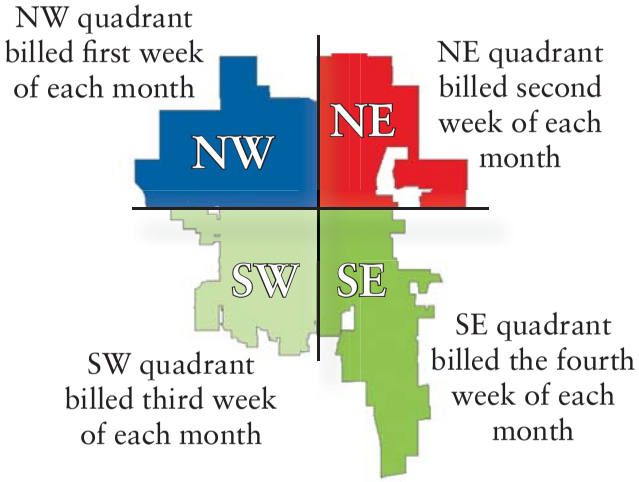
Please pay close attention to bill paying instructions inside your bill!

Utility Billing Changes

This month's water bills may arrive later in the month than usual because billing cycles and their due dates will change for some customers. This could also result in a longer billing cycle for the July or August bills.

New Billing Cycle

*Check your bill for new payment due date.



City representatives will work hard to minimize any inconvenience to our customers, resolve issues quickly, and continue to provide quality services. Information is also available online at www.ankenyiowa.gov

Customer Service

* New account numbers for all customers (July billing)
* Customer information and history has been converted from Des Moines Water Works to the City of Ankeny system.
* The new customer service number is **515-963-3565**.
* Ankeny customer service began taking calls June 30.
* For more information visit our website www.**ankenyiowa.gov** **or email questions to customerservice@ankenyiowa.gov**

city of Ankeny
bringing it all together

Municipal Utilities Department
220 W 1st Steet
Phone: 515-963-3565
email: customerservice@ankenyiowa.gov

city of Ankeny
bringing it all together

Utility Billing Conversion

Expect the service and quality you have come to depend on.

What is Changing?

- ✓ *New Account Number*
- ✓ *Payment Method*
- ✓ *Billing Cycle*
- ✓ *Customer Service*

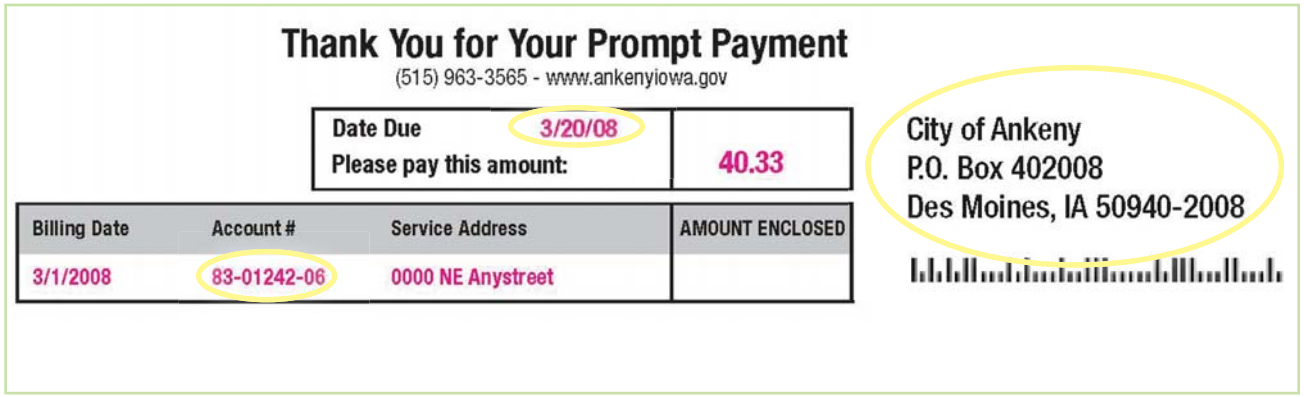
Previously, all Ankeny residents received their water bill from and pay Des Moines Water Works. The conversion from Des Moines Water Works to local billing became effective July 1, 2008.

Ankeny is launching a new utility billing system designed to provide better and more efficient customer service, improved service response times and a new bill format designed for easy reading.

Bill Paying Instructions

Effective June 30, Des Moines Water Works will no longer accept payments, even for June bills. Payments made after that date must be paid to the City of Ankeny.

Ankeny Municipal Utilities
PO Box #402008
Des Moines, IA 50940



If you:

Pay by Check -
If you pay by personal check, checks must be made out to the City of Ankeny instead of Des Moines Water Works.

Direct Pay –
If you are a direct pay customer, or if you wish to sign up for this easy payment option, you will need to submit an authorization form to the City of Ankeny. To obtain this form, please contact Customer Service at 963-3565 or go online to our website at www.ankenyiowa.gov.

Bill Pay –
If your bank writes a check and mails it for you, you will need to change vendor information to have the payments made to the City of Ankeny and have the check mailed to address noted above. Please remember to also change the account number.

Credit Card Pay –
The City accepts Visa, MasterCard and Discover cards. Recurring credit card payments will need to be cancelled. If you wish to continue recurring payments, you will need to set up a new recurring payment using the new account information included in the July bill. To register for this service, go to our website at www.ankenyiowa.gov.

In Person –
Payments will be accepted in person at the Ankeny Public Services Building, 220 West 1st Street, during normal business hours, Monday through Friday, 8 a.m. to 5 p.m. Cash, check and credit or debit card (Visa, MasterCard and Discover) are accepted. Ankeny Hy-Vee or Ankeny Dahl's stores will also accept utility payments in the form of cash, check or money order.

Pay agreements –
Payment agreements with Des Moines Water Works will not carry over.

Coming Soon!

www.ankenyiowa.gov

On-line account access –
You will be able to access your new account information on-line and pay your bill on-line through credit card transactions, although we do not yet have a "go live" date for this service. Watch your bill and our website for further information as it becomes available.