



DC WASA's galvanized pipe study creates public awareness

The District of Columbia Water and Sewer Authority (DC WASA) strives to provide residents with high quality drinking water. In 2008, DC WASA commissioned HDR Engineering to conduct a study to examine the relationship between lead in drinking water and galvanized pipe, used for internal plumbing in a small percentage of homes. On October 27, 2009, the Authority held a forum to inform stakeholders and residents about the study, its findings and recommendations.

Galvanized iron pipes are actually steel pipes that are covered with a protective layer of zinc. They were installed in many homes built before the 1960s. Over many years, zinc erodes from the pipes and corrosion can build up on the inside walls of the pipes and create the potential for lead to accumulate.

If you are not sure if you have or had a lead service line, you can ask a plumber what type of plumbing you have or find where the piping enters your home and then scratch it.

Characteristics of different pipe material include:



General Manager George S. Hawkins discusses study findings at a forum on Tuesday, October 27, 2009.

- Copper - a scratched area will look like a shiny penny.
- Galvanized steel - a scratched area will be silver-gray, and the pipe is also threaded (not welded).
- Lead - a scratched area will be a silver-gray color and the pipe will not have threads.

Some plumbing may be plastic which is usually black or white in color with a clamp where it is joined to the water supply piping.

The drinking water produced by the Washington Aqueduct and delivered to District residents by DC WASA continues to meet all Environmental Protection Agency (EPA) drinking water standards.

If you have or had lead service lines and still have gal-

vanized plumbing, DC WASA recommends replacing lead service lines and galvanized pipes or drinking filtered tap water. If you purchase a drinking water filter, choose one that is certified by the National Sanitation Foundation and installs at the tap or filters into a pitcher.

For questions about the water quality in your home, contact DC WASA's Water Quality Division at (202) 612-3440, or email waterquality@dcwasa.com.

Budget billing makes managing your bill easy

Managing your utility bill is much easier with DC WASA's Budget Billing program, a free and voluntary program that allows customers to pay the same amount each month, based on previous usage.

With Budget Billing, customers can spread out their monthly payments over an entire year by dividing

see **Budget Billing** continued on back

Recommended steps for ensuring quality drinking water

Drinking water travels through miles of pipe and a series of valves before it enters household plumbing. As water flows through the distribution system, the quality of the drinking water may change, resulting in taste and odor problems.

DC WASA recommends the following steps to improve the quality of drinking water in your home:

- If your water has been stagnant for more than six hours, run the cold water for at least two minutes before using for cooking and drinking.
- Routinely remove and clean the faucet strainer and aerator to remove debris.
- Always use cold water for cooking, as hot water can contain sediments that accumulate in the hot water heater.
- Replace your home water filters regularly as instructed by the manufacturer since used filters can elevate bacteria levels and accumulate metals.
- Drain hot water heaters annually to remove sediment and calcium particles that can affect water pressure.



Did You Know...?

You can save up to 1,000 gallons of water a month by keeping showers under five minutes and installing a low-flow showerhead. DC WASA encourages you to use water wisely in order to save money on your utility bill and to conserve our water supply.



WHAT'S ON



Skimmer boats help clean District waterways

DC WASA is committed to preserving and protecting the Potomac and Anacostia rivers to address aesthetic water quality concerns and to improve recreational use of the waterways. The Authority has two skimmer boats that troll the rivers five days a week removing floating debris and trash to make our waterways healthier and safer for everyone to enjoy.

The boats capture and remove approximately 30 tons or more of floating debris and trash a month; and they have removed as much as 120 tons of

trash in one month during rainy weather. Skimmer boat crews pick up debris from 15.4 miles of shoreline, improving the quality of waterways within the



DC WASA service area and beyond.

You can help keep our waterways clean by depositing trash in the appropriate trash cans and by contacting DC WASA's 24-hour Emergency Call Center at (202) 612-3400 to report clogged catch basins.

Budget billing *continued from front*

their bills into 12 equal installments.

DC WASA will review your account twice a year, in April and October, and make any necessary adjustments on your monthly bill by looking at your total

annual water and sewer usage for the prior year. Your annual budget bill amount will be adjusted if necessary, and any credit or debit will simply be rolled into your next year's budget.

Customers who participate in the program

enjoy the convenience of making predictable monthly payments.

Budget Billing also helps to minimize the chance for late fees and other penalties when combined with an automatic recurring credit card or automatic bank account withdrawal.

To qualify for Budget Billing, your account must be current. Call DC WASA's Customer Service Department at (202) 354-3600 to learn more about the program or to sign up.



DC WASA speakers offer free community education program

DC WASA's Speakers Bureau, DC WASA Speaks, is an invaluable resource for community groups and organizations to learn more about DC WASA services, programs and leading issues in the water and sewer industry. DC WASA Speaks is a free community program designed to strengthen partnerships with our residential and business customers and increase public awareness.

You can request a speaker for a group of 10 or more, by visiting DC

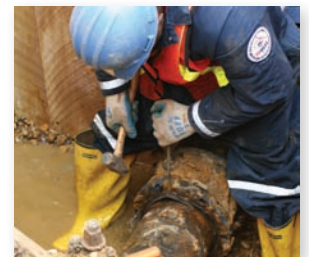


WASA's website, www.dcwasa.com, click on Speakers Bureau and select a topic. If you do not have access to the Internet, you can contact the Office of Public Affairs at (202) 787-2200. DC WASA requests a minimum of three weeks advance notice to schedule a speaker.

Repairing water mains is a top priority

As the weather turns cold, water main breaks become increasingly more common. Pipe corrosion, soil conditions, age and ground movement can also cause a water main break, creating unexpected problems for customers and motorists.

DC WASA crews prioritize main repairs based on several factors, including severity of the break, impact to customers and the environment, potential damage to public



and private property, and unsafe traffic conditions due to street flooding.

To report a water main break, call DC WASA's 24-hour Emergency Call Center at (202) 612-3400. For current repairs, visit www.dcwasa.com and click the "Current Workzones" link.

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.



District of Columbia Water and Sewer Authority

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