



New Treatment Expanded Citywide

The Washington Aqueduct has begun the second phase of introducing orthophosphate to DC's drinking water. The Environmental Protection Agency (EPA) approved the start of the second phase following the initial test phase in the 4th High Pressure Zone in Northwest DC.

Orthophosphate works as a corrosion inhibitor, forming a protective coating inside of lead service line pipes and fixtures to prevent lead from leaching into drinking water. It is important to remember that it may take six months or longer to determine if the systemwide treatment is significantly reducing the corrosive effects of water in lead pipes.

"This is a continuing part of our work to address the issue of elevated lead levels in tap water in some District homes," said Jerry N. Johnson, WASA General Manager. "The Washington Aqueduct, which produces and treats the water, the EPA, the regulator for drinking water in the District and WASA, the District's water distributor, are working in partnership to ensure that residents and visitors have safe and clean drinking water."

WASA and its partners are taking necessary steps to ensure the community is fully aware of the new chemical treatment. WASA will continue to collect and monitor the data and determine if the Washington Aqueduct needs to change the water chemistry.

WASA urges its customers to continue taking the recommended steps to reduce potential exposure to lead in drinking water. When water has not been used for six hours or longer, residents with lead service line pipes, or those who are concerned about lead in their water, should draw cold water for drinking or cooking only after a high water-use activity (such as bathing or washing clothes), so that a total of at least 10 minutes of flushing has occurred.

For more information, call the Lead Services Hotline at **202-787-2732** or email **wqp2003@dcwasa.com**.

Board Approves Rate Increase

Dear Valued Customer:

I want to update you on our most recent initiatives and on the approved rate and fee changes by our Board of Directors.

The Board approved a 5 percent rate and fee adjustment effective October 1, 2004, to help fund systemwide capital improvements. Your combined water and sewer rates will now increase from \$4.37 per Ccf to \$4.59 per Ccf (Ccf = 100 cubic feet, or 748 gallons). A typical residential customer uses about 8.33 Ccfs, or 6,231 gallons, per month, and should expect their monthly bill to increase by about \$1.83.

WASA's operating costs have been level, but we are upgrading our facilities as part of a 10-year, \$1.8-billion capital improvement plan. These projects improve our day-to-day operations and ensure compliance with federal law and environmental regulations. They include lead service line replacement, work on the Bryant Street pumping station and other water system improvements, aged sewers, and the Blue Plains Treatment Plant.

Many of you are already benefiting from one of our recent projects. The automated meter reading (AMR) and meter replacement program is nearly completed. Over 110,000 meters have been replaced. These meters ensure more accurate bills and responses to customer questions at a lower cost.

We have also enhanced our Customer Assistance Program (CAP), a successful effort to which many of our customers make personal contributions to help low-income customers pay their water bills.

Our most important goal is to deliver high-quality water to you and to provide excellent wastewater treatment for our community. We strive to provide reliable and timely service, so we created a 24-hour emergency line (202-612-3400) to help report problems more easily.

*As a valued customer, be assured that our new initiatives are designed to meet our most important goal—**providing you with the highest quality of service.***

Thank you for your continuing support.

Jerry N. Johnson, DCWASA General Manager

Financial Assistance for Lead Service Pipe Replacement

WASA has developed two important new partnerships. Wachovia Bank, N.A., and the District of Columbia Department of Housing and Community Development (DHCD) now offer programs for property owners with limited incomes to cover the costs of replacing the private portion of lead service lines.

"WASA is proud that these partnerships with Wachovia and the District of Columbia Department of Housing and Community Development are helping to improve quality of life and strengthen DC neighborhoods," said Jerry N. Johnson, WASA General Manager.

WASA has also implemented a program to replace the public portion of lead service lines for single-family homeowners. Homeowners can choose to replace the privately owned portion of the line at their expense, at the same time the public lines are being replaced. Homeowners can now contact DHCD or Wachovia directly to find out whether they qualify for a grant or loan.

Homeowners interested in the special home equity loans may apply at any DC Wachovia Financial Center. Incomes may not exceed \$43,500, or 80 percent of the median DC family income. Standard credit underwriting is required, including credit scoring, proper loan-to-value ratio and proper debt-to-income ratios.

Up to \$5000 in grants for homeowners from DHCD are available at no cost to homeowners, and are only available in cases where WASA is replacing public portions of lead service lines. If WASA already has replaced the public portion of the service line, or will be doing so soon, homeowners may be able to take advantage of this program. To be eligible, applicants must own their home, be current on District and federal taxes, and meet the Department's income eligibility guidelines. For an application or information, call DHCD at **202-442-7154** or email dhcdwaterlines@dc.gov.



Report Emergencies 24 Hours A Day!

To report improper use of hydrants, catch basins that have become clogged with leaves, water main leaks or suspected sewer backups, call **202-612-3400**.

WASA Breaks Ground for New East Side Pumping Station

On September 21st, WASA officially broke ground for the new East Side Pumping Station, a major step in serving the public and protecting the environment. The new East Side Pumping Station replaces the existing station with an increased operating capacity of 45 million gallons per day (MGD). The new pumping station is a key component in the \$1.3 billion system of improvements WASA has proposed to address combined sewer overflows, particularly as they affect the Anacostia River. The new facility will increase flow to the Blue Plains Wastewater Treatment facility to help meet the requirements of the Federal Clean Water Act. Construction is scheduled to be completed by July 2006.

Need Help Paying Your Utility Bill?

To find out if you are eligible for financial assistance, join us for Joint Utility Discount Day on Thursday, October 21st, from 8:00 am to 7:00 pm at the new Washington Convention Center, 801 Mount Vernon Place, NW. We are proud of this customer assistance program, which has helped thousands of District residents. This year, WASA has expanded the program to include District residents in apartments. For more information, call the DC Energy Hotline at **202-673-6750**.

For Social Service Information, Dial 2-1-1.

If you're in need of food, shelter, medical, energy or other assistance, **just dial 2-1-1**. This is a new, 24-hour, seven-day-a-week service provided by the Department of Human Services (DHS). You can also find information online at www.answerplease.dc.gov.

For more information, visit WASA's Web site at www.dcwasa.com.

Para leer este folleto en Español, por favor visite nuestra página Web www.dcwasa.com.

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