

# What's on Tap

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

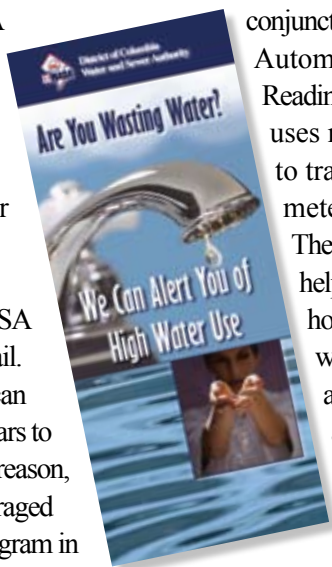
January 2007

**W**ASA's Board of Directors and employees would like to wish you and your family a very happy, safe and healthy New Year.

## New guide helps customers manage their water use

The new WASA publication, *Are You Wasting Water?*, shows customers how to track their daily water use online and how to receive a high-use water alert from WASA by telephone or e-mail. An undetected leak can add hundreds of dollars to a water bill. For that reason, customers are encouraged to sign up for the program in the event of an unusually high spike in their water use.

The guide explains WASA's High Usage Notification Alert program and how it works in



conjunction with the Automated Meter Reading system that uses radio signals to transmit daily meter readings. The guide includes helpful tips on how to manage water use in and around the home and where to check for household leaks.

The guide is available at WASA's business offices at 810 First Street NE and 3220 Pennsylvania Avenue SE or by calling our Office of Public Affairs at (202) 787-2200.

## Tour Blue Plains and discover the science of wastewater treatment

WASA's Blue Plains plant is the largest advanced wastewater treatment plant in the world and serves over two million people in the region. Yet, many WASA customers are not aware of



Blue Plains Advanced Wastewater Treatment Plant

the fascinating process in which wastewater from the sewer system is cleaned and recycled into the Potomac River.

Tours are available Thursdays from 9:00 am to 11:00 am, with 12 as the minimum age for guests. If you're in a group, please indicate the type of group so we can structure your tour accordingly. If you would like to schedule a tour of Blue Plains, please

call our Public Affairs office at (202) 787-2200, or you may sign up online at [www.dcwasa.com](http://www.dcwasa.com) and click the "virtual tour" banner.

## WASA's kids page offers activities and educational games

How do you make your own rain gauge? What happens to the dirty water that goes down the drain? How can you calculate the amount of water used in your home each day?

For answers to these and other interesting questions, gather the kids together for an entertaining and informative lesson about water and wastewater that is designed especially for them.

On WASA's web site, kids can learn about the treatment process as well as environmental issues and water conservation.

Go to our home page at [www.dcwasa.com](http://www.dcwasa.com) and click "Just for Kids". You'll see a friendly page that promotes a variety of activities. There are games, lessons, cartoons,



experiments and an opportunity for youngsters to learn important facts about water, while

having fun. It's a great and easy way for kids to better understand how important water and wastewater treatment services are to our environment.

## Customers benefit with bill program

WASA's Third Party Notification Program lets customers, particularly seniors, designate a third party to receive a copy of their WASA utility bill. The third party, a relative or friend, receives the same information as the customer and can contact WASA on behalf of the customer if the account is past due.

see **Customers benefit** on back

## Pouring fats and oils down your sink drain can be costly

**H**ave you ever poured liquefied fat, oil or grease down your kitchen sink drain? If so, serious damage can occur within your pipes and sewer system.



Liquefied fat, oil or grease will cling to the inside of your pipes and eventually cause a build-up.

This blockage frequently results in costly plumbing repairs. Sewer lines may also back-up, causing overflows that threaten

property, the environment and public safety.

Keep the sewer system oil-free by properly disposing of fats, oils

and grease in lidded containers or mix them with absorbent materials such as cat litter or coffee grounds. The containers then should be placed in a trash receptacle.

For more information, contact WASA's Sewer Services Division at (202) 264-3820.

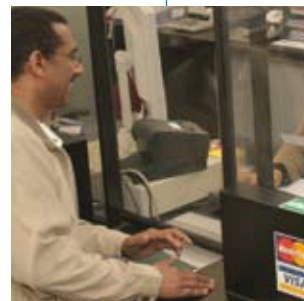
## Customers benefit *continued from front*

The third party is not obligated to pay the bill, but they can work with WASA and the customer to help make sure service is not disconnected.

For more information, or if you or someone you know could benefit from Third Party Notification, please contact Customer Service at (202) 354-3600.

## WASA provides two convenient customer service locations

**T**o serve you, WASA has two customer service locations in the District. Our main customer service office is at 810 First Street NE, two blocks



north of Union Station. Hours are 8:00 am to 5:00 pm, Monday through Friday. Limited free parking is available. Cash, check,

credit card, or money order is accepted if you are paying your water bill in person.

WASA's satellite office and drop off location is located at the Mayor's Municipal Service Center at 3220 Penn-

sylvania Avenue SE and is open Monday, Wednesday and Friday from 8:30 am to 4:00 pm. Cash is not accepted at this location.

## Wastewater treatment program training opportunities

**D**ue to retirements and attrition, WASA soon anticipates a shortage of wastewater treatment operators. To address this issue, WASA has developed a training program that will teach participants the skills to treat and process wastewater as well as learn about the functions required to operate a large utility.



The two-year Wastewater Treatment Operator Trainee Program will be available to those who have an interest in sewer science along with protecting the environment. Classroom instruction and on-the-job training are provided.

Applicants must have an interest in mathematics, chemistry, biology and environmental sciences, be at least

18 years old and have a high school diploma or equivalency. They must complete a WASA employment application form, aptitude evaluation, a physical examination, a screen and background check and interview with WASA management.

Acceptance in the program is no commitment to a full-time position.

For additional information, contact the Manager of Training and Development at (202) 787-2230 or e-mail: [tgilmore@dcwasa.com](mailto:tgilmore@dcwasa.com).



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*For more information, visit 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.*

*To reach WASA's Lead Services Hotline, call (202) 787-2732.*