



What's on Tap

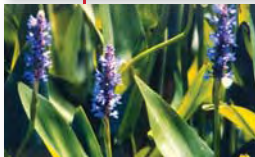
News for Customers of the District of Columbia Water and Sewer Authority (WASA)

February 2007

Work underway to help restore the Anacostia River

The new baseball stadium and other planned development along the Anacostia riverfront requires significant investment by the District and surrounding counties to clean up the river and improve water quality.

During the next several months, WASA engineers will begin sampling layers of soil at various locations in the District. This is to prepare for the construction of subway-size underground tunnels that will collect the overflow from the District's combined sewer system during heavy rains. The wastewater will then flow to the Blue Plains wastewater treatment plant



for processing. Because the tunnels will be deep below ground (up to 250 feet), collecting data about the various soil layers is necessary to determine the best locations and routes for the tunnels.

The first soil borings, using vertical drilling equipment, will be located in the following areas: near R and 4th streets NE, Rhode Island Avenue and 5th Street NE, Anacostia Drive and 11th

Street SE, and in the RFK stadium parking lot near 19th and 21st streets NE and along the southeast parking lot access road.

A total of 30 borings will be drilled in public space, at times to minimize inconvenience to

traffic and residents.

The actual tunnel construction is about six years away.

So far, WASA projects have eliminated 30 percent of the overflows to the Anacostia. The \$2.2 billion tunnel project will reduce 68 percent more over the next 20 years.

For more information about the soil boring project, please call (202) 787-2123 or e-mail csotunnels@dcwasa.com.

Budget your bill

Did you know that you can save money each month by dividing your water bill into 12 equal installments? With WASA's Budget Billing program,

you can. WASA will review your account and make

any necessary adjustments on your monthly bill by looking at your total annual water and sewer usage for the prior year.

A benefit of Budget Billing is that it prevents billing surprises during high water usage months, such as summer. Budget Billing, especially when combined with automatic bill or credit card payment, also minimizes the chance for late fees and other penalties.

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

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



Water main breaks are a top priority for WASA crews

Pipe corrosion, soil conditions, age, ground movement and cold weather are just some of the possible causes for a water main break that can create an unexpected problem for customers and motorists.

Main repairs are prioritized by WASA 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.

Emergency water main breaks causing wide-spread

service disruptions are given the highest priority by a WASA crew for repair. Crews will determine the exact origin of the break, as well as the approximate number of customers who are without water.

If the main break is small and not an emergency, WASA's crew will monitor

it for a period of time, notify the affected residents and

schedule the repair work. WASA's chief concern, whether the repair is an emergency or not, is to restore water service to customers.

For current repairs, click the Current Workzones link at www.dcwasa.com. Call WASA at (202) 612-3400 to report water main breaks.





District of Columbia
Water and Sewer
Authority

Customer Service
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Loans and grants may help you pay for private side lead service replacement

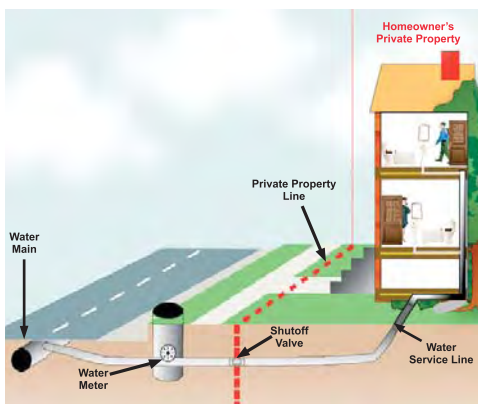
WASA is installing copper pipes throughout the District to replace the public portion of the lead service lines

connecting many District homes to the water main.

Replacement of service pipes on private property, however, is the homeowner's responsibility.

Wachovia Bank and the District of Columbia Department of Housing and Community Development offers programs to single-family homeowners on limited incomes to replace lead service lines on their private property.

Wachovia provides low interest home equity loans up to \$5,000. Eligible applicants must meet Wachovia's income criteria. For more information or to apply, call or visit any District Wachovia Financial Center.



The District of Columbia Department of Housing and Community Development offers grants up to \$5,000 to eligible homeowners who replace lead service lines on their private property.

For eligibility and income requirements for the grant, please call (202) 442-7154.

Even if you already have a contract with WASA or have scheduled replacement with WASA, you may still be eligible to participate in either program.

For general information about the lead service line replacement program, call WASA at (202) 787-2732 or e-mail: waterquality@dcwasa.com.

Winter water tips for your home

- Seal off access doors, vents and cracks. Winter winds whistling through overlooked openings, including broken basement windows, can quickly freeze exposed water pipes.
- Open the cupboard doors beneath your sinks. This allows warm air to circulate around the pipes, which will prevent them from freezing.
- Always prepare for unexpected water emergencies!

Report fire hydrant vandalism

Fire hydrants are used primarily to supply water for fire protection. The unauthorized opening of a fire hydrant can cause thousands of gallons of drinking water

to flood streets, and the torrent of water can cause a safety hazard to traffic and pedestrians. An increase in the flow can also cause mineral sediment in the water mains to loosen, result-

ing in discoloration and potential water quality problems in the neighborhood around the hydrant. If you see someone opening a fire hydrant without



authorization, call WASA's 24-hour emergency hotline at (202) 612-3400 immediately. Causing damage to a fire hydrant is a crime punishable by fines and imprisonment.

Interesting facts about water

Here are a few facts about water that

demonstrate its importance in our daily lives:

1. Two-thirds of your body is made up of water.
2. We would save an extra 250,000 gallons of water each day if all faucets in every home had a faucet aerator installed (it reduces water flow.)
3. Your washing machine ranks second in

gallons of water used (30 gallons a load).



4. Your toilet ranks first (3.5 to 5.5 gallons a flush).
5. Both an elephant and an ear of corn are about 70

percent water.

6. Both a potato and an earthworm are about 80 percent water.

7. A tomato is about 95 percent water.

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 Line, call (202) 787-2732.