



What's on Tap

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

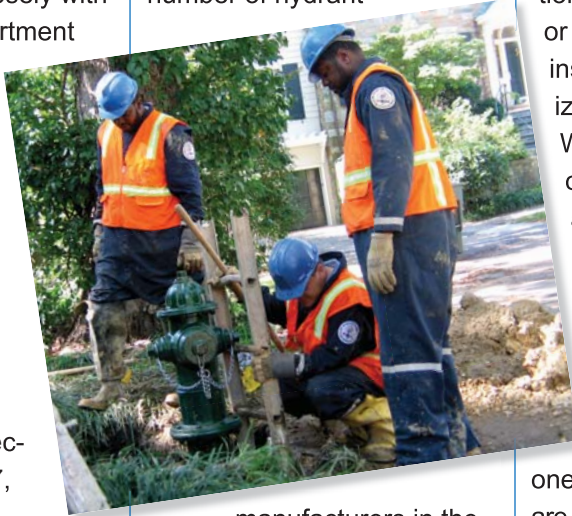
June 2007

WASA accelerates hydrant inspections to support \$26.5 million upgrade program Public urged to report vandalism or damaged hydrants

To ensure that all hydrants are operating properly, WASA is working closely with the District fire department to complete its inspection of each fire hydrant in the city by the end of this summer.

The inspections are part of a \$26.5 million fire hydrant upgrade program, authorized by the WASA Board of Directors in January 2007, to upgrade and standardize the District's aging

inventory of hydrants. The program will reduce the number of hydrant



manufacturers in the inventory from nine to two

and change the hydrants to meet National Fire Protection Association standards or hose connections. By inspecting and standardizing the hydrant inventory, WASA can respond to operational issues quickly and sharply reduce repair and maintenance costs.

WASA operates and maintains more than 9,000 fire hydrants in the District, and on an average day, less than one percent of the hydrants are known to be out of service.

There can be any number of reasons for an out-of-service hydrant, including traffic accidents, area roadwork or construction, water main repairs or damage caused by unauthorized use.

In conjunction with the inspection program, WASA is asking residents to report hydrants that may be damaged or leaking, or if they see someone opening a fire hydrant without authorization. To report unauthorized use of a hydrant or one that is leaking or in need of repair, please call WASA's 24-hour emergency command center at (202) 612-3400, use the website at www.dcwasa.com to "Report A Problem" or e-mail us at info@dcwasa.com.

Did you know . . . ?

- WASA inspects and maintains 9,086 fire hydrants in the city made by nine different manufacturers, including the Lorton prison factory decades ago
- On an average day, less than 1% of the District's hydrants are known to be out of service
- WASA and the District Department of Fire and Emergency Medical Services immediately notify each other when a hydrant is out of service
- Hydrants can be taken out of service due to traffic accidents, tampering, water main repairs or construction work in the area
- WASA investigates out-of-service hydrants within 24 hours. Repairs are completed within five work days, and replacements are completed within ten work days
- WASA's \$26.5 million Hydrant Upgrade Program will replace approximately 3,500 hydrants over the next five years

For every digging job, call "811" first

This summer, when you want to plant a tree, install a fence or plan a home improvement job outside, you can simply call 811 for all of your utility line information before digging. For many years, a call to the local *Miss Utility* at (800) 257-7777 would assure that the locations of underground lines would be marked around your home before you would dig. Homeowners often make risky assumptions about whether or not they

should get their utility lines marked, but the law requires a call for every digging job—even small projects.

Every year, almost 700,000 electric, gas or cable utility lines are hit by digging projects, that can cause the disruption of service to an entire neighborhood, harm you or those around you, and potentially result in fines and repair costs. Now, all you have to do is call 811 before you dig. This new tool makes it much easier to route the caller to a closely located *Miss Utility* service.



**Know what's below.
Call before you dig.**

Annual flushing program enhances water quality

Beginning in March 2007 and continuing until November 2007, WASA is conducting an aggressive flushing program throughout the District to systematically "flush" or force water through the distribution system at high speeds. The water is released by sequentially opening the District's fire hydrants and allowing the water to rush through the mains. Flushing water through the pipes at high velocities removes potential buildup that can cause discolored water. Every flushed hydrant will also receive routine maintenance or repairs.



The flushing program runs from Sunday through Thursday, 10:00 p.m. to 6:30 a.m., to minimize water pressure disruption to customers. You will receive a door hanger at your residence in advance of the flushing in your neighborhood. WASA water quality crews will be working in your neighborhoods at different intervals throughout the program period, so frequently check the "Workzones" section of WASA's website at www.dcwasa.com for upcoming locations.

Residents may notice some water discoloration in the early morning hours, if WASA has been flushing mains in your neighborhood. If so, let the cold water tap run for a few minutes until the water runs clear.

WASA offers friendly reminders and assistance to customers

To help our customers make timely bill payments, WASA provides friendly payment reminders via telephone to customers who may have forgotten to pay their current bill within 30 days. This automated service is available to all WASA customers with an updated phone number in our database. WASA will attempt a reminder call to qualifying customers several times.



This service, called Process Notification, has cut down on WASA's collection actions and assists delinquent customers before they are faced with service cut-off. When notified by the call, customers are able

to speak to a customer service representative during regular business hours or pay their bill via telephone.

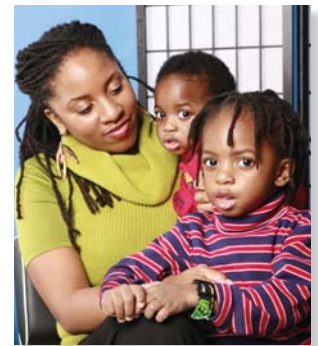
WASA realizes that sometimes our customers might suffer an unexpected financial situation that makes it hard to pay bills. In those cases, WASA can assist with payment plans or other arrangements. Please don't wait until you face a disruption in water service to contact us.

For any questions, to make payment arrangements or to update your phone number, please call Customer Service at (202) 354-3600.

Urban League to handle SPLASH assistance program

WASA's SPLASH program (Serving People by Lending a Supporting Hand) is now administered by the Greater Washington Urban League (GWUL). SPLASH is a program designed to assist financially challenged District customers pay their water and sewer bill.

The program, funded solely by contributions from customers and the community, was previously managed on WASA's behalf by the Salvation Army. Since SPLASH was introduced in August 2001, \$195,193 has been collected to help eligible



individuals and families. Customers can contribute to SPLASH by checking the appropriate box on their WASA bill or by contacting the Greater Washington Urban League at (202) 265-8200.

For more information about GWUL visit their website at www.gwul.org.

For more information, visit 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.

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



District of Columbia
Water and Sewer
Authority

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