

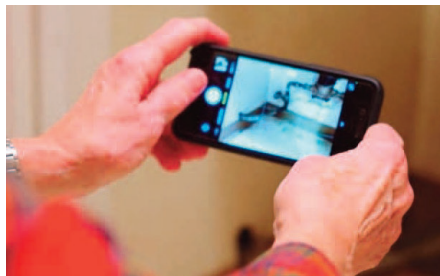
## Report your service line material

**D**es Moines Water Works (DMWW) is asking customers who received an “unknown” material letter about their water service line to complete an online survey.

The survey is free. You do not need to pay someone to conduct the inspection or fill out the survey.

### Follow these steps:

1. Locate your water meter. Find the pipe coming into the house that is connected to the meter. This is the service line.
2. Use a quarter to scratch a section of the pipe to expose it (see top photo).
3. Open the self-reporting survey on your phone. You can use the QR code below, or go to [www.dmww.com](http://www.dmww.com) and click on the black pop-up box on the homepage. Follow the directions to find the survey link.
4. Complete the steps in the survey including taking a picture of your exposed service line (see bottom photo).
5. Submit your responses.



### DMWW joins other utilities, cities to lobby legislature for service line action

Des Moines Water Works is collaborating with other water utilities and city water departments to lobby the Iowa Legislature for two main issues related to lead water service lines.

1. Enacting legislation that would require the disclosure of a known lead water service line for a residential property at the time of sale. This would enhance awareness of lead service lines and provide cost transparency, as a service line replacement can cost up to \$10,000.
2. Allocating \$5 million annually from the Rebuild Iowa Infrastructure Fund (RIIF) for 10 years to support water utilities in leveraging federal funds to replace lead water service lines statewide.

These legislative priorities are in response to a new mandate our customers are facing from the U.S. Environmental Protection Agency to replace all lead water service lines by 2037.

DMWW estimates there are approximately 20,000

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### Verify Your Service Line Material



If your service line material is **UNKNOWN**, use this QR code to access the online

survey tool to help identify your service line material.

### What if I lost my letter?

If you lost or misplaced the letter about your service line, you can check your address through DMWW’s website to see what material is listed for the line. Go to [www.dmww.com](http://www.dmww.com). Click on the black pop-up box on the homepage. Follow the directions to find the online inventory to search your address.

### What if I didn’t receive a letter?

Continued on the next page.

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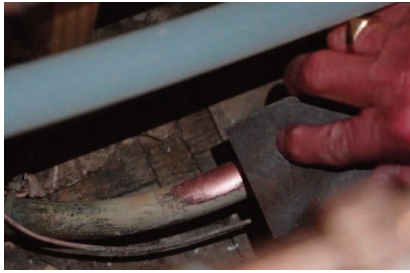
Property owners who do NOT receive a letter from DMWW are not believed to have a water service line that needs to be replaced or an “unknown” material line that needs to be identified through the self-reporting tool.

### How long do I have to complete the online survey?

There is no deadline to complete the survey; however, DMWW will continue to notify you and request information about your service line until you complete the survey.

### What if I have questions?

Call 515-283-8754 or email [lead@dmww.com](mailto:lead@dmww.com). Translators are available.



*A copper water line will look like a new penny when scratched. You can also use sandpaper to help remove old paint.*

## Continued from Page 1: Report service line type

lead service lines costing at least \$200 million to replace (\$10,000 each), in Des Moines. The property owner is financially responsible for this service line, but DMWW is seeking policy solutions and state funding to alleviate the strain on property owners and prospective homebuyers.

DMWW is part of a statewide Lead Service Line Coalition with water utilities and cities from across the state. Collectively, we are advocating for these priorities.

# Protect your water pipes from freezing

**TIPS TO AVOID FROZEN PIPES THIS WINTER**

**BEFORE COLD WEATHER SETS IN**

- Eliminate sources of cold air near water lines. Fix or plug drafts.
- Know how to shut off your water.
- Wrap your pipes in insulation.

**WHEN TEMPERATURES STAY BELOW FREEZING**

- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- Keep water moving through the pipe - allow a trickle to run.

**IF YOUR PIPES DO FREEZE**

- Shut off the water.
- Thaw pipes with warm air from a hair dryer. Never use a heat source with an open flame.
- Once pipes are thawed, slowly turn water back on to check for leaks.

**Des Moines Water Works**  
Water You Can Trust for Life

## New residential rate structure begins Feb. 1

**M**ost residential customers will save a few dollars each month or see no change in their monthly water bill under a new rate structure that begins Feb. 1.

The average household uses 6,000 gallons of water a month. The new structure was designed around this average, which is an industry standard. Customers who use less than 6,000 gallons — those using water for basic lifeline essentials such as drinking, cooking, bathing and cleaning — will see a small savings in their monthly water charges.

Those using 9,000 gallons of water or more per month will see the biggest increases in their water charges. This will mostly affect residential customers with discretionary water use such as lawn watering.

The rate structure only affects residential customers. It is designed to make the cost of water more equitable and to ensure those who use high volumes of water pay for the cost of treating water and for the peak demand lawn watering and high-water users

## Those watering their lawns will pay more with the new rates

place on the water system.

Water used for lawn irrigation is more costly because Des Moines Water Works must build treatment, storage and distribution facilities adequate to meet peak demands that occur only a few months of the year. A large amount of that system capacity is not used during cooler weather months, but there are still costs to maintain facilities year-round and to ensure they are ready when needed.

The Board of Water Works Trustees approved the new structure, called an inclining rate structure, in October 2024.

DMWW will evaluate the water rate structure for commercial and industrial customers this year for 2026 rates.