



Stay tuned for important information regarding your online account!

Updated Customer Information System

These days, technology changes rapidly. With that in mind, DC Water has been working to modernize systems and processes to provide better service to customers and to help its employees work more efficiently. One area that hasn't been upgraded since 2001 is the Customer Information System—a computer system that manages customer account, usage and billing data, and tracks interactions with customers—all in one system.

This year, DC Water is moving to a new, modern and mobile Customer Information System that positions us to offer more advanced services to our customers. The changes will be noticeable, including a new look to the customer bill, an updated customer portal (My DC Water) on the website and a new mobile app. There will also be new ways to pay a bill such as text to pay and email to pay. Some of these changes will be coming soon, while others will come later this year.

In conjunction with the new system, DC Water is also replacing most residential water meters to the next generation technology. These new meters will be able to transmit numerous readings per day to give customers much more usage information. These new smart meters are able to receive information from DC Water as well, which may assist with troubleshooting problems remotely.

More information is available on our website at dcwater.com/customer and will be forthcoming in the customer portal areas as well as in bill inserts like this one. You may also call Customer Service at **(202) 354-3600**.



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For more information, visit:

dcwater.com/customer

