



## Girl Scouts Explore Wonders of Water at Blue Plains



Girl Scouts from across the region got a close up look at the many “Wonders of Water” during a special visit to the Blue Plains Advanced Wastewater Treatment Plant.

The scouts spent the day participating in hands-on activities and demonstrations staffed by DC Water employees that showed how water affects our lives.

Nearly 80 scouts from across the region, including the District of Columbia, and several counties in Maryland and Virginia, attended the event. They spent the day learning about the water cycle, water conservation and wastewater treatment.

“I learned that we shouldn’t use fertilizer before it rains because it will wash into the storm drains and end up in the river,” said Amelia, while Emiko described secondary and tertiary treatment, “Bacteria clean the dirty water by breaking down the things inside it.” Lily added that, “You shouldn’t put grease down the drain because it clogs the pipes.”

The **Wonders of Water** event was also designed to introduce girls to STEM (science, technology, engineering and mathematics) careers in the water sector.

For safety reasons, children are not typically allowed at Blue Plains; however, for this event scouts were allowed on site and provided with the opportunity to take a bus tour of the 153 acre plant, which is home to the largest thermal hydrolysis system in the world.

“It was a fantastic day filled with learning and fun,” said Torri Epperson, who coordinated the event on behalf of DC Water. “It was rainy, but that seemed appropriate for a day filled with learning about water.”

## General Manager's Message

As we enter summer, and another rainy season, it reminds me how far we have come in the Bloomingdale/LeDroit Park neighborhoods since the severe flooding events in 2012.



DC Water and Skanska JD have completed the First Street Tunnel Project to lessen the effect that rainstorms have on the undersized sewers serving the community. The tunnel acts as a large underground storage tank and along with the other flood relief facilities in Bloomingdale, will significantly reduce the chance of flooding in these neighborhoods.

The residents, ANCs, and Councilmember Kenyon McDuffie were instrumental in the success of the project in these neighborhoods, as they participated in meetings, tours and pre- and post-construction surveys, and provided input throughout the project. We at DC Water worked with stakeholders to provide timely and accurate information while working collaboratively to solve problems as they arose.

We take time now to celebrate the enormous progress of the past five years.

George S. Hawkins  
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# New Customer Portal Coming Soon!

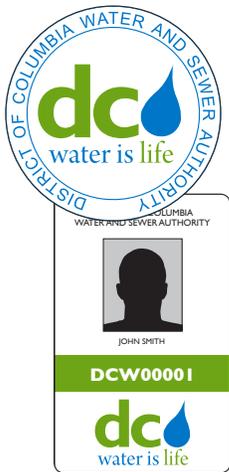
Last month we included news with your bill about the changes to our Customer Information System. In July, we will launch the new online Customer Portal and will ask property owners to:

- 1. Confirm property ownership and create a new User ID.**
- 2. Re-enroll in Auto Pay if desired.**
  - Please note that if property owners fail to re-enroll in auto-pay before the full system is deployed later in the year, auto-pay information will be deactivated, and payments will need to be made via phone or mail until the account is re-enrolled in auto-pay.
- 3. Re-enroll in paperless billing if applicable.**
  - When property owners re-enroll in paperless billing, please be advised that only the property owner will begin receiving the paperless bill. Property owners will be responsible for forwarding paperless bills to any third parties who you wish to pay the bill. Beginning in early 2018, owners will then have the ability to add third parties to begin receiving paperless bills.

More details to come in July. For more information, please visit [dcwater.com/customer](http://dcwater.com/customer).



## Who is that at the door?



Please be alert when someone comes to your door asking for entry to your property. From time to time, individuals may pose as a utility worker to gain access.

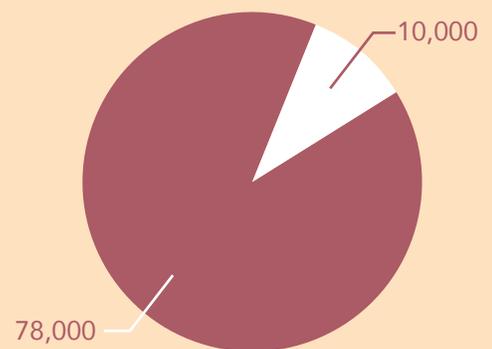
Customers should verify the identification of all utility employees coming to their homes. DC Water employees drive distinctively marked DC Water vehicles with DC municipal license plates, wear uniforms with DC Water logo patches and always carry a District of Columbia Water and Sewer Authority photo identification card.

Contractors working on our meter replacement project will have a DC Water contractor badge and will be wearing gear with the company name **Aclara – Smart Grid Solutions**. The meter installation contractor will primarily be working on exterior meters. However, they will only need inside access in a small number of cases and will work with the resident to set a convenient time.

Anyone fearing for their safety should call 911. To report suspicious vehicles or individuals, please call 311. Additionally call DC Water Customer Services Department at **202-354-3600**, when reporting suspicious activities involving DC Water employees or impersonators.

DC Water began an ambitious project in 2017 to replace the majority of residential meters across the District. **By May, the team had successfully completed 10,000 of those meter replacements.**

Only 78,000 to go!



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**  
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