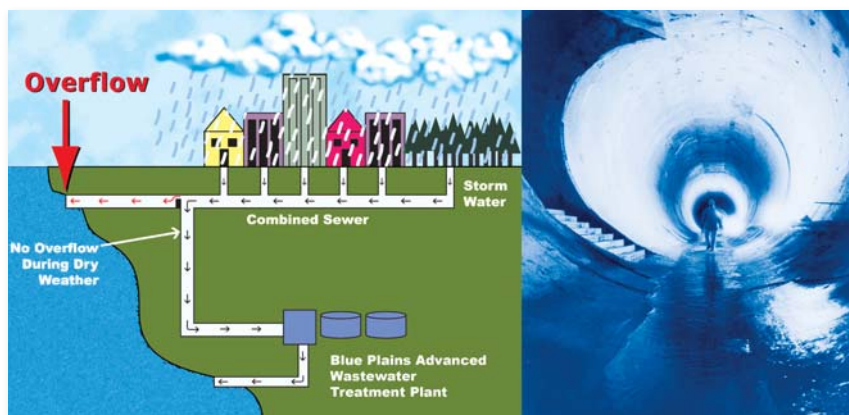




## New fee to fund mandated \$2.1 billion water pollution control program

**W**ASA is developing an Impervious Surface billing structure to recover the costs of a \$2.1 billion federally mandated water pollution control program to protect the Potomac and Anacostia rivers and Rock Creek.

Impervious surfaces are those that cannot be easily penetrated by water, such as rooftops, paved driveways, patios, and parking lots. Rain water runs off of these hard or impermeable surfaces and flows into the District's sewer system. During periods of heavy rainfall, the combined flow of wastewater and stormwater exceeds the capacity of the sewer system and is released into local waterways to prevent flooding in homes, businesses and streets. This discharge of untreated wastewater is



(l) How the District's combined sewer system works during rain storms. (r) Huge, Metro-size tunnels up to 250 feet underground will hold sewer overflow until it can be treated at Blue Plains wastewater treatment plant.

called combined sewer overflow (CSO). Under a federally approved plan to reduce CSOs by 96 percent over the next 20 years, WASA will construct about 12 miles of huge, underground tunnels to capture these overflows to prevent pollution in our waterways.

Rather than continually raise the sewer rate (which

is based on the amount of water used) to pay for the project, the new fee is calculated on the amount of impervious area on each property producing water runoff that enters the sewer system. For example, the impervious surface charge for the owner of a parking lot will be more than the fee charged to the owner of a grassy field

the same size.

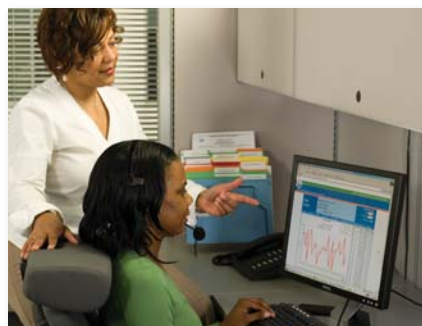
Using Geographic Information System (GIS) technology and Tax and Revenue records, WASA and the District government are developing a database of square footage and impervious surfaces for all lots, parcels, properties and private streets in the city.

This new fee is NOT A TAX. It is a service charge that residents and businesses pay based on how much they contribute to overflows. Customers could begin paying as early as October 2008. WASA is launching an extensive community outreach program to include neighborhood meetings and a public hearing.

## Technology helps customers monitor water use and identify leaks

**U**ndetected leaks can add hundreds of dollars to a water bill. With WASA's High Use Notification Alert (HUNA) technology, customers can be notified of spikes in their water use. HUNA can detect leaking water fixtures or other plumbing problems and automatically alert you by telephone or e-mail.

HUNA works in conjunction



WASA's Automated Meter Reading technology graphically shows daily water use throughout the month.

with WASA's Automated Meter Reading system that uses

see [HUNA](#) on back

## Predictable, manageable budget billing

**M**anaging your water bill is much easier with Budget Billing. Using WASA's Budget Billing program, customers pay the same amount each month, spreading out their payments over the year by dividing their annual cost into 12 equal installments.

Budget Billing takes the guesswork out of paying your bill – no more billing surprises during high water use months, such as summer. Plus, it minimizes the chance

for late fees and other penalties, especially when combined with Automatic Bill Payment or credit card payment.

To determine your monthly bill payment, WASA will look at your prior total annual water and sewer use and divide it by 12. We'll review your account mid-year and make any necessary adjustments, and also at the end of

see [Budget Billing](#) on back

WHAT'S  
ON

TAP



District of Columbia  
Water and Sewer  
Authority

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

## Fish with personality help keep our drinking water safe

Did you know that fish hiccup, cough and have different personalities? Did you also know that these same fish are capable of detecting the slightest change in water quality in

our drinking water? It's true! In fact, the slightest change in the water chemistry can increase their coughing rate.

Using modern technology, WASA's water quality staff has been testing software that monitors fish breathing patterns and movements to detect potential events that may contaminate drinking water.

Here's how the moni-



Water Quality Technician observes movement of fish involved in monitoring project.

toring process works. Eight fish are maintained in individual chambers through which drinking water from WASA distribution pipes constantly flows. During the first few days after the fish are placed in their chambers, the computer locks in on their normal breathing rates and movements, generating a personality for the fish. Any changes in water

quality will alter the personality of the fish. When six out of the eight fish are outside of their personality range, an alarm will sound. Each fish spends about two weeks in the chamber before being released back into the main tank.

By studying the data, WASA can determine the types of events the fish detected causing their personalities to

change such as main breaks, change in water chemistry, or distribution system flushing. As WASA continues to monitor the fish to understand how they react to changes in our water distribution system, the information collected may become useful in identifying real-time water quality issues or contamination in the system and at the Washington Aqueduct water treatment plant.

### HUNA *continued from front*

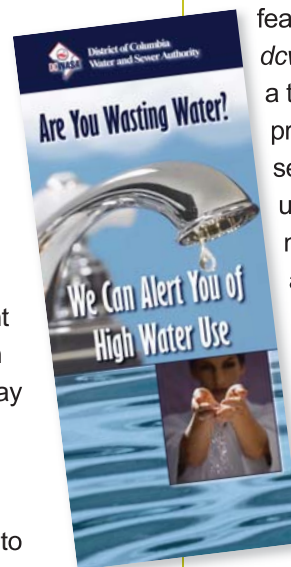
radio signals to monitor customers' daily water

use. Customers can access this information online and view graphical illustrations that pinpoint high use on the exact day it occurred. WASA has expanded the system to include HUNA, which sends automatic alerts by e-mail or phone to customers if spikes in water use occur beyond a normal level. To receive

an e-mail alert, sign up to use WASA's *My Account*

feature at [www.dcwasa.com](http://www.dcwasa.com). For a telephone alert, provide your name, service address, updated telephone number and account number to [custserv@dcwasa.com](mailto:custserv@dcwasa.com), or call Customer Service at (202) 354-3600. To request a free brochure on the HUNA

program and how to track your water use, contact WASA Public Affairs at (202) 787-2200.



### Budget Billing *continued from front*

the year for renewal. 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.

In order to qualify, your account must be current and on monthly billing. To learn more about the program or to sign up, call our Customer Service Department at (202) 354-3600.

### Go slow on ice and snow

Knowing how to drive safely in snowy and icy conditions may prevent accidents and injuries this winter. Here are a few driving tips to help you maneuver safely in inclement weather:

- Have your car serviced immediately.
- Remove snow and ice from all windows and lights before driving.
- Reduce your speed. Drive slower than the normal speed limit.
- Brake gently and avoid pumping brakes.

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