

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • FALL ISSUE



AMERICA 250

Preparing for a Major Regional Event

Hundreds of thousands of people gathered across Washington, DC for America's 250th anniversary celebrations. Behind the scenes, DC Water's Office of Emergency Management (OEM), worked alongside event organizers, public safety agencies, and local, regional, and federal partners to prepare for the crowds and keep essential water and sewer services running smoothly throughout the events. This included numerous planning meetings to gather information, identify potential impacts to utility operations, and coordinate preparedness activities across the organization. OEM even sought out utilities with experience supporting IndyCar events, to get a better understanding of potential risks and lessons learned.

That early planning brought together employees from multiple departments, to identify and address those risks before the race got the green flag. During the Freedom 250 IndyCar planning, the team identified a potential concern involving a long-abandoned section of the historic Old Tiber Creek Sewer beneath part of the proposed racecourse. Working with consultants and vendors, DC Water investigated and confirmed the sewer had been properly filled and stabilized decades ago. Identifying and resolving this concern early, helped avoid

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CEO's Message

Dear Customers:

Every day, DC Water provides services our customers rely on, often without a second thought. Clean drinking water and reliable wastewater collection are essential to public health, economic activity, and daily life throughout the District and our region. Keeping those services running takes more than operating world-class infrastructure. It takes preparedness.



Preparedness does not begin when an emergency occurs. It is built through continuous planning, training, investment, and collaboration long before an incident happens. Across DC Water, employees work every day to identify risks, strengthen our systems, and ensure we are ready to respond whenever challenges arise.

In this issue of *What's on Tap?*, you'll see how preparedness is part of the work we do across DC Water. From the Emergency Command Center and the Office of Emergency Management to field crews, security professionals, safety specialists, engineers, and operations staff, preparedness is a shared responsibility. You'll also see how partnerships with local, regional, and federal agencies help us respond to emergencies and major events, including America 250.

As we prepare for future challenges, our commitment remains unchanged: protecting public health, safeguarding critical infrastructure, and providing reliable service to our customers under any circumstances.

I am honored to serve as Interim CEO and to work alongside the dedicated employees whose professionalism, dedication, and teamwork make this organization stronger every day. Thank you for everything you do to help keep our communities safe, resilient, and prepared.

Matthew T. Brown

Interim CEO and General Manager
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PREPARED AND READY Behind the Scenes of Emergency Response

Whether it's a major storm, a water main break, a cybersecurity threat, or a planned event such as America 250, DC Water prepares year-round for the unexpected. Through planning, training, and regional partnerships, employees across the Authority help ensure safe and reliable water and wastewater service.

Preparedness is a shared responsibility. Employees from across the organization work together before, during, and after incidents to protect public health, support operations, and keep customers informed. The stories in this issue highlight some of the people, partnerships, and programs that help keep DC Water ready when it matters most.

MEET THE TEAMS BEHIND EMERGENCY RESPONSE



Emergency Command Center (ECC)
DC Water's 24/7 coordination hub, connecting operations staff, field crews, leadership, and partner agencies during incidents.

Office of Emergency Management (OEM)
Leads emergency planning, training, risk mitigation, exercises, and incident management.

Department of Security
Protects facilities, personnel, and critical infrastructure during emergencies.

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Responding to Infrastructure Emergencies



On January 19, a section of the Potomac Interceptor (PI), a major regional sewer line, collapsed along Clara Barton Parkway in Montgomery County, Maryland, causing an overflow into the Potomac River and C&O Canal National Historical Park. DC Water immediately launched a large-scale response, activating its Incident Management Team (IMT) to bring together employees, contractors, government agencies, and other partners. Led by the Office of Emergency Management (OEM), the priority was clear: protect public health, minimize environmental impacts, and maintain reliable wastewater service. Within five days, crews built a temporary bypass system using an isolated section of the C&O Canal to safely route wastewater around the collapse while repairs were made.

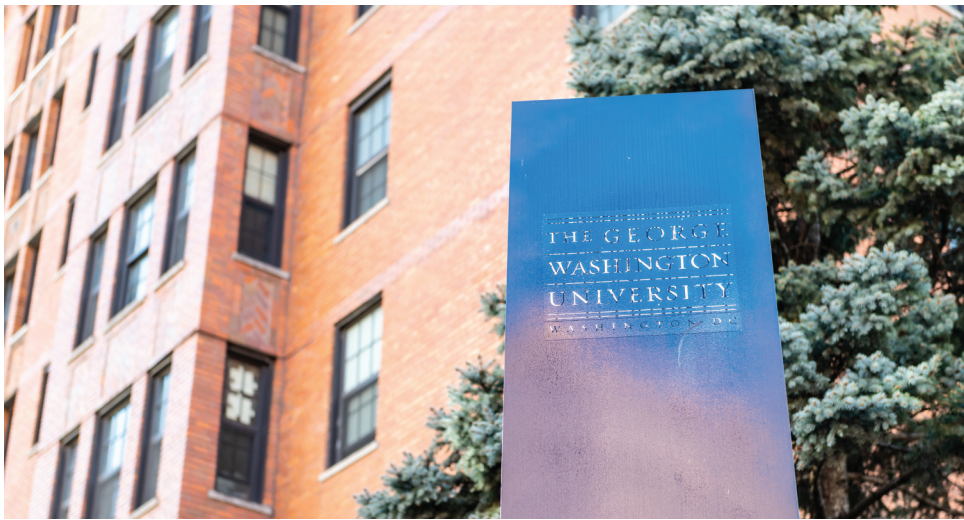
Days later, the IMT faced another challenge. Heavy snow and sub-freezing temperatures, among the coldest conditions in decades, put additional strain on the water and sewer system. DC Water teams worked around the clock to keep critical systems running and assist the District as crews dug out from "snowcrete."

At the collapse site, crews continued operating bypass pumps, excavating the damaged pipe, and removing debris while implementing water quality sampling and keeping the public informed. On February 20, a Presidential Emergency Declaration provided additional federal support. By March 14, wastewater flow was successfully returned to the PI and the bypass pumps were shut down. Nearly four months after the collapse, the IMT transitioned into a working group as restoration of the C&O Canal continues.

By mobilizing resources quickly and keeping the public informed, the IMT helped protect public health, support public safety, protect the environment, and maintain service for customers.

For the latest information on the collapse, please visit: dcwater.com/potomac-interceptor-collapse





Critical Customer Spotlight

Many of the community services people depend on every day, including hospitals, universities, emergency response agencies, and senior living facilities, rely on water to serve their communities. During a water emergency, clear communication and strong partnerships can help these organizations continue operating and minimize disruptions for the people who rely on them. DC Water's Critical Customer Program helps make that possible by providing emergency notifications, sharing information, and building relationships before emergencies happen.

THE GEORGE WASHINGTON UNIVERSITY WASHINGTON, DC

One of those critical customers, George Washington University (GW), has taken measures to prepare for utility outages and other emergencies that could affect students, faculty, staff, and campus operations. As part of this effort, GW hosted a utility outage exercise series to strengthen response procedures and minimize disruptions to their campus. This has helped GW and DC Water strengthen communication and coordination, helping both organizations respond more effectively during a real-world event.

These strong relationships were evident during a Cabinet Secretary visit to GW's campus, when a water main break

threatened water services to a residence hall housing more than 800 students. Because communication channels and relationships were already in place, GW was able to quickly coordinate with DC Water, receive timely updates, and plan for service restoration. As a result, the university avoided relocating hundreds of students and was able to minimize disruption to campus life. When asked about the value of the Critical Customer Program, Chris Faircloth, Director of Emergency Management at George Washington University, stated that "the Critical Customer Program enhances GW's ability to maintain continuity of operations by providing direct coordination channels, improved situational awareness, and opportunities to collaborate on emergency preparedness and response planning."



Chris Faircloth
Director of Emergency Management
George Washington University

For customers, strong partnerships like these help ensure essential community services can continue operating during emergencies. Whether it's a hospital caring for patients, a university housing students, or an assisted living facility supporting residents, preparedness and communication can reduce disruptions and help organizations continue serving the people who depend on them.

Customer Emergency Preparedness Guide

Emergencies can happen with little warning, whether it's severe weather, flooding, a water main break, a boil water advisory, or a wastewater service disruption. Taking a few simple steps now can help you and your family stay safe if service is interrupted.



Start by keeping a basic emergency supply kit on hand. Store at least one gallon of drinking water per person, per day, for at least three days, along with nonperishable food, flashlights, batteries, a first aid kit, and other essential items. Replace stored drinking water every six months to keep it fresh.



It's also a good idea to plan ahead for temporary water or sewer service disruptions. Keep extra water available for flushing toilets and basic cleaning and make sure everyone in your household knows what to do during an emergency.



Staying informed is just as important. Sign up for DC Water Alerts and AlertDC below to receive updates

about water quality advisories, service interruptions, severe weather, and other critical information. Customers can also visit DC Water's emergency preparedness website at dcwater.com/emergencies for preparedness tips, emergency information, and resources.



Preparedness is a year-round effort. By making a plan, keeping supplies on hand, and staying connected to trusted information sources, you'll be better prepared for whatever comes your way.

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DC Water's Drone Inspection Program

Since 2019, DC Water has used drones to help inspect and maintain the infrastructure that supports reliable water and wastewater service throughout the region.

Drones allow teams to safely inspect facilities, pipelines, and hard-to-reach locations that might otherwise require working at heights, near traffic, or in other challenging conditions. By capturing detailed images, video, and other data, drones help inspectors evaluate infrastructure more efficiently while reducing risks to employees and minimizing operational disruptions.

The information collected during inspections helps identify potential issues early, allowing crews to plan maintenance and repairs before problems become more serious. More frequent inspections also help DC Water better understand the condition of its assets and make informed maintenance decisions.

Operating an unmanned aircraft



system (UAS), commonly known as a drone, requires specialized training and strict compliance with federal regulations. DC Water's drone pilots are licensed by the Federal Aviation Administration (FAA), and flights are carefully coordinated to ensure safety and security.

Drones also support emergency response efforts and post-storm assessments by providing aerial views that help teams evaluate conditions, prioritize repairs, and make informed decisions more quickly.

By combining technology, safety, and innovation, DC Water's drone program helps protect critical infrastructure and support the reliable service customers depend on every day.

America 250 continued

potential disruptions and assured no unexpected issues below the race-course. As one engineering team member noted, "The engineering team loves nothing better than being proactive about reducing risk to our water and sewer assets."

For visitors and attendees, that preparation meant one less thing to worry about. While crowds filled the streets, parks, and events across the city, DC Water had already done much of the work. Sewer crews partnered with law enforcement agencies to inspect and secure manholes in high-traffic areas along event routes while water crews

checked systems, ready to respond to any water or sewer issues. During the event, DC Water teams kept in close contact with partner agencies and monitored activities in real time, allowing crews to react quickly if needed.

Through months of planning and coordination, DC Water helped ensure essential services remained reliable during one of the District's largest events of the year. Visitors and residents were able to focus on the America 250 celebrations, not utility disruptions or infrastructure concerns. When it comes to preparedness, the success of large-scale events is measured not by what people experience, but the things people never had to think about.

Prepared and Ready continued

Department of Occupational Safety and Health

Promotes safe work practices and helps employees respond safely and effectively.

Cybersecurity Team

Monitors and helps protect the digital systems that support critical water and wastewater operations.

Office of Marketing and Communications

Keeps customers, employees, media, and public officials informed before, during, and after emergencies.

Customer Emergency Preparedness Guide continued

PREPAREDNESS CHECKLIST

- ✓ Sign up for DC Water alerts (dcwater.com/alerts) and AlertDC (alertdc.dc.gov/)
- ✓ Store 3 days of drinking water
- ✓ Keep emergency supplies on hand
- ✓ Plan for water and wastewater disruptions
- ✓ Create a family emergency plan
- ✓ Keep important phone numbers accessible
- ✓ Stay informed during emergencies
- ✓ Visit dcwater.com/emergencies for preparedness resources and emergency information