



General Manager's Message: Help Us Help You

Dear Customers, Our 1,000-member workforce, called Team Blue, works every day across the entire District of Columbia. The cold season is one of the busiest times of the year for us, and we need your help. Here's how you can help us serve you better this season:



Keep an eye on catch basins. Our crews inspect and clean catch basins (also called storm drains) on a regular basis, but this is the time of year for leaves and ice to clog them up. If they get clogged, water can back up into the streets. To prevent flooding in your neighborhood, please call us at (202) 612-3400 or send a tweet to @mydcwater anytime to report any clogged catch basins you see. Be sure to provide specific details about the location.

Thank a Team Blue member. Day or night, weekday or weekend, rain or shine, our crews are at work in the District. In emergencies, their goal is to keep the area safe and restore service as quickly as possible. Water main breaks are more frequent when the weather gets colder, and I know service outages are frustrating. But the Team Blue members on the ground don't cause aging infrastructure to fail. To the contrary, they're responsible for fixing it. As I often do when I'm in the field, I hope you'll share your gratitude for their hard work in conditions that are often less than ideal.

My best wishes to you and yours for a happy holiday season.

Sincerely,
George S. Hawkins
gmsuggestions@dcwater.com

Did you know?

Approximately 25 to 30 percent of reported sewer blockages are caused by fats, oil and grease, or FOG. When not disposed of properly, FOG can cause sewer backups and overflows. FOG buildup can result in property see **DID YOU KNOW?** continued on back



\$5 online bill credit

Beginning January 2011, DC Water will offer customers a \$5 credit when they sign up for Electronic Bill Delivery. Customers can enjoy the convenience of receiving, viewing and paying their utility bill online with automatic bill payment, and help reduce paper waste. Only customers not currently enrolled in the program can take advantage of this one-time offer. The \$5 credit is not available to group or third-party billing. Online bill delivery



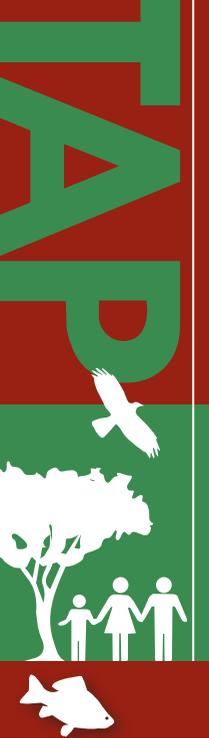
is free and easy to use. To sign up, simply visit dcwater.com and log in to My DC Water. For more information, please contact Customer Service at (202) 354-3600.

Make a donation

Please consider donating to S.P.L.A.S.H (Serving People by Lending a Supporting Hand) during the holiday season. A donation of any amount can go a long way to assist customers on the brink of losing critical water and sewer services. Funded solely by donations from customers, residents

and businesses, every dollar donated to S.P.L.A.S.H is used to help individuals and families struggling to pay their utility bills. To donate online, visit dcwater.com/splash. Donations can also be made by checking the appropriate box on your DC Water bill or by calling Customer Service at (202) 354-3600.



WHAT'S
ON

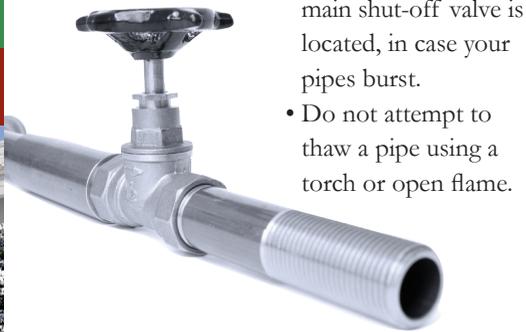
District of Columbia
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Helpful tips for the winter

Cold weather can cause household pipes to freeze, and sometimes even burst. Water expands as it freezes, creating tremendous pressure on the pipe. To avoid the inconvenience and costly repair of frozen water pipes, DC Water urges customers to take the following precautions:

- Wrap or insulate exposed pipes.
- Disconnect and drain garden hoses and other outdoor water fixtures.
- Seal cold air leaks inside near pipes.
- Open cabinet doors, especially if pipes are located against exterior wall, to allow heat to get to uninsulated pipes.
- If you plan to be away for an extended period of time, keep thermostat set to above 55 degrees and drain and shut off the water supply.



- Know where the main shut-off valve is located, in case your pipes burst.
- Do not attempt to thaw a pipe using a torch or open flame.

Responding to a water main break

On average, DC Water responds to about 10 to 15 water main breaks each month. This number increases during the winter to about 20 to 25 per month. When a water main break is reported to the Command Center, crews from our Water Services department are quickly dispatched to the location for further investigation.

To begin, repair crews must first isolate water to the

area by shutting off valves to identify the leak. Miss Utility is also called to verify and mark utilities before we excavate the area and we repair the water main. After repairs are completed, water is restored to the area to confirm that the leak has been successfully repaired. Then, the ground is backfilled and temporary restoration (cold patch) is placed in the area until it is fully restored later.

Customers can call

Simple tips to help ensure water quality

Every day, we rely on our household faucets for water. Here are a few simple tips to help ensure water quality as it leaves your tap.

- Turn on the cold water tap when using water for cooking and drinking. Hot water can contain sediment from water heater.
- Remove and clean faucet aerators every month. The aerator is the screen located at the tip of your faucet.



- Aerators should be replaced once a year and are available at your local hardware store.
- Look for “lead-free” labels when purchasing new faucets. After installation, be sure to run your cold water tap for five minutes at a high flow rate once a day for three days.

Did you know? Continued

damage and health hazards. Avoid pouring FOG into your sink or drain. Instead, discard it into a container or use a strainer in your sink

to catch food waste. To report a sewer backup, contact the 24-hour Emergency Hotline at (202) 612-3400.



DC Water's 24-hour
Emergency Hotline
at (202) 612-3400 to

report a water
main break.

*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.*



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