

## Water Works Offers \$5 to Go Paperless

As the world goes digital, more and more Water Works customers indicate they want to dispense with traditional hardcopy bills and payments in favor of a totally paperless system.

As a result, the West Des Moines Water Works has made payment ease and options a



customer service priority over the past 10 years. Customers can pay their monthly bills in a number of ways including electronic transfers, e-checks, credit cards and, of course, with old-fashioned paper checks or cash.

### Flexibility and Convenience

“We started online billing several years ago, which reduces costs while providing our customers with more convenience and ease,” noted Jerry Stevens, general manager of West Des Moines Water Works.

For our customers who want to take the next step and go completely paperless, we are offering a special incentive. Sign up during July or August and we will give you a one-time

**\$5-rebate** on your monthly West Des Moines municipal services bill.

Paperless billing means that customers will no longer receive their water bills through the mail, but rather will be notified by e-mail that their municipal service bills are ready for viewing. Naturally, people can print their bills from their home computers or simply file them electronically, whichever works best.

### No More Paper Bills, Envelopes or Stamps

“In addition to saving paper, processing time and postage, paperless billing is better for the environment and reduces our collective carbon footprint,” Stevens added.

Moreover, paperless, online statements and payments mean no more misplaced bills, easy access for viewing and better file management. Individual customer bills remain available online for up to 24 months.

Water Works will continue to offer traditional billing, so if a customer tries paperless and decides that he or she doesn't like it, it's possible to revert back.

“We already have a number of customers who have chosen online bill viewing and paying.” Stevens added. “Our summer paperless initiative makes it easier to sign up and offers customers a little incentive to do so. We hope to see a spike in sign-ups.”

- ◆ No more paper bills to sort and file.
- ◆ Exact copy of water bill available at any time. (24 months of billing history)
- ◆ Email reminder when bill is ready to view.
- ◆ Better data protection and security.

## “How-To” Steps for Going Paperless

To register for your paperless account, go to [www.wdmww.com](http://www.wdmww.com) and follow these easy steps: *(Have your account number available.)*

1. Click on the “View and pay municipal services bill” on the top left.
2. The “Welcome-Please Log in or Register” screen will appear.
3. Click on “Click here” to register and fill in the requested information. Check the box for “Online Bill Delivery” to receive a notification e-mail.
4. To complete the registration, you must respond to the confirmation e-mail within 7 days of registering.

DID  
YOU  
KNOW



Next time you shower, consider using only the cold water.

According to *Wake Up World*, (wake-up-world.com) taking alternating cold and warm showers offers some “cool” health benefits improves blood circulation, strengthens immunity, alleviates depression and promotes weight loss.



## Turns Out, Mom Is Right About Drinking From the Garden Hose

**Y**ou may not want to tell her, but Mom was right: Drinking out of the garden hose can make you sick.

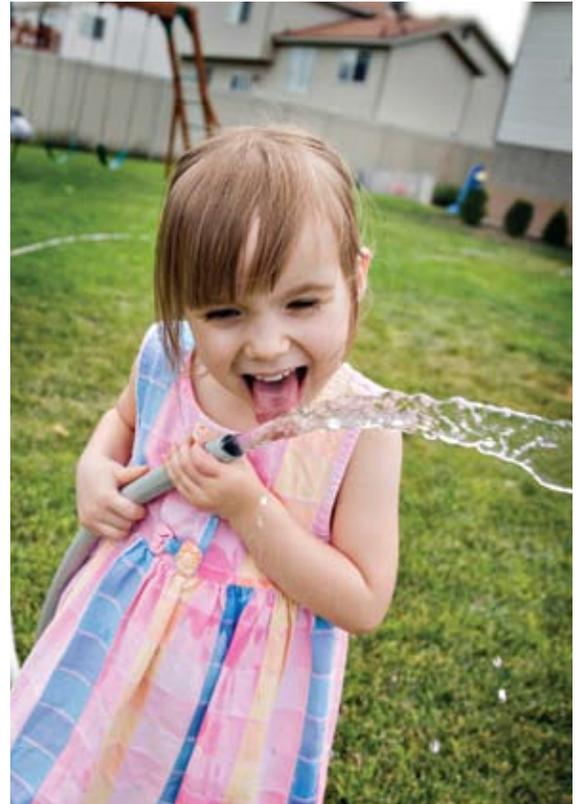
Yes, that’s right, getting a drink from the outside hose when you’re hot and sweaty or filling up the wading pool is a “no-no.”

When you turn off the spigot, some water remains inside the hose. During the summer, particularly if the garden hose is lying on the ground in the vicinity of animal manure or lawn chemicals, the heat makes this stagnant water a hotbed for anaerobic bacteria, which, if ingested, can cause stomach issues, fever and other symptoms.

In addition that innocent-looking water hose with its shiny nozzle is more than likely made of polyvinyl chloride or PVC plastic, which contains lead as a stabilizer. Lead can leach into the hose in as little as a day, exposing someone who drinks from the hose before it has been completely flushed out to potentially harmful levels of lead.

However, (as with most of Mom’s rules there is a “however”) run the water for a couple of minutes to get it nice and cold, and you’ll more

than likely avoid diarrhea and lead poisoning. Another way to make sure that your family and pets are safe is to buy a garden hose that is specifically labeled as “drink-safe” or “safe for potable water.”



## Water Main Replacements Continue in 2012

**T**he West Des Moines Water Works has been steadily upgrading its water system by replacing the city’s older unlined cast iron mains with new PVC plastic pipes. While the older mains, which date back 40 to 85 years, remain functional and perfectly safe for delivering water, they can cause rusty water.

Three areas were targeted this year with the first two projects already completed. All of the old water mains were unlined cast iron. Some of the mains experienced frequent breaks, as a result of age.

**Phase I** — Replaced 500 feet from 930 Briar Ridge to 1020 Briar Ridge. The area had extensive main breaks with four in the past year.

**Phase II** — Woodland Avenue, replaced 400 feet from 17<sup>th</sup> Street to 18<sup>th</sup> Street. The main caused rusty water and had several main breaks. Water flow was increased by tying into a 12-inch PVC main.

**Phase III (under way)** — Replacing 800 feet of main on Giles Street from 31<sup>st</sup> Street to 33<sup>rd</sup> Street. The replacement with a larger PVC main will address rusty water issues.

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