

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • WINTER ISSUE



## WATER MAIN BREAKS AND BEYOND Facing Winter's Challenges with Commitment and Care

Winter weather presents unique challenges for water utilities, and DC Water is rising to the occasion with a commitment to keeping your water flowing no matter the season. As temperatures drop, the risks of water main breaks increase due to the expansion and contraction of aging pipes. However, our proactive approach to managing these challenges helps minimize disruptions and ensures the reliability of your water supply.

### Understanding Water Main Breaks

Water main breaks can occur when pipes, often decades old, are stressed by freezing and thawing cycles. With over 1,300 miles of water mains serving the District, maintaining and repairing this vast network is critical to our mission. Through DC Water's Water Main Break Dashboard, residents can track real-time updates on active repairs and learn more about where and why breaks occur.

Visit the Water Main Breaks Dashboard here: [bit.ly/WaterMainMap](https://bit.ly/WaterMainMap) to see live data and gain insight into the ongoing work to restore service quickly and efficiently.

### Preparedness and Prevention

DC Water is actively modernizing our water infrastructure to reduce the occurrence of breaks. This includes:

- **Replacing aging pipes** as part of our long-term infrastructure improvement plan.
- **Enhanced leak detection technology** to identify vulnerabilities before they lead to significant issues.
- **Rapid response teams** that ensure repairs are conducted safely and quickly, even in adverse conditions.

### Tips for Customers

We're also here to help you prepare:

- **Locate and test your shut-off valve** in case of an emergency.
- **Monitor for leaks** in your home to prevent damage and water waste.
- **Report issues promptly** by contacting our 24/7 Command Center if you notice water pooling or other signs of a break near your property.

### Looking Ahead

DC Water's commitment to resilience extends beyond the immediate repair of breaks. By investing in cutting-edge technology, modern materials, and community engagement, we're building a water system that can stand up to the most difficult conditions. Together, we can face winter's challenges with care and determination. Stay informed, stay prepared, and know that DC Water is here for you—rain, shine, or snow.

### CEO'S MESSAGE

## Safeguarding Your Water Supply Through Every Season

At DC Water, we understand the vital role of reliable water service in your daily life. Our dedicated crews, first responders, and support teams work tirelessly to maintain and modernize the District's water infrastructure, ensuring resilience and preparedness, no matter the challenges we face.



I was reminded of that commitment when I visited our crews on the job in early December. In frigid temperatures, they were working around the clock to find and repair a break in a 30" water main and restore service to customers. Their dedication and resilience reflect the very essence of our mission: to safeguard your access to clean, safe water, no matter the circumstances.

Every improvement we make is guided by a long-term vision of reliability, ensuring our community's access to clean water now and for generations to come. These efforts are not just about addressing today's needs but about preparing for tomorrow's challenges.

Thank you for trusting us to deliver this essential service. We remain steadfast in our commitment to building a stronger, more reliable water system that serves the needs of all our residents.

Warm regards,

**David L. Gadis**

CEO and General Manager  
[ceosuggestions@dewater.com](mailto:ceosuggestions@dewater.com)

HELPING CUSTOMERS STAY CONNECTED

# More Support for More Families



Supporting customers through innovative programs that provide financial relief and ensure access to essential water services is a top priority.

Whether it's through new initiatives or expanded existing programs, we're here to assist households in navigating the challenges of managing their water bills.

## Introducing CAP+: Expanded Support for More Families

The newest addition to DC Water's Customer Assistance Program (CAP) family, CAP+, launched in October, offers the most significant financial relief for eligible households. This program provides a discount on the first 600 cubic feet (6 ccfs or 4,500 gallons) of water and a 75% reduction on the Clean Rivers Impervious Area Charge (CRIAC). Designed to ease the financial burden of water service costs, CAP+ aims to make clean, reliable water more accessible to families in need. The monthly discount is approximately \$122 per month.

## Comprehensive Assistance for All Needs

DC Water offers three additional levels of financial assistance to meet varying household needs, including discounts on water and sewer services and significant reductions on the Clean Rivers Impervious Area Charge (CRIAC). These programs provide monthly savings ranging from \$16 to \$95, depending on eligibility and water usage. To learn more about these programs and how to apply, visit [dcwater.com/cares](http://dcwater.com/cares).

## Free Leak Assessment and Repair Program

DC Water has introduced a free leak assessment and repair program for customers enrolled in its Customer Assistance Program. The initiative benefits eligible customers who have been notified about high or continuous water usage. Developed in collaboration with the District, the program helps residential customers identify and repair leaks, reduce water waste and avoid unexpected high bills. Be on the lookout for a flyer by mail if you're eligible.

## New SPLASH Portal: Supporting Neighbors in Need

The SPLASH portal is now live! DC Water is proud to continue its tradition of giving back through donations to the SPLASH program, which helps customers in need maintain access to water services. This new platform makes it easier for DC Water customers to contribute to SPLASH, helping neighbors in need with their water bills. The platform is also open to anyone wanting to make a donation. Visit the DC Water SPLASH page today to learn more about the program and start making a difference: [dcwater.com/SPLASH](http://dcwater.com/SPLASH).

If you or someone you know could benefit from financial assistance, visit the Customer Assistance page: [dcwater.com/cares](http://dcwater.com/cares) to learn more and follow the links to apply for these programs with the Department of Energy and Environment. Together, we can ensure that every family has access to clean, safe water.



## FROZEN PIPES Winter Safety Starts at Home

As winter sets in, freezing temperatures can pose a significant risk to your home's plumbing system. Frozen pipes are not just an inconvenience—they can lead to costly repairs and water damage. DC Water is committed to helping residents safeguard their water systems against the cold with practical tips and resources.

### Why Pipes Freeze

When temperatures drop below freezing, water inside your pipes can solidify, expanding and exerting pressure that may cause the pipes to burst. This is especially common in exposed or poorly insulated pipes, such as those located in basements, garages, or exterior walls.

### Steps to Protect Your Pipes

- 1. Insulate Pipes:** Wrap exposed pipes in foam insulation or use heat tape.
- 2. Let Faucets Drip:** A small trickle prevents pressure buildup and freezing.
- 3. Open Cabinet Doors:** Let warm air circulate around pipes under sinks.
- 4. Seal Cracks:** Use caulk or insulation to block drafts.
- 5. Disconnect Outdoor Hoses:** Drain and store hoses indoors to prevent freezing.

### What to Do If Your Pipes Freeze

- **Turn Off Water:** Shut off the main supply to avoid damage from bursts.
- **Apply Heat:** Use a hair dryer or heating pad on the frozen section – never use an open flame.
- **Call a Professional:** If the pipe is inaccessible, contact a plumber.

## Get The Latest Updates From Lead Free DC



Lead Free DC is DC Water's initiative to eliminate all lead service lines in the District and ensure safe, reliable water

for every home and business. By signing up for the Lead Free DC Newsletter, you'll gain insights into our progress, access

educational resources, and learn how you can benefit from our programs and partnerships, such as free lead testing, service line replacement opportunities, and ways to get involved in your community. Don't miss important updates about how DC Water is working to create a safer future for all residents. Sign up for the LFDC Newsletter today: [bit.ly/LFDCNewsWOT](http://bit.ly/LFDCNewsWOT).



## Stay Informed

Get timely updates about your water service with DC Water Alerts. Sign up today at [dcwater.com/alerts](http://dcwater.com/alerts) and count on us to keep you informed.



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