



A Path to Restoring the Anacostia River

Photo courtesy of Krista Schlyer

The Anacostia watershed covers more than 175 square miles within suburban Maryland and Washington, DC. The watershed has a rich history, being home to Native American culture—the Nacotchtanks had a thriving settlement along the river in the early 1600s. With the rise of agriculture, namely tobacco in the late 1600s, came the fall of the Nacotchtanks, who were expelled from the area.

Bladensburg's deep natural channel was one of the main reasons the site was chosen for the Nation's capital. But with the advent of agriculture, sediments entered the river and filled in the natural channel. As the City modernized, gutters and sewers moved waste and street runoff to nearby streams that discharge directly to the Anacostia, contributing sewage, trash, sediment and bacteria to the river.

Over time, illegal dumping, industrial discharges, pollution from storm sewers and combined sewers, agricultural and urban runoff, and other factors further degraded the Anacostia River. Any pollution that enters the slow-moving Anacostia takes a long time to exit the river system and sediment at the river bottom holds onto some of this pollution.

Committed to restoring the Anacostia River, the District Department of Energy and Environment in partnership with the National Park Service, launched a long-term project that addresses the contaminated river sediments. The Anacostia River Sediment Project (ARSP) is the most comprehensive approach to restoring the river in its history. ARSP is currently on track for a 2019 Record of Decision (ROD) that will identify the cleanup remedy for the river and outline the process for its implementation. DC Water, along with other regional environmental stakeholders, are playing a significant role in determining the next steps in cleaning the riverbed and managing the watershed's health for future generations. For more information, please visit: doee.dc.gov/Anacostiasediment

General Manager's Message

Our greatest challenge today is to make the needed investments in our system while ensuring our services remain affordable for everyone. Replacing old pipes, pumps and other infrastructure is expensive, as is the court-mandated Clean Rivers Project which is already helping improve the health of the Anacostia River. Unfortunately, this vital work is funded almost entirely by you, our ratepayers.



However, I am pleased to report that help is on the way to mitigate the impacts of increases in retail water and sewer rates. Our Board of Directors voted in July to provide additional rate relief for low income customers. The resolution unanimously approved by the Board directs DC Water's management team to use \$6 million from our Rate Stabilization Fund to expand the Customer Assistance Program (CAP) in the next fiscal year.

That money is in addition to the \$7 million the District Government has set aside in its 2019 Budget for assistance to residential customers and not-for-profit enterprises. That means we will have a total of \$13 million available to assist customers who feel the burden of rate increases the most. I think it's the right thing to do and I applaud the Board for taking this action to provide meaningful relief.

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CEO and General Manager
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Protect yourself: beware of summer scams

Across the region, scammers are taking advantage of the unaware. Several are posing as utility workers. Please protect yourself.

Beware anyone calling and asking for your personal or financial information on behalf of a utility. DC Water will never solicit you for your information unless you initiate a transaction.

Beware anyone directing you to an online third party payment vendor. One common scam is to direct customers to pay their water and sewer bills by visiting a website not affiliated with the utility. These third party vendors may charge customers extra fees, and if the vendor submits the payments to the utility at all, those payments may come in late causing the customer issues such as late fees or service disruptions. Please make sure you're paying DC Water directly through our website, dcwater.com, or by calling **(202) 354-3600** to pay your bill through our Interactive Voice Response (IVR) System.



Finally, beware anyone posing as a utility technician asking for access to your property. Our employees and contractors have badges, uniforms and vehicles sporting our logo. If you have any doubt about a DC Water employee on your property, please do not let them into your home and call DC Water at **(202) 354-3600** to report. We can let you know if there is any work being done in your neighborhood.

There are some households whose meters are located inside. As we complete our meter replacement initiative, we will need to access them. Customers will have received notice on their bills and via other communication channels in those cases. For more information about the meter replacement program, please call **(202) 612-3473**.



What's that H2Oodor?

Have you ever turned on your tap and smelled something foul or rotten? Good news! It's highly unlikely that your tap water is the source of the stink. The smell is probably coming from food scraps and other gunk trapped in the U-shaped pipe under your sink, also known as a sink trap. Over time, debris in the drain and pipe is broken down and natural, stinky gases are produced. When the tap is turned on, water displaces the gas, sending it out of the drain and into your nostrils. Not sure if the smell is from your water or the sink? Fill a glass with water, walk into another room, and give it a whiff. No smell? The odor is probably coming from the pipes under your sink. DC Water suggests pouring bleach or disinfectant down the drain to remove any debris and odor, and avoid putting grease, oil, and food scraps down the drain.

If the odor is still present in the water, or if you smell it from the other room, call DC Water's Drinking Water Division at **(202) 612-3440**. Your water has met or exceeded all federal water quality standards—check out dcwater.com/WQreport to learn more.



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