

DC WASA delivers its annual Water Quality Report by July 1

By July 1, 2009, every District of Columbia Water and Sewer Authority (DC WASA) customer will have received, as required by federal law, an annual Water Quality Report. The publication has also been delivered to every address in the District and is available on the DC WASA website.

This annual Water Quality Report provides information on the source of DC drinking water, the water treatment process* and the quality of the water that DC WASA delivers in the nation's capital. This report lists the regulated contaminants detected in the treated water and the level at which they were found for the preceding calendar year.

Providing safe, clean, high-quality drinking water is a responsibility that DC WASA takes very seriously. The U.S. Environmental Protection Agency (EPA) sets water quality standards intended to protect public health. The water DC WASA delivers meets or surpasses every EPA regulatory and safety standard, and compares favorably with drinking water quality in other major cities throughout the United States.

If you have questions about drinking water quality in the District, please con-



tact DC WASA's Water Quality Department at (202) 612-3440 or, visit the DC WASA website at www.dcwasa.com.

*DC WASA purchases treated water from the U.S. Army Corps of Engineers Washington Aqueduct Division.

Call "Miss Utility" before you dig. It's the law!



Know what's below. Call before you dig.

Planning a summer landscape or gardening project? Be sure to call "Miss Utility" at 811 before you dig. "Miss Utility" is the communications center for residents and businesses to call to have all underground utility lines/pipes marked before beginning any digging or excavation. Notifying 811 is required by law, and the service is free. Calls should be made at least two full business days before you dig.

Whether your project is big or small, one call will get your underground utility lines marked to avoid costly damages, fines and even personal injury.

For more information, call (800) 428-5364 or visit www.missutility.net.

DC WASA changes banking partner

DC WASA is changing banks from Wachovia Bank to TD Bank and its partner, Adams National Bank. After August 31, 2009, customers wishing to pay their bills at a bank may do so at either TD Bank or Adams National, but not at Wachovia. Customers who pay by check to the post office box, or have automatic withdrawals from their bank account, or use the pay-by-phone option or website to pay, will not need to do anything for this change.



Bank

Customers who mail their check to P.O. Box 97200 will

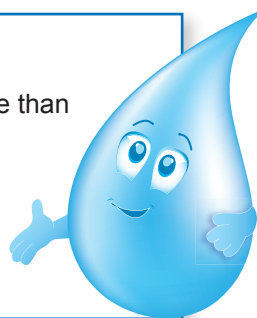
not be affected and should continue to mail payments to that address.

Certain customers who use electronic banking may need to change payment instructions with their bank. Those customers will be sent instructions in July. Contact Customer Service at (202) 354-3600 for any questions about payments.

Did you know...?

... In 2008, U.S. consumers spent more than \$18 billion on bottled water?

DC WASA provides safe, clean, high-quality drinking water for a penny a gallon — a sensible alternative to the high-priced bottled product.



DC WASA is webcasting

Beginning in July, a webcast of the monthly DC WASA Board meeting can be viewed online live or as a video at www.dcwasa.com. Board meetings begin at 9:30 a.m. on the first Thursday of the month except in August.

WHAT'S ON

TAP



Flushing for highest water quality

Annually, DC WASA systematically flushes water mains in the distribution system by sequentially opening fire hydrants and flushing water in a unidirectional manner. Flushing removes sediments that may accumulate in water mains and enhances circulation in the distribution system. Routine maintenance is also performed on the valves and hydrants as they are opened.

- Please be advised:
- Your water supply will not be shut off during flushing.
 - You may notice some water discoloration



due to DC WASA flushing the mains in your neighborhood.

- If you experience discolored water do not run your hot water. Sediment released during the flushing process can accumulate in your hot water heater. If you experience discolored water from your hot water only, over several hours, then it is recom-

mended to drain and flush your hot water tank. For directions on how to drain and flush your tank, refer to DC WASA's water quality website at www.dcwasa.com/waterquality/water-heater.pdf.

If you have any questions, call DC WASA's Water Quality Department at (202) 612-3440 between 8:00 am and 4:00 pm. For emergencies please call the 24-hour hotline at (202) 612-3400.

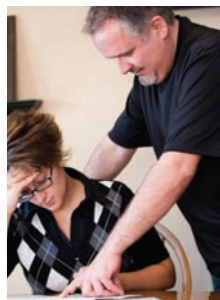
Visit DCWASA.com today!
Find all the information you need – quickly, easily

- **The latest news**
Stay informed about water and sewer work in your neighborhood
- **Our environment**
Learn how DC WASA protects the environment – and what you can do to help
- **Business opportunities**
Discover how DC WASA works with local businesses
- **En español**
¡Revisa nuestra sección expandida en español!
- **Online bill payment**
Sign up for online bill payment, using several convenient payment methods
- **Employment opportunities**
Learn about careers at DC WASA



Summer SPLASH — helping residents in need

Thanks to generous donations from customers and the community, DC WASA is able to provide financial assistance to District individuals and families experiencing temporary financial hardships. Serving People by Lending a Supporting Hand (SPLASH) is a program through which eligible customers may receive financial assistance to help maintain critical water and sewer services.



SPLASH is administered by the Greater Washington Urban League. For assistance please call the Urban League at (202) 265-8200.

During Fiscal Year 2008, DC WASA received \$88,421 in donations and assisted 227 customers. To contribute to SPLASH, check the appropriate box on your DC WASA bill or call the DC WASA Customer Service Department at (202) 354-3600.

DC WASA
District of Columbia Water and Sewer Authority
Customer Service Department
810 First Street, NE
Washington, DC 20002
(202) 354-3600
www.dcwasa.com

Mark your calendars for JUDD!
Thursday, September 17, 2009, 8 am - 7 pm
Walter E. Washington Convention Center

Each year, DC 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.

For more information, visit DC WASA's website at 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.

