



IOWA DEPARTMENT OF NATURAL RESOURCES

Water Supply News

Environmental Services

- [FEMA Cloth Face Masks Available to Water and Wastewater Workers through IOWARN](#)
- [Site #1: Region 1 - Waterloo](#)
- [Site #2: Region 2 - Mason City](#)
- [Site #3: Region 3 - Sioux City](#)
- [Site #4: Region 3 - Storm Lake](#)
- [Site #5: Region 4 - Council Bluffs](#)
- [Site #6: Region 5 - Ames](#)
- [Site #7: Region 5 - Marshalltown](#)
- [Site #8: Region 5 - Rathbun Regional Water Association East Treatment Plant](#)
- [Site #9: Region 6 - RRWA East Distribution Shop Salem IA](#)
- [Site #10: Region 6 - Iowa City](#)
- [Join IOWARN Today](#)
- [A note on Iowa DNR and COVID-19](#)

FEMA Cloth Face Masks Available to Water and Wastewater Workers through IOWARN

Water and Wastewater workers are classified as Lifeline Critical Infrastructure by FEMA. In order to reduce the demand on county and state emergency management, FEMA has provided re-useable/washable cloth face masks for operations personnel in the Water Sector through the WARN (Water/Wastewater Agency Response Network) in each state. The Iowa contact for [IOWARN](#) is John Lins at 515-208-1993, lins@dmww.com

These masks were made possible by the persistent efforts of the EPA Water Security Division and AWWA Federal Relations representatives lobbying for the Water Sector at the national level. We are very grateful for their representation of our industry.

Masks will be available for pickup at specific water/wastewater utilities listed below in each of the six IDNR Regions. Contact the Distribution Point closest to you to arrange mask pickup.

The current allocation is 1 package of masks per operations employee. Eligible operations employees are any water/wastewater employee whose job does not allow them to practice social distance with coworkers or the public. The masks can be washed 15 times and reused for an extended time period.

Water and Wastewater Utilities in each region have provided the location and instructions on how to request and pick up masks in a minimal contact manner below. The masks are free of charge.

NOTE: We encourage you to contact your neighboring communities and pick up masks for them as well. You **MUST** inform the pickup location which systems you are picking up for if they are Water or Wastewater and how many employees at each.

Each of the 10 locations is listed below as a separate article.

Site #1: Region 1 - Waterloo

Pickup Location: 325 Sycamore St. Waterloo IA

Pickup Instructions: Email request to: ryan.manahl@waterloo-ia.org

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks can be picked up the following day from 8:00 am – 9:30 am or 10:00 am – 12:30 pm at the west overhead door across from the Post Office. The facility is locked. Upon arrival remain in your vehicle and call Ryan at 319-415-5340; the masks will be brought out to your vehicle.

Site #2: Region 2 - Mason City

Pickup Location: Water Plant 339 13 St NE Mason City IA

Pickup Instructions: Email request to region2masks@masoncity.net or call 641-421-3683 between the hours of 8:00 AM to 3:00 PM Monday thru Friday.

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks will be bagged and marked with the utility name on it for pick up and placed in the front entrance of the plant office. Pick up hours will be from 10:00 AM to 3:00PM Monday thru Friday. Problems call: 641-421-3683

Site #3: Region 3 - Sioux City

Pickup Location: Water Plant 1101 Tri View Ave. Sioux City IA 51104

Pickup Instructions: Send email request to bpuetz@sioux-city.org

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks can be picked up the following day by pulling up to front entrance (South Gate) and push the call button. Tell the operator who you are and where you are from. Proceed to the front entrance of the main building, ring the doorbell and someone will meet you at the front door with your masks. Problems call: 712-279-6150

Site #4: Region 3 - Storm Lake

Pickup Location: Water Plant 6011 Hwy 110 Storm Lake IA

Pickup days & times: Monday, Tuesday, Wednesday 9:00am to 12:00pm

Pickup Instructions: Email request to: sstewart@stormlake.org

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Use South entry gate and enter the front door that is marked for "Mask

Pickup". Masks will be bagged and marked with the utility name on it for pick up on a table inside the door. Problems call: 712-291-2682

Site #5: Region 4 - Council Bluffs

Pickup Location: Water Plant 2000 N 25th St Council Bluffs IA 51501 (I 29 exit 55)

Pickup Instructions: Email request to: fbouska@cbwaterworks.com

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks will be bagged and marked with the utility name on it for pick up the following day at the shipping & receiving door (ring bell). Problems call: 712-328-1006 ext. 1022

Site #6: Region 5 - Ames

Pickup Location: Water Plant 1800 E 13th St Ames Iowa 50010

Pickup Instructions: Email request to hpetersen@cityofames.org

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks can be picked up the following day by entering at the main entrance on the east side of the building. Masks will be bagged and marked with utility name on a table in the lobby. Problems call: 515-239-5150

Site #7: Region 5 - Marshalltown

Pickup location: 205 E State St. Walk in door on East side of building

Pickup Instructions: Email request to questions@marshalltownwater.com

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks will be bagged and marked with utility name on a table inside east door. Problems call: 641-753-7913

Site #8: Region 5 - Rathbun Regional Water Association East Treatment Plant

Pickup location: 16166 Hwy J29 Centerville IA 52544

Pickup Instructions: Email request to: jbuckingham@rrwa.net

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks can be picked up the following day between 8:00 am – 4:00 pm. Enter gate and follow signs to East treatment plant overhead door, enter walk in door. Masks will be bagged and marked with utility name on a table inside the walk-in door. Problems call: (641) 895-7353

Site #9: Region 6 - RRWA East Distribution Shop Salem IA

Pickup location: 1677 Salem Rd. Salem IA 52649

Pickup Instructions: Email request to: jbuckingham@rrwa.net

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks can be picked up the following day between **8:00 am – 9:00 am**. Masks will be bagged and marked with utility name on a table inside the large overhead Wash Bay door. Problems call: (641) 895-7353

Site #10: Region 6 - Iowa City

Pickup Location: Water Plant (Customer Entrance) at 80 Stephen Atkins Drive, Iowa City IA 52240

Pickup Instructions: Send email request to -4dceb@iowa-city.org

Provide: Utility name, Water or Wastewater, PWSID or NPDES #, and number of employees. Masks can be picked up the following day between 8am – 4pm. Packages will be clearly marked with the Utility name on a table in the front lobby. Problems call: 319-356-5160

Join IOWARN Today

These times highlight the importance of being part of a WARN network. IOWARN is a Water/Wastewater Agency Response (WARN) network, a group of utilities committed to helping each other conduct response and recovery operations. A WARN provides a system of aid that may be utilized by water/wastewater utilities requiring emergency assistance from member utilities.

There is no cost or obligation to be a member. Go to [IOWARN](#) and print and sign the agreement. Return a scanned copy to IOWARN Chair, John Lins at lins@dmww.com, 515-208-1993.

A note on Iowa DNR and COVID-19

The Iowa Department of Natural Resources is working with state and local officials to reduce the spread of COVID-19 and has transitioned employees to work remotely. DNR offices are closed to the public during this time and only available by appointment.

In another effort to reduce further the spread of COVID-19, the DNR is encouraging the use of the online services for submitting applications, payments and other daily tasks and interaction with DNR staff.

- [Full list of DNR's online services](#)
- [Up-to-date information on DNR services, facilities and events impacted by COVID-19](#)
- [Technical information for regulated businesses in regards to COVID-19](#)

We thank you for your patience and flexibility during this time. If you need to contact DNR staff you can reach them by email or phone or by calling 515-725-8200.