



We Need Your Comments at Upcoming Community Meetings

District residents will have a chance this month to comment on a resolution and two proposals being considered by the WASA Board of Directors.

Lead Service Line Replacement: The Board is seeking public comment on a resolution that would require the removal of all known lead service lines from public space. The portion of pipes in public space would be replaced with EPA-approved service lines by September 30, 2010. Written comments can be sent through Friday, May 28, 2004, to WASA, Lead Service Replacement Resolution, 5000 Overlook Avenue, SW, Washington, DC 20032.

Customer Assistance Program (CAP) Expansion: This proposal would expand CAP to include renters by exempting eligible tenants' first 400 cubic feet of water

consumption from water service charges effective June 1, 2004. This exemption is now available only to qualifying homeowners.

Retail Rates: This proposal would establish new rates for retail water and sewer service, and would result in an increase of approximately \$1.83 (5%) for the typical residential customer using 6,200 gallons of water a month.

Informational Meetings:

May 3: 6:30 pm – 8:30 pm, Chevy Chase Branch Library, 5625 Connecticut Avenue, NW

May 19: 6:30 pm – 8:30 pm, Watha T. Daniel/Shaw Branch Library, 1701 8th Street, NW

Note: The two proposals were published in the January 31 and February 6, 2004 editions of the District of Columbia Register.

Tips for Reducing Lead Levels in Your Water

WASA is continuing to work with the Environmental Protection Agency (EPA), the Army Corps of Engineers, the DC Department of Health (DOH), respected scientists and environmental experts to resolve issues of elevated lead levels in water in some District homes.

Our goal is to provide you with information to help reduce the potential for higher levels of lead in your water. We recommend that you continue to follow the guidelines suggested by WASA, EPA and DOH:

- If your water lines have not been used for more than six hours, WASA customers should flush their lines by running the water for at least 60 seconds before drinking or cooking.
- If you have a lead service line, or believe that you may have a lead service line, flush your water for at

least 10 minutes before using it for drinking or cooking. (This can be done economically by showering, washing your clothes or performing some other high water use activity.) After doing so, flush your kitchen tap for 60 seconds, then collect drinking water in clean containers and store in the refrigerator.

- Cold water should be used for drinking or cooking, as hot water will contain higher levels of lead. Cold water should be heated on the stove for making hot beverages or cooking. Boiling your water will not remove lead.
- To remove debris, periodically remove and clean your faucet's strainer.

If you have questions about whether you have a lead service line, contact the WASA Lead Services Hotline at 202-787-2732 or WQP2003@dcwasa.com.

Ways to Manage Water Usage

If you have a lead service line, or believe you have a lead service line, flush your water for at least 10 minutes before using it for drinking or cooking. This can be done economically by showering, washing your clothes or performing another high water use activity. In addition, here are some other tips for managing water usage:

- **Don't pour water down the drain when there may be another use for it**, such as watering a plant or garden, or cleaning around your home.
- **Verify that your home is leak-free.** Many homes have hidden water leaks. Read your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, there may be a leak.
- **Repair dripping faucets.** A faucet dripping at a rate of one drop per second can waste 2,700 gallons per year.

For more information, visit WASA's website at www.dcwasa.com.

Para leer este folleto en Español, por favor visite nuestra página Web www.dcwasa.com.

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 main leaks or suspected sewer backups.



24-Hour Emergency Hotline: 202-612-3400

S. P. L. A. S. H.

Assistance for Those in Need

Each year, many District residents are confronted with financial hardships caused by circumstances beyond their control. To assist these neighbors, WASA's Customer Assistance Program (CAP) works in two ways:

1. A program administered by the DC Energy Office helps eligible DC residents receive discounts from Verizon, Pepco, Washington Gas and WASA. To be eligible, applicants must fall within federal income guidelines. Applicants also need to provide proof of income (such as a paycheck stub), a current utility bill and proof of age (if applying for a water discount).
2. WASA, through S.P.L.A.S.H. (Serving People by Lending A Supporting Hand), helps families maintain critical services, like water, until they get back on their feet. S.P.L.A.S.H. is funded by contributions from the community, as well as from thoughtful customers. The program is administered directly by the Salvation Army, and every dollar received by WASA is distributed to eligible customers. WASA has also redesigned its water and sewer bills to make it easy for generous customers to make this worthwhile contribution.

For more information about our Customer Assistance Program, call our Customer Service Department at 202-354-3600.

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
Customer Service: 202-354-3600
24-Hour Emergencies: 202-612-3400
www.dcwasa.com

