

AUTOPAY

Billing Date: 3/28/2023

Due Date: 4/24/2023

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

Customer #: 0223419 | Account #: 036892

Use 0223419036892 for online banking payments.

THE VILLAGE AT GRAYS LAKE LLC

Service Address: 2270 BELL AVE

| Prior Balance | Payments Received | Balance Forward | Adjustments | New Charges 4/24/2023 | Total Amount Due |
|---------------|-------------------|-----------------|-------------|-----------------------|-------------------|
| \$15,055.50 | -\$15,055.50 | \$0.00 | \$0.00 | \$3,364.22 | \$3,364.22 |

DES MOINES WATER WORKS CHARGES

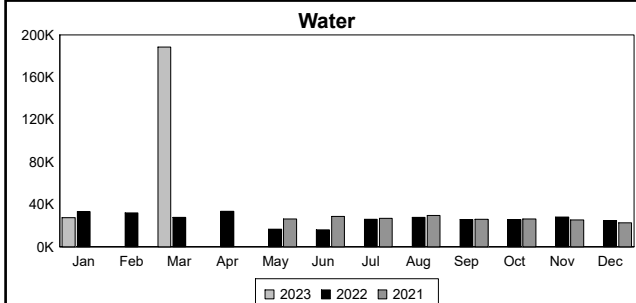
| | |
|---------------------------|------------|
| Water Capital Improvement | \$48.91 |
| Water Availability | \$22.00 |
| Water Consumption | \$1,042.84 |
| Fire Service | \$170.00 |

DES MOINES WATER WORKS CHARGES \$1,283.75**CITY OF DES MOINES CHARGES**

| | |
|-------------------------------|------------|
| Sewer Deduct | \$0.00 |
| Sewer | \$1,867.98 |
| Sewer Customer Service Charge | \$4.40 |

CITY OF DES MOINES CHARGES \$1,872.38

| | |
|------------------|----------|
| Water Excise Tax | \$77.03 |
| Sales Tax | \$131.06 |

TOTAL NEW CHARGES DUE \$3,364.22**USAGE HISTORY****A MESSAGE FROM DES MOINES WATER WORKS**

| SERVICE | METER NUMBER | BILLING PERIOD | | DAYS | METER READING | | | USAGE | |
|--------------|--------------|----------------|------------|------|---------------|---------|--------|--------|---------|
| | | From | To | | Previous | Current | | CF | Gal |
| Water/Sewer | 61224575 | 02/28/2023 | 03/28/2023 | 28 | 28913 | 58570 | Actual | 29,657 | 221,849 |
| Sewer Deduct | 60460724 | 02/27/2023 | 03/28/2023 | 29 | 652150 | 652150 | Actual | 0 | 0 |

Detach stub along perforation and enclose with your payment.

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THE VILLAGE AT GRAYS LAKE LLC

Service Address: 2270 BELL AVE

| Balance Forward | New Charges & Adjustments Due 4/24/2023 | Total Amount Due |
|-----------------|---|-------------------|
| \$0.00 | 3,364.22 | \$3,364.22 |

THE VILLAGE AT GRAYS LAKE LLC
OREM-ARTISAN
P.O. BOX 71274
CLIVE IA 50325

Amount Enclosed

AUTOPAY
DO NOT PAY



0223419036892 3 000336422 000336422 000336422

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.

