



News & Updates from
Des Moines Water Works
JULY 2020

H2O LINE

THINK DOWNSTREAM

Safely Re-opening Office to Serve Customers

Des Moines Water Works (DMWW) re-opened its General Office to serve walk-in customers on June 29. In mid-March, DMWW closed to walk-in customers and temporarily suspended service termination for delinquent accounts during the COVID-19 public health emergency.

DMWW has implemented measures to protect employees and customers in order to safely resume serving walk-in customers.



1. Social Distancing: Customers will be in queue lines spaced 10 feet apart.
2. Face masks will be required. Free masks available.
3. Hand sanitizer will be available at each walk-up station. Customers are encouraged to use at the beginning and end of their transaction. Plexiglass shields will serve as a barrier at each station.
4. The customer service area will be cleaned throughout the day.
5. Employees are required to wear masks and take temperature each day before reporting to work.

Customers can skip the line and conduct most customer service transactions by calling (515) 283-8700 or logging into customer account portal at www.dmww.com.

DMWW understands this is a difficult time for many customers. We have implemented a customer-focused response that balances sensitivity to our customers' situations with sustainable utility operations. The anticipated date of resuming service terminations for non-payment is July 13. It is important for customers to call Des Moines Water Works at (515) 283-8700 if you have a delinquent balance or are struggling to pay your bill. Customer service representatives can discuss options available, such as short- or long-term payment arrangements or connecting you with other resources. Service could be terminated beginning July 13, unless customers have called to make arrangements with a customer service representative.



**Can't Pay?
Let's Talk.**
(515) 283-8700





Board of Trustees Select Ted Corrigan as New CEO and General Manager

The Board of Water Works Trustees of the City of Des Moines, Iowa, has selected Ted Corrigan, P.E. as Des Moines Water Works' CEO and General Manager.

"Ted has proven himself to be a team-builder, a strategic leader, a strong communicator, and an environmentally focused problem-solver. Des Moines Water Works faces a number of challenges and opportunities in the years ahead, from water quality to regional cooperation, and in Ted's capable hands I am confident the utility will rise to the occasion," said Joel Aschbrenner, Board of Water Works Trustee.

Corrigan has been with Des Moines Water Works since 1990. He has served as Interim CEO and General Manager after previous CEO and General Manager Bill Stowe passed away in April 2019. Previously, he has held the positions of Chief Operating Officer for five years, Director of Water Distribution for seven years, Director of Water Production for six years, Engineer and Senior Engineer for ten years. Prior to joining Des Moines Water Works, Corrigan was an engineer at Alvord, Burdick and Howson Consulting Engineers in Chicago. Corrigan has a bachelor's degree in civil engineering from Iowa State University.



"It is a tremendous honor to be selected as CEO and General Manager of Des Moines Water – a great organization with exceptional employees providing an essential service to 500,000 customers in Central Iowa." said Corrigan. "I look forward to working with the Board of Trustees and staff to focus on utility priorities, including water quality solutions, regional cooperation and governance, and quality customer service."

The Board selected Colin Baenziger & Associates, a national search firm, to assist the Board in filling the position for Des Moines Water Works, a regional utility serving approximately 500,000 people in Central Iowa. The Board began the search process in February; however, the COVID-19 public health emergency has adjusted the original timeline and process. The search firm received 122 applications for the position of CEO and General Manager, and forwarded 8 strong candidates to the Board of Trustees for consideration. The Board interviewed four candidates and chose two finalists for final interviews and panel interviews with staff, union leadership and Central Iowa community members.

The Board conducted the recruitment of the next CEO and General Manager of Des Moines Water Works as openly and inclusively as possible at this time, using available resources and technology, including virtual panel discussions, recordings of the interviews available to the public, and soliciting feedback from the public. The Board of Trustees is grateful to employees and members of the community who participated in the process.

Annual Water Quality Report

Water is critically important to the health of our community and Des Moines Water Works plays a key role in providing **WATER YOU CAN TRUST FOR LIFE**. Supplying approximately 500,000 Central Iowans with safe, affordable and abundant drinking water is Des Moines Water Works' mission.

As a regional water utility, we responsibly invest in maintenance and upgrades to critical infrastructure that supports or supplies water to the residents of Des Moines and surrounding communities. Whether it is quenching your thirst on a hot summer day, proper handwashing to curb the spread of viruses, or the main ingredient to the Des Moines craft brew you love, Des Moines Water Works provides the "Liquid Asset" for Central Iowa to thrive.

In order to ensure drinking water is safe, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Des Moines Water Works' 2019 Consumer Confidence Report is now available at: www.dmww.com/upl/documents/library2020ccr.pdf. This Consumer Confidence Report summarizes information regarding water sources used, any detected contaminants, compliance and educational information.

If you are unable to view the report or would like a copy mailed to you, please contact a Customer Service Representative at (515) 283-8700.

