



## DC Water focuses on customers with new hire

To better serve customers, DC Water hired Armon Curd for the newly created position of Executive Vice President, Customer Experience. In this role, he oversees Customer Care, Marketing and Communications and Information Technology. Mr. Curd comes to the District from the Central Indiana Community Foundation, where he was Director of Information Technology. He also served as the eCommerce Manager for Citizens Energy Group. Prior, Mr. Curd worked for Veolia Water North America as Director of Customer Service. There he was directly responsible for the day-to-day operations of the Contact Center/Billing and Collections areas and developing and implementing a strategic customer service plan.

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*“Keys to success are people, processes and technology. First, we improve relationships with employees and customers, then we ensure processes are customer-centric. Then we add the right technology to best deliver services.”*

**ARMON CURD, EXECUTIVE VICE PRESIDENT,  
CUSTOMER EXPERIENCE**

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Curd says he will start his work at DC Water by assessing what we do well and discovering opportunities for improvements, so that we know where to focus attention. He wants to look beyond the normal benchmarks of a call center such as average speed to answer the phone and average time to resolution. “I want to map the customer journey,” he says, “to make sure we are doing what works for the customer.”

For instance, when customers contact DC Water with problems, questions or to pay a bill, how can we make the experience better and remove obstacles? By seeing where in the process customers are not satisfied, the Authority can make improvements. It could be a change in the automated system or adding features such as a callback option. Similar analyses can be made for social media and website communications. “I respect our customers and want to build trust. That means we must respect customers’ time and their communication preferences.”

Curd is equally enthusiastic about the teams he leads. As far as a management philosophy, he says, “I believe in being clear, direct and honest.” He empowers employees to bring new ideas to the workplace. “I believe in collaboration. I don’t have all the answers but we as a team have the answers.”

## CEO's Message

As 2018 comes to a close, I thank our customers and the community for welcoming me to the District and to my post at DC Water.



One of my goals is to build even more stakeholder engagement than we have today, to bring fresh ideas and a community perspective to important issues at DC Water. So, I have assembled a 21-member Stakeholder Alliance to provide informal input into our processes.

The Alliance is composed of residents from all eight Wards, representing a variety of interests and associations. Community organizations and the DC Council participated in their selection.

We have had two promising meetings examining the Clean Rivers Impervious Area Charge, or CRIAC. This ratepayer charge funds the Clean Rivers Project, DC Water’s \$2.7 billion effort to improve the health of District waterways. The initiative consists of tunnels and green projects and is mandated by consent decree, but is mostly unfunded. The cost is being borne by our ratepayers. We are exploring the options for a more equitable way to recover the costs.

The Alliance will tackle other issues in the future. DC Water and the District are also working toward additional customer assistance programs, which we will unveil in the New Year.

Happy Holidays!

**David L. Gadis**  
President and CEO  
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## Savor the gravy, save the pipes

As you prepare holiday meals, or a regular family dinner, remember that allowing grease and food to go down the sink can cause blockages and backups that are costly and disruptive. Keep in mind the 4 C's of sink safety: Cool, Contain, Can, Compost:

- **Cool:** After cooking, allow grease to cool and solidify in the pan.
- **Contain:** Scrape FOG and excess food scraps into a secure, sealable container like a peanut butter jar. Before washing, wipe down pots and pans with a paper towel.
- **Can:** Throw the full container of FOG and your paper towel into a trashcan.
- **Compost:** If possible, compost food and vegetable scraps (don't compost grease or meat).



## Help others this holiday season

In addition to several Customer Assistance Programs for which customers can register, DC Water maintains an emergency fund for those in immediate financial crisis. This fund, called SPLASH (Serving People by Lending a Supportive Hand) offers one-time assistance for customers to maintain critical water and sewer service in a time of emergency. SPLASH is funded solely by contributions from employees, customers and the community. Please donate by rounding up your bill each month or by making an additional donation through your bill. For more information, please call **202-354-3600**.

## Avoid frozen pipes in winter

With temperatures dropping, you'll want to prevent your pipes from freezing or breaking. The pipes most at risk are those exposed to the outside, such as outdoor hose outlets and water sprinkler lines, or water pipes in unheated interior areas like kitchen cabinets, garages, basements and crawl spaces. Follow these recommendations:



- Remove, drain, and store garden hoses.
- Close the inside water valves to outside hose attachments (called hose bibs).
- Open the outside hose bibs to allow any water in the line to drain. Keep this valve open.
- You may want to install a pipe sleeve for pipes that are not insulated. Building supply stores carry these and other insulation supplies.

If you go away for an extended time, leave the thermostat set above 55 degrees. In severely cold weather, allow cool water to slowly drip from faucets, especially those served by exposed pipes. Cold water is still above freezing and this will help prevent a frozen pipe. For more information, please visit [dcwater.com/cold-weather-pipes](http://dcwater.com/cold-weather-pipes).

## Keep the meter pits clear!



DC Water is wrapping up its ambitious program to replace 90,000 meters and the units that transmit the data from them. This has been a tremendous effort across the District and we appreciate your patience with the process. Most customers now have new meters, lids and transmitting units that are precisely capturing water usage for more accurate billing. That is, as long as the meter pit is not obstructed. When customers place objects, landscaping, and even cars, over top of the meter pit, the transmitting signal is blocked and no longer transmits data to DC Water. This can lead to estimated billing and catch-up bills, complicating your budget. Pay for the water you use by keeping objects and landscaping away from the water meter that services your property.



## DC Water offers new walk-in payment options

DC Water is teaming up with Western Union to offer walk-in payment centers for customers who prefer to make payments in cash and in person. For more information, and to find locations near you, please visit [dcwater.com/walkin](http://dcwater.com/walkin).



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