

# H2O LINE

NOVEMBER 2011

## New Website Look and Customer Features

**E**ffective November 6, Des Moines Water Works' website will have a new look. But the most exciting changes are in the enhanced customer features.

Des Moines Water Works (DMWW) listened to customer suggestions for more functionality to online customer accounts, including consumption alerts. DMWW's new website will offer customers the ability to set a daily consumption threshold – an amount you choose that represents normal water use for your account. If your daily consumption exceeds that on any given day, an automated alert will be sent to an email account you provide.

"We encourage customers to save money and save water by taking advantage of the consumption alert feature available on our new website," said Amy Kahler, Director of Customer Service and Marketing. "Too many times, customers don't notice a leaking toilet until they open their water bill and find that it has doubled or even tripled its normal amount. The new alert feature allows customers to be notified as the leak is occurring and promptly correct it, avoiding wasted water and the surprise of a large bill."

Other new customer account features include the ability to:

- Create your own username and password
- Manage multiple accounts under one profile (log in)
- Change and store bank/credit card information
- Schedule payments
- View consumption for the last 13 months
- Sign up for E-statements and/or automated payment methods

Other basic improvements to the website include a cleaner layout and simplified navigation. We encourage you to visit [www.dmww.com](http://www.dmww.com) and become an online account user or update your profile. We are confident you will like the new look and feel of our website, and will find the new features very convenient and easy to use.

DMWW remains committed to servicing your account. Customer service representatives are available to assist you with questions about your DMWW account between the hours of 7:30 am to 5:30 pm Monday through Friday at (515) 283-8700.

## Finalists Announced for Water Works Park Design Competition

**E**arlier this year, Des Moines Water Works, in partnership with Iowa State University's Department of Landscape Architecture, launched "Parkitecture," an international design competition for Water Works Park. The competition, aptly named for its emphasis on the fundamental role landscape architecture and design play in re-envisioning Water Works Park, sought proposals from professional designers and students.

A panel of 9 judges reviewed the 44 submitted design proposals and selected 5 finalists for further review and public comment as well as 9 student team honorees. The 44 submitted design proposals included 25 student entries and 19 professional entries, including international firms from London and Egypt.

The review panel selected the finalists based on creativity, practicality, appeal, and addressing site considerations. Judges included

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# Warm Up at the Botanical Center

## “Seasons of Color” Gardens

**November through December • 9:00 am-5:00 pm**

Walk into the Botanical Center and be overwhelmed with a cheery holiday season. Enjoy the surroundings of white and various shades of pink poinsettias, topiaries and poinsettia trees amid a holiday background of presents and candies.

## Veteran’s Day

**November 11 • 9:00 am-5:00 pm**

Veterans and their families can enjoy free admission to the Des Moines Botanical Center in honor of Veteran’s Day!

## Toddler Time

**November 29 & December 27 • 10:00 am**

Enjoy a story with a garden theme, music and movement. Accompanied by an adult caregiver, children ages 1-3 are invited to dance, sing, and play, as they enjoy the company of children their own age. No pre-registration required. Children (ages 1-3) are \$1.00, regular admission rates apply for other children and adults.

## Snackin’ with the Claus

**December 18 • 1:00-4:00 pm**

Come spend the afternoon with Santa & Mrs. Claus! Enjoy live holiday music in the Dome and bring your camera to capture your children’s smiles as they give Santa their wish list. Mrs. Claus will be telling stories and sharing a snack with all the good little girls and boys at 1:00 and 2:30. There will also be a craft activity and a scavenger hunt in the Dome. Adults: \$5.00, Seniors: \$4.00, Ages 4-17: \$3.00, Ages 1-3: \$1.00.

## Glitz in the Gardens

**December 27-29 • 10:00 am-3:00 pm**

Enjoy the sparkle of the season with our special winter break activities for kids and families. Glittery crafts, sparkly games and activities, and a scavenger hunt with prizes, make the Botanical Center a great place to visit! Adults: \$5.00, Seniors: \$4.00, Ages 4-17: \$3.00, Ages 1-3: \$1.00. Children must be accompanied by an adult.

# Water Works Park Design

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representatives from the design industry, Des Moines Water Works, and the community

The five professional finalists are invited to visit Water Works Park in November to review specific areas of the Park addressed in their proposals. The finalists will meet with the public on December 15 at the Des Moines Art Center and will make final presentations to the jury on December 16. The winning design concept will be announced by the end of the year.

“The competition is intended to generate discussion about watershed issues and best practices and offer innovative design solutions to address ecological and recreational challenges specific to Water Works Park” (e.g., prone to frequent flooding), said Ted Corrigan, Director of Water Distribution and Grounds for Des Moines Water Works.

Water Works Park, a 1,500-acre urban park in the heart of Des Moines, has provided the main water supply for the city since the early 1900s. It is also a major component of the city’s open space system and trail network.

“The result of the design competition will be an innovative park design showcasing Water Works Park as a model component of the larger watershed and recreational destination for current and future generations of Central Iowans,” said Corrigan.

Funds for implementation of the winning design will be obtained through private fundraising and will not be borne by water rate payers.

Questions and comments regarding Parkitecture can be addressed to [parkitecture@dmww.com](mailto:parkitecture@dmww.com) or (515) 283-8751. For more information on the design competition, visit <http://parkitecture.design.iastate.edu>.

## Holiday Hours

**Des Moines Water Works’ general office** will be closed the following dates: November 24-25, December 23 and 26, and January 2, 2012. As always, emergency phone calls are answered 24 hours a day. If you experience an emergency, please call (515) 283-8700.



**Des Moines Botanical Center** will be closed the following dates: November 24, December 25 and January 1, 2012.

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

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