



DC WASA's Board of Directors and employees extend best wishes to you and your family for a happy and healthy New Year. We'd also like to share with you just a few DC WASA activities and achievements from 2008.

Infrastructure upgrades

DC WASA is making significant infrastructure improvements to ensure reliable water distribution and sewer and wastewater treatment services. Among the many projects completed or underway are water main and sewer line improvements in Anacostia, water main replacements in Dupont Circle, sewer system upgrades in Georgetown, and pump station improvements at the Potomac, Main, and Anacostia pumping stations.



more payment flexibility. Visit www.dcwasa.com for other free payment options. Also in 2008, more than \$80,000 was raised to help individuals and families facing financial hardships to pay for critical water and sewer services.

Public safety

There has been a sizeable, year-long effort by DC WASA and DC Fire and Emergency Medical Services to maintain public hydrants in good working order and ensure hydrant status information at the scene of an emergency. This includes a continued joint



hydrant inspection and maintenance program, hydrant markings, and repairs and replacements. On its website, DC WASA has added a Google Earth® application that pinpoints the location of—and gives critical status information about—each public hydrant. (Visit www.dcwasa.com or call 202-614-3400.) DC WASA began its \$26 million, five-

year hydrant upgrade project in 2006 and has earmarked an additional \$30 million to expand the program.

Environmental protection



At the Blue Plains wastewater treatment plant, construction has started on a \$900 million upgrade to strengthen water pollution controls and minimize the plant's impact on area rivers and the Chesapeake Bay.

To help keep our local waterways clean, DC WASA crews cleaned a total of 30,370 catch basins in 2008 and the skimmer boats removed approximately 540 tons of debris from the Anacostia and Potomac rivers. DC WASA is also working on sewer rehabilitation and stream restoration, in coordination with the District Department of the Environment, at both Watts and Pope Branch creeks.

Our website gets a new look for the New Year. Please read the enclosed insert.

New billing structure planned for the spring

In 2009, DC WASA will begin recovering the costs of a \$2.1 billion federally mandated water pollution control program to protect the Potomac and Anacostia rivers and Rock Creek. Effective with the April 2009 bill, DC WASA plans to remove the project's costs from the current sewer charges and implement a separate Impervious Surface Area Billing structure. This new billing structure will be based on the impact from water runoff from individual properties on the District's sewer system. DC WASA's Board of Directors called for an equitable billing structure that charges less to those not contributing as much to the water pollution problem, e.g. parking lots have a greater impact than residential driveways.

For more information on Impervious Area Billing, please visit www.dcwasa.com/customer-care/information and click on "rates."

Year in review continued on back

WHAT'S ON

TAP



SPLASH program provides assistance to customers in need

Thanks to generous donations from customers and the community, DC WASA continues to provide financial assistance to District individuals and families experiencing financial hardship. Through the SPLASH (Serving People by Lending A Supporting Hand) program, DC WASA offers assistance to District customers so that they can maintain critical water and sewer services.

SPLASH is funded solely by donations from customers, residents and businesses. Over the last two years, DC WASA received more than \$167,000 in public donations. During these tough economic times,



more customers are in need of assistance. A donation of any amount can go a long way to help those in the most need. In recent years, 730 customers have received bill paying assistance through SPLASH. Every dollar received is used to help eligible individuals and families.

Take a little time to think about those who could benefit from your kind contribution. Customers can donate to SPLASH by checking

the Round-Up or one-time SPLASH contribution box at the bottom of their DC WASA bill, online or by calling Customer Service at

(202) 354-3600. SPLASH is administered by the Greater Washington Urban League (GWUL).

Year in review *continued from front*

Financial performance and service

Standard and Poor's, one of three principal credit rating agencies, upgraded DC WASA's bond rating this year.

In addition, an Independent Comprehensive Budget Review performed by URS

Corporation and Amawalk Consulting Group LLC listed among DC WASA's achievements "an automated meter reading system and accompanying customer service practices that are among the best in the industry."

New Year's resolutions you may find useful

Each New Year, many people make promises to themselves for the year ahead. DC WASA has a few suggestions we hope you will add to your list of resolutions.




- Please do not pour grease down the drain. Instead, use a can to collect cooking grease and, when the can is full, dispose of it in the trash.
- If you see a damaged fire hydrant or someone tampering with a hydrant, please call the DC WASA Emergency Line at (202) 612-3400.
- If there is a water or sewer emergency, please call the 24-hour emergency hotline first. The sooner we know about a problem, the sooner we can send a crew to the location.
- Help protect our waterways by not discarding trash or debris in storm drains. Use the proper trash receptacles to reduce water pollution.

DC WASA joins others to unveil "green" DC study

DC WASA, along with the U.S. Environmental Protection Agency, District Department of the Environment, Natural Resources Defense Council, Limno-Tech and Casey Trees, recently announced the findings of a study on Low Impact Development (LID) in the District. All five agencies are committed to working together for a greener DC through LID design, which will also translate to healthier waterways.



The study presents a vision of how to achieve a greener DC by planting trees, and covering building roofs with plants to reduce stormwater runoff and sewer overflows. Building green infrastructure, the report says, could provide thousands of jobs. For more information on building a green and healthier DC, visit www.caseytrees.org.



District of Columbia Water and Sewer Authority

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

For more information, visit DC 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.