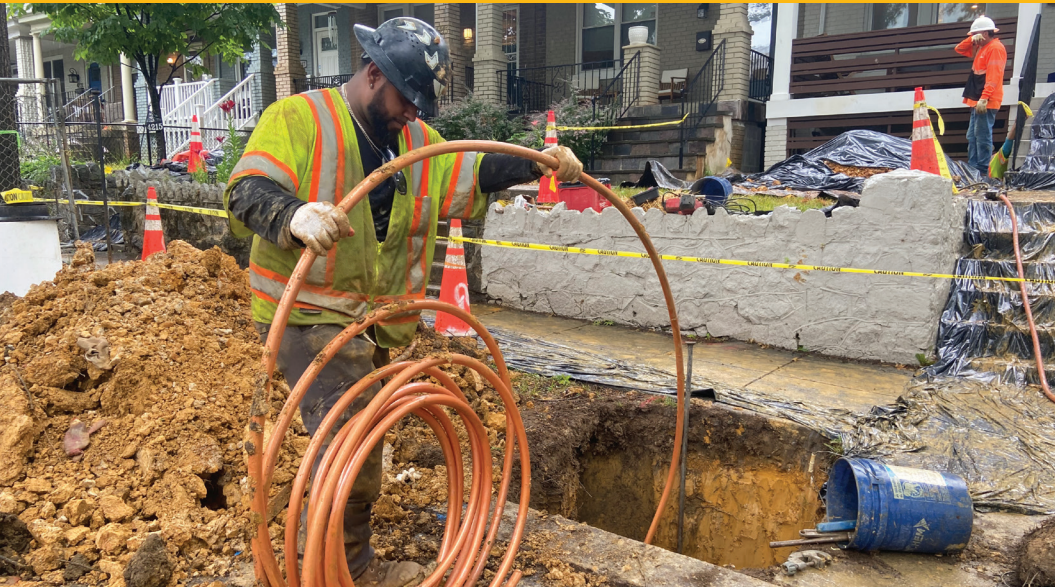


WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • FALL ISSUE



Lead Free DC Year-End Update: Building a Lead Free Future

BY THE NUMBERS

- 7,000 lead service lines replaced
- 117 events attended
- 424 local residents hired
- \$80M awarded to DBE/WBE firms

As we approach the end of 2024, we reflect on a year of significant progress in our Lead Free DC (LFDC) initiative. This program has been instrumental in protecting public health by reducing lead exposure and replacing outdated pipes across the District. Thanks to strong partnerships, community engagement, and a steadfast focus on health and safety, we surpassed our goals for the year and have now replaced close to 7,000 lead service lines since we launched LFDC. We participated in 117 events and knocked on more than 36,000 doors to spread the word about this program. We also hired 424 local residents in fiscal year 2024 and awarded \$80 million in contracts to disadvantaged and women owned businesses.

Our work, however, is far from over. We remain committed to expanding these efforts and ensuring that every home has access to lead-free drinking water. We have just signed an agreement with the District Department of Transportation (DDOT) that will allow us to accelerate the replacement of lead service lines across the city. Our dedication to eliminating lead pipes and ensuring the health of our communities is a year-round mission that will continue into 2025 and beyond.

How You Can Help Us

You play a crucial role in helping us reach our goal of a lead-free DC. This fall, DC Water will send letters to notify customers who have or might have a lead service line, as required by the EPA. Please review these materials carefully and use the resources provided to help confirm whether your home has a lead service line. If you do, sign up for a service line replacement as soon as possible and encourage your neighbors to do the same, as it helps ensure the safety of your entire block. Lead Free DC offers free lead line replacements for eligible property owners! Please visit dcwater.com/lead to learn more.

CEO's Message

Dear Customers,



In a time of increasing environmental and infrastructure challenges, the security of our water supply is more critical than ever. A recent report released by the Interstate Commission on the Potomac River Basin (ICPRB) highlighted the potential economic and societal consequences of a major disruption to the D.C. region's water supply. The findings are alarming: in just one month, such a disruption could lead to a staggering \$15 billion loss for the local economy, severely affecting businesses, households, and public health.

At DC Water, we take these risks seriously. We are committed to year-round planning, investment, and maintenance to ensure that these risks are minimized and that our community remains safe in the face of threats. This is why we are joining with our government and utility partners in calling for Congressional action to fund crucial infrastructure projects to ensure greater resiliency in the D.C. region's water supply and safeguard the health and safety of both the public and the economy. Our mission is to ensure that the residents and businesses in the District continue to receive a reliable, safe, and abundant supply of water.

From maintaining critical infrastructure to ensuring water quality, our efforts are focused on protecting the lifeblood of the District. For more details on this pressing issue, visit: potomacriver.org/news/watersupply. Thank you for your continued trust and support.

Warm regards,

David L. Gadis

CEO and General Manager
ceosuggestions@dcwater.com

Your Water Wins Taste Test Awards



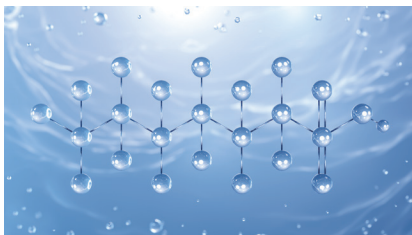
At DC Water, providing high-quality drinking water is our top priority, and we are proud to announce that the water you drink is award winning! The Washington Aqueduct, which treats the drinking water we distribute in the District of Columbia, won regional awards as the best tasting drinking water at the Chesapeake Section of the American Water Works Association's (AWWA) 2024 Tri-Association Conference. Their Dalecarlia and McMillan Water Treatment Plants earned first and second place, respectively, in the Surface Water Division of the Annual Water Taste Test Challenge.



The Washington Aqueduct provides quality drinking water to wholesale customers including DC Water, Fairfax Water, and Arlington County. Their Dalecarlia plant not only secured first place but was also honored with the prestigious title of 2024 Taste Master after competing against the best from across the region. Next up is a national competition at the AWWA Annual Conference next year.

This recognition is a testament to our collaborative work with the Washington Aqueduct and other partners, ensuring that every glass of water meets the highest standards of safety, taste, and cleanliness. As we look ahead, we will continue striving for even greater advancements in water quality, ensuring our community always has access to safe, reliable drinking water.

EPA Sets Standards for PFAS in Drinking Water: DC Water Stays Ahead



The Environmental Protection Agency (EPA) recently announced new standards for PFAS (per- and polyfluoroalkyl substances) in drinking water, a significant step in addressing these persistent chemicals. PFAS have been linked to various health concerns, and this is the first time EPA has set maximum levels for PFAS in drinking water. At DC Water, we are proactive in ensuring that our

water not only meets but exceeds regulatory standards. Our ongoing testing for PFAS shows levels below EPA thresholds, and we remain committed to protecting the health of our customers.



Leak Assessment Program and Assistance Options

Through the DC Water Cares program, we provide vital assistance to customers facing financial challenges or high-water bills due to leaks. Our new Leak Assessment Program offers comprehensive support, identifying and fixing leaks to help conserve water, reduce customer costs, and support sustainability. Through this limited time program DC water will give customers the tools they need to prevent further water waste and protect our community's most precious resource. In addition to leak assessments, DC Water Cares provides a range of financial assistance options to households earning between 20% and 100% of the typical income for families in the area. This ensures everyone has access to affordable clean water, regardless of their income level

DC Water Payment Plan Incentive Program: Helping Customers Stay on Track

As part of our continued effort to support customers, DC Water Cares has launched a limited-time Payment Plan Incentive Program to assist those who are behind on their bills. For residential customers who are 60 days past due and owe \$500 or more, this program offers a 40% reduction in their payment plan balance, making it easier to stay on track. This initiative is particularly crucial as we work to ensure that all households have access to clean water without the burden of mounting debt. We encourage eligible customers to take advantage of this program before it expires to ensure continued access to water services.



dcwater.com/cares



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
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