

## STAY INFORMED

### City Website

General information, meeting agendas, events, special notices and permit & registration forms may all be accessed on the city's website. In addition, there are several community links available through this site to assist you. Go to: [www.norwalk.iowa.gov](http://www.norwalk.iowa.gov).

### You can find additional City Information at all of the following locations

#### City Council Meetings

1st & 3rd Thursdays of each month

#### Facebook

City of Norwalk, Iowa - City Hall  
Norwalk Police Department, Iowa  
City of Norwalk Parks and Recreation  
Norwalk Easter Public Library  
Norwalk Fire Department

#### Twitter

@NorwalkCH  
@NPDIowa  
@NorwalkFD

#### Digital Sign at City Hall

#### Public Notice Board at City Hall

#### Water Bills

#### Newspapers

North Warren Town and County News  
Indianola Record Herald

#### Norwalk Chamber of Commerce

email blasts

#### Email Newsletters

Norwalk Parks and Recreation  
Norwalk Notes

#### City Newsletter

Norwalk Living Magazine

## FOR YOUR CONVENIENCE

Bill Options for City Utilities:

### SURE-PAY

It's easy, convenient and free! Just complete the authorization form located on the city's website and mail or drop off at City Hall along with a voided check from your financial institution showing your account number and bank routing number. You may also sign up with a credit card. The amount will be deducted on the date the bill is due.

### Credit/Debit Card Payments

Residents may use their Mastercard, Visa or Discover credit or debit card for payment of their city utility bill or city parking ticket. Parks and Recreation programs and events can also be paid by Mastercard/Visa/Discover credit or debit card at the Park and Recreation Office.

### Online Bill Pay

To pay your bill or view your account online, visit our website at [www.norwalk.iowa.gov](http://www.norwalk.iowa.gov) and click on Online Services.



city of norwalk  
705 north ave. • norwalk, iowa 50211  
ph: 515.981.0228 fax: 515.981.0933  
[www.norwalk.iowa.gov](http://www.norwalk.iowa.gov)

**norwalk** is “a growing city that has held on to its small town charm”—that is how most people would describe Norwalk, Iowa. With a growing population of approximately 9,600, Norwalk is located in northwestern Warren County just minutes from West Des Moines, downtown Des Moines and the Des Moines International Airport. Norwalk is part of the Des Moines metropolitan area. The Highway 5 bypass provides convenient access to Interstate Highways 35 and 80.

Norwalk offers excellent schools, low crime and affordable taxes. We strive to maintain our small town atmosphere while offering unique advantages that provide business, personal and professional growth opportunities. Come visit our community and you will find Norwalk, Iowa, a great place to live, work and play!

## CITY GENERAL INFORMATION/DIRECTORY

### City Council Meetings

Meetings are held on the 1st and 3rd Thursdays of each month at City Hall.

### Planning & Zoning Meetings

Meetings are held on the 2nd and 4th Mondays of each month at City Hall.

#### CITY DEPARTMENTS:

City Manager, City Clerk	981.0228
Community Development	981.9530
Public Works	981.0228
Parks & Recreation	981.9206
Library	981.0217
Police (administration)	981.0666
Fire (administration)	981.4316
Pool	981.4002
Non-Emergency Dispatch	222.3321

## PLEASE TAKE NOTE OF THESE ITEMS

**SNOW ORDINANCE** (in effect as soon as snow emergency is declared until snow emergency is lifted) - Please check the City website to see when the snow ordinance is in effect and has been removed.

**SNOW REMOVAL** (parking)  
No person shall park, abandon or leave unattended any vehicle on any public street, alley or City-owned off-street parking area during any snow emergency. When predictions or occurrences indicate the need, the Public Works Director or his/her designee shall initiate a snow emergency and inform the news media to publicize the snow emergency. The snow emergency shall remain in effect until the Public Works Director or his/her designee declares it over.

**DUMPING OF SNOW** (street)  
It is unlawful for any person to throw, push, or place or cause to be thrown, pushed, or placed, any ice or snow from private property, sidewalks or driveways onto the traveled way of a street so as to obstruct gutters, or impede the passage of vehicles upon the street or to create a hazardous condition therein; except where, in the cleaning of large commercial drives in the business district it is absolutely necessary to move the snow onto the street temporarily, such accumulation shall be removed promptly by the property owner or agent. Arrangements for the prompt removal of such accumulations shall be made prior to moving the snow.

**REMOVAL OF SNOW, ICE AND ACCUMULATIONS** (sidewalk)  
It is the responsibility of the abutting property owners to remove snow, ice and accumulations promptly from sidewalks. If a property owner does not remove snow, ice or accumulations within twenty-four (24) hours, the City may do so and assess the costs against the property owner for collection in the same manner as a property tax.



**ANIMAL CONTROL ORDINANCE** The City of Norwalk requires residents to license all dogs over six months old. The annual license fee is \$20.00 and only \$10.00 if the animal is spayed or neutered. There is a three-month grace period for renewals with penalties beginning April 1. Proof of current rabies vaccination and spay or neutering must be provided when licensing the animal. Any stray and/or unattended animals may be subject to seizure and impoundment. Call City Hall at 981.0228 ext. 2221 with questions.

**NO-BURNING ORDINANCE** No open burning is allowed in city limits. All exceptions must be granted a permit. Call the Fire Department at 981.4316 with questions.

**METRO PARK EAST LANDFILL** Norwalk residents may use services provided by Metro Waste Authority located at 12181 NE University Avenue in Mitchellville. Contact Metro Park East Landfill at 515.967.2076 for guidelines and pricing or visit their website at [www.mwatoday.com](http://www.mwatoday.com).



**SPRING CLEANUP PROGRAM** Every spring a curbside pickup of large, non-hazardous items such as furniture is available for residents. Fees apply to electronics disposal. An appliance, electronics and household hazardous waste event drop off will be provided.

**GARBAGE PICKUP** Solid waste is picked up on Tuesdays and Wednesdays starting **at 7:00 a.m.** Residents who live on the West side of Hwy 28 are collected on Tuesdays and those living on the East side are collected on Wednesdays. Large items and extra bags will only be picked up if they have a large item or extra trash bag sticker attached. These stickers may be purchased at City Hall, Scott's Foods or Fareway. For more information, contact Metro Waste Authority at 244.0021.

**CURBSIDE RECYCLING PROGRAM**  
Metro Waste Authority provides residents with curbside pickup every other week on your collection day for recyclable items. For a list of recyclable items, you can visit Metro Waste Authority's website at [www.mwatoday.com](http://www.mwatoday.com) or call 244.0021.

**COMPOST IT!** Yard waste pickup is available to Norwalk residents. COMPOST IT! materials are picked up between April and November. All yard waste must be placed at the curb **by 7:00 a.m.** on your collection day. If you use COMPOST IT! bags, you do not need a sticker on the bag. If you use any other brown yard bag, you must put a COMPOST IT! sticker on the bag. For more information regarding this program, contact City Hall at 981.0228 ext. 2221. Premium service carts are also available.

**NUISANCES/COMPLAINTS** The Development Services Department located at City Hall handles complaints for junk cars, unmowed/untreated weeds, undisposed trash and other property nuisances. Their number is 981.9530. There is also a violation reporting form located on the City's website. You may also contact this department if you have questions regarding building permits, zoning and tax abatement.

**STREETS/TRAFFIC WORK ORDERS** If you have a concern regarding street maintenance, traffic flow or the need for a stop sign, you may contact City Hall at 981.0228.

## CITY AND LOCAL AREA SERVICES

### Water/Sewer Services

Applications for service and billing inquiries are handled at the City Clerk's Office at City Hall, located at 705 North Ave.

**Norwalk Post Office** 981.5398

**Chamber of Commerce** 981.0619

**Norwalk Cemetery** 707.5252

### Electric and Gas Utility Services

MidAmerican Energy 888.427.5632

### Garbage Collection

Waste Management 265.5267

### Local Telephone Service

Century Link 800.244.1111

### Cable Television

Mediacom 800.332.0245

### Curbside Recycling Program

Waste Management 244.7336

### Call Before You Dig

Iowa One Call 800.292.8989

**Lakewood Village Assn.** 287.1804

## WARREN COUNTY DIRECTORY

301 N. Buxton, Indianola

Administration Office 961.1001

Assessor's Office 961.1010

Auditor's Office  
(voter registration) 961.1020

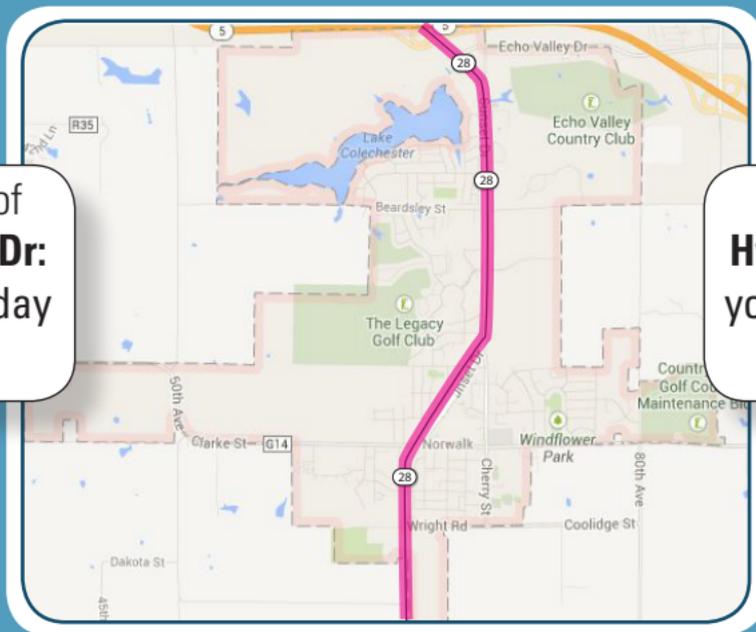
Drivers License 961.1144

Treasurer/Special  
Assessments 961.1110

# Your Collection Day

garbage • recycling • yard waste

You Live **West** of  
**Hwy 28/Sunset Dr:**  
your collection day  
is **Tuesday**.



You Live **East** of  
**Hwy 28/Sunset Dr:**  
your collection day  
is **Wednesday**.

## EXTRA TRASH & LARGE ITEM STICKERS



Purchase stickers for extra trash, large items and

appliances at grocery stores or city hall. For more information, visit [www.WhereItShouldGo.com/largetrash](http://www.WhereItShouldGo.com/largetrash).

## RECYCLING & YARD WASTE

collection occurs the same day as garbage. Recycling is collected every other week.



Yard waste season runs the first week of April through the last week of November.



**Metro Waste Authority**

*We Know Where It Should Go*

300 E. Locust, Suite 100  
Des Moines, IA 50309

### MISSED COLLECTION?

#### GARBAGE:

call ASI at **515.964.5229**

#### RECYCLING & YARD WASTE:

call Waste Management at **515.244.7336**

**Please Note:** All carts and lawn bags must be at the curb no later than 7:00 AM on your collection day.

[www.WhereItShouldGo.com](http://www.WhereItShouldGo.com)

**515.244.0021**



**Metro Waste Authority**

## ENSURE COLLECTION

### Cart Placement Guidelines

The Curb It! program makes it easy to recycle, but we need your help to make it easy to collect. Here's how you can help:

- » Yard waste bags, garbage carts and other objects should be at least **THREE FEET AWAY** from your recycling cart.
- » Your cart should be within **18 INCHES OF THE CURB**.
- » The short **METAL BAR** must face the street.
- » Do not place cart near low-hanging branches.
- » **LID MUST BE CLOSED** to prevent litter.

Correct placement ensures your recycling is picked up in a timely, safe and tidy manner. Failure to do so may mean your recycling will not be collected.



### Correct



MINIMUM 3 FEET

18" FROM CURB

### Scheduled Pick-up Day

Collection occurs every other week on garbage day. Reference the calendar sticker on the lid of the Curb It! cart.

Simply match the color of your recycling cart lid (green or black) to the key on the sticker.



### Pick-Up Time

Recycling carts must be placed at the curb no later than 7 a.m.



**curb it!**  
Recycle and Roll®

### About the Program

Metro Waste Authority initiated the Curb It!™ residential recycling program in 1994. We are proud to bring you curbside recycling, but we aren't doing it alone. We partner with Waste Management of Iowa for collection and Mid America Recycling, which sorts and sells the material for reuse.



### Collection or Cart Issues

Call Waste Management at 515.24.GREEN (244.7336) if your recyclables did not get collected or your cart is damaged.

### What happens beyond your curb?

Your recyclable materials are hauled to Mid America Recycling, where mechanical processes, technology and people sort and bundle them for resale. To learn more about the process, visit [www.WhereltShouldGo.com/curbit](http://www.WhereltShouldGo.com/curbit).

### Want to Recycle Even More?

Metro Waste Authority provides two additional recycling programs.

**Curb It! Extra** – For \$30 year, residents can request an extra cart.

**Curb It! for Business** – For \$40 a year, plus the purchase of up to five carts. Eligible businesses can recycle the same way residents recycle.



**Metro Waste Authority**

[www.WhereltShouldGo.com](http://www.WhereltShouldGo.com)

515.244.0021



## RESIDENTIAL RECYCLING



**Curb It!  
Collection**



**Metro Waste Authority**

## RECYCLABLE



Twist-Top Plastics WITH Caps & ONLY Yogurt & Margarine Tubs (no lids)



Paper Food Cartons (not cylinder shaped)



Glass Jars & Bottles (All colors)



Shredded Paper (Place in a paper sack or box)



Aluminum, Tin & Empty Aerosol Cans



Newspaper, Glossy Inserts & Magazines  
Mixed Paper (Junk mail, phone books, envelopes)  
Cardboard (Break down and cut to fit into cart)



## NOT RECYCLABLE



Plastic Bags or Recyclables in Plastic Bags



Aluminum Foil & Baking Tins



Compostable Cups, Plates, Utensils & Bags



Plastic & Paper Cups, Tubs, Lids & Utensils



Containers for Hazardous Materials



Food Contaminated Items (Pizza boxes, paper plates, napkins)



Plastic Food Containers & Lids, Loose Caps



Styrofoam



Garbage or Yard Debris

## COMMON QUESTIONS

### Why wasn't my recycling picked up?

Call Waste Management at 515.24.GREEN (244.7336).  
**NOTE: Des Moines residents need to call Public Works at 515.283.4950.**

### Where do I take plastic bags to be recycled?

Plastic bags are accepted at local grocery stores. They are not accepted in Curb It! because they get tangled up and damage the sorting equipment at the recycling center.

**TIP:** Ask for paper bags, which are accepted in Curb It! or bring reusable bags.

### Does the three chasing arrows symbol mean something is recyclable?

Unfortunately, this symbol is not regulated, so it can go on any product regardless of whether it truly can be recycled in your local program.



### If I can recycle a No. 1 or 2 bottle, why can't everything with a No. 1 or 2 be recycled?

Plastic bottles, tubs and other containers can vary in consistency after they are melted - even if they are labeled with the same number. Curb It! accepts plastic bottles with twist-off lids, because there is a strong, identified market.

When too many unaccepted plastics are placed in the carts, it contaminates the desired material for reuse and disrupts the sorting process.

**TIP:** Simply recycle plastics with twist-off lids.

WE KNOW  
where  
IT SHOULD

GO

Visit [www.WhereItShouldGo.com/curbit](http://www.WhereItShouldGo.com/curbit) or call 515.244.0021.

## CAN BE placed in bags & carts



✓ Grass & Lawn Clippings



✓ Garden Waste (except if it goes in the house)



✓ Leaves



✓ Flowers



✓ Small Branches & Twigs

## MORE ABOUT COMPOST

Compost is a natural soil amendment made when organic material breaks down. It is an alternative to lawn chemicals and fertilizers and improves soil quality by increasing its capacity to hold water and nutrients.

### Buy Turf Golf Compost

The yard waste collected through the Compost It! program is recycled into Turf Gold Compost. Turf Gold Compost is available for purchase at select retail locations. For more details, visit [www.WhereItShouldGo.com/buycompost](http://www.WhereItShouldGo.com/buycompost).



### Try Backyard Composting

One of the best ways to manage yard waste is through backyard composting. Not only do you save money on yard waste disposal costs, but you create a natural material that can be used for your garden and plants. For more details, visit [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com).



## YARD WASTE COLLECTION



WE KNOW *where* IT SHOULD GO

Compost It!



Metro Waste Authority

[www.WhereItShouldGo.com](http://www.WhereItShouldGo.com)

515.244.0021



  
Metro Waste Authority

# BAG & STICKER PROGRAM

## Three Ways to Participate

If your community participates in the **Compost It!** program, you can recycle yard & garden waste using the Bag & Sticker program three easy ways:

- 1 **Compost It! bags**  
No sticker required.  
**\$8.00 for a bundle of five** (\$1.60 per bag).
- 2 **Generic or store-brand bags**  
Compost It! sticker required for each bag.  
Stickers are **\$1.25 each**.
- 3 **Brush bundles**  
Compost It! sticker required for each bundle.  
Stickers are **\$1.25 each**.

## ENSURE COLLECTION

- » Place at the curb on your regular garbage day (set at least **three feet** apart from garbage and recycling carts.)
- » **BUNDLES:** No more than **18 inches in diameter** and no more than **four feet long**.
- » **BUNDLES & BAGS:** Cannot exceed **40 lbs**.

## WHERE TO BUY BAGS & STICKERS

You can purchase bags and stickers at local grocery, hardware, home improvement and other stores in the metro area. A complete listing can be found on [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com).

NOTE: Sales tax may apply to bags and stickers.



**2016** Compost Season – Mar. 28 to Dec. 2  
Winter Collection – Jan. 2, 2017 to Jan. 13, 2017

# COMPOST IT! CART



## Cart Program

Residents have the option to use a convenient 96-gallon cart, which holds the equivalent of three bags of yard and garden waste. Collection is weekly, on garbage day, during **Compost It! Season**.

Service renewal is official once the new sticker is attached to the cart's lid.

## COLLECTION & PLACEMENT

Yard waste carts are placed at the curb weekly on your regular garbage day for collection (please set them at least **three feet** apart from garbage and recycling carts).

## EXCESS YARD WASTE

Residents with excess yard and garden waste can still participate in the Bag & Sticker program and place bags and stickered bundles at the curb with the cart every week during **Compost It! Season**.



## Pricing by Community

**FIRST-TIME PARTICIPANTS - VARIES BY CITY**  
Enroll through city hall or public works to purchase a cart, and buy the annual sticker for \$105.

- |  |  |
|--|--|
| <b>Altoona</b> / 967.5136<br>\$53 cart purchase/\$63 with delivery | <b>Norwalk</b> / 981.0228<br>\$60 cart purchase/\$80 with delivery   |
| <b>Bondurant</b> / 967.2418<br>\$53 cart purchase                  | <b>Pleasant Hill</b> / 262.9368<br>\$25 one-time start-up fee  |
| <b>Carlisle</b> / 989.3224<br>\$25 one-time start-up fee           | <b>Polk City</b> / 984.6233<br>No cart purchase or start-up fee  |
| <b>Clive</b> / 223.6220<br>\$80 start-up fee                       | <b>Urbandale</b> / 278.3950<br>Two container sizes: 64- and 95-gallon. \$25 one-time start-up fee for both |
| <b>Grimes</b> / 986.3036<br>\$53 cart purchase                     | <b>West Des Moines</b> / 222.3600<br>\$60 cart purchase/\$80 with delivery                                 |
| <b>Johnston</b> / 278.2344<br>\$80 cart purchase                   | <b>Windsor Heights</b> / 279.3662<br>\$80 cart purchase  |

## ANNUAL STICKER RENEWALS

After the initial cart purchase, residents renew cart stickers annually for \$105.

- » Renew online at [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com). (Online renewals include a \$1 credit card processing fee)
- » At your city hall or public works department.

## DES MOINES RESIDENTS ONLY

**Des Moines Public Works** / 283.4950

The City of Des Moines offers a year-round compost cart program to its residents. Contact Des Moines Public Works to sign up and for more information.

64 gallon = \$8.34/month | 96 gallon = \$10.42/month

**ADDITIONAL SERVICES**  
**Metro Hazardous Waste Drop-off (Bondurant)**



**Swap Shop**  
 Residents and businesses can pick up items such as cleaners, varnishes, car wax, garden products, paints and other partially used products. The Swap Shop items are free of charge to the public and inventory changes daily. Metro Waste Authority reserves the right to limit quantities.

**Document Shredding**  
 Residents can drop off confidential documents for shredding. The first 75 lbs. is free per visit, after that a \$0.50/lb. fee is assessed. Please note:

- » **This is not a Certified Document Destruction program.**
- » Shredding is done on site, but residents may not be able to watch the shredding process due to staff availability.
- » Accepted material: Documents and mail containing confidential and personal information such as tax information, bank statements, credit card offers, pay stubs and anything with social security numbers, account information or signatures.
- » NO photos, mailers or magazines. Mail containing addresses are not considered confidential.
- » Residential documents and mail only.

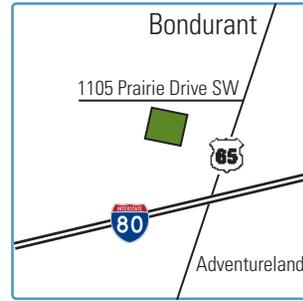


**Mixed Recyclables**  
 Recycling containers are available on site for residents to recycle cardboard, paper, plastic bottles, cans and other materials are accepted in the Curb It! recycling program. View a list of accepted items at [www.WhereltShouldGo.com/curbit](http://www.WhereltShouldGo.com/curbit).

**Goodwill Clothing Box** - A clothing donation box is available on site. Only clothing and shoes accepted.

**Metro Hazardous Waste Drop-Off**

1105 Prairie Dr. SW  
 Bondurant, IA 50035  
 515.967.5512



**Hours**  
**Tuesday-Friday**  
 1 p.m. to 5 p.m.  
 Need an earlier time?  
 Call 515.967.5512 to schedule an appointment.

**Saturday**  
 First and third Saturday of the month  
 8 a.m. to Noon

**Directions**  
 Take I-80 to the Adventureland exit and turn north on US Highway 65. The Metro Hazardous Waste Drop-Off is one-half mile on the left. Look for a bright green roof.

**Northwest Drop-Off \*See list of accepted items.**

Metro Northwest Transfer Station  
 4105 Beisser Dr.  
 Grimes, IA 50111



**Hours**  
 Second Saturday of the month  
 March - December  
 8 a.m. to Noon

**Directions**  
 From I-80/35 take exit 127  
 Go north on Hwy. 141  
 In .5 mile turn west on SE 37th St.  
 In .5 mile turn south on SE Beisser Dr.  
 Go .3 mile to 4105 SE Beisser Dr., Grimes, IA



**RESIDENTIAL HAZARDOUS WASTE DISPOSAL**



**Household Hazardous Waste Drop-Off Locations**



**Metro Waste Authority**

## WHAT IS HOUSEHOLD HAZARDOUS WASTE?



**NOT YOUR REGULAR TRASH**

From cleaning products and nail polish remover, to lawn fertilizer and motor oil, hazardous materials are used in day-to-day life. Items with labels that say toxic, flammable or "keep out of reach of children," should be stored, handled or disposed of with care. Improper disposal of leftover hazardous materials can pose significant threats to health, safety and the environment.

### Residential Disposal Options

Metro Waste Authority offers residents several household hazardous waste disposal options:

#### Metro Hazardous Waste Drop-Off

1105 Prairie Drive SW, Bondurant, IA

#### Northwest Drop-Off

4105 Beisser Dr., Grimes, IA

#### House-Side Collection

Currently available to residents of Clive, Johnston, Urbandale and West Des Moines. Learn more at [www.WhereltShouldGo.com/houseside](http://www.WhereltShouldGo.com/houseside).

#### Business Collection

The Metro Hazardous Waste Drop-Off in Bondurant also serves businesses through scheduled collection or drop-off appointments. Businesses must meet certain guidelines to qualify. Call our Business Waste Representative at 515.967.5512 or email [hazwaste@mwatoday.com](mailto:hazwaste@mwatoday.com) to learn more.

## ACCEPTED at Metro Hazardous Waste Drop-Off (Bondurant) & Northwest Drop-Off (Grimes)

### NO CHARGE (Up to 75 lbs.)

Aerosols	Fertilizers	Pesticides
Acids/Bases	Floor Care Products	Poisons
Antifreeze	Glues	Pool Chemicals
Antifreeze & Motor Oil Containers	Gasoline & Kerosene	Roofing Tar
Batteries - Rechargeable Only	Light Bulbs - CFLs, Ballasts, High Intensity Discharge & LED.	Rust Removers
Cell Phones	Motor Oil - \$10 fee for containers over five gallons.	Sharps, Needles, Syringes Must be contained in detergent bottle or sharps containers. \$2 fee if not properly contained.
Christmas Lights	Oil Filters	Stain
Cleaners: Aerosols, ammonia, bleach and solvent-based cleaner, and bases.	Oven Cleaner	Thermostats & Thermometers (Mercury)
Cooking Oil - Vegetable, peanut & canola; no grease.	Oil Based Paint	Windshield Fluid
	Petroleum-Based Adhesives	

### FEES APPLY \$

Fire Extinguishers - \$5/ea

\*Latex Paint - \$1/gallon; \$5/five gallon container

Propane Bottles - \$1/ea ONLY 1 lb. bottles. Empty or full.

\*Latex paint is not hazardous and can be thrown in the garbage once it's solidified. Solidification tips available at [WhereltShouldGo.com](http://WhereltShouldGo.com).

For a complete list of accepted items go to [www.WhereltShouldGo.com/hhw](http://www.WhereltShouldGo.com/hhw).

## ACCEPTED ONLY at Metro Hazardous Waste Drop-Off (Bondurant)

### NO CHARGE



#### Computer Waste

- » Computers - desktops, laptops & tablets
- » Computer parts - keyboards, mice, speakers, batteries, cords
- » Computer Software and Hardware - CD's, DVD's, printers, scanners

*Fees apply for other electronics.*

### FEES APPLY \$

#### Electronics - \$0.50/lb.

Includes DVD players, VCRs, radios, satellite receivers, etc.

**Small Appliances - \$15.** ONLY air conditioners, dehumidifiers, microwaves and dorm style refrigerators.

**Televisions - \$15** for 19-inch and smaller  
**\$25** for 20-inch and bigger

**Tires - \$5/tire** - Four tire limit.



## NOT ACCEPTED at any location

Air fresheners, ammunition & explosives, appliances, asbestos, batteries (AA, AAA, alkaline, non-rechargeable), drain & enzymatic cleaners, dry cement mix, joint compound, incandescent light bulbs, medications and more.

Search our online **Recycling & Disposal Guide** to learn how to properly get rid of these materials.



# 2016 CONSUMER CONFIDENCE REPORT

A publication on quality water and quality service provided by **DES MOINES WATER WORKS**



Des Moines  
**Water Works**

Water You Can Trust for Life

## WATER YOU CAN TRUST FOR LIFE

**W**ater plays a key role in your health and Des Moines Water Works (DMWW) plays a key role in providing **WATER YOU CAN TRUST FOR LIFE**. Supplying approximately 500,000 central Iowans with safe, affordable and abundant drinking water is Des Moines Water Works' mission.

In order to ensure tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. This annual water quality report summarizes information regarding water sources used, any detected contaminants, compliance and educational information.

Des Moines Water Works' top priority is to ensure our customers have a reliable, secure water supply. To achieve that, we responsibly invest in maintenance and upgrades to our infrastructure. We closely monitor the water supply to identify and treat contaminants and regularly review treatment methods and operations for efficiency. Des Moines Water Works' extensive monitoring program allows us to evaluate our ever-challenging source waters and treat them effectively.

## WHERE DOES YOUR WATER COME FROM?

Des Moines Water Works operates three water treatment plants in central Iowa. The newest facility, Saylorville Water Treatment Plant located in northern Polk County, began serving water to residents north of Des Moines in April 2011. This facility treats water from the Des Moines River and utilizes membrane technology to soften and treat the water. It is DMWW's first membrane treatment plant and the largest such facility in Iowa.

The L.D. McMullen Treatment Facility at Maffitt Reservoir, located southwest of the metro area, treats water from the Raccoon River, and serves customers in southwest Des Moines, parts of Warren Water District, Waukee, and parts of Clive, Urbandale and West Des Moines. The water is obtained through radial collector wells located horizontally in the coarse sand and gravel formation beneath the river. The shallow groundwater receives natural filtration prior to entry into the wells. The groundwater is pumped to the treatment plant via a series of pipes and pumps that interconnect all six of the wells and the horizontally drilled well. This innovative horizontal well formation was designed and constructed by DMWW staff.

All other areas in Des Moines Water Works' service area receive water from the Fleur Drive Treatment Plant. This plant treats water pumped from one of three sources: Raccoon River, Des Moines River and an infiltration gallery (a series of underground pipes located throughout Water Works Park next to the Raccoon River).

DMWW's chemists and microbiologist test the untreated water daily to determine the best source water. They also test the finished drinking water every day to ensure that it is a healthy and safe product. The tests include bacterial analysis, softening levels and testing for other contaminants.

Once treated, there are more than 1,300 miles of underground water mains and pipe distributing water to homes and businesses in Des Moines and surrounding communities.

## SOURCE WATER ASSESSMENT

Des Moines Water Works obtains water from one or more surface waters. Surface water sources are susceptible to sources of contamination or pollution within the Raccoon and Des Moines River watersheds.

Surface Water Name	Susceptibility
Crystal Lake	High
Des Moines River	High
Maffitt Reservoir	High
Raccoon River	High

Water is also obtained from aquifers. The **Alluvial Aquifer** was determined to be highly susceptible to contaminations because the characteristics of the aquifer and overlying materials provide little protection from contamination at the land surface. The Alluvial wells will be highly susceptible to surface contamination such as leaking underground storage tanks, contaminant spills, and excess fertilizer application.

The **Cambrian-Ordovician Aquifer** was determined to have low susceptibility to contamination because the characteristics of the aquifer and overlying materials provide natural protection from contaminants at the land surface.

Des Moines Water Works completed a **Source Water Assessment** in 2001. To obtain a copy of the assessment, call (515) 283-8700 to request a printed copy.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring material and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or humans. Contaminants that may be present in source water include:

- **Microorganisms** such as viruses and bacteria, which may come from agricultural livestock operations, sewage treatment plants, septic systems and wildlife.
- **Inorganic Contaminants** such as salts and metals, which can occur naturally or come from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **Pesticides and Herbicides** which may come from agriculture and urban stormwater runoff.
- **Organic Chemicals** including synthetic and volatile organic chemicals, which are agriculture, industrial and petroleum process byproducts and can also come from gas stations, urban stormwater runoff and septic systems.
- **Radioactive Contaminants** which can occur naturally or result from oil and gas production and mining activities.

# 2015 WATER QUALITY RESULTS

## Water Treatment Plant Monitoring

Before water can be delivered to your home, it must first be analyzed by certified laboratories at Des Moines Water Works' Fleur Drive Treatment Plant and at the University of Iowa Hygienic Laboratory in Iowa City. Results for 2015 in this report include samples taken as water leaves Des Moines Water Works' three treatment plants and from samples obtained from the various water distribution systems supplied with water by Des Moines Water Works.

2015 LAB TEST RESULTS	UNITS	MCL	MCLG	Fleur Drive Treatment Plant			L.D. McMullen Water Treatment Facility			Saylorville Water Treatment Plant			COMMON SOURCES OF CONTAMINANT
				YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	
<b>WATER CLARITY</b>													
Turbidity	NTU	TT	NA	2015	0.31	0.02-0.31	2015	0.13	0.02-0.13	2015	0.71	0.02-0.71	Soil runoff
<b>ORGANIC SUBSTANCES</b>													
Atrazine	µg/L	3	3	2015	<0.1	NA	2015	<0.1	NA	2014	<0.1	NA	Agrotoxin
Cis-1,2 Dichloroethylene	µg/L	70	70	2015	0.7	<0.5-0.7	2015	<0.5	NA	2015	<0.5	NA	Discharge from industrial chemical factories
Di(2-ethylhexyl)adipate	µg/L	400	400	2015	<0.6	NA	2015	<0.6	NA	2015	<0.6	NA	Discharge from rubber and chemical factories
<b>INORGANIC SUBSTANCES</b>													
Barium	mg/L	2	2	2012	<0.05	NA	NA	NA	NA	2011	0.1	NA	Discharge from drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride	mg/L	4	4	2015	0.68	0.25-0.91	2015	0.72	0.41-0.92	2015	0.62	0.30-0.74	Additive for strong teeth; erosion of natural deposits; discharge from fertilizer factories
Nitrate [as N]	mg/L	10	10	2015	9.27	4.35-9.27	2015	9.4	0.61-9.40	2015	4.89	0.07-4.98	Agrotoxin; leaching from septic tanks; sewage; erosion of natural deposits
Sodium	mg/L	NA	NA	2015	27.37	NA	2015	13.76	NA	2015	15.1	NA	Erosion of natural deposits
<b>RADIOACTIVE SUBSTANCES</b>													
Alpha Emitters	pCi/L	15	NA	2010	1.6	NA	2009	<1.1	NA	2011	<1.3	NA	Erosion of natural deposits
Combined Radium	pCi/L	15.0	NA	2012	<1.0	NA	2009	NA	NA	2011	<1.0	NA	Erosion of natural deposits
				YEAR TESTED	ANNUAL REMOVAL RATIO	MINIMUM REMOVAL REQUIREMENT	YEAR TESTED	ANNUAL REMOVAL RATIO	MINIMUM REMOVAL REQUIREMENT	YEAR TESTED	ANNUAL REMOVAL RATIO	MINIMUM REMOVAL REQUIREMENT	COMMON SOURCES OF CONTAMINANT
<b>TREATMENT PLANT</b>													
Total Organic Carbon	mg/L	TT	NA	2015	2.66	1.00	2015	2.72	1.00	2015	2.80	1.00	Naturally present in the environment

DES MOINES WATER WORKS AND THE CITY OF ANKENY operate Aquifer Storage and Recovery (ASR) wells. Treated drinking water is injected into wells during cold-weather months, and recovered for use during warm-weather months or to help limit the use of poor quality source water. Testing data unique to this water can be seen on the chart below.

2015 LAB TEST RESULTS	UNITS	MCL	MCLG	Louise P. Moon Well			L.D. McMullen Facility Well			Ankeny Well 4			Ankeny Well 6			COMMON SOURCES OF CONTAMINANT
				YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	YEAR TESTED	LEVEL FOUND	RANGE OF DETECTIONS	
<b>PARAMETER</b>																
Alpha Emitters	pCi/L	15	NA	2009	ND	NA	2009	ND	NA	2010	2.20	NA	2011	3.10	NA	Erosion of natural deposits
Arsenic	µg/L	10	NA	2015	ND	NA	2015	ND	NA	2013	1.00	NA	2011	1.00	NA	Erosion of natural deposits
Atrazine	µg/L	3	3	2015	ND	NA	2015	ND	NA	2013	ND	NA	2010	ND	NA	Agrotoxin
Combined Radium	pCi/L	5	0	2009	ND	NA	2009	ND	NA	2013	ND	NA	2011	1.00	NA	Erosion of natural deposits
Di (2-ethylhexyl) phthalate	µg/L	400	400	2015	ND	NA	2015	ND	NA	2010	ND	NA	2010	ND	NA	Discharge from rubber and chemical factories
Fluoride	mg/L	4	4	2015	1.45	NA	2015	0.67	NA	2013	1.01	NA	2011	0.69	NA	Additive for strong teeth; erosion of natural deposits; discharge from fertilizer factories
Nitrate [as N]	mg/L	10	10	2015	8.49	4.67-8.49	2015	9.00	6.90-9.00	2014	0.48	0.29-0.48	2014	0.34	NA	Agrotoxin leaching from septic tanks; sewage; erosion of natural deposits
Sodium	mg/L	NA	NA	2015	56.10	NA	2015	10.89	NA	2013	36.20	NA	2014	48.0	NA	Erosion of natural deposits

## Water Distribution System Monitoring

Once the water leaves Des Moines Water Works' water treatment facilities, it is regularly monitored throughout the numerous distribution systems served by Des Moines Water Works for disinfectant, disinfectant byproducts, bacteria, lead and copper. The table below shows the results of this monitoring.

2015 DISTRIBUTION RESULTS	Total Trihalomethanes (TTHM) (µg/L)		Haloacetic Acids (µg/L)		Lead (µg/L)			Copper (mg/L)			Coliform Bacteria (positive)		Chlorine Disinfectant (mg/L)	
	Level Found	Range of Detections	Level Found	Range of Detections	Year Tested	90% of Samples Below Action Level	Range of Detections	Year Tested	90% of Samples Below Action Level	Range of Detections	Monthly Samples	Positive Samples	Running Annual Average	Range
	Byproducts of chlorination MCL: 80 µg/L MCLG: no limit set		Byproducts of chlorination MCL: 60 µg/L MCLG: no limit set		From plumbing corrosion 90% of all samples must be below Action Level of 15 µg/L			From plumbing corrosion 90% of all samples must be below Action Level of 1.3 mg/L			Naturally present in the environment No more than 5% of monthly samples can be positive		Added to prevent bacterial growth Maximum limit for annual average: 4 mg/L	
Des Moines*	78	46-141	21	10-42	2014	ND	ND	2014	ND	ND-0.50	151	0	1.08	0.14-3.2
Ankeny	58	33-89	9	ND-15	2015	ND	ND	2015	0.040	ND-0.060	50	0	0.91	0.15-1.55
Bondurant	51	23-75	13	6-22	2015	2.60	ND-36 <sup>1</sup>	2015	0.0181	ND-0.0342	6	0	2.30	1.91-2.40
Clive	71	35-130	15	8.33	2013	ND	ND	2013	0.030	ND-0.04	15	0	1.00	0.37-1.44
Cumming	67	51-89	11	8-17	2015	ND	ND	2015	0.02	ND-0.030	1	0	0.40	0.12-0.86
East Dallas Water	31	NA	6	NA	2015	ND	ND	2015	0.010	ND-0.02	1	0	2.10	1.91-2.20
Earlham	28	17-44	7	ND-11	2014	ND	ND	2014	ND	ND	2	0	2.10	1.54-2.80
Johnston	66	44-89	16	11-20	2015	1.2	ND-14	2015	0.0222	ND-0.0432	20	1 <sup>2</sup>	0.60	0.05-1.25
New Virginia	50	29-68	10	ND-16	2013	ND	ND	2013	0.0150	ND-0.03	1	0	2.00	1.65-2.20
Norwalk	66	43-88	14	9-22	2013	ND	ND	2013	0.040	ND-0.070	10	0	0.80	0.32-1.30
SE Polk Rural Water**	70	41-93	11	7-19	2015	10	ND-10	2015	0.040	ND-0.04	7	0	0.80	0.26-1.34
Urbandale	61	29-73	13	7-23	2015	ND	ND-10	2015	0.020	ND-0.04	40	1 <sup>3</sup>	0.80	0.10-1.28
Warren Water District	47	19-71	11	ND-18	2014	ND	ND-10	2014	0.030	ND-0.060	20	0	2.30	1.30-3.10
Waukee	73	42-90	13	7-23	2015	10	ND-160 <sup>4</sup>	2015	0.0400	ND-0.038	16	0	0.97	0.32-1.08

\*Includes water supplied to Alleman, Berwick, Pleasant Hill, Polk County Rural Water District #1, and Windsor Heights \*\*Includes water supplied to Runnells and eastern portions of Pleasant Hill. <sup>1</sup>One sample exceeded the AL of 15 µg/L. <sup>2</sup>One sample in November tested positive for total coliforms. Repeat samples indicated coliform bacteria were not present, and the water was determined to be safe for consumption. <sup>3</sup>One sample in March tested positive for total coliforms. Repeat samples indicated coliform bacteria were not present, and the water was determined to be safe for consumption. <sup>4</sup>One sample exceeded the AL of 15 µg/L.

## Unregulated Contaminant Monitoring

2015 UCMR	Total Chromium (µg/L)		Molybdenum (µg/L)		Strontium (µg/L)		Vanadium (µg/L)		Hexavalent Chromium (µg/L)		Chlorate (µg/L)	
	Average	Range	Average	Range	Average	Range	Average	Range	Average	Range	Average	Range
Des Moines Water Works	0.74	ND-2.60	2.26	ND-3.50	97.91	75.4-139.0	1.03	ND-2.80	0.73	ND-2.62	88.44	32.0-163.0
Johnston	1.33	0.4-2.40	3.86	2.0-6.30	132.00	92-195.0	1.25	ND-2.50	18.02	0.22-137.00	90.46	55.0-140.0
Urbandale	0.88	ND-1.90	2.15	ND-3.00	78.85	ND-111.0	0.98	ND-2.30	1.12	0.21-2.14	72.90	53.2-83.3

The U.S. Environmental Protection Agency developed an Unregulated Contaminant Monitoring Rule (UCMR) to better understand the existence of contaminants in the environment that are not regulated by the National Primary Drinking Water Regulations, are known or anticipated to occur at public water systems and may warrant regulation under the Safe Drinking Water Act.

## DRINKING WATER AND HEALTH INFORMATION

**D**rinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. Information about contaminants and potential health effects can be obtained by contacting **Safe Drinking Water Hotline** at (800) 426-4791, or visiting <http://water.epa.gov/drink>.

### Nitrate

Nitrate in drinking water at levels above 10 parts per million (ppm) is a health risk for infants less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of groundwater conditions and agricultural activity. Des Moines Water Works uses a variety of strategies to keep the treated tap water below 10 ppm. These strategies include source water blending, and if necessary, removal of nitrate using a treatment process known as ion exchange. Ion exchange is an expensive water treatment technology used only in extraordinary situations when nitrate or other pollution is particularly threatening. Despite recent nitrate levels in the Raccoon and Des Moines Rivers, Des Moines Water Works' treated water has not exceeded the 10 ppm standard since nitrate removal was implemented in 1992. If you are caring for an infant, you should ask for advice from your healthcare provider.

### Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Des Moines Water Works minimizes the potential for exposure to lead in drinking water by following a corrosion control program approved by the Iowa Department of Natural Resources. Lead in drinking water is primarily from materials and components associated with private service lines and home plumbing. When your water has been sitting for several hours, you can further minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the **Safe Drinking Water Hotline**.

### *Cryptosporidium*

The EPA and Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the **Safe Drinking Water Hotline**.

## DEFINITIONS/ABBREVIATIONS

**Action Level (AL)** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**Coliform** A bacteria originating in the digestive system of mammals. Its presence in water alerts lab staff that disease-causing agents may be present.

**Level Found** The highest amount found in the water or the average of all samples analyzed, depending on the regulation. If multiple samples were tested in 2015, the lowest and highest detected values are listed under Range of Detections.

**mg/L** Milligrams per liter, or parts per million (**ppm**). Parts of contaminant per million parts of water. One part per million is equivalent to a single penny in ten thousand dollars.

**MCL** The maximum contaminant level, the highest level of a substance allowed in drinking water.

**MCLG** The MCL Goal, the level of a substance where there is no known or expected health risk. MCLGs allow for a margin of safety. MCLs are set as close to MCLGs as feasible using the best available treatment processes.

**LRAA** Locational running annual average.

**NA** Not applicable.

**ND** Not detected.

**ng/L** Nanograms per liter.

**NTU** Nephelometric turbidity units.

**pCi/L** Picocuries per liter, a measure of radioactivity.

**TT** Treatment technology. Certain treatment processes are required to reduce the level of turbidity in the drinking water. Turbidity must not ever exceed 1 NTU, and must be less than 0.3 NTU 95% of the time.

**Turbidity** Turbidity is a measure of cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

**µg/L** Micrograms per liter, or parts per billion (**ppb**). Parts of contaminant per billion parts of water. One part per billion is equivalent to a single penny in ten million dollars.

# PUBLIC MEETING & UTILITY CONTACT INFORMATION

## ■ CITY OF ALLEMAN

2<sup>nd</sup> Monday of the month at 7:00 pm  
Alleman City Council  
14000 NE 6<sup>th</sup> Street · Alleman, IA 50007  
**Kathy Larson, City Clerk**  
(515) 685-3666  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ CITY OF ANKENY

1<sup>st</sup> & 3<sup>rd</sup> Monday of each month at 5:30 pm  
Ankeny City Hall  
410 West 1<sup>st</sup> Street · Ankeny, IA 50023  
**Customer Service**  
220 West 1<sup>st</sup> Street · Ankeny, IA 50023  
(515) 963-3565  
customerservice@ankenyiowa.gov

## ■ BERWICK WATER ASSOCIATION

Annual meeting and as needed  
5825 NE Berwick Drive · Berwick, IA 50032  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ CITY OF BONDURANT

1<sup>st</sup> & 3<sup>rd</sup> Monday of each month at 6:00 pm  
Bondurant City Hall  
200 2<sup>nd</sup> Street NE · Bondurant, IA 50035  
**Patrick F. Collison**  
(515) 971-6856 · pcollison@cityofbondurant.com

## ■ CITY OF CLIVE

2<sup>nd</sup> & 4<sup>th</sup> Thursday of each month at 6:00 pm  
Clive City Hall  
1900 NW 114<sup>th</sup> Street · Clive, IA 50325  
**Jeff May, Public Works Director**  
2123 NW 111<sup>th</sup> Street · Clive, IA 50325  
(515) 223-6231 · jmay@cityofclive.com

## ■ CITY OF CUMMING

2<sup>nd</sup> & 4<sup>th</sup> Monday each month at 7:00 pm  
Cumming City Hall  
649 N 43<sup>rd</sup> Street · Cumming, IA 50061  
**Rachelle Swisher, City Clerk**  
P.O. Box 100 · Cumming, IA 50061  
(515) 981-9214 · cityclerk@cumming-iowa.com  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ DES MOINES WATER WORKS

4<sup>th</sup> Tuesday of each month at 3:30 pm  
Des Moines Water Works  
2201 George Flagg Parkway · Des Moines, IA 50321  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ CITY OF EARLHAM

2<sup>nd</sup> Monday of each month at 7:00 pm  
Earlham City Hall  
140 South Chestnut Avenue · Earlham, IA 50072  
**Gary Coffman, Public Works Supervisor**  
(515) 758-2281 · earlhamcityhall@mchsi.com

## ■ CITY OF JOHNSTON

1<sup>st</sup> & 3<sup>rd</sup> Monday of each month at 7:00 pm  
Johnston City Hall  
6221 Merle Hay Road · Johnston, IA 50131  
**Shane Kinsey**  
P.O. Box 410 · Johnston, IA 50131  
(515) 278-0822 · skinsey@cityofjohnston.com

## ■ NEW VIRGINIA WATER WORKS

1<sup>st</sup> Saturday of each month at 7:30 am  
Fire Station meeting room  
506 West Street · New Virginia, IA 50210  
**Brent Baughman, City Clerk**  
506 West Street · New Virginia, IA 50210  
(641) 449-3492 · bbaughman@windstream.net

## ■ CITY OF NORWALK

1<sup>st</sup> & 3<sup>rd</sup> Thursday of each month at 6:00 pm  
Norwalk City Hall  
705 North Avenue · Norwalk, IA 50211  
**Tim Hoskins, Public Works Director**  
(515) 981-9527 · thoskins@norwalk.iowa.gov

## ■ CITY OF PLEASANT HILL

2<sup>nd</sup> & 4<sup>th</sup> Tuesday of each month at 6:30 pm  
Pleasant Hill City Hall  
5160 Maple Drive, Suite A · Pleasant Hill, IA 50317  
**Gary Patterson, Public Works Director**  
(515) 262-9465 · gpatterson@ci.pleasant-hill.ia.us  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ POLK COUNTY RURAL WATER DISTRICT #1

Meetings as needed  
660 NW 66<sup>th</sup> Avenue, Suite 4 · Des Moines, IA 50313  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ CITY OF RUNNELLS

2<sup>nd</sup> Tuesday of each month at 7:00 pm  
Runnells City Hall  
110 Brown Street · Runnells, IA 50237  
**Stephanie Herbold, Chief City Clerk**  
(515) 966-2042  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com

## ■ URBANDALE WATER UTILITY

Meets monthly · Call 278-3940 for information  
Urbandale Water Utility  
3720 86<sup>th</sup> Street · Urbandale, IA 50322  
**Dale Acheson, General Manager**  
(515) 278-3940 · dacheson@urbandalewater.org

## ■ WARREN WATER DISTRICT

3<sup>rd</sup> Monday of each month at 6:00 or 7:00 pm,  
as posted  
Indianola Farm Bureau Office Meeting Room  
200 W. 2<sup>nd</sup> Avenue · Indianola, IA 50125  
**Stan Ripperger, System Manager**  
1204 East 2<sup>nd</sup> Avenue · Indianola, IA 50125  
(515) 962-1200 · wwd@warrenwaterdistrict.com

## ■ CITY OF WAUKEE

1<sup>st</sup> & 3<sup>rd</sup> Monday each month at 5:30 pm  
Waukee City Hall  
230 Highway 6 · Waukee, IA 50263  
**John Gibson, Director of Public Works**  
(515) 978-7920 · jgibson@waukee.org

## ■ CITY OF WINDSOR HEIGHTS

1<sup>st</sup> & 3<sup>rd</sup> Monday each month at 6:00 pm  
Windsor Heights City Hall  
133 66<sup>th</sup> Street · Windsor Heights, IA 50324  
(515) 279-3662  
**Des Moines Water Works Customer Service**  
(515) 283-8700 · customerservice@dmww.com





## Understanding Your Monthly Water Bill

- Water Rate:** \$5.64 per thousand gallons
- Water Availability Rate:** \$5.00
- State Sales Tax:** 7%
- Sewer:** \$9.18 per thousand gallons
- Sewer Availability Rate:** \$7.50
- Storm Drain:** \$7.50 per household
- Trash/Recycling:** \$13.00 (96-gallon trash cart and recycling cart), \$12.00 (48-gallon trash cart and recycling cart), \$7.00 for an extra cart
- Friends of Parks (voluntary):** \$1.00 monthly
- Late Fee:** 10% on Water, Sewer and Storm Drain

**Example:** Calculated based on 2,000 gallons consumed\*

- Water:** \$11.28
- Water Availability:** \$5.00
- State Sales Tax on Water:** \$1.14
- Sewer:** \$18.36
- Sewer Availability:** \$7.50
- Storm Drain:** \$7.50
- Trash/Recycling:** \$13.00
- Friends of Parks:** \$1.00
- Water Bill Due:** \$64.78
- Late Fee applied to bill if not paid by the 4<sup>th</sup>:** \$5.08

### Important Notes:

- If your water consumption has gone up, a likely culprit could be a toilet. To check your toilet, flush first and then place a couple drops of food coloring in the tank and wait 10 minutes. If discolored water appears in your bowl, your toilet has a leak in the seal. Stuck handles, especially on toilets not used frequently are often the problem as well.

\* **Average consumption per person is 1,500 to 2,000 gallons per month.**

### Irrigation Meter

Residents can install an irrigation meter if they frequently water their lawns, gardens, and/or fill pools/hot tubs. The irrigation meter allows residents to be charged only for the water consumed/used outside and not for sewer costs.

### To Install an Irrigation Meter

- Apply for a building permit - \$35, contract a plumber to plumb the water lines
- Purchase a meter at City Hall - \$350 for a 1" meter, \$300 for a 3/4" meter
- Schedule an appointment with City Hall to install the meter.

			<b>Month 1</b>	2	3	4
			Meter reads on water consumed previous month			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
			New Water bills mailed - due on 4 <sup>th</sup> of following month			
19	20	21	22	23	24	25
26	27	28	29	30	<b>Month 1</b>	2
3	4	5	6	7	8	9
	Water Bill Due	Late fee effective				
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
		Disconnects begin - if current bill has not been paid				

### Example:

Meters are read the 1<sup>st</sup> of the month (or next business day) for water used the previous month

Water bills are mailed the 15<sup>th</sup>

Water bills are due the 4<sup>th</sup> (or next business day)

Late fee effective the 5<sup>th</sup>

Disconnects begin on the 26<sup>th</sup> if payment has not been received for past due bill

# SURE-PAY



## The No Hassle Way to Pay Your Monthly Utility Bill

### What is SURE-PAY?

It is the "SURE" way to pay your monthly utility bill automatically. You save time, effort, postage and worry about getting it paid on time. Plus electronic banking makes SURE-PAY accurate and reliable.

### How does SURE-PAY work?

You will continue to receive your monthly bill, noting your account is set up on SURE-PAY. You will know how much your bill will be and how much will be automatically paid from your checking, savings, credit or debit card account on the due date.

### How do I sign up for SURE-PAY?

Complete the authorization form below and return to City Hall. If signing up for SURE-PAY to be withdrawn from a bank account, a voided check from your financial institution showing your account number and the bank number is needed. If signing up for SURE-PAY from a debit or credit card, the card must be presented at City Hall.

### I would like to sign up for SURE-PAY using my *(Please check one box below)*

- Debit/Credit Card – *please have your card available at the time of sign up*

NAME:
ADDRESS:
CITY, STATE ZIP:
PHONE:
WATER ACCOUNT NUMBER:
SIGNATURE:

- Checking account – *please include a voided check at the time of sign up*

NAME:	Name of Financial Institution:
ADDRESS:	Address:
CITY, STATE ZIP:	City, State Zip:
PHONE:	Bank ABA Number:
WATER ACCOUNT NUMBER:	Financial Institution Account Number:
SIGNATURE:	

I authorize the City of Norwalk and the Financial Institution named above to initiate variable entries to my checking/savings account. This authority will remain in effect until I notify the City of Norwalk in writing to cancel it in such time as to afford the City of Norwalk and the Financial Institution a reasonable opportunity to act. Also, I agree that I remain obligated to pay for utility services in the event that a charge to my account is dishonored for any reason. The City of Norwalk retains its normal collection rights.

# CITY OF NORWALK

## 2016 DOG LICENSE APPLICATION



NORWALK CITY HALL, 705 NORTH AVE  
PHONE: 981-0228 FAX: 981-0933  
EMAIL: WATER@NORWALK.IOWA.GOV

**Dog License Checklist**

**Did you include....**

\_\_\_\_ Proof of Rabies Vaccination

\_\_\_\_ Application

\_\_\_\_ Payment

Date \_\_\_\_\_

Cell # \_\_\_\_\_

Owner \_\_\_\_\_

Home # \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Dog(s) Name	Male/ Neutered	Female/ Spayed	Breed	Color & Markings	Rabies Expiration	Micro Chipped	Fee	2016 City License #
_____	M / N	F / S	_____	_____	_____	Y / N	_____	_____
_____	M / N	F / S	_____	_____	_____	Y / N	_____	_____
_____	M / N	F / S	_____	_____	_____	Y / N	_____	_____

Veterinary Clinic \_\_\_\_\_

### Acknowledgement of Understanding

By signing I verify that all of the information provided above is accurate, and that I have read the requirements and rates and fees posted on the back of this form and agree to abide by them at all times. I also agree that the information I have provided regarding myself or my dog may be provided by the City of Norwalk to others upon request.

Signature \_\_\_\_\_

Date \_\_\_\_\_



## Requirements for Annual Dog Licensing for the City of Norwalk

City Code 57.01

- **All** applications require proof of vaccination and spayed/neutered records.
- Every owner of a dog six months of age or older is required to license their dog with the City of Norwalk. The licensing renewal period begins January 1 and runs through the end of March.
- Starting on April 1, a late fee will be assessed on **each** dog license **renewed** after this date.
- **New Dogs** - A license may be purchased at any time, without late penalty, for a dog which has come into the possession or ownership of the applicant or has reached the age of six months after said date. Rates are discounted to \$5 and \$10 after June 30.
- **All** licenses expire on January 1 of the year following the date of issuance.

### Rates and Fees - City Code 177.01

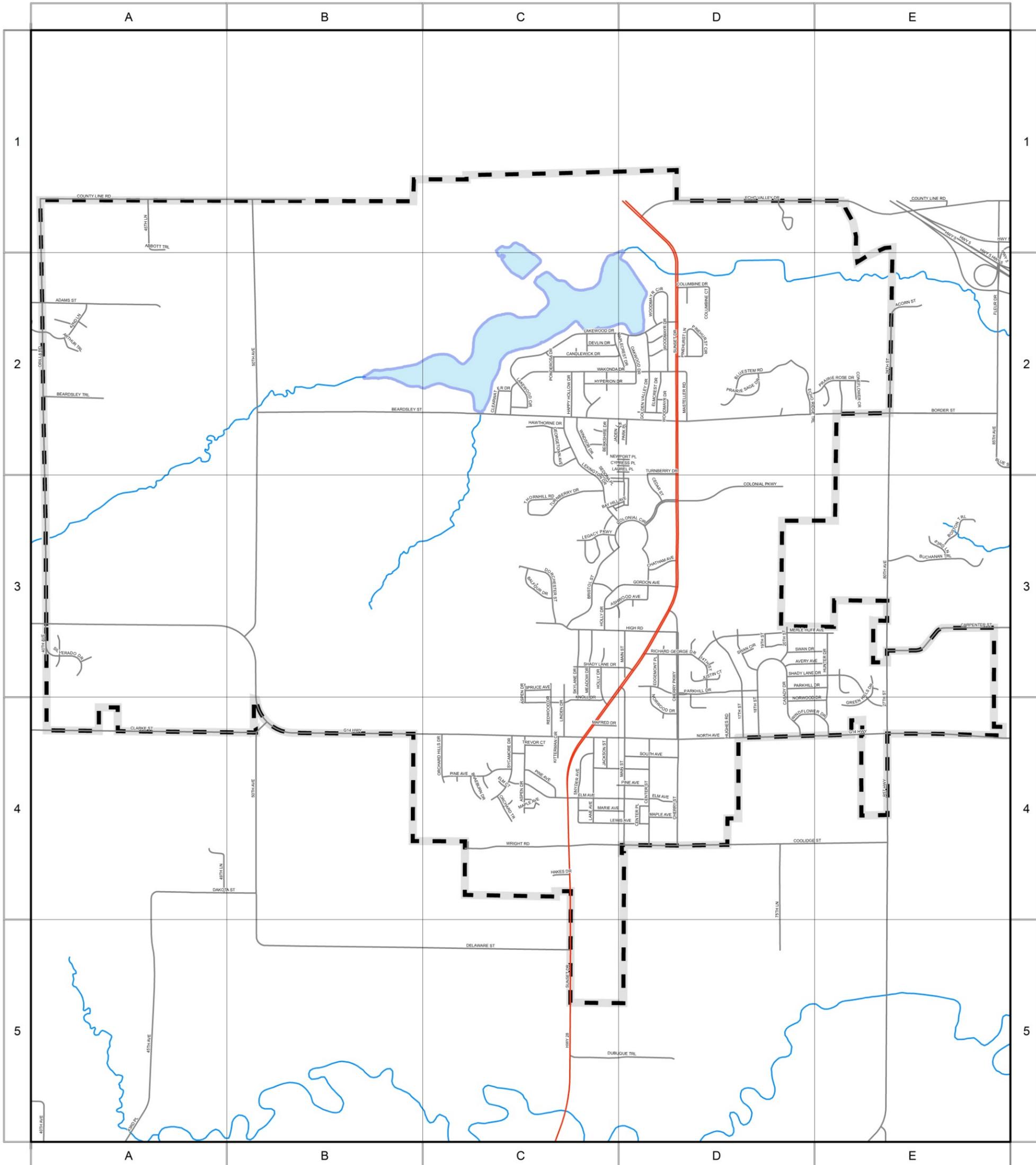
- \$10 per dog if spayed or neutered; \$20 per dog if not spayed or neutered.
- Late fee for **renewing** each license after March 31 is \$10.
- **Impound Fee** for the first impoundment is \$75. Second and subsequent impoundments is \$150.
- **Unclaimed dogs** will be transported to the Des Moines Animal Rescue League at NE 53rd in Des Moines.  
Phone: 515-473-9102
- Dogs impounded that have not been licensed will also be assessed a first offense fee of \$45.  
Subsequent offenses are \$75.

.....  
For Office Use Only

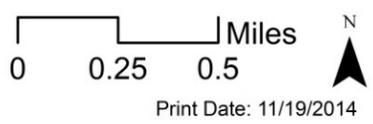
City License

Issued By \_\_\_\_\_

13 <sup>th</sup>	3D	Balfour	3C	Colonial Cir	3D	Elm	4C, 4D	Marie	4C, 4D	Pinehurst	2D	Switchgrass	2E
14 <sup>th</sup>	3D	Bay Hill	3C	Colonial Pkwy	3D	Elmcrest	2D	Masteller	2D	Ponderosa	2C	Sycamore	4C
19 <sup>th</sup>	3D	Beardsley Trl	2A	Columbine	2D	Essex	3C	Meadow	3C	Prairie Rose	2E	Tangelo	4C
20 <sup>th</sup>	3D	Beardsley St	2C	Coneflower	2E	Fontana	2D	Medina	2D	Prairie Sage	2D	Thornhill	3C
42 <sup>nd</sup>	2A	Birch	3D	Coolidge	4D	Foxtail	2E	Merle Huff	3D	Redwood	4C	Trevor	4C
45 <sup>th</sup>	1A	Birkshire	2C	County Line	1A	G14	4B	Michael	4C	Relim	4C	Turnberry	3C
50 <sup>th</sup>	2B	Bluestem	2D	Crescent	2D	Georgetown	2C	Misty	3A	Richard George	3D	Victoria	3D
75 <sup>th</sup>	4D	Bristol	3C	Cumming	3A	Golden Valley	2D	Nantucket	3D	Rolling Hills	3E	Vista	3E
80 <sup>th</sup>	2E	Candlewick	2C	Cypress	5C	Gordon	3D	Newport	2D	Sawgrass	3C	W Pine	4C
Abbot	1A	Canterbury	3C	Dakota	3A	Green Hills	4E	North	4C	School	4D	Wakonda	2C
Adams	2A	Carpenter	3E	Delaware	5C	Happy Hollow	2C	Norwood	4D	Shady Lane	3C, 3D	Windflower	4D
Adams	2E	Casady	4D	Devlin	2C	Hawthorne	2C	Oak	3D	Silverado	3A	Windsor	2C
Alamo	2A	Cassandra	3D	Dorchester	3C	High	3D	Oakcreek	2C	Skylane	3C	Woodmayr	2D
Albany	2A	Cedar	3D	Dubuque	5D	Holly	3C	Oakwood	2D	Snyder	4C	Wright	4C, 4D
Apple Blossom	4C	Center	4D	E 17 <sup>th</sup>	3D, 4D	Hughes	4D	Old Orchard	2C	South	4D		
Arthur	2A	Chatham	3D	E 18 <sup>th</sup>	4D	Hyperion	2C	Onstot	4D	South Orilla	2A		
Ashwood	3D	Cherry Pkwy	4D	Echo Ridge	2D	Jackson	4C, 4D	Orchard Hills	4C	Spruce	3C		
Aspen	4C	Cherry St	4D	Echo Valley	1D	Jaden	2D	Oxford	2D	Sundance	3A		
Augusta	2C	Clarke	4A	Edgemont	3D	Justin	3D	Park	2D, 3D	Sunset	3D, 4C		
Avery	3D	Clearwater	2C	Edmunds	4D	Kingston	3C	Parkhill	3D	Swan	3D		

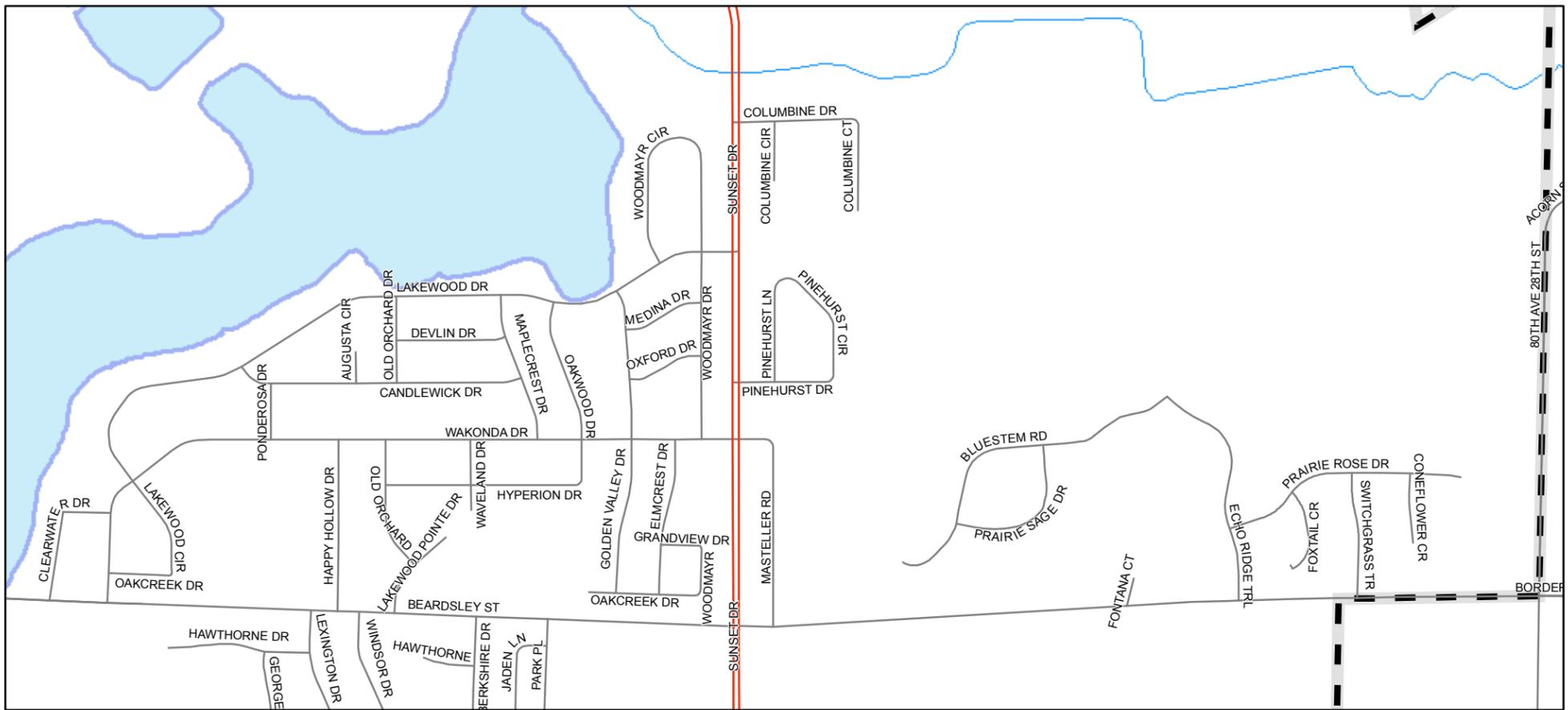


City of Norwalk

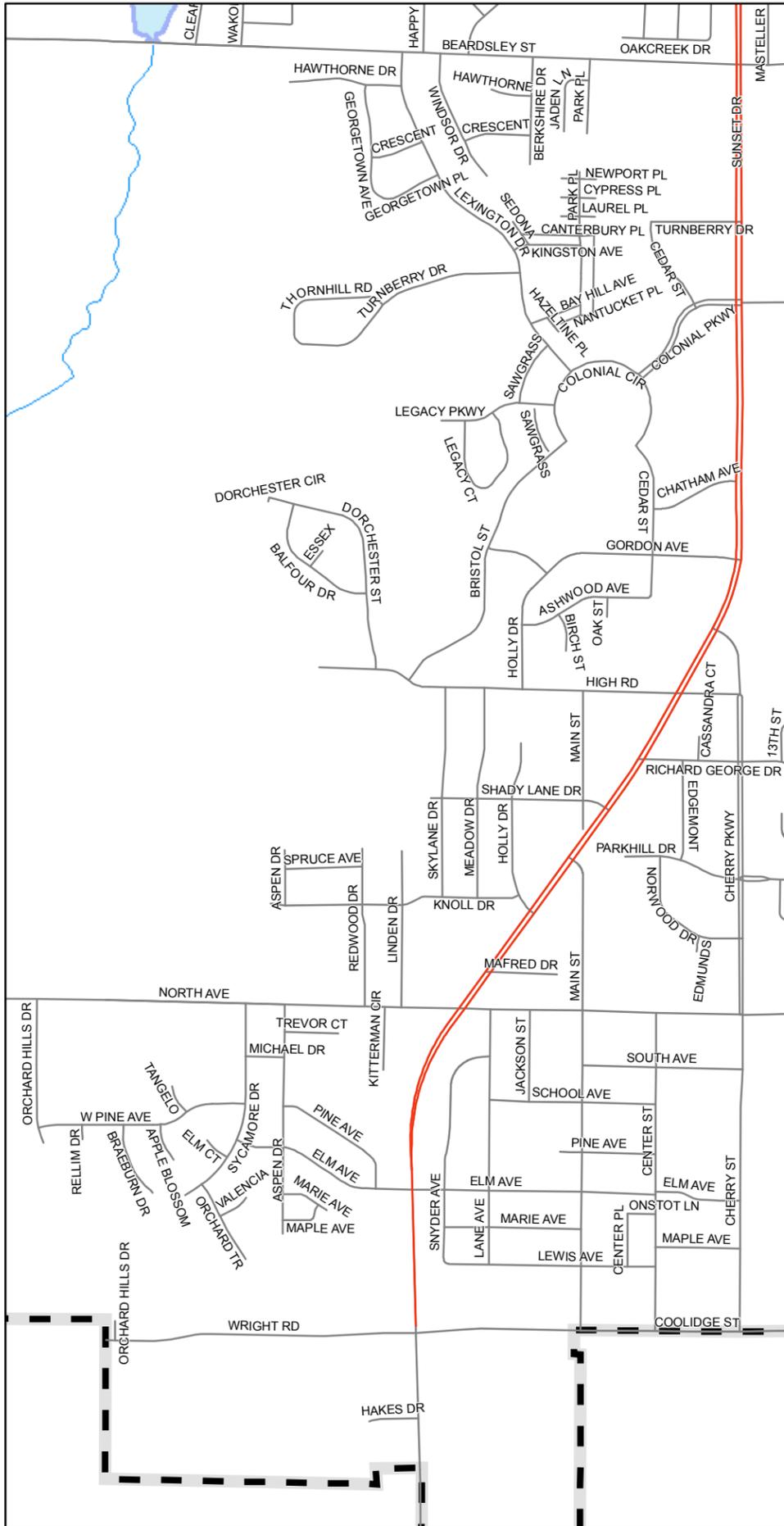


Print Date: 11/19/2014

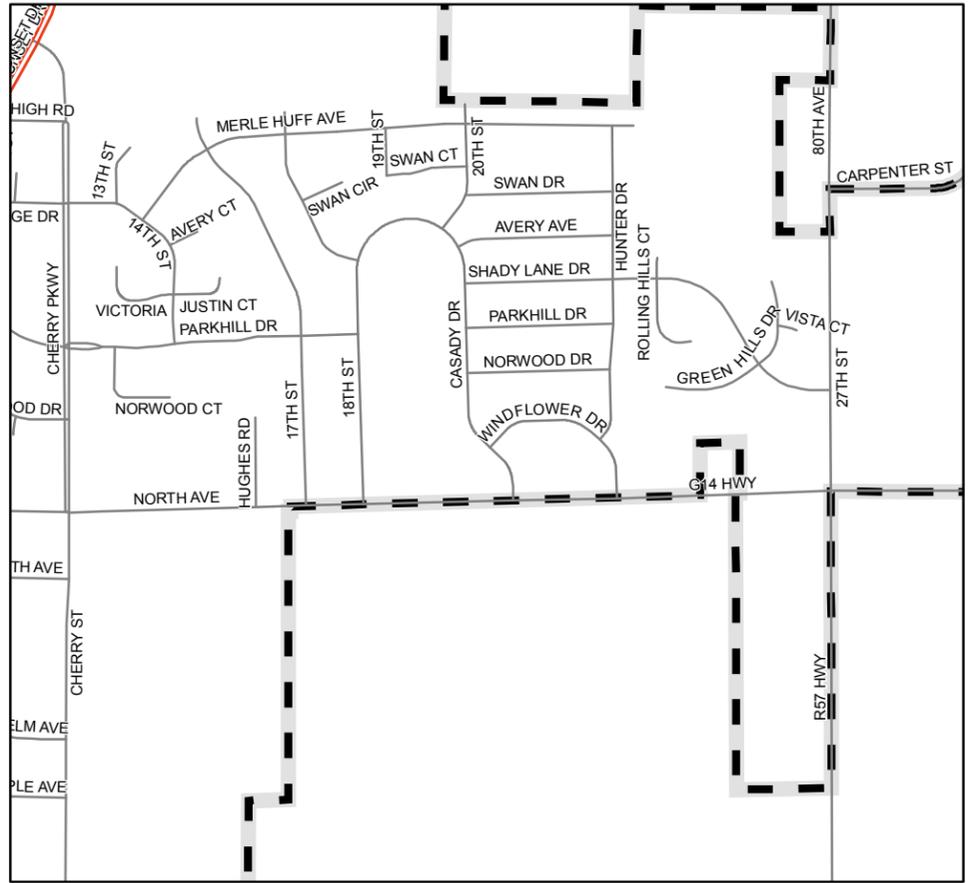
# North Norwalk



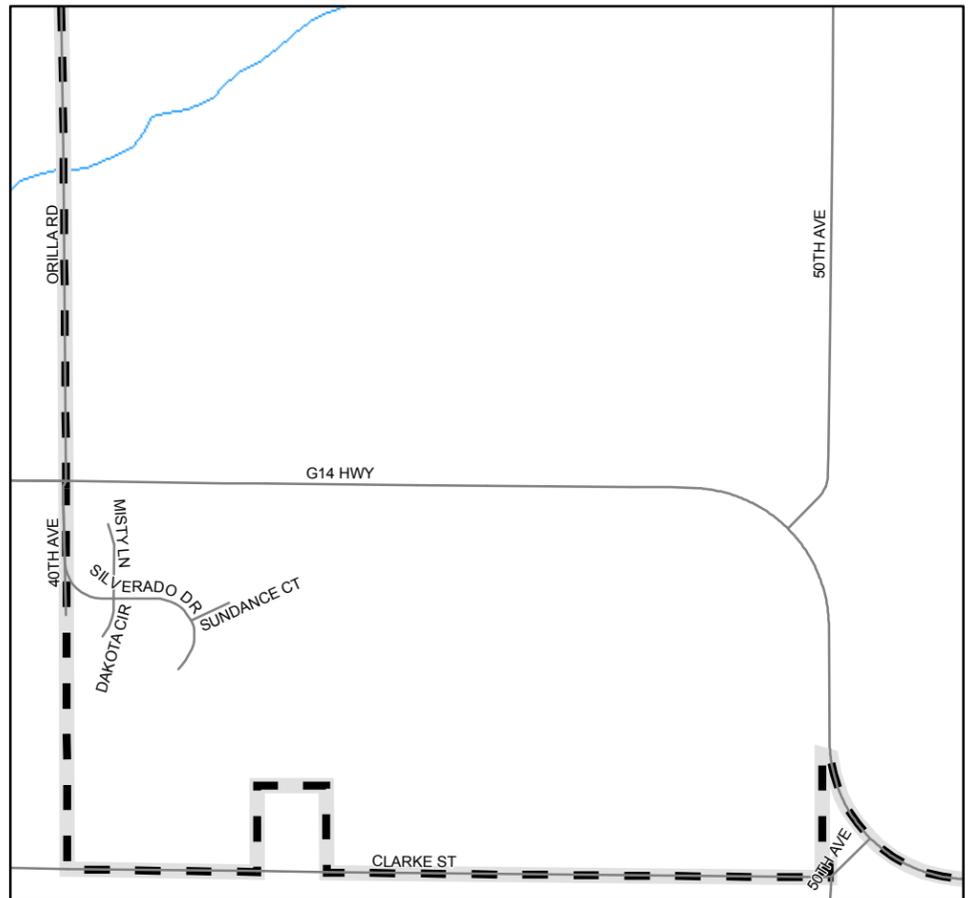
# Central and south Norwalk



# Southeast Norwalk



# Southwest Norwalk





**APPLICATION TO SERVE ON A CITY BOARD OR COMMISSION**

Name: \_\_\_\_\_ Occupation: \_\_\_\_\_

Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_

\_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_ How long have you been a resident: \_\_\_\_\_

I am interested in serving on the following Boards/Commission(s): \_\_\_\_\_

List Boards/Commission(s) you currently serve: \_\_\_\_\_

List Boards/Commission(s) you have served on in the past: \_\_\_\_\_

Describe why you are interested and what knowledge and/or experience you have that would be beneficial to the community: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please return to:**

**Norwalk City Hall  
705 North Ave  
Norwalk, IA 50211**

Norwalk has formed various Boards and Commissions comprised of volunteers from the community to serve in an advisory capacity to the mayor and city council. Vacancies are created when a member moves permanently from the city or the term ends. The City of Norwalk makes every effort to organize a diversified group of citizens representing gender balance, a variety of ages and interests. If you are interested in volunteering to serve on any Board or Commission, please submit your application to the Mayor at City Hall.

**Norwalk Park and Recreation Advisory Commission** (Meets the first Wednesday of each month at 6:30 p.m.)

The commission is comprised of seven members, created to advise and make recommendations to the city council with reference to the development, furtherance and proper facilitation of parks, playgrounds, community facilities, and recreation within the city. All members shall be bona fide citizens and residents of the city and over the age of eighteen. Appointments to the commission are for three-year terms.

**Library Board Trustee** (Meets the second Monday of each month at 6:30 p.m.)

The seven-member board is appointed by the Mayor of Norwalk and approved by the Norwalk City Council.

**Planning and Zoning Commission** (Meets the second and fourth Wednesday of each month at 5:30 p.m.)

This commission consists of seven members who are citizens of the city and who are qualified by knowledge or experience to act in matters pertaining to development of a city plan. The mayor, subject to approval of the council appoints members. Term of office shall be five years.

**Utility Advisory Commission** (Meets quarterly on the second Monday of the month at 6:00 p.m.)

The City of Norwalk maintains a Public Utility Advisory Committee which acts as the Storm Water Advisory Committee composed of local residents with varying professions and backgrounds. The Committee is intended to provide a community perspective on public utility and storm water issues and meet monthly to attempt to accomplish goals the group sets forth.

**Board of Adjustment** (Meets on an as needed basis)

The board consists of five members appointed by the council. It has the power and duty to hear and decide appeals where it is alleged there is an error in any order, requirements, decision, or determination made by the zoning administrator in enforcement of this title.

**Construction Board of Appeals** (Meets on an as needed basis)

The board consists of five members appointed by the council. It has the power and duty to hear and decide appeals where it is alleged there is an error in any order, requirements, decision, or determination made by the Code Inspector. Appointments to the board are for three years.

In addition, residents can become informed through the City Council.

**Norwalk City Council** (Meets the first and third Thursday of each month at 6:30 p.m.)

The Council is comprised of elected officials, five council members and a Mayor, serving offsetting four year terms. City staff encourages community members to attend the Council meetings and enthusiastically welcomes all interested residents to run for city office.

# STATE OF IOWA OFFICIAL VOTER REGISTRATION FORM

Revised 8/1/2013

## Qualifications

1. Are you a citizen of the United States?  Yes  No
2. Will you be 18 years of age on or before Election Day?  Yes  No  
If you have previously been convicted of a felony:
3. Have your rights been restored?  Yes  No

**If you answered "No" to any of the questions, do not complete this form.**

## ID Number

You must provide your Iowa driver's license, non-operator ID number, or the last 4 digits of your Social Security number if you have one.

- IA driver's license #: \_\_\_\_\_
- IA non-operator ID #: \_\_\_\_\_
- Last 4 digits of Social Security number: XXX - XX - \_\_\_\_\_
- I do not have an IA driver's license, non-operator ID, or Social Security number.

## Additional Information

Date of birth and gender are required.

Date of Birth (month, day, year) \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Gender  Male  Female

Phone and/or Email (optional) \_\_\_\_\_

## Your Name

Last \_\_\_\_\_

First \_\_\_\_\_

Middle \_\_\_\_\_ Suffix \_\_\_\_\_

## Address Where You Live

Street Address \_\_\_\_\_  
(include apt., lot, etc.)

City \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

If homeless or you do not have an established residence, describe where you reside:  
 \_\_\_\_\_

## Where You Receive Mail (if different)

Address/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## Previous Voter Registration Information

Your name was \_\_\_\_\_

Your address was \_\_\_\_\_

Your city and state were \_\_\_\_\_ Your zip was \_\_\_\_\_

## Political Affiliation (check only one)

Political Parties:  No Party  Democratic  Republican

Non-Party Political Organizations:  Green  Libertarian

**WARNING**  
 If you sign this form and you know the information is not true, you may be convicted of perjury and fined up to \$7,500 and/or jailed for up to 5 years.

## Registrant Affidavit

I swear or affirm under penalty of perjury that:

- I am the person named above.
- I am a citizen of the United States.
- I have not been convicted of a felony (or I have received a restoration of rights).
- I am at least 17 ½ years old.
- I live at the address listed above.
- I am not currently judged by a court to be "incompetent to vote."
- I do not claim the right to vote anywhere else.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Residents can submit this form and update their voter registration information in three ways.

1. By Mail

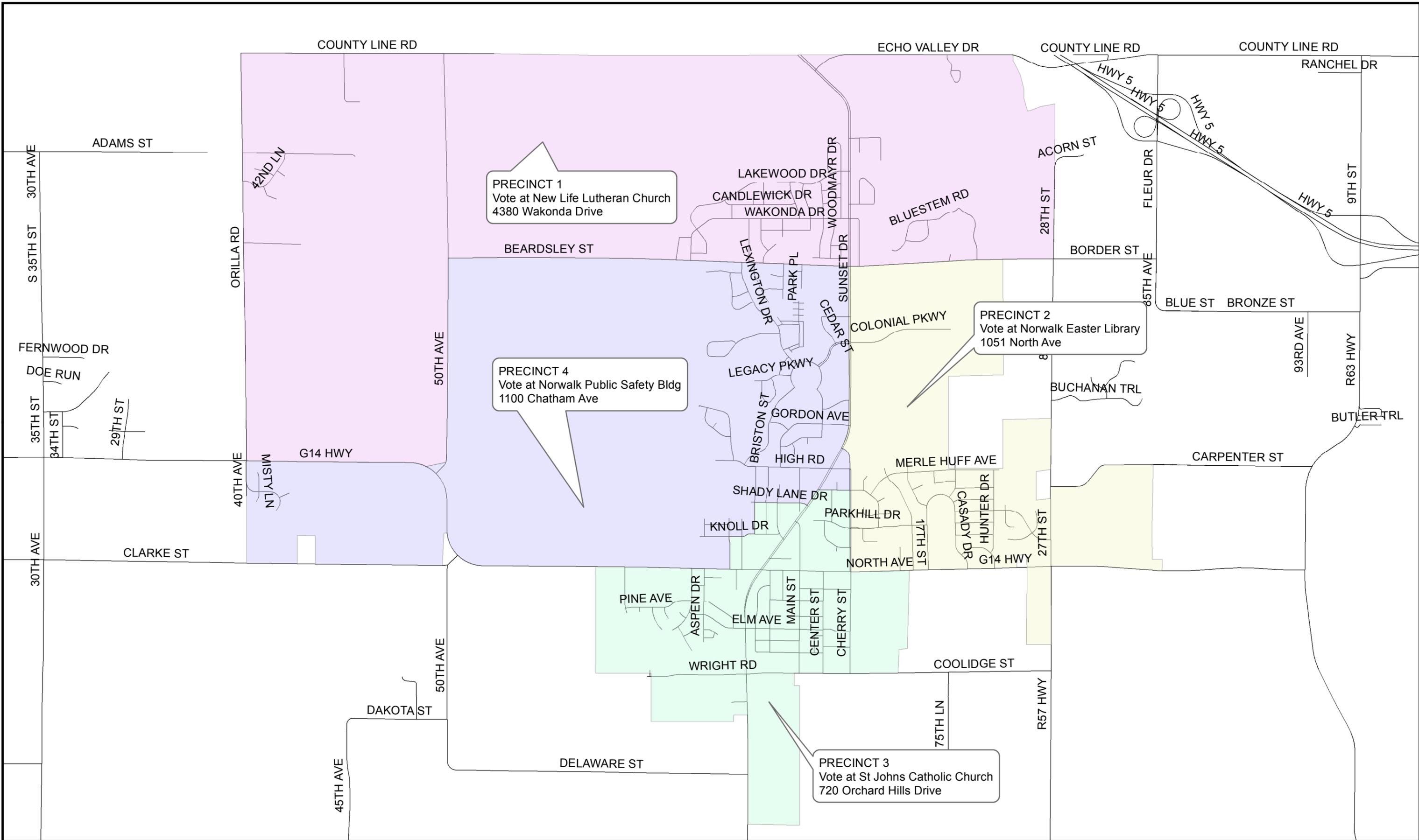
Traci VanderLinden  
Warren County Auditor and Commissioner of Elections  
301 N Buxton, Ste. 101  
Indianola, IA 50125

2. In Person

Warren County Auditor's Office  
301 N Buxton, Ste. 101  
Indianola, IA 50125

3. Online

Iowa Secretary of State website at <http://sos.iowa.gov>



# CITY OF NORWALK, IOWA - VOTING PRECINCT MAP

Last Updated: 11/18/2013 LP





**What is Alert Iowa?**

Alert Iowa is statewide mass notification and emergency messaging system that can be used by state and local authorities to quickly disseminate emergency information to residents in counties that utilize the system. *The system is available, free of charge, to all counties and more than 80% of Iowa's counties have now signed up to use the Alert Iowa System....including Marion County!*

# Warren!Alert

## Warren County Public Notification System

Warren County Residents sign up for **Warren!Alert**. Messages can be issued via landline or wireless phone, text messaging, email, FAX, TDD/TTY, and social media.

**Points of thought...** \* The State of Iowa is struck by an average of more than 46 tornadoes annually, causing an average of one death and 22 injuries per year since 1980. Over 100 tornadoes struck the state in 2008, with two deadly tornadoes that year killing 13 people. \* Floods have resulted in billions of dollars in damage in Iowa since 1990, with record flooding and damage in 1993, 2008 and 2010. \* Children go missing, boil orders occur, HazMat emergencies and evacuations are possible and Iowa storms are inevitable. These are all potential uses of the system in addition to any weather alerts that you may choose to receive.

\* Maximum preparedness levels are achieved in the home or business by utilizing different technologies such as NOAA weather radio, tuning to local radio such as KNIA/KRLS, online based weather apps, and outdoor warning sirens. **Why Warren Alert?** \* Warren Alert will allow citizens to sign up for the optional weather alerts they would like to receive for any Warren County community they would like to receive them for.

\* **Warren Alert?** can provide you with immediate warnings and notifications, whether you are at home or away, indoors or out. Make registering for Warren Alert part of your family / business preparedness plan. \*Messages can be issued via landline or wireless phone, text messaging, email, FAX, TDD/TTY, and social media. \*Messages may contain photo, video and audio attachments to help subscribers better understand the situation at hand, or where to find additional information. \*If there is a persons with disabilities at your location that may need additional assistance in an emergency situation this can be added to your profile and the information will only be used to insure the most appropriate service in times of crisis.

This is a free service provided by Warren County Emergency Management and Alert Iowa, however, normal message fees may apply. To receive text messages to your cell phone, your cell phone must have text messaging capabilities.

**Notifications are dependent upon external providers and receipt of notifications by the intended recipient cannot be guaranteed.**

Alerts sent from Iowa Alerts will originate from 69310 for text messages and (515) 961-1122 for voice notifications. Emails from [wcema@co.warren.ia.us](mailto:wcema@co.warren.ia.us) Please be sure to save these in your phone and/or address book.

By registering, you will not receive unsolicited calls, and neither Warren County Emergency Management, Alert Iowa, the State of Iowa nor the system vendor sells the contact number database.

**In order to receive both text and voice alerts, you must enter your cell phone number twice. Select the "Text" option the first time and the "Voice" option the second time.**

**Warren County will be phasing out "Code Red" by the end of December 2015.**

**We will be using Warren!Alert for Warren County Mass Emergency Public Notification.**

[http://entry.inspironlogistics.com/warren\\_ia/wens.cfm](http://entry.inspironlogistics.com/warren_ia/wens.cfm)

For More Information contact Warren County Emergency Management 515-961-1108

[wcema@co.warren.ia.us](mailto:wcema@co.warren.ia.us)



## Funding for the Fourth of July Fireworks

I'd like to say thanks to the Norwalk Lions Club for the terrific fireworks display on Independence Day. It was a great show. There has also been a great deal of discussion centered around the financial support of the fireworks and I'd like to clarify a few things.

Norwalk use to have a "Buck-a-Month" fee attached to their water bill, and the fees collected were used for the fireworks and for other park improvements and special events in the city. Due to judicial decisions, the city was no longer allowed to collect this fee unless a resident actively reaffirmed they wanted to participate. Last fall, the City of Norwalk sent letters to customers asking them to affirm their participation in what was previously known as the "Buck-a-Month" club and explained the money was used to support special events, such as the Independence Day Fireworks and parks improvements. Sadly, the number of people choosing to support these events was very low, leading to an 80% drop in anticipated revenue, from more than \$28,000 annually to approximately \$4,800.

The city's contribution to the Lions Club for the Independence Day fireworks display comes directly from this funding source of resident contributions. The City previously distributed \$12,500 annually for the fireworks, which was approximately 45% of the revenue from this account. The 2015 contribution is anticipated to only be \$2,400, due to this loss in revenue. The fireworks display in Norwalk is extremely popular and Norwalk is well-known for this display. Without sustained support, the size of the fireworks show could be significantly reduced or may not happen at all, depending on what the Lions Club chooses. The City would like to be able to continue at least at the 2014 level. In order to do so, we need your support.

### How Can I Help?

If you would like to continue to support these efforts for **\$1 per month**, please check the box on the left. If you wish to support these events and efforts at **a greater amount**, please check the corresponding box and include the dollar amount you wish to donate per month.

Whatever choice you make, thank you for your consideration of supporting great events and great progress in Norwalk!

#### Please Print

UTILITY CUSTOMER'S NAME \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

CELL PHONE# \_\_\_\_\_ HOME# \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

### Friends of Parks Club

I would like to donate \$1 per month

I would like to donate \$ \_\_\_\_\_ per month

