

AUTOPAY**Billing Date:** 2/13/2023**Due Date:** 3/10/2023

2201 George Flagg Parkway | Des Moines, Iowa 50321-1190
 (515) 283-8700 | www.dmww.com

Customer # : 0238376 | Account #: 072750

Use 0238376072750 for online banking payments.

INGERSOLL LAND**Service Address: 1905 INGERSOLL AVE**

Prior Balance	Payments Received	Balance Forward	Adjustments	New Charges 3/10/2023	Total Amount Due
\$463.69	-\$463.69	\$0.00	\$0.00	\$433.69	\$433.69

CITY OF DES MOINES CHARGES

Storm Water \$405.32

CITY OF DES MOINES CHARGES \$405.32

Sales Tax \$28.37

TOTAL NEW CHARGES DUE \$433.69**A MESSAGE FROM DES MOINES WATER WORKS**

Detach stub along perforation and enclose with your payment.

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Balance Forward	New Charges & Adjustments Due 3/10/2023	Total Amount Due
\$0.00	433.69	\$433.69

INGERSOLL LAND
 C/O OREM-ARTISAN
 P.O. BOX 71274
 CLIVE IA 50325

Amount Enclosed

**AUTOPAY
DO NOT PAY**



0238376072750 1 000043369 000043369 000043369

Payments:

- Payments received after 6:00 PM will be processed the next business day.
- Payments may be made in the office or by mail, Direct Pay, credit card, or electronic check.
- Any past due amount is subject to collection procedure as specified by DMWW Board of Trustees.
- Payment for a termination notice must be made electronically or at Des Moines Water Works' office.

Charges and Fees:

- **Availability fees:** Cover the cost of providing service regardless of usage and are based on the size of meter(s) at the property.
- **Capital Improvement Fee:** This fee is necessary to replace aged water mains in this service area and allow for system expansion or fire protection.
- **Sewer, Solid Waste, and Storm Water Charges:** Where applicable, these charges are collected for the city or district providing these services to you as indicated on the front of the statement.
- **Delayed Payment Fee:** When payment is not received in our office by the due date, a delayed payment fee of 5% will be assessed.
- **Non-Sufficient Funds Fee:** Any check returned or any automatic withdrawal denied due to non-sufficient funds or a closed account, will incur a charge to your DMWW account as provided by state law.

Sales Tax:

- All applicable state and local taxes are collected on water, sewer, solid waste, and storm water charges.

Transfer to Tax Lien:

- When charges are not paid, a tax lien may be placed against the property per Iowa Code, Section 384.84.

Rules & Regulations:

- The full text of DMWW's Rules & Regulations can be found at <https://bit.ly/3Aq5Umo>

Estimates/Adjustments:

- During any period, which Des Moines Water Works is unable to obtain a good meter read, your bill will estimate based on the consumption history for the property. At such time that a good read is obtained, Des Moines Water Works will calculate the amount of actual consumption used during the estimating period and will compare that to the estimated consumption as billed. A true up will be calculated, and you will receive a credit on your next billing statement for any consumption overestimated or an increase adjustment to your bill for any consumption underestimated.
- In the event of errors in the amount billed for water service, the amounts due to/ from your bill shall be subject to retroactive adjustment for a period of not more than five (5) years prior to the date of discovery of the error.

Contact Us:

- Business Hours: 8:00 a.m. to 4:30 p.m. Monday - Friday
- Phone: (515) 283-8700
- Emergency Phone: (515) 283-8772
- Website: www.dmww.com
- Email: customerservice@dmww.com
- If you would like to share your recent customer service experience with a management representative, please contact the Director of Customer Service and Marketing at (515) 283-8700.

Nature of Delinquency & Right to Hearing:

- When you receive a notice of termination due to delinquent utility charges, you have the right to a hearing to dispute the charges. To request a hearing, contact the Director of Customer Service at (515) 283-8700 prior to the termination date.

Water Line Protection:

- Des Moines Water Works has selected HomeServe USA, a separate third party, to offer and administer optional Water Line Protection Service to our customers. Contact HomeServe at (855) 695-1493 if you have any questions about the coverage.

