refunds	108.93
263215	Master Single Payment Vendor	Refunds	131.70
263216	Master Single Payment Vendor	Refunds	119.45
263217	Master Single Payment Vendor	Refunds	54.52
263218	Master Single Payment Vendor	Refunds	145.20

PAYMENTS FOR AUGUST, 2022

PeopleSoft Financials

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
263219	Master Single Payment Vendor	Refunds	201.27
263220	Voided Check		0.00
263221	Master Single Payment Vendor	Refunds	144.70
263222	Master Single Payment Vendor	Refunds	67.43
263223	Master Single Payment Vendor	Refunds	93.84
263224	Master Single Payment Vendor	Refunds	60.50
263225	Master Single Payment Vendor	Refunds	164.24
263226	Master Single Payment Vendor	Refunds	52.02
263227	Master Single Payment Vendor	Refunds	150.28
263228	Master Single Payment Vendor	Refunds	1,733.05
263229	Master Single Payment Vendor	Refunds	141.20
263230	Master Single Payment Vendor	Refunds	154.17
263231	Accurate Hydraulics & Machine Serv., Inc	Contractors	2,400.00
263232	Acme Tools	Inventory	49.96
263233	Airgas North Central	Inventory	359.10
263234	Allied Electronics	Inventory	436.96
263235	Amazon Capital Services Inc	Office Supplies	1,274.43
263236	Baker Group	Purchased Services	366.00
263237	Beeline Blue	Printing & Copies	894.86
263238	Black Oak Hauling	Contractors	1,150.00
263239	Blackburn Manufacturing Company	Inventory	524.70
263240	Bob Brown Chevrolet, Inc.	Vehicle Maintenance Materials	26.23
263241	Capital City Equipment Company	Vehicle Maintenance Materials	984.92
263242	Capital Sanitary Supply	Inventory	375.68
263243	Central Iowa Towing & Recover Inc	Contractors	50.00
263244	CenturyLink	Telephone Services	102.72
263245	Cicero Auto Sales	Casualty Losses	900.00
263246	Cintas	Purchased Services	2,154.09
263247	City of Des Moines	Contractors	1,090.00
263248	Commercial Supply Co	Inventory	310.00
263249	Contract Specialty, L.C.	Park Materials	317.00
263250	Cortrol Process Systems	Inventory	932.21
263251	DXP	Inventory	220.70
263252	Davis Equipment Corporation	Vehicle Maintenance Materials	61.14
263253	Delta Dental of Iowa	Vision Withholding	1,012.64
263254	Douglas K. Oscarson	Consultants	1,842.60
263255	Dultmeier Sales LLC	Inventory	144.56
263256	Electrical Engineering & Equipment Co.	Inventory	722.12
263257	Endress and Hauser	Inventory	1,097.48
263258	Environmental Express	Inventory	226.47
263259	Gallery Collection	Office Supplies	567.88
263260	Gilcrest Jewett Lumber Company	Inventory	315.91
263261	Grainger, Inc.	Inventory	1,797.44
263262	Graybar Electric Company	Inventory	395.74
263263	HY-VEE	Food & Beverages	370.63
263264	Home City Ice	Park Materials	311.10
263265	Hydro Klean	Contractors	750.00
263266	IA-AWWA	Training	2,400.00
263267	IDEXX Laboratories, Inc.	Materials & Supplies	136.04
263268	Image Solutions	Office Supplies	147.05
263269	Indelco Plastics	Inventory	1,707.60
263270	Ingersoll Rand	Inventory	150.51
263271	Integrated PT & Sports Med, PLLC	Training	810.00
263272	Iowa Association of Water Agencies	Training	150.00
263273	Jeff Herzberg	Safety Boots	117.80
263274	Jeff McDonald	Safety Boots	217.63
263275	Kirkham Michael	Contractors	230.00

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
263276	Lawson Products, Inc.	Inventory	15.51
263277	Liberty Tire Recycling Services Iowa	Purchased Services	395.62
263278	McMaster-Carr Supply Company	Inventory	335.91
263279	Megan McDowell Photography	Consultants	834.00
263280	Menard's	Materials & Supplies	699.99
263281	Metro Waste Authority	Contractors	90.08
263282	Midwest Wheel Companies	Tools	692.69
263283	Napa Auto Parts	Vehicle Maintenance Materials	1,899.28
263284	O'Halloran International	Purchased Services	1,256.85
263285	One Source	Purchased Services	75.50
263286	Plumb Supply Company	Materials & Supplies	804.09
263287	Premier Safety	Inventory	787.59
263288	Sassman Glass and Mirror	Purchased Services	160.00
263289	Star Equipment, Ltd.	Inventory	161.60
263290	Stetson Building Products	Inventory	681.36
263291	Storm Lake Times	Subscriptions	84.95
263292	Straub Corporation	Inventory	1,944.15
263293	Team Services, Inc.	Contractors	132.93
263294	Total Tool	Inventory	129.76
263295	Traffic Logix	Dues and Memberships	495.00
263296	Truck Center Companies	Purchased Services	451.90
263297	Truck Equipment, Inc.	Vehicle Maintenance Materials	235.94
263298	ULINE	Inventory	308.80
263299	UPHDM Occupational Medicine	Purchased Services	1,200.75
263300	UPS	Delivery/Freight	15.50
263301	USA Safety Supply Corp	Inventory	129.18
263302	Underwriters Laboratory	Purchased Services	647.75
263303	Utility Equipment Company	Inventory	2,084.58
263304	VWR International LLC	Materials & Supplies	339.66
263305	Verizon Connect NWF, Inc	Vehicle Maintenance Materials	1,272.00
263306	Vessco	Inventory	217.45
263307	Air Products	Inventory	6,474.68
263308	Aureon Communications	Telephone Services	3,896.83
263309	Avista Technologies	Inventory	19,500.00
263310	Badger Daylighting	Contractors	2,987.06
263311	Bonnie's Barricades	Contractors	3,411.20
263312	CPI International	Inventory	2,674.34
263313	CTI Ready Mix	Concrete	2,664.00
263314	Calgon Carbon Kuraray	Inventory	37,769.20
263315	Core and Main	Inventory	3,068.24
263316	Dickinson, Mackaman, Tyler, & Hagen, PC	Legal Fees	9,518.50
263317	Fastenal Company	Inventory	2,973.77
263318	Hawkins Inc	Inventory	17,789.89
263319	Hutcheson Engineering Products Inc.	Materials & Supplies	41,937.98
263320	Kemira Water Solutions, Inc	Inventory	13,963.86
263321	McClure Engineering Company	Contractors	23,230.00
263322	Mid American Energy	Utilities - Electric & Natural Gas	290,612.68
263323	Mississippi Lime Company	Inventory	60,822.31
263324	Municipal Supply, Inc.	Inventory	10,260.50
263325	Nate Todd Construction	Contractors	35,110.00
263326	Neptune Technology Group Inc	Materials & Supplies	32,610.00
263327	Ottson Oil Company	Inventory	2,907.20
263328	Polk County Public Works Dept	Materials & Supplies	25,000.00
263329	Rognes Corporation	Contractors	68,328.52
263330	Scotty's Body Shop, Inc.	Purchased Services	4,118.00
263331	Seneca Companies	Purchased Services	8,523.65
263332	Speck USA	Asphalt	23,626.90

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
263333	Superior Industrial Equipment	Materials & Supplies	3,429.58
263334	Synergy Contracting LLC	Contractors	6,194.00
263335	Torgerson Excavating	Plumbing	24,831.50
263336	USA Bluebook	Inventory	5,186.50
263337	United States Geological Survey	Maintenance Contracts	40,530.00
263338	Univar	Inventory	7,312.59
263339	Valley Plumbing Company, Inc.	Contractors	4,207.30
263340	Van Meter Industrial, Inc.	Contractors	9,471.37
263341	Wellmark Blue Cross & Blue Shield of IA	Group Insurance Premiums	24,612.90
263342	Woodberry Associates, LLC	Consultants	5,000.00
263343	Master Single Payment Vendor	Refunds	22.02
263344	Master Single Payment Vendor	Refunds	156.78
263345	Master Single Payment Vendor	Unclaimed Refunds	146.59
263346	Master Single Payment Vendor	Refunds	107.78
263347	Master Single Payment Vendor	Refunds	116.85
263348	Master Single Payment Vendor	Refunds	203.99
263349	Master Single Payment Vendor	Refunds	57.78
263350	Master Single Payment Vendor	Refunds	2,471.02
263351	Master Single Payment Vendor	Unclaimed Refunds	127.03
263352	Master Single Payment Vendor	Refunds	18.50
263353	Master Single Payment Vendor	Refunds	42.11
263354	Master Single Payment Vendor	Refunds	157.51
263355	Master Single Payment Vendor	Refunds	99.85
263356	Master Single Payment Vendor	Refunds	145.45
263357	Master Single Payment Vendor	Refunds	97.38
263358	Master Single Payment Vendor	Refunds	131.53
263359	Master Single Payment Vendor	Refunds	110.41
263360	Master Single Payment Vendor	Refunds	72.66
263361	Master Single Payment Vendor	Refunds	176.80
263362	Master Single Payment Vendor	Unclaimed Refunds	160.73
263363	Master Single Payment Vendor	Refunds	122.52
263364	Master Single Payment Vendor	Refunds	150.01
263365	Master Single Payment Vendor	Refunds	46.50
263366	Master Single Payment Vendor	Unclaimed Refunds	106.57
263367	Master Single Payment Vendor	Refunds	129.16
263368	Master Single Payment Vendor	Refunds	43.90
263369	Master Single Payment Vendor	Refunds	1,390.49
263370	Master Single Payment Vendor	Refunds	74.96
263371	Master Single Payment Vendor	Refunds	27.86
263372	Master Single Payment Vendor	Refunds	18.66
263373	Master Single Payment Vendor	Refunds	62.15
263374	Master Single Payment Vendor	Refunds	44.40
263375	Master Single Payment Vendor	Unclaimed Refunds	132.24
263376	Master Single Payment Vendor	Refunds	177.42
263377	Master Single Payment Vendor	Unclaimed Refunds	505.79
263378	Master Single Payment Vendor	Refunds	166.38
263379	Master Single Payment Vendor	Unclaimed Refunds	51.15
263380	Master Single Payment Vendor	Refunds	5.86
263381	Master Single Payment Vendor	Refunds	93.11
263382	Master Single Payment Vendor	Refunds	52.44
263383	Master Single Payment Vendor	Refunds	49.36
263384	Master Single Payment Vendor	Refunds	213.59
263385	Master Single Payment Vendor	Refunds	171.78
263386	Master Single Payment Vendor	Refunds	33.00
263387	Master Single Payment Vendor	Refunds	22.37
263388	Master Single Payment Vendor	Refunds	785.72
263389	Master Single Payment Vendor	Refunds	146.44

PAYMENTS FOR AUGUST, 2022

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
263390	Master Single Payment Vendor	Refunds	106.83
263391	Master Single Payment Vendor	Unclaimed Refunds	100.19
263392	Master Single Payment Vendor	Unclaimed Refunds	84.36
263393	Master Single Payment Vendor	Refunds	9.73
263394	Master Single Payment Vendor	Refunds	41.11
263395	Master Single Payment Vendor	Refunds	144.43
263396	Master Single Payment Vendor	Unclaimed Refunds	81.19
263397	Voided Check		0.00
263398	Master Single Payment Vendor	Refunds	154.05
263399	Master Single Payment Vendor	Refunds	84.71
263400	Master Single Payment Vendor	Refunds	98.36
263401	Master Single Payment Vendor	Refunds	66.95
263402	Master Single Payment Vendor	Unclaimed Refunds	98.69
263403	Master Single Payment Vendor	Refunds	80.66
263404	Master Single Payment Vendor	Refunds	886.25
263405	Master Single Payment Vendor	Refunds	176.39
263406	Master Single Payment Vendor	Refunds	777.55
263407	Master Single Payment Vendor	Refunds	134.04
263408	Master Single Payment Vendor	Unclaimed Refunds	130.83
263409	Master Single Payment Vendor	Unclaimed Refunds	150.03
263410	Master Single Payment Vendor	Refunds	61.08
263411	Master Single Payment Vendor	Refunds	177.12
263412	Master Single Payment Vendor	Refunds	58.02
263413	Master Single Payment Vendor	Unclaimed Refunds	64.68
263414	AGRILAND FS, INC	Inventory	1,185.00
263415	AccuCopy	Printing & Copies	93.40
263416	Amazon Capital Services Inc	Office Supplies	240.53
263417	BLUEBEAM	Materials & Supplies	456.25
263418	Bearing Headquarters Company	Inventory	45.84
263419	Bob Brown Chevrolet, Inc.	Vehicle Maintenance Materials	1,303.51
263420	Bonnie's Barricades	Contractors	1,372.45
263421	CFI Tire Service	Purchased Services	656.00
263422	CTI Ready Mix	Concrete	2,016.00
263423	Canon Financial Services INC	Printing & Copies	1,175.70
263424	Capital Sanitary Supply	Inventory	741.29
263425	Carquest	Vehicle Maintenance Materials	167.43
263426	Charles Steele	Safety Boots	117.68
263427	Cintas	Purchased Services	1,949.27
263428	City Supply Corporation	Vehicle Maintenance Materials	1,538.29
263429	City of Des Moines	Contractors	275.00
263430	Cleveland Punch & Die Company	Vehicle Maintenance Materials	433.85
263431	Consumer Energy	Electrical Power	339.18
263432	Contract Specialty, L.C.	Park Materials	210.28
263433	Copy Systems, Inc.	Printing & Copies	24.96
263434	DMF Gardens	Park Materials	407.85
263435	DXP	Inventory	416.87
263436	Douglas K. Oscarson	Consultants	2,053.45
263437	Fastenal Company	Inventory	25.20
263438	First Choice Coffee	Food & Beverages	763.00
263439	Fisher Scientific	Materials & Supplies	450.15
263440	Grainger, Inc.	Inventory	1,196.49
263441	Graybar Electric Company	Inventory	1,844.58
263442	Hach Chemical Company	Materials & Supplies	194.88
263443	Hilltop Tire Services	Vehicle Maintenance Materials	149.98
263444	Home City Ice	Park Materials	174.24
263445	IA-AWWA	Training	200.00
263446	Illinois Mutual & Life Casualty Company	Insurance Withholding	17.81

PAYMENTS FOR AUGUST, 2022

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<u>Check No.</u>	<u>Paid to:</u>	<u>Description</u>	<u>Amount</u>
263447	Iowa Concrete Cutting	Contractors	400.00
263448	Iowa Dumpster	Purchased Services	210.00
263449	Iowa Prison Industries	Materials & Supplies	132.55
263450	Jeff McDonald	Safety Glasses	298.00
263451	Kinzler Construction Services	Purchased Services	1,446.45
263452	Lawson Products, Inc.	Inventory	37.24
263453	Logan Contractors Supply, Inc.	Inventory	525.50
263454	MSC Industrial Supply Company	Vehicle Maintenance Materials	180.74
263455	McMaster-Carr Supply Company	Materials & Supplies	829.83
263456	Mediacom Business	Internet Connectivity	416.90
263457	Menard's	Materials & Supplies	355.30
263458	Midwest Office Technology, Inc.	Printing & Copies	829.91
263459	Midwest Wheel Companies	Vehicle Maintenance Materials	195.72
263460	Murphy Tractor & Equipment	Vehicle Maintenance Materials	867.61
263461	Nichols Equipment LLC	Contractors	657.00
263462	Norwalk Ready-Mixed Concrete, Inc.	Concrete	805.00
263463	O'Halloran International	Vehicle Maintenance Materials	119.83
263464	Oldcastle Architectural	Materials & Supplies	1,276.00
263465	Ottosen Oil Company	Inventory	271.69
263466	Plumb Supply Company	Materials & Supplies	1,058.27
263467	Polk County Public Works Dept	Purchased Services	373.82
263468	Polk County Public Works Dept	Contractors	1,750.00
263469	Pollard Company	Inventory	511.74
263470	Premier Safety	Inventory	1,095.72
263471	Radwell International	Inventory	557.01
263472	Roger Patterson	Safety Glasses	375.00
263473	Smith's Sewer Service Inc.	Plumbing	136.55
263474	Star Equipment, Ltd.	Contractors	210.00
263475	Straub Corporation	Inventory	1,944.15
263476	The Rotary Club of Des Moines	Dues and Memberships	374.00
263477	The Walling Company	Inventory	317.25
263478	Total Tool	Inventory	198.04
263479	U.S. Autoforce	Vehicle Maintenance Materials	440.36
263480	ULINE	Office Supplies	315.28
263481	UPS	Delivery/Freight	6.90
263482	Utility Equipment Company	Inventory	250.64
263483	VWR International LLC	Materials & Supplies	242.62
263484	Waste Solutions of Iowa	Purchased Services	522.00
263485	Zach Robinson	Safety Boots	242.52
263486	Advanced Waste Management Systems	Contractors	15,925.97
263487	Air Products	Inventory	3,297.00
263488	Avista Technologies	Materials & Supplies	3,792.00
263489	Betenbender Manufacturing	Vehicle Maintenance Materials	24,212.50
263490	CONVERGEONE, INC	Maintenance Contracts	5,772.80
263491	City of Des Moines	Purchased Services	33,668.71
263492	Consolidated Water Solutions	Inventory	12,808.01
263493	Core and Main	Inventory	4,295.63
263494	Eurofins Environment Testing Northern CA	Purchased Services	6,867.50
263495	Hawkins Inc	Inventory	6,534.00
263496	Indelco Plastics	Inventory	2,877.25
263497	Kemetco Research Inc	Materials & Supplies	7,400.00
263498	Kemira Water Solutions, Inc	Inventory	7,757.32
263499	Mail Services LLC	Postage	9,544.79
263500	Martin Marietta Aggregates	Inventory	76,027.74
263501	Mead O'Brien, Inc.	Materials & Supplies	13,784.77
263502	Mid American Energy	Utilities - Electric & Natural Gas	89,941.62
263503	Mississippi Lime Company	Inventory	56,100.95

PAYMENTS FOR AUGUST, 2022

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263504	Municipal Supply, Inc.	Inventory	50,040.15
263505	Nate Todd Construction	Contractors	42,750.00
263506	Neptune Technology Group Inc	Inventory	18,608.00
263507	Phoenix Security Contractors, LLC	Purchased Services	20,556.78
263508	Power Seal	Inventory	4,316.40
263509	Rachel Brown	Training	4,344.00
263510	Renewable Energy Group	Inventory	23,225.48
263511	Reppert Rigging & Hauling Co.	Contractors	43,320.00
263512	Revize Software Systems	Contractors	6,900.00
263513	Rexco Equipment, Inc.	Purchased Services	6,017.50
263514	Superior Industrial Equipment	Materials & Supplies	11,740.84
263515	Synagro Central, LLC	Contractors	67,827.12
263516	USA Bluebook	Inventory	3,211.42
263517	United States Geological Survey	Purchased Services	15,378.08
263518	Van Meter Industrial, Inc.	Inventory	9,243.79
263519	Verizon Wireless Messaging Service	Cell Phones	6,439.79
263520	Ziegler Inc.	Purchased Services	3,426.86
642474	Treasurer State of Iowa	Iowa Water Excise Tax Payable	250,193.37
669098	Treasurer State of Iowa	Iowa State Sales Tax Payable	161,276.54
980179	ADP, LLC	Purchased Services	7,649.90
080122	EBS	Employee Health Premiums	304,312.03
080522	Collection Services Center	Garnishment of Wages	2,359.74
080522	Treasurer State of Iowa	State Withholding Taxes Payable	40,901.71
080522	Internal Revenue Service	Withholding Taxes Payable	253,163.21
081922	Collection Services Center	Garnishment of Wages	1,828.89
081922	Treasurer State of Iowa	State Withholding Taxes Payable	28,650.57
081922	Internal Revenue Service	Withholding Taxes Payable	177,271.11
083122	EBS	Employee Health Premiums	20,085.50
083122	CBCS	Compensation Claims	185,748.24
TOTAL			<u>\$5,350,258.73</u>

CEO APPROVED EXPENDITURES GREATER THAN \$20,000
MONTHLY SCHEDULE FOR THE MONTH OF AUG 2022

Check #	Vendor	Description	Amount	Details
	none			

AGENDA ITEM FORM

SUBJECT: 2022 Voice of the Customer Survey

SUMMARY:

Periodically, Des Moines Water Works (DMWW) conducts a statistically valid survey, known as the Voice of the Customer. The purpose of the Voice of the Customer is to gather statistical data to assess overall customer satisfaction with DMWW, identify overall perceptions of DMWW in the community, perceptions of tap water quality, and communication preferences. The last Voice of the Customer survey was completed in 2014.

In January of this year, a Request for Proposals was released for the 2022 Voice of the Customer Survey. Three proposals were received and SPPG + Essman Research (now known as SPPG) was the selected vendor. SPPG conducted the survey May through July 2022. In prior years, the survey method included written questionnaire or phone survey. This year, the methodology included 2 focus groups and 602 telephone and online surveys. Survey results and recommendations were reviewed in detail at the Planning Committee meeting on September 6, 2022.

Customer Service staff and the Communications/PR team are analyzing survey data in finer detail and evaluating the consultant's recommendations for focused communications on particular issues or themes, including environmental stewardship, financial stewardship, value of tap water compared to bottled water, perception of treated drinking water, and understanding of service charges on DMWW water bill. Changes will be prioritized and implemented as appropriate.

The 2022 Voice of the Customer data and recommendations will be published on DMWW's website, where previous surveys are posted and available to review.

FISCAL IMPACT:



No impact to budget.

RECOMMENDED ACTION:

Receive and File the 2022 Voice of the Customer Survey.

BOARD REQUIRED ACTION:

Motion to Receive and File the 2022 Voice of the Customer Survey.

 Laura Sarcone (date) Director of Customer Service and Marketing	 Ted Corrigan, P.E. (date) CEO and General Manager
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Attachments: DMWW VOC Research Phase One Focus Group Summary Report, DMWW VOC Research Phase Two Quantitative Summary Report



DES MOINES WATER WORKS

2022 Voice of the Customer Research
Qualitative Research – Focus Groups

Summary Report

Prepared by: SPPG + Essman Research
May 31, 2022

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Project Background

Established as a customer-owned company since 1919, Des Moines Water Works (DMWW) is the largest water utility in Iowa.

DMWW operates three water treatment plants and provides water to approximately 600,000 central Iowans. In addition to providing a water supply to individual customers, several Central Iowa communities contract with DMWW to operate and maintain their water or wastewater systems and provide customer support. DMWW provides more than 50 percent of the water it produces to wholesale customers.

DMWW conducted Voice of the Customer research in 2010 and again in 2014. To align with the DMWW's Strategic Plan and the 2022 strategic initiatives, DMWW is again conducting Voice of the Customer (VoC) research among its customers to evaluate community perceptions, service performance, payment options, communication preferences, and customer service.

Scope of Services

TARGETED AUDIENCES

- » Des Moines Water Works customers
 - Retail customer accounts (approximately 80,000 residential accounts).

PROJECT GOALS AND OBJECTIVES

- » Assess overall customer satisfaction with DMWW.
- » Identify the perceptions of DMWW.
- » Identify the perceptions of water quality.
- » Assess the perceived value of tap water versus bottled water.
- » Assess the overall satisfaction with customer service – Call Center and In-Home Customer Service.
- » Identify effective communication preferences (website, social media, newsletter, public outreach, and education).

METHODOLOGY

SPPG + Essman Research recommended a **hybrid research approach** combining qualitative (exploratory) and quantitative (statistical) market research to provide comprehensive insights to understand perceptions and satisfaction with the services provided by Des Moines Water Works.

» **Phase One: Qualitative Research - Two Focus Groups**

- The focus group sessions provided exploratory insights from a small group of DMWW customers on a variety of topics: attitudes and perceptions of Des Moines Water Works, water quality, the value of tap water versus bottled water, satisfaction with customer service, and communication preferences.
 - SPPG + Essman Research conducted two 90-minute focus group sessions with current DMWW residential customers on Thursday, May 12, 2022.
 - **Group One:** In-person focus group with DMWW urban customers (6 participants).
 - Gender: 2 men and 4 women
 - Age: 20-29 (1), 30-39 (1), 40-49 (2), 50-59 (2)
 - **Group Two:** Online focus group with DMWW suburban/rural customers (7 participants).
 - Gender: 4 men and 3 women
 - Age: 20-29 (1), 30-39 (2), 40-49 (1), 50-59 (1), 60+ (2)
 - SPPG + Essman Research randomly recruited the DMWW customers, facilitated the focus group sessions, and audio recorded the focus groups.
 - Note: DMWW provided the customer contact list (name, address, phone number, and email).
 - The focus group participants each received \$100 for participating in the focus group session.
- » In Phase Two Quantitative Research (scheduled for June/July 2022), a combination of 600 online and telephone surveys will be collected to provide DMWW with statistical data to more fully evaluate the perceptions of its services.
- **Note:** The Phase Two Quantitative Report will be delivered to DMWW the week of July 25, 2022.
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Summary Report – Focus Groups

PERCEPTIONS OF DES MOINES WATER WORKS

★ What are your overall perceptions of Des Moines Water Works?

With the exception of providing your drinking water, what words come to mind when you think about Des Moines Water Works?

The 13 focus group participants, urban and suburban/rural customers, had generally positive perceptions of Des Moines Water Works.

Although two of the urban customers mentioned “high prices for water,” they attributed the higher cost to filling their swimming pools.

A few participants mentioned issues with water quality (dusty taste, chlorine smell, and hard water) and prefer to filter their tap water; whereas others appreciate the fact they are able to drink their water directly from the tap, which is not the case in other Iowa counties/towns (specifically Carlisle) or other larger cities around the country (specifically Flint, Chicago or Philadelphia).

Group 1

Words that come to mind:

- | | |
|----------------------------------|-----------------------------|
| » Water Works Park (2 responses) | » Children |
| » Decent water | » Nourishment |
| » Crabapple trees | » Lawn care |
| » Utility provider | » Car care |
| » Construction work | » Sewage |
| » Research analysts | » Septic |
| » Filtration | » Water for the whole house |

Perceptions:

- » Filtration (3 mentions)
 - It is of the utmost importance to make sure we get safe water.
 - The water in Des Moines is better than a lot of other counties, not as good as Ames but it’s better than Carlisle’s water and other counties nearby.
 - I do not like the taste of the tap water at all; it tastes dusty.
- » Water Works Park (2 mentions)
 - I would go there a lot, and I love the park. It is a great feature of Des Moines.
 - Enjoyed the holiday lights at Des Moines Water Works Park.

- » Construction work
 - “There is always some construction going on. You know it is Des Moines Water Works doing the construction because you see the Des Moines Water Works sign. Even if it’s not their construction, they might have to be there to turn off the water so someone else can do the construction work.”
- » Children
 - We need to make sure the children are healthy, and that they are getting safe drinking water.
- » Utility provider
 - They are the only choice of a provider. It is “kind of monopolistic.”
- » Water for the whole house
 - One participant noted that they do not drink the tap water, but they use water to shower and for cleaning around the house.
- » Reliable and clean
 - No issues with my water from Des Moines Water Works.

Several of the DMWW urban customers mentioned the higher costs they pay for water from Des Moines Water Works.

- » “The prices are kind of high.” They continued to say, “I have a pool so I have to fill it and the prices are high.”
- » “I also have a pool so the water bill is high.” They noted that people can use a diverter which would make the cost of filling the pool cheaper, but they do not have the diverter.

One participant disagreed with the comment that Des Moines water prices are high, “The prices are fair.”

The participants had mixed perceptions about water quality.

- » “The tap water here is a lot better than in other places. You can’t drink water straight from the tap in Chicago or Philly, and we have never had that issue.”
- » “I like that I can drink the water straight out of the tap.”
- » “My drinking water goes through the refrigerator, but I do not change the filter.”
- » “Shower smells like chlorine sometimes, and I don’t love that.”
- » “We have a lot of downstream issues that come from upstream.”

Two participants discussed their experiences with water leaks and how Des Moines Water Works handled the situation.

- » “I had a toilet run for a couple of days, and the bill was outrageous. I wish they would have notified me that something was wrong sooner.”

- » “They actually did call me when I had a running toilet because they noticed a big spike in my water usage. It made me feel very confident that they gave me a courtesy call. I really appreciate and trust them.” Later in the discussion, the participant stated that Des Moines Water Works allowed the homeowner 30 days to correct the toilet issue and then provided a credit for the difference.

Other top-of-mind perceptions included:

- » “They are a monopoly; I have no way of knowing if my bill is correct.”
- » “Water is essential to everyday life.”

Group 2

Words that come to mind:

- | | |
|-------------------------|-----------------------------|
| » Quality | » Clear |
| » Good customer service | » Raccoon River |
| » Dependability | » Concern for water quality |
| » Ease of paying online | » Nitrates |

Perceptions:

- » “It’s dependable. I can always count on good water for my family, and I think I always pay a reasonable price; the bill doesn’t fluctuate. The water always tastes good.”
- » “I think back to the litigation and the news about the non-point source pollution, and it was courageous of them to take the higher operation cost to improve the water quality, but I know this opinion differs from other rural Iowans.”
- » Very good quality for rural Iowa. One negative is that we have hard water.
- » I have a water softener because the water is hard, but I run the water through the filter which makes the water taste just fine, other areas around the country have similar issues.
- » They are transparent, we drink from the tap with no issue. I like the newsletter in the bill. They are always talking about quality levels. They are very good at communicating with their customers.
- » Positive, I drink it from the tap. We would drink it out of the hose if I need to, but I have a young family, so we filter for that extra level of safety. When I look at places like Flint, it makes me really appreciate Des Moines Water Works.
- » “When [the other participant] mentioned drinking water out of the hose, it made me think that I’ve never had issues with my kids drinking it unfiltered. We have hard water, but I kind of accept that since we live in the country.”

★ **In the last year, have you contacted the Des Moines Water Works Call Center?**

- **How did you contact the Call Center?**
- **Why did you contact the Call Center?**
- **Did the Call Center resolve your issue to your satisfaction on the first call?**

Among the two groups of participants, very few of the DMWW customers had contacted the Call Center in the past 12-months.

Among those who had contacted the Call Center, the primary reasons for contacting the Call Center pertained to billing or payment issues, and questions regarding the insurance purchased through DMWW.

The issues were resolved to the customer's satisfaction.

Group 1

- » Two participants shared their experiences with the Call Center.
 - Concerns with increasing costs.
 - Before the pandemic, the costs were lower and now the prices are higher. The Call Center informed them that there was greater usage but the participant is confident that their usage was the same.
 - Two calls/interactions with the Call Center.
 - The first call was due to a kitchen sink that was backing up. They had purchased insurance from Des Moines Water Works. The Call Center clarified that the insurance covered water going out to the street and did not cover the sink issue. The participant called a plumber to fix the issue.
 - The second call was due to a payment issue where the credit card had expired. The participant called and the issue was corrected right away. The Call Center employee was, "very nice, and she helped me get back online."
- » One participant stated that they had received a call about septic insurance but noted that it is separate from Des Moines Water Works, even though it is through the same bill.

Group 2

- » Two participants had called the Call Center, one to discuss billing questions and another to set up electronic statements.

★ **What are the Call Center hours? (7:30am – 5:00pm, Monday - Friday)**

- **Do the Call Center hours meet your needs?**
- **What hours would better meet your needs?**

The Group One participants (urban customers) were somewhat familiar with the Call Center hours, whereas the Group Two participants (suburban/rural customers) were not familiar with the Call Center hours.

The participants in Group One discussed emergency numbers they are able to call at MidAmerican Energy; however, they were not sure if Des Moines Water Works had an emergency number to call for emergency situations.

After sharing the Call Center hours (7:30am – 5:00pm, Monday-Friday) and informing the Group One participants that an emergency number is available for Des Moines Water Works customers 24 hours a day, 7 days a week, the participants agreed that the current hours meet their needs.

Group 1

The participants were unsure about the Call Center hours and mentioned:

- » 7:30am – 5:00pm
- » Until 8:00pm
- » 8:00am – 7:00pm

Once the Call Center hours were shared with the group, the participants generally agreed that the Call Center hours were sufficient.

- » “The hours work for us, but some people might need more flexibility.”
- » The Call Center remaining open until 8:00pm would be much better.
- » “Most of the time I get out of work at 4:00 or 5:00pm and check the mail when I get home. If I get something in the mail from Des Moines Water Works that is a “Whoa, I want to be able to call them immediately and get it fixed.”
- » “Even until 6:00pm would be better.” The respondent also noted and understands that there are staffing issues to take into consideration when increasing the Call Center hours.
- » One respondent asked, “Is there an emergency number? We all know that there is an emergency number for MidAmerican, so you would think there would be an on-call person in case of flooding or if the sewer backed up. If there is flooding I call the electric company first.”
 - Several participants agreed that there should be an emergency telephone number.

Later in the focus group discussion, the participants were informed that an emergency number is available for Des Moines Water Works customers 24 hours a day, 7 days a week. When re-asked if the current Call Center hours (7:30am-5:00pm, Monday through Friday) are sufficient, the participants agreed that they are comfortable with the current Call Center hours.

Group 2

The participants were not familiar with the Call Center hours. When the Call Center hours were shared (7:30am-5:00pm, Monday through Friday), the participants agreed the Call Center hours are convenient and meet their needs.

Unlike the Group One participants, no one in Group Two mentioned or was concerned about the availability of an emergency number to call at Des Moines Water Works for emergency situations.

*** In the last year, have you required any type of in-home customer service from Des Moines Water Works?**

- **What type of service was required?**
- **Did Des Moines Water Works resolve the issue to your satisfaction on that first visit?**

The focus group participants did not require any type of in-home customer service from Des Moines Water Works in the last year.

One participant in Group One mentioned, “I haven’t had in-person services, but you see them out and about doing construction.”

TAP WATER QUALITY AND USAGE

★ **Des Moines Water Works is the largest water utility in Iowa, providing water to Des Moines residents and residents living in surrounding communities.**

- **How would you describe the “quality” of your tap water?**

While several participants in both focus groups said they prefer to filter their tap water, the participants generally agreed that they have “quality drinking water.” Several of the urban customers mentioned that Des Moines water is “better” than other cities and towns in Iowa, specifically “better drinking water” than in West Des Moines.

A few participants in both groups mentioned noticeable changes in the quality of their water, including the taste and clarity of their water, in the spring (during or after the winter snow melt) or after a rainstorm.

Group 1

- » The tap water is “kind of dusty...dusty taste.”
 - Due to health-related issues, this participant does not drink tap water and also requests bottled water when dining out.
- » Used to regularly drink tap water. They also shared that they had not changed their refrigerator filter in a while.
 - “The water has never been great, but I noticed the taste more when I got the filtration system.”
- » “Mine might be in my head, I just prefer not to drink water out of the tap. I see what it does to my shower, my washer looks dirty and so I think to myself, I shouldn’t drink it. Plus, I prefer the taste of filtered water.” The participant clarified that no one is telling them that the water is unhealthy or unsafe to drink, and they don’t think it’s unsafe, but they prefer not to drink tap water.
- » Another respondent had not thought about the “orange stuff in the shower” when it came to their drinking water.
 - When probed to explain the “orange stuff in the shower,” one person stated, “It’s the chemicals in the water, it might be natural chemicals, but it is chemicals.”
 - Another participant mentioned, “It’s the reason I have to clean the shower heads.”
- » The water tastes different throughout the year, sometimes it smells like chlorine.
- » The taste and quality of the water is “very good” and “it is much better than West Des Moines water.”
 - When probed, the respondent stated that West Des Moines water doesn’t “taste as fresh or as clean,” and mentioned that West Des Moines water has a “well water taste.”

- Two participants agreed with the perceptions of the West Des Moines water.
 - West Des Moines water is worse than Des Moines water.
 - You know when you are in West Des Moines because the tap water is so much worse. The water tastes “chemically-treated” or like it was “flavored.”
- » “To be clear, I am not drinking anyone’s tap water.”
 - Another participant agreed, “It’s not just Des Moines water.”
- » I have no problem drinking tap water. I grew up drinking tap water. They described a process in which they fill up their glass with hot water, then let it sit, then put it in the fridge to cool. “I grew up doing it that way and just continue to do it as an adult.”
- » Drink bottled water when it is convenient.
- » One person noted that they make sun tea using tap water and have no problem drinking that, but their drinking water is filtered through their refrigerator.



- ***“The water tastes different throughout the year, sometimes it smells like chlorine.”***
- ***“The taste and quality of the water is “very good” and “it is much better than West Des Moines water.”***

Most of the participants agreed that their drinking water is clear.

- » One person noted that the water is sometimes “foggy” when you first get it out of the tap, but if you let it sit, it is clear.
- » One person mentioned that when the snow is melting or after a rainstorm, the water tastes different and looks different.

Group 2

- » The water tastes good, was clear, and overall great quality.
- » Usually pretty good, but in the spring, sometimes the water is a little off and tastes a bit more like chlorine. “Might have something to do with them switching rivers.”
- » One person stated that they do not filter their drinking water, “I don’t test the water so I don’t know quantitatively but qualitatively it tastes good.”
- » “We are lucky to have the water that we do, there are some places where it is not as good.”
- » We drink it straight from the tap with no issue.

Several of the participants mentioned issues with water hardness.

★ At your home,

- Do you use unfiltered tap water for drinking?
- Do you use unfiltered tap water for cooking?
- Do you use a water filtration device or system in your home before drinking tap water?
- Do you drink bottled water regularly at home?
- Do you have a water softener in your home?

The focus group participants generally agreed that they have quality drinking water; however, 8 of the 13 participants use a filtration device in their home before drinking the tap water.

- » 7 of the 13 participants drink unfiltered tap water.
- » 11 of the 13 participants use unfiltered tap water for cooking.

Several focus group participants mentioned the hardness of their water; however, only 2 of the 13 participants have a water softener in their home (2 suburban/rural participants).

Group 1

- » Unfiltered tap water for drinking 3 participants
- » Unfiltered tap water for cooking 5 participants
- » Filtration for drinking 4 participants
 - 1 participant stated that this includes water for the dog.
- » Drink bottled water regularly 1 participant
 - Two participants stated that they were 50/50.
- » Water softener 0 participants

Group 2

- » Unfiltered tap water for drinking 4 participants
- » Unfiltered tap water for cooking 6 participants
- » Filtration for drinking 4 participants
- » Drink bottled water regularly 0 participants
- » Water softener 2 participants

★ What type of water filtration do you have in your home?

Of the customers who use a water filtration device at home, most of the participants (8 of 13) use the water filters/filtration device in their refrigerator.

Group 1

- | | |
|-----------------------|----------------|
| » Refrigerator filter | 4 participants |
| » Faucet mounted | 1 participant |
| » Pitcher filter | 1 participant |

Group 2

- | | |
|-----------------------------------|----------------|
| » Refrigerator filter | 4 participants |
| » Pitcher filter | 1 participant |
| » Faucet mounted | 0 participants |
| » Whole house water filter system | 2 participants |

Note: the filtration system was installed by the previous homeowner when the home was purchased.

★ Why do you use a water filtration device to filter your tap water? What do the water filtration devices remove from your tap water?

Although the participants do not perceive their drinking water to be “unsafe,” they prefer to use a water filtration device as an “extra layer of safety protection from the chemicals and chlorine in the drinking water.”

When asked specifically what the water filtration devices are removing from their tap water, the participants mentioned, “fluoride, metal residue, agricultural chemicals, chlorine, and particulates.”

Group 1

- » “Filtering removes stuff that’s not good for you. The refrigerator has a charcoal filter, and it is one extra step to make sure the water is safe to drink.”
- » “I’ve gotten sick from tap water, even at restaurants. I can tell there is something different in tap water that does not sit well with me.” The participant suggested that it might be the “fluoride in the water” that made them feel unwell.
- » “There is a perception that there might be metal residue in the water.” The participant indicated that this was something they had heard about.
- » Concerns about “being downstream from a lot of farms and agricultural runoff.” Worries the runoff is in the water. “They have to use a ton of chemicals to combat the runoff, and they have had to dig new wells in order to keep water flowing.”
- » “It might be a psychological thing.” The participant indicated they drank filtered water as a kid.

- » “I don’t think it’s unsafe, but it’s one extra step and a little bit better. Cleaning chemicals today are bad for you, and we take the extra step to research that, so this is just another way I take that extra step.”



“Filtering removes stuff that’s not good for you. The refrigerator has a charcoal filter, and it is one extra step to make sure the water is safe to drink.”

Group 2

- » The whole house is on a water filter system. (2 participants)
 - “I use it for the particles, the carbon filter gets rid of the chlorine taste. The filter was in the house when I bought it, and I continue to use it. Same with the refrigerator filter, it makes the water taste better.”
 - “The water throughout the house is filtered. We got ours for the water softener mainly.”
- » Filter the water to remove the chlorine.
- » Filter the drinking water for “an extra layer of safety.” They stated that they did not know any specific things that they were filtering out but said, “We filter for an extra layer of protection for our kids. We have a young family.”

★ For those of you who drink bottled water regularly at home:

- **Why do you drink bottled water regularly at home rather than drinking tap water?**
- **In your opinion, is bottled water safer to drink than your tap water?**

Although only one participant drinks bottled water regularly (urban customer), when the participants were asked if they believe that bottled water is safer to drink than tap water, 2 of the 6 participants in the urban group believed that bottled water is safer to drink than their tap water, whereas no one in the suburban/rural group felt that bottled water is safer to drink.

Several participants in Group Two (suburban/rural customers) mentioned potential concerns with bottled water, “... in the hot temperatures, the plastic bottle will break down and bottled water becomes less safe to drink.”

Group 1

The participant that regularly drinks bottled water stated that, “It is colder than tap water, and is better for on-the-go and for when I forget my hydro flask.”

Two participants in this group believe bottled water is safer to drink than tap water and two others in the group said they were “50/50” on whether bottled water is safer to drink.

- » “They say that bottled water is better, unless we are research analysts going into the system, we can’t know for sure.”
- » “I feel that purified bottled water is filtered more, but I don’t drink purified. I drink spring water because it tastes better and has good minerals for you.”

Group 2

- » “I don’t think it is safer. Someone is just putting water from the tap into the bottle.”
- » “When the plastic bottles sit in a hot warehouse, plastics in the bottle break down and make the water less safe.”
 - One participant agreed with the warm water statement. “Warm water breaks down the bottle and creates microplastics in the water.”
- » “We have no idea where that water comes from.”
- » “I don’t want to use all that plastic and try to recycle. Plus, I don’t think it tastes any better, and unless they are doing reverse osmosis filtering, it’s not any better filtered than the water coming out of my fridge.”

WATER AVAILABILITY

*** Do you know where Des Moines Water Works sources its water supply?**

- **Where do you think Des Moines Water Works sources its water supply?**
(The Raccoon and Des Moines Rivers are used to provide drinking water to more than 600,000 Central Iowans.)

Very few of the focus group participants knew where Des Moines Water Works sources its water supply.

Among the 13 participants, 4 of the 13 mentioned either the Raccoon or Des Moines River.

Group 1

- » Raccoon River (2 participants)
 - Participants mentioned that they noticed signs informing residents that Des Moines Water Works sources water from the Raccoon River.
 - One participant recalled seeing the signs on Fleur Drive.
 - Another participant recalled seeing the signs but could not recall exactly where they saw the signs.
- » No clue where Des Moines Water Works get its water (2 participants)
- » Maffitt Reservoir

After sharing with the group that Des Moines Water Works sources its water from the Raccoon and Des Moines Rivers to provide drinking water to more than 600,000 Central Iowans, one participant commented, “It’s so gross. Our rivers are so gross.”

Group 2

- » Des Moines River
- » Raccoon River
- » Maffitt Reservoir
- » Beaver Creek
- » Saylorville Lake

- ★ **Do you have clean water when you need it; when you turn on the tap?**
 - **If no, why not?**

All 13 focus group participants agreed that they have clean water when they need it.

- ★ **As a Des Moines Water Works customer, have you ever been impacted by a water main break where you were without tap water at home?**
 - **How were you notified about the water main break?**
 - **Do you recall the length of time to restore your water service?**
 - **How would describe the water quality when the service was restored?**

Only 2 of the 13 focus group participants had been impacted by a water main break where they were without water at their home.

Group 1

- » One participant mentioned a water main break and did not recall being notified.
 - “They were fixing something, and I got home and noticed there wasn’t water. I had to check with my neighbors to see if they had water and they didn’t. When I turned on the water, it clogged up my water spout. I called Water Works and they replaced the faucet. They corrected it for us. The water was out for a few hours. They suggested letting the water run for a bit because there could be some debris, but I do not recall any issues after that.”

Group 2

- » One respondent mentioned a water main break several years ago.
 - “We had a water main break twice about 8 or 9 years ago. I called Des Moines Water Works to notify them that water was bubbling out of the ground. We lost pressure while the water was bubbling out of the ground, and we lost water for a couple of

hours when they were fixing it. They didn't tell us we couldn't drink the water afterward; I think the water was fine to drink."

- Loss of water during the floods of 1993 was mentioned in this group.

*** How would you like to be notified about water main breaks and the loss of water service?**

The majority of focus group participants prefer a text message from Des Moines Water Works regarding notification about water main breaks and the loss of water service.

Group 1

- » Prefer a text message from Des Moines Water Works (all 6 participants)
- » One respondent suggested a telephone call in the case of an emergency, but clarified, "Please use the same Des Moines Water Works number so I can save it to my phone. Do not call from bogus numbers that we will ignore."

Group 2

- » Six of the seven participants prefer a text message from Des Moines Water Works.
- » One of the participants specified either text or email.
- » One participant would prefer a phone call from Des Moines Water Works.

BILLING STATEMENTS/INVOICES

*** How do you receive your monthly statement or invoice from Des Moines Water Works?**

- Mail
- Electronic
 - Have you created an account on the Des Moines Water Works website?
 - How would you describe the log-in process to access your account on the Des Moines Water Works website?

Overall, 11 of the 13 participants currently receive an electronic statement/invoice from Des Moines Water Works, and 10 of the 13 participants have created an online account on the Des Moines Water Works website.

The participants described the log-in process to access their account as an "easy process," and further mentioned that the account login was an even "simpler process within the past year" with the recent changes to the Des Moines Water Works website.

Group 1

- » All six participants receive electronic statements and have created an online account.
 - “It’s very user friendly. Within the last couple of months, they (DMWW) have cleaned up the website, and it’s a lot easier to follow.”
 - One participant expressed some confusion with the log-in process and asked if DMWW had two methods of logging in. “I feel like there are two logins. I have trouble finding it if I go through the Des Moines Water Works website, I get lost.”
 - Two participants in the group were able to explain and clarify the log-in process.
 - “I have autopay set up, and I hardly check my account. I know I have an account, but I don’t actually check it.” (Two participants agreed.)
 - One participant stated that they had not accessed their account since they changed credit cards.

All six participants in the group have no difficulty accessing their accounts on the Des Moines Water Works website.

One participant mentioned that Des Moines Water Works sends a statement reminder each month, but they could not recall if the statement reminders were sent via a text message or an email (the participant is enrolled in the autopay program).

Group 2

- » One of the seven participants receives a monthly paper invoice.
 - “I’m old school. I have auto payments set up, but I like getting the invoice in the mail. I like to look at it and see if anything has changed.”
- » One participant is in the process of switching from paper to electronic statements.
- » Five participants receive electronic statements.
 - Four of the participants have created an online account on the Des Moines Water Works website.
 - One participant was unsure whether they had an online account since her husband deals with the DMWW bill.
 - “You can do a quick pay if you just want to pay, but if you want a full invoice you have to log in.”
 - “I just click the link in the email they (DMWW) send me and my computer signs me in. It used to be much more difficult, but it is much easier since they changed the log-in process within the past year.” (One participant agreed with the ease of the log-in process.)

One participant shared with the group that he doesn’t check the monthly statement unless there is a discrepancy or the bill is much higher than expected.

Six of the seven participants recalled receiving an email from Des Moines Water Works when the new monthly statement/invoice is available.

★ **How do you pay your water bill?**

- **Are you enrolled in the autopay program?**
- **Was enrollment in the autopay program an easy or difficult process?**

The focus group participants pay their water bill in various ways.

- » 5 of the 13 participants are enrolled in the Des Moines Water Works autopay program, and three of the participants pay their water bill via their online account accessed through the Des Moines Water Works website.

Group 1

- » Log-in to the online account via the DMWW website every month. (2 participants)
 - One participant mentioned the text feature notifications when payments are received and when new statements are available.
 - Another participant was unaware of the text notification feature but thought it sounded appealing.
- » Autopay (2 participants)
 - Very easy process.
- » Not aware. Others in the household pay the water bill. (2 participants)

Group 2

- » Autopay (3 participants)
 - “I was calling in credit card payments, but I prefer auto payments, and I do that now.”
 - “I used to do online bill pay, but now it is pulled from the account.”
 - “It was easy to get enrolled in the autopay program. It didn’t take very long.”
- » Use the link in the email from DMWW to “one-click pay.” (1 participant)
- » I go to the bill pay site at my bank and do it through my bank online. (1 participant)

One participant, who is not enrolled in the autopay program, mentioned, “I just like to review the statement before the money gets taken out. I want to know if it’s going to change.” (Three participants in the group agreed with the comment.)

★ **Do you generally review the statement or invoice from Des Moines Water Works every month?**

When asked how often they review their monthly statement/invoice from Des Moines Water Works, differences were noted between the two groups of customers.

In the urban customer group, only one of the six participants indicated that they review their water bill every month, whereas in the suburban/rural group, six of the seven participants say they review their statements from Des Moines Water Works every month.

Group 1

- » One participant reviews their statement every month, and that is the reason they are not enrolled in the autopay program.
 - “I am very analytical, so I am always looking at the usage between months and the price per gallon.”
- » Other participants do not check their statements every month.
 - “I feel like I can’t change it anyway so there is no point in checking.”
 - “I feel like I don’t know what I’m looking at.”
- » One participant will only review the statement when the payment is higher than usual.
 - An example was shared: “I usually pay \$150 and now its \$220, what happened? And that’s when you go back and check the bill.”
 - Another participant agreed, stating that the water bill is something that you budget for and so you notice when there is a significant increase.

Two participants say they pay more attention to their electric bill than to their Des Moines Water Works statement.

- » The electric bill fluctuates much more than the water bill.
- » The electric bill changes seasonally.

One person disagreed, “I’m the opposite. I do budget billing with my electricity, so it’s the same every month. But with water, one month it is \$60 and one month it’s \$80. I have a teenage boy at home and who knows how many showers he took that day.”

Group 2

- » Six of the seven participants review their statement from Des Moines Water Works every month.
 - Use water for different things. “I want to know how much it costs to fill the pool versus a regular month.”

- There were some discrepancies last year. Learned my wife was over-watering and now I check the bill every month.
 - Glance at the bill to make sure nothing is changing.
 - Just to make sure there is not something unforeseen going on.
 - I like to see how much it is per gallon and surcharges and like to see the breakdown.
 - My husband checks it every month because he wants to check whether there are leaks.
- » One participant does not review their statement every month and mentioned, “My bill is almost the same every month, so I just pay it.”

*** What types of information or service charges are included on your monthly statement or invoice from Des Moines Water Works?**

Most of the focus group participants had some awareness about the types of information on their water bill, including the city service charges that are included on their monthly statement/invoice from Des Moines Water Works.

Group 1

- » The participants seemed to have a general knowledge about the types of service charges that are included on their monthly water bill.
- Trash, sewage, franchise fees, taxes, stormwater.

One participant, with limited awareness of the types of information or the city service charges indicated, “Maybe I should look at my water bill.”

Another was concerned that their water bill fluctuates a lot. Possibly due to children in the household.

Group 2

- » Water consumption
- » Garbage is included
- » Sanitary fees
- » Waterline protection
- » Sewer and garbage are different
- » “I mostly just check consumption and rate-based items.”
- » One participant reviews all of the charges and compares the charges from month to month.

★ **Is the statement or invoice easy or difficult to understand?**

The majority of the focus group participants agreed that the statement/invoice from Des Moines Water Works is easy to understand.

Group 1

- » “The statement is very easy to understand, everything is itemized. I like the way everything is laid out, especially after the recent changes. They made a change to the landing page, you can now see everything on the landing page.”
- » One participant recalled that DMWW changed the system a year or two ago.
 - Several others in the group were unsure when the change occurred; however, participants agreed the changes are easy to understand.
- » “It’s a utility, you can’t dispute it. You have to use it, so there is no point in really checking.”
- » “If there are changes on the statement, you will notice the changes on your bank statement and you think back to what was different during the month.”

Group 2

- » All seven participants agreed that the billing statement is easy to understand.
 - “I think it’s really easy to understand.”

★ **Would you recommend any changes to the monthly billing statement or invoice?**

The participants in both groups find the statement/invoice from Des Moines Water Works easy to understand and could not recommend any changes to the monthly billing statement.

COMMUNICATIONS

★ How do you generally receive information about Des Moines Water Works?

- Local media (TV, radio, or newspaper)
- Social media – Facebook, Twitter, Instagram, LinkedIn, Next Door
- Des Moines Water Works website
- H2O Line newsletter

The focus group participants generally receive information about Des Moines Water Works through the mail or an email message from Des Moines Water Works.

When asked about the awareness and familiarity with the H2O Line newsletter, nearly all of the urban customers had limited recollection of the newsletter; whereas 4 of the 7 participants in the suburban/rural group recalled receiving the newsletter either in the mail or email.

No one in either group mentioned the Des Moines Water Works website as a source for gathering updates or information.

Group 1

How do you receive information from Des Moines Water Works?

- » Email (4 participants)
 - I think there is a monthly email with tips and tricks and stuff like that.
 - One participant recalled the email but does not read the email.
 - Emails about septic insurance.
 - Emails when statements are available or when invoices are paid.
- » Mail
 - Notifications of any changes.

When asked about the H2O Line newsletter, one participant was familiar with the newsletter; whereas two participants were unsure if they had ever seen the newsletter.

Group 2

How do you receive information from Des Moines Water Works?

- » Mail (all 7 participants)
- » Email (1 participant)
- » Social media (Facebook) (1 participant)

When asked about their familiarity with the H2O Line Newsletter, 4 of the 7 participants in the group were familiar with the newsletter.

- » Newsletter received through the mail.
- » I am 95% sure I get it in the mail, but it goes to recycling.
 - “I don’t have a reason for why I don’t read it, but I consider it to be another piece of junk mail.”
- » Received through email.
- » “I read it every time I get it, I like the fact that it has information about programs and planting trees and city council. I just enjoy it.”
- » The newsletter has reminders, like water efficiency reminders and then I can hand it to my wife so she can correct some behaviors.

When asked what changes customers would make to the H2O Line newsletter, one participant stressed that they would like more technical information, “I would like to see more technical information. I work in chemical manufacturing, and I think it would be interesting to hear about the technology for removing pollutants and what’s changing or challenging, what are they doing in the future, planned obsolescence, retrofitting...I’d like to see more technical information about their process.”

Another participant suggested information on water quality, “I was in Arizona, and I checked the water quality. They provided information about water hardness and information like that. If that type of information was available on the Des Moines Water Works website that would be fine, but that type of information could go in the newsletter.”

*** How would you prefer to receive information from Des Moines Water Works?**

The focus group participants prefer to receive information or updates from Des Moines Water Works via an email message or the postal service (mail).

Group 1

- » Email (3 participants)
 - Eco-friendly.
- » Mail (3 participants)
 - Mail is a higher priority.
 - “I hardly get real mail, and I am much more likely to actually look at it.”

Group 2

- » Email (2 participants)
 - Email, but it depends on what it is. With something urgent, email. Communication now is fine.
- » Mail (2 participants)
 - “It depends on the update or the information. If it is a major change, I’d prefer information by mail. Things just get lost in email. If it’s something important, I want the information in the mail.”
 - I prefer a hard copy, so something in the mail.
- » One participant would like information online.
 - “It could be in the same place as the link to my statement or their website.”
- » No change (2 participants)
 - “I don’t spend a whole lot of time thinking about water, so what currently comes through is fine for me. What I see in the newsletter is fine with me.”

★ Within the past year, have you visited the Des Moines Water Works website?

When asked about visits to the Des Moines Water Works website, 7 of the 13 participants had visited the Des Moines Water Works website in the past year. The customers found the website easy to navigate and offered no suggestions for improving the website.

Group 1

- » Visited the DMWW website (4 participants)
- » They have the park, and they have information about when things will be there. (2 participants)

Group 2

- » Visited the DMWW website (3 participants)
- » Log into the online account (2 participants)

The focus group participants in both groups, who had visited the website, found the website easy to navigate and offered no recommendations for any changes.

One participant commented, “I would have remembered the website and if it was not user friendly.”

★ Closing/Additional Comments

Group 1

- » “Unfortunately in Iowa, our laws are so lax on waterways. Our neighbor to the north in Minnesota has done leaps and bounds with regulations in order to keep their water not as polluted. And us in the biggest part of the state, or at least the most populated part of the state, we are paying for the lax agricultural practices. I mean how much more can we be burdened with that? I think it’s going to come to a point where, how much more chemicals can you put in the water to fight these things in an ag [agriculture] friendly state?”
- » One participant mentioned that as we head into a drought season that they would be in favor of more water usage guidelines from Des Moines Water Works, “Stricter usage guidelines for the greater good, would be appreciated.”

Conclusions

The overall perceptions of Des Moines Water Works, including the quality of drinking water and the services provided, were positive among the focus group participants, urban, suburban and rural Des Moines Water Works customers.

Very few of the focus group participants had contacted the Call Center. Most of the participants were not aware of the Call Center hours or that Des Moines Water Works provides an emergency number where emergency services are available 24 hours a day, 7 days a week. Once the participants were made aware of the emergency number, they agreed that the Call Center hours (7:30am – 5:00pm, Monday through Friday) meet their needs.

The focus group participants were asked about in-home customer service. However, no one had required any type of in-home service in the last 12-months, and therefore could not discuss their satisfaction with in-home customer service.

The participants believe they have “quality drinking water” and “better drinking water than West Des Moines and other cities and towns in Iowa and across the country;” however, many prefer to filter their tap water (8 of the 13 focus group participants) and primarily use the water filtration from their refrigerator to filter their tap water. The participants do not perceive their drinking water to be “unsafe,” but prefer to use water filtration to improve the taste and as an “extra layer of safety protection from chemicals, chlorine, and fluoride in the drinking water.” Participants in each group mentioned noticeable changes in the quality of their drinking water (taste and clarity) in the spring (melting snow) or after a rainstorm.

Very few of the focus group participants were familiar with where Des Moines Water Works sources its water supply. However, some participants in Group One mentioned seeing the newly posted signs identifying the Raccoon River and Des Moines River as Des Moines Water Works’ water sources.

All 13 of the participants agreed that they have clean water when they need it. The majority of the focus group participants have not been impacted by a water main break, however, if a water main break would occur resulting in the loss of water service, they would prefer to receive a text message from Des Moines Water Works.

Nearly all of the participants receive electronic statements (11 of 13) and have created an online account (10 of 13) on the Des Moines Water Works website. The online account set-up and the log-in process were described as “easy” and it was noted by several participants that the log-in process has become even simpler due to the recent changes on the Des Moines Water Works website.

The urban customers said they rarely review their monthly statement or invoice from Des Moines Water Works, whereas the suburban/rural customers tend to review their statements every month, looking for any discrepancies in water usage. Most of the focus group participants are familiar with the types of information and the city service charges that are included on their monthly water bill and described the statement as “easy to understand.”

Most of the participants currently receive information from DMWW through the mail or email messages. Social media was only mentioned once, and the website was not mentioned as a source for gathering updates or information. Additionally, the participants had very limited recollection of the H2O Line newsletter. When asked specifically how customers would prefer to receive information from Des Moines Water Works, both email and mail were mentioned equally.

In summary, Des Moines Water Works provides valuable water services to central Iowans. The focus group participants view Des Moines Water Works generally positively and described their water quality as being good or at least better than other tap water in the area. However, when it comes to sharing information and updates with customers, the focus group participants are somewhat disengaged from Des Moines Water Works; presenting an opportunity for Des Moines Water Works to potentially enhance its communication efforts.



DES MOINES WATER WORKS

2022 Voice of the Customer Research
Quantitative Research
Online/Telephone Surveys
Summary Report - Final

Prepared by: SPPG, LLC
July 28, 2022

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Project Background

Established as a customer-owned company since 1919, Des Moines Water Works (DMWW) is the largest water utility in Iowa.

DMWW operates three water treatment plants and provides water to approximately 600,000 central Iowans. In addition to providing a water supply to individual customers, several Central Iowa communities contract with DMWW to operate and maintain their water or wastewater systems and provide customer support. DMWW provides more than 50 percent of the water it produces to wholesale customers.

DMWW conducted Voice of the Customer research in 2010 and again in 2014. To align with the DMWW's Strategic Plan and the 2022 strategic initiatives, DMWW is again conducting Voice of the Customer (VoC) research among its customers to evaluate community perceptions, service performance, payment options, communication preferences, and customer service.

Scope of Services

TARGETED AUDIENCES

- » Des Moines Water Works customers
 - Retail customer accounts (approximately 80,000 residential accounts).

PROJECT GOALS AND OBJECTIVES

- » Assess overall customer satisfaction with DMWW.
- » Identify the perceptions of DMWW.
- » Identify the perceptions of water quality.
- » Assess the perceived value of tap water versus bottled water.
- » Assess the overall satisfaction with customer service – Call Center and In-Home Customer Service.
- » Identify effective communication preferences (website, social media, newsletter, public outreach, and education).

METHODOLOGY

SPPG recommended a **hybrid research approach** combining qualitative (exploratory) and quantitative (statistical) market research to provide comprehensive insights to understand perceptions and satisfaction with the services provided by Des Moines Water Works.

» Phase One: Qualitative Research - Two Focus Groups

- The focus group sessions provided exploratory insights from a small group of DMWW customers on a variety of topics: attitudes and perceptions of Des Moines Water Works, water quality, the value of tap water versus bottled water, satisfaction with customer service, and communication preferences.
- SPPG conducted two 90-minute focus group sessions with current DMWW residential customers on Thursday, May 12, 2022.

- SPPG randomly recruited the DMWW customers, facilitated the focus group sessions, and audio recorded the focus groups.
 - Note: DMWW provided the customer contact list (name, address, phone number, and email).
- The focus group participants each received \$100 for participating in the focus group session.
- Group Segments:
 - **Group One:** In-person focus group with DMWW urban customers (6 participants).
 - Gender: 2 men and 4 women
 - Age: 20-29 (1), 30-39 (1), 40-49 (2), 50-59 (2)
 - **Group Two:** Online focus group with DMWW suburban/rural customers (7 participants).
 - Gender: 4 men and 3 women
 - Age: 20-29 (1), 30-39 (2), 40-49 (1), 50-59 (1), 60+ (2)

» Phase Two: Quantitative Research – 602 Surveys

- The 602 12-15 minute surveys (311 online and 291 telephone surveys) will provide Des Moines Water Works with statistical data to assess attitudes and perceptions of Des Moines Water Works, water quality, the value of tap water versus bottled water, satisfaction with customer service, and communication preferences.
- The surveys were collected June 13 – July 1, 2022.
 - DMWW provided the customer contact list (name, address, phone number, and email).
 - Des Moines Water Works was identified as the research sponsor.
 - To increase response rates, a random prize drawing was offered; a chance to win one \$100 Amazon gift card.
- Statistical validity:
 - On the total sample of 602 surveys, at the 95% confidence level, the margin of error is +/- 3.94%.

RESPONDENT DEMOGRAPHICS

A total of 602 Des Moines Water Works customers responded to the survey.

Percentage/Total respondents

Gender

- Female 56% (339)
- Male 40% (241)
- Non-binary 1% (4)
- Prefer not to answer 3% (18)

Age

- 18-29 11% (68)
- 30-39 22% (135)
- 40-49 21% (125)
- 50-59 17% (102)
- 60-65 13% (81)
- 65+ 10% (61)
- Prefer not to answer 5% (30)

18-39 = 34% (203 respondents)
40-59 = 38% (227 respondents)
60+ = 24% (142 respondents)
Prefer not to answer = 5% (30 respondents)

Race/Ethnicity

- **White/Caucasian 79% (475)**
- Latino/Hispanic/Mexican 5% (30)
- Black/African American 4% (26)
- Mixed race 1% (9)
- Asian/Chinese/Pacific Islander 1% (6)
- Other <1% (3)
- Prefer not to answer 9% (53)

The majority (79%) of the customers surveyed self-identified as white/Caucasian.

Children in the household

- **No 64% (387)**
- Yes 32% (193)
- Prefer not to answer 4% (22)

Rent or Own

- **Own 88% (529)**
- Rent 12% (73)

The majority (88%) of the DMWW customers surveyed are homeowners.

Landlord (Property owners/529 respondents)

- **No 91% (480)**
- Yes 9% (49)

Nine percent (49) of the DMWW customers surveyed are landlords.

Geography/Type of area in which you live (Landlords did not respond to Geography)

- **Urban area 77% (427)**
- Suburban area 19% (104)
- Small town/rural area 4% (22)

Service address

Percentage/Total respondents

• Des Moines	87% (525)
• Pleasant Hill	4% (22)
• Runnells	2% (10)
• Ankeny	1% (7)
• Polk City	1% (6)
• Unincorporated Polk County	1% (6)
• Windsor Heights	1% (6)
• Alleman	<1% (3)
• Cumming	<1% (3)
• Bondurant	<1% (2)
• Mitchellville	<1% (2)
• Norwalk	<1% (2)
• Altoona	<1% (1)
• Slater	<1% (1)
• Other	1% (6)

Des Moines Water Works customer

• Less than one year	6% (35)
• 1-5 years	23% (137)
• More than five years	71% (428)
• Don't recall	<1% (2)

The majority (71%) of the respondents surveyed have been a customer of Des Moines Water Works for more than five years.

Key Findings – Two Focus Groups

- » The overall perceptions of Des Moines Water Works, including the quality of drinking water and the services provided, were positive among the focus group participants, urban, suburban and rural Des Moines Water Works customers.
- » Very few of the focus group participants had contacted the Call Center. Most of the participants were not aware of the Call Center hours or that Des Moines Water Works provides an emergency number where emergency services are available 24 hours a day, 7 days a week. Once the participants were made aware of the emergency number, they agreed that the Call Center hours (7:30am – 5:00pm, Monday through Friday) meet their needs.
- » The focus group participants were asked about in-home customer service. However, no one had required any type of in-home service in the last 12-months, and therefore could not discuss their satisfaction with in-home customer service.
- » The participants believe they have “quality drinking water” and “better drinking water than West Des Moines and other cities and towns in Iowa and across the country”. However, many customers prefer to filter their tap water (8 of the 13 focus group participants) and primarily use the water filtration from their refrigerator to filter their tap water. The participants do not perceive their drinking water to be “unsafe,” but prefer to use water filtration to improve the taste and as an “extra layer of safety protection from chemicals, chlorine, and fluoride in the drinking water.” Participants in each group mentioned noticeable changes in the quality of their drinking water (taste and clarity) in the spring (melting snow) or after a rainstorm.
- » Very few of the focus group participants were familiar with where Des Moines Water Works sources its water supply. However, some participants in Group One mentioned seeing the newly posted signs identifying the Raccoon River and Des Moines River as Des Moines Water Works’ water sources.
- » All 13 of the participants agreed that they have clean water when they need it. The majority of the focus group participants have not been impacted by a water main break, however, if a water main break would occur resulting in the loss of water service, they would prefer to receive a text message from Des Moines Water Works.
- » Nearly all of the participants receive electronic statements (11 of 13) and have created an online account (10 of 13) on the Des Moines Water Works website. The online account set-up and the log-in process were described as “easy” and it was noted by several participants that the log-in process has become even simpler due to the recent changes on the Des Moines Water Works website.
- » The urban customers said they rarely review their monthly statement or invoice from Des Moines Water Works, whereas the suburban/rural customers tend to review their statements every month, looking for any discrepancies in water usage. Most of the focus group participants are familiar with the types of information and the city service charges that are included on their monthly water bill and described the statement as “easy to understand.”

- » Most of the participants currently receive information from DMWW through the mail or email messages. Social media was only mentioned once, and the website was not mentioned as a source for gathering updates or information. Additionally, the participants had very limited recollection of the H2O Line newsletter. When asked specifically how customers would prefer to receive information from Des Moines Water Works, both email and mail were mentioned equally.
- » In summary, Des Moines Water Works provides valuable water services to central Iowans. The focus group participants view Des Moines Water Works generally positively and described their water quality as being good or at least better than other tap water in the area. However, when it comes to sharing information and updates with customers, the focus group participants are somewhat disengaged from Des Moines Water Works; presenting an opportunity for Des Moines Water Works to potentially enhance its communication efforts.

Key Findings – Online/Telephone Surveys

- » SPPG conducted a total of 602 online surveys supplemented with telephone surveys with Des Moines Water Works (DMWW) residential customers during the weeks of June 13 – July 1, 2022.
- » On the total sample of 602 telephone surveys, at the 95% confidence level, the margin of error is +/- 3.94%.

Tap Water

- » The DMWW customers surveyed had generally positive perceptions of the water utility in 2022. The majority of customers (81%) agree that Des Moines Water Works is a “respected water utility.”

However, the overall agreement with the DMWW statements decreased significantly in 2022 compared with the 2014 and 2010 survey results.

	2022	2014	2010
• Respected water utility (2022)	81%	NA	NA
• Well-run water utility (2022)	74%	NA	NA
• Respected well-run water utility (2010, 2014)	NA	85%	91%
• Overall positive presence in the community	74%	83%	87%
• Deserving of my loyalty as a customer	71%	80%	85%
• Advocate for clean source water	70%	NA	NA
• Positive influence on environmental issues	62%	77%	80%
• Financially responsible business entity	61%	76%	84%

- » The overall satisfaction with the quality and taste of tap water has remained unchanged since the 2014 VOC Research.

Satisfaction with Tap Water	2022 Satisfaction Mean	2014 Satisfaction Mean	2010 Satisfaction Mean	2006 Satisfaction Mean
Water clarity	4.2	NA	NA	NA
Water smell	4.1	3.9	4.3	4.1
Overall quality of your tap water	4.0	4.0	4.3	4.0
Water taste	3.8	3.8	4.3	3.9
Water hardness	3.6	3.7	3.8	3.7

Satisfaction with tap water (Top 2 box/4 or 5 rating on the five-point scale).

	2022	2014	2010
• Water clarity	80%	NA	NA
• Water smell	73%	66%	84%
• Overall quality	71%	73%	85%
• Water taste	65%	63%	83%
• Water hardness	54%	58%	66%

2022 Satisfaction with Tap Water	Water clarity	Water smell	Overall quality	Water taste	Water hardness
5 = Very Satisfied	48%	44%	37%	38%	26%
4	32%	30%	34%	28%	28%
3 = Neutral	13%	13%	19%	17%	23%
2	4%	6%	6%	9%	9%
1 = Very Dissatisfied	2%	4%	3%	6%	6%
Mean	4.2	4.1	4.0	3.8	3.6

- » The percentage of DMWW customers who are using a water filtration device before drinking their tap water continues to increase.
- A higher percentage of DMWW customers are using a water filtration device in 2022.
 - 37% of the customers compared with 25% in 2014 (25%) and the 17% in 2010 use a water filtration device.
 - In 2022, 50% of the DMWW customers mentioned the “*taste of the tap water*” as the primary reason for using a water filtration device to filter their tap water.
- » The percentage of DMWW customers who drink bottled water regularly at home remained relatively unchanged from 2014.
- 2022: 37% drink bottled water regularly at home.
 - 2014: 38% drink bottled water regularly at home.
 - 2010: 17% drink bottled water regularly at home.

2022: Segments of the population who drink bottled water regularly at home:

Age

- 18-39 34%
- 40-59 40%
- 60+ 39%

Homeowners/Renters

- Homeowners 35%
- Renters 52%

Service address

- Des Moines residents 38%
- All other areas 34%

Race/Ethnicity

- White/Caucasian 35%
- People of color 46%

- » *Why do customers prefer to drink bottled water?* In 2022, the “*taste of the tap water*” continues to be the primary reason among customers who prefer to drink bottled water regularly.

(**Note:** in 2014 and 2010, the question regarding “why you drink bottled water regularly or use a water filtration device” were combined.)

(**Note:** In 2010 “taste of tap water” included smell and color.)

	Bottled water 2022	Bottled water and/or water filtration	
		2014	2010
• Taste of the tap water	47%	34%	38%
• Convenience	36%	15%	14%
• Perceived safety concerns	24%	13%	17%
• Clarity/color of the water	13%	1%	NA
• Water hardness	12%	NA	NA
• Media coverage/water quality issues	6%	<1%	7%

- » Although 37% (225 of 602) of the DMWW customers surveyed say they drink bottled water regularly at home, only 22% (132 of 602) believe that bottled water is safer to drink than tap water.

- 38% believe bottled water is not safer to drink.
- 41% don’t know.

2022: Segments of the population who say bottled water is safer to drink:

Age

- 18-39 21%
- 40-59 22%
- 60+ 25%

Homeowners/Renters

- Homeowners 21%
- Renters 29%

Service address

- Des Moines residents 22%
- All other areas 23%

Race/Ethnicity

- White/Caucasian 21%
- People of color 24%

In 2014, 38% (151 of 400) of the DMWW customers surveyed were drinking bottled water regularly, and 25% (98 of 400) believed that bottled water was safer to drink.

- 56% believed that bottled water was not safer to drink.
- 20% don't know.

Water Availability

» Overall, 57% of the DMWW customers surveyed know where Des Moines Water Works sources its water supply.

- 18-39 years of age 44%
- 40-59 years of age 61%
- 60+ years of age 73%

77% of those customers who reported knowing where Des Moines Water Works sources its water identified either the Raccoon River, the Des Moines River, or both as the water source for Des Moines Water Works.

» Agreement/disagreement statement:

"If I heard a report of low quality water in the rivers and streams that serve as my community's water source, I would assume the drinking water coming out of my faucet is low quality."

The reactions among the customers surveyed were mixed:

- 37% (221 of 602) agreed with the statement
- 27% (160 of 602) were neutral
- 33% (196 of 602) disagreed with the statement
- 4% (25 of 602) don't know

» Customers are satisfied with the water availability from DMWW.

- Nearly all (95%) have water at their property when they need it.
- The majority (84%/504 of 602) of the customers have never been impacted by a water main break where they were without drinking water.
 - 16% (98 of 602) of the customers have experienced a water main break at their property.
 - 35% (34 of 98) did not receive notification about the water main break.

Monthly Billing Statements/Invoices

» The majority of customers surveyed receive their monthly statements from DMWW in the mail (43%) or electronically (37%).

- In 2014, 30% of the customers received electronic statements from DMWW.

» The number of online accounts more than doubled in 2022 compared to 2014.

- In 2022, 64% of the customers surveyed had created an online account and described the log-in to access their account as an "easy process" (88%).
- In 2014, 30% of the customers surveyed had created an online account and 86% of those customers had little difficulty with the process to create their account.

- » DMWW customers pay their water bill in a variety of ways.
 - 38% pay their bill online
 - 32% use autopay (Note: 34% of the customers are enrolled in the autopay program.)
 - 11% use the phone option and speak with a Call Center representative
 - 4% use the automated phone option
 - 3% go in office at Des Moines Water Works
 - Note: “Pay by mail with a check” was mentioned frequently in “other specified” responses.

- » The majority (69%/414 of 602) of customers review their water bill every month.
 - Every month 69% (414)
 - Most of the time 13% (77)
 - When the bill is higher/lower 10% (58)
 - Once/twice a year 5% (28)
 - Never 4% (25)

- » With regard to the service charges included on the water bill, water (78%), sewer (70%), and trash services (64%) were mentioned frequently.
 - 17% (102 of 602) of the customers surveyed “don’t know” what type of service charges are included on their monthly water bill.

- » Agreement/disagreement statement:

“Des Moines Water Works sets the rates for all service charges on my monthly bill, including non-drinking water charges, like sewer, garbage, recycling, and stormwater.”

 - 47% (280 of 602) of the customers agreed with the statement, and believe that Des Moines Water Works sets the rates for all service charges on the monthly bill.
 - 23% (141 of 602) were neutral
 - 15% (91 of 602) of the customers disagreed
 - 15% (90 of 602) don’t know

- » Similar to the 2014 survey results where 91% of the customers indicated their billing statement was “easy to understand,” the majority (90%) of customers in 2022 also say the service charges on their monthly water bill are easy to understand.

Customer Service – Call Center

- » In 2022, 23% (138 of 602) of the customers surveyed had contacted the DMWW Call Center in the past 12 months, compared with 26% in 2014, and 21% in 2010.
 - In 2022 and 2014, 83% of the customers indicated that the Call Center resolved the issue to their satisfaction on the first call, compared to 77% in 2010.

- » With the exception of the “response time to address the problem,” overall satisfaction with the Call Center experience decreased slightly in 2022 from 2014.

Satisfaction with the Call Center experience	2022	2014
– Professionalism	81%	82%
– Response time to address the problem/issue	78%	75%
– Knowledgeable	78%	81% (ability to solve problem)
– Overall satisfaction with the Call Center	77%	79%
– Office hours	75%	78%
– Wait time on the telephone	74%	76%

In-Home Customer Service

- » In 2022, 4% (25 of 602) of the customers surveyed required in-home customer service compared with 6% (23 of 400) in 2014, and 5% in 2010.
 - In 2022, 72% (18 of 25) of the customers requiring in-home customer service indicated that the issue was resolved to their satisfaction on the first visit, compared to 91% (21 of 23) in 2014.
 - Although the survey results represent 25 customers in 2022, the overall satisfaction with the in-home customer service experience decreased in 2022 (68%) from 2014 (78%).

Satisfaction with the In-Home experience	2022 (25)	2014 (23)
– Professionalism	76%	96%
– Overall satisfaction with the in-home service	68%	78%
– Knowledgeable	68%	78% (ability to resolve the issue)
– Response time to address the problem/issue	64%	78%

Communications

- » The majority of survey respondents receive updates and information from Des Moines Water Works in the mail (61%) or by email (52%). 13% mentioned the H2O Line newsletter.
 - Similar to 2014, DMWW customers preferred to receive general information from DMWW through the mail (33%), by email (21%), or the H2O Line newsletter (12%).
- » Only 3% (17 of 602) of the customers surveyed receive updates from DMWW via social media. Among those 3% (17), the majority use Facebook to learn about DMWW.
- » Familiarity with the H2O Line newsletter has remained relatively consistent since 2014.
 - In 2022, overall 64% of the Des Moines Water Works customers have some degree of familiarity with the newsletter (2, 3, 4 or 5 rating on the 5-point scale).
 - **Note:** 30% (183 of 602) of the customers are somewhat or very familiar with the H2O Line newsletter.
 - In 2014, 64% of the customers indicated they are familiar (yes or no) with the H2O Line newsletter.

- » Readership decreased significantly in 2022; 41% of the customers surveyed say they “never” read the H2O Line newsletter.

	2022	2014	2010
• Read every issue	13%	34%	18%
• Most of the time	26%	32%	35%
• Once or twice a year	20%	26%	23%
• Never	41%	8%	24%

Des Moines Water Works Website

- » In 2022, 48% (289 of 602) of the customers surveyed had visited the DMWW website in the past 12 months, compared with 26% (104 of 400) in 2014, and only 18% in 2010.
- The primary reason for visiting the website was “to make a payment.”
 - 65% in 2022
 - 61% of 2014
 - 31% in 2010

Detailed Summary Report – Online/Telephone Surveys

PERCEPTIONS OF DES MOINES WATER WORKS

- ★ (Q11.) Other than a water provider, what are your overall perceptions of Des Moines Water Works? What comes to mind when you think about Des Moines Water Works? (Verbatim response. Multiple responses accepted.)

Base: 602

The DMWW customers surveyed had diverse perceptions of DMWW.

- 18% mentioned the water quality (good water, clean water, safe water to drink).
- 16% perceive DMWW to be a good company.
- 7% of the customers perceive DMWW to be expensive/overpriced.

Positive perceptions mentioned frequently:

	<u>Percentage/Total respondents</u>
• Good quality water (clean/safe to drink)	18% (111)
• General positive (good company, great)	16% (94)
• Reliable (few problems)	12% (73)
• Water (just water)	9% (53)
• Water Works Park (park/play area)	8% (50)
• Nothing/no comment	5% (32)
• Good customer service/support/helpful/knowledgeable	4% (22)
• Garbage pickup/waste management services and water	3% (18)
• Advocacy for the environment/farm runoff control	3% (17)
• Neutral/just okay/no strong feeling	3% (16)
• Friendly/courteous	2% (10)
• Fast/efficient/responsive	2% (10)
• Easy to work with	1% (9)
• Public service utility/necessary service	1% (9)
• Community presence/engagement	1% (8)
• Don't know	2% (11)

Negative perceptions mentioned frequently:

• Expensive/overpriced	7% (40)
o People of color: 10% (13 of 127)	
o Landlords: 10% (5 of 49)	
o Customers that drink bottled water: 10% (23 of 225)	
• Low quality water (unclean/tastes bad/can't drink tap water)	4% (26)
o Landlords: 14% (7 of 49)	
o Customers that say bottled water is safer to drink: 9% (12 of 132)	
o Customers that use home filtration: 7% (16 of 224)	
• Rising prices	2% (14)
• Too many extraneous charges/other than water	1% (9)
• High nitrates/farm chemicals	1% (8)
• Dislike political advocacy/too liberal/sued farmers	1% (6)
• General negative/poor experience	1% (5)
• Billing errors/overcharged/wrongfully charged	1% (5)

- Fluoride/high fluoridation 1% (5)
- Floods of 1993 1% (5)

★ (Q12.) What, if anything, do you like about Des Moines Water Works? What do they do well?
(Verbatim response. Multiple responses accepted.)

Base: 602

Overall, 19% indicated that DMWW provides a “reliable service with few problems” and 15% mentioned that DMWW provides “clean/safe drinking water.”

Responses mentioned frequently:

	<u>Percentage/Total respondents</u>
• Reliable service/no or few problems	19% (113)
• Clean/safe drinking water/can drink the tap water	15% (91)
• Good water quality	11% (66)
• Nothing/all negative/no likes	10% (59)
○ People of color: 17% (22 of 127)	
○ Customers who say bottled water is safer to drink: 16% (21 of 132)	
○ Customers who drink bottled water: 14% (31 of 225)	
• Good customer service and support/helpful/knowledgeable	7% (44)
• Provides water	6% (39)
• Good communication/keeps us updated	6% (37)
• Positive/good company/good service	5% (32)
• Responsive/fast response to requests and emergencies	4% (27)
• Water tastes good	4% (22)
• Water Works Park (like the park/play area)	2% (14)
• Affordable/reasonable and consistent price	2% (14)
• Easy billing/payment options	2% (14)
• Easy online billing/pay online	2% (14)
• Good infrastructure/repairs/maintenance work	2% (14)
• Like everything/all aspects	2% (11)
• Newsletter with the paper bill	2% (11)
• Automatic bill pay/easy autopay enrollment	2% (10)
• Political advocacy/activism for the environment/farm runoff	1% (8)
• Flexible/accommodating/will work with people having trouble with payments	1% (8)
• Good billing system/like the new payment system	1% (8)
• No billing issues/errors	1% (8)
• Friendly/courteous/pleasant to deal with	1% (8)
• Good email communication	1% (8)
• Don't know	4% (26)

★ (Q13.) What, if anything, do you dislike about Des Moines Water Works? What could be changed or improved? (Verbatim response. Multiple responses accepted.)

Base: 602

Although 14% (83 of 602) of the customers surveyed perceive Des Moines Water Works to be “expensive/overpriced,” 50% of the customers overall offered no changes for improvements or “don’t know” what could be changed at Des Moines Water Works.

Responses mentioned frequently:

	<u>Percentage/Total respondents</u>
• Nothing/no changes	46% (278)
• Expensive/overpriced	14% (83)
○ Landlords: 24% (12 of 49)	
• Too many extraneous fees for things other than water	5% (30)
• Water tastes bad	4% (26)
○ Customers who say bottled water is safer to drink: 11% (14 of 132)	
• Don’t know	4% (24)
• Increasing costs	4% (23)
• Poor water quality	4% (23)
• Dislike the billing/payment process (difficult and confusing)	4% (22)
• Infrastructure/pipe issues/need for repair, replacement	3% (16)
• Customer service issues (not helpful, rude)	2% (15)
• Poor communication/explanation/instruction	2% (15)
• Billing errors/overcharged/service wrongly cut-off	2% (14)
• Poor website/online portal is hard to use/limited functionality	2% (12)
• Waste management/trash pick-up issues	2% (12)
• Water smells bad (like chlorine)	2% (10)
• Sewer/sewage issues	1% (9)
• Water safety concerns/polluted/contaminated	1% (9)
• Chemicals in the water	1% (8)
• Hard water/high mineral content	1% (8)
• Farm run-off/nitrate concerns	1% (6)
• Low water pressure	1% (6)
• Dislike the political advocacy/activism/lawsuit against farmers	1% (5)

- ★ (Q14.) Do you agree or disagree with the following statements?
Use a 5-point scale where “1” is strongly disagree and “5” is strongly agree.
If Don’t Know, select DK.

Base: 602

- *Des Moines Water Works is a respected water utility.*
- *Des Moines Water Works is a well-run water utility.*
- *Des Moines Water Works is a financially responsible business entity.*
- *Des Moines Water Works has a positive influence on environmental issues.*
- *Des Moines Water Works has an overall positive presence in the community.*
- *Des Moines Water Works is deserving of my loyalty as a customer.*
- *Des Moines Water Works is an advocate for clean source water.*

The overall agreement with the eight statements decreased significantly in 2022 compared with the 2014 and the 2010 survey results.

	Level of Agreement (4-5 on the 5-point scale)		
	2022	2014	2010
• Des Moines Water Works is a respected well-run water utility	NA	85%	91%
• Des Moines Water Works is a <u>respected</u> water utility (2022)	81%	NA	NA
• Des Moines Water Works is a <u>well-run</u> water utility (2022)	74%	NA	NA
• Des Moines Water Works has an overall positive presence in the community	74%	83%	87%
• Des Moines Water Works is deserving of my loyalty as a customer	71%	80%	85%
• Des Moines Water Works is an advocate for clean source water (2022)	70%	NA	NA
• Des Moines Water Works has a positive influence on environmental issues	62%	77%	80%
• Des Moines Water Works is a financially responsible business entity	61%	76%	84%

2022 Agreement with the Statements	Mean (602)	5 = Strongly Agree	4	3 = Neutral	2	1 = Strongly Disagree	Don't know
Des Moines Water Works is a respected water utility	4.3	51%	30%	12%	1%	2%	4%
Des Moines Water Works is a well-run water utility	4.2	46%	28%	13%	2%	2%	8%
Des Moines Water Works has an overall positive presence in the community	4.2	45%	29%	14%	3%	3%	7%
Des Moines Water Works is deserving of my loyalty as a customer	4.1	43%	27%	16%	3%	5%	5%
Des Moines Water Works is an advocate for clean source water	4.2	46%	24%	13%	3%	3%	10%
Des Moines Water Works has a positive influence on environmental issues	4.0	36%	25%	15%	3%	4%	15%
Des Moines Water Works is a financially responsible business entity	4.1	37%	24%	16%	3%	2%	18%

There were statistically significant differences in the level of agreement with the statements between customers who self-identified as white/Caucasian and people of color. Overall the people of color generally had less agreement with the statements than the white/Caucasian customers.

2022 Mean Agreement with Statements	Mean (602)	White (475)	People of Color (127)
Des Moines Water Works is a respected water utility	4.3	4.4	4.1
Des Moines Water Works is a well-run water utility	4.2	4.3	4.1
Des Moines Water Works has an overall positive presence in the community	4.2	4.3	3.9
Des Moines Water Works is deserving of my loyalty as a customer	4.1	4.1	3.8
Des Moines Water Works is an advocate for clean source water	4.2	4.3	3.9
Des Moines Water Works has a positive influence on environmental issues	4.0	4.1	3.8
Des Moines Water Works is a financially responsible business entity	4.1	4.1	4.0

TAP WATER

★ (Q15.) How satisfied are you with your tap water?

- *Water taste*
- *Water smell*
- *Water clarity*
- *Water hardness*
- *Overall quality of your tap water*

Use a five-point scale where “1” is very dissatisfied and “5” is very satisfied.

If the question is not applicable, select NA.

Base: 602

Water quality is important to customers.

- Higher levels of satisfaction were reported for the water clarity (80%) and the smell of the water (73%).
- Lower levels of satisfaction were reported for water taste (65%) and the hardness (54%) of their tap water.

With regard to satisfaction with their tap water, overall there were differences noted among the customers who use home filtration devices and the customers who drink bottled water regularly at home – those customers are not as satisfied with their tap water.

- Note: 60% of the customers who use home filtration are satisfied with the quality of their tap water, compared with 78% of the customers with no home filtration.
- Note: 60% of the customers who drink bottled water regularly at home are satisfied with the quality of their tap water, compared with 77% of the customers who do not drink bottled water regularly.

Satisfaction with Tap Water (Top 2 box/4-5 on the 5-point scale)	Total (602)	Use home filtration		Drink bottled water regularly	
		Yes (224)	No (378)	Yes (225)	No (377)
Water clarity	80%	75%	82%	71%	85%
Water smell	73%	70%	75%	63%	79%
Overall quality of the water	71%	60%	78%	60%	77%
Water taste	65%	51%	74%	52%	73%
Water hardness	54%	42%	61%	42%	60%

Benchmark note:

The overall satisfaction with the quality of tap water and the taste of the water has remained unchanged since the 2014 VOC Research.

Satisfaction with Tap Water	2022 Satisfaction (Mean)	2014 Satisfaction (Mean)	2010 Satisfaction (Mean)	2006 Satisfaction (Mean)
Water clarity (2022)	4.2	NA	NA	NA
Water safety	NA	4.2	4.39	4.17
Water smell	4.1	3.9	4.32	4.05
Overall quality of your tap water	4.0	4.0	4.31	4.03
Water taste	3.8	3.8	4.30	3.88
Water hardness	3.6	3.7	3.83	3.68

Satisfaction with tap water (*Top 2 box/4 or 5 rating on the five-point scale*).

	<u>2022</u>	<u>2014</u>	<u>2010</u>
• Water clarity	80%	NA	NA
• Water smell	73%	66%	84%
• Overall quality	71%	73%	85%
• Water taste	65%	63%	83%
• Water hardness	54%	58%	66%

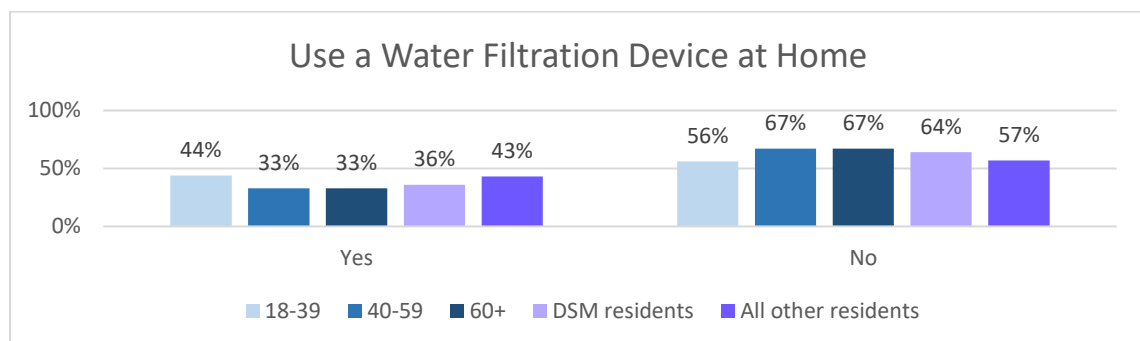
★ **(Q16.) Do you use a water filtration device before drinking tap water at home?**

Base: 602

The percentage of DMWW customers using a water filtration device before drinking their tap water continues to increase – 37% (224 of 602) of the customers use a water filtration device before drinking their tap water.

There were significant differences among the age segments. A higher percentage of customers 18-39 years of age (44%) use a water filtration device before drinking their tap water at home than customers over 40 years of age (33%)

There were also differences noted among the service address. A higher percentage of customers living outside the city of Des Moines (43%) use water filtration at home compared with Des Moines residents (36%).



Benchmark note:

The percentage of DMWW customers who use a water filtration device before drinking tap water continues to increase.

- 2022: 37%
- 2014: 25%
- 2010: 17%

★ (Q17.) Why do you use a water filtration device to filter your tap water? (Multiple responses accepted.)

Base: 224

Overall, 50% of the DMWW customers surveyed frequently mentioned the “taste of the tap water” as the primary reason for using a water filtration device to filter their tap water. Water filtration is also used to remove chemicals/chlorine from the tap water (43%)

Reasons for using water filtration at home	Total (224)	Age			Service Address	
		18-39 (90)	40-59 (74)	60+ (47)	Des Moines (191)	All other areas (33)
Taste of the tap water	50%	49%	50%	49%	51%	42%
Remove chemicals/chlorine from the water	43%	38%	47%	45%	42%	48%
Extra layer of safety protection	32%	33%	34%	28%	30%	39%
Perceived drinking water safety concerns	21%	26%	22%	11%	20%	21%
Smell of the tap water	16%	13%	19%	11%	15%	21%
Water hardness	16%	10%	18%	19%	14%	24%
Clarity/color of the tap water	11%	9%	12%	11%	9%	21%
Convenience	8%	11%	3%	11%	7%	15%
Media coverage about water quality issues	5%	9%	1%	4%	5%	3%
Recommendation of my health care provider	2%	1%	4%	0	2%	3%
Other	12%	11%	15%	11%	13%	9%

Other responses (27):

- Filter is in the refrigerator 12 (44%)
- No reason 5 (19%)
- The water is colder 4 (15%)
- Filter installed by previous owner 4(15%)
- Preference of a family member 2 (7%)

Benchmark note:

The “taste of the tap water” continues to be a primary reason for using a water filtration device at home.

- 2022: 50%
- 2014: 34%
- 2010: 38%

★ (Q18.) Do you drink bottled water regularly at home?

Base: 602

Overall, 37% (225 of 602) of the customers surveyed drink bottled water regularly at home.

There were slight differences among gender, the age segments, and the residential service address.

- A higher percentage of women (41%) than men (32%) drink bottled water regularly at home.
- A higher percentage of customers over the age 40 (40%) than younger adults (34%) drink bottled water regularly at home.
- A higher percentage of the Des Moines residents (38%) compared with customers within other service areas (34%) drink bottled water regularly at home.

Drink bottled water regularly at home	Total (602)	Gender		Age			Service Address	
		Men (241)	Women (339)	18-39 (203)	40-59 (227)	60+ (142)	Des Moines (525)	All other areas (77)
Yes	37%	32%	41%	34%	40%	39%	38%	34%
No	63%	68%	59%	66%	60%	61%	62%	66%

There were significant differences noted between homeowners and renters and between white/Caucasian customers and people of color.

- A higher percentage of renters (52%) than homeowners (35%) and a higher percentage of people of color (46%) than customers who self-identified as white/Caucasian (35%) drink bottled water regularly at home.

Drink bottled water regularly at home	Total (602)	Owners/Renters		Race/Ethnicity	
		Owners (529)	Renters (73)	White (475)	People of Color (127)
Yes	37%	35%	52%	35%	46%
No	63%	65%	48%	65%	54%

Benchmark note:

In 2022, the percentage of DMWW customers surveyed who drink bottled water regularly at home remained relatively unchanged from 2014.

- 2022: 37% drink bottled water at home
- 2014: 38% drink bottled water regularly for drinking
- 2010: 17% drink bottled water regularly for drinking

★ (Q19.) Why do you prefer to drink bottled water at home? (Multiple responses accepted.)

Base: 225

Similar to why customers use home filtration devices at home, among the customers who drink bottled water regularly at home, 47% (106 of 225) mentioned the “taste of the tap water” as the primary reason for drinking bottled water at home, followed by the “convenience.”

The primary reasons for drinking bottled water regularly at home varied among gender, the age segments, and the service address.

Taste of the tap water

- A higher percentage of customers younger than 60 years of age.
- A significantly higher percentage of Des Moines residents.

Convenience

- A higher percentage of women than men.
- A higher percentage of customers over the age of 40 than younger adults.
- A higher percentage of customer that live outside the city of Des Moines.

Perceived drinking water safety concerns

- A slightly higher percentage of women than men.
- A higher percentage of customers over the age of 60 years of age.
- A higher percentage of customers that live outside the city of Des Moines.

Reasons for drinking bottled water at home	Total (225)	Gender		Age			Service Address	
		Men (76)	Women (140)	18-39 (69)	40-59 (90)	60+ (55)	Des Moines (199)	All other areas (26)
Taste of tap water	47%	45%	48%	49%	52%	33%	50%	27%
Convenience	36%	32%	40%	30%	41%	36%	34%	46%
Perceived drinking water safety concerns	24%	20%	24%	19%	21%	29%	23%	31%
Smell of the tap water	16%	12%	17%	16%	18%	11%	16%	12%
Clarity/color of the tap water	135	14%	13%	12%	12%	16%	14%	8%
Water hardness	12%	12%	12%	12%	11%	13%	12%	12%
Media coverage about water quality issues	6%	1%	9%	7%	6%	7%	6%	8%
Recommendations of my health care provider	1%	0	2%	0	3%	0	2%	0
Other responses	11%	16%	8%	14%	6%	15%	11%	12%

There were also slight differences noted among home ownership and race/ethnicity.

Convenience

- A higher percentage of customers who self-identified as white/Caucasian.

Perceived drinking water safety concerns

- A slightly higher percentage of homeowners than renters.

Reasons for drinking bottled water at home	Total (225)	Owners/Renters		Race/Ethnicity	
		Owners (187)	Renters (38)	White (166)	People of Color (59)
Taste of the tap water	47%	47%	47%	47%	47%
Convenience	36%	36%	34%	37%	32%
Perceived drinking water safety concerns	24%	25%	21%	25%	22%
Smell of the tap water	16%	16%	16%	17%	12%
Clarity/color of the tap water	13%	14%	8%	13%	15%
Water hardness	12%	12%	11%	14%	7%
Media coverage about water quality issues	6%	6%	5%	7%	5%
Recommendation of my health care provider	1%	2%	0	1%	2%
Other responses	11%	11%	11%	10%	15%

Other responses (25 responses):

- Prefer no fluoride (3 responses)
- I use bottled water and refill with tap water (3 responses)
- Store in the refrigerator/colder water (2 responses)
- Don't know (2 responses)
- Better water
- Particulate matter in tap water
- Wife buys it
- Temperature
- Just buy so husband can take it to work and they also sell water
- So I can track my intake
- My family has been doing it
- Seems cheaper to use bottled water
- Got started with the floods and just continued
- Spouse prefers bottled water but I prefer tap water
- Get cases from work
- It's clean
- When going to work
- I'd say just a habit
- Personal preference

Benchmark note:

In 2022, the “taste of the tap water” continues to be the primary reason among the customers who prefer to drink bottled water regularly at home.

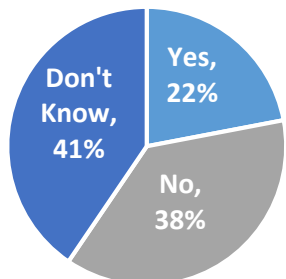
(**Note:** in 2014 and 2010, the question regarding why you drink bottled water regularly or use a water filtration device were combined.)

	Drink bottled water	Drink bottled water and/or use water filtration	
	2022	2014	2010
• Taste of the tap water	47%	34%	38% <i>(included smell and color)</i>
• Convenience	36%	15%	14%
• Perceived safety concerns	24%	13%	17%
• Smell of the tap water	16%	14%	NA
• Clarity/color of the water	13%	1%	NA
• Water hardness	12%	NA	NA
• Media coverage/water quality issues	6%	<1%	7%
• Recommendation from health care	1%	2%	4%

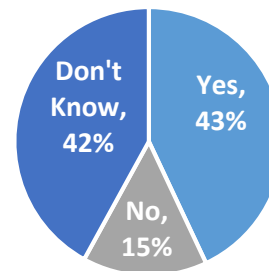
★ (Q20.) Is bottled water safer to drink than your tap water?

Base: 602

DMWW customers surveyed:
Is bottled water safer to drink?



DMWW customers who drink bottled water regularly:
Is bottled water safer to drink?



Overall, 41% of the DMWW customer's surveyed say they “don't know” if bottled water is safer to drink than their tap water.

- 22% (132 of 602) believe bottled water is safer to drink.
- 38% (226 of 602) believe bottled water is not safer to drink.
- 41% (244 of 602) don't know if bottled water is safer to drink.

Of the customers who prefer to drink bottled water regularly at home:

- 43% (97 of 225) believe bottled water is safer to drink
- 15% (34 of 225) believe bottled water is not safer to drink.
- 42% (94 of 225) don't know if bottled water is safer to drink.

Benchmark note (2014):

Significant differences were noted with regard to the perceived safety of drinking bottled water. In 2022, 38% of the customers surveyed indicated that bottled is not safer to drink, compared with 56% of the DMWW customers surveyed in 2014.

And, 41% of the customers in 2022 “don’t know” if bottled water is safer to drink than tap water, compared with 20% in 2014.

- Bottled water is safer to drink
 - 2022: 22%
 - 2014: 25%
- Bottled water is not safer to drink
 - 2022: 38%
 - 2014: 56%
- Don’t know if bottled water is safer to drink
 - 2022: 41%
 - 2014: 20%

★ (Q20A.) Why is bottled water safer to drink?

Base: 132

Responses mentioned:

- Chemicals or contaminants in tap water (28 responses)
 - “Chemicals” (14 responses)
 - High nitrate levels in the tap water (7 responses)
 - No fluoride in bottled water (2 responses)
 - Chlorine (2 responses)
 - Other contaminants (8 responses)
- Taste (27 responses)
- Filtered better (15 responses)
- Purified (14 responses)
- Cleaner (11 responses)
- Don’t Know (11 responses)
- Smell (8 responses)
- Concerns about pipe quality (7 responses)
- Clearer (6 responses)
- Bottled water held to higher standards (5 responses)
- Source of tap water (5 responses)
- Convenient (3 responses)

Water Availability

★ (Q21.) Do you know where Des Moines Water Works sources its water supply?

Base: 602

Overall 57% (344 of 602) of the customers surveyed say they know where Des Moines Water Works sources its water supply.

- A higher percentage of men (63%) than women (54%).
- A much higher percentage of customers over the age of 40 (66%) than younger adults (44%).
- A much higher percentage of customers who self-identified as white/Caucasian (62%) than people of color (39%).

Source Water	Total (602)	Gender		Age			Race/Ethnicity	
		Male (241)	Female (339)	18-39 (203)	40-59 (227)	60+ (142)	White/Caucasian (475)	People of Color (127)
Yes	57%	63%	54%	44%	61%	73%	62%	39%
No	43%	37%	46%	56%	39%	27%	38%	61%

★ (Q21A.) Where does Des Moines Water Works source its water supply? (Verbatim response. Multiple responses accepted.)

Base: 344

Of the 344 survey respondents who know where Des Moines Water Works sources its water supply, 77% (264 of 344) mentioned the Raccoon River (34%), Des Moines River (19%), or both (24%).

- 18% (62 of 344) of the respondents mentioned “river” but did not specify which river (this category includes all instances of “local rivers,” “the two rivers,” and “our rivers”).

Other frequently mentioned responses include.

- **Raccoon River only** **34% (116)**
- **Raccoon and Des Moines River** **24% (83)**
- **Des Moines River only** **19% (65)**
- River 18% (62)
- Maffitt Reservoir 2% (8)
- Water Works Park 2% (7)
- Saylorville Lake 2% (7)
- Wells 2% (6)
- All other responses 3% (10)

★ (Q22.) Do you agree or disagree with the following statement?

“If I heard a report of low quality water in the rivers and streams that serve as my community’s water source, I would assume the drinking water coming out of my faucet is low quality.”

Use a five-point scale where “1” is strongly disagree with the statement and “5” is strongly agree with the statement.

Base: 602

Reactions were mixed to the statement. Overall, 37% (221 of 602) of the customers surveyed agree (strongly or somewhat) that if there is low quality water in the rivers and streams that serve the community’s water source, the drinking water from the faucet is also low quality. And, 33% disagree (strongly or somewhat) with the statement.

• 5/Strongly agree	11% (65)	37% agree with the statement.
• 4/Somewhat agree	26% (156)	
• 3/Neutral	27% (160)	
• 2/Somewhat disagree	25% (152)	33% disagree with the statement.
• 1/Strongly disagree	7% (44)	
• Don’t know	4% (25)	

A higher percentage of customers who agree with the statement (strongly or somewhat):

- Women (42%)
- 18-39 year olds (44%)
- Customers who rent (52%)
- Des Moines residential customers (38%)
- People of color (43%)
- Customers who drink bottled water regularly (46%)
- Customers who believe bottled water is safer to drink (57%)

★ (Q23.) Do you have water at your property when you need it?

Base: 602

The majority (95%/572 of 602) of the DMWW customers surveyed have water at their property when they need it.

Differences were noted among race/ethnicity. A higher percentage of the self-identified people of color (10%/13 of 127) than the white/Caucasians customers (4%/17 of 475) say they do not have water at their property when they need it.

Benchmark note:

In 2014, 93% of the DMWW customers surveyed were satisfied (somewhat or very satisfied) with water availability from Des Moines Water Works.

★ **(Q24.) As a Des Moines Water Works customer, have you ever been impacted by a water main break at your property where you were without drinking water?**
Base: 602

Overall, 84% (504 of 602) of the customers surveyed have not been impacted by a water main break where they were without drinking water.

- 16% (98 of 602) of the customers have been impacted by a water main break.
 - Service address
 - Des Moines residential customers 17%
 - All other customer areas 12%
 - Self-identified geographic areas
 - Urban 18%
 - Suburban 12%
 - Small town/rural 5%

Benchmark note:

- 2022 84% reported no water outages (water main breaks).
- 2014 84% reported no water outages (water main breaks).

★ **(Q25.) How were you notified about the water main break? (Multiple responses accepted.)**
Base: 98

More than one-third (35%34 of 98) of the customers impacted by a water main break, indicated that they did not receive any notification from DMWW about the water main break.

Responses mentioned:

- **Did not receive any notification 35% (34)**
- Don't recall 20% (20)
- Email 18% (18)
- Telephone call 18% (18)
- Text message 14% (14)
- Other responses 7% (7)
 - Floods impacted the water.
 - Letter weeks in advance.
 - He's a municipal employee, so he just knows about when this stuff happens.
 - Online.
 - It was years ago and I can't remember, so it must not have had much impact on me. I remember being advised we could turn on our water, also with instructions to purge the air in pipes.
 - They were working in the neighborhood and going door to door to let us know.
 - Recording.

★ (Q26.) How satisfied were you with how Des Moines Water Works handled the water main break?

- *Communication/notification of the water main break*
- *Water quality when water service was restored*
- *Length of time to restore your water service*

Use a five-point scale where “1” is very dissatisfied and “5” is very satisfied.

Base: 98

	Satisfaction 4/5 Rating	Dissatisfaction 1/2 Rating
• Length of time to restore your water service	62% (61)	13% (13)
• Water quality when water service was restored	59% (58)	10% (10)
• Communication/notification of the water main break	52% (51)	15% (15)

Satisfaction with how DMWW handled the water outage	Mean	5 = Very Satisfied	4	3 = Neutral	2	1 = Very Dissatisfied
Length of time to restore your water service	3.8	29%	34%	20%	12%	1%
Water quality when service was restored	3.8	29%	31%	22%	9%	1%
Communication and notification of the water outage	3.7	28%	24%	24%	11%	4%

Benchmark note:

Overall satisfaction ratings for the handling of water outages were higher in 2014 than in 2022, 2010 or 2006.

	<u>2022</u>	<u>2014</u>	<u>2010</u>	<u>2006</u>
• Length of time to restore service	3.8	4.1	3.70	3.82
• Water quality when service was restored	3.8	4.0	3.72	3.87
• Communication and/or notification	3.7	3.7	3.09	3.45
• Overall satisfaction	NA*	4.6*	4.10*	4.28*

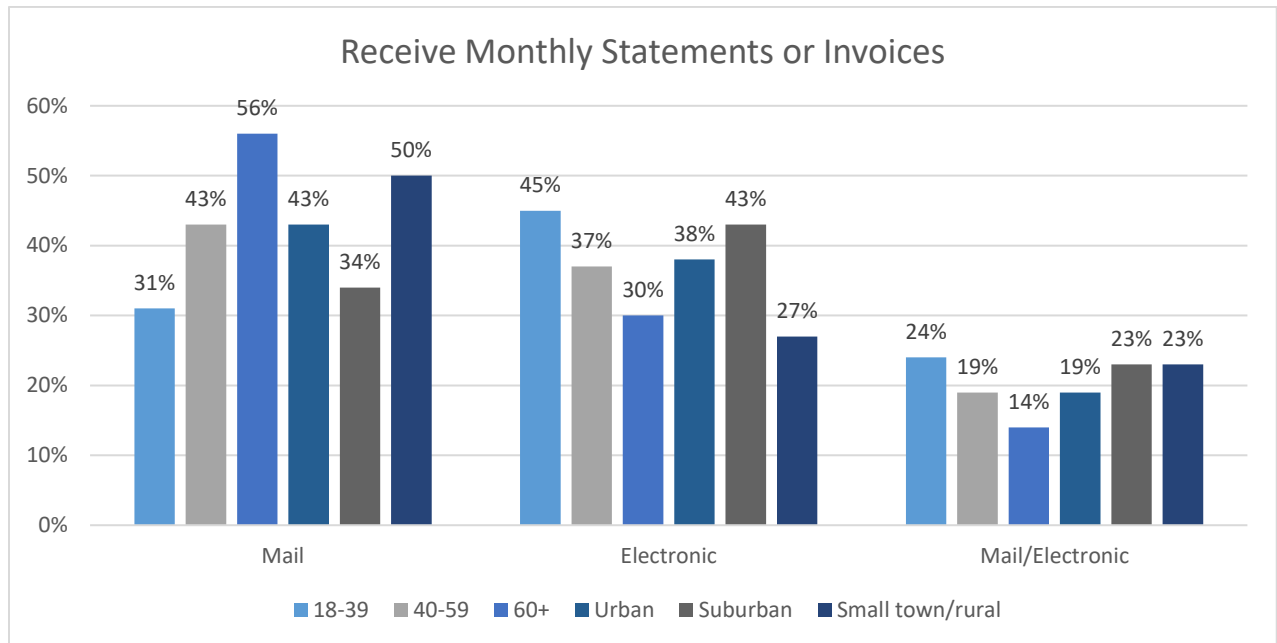
***Note:**

- ✓ In 2022, overall satisfaction was eliminated from the list.
- ✓ In 2014, all 400 customers surveyed responded to the overall satisfaction with “water availability” from DMWW.
- ✓ In 2006 and 2010, only customers who had experienced a water outage responded to the overall satisfaction with “DMWW’s water availability/uninterrupted service.”

Monthly Billing Statements and Invoices

★ (Q27.) How do you receive monthly statements or invoices from Des Moines Water Works? Base: 602

Overall, 43% (259 of 602) of customers receive statements in the mail and 37% (225 of 602) receive an electronic statement – a much higher percentage of customers over 60 years of age (56%) and customers who live in small town/rural areas (50%) prefer to receive their monthly invoice in the mail.



Benchmark note:

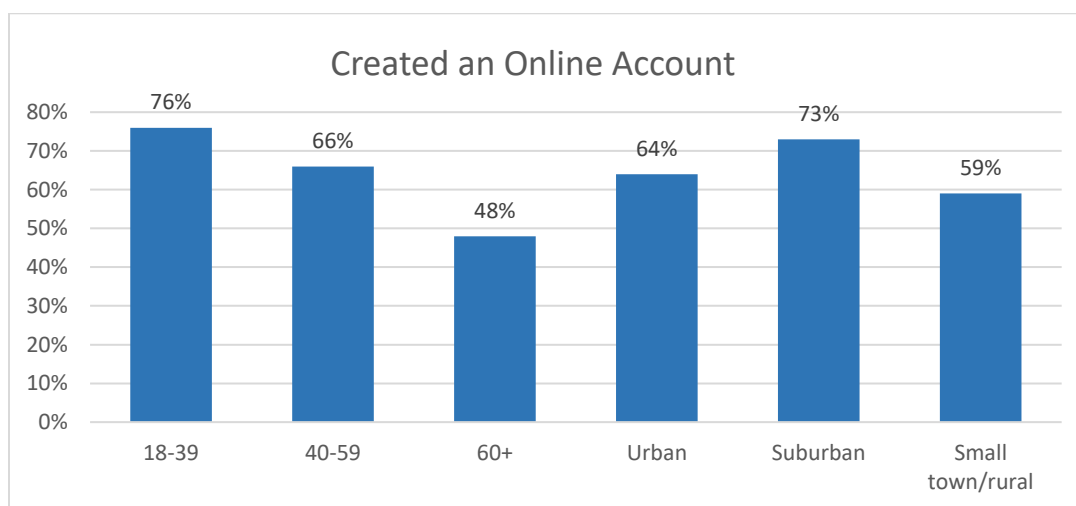
- Receive electronic statement:
 - In 2022, 37% of the DMWW customers surveyed received electronic statements/invoices.
 - In 2014, 30% of the DMWW customers surveyed received electronic statements/invoices.

★ (Q28.) Have you created an online account on the Des Moines Water Works website?

Base: 602

Nearly two-thirds (64%/387 of 602) of the customers surveyed have created an online account on the DMWW website – a higher percentage of customers who are less than 60 years of age (70%) and a higher percentage of customers who live in urban/suburban areas (66%) have created an online account.

- Yes 64% (387)
- No 29% (176)
- Don't know 6% (39)



★ (Q29.) How would you describe the log-in process to access your online account?

Base: 387

Of the DMWW customers who have created an online account on the website, the majority (88%/339 of 387) say that the process to access their account is “very or somewhat easy.”

- **Very easy** 54%
- **Somewhat easy** 34%
- Somewhat difficult 6%
- Very difficult 1%
- Don't know 5%

★ (Q30.) Are you enrolled in the autopay program?

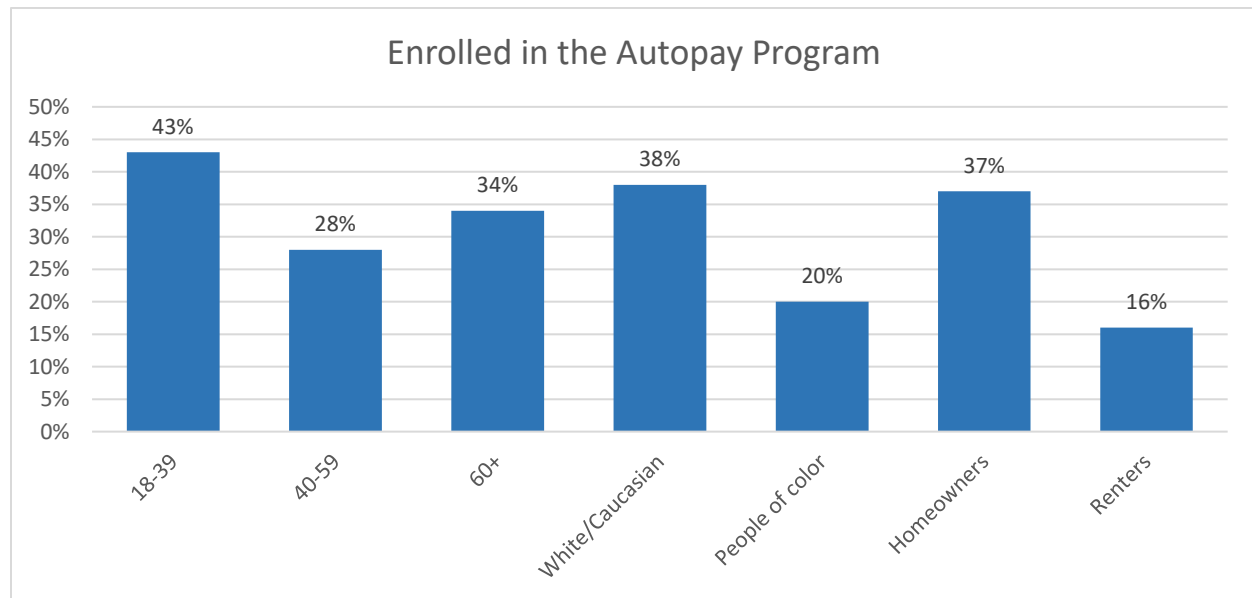
Base: 602

Nearly two-thirds (64%/387 of 602) of the customers surveyed are not enrolled in the autopay program.

- 34% (206 of 602) of the customers are currently enrolled in the autopay program.
- 1% (9 of 602) don't know.

Significant differences were noted among the age segments, race/ethnicity, and home ownership.

- A higher percentage of the younger adults (18-39) are enrolled in the autopay program (43%).
- A higher percentage of the self-identified white/Caucasian customers (38%) compared with the people of color (20%) are enrolled in the autopay program.
- A higher percentage of homeowners (37%) than renters (16%) are enrolled in the autopay program.

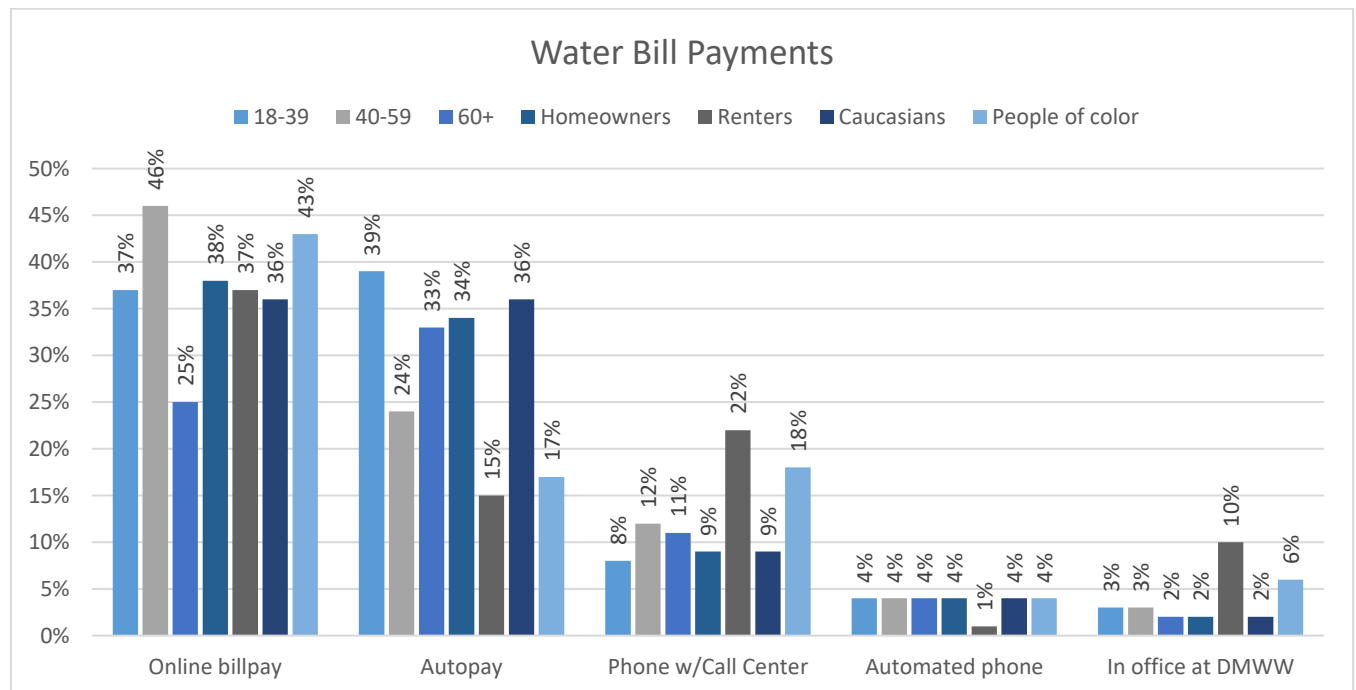


★ (Q31.) How do you primarily pay your water bill?

Base: 602

Nearly 70% of the customers surveyed pay their water bill online (38%) or have enrolled in the autopay program (32%).

• Online payment	38% (226)
• Autopay	32% (190)
• Over the phone with Call Center representative	11% (64)
• Over the phone with the automated payment system	4% (23)
• In office at DMWW	3% (17)
• Pay station	1% (9)
• Other responses	12% (73)
○ Check/mail	(57 responses/primarily customers 60+ years of age.)
○ Bank account	(3 responses)
○ Bank app	
○ Brings check to drop off box.	
○ By check through bank	
○ Don't know/do not pay the bill	
○ I haven't because there is no connection to the house.	
○ Money order	
○ On the website	
○ Over the internet	
○ Text verification	
○ Via bank account	
○ Via card	



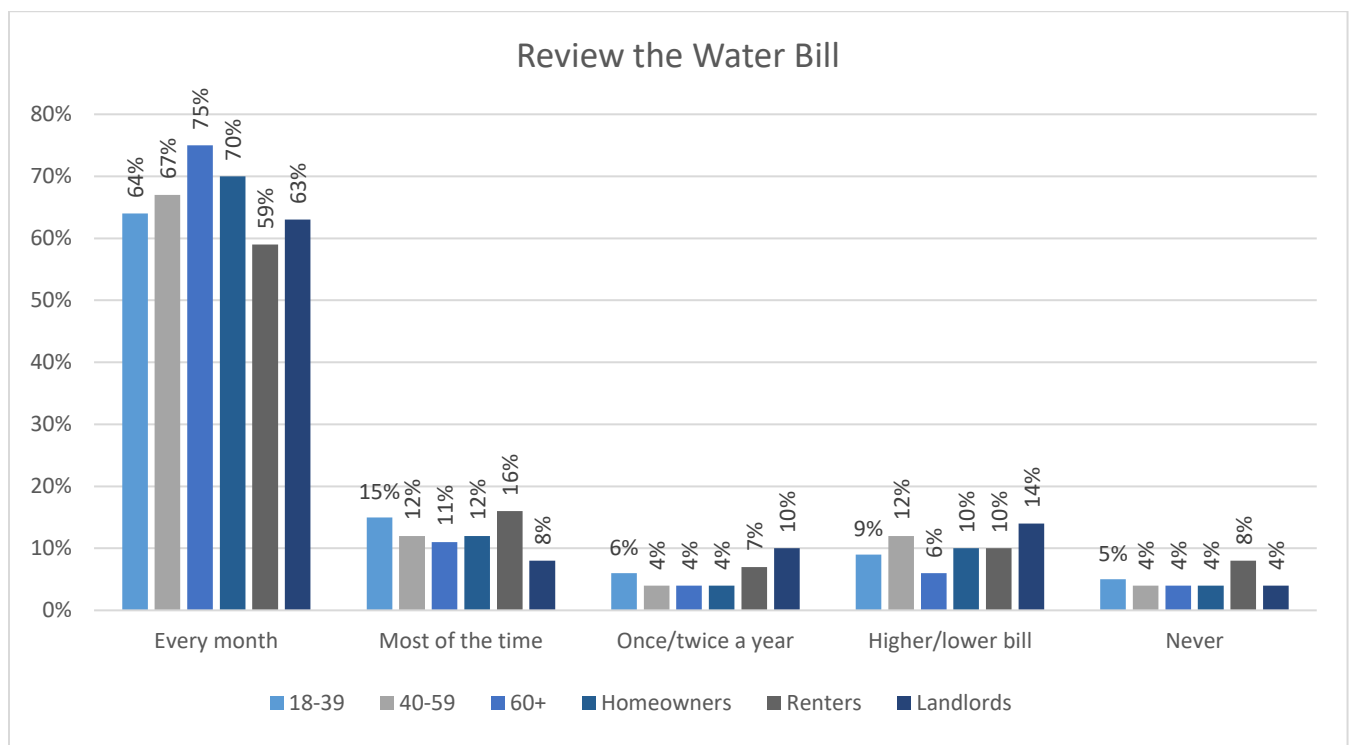
★ (Q32.) How often do you review your water bill?

Base: 602

More than two-thirds (69%/414 of 602) of the customers surveyed review their water bill every month.

A significantly higher percentage of customers over the age of 60 years of age (75%) than the younger customers (65%) review their water bill monthly.

- **Every month** **69% (414)**
- Most of the time 13% (77)
- Only when the bill is higher or lower than in previous months 10% (58)
- Once or twice a year 5% (28)
- Never 4% (25)



★ (Q33.) What types of service charges are included on your monthly water bill?

Base: 602

The customers surveyed were familiar with the service charges listed on their monthly water bill.

The service charges included on the water bill and mentioned frequently include:

- **Water** **78% (467)**
- **Sewer** **70% (420)**
- **Trash services** **64% (386)**
- Recycling services 41% (244)
- Stormwater 37% (221)
- Irrigation 6% (38)
- Don't know 17% (102)
- Other services mentioned 7% (44)
 - Yard waste/lawn/leaves/limbs (12 responses)
 - Line protection (6 responses)
 - Insurance (5 responses)
 - Taxes and online fees (5 responses)
 - Community, City and state taxes (4 responses)
 - Water Line Protection (4 responses)
 - Capital improvements (3 responses)
 - Maintenance and upkeep (2 responses)
 - Solid waste (2 responses)
 - 32 other fees that don't make any sense
 - Cost recovery, delivery.
 - Curb it
 - Franchise
 - Gas
 - Green pick-up
 - Intake
 - Late fees
 - Pipe break coverage
 - Sanitation
 - Service charges
 - Sewer Customer Service
 - Sewer line coverage
 - State tax, delivery, service.
 - The ones that are too damn high.
 - Utility services
 - Waste management
 - Water main insurance

Note: A higher percentage of the renters and landlords compared with the homeowners were not as familiar with the following service charges on the water bill:

	Homeowners	Renters	Landlords
• Trash services	66%	49%	47%
• Recycling services	43%	21%	39%
• Stormwater	38%	27%	22%

★ (Q34.) Do you agree or disagree with the following statement?

“Des Moines Water Works sets the rates for all service charges on my monthly bill, including non-drinking water charges like sewer, garbage, recycling, and stormwater.”

Use a five-point scale where “1” is strongly disagree with the statement and “5” is strongly agree with the statement.

Base: 602

Nearly half of the customer’s surveyed (47%/280 of 602) agree (strongly or somewhat) that Des Moines Water Works sets the rates for all services on the monthly water bill, including non-drinking water charges. And, 15% disagree (strongly or somewhat) with the statement.

• 5/Strongly agree	14% (86)	47% agree with the statement.
• 4/Somewhat agree	32% (194)	
• 3/Neutral	23% (141)	
• 2/Somewhat disagree	11% (64)	15% disagree with the statement.
• 1/Strongly disagree	4% (27)	
• Don’t know	15% (90)	

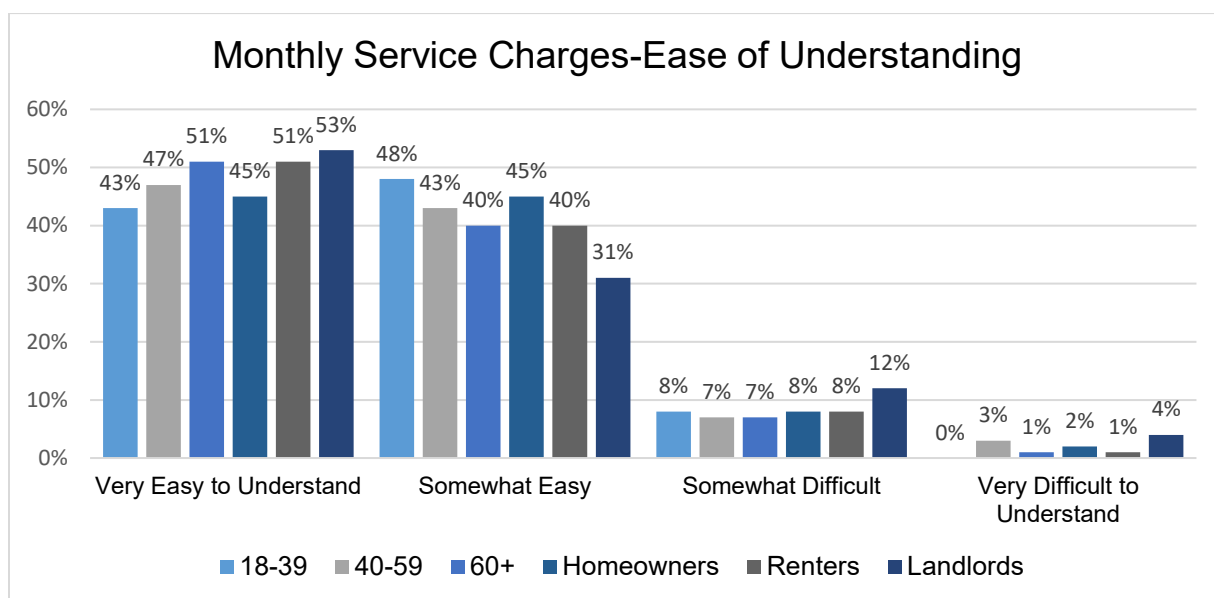
A higher percentage of customers who agree with the statement (strongly or somewhat):

- Men (49%)
- Customers less than 60 years of age (48%)
- Customers who rent (58%)
- Des Moines residential customers (48%)
- Customers who drink bottled water regularly (52%)
- Customers who believe bottled water is safer to drink (57%)

★ (Q35.) Are the service charges on your monthly water bill easy or difficult to understand?
Base: 602

The majority (90%/544 of 602) of customers surveyed indicated that the service charges on their monthly water bill are easy to understand.

- **Very easy to understand** 46% (277)
- **Somewhat easy to understand** 44% (267)
- Somewhat difficult to understand 8% (49)
- Very difficult to understand 1% (9)



Benchmark note:

In 2022: The majority (90%) of customers indicated that the monthly billing statement is easy to understand.

In 2014: The majority (91%) of customers were satisfied (somewhat or very satisfied) and described their statement as easy to understand.

2014 Satisfaction
4 or 5 Rating

- **Easy to understand** 91%
- Amount of information provided 89%
- Overall satisfaction with billing statement 89%

★ (Q36.) What changes to the monthly water bill would you recommend to make it easier to understand? (Verbatim response. Multiple responses accepted.)

Base: 58

Of the 58 respondents who had some difficulty understanding their monthly bill, the most frequently mentioned suggestion was to include more information (62%) about the charges on the bill or explanations for why water prices have increased.

Responses mentioned:

- | | |
|--------------------------------|----------|
| • More information | 62% (36) |
| • Don't know/no suggestion | 19% (11) |
| • Lower prices | 7% (4) |
| • Website changes | 3% (2) |
| • Customer service information | 3% (2) |

Customer comments:

- *Maybe little explanations of what those services or charges are for at the bottom of an invoice/statement.*
- *Give examples of average uses for a single person so I don't have to make a wild guess about whether it seems right.*
- *When a bill seems high compared to neighbors/area/typical usage, it would be helpful to receive suggestions about how to decrease the water bill. We've tried multiple things and for the two of us, our bill is too high.*
- *On our bill it shows us two different charges. It's not so much Des Moines Water Works, it's the city charges that we have a problem with the city of Des Moines. Water Works has not let us down, it's the extra charges from the city for sewer, garbage, and service charge. So we're not frustrated with Des Moines Water Works.*

Customer Service – Call Center

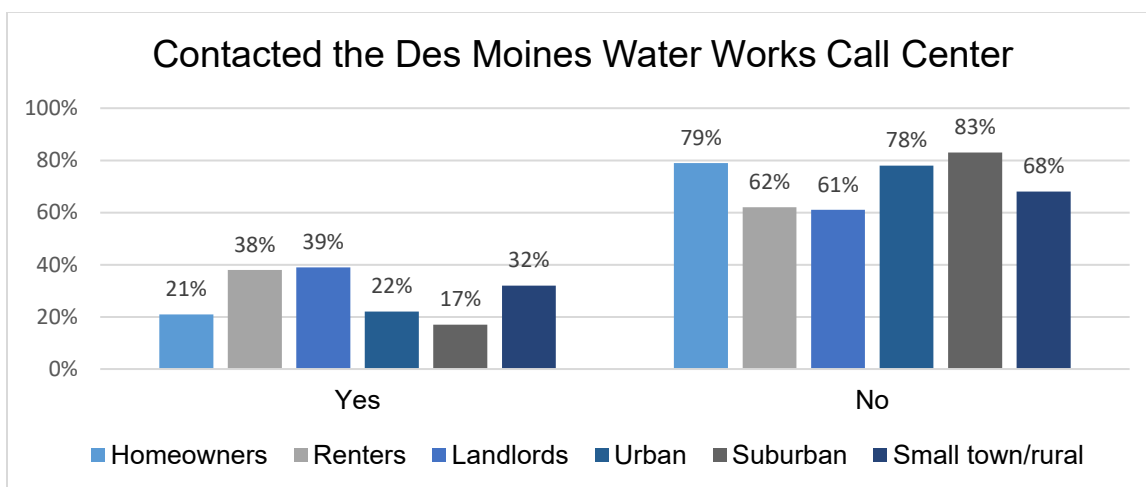
★ (Q37.) In the past 12 months, have you contacted the Des Moines Water Works Call Center? Base: 602

The majority (77%) of customers surveyed have not contacted the DMWM Call Center in the past 12 months.

- Yes 23% (138)
- No 77% (464)

Of the customers who have contacted the Call Center (23%/138 of 602):

- A higher percentage of renters (38%) than homeowners (21%) have contacted the Call Center in the past 12 months
- A higher percentage of customers that live in small towns/rural areas (32%) than customers in urban or suburban areas (20%) have contacted the Call Center.



Benchmark note:

The percentage of DMWW customers who have contacted the Call Center (Customer Service Contact Center) in the past 12 months has remained relatively consistent over the years.

	<u>2022</u>	<u>2014</u>	<u>2010</u>	<u>2006</u>
• Yes	23%	26%	21%	29%
• No	77%	73%	79%	71%

★ (Q38.) How did you contact the Call Center? Base: 138

Among the DMWW customers who have contacted the Call Center in the past 12 months, the majority (96%/133 of 138) called the Call Center.

- Telephone call 96% (133)
- Email 6% (8)
- In-person 3% (4)
- Don't recall 1% (1)

★ (Q39.) Why did you contact the Call Center?

Base: 138

When asked why customers contacted the Call Center, more than one-third (37%) of the customers mentioned issues with their billing statement and 25% mentioned payment-related issues or questions.

- **Billing statement issue** **37% (51)**
- **Payment-related issues or questions** **25% (35)**
- Water service issue 16% (22)
- Request in-home customer service 8% (11)
- Water quality issue 5% (7)
- Change of service address 5% (7)
- Don't recall 4% (6)
- Unable to log-in to their account on the website 4% (5)
- Water leak 3% (4)
- Discontinue service 1% (1)
- Other 6% (8)
 - We had them come to flag our main shut off in our yard.
 - Determine age of service connection.
 - Compost-it bin
 - Irrigation report wasn't received.
 - Trash lid replacement.
 - Ask for the name and number of Home serve.
 - Shut-off for outside faucets.
 - Requested yard waste.

★ (Q40.) Did the Call Center resolve the issue to your satisfaction on the first call?

Base: 138

The majority (83%/115 of 138) of the customers who had contacted the Call Center in the past 12 months indicated the issue was resolved on their first call.

- **Yes, resolved on the first call** **83% (115)**
- No 17% (23)

Benchmark note:

The overall satisfaction with the DMWW Call Center resolving issues/problems on the first call has remained consistent over the years.

	<u>2022</u>	<u>2014</u>	<u>2010</u>
• Yes	83% (115)	83% (87)	77% (123)
• No	17% (23)	16% (17)	23% (36)
• Don't know/don't recall	NA	1% (1)	NA

★ (Q40A.) Why was the issue not resolved to your satisfaction on the first call? (Verbatim response. Multiple responses accepted.)

Base: 23

Of the survey respondents whose issue was not resolved on the first call, 26% (6) indicated that it took multiple calls to resolve the issue and 22% (5) indicated that their issue was never resolved.

17% (4 respondents) stated that their request for the customer service representative was denied; all four of these respondents had requested reimbursement or refunds from Des Moines Water Works and had that request denied.

Responses:

- Multiple calls were required 26% (6)
- Issue never resolved 22% (5)
- Request denied 17% (4)
- Too long to resolve the issue 17% (4)
- Unable to answer question 13% (3)
- Representative was rude 9% (2)

★ (Q41.) How would you rate your experience with the Call Center on the following attributes?

- *Professionalism*
- *Knowledgeable/ability to resolve the problem or issue*
- *Response time to address your problem or issue*
- *Office hours*
- *Wait time on the telephone*
- *Overall satisfaction with the Call Center*

Use a five-point scale where “1” is very dissatisfied and “5” is very satisfied.

If not applicable, select NA.

Base: 138

Among the customers who had contacted that DMWW Call Center, overall the majority were satisfied with their Call Center experience.

	Satisfaction Top 2 box/4-5 rating	Mean
• Professionalism	81% (112)	4.3
• Response time to address the problem/issue	78% (108)	4.3
• Knowledgeable/ability to resolve the problem	78% (107)	4.2
• Overall satisfaction with the Call Center	77% (106)	4.2
• Office hours	75% (103)	4.2
• Wait time of the telephone	74% (102)	4.1

Benchmark note:

The overall satisfaction with the DMWW Call Center/Customer Service Contact Center has remained consistent since 2014.

Note: The question was revised in 2014 and 2022.

	<u>2022</u>	<u>2014</u>	<u>2010</u>	<u>2006</u>
• Professionalism	4.3	4.3		
• Response time	4.3	4.2		
• Clarity of the information provided	NA	4.3		
• Office hours	4.2	4.3		
• Ability to solve problems	4.2	4.3		
• Wait time on the phone	4.1	4.0		
• Overall satisfaction	4.2	4.2	4.01	4.17

Note: 2006 and 2010 – Satisfaction with the Customer Service Contact Center.

• Communications (professionalism, clarity of information, helpfulness, etc.)			4.08	4.11
• Methods and business practices (response time, number of steps, easy to understand, time spent, overall, convenience of office hours, etc.)			3.99	3.99

In-Home Customer Service

★ (Q42.) In the past 12 months, have you required in-home customer service from Des Moines Water Works at your property?

Base: 602

The majority (96%) of the customers surveyed have not required in-home customer service from Des Moines Water Works in the past 12 months.

• No in-home customer service required	96% (577)
• Yes, required in-home customer service	4% (25)
○ Homeowners: 4% (21 of 529)	
○ Renters: 5% (4 of 73)	
○ Landlords: 10% (5 of 49)	

Benchmark note:

Des Moines Water Works customers who required in-home customer service in the past 12 months decreased slightly in 2022 compared with 2014.

	<u>2022</u>	<u>2014</u>	<u>2010</u>	<u>2006</u>
• No	96%	94%	95%	93%
• Yes	4%	6%	5%	7%

★ (Q43.) What type of in-home customer service was required? (Multiple responses accepted.)

Base: 25

- | | |
|---|----------------|
| • Water meter or meter reading device installation or replacement | 52% (13 of 25) |
| • Stop box or service line leak issue | 20% (5 of 25) |
| • Meter testing | 16% (4 of 25) |
| • Courtesy plumbing checks | 8% (2 of 25) |
| • Other responses | 20% (5 of 25) |
| ○ None/nothing (2 responses) | |
| ○ Sewer damage | |
| ○ To get my water turned back on | |
| ○ Survey the land | |

★ (Q44.) Did Des Moines Water Works resolve the issue to your satisfaction on the first visit?

Base: 25

Note: only 4% (25 of 602) of the DMWW customers surveyed required in-home customer service at their property in the past 12 months.

The majority (72%/18 of 25) of those customers who required in-home customer service indicated that DMWW resolved the issue to their satisfaction on the first visit.

- | | |
|------------------------------------|----------|
| • Yes, resolved on the first visit | 72% (18) |
| • No | 28% (7) |

Benchmark note:

Resolving the issue on the first visit decreased in 2022, compared with the 2014 survey results.

- | | <u>2022</u> | <u>2014</u> | <u>2010</u> |
|---------------------------|-------------|-------------|-------------|
| • Yes | 72% (18) | 91% (21) | 73% (24) |
| • No | 28% (7) | 4% (1) | 27% (9) |
| • Don't know/don't recall | | 4% (1) | |

★ (Q44A.) Why was the issue not resolved to your satisfaction on the first visit? (Verbatim response. Multiple responses accepted.)

Base: 7

- They didn't come out to resolve the issue.
- Not finished yet, one thing left to finish.
- Actually they might have, just waiting on my bill to be adjusted.
- Need to fix some plumbing.
- Because of the guys that came out crashed into my front gate/fence.
- Because the bill still does not reflect my actual usage, I would go as far to say numbers on the bill are entirely made up.
- Because we are still having issues after Home Serv came out to look at the problem (water overflowing when I do more than one load of laundry a week) – Suggested I use Rid-X, and only flush toilet paper.

★ (Q45.) How would you rate your in-home customer service experience on the following attributes?

- Professionalism
- Knowledgeable/ability to resolve the problem or issue
- Response time to address your problem or issue
- Overall satisfaction with in-home customer service

Use a five-point scale where “1” is very dissatisfied and “5” is very satisfied.

If not applicable, select NA.

Base: 25

Among the customers who had required in-home customer service (4%/25 customers), the majority of those customers overall were satisfied with their in-home experience.

	Satisfaction Top 2 box/4-5 rating	Mean
• Professionalism	76% (19)	4.3
• Overall satisfaction with in-home customer service	68% (17)	4.2
• Knowledgeable/ability to resolve the problem	68% (17)	4.0
• Response time to address the problem/issue	64% (16)	3.9

Benchmark note:

Note: the percentage/number of DMWW customers who required in-home customer service is relatively small, (4%/25 customers in 2022 and 6%/23 customers in 2014).

Overall satisfaction with in-home customer service declined in 2022 compared with the 2014 survey results.

*Note: The question was revised in 2014 and 2022.

	<u>2022</u>	<u>2014</u>	<u>2010</u>	<u>2006</u>
• Professionalism	4.3	4.7		
• Clarity of the information provided	NA	4.6		
• Ability to solve the service issue	4.0	4.5		
• Service hours	NA	4.4		
• Response time	3.9	4.3		
• Overall satisfaction	4.2	4.5	4.27	3.97

2006 and 2010 – Satisfaction with in-home customer service.

- Communications (professionalism, clarify of information, helpfulness, etc.) 4.32 4.03
- Methods and business practices (response time, number of steps, easy to understand, time spent, overall, convenience of hours, etc.) 4.15 4.16

COMMUNICATIONS

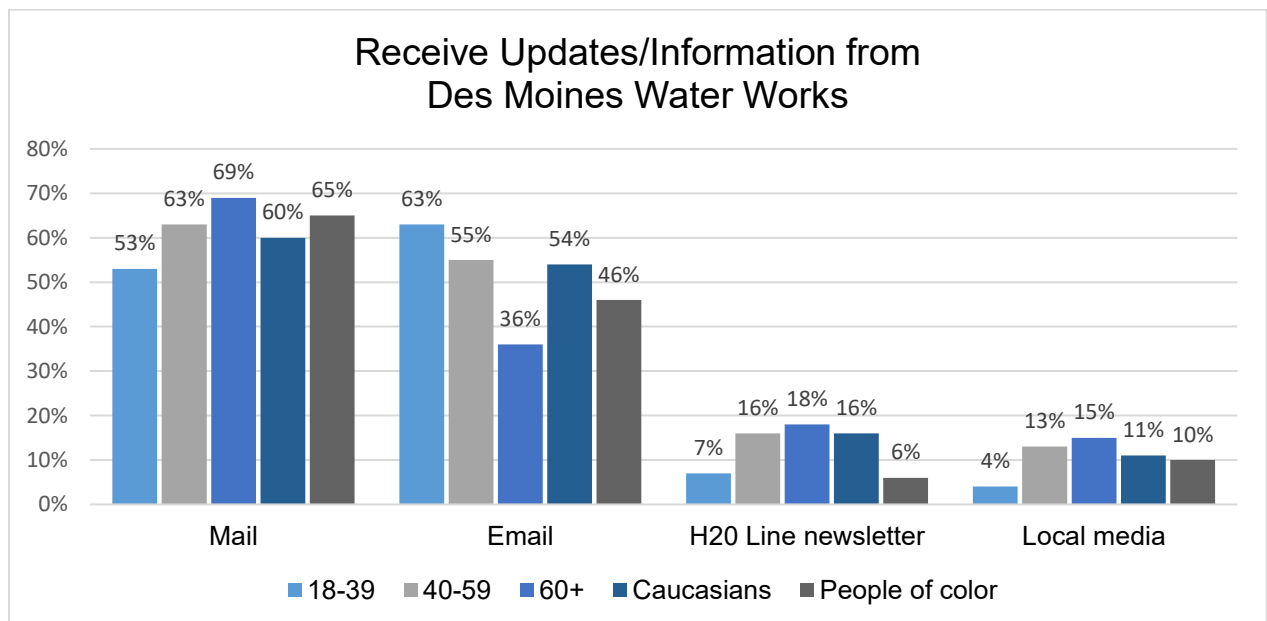
★ (Q46.) How do you receive updates or information from Des Moines Water Works? (Multiple responses accepted.)

Base: 602

The customers surveyed receive updates and information from Des Moines Water Works in various ways.

Overall, 61% (368 of 602) receive mail and 52% (314) receive email messages from Des Moines Water Works.

- **Mail** **61% (368)**
- **Email** **52% (314)**
- H2O Line newsletter 13% (81)
- Local media 10% (63)
- DMWW website 7% (45)
- Text messages from DMWW 6% (35)
- Don't receive any updates 4% (25)
- Social media 3% (17)
- Other responses 1% (8)
 - Phone Call (4)
 - Online (2)
 - Not sure (1)



Benchmark note:

In 2014, the DMWW customers preferred to receive general information from Des Moines Water Works in the following ways:

	Percentage/Respondents
• Mail	33% (132 of 400)
• Email	21% (85 of 400)
• Informational message included on the billing statement	15% (60 of 400)
• Phone	13% (53 of 400)
• Newsletter (H2O Line) included with the paper billing statement	12% (49 of 400)
• News media	3% (13 of 400)
• Text message	3% (10 of 400)
• DMWW website	2% (8 of 400)

★ **(Q47.) Customers who mentioned social media as a way they receive updates and information from DMWW.**

Which method of social media do you use to learn about Des Moines Water Works? (Multiple responses accepted.)

Base: 17

• Facebook	82% (14 of 17)
• Next Door	18% (3 of 17)
• Twitter	12% (2 of 17)
• Instagram	6% (1)

★ **(Q48.) Which methods of social media do you personally use most often? (Multiple responses accepted.)**

Base: 602

When asked about social media usage, overall, more than half (55%/334 of 602) of the customers surveyed say they personally use Facebook most often.

Note: 36% (219 of 602) of the customers do not use social media.

• Facebook	55% (334)
• Instagram	15% (89)
• Twitter	7% (45)
• Next Door	6% (38)
• LinkedIn	5% (30)
• Do not use social media	36% (219)
○ 18-39:	27% (54 of 203)
○ 40-59:	33% (75 of 227)
○ 60+:	49% (70 of 142)
○ Landlords:	51% (25 of 49)

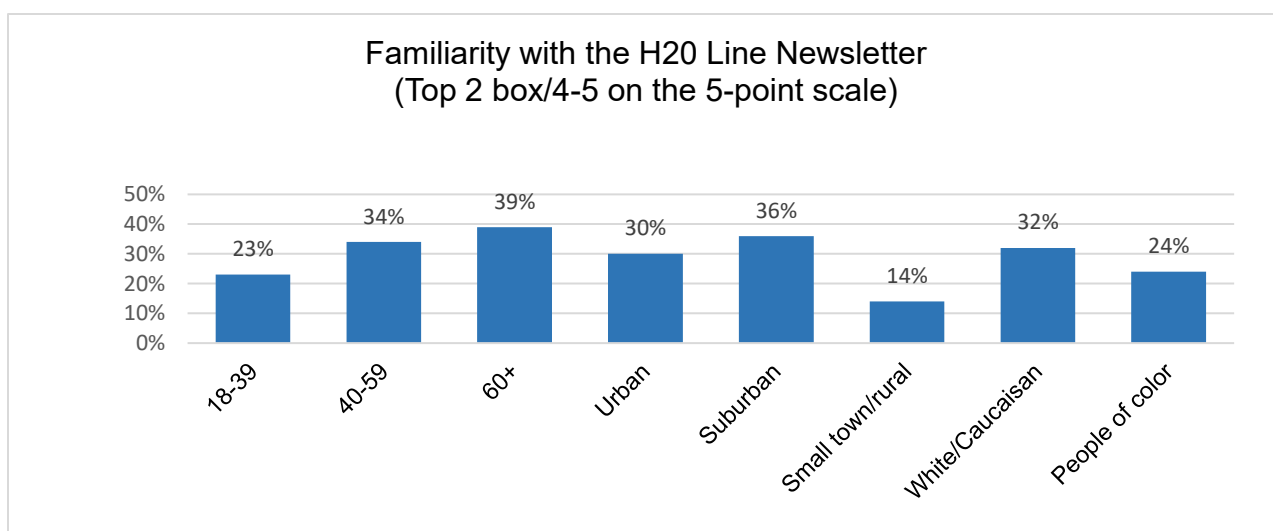
- ★ (Q49.) How familiar are you with the H2O Line newsletter?
Use a five-point scale where “1” is not at all familiar and “5” is very familiar.
Base: 602

Overall, 30% (183 of 602) of the customers surveyed are familiar (very or somewhat) with the H2O Line newsletter. Whereas 35% (213 of 602) say they are “not at all familiar” with the H2O Line newsletter.

Note: 64% of the customers surveyed mentioned some level of familiarity (2, 3, 4 or 5 on the 5-point scale) with the H2O Line newsletter.

- 5/Very familiar 14% (86)
- 4/Somewhat familiar 16% (97)
- 3/Neutral 24% (145)
- 2/Not very familiar 10% (61)
- 1/Not at all familiar 35% (213)

30% of the DMWW customers are familiar with the H2O Line newsletter.



Benchmark note:

The question regarding familiarity with the H2O Line newsletters was revised in 2022.

2022: How familiar are customers with the H2O Line newsletter? (Five-point scale)

2014: Are you familiar with the H2O Line newsletter? (Yes or no)

2022:

- 30% (183 of 602) of the customers surveyed are familiar with the H2O Line newsletter (Top 2 box/4-5 on the 5-point scale).
- 65% (389 of 602) of the customers surveyed have some level of familiarity with the H2O Line newsletter (2, 3, 4, 5 on the 5-point scale).

2014:

- 64% (256 of 400) of the customers surveyed are familiar (yes) with the H2O Line newsletter.

★ (Q50.) How often do you read the H2O Line newsletter?

Base: 602

Note: 35% (213 of 602) of the DMWW customers surveyed are not at all familiar with the H2O Line newsletters.

When the customers surveyed were asked how often they read the newsletter, 41% (248 of 602) say they “never” read the H2O Line newsletter.

- Read every issue 13% (79)
- Most of the time 26% (156)
- Once or twice a year 20% (119)
- **Never 41% (248)**
 - 18-39 years of age: 55%
 - 40-59 years of age: 36%
 - 60+ years of age: 27%

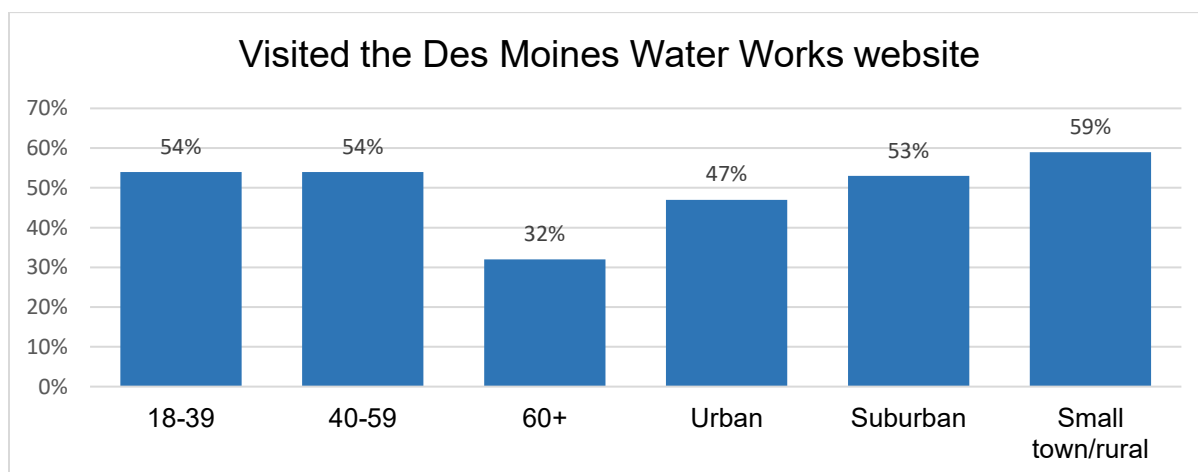
Des Moines Water Works Website

★ (Q51). In the past 12 months, have you visited the Des Moines Water Works website?

Base: 602

In the past 12 months 48% (289 of 602) of the customers surveyed have visited the Des Moines Water Works website.

- Yes, visited the DMWW website in the past 12 months 48% (289)
- No, have not visited the DMWW website 52% (313)



Benchmark note:

Visited the Des Moines Water Works website:

	Past 12 months	Past six months	
	<u>2022</u>	<u>2014</u>	<u>2010</u>
• Yes, visited the website	48%	26%	18%
• No, did not visit the website	52%	74%	82%

★ (Q52.) Why did you visit the website? (Select all that apply.)

Base: 289

Nearly two-thirds (65%/188 of 289) of the customers surveyed visited the DMWW website to make a payment; 36% had visited the website to review prior or current statements.

• Make a payment	65% (188)
• Review prior or current statements	36% (104)
• Read DMWW current news	8% (24)
• Create my account online	6% (16)
• Locate customer service information	5% (14)
• Service request	4% (12)
• Des Moines Water Works contact information	4% (12)
• Review information on water quality	3% (10)
• Des Moines Water Works office hours	3% (8)
• Information of Water Works Park/Maffitt Reservoir	2% (7)
• Review information on water outages	2% (7)
• Call Center hours	2% (6)
• Locate information on water education	2% (5)
• Employment information	1% (3)
• Other responses	9% (25)
○ Set up Auto Pay (11 responses)	
○ Find information about garbage services (4 responses)	
○ Don't Know (3 responses)	

Benchmark note:

"To make a payment" is the primary reason for visiting the DMWW website.

Responses mentioned most frequently:

	<u>2022</u>	<u>2014</u>	<u>2010</u>
• Make a payment	65%	61%	31%
• Review prior/current statements	36%	7%	22%
• Review information on water quality/ read the Water Quality Report	3%	5%	5%
• Review information on water outages	2%	3%	
• Service request	4%	2%	1%
• Des Moines Water Works contact information	4%	2%	11%
• Employment information	1%	2%	2%
• Create my online account	6%	2%	NA
• Locate information on water education	2%	1%	NA
• Information on Water Works Park/ Maffitt Reservoir	2%	1%	5%
• Read DMWW current news (home page)	8%	NA	5%
• Locate information on water education	2%	NA	2%
• Locate customer service information	5%	NA	8%
• Other specified responses:	9%	20%	8%

Conclusions

Overall, the Des Moines Water Works customers have positive perceptions about Des Moines Water Works and have generally positive feelings about the quality of the services they provide. Very few customers contacted the Call Center or required in-home customer service. The customers who did require those services were generally satisfied with the customer service they received.

The percentage of DMWW customers using a water filtration device before drinking their tap water continues to increase – 37% (224 of 602) of the customers use a water filtration device before drinking their tap water. Similarly, 37% of the customers say they drink bottled water regularly at home.

Not all customers are entirely sure where Des Moines Water Works sources its water supply and some believe that low quality water in the rivers and streams that serve the community's water source translates to low quality water at the tap. While many of the customers are familiar with the types of service charges on their water bill, many believe that Des Moines Water Works sets the rates for all service charges on the monthly bill

Two primary areas for recommendations: customer education and additional communication opportunities.

Recommendations

A note on the recommendations:

- These recommendations are based on the findings from the Voice of the Customer 2022 research and do not take into account any actions Des Moines Water Works may have already considered or implemented.
- SPPG has not undertaken an audit of communications to countercheck any of the customer observations.

Research Insight	Potential Strategy/Action
Consumers see DMWW as a water provider and are not as familiar with: <ul style="list-style-type: none">• DMWW's influence on environmental issues.• DMWW is a financially responsible business entity.	Education- Raise awareness through educational efforts. Consumers seem to pay attention to or gravitate to the negative information they read or see in the local news. <ul style="list-style-type: none">• Develop community-wide feature articles or news releases on "how Des Moines Water Works is influencing environmental issues in the community, how DMWW serves as environmental stewards for clean drinking water."
Increase DMWW's presence in the community.	Showcase events in the community to highlight the positive presence DMWW is making in the community. How is DMWW engaged in the community? How is DMWW civically involved?

Research Insight	Potential Strategy/Action
<p>Source water: More than 40% of customers don't know where DMWW sources its water supply.</p> <p>Water quality: More than one-third of customers believe low quality source water translates to low quality tap water.</p>	<p>Develop infographics or “Did you know” callouts on the DMWW website and on social media on “how source waters that serve the community and also used for recreation result in clean drinking water for DMWW customers.”</p>
<p>The use of water filtration devices in the home continues to increase and the “convenience” of drinking bottled water is also increasing.</p> <p>Customers “don't know” (41%) if bottled water is safer to drink.</p>	<p>The “taste of tap water” is a primary reason for using a water filtration device or for drinking bottled water regularly.</p> <ul style="list-style-type: none"> • Provide data/statistics drawing attention to the environmental impact of using filtration systems and drinking bottled water. • Is there data to share on the benefits of drinking tap water versus bottled water? • Is there data to share on the safety of drinking tap water versus bottled water?
<p>70% of DMWW customers currently pay their water bills online or through autopay.</p> <ul style="list-style-type: none"> • 43% of customers still receive a paper statement in the mail. 	<p>Increase online accounts- Leverage the increase in website activity (online accounts more than doubled since 2014).</p> <ul style="list-style-type: none"> • By increasing online accounts, you are able to collect additional contact information on your customers (emails, cell phone numbers). Note: customers say they did not receive notification of water main breaks. <p>Increase feature articles/education on the website to continually drive traffic to the DMWW website.</p> <p>Brainstorm opportunities to continue increasing online account activity and the benefits of enrolling in the autopay program (benefit/cost savings to the customer for enrolling in the autopay program?</p> <p>Cost savings for DMWW.</p> <p>Opportunity: Offer an incentive to create an online account, possibly a credit on the upcoming water bill.</p> <p>Communicate: It's an “easy process” to create the online account.</p>

Research Insight	Potential Strategy/Action
<p>Disconnect: Customers are familiar with the service charges on their monthly water bill and say the charges are easy to understand; however, nearly 50% of the customers believe that DMWW sets the rates for all services on the bill.</p>	<p>Most customers pay attention to their water bill.</p> <ul style="list-style-type: none"> How is DMWW communicating to customers about the non-drinking water charges? Reformat or separate the water bill to clearly identify the DMWW water charges and all other non-drinking water service charges. Provide additional information on the water bill, possibly a “Contact Us” for all non-drinking water charges or city charges.
<p>Communication Social media</p> <ul style="list-style-type: none"> Few customers (3%) receive updates on DMWW via social media. 55% use Facebook personally. 	<p>What steps is DMWW taking to increase followers? Social media posts: are the posts actively reaching people to increase followship? Are the posts informative?</p> <ul style="list-style-type: none"> Develop infographics “Did you know” callouts on social media to inform “how source waters that serve the community and also used for recreation result in clean drinking water for DMWW customers.” Misconceptions/highlight the environmental impact and safety of drinking bottled water versus tap water.
<p>Communication H2O Line Newsletter</p> <ul style="list-style-type: none"> Lack of familiarity. Consumers are not very familiar with the newsletter and the majority of customers are not reading the newsletter often. 	<ul style="list-style-type: none"> Re-evaluate the content. Is the content relevant? Re-evaluate the frequency of distribution. Re-evaluate the value of the newsletter. Promote on social media. Promote on the website.

AGENDA ITEM FORM

SUBJECT: Not to Exceed \$1,110,000 Water Revenue Capital Loan Notes

SUMMARY:

DMWW plans to design, construct, and operate a fourth Aquifer Storage and Recover (ASR) well that can recover 3 million gallons per day to the water distribution system for approximately 100 days per year. The ASR will be constructed at the site of the Polk County Pump Station. A multi-year project, this ASR is included in the 2022 budget and the most recent 2023-2027 CIP received and filed by the Board in June 2022.

Planning and Design (P&D) loans are available from the State Revolving Fund (SRF) at 0% interest for three years. At the end of the three-year period, the planning and design costs are typically rolled into an SRF construction loan. DMWW's P&D application for an ASR at the Polk County Pump Station site was approved to be included in the state's Intended Use Plan (IUP) project list on September 20, 2022. In order to execute the Loan and Disbursement Agreement, DMWW must hold a public hearing and pass resolutions authorizing the Board of Trustees to execute the Agreement. At the August Board meeting, the Board of Trustees set the date for the public hearing as the September Board meeting. Notice of this public meeting was published in the Des Moines Register on September 14, 2022 as required by law.

The attached resolutions and agreements were prepared by bond counsel, Eric Boehlert of Ahlers & Cooney.

FISCAL IMPACT:

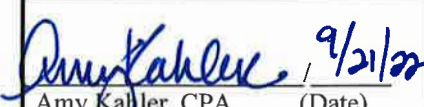
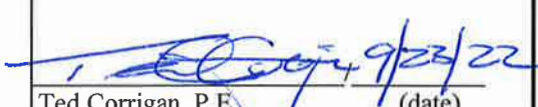
A Planning and Design Loan from the State Revolving Fund not to exceed \$1,110,000 will fund the design of an ASR well at the Polk County Pump Station site at 0% interest for three years. The total costs to design and construct the ASR is estimated to be \$8.4 million over several years. The project has been budgeted in the 2022 budget and is included in the utility's Capital Improvement Plan.

RECOMMENDED ACTION:

- Public Hearing on the authorization of a Loan and Disbursement Agreement and the issuance of \$1,110,000 Water Revenue Capital Loan Notes
- Adopt "Resolution Instituting Proceedings to Take Additional Action for the Authorization of a Loan and Disbursement Agreement and the Issuance of \$1,110,000 Water Revenue Capital Loan Notes."
- Adopt "Resolution Approving and Authorizing a Form of Interim Loan and Disbursement Agreement, and Authorizing and Providing for the Issuance and Securing the Payment of \$1,110,000 Water Revenue Capital Loan Notes Anticipation Project Note, Series, 2022, Under the Provisions of the Code of Iowa, and Providing for a Method of Payment of Said Note."

BOARD REQUIRED ACTION:

- Public Hearing on the authorization of a Loan and Disbursement Agreement and the issuance of Notes to evidence the obligation thereunder - Opened by Chairperson for written or oral objections to the issuance of not to exceed \$1,110,000 Water Revenue Capital Loan Notes
- Chairperson closes hearing
- Motion and roll call vote to adopt "Resolution Instituting Proceedings to Take Additional Action for the Authorization of a Loan and Disbursement Agreement and the Issuance of \$1,110,000 Water Revenue Capital Loan Notes."
- Motion and roll call vote to adopt "Resolution Approving and Authorizing a Form of Interim Loan and Disbursement Agreement, and Authorizing and Providing for the Issuance and Securing the Payment of \$1,110,000 Water Revenue Capital Loan Notes Anticipation Project Note, Series, 2022, Under the Provisions of the Code of Iowa, and Providing for a Method of Payment of Said Note."

 Amy Kahler, CPA (Date) Chief Financial Officer	 Ted Corrigan, P.E. (date) CEO and General Manager
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September 27, 2022

The Board of Water Works Trustees of the City of Des Moines, State of Iowa, met in _____ session, in the Des Moines Water Works Board Room, 2201 George Flagg Parkway, Des Moines, Iowa, at _____ .M., on the above date. There were present Chairperson _____, in the chair, and the following named Board Members:

Absent: _____

Vacant: _____

* * * * *

The Chairperson announced that this was the time and place for the public hearing and meeting on the matter of the authorization of a Loan and Disbursement Agreement by and between the City of Des Moines, Iowa, acting through its Board of Water Works Trustees (the "Issuer"), and the Iowa Finance Authority and the issuance to the Iowa Finance Authority of \$1,110,000 Water Revenue Capital Loan Notes, to evidence the obligations under the said Loan and Disbursement Agreement, in order to provide funds to pay the acquisition, construction, reconstruction, extending, remodeling, improving, repairing and equipping all or part of the Water Utility, including those costs associated with the Polk County Pumping Station Site Aquifer Storage and Recovery Project, and that notice of the proposed action by the Board to institute proceedings for the authorization of the Loan and Disbursement Agreement and the issuance of the Notes had been published pursuant to the provisions of Sections 384.24A and 384.83 of the Code of Iowa.

The Chairperson then asked the Secretary whether any written objections had been filed by any resident or property owner of the City to the issuance of the Notes. The Secretary advised the Chairperson and the Board that _____ written objections had been filed. The Chairperson then called for oral objections to the issuance of the Notes and _____ were made. Whereupon, the Chairperson declared the time for receiving oral and written objections to be closed.

(Attach here a summary of objections received or made, if any)

Whereupon, the Chairperson declared the hearing on the authorization of entering into a Loan and Disbursement Agreement and the issuance of the Notes to be closed.

The Board then considered the proposed action and the extent of objections thereto.

Whereupon, Board Member _____ introduced and delivered to the Secretary the Resolution hereinafter set out entitled "RESOLUTION INSTITUTING PROCEEDINGS TO TAKE ADDITIONAL ACTION FOR THE AUTHORIZATION OF A LOAN AND DISBURSEMENT AGREEMENT AND THE ISSUANCE OF \$1,110,000 WATER REVENUE CAPITAL LOAN NOTES", and moved:

- ☐ that the Resolution be adopted.
- ☐ to ADJOURN and defer action on the Resolution and the proposal to institute proceedings for the issuance of notes to the meeting to be held at _____ .M. on the _____ day of _____, 2022, at this place.

Board Member _____ seconded the motion. The roll was called and the vote was,

AYES: _____

NAYS: _____

Whereupon, the Chairperson declared the measure duly adopted.

RESOLUTION INSTITUTING PROCEEDINGS TO TAKE
ADDITIONAL ACTION FOR THE AUTHORIZATION OF A
LOAN AND DISBURSEMENT AGREEMENT AND THE
ISSUANCE OF \$1,110,000 WATER REVENUE CAPITAL
LOAN NOTES

WHEREAS, pursuant to notice published as required by law, the Board has held a public meeting and hearing upon the proposal to institute proceedings for the authorization of a Loan and Disbursement Agreement by and between the Issuer and the Iowa Finance Authority and the issuance to the Iowa Finance Authority of \$1,110,000 Water Revenue Capital Loan Notes, to evidence the obligations under the said Loan and Disbursement Agreement, in order to provide funds to pay the costs of acquisition, construction, reconstruction, extending, remodeling, improving, repairing and equipping all or part of the Water Utility, including those costs associated with the Polk County Pumping Station Site Aquifer Storage and Recovery Project, and has considered the extent of objections received from residents or property owners as to the proposed issuance of Notes; and accordingly the following action is now considered to be in the best interests of the City and residents thereof.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF WATER WORKS TRUSTEES OF THE CITY OF DES MOINES, STATE OF IOWA:

Section 1. That this Board does hereby institute proceedings and take additional action for the authorization of a Loan and Disbursement Agreement by and between the Issuer and the Iowa Finance Authority and the issuance to the Iowa Finance Authority in the manner required by law of \$1,110,000 Water Revenue Capital Loan Notes, for the foregoing purposes.

Section 2. That this Board does hereby consent to the terms and conditions of the DWSRF Loan Program, which terms and conditions and the disclosures provided with respect thereto are hereby acknowledged, accepted and approved.

Section 3. This Resolution shall serve as a declaration of official intent under Treasury Regulation 1.150-2 and shall be maintained on file as a public record of such intent. It is reasonably expected that the water fund moneys may be advanced from time to time for capital expenditures which are to be paid from the proceeds of the above Notes. The amounts so advanced shall be reimbursed from the proceeds of the Notes not later than eighteen months after the initial payment of the capital expenditures or eighteen months after the property is placed in service. Such advancements shall not exceed the amount authorized in this Resolution unless the same are for preliminary expenditures or unless another declaration of intention is adopted.

Section 4. That the Secretary, with the assistance of bond counsel, is hereby authorized and directed to proceed with the preparation of such documents and proceedings as shall be necessary to authorize the Issuer participation in the DWSRF Loan Program, to select a suitable date for final Board authorization of the required Loan and Disbursement Agreement and issuance of the Note to evidence the Issuer's obligations thereunder, and to take such other actions as the Board shall deem necessary to permit the completion of a loan on a basis favorable to the Issuer and acceptable to this Board.

PASSED AND APPROVED this 27th day of September, 2022.

Chairperson of the Board of Water Works
Trustees

ATTEST:

Secretary of the Board of Water Works Trustees

CERTIFICATE

STATE OF IOWA

)

) SS

COUNTY OF POLK

)

I, the undersigned Secretary of the Board of Water Works Trustees of the City of Des Moines, State of Iowa, do hereby certify that attached is a true and complete copy of the portion of the records of the City showing proceedings of the Board, and the same is a true and complete copy of the action taken by the Board with respect to the matter at the meeting held on the date indicated in the attachment, which proceedings remain in full force and effect, and have not been amended or rescinded in any way; that meeting and all action thereat was duly and publicly held in accordance with a notice of meeting and tentative agenda, a copy of which was timely served on each member of the Board and posted on a bulletin board or other prominent place easily accessible to the public and clearly designated for that purpose at the principal office of the Board pursuant to the local rules of the Board and the provisions of Chapter 21, Code of Iowa, upon reasonable advance notice to the public and media at least twenty-four hours prior to the commencement of the meeting as required by law and with members of the public present in attendance; I further certify that the individuals named therein were on the date thereof duly and lawfully possessed of their respective City offices as indicated therein, that no Board vacancy existed except as may be stated in the proceedings, and that no controversy or litigation is pending, prayed or threatened involving the incorporation, organization, existence or boundaries of the City or the right of the individuals named therein as officers to their respective positions.

WITNESS my hand of the Board hereto affixed this _____ day of _____, 2022.

Secretary of the Board of Water Works
Trustees, City of Des Moines, State of Iowa

September 27, 2022

The Board of Water Works Trustees of the City of Des Moines, State of Iowa, met in _____ session, in the Des Moines Water Works Board Room, 2201 George Flagg Parkway, Des Moines, Iowa, at _____ .M., on the above date. There were present Chairperson _____, in the chair, and the following named Board Members:

Absent: _____

Vacant: _____

* * * * *

Board Member _____ introduced the following Resolution entitled "A RESOLUTION APPROVING AND AUTHORIZING A FORM OF INTERIM LOAN AND DISBURSEMENT AGREEMENT, AND AUTHORIZING AND PROVIDING FOR THE ISSUANCE AND SECURING THE PAYMENT OF \$1,110,000 WATER REVENUE CAPITAL LOAN NOTES ANTICIPATION PROJECT NOTE, SERIES 2022, UNDER THE PROVISIONS OF THE CODE OF IOWA, AND PROVIDING FOR A METHOD OF PAYMENT OF SAID NOTE", and moved its adoption. Board Member _____ seconded the motion to adopt. The roll was called and the vote was:

AYES: _____

NAYS: _____

Whereupon the Chairperson declared the following Resolution duly adopted:

Resolution No. _____

A RESOLUTION APPROVING AND AUTHORIZING A FORM
OF INTERIM LOAN AND DISBURSEMENT AGREEMENT,
AND AUTHORIZING AND PROVIDING FOR THE ISSUANCE
AND SECURING THE PAYMENT OF \$1,110,000 WATER
REVENUE CAPITAL LOAN NOTES ANTICIPATION
PROJECT NOTE, SERIES 2022, UNDER THE PROVISIONS
OF THE CODE OF IOWA, AND PROVIDING FOR A
METHOD OF PAYMENT OF SAID NOTE

WHEREAS, the City of Des Moines, acting through its Board of Water Works Trustees, (hereafter the "Issuer"), proposes to issue its Water Revenue Capital Loan Notes Anticipation Project Note, Series 2022, to the extent of \$1,110,000, for the purpose of defraying the costs of the Project hereinafter described; and, it is deemed necessary and advisable and in the best interests of the Issuer that a form of Interim Loan and Disbursement Agreement by and between the Issuer and the Iowa Finance Authority be approved and authorized; and

WHEREAS, the notice of intention of Issuer to take action for the issuance of \$1,110,000 Water Revenue Capital Loan Notes has heretofore been duly published and no objections to such proposed action have been filed.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF WATER WORKS TRUSTEES OF THE CITY OF DES MOINES, IN THE COUNTY OF POLK, STATE OF IOWA:

Section 1. Definitions. The following terms shall have the following meanings in this Resolution unless the text expressly or by necessary implication requires otherwise:

◆ "Additional Project Notes" shall mean any project notes or other obligations issued on a parity with the Note in accordance with the provisions of Section 11 hereof;

◆ "Agreement" shall mean an Interim Loan and Disbursement Agreement dated as of the Closing between and among the Issuer and the Original Purchaser, relating to the Interim Loan made to the Issuer under the Program;

◆ "Closing" shall mean the date of delivery of the Note to the Original Purchaser and the funding of the Interim Loan;

◆ "Fiscal Year" shall mean the twelve months' period beginning on July 1 of each year and ending on the last day of June of the following year, or any other consecutive twelve-month period adopted by the Governing Body or by law as the official accounting period of the System; provided, that the requirements of a fiscal year as expressed in this Resolution shall exclude any payment of principal or interest falling

due on the first day of the fiscal year and include any payment of principal or interest falling due on the first day of the succeeding fiscal year;

◆ "Governing Body" and "Board" shall mean the Board of Water Works Trustees of the City of Des Moines, or its successor in function with respect to the operation and control of the System;

◆ "Interim Loan" shall mean the principal amount allocated by the Original Purchaser and loaned to the Issuer under the Program, equal in amount to the principal amount of the Note;

◆ "Issuer" shall mean the City of Des Moines, Iowa, acting through its Board of Water Works Trustees;

◆ "Note" shall mean \$1,110,000 Water Revenue Capital Loan Notes Anticipation Project Note, Series 2022, authorized to be issued by this Resolution;

◆ "Original Purchaser" shall mean the Iowa Finance Authority, as the purchaser of the Note from Issuer at the time of its original issuance;

◆ "Paying Agent" shall be the Secretary, or such successor as may be approved by Issuer as provided herein and who shall carry out the duties prescribed herein as Issuer's agent to provide for the payment of principal of and interest on the Notes as the same shall become due;

◆ "Permitted Investments" shall mean any investments permitted in Iowa Code chapter 12B or section 12C.9. All interim investments must mature before the date on which the moneys are required for payment of principal and interest on the Notes or project costs;

◆ "Program" shall mean the Iowa Drinking Water Facilities Financing Program undertaken by the Original Purchaser;

◆ "Project" shall mean the costs of acquisition, construction, reconstruction, extending, remodeling, improving, repairing and equipping all or part of the Water Utility, including those costs associated with the Polk County Pumping Station Site Aquifer Storage and Recovery Project;

◆ "Project Costs" shall mean all engineering fees, archeological surveys, environmental studies, and fees related to a project plan preparation and submission, and other expenses incidental thereto, and also including the costs of issuance of the Note;

◆ "Project Fund" shall mean the Project Fund established by Section 6 of this Resolution;

◆ "Registrar" shall be the Secretary, or such successor as may be approved by Issuer as provided herein and who shall carry out the duties prescribed herein with respect to maintaining a register of the owners of the Note. Unless otherwise specified, the Registrar shall also act as Transfer Agent for the Note;

◆ "Secretary" shall mean the Secretary of the Board of Water Works Trustees of Des Moines, Iowa or such other officer of the successor Governing Body as shall be charged with substantially the same duties and responsibilities;

◆ "System" shall mean the municipal water utility of the Issuer and all properties of every nature hereinafter owned by the Issuer comprising part of or used as a part of the System, including all water treatment facilities, storage facilities, pumping stations and all related property and improvements and extensions made by Issuer while the Note remains outstanding; all real and personal property; and all appurtenances, contracts, leases, franchises and other intangibles.

Section 2. Authority. The Agreement and the Note authorized by this Resolution shall be issued pursuant to Section 76.13 of the Code of Iowa, and in compliance with all applicable provisions of the Constitution and laws of the State of Iowa. The Agreement shall be substantially in the form attached to this Resolution and is authorized to be executed and issued on behalf of the Issuer by the Chairperson and attested by the Secretary.

Section 3. Note Details, Execution, Redemption and Registration.

- a. Note Details. The Note shall be designated a Water Revenue Capital Loan Notes Anticipation Project Note, be dated the date of delivery, in the denomination of \$1,000 or multiples thereof, and shall at the request of the Original Purchaser be initially issued as a single Note in the denomination of \$1,110,000 and numbered R-1. The Note shall not bear interest (0%), and shall mature three years from issuance. The Board hereby finds and determines that it is necessary and advisable to issue said Note pursuant to Section 76.13 of the Code of Iowa, as authorized by the Agreement and this Resolution.
- b. Execution. The Note shall be executed by the manual or facsimile signature of the Chairperson and attested by the manual or facsimile signature of the Secretary, and impressed or imprinted with the seal of the Issuer and shall be fully registered as to both principal and interest as provided in this Resolution; principal, interest and premium, if any, shall be payable at the office of the Paying Agent by mailing of a check, wire transfer or automated clearing house system transfer to the registered owner of the Note.
- c. Redemption. The Note may be called for redemption by the Issuer and paid before maturity on any date, from any funds regardless of source, in whole or from time to time in part, in order of maturity and within an annual maturity by lot.

Notice of redemption shall be given by U.S. mail to the Original Purchaser (or any other registered owner of the Note). The terms of redemption shall be par, plus accrued interest to date of call. Failure to give such notice by mail to any registered owner or any defect therein shall not affect the validity of any proceedings for the redemption of the Note. The Note is also subject to mandatory redemption to the extent not fully drawn upon.

- d. Registration. The Note may be registered as to principal and interest on the books of the Registrar in the name of the holder and such registration noted on the Note after which no transfer shall be valid until the making of an entry upon the books kept for the registration and transfer of ownership of the Note, and in no other way. The Secretary is hereby appointed as Registrar under the terms of this Resolution. Registrar shall maintain the books of the Issuer for the registration of ownership of the Note for the payment of principal of and interest on the Note as provided in this Resolution. The Note shall be negotiable as provided in Article 8 of the Uniform Commercial Code subject to the provisions for registration and transfer contained in the Note and in this Resolution.

The ownership of any Note may be transferred only upon the Registration Books kept for the registration and transfer of the Note and only upon surrender thereof at the office of the Registrar together with an assignment duly executed by the holder or his duly authorized attorney in fact in such form as shall be satisfactory to the Registrar, along with the address and social security number or federal employer identification number of such transferee (or, if registration is to be made in the name of multiple individuals, of all such transferees). In the event that the address of the registered owner of a Note (other than a registered owner which is the nominee of the broker or dealer in question) is that of a broker or dealer, there must be disclosed on the Registration Books the information pertaining to the registered owner required above. Upon the transfer of any such Note, a new fully registered Note, of any denomination or denominations permitted by this Resolution in aggregate principal amount equal to the unmatured and unredeemed principal amount of such transferred fully registered Note, and bearing interest at the same rate and maturing on the same date or dates shall be delivered by the Registrar.

In all cases of the transfer of the Note, the Registrar shall register, at the earliest practicable time, on the Registration Books, the Note, in accordance with the provisions of this Resolution.

As to any Note, the person in whose name the ownership of the same shall be registered on the Registration Books of the Registrar shall be deemed and regarded as the absolute owner thereof for all purposes, and payment of or on account of the principal of any such Note and the premium, if any, and interest thereon shall be made only to or upon the order of the registered owner thereof or his legal representative. All such payments shall be valid and effectual to satisfy

and discharge the liability upon such Note, including the interest thereon, to the extent of the sum or sums so paid.

A Note which has been redeemed shall not be reissued but shall be cancelled by the Registrar. A Note which is cancelled by the Registrar shall be destroyed and a Certificate of the destruction thereof shall be furnished promptly to the Issuer; provided that if the Issuer shall so direct, the Registrar shall forward the cancelled Note to the Issuer.

In the event any payment check representing payment of principal of or interest on the Note is returned to the Paying Agent or if any note is not presented for payment of principal at the maturity or redemption date, if funds sufficient to pay such principal of or interest on Note shall have been made available to the Paying Agent for the benefit of the owner thereof, all liability of the Issuer to the owner thereof for such interest or payment of such Note shall forthwith cease, terminate and be completely discharged, and thereupon it shall be the duty of the Paying Agent to hold such funds, without liability for interest thereon, for the benefit of the owner of such Note who shall thereafter be restricted exclusively to such funds for any claim of whatever nature on his part under this Resolution or on, or with respect to, such interest or Note. The Paying Agent's obligation to hold such funds shall continue for a period equal to two years and six months following the date on which such interest or principal became due, whether at maturity, or at the date fixed for redemption thereof, or otherwise, at which time the Paying Agent shall surrender any remaining funds so held to the Issuer, whereupon any claim under this Resolution by the Owners of such interest or Notes of whatever nature shall be made upon the Issuer.

Section 4. Form of Note. The form of Note shall be substantially as follows:

REGISTERED
No. R-1

REGISTERED
\$1,110,000

UNITED STATES OF AMERICA
STATE OF IOWA
COUNTY OF POLK
CITY OF DES MOINES, IOWA
WATER REVENUE CAPITAL LOAN NOTES
ANTICIPATION PROJECT NOTE
SERIES 2022

<u>Interest Rate</u>	<u>Maturity Date</u>	<u>Dated Date</u>
0.00%	October 14, 2025	October 14, 2022

The City of Des Moines, Iowa, acting through its Board of Water Works Trustees, a municipal corporation organized and existing under and by virtue of the Constitution and laws of the State of Iowa (the "Issuer"), for value received, promises to pay from the source and as hereinafter provided, to

IOWA FINANCE AUTHORITY

or registered assigns, the principal sum of ONE MILLION ONE HUNDRED TEN THOUSAND DOLLARS in lawful money of the United States of America, at maturity on October 14, 2025, without interest (0%). Payment of this Note shall at all times conform to the rules of the Iowa Drinking Water Facilities Financing Program. Issuer pledges the Project Fund to which there has been appropriated the anticipated receipts of certain funds held or to be received by the Issuer as well as the proceeds of certain Capital Loan Notes to be issued.

This Note is payable solely from said Project Fund.

This Note is issued pursuant to an Interim Loan and Disbursement Agreement and the Resolution, duly adopted and under and in substantial compliance with the Constitution and statutes of the state of Iowa, including specifically Section 76.13 of the Code of Iowa, as amended, for the purpose of defraying part of the cost of acquiring the Project. For a complete statement of the revenues and funds from which, and the conditions, under which this Note is payable, a statement of conditions under which additional notes of equal standing may hereafter be issued, and the general covenants and provisions pursuant to which this Note is issued, reference is made to the above described Resolution and Interim Loan and Disbursement Agreement. This Note is not payable in any manner by taxation and under no circumstances shall the Issuer be in any manner liable by reason of the failure of said Project Fund to be sufficient for the payment hereof.

The Note may be called for redemption by the Issuer and paid before maturity on any date, from any funds regardless of source, in whole or from time to time in part, in order of maturity and within an annual maturity by lot.

Notice of redemption shall be given by ordinary mail to the Original Purchaser (or any other registered owner of the Note). The terms of redemption shall be par, plus accrued interest to date of call. Failure to give such notice by mail to any registered owner or any defect therein shall not affect the validity of any proceedings for the redemption of the Note. The Note is also subject to mandatory redemption to the extent not fully drawn upon.

If selection by lot within a maturity is required, the Registrar shall designate the Notes to be redeemed by random selection of the names of the registered owners of the entire annual maturity until the total amount of Notes to be called has been reached.

The Note may be registered as to principal and interest on the books of the Secretary in the name of the holder after which no transfer shall be valid until the making of an entry upon the books kept for the registration and transfer of ownership of the Note, and in no other way. Registrar shall maintain the books of the Issuer for the registration of ownership of the Note for the payment of principal of and interest on the Note as provided in the Resolution.

Ownership of this Note may be transferred only by transfer upon the books kept for such purpose by the Secretary, the Registrar. Such transfer on the books shall occur only upon presentation and surrender of this Note at the office of the Registrar, together with an assignment duly executed by the owner hereof or his duly authorized attorney in the form as shall be satisfactory to the Registrar. Issuer reserves the right to substitute the Registrar and Paying Agent but shall, however, promptly give notice to registered Noteholders of such change. All Notes shall be negotiable as provided in Article 8 of the Uniform Commercial Code and subject to the provisions for registration and transfer contained in the Resolution.

And it is hereby represented and certified that all acts, conditions and things requisite, according to the laws and Constitution of the State of Iowa, to exist, to be had, to be done, or to be performed precedent to the lawful issue of this Note, have been existent, had, done and performed as required by law.

IN TESTIMONY WHEREOF, said Issuer by its Board of Water Works Trustees has caused this Note to be signed by the manual or facsimile signature of its Chairperson of the Board of Water Works Trustees and attested by the manual or facsimile signature of its Secretary of the Board of Water Works Trustees, with the seal of said City impressed or imprinted hereon, and authenticated by the manual or facsimile signature of an authorized representative of the Registrar, the Secretary of the Board of Water Works Trustee of Des Moines, Iowa, all as of the 14th day of October, 2022.

Date of authentication: October 14, 2022

BOARD OF WATER WORKS TRUSTEES OF DES
MOINES, STATE OF IOWA

This is one of the Notes described in the within
mentioned Resolution, as registered by the
Secretary

By: _____
Chairperson

SECRETARY

ATTEST:

By: _____
Registrar

By: _____
Secretary

(SEAL)

Registrar and Transfer Agent: Secretary
Paying Agent: Secretary

ASSIGNMENT

For value received, the undersigned hereby sells, assigns and transfers unto
_____ (Social Security or Tax Identification No. _____) the
within Note and does hereby irrevocably constitute and appoint _____
attorney in fact to transfer the said Note on the books kept for registration of the within Note,
with full power of substitution in the premises.

Dated: _____

(Person(s) executing this Assignment sign(s) here)

SIGNATURE)
GUARANTEED) _____

IMPORTANT - READ CAREFULLY

The signature(s) to this Power must correspond with the name(s) as written upon the face
of the Certificate(s) or Note(s) in every particular without alteration or enlargement or
any change whatever. Signature guarantee must be provided in accordance with the
prevailing standards and procedures of the Registrar and Transfer Agent. Such standards
and procedures may require signature to be guaranteed by certain eligible guarantor
institutions that participate in a recognized signature guarantee program.

INFORMATION REQUIRED FOR REGISTRATION OF TRANSFER

Name of Transferee(s) _____
Address of Transferee(s) _____
Social Security or Tax Identification _____
Number of Transferee(s) _____
Transferee is a(n):
Individual* _____ Corporation _____
Partnership _____ Trust _____

*If the Note is to be registered in the names of multiple individual owners, the names of all such owners and one address and social security number must be provided.

The following abbreviations, when used in the inscription on the face of this Note, shall be construed as though written out in full according to applicable laws or regulations:

TEN COM - as tenants in common

TEN ENT - as tenants by the entireties

JT TEN - as joint tenants with rights of survivorship and not as tenants in common

IA UNIF TRANS MIN ACT - Custodian

(Cust) (Minor)

Under Iowa Uniform Transfers to Minors Act.....

(State)

(End of Note)

Section 5. Security for Note. The Note shall be payable solely from the Project Fund. To pay the principal on the Note when it becomes due, there is hereby created a pledge of the receipts anticipated in said Project Fund to continue until the payment in full of the principal on the Note.

Section 6. Establishment of Project Fund. The Issuer hereby creates and establishes a Project Fund, into which Project Fund are hereby appropriated the following:

Proceeds of \$1,110,000 Water Revenue Capital Loan Notes,
additional action on the issuance of which previously has been
taken and approved by the Board of Water Works Trustees on
September 27, 2022

The funds so appropriated shall include in addition thereto all funds of the Issuer, including proceeds realized on the reinvestment of proceeds of the Note, from which the Issuer is or may become obligated to pay under contracts for the construction of the Project to the extent that proceeds of the Note are applied to the payment thereof.

Section 7. Application of Project Fund. The proceeds of the sale of the Note shall be deposited in the Project Fund for application to payment of Project Costs and the costs of issuance of the Note or to pay the principal of the Note when due and for no other purpose.

Disbursements for the payment of Project Costs shall be made by the Secretary upon receipt of vouchers approved by the Governing Body.

After completion of the Project, any moneys remaining in the Project Fund shall be held for the retirement of Note. When the Note is paid or payment is provided for, remaining moneys in the Project Fund may be withdrawn and used for any lawful purpose.

Section 8. Investments. Moneys in the Project Fund shall at all times be invested, to the extent practicable in Permitted Investments maturing at such times and in such amounts as will make cash available for the purposes of such Project Fund as needed.

Section 9. Covenants with Noteholders. Issuer covenants and agrees, so long as any Notes herein authorized remain unpaid, that it:

- a. Will proceed to complete with all practicable dispatch the construction and acquisition of the Project;
- b. Will not make or cause or permit to be made any application of the proceeds of the Note or of any moneys held in the Project Fund, except in accordance with the provisions of this Resolution;
- c. Will from time to time increase the amount of the appropriations to the Project Fund, to the extent necessary to assure that the expected receipts thereafter forthcoming, together with the funds appropriated and held in trust for the purpose, will be sufficient to pay when due the Note as to both principal and interest.
- d. Will obtain the collection of funds and the proceeds of the sale of water revenue capital loan notes anticipated to be received in the Project Fund and, if not paid from other sources, apply the same to the payment of the Note and interest thereon; and
- e. For the prompt and full performance of the terms and provisions of this Resolution and contract with the noteholders, the Issuer pledges its full faith and diligence and the exercise of its lawful powers.

Section 10. Contract Between Issuer and Purchaser. This Resolution constitutes a contract between the Issuer and the purchaser of the Note.

Section 11. Additional Notes. The Issuer may issue Additional Project Notes of equal standing and parity of lien with the Note for the purpose of paying Project Costs to the extent that funds appropriated to the Project Fund are adequate to pay all notes so issued and interest thereon.

The holder or holders of the Notes shall have all other rights and remedies given by law for the payment and enforcement of the Notes and the security therefor.

Section 12. Severability Clause. If any section, paragraph, clause or provision of this Resolution be held invalid, such invalidity shall not affect any of the remaining provisions hereof, and this Resolution shall become effective immediately upon its passage and approval.

Section 13. Repeal of Conflicting Resolutions or Ordinances. All ordinances and resolutions and parts of ordinances and resolutions in conflict herewith are hereby repealed.

Section 14. Paragraph Headings. The paragraph headings in this Resolution are furnished for convenience of reference only and shall not be considered to be a part of this Resolution.

Section 15. Rule of Construction. This Resolution and the terms and conditions of the Notes authorized hereby shall be construed whenever possible so as not to conflict with the terms and conditions of the Interim Loan and Disbursement Agreement. In the event such construction is not possible, or in the event of any conflict or inconsistency between the terms hereof and those of the Interim Loan and Disbursement Agreement, the terms of the Interim Loan and Disbursement Agreement shall prevail and be given effect to the extent necessary to resolve any such conflict or inconsistency.

PASSED AND APPROVED this 27th day of September, 2022.

Chairperson of the Board of Water Works
Trustees

ATTEST:

Secretary of the Board of Water Works Trustees

CERTIFICATE

STATE OF IOWA

)

) SS

COUNTY OF POLK

)

I, the undersigned Secretary of the Board of Water Works Trustees of the City of Des Moines, State of Iowa, do hereby certify that attached is a true and complete copy of the portion of the records of the City showing proceedings of the Board, and the same is a true and complete copy of the action taken by the Board with respect to the matter at the meeting held on the date indicated in the attachment, which proceedings remain in full force and effect, and have not been amended or rescinded in any way; that meeting and all action thereat was duly and publicly held in accordance with a notice of meeting and tentative agenda, a copy of which was timely served on each member of the Board and posted on a bulletin board or other prominent place easily accessible to the public and clearly designated for that purpose at the principal office of the Board pursuant to the local rules of the Board and the provisions of Chapter 21, Code of Iowa, upon reasonable advance notice to the public and media at least twenty-four hours prior to the commencement of the meeting as required by law and with members of the public present in attendance; I further certify that the individuals named therein were on the date thereof duly and lawfully possessed of their respective City offices as indicated therein, that no Board vacancy existed except as may be stated in the proceedings, and that no controversy or litigation is pending, prayed or threatened involving the incorporation, organization, existence or boundaries of the City or the right of the individuals named therein as officers to their respective positions.

WITNESS my hand of the Board hereto affixed this _____ day of _____, 2022.

Secretary of the Board of Water Works
Trustees, City of Des Moines, State of Iowa

TRANSCRIPT CERTIFICATE

I, the undersigned, being first duly sworn, do hereby depose and certify that I am the duly appointed, qualified and acting Secretary of the Board of Water Works Trustees of the City of Des Moines, Iowa, and that as such Secretary I have in my possession or have access to the complete corporate records of the Board Water Works of Trustees and of its officials, and that I have carefully compared the transcript hereto attached with the aforesaid corporate records and that said transcript hereto attached is a true and complete copy of all the corporate records in relation to the authorization, issuance and disposition of a \$1,110,000 Water Revenue Capital Loan Notes Anticipation Project Note, Series 2022, dated October 14, 2022, and that said transcript hereto attached contains a true and complete statement of all the measures adopted and proceedings, acts and things had, done and performed up to the present time, in relation to the authorization, issuance and disposition of said Note, and that the Board of Water Works Trustees consists of five (5) Trustees, and that said offices were duly and lawfully filled by the individuals listed in the attached transcript as of the dates and times referred to therein.

I further certify that all meetings of the Board of Trustees at which action was taken in connection with said Note were open to the public at all times in accordance with a notice of meeting and tentative agenda, a copy of which was timely served on each member of the Board and was duly given at least twenty-four hours prior to the commencement of the meeting by notification of the communications media having requested such notice and posted on a bulletin board or other prominent place designated for the purpose and easily accessible to the public at the principal office of the Board, all pursuant to the provisions and in accordance with the conditions of the local rules of the Board and Chapter 21, Code of Iowa.

I further certify that no Issuer officer or employee has any interest in the contract for the sale of the Note or any matter incidental thereto, according to my best knowledge and belief.

WITNESS my hand this _____ day of _____, 2022, at Des Moines, Iowa.

Secretary of the Board of Water Works
Trustees, City of Des Moines, State of Iowa

Finally, the below stated officers whose signatures appear hereafter are now the duly qualified and acting officials of the Issuer, possessed of the offices as designated below, to-wit:

Chairperson

Graham Gillette

(Original Signature)

Secretary

Ted Corrigan

(Original Signature)

Board Treasurer

Amy Kahler

(Original Signature)

STATE OF IOWA

)
) SS
)

COUNTY OF POLK

Subscribed and sworn to before me by Graham Gillette, Ted Corrigan and Amy Kahler on this _____ day of _____, 2022.

Notary Public in and for Polk County, Iowa

(NOTARY SEAL)

02101228-1\16548-014

DELIVERY CERTIFICATE

We, the undersigned Chairperson, Secretary of the Board of Water Works Trustees, and Board Treasurer, do hereby certify that we are the officers, respectively below indicated, of a municipal corporation in the State of Iowa, known as the City of Des Moines, Iowa; that in pursuance of the provisions of Section 76.13, Code of Iowa, there have been heretofore lawfully authorized and this day by us lawfully executed, issued, caused to be registered and authenticated and delivered one fully registered Water Revenue Capital Loan Notes Anticipation Project Note, Series 2022, of the City of Des Moines, Iowa, in the amount of \$1,110,000, dated the October 14, 2022, bearing no interest, and maturing three years from the date of issuance.

The Note has been executed with the manual signature of the Chairperson and the manual signature of the Secretary.

The Note has been delivered to:

Iowa Finance Authority of Des Moines, Iowa,

and has been paid for in accordance with the terms of the contract of sale and at a price of par.

We further certify that no controversy or litigation is pending, prayed or threatened involving the incorporation, organization, existence or boundaries of the City, or the titles of the undersigned officers to their respective positions, or the validity of the Note, or the power of the Issuer to provide and apply adequate funds, including proceeds of Notes heretofore authorized for the purpose and appropriated to the Project Fund from which the Note is made payable, for the full and prompt payment of the principal and interest of the aforesaid Note, and that no measure or provision for the authorization or issuance either of said Note or any source of moneys appropriated or pledged to the project construction fund from which the Note are made payable has been repealed or rescinded.

We further certify that each of the officers whose signatures appear on the Note were in occupancy and possession of their respective offices at the time the Note was executed and do hereby adopt and affirm their signatures appearing in the Note.

We further certify that the present financial condition of the Issuer is as follows:

Total Water Revenue bonded indebtedness,
including above-mentioned Project Note

\$ _____

All other indebtedness of any kind, payable
from Water Revenues

\$ _____

IN WITNESS WHEREOF, we have hereunto affixed our hands at Des Moines, Iowa, this
14th day of October, 2022.

Chairperson

Secretary

Board Treasurer

INTERIM LOAN AND DISBURSEMENT AGREEMENT

This Interim Loan and Disbursement Agreement (the "Agreement") is entered into as of October 14, 2022, by and between the City of Des Moines, Iowa, acting through its Board of Water Works Trustees (the "Issuer"), and the Iowa Finance Authority, as lender (the "Lender"). The parties agree as follows:

1. The Lender shall loan to the Issuer an interim amount \$1,110,000, without interest.
2. The Issuer has adopted a resolution (the "Resolution") authorizing and approving this Agreement pursuant to the provisions of Section 76.13 of the Code of Iowa, as amended, and providing for the issuance and securing the payment of this Agreement, and the Resolution is incorporated herein by reference, and the parties agree to abide by the terms and provisions of the Resolution. This Agreement and the interest thereon, if any, together with any additional obligations as may be hereafter issued and outstanding from time to time under the conditions set forth in the Resolution, shall be payable from (i) proceeds of an authorized loan agreement corresponding to the anticipated issuance of capital loan notes previously authorized by action of the Board of Water Works Trustees or (ii) such other funds as may be lawfully available for such purpose and appropriated by the Issuer.
3. The loan proceeds (the "Loan Proceeds") shall be used for the purposes set forth in the Resolution and shall be made available to the Issuer in the form of one or more periodic disbursements as provided for in this section. Prior to disbursement the Issuer shall provide to the Lender a payment request on a form provided by the Lender and evidence that the costs for which the disbursement is requested have been incurred. Disbursements to the Issuer will be made on or about the second and fourth Tuesday of each month. Submission of the completed information required by this section shall be made by the Issuer not less than eight (8) days prior to the disbursement date. Funds shall be disbursed to the Issuer at the address specified in the disbursement request in the form of a check, wire transfer or automated clearinghouse system transfer, as requested by the Issuer.
4. This Agreement shall be executed and delivered to the Lender in evidence of the Issuer's obligation to repay the amounts payable hereunder. Amounts disbursed hereunder shall not bear interest (0%), and shall be payable as to principal in full on the date and in the total aggregate amount drawn by the Issuer as set forth in the Resolution. This Agreement shall be subject to prepayment prior to maturity and shall contain such other terms and provisions as provided in the Resolution.
5. The Issuer understands and agrees this Agreement may be terminated at the option of the Lender if the Issuer has not entered into a Loan and Disbursement Agreement with the Lender pursuant to the Iowa Drinking Water Facilities Financing Program within three years of the date of this Agreement. If the Issuer enters into a Loan and Disbursement Agreement with the Lender pursuant to the Iowa Drinking Water Facilities Financing Program within three years of the date of this Agreement, the Lender shall permit the Issuer to repay this Agreement in full pursuant to the terms of the Loan and Disbursement Agreement executed between the Issuer and the Lender under the Iowa Drinking Water Facilities Financing Program.

6. This Agreement is executed pursuant to the provisions of Section 76.13 of the Code of Iowa and shall be read and construed as conforming to all provisions and requirements of the statutes. The Issuer and the Lender agree this Agreement and all documents related thereto and referenced herein may be entered into and provided for pursuant to and in accordance with Chapter 554D of the Code of Iowa.

7. This Agreement may be amended, supplemented or modified as agreed to in writing by both the Issuer and the Lender.

In the event of any inconsistency or conflict between the terms and conditions of the Resolution and this Agreement, the parties acknowledge and agree that the terms of this Agreement shall take precedence over any such terms of the Resolution.

IN WITNESS WHEREOF, we have hereunto affixed our signatures all as of the date first above written.

BOARD OF WATER WORKS TRUSTEES OF
THE CITY OF DES MOINES, IOWA

Chairperson

ATTEST:

Secretary

IN WITNESS WHEREOF, I have hereunto affixed my signature all as of the date first above written.

IOWA FINANCE AUTHORITY

By: _____

02101342-1\16548-014

AGENDA ITEM FORM

SUBJECT: Acceptance of Presedimentation Basins Valve Replacement

SUMMARY:

- At its December 2019 meeting the Board awarded a contract to The Waldinger Corporation (Waldinger), in the amount of \$1,417,530.00, for the Presedimentation Basins Valve Replacement project.
- The scope of work for this Contract included reconfiguration of the 48-inch diameter piping that transports water from the Raccoon and Des Moines Rivers to the presedimentation basins. The new piping configuration would improve staff's ability to complete annual maintenance of the presedimentation basins in a safer and more timely manner.
- To complete installation of the new piping configuration, both presedimentation basins would need to be removed from service for several weeks. Raw water from the Raccoon and Des Moines Rivers would then need to be bypassed around the presedimentation basins. Staff does not believe this can be accomplished until other improvements are made at the Fleur Drive water treatment plant. These improvements would:
 - Guarantee sufficient volumes of raw water from the Raccoon and Des Moines Rivers could bypass the presedimentation basins to meet demand.
 - Prevent raw water from the Raccoon and Des Moines Rivers from backing into Waldinger's work area.
- Staff believes, after making gasket repairs to several valves on the effluent side of the presedimentation basins, it would be prudent to close out the existing contract with Waldinger and complete other needed improvements at the Fleur Drive Water Treatment Plant that would allow sufficient volumes of raw water from the Raccoon and Des Moines Rivers to bypass the presedimentation basins.
- Six change orders were negotiated with Waldinger. Following is a summary of the Change Orders:

<u>Change Order</u>	<u>Amount</u>	<u>Description</u>
1	+\$68,793.00	Add two 48-inch diameter dismantling couplings to new piping configuration.
2	+0.00	Revise date to commence construction and revise contract completion date.
3	+\$2,169.00	Substitute alternate pipe material for relocated ferric chloride piping.
4	+\$4,792.00	Compensate Contractor for attending conceptual meeting to discuss project redesign.
5	+\$39,260.00	Transport 48-inch diameter steel piping and valves to permanent storage.
6	-\$856,113.90	Deduct remaining unfinished work from the Contract.
-\$741,099.90 = Total Cost of all Change Orders		

- Remaining unfinished work includes installation of the 48-inch diameter steel piping and valves, construction of concrete supports and thrust blocks, and installation of replacement stairs, platforms, and access doors and hatches.
- The final contract price for the Presedimentation Basins Valve Replacement Contract is \$686,430.10 and includes payment for the 48-inch diameter steel pipe and valves and installation of new ferric chloride piping.
- Staff recommends the Board accept the Presedimentation Basins Valve Replacement Contract, completed by The Waldinger Corporation, in the amount of \$686,430.10.
- Staff will determine the most effective means to bypass raw water from the Raccoon and Des Moines Rivers around the presedimentation basins and rebid the Presedimentation Basins Valve Replacement project later.

FISCAL IMPACT:

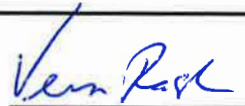


Funds for this project will come from the 2022 Fleur Drive Treatment Plant Budget.

RECOMMENDED ACTION:

Accept the Presedimentation Basins Valve Replacement Contract, completed by The Waldinger Corporation, in the amount of \$686,430.10.

BOARD REQUIRED ACTION:

Motion to accept the Presedimentation Basins Valve Replacement Contract, completed by The Waldinger Corporation, in the amount of \$686,430.10.

 Vern Rash, P.E., L.S. Project Manager	 Michael J. McCurnin, P.E. Director of Engineering Services	 Ted Corrigan, P.E. CEO and General Manager
9/22/22 (date)	9/22/22 (date)	9/23/22 (date)

Attachments: None

AGENDA ITEM FORM

SUBJECT: Acceptance of 2021 Des Moines Water Main Replacement Contract 2 – Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway

SUMMARY:

- At the April 2021 Board meeting, the Board of Water Works Trustees awarded a contract to Raccoon Valley Contractors, LLC, in the amount of \$1,619,134, for the 2021 Des Moines Water Main Replacement Contract 2 – Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway project.
- The scope of work for this contract was to install approximately 540 feet of 48-inch PCCP water main. This work was completed in coordination with the construction schedule for the Des Moines Transload Facility that required completion by the end of 2021 to fulfill grant funding obligations with the City of Des Moines.
- All work associated with this contract has been satisfactorily completed.
- This project included two change orders for an increase in the contract price of \$65,505.99, which is just over 4% of the original contract amount. These change orders were required to cover additional costs associated with railroad requirements, obtaining additional measurements required for design and fabrication, unsuitable material haul-off, and time and materials for additional work to prepare the excavation and existing feeder main and casing for the new connections.
- The final price for the 2021 Des Moines Water Main Replacement Contract 2 – Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway contract after change orders and quantity adjustments is \$1,684,279.40.

FISCAL IMPACT:

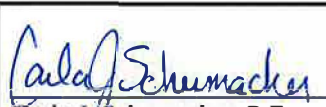

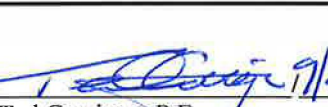
Funds for this project will come from the 2021 and 2022 Des Moines Water Main Replacement budgets.

RECOMMENDED ACTION:

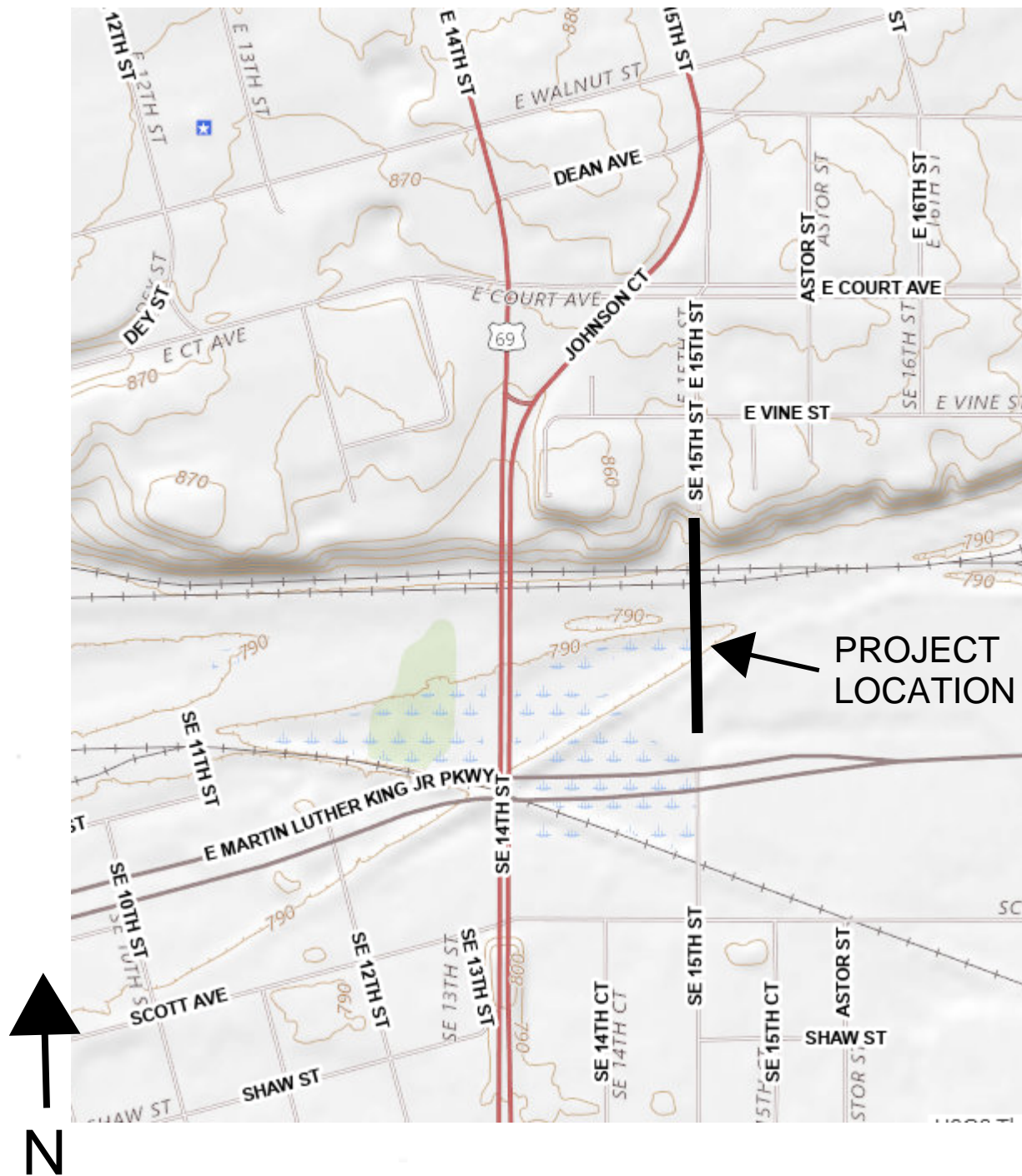
Accept the 2021 Des Moines Water Main Replacement Contract 2 – Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway Contract, completed by Raccoon Valley Contractors, LLC, in the amount of \$1,684,279.40.

BOARD REQUIRED ACTION:

Motion to accept the 2021 Des Moines Water Main Replacement Contract 2 – Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway Contract, completed by Raccoon Valley Contractors, LLC, in the amount of \$1,684,279.40.

 Carla J. Schumacher, P.E. (date) 9/20/2022 Project Manager	 Michael J. McCurnin, P.E. (date) 9/20/2022 Director of Engineering Services	 Ted Corrigan, P.E. (date) 9/23/22 CEO and General Manager
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Attachments: site map



NOT TO SCALE

Des Moines
Water Works
Water You Can Trust for Life
ENGINEERING DEPARTMENT
Des Moines, Iowa

2021 DES MOINES
WATER MAIN REPLACEMENT
– CONTRACT 2 –
48-INCH FEEDER MAIN AT SE 15th
STREET AND MARTIN LUTHER KING
JR. PARKWAY

AGENDA ITEM FORM

SUBJECT: Acceptance of 2021 Des Moines Water Main Replacement Contract 4 – Indianola Avenue

SUMMARY:

- At its September 2021 Board meeting, the Board of Water Works Trustees awarded a contract to J&K Contracting, LLC, in the amount of \$678,678.00 for the 2021 Des Moines Water Main Replacement Contract 4 – Indianola Avenue project.
- The scope of work for this contract was to install approximately 2,000 feet of 12-inch polyvinyl chloride (PVC) water main along Indianola Avenue, from East Army Post Road south toward 7000 Indianola Avenue. In coordination with City of Des Moines, this water main project is being completed in advance of a road-widening project the city intends to complete in 2022.
- All work associated with this contract has been satisfactorily completed.
- This project included multiple Change Orders for an increase in the contract price of \$234,958.31. Approximately \$210,000 was associated with broadening the scope of the project with additional alterations that were originally slated to be part of City of Des Moines project. The remaining \$25,000 (less than 4% of the original contract amount) was associated with adjustments and improvements related to the removal of a cross and other water main abandonment work.
- The final price for the 2021 Des Moines Water Main Replacement Contract 4 – Indianola Avenue contract, after adjustments for quantities and change orders, is \$907,384.81.

FISCAL IMPACT:

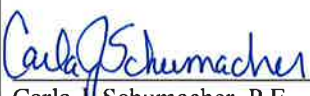
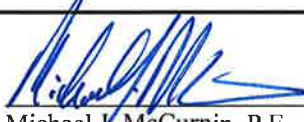

Funds for this project will come from the 2021 and 2022 Des Moines Water Main Replacement budgets.

RECOMMENDED ACTION:

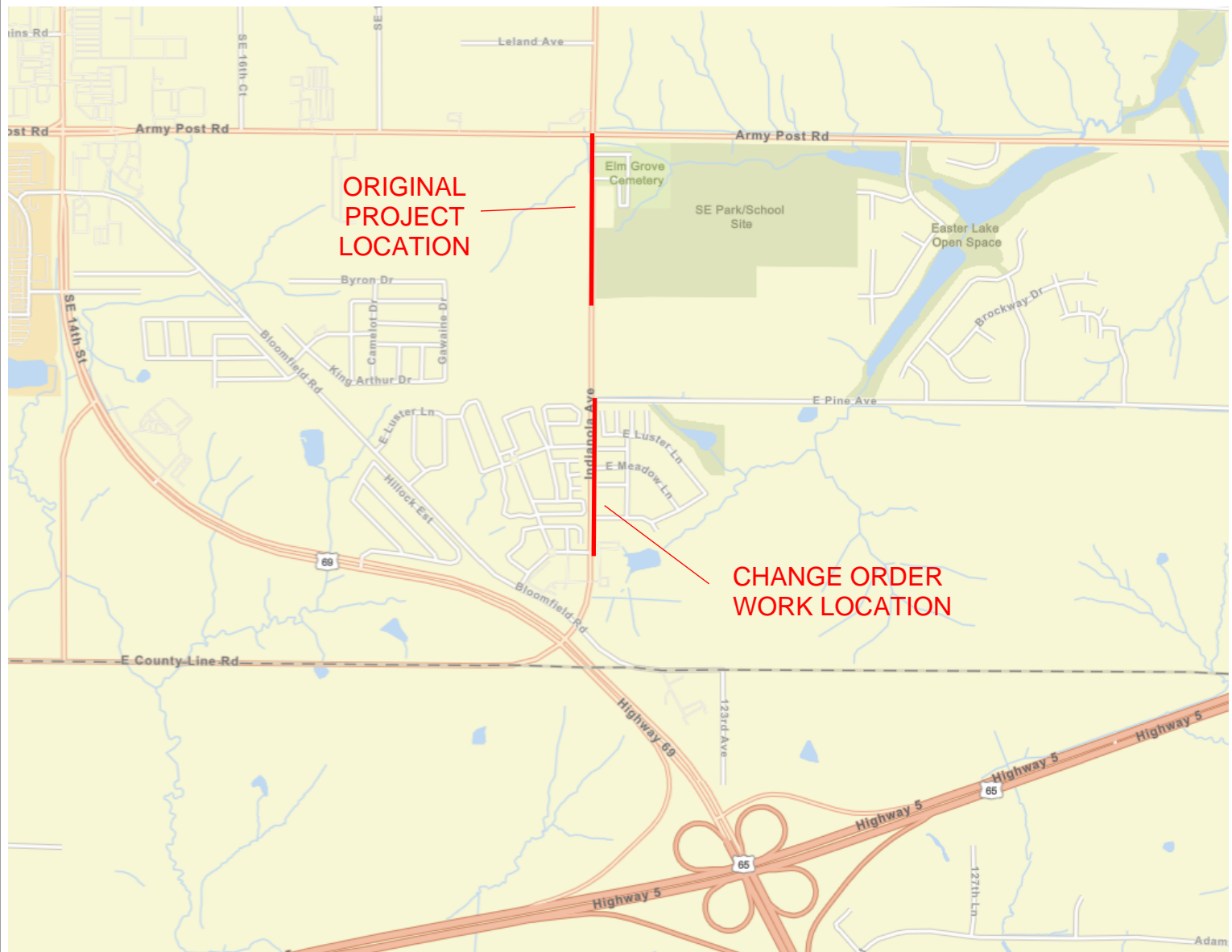
Accept the 2021 Des Moines Water Main Replacement Contract 4 – Indianola Avenue contract, completed by J&K Contracting, LLC, in the amount of \$907,384.81.

BOARD REQUIRED ACTION:

Motion to accept the 2021 Des Moines Water Main Replacement Contract 4 – Indianola Avenue contract, completed by J&K Contracting, LLC, in the amount of \$907,384.81.

 Carla J. Schumacher, P.E. Project Manager	<u>9/20/2022</u> (date)	 Michael J. McCurnin, P.E. Director of Engineering Services	<u>9/20/2022</u> (date)	 Ted Corrigan, P.E. CEO and General Manager	<u>9/23/22</u> (date)
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Attachments: site map



NOT TO SCALE



DES MOINES WATER WORKS
Board of Water Works Trustees

AGENDA ITEM FORM

Agenda Item No. III-F
Meeting Date: September 27, 2022
Chairperson's Signature Yes ☒ No ☐

SUBJECT: Cancellation of Public Hearing for 2022 Treatment Basin No. 1 Recharging

SUMMARY:

- At its July 2022 meeting the Board authorized staff to solicit bids for the 2022 Treatment Basin No. 1 Recharging project. The Public Hearing was established as the date of the September 2022 Board meeting.
- The engineer's estimate for the contractor cost portion of this project was \$250,000.
- Only one bid was submitted for the contractor portion of this project. The Waldinger Corporation submitted this one bid which was opened on September 15, 2022. The Waldinger Corporation's bid was \$492,000, which is nearly double the amount of the engineer's estimate.
- Water Production and Engineering staff have met to discuss completion of this project. Water Production staff believes this project could be deferred for one year but no later than fall/winter of 2023/2024.
- Staff recommends rejecting the one bid submitted by The Waldinger Corporation, cancelling the scheduled public hearing, and rebidding the project at a later date.

FISCAL IMPACT:


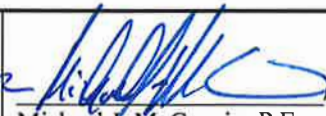
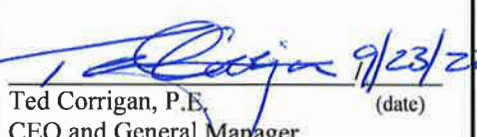
Funds for this project will come from the 2022 Fleur Drive Treatment Plant Budget.

RECOMMENDED ACTION:

Reject the bid received for the 2022 Treatment Basin No. 1 Recharging Contract and cancel the Public Hearing.

BOARD REQUIRED ACTION:

Motion to reject the bid received for the 2022 Treatment Basin No. 1 Recharging Contract and approve cancellation of the Public Hearing.

 Vern Rash, P.E., L.S. Project Manager	 Michael J. McCurnin, P.E. Director of Engineering Services	 Ted Corrigan, P.E. CEO and General Manager
9/22/22 (date)	9/22/2022 (date)	9/23/22 (date)

Attachments: None

AGENDA ITEM FORM

SUBJECT: Request Authorization to Issue Purchase Order for Replacement RO Membranes for Saylorville Water Treatment Plant

SUMMARY:

- The treatment process at the Saylorville Water Treatment Plant (SWTP) consists of pretreatment of alluvial groundwater from the radial collector wells prior to being filtered through ultra-filtration (UF) cartridges. A portion of the filtered water from the UF step is then directed through a reverse osmosis (RO) process to reduce hardness prior to delivery to the distribution system.
- Commissioning of the UF and RO membrane equipment was completed in late December 2010. Treated water from the SWTP was delivered to the distribution system beginning in February of 2011.
- RO membranes typically have an expected life of three to five years. Beyond this time, there is a decrease in performance of the RO membrane in terms of hardness removal.
- RO membranes in three of the four skids were replaced in 2019, 2020, and 2021. RO Skid #2 is at the end of its three-year operational life and should be replaced this year.
- On September 9, 2022, two separate proposals were received for the purchase of 294 RO membranes. The proposals included a standard 3-year manufacturer's pro-rated warranty.

BIDDER	BASE BID 3 YEAR WARRANTY	LEAD TIME
Consolidated Water Solutions	\$158,760.00	12-14 weeks
Evoqua Water Technologies	\$173,742.24	16-18 weeks

- Staff recommends issuing a purchase order in the amount \$158,760.00 to Consolidated Water Solutions.

FISCAL IMPACT:

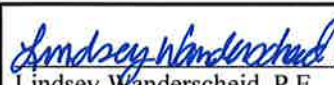
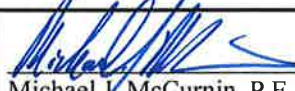
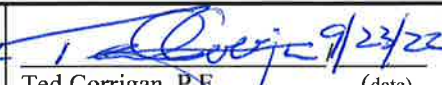
Funds for replacing the existing RO membranes at the Saylorville Water Treatment Plant will come from the Saylorville Water Treatment Plant 2022 Budget.

RECOMMENDED ACTION:

Authorize staff to issue a Purchase Order in the amount of \$158,760.00 to Consolidated Water Solutions for purchase of replacement reverse osmosis membranes, with a 3-year pro-rated warranty, for the Saylorville Water Treatment Plant.

BOARD REQUIRED ACTION:

Motion to authorize staff to issue a Purchase Order in the amount of \$158,760.00 to Consolidated Water Solutions for purchase of replacement reverse osmosis membranes, with a 3-year pro-rated warranty, for the Saylorville Water Treatment Plant.

 Lindsey Wanderscheid, P.E. (date) 9/20/22 Engineering Supervisor	 Michael J. McCurnin, P.E. (date) 9/20/22 Director of Engineering Services	 Ted Corrigan, P.E. (date) 9/23/22 CEO and General Manager
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Attachment: None

AGENDA ITEM FORM

SUBJECT: Request Authorization to Issue Payment to Evoqua Water Technologies LLC for Additional Repairs to Filter Press 2

SUMMARY:

- At its May 2021 meeting the Board authorized staff to issue a Purchase Order to Evoqua Water Technologies LLC (Evoqua) to provide the field labor necessary to install the repair parts and equipment for rehabilitation of the existing lime sludge dewatering press equipment in the Lime Sludge Dewatering Facility. Purchase Order No. 3094047, in the amount of \$171,016.00 was subsequently issued to Evoqua by staff.
- Following is a summary of the Purchase Orders that have been issued thus far to Evoqua for the necessary parts, equipment, and field service labor and to Reppert Rigging & Hauling for providing staff and equipment to assist Evoqua:

<u>Purchase Order</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
3092059	03/26/21	On-site inspection services to evaluate Filter Press 2.	\$6,855.05
3093031	04/29/21	Purchase repair parts for all four filter presses.	\$262,960.02
3093133	04/30/21	Purchase replacement top beam assembly for Filter Press 2.	\$215,725.00
3094047	05/28/21	Field service labor to install replacement parts provided above.	\$171,016.00
3097068	8/26/21	Reppert Rigging & Hauling for labor and equipment.	\$155,000.00
3099350	11/02/21	Purchase repair/replacement parts for drip trays.	\$10,701.68
3099656	11/10/21	Purchase replacement lower tie-bars and joggle plates.	\$61,392.00
3100662	12/13/21	Purchase replacement hydraulic cylinders for drip trays.	\$23,577.56
3107852	7/28/22	Reppert Rigging & Hauling for additional labor/equipment.	\$43,320.00
3108585	8/22/22	Safety curtain with cord, cable, and brackets.	\$3,599.77
3108695	8/25/22	Spare parts inventory – overhead carriage roller assemblies.	\$15,832.00

Total Amount of Purchase Orders Issued as of 08/25/2022 = \$969,979.08

- It was discovered after rehabilitation work started on Filter Press 2 that several additional components of Filter Press 2 were deteriorated to the degree that replacement was required. This has increased the cost of replacement and repair parts from Evoqua and the costs incurred by Evoqua for providing on-site field service labor to repair Filter Press 2.
- Des Moines Water Works paid Evoqua \$171,016 in June 2022 for rehabilitation work on Filter Press 2, which was the amount authorized under Purchase Order No. 3094047.
- A second invoice, in the amount of \$165,059.70, has been submitted by Evoqua for the additional parts and labor provided by Evoqua to complete the rehabilitation of Filter Press 2. This rehabilitation work was completed last month.
- Evoqua estimates an additional \$110,000 is needed to provide labor and equipment to complete the rehabilitation of the remaining three filter press units.
- Staff recommends the Board authorize staff to issue additional estimated payments to Evoqua Water Technologies LLC in the amount of \$275,059.70 to cover additional and remaining work.

FISCAL IMPACT:




Funds for this project will come from the Lime Sludge Filter Press project included in the 2021 budget.

RECOMMENDED ACTION:

Authorize staff to issue payment to Evoqua Water Technologies LLC, in the amount of a \$275,059.70, for providing staff and repair parts to complete the rehabilitation of Filter Press 2.

BOARD REQUIRED ACTION:

Motion to authorize staff to issue payment to Evoqua Water Technologies LLC, in the amount of a \$275,059.70, for providing staff and repair parts to complete the rehabilitation of Filter Press 2.

 Vern Rash, P.E., L.S. Project Manager	 Michael J. McCurnin, P.E. Director of Engineering Services	 Ted Corrigan, P.E. CEO and General Manager
9/22/22 (date)	9/22/22 (date)	9/23/22 (date)

Attachment: none

AGENDA ITEM FORM

SUBJECT: Information Items

SUMMARY:

- A. Board Committee Reports
- Planning Committee
 - Finance and Audit Committee
 - Bill Stowe Memorial Committee
 - Greater Des Moines Botanical Garden Board
 - Des Moines Water Works Park Foundation Board
- B. CEO and General Manager's Comments
- C. Contract Status and Professional Services Agreements

FISCAL IMPACT:

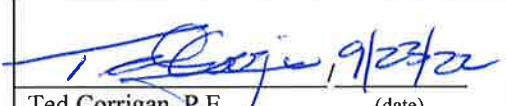
No impact to the budget.

RECOMMENDED ACTION:

For review and discussion.

BOARD REQUIRED ACTION:

Review and discussion.

_____/_____ (date)	_____/_____ (date)	 Ted Corrigan, P.E. CEO and General Manager
		_____/_____ (date)

Attachments: GDMBG Quarterly Programming Update; DMWWPF Executive Summary, Board Minutes, July 2022 Financials, Events Calendar; Contract Status and Professional Services Agreements Spreadsheets



20 September 2022

Updates from the Des Moines Water Works Park Foundation

The Campaign/Development:

A draft repayment plan has been submitted to the City for remaining balance of Ruan Connector. We are also continuing to negotiate what share of the city's project should be forgiven.

Park Construction

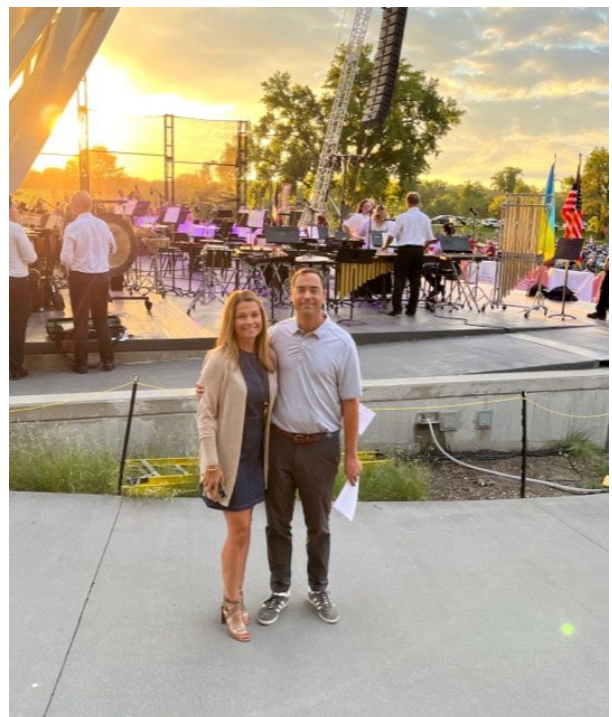
The new water bottle filling station has been installed and will be fully operational once the utility has tested the water coming through the new lines. It will give us additional water access capacity both for day to day use and for large events.

Programming

The foundation's water quality centered free DocuSeries will culminate this week with the showing of "Heart of the River" on Thursday, September 22nd and Saturday, September 24th with the documentary entitled Freshwater. The Local Bands, Brews & Bike concert series kicked off on Sunday, September 18th and



will continue (weather permitting) through October 23rd. Labor Day weekend featured two performances by the Symphony and the inaugural week of the new pop up Bier Gartern. Both were incredibly successful. Estimated crowds between six and eight thousand enjoyed both Symphony performances and just prior to the Sunday performance we announced the winner of the first Foundation Iowa Innovation Award recipient (Clair Patterson – who through his work both was able to age the earth and is primarily responsible for removing lead from paint, gasoline, food containers and water distribution systems). He will be permanently recognized on a marker on the Iowa Innovation Field. Donors Drew and Tanya Manatt did the honors of announcing before the symphony crowd. The Bier Garden has also been very successful. Operating in the afternoons and evenings Thursday – Sunday from the marketplace area it has drawn diverse multigeneration age group and their pets. It offers german and local beers, wine and food and has fulfilled the void of having a reliable service option for people visiting the park as well as though coming to activities, such as the Australian Rules Football match on Saturday, September 17th.



Some upcoming events...



New water station



September Meeting Minutes attached along with July Financials.

DES MOINES WATER WORKS PARK FOUNDATION
Board of Directors Meeting
Friday, September 9, 2022 – Board Meeting - 12:00 - 1:30
Tour of Fleur Plant – 1:30 – 3:00
Tour of Bier Garten – 3:00 pm till
Minutes - Draft



BOD Members in Person Attendance: Drew Manatt, Chad Rasmussen, Matt Van Loon, Amy Jennings, Crystal Franke, Dara Madigan, Corey Morrison, Chris Lightfoot, Andrea Boulton, Jason Stone

BOD Members Virtual: Ardis Kelley

Guests/Staff: Sam Carrell – DMWWPF; Mike McCurnin – DMWW; Teri TeBockhorst - DMWWPF; Alec Davis – Dough Co.

DMWWPF Vision: *Water Works Park is the place where nature and people flourish.*

DMWWPF Mission: *Foster stewardship for clean water and nature through unique learning opportunities, cultural experiences, and outdoor adventures.*

I. Call to Order & Welcome/Affirm Agenda – Matt Van Loon

II. Bier Garten Update – Alec Davis – Orvis Oratio Group/Dough Co

Great first weekend. Would like us to consider for long term a kitchen or washing type station to make it work for efficiently.

III. Approve minutes – Matt Van Loon

Motion: Chad Rasmussen

Second: Ardis Kelley

Motion Passes

IV. Financial Report – Ardis Kelley

- July Financials
- Dollars came through for a grant for the egg hunt
- Revenue for concerts will show up in August

Motioned: Amy Jennings

Second: Chad Rasmussen

Financials are accepted

V. BOD Discussion: Phase II Overview – Sam Carrell

Carrell gave overview of phase II of master plan for park. Plan was from January 2015. Back then it was a \$43M plan. Master plan is broken into two phases. Re-read the phasing meeting for background information on the criteria used to make the park modifications. Phase 2 has implications to George Flagg Pkwy and why it was part of Phase 2. Part of a bigger plan with water shed and the water trails. Five nodes: Wild node, East node, West Node, Hub, the Circuit.

VI. Committee Reports/Discussion Items (as necessary)

- Programming – Andrea Boulton/Bethany Wilcoxon
Notes: Docuseries kicked off on Thursday. Lightly attended – in and out people with the Biergarten. It was a first event so just awareness is important and good. Labor Day symphony and award was a successful event. Both nights were full and filled. Establishing a good brand for these events.
- Development, et al. – Teri Wood TeBockhorst
Freshwater series – lots of marketing on TV and social media
Sponsor for
Brews, Bands & Bikes – sponsor musicians every Sunday with local bands. September and October. Working on Radio sponsor for this.
American Grounds crew looking at permanent solution for fencing for us.
Signage with DOT – rejected but submitted an appeal
- Marketing – Chris Lightfoot
Notes: Meeting this week. Updating website so the events are posted properly.
Rotating liaison to programming committee.
Template for board members on a way to ask
Would be good to get professional photographer that will take photos.
- Governance – Ashley Aust
- Connector Repayment Agreement update – Jason Stone/Matt Van Loon
- Draft returned to DMWW who will submit to city. In board packet for reference. Will come back to BOD for approval once City has reviewed it.

VII. Executive Director Report – Sam Carrell

- Park improvements
Carrell gave update on new water bottle filling station
- City User Permit
Carrell reported we are having to reapply for our current user agreement to be modified to reflect new/updated ordinances in the city. Public meeting Sept. 22 and zoning board meeting Sept 28.
- 2022 Season/Local Bands, Brews and Bike series/DocuSeries
TeBockhorst and Carrell have been putting together the Sunday free concert series to run from Sept 18 – Oct. 23rd

VIII. Announcements

IX. Adjourn

Meeting adjourned at 1:30 and BOD went on DMWW plant tour.

Upcoming Events:

BOD Meeting – Friday, October 14 - 12 pm – 1:30 pm

DocuSeries – Thursdays September 8, 15, 22 (8:00) and Saturday, Sept. 24 (7:30)

Bier Garten – Thursdays – Sundays (Sept & October) 2:00 pm on Weekdays, Noon on weekends

Local Bands, Brews & Bike Concert Series – Sunday afternoons at 2:00 pm (dates TBA)

IMT Des Moines Marathon – Sunday, October 16th.

DMWWPF Values:

1. *Conservation: We are a model of urban conservation that protects and promotes our natural environment through engaging amenities and activities, with an intentional focus on clean water.*
2. *Well-being: We provide opportunities for park lovers of any age to invigorate their bodies and quiet their minds through recreation, play, and connection to nature.*
3. *Collaboration: We nurture and grow strategic partnerships with other organizations and community attractions to maximize our collective impact.*
4. *Inclusion: We create a place that is welcoming to all, encouraging and growing understanding, and connection to strengthen our community. We are everyone's park.*
5. *Amazement: We leverage 1500 acres of urban greenspace to create unique experiences that delight and amaze human visitors, while respecting and enhancing the park's ecosystem.*

Des Moines Water Works Park Foundation

<i>Comparative Statements of Financial Position as of</i>	<u>July 31, 2022</u>	<u>June 30, 2022</u>	<u>December 31, 2021</u>
ASSETS			
Cash and Cash Equivalents	\$ 37,666.73	\$ 55,106.43	\$ 163,886.67
Investments - Endow Iowa	53,257.87	52,594.54	59,004.60
Pledges Receivable	1,050,827.40	1,050,827.40	933,327.40
Prepaid Expenses	2,261.98	2,513.32	766.39
Total Assets	<u><u>\$ 1,144,013.98</u></u>	<u><u>\$ 1,161,041.69</u></u>	<u><u>\$ 1,156,985.06</u></u>
LIABILITIES			
Accounts Payable	\$ 8,772.10	\$ 2,653.92	\$ 9,003.24
Accrued Expenses	1,780,212.29	1,780,212.29	1,787,912.29
Loan Payable - Line of Credit	699,893.72	699,893.72	703,745.80
Total Liabilities	<u><u>\$ 2,488,878.11</u></u>	<u><u>\$ 2,482,759.93</u></u>	<u><u>\$ 2,500,661.33</u></u>
NET ASSETS			
Net Assets without donor restrictions:			
Available to Spend	\$ 940,001.94	\$ 960,948.53	\$ 1,037,421.32
Net Assets with donor restrictions:			
Endow Iowa	53,257.87	52,594.54	59,004.60
Karras Kaul Sculpture	10,957.21	10,957.21	10,957.21
Park Improvement/Fleur Trail	(2,349,081.15)	(2,346,218.52)	(2,451,059.40)
Total Net Assets	<u><u>\$ (1,344,864.13)</u></u>	<u><u>\$ (1,321,718.24)</u></u>	<u><u>\$ (1,343,676.27)</u></u>
Total Liabilities and Net Assets	<u><u>\$ 1,144,013.98</u></u>	<u><u>\$ 1,161,041.69</u></u>	<u><u>\$ 1,156,985.06</u></u>

Des Moines Water Works Park Foundation
Consolidated Statement of Financial Activity and Change in Net Assets
For the seven months ending July 31, 2022

	July-22					FISCAL YEAR TO DATE			Annual Budget
	Operating	Development	Programming	Capital	Total	Actual	Budget	Budget Variances	2022
REVENUES AND OTHER SUPPORT									
Corporate & Foundation Giving	\$ -	\$ 4,504.00	\$ -	\$ -	\$ 4,504.00	\$ 127,521.46	\$ -	\$ 127,521.46	\$ -
Individual Gifts	-	1,651.91	-	-	1,651.91	6,458.50	-	6,458.50	-
Park Sponsorship	-	-	-	-	-	-	-	-	75,000.00
Special Event Income	-	-	-	-	-	14,500.00	7,500.00	7,000.00	15,000.00
State Grant Income	-	-	-	-	-	-	-	-	25,000.00
User/Vendor Revenue	-	-	-	-	-	-	48,000.00	(48,000.00)	442,670.00
Investment Income, net of fees	665.98	-	-	0.13	666.11	(5,663.80)	-	(5,663.80)	-
Total Revenues and Other Support	\$ 665.98	\$ 6,155.91	\$ -	\$ 0.13	\$ 6,822.02	\$ 142,816.16	\$ 55,500.00	\$ 87,316.16	\$ 557,670.00
EXPENSES									
Accounting/Audit	\$ 850.00	\$ -	\$ -	\$ -	\$ 850.00	\$ 5,950.00	\$ 4,620.00	\$ 1,330.00	\$ 11,088.00
Amphitheater Programming	3,149.95	-	9,017.74	-	12,167.69	31,992.12	78,125.00	(46,132.88)	125,000.00
Consulting Services	-	-	-	-	-	7,700.00	-	7,700.00	-
Community Programming	-	-	-	-	-	6,167.71	11,000.00	(4,832.29)	19,850.00
Development	-	-	-	-	-	-	5,500.00	(5,500.00)	14,750.00
Food Expense	-	264.19	-	-	264.19	264.19	155,988.00	(155,723.81)	363,846.00
General Office	487.89	26.54	-	-	514.43	3,502.66	2,290.00	1,212.66	5,496.00
Governance	-	-	-	-	-	-	-	-	2,650.00
Information Technology	28.72	-	-	-	28.72	1,492.08	-	1,492.08	-
Interest Expense	-	-	-	2,862.76	2,862.76	15,814.12	-	15,814.12	-
Marketing	-	-	74.90	-	74.90	516.79	7,153.00	(6,636.21)	26,352.00
Misc. Expense	-	-	-	-	-	3.00	150.00	(147.00)	500.00
Office Equipment	-	-	53.49	-	53.49	53.49	4,150.00	(4,096.51)	9,960.00
Park Maintenance	-	-	-	-	-	-	-	-	45,000.00
Professional Services	498.00	6,400.00	-	-	6,898.00	31,906.96	-	31,906.96	-
Rent Expense	130.00	-	-	-	130.00	910.00	-	910.00	-
Staffing & Administrative Costs	4,770.00	-	-	-	4,770.00	33,390.00	43,000.00	(9,610.00)	103,200.00
Supplies Expense	12.71	-	-	-	12.71	95.52	-	95.52	-
Utilities	-	-	1,341.02	-	1,341.02	4,245.38	4,150.00	95.38	9,960.00
Total Expenses	\$ 9,927.27	\$ 6,690.73	\$ 10,487.15	\$ 2,862.76	\$ 29,967.91	\$ 144,004.02	\$ 155,988.00	\$ (12,301.66)	\$ 363,846.00
Change in Net Assets	\$ (9,261.29)	\$ (534.82)	\$ (10,487.15)	\$ (2,862.63)	\$ (23,145.89)	\$ (1,187.86)	\$ (100,488.00)	\$ 99,617.82	\$ 193,824.00
Net Assets, Beginning of Year						(1,343,676.27)			
Net Assets, End of Year						<u>\$ (1,344,864.13)</u>			

2022	Date	Event
September	2-4	DSM Symphony event
	3	Lantern Festival
	8	Docuseries
	8-12	Rasmussen Group company picnic
	10	Private Wedding fountain
	14-18	Polk Co Democrats steak fry
	15	Docuseries
	22	Docuseries
	23	Skate contest
	24	Private wedding gazebo
	24	Docuseries
	24	Private wedding gazebo
	23-25	Ikes hunting and fishing event
	27	Private shelter rental
	27	Private wedding gazebo
	28	Private shelter rental
	29	GDLI 40th
October	1-2	Iowa Coursing Hounds
	8-9	A & B cancer elevate festival
	8	Private gazebo wedding
	9	Blazing 5k race
	14-16	DSM marathon
	22-23	Hydrocephalus walk
	29-30	Coursing Hounds of Iowa
November		
	19	Iowa Coursing Association

possibly cancelling low attendance

Several plot tours June July and August
 Biergarten every Thursday-Sunday at amphitheater

KEY
Sport/Fitness Event
DMWWPF Event
Wedding/shelter
Misc. (car shows, political events, festivals)

Greater Des Moines Botanical Garden Update *Submitted by GDMBG Staff*

JULY:

- Monthly feature in World of Plants Passport – Fresh water biome
 - Fresh water scavenger hunt
 - Garden commons featuring aquatic plant adaptations
 - Fresh water biome highlight in passport, stamp and photo booth
- 7.22 [Plant Fact Friday: Fresh water biomes & aquatic plant adaptations](#)
- 7.28 Needle Felting: Water Lilies – Adult education art class featuring aquatic plants

AUGUST:

- 8.8-8.12 Wonderful Water Summer Camp (grades 3-5) FULL
 - Entire week focused on water education including aquascaping, water cycle terrariums, the Incredible Journey of water, water testing, and aquatic plant adaptations (photo attached)
 - 8.11 Water Rocks! Conservation station at summer camp
 - NOTE: We had proposed in our plans of this agreement, to have the Water Rocks! station at the Garden's Music in the Garden. This was organized on our end, but Water Rocks! did not have staffing to support the request and it was cancelled.

And looking forward to **September...**

- New! Water field trip curricula
- Adult education: Terrarium class



Photo: August 8-12 Wonderful Water Summer Camp (grades 3-5)

COMPETITIVE BIDS CONTRACT STATUS FOR SEPTEMBER 2022

Presdimentation Basins - Valve Replacement	Construction is substantially complete.	Contractor Notice to Proceed Original Contract Sum Net Change by Change Orders Contract Sum to Date Total Completed to Date Anticipated Completion Date	The Waldinger Corporation 3/16/2020 \$1,427,530.00 \$75,754.00 \$1,503,284.00 \$647,170.10 Sep-22
NW 26th Street Booster Station	Commissioning and testing is complete. Punchlist items are being completed.	Contractor Notice to Proceed Original Contract Sum Net Change by Change Orders Contract Sum to Date Total Completed to Date Anticipated Completion Date	Henkel Construction Company 8/14/2020 \$1,533,000.00 \$69,618.46 \$1,602,618.46 \$1,491,106.08 Oct-22
2021 Des Moines Water Main Replacement Contract 2 - Feeder Main at SE 15th Street and Martin Luther King Jr. Parkway	Construction is substantially complete.	Contractor Notice to Proceed Original Contract Sum Net Change by Change Orders Contract Sum to Date Total Completed to Date Anticipated Completion Date	Raccoon Valley Contractors 5/14/2021 \$1,619,134.00 \$65,505.99 \$1,684,639.99 \$1,684,279.40 Sep-22
Nitrate Removal Facility Crawlspace Renovation	Construction is substantially complete. Coating and punch list items remain.	Contractor Notice to Proceed Original Contract Sum Net Change by Change Orders Contract Sum to Date Total Completed to Date Anticipated Completion Date	Henkel Construction Company 6/1/2021 \$1,312,000.00 \$219,298.52 \$1,531,298.52 \$1,303,690.16 Nov-22
2021 Well Rehabilitation	SWTP Well #2 is to be done in place of SWTP Well #1. Construction in progress. Cleaning of second well being coordinated with DMWW operational needs.	Contractor Notice to Proceed Original Contract Sum Net Change by Change Orders Contract Sum to Date Total Completed to Date Anticipated Completion Date	Layne Christensen Company, Inc. 2/14/2022 \$1,344,820.00 \$0.00 \$1,344,820.00 \$478,876.00 Dec-22
2021 Des Moines Water Main Replacement Contract 4 - Indianola Ave. Construction is substantially complete.		Contractor Notice to Proceed Original Contract Sum Net Change by Change Orders Contract Sum to Date Total Completed to Date Anticipated Completion Date	J & K Contracting, LLC 11/2/2021 \$678,678.00 \$208,639.40 \$887,317.40 \$907,384.81 Sep-22

Item IV-C

Des Moines River Intake Roof Structure Modifications	Construction in progress. Punchlist items being worked.	Contractor	Henkel Construction Company
		Notice to Proceed	11/18/2021
		Original Contract Sum	\$311,000.00
		Net Change by Change Orders	\$0.00
		Contract Sum to Date	\$311,000.00
		Total Completed to Date	\$271,400.00
		Anticipated Completion Date	Oct-22
Joint Eastside Booster Station Hypochlorite Feed System	Construction in progress.	Contractor	C.L. Carroll Co., Inc.
		Notice to Proceed	12/6/2021
		Original Contract Sum	\$202,000.00
		Net Change by Change Orders	\$0.00
		Contract Sum to Date	\$202,000.00
		Total Completed to Date	\$107,000.00
		Anticipated Completion Date	Nov-22
L. P. Moon Pumping Station - Pump No. 8	Contractor preparing to mobilize.	Contractor	The Waldinger Corporation
		Notice to Proceed	pending
		Original Contract Sum	\$123,390.00
		Net Change by Change Orders	\$1,710.00
		Contract Sum to Date	\$125,100.00
		Total Completed to Date	\$8,433.70
		Anticipated Completion Date	Dec-22
Norwalk Highway G14 Meter Vault	Construction in progress.	Contractor	Rognes Corp.
		Notice to Proceed	4/6/2022
		Original Contract Sum	\$536,000.00
		Net Change by Change Orders	\$2,853.00
		Contract Sum to Date	\$538,853.00
		Total Completed to Date	\$457,002.45
		Anticipated Completion Date	Nov-22
Fleur Drive Operations Center Stormwater System Improvements - Phase 2	Construction in progress.	Contractor	WRH, Inc.
		Notice to Proceed	3/28/2022
		Original Contract Sum	\$1,179,900.00
		Net Change by Change Orders	-\$4,100.00
		Contract Sum to Date	\$1,175,800.00
		Total Completed to Date	\$322,499.72
		Anticipated Completion Date	Dec-22
2022 Tank Painting - Tenny Standpipe and Runnells Water Tower	Construction in progress.	Contractor	G & L Tank Sandblasting & Coatings, LLC
		Notice to Proceed	7/29/2022
		Original Contract Sum	\$860,000.00
		Net Change by Change Orders	\$0.00
		Contract Sum to Date	\$860,000.00
		Total Completed to Date	\$0.00
		Anticipated Completion Date	Nov-22
2022 Water Main Replacement	Construction in progress.	Contractor	J & K Contracting, LLC
		Notice to Proceed	9/6/2022
		Original Contract Sum	\$989,145.00
		Net Change by Change Orders	\$395,975.00
		Contract Sum to Date	\$1,385,120.00
		Total Completed to Date	\$0.00
		Anticipated Completion Date	Nov-22

Gallery Valve Chamber Structures Reconstruction - Phase 2 Construction in progress.

Contractor	Nate Todd Construction, LLC
Notice to Proceed	7/11/2022
Original Contract Sum	\$498,750.00
Net Change by Change Orders	\$0.00
Contract Sum to Date	\$498,750.00
Total Completed to Date	\$213,000.00
Anticipated Completion Date	Dec-22

2022 Des Moines Water Main Replacement - Contract 1 Construction in progress.

Contractor	Synergy Contracting, LLC
Notice to Proceed	7/29/2022
Original Contract Sum	\$1,486,413.00
Net Change by Change Orders	\$0.00
Contract Sum to Date	\$1,486,413.00
Total Completed to Date	\$0.00
Anticipated Completion Date	Dec-22

COMPETITIVE QUOTATIONS CONTRACT STATUS FOR SEPTEMBER 2022

Tenny Standpipe Foundation - Concrete Repair

Contractor	Nate Todd Construction, LLC
Date of Contract	8/4/2022
Notice to Proceed	8/4/2022
Original Contract Sum	\$50,300.00
Net Change by Change Orders	
Contract Sum to Date	\$50,300.00
Total Completed to Date	\$49,300.00
Anticipated Completion Date	Sep-22

PROFESSIONAL SERVICES AGREEMENTS

No.	Service	Selected Vendor	Date	Amount	Comments
1	Communications, Public Relations	MW Media Consultants	Q4 2020	\$4,000/month	Melissa Walker
2	Legislative Advocacy	Advocacy Strategies	2020-2021	\$10,000/qtr	
3	Updates to Regional Cost Model with Retail Rate Impacts	FCS Group	1/1/2021	\$33,200	
4	2017 Long Range Plan Timeline Review	HDR Engineering	1/7/2021	\$18,000	COMPLETE
5	Social Media Consultant	Megan McDowell	2/15/2021	\$909.09/month	Independent contractor
6	Easement Exhibit for NW 26th Street Booster Station	JEO Consulting Group	2/8/2021	\$1,200	COMPLETE
7	Inspection Services for Pleasant Hill Tower painting	Dixon Engineering	2/11/2021	\$45,420	COMPLETE
8	Engineering Services - Drafting water main relocations for City of Des Moines Hamilton Drain - Phase 2	Kirkham Michael	2/25/2021	\$10,000	COMPLETE
9	Railroad Right-Of-Way Assistance	VAA Engineering	4/9/2021	\$5,000	COMPLETE
10	Drafting Assistance for Bondurant Meter Pit	Veenstra & Kimm, Inc.	4/9/2021	\$3,000	COMPLETE
11	Electrical Consultation: LP Moon Pump 8	Stanley Consultants	5/6/2021	\$9,500	COMPLETE
12	Design and construction services: Joint Eastside Booster Station Hypochlorite Feed System	Veenstra & Kimm, Inc.	6/8/2021	\$22,900	
13	Design and construction services: Operation Center Stormwater Pump Station Improvements	Veenstra & Kimm, Inc.	6/8/2021	\$50,150	
14	Roof Membrane Relaxation Design	WTI	7/2/2021	\$3,000	
15	Design and preconstruction for DSM River Intake Roofing and Structural Modification	Accord Architecture	7/2/2021	\$9,280	COMPLETE
16	Maffitt East Feeder Main Control Valve Design	Stanley Consultants	8/6/2021	\$46,920	
17	Engineering & Drafting assistance - 2021 DM WMR #4	JEO Consulting Group	8/16/2021	\$20,270	COMPLETE
18	Engineering Services - Drafting water main relocations for City of Des Moines SE Connector SE 30th to US Hwy 65	Kirkham Michael	9/24/2021	\$10,000	
19	Survey Services for 2022 WMR - SW 10th Place	Snyder & Associates	11/9/2021	\$24,600	COMPLETE
20	Survey Services for 2022 WMR - SW 11th Street	Snyder & Associates	11/9/2021	\$24,600	COMPLETE
21	Specs and Contract Documents for 2022 Tank Painting - Tenny	Dixon Engineering	11/24/2021	\$5,125	
22	Drafting and Design for City of DM 2nd Ave. Improvements Project - University Ave to 2nd Ave Bridge	Bolton & Menk	11/22/2021	\$39,510	
23	Survey Services for 2022 WMR - Luster Ln & SW 9th St	McClure Engineering	12/1/2021	\$19,325	COMPLETE
24	Specs and Contract Documents for 2022 Tank Painting - Runnells	Dixon Engineering	12/28/2021	\$6,625	
25	Consulting Services for Replacement of Financial Mgmt. Software	Adbo Financial Solution	2/11/2022	\$98,400	
26	2022 Voice of the Customer Survey/Research	SPPG+Essman Research	3/21/2022	\$40,000	
27	Survey Services for 2022 Des Moines WMR - Contract 2	Snyder & Associates	3/22/2022	\$37,953	
28	Diversity and Inclusion Plan	Keen Independent Research	4/15/2022	\$49,985	
29	Inspection Services for Tenny Standpipe painting	KLM Engineering, Inc.	5/12/2022	\$60,295	
30	Engineering Services - Drafting water main relocations for City of Des Moines Hamilton Drain - Phase 3	Kirkham Michael	6/15/2022	\$10,000	
31	Engineering Svcs for City of DM E Court Ave from DM River to E14th St	Shive-Hattery	6/23/2022	\$90,500	
32	Water Main Design for Windsor Heights 73rd St. Phase 1 Improvements	Bolton & Menk, Inc.	7/14/2022	\$30,000	
33	Development of Drafting Standards for Engineering Department	DTM Solutions	8/30/2022	\$13,200	
34	MicroStation Connect and OpenRoads Designer Training	DTM Solutions	8/30/2022	\$3,800	