

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • VOLUME 17 ISSUE 9



Family Water Festival

More than 500 residents and visitors enjoyed DC Water's first Family Water Festival, a free, outdoor family-friendly celebration to commemorate the near-completion of the First Street Tunnel Project. It was hosted at the historic and elegant Bryant Street Water Pumping Station, with a special invitation to Bloomingdale and LeDroit Park residents whose neighborhoods have been impacted by persistent flooding conditions, and more recently construction of the tunnel as a medium-term solution to help address this issue.

DC Water provided interactive games and learning stations aimed to educate children and adults about water resources and promote environmental stewardship. In partnership with DC Department of Parks and Recreation, the festival featured an array of popular outdoor games and activities for children, including Skate Mobile, Fun Wagon and life-sized checkers and chess games. A number of food vendors and entertainment were also present. Visitors toured the Bryant Street Pumping Station and learned how the water distribution system in Washington, D.C. functions. They were able to see relics from the 19th and 20th century water system in the pump station's small-scale museum. Here, old fountains, hydrants and water mains, some of which are more than 100 years old, are available to view and touch.

DC Water participates in numerous street festivals and outreach events, and hosts tours of its facilities. The Family Water Festival is an extension of DC Water's year-round outreach and education program. Contact the Office of External Affairs at (202) 787-2200 for more information.

DC Water launches DC Water Works

DC Water unveiled its new, comprehensive local jobs program with a goal to increase the number of local residents hired by DC Water contractors. The program includes a job referral process where DC Water will inquire with local agencies for "ready to work" employees for contractor jobs. DC Water will also work with District agencies for skills training and placement programs to prepare District residents for the types of jobs that are frequently sought after on DC Water projects.



DC Water Works will be the "first source" for referral of candidates for all new jobs covered under this program. The expectation is to identify "ready to employ" individuals to meet the immediate hiring needs of DC Water's contractors. DC Water also will require that contractors with a large DC Water contract participate in an apprenticeship program registered with its home State Apprenticeship Agency or the District of Columbia Apprenticeship Registration Agency, and maintain the District's 3:1 journeyman to apprenticeship ratio.

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GM'S MESSAGE

Dear Customers:

This issue of *What's on Tap* describes the launch of our DC Water Works program, a local jobs initiative on which we embarked several years ago to require contractors with large projects to hire locally when possible, with a goal of 51 percent local hires.



Over the last several years, we sought input from the community and set out to build the program. In all, we held more than 25 stakeholder meetings to identify the needs of the community and formulate the parameters of this program. The project itself was a bit of trial and error as we learned to partner with third party organizations whose primary focus is job placement and skills training.

Coinciding with this development, we also partnered with the Water Environment Federation to develop a National Green Infrastructure Certification Program. To be housed within the WEF Stormwater Institute, this program will certify individuals who install, inspect, and maintain green infrastructure systems and is designed for non-college-graduates. The curriculum has been developed and the first participants are enrolling this fall, with a projected graduation in January 2017. I am pleased that DC Water is able to find innovative ways to train and hire locally and we look forward to more progress on this front. This is parallel to our conviction that we should do our best to return benefits to the communities and ratepayers that pay for and support our services.

George S. Hawkins
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Don't let this guy ruin your holidays!

Holiday cooking can lead to big problems when people pour grease and oil down the sink. Fats, oils and grease—also known as FOG—can lead to a sewage blockage or a sewer backup, causing property damage, environmental problems, and other health hazards.

FOG gets into the sewers from residential and commercial kitchens. It sticks to the inside of storm and sewer pipes on both private property and in public space. Over time, this builds up and eventually blocks the pipe, causing sewage backups and overflows. Clogged sewers can lead to overflows into the street where the sewage eventually enters the storm drain system. At that point, the overflow may be carried to local waterways, creating health risks for people and marine life.

What should you do instead? Pour grease and oil into a can with a lid. You can store it in your refrigerator and throw it out in the garbage when it is filled. For additional information, please call DC Water's Sewer Services Department at (202) 264-3820. To report a sewer emergency, please call DC Water's 24-hour Command Center at (202) 612-3400.

Help a Family in Need—Give to SPLASH

This time of year, people think about giving to those who are in financial hardship. At DC Water, we encourage gifts to SPLASH (Serving People by Lending a Supportive Hand) to help families maintain their most critical of all services—water and sewer. SPLASH is an emergency fund to help those struck with an immediate, temporary need and who would otherwise have their service turned off.

The good news is that giving is easy. Customers can use the Round Up feature when they pay their bill by check through the mail, adding the nearest dollar or \$2. They also have the option of donating above the amount. Non-customers can donate by making a check payable to DC Water SPLASH program and mailing it to 5000 Overlook Avenue, SW, Washington, DC 20032, 4th Floor.

Qualifying customers may also be able to take part in a program that provides a discount on both water and sewer services. Contact the District Department of Energy and the Environment (DOEE) at (202) 673-6700 to apply for that program.

Many DC Water employees have given passionately to the SPLASH fund for years. Please join us in helping District customers keep their water on.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
Customer Service Department
5000 Overlook Avenue, SW, Suite 400, Washington DC 20032

DCWATER.COM

Celebrating the value of water

On September 15th, more than 500 organizations and thousands of people across the country came together to engage the public about how critical – yet undervalued—our nation's water systems are. Every American relies on water and sewer systems every single day and the "Imagine A Day Without Water" Campaign tries to drive that message home.

This year DC Water's goal was to create a humorous, educational, and impactful video to share on our social platforms Twitter and Facebook. We filmed a routine activity that most of us do every day, at a local establishment. Our strategy for the video was a morning gone wrong. The patron walked in to order coffee and sat down to enjoy it while checking morning emails. A normal start to a day he thought, only to discover after the first sip the cup was filled with coffee grains; the state of coffee without the all important ingredient—water. Thanks to Dolcezza Gelato and Coffee in City Center, for hosting the filming of the video.

More than 3,000 people watched the video and it was one of our top 10 engaging posts. We look forward to doing it again in 2017. You can see the video on our DC Water YouTube channel. #Valuewater



Imagine a Day Without Water
September 15, 2016

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DC Water Works

These programs come in addition to other local hiring initiatives DC Water has supported, including short-term, summer and internship opportunities that for some candidates, turn short-term employment into a career as a DC Water employee.



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