

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SUMMER ISSUE



SPLASH: Help a Neighbor, Strengthen a Community

SPLASH (Serving People by Lending A Supporting Hand) has long helped DC Water customers facing temporary financial hardship—but now, its impact is even greater.

With the launch of a new online donation portal, SPLASH is reaching more households than ever before, thanks to increased funding. That means more families can keep the water flowing during tough times—and more neighbors have the chance to step in and help.

Every donation goes directly toward preventing disconnection and restoring service. Whether you give once or set up a recurring gift, your support strengthens the community, one household at a time.

Join us in making a difference: dcwater.com/splash



SCAN ME

A Message from Our CEO

Summer is a season of activity—of growth, connection, and celebration. But it also brings unique challenges, from extreme heat to heavy storms and increased demand on our water system. At DC Water, we meet this moment with the same commitment that drives us year-round: to serve our customers, support our communities, and help keep our city flowing smoothly.



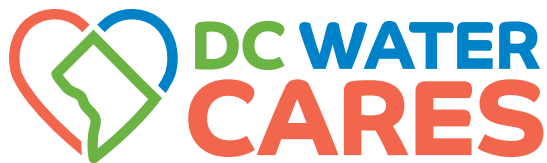
This *DC Water Cares* edition of *What's On Tap?* is dedicated to the resources we've built to support our customers—whether it's financial help through payment plans and assistance programs, community support through SPLASH, or the essential information you need to stay safe and prepared.

We are proud to be part of the neighborhoods we serve, and even prouder to stand with you in every season. Thank you for your trust in us.

David L. Gadis
CEO and General Manager
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As the temperatures rise, we're keeping our cool — and keeping you informed. From **summer preparedness tips** to **smart ways to manage your water bill**, and a **chance to win \$100** — this issue is all about supporting you through the season with care, convenience, and community.



Take Control of Your Account and Go Digital. Support Sustainability. Win \$100.

Managing your water bill just got easier—and more rewarding. When you sign up **to manage your account** at mydcwater.com, you'll get instant access to view your billing history and water usage data, all in one secure, easy-to-use portal.

Even better? You'll be automatically entered into our new monthly drawing—**five customers will win a \$100 bill credit** just for making the switch to paper-less billing.

When you go paperless, you get:

- **Faster access** to your bill
- **Fewer papers to manage**
- **Secure digital E-Bill notification delivery** right to your inbox

This initiative is:

- **Sustainable** – Reduces printing and postage costs, which helps control expenses
- **Reliable** – Ensures 24/7 access to billing information, online bill pay, and autopay options

It only takes a few minutes to enroll, and you'll help us reduce paper waste while staying on top of your water bill—anytime, anywhere.

Make the switch today at:
mydcwater.com

Now Extended: Payment Plan Incentive Grows to 50% This October

Residential customers struggling to pay your bill, we're here to help. If you have a past due balance of \$500 and greater, more than 60 days delinquent, you are eligible for our **Payment Plans Incentive Program**.

Easy to Set-Up!

1. Create a payment plan.
2. Make 3 qualifying payments.
3. Receive 40% bill credits of payments made.

For more information visit dcwater.com/payment help or call our 24/7 self-service hotline at **202-354-3600**.

CAP Support is Here

Income eligible customers may qualify for assistance with our Customer Assistance Program (CAP). You could see big savings in your water, sewer and Clean River charges on your bill.

For a limited time, CAP customers experiencing high water usage may be eligible for a free leak assessment and repair through the **Leak Assessment and Repair Program** to help identify and fix hidden water loss that could be driving up their bill.

Check eligibility and apply:
dcwater.com/CAP

Hydrants Aren't Toys: Leave Them Be

Beat the heat—don't bust the hydrant. A single opened fire hydrant can waste **1,800 gallons of treated water per minute** and endanger lives. Here's why you should never open a hydrant:

1. Decreases water pressure and affects fire safety
2. Can damage the hydrant—slowing emergency response
3. May cause injury or property damage
4. Floods streets and disrupts traffic
5. Wastes water we all depend on
6. It's illegal and punishable by fines



See something? Say something.

Call **911** to report unauthorized hydrant use. And if you need to cool off, the District's heat emergency plan has designated cooling centers for public use.

Details: hsema.dc.gov/page/heat-emergency-plan-information

Stay Storm-Ready

Summer storms can strike fast. Make sure you're prepared:

- Sign up for emergency alerts from DC Water and HSEMA.
- Keep storm drains clear.
- Know your flood zone and have a plan.

Learn more: ready.dc.gov



Before You Landscape: Call 811

Planning a summer garden project? Don't forget to **call 811 before you dig**. It's the law—and it keeps you and your neighborhood safe from accidental utility damage. **More info at:** missutility.net

Lead Free DC: Safer Pipes, Safer Homes

We're continuing work to replace all lead service lines across the city—at no cost to homeowners on eligible blocks. Help us keep things moving:

- Sign your replacement agreement promptly
- Encourage your neighbors to do the same

Check your status at: dcwater.com/lead



Want to stay in the loop?

Check out current and past issues of *What's On Tap?* anytime at dcwater.com/WOT.



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