

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 3

General Manager's Message: Let Us Hear From You!

Dear Customers,
Elsewhere in this issue of *What's On Tap*, you'll read about our upcoming series of town hall meetings. For the second year, we're taking a big team around the District to talk about rates, upcoming projects and more. But we're also ready to listen to whatever is on your mind.

In fact, you don't need to wait until the town hall comes to your ward. DC Water is ready to hear from you now and always. From a water emergency in the middle of the night to a compliment – or complaint – about the service you've received, it's never been easier to tell us what you think.

Our Command Center, at (202) 612-3400, is always open. You can reach Customer Service from 8 a.m. to 5 p.m., Monday through Friday at (202) 354-3600. DC Water is on Facebook, Twitter and now LinkedIn, and you can always use the email address below to reach my office directly.



Sincerely,

George S. Hawkins

gmsuggestions@dcwater.com

Did You Know?

Did you know that Tiber Creek is actually the oldest sewer in the District? The Tiber Creek Trunk Sewer used to be a creek before it was built over with brick and masonry, completed in 1890, to function as a sewer. Tiber Creek begins on North Capitol Street, NW, and runs in a southern direction along the capitol grounds in Southwest, carrying combined sewage to the Main Street Pumping Station in Southeast. This sewer serves an area of 1,146 acres. Tiber Creek sewer is large enough to walk in! In fact, one section is 20 feet by 10 feet wide, and two other sections are each 12 feet by 10 feet. This sewer has been featured on the History Channel and in other productions in recent years.



DC Water Kicks Off Town Hall Tour

Beginning in March, DC Water will partner with DC Councilmembers to host several town hall meetings across the city to discuss future water and sewer projects and issues impacting the community.

Meetings will be held in each ward and feature information on water quality, construction projects, employment, and customer service. Specific discussion topics will include water and sewer rates, drinking water, infrastructure, and efforts to help clean local rivers. For a



complete listing of meeting dates and locations, please visit dcwater.com/rates.

A public hearing will be held on the 2012 Proposed Rates on Wednesday, May 11 at 6:30 p.m. at the Metropolitan Washington Council of Governments, 777 North Capitol Street, NE, First Floor.

Annual Flushing Program Enhances District Drinking Water

DC Water will conduct its annual flushing program from March through November 2011 to clean the District's water pipes.

During this period, DC Water will open and flush fire hydrants throughout the city. Flushing pipes helps to remove any build-up in old pipes and to enhance water quality. The median age of a water main pipe in the District is 75 years old.

Customers will be notified when DC Water flushes hydrants in their area. Crews will perform flushing between 10:30 p.m. and 6:30



a.m., when water usage is typically low. Water may be discolored during these hours. If you experience discolored water, run the cold water tap for a few minutes until the water clears. If the issue continues, contact the Drinking Water Division at (202) 612-3440.

HUNA Upgrades

DC Water has an automated system to notify customers of unusually high water use – including unknown household leaks, sprinklers accidentally left running or ruptured washing machine hoses. The High Use Notification Application (HUNA) has generated more than 18,000 notifications to customers since January 2006.

DC Water has made the following enhancements to HUNA to provide customers with even more valuable information to help them save water and money:

- Customers can now receive notifications via text messages in addition to email messages and telephone calls.
- Customers can set notifications options to multiple telephone numbers, email addresses, and text messages.
- Customers will be identified and sent



notification on the first day after DC Water receives meter readings for the evaluation period, rather than the second day.

- The high usage threshold has been lowered by 40 percent, which allows DC Water to identify nearly twice as many instances of high usage.
- The program now incorporates eight calling windows throughout the day. This provides a greater opportunity for DC Water to notify customers, if the first attempt by telephone is unsuccessful.

To register for HUNA, log on to My DC Water or call Customer Service at (202) 354-3600.

Spring Cleaning District Water Pipes

From March 21 through May 1, the disinfectant used for drinking water treatment will temporarily switch from chloramine to chlorine. This change is part of an annual program to clean water pipes in the District and maintain water quality throughout the year. This year's temporary switch will be a shorter duration than last year.

A temporary switch to chlorine is a standard water treatment practice for systems that use chloramine the majority of the year. The Washington Aqueduct is the organization responsible for treating drinking water in the District.

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.

During this time, you may notice a change in the taste and smell of your drinking water. DC Water recommends running the cold water tap for five to 10 minutes. For more information, please contact the Drinking Water Division at (202) 612-3440.



Promoting Water Efficiency with the EPA



More than 1 trillion gallons of water are wasted in American households each year. That's equivalent to the annual water use of Los Angeles, Chicago, and Miami combined. To encourage consumers to use water wisely, DC Water is partnering with the U.S. Environmental Protection Agency's (EPA's) WaterSense program to promote the third annual "Fix a Leak Week," March 14-20.

By taking simple steps to identify and repair leaks, consumers can improve water efficiency in their home and

help conserve water. Most common leaks can be eliminated by retrofitting homes with WaterSense labeled fixtures, which include toilets, faucets, showerheads, and flushing urinals that are independently certified to use at least 20 percent less water and perform as well as, or better than, standard models.

WaterSense is a partnership program sponsored by EPA to promote water-efficient products and practices across the country. For more information on Fix a Leak Week, visit epa.gov/watersense/fixaleak.

NOW AVAILABLE: 2010 ANNUAL REPORT

To download an electronic copy, please visit dcwater.com.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

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