



Still Paying Your Bill By Mail?

At WASA, we're all about options, especially when it comes to how you pay your monthly bill. Mailing your payment is, of course, still one way to do it. But we also offer other ways, one of which may be perfect for you. So take a minute to learn about all your options. You could save yourself time and effort in the future!

Electronically. Consider paying your bill with your VISA, MasterCard or Discover Card. Or, set up automatic bill payment, where your monthly bill is deducted directly from your checking account or credit card account. You can set up these programs by visiting www.dcwasa.com or using our interactive phone system at 202-354-3600. If you prefer, a Customer Service Representative at the same number will be happy to help you.

At a Wachovia/First Union National Bank branch. You may bring cash, a check or money order to any Wachovia/First Union National Bank branch office in DC. *Please note that you cannot pay a bill on or after its due date at a bank location. A payment must be made at least two days prior to its due date to be credited on time.*

At a WASA business office. You may bring a check or money order to one of our business offices at either 810 First Street, NE (first floor) or Penn-Branch Municipal Service Center, 3200 Pennsylvania Avenue, SE (lower level). Please note that cash and/or delinquent notice payments are only accepted at the First Street office.

Want to learn more about these bill paying options? Visit www.dcwasa.com.

We'd love to hear your feedback!

What's On Tap is a monthly newsletter designed to focus on our most important resource: you, our valued customer. It's our way of keeping you up-to-date on changes at WASA that affect your service, and even more importantly, how you are served. If you see something of interest, don't hesitate to give us your feedback — we'd love to hear from you. Call Public Affairs at 202-787-2200. Or e-mail us at info@dcwasa.com.

Pay the Same Amount, Every Month!

It'd be easier to manage your budget if your bill was always the same, right? That's the idea behind Budget Billing. This helpful, new program allows you to divide your bill into 12 equal monthly installments, so you'll pay the same amount, every time.

Budget Billing takes the guesswork out of paying your bill—no more billing surprises during seasons when your water usage is high. Plus, it minimizes the chance for late fees and other penalties, especially when you combine Budget Billing with automatic bill payment or automatic credit card payment. And Budget Billing makes sure you're always in the know. Your bill will even show you what you've used, versus the installment amount for which you've been billed.



To determine your monthly bill payment, WASA looks at your prior annual cost of water and sewer usage, and divides that number into 12 equal installments. We'll review your account mid-year and make any necessary adjustments, and also at the end of the year for renewal. Any credit or debit will simply be rolled into your next year's budget. The only time you'd receive a settle-up bill is if you discontinue using Budget Billing or WASA service.

To qualify, your account must be current and on monthly billing. Also, if you move, your budget amount may change. To learn more about Budget Billing, or to sign up, call our Customer Service Department at 202-354-3600.

STOP

pouring money down the

DRAIN

Winter Water Tips

If you're resolving to save money this year, here are a few tips that can help you cut your water costs and conserve energy.

- Take a quick shower instead of a bath. You'll save an average of 20 gallons of water every time.
- Install a water-efficient showerhead with a flow rate of less than 2.5 gallons per minute.
- Install aerators on your kitchen and bathroom faucets to reduce indoor water use by as much as 4 percent.
- When shaving or brushing your teeth, turn the water off. This saves more than 5 gallons a day.
- Instead of using running water from the tap, clean fruits and vegetables in a sink or pan partially filled with water.
- Re-use the water that washes your produce for housecleaning or watering plants.
- If you wash dishes by hand, rinse them in a sink partially filled with clean water instead of under running water.
- Try not to use your garbage disposal. Garbage disposals require a high level of water for operation, so compost food scraps or throw them in the garbage.

Visit www.dcwasa.com for 100 ways to use water wisely.

Report Emergencies 24 Hours A Day!

It's easy to get in touch with WASA. Use our hotline number to report improper use of hydrants, catch basins that have become clogged with leaves, water leaks or suspected sewer backups.

24-Hour Emergency Hotline: 202-612-3400



The Main Ingredient

Hoppin' John

Throughout the South this humble dish is eaten on New Year's Day for good luck. You can serve it as a tasty way to start the year off right.



Ingredients

- 1 cup small dried beans, such as black-eyed peas (also called cowpeas)
- 5 to 6 cups WASA water
- 1 dried hot pepper (optional)
- 1 smoked ham hock
- 1 medium onion, chopped (about 3/4 cup)
- 1 cup long-grain white rice



Directions

Wash and sort the beans. Place the beans in a saucepan, add the water, and discard any that float. Add the pepper, ham hock and onion. Gently boil, uncovered, until tender but not mushy for about 1 1/2 hours, or until 2 cups of liquid remain. Add the rice, cover and simmer over low heat for 20 minutes, never lifting the lid.

Remove from the heat and allow the pot to steam, still covered, for another 10 minutes. Remove the lid, fluff with a fork, and serve immediately.

Want to see your favorite WASA water recipe featured in "What's On Tap"? Just send your name, address, phone number and clearly printed recipe to:

District of Columbia Water and Sewer Authority
Public Affairs Office - Favorite Recipes
5000 Overlook Avenue, SW
Washington, DC 20032

Remember—you can pay your bill online at www.dcwasa.com

District of Columbia Water and Sewer Authority
Customer Service Department
810 First Street, NE
Washington, DC 20002
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