

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • FALL ISSUE



Items shown above represent suggested tools for emergency preparedness

PREPARING FOR EMERGENCIES

Essential Tips and Resources for Residents

When water or sewer emergencies happen, being prepared is really important. DC Water suggests that residents store enough drinking water—at least one gallon per person per day for at least three days. Remember to change out the water every six months to keep it fresh. Also, fill up containers with water ahead of time for flushing toilets during outages.

If the water or sewer systems are not working, Homeland Security Emergency Management (HSEMA) recommends having alternative disposal methods for bodily waste. Use heavy-duty plastic bags in a sturdy container and keep disinfecting materials on hand. If you need to boil water before using it, make sure you have a heat source and enough pots or kettles.

Communication is critical during emergencies. Stay informed through local resources like the DC Water website and the District's emergency alerts. Vulnerable populations, such as older adults and those with medical conditions, should have specific plans tailored to their needs. DC Water works with the District's Homeland Security and Emergency Management Agency and DC Health, to provide helpful resources for residents to plan and prepare for emergencies.

continued

CEO's Message

Dear Customers,



As we enter September, a time recognized as National Preparedness Month, it's important to remember that effective emergency preparedness is a continuous effort. At DC Water, we remain committed to ensuring you are well-informed and ready for any challenges that may arise, whether it's a hurricane, a boil water advisory, or any other emergency.

In this issue, we offer essential tips and resources to help you prepare for emergencies. From storing adequate drinking water to understanding the role of alternative waste disposal methods, our goal is to equip you with the knowledge you need to protect yourself and your family. Additionally, we highlight the work of our Office of Emergency Management and share success stories of how proactive measures have mitigated potential crises.

Please take a moment to review the information provided. Staying prepared and informed is key to navigating emergencies effectively.

Thank you for your continued trust and support.

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SPOTLIGHT ON EMERGENCY MANAGEMENT

An Inside Look at DC Water's Office of Emergency Management

DC Water's Office of Emergency Management (OEM) is an important part of what we do, with a team of experts who focus on handling emergencies. Unlike many other water utilities, where emergency management often falls to individual staff members as an extra task, our robust OEM team handles a spectrum of critical functions—from Incident Management Team facilitation to hazard mitigation and infrastructure protection.

What sets our OEM apart? DC Water is the only utility in the nation accredited by the Emergency Management Accreditation Program (EMAP), a rigorous national standard that recognizes our comprehensive approach to effectively preparing for, responding to, and mitigating potential emergencies.

In a city where history meets the future, DC Water faces the issue of aging infrastructure that demands proactive measures. So far in 2024, the District has faced unprecedented challenges with three precautionary boil water advisories being issued, directly impacting our customers. These events highlight the vital role of our OEM team in swiftly activating our Incident Management Team and responding to emergencies to assist in ensuring the safety and

well-being of everyone we serve. Each advisory triggers coordinated efforts, including rigorous water quality assessments and rapid communication with our partner agencies and through our DC Water Alerts system. This system provides real-time notifications and critical information during emergencies, empowering you to take necessary precautions.

This September, during Preparedness Month, DC Water leads the way in emergency management, showing our commitment to keeping you safe and maintaining service. This is not limited to a single month—it is an ongoing commitment to innovation and readiness, aimed at safeguarding your water supply and supporting the District through every challenge.



FROM CRISIS TO CALM

Success Stories in Emergency Preparedness

Crises can often be avoided by taking simple preventive measures. For DC Water, this means taking steps to protect the communities we serve.

A recent example of our expert emergency planning happened in February 2024 on the Potomac Interceptor, a 50-mile-long pipe that carries 60 million gallons of wastewater daily from Dulles Airport to the Blue Plains Advanced Wastewater Treatment Plant. The aging pipe needed repairs, and when part of it collapsed during construction, a coordinated response effort allowed us to divert the wastewater flow within days, reducing risks to nearby communities. The speedy repairs were due to the emergency alternate plans that were put in place prior to restoration, lowering the risks associated with collapse during the process.



We are constantly looking for new preventive measures that will help ward off future disasters altogether. The continued construction of the Blue Plains Floodwall is an example of our proactive approach to reducing the risk of flooding. Blue Plains is a regional asset to five jurisdictions and is vulnerable to flooding and hurricanes due to its low elevation and proximity to the Potomac River. In 2021, the first segment of the floodwall was completed, which stands 3 feet above Federal Emergency Management Agency's (FEMA) 500-year flood level. The remaining sections are under construction thanks to a Building Resilient Infrastructure and Communities (BRIC) grant from the Federal Emergency Management Agency (FEMA). The floodwall is expected to be completed by 2028.



Emergency Resources and Notifications

DC Water Preparedness Resources

DC Water offers online resources on how to prepare for emergencies like flooding, sewer backups, water outages, and more. Visit: DC Water Emergencies www.dewater.com/resources/emergencies

DC Water Alerts

There are two different alert categories. Link: www.dewater.com/about-dc-water/dc-water-alert-notification-signups

- **Standard:** Provides alerts about emergency repairs and disruptions in service to customers in impacted neighborhoods. The standard alert includes the option to receive non-urgent news and updates of general interest.
- **Critical Customers:** Delivers essential information such as service interruptions, emergencies, and critical advisories to customers with specific needs or high-priority services, such as hospitals.

Ready DC

Ready DC provides tips on making emergency plans, building kits, and staying informed during emergencies. Visit: Ready DC ready.dc.gov/

Alert DC

AlertDC is the official District of Columbia emergency communications system that sends alerts, notifications, and updates from public safety officials and the emergency manager. Learn about traffic conditions, government closures, public safety incidents and severe weather. To get started today, visit alertdc.dc.gov.

Upcoming Outreach Events

Come visit us at these upcoming events to learn more about emergency preparedness, Lead Free DC, DC Water Cares, and more!

SEPTEMBER 2024			
9/7/24	The DC State Fair	Franklin Park (1332 I St NW)	10 a.m.-5 p.m.
9/14/24	DCPS Back to School Block Party	Jefferson Middle School Academy (801 7th St SW)	11 a.m.-2 p.m.
9/21/24	H Street Festival	H St NE (from 3rd to 14th St)	12-7 p.m.
9/21/24	9th Annual Festival del Rio Anacostia	Bladensburg Waterfront Park (4601 Annapolis Rd, Bladensburg, MD 20710)	11 a.m.-4 p.m.
OCTOBER 2024			
10/5/24	DDOT's Open Streets 2024 Event	7th St NW (between Rhode Island Ave NW and E St NW)	9 a.m.-3 p.m.
10/5/24	Road To Lead-Free, an event hosted by DC Water	Martin Luther King, Jr. Memorial Library (901 G St NW/4th Fl)	10 a.m.-2 p.m.
10/9/24	Annual Walk & Roll to School Day 2024	Lincoln Park (East Capitol St NE/SE, between 11th and 13th St)	7:30-8:30 a.m.
10/26/24	Payne Elementary School's Annual 2024 Fall Festival	Payne Elementary School (1445 C St SE)	11 a.m.-2 p.m.

PREPARING FOR EMERGENCIES

Essential Tips and Resources for Residents

continued

Preparedness Checklist

- Store one gallon of drinking water per person per day for at least three days.
- Change stored water every six months.
- Keep large containers filled with water for flushing.
- Have heavy-duty plastic bags for waste disposal.
- Make sure you have a heat source and pots for boiling water.
- Stay informed through DC Water and District alerts.
- Tailor plans for vulnerable family members.

Saving Water Inside Your Home

As the DC region faces ongoing drought conditions, it's a good time to think about how we use water indoors. With 70% of household water use happening inside, even small changes can make a big difference. Simple steps like only running the dishwasher when it's full, taking shorter showers, fixing leaky faucets, and upgrading old washing machines can help save water and support our efforts in managing resources efficiently.

There are simple things you can do to make a big difference! Share these tips with your family members and post where everyone can see. Together, we can make a significant impact on water conservation efforts.



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