

News and Updates from  
Des Moines Water Works  
**JANUARY 2021**

# H2O LINE

THINK DOWNSTREAM

## FAQs About Your New DMWW Account Number and Billing/Payment System

**D**es Moines Water Works (DMWW) recently launched a new online billing and payment system. All customers have new customer and account numbers, which will be needed to re-register on the new online customer account portal or to use with the automated phone payment system, both now powered by Invoice Cloud. Numbers are now 13 digits, comprised of a 7 digit Customer Number and a 6 digit Account Number.

### How do I log in?

To register the account for the first time, visit: [invoicecloud.com/desmoinesia](https://invoicecloud.com/desmoinesia) and click Register Now. Enter the seven digit Customer Number, followed by the six digit Account Number. If DMWW has your email address on file, you should have received an email with these numbers. These numbers are also displayed on your December statement. Once you register your account for the first time, you can then sign in using your e-mail address and password. From your DMWW Invoice Cloud account, you can submit a payment, store payment methods, enroll in AutoPay, Paperless Billing or Pay by Text.

### Why can't I see an old invoice?

Prior invoices (bill statements) were not converted to the new system. New statements are viewable in the new system, starting with your December bill.

### Can I pay by phone?

Yes, use your new Customer Number and Account Number to pay by the automated phone payment system.

### Why is there a fee for credit card payments?

One-time credit card payments have carried a \$2.75 fee since 2018. Recurring credit card payments have this same fee with the new system. There is no transaction fee for an electronic check payment, including automatic payments using a checking or savings account.

### What about current auto/direct pay customers?

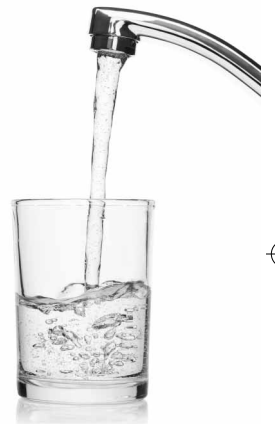
Current AutoPay customers were automatically converted to the new system. These payments will continue uninterrupted. However, in order to access payment information, re-register with your new account number on the Invoice Cloud system. Recurring credit card numbers were not converted to the new system.

### Do I need to update my financial institution bill pay with my new account number?

Yes, please update your bank bill pay with your new 13 digit account number (no hyphens). Please call (515) 283-8700 if you have questions.

## DMWW Tests for, Guards Against Lead

**D**es Moines Water Works has and will continue to test for and guard against concentrations of lead in residents' drinking water.



Generally, finished drinking water contains no lead. Lead may be present in piping and plumbing fixtures found in customers' homes. Des Moines Water Works' water production specialists and chemists monitor water quality parameters on a daily, and sometimes hourly, basis to ensure the drinking water that is produced does not contain and will not release lead from pipes or home fixtures.

Homes constructed before 1940 may be served by a lead water service line. Copper pipe installed before 1985 may have been installed using lead-containing solder. Des Moines Water Works has identified approximately 20,000 lead service lines in the city.

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**Des Moines**  
**Water Works**

Water You Can Trust for Life

# Take Steps to Protect Your Water Line

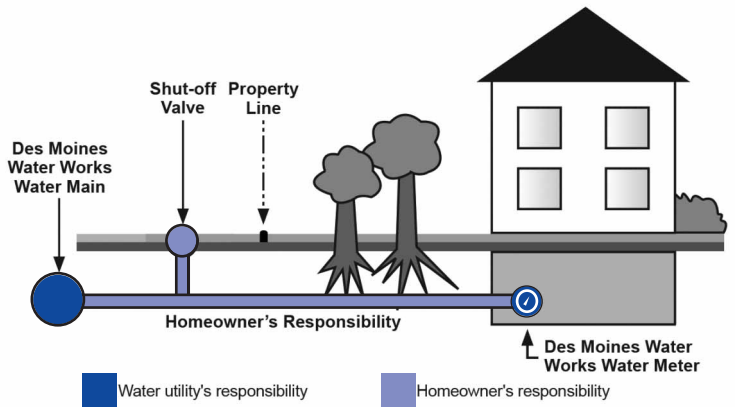
**D**es Moines Water Works' residential customers are eligible to sign up for a water service line protection program that will pay for necessary repairs or replacement of the line.

In Des Moines and the areas serviced by DMWW, customers own the water service line, including the stop box, and are responsible for the maintenance and repair of the line.

About 8,000 residential customers have a half-inch galvanized pipe that is older than 70 years and at risk of failure. Water line failures can occur due to age, corrosion, or ground shifting. The average cost to replace a water service line is approximately \$3,000, but costs can run as high as \$10,000 in some instances.

DMWW has an agreement with HomeServe USA, a warranty company, to offer protection plans to customers. For a monthly fee, residential customers can receive the water line protection, which covers repair or replacement of the water line that has been damaged due to normal wear and tear, protection in case of a frozen line, and repair or replacement of the stop box (i.e., curb stop generally located in the right-of-way). There are no coverage limits, maximum claim amounts or deductibles for participants to pay. There is a 30-day wait period upon enrollment to verify there are no pre-existing conditions.

About 38,000 customers are enrolled in the water line protection program. Since the program began, 3,500 service lines or stop



boxes have been repaired or replaced, which is about \$6 million in claims.

Under a renewal agreement between Des Moines Water Works and HomeServe USA, the monthly fee will increase from \$5.99 a month to \$6.49 in 2022 and \$6.99 in 2024. The monthly fee is billed on customers' monthly DMWW statement. The current agreement with HomeServe runs through December 31, 2025.

With this new renewal agreement, HomeServe will also make an annual contribution of \$15,000 to DMWW's Project H2O to assist low-income households with the payment of their water bills.

## WHAT CAN YOU DO?

- Use only water from the cold tap for drinking, cooking, or preparing baby formula.
- Flush the tap for two to four minutes before using water for drinking or cooking when no water has been used for several hours. Showering, washing dishes or doing laundry can be effective ways to flush household plumbing before water is used for drinking or cooking.
- While in-home water treatment devices such as softeners or filtration systems are not necessary in Des Moines, if such in-home treatment devices are used, they must be properly operated and maintained in accordance with the manufacturer's recommendations. Improperly operated in-home treatment devices can increase the potential for water to become corrosive.

## DMWW Tests for Lead

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These lines are located off of the main water line and are owned and maintained by the property owner.

Des Moines Water Works tests the faucet water in select homes annually that are in areas with the highest likelihood of having lead service lines to follow Environmental Protection Agency rules and mandates. As a result of this testing, Des Moines Water Works has no reason to believe there are elevated levels of lead in the city or for its full-service customers.

The utility also treats drinking water and manages its chemistry, including alkalinity, pH and temperature, on a daily basis to ensure it is not corrosive. Drinking water that is corrosive, can corrode customers' lead service lines and plumbing fixtures, resulting in elevated lead levels in drinking water.

Des Moines Water Works maintains a map of Des Moines neighborhoods with known taps installed before 1940, which may have lead service lines. Customers can call customer service at 515-283-8700 to determine what year the water connection for their home was made. Those who are identified as potentially having a lead service line may have water from their home tested for lead by Des Moines Water Works free of charge.