DES MOINES WATER WORKS
Board of Water Works Trustees

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N E W S R E L E A S E

FOR IMMEDIATE RELEASE:

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Des Moines Water Works Issues Public Notification of Turbidity Violation

DES MOINES, Iowa (December 13, 2013) – For a brief period on December 12, 2013, process conditions at the Fleur Drive Water Treatment Plant lead to the formation of microscopic calcium carbonate particles in a small percentage of drinking water leaving the plant. These particles were detected by continuously operating turbidity monitoring equipment. While customers will likely not be able to detect these particles, DMWW is required to provide public notification. Customers do not need to boil their water or take any other actions. **Please see attached public notice document**.

"Careful control of pH levels is an essential part of the water softening process at the Fleur Drive Treatment Plant," said Bill Stowe, CEO and General Manager, Des Moines Water Works. "For a brief period of time, the pH level within the softening process was above normal levels. Once proper pH levels were restored, turbidity levels returned to normal levels."

If customers in central Iowa have questions about whether they receive water produced by Des Moines Water Works they can contact their water provider. Communities and systems served by Des Moines Water Works include Alleman, Ankeny, Bondurant, Clive, Cumming, Johnston, Norwalk, Pleasant Hill, Polk City, Runnells, Urbandale, Warren Rural Water, Waukee, West Des Moines, Xenia Rural Water, and un-incorporated areas of Polk and Warren Counties.

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About Des Moines Water Works
Des Moines Water Works (DMWW) is a municipal water utility serving the citizens of Des Moines and surrounding communities (approximately 500,000 people). DMWW is an independently operated public utility with a commitment to leading, advocating and investing today and in the future to deliver water you can trust for life.