

WE'RE MOVING!

Water Works Offices are Moving to A.C. Ward in October

This fall West Des Moines Water Works is moving out of City Hall, its home for the past 15 years.

The utility's new, temporary location will be at the **A.C. Ward Municipal Water Treatment Plant at 1505 Railroad Avenue** starting October 29.

A major construction project at City Hall precipitated the decision to move. This fall, the city will begin a significant renovation of the building's heating, ventilation and air conditioning (HVAC) system.

The Board approved the move at its August 20th meeting.

"This decision represents the coalescence of several factors," explained **Diana Wilson**, general manager of the Water Works. "The renovation at City Hall coupled with the city's need for more space as well as our desire for a more efficient and effective working environment were all considerations."

EXPLORING BUILDING NEW OFFICES

In the meantime, the Board of Trustees has empowered Wilson and the staff to perform a feasibility analysis for constructing new offices on the land already owned by the Water Works.

"We will be working with an architect to conduct a thorough analysis of how much space we need and how much it will cost to build," Wilson noted. "The site near the treatment plant offers a tremendous advantage to our ratepayers in that we avoid significant costs associated with acquiring land."

WDMWW owns its office suite in the City Hall building and has agreed on a sale price with the City. The transaction is expected to be completed by the end of 2018.

"They are bursting at the seams, and we would like to be closer to our treatment facilities. It's a



WDMWW will temporarily move its business offices to the A.C. Ward Municipal Water Treatment Plant. Trustee board meetings will be held next door at Fire Station #17.

win for all involved, including our customers," Wilson added.

The flood of 1993 forced the Water Works from the long-time home of its administrative offices. After several years in the West Des Moines Library complex, Water Works acquired its existing site in City Hall.

Beginning on Monday, October 29, municipal service payments will be accepted at the A.C. Ward offices 7:30 a.m. to 4:00 p.m. For any questions or concerns, please contact: WDMWW customer service at 515-222-3460.



DID
YOU
KNOW



Why are some ice cubes cloudy, while others are clear and sparkly? It's a matter of timing. When water cools rapidly, tiny air bubbles get trapped, creating a cloudy look. You see this in your home ice maker. Crystal clear cubes require slow, layered cooling. This results in fewer tiny air bubbles. And, those that do form can escape.



WDMWW Launches Two Major 'Main' Events in 2018

As it has every summer for the past nearly three decades, West Des Moines Water Works continued to replace old cast-iron water mains with new PVC pipe.

Understanding that the cast-iron mains may become problematic as they now have for many other municipalities, the Board of Trustees chose to take a proactive approach to water main replacement. This initiative was launched in 1989 and has continued ever since.

"This has been a steady process that continually improves and protects our water infrastructure," said William Mabuce, engineering project manager for Water Works. "This year's main replacement was not particularly large, but is occurring on one of the busier thoroughfares."

The water main section on Grand Avenue from Delevan Drive to Wolf Way will be replaced with



Water main work on Veterans Parkway included several water hydrants for improved fire safety.

construction starting in September. The project replaces a six-inch undersized cast-iron connection main with a 12-inch pipe. The larger main will better suit the needs of the area. The construction should be completed in the fall.

In addition, Water Works recently completed a construction project that extended a trunk main more than a half-mile to the north on Veterans Parkway from Southeast Willow Creek Drive.

"This is a significant project that will serve three planned residential developments with more than 180 homes," Mabuce added.

The Veterans Parkway extension is part of the South Area Fee District. In keeping with the Water Works' long-established practice, the new extension main was paid for by the benefiting project developers, not Water Works ratepayers.

Helping Others When You Pay Your Municipal Services Bill

When you open your water bill each month, you have the opportunity to help West Des Moines families in need.

From late April through the early fall, water bills tend to rise as usage increases with the season. Unfortunately, not everyone has the means to cover their entire bill. To help those in need avoid disconnections and late fees, Water Works offers the opportunity for those with means and inclination to add a little extra to their water payments.

"An important part of a healthy and thriving community is putting people who want to help with those families who are struggling and can benefit from the generosity," said Josh Heggen, WDMWW business manager. "West Des Moines Human Services does that."

In 2017, WDMWW customers donated \$3,581.88 in their municipal services payments. West Des Moines Human Services put the contributions to work, helping 319 households in a variety of ways.

"It's impressive and commendable that so many Water Works customers choose to help" Heggen observed. "People often think of West Des Moines as an affluent suburb, yet the city is far more diverse and complex than that image."

If you want to lend a helping hand to families in the community, you will see a simple box on your water bill that you can fill in to add a donation to municipal services payment. You may also give electronically at wdm.ia.gov/human-services and click "Donate Now!" and follow the prompts.

WATER METER INFORMATION		Usage One Year Ago	Your Average Usage
Current Reading	Gallons Used	2,000	1,538
345,000	1,000	IMPORTANT MESSAGES	
<p>YOUR WATER USAGE</p>			
<p>- THIS IS A DUPLICATE BILL.</p> <p>- This bill includes charges from irrigation account 63-1906.</p> <p>- Water Works will be flushing hydrants April 23-May 14. Please refrain from using the water for a short time if you should notice any discoloration. Call us at 222-3450 for more information.</p>			
<p>Please detach and mail this portion with your payment to ensure proper credit to your account.</p> <p>tax-deductible contribution to West Des Moines Human Services</p> <p>DUE DATE</p> <p>April 16, 2018</p>		<p>TOTAL BALANCE DUE</p> <p>\$38.60</p> <p>TOTAL ENCLOSED</p>	
<p>WDMWW Customer</p> <p>222 22nd Street</p> <p>West Des Moines, IA 50266</p>			

Where Does Your Water Go? How Does Your Home Compare?

Water is not just a finite resource, it's the ultimate example of recycling: What we have today is all we have tomorrow and 10,000 years from now. It's a closed system; what fell today will evaporate and return as rain or snow.

Water shortages generally mean that water isn't where it is wanted or needed and that it isn't fit for consumption, sometimes referred to as potable. Oceans seem to have plenty of water; while California and Arizona often find themselves a little short of fresh water, which constitutes 1 percent of all the Earth's water no matter where you live.

"No matter how many times I hear the facts; it still amazes me how little of the Earth's fresh water is actually available to us," noted **Diana Wilson**, general manager of West Des Moines Water Works. "Safe, potable drinking water typically is under-appreciated as a community asset. Yet, a staggering number of people around the world don't just walk over to a tap in the next room for the water they need."

Growing awareness about water disparity, waste and conservation over the past 25 years has instigated a whole new generation of products designed to better manage water usage. As a result of new federal regulations, residents and businesses have access to a wide array of water-efficient appliances including toilets, faucets, washing machines and dishwashers. Not surprisingly, average house-

hold indoor-water usage declined 22 percent between 1999 and 2016, according to a 2016 report by the [Water Research Foundation](#).

According to facts gathered by the [National Environmental Education Foundation](#), Iowa as a state taps and delivers 198 million gallons of water a day with the typical Iowan using 65 gallons of water a day for drinking, cooking and washing. That amounts to nearly 2,000 gallons per month per person in a household. WDMWW customers don't have to guess how much water their homes and businesses use. Thanks to new metering devices, customers can better see how much water they use and when they use it.

"With the exception of leaks, of course, we know that if you have faucets and toilets made before 1992, you're probably using more water than your neighbor who has updated fixtures," explained **Josh Heggen**, business manager for WDMWW. "The difference in usage after installing water-efficient devices and appliances can be startling."

How does your household compare to the average? Here's a breakout of how much water is used for everyday activities. The following chart provides a breakdown of how water is used in the typical household according to the [United States Geological Survey](#). In addition, a number of water-use calculators are available to help you learn more about your water use.

Bath	36 gallons is an average estimate. A full tub can vary greatly in the amount required to fill it.
Shower	Old showers used up to 5 gallons of water per minute. Water-saving shower heads produce about 2 gallons per minute.
Teeth brushing	1 gallon. Newer bath faucets use about 1 gallon per minute, whereas older models use over 2 gallons.
Hands/face washing	1 gallon per wash; could be more depending if and how long you run water while adjusting temperature.
Face/leg shaving	1 gallon per shave. Save water by turning off the faucet while shaving.
Dishwasher	6-16 gallons. Newer, EnergyStar models use 6 gallons or less per wash cycle, whereas older dishwashers might use up to 16 gallons per cycle. EnergyStar dishwashers also save electricity.
Hand-washing dishes	About 8-27 gallons. This all depends on how efficient you are at hand-washing dishes. Newer kitchen faucets use 1.5-2 gallons per minutes, whereas older faucets use more.
Clothes washer	25 gallons/load for newer washers. Older models can use about 40 gallons per load.
Toilet flush	3 gallons per flush. Most new low-flow toilets use 1.6 gallons per flush, but many older toilets used about 4 gallons per flush.
Water you drink	.5 gallons per day, depending on your thirst and adherence to the 8 x 8 rule. This doesn't count water used in cooking or to keep pets hydrated.

DID
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If you've ever had anyone tell you that drinking water after a meal will interfere with good digestion, pay NO attention. There's no concern that water will dilute the digestive juices or interfere with digestion, according to Mayo Clinic. In fact, drinking water during or after a meal actually aids digestion. Water helps break down food so that your body can absorb the nutrients.



Source: Michael F. Picco, M.D., www.mayoclinic.org

Changes on WDMWW Board of Trustees: Brian Rickert Elected Chairman and Mary Thomsen Appointed to a Six-Year Term

The Board of Trustees of West Des Moines Water Works elected **Brian Rickert** as its new chair. Mr. Rickert previously served as vice chair of the board and has been a member since January 2009. He will also continue to chair the board's personnel and compensation committee and serve on the planning and regionalization committee.



Mr. Rickert is an attorney with Brown Winick law firm in Des Moines, focusing on litigation and business law. His client list includes companies from Iowa and across the Midwest. He succeeds **Karen Novak**

Swalwell as chair.

Ms. Novak Swalwell, who served as a WDMWW trustee for 12 years, was the first woman to be appointed to the board, and in 2005, she became the first woman elected as chairperson. During her tenure, she guided the utility through a number of changes and improvements.

West Des Moines Mayor Steve Gaer appointed **Mary Thomsen** to the board for a six-year term starting on 2018 that will expire in 2024. She will serve on the operations and customer and community relations committees.

Ms. Thomsen is the president and CEO of Barker Lemar Companies, which include Barker Lemar Engineering and Barker Lemar Petroleum Services. These companies provide environmental consulting and engineering services, as well as retail petroleum repair and construction services throughout the Midwest. A graduate of Texas A&M, Ms. Thomsen has lived in West Des Moines since 2000. She serves on the advisory boards of West Des Moines Leadership and American Trust, and also is an active member of several organizations dedicated to quality of life.



The West Des Moines Water Works is owned by the citizens of West Des Moines and governed by a five-member board of trustees. Appointed by the mayor and approved by the city council for staggered six-year terms, the trustees formulate policies and govern the operations of the water utility. Managed by a professional staff, West Des Moines Water Works is self-supporting with its operations financed solely with the revenues it generates supplying water to the community's residents and businesses.

The other trustees are **Scott Brennan**, **Jody Smith** and **Gretchen Tegeler**.

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WDMWW offers a variety of ways to "Go Green." A click of the mouse and a simple online registration allows customers to save time, postage and paper. Some of the services you will receive by registering are:

- Online Bill Delivery
- Bill Review
- E-Check Payments (Free!)
- AUTO-PAY (Free!)
- Payment History
- Usage History

Start the registration process by logging onto www.wdmww.com and simply follow the prompts in the aqua **Customers** section under **PAY BILL** or **GO PAPERLESS**. Registration may also be completed in the green **My Account** section; a Click Here will allow you to register your account. Once registered, the My Account Login button is the go-to place to access all the **GREEN** benefits.

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