



## New customer services brochure

Providing customers with useful information about available services and technologies is a top priority at DC WASA. In our new *Guide to Customer Services*, we provide detailed information on a variety of topics including how to check your home for leaks, understanding your utility bill, reporting water service theft, and using water wisely.

This free, easy-to-read brochure offers valuable

information at your fingertips.

The *Guide* is designed to serve as a resource when customers have questions or concerns about their water and sewer services. Additionally, it explains what customers can expect from DC WASA when they contact us.

To request a copy of this brochure, call DC WASA's Office of Public Affairs at (202) 787-2200.



## Mobile labs - providing rapid response for rapid results

DC WASA operates two mobile water quality laboratory vans, dispatched daily to provide on-site water monitoring services in the District. These labs enable more efficient monitoring of the water distribution system and rapid response to water quality and other water-related emergencies.

The two-person, fully-equipped labs are designed to easily maneuver the city streets and to reduce response time. DC WASA has the ability to conduct

numerous water quality tests on-site and immediately

identify potential problems in the system or in customer's homes. The mobile labs can analyze a range of water quality parameters

including metals, microbial activity, and chemical compounds at any location in the city. It is DC WASA's priority to deliver safe drinking water and serve the needs of our customers.

To report water quality issues, contact DC WASA's Water Quality Division at (202) 612-3440.



## Annual temporary disinfectant change in District water

Beginning February 1, 2010 through May 17, 2010, drinking water disinfection will temporarily switch from chloramine to chlorine as part of an annual program to keep water pipes clean and free of potentially harmful bacteria. This temporary change is a standard water treatment practice in the industry. During this period, customers in the District of Columbia may notice a slight change in the taste and smell of their drinking water.

DC WASA will continue to routinely collect and analyze



samples throughout the city to ensure chlorine levels meet stringent target levels and federal drinking water standards. The period for this switch is determined each year based on the most appropriate length of time for cleaning the distribution system pipes and ensuring

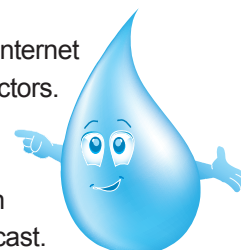
high water quality throughout the year.

If customers experience a chlorine taste and odor, DC WASA recommends running cold water taps for 5 to 10 minutes. DC WASA also recommends collecting and refrigerating cold water in an open pitcher after running the cold tap for at least two minutes. Within a few hours, the chlorine taste and odor will disappear and the water will be conveniently cold for drinking.

Customers who normally take special precautions to remove chloramine from tap water, such as medical facilities and aquatic pet owners, should continue to take the same precautions. For more information, contact DC WASA's Water Quality Division at (202) 612-3440, or visit [www.dcwasa.com/waterquality](http://www.dcwasa.com/waterquality).

## Did You Know...?

DC WASA provides live coverage on the Internet of its monthly meeting of the board of directors. The meetings can be viewed from the homepage, [www.dcwasa.com](http://www.dcwasa.com), by clicking on the video link under Governance. Each video is archived online after the live webcast.



WHAT'S  
ON

TAP



District of Columbia  
Water and Sewer  
Authority

Customer Service  
Department  
810 First Street, NE  
Washington, DC 20002  
(202) 354-3600  
[www.dcwasa.com](http://www.dcwasa.com)

## DC WASA provides assistance to help customers pay utility bills

In today's economy, many people are finding it increasingly difficult to pay their bills. DC WASA offers assistance to individuals and families experiencing temporary financial hardship. Through DC WASA's customer assistance programs, federally income-eligible District residents can receive financial assistance to help maintain critical water and sewer services.

■ DC WASA's Utility Discount Program provides eligible customers with discounts of up to \$293.76 per year on their water and sewer bills. The District Department of the Environment (DDOE) determines eligibility. For more information, contact DDOE's Energy Office at (202) 673-6700 or visit [green.dc.gov](http://green.dc.gov).

■ SPLASH (Serving People by Lending a Supporting Hand) is another program that provides eligible individuals and families



with financial assistance to help pay their DC WASA bill. The SPLASH program, which is solely funded by contributions from customers and the community, is administered by the Greater Washington Urban League. Contact DC WASA's Customer Service Department at (202) 354-3600 to donate to SPLASH or to find out how to apply for assistance.

## Winter driving safety tips

Driving on snow and ice can be extremely dangerous. Knowing how to drive safely in inclement weather may prevent accidents and injuries. Here are a few tips to ensure that you arrive at your destination safely:

- Check the local forecast.
- Remove snow and ice from all windows and lights before driving.
- Stay alert while driving.
- Reduce your speed.
- Brake gently.
- Watch out for pedestrians and cyclists.

## How to thaw frozen pipes safely and effectively

During cold weather, customers may experience frozen water pipes in their homes or businesses.



effectively thaw frozen pipes:

- Open the faucet so that water will flow through the pipe once the area is melted.

Extreme changes in temperatures cause expansion and contraction of the materials that comprise the water distribution system – water mains and service lines. Over time, this expansion and contraction can cause pipes to leak, crack or break.

Frozen pipes may cause damage, which in turn can lead to costly repairs. If you have a frozen pipe, you should immediately take steps to thaw the pipe to keep it from bursting. DC WASA reminds customers that the use of an open flame heat source to thaw pipes can create a serious fire hazard.

Take the following steps to safely and

- Apply heat to the frozen pipe with an electric heating pad or hair dryer. Keep all sources of heat away from flammable materials and do not use any open flame devices. Also, do not use devices that will cause the melted ice to boil, as that can also cause the pipe to break.

- Call a licensed plumber if you cannot locate, reach or thaw the frozen section.

- Check every faucet in your home or business to determine if you have any other frozen pipes, especially those pipes located along an exterior wall or those pipes that bring the water into the building at the foundation.



DC WASA has launched a Facebook® page to communicate with customers. Sign up at [www.facebook.com/dcwasa](http://www.facebook.com/dcwasa) and become a fan!

For more information, visit DC WASA's website at [www.dcwasa.com](http://www.dcwasa.com).

Para informar emergencias del aguas residuales, llama (202) 612-3400.

**Report Emergencies 24 Hours a Day!**

To report improper use of hydrants, clogged catch basins, water main leaks, or suspected sewer backups; call (202) 612-3400.

