Water Shortage Plan

Iowa weather is nothing if unpredictable. With several recent spring rain events, it is easy to assume the recent drought is behind us. In truth, it took time to develop drought conditions and it will take time to ease out of them. The deeper layers of the ground are still dry and only higher-than-normal rainfalls spanning over several months will put an end to the drought. If drought condition continues, the public may once again be asked to use water wisely, particularly in regards to irrigation.

As contingency, Des Moines Water Works (DMWW) has developed a Water Shortage Plan to guide our activities and communications in the event that the drought persists this summer. This plan has several stages that range in severity and begin with DMWW requesting that customers voluntarily reduce turf irrigation. If demand continues to exceed 80% of DMWW’s capacity to produce quality drinking water, the plan progresses to more restrictive stages outlining a mandatory prohibition on all turf irrigation and sprinkler systems. Enforcement at this latter stage may also carry consequences, such as the termination of water for turf irrigation and/or an escalated water shortage rate structure.

With the help of all customers becoming wise water users and working together, Des Moines Water Works can effectively and efficiently use the available water supply to provide Water You Can Trust for Life.

H2O LINE
MAY 2013

Water Service Line Coverage FAQ

Des Moines Water Works is pleased to offer a low-cost water service line coverage program now available through HomeServe. This coverage offers protection for water service line breaks for single-family residents in the City of Des Moines and Des Moines Water Works’ total service areas. This program is voluntary and offers customers additional choices. The decision to participate is entirely yours.

Q: What am I responsible for?
As a homeowner, you are responsible for your water service line, from Des Moines Water Works water main to the water meter inside your home. The decision to insure this risk is entirely yours.

Q: How much does it cost and where do I send my payment?
The coverage costs $3.99 a month. Customers who sign up will be billed directly on their monthly Des Moines Water Works bill.

Q: How does the coverage plan work?
Step 1: In the event of a home emergency, just call HomeServe toll-free at 1-855-695-1493.
Step 2: A local, licensed and insured plumber will be dispatched to your home to make your repair or replacement.
Step 3: Once covered repairs are completed, just sign the repair form and HomeServe pays the plumber directly for you.

Q: What is included in the Water Service Line Coverage Plan?
You will be covered for qualified costs to repair or replace the broken or leaking exterior water service line, from the water meter inside your home to the Des Moines Water Works water main, including the cost to repair the exterior shut-off valve. This includes all service call charges, labor and materials for covered repairs, and basic restoration – so you’ll have no bill to pay for covered repairs. HomeServe coverage also covers situations where a customer’s meter is located in an outside meter pit, covering the line from DMWW’s main to the point where the line enters the building.

Q: How can I obtain more information and/or purchase the HomeServe policy?
You can contact HomeServe directly at 1-855-695-1493 or go to www.homeserveusa.com for more information. Sign up for coverage at www.dmwaterplans.com.
Get Registered. Get Outside. Get Healthy!

If you’re looking for a way to get healthier, a new program from the Iowa Department of Natural Resources in partnership with Des Moines Water Works and several Iowa organizations provides you resources and recognition for spending more time outdoors.

The Healthy & Happy Outdoors initiative, or H2O, connects you to Iowa’s natural resources and helps you enjoy an active lifestyle.

It’s easy to get started:
1. Register online at www.iowadnr.gov/h2o.
2. Get outside. Log your outdoor recreation activities on the H2O website.
3. Need some recommendations? Find more than 1,600 recreation locations across the state in an interactive map (including Water Works Park, with access to the regional trail system), along with suggestions for outdoor opportunities you might enjoy.
4. Win prizes! Each activity you log counts as an entry for regular drawings of outdoor-themed prizes, with a first-year celebration of H2O at the Iowa State Fair in August 2013.

The DNR and the program’s partners aim to have 1,000 participants sign up for H2O in the first year, and 50,000 participants by 2016. Program partners include the Healthiest State Initiative, Des Moines Water Works, Iowa Association of County Conservation Boards, Iowa Department of Public Health, Iowa Department of Transportation, and Iowa Tourism Office.

“Our goal is to help Iowans increase mental and physical health through outdoor recreation in Iowa’s natural spaces,” said Chuck Gipp, DNR Director.

The H2O website will continually grow with tips, healthy resources, additional activities and more. You can also help improve the map – if you visit a recreation area not shown on the map, just include it in your activity log and the H2O team will add it.

Des Moines Water Works is pleased to be a part of this exciting initiative. Get healthy and happy outdoors today!

Avoiding Extreme Heat

Most people think of 97 degree highs when they hear the words “extreme heat,” but even temperatures in the upper 80s can cause health problems. When the temperatures are high, and especially when the humidity is high, your body’s ability to sweat and cool itself off decreases. This means that your body temperature can quickly rise to dangerous levels that can cause damage to your brain and vital organs.

Keep your home cool by following these tips:
- Install temporary window reflectors, such as aluminum foil-covered cardboard, to reflect heat back outside.
- Weather-strip doors and sills to keep cool air in.
- Cover windows that receive morning or afternoon sun with drapes, shades or awnings. Outdoor awnings can reduce the heat that enters a home by up to 80%.
- Keep storm windows up in the summer.
- Avoid using appliances such as washer and dryer (if on the main level), dishwasher and stove during the hottest periods of the day.

To avoid heat related illness or death, follow these simple tips:
- Drink lots of fluids – don’t wait until you are thirsty. Avoid alcoholic or caffeinated beverages.
- Try to limit outdoor activities to morning and evening hours. Try to rest often in shady areas to let your body cool down.
- Never leave children or pets in a car, even if the windows are cracked or open.

The most important thing you can do is check on people you know who might be at risk, such as the elderly, people with chronic diseases, or people who are obese. Especially check on those who are reluctant to use or do not have an air conditioner. Remember, just a few hours in air conditioning can prevent heat related illness and death.

For more information, call Polk County Health Department at (515) 286-3798 or Polk County Emergency Management at (515) 286-2107.