



General Manager's message

Dear Customers,

Recently, I joined almost 100 of our Team Blue members and hundreds of other utility employees at Joint Utility Discount Day (JUDD) at the Walter E. Washington Convention Center. It's always inspiring to see so many people getting together to help our customers when they need us the most. On the other hand, what a humbling experience to know that thousands of our customers – 5,878, to be exact – are in such financial peril that they wrap around the Convention Center while waiting for hours to be served.

This month, the new rates approved by our Board will go into effect, raising the average residential bill from \$51.53 to \$60.19. This is a small price to pay for a life-giving service as compared to a cable or cell phone bill, but that's little consolation to our customers on low and fixed incomes. The Board has also expanded the reach of our Customer Assistance Program, and we are looking at new ways to raise money for our Serving People by Lending a Supporting Hand (SPLASH) program as well.

The costs of meeting federal mandates, improving infrastructure and operating our system will continue to rise in the years to come. My pledge to you is that as we spend funds, we will be ever vigilant about the impact on our ratepayers -- especially those who can afford it the least. In short, we will remember JUDD all year round.

Sincerely,

George S. Hawkins
gmsuggestions@dcwater.com



Did you know?

Did you know that household leaks waste water and money? According to EPA's WaterSense program, a leaky faucet that drips at a rate of one drip per second can add up to more than 3,000 gallons of wasted water a year and toilet leaks can waste hundreds of gallons of water a day. Take time to find and fix household leaks to help save water and dollars.



Save 50% off all things green



DC Water is partnering with Live Green to offer District residents a variety of useful water-efficient items at a discount price through their website, Greenbacks. Greenbacks gives subscribers 50 percent off certified green products, services and events.

From November 16 – 19, Greenbacks will be offering \$20 worth of products at Amicus Green Building

Center for just \$10. Low-flow showerheads, toilet tanks, CFL light bulbs, cutting boards, and even eco-friendly cabinets are a few of the items available at the discount price.

Go to <http://greenbacks.livegreen.net/free> and enter promo code: **dcwater** to start saving today!

Live Green is a local company dedicated to making eco-friendly living easy and affordable by providing discounts on

see **SAVE 50% OFF ALL THINGS GREEN** continued on back

DC Water receives distinguished industry awards

The Government Finance Officers Association of the United States and Canada (GFOA) has honored DC Water with two prestigious national awards. The Authority received the Distinguished Budget Presentation Award for its Fiscal Year 2010 annual budget and the Certificate of Achievement for Excellence in Financial Reporting for its Comprehensive Annual

Financial Report (CAFR) for the fiscal year that ended September 30, 2009.

These awards represent the Authority's commitment to maintaining the highest standards of governmental budgeting and transparency.

GFOA is a nonprofit professional association serving government finance professionals throughout North America.



WHAT'S
ON

Report water and sewer emergencies

Water main breaks become increasingly common during the cold season. DC Water crews are available 24 hours, including weekends and holidays, to respond to water and sewer emergencies across the city. Crews prioritize emergency repairs based on several factors, including severity of the break, impact to customers and the environment, potential damage to public and private property, and unsafe traffic conditions due to flooding.

By receiving detailed information from customers, DC Water crews are better able to respond to water and sewer emergencies. Customers should provide specific information such as the location and appearance of a water main break, leak or sewer backup when reporting an emergency. Crews need this information in order to respond promptly and efficiently.

To report a water or sewer emergency, please call DC Water's 24-hour Emergency Hotline at (202) 612-3400. For a list of current repairs, visit dcwater.com.



A closed-circuit camera provides crews with an in-depth look at the condition of a sewer during an inspection.

What causes cloudy water?

During cold weather, air bubbles can form in your pipes and cause tap water to appear cloudy. Naturally, cold water holds more air than warmer water. When water travels from the pipes in the street into your warmer household pipes, air bubbles escape and cause the water to temporarily appear



cloudy or milky. If your water appears cloudy, simply run the tap water into a clear container and observe for a few minutes. Eventually, the water will become clear from bottom to top. For additional information, please contact the Water Quality Division at (202) 612-3440.

Keep leaves out of storm drains

An accumulation of falling leaves can block or clog storm drains, potentially causing flooding or sewer backups. Residents are reminded to keep storm drains clear of leaves. Do not rake or blow leaves into the street or near storm drains. Keep leaves

contained in your yard or driveway to prevent them from blowing away and blocking storm drains.

To report a clogged storm drain, please call DC Water's 24-hour Water and Sewer Emergency Hotline at (202) 612-3400.

Save 50% off all things green

continued

a selection of green products and services.

DC Water is not

benefiting from this partnership with Live Green.

For more information, visit dcwater.com.

Para informar emergencias del aguas residuales, llame a (202) 612-3400.

Report Emergencies 24 Hours a Day!

To report improper use of hydrants, clogged catch basins, water main leaks, or suspected sewer backups: call (202) 612-3400.



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Water and Sewer
Authority
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General Manager

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