

News and Updates from  
Des Moines Water Works

**SEPTEMBER  
2021**

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## DMWW launches enhanced website

**D**es Moines Water Works' website has a new look with a cleaner layout, simplified navigation and customer notification features.

Check out some of the new features:

### Languages

Click the drop-down translate icon at the top right corner to translate the website to more than 80 languages.

### Quick Links

Visitors will find most frequented features and topics in the scrolling "Quick Links" tool bar, located either on the left side of the homepage if viewing on a desktop or under the homepage

feature picture if viewing on a mobile device. Some of the Quick Links include:

● **Pay My Bill & Account Sign In:** Log-in to your established DMWW Invoice Cloud account. Make a one-time payment, or register your account for the first time to take advantage of secure and convenient payment features through Invoice Cloud.

● **Water Outages & Advisory Areas:** View the status of current emergency or scheduled water outages and advisory areas made by DMWW's automated notification system.

● **Notify Me:** Interested persons can sign up for email and/or text alerts for specific updates to the website that include news releases, Board of Water Works Trustees meetings, bids and requests for proposal.

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# Strategic Plan nears completion

The Strategic Planning process has gleaned thousands of responses from community advisory groups, customers, retirees and our employees. Thank you to everyone who participated.

HDR Inc., the consultant Des Moines Water Works has hired to help create the plan, is now in the process of analyzing the responses and feedback to help DMWW's Senior Management Team crystallize how the utility will continue to lead locally and regionally to best serve its customers' needs, while being good stewards in managing our water resources.

The experiences of our customers and employees; focusing on diversity, equity and inclusion; as well as, accessibility to water and best use practices of our natural resources continue to be top values for DMWW.

The final 2021 Strategic Plan will be completed by the end of September. It will detail the utility's goals for the next five years and what steps will be taken to reach those goals.



## Improvements set for Purple Martin Lake

The Iowa Department of Natural Resources has started two projects at Purple Martin Lake to make the area more accessible to users.

Private donations will pay for a new kayak approach and launch dock, along with a grass trail around both lakes with a water crossing near the Raccoon River.

Des Moines Water Works owns the site, which is a former sand, rock and gravel quarry across Interstate 35 from Crystal Lake. The site is a drinking water resource, as well as a place to hike, jog, walk and use non-motorized recreation on the water. The IDNR has maintained the site since a 2017 agreement.

It is named after the Purple Martin bird species and has several birdhouses and an area for visitors to view the birds. The Purple Martin is the largest North American swallow, but its population has been in decline in parts of the continent. It relies almost entirely on human-supplied housing. An IDNR grant paid for installation of the Purple Martin houses.

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### Water Quality

DMWW's website continues to provide daily water quality data for various parameters (pH, hardness, nitrate, etc.) by water treatment plant or by water source. Learn more at: [www.dmww.com/water\\_quality/water\\_quality\\_data.php](http://www.dmww.com/water_quality/water_quality_data.php)

### Consumption Alert Request

A returning customer feature – Consumption Alerts ([www.dmww.com/customer\\_service/consumption\\_alert\\_request.php](http://www.dmww.com/customer_service/consumption_alert_request.php)) – allows customers to submit a request to be alerted of a daily consumption threshold. The daily threshold is a water consumption amount set by the customer (typically set to normal daily usage), and if exceeded, an automated alert will be sent via email.

Customers may not be aware of a leaky toilet until they get their water bill and discover their consumption has doubled or even tripled from their normal amount. A consumption alert allows customers to be notified as a leak is occurring and promptly correct it, which prevents wasted water and avoids receiving a large bill.

Visit [www.dmww.com](http://www.dmww.com) to learn about water service, water quality, DMWW parks, job opportunities and much more.

If you require additional assistance on your DMWW account or other topics, contact Des Moines Water Works Customer Service at (515) 283-8700, Monday through Friday 7:30 a.m. to 5 p.m., and a representative will assist you.

