

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 7

General Manager's Message: Happy Anniversary, DC Water



Dear Customers,

We recently celebrated the first anniversary of our rebranding campaign, which changed our name from DC WASA to DC Water and produced our new logo. We did this as part of a comprehensive effort to reach out to our customers better

and more often. Helping you understand our work is critical if we're to have your support for the tough financial decisions we face in coming years. A strong identity also helps us partner with our sister utilities across the country to advocate for more federal funding of water infrastructure.

We continue to look for new ways to communicate with you, and to improve the ways we already use.

For example, more than 1,300 of you follow us on Twitter to receive news about our work or to let us know when we need to fix something. Sending us a tweet with a picture means you don't have to pick up a phone, and it means we know what we're looking at before we send a crew.

Of course, if you do decide to pick up a phone, our Command Center operators are ready to take your call at (202) 612-3400. They always will be.

George S. Hawkins

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Tap Water and Your Pet Fish

District tap water is treated with chloramine, which is chlorine plus ammonia. This treatment is used to disinfect the water, ensuring drinking water that is bacteria-free. It is an important step in the water treatment process.

Chloramine is a commonly used disinfectant and is safe for humans, but can be harmful to fish. Aquatic pet owners should consider the use of chemical additives to remove chloramine from tap water. To discuss appropriate water treatment options for fish tanks or ponds, contact your



local pet store.

Chloramine provides long-lasting protection as water flows through the 1,300 miles of District pipes, from the treatment plant to

customer taps. It also lowers the levels of certain harmful byproducts of water disinfection —known

as disinfection byproducts. The U.S. Environmental Protection Agency (EPA) regulates the safe use of chloramine in drinking water. For more information on chloramine, visit dcwater.com/water/faqs.

Have You Had a Positive Experience with HUNA?



Our High Use Notification Application often is the first alert customers have to a leaking fixture or plumbing problem. By getting notice early, customers can

minimize property damage and high water bills. Have you had a positive HUNA experience you would like to share? Please send it to the Office of External Affairs at externalaffairs@dcwater.com or 202-787-2200.

Green Your Lawn, Not the Bay

When people fertilize their lawns, many don't think about the negative effects the nutrients have on our waterways, including the Chesapeake Bay. Nitrogen and phosphorous promote the growth of algae, which in turn uses up the dissolved oxygen in the water — a necessary ingredient for survival of aquatic life. While wastewater treatment plants have drastically reduced the amount of nutrients leaving their facilities, the urban and suburban runoff has increased.

You can help by not over-fertilizing your lawn. If you

use fertilizer, here are some tips:

1. Use a fertilizer with a low first number, preferably less than 10, and that contains a minimum of 50 percent slow-release nitrogen, which must be "activated" by microbes in the soil before it can be used by plants. It is also not water soluble.
2. Do not fertilize when rain is expected in the next 24 hours. The nutrients will wash out of your lawn and into the sewer or stormwater system, ultimately ending up in our waterways.
3. For the same reason, never fertilize within 10 feet of streams, creeks, or the Bay.
4. Use a broom to remove fertilizer spilled onto driveways and sidewalks.
5. Plant low nitrogen-using grasses such as alkali grass



and many members of the fine fescue family.

6. Use plants that are native to the area. Native plants do not need fertilizer once established because they are naturally adapted to our soil and climate.

Kids Learn About the Environment



Every year DC Water participates in World Water Monitoring Day™ — an international education and outreach program that engages kids to conduct basic water monitoring of their local waterways. The program teaches

the value of our waterways and ways in which everyone can help protect the environment. This year DC Water will join Water Environment Federation (WEF)

on September 19 at the National Harbor, where more than 200 students are expected to join in the educational programs. More information can be found at worldwatermonitoringday.org or by calling the Office of External Affairs at 202-787-2200.

Did You Know?

Did you know stormwater pollution is the number one source of water pollution in the United States? One inch of rain falling on a one-acre parking lot produces 16 times more runoff than the same inch of rain falling on a one-acre meadow.



SAVE THE DATE

Joint Utility Discount Day

September 27, 2011 • 8 a.m. - 7 p.m.

Walter E. Washington Convention Center



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
George S. Hawkins, General Manager

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