

Bloom: Nourish Your Garden Sustainably



A flourishing garden nourished with Bloom

Join the growing community of DC homeowners, schools, and community gardens enhancing their soil with Bloom, our exceptional soil amendment. Bloom is rich in organic matter and nutrients, which improves soil health, promotes robust plant growth, and supports sustainable gardening practices. As with all soil products, it's natural to have questions about its composition—including the presence of man-made chemicals.

Bloom undergoes rigorous testing to ensure safety and compliance with environmental standards, and contains lower concentrations of persistent man-made chemicals (called PFAS) than many everyday household items. Do your part to keep our environment and your household clean and safe by seeking PFAS-free alternatives whenever possible.

For a detailed comparison of household items and Bloom, visit: bloomsoil.com/pfas-understanding-the-relative-risks/

By choosing Bloom, you're not only enriching your garden but also contributing to a more sustainable environment.

For more information, visit our website or contact us at

bloom@bloomsoil.com

Scan the QR code to learn more about Bloom.



CEO's Message

Dear Valued Customers,



As we welcome the spring season, we are excited to share updates on our initiatives aimed at enhancing service quality, promoting sustainability, and supporting our community.

This spring, as we conduct our annual water line cleaning from March 24 to May 5, we also encourage you to explore Bloom, our soil amendment product that enriches urban gardens and supports sustainable practices.

Additionally, our ongoing initiatives like Lead-Free DC, aiming to eliminate lead service lines across the District, reflect our dedication to providing safe and reliable water services to all.

Thank you for being a valued part of the DC Water community. Together, we can look forward to a cleaner, greener future.

Warm regards,



David L. Gadis, CEO
ceosuggestions@dcwater.com

Spring Forward: Enhancing Water Quality and Community Sustainability

Just for the Clean of It: Annual Pipe Cleaning

Spring cleaning isn't just for your home—DC Water is refreshing its 1,300 miles of water lines! The annual pipe disinfection process is underway (March 24 – May 5), where the Washington Aqueduct temporarily switches the disinfectant from chloramine to chlorine. While the water remains safe to drink, you may notice a slight change in taste or smell.



"The health, safety, and well-being of our customers is paramount," said DC Water CEO **David Gadis**. "This routine maintenance ensures a clean, reliable water supply for the District."

If you experience any changes, try running your cold tap for two minutes or using a water filter. For more details, visit dcwater.com/chlorine-switch or call 202-612-3440.

Stay Informed on Lead Free Progress with the LFDC Newsletter

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:
<https://bit.ly/LFDCNewsWOT!>



Helping Customers Stay Connected: DC Water's Further Expanded Financial Assistance Programs

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:
www.dewater.com/SPLASH.



Stay Ahead of High Water Bills with Usage Alerts

Unusually high water bills can be caused by leaks, increased irrigation, or changes in water use.

To help you stay informed and avoid unexpected charges, DC Water offers High Water Usage Alerts. This service notifies you promptly if your water usage significantly increases over four consecutive days, allowing you to address potential issues like leaking toilets or unattended hoses before they lead to higher bills.

How to Sign Up:

Visit mydcwater.com

Existing Online Account Holders: You're automatically enrolled to receive email alerts.

New Users: Create an account at My DC Water to start receiving notifications.

Customize Your Notifications: Log in to your online account, navigate to "water usage history," select "AMR history," and set your high usage notification preferences. For assistance, contact us at 202-354-3600.

By staying vigilant and utilizing these alerts, you can detect issues early, conserve water, and prevent unexpected expenses.



SPRING FORWARD WITH DC WATER'S PAYMENT PLAN INCENTIVE PROGRAM!

Spring is a time for fresh starts—and that includes getting back on track with your water bill! For a limited time, DC Water's Payment Plan Incentive Program offers an easy way to reduce your outstanding balance. Enroll today, make on-time payments, and earn credits—DC Water will cover 40% of your qualifying payments every 120 days!

If you or someone you know could benefit from financial assistance, visit dcwater.com/CARES to learn more and follow the links to apply for these programs with DOEE. Together, we can ensure that every family has access to clean, safe water.

Eligible residential customers with balances over \$500 and past due for 60+ days can participate. Avoid late fees and service interruptions while easing financial stress.

Call 202-354-3600 or visit MYDCWater.com to sign up today!



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DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
Customer Service Department • (202) 354-3600
1385 Canal Street, SE, Washington, DC 20003 • dcwater.com

