

DC WATER
guide to
**CUSTOMER
SERVICES**



dc 
water is life

DCWATER.COM

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Dear Customer:

Whether you're a new customer or you already have an account with us, DC Water appreciates the opportunity to provide you with quality and dependable water and sewer services.



DC Water is committed to supplying you with useful information, whether it pertains to understanding the charges on your bill or how to check your home for leaks. It's all here in this Guide to Customer Services. Arranged in an easy-to-find format, this Guide describes what we do and the services and technologies available to DC Water customers.

It is very important to us that you understand what you can expect from DC Water and what you can do if you have questions or concerns.

Please enjoy this Guide and let us know if there are ways we can improve future editions.

Sincerely,

George S. Hawkins, General Manager

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Moving in?

How to Establish a New Account

A new account must be established in the property owner's name. Property owners can take advantage of our third party notification program that also lists the tenant on the account. This program will send bills and notices to both the owner and tenant. However, the owner is always responsible for bill payment regardless of any lease agreement.

Please fax a copy of your settlement statement to our Customer Service Department at **(202) 354-3711**.

Mail or bring the document to:
DC Water
810 First Street, NE, Suite 1100
Washington, DC 20002

HOW TO CONTACT US

We're always available to help anytime you have questions, suggestions or concerns.

By Telephone

Our customer service number is **(202) 354-3600**.

Hearing-impaired customers should call **(202) 354-3677** for TDD-TYY services.

Our customer care associates are available to assist you Monday through Friday, 8 a.m. to 5 p.m. (except major holidays).

We also provide a number of self-service options, such as automated bill payment, account balance verification and usage information. Our self-service options are available to all of our customers 24 hours a day.

(continues next page)



Non English-speaking customers can call our customer service number for translation services in more than 94 languages.

If you are experiencing a water or sewer related emergency, call our 24-hour Emergency Command Center at **(202) 612-3400**.

Additional phone numbers are provided on page 13 of this guide.

By Mail

Please address all correspondence, including change of address cards, comments, questions, or complaints to:

DC Water

**Customer Service Department
810 First Street, NE, Suite 1100
Washington, DC 20002**



Your letter should include:

- Daytime telephone number, including the area code
- Summary of your comments
- Service address
- Account number
- Copy of receipts or cancelled checks, if there is a payment question



By E-mail

You can e-mail us at custserv@dcwater.com.

Please include all pertinent information in the e-mail.

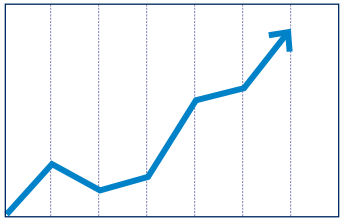
To pay your DC Water utility bill online, visit dcwater.com (see Paying Your Bill, page 6).

YOUR WATER METER



Most meters have an Automated Meter Reading (AMR) device that enables us to read your meter from a distance. The meter reading cannot be transmitted if the radio signal is blocked, so please keep your water meter top clear of flower pots, trash cans, dirt, mulch, vehicles, and other obstructions. We make every attempt to bill customers based on actual meter readings. Occasionally, circumstances may prevent us from obtaining an actual meter reading, and in these cases the bill will be estimated based on historical usage. In these instances, an EST will appear on your bill indicating that the usage was estimated, instead of ACT for an actual meter reading.

HIGH USE NOTIFICATION ALERT FOR CUSTOMERS



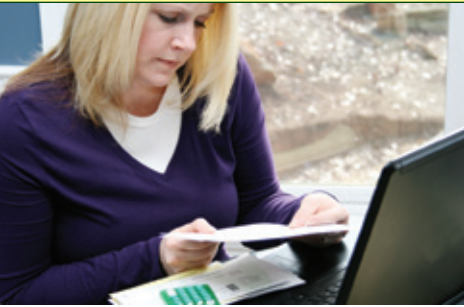
DC Water's Automated Meter Reading (AMR) system monitors daily water use. One feature of this system is designed to alert you of possible leaks or plumbing problems in your home or business, which could save you hundreds of dollars. This service can help you avoid unexpectedly high bills, by detecting unusual water usage patterns early. Customers can choose to be notified of major spikes in water use by e-mail or telephone. Simply sign up using the "My Account" feature at dcwater.com or call us at (202) 354-3600 and provide us with your name, service address, updated telephone number and account number. You can also email this information to custserv@dcwater.com.

WATER SERVICE THEFT



Tampering with a water meter or operating a fire hydrant without the proper equipment can be dangerous and is illegal. If you see someone operating a hydrant without a permit or tampering with a meter, call our 24-hour Emergency Command Center at (202) 612-3400.

YOUR WATER AND SEWER BILL



Understanding Your Charges

Your bill is a statement of your water and sewer use with detailed billing information and line item breakdowns of charges. If the name on your bill is incorrect, please contact us to update your account. The back of your bill has a detailed explanation of all terms and charges.

Additional Information About Your Bill

What is the Impervious Area Charge?

The Impervious Area Charge is a fee to collect the costs of a long-term combined sewer overflow control plan. It is based on the amount of hard surface area on a property that prevents water from going into the ground.

What is a metering fee?

A metering fee pays the cost associated with maintaining the meters. This fee varies based upon the size of the meter.

What is a right-of-way fee?

The right of way fee is a pass-through fee imposed by the District of Columbia government to help fund ongoing street repairs. This fee is imposed on all utilities.

What is a stormwater fee?

The stormwater fee is charged by the District of Columbia government to pay for stormwater pollution control, which is required under federal law.

Glossary of Terms

- CAP** Customer Assistance Program – a discount program for qualifying low income customers
- CCF** One hundred cubic feet—unit of measure used for billing purposes (1 CCF = 748 gallons)
- CUST** Meter reading taken by a customer
- EST** Estimated meter reading
- NSF** Payment returned for “non-sufficient funds”

METER READ INFORMATION

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Service Address
1201 Mockingbird Lane SE
Washington, DC 20011-5923

Account Number 123456-7
Square/Suffix/Lot xxxxxxxx
Impervious Surface Square Footage 1,000

Customer Service / Servicio Al Cliente: (202) 354-3600
Emergencies / Emergencias: (202) 612-3499

Bill Summary

Billing Date	06/07/10
Previous Balance	\$20.00 CR
Payments as of 06/07/10	\$0.00
Late Fees From Prior Balance	\$0.00
Outstanding Amount Due	\$26.00 CR
Total Current Bill	\$75.93
Total Amount Due - Please Pay by 07/06/10	\$19.13

Meter Number	Prior Read Date	Current Read Date	Number Of Days	Prior Read	Current Read	Usage (CCF)	Usage (Gallons)	Read Type
13010099	06/23/09	06/24/09	1	300	300	12	8,576	ACTUAL

IMPORTANT MESSAGES

DC Water is moving to your neighborhood. In the next two months, we will have a series of town hall meetings to discuss our plans for the future, including a proposed rate increase. Please visit www.dcwater.com/rates for more information.

Historical Usage Graph

Y-axis: CCF (0 to 20)
X-axis: Month (J, J, A, S, O, N, D, J, F, M, A, M, J)

"WATER IS LIFE"

Take the opportunity to help your neighbor. Make a **SPLASH** by signing up for 30 months. We will automatically roundup your bill each month to the next highest dollar. Your pennies will help make it easier to pay your water bills. This program is administered by the Greater Washington Urban League for DC Water. See reverse for more details.

Account Number 0047147-4
Please Pay By 07/06/10 \$19.13
Amount Due after 07/10/10 \$21.04
1-Time SPLASH Donation Amount Enclosed

Pay online at www.dcwater.com
Pay By Telephone (202)354-3600

000004734747 1 0000019134 0000021047

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BILL SUMMARY INFORMATION

USAGE IN GALLONS

IMPORTANT BILL MESSAGES

USAGE GRAPH

SPLASH ROUND UP

Third Party Notification

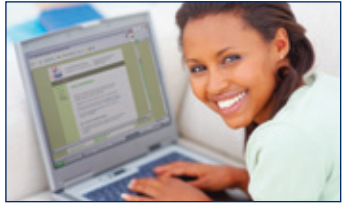
This program is particularly helpful for senior citizens, tenants who lease a property, or people who need assistance managing their bills. It allows customers to designate a third party, such as a family member or trusted friend, to receive a copy of their DC Water bill. If the customer’s account is past due, the third party can contact DC Water on behalf of the customer.

Payment Options

You can pay your bill by cash, check, credit card or money order. Payments can be made by internet, mail, phone, in-person or auto-pay.

Online

You can make your entire billing process electronic. Sign up for e-Bill Notification to receive an e-mail instead



of a printed bill. Then pay using your credit card through the “My DC Water” online billing system. You may also sign up for the recurring credit card payment option, or the electronic funds transfer (EFT), and payments will be automatically deducted from your checking or savings account.

By Mail



Return your payment stub with your check or money order for proper credit of your payment. Do not include any correspondence with your payment, or write on or make requests on the stub.

By Phone

Use our automated system 24 hours a day at **(202) 354-3600** to pay your bill.



In Person

Pay your current bill at TD Bank and Adams National Bank branches in the metropolitan Washington, DC area.



You can also pay your bill at our business office:

810 First Street, NE (lobby level)
Washington, DC 20002

Monday through Friday, 8 a.m. to 5 p.m. (This location accepts cash, check, money order or credit card. Payments made after 3 p.m. will be credited on the next business day.)

Automatic Bill Pay

For your convenience, DC Water offers automatic bill payment, which automatically deducts payments from your checking or savings account. You will still receive an itemized statement, and you won't have to write checks. Instead, your bank sends the payment for you. To enroll,

please visit dcwater.com and create an account login under “My DC Water.”

Returned Checks and Late Payment Charges

DC Water charges a fee for returned checks and requires cash, certified check or money order for the amount of the returned check.

Payments are due on or before the due date shown on your bill. To avoid incurring late fees, penalties, and possible disconnection of service, it is important that you pay your bill by the due date. A 10 percent additional charge will be assessed on any bill not paid by the due date listed on the bill. A 1 percent interest charge, compounded monthly, will be assessed on any outstanding bill not paid for 60 days or more.

Disconnection of Service for Non-payment

If you have trouble paying your bill, please notify us. We make every effort to work out a solution to prevent the disconnection of water and sewer services. If you receive a disconnection notice, please call Customer Service at (202) 354-3600, or see a representative at our payment center to determine if you are eligible for payment terms.

Before water and sewer services are disconnected, we will send you a reminder notice followed by a notice of our intent to disconnect service. Payment must be made prior to the date on the disconnection notice. If services are disconnected and you pay by phone or online, please call us at (202) 354-3600 when you have completed the transaction, so that service can be restored. Please allow up to 24 hours for reconnection. There is a \$50 disconnection and \$50 reconnection fee.

How to Avoid Collection Problems

DC Water has the right to place a lien on the property if the amount outstanding is more than 60 days delinquent. DC Water does not report delinquent accounts or liens to the credit bureaus. However, if a lien is placed on your property, this lien becomes a part of the public record. This information can be retrieved by credit bureaus and your external credit score/rating may be affected. Additionally, water and sewer charges that remain unpaid for more than 180 days are subject to tax sale.



Occasionally, some DC Water customers are confronted with financial difficulties beyond their control. Fortunately, DC Water has several programs to help individuals and families with payment of their water/sewer bill. Extended payment plans may also be available to eligible customers.

Budget Billing Plan

The Budget Billing plan spreads the cost of your water and sewer bills over the entire year. We calculate your average monthly payment based on historical water/sewer usage. During the year, we periodically review your account to determine that our monthly projection is correct. Please call Customer Service at **(202) 354-3600** to discuss these options with a Customer Care Associate.

CAP

The Customer Assistance Program is a utility discount program providing eligible customers a monthly discount of up to 400 cubic feet (4 CCF) of free water and sewer charges. The District Department of the Environment (DDOE) determines eligibility based on federal low-income guidelines. Applicants must provide proof of income, such as a pay stub or benefits statement for all household members, along with proper identification and current utility bills. Contact DDOE at **(202) 673-6700** to apply.

SPLASH

Serving People by Lending A Supporting Hand (SPLASH) is a DC Water program that assists families and individuals facing hardships in maintaining critical water and sewer services. SPLASH is funded solely by contributions from our customers, and the community. This program is administered directly by an outside non-profit organization and every dollar received by DC Water is distributed to eligible customers. All contributions are deposited in a bank account, from which the charitable organization makes payments on behalf of eligible customers. DC Water pays for all administrative costs. For more information on this program, please call Customer Service at **(202) 354-3600**.





Request a Final Bill*

All final bill requests must be submitted to our Customer Service Department in writing by the owner of the property or the title company. Written requests can be e-mailed to custserv@dcwater.com or faxed to (202) 354-3711. Be sure to include your full name, phone number, and service address. For more information, please call us at (202) 354-3600 and speak with a Customer Care Associate.

**DC Water requires at least three to five days notice for this service.*

USING WATER WISELY

Visit our website dcwater.com for 100 ways to use water wisely.



Recommendations include:

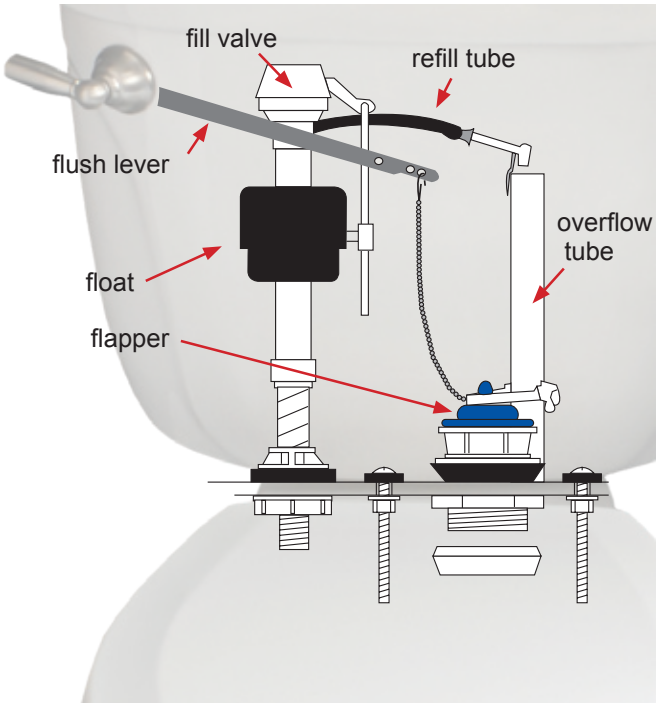
- Install water saving devices—like aerators on faucets (to mix air with water).
- Repair leaks promptly—a single dripping faucet can waste hundreds, even thousands of gallons per year.
- Replace washers, and repair or replace plumbing fixtures when needed.
- Scrape dishes, but don't pre-rinse.
- Water your lawn slowly and thoroughly when it's cool and not windy.
- Let grass grow a little taller in hot weather.
- Use mulch in the garden and around the shrubs to hold moisture.



How to Check for Household Leaks

A leaky toilet can waste water at the rate of one gallon or more per minute depending upon its severity. Undetected toilet leaks can easily add \$100 to your monthly bill. You should periodically inspect your plumbing fixtures for visible leaks and problems. Leaky faucets and hose bibs should be promptly fixed before they become major problems.

When checking your toilet tanks, first remove the tank top. The water level in the back of the tank should be at least one half inch below the top of the overflow tube. If the water level is at or above the top of the overflow tube, water is being lost. You can also check to see if you have a flapper leak by putting dye in the water in the back of the tank. If the dye seeps into the bowl area after a five-minute wait, the flapper is defective and should be replaced. Toilet tank repair kits and parts are available at hardware and home center stores.



How to Dispute a Bill

If you think your bill is incorrect, please contact our Customer Service Department at **(202) 354-3600**. You may also dispute your bill by submitting a written challenge within 10 business days of receipt of the bill, or you may pay the bill and submit a written challenge before receipt of the following month's bill. You must file a separate bill dispute for each bill that you are challenging. You are responsible for all other charges not under dispute. Please send your challenge to:
DC Water, Customer Service Department,
810 First Street NE, Suite 1100, Washington, DC 20002.



Administrative Hearing

Upon completion of our review, you will receive written notification of our determination. If you disagree with our findings, you may appeal our decision by filing a request for an administrative hearing. The petition must be received within 15 days of the date of our notification. The request for a hearing does not constitute a continuing challenge of any future bills. Future bills must continue to be paid by their respective due dates.

CONTACT NUMBERS

DC Water Customer Service

(202) 354-3600

DC Water 24-Hour Emergency
Command Center

(202) 612-3400

Water Quality Division

(202) 612-3440

DC Water TDD-TYY

(202) 354-3677

DC Water Customer Service Fax Line

(202) 354-3711

DC Water Main Number

(202) 787-2000

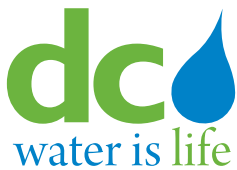
Miss Utility — “Before You Dig”

(800) 257-7777



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DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY

810 FIRST STREET, NE (lobby level) / WASHINGTON, DC 20002

DCWATER.COM George S. Hawkins, General Manager

