

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SUMMER ISSUE



## Lead Free DC coming to a block near you by 2030

**Lead Free DC** is DC Water's ambitious program to replace all the lead service lines in the District with copper pipe by 2030, and it's happening block-by-block.

On May 18, EPA Deputy Administrator Radhika Fox, Mayor Muriel Bowser, and White House Infrastructure Coordinator Mitch Landrieu showcased this program to highlight work supported through President Biden's Bipartisan Infrastructure Law. Some of the lead line replacements are being funded through the Infrastructure Investment and Jobs Act (IIJA). DC Water has included the remainder in planning the capital improvement program, which is funded through ratepayer revenue.

Lead exposure can cause serious health problems. It is important to get the lead out of water service lines and household plumbing to secure high-quality water at the tap. DC Water is here to help replace lead

**"Our Lead Free DC program exemplifies the community benefits of the Biden Administration's unprecedented investment in water infrastructure."**

**— DAVID L. GADIS, CEO**

service lines, and this work is being provided for **FREE** to our most vulnerable populations. This year, our plan is to complete 150 block-by-block lead replacement projects throughout the city. We are off to a great start. Lead Free DC has reached 52 percent of its projected goal for lead service line replacement agreements, to date. Across all District-funded lead assistance programs, the program has replaced 1,400 lead lines,

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## CEO's Message

DC Water marked a great milestone last year, celebrating the 25th anniversary of the establishment of the District of Columbia Water and Sewer Authority, an independent instrument of District government. This summer we are concluding our efforts to recognize the 25-year journey to world class.



The move to an independent authority was spurred on by the need for financial autonomy and technical evolution. The move enabled us to update technology and processes to better serve our customers and stakeholders. We embarked on major environmental projects, significantly improving the health of the Anacostia River. We will do the same for the Potomac and Rock Creek. We have advanced water and wastewater science in ways that are shaping the future of these critical services, all while continuing to provide top-tier day-to-day operations with aging underground infrastructure.

Of course, we won't rest on our laurels. There is much more left to accomplish over the next five, fifteen, twenty-five years and beyond. We will continue to set bold goals, collaborate with industry partners, communicate with customers and work with stakeholders to achieve even more together.

**David L. Gadis, CEO**  
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# Help us help you pay your water bill

## Utility disconnections resume this summer

DC Water has been at the forefront of customer assistance during the pandemic. From being the first DC utility to halt disconnections, to reconnecting those whose service had been disconnected and in stopping late fees.

Next, DC Water implemented new emergency assistance for residential customers and launched a first-of-its-kind multifamily housing assistance program (MAP) for income-qualified tenants whose utilities are included in their rent. DC Water credits the housing provider's water bill and a percentage of that is credited back to the tenant's rent, allowing them to put more of their money towards other expenses.



The Authority participated in federal and District programs including LIHWAP (that paid off up to \$5000 in unpaid water bills for low-income households), Stay DC, and the new program called Homeowners Assistance Fund (HAF).

In FY 2022, DC Water has applied \$7.56 million in credits, discounts and funding through its various assistance programs. For those DC Water customers who have an unpaid DC Water balance, now is the time to get current, get assistance or get on a flexible repayment plan. More information can be found at [dcwater.com/cares](https://dcwater.com/cares) or **202-354-3600**. Let us help!

**CELEBRATE INDEPENDENCE FROM BOTTLED WATER. Drink Tap!**

[dcwater.com/drink-tap](https://dcwater.com/drink-tap)

## Before you landscape...

- Dial before you dig: Call **811** to get utility lines marked at least one week before you begin.
- Keep meters free of landscaping or other objects. Covering the meter interferes with the automated meter reading and transmission. Customers end up with an estimated bill.
- Landscaping with plants native to our region requires less watering and they soak up rain water.
- DC Water's High Usage Notification Application can alert you to high water usage. Find out about the app at [dcwater.com/high-usage-alerts](https://dcwater.com/high-usage-alerts).



## Lead Free DC continued

saving customers \$2 million in private-side replacement costs. This means more than half of your eligible neighbors are saving money by partnering with us to replace their old lead pipe with new copper service lines.

The DC Water lead program teams visit neighborhoods before construction begins to provide information and collect signed agreements. DC Water is also communicating via phone calls, public meetings and mailers. Construction teams are hard at work, but they do need consent to dig and replace service lines, so please be ready to provide access.

Visit [dcwater.com/leadagreement](https://dcwater.com/leadagreement), email [lead@dcwater.com](mailto:lead@dcwater.com), or call **202-787-4044**, to get more information, to find out if your block is scheduled and to get the service line replacement agreement. Customers will be notified several months in advance if they are on a block that will undergo construction.



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