

News and Updates from  
Des Moines Water Works

**NOVEMBER  
2022**

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**THINK DOWNSTREAM**

## Customer Service Office Hours to Change on Dec. 1

Effective Dec. 1, Des Moines Water Works Customer Service hours will be 8 a.m. to 4:30 p.m. This is a change from the current hours of 7:30 a.m. to 5 p.m.

Customers can continue to access account information and bill payment 24 hours a day, seven days a week online or the automated phone payment system at (515) 283-8700. View payment options at: [https://www.dmww.com/customer\\_service/payment\\_options/index.php](https://www.dmww.com/customer_service/payment_options/index.php).

If you are experiencing an after hours water emergency, please call Des Moines Water Works Dispatch at (515) 283-8772.



## Survey ranks DMWW Customer Service high

**D**es Moines Water Works Customer Service representatives received 85,260 calls as of early October, assisting customers with questions about their statement, water consumption, water quality issues, or to request in-home service.

We aim to address our customers' questions, issues or concerns immediately, and our customers agree: **83 percent of customers** who were recently surveyed said the issue they contacted Des Moines Water Works for was resolved on their first call.

In addition, our representatives consistently received **four out of five stars** for their professionalism, response time in addressing the issue or problem, and their knowledge or ability to resolve the problem.

Our Customer Service Contact Center includes eight customer service representatives (including representative Breanna, pictured above), two office assistants, two customer service specialists, three data quality specialists, one coordinator and one supervisor.

*Read more about our Customer Service Department on the next page.*

### Customers note ease of online bill pay

Des Moines Water Works wants paying your bill to be easy for our customers. That's why we offer online accounts and online bill pay.

In our recent customer satisfaction survey, 64 percent of DMWW customers said they have created an online account. Of those, 88 percent described the log-in access to their account as an "easy process."

And for those who don't want to create an online account, you can take advantage of one-time bill pay online. Learn more: [https://www.dmww.com/customer\\_service/payment\\_options/index.php](https://www.dmww.com/customer_service/payment_options/index.php)

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

# Your Water Rates at Work: Repairs & replacements in the water system

**P**art of Des Moines Water Works' responsibility to our ratepayers is to ensure the water system is maintained and protected.

We have an amazing historic underground structure that runs parallel to the Raccoon River called the Infiltration Gallery System. Here and there throughout Des Moines Water Works Park are cement structures called valve chambers. They help DMWW access and isolate portions of the gallery system for various reasons.

Many of them were originally constructed from brick, which have been damaged through the years from freezing and thawing ground conditions. They were also constructed at a low elevation, leaving them susceptible to flooding.

We've been rehabilitating them through our Your Water Rates at Work program. Contractors have dug the valve hole deeper below the frost line and rebuilt it in order to better protect the Fleur Drive Treatment Plant from floods and to replace the damaged brick structure below ground.

**DMWW is responsible for the 10,000 hydrants in our community.** We have been replacing some of the Sentinel hydrants, which was a recommendation from our 2021 Strategic Plan.

It's important hydrants operate properly so



they are available for local fire departments to use in case of a fire. Each year, DMWW conducts its "winter hydrant walk" to ensure all of the hydrants are properly drained. In addition, crews conduct maintenance on a rotating basis and flush the hydrants to remove any sediment or stagnant water from the distribution system. This helps to ensure the hydrant is functioning properly and ready for emergency use.

**DMWW is draining and cleaning our underground basin system.**

DMWW has two pre-sedimentation basins and four lime softening basins at the Fleur Drive Treatment Plant. The basins are drained each year as part of routine maintenance. Draining and cleaning allows for inspection and maintenance of the basins' mechanical equipment, which removes contaminants found in river water, softens the water and inactivates bacteria, all before the water enters the Filter Building for its next stage of treatment.

The leftover material is processed through the Lime Sludge Dewatering facility.



## Meet a Des Moines Water Works Employee: Obie, a Field Service Worker

**Meet Obie:** Obie has worked as a field service worker for 15 years. He handles customer water service needs at their home and assists with water emergencies.

"I like people," Obie says. "I like to interact with them. It doesn't feel like I'm working."

As of early October, our Field Service workers have completed 19,577 service orders for customers. That area of our Customer Service Department includes one supervisor, two crew leaders and 15 service workers.