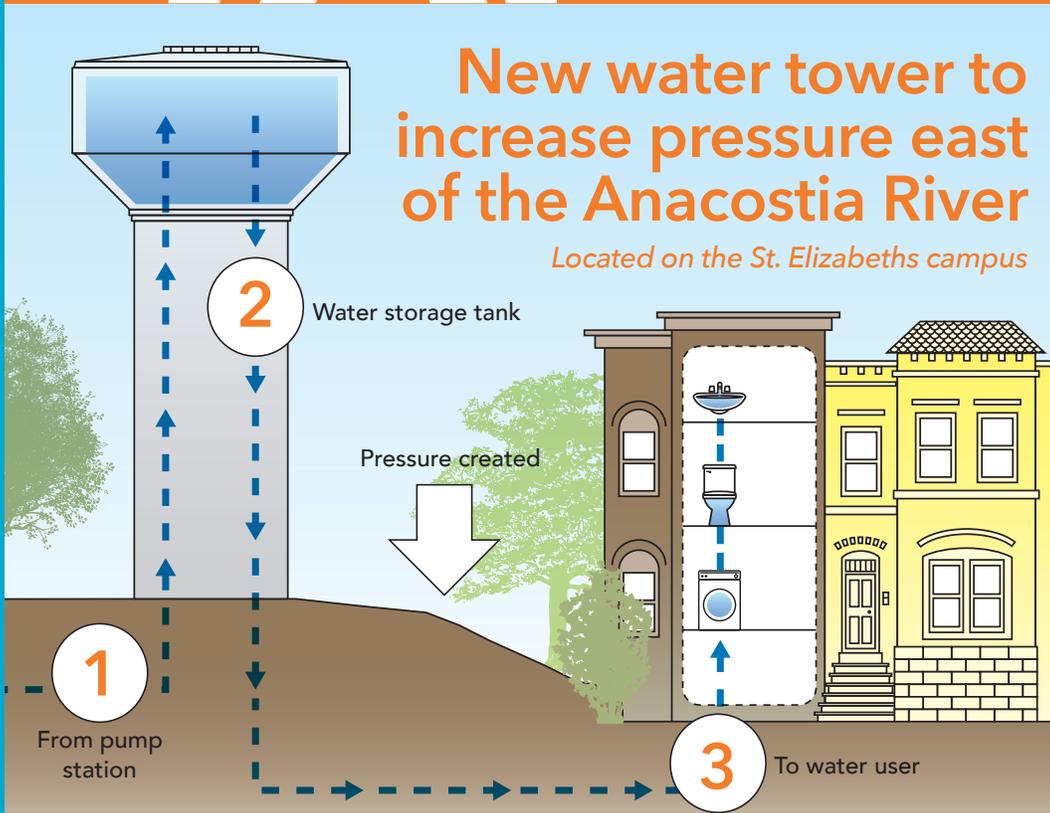


WHAT'S ON TAP



New water tower to increase pressure east of the Anacostia River

Located on the St. Elizabeths campus

GM'S MESSAGE

Dear Customers:



Earlier this year I accepted the US Water Prize on behalf of DC Water. Awarded by the US Water Alliance, the Prize recognizes organizations that lead the way with creative solutions in sustainability and integrated water resource management. We were selected for the Bailey Bioenergy Facility, our wastewater-to-energy project.

This accomplishment, and so many others at DC Water, is founded on pillars of success much like a four-legged stool. Each reinforced leg is critical on its own, yet only succeeds in concert with the other three.

Leadership for DC Water rests first with our Board of Directors which oversees the process on budgets and rates, reviewing all major procurement contracts and procedures, and ensuring performance. The Board courageously approved the \$470 million investment in this technology – new to North America. DC Water's strength starts with our Board, and I salute their commitment, depth of effort, and ultimately, their leadership and courage.

Second, I want to thank our staff. Our profession is at its best when confronted with what seems like an insurmountable problem. Just like we do on so many of the challenges we confront every day, our team rose to this challenge. I consider myself blessed to be part of what I call the "Super Bowl" team of water.

Third, I want to thank the people we serve. Without the support of our ratepayers, none of this work would be possible. We are very conscious that everything we do is supported by ratepayer funds and we work hard to earn their trust and support.

...continued on back

It has been more than 10 years in the planning and approval process, and now DC Water's St. Elizabeths water storage tower is moving forward with construction, scheduled for completion in 2018.

Some areas east of the Anacostia River have historically experienced low water pressure. Back in 2008, DC Water built a new water pumping station in Anacostia that was to combine with this water tower and its transmission mains to create a new water service zone (new pressure area) south of the Ft. Stanton area. While the pumping station was built, the water storage tower was delayed in approvals and permitting.

Creating a new pressure zone will improve fire protection, improve water pressure in homes and businesses, and provide a small amount of emergency water storage. The pumps in the pumping station can also move water in between pressure zones in an emergency.

Gravity helps water towers create pressure because the water falling from a height causes (hydrostatic) pressure that transmits through the pipes and pressurizes the entire zone. Pumps are turned on to maintain water

elevation in the tank to keep the system pressurized. Water can cycle through the towers several times per day.

For fighting fires, very high water volumes and flow rates are needed, and water towers can provide both. And in emergencies, the storage tank can still send water without electricity by simply emptying through gravity.

The new 160-foot-high storage tank at St. Elizabeths will store two million gallons of water. The tower and two transmission mains will cost about \$14 million and should be completed in 2018. Planning activities included locating an appropriate site and coordinating with nearly a dozen agencies for approvals or permits. These included the Federal Aviation Administration, District Department of Transportation, Historic Preservation Board, DC Mayor's Office, and Washington Metropolitan Area Transit Authority.

DC Water is currently accepting Statements of Qualifications from contractors, which will be evaluated. Those selected for the short list will be invited to enter a design competition to provide an aesthetically pleasing tower that fits within the community.





Quick tips for better drinking water

A few simple tips can help ensure clean, fresh water every time you turn on the tap.



1. Flush cold taps for two minutes before using water for drinking and cooking when household water has not been used for several hours. When water sits in your pipes for long periods of time, water quality can decline.
2. Do not use hot tap water for drinking and cooking. Hot water may have metals, sediment and bacteria that build up in the water heater.
3. Routinely clean faucet strainers. Sediment and metals can collect in the aerator screen located at the tip of your faucets. Replace aerators that are in poor condition (available at local hardware stores).
4. Routinely replace filter cartridges to prevent any build up of bacteria and metals. Be sure to follow the manufacturer's instructions for filter replacement.
5. Drain your hot water heater annually (see below left).

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GM's Message

Finally, I want to thank our colleagues in the water sector across the country – and the world. I have never been around a more dedicated group of public servants and am astonished and touched by the support we provide each other. In many respects, this award reflects the strength of the entire industry.

George S. Hawkins

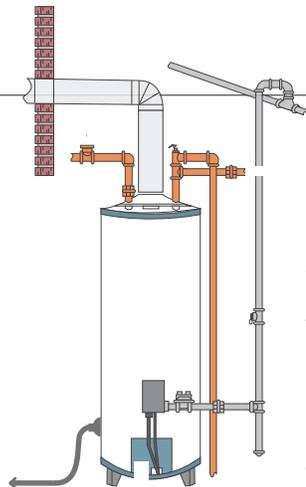
George S. Hawkins
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Help keep waterways healthy

People are drawn to water. Every summer, people run through Rock Creek Park, kayak along the Anacostia, and sail the Potomac. Residents and visitors stroll by the waterfront, bike along the C&O canal, have a picnic by the river, or just relax and take a break along the water. Local waterways are vitally important to the health and well-being of the city. You may not know it, but the District's tap water comes from the Potomac River.

It's important to protect these waterways so residents and visitors can continue to enjoy and use them in the future. There are simple things everyone can do that will help keep the waterways healthy. Some examples include:

- Place trash in wastebaskets or recycle if possible. During rains, trash on the ground can flow into storm drains which discharge to local waterways.
- Pick up after pets. When it rains, water flows over the waste and can wash bacteria into rivers and streams.
- Use native plants in landscaping and if you use fertilizer, use only as much as needed. Excess fertilizer runs off into waterways which leads to algal blooms. Native plants typically need little to no fertilizer to grow.
- Never flush unused medications down the toilet. These can pass through the wastewater system and end up in our local waterways. Visit protectyourpipes.org to learn how to properly dispose of medications.



Drain your hot water heater annually

Ensuring quality tap water is a shared responsibility of DC Water and customers. Draining your household water heater is an important step for maintaining high water quality. Over time, sediment, bacteria and metals can build up in your water heater tank, impacting water quality and minimizing household water pressure.

DC Water recommends customers drain their water heater annually or more frequently if they experience discoloration or low water pressure from the hot water taps. For instructions, please see dcwater.com/waterheater



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