

FLEX-PAY Leads the Way for Convenient Bill-Paying

It's not an offensive football formation (nor is it an offensive term). Rather, FLEX-PAY is a fancy word for convenience, and it's a prime example of how West Des Moines Water Works strives to make life easier for its customers.

With FLEX-PAY, customers can relax knowing that their municipal service bill will be paid automatically from funds in their checking or savings accounts each month. That means no more writing checks, no more paying postage and no chance of payments getting lost in the mail.

"FLEX-PAY remains the easiest and safest way for our customers to pay their bills each month,"



Paying online is just one of six payment options.

said Jerry Stevens, general manager of West Des Moines Water Works. "It's akin to permanently crossing off an item on

your to-do list. The customers who use FLEX-PAY never have to worry about late-fees because forgetting a payment is impossible. People who travel love that their bill gets paid on-time no matter where they are in the world."

Customers participating in FLEX-PAY still receive their monthly municipal services statements—both online and in the mail—before their payments are processed. Deductions are then made on a date selected by the customer so that he/she

knows when the transaction will occur (See the form below for options). To sign up for FLEX-PAY, simply complete the authorization form below and include it with this month's payment. Customers currently paying their bills online should include a voided check when mailing in the completed form.

Debit, Credit, E-Checks and More

FLEX-PAY isn't the only convenient payment method available. For our more computer savvy customers, West Des Moines Water Works also offers online payment via debit card, credit card or e-check. To access online payment, customers need to register on our home page by using information from their bills to create a personal username and password. Once logged in, customers can click "Pay Now" for the three payment options.

Clicking on the e-check payment option will prompt a screen asking for the name of the customer's bank, the bank's routing number as well as the customer's checking or savings account number. This information can be saved for future online payments, making it as simple as clicking "Approve Payment" to complete the transaction. West Des Moines Water Works will always send an email to confirm payment.

"To make the process as easy as possible for customers, the screen that pops up for e-checks is a mock-up of a check, allowing customers to see with a glance at their own checkbook, the information they need to fill in," said Stevens. "E-checks provide another safe and easy way for our customers to make payments practically automatically."

FLEX-PAY (continued on page 2)

FLEX-PAY Authorization Form

Name _____ Daytime Phone Number(s) _____
 Address _____
 City _____ Name of Financial Institution _____
 State _____ Zip _____ Checking or Savings Account Number _____
 Municipal Services _____ Signature _____
 Account Number(s) _____

I would like my account charged on the following date:

Please check one

- Seven days before the due date
 Due date of the bill

I authorize the West Des Moines Water Works and the financial institution named here to initiate variable entries to my checking/savings account.

This authority will remain in effect until I notify the West Des Moines Water Works or the financial institution to cancel it in such time as to afford the financial institution a reasonable opportunity to act.

Also, I agree that I remain obligated to pay for utility services in the event that a charge to my account is dishonored, for any reason, and that the West Des Moines Water Works retains its normal collection rights.

WEST DES MOINES WATER WORKS
 4200 Mills Civic Parkway, Ste 1D • West Des Moines, IA 50265

DID YOU KNOW



West Des Moines Water Works is supported solely by the revenues it generates by supplying water to the community's residents and businesses.

Keep Jack Frost Out of Your Water Pipes This Winter

As the temperature drops, it's important to remember your water pipes. When water freezes, it expands, creating pressure strong enough to burst most any pipe. By taking a few simple precautions you can avoid thousands of dollars in damage.

If you have a frozen water pipe, such as the one to the right, the real mess comes when the pipe thaws, so contact a professional plumber for assistance right away.



- Insulate both hot and cold water pipes located in unheated areas such as the basement, attic, garage, crawl spaces, and under kitchen and bathroom cabinets. For exposed pipes, install specific products made to insulate water pipes such as a pipe sleeve, heat tape or a heat cable.
- Keep garage doors closed if there are any water supply lines located in the garage.
- Keep the thermostat set to the same temperature during the day and at night. If you will be going away this winter, leave the heat on and set it no lower than 55 degrees Fahrenheit.

The Water Works Board of Trustees at Your Service

The West Des Moines Water Works is owned by you, the citizens of West Des Moines, but you're not expected to keep the place running on your own. In your stead, West Des Moines Water Works is managed by a professional staff and governed by a five-member Board of Trustees. Board members are appointed by the mayor and approved by the city council for staggered, six-year terms.

If you have comments or concerns for the board, you are invited to share them during the Citizen's Forum portion of each Board meeting. These meetings take place at 4 p.m. on the third Monday of each month at the A. C. Ward Municipal Water Treatment Plant Conference Room, 1505 Railroad Avenue. If you are unable to attend but would like to address the Board, you may contact them at waterworks@wdmww.com or 515-222-3516.

Board of Trustees Rewards Habitual On-Time Payers

If you've paid your West Des Moines municipal service bill on time for 36 continuous months, the Board of Trustees is rewarding you. Habitual on-time payers are receiving an



early refund on their deposits. If you have not already received a refund, it will be applied to a future bill. The Water Works typically applies deposit refunds to a customer's final bill.

Life's Hard Enough; We Make Paying Bills Easy

FLEX-PAY (continued from page 1)

Payment by credit or debit card is available through a link to Official Payments Corporation (OPC). A nominal fee is charged by OPC for each credit or debit card transaction to cover the cost of processing credit cards. Customers may also use their cards to pay for bills by calling (800) 272-9829. When prompted by the operator for a jurisdiction code, enter 2503.

Customers who prefer to pay the traditional way may continue to mail their payment directly to the

Water Works payment processing center using the envelope enclosed with their bills.

Finally, payments may also be dropped off at the Water Works front desk during office hours (8 a.m. to 5 p.m. Monday through Friday), or in the 24-hour payment depository located outside the main entrance to West Des Moines City Hall.

Contact West Des Moines Water Works customer service at 515-222-3460 or waterworks@wdmww.com if you have billing questions or want additional information on payment options.

WEST DES MOINES WATER WORKS 4200 Mills Civic Parkway 515-222-3460 fax 515-222-3378 www.wdmww.com

WATER TREATMENT AND DISTRIBUTION 1505 Railroad Avenue 515-222-3465 fax 515-222-3469 TDD 515-222-3334

WEST DES MOINES WATER WORKS E-PAY: WDMWW.COM



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