

News and Updates from
Des Moines Water Works

**JANUARY
2022**

H2O LINE

THINK DOWNSTREAM

WE WANT YOU! APPLY NOW FOR THE CLEAN WATER SUPPORT PROGRAM

Does your group or organization have a project, event or campaign that you'd like to have considered for financial assistance?

Des Moines Water Works takes pride in our responsibility to be financial and environmental stewards by protecting source water quality, natural resources and the financial investments of the utility.

We want like-minded groups and organizations to join us in these efforts.

We introduce the rebranded Clean Water Support Program. We are seeking opportunities to partner with groups and organizations that support clean water initiatives, empower others and embrace diversity.

To have your project, event or campaign considered for financial support in 2022, please complete the proposal form in the link provided and submit by Feb. 28.

Help us shape a better future for our community: www.dmww.com/about_us/cws_information.php.

For additional information or questions, please contact External Affairs Manager Jennifer Terry: terry@dmww.com.

Prevent Frozen Pipes

Winter weather brings the threat of frozen pipes.

Follow these tips to help prevent your pipes from freezing:

- Open kitchen and bathroom cabinet doors on extremely cold nights to circulate warmer air around the plumbing.
- Let cold water drip from the faucet served by exposed pipes. Running a trickle helps because the temperature of the water running through the pipe is above freezing.



If only a trickle comes out of a faucet, suspect a frozen pipe. To thaw frozen water pipes, first diagnose where the pipe is frozen.

- Check flow at every sink and bathtub faucet to determine the area of the blockage. If no water flows from the kitchen sink but it does in the bathroom, it is likely an isolated problem. Once you figure out which faucets are affected, you can determine which pipe may be frozen.
- Locate the main water shut-off valve, which could be in the basement. Shut off the water prior to thawing the pipes as a pipe may already have broken under the extreme pressure caused by the frozen line.
- After the water is turned off, you have a few options to thaw the pipe. Use towels soaked in hot water and wrap the frozen pipe with the towels. Pour additional hot water on the pipe until it has completely thawed. A hair dryer or heat gun may also work if hot

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Des Moines
Water Works

Water You Can Trust for Life

DMWW board approves regional governing step

The Des Moines Water Works Board of Trustees on Dec. 21, 2021, approved a founding resolution for Central Iowa Water Works (CIWW).

The resolution approval does not bind Des Moines Water Works nor its board in joining CIWW; rather is a first step to consider the formation of a regional, cooperative management entity among several central Iowa drinking water utilities.

FAQs About Regionalization

What does approval mean?

DMWW will now participate in the development of a 28E/28F agreement process, and a public information and input process. The Board of Trustees will still vote to approve the governing document.

How long has this been discussed?

Drinking water production has occurred cooperatively among regional partners for almost 90 years. In 1934, Urbandale entered the first contract with DMWW to supply its community with drinking water.

Creating CIWW is the next step. After the 1993 flood, the suburban partners invested between \$70 million and \$80 million to build additional water treatment plants and facilities that are operated by DMWW. Those suburban partners now use more than 50 percent of the water produced by DMWW.

Regionalization discussions have taken

place in open meetings since 2017 and have included DMWW, West Des Moines Water Works (WDMWW) and the Urbandale Water Utility, with some input from other regional partners. A national financial consultant that specializes in utility management was retained by DMWW, WDMWW and Urbandale Water Utility to assist in understanding the financial implications of regionalization. During 2018 and 2019, numerous public meetings took place among representatives from various metro communities.

In 2020 and 2021, those meetings shifted to the three board-managed utilities (DMWW, WDMWW and Urbandale Water Utility) to determine how a regional water production utility could operate.

DMWW wrote an op-ed piece in The Des Moines Register in July 2020. The Board of Trustees has publicly discussed regionalization at meetings and planning sessions for more than two years.

Why regionalize?

Regionalization is the most cost-effective way to manage the future of drinking water for the growing metro area. Water is a precious, finite resource that must be managed collectively and cooperatively, not competitively. If suburban partners build their own competing water treatment plant, DMWW's existing treatment facilities will be underused. This will lead to inefficient operations and a higher cost of water for Des Moines customers because there will be fewer gallons sold by DMWW to spread

costs. There's financial benefit to DMWW to maintain our customer base and keep everyone operating under the same umbrella water utility.

What are other benefits?

Having multiple water treatment plants connected to one regional system, provides beneficial redundancies and assurance in meeting customer needs during an unexpected event or natural disaster. To compensate DMWW customers for sharing ownership of their production assets with the region, DMWW will receive between \$40 million and \$50 million and will re-invest this money into replacing aged water mains.

Will my water utility be replaced?

No. The Des Moines Water Works Board of Trustees will continue to exist and have local oversight of Des Moines' distribution system, retail water rates and customer service. The regional water authority will have oversight only for the wholesale production of water and will not replace or eliminate DMWW or any other local utility or water system. All DMWW employees will continue to be employed by DMWW for at least the next 20 years.

DMWW will continue to be vocal advocates and stewards in leading the public dialogue for clean water and water quality issues and reform. Our hope is that through CIWW, the other central Iowa utilities and water boards will be our vocal partners in water quality and clean water efforts.

From Page 1: Prevent frozen pipes

towels do not. Work up and down the length of the frozen line. Once the water starts to thaw and trickle out of the faucet and you are sure the blockage hasn't caused a broken pipe, you can turn on the main water supply.

Continue to work with the heat source, and keep the water faucet turned on until full water pressure is restored. If no water flows from any of the faucets in the house, you are probably dealing with a frozen water service line that supplies water to the house. Turn on all faucets in the sinks and bathtub, and turn off

the main water supply. Follow the suggestions above but apply the heat directly to the pipe that enters the house.

Never use a heat source with an open flame, such as a blowtorch or propane heater, to thaw a frozen water line. An open flame in a home can present a fire hazard as well as the possibility of carbon monoxide poisoning. Applying excessive heat from a blowtorch to a frozen pipe can cause the water inside the pipe to boil and possibly explode.

If you have optional HomeServe water service line coverage, frozen water lines are covered. If you are interested in more information on HomeServe, visit: www.dmwaterplans.com or call 1 (855) 695-1493.