

## General Manager's Message



Dear Customers,

In the next few weeks, you'll be receiving your 2011 Water Quality Report in the mail. DC Water sends this information to every address in the District – whether the customers at that address pay a water bill or not.

This report is a great opportunity for us to remind you how reliable and cost-effective your drinking water is. For good reason, tap water is subject to more stringent regulations than most products you can use at home – including bottled water.

We hope you'll take the time to learn how DC Water works to make sure the water we deliver meets these regulations and beyond. This includes the results of the thousands of water quality tests we perform every year. You can also find last year's report, detailed test results, and answers to common questions about water quality at [dcwater.com/waterquality](http://dcwater.com/waterquality).

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## Did You Know?

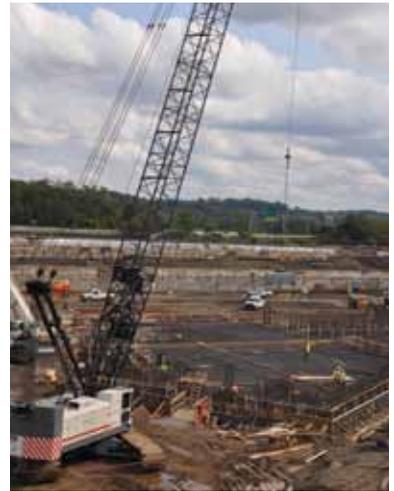
To help keep things cool when the temperature rises, DC Water has two misting tents available for large festivals of 100 or more people. Reserve one for your large event online at [dcwater.com/mistingtent](http://dcwater.com/mistingtent) or call the Office of External Affairs at (202) 787-2200.



## One Year Later – Nitrogen Removal Project on Track

A year ago, DC Water broke ground on a \$950 million project called the Enhanced Nutrient Removal (ENR) facilities. Today, the beginning portion of the project is nearly 40 percent complete, as construction of a major pumping station and 35-foot-deep tanks continues.

The project's mission is to reduce the level of nitrogen from the cleansed wastewater that DC Water discharges at Blue Plains. Nitrogen can act as a fertilizer in the Potomac River and Chesapeake Bay, creating profuse, unruly grasses that deplete oxygen needed by marine life to live and thrive. Once the project is completed, Blue Plains will produce effluent with some of the lowest levels of nitrogen in the country. At 4 milligrams per liter, not only is it extremely low, it is considered at the limit of technology.



So far the progress made includes the installation of more than 2,000 foundation piles that, if placed end to end, would be more than 22 miles long; the excavation of over 100,000 cubic yards of material; and the placement of more than 50,000 cubic yards of concrete – enough to make a 22-foot-wide roadway over 11 miles long. The ENR facilities will be operational in the summer of 2014.

## Hydrate for Free – No Bottled Water Necessary

More than 160 cafés and restaurants in the District provide free water bottle refills for people carrying reusable water bottles. TapIt™ is a city-wide water refilling network that offers filtered and unfiltered drinking water options. During the hot summer months, hydration is important. With a reusable water bottle, you can get free, chilled water at any TapIt location and save money spent on bottled water.

Find TapIt locations that

are on your way to work, school, on your exercise route, and in your favorite areas of the city. Visit [tapitwater.com/dc](http://tapitwater.com/dc) or download the iPhone app. If your local cafés and restaurants are not TapIt partners, encourage them to sign up – it's free. Let's clean up our neighborhoods, local waterways and keep plastic bottles out of landfills. Drink tap, protect the environment and save your money. Grab a reusable bottle and fill up for free.



## Inquisitive Minds Find Answers on First “Down the Tubes Ride”

On April 1st, 50 enthusiasts combined their interests in bicycling and water/wastewater infrastructure for the “Down the Tubes” ride with DC Water and the Washington Area Bicycle Association. The two organizations created a bike ride and tour of DC Water's facilities including the Drinking Water Division at Ft. Reno, Bryant Street Water Pumping Station and the Main and O Street Sewer Pumping Stations. DC Water staff members delighted the inquisitive

crowd with detailed briefings at each stop. The 13-mile ride ended on the banks of the Anacostia River with a discussion about the Clean Rivers Project and Blue Plains. From there, many boarded the Metro with their bikes and headed back to the start at the Tenleytown station.



Photo courtesy of The Washington Area Bicyclist Association

## Prevent Flooding and Sewer Backups



Severe weather can cause seasonal flooding. When a major storm approaches, DC Water's Sewer Services crews deploy to District neighborhoods prone to flooding. They clean the catch basins, inspect stormwater pumping stations and make sure backup generators are ready.

Customers are reminded to pick up trash and debris

from the sidewalk and street to reduce the risk of flooding in their own buildings when rains come. Otherwise, the trash enters the sewer system and clogs the sewer lines, ultimately causing sewer backups.

If you notice street flooding, please call DC Water's 24-hour Emergency Command Center at (202) 612-3400. To request a copy of DC Water's free brochure on preventing flooding and sewer back ups, call the Office of External Affairs at (202) 787-2200 or download it at [dcwater.com](http://dcwater.com) under “Publications.”

## Be Prepared for Hurricane Season

Hurricanes pack powerful forces and can cause massive damage and injury. Hurricane season is June 1 to November 30, with the peak season occurring between mid-August and October. Residents are urged to protect themselves, their loved ones and their property.

Coastal areas are not the only ones affected. Inland areas can experience wind and flood damage. DC Water offers the following precautions to take when the weather service reports impending severe weather or hurricane. Do the following before severe weather arrives:

- Visit [ready.gov/hurricanes](http://ready.gov/hurricanes)
- Keep a first aid kit handy, including flashlights and extra batteries.
- Keep a battery-powered radio nearby.
- Maintain an emergency supply of food and bottled water for your family and pets.
- Visit [dcwater.com/education/water\\_emergencies.cfm](http://dcwater.com/education/water_emergencies.cfm) and print out how to prepare for and respond to water emergencies.
- Listen to media reports if serious weather has damaged water and sewer infrastructure.
- Call DC Water's 24-hour Command Center for true water and sewer emergencies at (202) 612-3400.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

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