

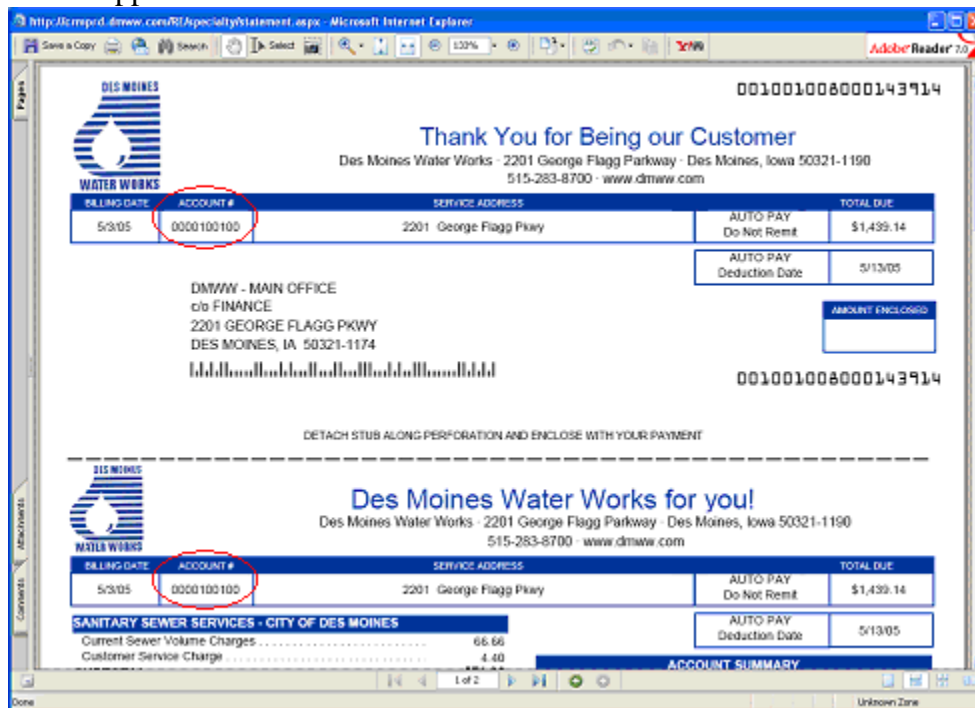
# External Customer Service Website Help Screen

## Recurring Credit Card Sign-up Instructions

- To sign-up for recurring credit card payments you need to enter a credit card payment. If your payment is approved you will see a link [Sign-up For Recurring CC](#) toward the bottom right corner of the screen. If you click this link you will automatically be signed up for recurring credit card payments.

## Create An Account

- Click any of the three links marked as [Create An Account](#) or [Create Account](#) on the login screen.
- This will take you to a screen asking for three pieces of information the Account #, Registration Key and an email address.
  - Account #: This will be your Des Moines Water Works Account # shown on your statement. It can be found on your statement next to the billing date towards the upper left hand corner as shown below.



- Registration Key: The registration key is found on the back of your statement in the lower right hand corner.

**Bill Payment Options:** Bills may be paid by the following methods:

- Mail.
- Automatically paid by your financial institution using Des Moines Water Works' (DMWW) Direct Pay program.
- Delivered to DMWW office or payment depository box.
- Credit/Check card payments either by phone or in person at the DMWW office.
- Made at local pay stations, located throughout the metropolitan area, including most major grocery stores. Please allow at least three business days for your payment to be received and posted at DMWW. Pay station payments not received at DMWW by the date specified on the statement will be assessed a delayed payment fee.

Payment for a Service Termination Notice must be paid by the following methods:

- Delivered to DMWW office.
- Credit/Check card over the phone or in person at the DMWW Office.

**Payment Due:** All payments must be received in the DMWW office by the due date printed on the front of this statement. Any past due amount is subject to collection procedures specified by DMWW Board of Trustees. More information pertaining to rates and charges is available at Des Moines Water Works office or at our website, [www.dmww.com](http://www.dmww.com).

**Delayed Payment Fee:** When payment is not received in our office by the date specified on the statement, a delayed payment fee will be added. The delayed payment fee is equal to 5 percent of the unpaid portion of the water and miscellaneous amounts on the current month's bill. When the delayed payment fee is charged, it will appear on your statement as "Account Delayed Payment Fee."

**Transfer to Tax Lien:** When charges are not paid, a tax lien may be placed against the property per Iowa Code, Section 384.84, sub-section 2.

**Non-Sufficient Funds Fee:** Any check returned or any automatic withdrawal denied due to non-sufficient funds or a closed account will incur a charge to your DMWW account as provided by state law.

**Water Availability Fee:** A water availability fee is added to every monthly statement and varies by the size of meter(s) at the property. It is a base fee covering the cost of providing water service and billing regardless of the amount of water used. Water consumption charges are listed separately.

**Sewer, Solid Waste, and Storm Water Charges:** Where applicable, these charges are collected for the city or district providing these services to you as indicated on the front of this statement.

**Sales Tax:** All applicable state and local taxes are collected on water charges. Taxes are also collected on sewer, solid waste, and storm water charges for nonresidential commercial operations.

**Cubic Feet to Gallon Conversion:** To convert cubic feet consumption into gallons, multiply cubic feet by 7.4805 (i.e. 100 cubic feet X 7.4805 = 748.05 gallons).

**Questions:** DMWW Customer Service Representatives will make every attempt to answer your questions or resolve problems as quickly as possible. You may reach a representative by calling (515) 283-8700. You may also send us an email via our website at [www.dmww.com](http://www.dmww.com). However, should you feel additional attention is needed to resolve an issue, you are encouraged to write: Director of Customer Service, Des Moines Water Works, 2201 George Flagg Parkway, Des Moines, IA 50321-1190.

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- Email Address: You will need to enter the email address twice, this will protect against any typo's. The email address you enter here will be where your password gets sent, so that you can login to access your account.
- After entering data into the four fields click the Login button.
- If an error occurred it will take you back to the same screen with a description of the error or else pop up a message stating: ***Your account and password have been created, please check your email to login and access your account.*** When you click OK this will take you to the login screen.
- From the Login Screen if you enter your Account # and your password (sent to you via email) you will be able to access your account.

## Forgot Your Password

- If you have forgot your password you may click the [Forgot Your Password?](#) link on the Login Screen.
- If you enter your Account # and click Submit a new password will be emailed to the email address you entered when creating your account.
  - If this email is no longer the email you wish to use for your account you may click the link [Has your email address changed?](#) from the Forgot Password screen.

This will take you to a screen that looks very similar to the Create Account screen. Follow the directions above for Create An Account. When done correctly this will email the new password to your new email address.

## **Change Password**

- Once logged into your account you may change your password by clicking on the [Change Password](#) link. This can be found in the menu options on the left side of the screen.
- You need to enter your new password in both the password fields and click the Update button. You must enter a password at least 4 characters long that contains at least 1 number and 1 character. It cannot contain spaces or special characters. If successful a message stating: Your password has been updated will display.

## **Customer Service Account Information Screen**

- The account information screen will show the user the following
  - General Information
    - Customer Name
    - Status of the account
    - Customer Mailing Address
    - Customer Service Address
  - Account Summary
    - This will show information about the most recent payment received (type, date and amount). It will also show the Account Balance.
  - View Billing Statements
    - You may select any of your statements by billing date and they will display as a .PDF file.
      - You must have Adobe Acrobat Reader Installed to view a statement. To get your free Adobe Acrobat Reader software you may click on the link ([Download Adobe Acrobat Reader FREE](#)).
  - View Payment History
    - This will display the date, type and amount of all the payments received.
  - Pay by Credit Card
    - You may click the links Pay By Credit Card to pay for your bill online.