

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 10



General Manager's Message: Why We Innovate.



Dear Customers,

I recently had the privilege of attending the WATEC conference in Tel Aviv, Israel, entitled "An Ocean of Innovation." This was a conference focused specifically on the ways science and technology can make our business work better. We have a strong incentive to innovate because

doing so protects our environment, and protects you from paying more than you should every month.

One of the obstacles Israel has faced since its relatively recent founding is scarcity of water. The country's national water utility is already reclaiming the vast majority of its wastewater for agriculture. By contrast, the Potomac provides our metropolitan area with an ample water supply, and we have no agriculture to speak of.

But the connections we've made overseas and the ideas we've discovered could in fact pay dividends for DC Water down the line. For example, we're interested in reducing the amount of water we lose through leakage, and in learning more about our system through data analysis. Information exchange helps everyone. We already receive requests from other utilities for information about our metering system, treatment techniques and marketing efforts. As we continue to innovate, and to help our neighbors learn from our own work, please watch this space for more.

George S. Hawkins
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Did You Know?

Did you know that DC Water offers educational programs for kindergarten through high school? The curriculum for K-8 grades includes tap water

see **DID YOU KNOW** continued on back



DC Water Hosts First Children's Water Drop Festival

Launched October 28, DC Water's first *Children's Water Drop Festival* brought more than 80 children

together to engage in hands-on activities, exploring a variety of topics involving their water supply, the Anacostia

watershed and the environment. This event, held in partnership with DC Parks and Recreation and Watkins Recreation



Center, was designed to teach children about the value of our water supply and how they can help to protect and

conserve our water resources.

During the festival, children in first through fifth grades participated in outdoor learning activities

including conducting on-site water quality testing, a reenactment of the water

see **FESTIVAL** continued on back

Budget Billing Helps Customers Manage their Bills

Using DC Water's Budget Billing program, customers pay basically the same amount each month, taking the guesswork out of their monthly bill. They also reduce the risk of late fees, especially when they combine it with automatic bill payments or credit card payments.

DC Water determines a customer's monthly Budget Billing payment by analyzing the total annual

use and dividing by 12. They review the account and make adjustments at the six-month point and at the end of the year. Any credit or debit is rolled into the next year's budget. Customers receive a settle-up bill or credit if they discontinue Budget Billing or cancel service.

To learn more or to sign up, please call DC Water's Customer Service Department at (202) 354-3600.

Water Main Breaks in the District

As the weather turns cold, water main breaks become more common. This is due to the expansion and contraction of the pipe material, weakening the water mains. Pipe corrosion, soil conditions, age and ground movement can also cause a water main break, creating unexpected problems for customers and motorists.

DC Water averages between 400 and 500 water main breaks per year and most occur in the winter months. For this reason, the Authority schedules more stand-by crews in the winter months and in recent years has cross-trained sewer repair workers to also make water main repairs.

DC Water prioritizes water main repairs based on several factors such as 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. Emergency water main breaks can cause widespread service disruptions and are considered critical repairs.



Anyone observing water running from streets or sidewalks is encouraged to report the leak to DC Water for a crew to inspect. Please call DC Water's 24-hour

Command Center at (202) 612-3400, report it on the website dcwater.com, or tweet @dcwater with a picture and location. For listings of current repairs, please visit the website and click the "Current Workzones" link. Kindly provide specific information about the location and appearance of the break when reporting a water emergency.

For more information, visit dcwater.com.

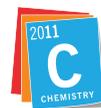
Para informar emergencias del aguas residuales, llama (202) 612-3400.

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.

Join in a Worldwide Water Experiment

The United Nations has declared 2011 the *International Year of Chemistry*. To celebrate, the American Chemical Society and other participating organizations are conducting a Global Water Experiment, called **Water - a Chemical Solution**. Teachers, students and others are testing the acidity of local water sources, purifying water samples, and posting their data to a global water map. For more information on how to



International Year of CHEMISTRY 2011

participate in these easy experiments, please visit acs.org/water2011 and water.chemistry2011.org. Be part of what is hoped to be the largest chemistry experiment in history and at the same time help students learn more about one of our most precious resources—water!

Festival *continued*

cycle, a tour of DC Water's mobile lab and a recycling relay race. Additionally, children learned about water pollution and water conservation through interactive demonstrations.

Joined by representatives from the Metropolitan Police Department's Harbor Patrol Unit,

National Environment Education Foundation, National Park Service, and the U.S. Coast Guard's Sea Partners Program, DC Water successfully provided an exciting environmental education program aimed to motivate and inspire water stewardship.

Did You Know? *continued*

distribution and quality, water conservation and environmental preservation, and information about the DC Clean Rivers Project. Offerings for high school students include all of these and also classes on the wastewater treatment process, complete with a hands-on laboratory and

water quality testing. Trained DC Water personnel teach the class sessions with lectures, workbooks, animations and demonstrations. Teachers who are interested in bringing the curricula to their schools may contact the DC Water Office of External Affairs at 202-787-2200 or email ExternalAffairs@dcwater.com.