



WASA seeks public input during its review of lead water pipe replacement program

The DC Water and Sewer Authority (WASA) Board of Directors is reviewing options to continue as is or to modify WASA's aggressive and expensive Lead Service Replacement (LSR) Program to remove all public lead water service lines in the District of Columbia by 2016. The program was adopted by the Board in 2004 (and revised in 2006) to reduce further risk of elevated lead levels in District drinking water that were initially found in 2002 tap water samples.

Since the accelerated LSR program began, WASA has replaced 14,000 of the estimated 34,000 public lead service lines in the District with copper pipe. In addition, a change in water chemistry



in August 2004 successfully reduced and controlled lead levels. For the last three years, test results of District tap water samples have consistently been below federal drinking water limits for lead and in compliance with Safe Drinking Water regulations.

Faced with the continu-

ing need to adjust priorities and redirect resources to address other critical water system issues, the WASA Board is seeking public input, as it re-evaluates the effectiveness, sched-

ule and cost of the current LSR program. WASA is holding a series of community meetings and providing information on its website, www.dcwasa.com, to invite public discussion on the review process, the status of the LSR program and District water quality test results.

Ensuring high-quality drinking water

Once water leaves the public water mains and enters household plumbing, especially for long stagnation periods, water quality may change, resulting in taste and odor problems.



WASA recommends the following steps to improve the quality of drinking water in the home:

- If water has been stagnant for more than six (6) hours, run the cold water for approximately two minutes from the faucet before using for drinking or cooking.
- Routinely remove and clean the faucet strainer and aerator to remove debris.
- Always use cold water for cooking, as hot water can contain sediments that accumulate in the hot water heater.
- Regularly replace home water filters as instructed by the manufacturer since used filters can elevate bacteria levels and accumulate metals.
- Drain hot water heaters annually to remove sediment and calcium particles that can affect water pressure.

Repairing water main breaks is a top priority for WASA

When the weather turns cold, water main breaks become more prevalent. Pipe corrosion, soil conditions, age and ground movement can also cause a water main break. Water main breaks can create unexpected problems for customers and motorists.

Over the last two years, the average number of winter time breaks per year is 268. However, February 2007, in particular, set a one-month



record with 138 reported water main breaks.

Repairing water main breaks is a top priority for WASA in

order to restore water service to customers as quickly as possible. Water main repairs are scheduled based on several factors such as severity of the break, impact to customers and the environment, potential damage to public and private property, and unsafe traffic conditions due to street flooding. Emergency water main breaks can cause widespread service interrup-

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WHAT'S ON

TAP



District of Columbia
Water and Sewer
Authority

Customer Service
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Washington, DC 20002
(202) 354-3600
www.dcwasa.com

WASA participates in the filming of two national documentaries

WASA recently participated in the filming of two national television productions – a Public Broadcasting System (PBS) program, *Liquid Assets* and a

History Channel production, *Cities of the Underground*. The PBS film crew interviewed WASA officials on the complex-



Crews from the History Channel and WASA Sewer Services film underground Tiber Creek sewer.

ity, operations and challenges of a water system serving the nation's capital and on WASA's creation in 1996 and

achievements to date. The program aims to raise public awareness of the importance and condition of the country's aging infrastructure. Other cities participating include Atlanta, New York, Las Vegas, Los Angeles, Pittsburgh, Boston, Philadelphia, and Milwaukee.

For the *Cities of the Underground* project, a History Channel production company was accompanied by a WASA Sewer Services

crew for a late night filming of the huge, historic Tiber Creek sewer which runs beneath the capitol grounds. Originally, a tributary of the Potomac River, it was converted into a sewer over the years as the city developed. The T.V. production uncovers the archaeological and cultural history lying beneath cities around the world, including Rome, Paris, Tokyo, and London.

Broadcast dates for both programs will be announced.

Customer concerns addressed

WASA is committed to quality for its customers. However, if you are not satisfied with the services you receive, please let us know. You can take the following steps:

1. Call the Customer Service Department at (202) 354-3600 and discuss your concerns or complaints with a customer care associate.
2. If you are dissatisfied with the response, you can request to speak with a supervisor or manager.
3. If your complaint is not resolved satisfactorily, contact the Director of Customer Service, Eva Liggins, by e-mail at custserv@dcwasa.com.

You may also send a letter to DC Water and Sewer Authority, Customer Service Department, Office of the Director, 810 First Street, N.E., Suite 1100, Washington, D.C. 20002.

Water emergencies *continued from front*

tions and are considered critical repair jobs by WASA crews. Before making repairs, crews determine the exact origin of the break, as well as the approximate number of customers who are without water.

WASA asks callers to provide specific information about the location and appearance of the

break when reporting a water emergency. This information is necessary in order to investigate and repair the water main break.

To report a water main break, call WASA's 24-hour command center at (202) 612-3400. For current repairs, visit www.dcwasa.com and click the "Current Workzones" link.

District provides new information materials to handle emergencies

The District government announces the availability of materials to help residents better prepare for and respond to an emergency in the District. The materials include a handbook titled *Be Ready DC: A Guide to Family Preparedness*, an emergency shelter and evacuation brochure, a children's guide and a new website, www.72hours.dc.gov. The website addresses four steps to emer-



gency preparedness for District citizens: getting informed, making a plan, making an emergency kit and being aware. Ward-specific evacuation routes are also provided on the website. To request a copy of the materials call (202) 727-5011.

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.