



2006 was a noteworthy year for WASA and its customers

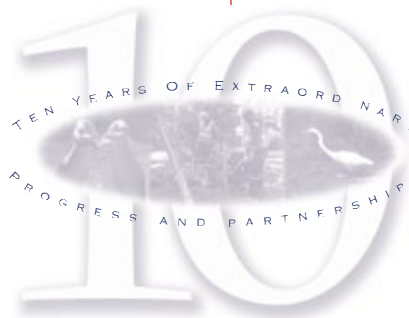
The WASA Board of Directors and employees wish you and your family a safe and joyous holiday. As the New Year approaches, we want to share with you a few 2006 highlights and achievements.

Mobile labs reduce water quality response time

New mobile laboratories were purchased this year for onsite response to customer concerns over water quality and water quality emergencies. The two-man, fully equipped labs are designed to easily maneuver the city streets and test on location for a variety of water quality parameters.

2006 marks a decade of service, participation and progress

This year, WASA celebrated its tenth anniversary. Founded in late 1996, by Congress and the District government, with the support of surrounding counties in Maryland and Virginia, WASA has grown to become a financially and oper-



ationally strong model for public service and environmental protection. Much of the credit for WASA's extraordinary progress goes to its employees who provide critical water and sewer services 24 hours a day, seven days a week.



New telephone service helps customers in 90 languages

In 2006, WASA implemented its first language line service that can communicate with a diverse customer base in more than 90 languages. Spanish, Chinese and Vietnamese are the most commonly used foreign languages by customers contacting WASA for services or billing information.

WASA goes beyond federal requirements to ensure drinking water quality for District residents

Lead level test results from residential tap water samples over the last 18 months show District drinking water meets federal requirements under the U.S. EPA *Lead and Copper Rule*. The decline in lead levels has



largely been attributed to a change in water chemistry by the Washington Aqueduct to reduce the corrosive nature of water on pipes that contain lead.

Although District water continues to meet federal lead level standards, WASA stands by

its commitment to replace all publicly owned lead water service lines in the city. The \$400 million project is the largest such program in the country. The goal is to replace the estimated inventory of roughly 30,000 lead service lines with copper pipes.

More than 10,500 publicly owned lead lines have already been replaced since work began in 2005. WASA has received more than 3,500 requests to replace lead service lines on private property.

High water use alert can identify leaks

WASA has developed a first-in-the-nation water analysis tool that allows customers to access their daily, monthly and annual water meter reading

see **High water alert** on back

District offers free prescription drug discount card

The District has launched *DC Rx*, a free prescription drug discount card that offers an average savings of 20 percent off the retail price of commonly prescribed drugs.



English and Spanish versions of the *DC Rx* card are now available at community health centers and other sites around the city and may be used by any District resident, regardless of age, income,

existing health coverage or residency status. The program will benefit low-income, uninsured residents who earn too much to qualify for Medicaid, higher-income uninsured residents, and even those with drug coverage who have exclusions on certain drugs.

For more information and a list of participating national retail pharmacies visit www.dchealth.dc.gov.

"My Account" offers multiple customer benefits

Have 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) 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.
- Create disconnect service requests.
- Set up Automatic Bill Payment and monitor payments.
- Create and view multiple accounts using one login.

High water alert *continued from front*

data. Customers can access this information online and view graphical illustrations that pinpoint high use on the exact day it occurred. The program can also send an e-mail alert or automated

phone call to customers if spikes occur beyond a normal level. This technology helps customers manage their water use and identify potential leaks and other plumbing problems.



Sample "My Account" Monthly Usage chart with links to view daily water usage by month

District students learn about sewer science

WASA's popular Sewer Science class teaches students in District high schools about the methods of environmental engineering and wastewater treatment.



High School students learn how wastewater is processed during the Sewer Science class.

The Sewer Science class, taught by WASA personnel, gives students a real-world job experience through wastewater testing. Each class creates and treats their own mini wastewater treatment plant in the three to five

days of the program. The lab is free of charge, and all materials, including the student and teacher workbooks, are included.

If you would like your student to participate in Sewer Science, have their high school contact Public Affairs at (202) 787-2200.

For more information, visit WASA's website at 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 Hotline, call (202) 787-2732.