

News and Updates from  
Des Moines Water Works

**MAY  
2022**

# H<sub>2</sub>O LINE

**THINK DOWNSTREAM**

## “Water” We Up To: DMWW News In Brief

### Investing in tomorrow's workforce:

Des Moines Water Works staff showed students from across Iowa what it's like to work hands-on for DMWW and in the drinking water utility



industry through “Build My Future,” a program sponsored by the Iowa Skilled Trades in mid-April.

Students learned first-hand as employees demonstrated lab testing; explained the water treatment plant process; and showed how to operate hydrants and valves, and how to read water meters and automated meter reading units.

**Telling Our Story:** Des Moines Water Works is a member of the newly formed Iowa Nutrient Collaborative for Public Water Supplies which raises awareness about protecting rivers, lakes and streams that are sources for drinking water.

Jennifer Terry, DMWW's external affairs manager, was one of four presenters on behalf of the Collaborative at the spring seminar of the Iowa Chapter of the American Society of Farm Managers and Rural Appraisers. In addition to DMWW, presenters from City of Cedar Rapids, Rathbun Regional Water, and the City of Ames talked about watershed partnerships with more than 100 land appraisers and farm managers.

## Voice of the Customer Survey starts in May

**A**t Des Moines Water Works, we want to meet or exceed the needs of our customers. Periodically, Des Moines Water Works formally surveys its customers to measure satisfaction and perceptions about our service.

Des Moines Water Works will conduct a Voice of the Customer survey to listen and learn from our customers. Customers will be randomly selected to participate in the survey by an independent research firm.

The survey project includes small focus groups, phone and email surveys during the months of May, June and July. Results from the survey will provide information to the Board of Water Works Trustees, DMWW management team and the utility's employees about overall customer satisfaction, community perception, payment and communication preferences, customer education and outreach, and future goals for DMWW. If you are contacted by the research firm, please consider joining the conversation.

The Voice of the Customer survey was last completed in 2014. The upcoming survey will help DMWW incorporate several values that were identified during the year-long strategic planning process, including Customer Experience, Diversity and Inclusion, One Team and Leadership.



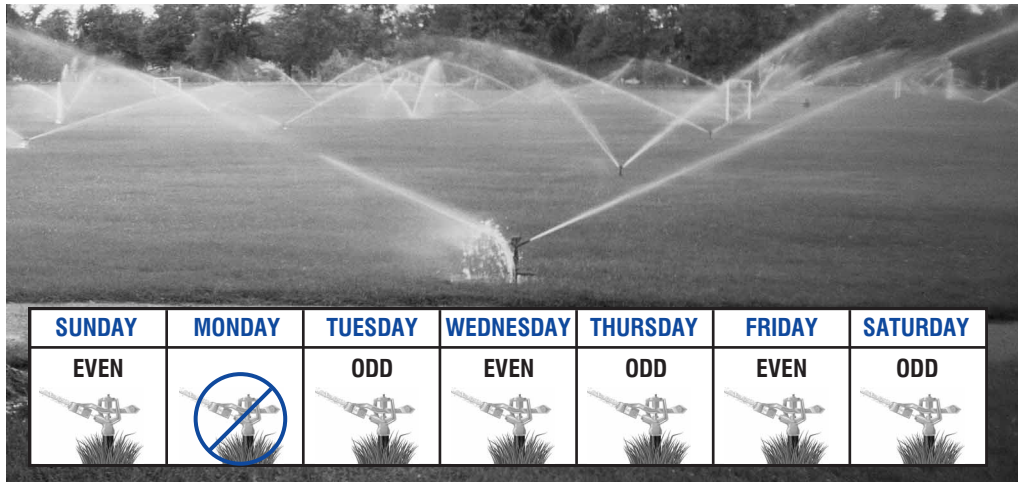
**Des Moines  
Water Works**  
Water You Can Trust for Life

# Thinking about Watering Your Lawn? Use Water Wisely

**W**ater efficiency is a critical component of Des Moines Water Works' comprehensive strategy for meeting the water needs of a growing metropolitan region.

Pressure from degraded source water, drought conditions on the Raccoon River, projected peak demands this summer and high-demand water users who are new to the region could combine to create water scarcity this summer.

Des Moines Water Works reminds all customers to use water wisely and practice responsible outdoor water use that includes following an irrigation schedule. To reduce the peak load on water utilities during summer months, customers are asked to voluntarily set their lawn watering systems to avoid Mondays and water the other days based on their odd or even address.



The suggested lawn watering schedule applies to all spray irrigation systems for businesses and homes:

- Do not water on Mondays
- Do not water between 10 a.m. and 5 p.m.
- Even-numbered addresses: Sundays, Wednesdays and Fridays.

• Odd-numbered addresses: Tuesdays, Thursdays and Saturdays.

Follow us on Twitter: @dsmh2o; Instagram: @dsmh2o or Facebook: facebook.com/DesMoinesWaterWorks; for the latest drought and water usage information.

## Your Water Rates at Work: Valve Repair



**D**es Moines Water Works crews conduct repairs and maintenance to the distribution system as needed.

One of those duties is valve maintenance to ensure valves are accessible and in working order for emergencies.

In this photo, our crews worked this winter at 35th Street and Kingman Avenue.

Des Moines Water Works budgets \$1 million annually — \$700,000 for replacement and \$300,000 for maintenance — for this type of work.



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

**D**es Moines Water Works understands this remains a difficult time for many customers. We want to balance sensitivity to our customers' situations with sustaining utility operations.

It is important for customers who receive a termination notice and are struggling to pay their bill to call DMWW at (515) 283-8700. DMWW customer service representatives can discuss available options such as payment arrangements or connect customers with other resources.

Payment arrangements are a collection assistance program that DMWW offers to eligible customers. Customers must honor their commitment to pay or communicate when they are unable to do so in order to

remain eligible for this assistance.

Another option is the Low Income Water Assistance Program (LIHWAP) for eligible households. IMPACT Community Action Partnership administers the program for Polk County residents.

To qualify you must be disconnected, have a disconnect notice, or be at risk of defaulting on a pay arrangement. Assistance level depends upon income level, family size and other factors. If you have been approved for heat assistance through Low Income Home Energy Assistance Program (LIHEAP), you are already qualified for water assistance.

Contact IMPACT at (515) 518-4770 to schedule a phone appointment. Learn more at: [www.impactcap.org/utility-assistance](http://www.impactcap.org/utility-assistance).