


January & February 2011
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WATER YOU CAN TRUST FOR LIFE

Payment Option Updates

Des Moines Water Works (DMWW) excited to offer new enhancements to our existing payment options. Beginning February 1, 2011, customers may now choose to pay by Electronic Check. "E-check" is offered at no cost to customers and will be available via the automated phone system, www.dmww.com account log-in, and over the phone with a customer service representative.

Also effective February 1, 2011, a convenience fee of \$2.00 will be charged on credit card payments made by website or by telephone, whether by automated phone system or with a live customer service representative. There will be no credit card convenience fee on credit card transactions made at DMWW general office or through our credit card recurring payment program.

DMWW offers several ways to pay your monthly statement. Choose the method that best works for you! Please remember, for your safety and ours, DMWW service staff does not accept payments while working in the field.

- **Direct Pay:** Your monthly charges are paid automatically by your financial institution. Payments are debited from your account 10 days after the billing date. Visit www.dmww.com or call (515) 283-8700 to request a Direct Pay form today.
- **Recurring Payment by Credit Card:** Your monthly charges are paid automatically by a Visa or MasterCard of your choice. Payments are debited from your account 10 days after the billing date. Visit www.dmww.com or call (515) 283-8700 to set up Recurring Payment by Credit Card.
- **www.dmww.com Account Log-in:** Pay by E-check, credit or check card, set-up Recurring Payment by Credit Card, view billing statements and payment history.
- **DMWW Customer Service Contact Center:** Call (515) 283-8700 to make payments by credit card and E-check anytime, any day. If you require assistance, customer service representatives are available 7:30 am-5:30 pm, Monday through Friday.
- Payments are still accepted at our general office and many metro area pay stations. For a list of pay stations, visit www.dmww.com. Please be advised that some pay stations now charge a \$2.00 fee (DMWW does not regulate or receive these fees).

As a reminder, if you wish to go "paper free" with your monthly statements, you can sign up for E-statements at www.dmww.com. Please contact a customer service representative at (515) 283-8700 if you have any questions regarding payment options or to request E-statements.

Colors Alive! at Botanical Center in 2011


Throughout 2011, visitors to the Des Moines Botanical & Environmental Center will be welcomed with a new horticultural and educational experience as the gardens transform throughout the year, inspired by all things color. "Colors Alive!" includes six plant bed changes in the Dome – many bringing the theme alive with life-size props – educational activities, Garden Gate Gift Shop items and special events, all inspired by color – including rainbows, color palettes, kaleidoscopes, seasons and music. The theme continues into the Show House, with four unique, seasonal designs, and outside to the Herb Garden which is open May through September. Please visit the Des Moines Botanical & Environmental Center throughout the year to see each new garden.

The first garden design, "The Color of Music," begins mid-January through the end of February. Visitors will be captivated by the showbeds inspired by popular songs that have color-words in their titles or lyrics. The showcased plants will feature colors and props that give clues to the song titles. Can you guess them all?



For more information, visit www.dmww.com

Des Moines
Water Works
Water You Can Trust for Life

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2011 Water Works Budget

Des Moines Water Works (DMWW) is an independently operated, public utility committed to the mission of providing quality water and exceptional customer service. Supported solely by the revenue generated, Des Moines Water Works strives to anticipate and meet the needs of customers, while maximizing product and service offerings. Des Moines Water Works does this by setting water rates to adequately fund operation and infrastructure investments and ensuring high quality water to customers.

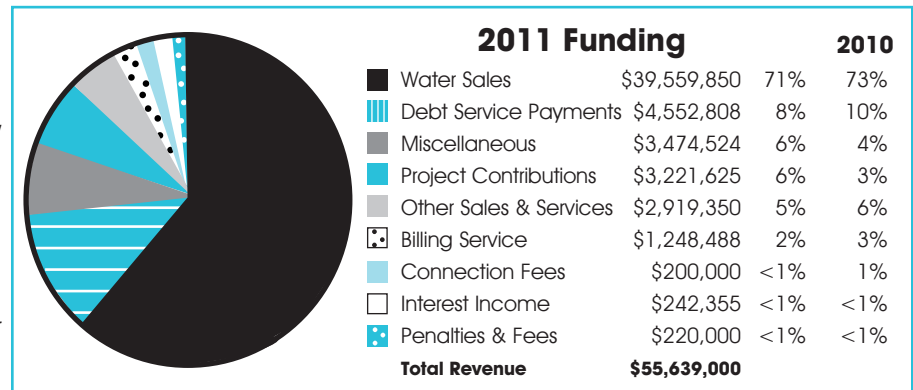
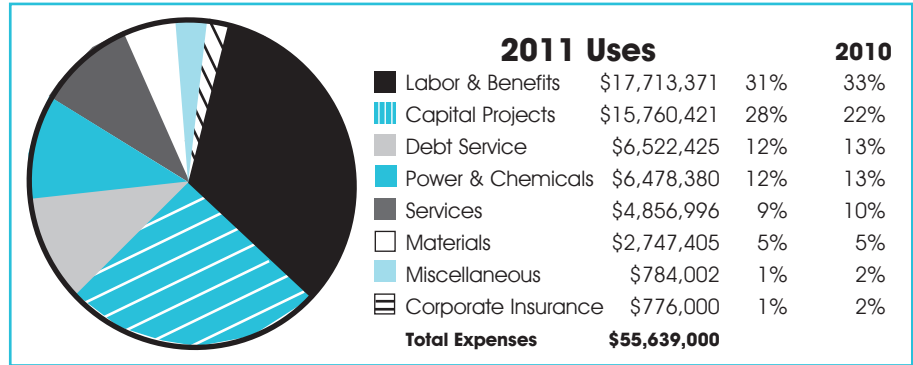
DMWW's revenue has not kept pace with costs since 2003. DMWW pays all of its operating expenses but is not collecting sufficient revenue to pay for needed infrastructure improvements. The Board of Trustees recognizes DMWW cannot continue this trend without saddling future rate payers and generations with a large tab because of the failure now to set rates and charges to cover the true cost of the utility's operations.

DMWW has proposed a 2011 calendar year budget totaling \$55.6 million which includes \$32.9 million in operating expenses and \$22.7 million for capital infrastructure.

The 2011 budget includes water rate increases in nearly all classes of customers. Rates for the typical residential Des Moines customer will increase from \$2.70 per thousand gallons to \$2.97 per thousand gallons next year to help bring revenue in line with costs. Additionally, the water availability charge will increase by \$1.00. This will result in water bills that are about \$2.00 more per month for a two-person household. Monthly increases will range between \$2.00 and \$3.00 for the average four-person household. Currently, the water portion of the bill for an average two-person household is about \$15.00 a month and roughly \$25.00 for a four-person home. The 2011 water rate increase will take effect beginning on your April 2011 statement.

The last rate increase was April 1, 2009. The availability charge, the fixed amount of the water bill intended to cover Water Works' fixed costs per customer whether or not any water is used, was increased by \$2.00 per month in April 2010.

Visit www.dmww.com for a complete listing of 2011 water rates or contact a customer service representative at (515) 283-8700.



Warm Up at the Botanical Center

Colors Alive: "Color of Music"

Mid-January through February • 9:00 am-3:00 pm

Visitors will be captivated by the showbeds inspired by popular songs that have color-words in their titles or lyrics. The showcased plants will feature colors and props that give clues to the song titles. Can you guess them all? Designed by Botanical Center Lead Horticulturist, Todd Monson.

Botanical Blues

Every Sunday in January & February • 1:00-3:00 pm

Join local musicians and escape from the cold Iowa winter to the warm tropical environment of the Botanical Center. Admission \$5.00 per person. Food and beverages available for purchase.

Jammin' in the Jungle

January 14 • 5:00-8:30 pm

Local band, Final Mix, serves up the latest in R&B, jazz fusion, blues, hip hop, rock & roll and original material. Tickets are \$7.00 in advance or \$10.00 at the door. Call 323-6290 for advance tickets. Food and beverages available for purchase. This is a 21+ event.

Toddler Time

January 25 & February 22 • 10:00 am

Enjoy a story with a garden theme, music and movement. No pre-registration required. Children 1-3 are \$1.00, regular admission rates apply for other children and adults.



2201 George Flagg Parkway | Des Moines, IA 50321
(515) 283-8700 | www.dmww.com

