



## “WASA Speaks” is a free community education program

The D.C. Water and Sewer Authority (DC WASA)

offer information and insight about our water and sewer

To request a speaker for a group of 10 or more, visit

has established a Speakers Bureau, *WASA Speaks*, to build stronger partnerships with the citizens and businesses we serve by speaking directly to a variety of groups on a variety of topics. *WASA Speaks*, a



DC WASA's website, [www.dcwasa.com](http://www.dcwasa.com), click on Speakers Bureau and select a topic. If you are unable to access a computer, contact the Office of Public Affairs at (202) 787-2200. Please allow

a free community program, is a great resource for community groups and organizations interested in learning about DC WASA services, programs and leading issues in the water and sewer industry.

system, and projects and programs that serve our customers, improve our community, and protect our environment. Speakers will give short presentations and answer questions at meetings, provided there are 10 or more attendees. These services are free and available in English.



a minimum of three weeks advance notice to schedule a speaker.

To suggest a topic, email your topic to [publicaffairs@](mailto:publicaffairs@dcwasa.com)

Members of *WASA Speaks* are knowledgeable ambassadors of DC WASA and the utility industry. Our speakers

[dcwasa.com](http://dcwasa.com) or call (202) 787-2200 with your idea. We will make every effort to arrange a speaker.

## Budget billing helps customers

DC WASA's Budget Billing Program, a free and voluntary service, helps customers manage their water bills



with predictable monthly payments. Budget billing lets customers enjoy the convenience of paying the same amount each month by dividing their prior year's cost into 12 equal installments.

The annual budget bill amount will be adjusted if necessary, and any credit or debit will simply be rolled into your next year's budget. Customers receive a settle-up bill only if they discontinue using Budget Billing or cancel their water and sewer service.

Budget Billing takes the guesswork out of paying your bill – no more billing surprises during high water usage months, such as summer. Additionally, it minimizes the chance for late fees and other penalties when combined with automatic recurring credit card or automatic bank account withdrawal.

To qualify for Budget Billing, your account must be current. For more information about the program or to sign up, call the Customer Service Department at (202) 354-3600.

## Steps to ensure drinking water quality in your home



The quality of drinking water can be affected as it flows through the distribution system. Water travels through miles of pipe and a series of valves before it eventually enters household plumbing. When water sits stagnant for long periods, there may be a change in quality and taste.

DC WASA recommends the following steps to ensure the highest quality of drinking water in the home:

- If your water has been stagnant for more than six hours, run the cold water for at least two minutes before using for cooking or drinking.
- 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 your home water filters as instructed by the manufacturer since used filters can elevate bacteria levels and accumulate metals.
- Remember to drain hot water heaters annually to remove sediment and calcium particles that can affect water pressure.

WHAT'S ON



District of Columbia  
Water and Sewer  
Authority

Customer Service  
Department  
810 First Street, NE  
Washington, DC 20002  
(202) 354-3600  
www.dcwasa.com

## Making critical water main repairs is a top priority for DC WASA

Cold weather can wreak havoc on the District's water pipes. Extreme changes in temperatures cause expansion and contraction of the materials that comprise the water distribution system – water mains and service lines. Over time, this expansion and contraction can cause breaks. Pipe corrosion, soil conditions, age and ground movement are also possible causes for a water main break.

Water main breaks are more prevalent in the



winter, and can create unexpected problems for customers and motorists. Over the past two years, the average number of winter time breaks is 268 – that's more than one per day. DC WASA prepares for

the winter season by staffing more repair crews and activating an on-call system to quickly respond to emergencies.

Repairing water main breaks is a top priority for DC

WASA crews in order to restore water service to customers as quickly as possible and reduce traffic disruptions. Main repairs are prioritized by crews

based on many factors, including 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 or ice.

Call DC WASA's 24-hour Command Center at (202) 612-3400 to report water main breaks. For current repairs, click on the "Current Workzones" link at [www.dcwasa.com](http://www.dcwasa.com).

## How to thaw frozen pipes

If you have a frozen pipe in your home or business, you should immediately take steps to thaw the pipe to keep it from bursting.

First, open the faucet so that water will flow through the pipe once the area is melted. This will help melt more ice. Next, apply heat with a hair dryer or an electric heating pad wrapped around the pipe. Keep all sources of heat away from flammable materials and do not use any open flame devices. Also, do not use devices that will cause the melted ice to boil, as that can also cause the pipe to break.

Call a licensed plumber if you cannot locate the frozen sec-



tion, you are unable to reach it or you are unable to thaw it. Check for other frozen pipes in

your home or business, especially those pipes that are located along an exterior wall or bring the water into the building at the foundation. To prevent pipes from freezing in the first place, you may want to install a foam pipe sleeve, available at local home improvement stores.

For emergency service inside your home, contact a licensed plumber. Call the DC WASA 24-hour emergency hotline at (202) 612-3400 for water emergencies on public property.

## Engineering excellence recognized for pollution control

DC WASA received the Grand Award for the Blue Plains Total Nitrogen Removal/Wet Weather Plan for excellence in engineering from the American Council of Engineering Companies of Metropolitan Washington (ACEC/MW). Wet weather plans are aimed at keeping pollutants from the sewer system from entering rivers during rainstorms. This award recognizes DC WASA's contract engineering firm, Metcalf and Eddy/AECOM for its outstanding achievements, value and innovation.

The recommended wet weather plan will save DC WASA over \$500 million, provide an innovative approach to wet weather treatment, and ensure better pollution control with a new high rate treatment system.



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

Para informar emergencias del aguas 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.



printed on recycled paper