

H2O LINE

THINK DOWNSTREAM

**IMPORTANT
INFORMATION
REGARDING YOUR
DMWW ACCOUNT**

New Billing and Payment System Coming Soon

Des Moines Water Works (DMWW) in late November will launch new online billing and payment solutions to provide faster, more secure and more convenient payment services to our customers. All financial information will be stored using Payment Card Industry (PCI) compliant systems. Your DMWW account number will change. If you pay through your financial institution, please update your stored information with your new customer/account number.

The new system offers more ways to view and pay your bill. Make a quick, one-time payment without registering, or create an account to enjoy additional features such as automatic payments, saving payment information for later use and viewing billing history.

Other convenient and secure features include:

- **Email Reminders** – Receive a reminder when your bill is ready, when a scheduled payment is pending and after making a payment.
- **Pay by Text** – Receive text notifications about your bill. Pay through text message with your default payment method. Sign up for this feature when making an online payment or within your account.
- **Automatic Payment Options:**
 - AutoPay – Automatically pay the invoice amount on the due date.
 - Recurring Scheduled Payments – Set up a schedule to pay a fixed amount or the invoice balance on a specific day of the month.

With the new payment system, convenience fees for select payment options will change:

- All credit/debit card payments made online or by phone will have a \$2.75 per transaction fee. This includes payments made by recurring credit card.
- The transaction limit for credit card payments will change to \$500 per transaction.

DMWW is committed to ensuring customers have a no-cost electronic payment method available. All electronic check (ACH) transactions, including automatic payments using E-check, will be free of charge.

The new fee structure and account numbers changes go into effect when the billing and payment systems are launched in late November. Visit www.dmww.com, or call a Customer Service Representative at (515) 283-8700 for more information.

PLEASE NOTE:

Your DMWW **customer account number will change**. If you pay through your financial institution, please update your stored information with your new DMWW customer/account number that will be displayed on your December statement.

Customers who pay by **recurring credit card must submit a new authorization** for this payment option. Recurring credit card information on file will not automatically transfer to the new system because this information is securely encrypted and unavailable to DMWW.

A Guide to Your New Water Bill

With the launch of the new billing and payment systems in late November, customers will see changes to the layout and features of their monthly bill statement. The Des Moines Water Works (DMWW) statement you receive each month may have other service charges on it. DMWW contracts with cities to provide consolidated billing for your convenience.

Des Moines Water Works Charges

1 Water Consumption – Water charges are determined by the amount of water you use and the water rate per 1,000 gallons as established by Des Moines Water Works Board of Trustees. Each customer also pays a flat availability fee each month. This covers fixed costs unrelated to the amount of water you use, such as the cost of the meter inside your home and the statement you receive each month. A capital improvement fee may also be included in your water charges. For Des Moines residential customers, a capital improvement fee of 25 cents per 1,000 gallons used is collected for replacement of aging water mains within the city of Des Moines.

2 Water Usage History Graph – You can find this visual graph useful in determining your water usage patterns. Water usage is usually shown in cubic feet (CF).

3 City Charges

Sanitary Sewer Charges – Like water charges, sewer charges are based on the amount of water you use each month. The water you use in your home eventually goes through the sanitary sewer system as it leaves your home.

Customers who have an irrigation meter aren't charged sewer for outside water use. The sanitary sewer rate is set by the city. There is also a flat customer service charge for fixed costs associated with the sanitary sewer system. **Solid Waste Charges** reflect the cost of curbside garbage removal in your community. **Storm Water Charges** help pay for facility maintenance and construction to accommodate storm water. Typically, this charge is based on the equivalent residential unit (ERU) of the property.

Other Information

4 Due Date – Charges will be due 25 days after the billing date (previously 30 days).

5 NEW Customer/Account Number – All customers will have a new Customer/Account Number. Use all 13 digits when paying by phone or online at www.dmww.com or through your financial institution.

6 Late Payment Amount – Total amount due with late fees if paid after the due date.

7 Message from Des Moines Water Works – This is where you will find important message(s) from Des Moines Water Works.

8 Meter Reading/Usage – Your water meter is read each month to determine your water consumption. You can find the amount of water consumption at the bottom of your statement each month in both cubic feet (CF) and gallons (Gal). For your reference, 1 CF = 7.4805 Gal. Meters are typically located in your basement. Most residential and commercial water meters are read by remote equipment placed on the outside of the home or business. If your meter is easily accessible, you can see the meter reading is displayed like an automobile odometer. With the new billing and payment system, DMWW will now bill to the actual cubic foot (previously DMWW billed in hundred cubic feet increments).

Des Moines Water Works

Water You Can Trust for Life

2201 George Flagg Parkway | Des Moines, Iowa 50321-1190
(515) 283-8700 | www.dmwv.com

Rev 1015 18020520
Billing Date: 10/8/2020
Due Date: 11/2/2020

Customer #: 0012345 | Account #: 054321
Use 0012345054321 for phone or online banking payments.

JOHN SAMPLE
Service Address: 1234 ANY STREET

Prior Balance	Payments Received	Balance Forward	Adjustments	New Charges Due	Total Amount Due
\$69.86	-\$69.86	\$0.00	\$0.00	\$72.33	\$72.33

After 11/2/2020, pay \$75.89

DES MOINES WATER WORKS CHARGES	
Water Consumption	\$12.01
Water Capital Improvement	\$0.61
Water Availability	\$6.00
DES MOINES WATER WORKS CHARGES	\$18.62

CITY OF DES MOINES CHARGES	
Solid Waste	\$15.20
Sewer	\$18.74
Sewer Customer Service Charge	\$4.40
Storm Water	\$14.25
CITY OF DES MOINES CHARGES	\$52.59

Water Excise Tax	\$1.12
TOTAL NEW CHARGES DUE	\$72.33

USAGE HISTORY

Month	2020	2019
Jan	250	200
Feb	250	200
Mar	250	200
Apr	250	200
May	250	200
Jun	350	200
Jul	250	200
Aug	350	200
Sep	350	200
Oct	250	200
Nov	250	200
Dec	250	200

A MESSAGE FROM DES MOINES WATER WORKS

Sign up for E-Statements to protect the environment, reduce the risk of identity theft, and keep utility costs and your water rates low. Sign up by logging into your online account at www.dmwv.com.

SERVICE	METER NUMBER	BILLING PERIOD From To	DAYS	METER READING Previous	METER READING Current	Actual	CF	USAGE Gal
Water/Sewer	85882671	09/08/2020 10/08/2020	30	47500	47825	Actual	325	2,431

Detach stub along perforation and enclose with your payment.

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\$0.00	\$72.33	\$72.33

After 11/2/2020, pay \$75.89

Amount Enclosed

JOHN SAMPLE
1234 ANY STREET
DES MOINES IA 50321

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