

General Manager's message

Dear customers, As I write this, we are in the midst of our series of town hall meetings to collect feedback from the public we serve – including you and your neighbors.



We're hearing that you want complete information from us and that you want it quickly, even if it's not always good news. And that you care deeply, as we do, about the quality of the water you and your families drink.

In the next month, you'll receive our annual Water Quality Report. It explains the different ways we've met or exceeded all federal drinking water standards for another year. We've also added a video to our YouTube® channel, www.youtube.com/dcwasapublicaffairs, about how our team keeps the water safe every hour of every day. Our goal is for everyone in the District to be as proud of DC Water as we are.

Please continue to email us at gmsuggestions@dcwasa.com, or get in touch on Facebook® or Twitter®. And watch this space next month for a major announcement about how we are changing the way we do business with the public.

Sincerely,
George S. Hawkins

Protect our waterways

In light of the recent drug recalls, DC WASA reminds customers about the importance of properly disposing of pharmaceuticals to ensure safety for people, the environment and our waterways. The Office



of National Drug Control Policy recommends the following:

- Take your prescription drugs out of their original containers.
- Mix drugs with a substance undesired

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Annual water quality report

By July 1, District of Columbia residents will receive a copy of the 2009 Annual Water Quality Report in the mail. The report is designed to provide useful information about the District's water supply and our efforts to ensure quality drinking water. DC WASA continues to meet and surpass all federal regulations to provide a safe, reliable and healthy water supply.

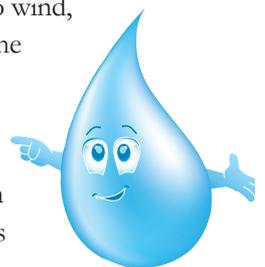


issues a yearly report on the source and quality of our water supply. This publication offers customers a snapshot of where our drinking water comes from, how it is treated and water quality testing results.

To view the water quality report online, visit www.dcwasa.com/waterquality/test_results. If you have questions or concerns about your drinking water, please contact the Water Quality Division at (202) 612-3440.

Did you know...?

Up to 50 percent of water used for landscaping irrigation can go to waste due to wind, evaporation, or overwatering. The U.S. Environmental Protection Agency's WaterSense® program recommends watering your lawn early in the morning, when temperatures are cool and winds are calm. To learn more about water-efficient products and services, visit <http://www.epa.gov/watersense>.



WHAT'S
ON

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Utility discount program

DC WASA, in partnership with PEPCO, Verizon and Washington Gas, offers District residents discounts on their utility bills. At Joint Utility Discount Day (JUDD), eligible homeowners and tenants can apply for discounts on their water bill and other utilities. JUDD will take place Friday, September 3 at the Washington Convention Center, 801 Mount Vernon Place, NW.

To apply, customers must



provide proof of total household income; current utility bill; proof of age; and proof of District residency. The Utility Discount Program is administered by the District Department of the Environment (DDOE). For more information, please contact DDOE at (202) 673-6700.

Protect our waterways continued

by children and animals, such as cat litter or used coffee grounds.

- Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag.
- Conceal or remove any personal information, including Rx number, on the

empty containers by covering it with black permanent marker or duct tape, or by scratching it off.

- Place the sealed container with the mixture, and the empty drug containers, in the trash.

To learn more, visit http://www.dcwasa.com/news/listings/press_release451.cfm.

Leave hydrants alone

When temperatures or the heat index reach 95, seek refuge at a District swimming pool, cooling center, recreation facility or other air-conditioned building. Visit www.dc.gov or call 311 for locations. Please do not open fire hydrants—this is a dangerous practice, as the water is highly pressurized and can cause injury. In addition, children playing in the street are at risk

from traffic.

Tampering can damage the hydrants or the water main to which they are attached. It can also cause a drop in water pressure, affecting homes and businesses on the street, and impeding firefighting.

Tampering with a District hydrant is a crime. To report unauthorized use of fire hydrants, please call DC WASA's 24-hour Emergency Center at (202) 612-3400.

Free water landscaping guide

DC WASA offers customers a free Water Wise Landscaping and Watering Guide.

The publication provides useful tips on landscape planning and design, soil improvement, watering, mulching, low water-use plants and maintenance.



To get a copy of the guide, please contact DC WASA's Public Affairs Office at (202) 787-2200, or visit the "News and Publications" section of our website.

For more information, visit DC WASA's website at www.dcwasa.com.

Para informar emergencias del agua residual, llame (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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