



News & Updates from
Des Moines Water Works
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Central Iowa Working Together

More than 100 years ago, Des Moines Water Works (DMWW) took over the private Des Moines Water Company, thus becoming an independent public utility owned by the citizens of Des Moines. In 1934, DMWW became a regional water supplier when an agreement was signed to supply water to the City of Urbandale. Over the following eight decades, DMWW forged partnerships with other municipalities and community water systems to build and operate the water production and transmission system which today, provides safe, affordable drinking water to over 500,000 people in Central Iowa.

As CEO and General Manager of DMWW, I will advance the DMWW Board's initiative to expand cooperation and collaboration, and I will work hand-in-hand with my counterparts throughout the region to ensure that water remains safe, affordable and available to all who live in Central Iowa.

The water supply system in the Des Moines metro area is an interconnected network of thousands of miles of pipe and more than 100 facilities that work in concert twenty-four hours a day to provide an uninterrupted supply of safe, affordable water to the community. The system serves all customers equally. Resources are managed, and costs are shared across the system to provide consistent water quality and an equitable level of service. This system is robust, but there are many challenges in providing adequate water supply to one of the fastest-growing metropolitan areas in the Midwest. These challenges include, but are not limited to treating polluted source waters, meeting the growing need for water, and maintaining aging infrastructure.

As the Des Moines metro area continues to grow, it will be critically important that the water supply system expands to meet the need in a fair and equitable manner. By creating a regional water production authority to cooperatively manage available water resources, plan and build for the future, balance risk, and share reward, Central Iowa can position itself well economically while safeguarding the vital natural resource of water. It is essential community leaders work together. The long-term benefits of regional cooperation and regional governance far out-weigh any short-term financial gain associated with independently operated water production systems. Multiple water producers operating independently in the region will create a competitive rather than a cooperative environment and result in an overall increase in the cost of water to the community as a whole. We are stronger working together.

Balancing the need to maintain and upgrade aging water production infrastructure with the need to expand capacity for future economic development, requires a concerted effort throughout the region. DMWW is well prepared to contribute to this effort, but it cannot do it alone. The people and governments of this region must chart the way forward together.

The citizens of Des Moines own DMWW. The regional water authority will not replace or eliminate DMWW or any of the local water systems in the region. Instead, it will provide an opportunity to share responsibility for managing the most critical components of water supply at the lowest total cost. It is in the best interest of DMWW's customer-owners and that of their neighbors throughout the region to establish a permanent and efficient regional water authority, which will protect historic investments and share future costs equitably.



As I begin my new role as CEO and General Manager of DMWW, I pledge myself to help create a regional water production authority that serves the entire region. I recognize the charge is not an easy one, but I am confident Central Iowans have it in us to place our collective interests first.

*Ted Corrigan, P.E.
CEO and General Manager*





Sharing the Responsibility for Quality Water Service

Water service is a necessity for everyday life. Des Moines Water Works (DMWW) is committed to providing you reliable, safe and affordable water you can trust for life. As a customer, it is important to know your responsibilities to ensure uninterrupted water service, prevent unintentional damage to property, and avoid unexpected fees for damaged equipment. Des Moines Water Works' customer Rules and Regulations have been established to define DMWW and the customer responsibilities for water service. These Rules and Regulations are available online at www.dmww.com or may be reviewed at DMWW's general office, located at 2201 George Flagg Parkway, Des Moines, IA

Frequently Asked Questions

Who is responsible for the water meter?

The water meter is usually located in the basement or in a meter pit outside the building. The water meter is owned by DMWW. The property owner is responsible for protecting the meter from freezing temperatures and providing access to the meter and meter reading equipment.

What is a stop box (also known as shut off valve)?

The stop box houses the valve used to turn the water service on and off to a property. It is usually located in the public right of way. DMWW requires that the stop box be operable at all times.

Who owns the stop box?

The property owner owns the stop box and is responsible for its repair.

How does the stop box operate?

To operate the stop box, a long key is placed inside the housing and lowered onto the valve to turn the water service on or off. Sometimes, due to age or damage, the stop box does not operate, requiring repair.

Why is the stop box operated?

DMWW will operate the stop box:

- to terminate service at the owner's request when a property is sold.
- to cut water service for internal plumbing repairs.
- at a rental property to discontinue water service when the tenant is moving.
- when a customer fails to make timely payment on their water bill.

Sometimes a stop box needs to be repaired. What are the reasons for repair?

- When the stop box is too high or too low. The top of the stop box should be level with the ground.
- If the stop box is located under concrete or asphalt, a repair must be made so that the stop box is accessible.
- If the housing for the stop box becomes bent and the key can not be lowered into the housing.
- If the rod is loose in the stop box and does not connect to the valve.
- When the valve does not operate.

Who will make the repairs to the stop box?

DMWW is not licensed to make plumbing repairs and we recommend that you contract the services of a licensed plumber. If you do not make repair arrangements, DMWW will contract the services of a plumber and bill the charges to your account. The cost will depend on the work required to make the repair.

What if my service line starts to leak?

Please notify DMWW if you suspect a water leak in your service line and DMWW will assist in determining the location of the leak. Once located, the property owner will contact a licensed plumber to make repairs to the leaking service line.

What about HomeServe?

Des Moines Water Works has partnered with HomeServe to provide homeowners with an optional plan that protects customers from the high costs of repairs to your water service line or stop box. More information can be found at www.dmwaterplans.com or 1-855-695-1493.

