

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • VOLUME 18 ISSUE 1



Green infrastructure project, Bloomingdale

## DC Water's innovative bond offering wins Non-Traditional Bond Deal of the Year

In September, DC Water made history by issuing a new type of bond never before offered in the U.S. and last month this bond deal was awarded Bond Buyer's **Non-Traditional Bond Deal of the Year**, one of only eight awards awarded by the investment news outlet.

Called an Environmental Impact Bond, the \$25 million issuance will help finance DC Water's green infrastructure project in the Rock Creek sewershed to mitigate combined sewer overflows and overland flooding by absorbing stormwater runoff before it can enter the sewer system. This in turn protects the health of the District's waterways.

What is unique about this bond offering is that it uses a new payment structure modeled after social impact bonds with a "pay for performance" that minimizes DC Water's financial risk in the case that the unproven measures underperform. If the green infrastructure overperforms, then investors will receive an additional payment. This helps protect ratepayers while also incentivizing investment. The bonds were purchased by Goldman Sachs Urban Investment Group and the Calvert Foundation, two organizations dedicated to investing in urban projects that promote the social good.

DC Water Board Chairman Matthew Brown said the bond "creatively reduces project risk and funds an environmental program that is important to District residents." CEO and General Manager George S. Hawkins added, "This unique bond offering is the result of DC Water's relentless commitment to innovate and pursue every available avenue to provide the best service at the best price to our customers and to the greater community we serve."

## General Manager's Message

Happy New Year! As we look forward to 2017, DC Water has many exciting projects on the horizon. While we prepare for these, we recognize that the rate increases that pay for day-to-day maintenance as well as large capital projects can be an added burden to the budgets of our most disadvantaged residents.



DC Water management and Board leadership have kept affordability top of mind as rates have steadily increased over the last decade. In 2015 we put into effect a new rate structure and just recently the DC Water Board approved an expansion of the Customer Assistance Program (CAP) to provide additional relief to low-income customers in the District. Participants in the CAP program will be eligible for a 50 percent credit on the Clean Rivers Impervious Area Charge (CRIAC), a savings of \$11.12 off the average monthly bill. The credit is expected to be applied beginning May 2017.

The CAP program already provides eligible customers with a discount on water and sewer services, a current combined savings of up to \$38. Residential CAP customers also get a 100 percent credit for the Water System Replacement Fee (WSRF), a savings of \$6.30 on the average monthly bill.

I applaud both the Board of Directors and our staff members for their continued dedicated efforts to keep the DC Water bill affordable.

George S. Hawkins  
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## HELP US HELP YOU

In case of a critical emergency, DC Water uses many methods to contact residents. The Authority urges customers to update their contact information so they can be notified concerning drinking water, sewer lines or emergency work in their neighborhood. Please call Customer Service at **(202) 354-3600** or go to **dcwater.com** and make changes to your MyDCWater account. You can also sign up for text alerts by visiting **dcwater.com/news/alert\_form.cfm**.

# DC Water named finalist in international climate change awards program

DC Water received international recognition when Washington, D.C. and DC Water were named as finalists in the international climate change awards competition known as the C40 Cities Awards. The District and DC Water were recognized for clean energy projects to reduce the effects of climate change, specifically for the Bailey Bioenergy Facility at the Blue Plains Advanced Wastewater Treatment Plant.



This energy facility uses the solids left over at the end of the wastewater treatment process to create electricity and steam. The project reduces the energy needs of the massive plant by about a third. And that is just the beginning. DC Water will continue to find uses for the steam energy and will optimize the solids fed into the system for even more electricity.

The Bioenergy facility has been operational for more than a year and was made possible through the use of innovative technology never before used in North America. This technology, thermal hydrolysis, maximizes anaerobic digestion and made the entire project feasible in an urban environment with space and funding constraints.

Washington D.C. and DC Water were one of four finalists from across the globe in the category "Clean Energy." The C40 Cities Climate Leadership Group (C40) is a network of 83 cities taking action to mitigate and adapt to climate change. C40 harnesses the assets of member cities delivering important, innovative policies and programs to reduce greenhouse gas emissions and improve resiliency.

## Thaw frozen pipes before they break

If you find you have a frozen pipe, you should take immediate steps to thaw the pipe to keep it from breaking. First, locate and shut off the main water supply valve in case a pipe has broken. Next, open the faucet so that water will flow through the pipe once the area is melted. This will help melt more ice. Then, apply heat to or around the pipe. Keep all sources of heat away from flammable materials and do not use any open flame devices. Also, do not use devices that will cause the melted ice to boil, as that can also cause pipes to break.



Call a licensed plumber if you cannot locate the frozen section, if you are unable to reach it, or if you are unable to thaw it. Check for other frozen pipes in the building, especially those pipes that are located along an exterior wall or bring the water into the building at the foundation. For emergency service inside your home, contact a licensed plumber. Call the DC Water 24-hour emergency line at **(202) 612-3400** for water emergencies on public property. More information is available at [dcwater.com/frozenpipes](http://dcwater.com/frozenpipes).

## Do you know what to flush?

The three P's – pee, poop, and (toilet) paper are the only things that should go down the toilet. That's it and nothing else. Unfortunately, many people flush trash down the toilet instead of putting it in the wastebasket, which can wreak havoc on your plumbing and DC Water's sewer system.



Things like cotton balls, cotton swabs, cigarette butts, and sanitary products don't break down as they travel through the sewer system. Paper products like paper towels, diapers, facial tissues, and baby wipes don't break down either. Because these products remain intact after being flushed, they can clog your pipes and our sewer system. These clogs can cause untreated sewage to back up into streets, waterways, or even your home. At our treatment plant and pumping stations, these items can wrap around grates and sewer pumps causing them to fail.

Wipes marketed as "flushable" shouldn't be flushed either. Just like baby wipes or paper towels, these items don't break down in the sewer system. Often, wipes will combine with fats, oils, and grease to form huge "fatbergs" that completely clog up the sewer system. DC Water spends a significant amount of money every year just to repair the problems these items cause. Unfortunately, these repair and maintenance costs get passed on to our ratepayers.

So before you flush, remember that toilets aren't trashcans. Only flush the three P's-everything else should go in the trash. Learn more at [protectyourpipes.org](http://protectyourpipes.org).



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