

Lead Service Line Replacement Program



AMY KAHLER, CEO & GENERAL MANAGER

Des Moines City Council, February 9, 2026

Des Moines :
Water Works
Water You Can Trust for Life

Overview

- **Lead Service Lines**
- **Central Iowa Water Works Update**
- **Water Quality Update**

**DES MOINES WATER WORKS'
RESPONSIBILITY**

Maintenance and repair
of all utility water mains
and water meters.

**PROPERTY OWNER'S
RESPONSIBILITY**

Maintenance and repair
of the entire service line
from the water main to the water meter,
including the corporation (tap) and
shutoff valve (stop box)

Water Service Line Responsibility



What is a service line?

What you need to know:

Precautionary step

Annual testing ensures no lead is present.

Corrosion control

Water treatment keeps interior of pipes protected.

Water testing

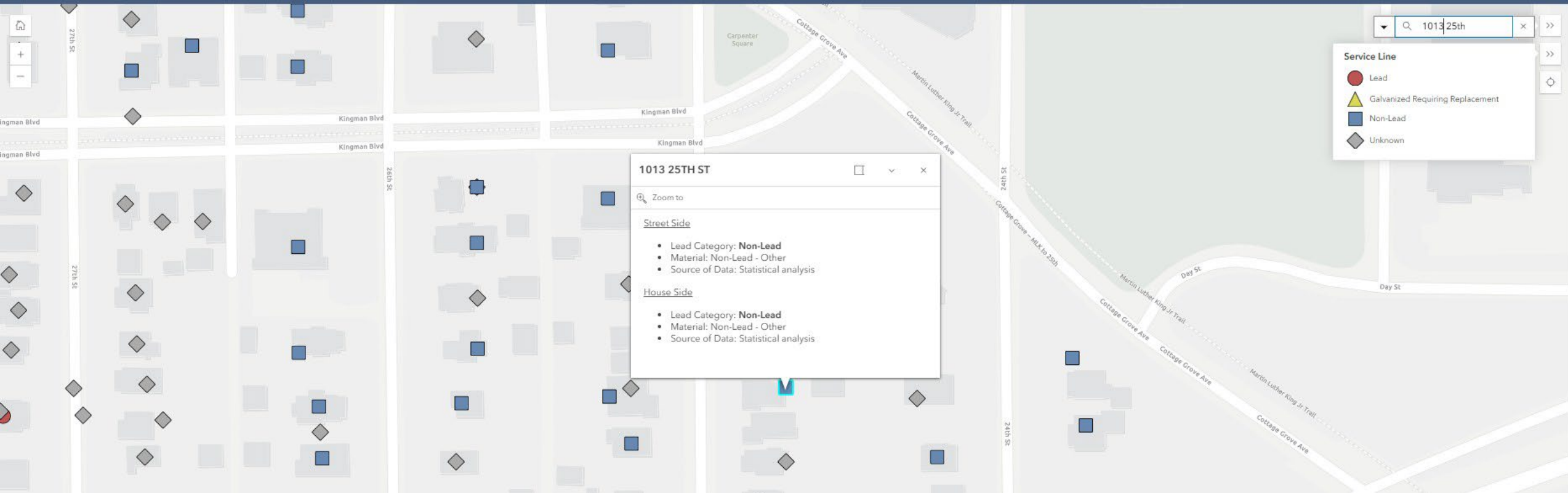
Free water test available for anyone with a lead line.

Annual notification

Service line material letter sent annually to homeowner.

Water is lead free when it leaves treatment plants and as it travels through the distribution system.

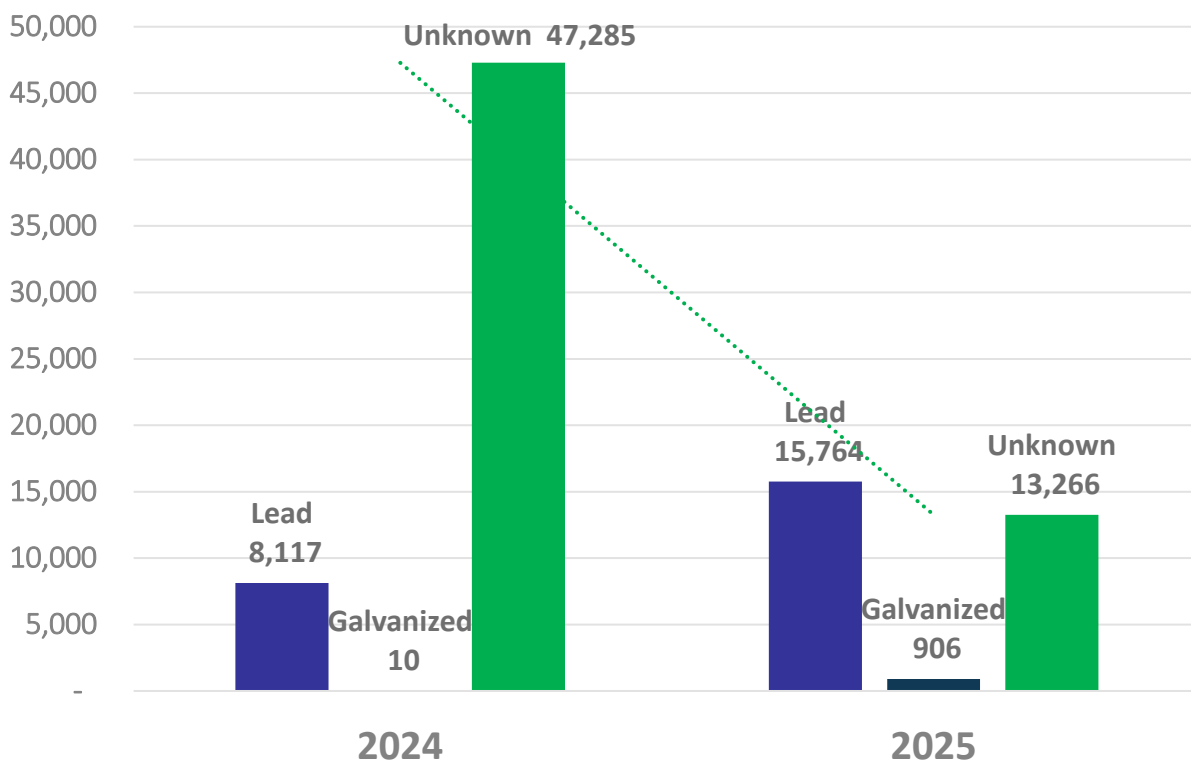
lead@dmwww.com
515-283-8754



Potholing
Predictive modeling
Customer self reporting
Physical Verification

- Field Customer Service visits
- Engineering main replacements
- Distribution crews
- City plumbing inspections
- HomeServe reports

Notification letters



2026: Continued refinement of inventory

Des Moines Water Works

Water You Can Trust for Life

PROTECTING YOUR HEALTH: WHAT YOU NEED TO KNOW ABOUT LEAD PLUMBING

Water is lead free when it leaves Des Moines Water Works' three treatment plants and as it travels through the distribution system. In addition, DMWW's treatment methods further reduce your risk of exposure to lead through your plumbing, including your service line.

SOURCES OF LEAD

Lead is a naturally occurring element. It may be present in piping and plumbing fixtures in homes because it was a commonly used material before it was federally banned for plumbing. Lead is also present in paint chips, toys, cosmetics, batteries and the environment, including soil and the air.

HOW TO REDUCE YOUR RISK OF LEAD EXPOSURE

- Use only water from the cold tap for drinking, cooking, or preparing baby formula. Lead dissolves more easily into hot water. Boiling water does not remove lead.
- Clean your faucet's screen (called an aerator) to remove sediment, debris and potential lead particles that can collect and then allow lead to get into your water.
- Flush the tap for two to four minutes before using water for drinking or cooking when no water has been used for several hours. Showering, washing dishes, or doing laundry are ways to flush household plumbing before water is used for drinking or cooking.
- Choose a filter that is NSF-certified to remove lead. Read all instructions to properly install, maintain and use the cartridge. Replace when expired. Do not run hot water through the filter.

HOW CAN I GET MY LINE REPLACED?

- The property owner owns the water service line from where it connects to the water main to the water meter (see graphic). This means they are financially responsible for the line.
- Property owners can have their service line examined to determine the service line material. If it is determined to be lead or galvanized, owners can replace the line themselves at any time by contacting a licensed plumber or contractor.
- Des Moines Water Works is in the process of applying for federal money to help customers who need assistance with line replacement. DMWW will be in touch if your neighborhood will be

Water Service Line Responsibility



VERIFY YOUR SERVICE LINE MATERIAL



If your service line material is **UNKNOWN**, use this QR code to fill out the online survey tool to help identify your service line material.

HEALTH EFFECTS OF LEAD

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

WATER TESTING

Informational Materials

- Website
- Social media
- Fact sheets
- Video tutorials

Des Moines Water Works
Published by Hootsuite • December 8 at 11:00 AM •

Did you know? Your water service line has two segments – and each one could be made from a different material.

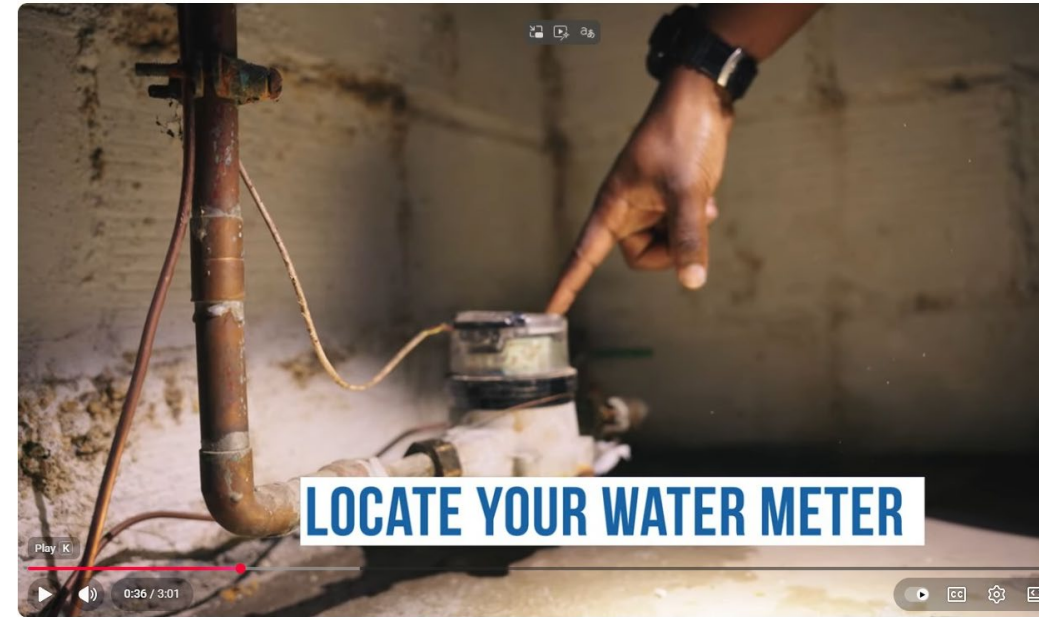
The area from the water main to the stopbox is called the “street side.” The segment from the stopbox to the water meter is called the “house side.” You can see each section in this graphic and in the photo. Through the years, a variety of materials have been used to make water service lines. In the photo, galvanized metal is on the left and lead on the right.

You may have received a letter from Des Moines Water Works about your water service line’s material. If you have misplaced the letter or are uncertain, you can use our online search (<https://dmwww.maps.arcgis.com/.../instant/basic/index.html...>)

Please note: If you have a lead or galvanized line, the U.S. Environmental Protection Agency has mandated those lines to be replaced by 2037.



The composite image consists of two parts. On the left is a diagram titled 'Water Service Line Responsibility' from Des Moines Water Works. It shows a cross-section of a street and a house, with labels for 'Water Main', 'Street Side', 'Stop Box', 'House Side', and 'Water Meter'. It also includes text about the utility's responsibility to replace and repair water mains and water meters, and the owner's responsibility to replace and repair the entire service line from the water main to the water meter. On the right is a photo of a worker in a yellow safety vest holding a long, dark pipe, likely a water service line.



Water Service Line Self Reporting



Lead service line disclosure legislation

- HF 876 passed unanimously; became effective Jan. 1, 2026.
- Requires disclosure of a known lead water service line at time of home sale.
- Cost transparency/public health awareness.
- Educational materials available from Des Moines Water Works.

FREQUENTLY ASKED QUESTIONS

LEAD SERVICE LINE INFO FOR REALTORS

Des Moines :
Water Works
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WHERE ARE LEAD LINES LOCATED?

- Lead service lines were primarily used in residential construction prior to 1940. The portion of the water line from the water main to the stop box (street side) was often made of lead; the portion from the stop box to the water meter (house side) was made of galvanized metal. Refer to the graphic for a visual understanding of the two segments of a water service line.

WHAT YOU NEED TO KNOW ABOUT LEAD PLUMBING:

Water is lead free when it leaves Des Moines Water Works' three treatment plants and as it travels through the distribution system. In addition, DMWW's treatment methods further reduce the risk of exposure to lead.

IS THERE FUNDING AVAILABLE FOR SERVICE LINE REPLACEMENT?

- Property owners can have their lead or galvanized service line replaced at any time at their own expense. A licensed plumber or contractor should perform the work. DMWW cannot recommend companies.
- Des Moines Water Works is in the process of applying for federal money for service line replacement. DMWW will notify neighborhoods as they become eligible. Not all neighborhoods will be eligible, and there will not be enough federal funding to cover all replacements city-wide.
- Community programs such as the Neighborhood Finance Corp. or InvestDSM may have assistance programs to help cover the cost.

DOES HOMESERVE COVER REPLACEMENT OF A LEAD OR GALVANIZED SERVICE LINE?

- HomeServe is an optional water line insurance program through Des Moines Water Works. As your contract renews after April 2026, HomeServe will be required to replace any lead or galvanized portions of your service line when making a repair to the line or the stopbox.
- Homeowners are encouraged to check with their home insurance provider on any service line coverage or replacement that could be available.

DOES DMWW PERFORM WATER TESTING?

- Yes, Des Moines Water Works offers one free water test per year for homes built before 1940 or those with a confirmed lead/galvanized line. All others can have their water tested for \$18.

WHAT IF I HAVE QUESTIONS?



515-283-8754

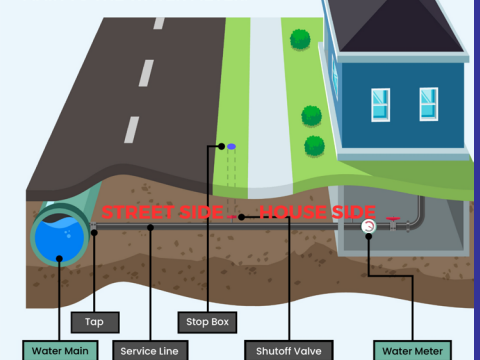


lead@dmww.com



Water Service Line Responsibility

THE HOMEOWNER IS FINANCIALLY RESPONSIBLE FOR THE ENTIRE SERVICE LINE FROM THE WATER MAIN TO THE WATER METER.



HOW DID DMWW DETERMINE MY SERVICE LINE MATERIAL?

Des Moines Water Works has used a variety of methods: physical inspections, meaning there was visible confirmation of the line material; property records; date of service line connection to the water main; and predictive modeling, which is an approved method water utilities are using across the nation to help assist with their inventory records.

WHEN DO I HAVE TO REPLACE MY LINE?

- While there is no immediate requirement to take action, the U.S. Environmental Protection Agency has mandated lead and galvanized lines be replaced by 2037.

WHAT DOES THE LEAD DISCLOSURE LEGISLATION MEAN FOR SELLERS/BUYERS?

- As of Jan. 1, 2026, line disclosure legislation in Iowa requires residential real estate sellers to inform potential buyers about the presence of lead water service lines or galvanized metal water service lines if it once had contact with lead. All sellers and buyers are encouraged to verify service line material through an independent inspection.

Replacement program

Inventory

Analysis under way to finalize service line material throughout Des Moines

Federal/state funding

Federal funding has been distributed to the state; available through partially forgivable loans to utilities

Census tracts

Federal funding can only be used in “disadvantaged” census tracts; Drake project

Other options

Self-funded replacement; Neighborhood Finance Corp.; InvestDSM; private partnerships

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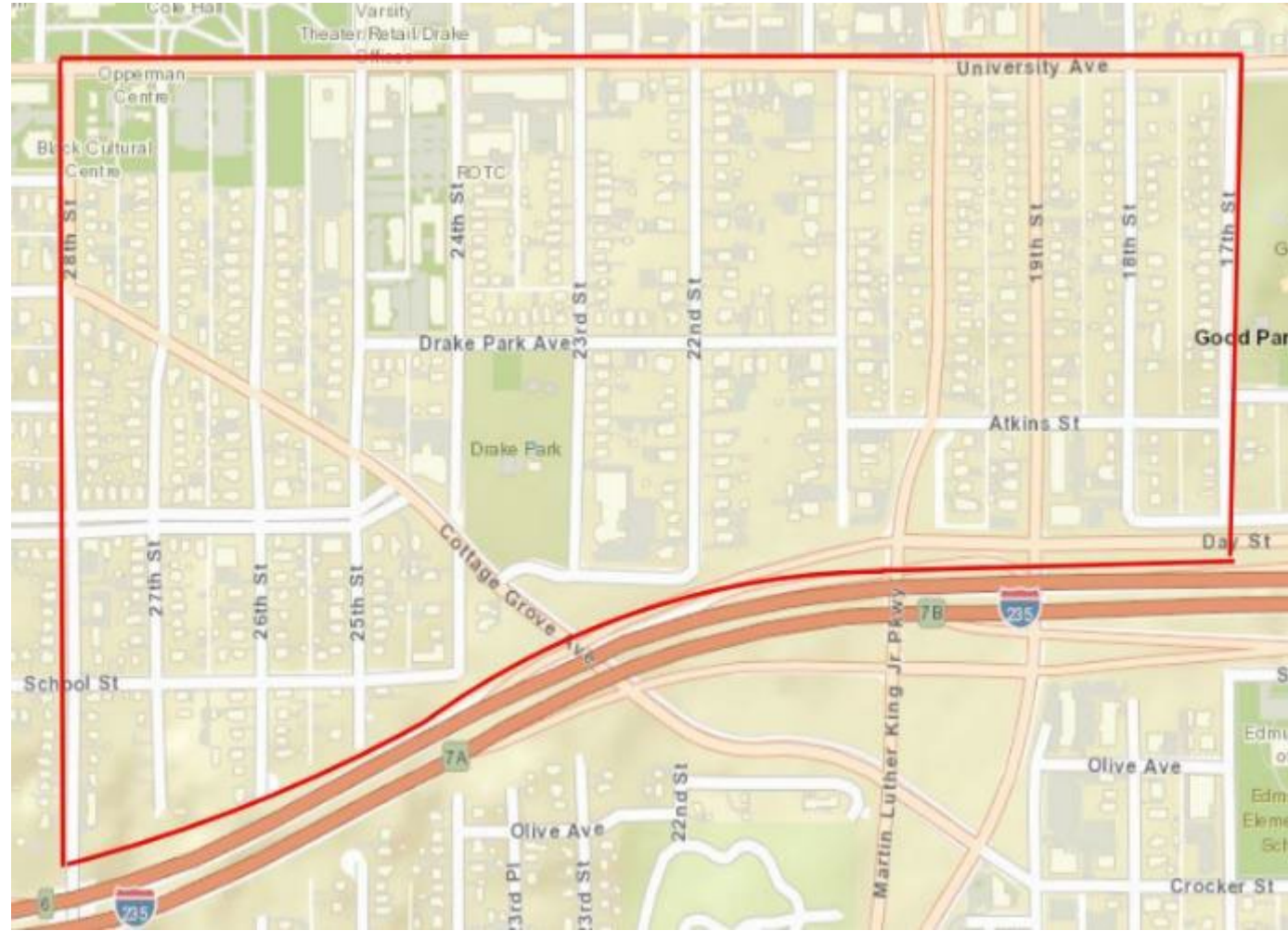
Drake Replacement Project

Project Details:

1. About 350 homes
2. Construction begins spring 2026

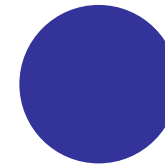
Selection Criteria:

1. Federal- and state-determined criteria
2. Census tract scoring

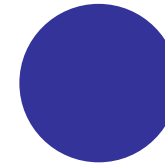


Free to homeowner. Typical cost: \$10,000-\$12,000

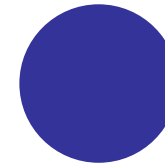
Drake replacement project



Customer gives written permission for replacement.



Replacement requires access to exterior and interior of premise by DMWW contractor and City of Des Moines.



Replacement made using trenchless installation method. Typically, only two excavations required:

1. At public water main in street
2. At the stop box

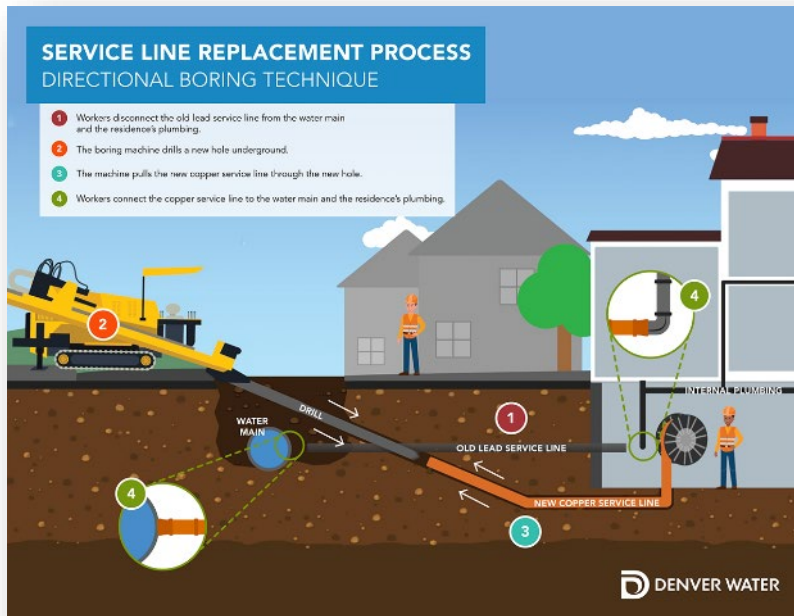


Image Source: Denver Water



Infrastructure Growth:

By 2030:

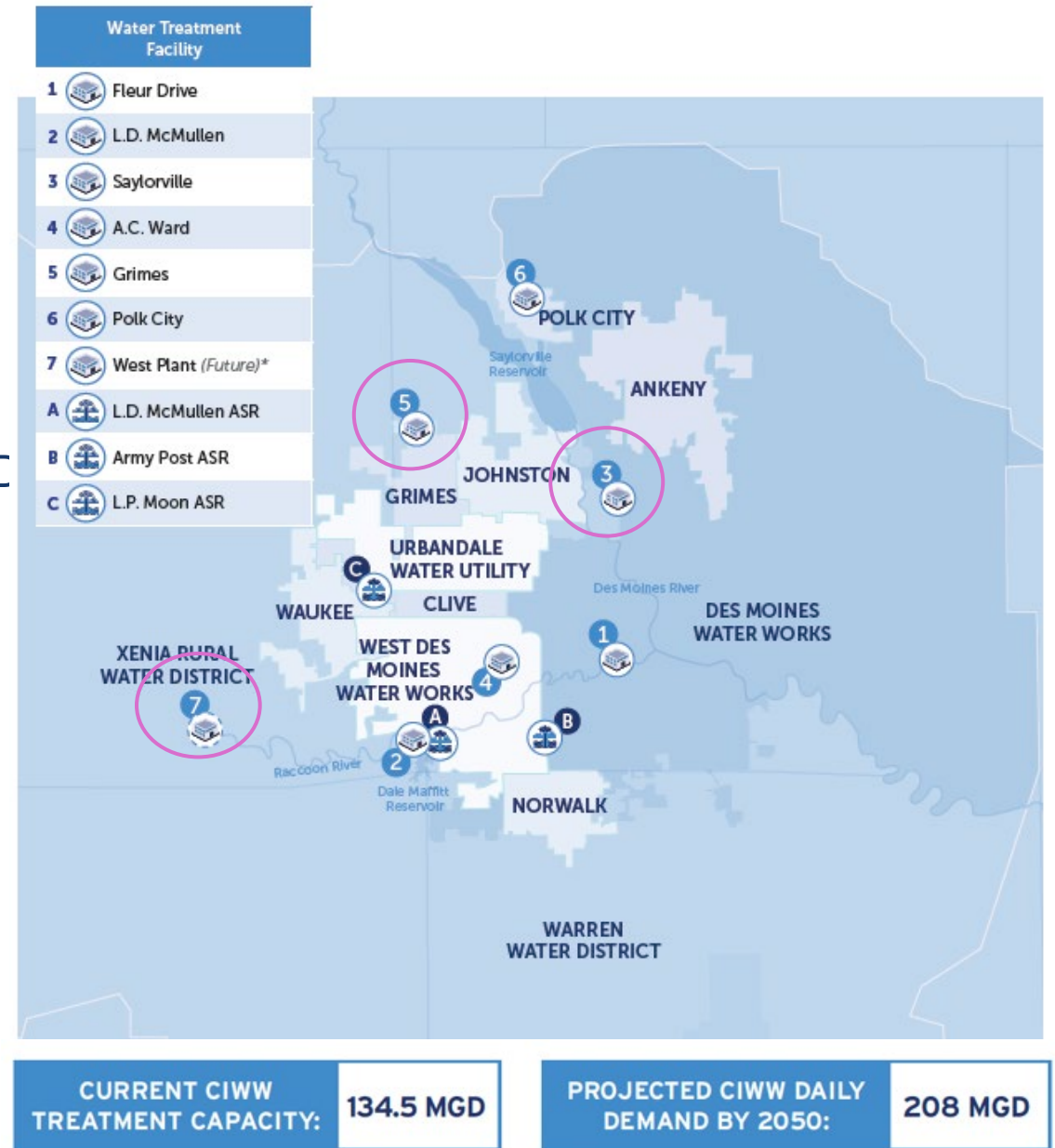
- Expand Existing Saylorville Plant 10 MGD
(from 10 MGD to 20 MGD)

By 2030 - 2032:

- Expand Existing Grimes Water Treatment Plant 3.3 MGD
(from 5.2 MGD to 8.5 MGD)
- Build New West Water Treatment Plant
(12 MGD)

By 2050:

- Saylorville 2.0
(up to 50 MGD)



2025 Nitrate Event & Lawn Watering Ban CIWW After Action Review

Lessons learned:

- Fall 2025: Data gathering from community stakeholders
- Jan – Feb 2026: Technical and communications workgroups providing input on recommendations
- Feb – March 2026: Finalize recommendations; early public messaging on best practices for outdoor water usage
- April 2026: Implement recommendations

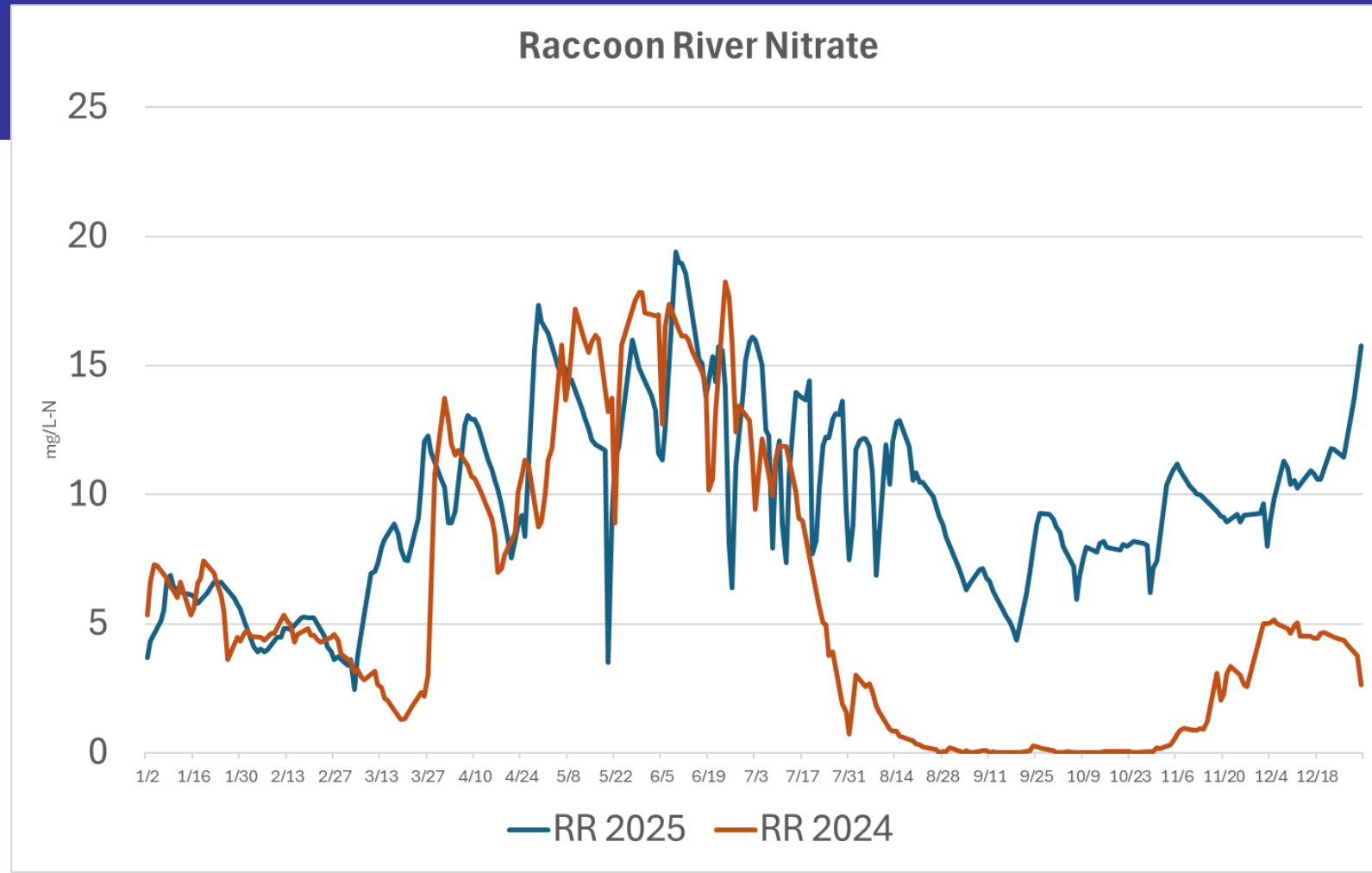
LAWN WATERING BAN
CENTRAL IOWA WATER WORKS

**BREAKING
NEWS**

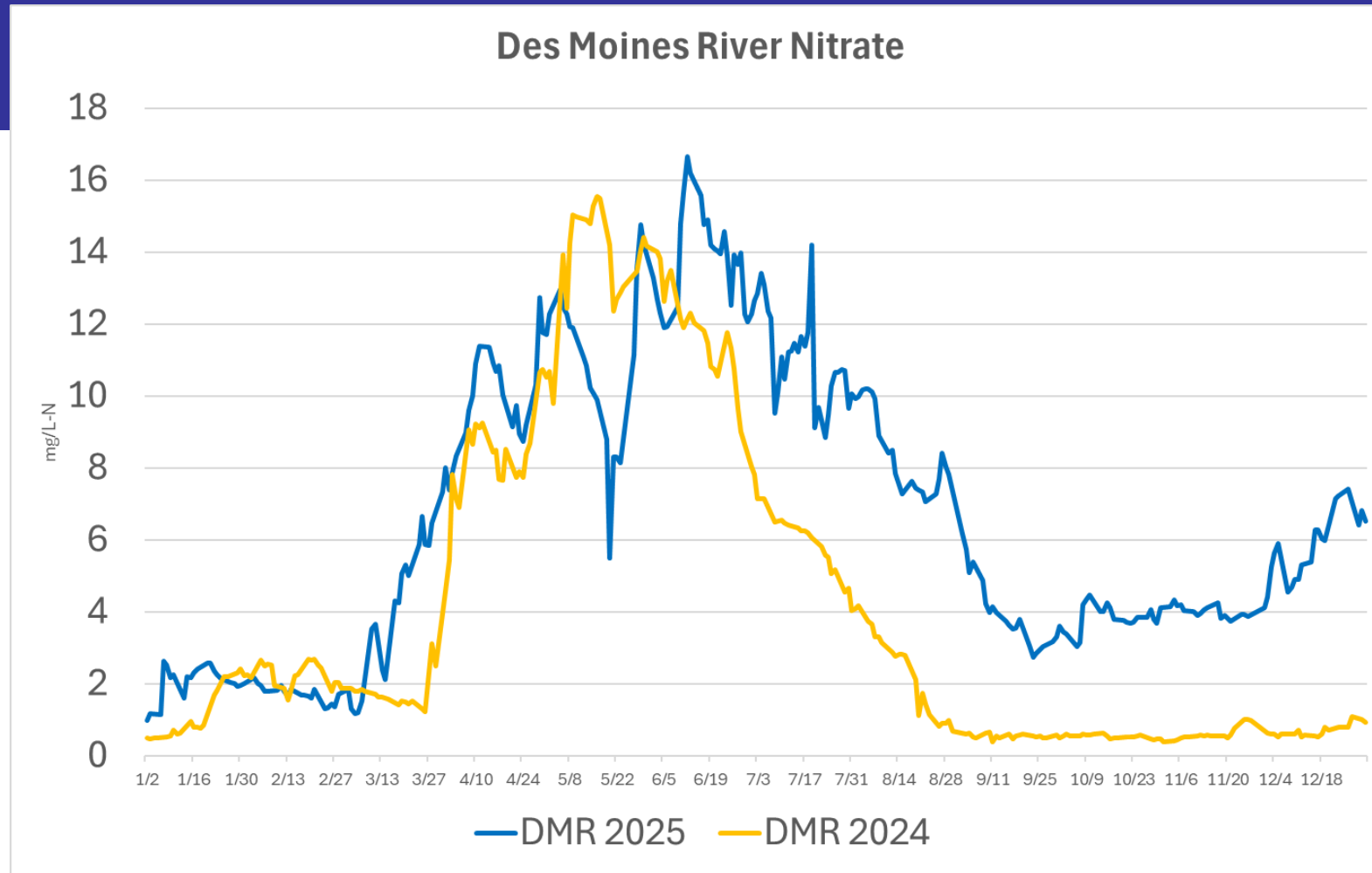
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DES MOINES

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Water quality update



Water quality update



Upcoming Tours for Elected Officials



You are cordially invited to join
Central Iowa Water Works
for an Open House at the
Grimes Water Treatment Plant

Wednesday, February 25 | 5:30 p.m. – 7:30 p.m.
Please join CIWW for a facility tour and fellowship.
Light food and refreshments will be available

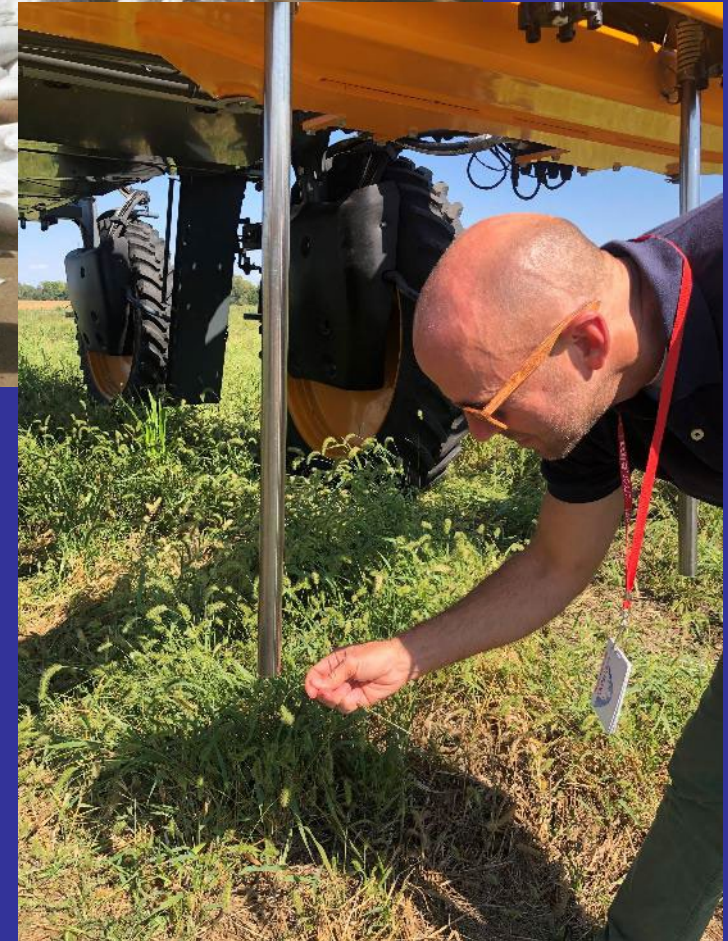
[Register here](#)

UPCOMING FACILITY TOURS

Saylorville Water Treatment Plant
(Limited to 20 Participants Each)
Friday, February 27 | 10:00 a.m.
Friday, March 6 | 1:00 p.m.

Fleur Drive Water Treatment Plant
Tuesday, March 3 | 9:30 a.m.

Longstanding history





Questions?

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