

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 13 ISSUE 6

General Manager's Message: Beat the Heat. Drink Tap.



Dear Customers,

Another long, steamy summer in the District means it's important to replace the fluids your body loses to the sun.

If you're out and about on a hot, sunny day, the best way to stay hydrated is to avoid alcohol and caffeine and to drink water instead. And the best way to drink

water is to drink tap. Why turn to bottled water, with its environmental and financial costs, when it's never been more convenient to drink DC tap?

Our team continues to visit major festivals and community events all summer, bringing cold, refreshing tap water and reusable bottles to thousands of people. And our TapIt™ network of businesses where you can refill your water bottle for free has expanded to the suburbs.

You'll find hundreds of locations at tapitwater.com/dc.



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Bill Roundup Makes a Difference

One in five District residents lives in poverty, and many households struggle to pay their bills. You can help families keep their critical water and sewer services by simply rounding up your bill to the next nearest dollar. Every dollar goes to helping families pay

their bills. You also have the option of rounding up plus \$1 and rounding up plus \$2. It's as easy as checking the box on the bottom of your bill.

To learn more, including other ways to donate, please contact a Customer Care Associate at (202) 354-3600.

Free Household Water Quality Guide

Ensuring clean and reliable tap water is a shared responsibility of DC Water and individual residents. DC Water monitors and maintains water quality in the distribution system.

Homeowners are responsible for maintaining plumbing on private property. When water flows from the treatment plant to your taps, factors in the distribution system and household plumbing can affect your water quality.

DC Water offers customers a Household



Water Quality Guide. Learn about your household plumbing, tips for ensuring water quality and how to identify water quality issues. To download a copy of the guide, visit dcwater.com/homeguide or request a mailed copy by contacting the Office of External Affairs at (202) 787-2200.

Be a Part of Team Blue!

Want a job where you make a difference? DC Water is always looking for a wide range of skills in professional and labor occupations to help deliver life-sustaining water and sewer services. Join Team Blue and work alongside employees who take pride in their jobs that support the lives and livelihoods



of everyone in the nation's capital. DC Water employees enjoy a great benefits package, supportive working environment and mission-driven work. Visit us online at dcwater.com/jobs or call the Office of Human Capital Management at (202) 787-2220 for more information.

Annual Drinking Water Report Released

Each year, DC Water releases a report about the quality of your tap water. This year's report highlights that your drinking water continues to surpass all federal drinking water standards and is a summary of test results collected in 2011. The Annual Drinking Water Quality Report provides a snapshot of regulatory and voluntary water testing programs that help safeguard the drinking

water supply. In 2011, DC Water collected more than 5,600 water samples from hydrants, commercial buildings and household taps throughout the District of Columbia and conducted more than 41,000 tests.

The US Army Corps of Engineers, Washington Aqueduct draws water from the Potomac River and is responsible for drinking water treatment. DC Water purchases water from the

Washington Aqueduct. The Aqueduct is responsible for water quality monitoring in the Potomac River and testing treated water before it enters the District's distribution system. To view the Washington Aqueduct's Annual Water Quality Report, visit dcwater.com/WADreport

The annual report is mailed to every resident in the District. To view the report and current monthly water quality results, visit



dcwater.com/testresults or call (202) 787-2200 to request a copy.

Where the Action Is



In the midst of DC Water Customer Service operations at 810 First Street is a vital communications hub called the Emergency Command Center. This group operates 24/7/365 to field calls from the public—reporting suspected—water main breaks or sewer problems, low water pressure or water outages. The Command Center staff dispatches investigators and repair crews as needed and coordinates with the District Department of Transportation (DDOT),

Metropolitan Police Department (MPD), Fire and EMS (FEMS), contractors and other District agencies. They also keep in touch with DC Water staff and managers, and wield cell phones, landlines, computers and 800 MHZ radios as their tools of the trade.

If you have a water or sewer emergency, please contact the Command Center on the emergency line at (202) 612-3400. They are at the ready!

You're Saving Water Indoors – How About Outdoors Too?

By now you've heard many ways to conserve water indoors, but have you thought about conserving water outdoors, too? In addition to planting native plants that thrive on average weather conditions, and therefore need less watering, there is also an irrigation controller that adjusts automatically according to everything going on in the yard! This technology reduces the overall amount of water used, and can reduce your water bill, saving you money and helping to conserve a precious resource.

The programming information includes:

- light conditions (varying degrees of sun vs shade)

- plant type
- amount of slope
- soil type

Another feature is the on-site weather sensor that communicates current weather data on a regular basis back to the controller. The weather station measures rain fall and temperature and compares this information with the programmed historical data based upon the zip code entered. As weather conditions change, the irrigation schedule adjusts accordingly on a daily basis. Check your local hardware or home improvement store for smart irrigation controllers.

For more ways to use water wisely, please visit: wateruseitwisely.com



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