



Mobile labs monitor water quality and make house calls!

DC WASA's Water Quality Division deploys two mobile water quality laboratory vans daily to monitor the water distribution system and to respond quickly to customer water quality concerns. The two-person, fully equipped labs are designed to easily maneuver the city streets. They can analyze an array of water quality parameters



including metals, microbial activity and chemical compounds on location.

The vehicles were purchased in 2006 to provide

quick answers when investigating water quality issues. Before these mobile units were introduced, samples were sent to a laboratory and it could take days to get results. Now, these labs on wheels can provide answers in less than an hour.

To report water quality issues, please contact the DC WASA Water Quality Division at (202) 612-3440, Mon – Fri. 8:00 a.m. – 4:30 p.m. or (202) 612-3400, 24 hours a day.

Hydrant inspection is underway



DC WASA and DC Fire and Emergency Medical Services (FEMS) share responsibility for the *Joint Fire Hydrant Inspection and Maintenance Program*. Twice a year, FEMS crews perform condition assessments of all public District hydrants, while DC WASA crews follow behind, making repairs.

FEMS can inspect hydrants faster than repairs and replacements can be made. DC WASA expands its staff with extra crews and contractors to complete the repairs as quickly as possible. Remember, there are ample in-service hydrants available at all times and, with the use of state-of-the-art technology, FEMS crews can plan which hydrants to use before they reach the scene of an emergency.

Also, many people in the District have been confused by the systems that FEMS and DC WASA use to communicate information. These include red (out of service) and green (in

see **Hydrant inspections**
continued on back

TD Bank partnership brings new locations to pay your DC WASA bill in person

As reported last month, DC WASA is changing banks from Wachovia Bank to TD Bank and its partner Adams National Bank. Beginning September 1, 2009, customers wishing to pay their bills at a bank may do so at any TD Bank or Adams National Bank location within the DC Metropolitan area.

Current banking locations are listed to the right. As always, customers may pay their bills at DC WASA's Customer Service Center located in the lobby at 810 First Street, NE.



TD Bank

- Dupont Circle – 1753 Connecticut Ave. NW
- 14th and F – 605 14th St. NW
- 7th and I – 901 7th St. NW
- Clinton, MD – 8912 Woodyard Rd.
- New Carrollton, MD – 8211 Annapolis Rd.
- Alexandria, VA – 119 S. Washington St.
- Alexandria, VA – 6601 and 6615 Richmond Hwy.
- Clarendon, VA – 3101 Wilson Blvd.

Adams National Bank

- Chinatown – 802 7th St., NW
- Dupont Circle – 1604 17th St., NW
- Georgetown – 1729 Wisconsin Ave.
- K Street – 1501 K St., NW
- Union Station – 50 Massachusetts Ave., NE
- Silver Spring, MD – 8121 Georgia Ave.

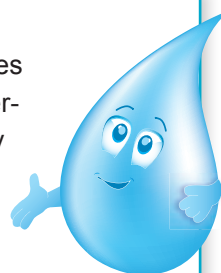
Customers who pay by check to the post office

see **TD Bank** *continued on back*

Did You Know

... DC WASA helps individuals and families in need retain critical water and sewer service? Eligible low-income customers may receive monthly DC WASA assistance.

To apply under the Utility Discount Program, please contact the District Department of the Environment Energy Office at (202) 673-6750.



WHAT'S ON

TAP



DC WASA is working to save you money



powerful tool that tracks how much water you use on a daily, monthly, and yearly basis. Once we've tracked your water usage for a full year, we'll quickly notify you when we see a spike in your water use.

A single running toilet can consume two to four gallons per minute, which can cost hundreds, or even thousands, of dollars per month. Don't let it happen to you. Sign up for DC WASA's High Use Notification Alert (HUNA), and we'll let you know if your water usage is higher than normal. This helps you determine the source of your problem and avoid high water bills.

HUNA is linked to a

A spike in water usage could result from:

- A leaking toilet
- An unattended garden hose
- An internal plumbing problem or leaky faucet
- A landscaping project
- Home improvements involving plumbing

You can sign up for HUNA by:

1. Going to "My Account" on our website, www.dcwasa.com
2. Calling a customer service representative at

(202) 354-3600
3. Emailing custserv@dcwasa.com
Be sure to include

your name, service address, telephone number, and DC WASA account number.

TD Bank *continued from front*

box, or have automatic withdrawals from their bank account, or use the pay-by-phone option or website to pay, will not need to do anything for this change. Customers who mail their check to

P.O. Box 97200 will not be affected and should continue to mail payments to that address. For more information, please contact DC WASA Customer Service at (202) 354-3600.

Hydrant warning reminder

Warning: Do not attempt to open public fire hydrants! The force of the water coming out of a hydrant can knock a person over, and the water on roadways can cause serious problems with traffic.



Turning on hydrants without the proper tools can damage the hydrant, its nozzle, and even the underground pipes in the water distribution system. Only DC WASA, fire and police have access to the special tool that opens hydrants. It is a criminal offense for others to open District public fire hydrants. If you see an unauthorized individual opening a fire hydrant in your community, report it to the DC WASA 24-hour Emergency Hotline at (202) 612-3400.

"Lights, Camera, Action"

DC WASA has become the first water and sewer utility in the area to provide broadcast coverage on the Internet of its monthly meeting of the board of directors. The meetings can be viewed from the homepage (www.dcwasa.com) by clicking on the video link under *Governance*.



Beginning Thursday, September 3, 2010, board meetings can be viewed *Live – In Progress*. This means that interested individuals can watch DC WASA board activities and discussions

as they happen and learn more about water and sewer projects, programs and issues. Each video is archived online after the live webcast.

The board meets at 9:30 a.m. the first Thursday of every month, except August. For more information, please contact DC WASA Public Affairs at (202) 787-2200.

Hydrant inspections *continued from front*

service) rings and bands that indicate the nozzle has been upgraded. Those were described in the March issue of *What's On Tap* and are explained on the DC WASA web site

(www.dcwasa.com). To report a hydrant that may be leaking or damaged, please call DC WASA's 24-hour Emergency Hotline at (202) 612-3400.

For more information, visit DC WASA's website at 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.

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Authority

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