

# What's on Tap

News for Customers of the District of Columbia Water and Sewer Authority (WASA)

August 2007

## WASA has programs, like SPLASH, to help customers when they need it the most

**W**ith rising energy costs, WASA realizes that you may experience a temporary hardship paying your bills. We participate in two programs designed to help customers in need pay their water bills.

**SPLASH** *Serving People by Lending A Supporting Hand* helps families and individuals maintain critical water service until they get back on their feet. SPLASH is funded by WASA customers who contribute dollars to the program by checking the appropriate box on their water bill. The program is administered by the Greater Washington Urban



League and every dollar received by WASA is distributed to eligible customers. So far this fiscal year (beginning October 2006), SPLASH has generated nearly \$58,779. For more information, please call our Customer Service Department at (202) 354-3600.

**Utility Discount Program**  
WASA offers eligible customers a discount on their water bill through the *Utility Dis-*

*count Program* administered by the District Department of the Environment Energy Office. Qualified customers can receive an exemption for charges on the first four hundred cubic feet (4ccf) per month of water usage. That's a discount of about \$8.12 a month. The program is limited to single-family, residential accounts and individually metered tenant accounts.

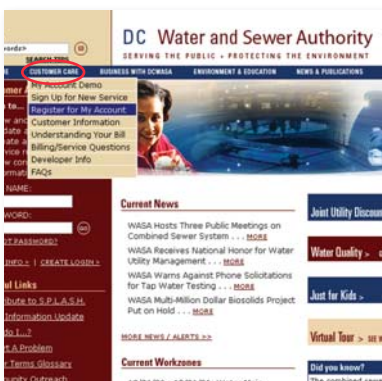
Eligibility is based on the *Low Income Home Energy Assistance Program* (LIHEAP) federal income guidelines. Contact the District Department of the Environment Energy Office at (202) 673-6750 for more information.

Each year, WASA joins PEPCO, Verizon, and Washington Gas for *Joint Utility Discount Day* (JUDD). During this event, representatives from WASA and the other utility companies, as well as the Office of the People's Counsel and the Public Service Commission help District residents complete applications to obtain the various discounts available for their utility bills.

**Mark your calendars! The next JUDD event is set for Thursday, October 31, 2007 at the Washington Convention Center from 8:00 a.m. to 7:00 p.m.**

## Register for "My Account"

**H**ave you registered to take advantage of the benefits of *My Account*, WASA's convenient online customer information system? If not, you're missing out on an easy-to-use, interactive, time-saving service that presents information about your account 24 hours a day, along with the convenience of online bill payment. To register for My Account, visit WASA's website ([www.dcwasa.com](http://www.dcwasa.com)) and click the "Customer Care" link at the top of the screen; then click "Register for My Account". After you register, you will



be able to:

- View your usage information.
- Request changes to your account information without a phone call.
- Set up Automatic Bill Payment and monitor payments.
- Create and view multiple accounts using one login.

## Paying your WASA bill is as easy as 1-2-3

**1. Electronically**—You can pay 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 charged to your credit card. You can do either, at any time, by visiting [www.dcwasa.com](http://www.dcwasa.com), or pay your bill by using our interactive voice recognition system at (202) 354-3600.

**2. Wachovia Bank**—You may bring cash, check or money order for the

amount due to any Wachovia branch office in the District of Columbia. (You should not pay a bill on or after its due date at a bank location.)

**3. WASA business office**—You can pay your bill at one of our business offices:  
■ 810 First St., NE—1st floor  
■ Penn Branch Municipal Service Center, 3220 Pennsylvania Ave., SE—lower level (Cash not accepted at this location.)



## Selling your home? Be sure to tell WASA

If you plan to sell your home in the District, WASA needs to know, so that we can formally close your account. On completion of your real estate transaction, be sure to ask your title company to provide WASA with the following information:

- Name and address of seller
- Date service should be stopped
- Date your house was sold
- Your new address (where to send your final bill)



- Buyer's contact information (name, phone number and date to activate service).

This information should be faxed to WASA Customer Service at (202) 354-3711 or mailed to 810 First Street, NE, Washington, DC, 20002.

If you have questions about closing your account, call Customer Service at (202) 354-3600.

## Keep your pet cool this summer

During the dog days of summer, your family pet has a greater risk of suffering from heat stress, which can be fatal in some cases. Be on the lookout for the following signs: profuse panting, salivation, staring and unresponsiveness, anxious expression, warm dry skin, high fever, high heart rate, muscle weakness, and inability to move. If you notice any of these signs, decrease your pet's body temperature by spraying your pet with cool (not cold) water.

Here are some tips to help prevent heat stress for pets:

- Provide plenty of clean, fresh water at all times, and change water daily.
- Provide adequate shade and/or shelter from the sun.
- Hot pavement can mean hot or burned



paws. Avoid walking your dog on hot pavement or roads.

- Baby pools filled with cool water can be fun and cooling for most dogs (use a hard plastic pool).

■ Fill a gallon container with water, freeze it, and place it in the cage or in a cool spot in the yard so your pet can lay next to it and get cool.

- NEVER leave pets in a parked vehicle!

Remember, when planning to take a vacation, don't forget to plan for your animal companions. You may choose to leave them behind with a sitter or in a kennel. If you take them with you, plan ahead.

Make sure your final destination and all points in-between accepts animals and is aware that you are bringing your pet.

## Wasting water can cost you

Is a faucet dripping in your house? Is a toilet tank constantly refilling? If so, your monthly water bill is probably costing you more than it should. In fact, you could potentially lose more than 7,000 gallons of water a year due to ignoring the simple dripping that occurs somewhere in your home.

Did you know that showering longer than five minutes is like pouring more than 1,000 gallons of water a month down the drain?

A dishwasher running when not full can waste more than 400 gallons of water a month.

Did you know outdoor faucets can flow at rates as high as 300 gallons



per hour? To help you remember when it's time to shut the water off, set a kitchen timer or invest in a sprinkler timer.

Start saving money each month by checking around your home for water that is needlessly going to waste and using water saving tips. For more information on ways to save water go to [www.wateruseitwisely.com](http://www.wateruseitwisely.com).

*For more information, visit WASA's website at [www.dcwasa.com](http://www.dcwasa.com).*

*Para informar emergencias del agua residuales, llama (202) 612-3400.*

**Report Emergencies 24 Hours a day!**

*To report improper use of hydrants, clogged catch basins, water main leaks, or suspected sewer backups, call (202) 612-3400.*

*To reach WASA's Lead Services Line, call (202) 787-2732.*