



## General Manager's message

Dear Customers,  
I recently had the pleasure of joining Mayor Adrian M. Fenty, DC Council Chairman Vincent C. Gray and numerous other dignitaries at the grand opening of the Watha T. Daniel Public Library in the Shaw neighborhood.



This new library is a green building with a green roof -- a project of the U.S. Environmental Protection Agency, DC Public Library and the District Department of the Environment.

Green roofs are very important to an urban ecosystem. They absorb and slowly release rain water, reducing runoff during heavy storms and easing the burden on our combined sewer system. They also help keep a building cool and looking terrific.

In the months to come, DC Water will continue seeking ways to incentivize and possibly even to install green roofs in the District of Columbia. In the meantime, we already live and work in one of the nation's greenest cities. District buildings received 190,000 square feet of green roofs last year, second only to Chicago. This is yet another reason to be proud of our fair city.

Sincerely,  
George S. Hawkins  
[gmsuggestions@dcwater.com](mailto:gmsuggestions@dcwater.com)

## Did you know...?

World Water Monitoring Day is September 18. This is an international education and outreach program that engages citizens to test their own local water bodies. DC Water is a proud supporter of this annual celebration. To learn more, visit [worldwatermonitoringday.org](http://worldwatermonitoringday.org).



## To filter or not to filter

DC Water conducts hundreds of water tests each week to ensure a safe drinking water supply. For a variety of reasons, some of our customers choose to use water filters.

If you use a filter, select a device that is installed at your faucet tap (also known as point-of-use) or a pitcher-style filter. Be sure the water device is certified to meet National Sanitation Foundation (NSF) standards. It is also important to



routinely replace filter cartridges according to the manufacturer's instructions to avoid the buildup of metals and bacteria.

DC Water recommends that pregnant women and young children under the age of six use filtered tap water for drinking, cooking, and preparing infant formula and concentrated juices, unless certain that their plumbing is completely lead-free. Filters certified for lead removal must meet NSF Standard 53. For information

see **FILTER** continued on back

## Joint Utility Discount Day is Sept. 3

DC Water invites District residents in financial need to attend the annual Joint Utility Discount Day (JUDD) event on Friday, September 3 at the Washington Convention Center, 801 Mount Vernon Place, NW from 8 a.m. to 7 p.m. DC Water joins PEPCO, Verizon and Washington

Gas to host JUDD.

Eligible customers can use a single application for discounts on their water, electric, gas and telephone bills. DC Water offers an exemption on the first 400 cubic feet (4 Ccf) per month of water and sewer usage, worth up to

see **JOINT UTILITY DISCOUNT DAY** continued on back

WHAT'S  
ON

TAP



District of Columbia  
Water and Sewer  
Authority  
George S. Hawkins,  
General Manager

Customer Service  
Department  
810 First Street, NE  
Washington, DC 20002  
(202) 354-3600  
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## Helping customers in need

Basic water service is something we cannot live without. However, many District residents are unable to maintain critical water service because of temporary hardships.

Through DC Water's SPLASH (Serving People by Lending a Supporting Hand) program, customers

can receive financial assistance toward their water and sewer bills. SPLASH is funded solely by donations. This year, DC Water has received nearly 54,000 contributions for a total of about \$72,000. Every dollar we receive goes toward helping eligible customers pay their utility bills.

Making a donation to SPLASH is easy using the bill round-up option. This feature allows customers to contribute to the program automatically and conveniently each month by rounding up their water and sewer bills to the next dollar. Customers can also



donate online using a major credit card at [dewater.com/splash](http://dewater.com/splash).

To learn more, visit our website or contact a Customer Care Associate at (202) 354-3600.

## Tap into your water-efficient side

According to the United States Environmental Protection Agency's WaterSense® program, Americans use an average of 100 gallons of water per day at home.

By adopting simple water-saving practices, you can help reduce water waste and preserve water for the future.

Here are a few useful tips to help you become more water-efficient:

- Take shorter showers.
- Turn off the water while brushing your teeth.
- Use a bucket of water, instead of a running hose, to wash your car.
- Find and fix leaking faucets.
- Install water-efficient fixtures and appliances.
- Water lawns early in the morning when it's cooler to reduce evaporation.
- Monitor and track water usage online at [dewater.com](http://dewater.com).

Conservation is the most economical and environmentally responsible way to help keep this vital resource flowing for generations to come.



## Joint Utility Discount Day continued

\$24.48 per month. To be eligible, customers must meet federal income guidelines.

Representatives from the various utilities, the Office of the People's Counsel and the Public Service Commission, will be on hand to help. Customers

must provide current utility bills and proof of total household income (such as a W-2 form), age and District residency.

To learn more, please contact the District Department of the Environment (DDOE) at (202) 673-6700.

## To filter or not to filter continued

about NSF-certified filters, visit [nsf.org/Certified/DWTU](http://nsf.org/Certified/DWTU) or call 1-800-673-8010. You can learn more about your water

in the DC Water Annual Drinking Water Quality Report available at [dewater.com/testresults](http://dewater.com/testresults).

For more information, visit [dewater.com](http://dewater.com).  
Para informar emergencias del aguas residuales, llama (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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