

# WHAT'S ON TAP



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## Hello Nannie!

Starting the year off with a victory, DC Water and its contractor, Salini-Impregilo / Healy / Parsons (IHP) joint venture, lifted the face of the latest massive tunnel boring machine (TBM), Nannie, from a depth of 102 feet to the surface.

The nearly 90-ton cutterhead required a special crane counterbalanced with more than 150 ton weights. The cutterhead is equipped with a system of scrapers that bore through the earth, with the football-field-long tunnel boring machine and trailing gear following behind. In mining culture, the lifting of the cutterhead is a ceremonial mark of the end of the tunnel boring machine's journey.

Nannie's journey started in November 2015 in a deep shaft near RFK stadium and ended when she broke through the wall of another shaft at Poplar Point, near the intersection of I-295 and the Suitland Parkway. The tunnel is 23 feet in diameter and runs approximately 100 feet below the surface, crossing under the Anacostia River, CSX railroad tracks and Metro's Green Line. It connects to another tunnel completed in 2015 by a tunnel boring machine named Lady Bird.

The tunnels are part of DC Water's Clean Rivers Project aimed at controlling combined sewer overflows to the waterways of our nation's capital. The tunnel is designed to capture combined sewage, which is a mixture of storm water runoff and sanitary sewage, and deliver it to the Blue Plains Advanced Wastewater Treatment Plant for treatment.

DC Water is working aggressively toward a March 2018 deadline for placing in operation a major part of the tunnel system serving the Anacostia River from RFK Stadium south to the Blue Plains Advanced Wastewater Treatment Plant near the Wilson Bridge. The Anacostia Tunnel was the last major tunnel to be excavated to meet the 2018 deadline.

Time lapse video of the tunnel is available at [youtu.be/LOQHHR8deU](http://youtu.be/LOQHHR8deU).

When the Clean Rivers Project is complete, DC Water will have reduced combined sewer overflow volume by 96 percent overall with a 98 percent reduction for the Anacostia River. For more information on the Clean Rivers Project, please visit: [www.dewater.com/cleanrivers](http://www.dewater.com/cleanrivers).

## General Manager's Message

Since I arrived at DC Water nearly eight years ago, a major goal of mine has been to harness the benefits of technology and innovation to create efficiencies, improve the customer experience and provide cost savings. In that vein, this year we begin a project to move from a Customer Information System built on 1980s technology to a new, high-tech system to support customer relationships.



This new product is customer based, rather than being based on an address. That means that we can link information to a person, even as customers move around the District or own more than one property, rather than relating information to just an address. This will certainly assist our Customer Care Associates to help customers, as they'll have more information at the ready.

Perhaps even more important, customers will have many more self-service options to track their water consumption and set up alerts for high usage, as well as easier ways to pay their bills. Bill information will be simpler to read and we'll also have a customer-friendly mobile app. Coupled with our initiative to replace 85,000 water meters across the District with next-generation technology, this puts even more information and control in the hands of our customers. These are all ways that we are capitalizing on technology to assist our customers and streamline operations.

This project embodies our commitment to seek the very best technologies available anywhere in the world to improve our services to the customer while also reducing operating costs.

*George S. Hawkins*

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## Projects improve water pressure in Upper NW D.C. neighborhoods



DC Water is making improvements in the water distribution system throughout the District and one of these projects addresses historic low water pressure in some neighborhoods in Upper Northwest, D.C. One major cause for the low water

pressure is the high elevation of properties in the area, relative to lower lying areas in the remainder of the District. Water flowing through pipes needs more pressure to push it up to higher elevations, especially to reach plumbing on higher floors.

DC Water began planning projects to address this issue more than a decade ago and in the meantime, has completed many projects that will all come together for the water pressure zone known as the Fourth High Water Service Area.

This winter, DC Water will complete improvements to the Fort Reno Pump Station, and in March, over a two week period, water pressure will be gradually increased. In addition to improved water pressure inside many homes, the changes will increase fire hydrant flows.

The District of Columbia Plumbing Code requires that homes that may experience water pressure exceeding 80 pounds per square inch (PSI) have a pressure-reducing valve (known as a "PRV"). The upcoming change in water pressure is likely to increase many homes' water pressure above 80 psi. Without the PRV, customers could experience property damage to water heaters or leaking pipes or faucets.

In recent years, DC Water conducted extensive outreach and communication to potentially affected properties and coordinated the installation of thousands of PRVs. In addition, DC Water asks all impacted customers to please check internal plumbing systems (current condition of all water appliances and tightening of connections to these appliances, as needed) to ensure that they are in proper working condition.

Please direct questions about the Fourth High Water Service Area to DC Water's Customer Care and Operations at **(202) 354-3600** or **custserv@dcwater.com**. Anyone experiencing discolored water or any other water quality issue should call DC Water's Drinking Water Division at **(202) 612-3440**.

## D.C.'s drinking water pipes get their annual spring cleaning

Starting on Monday March 20, 2017 and ending on Monday April 17, 2017, the disinfectant used for drinking water treatment will temporarily switch from chloramine (a chemical mixture of chlorine and ammonia) to chlorine. During this time, customers may notice a slight change in the taste and smell of drinking water. This standard switch in disinfection is part of an annual program to clean water pipes and maintain water quality throughout the year.



If you notice a stronger chlorine taste and odor:

- Run the cold water tap for two minutes.
- Refrigerate a pitcher of cold tap water to minimize the chlorine taste and odor.
- Use a pitcher-style or faucet mount filter to remove chlorine.

Individuals and business owners who take special precautions to remove chloramine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch to chlorine. Most methods for removing chloramine from tap water are effective in removing chlorine.

The Washington Aqueduct is responsible for treating drinking water in the District. DC Water works closely with the Aqueduct to monitor drinking water throughout the city to ensure chlorine levels meet safe target levels. To view monthly chlorine levels, visit **dcwater.com/testresults**. For more information, contact DC Water's Drinking Water Division at **(202) 612-3440**.

## Language Line can translate in more than 100 languages



For customers who speak other languages, assistance is offered through the Language Line, which supports more than 100 different languages. Those who need assistance in another language should simply call Customer Care at **(202) 354-3600** and ask for the specific language. DC Water connects the caller with the Language Line in a three-way call, where the Language Line serves as translator.

Also, DC Water has a voice recognition program on its Customer Service phone line in both English and Spanish so that customers can get information about their service, their bills or other questions, at any time, day or night.



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