



## WASA water quality report provides information about your drinking water

The federal Safe Drinking Water Act requires water utilities, like WASA, to provide consumers a yearly report on the source and quality of the water they drink. In July, you will receive your copy of WASA's Annual Water Quality report with information about your drinking water—where it comes from, what's in it, and how it's treated and distributed.

Tap water in the District of Columbia is drawn from the Potomac River and treated by the U.S. Army Corps of Engineers at their Washington Aqueduct plant. WASA buys the water from

the Aqueduct and distributes an average of 132 million gallons a day to the nation's capital through pumping stations and underground pipes.

The 2005 Drinking Water Quality Report, *On tap—water is life*, explains the value of water in our everyday lives and what we can do to help ensure a safe, reliable and sufficient water supply.



### Lead Pipe Replacement Program Grows

Lead levels found in District tap water have been declining steadily for nearly two years, since August 2004. Although the EPA has officially given WASA

a passing grade on its 2005 lead testing results, WASA continues to honor its pledge

to remove all known lead service lines in public space throughout the city.

Initially, WASA estimated it would replace 23,000 lead service lines by 2010 for \$350 million. However, the inventory of lead pipes in the District is now projected to be closer to 34,000, which expands the program through 2014 at a cost of \$430 million. To find out if you have a lead service line, call (202) 787-2732.

## Keeping cool during hot times in the city

Summer days in the city can be extremely hot and, for many, overheating can cause serious health conditions, like heat stroke. The District govern-



ment activates a heat emergency plan when the temperature or heat index (temperature and humidity)

reaches 95 degrees Fahrenheit. The plan includes opening cooling centers in senior citizens facilities, District government buildings and other locations, distributing fans to individuals with special needs, and extending the public swimming pool hours to 9 p.m.

### District Cooling Centers

- One Judiciary Square, 441 4th Street, NW
- Frank D. Reeves Center, 2000 14th Street, NW (lobby)
- King Office Building, 3720 Martin Luther King, Jr. Avenue, SE (lobby)
- Public Center, 25 M Street, SW

## WASA can alert you of high water use by e-mail or telephone

You probably already know that WASA's Automated Meter Read-



ing (AMR) system monitors and tracks daily water use. Did you also know that WASA has developed a special AMR program to notify customers when a spike in water use occurs? Tracking customer use lets WASA detect potential problems or leaks in your plumbing, which can cost you hundreds of dollars over time or damage to your home.

Customers can elect to be notified of spikes in water use

by e-mail or telephone. To receive an e-mail, sign up to use WASA's "My Account" feature at [www.dcwasa.com](http://www.dcwasa.com). WASA can also send an alert by telephone,

if you provide WASA with your name, service address, updated telephone number, and account number. You can send this information to [custserv@dcwasa.com](mailto:custserv@dcwasa.com), or, if you don't have a computer or Internet access, call (202) 354-3600, and give us this information. An undetected leak in a water line could be costly. So, let us know how best to alert you of any unusually high water use.

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## Help your pet beat the heat—summer pet care is important

Any pet can suffer heat stress—dogs, cats, birds, horses, rabbits, etc., but some animals are more prone or susceptible. Signs of heat stress include: profuse panting, salivation, staring and unresponsiveness, anxious expression, warm dry skin, high fever, high heart rate, muscle weakness, and inability to move. Heat stress can be fatal to your pets! Decrease your pet's body temperature



by spraying your pet with cool (not cold) water.

When planning to take a vacation, don't forget to plan for your animal companions. You may choose to leave them behind or take them with you. Where you are going, the activities you plan, the length of stay, how you are traveling and your pet's personality must all be considered when making arrangements.

Here are some tips to help prevent heat stress for pets:

- Provide plenty of clean, fresh water at all times, and change water daily.
- Provide adequate shade and/or shelter from the sun.
- Hot pavement can mean hot or burned paws. Avoid walking your dog on hot pavement or roads.

- Baby pools filled with cool water can be fun and cooling for most dogs (use the hard plastic pool).
- Fill a gallon container with water, freeze it, and place it in the cage or in a cool spot in the yard so your pet can lay next to it and get cool.
- NEVER leave pets in a parked vehicle!!!!

## WASA can help customers in 150 languages

WASA's Customer Service Department is now able to communicate with customers in over 150 different languages.



WASA uses *Language Line Services* to access telephone interpreter services for non-English speaking individuals. Spanish is the foreign language most commonly used by customers contacting WASA, followed by Chinese and Vietnamese.

Every year the Washington Metropolitan Area is becoming more diverse, with Hispanic

and Asian populations growing the fastest. In the District of Columbia alone, the Hispanic/Latino and Asian populations are at 8.5 percent and three percent, respectively, according to 2004 U.S. Census Bureau *Quickfacts* figures.

To speak with a WASA customer service representative in a language other than English, simply request an interpreter that speaks the required language by calling Customer Service at (202) 354-3600.



### Mark your calendars for JUDD!!

**Tuesday, October 31, 2006, 8 am-7 pm  
Washington Convention Center**

Each year, WASA joins Pepco, Verizon, and Washington Gas for *Joint Utility Discount Day* (JUDD) to help District residents apply for available discounts on their utility bills.

## Keeping cool *continued from front*

During heat emergencies, United Planning Organization vans canvass areas throughout the city to identify persons suffering from the heat and transport them to cooling centers. Persons who need transportation to cooling centers can call the Hypothermia Hotline at (202) 399-7093.

Remember, key rules for coping with heat are

to drink plenty of water to avoid dehydration and to slow down and cool off when feeling fatigued, or when experiencing a headache, a high pulse rate or shallow breathing.

For more information regarding the District's Heat Emergency Plan, visit [www.dccema.dc.gov](http://www.dccema.dc.gov) or call (202) 727-6161.

*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.*

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



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