

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SPRING ISSUE



Expanded customer assistance programs reach more residents

The past year has been devastating for many and the financial toll is mounting. But there is help.

This year, DC Water set aside \$3 million to help those who have lost income due to the pandemic through the **Emergency Residential Relief Program**. Residential customers who have fallen behind on their bills during the public health emergency can apply for up to \$2,000 to eliminate their past due balance. Once approved, customers may continue to draw on the assistance until they reach the \$2,000 maximum or the program ends. Those who already received assistance from the prior District-funded program may be eligible for this additional assistance, for up to \$4,000 in credits.

DC Water also offers even more **flexible payment plan options**, with longer repayment terms and a reduced down payment. Customers can now make payment arrangements through the automated phone system at **202-354-3600** or on the website portal **mydcwater.com**.

DC Water just launched a unique program to help District residents who rent in apartment or condominium buildings where water charges are part of their rent or HOA dues. Under the **Multifamily Assistance Program**, DC Water provides the landlord or HOA the water and sewer portion of the rent. Ninety percent of that is then credited to the tenant's rent. Tenants who receive assistance through the Department of Human Services, Department of Energy and Environment or live in an affordable housing unit automatically qualify. Others can apply directly to the Department of Energy and Environment to see if they are eligible. This is one of a few programs in the nation designed to aid customers who do not pay their water and sewer bills directly.

DC Water continues to provide assistance and discounts to income-eligible customers and non-profit organizations through existing programs.

DC Water wants to help anyone struggling to pay their bills. Call **202-354-3750** or email **cares@dcwater.com** to find the right assistance program.

CEO's Message

DC Water continues to meet the challenges brought about by the COVID-19 pandemic. We have more customers than ever who are behind on their water bills and we recognize that for many, financial hardship is not going away.



That's why we have taken several steps to assist customers, guided always by our focus on equity. Last year, we altered the Clean Rivers Impervious Area Charge calculation, striving for fairness and a justifiable rate structure.

In this issue, read more about DC Water Cares, a bundle of new and existing DC Water financial assistance programs. Some of these are emergency assistance programs for those impacted by the pandemic. Others are ongoing discounts and credits.

In an average year, we rely on our field staff to brave extreme weather and other harsh conditions to keep your water and sewer systems running. They always rise to the occasion. These same employees faced more challenges with the public health emergency and I want to thank them again for their service.

Our financial team is making important decisions and cost-cutting measures to offset decreased revenues over the past year. DC Water is committed to providing the best service distributed equitably, and at an affordable cost. We will continue in this pursuit.

David L. Gadis, CEO
ceosuggestions@dcwater.com

Kirsten B. Williams joins DC Water



This spring, DC Water created a new leadership role to expand strategic communications and strengthen external and internal relationships. Kirsten

B. Williams, Esq. was tapped to fill the new post of Chief Communications and Stakeholder Engagement Officer.

Williams has a demonstrated history building and aligning impactful communications and advocacy programs that help transform communities, cultivate long-term partnerships and effectively communicate with key stakeholders.

Most recently, Williams served as the Deputy Executive Director at the D.C. Public Service Commission, which regulates the gas and electric companies in the District. Previously, Williams served as Senior Public Affairs Manager at Pepco, addressing policy and legislative matters in the District as well as stakeholder relations. She was also the Vice President of Government Affairs for the Apartment and Office Building Association, executing the development and implementation of the association's regulatory and legislative campaigns.

"My entire career has been guided by a singular purpose - to contribute positive change in the communities I serve," Williams says. "I consider it as much a calling as it is a privilege to join DC Water. I share the Authority's commitment to raising the bar on stakeholder engagement and strategic communications."

Williams holds two Bachelors of Science degrees in Public Relations and Public Communications, and a Master of Public Administration, from Appalachian State University. She also holds a Juris Doctorate from Howard University School of Law.

DC Water introduces discount program for lead service line replacement

Helps those with lead pipes on private property

Under the guidance of DC Water CEO David Gadis, the Authority has set out on an ambitious agenda to remove all lead service lines in the District. This massive plan to protect public health is named **Lead Free DC**. Several programs comprise this effort. The **Lead Pipe Replacement Assistance Program (LPRAP)** helps homeowners replace lead pipes on private property at a discounted rate.

Every eligible homeowner can save 50 percent of replacement costs, and eligible low-income homeowners can save 80 or 100 percent.

Who is eligible

Homeowners with lead or galvanized pipe on private property and non-lead pipes in public space are eligible. Property owners can check DC Water's map online (dcwater.com/leadmap). If the circle at the address is half-green, half-gray, it is an eligible dwelling. Contact DC Water's lead hotline **202-787-4044** or email lead@dcwater.com for information about service lines.

How to sign up

Once eligibility is established, the next step is to apply for the program with the Department of Energy and Environment (DOEE) at doee.dc.gov. Search "LPRAP" to apply online or print the application and send it by mail. Email leadline.replacement@dc.gov for help with the application or call **202-805-2583**.

Important: Do not schedule or complete work before approval and confirmation by letter from DOEE. Only work performed by a contractor from the approved list on DC Water's website is eligible for this program. For more information visit dcwater.com/LPRAP.



Replacing lead service lines with copper pipe is an important step in reducing lead risk



Pipe spring cleaning ends

Washington Aqueduct reverts to chloramine to disinfect drinking water

The annual disinfectant switch for drinking water ends on May 17. Most years, the Washington Aqueduct (our water supplier) temporarily changes the disinfectant from chloramine to chlorine. Chloramine

(chlorine plus ammonia) is used during the rest of the year to prevent the growth of harmful microorganisms and provide long-lasting protection. The temporary switch to chlorine deep cleans the extensive pipe system to protect public health. Customers who take special precautions to remove chlorine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the appropriate precautions to remove chloramines. DC Water and the Aqueduct continuously monitor disinfectant concentrations to ensure it meets safe target levels. For more information, contact the Drinking Water Division at **202-612-3440**.



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