

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • WINTER ISSUE



LEAD FREE DC: 10,000 Replacements and Counting!

Team Blue, Board Members and Wendy Celebrate our 10,000 Leap Pipe replacement recipient

DC Water is proud to announce a major milestone in our **Lead Free DC (LFDC)** initiative: we've now replaced over **10,000 lead service lines** across the District. This achievement marks a significant step toward our goal of ensuring safe, reliable water for every home and business.

Latest Progress

- Thousands of homes now have safer water thanks to completed replacements.
- Outreach teams continue working in neighborhoods to connect with residents and schedule upcoming replacements.
- Free lead testing and service line inspections remain available to eligible households.

Stay Informed

By signing up for the **Lead Free DC Newsletter**, you'll:

- Receive updates on replacement schedules and neighborhood outreach.
- Access educational resources and safety tips.
- Learn how to take advantage of free programs and community partnerships.

Sign Up Today
dcwater.com/lfdcnews
Or scan the QR code to subscribe instantly:



Customer Assistance Re-enrollment & Payment Support Programs

As part of our commitment to helping customers stay connected and supported, DC Water is highlighting key programs designed to ease financial strain and improve service access.

Payment Plan Incentive Program

Residential customers who are **60+ days delinquent** with an outstanding balance of \$500 or more may qualify for our **Payment Plan Incentive Program**.

Here's how it works:

- Enroll in a payment plan.
- Make **three consecutive qualifying payments**.
- Receive a **50% credit** toward your outstanding balance.

This is a great opportunity to catch up on your bill and reduce your total owed.



Customer Assistance Programs: Save Over \$1,400 Annually

Eligible customers can also enroll in one of our customer assistance programs (CAP) to receive:

- Monthly bill discounts.
- Total savings of **up to \$1,400 per year**.

Stay Connected: Re-enroll Today

Keeping your contact information up to date is **critical**. Without accurate phone numbers or email addresses, DC Water may not be able to:

- Notify you about **program eligibility**.
- Share **billing updates** or **service alerts**.
- Help you access **support programs** when you need them most.

Visit dcwater.com/cap or scan the QR code to re-enroll and explore available support programs.



CEO'S MESSAGE:

Building a Stronger Future, Together



As we close out 2025 and look ahead to a new year, I want to take a moment to thank you—our customers, partners, and community members—for your continued trust and engagement.

This year, DC Water made meaningful progress across several fronts – from expanding our **Lead Free DC initiative** to launching new **customer assistance programs** for residential customers, we've remained focused on delivering safe, reliable water, while working to maintain access for everyone we serve.

Looking ahead to 2026, we'll continue investing in smarter infrastructure, clean water, and stronger community partnerships. Whether it's through our **Customer Assistance Programs, Payment Plan Incentives**, or ongoing service improvements, our goal is simple: to serve you better every day, with transparency, responsiveness, and care.

We also know that winter brings its own challenges, and we're here to help you prepare—whether it's protecting your pipes or updating your contact info to stay informed. I encourage you to explore the resources in this issue and take advantage of the programs available to you.

Thank you for being part of our journey. Together, we're building a stronger, more resilient DC.

Warm regards,

David L. Gadis, CEO
ceosuggestions@dcwater.com

COMMUNITY SPOTLIGHT: Willie Waymer — A Legacy of Service



Left to Right: Willie Waymer, Jr., Joseph Waymer, Paul Waymer, Willie Waymer, Sr.

When **Willie Waymer** (Water Services Work Leader) walked through the doors of DC Water on **January 5, 1987**, he had no idea he was beginning a career that would span nearly four decades. Inspired by family—his father, great-uncle, and cousins also worked for DC Water—Waymer joined a proud tradition of service that helped shape his life and the community he serves.

From Humble Beginnings to Mastering the Craft

Willie recalls his early days as both challenging and formative.

“Back then, you had to have tough skin. It was rough, and you had to prove yourself,” he says.

He learned quickly, asking questions and mastering the work. Over time, he became known for his skill, tackling difficult jobs like plugging a 48-inch steel water main under pressure, a feat requiring precision and courage.

Commitment to Customers

For Waymer, the job has always been about more than pipes and valves. He takes pride in serving customers.

“When I’m working on the street, I talk to customers. If they think it’ll take six hours, I tell them we’ll have it done in one or two. I never argue—I work for them.”

He adds, “If someone’s worried about their water being off for three hours, I tell them, ‘We’ll have it back in one.’ I like proving we can get it done right and fast.”

That commitment has earned him deep respect from both colleagues and the community.

Mentorship and Wisdom

Mentorship remains central to his legacy. Waymer takes pride in mentoring younger employees, sharing lessons learned from decades in the field.

“I tell the young guys—come to work every day, be on time, and listen. You don’t have to say how good you are; your work will show it.”

A Family Legacy

Waymer’s story is deeply rooted in family. His great-uncle **Paul Linder** joined DC Water in the 1950s, becoming one of the authority’s first Black supervisors. His father, **Willie Waymer, Sr.**, followed, paving the way for Waymer’s own career.

Awards and Recognition

Over the years, he has earned numerous honors, including the **General Manager’s Award** and the **Stars of Water Teamwork Award**—deserved recognition for his dedication and excellence.

Reflecting on his career, he says, “This is my life. Once I retire, I want the next generation to step up and keep it going.”

Protect Your Pipes: Winter Prep Tips

Winter safety starts at home. As temperatures drop, your home’s plumbing system becomes vulnerable to freezing, which can lead to burst pipes, costly repairs, and water damage. DC Water is here to help you prepare with simple, effective steps to protect your pipes this season.

Why Pipes Freeze

When temperatures fall below freezing, water inside your pipes can solidify and expand, putting pressure on the pipe walls. This is especially risky for pipes in unheated areas like basements, garages, and exterior walls.



How to Prevent Frozen Pipes

- **Insulate exposed pipes** with foam sleeves or heat tape.
- **Let cold faucets drip** slightly to keep water moving.
- **Open cabinet doors** under sinks to allow warm air to circulate.
- **Seal cracks and openings** near pipes to block cold drafts.
- **Disconnect garden hoses** and drain outdoor faucets.

What to Do If Your Pipes Freeze

- **Turn off your main water supply** to prevent flooding.
- **Apply gentle heat** using a hair dryer or heating pad—never use an open flame.
- **Call a licensed plumber** if the pipe is inaccessible or if you’re unsure what to do.

For emergency service inside your home, contact a licensed plumber. For emergencies on public property, contact DC Water’s 24-hour hotline at **202-612-3400**.

DC Water Cares Programs: Support When You Need It

DC Water offers a range of customer service programs to help residents manage water bills, address service issues, and protect their homes.

From the **Payment Plan Incentive Program** to the **Customer Assistance Program (CAP)**—which can save eligible customers over \$1,400 annually—our goal is to provide real solutions when you need them most. One of the most



impactful services is our **Leak Assessment Program**, which helps customers identify and fix costly leaks that may be driving up water bills or causing damage.



Leak Assessment Program Highlights

- **Assessment covered by DC Water:** Eligible customers receive a free on-site inspection to detect leaks in plumbing, fixtures, or underground service lines.
- **Repairs funded by the District:** If a leak is confirmed and qualifies, repair costs may be covered through District funding.
- **Protect your home:** Early detection and repair help prevent water damage, reduce bills, and conserve water.



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