

H₂O *i*LINE

September & October 2011

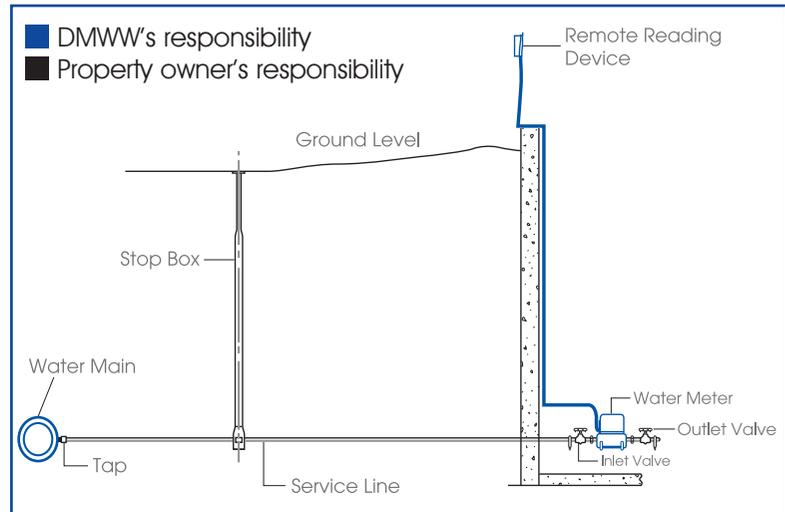
Contents:

- Water Service Responsibility
- Botanical Center Events

WATER YOU CAN TRUST FOR LIFE

Sharing the Responsibility for Quality Water Service

Des Moines Water Works (DMWW) provides water to its customers and maintains the water mains required to deliver water to homes and businesses. DMWW also owns the water meter used to measure consumption. Property owners are responsible for the connection (tap) to the water main and the piping (service line) that carries water from the main to the meter. The property owner is also responsible for protecting and providing access to the water meter. When a problem occurs, DMWW staff will assist the property owner in determining the cause of the problem and the appropriate course of action.



What is a stop box?

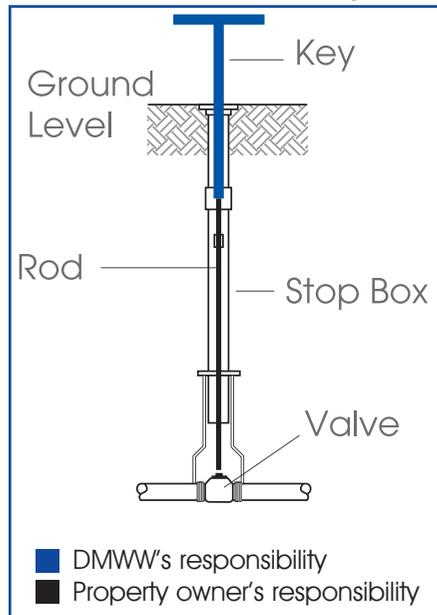
The stop box houses the valve used to turn the water service on and off to a property. It is usually located in the public right of way. DMWW requires that the stop box be operable at all times.

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.

Continued on next page.

For more information, visit www.dmww.com



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Water Service Responsibility

Who will make the repairs?

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.

How much will it cost for repairs?

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 notice water leaking and our representative will assist in determining the location of the leak. Sometimes it is difficult to determine the source of the leaking water as it follows the path of least resistance and does not always come to the surface right near the leak. Once located, the property owner will be notified to contact a licensed plumber to make repairs to the leaking service line.

What if my service line starts to leak and water is not coming to the surface of the ground?

During our routine leak survey of the distribution system, using electronic leak detection equipment, leaks are sometimes located that don't come to the surface. Our leak detection personnel will attempt to determine the source of leaking water and inform you of its general location.

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 property owner is responsible for protecting the meter from freezing temperatures and providing access to the meter and meter reading equipment. The water meter is owned by DMWW. If you need additional assistance, please call (515) 283-8771.

Des Moines Botanical Center Events

Colors Alive! 2011: "Falling Colors"

Everyday September-November • 9:00 am-5:00 pm

Greens, purples, oranges, reds and hot pinks bring fall alive. Falling leaves, a unique stream and a pumpkin tree are the main attractions. Learn about trees, plants and crops in this season of changing colors. *Designed by Horticulturist, Karey Alvarado.*

Toddler Time

September 27 & October 25 • 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 1-3 are \$1.00, regular admission rates apply for other children and adults.

Fall Bulb Mart

September 30-October 1 • 9:00 am-5:00 pm

October 2 • 12:00 pm-4:00 pm

Plant bulbs now for a beautiful spring show. Choose from 40,000 bulbs in greenhouses 4 and 5. Most are hardy perennials that are resistant to deer, rabbits and other pests. Experts will be on hand to answer questions.

Fall Harvest Festival

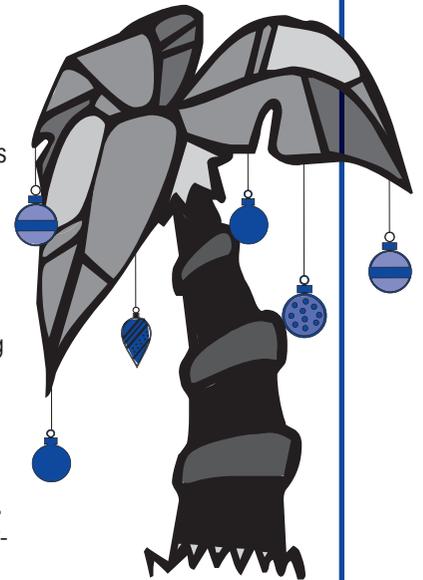
October 16 • 1:00-4:00 pm

Celebrate fall at the Des Moines Botanical Center with a fun-filled family event. Enjoy the familiar sounds of Freight Train Frank while sipping on hot apple cider with popcorn and a hot dog in hand. The kids are sure to have a great time as Tulip the Clown twists and ties up balloons, take a train ride and enjoy other fall activities. Regular admission; food and beverages available for purchase.

Thinking of the holidays already? The kids may have just gone back to school, but now is the perfect time to plan ahead for your family or company holiday parties. How about the holidays in the tropics?

With its lush landscape and beautiful flowers, the Des Moines Botanical Center is one of the most exotic backdrops for any event. The tropical Dome and accommodating event rooms are available any day or evening throughout the week for groups up to 200. The Botanical Center offers free parking, event planning services and on-site catering.

Throw a celebration everyone will remember for years to come! For more information, contact an event coordinator at (515) 323-6290 or visit www.botanicalcenter.com



Des Moines
Water Works
Water You Can Trust for Life

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