



Impervious Area Charge (IAC) takes effect May 1, 2009

Beginning May 1, 2009, the way that DC WASA calculates the sewer charge will change. Currently, the sewer charge includes both the cost of sewer services and the cost for a massive, \$2.2 billion construction project (the Long Term Control Plan or LTCP), which will reduce combined sewer overflows (CSOs) into local waterways. Both of these charges are based on the amount of water used per household.

Under the new method, the current sewer charge will be lowered and an Impervious Surface Area charge (IAC) will be added. This is a

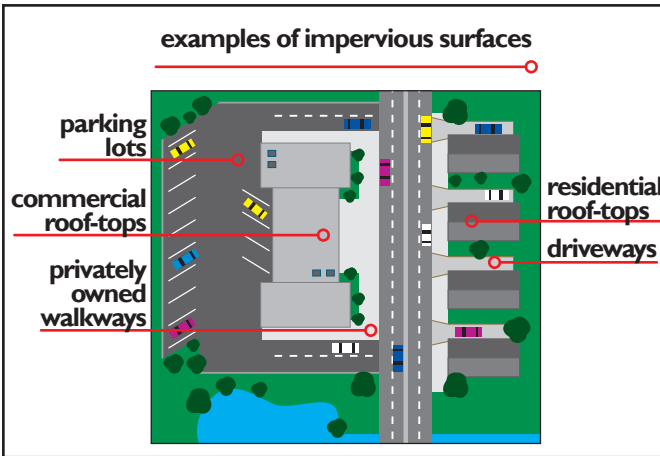
much more equitable way to recover costs for the LTCP.

property's impervious areas, which are man-made surfaces

that cannot be easily penetrated by water, such as rooftops, paved driveways, patios, and parking lots. Therefore, owners of large office buildings, shopping centers and parking lots will be charged more than owners of modest residential dwellings.

The impervious surface area charge, appearing as a line item on DC WASA bills, is based on a property's contribution of rainwater to the District's sewer system rather than the amount of water that is used. The actual charge is calculated on the amount of a

properties and private streets in the District. All residential and commercial customers and other owners of property in the District will be billed. The monthly residential IAC will be \$1.24 per equivalent residential unit (ERU), based on the current 2009 rates. In the first year, all residential property owners will be charged one ERU. The IAC will increase to \$2.20 per ERU in October 2009, if the Board approves the proposed rate increases for fiscal year 2010. For more information, contact DC WASA's Customer Service Department at (202) 354-3600. You can also visit www.dcwasa.com and click on *rates* for additional information.



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Budget targets system improvements

DC WASA's board of directors has adopted a fiscal year 2010, \$393.6 million spending plan to upgrade critical infrastructure and to meet increasingly stringent federal requirements for water pollution control. In the District, as in other cities nationwide, there is a serious need to upgrade aging water and sewer systems, while still providing reliable day-to-day services.

Federal funding has been significantly reduced over the years. Ratepayers are

the major revenue source for maintaining and upgrading the District's infrastructure. To recover these costs, the board's policy is to raise rates gradually and predictably over time, rather than delaying charges in a way that results in sudden rate spikes.

The board is considering a proposed 10 percent rate increase for water and sewer retail rates. This proposed rate increase, is still moderate when compared to rate increases at similar utilities

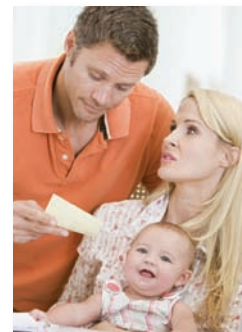
system improvements

continued on back

DC WASA expands Customer Assistance Program

Addressing the current economy, DC WASA's Board of Directors voted to extend the Customer Assistance Program to include a credit for sewer services, in addition to the existing water service credit. The credit per month per household is four Ccf (hundred cubic feet), which is equivalent to 3,000 gallons. Retroactive to October 2008, this more than

doubles the credits for eligible low-income customers, who can now receive up to \$276 per year toward water and sewer services. Last year, more than 5,800 customers were assisted under the Utility Discount Program. To apply for the water and sewer



credit, contact the District Department of the Environment at (202) 673-6750.

WHAT'S ON



District of Columbia
Water and Sewer
Authority

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

Temporary disinfectant change in District water

From April 6, 2009 to May 4, 2009, customers in the District of Columbia may notice a slight chlorine taste or odor in the tap water. During this period, the Washington Aqueduct, which treats tap water distributed in the District, Falls Church and Arlington County, will temporarily switch from chloramine to chlorine to disinfect drinking water. This annual change is an industry-wide practice and is used to keep water mains clean and free of potentially harmful bacteria. The once-yearly

System improvements *continued from front*

nationwide. The board will host a public hearing on the rate proposal in June. If adopted in September, it will go into effect in October 2009.

Under the current proposal, the typical residential customer's monthly bill would increase by about \$5.96 per month (based on an average monthly usage of 8.33 Ccf or 6,231 gallons of water). The average total bill from DC WASA, including the District charges, would increase from \$56.29 to \$62.25. Even with these rate increases, one gallon of DC WASA water costs only a penny.

treatment maintains the beneficial effects throughout the year. As always, the drinking water will be monitored daily by both DC WASA and the Washington Aqueduct to ensure that it meets all federal *Safe Drinking Water Act* standards.

Those who take special precaution, such as dialysis centers, medical facilities and aquatic pet owners, should take note of this temporary change and make appropriate adjustments.

■ If you are a home user of a kidney dialysis machine, contact your dialysis center for further instructions or



modifications to your dialysis machine.

■ If you own aquatic pets, contact a pet supply store for information on dechlorination chemicals.

The short-term use of chlorine in the distribution system will temporarily increase disinfection byproducts, but the water will continue to meet federal health standards since the exposure period is short.

Disinfection byproducts are unwanted chemicals suspected of causing health effects including cancer, when chlorine reacts with natural material found in

ivers. For this reason, chlorine disinfection is not used all the time. If you have personal health concerns please check with your physician.

Customers may notice a slight temporary discoloration of tap water from April 6 to May 4. The water should turn clear after running the water for a few minutes. If you have questions or concerns, please contact DC WASA's Water Quality Division at (202) 612-3440 (Mon-Fri) or (202) 612-3400 (for 24-hour assistance).

Community volunteers are needed for the Alice Ferguson Foundation's 21st Annual Potomac River Watershed Clean-Up • Sat. April 4, 2009 9 am - 12 noon • Call (301) 292-5665 for information

Be in the know with text or email alerts

Did you know that you can receive alerts when DC WASA is performing emergency repairs in your area? DC WASA can send information about work happening in your neighborhood, water main breaks and other work zone updates, news and information about DC WASA's services.

You can sign up for email alerts by providing an email address. You can also sign up to receive work zone text alerts to your wireless phone.

To sign up, visit DC WASA's homepage,

www.dcwasa.com, look under the "At Your Service" heading and click on "Sign up for eAlerts." Simply fill in your information and click "Submit." DC WASA can send information to all users signed up, or for more



localized events, just the customers in selected zip codes.

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.



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