



## DC WASA Board of Directors approves 2011 Budget

At its February 4 Board meeting, the DC WASA Board of Directors approved a FY 2011 Operating Budget of \$408.1 million and a 10-year Capital Budget of \$3.8 billion in spending for Fiscal Year 2011. The adopted budget includes special funding to address critical infrastructure and environmental



protection projects. The Board also proposed rate and fee increases effective October 1, 2010. If adopted in September, the average residential customer's bill would increase from about \$51.53 to \$60.19. For more information on DC WASA's FY 2011 budget, visit [www.dcvasa.com/budget](http://www.dcvasa.com/budget).

## Seeking a fresh brand for clean water



General Manager Hawkins announces logo contest at a press conference at WWSA ARTs connection (a non-profit organization partnering with DC WASA).

DC WASA launched a public contest to rebrand the Authority. The contest offered a \$2,000 cash prize for the winning entry. To compete for the prize, entrants were asked to submit a trade name, a logo, a tagline or some combination of the three. The trade name must contain only words,

or parts of words, included in "District of Columbia Water and Sewer Authority" because the Authority is not changing its legal name. The contest deadline was Friday, February 26, 2010.

Visit our website, [www.dcvasa.com](http://www.dcvasa.com) to learn about the winner and the winning logo.

## Annual flushing program helps to enhance District drinking water

From March through November 2010, DC WASA will conduct its annual flushing program to clean the water distribution system. During this period, DC WASA crews will be systematically opening fire hydrants throughout the city and allowing water to rush through the mains. Flushing water through the pipes at a high speed removes built-up iron



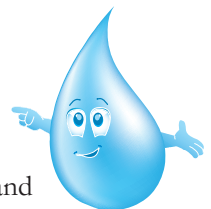
scales and minimizes discolored water, taste, and odor issues throughout the year. To avoid inconveniencing our customers, crews will perform flushing between

10:30 p.m. and 6:30 a.m. when water usage is typically low. When DC WASA flushes the mains in your area, you may notice water discoloration and low water pressure during these hours. If you

experience discoloration beyond 6:30 a.m., you should run the cold water tap for a few minutes until discoloration clears. If your water does not become clear, contact the DC WASA Water Quality Division at (202) 612-3440.

## Did You Know...?

Americans use an average of 100 gallons of water per day at home. To help conserve water and save money on your utility bill, look for and purchase WaterSense® labeled products.



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](http://www.dcwasa.com)

## Cold weather and cloudy water

During colder months, air bubbles can form as water travels from pipes in the street into warmer household pipes. Naturally, cold water holds more air than warmer water. When you turn on your tap, the air bubbles escape and cause the water to appear cloudy temporarily.



If your water is cloudy or milky,

simply run the tap water into a clear container and observe for a few minutes. The water will eventually clear from bottom to top in the container as the air bubbles escape. If the cloudiness persists, contact the DC WASA Water Quality Division at (202) 612-3440.

## DC WASA Supports Haiti



DC WASA employees donated \$4,065 to support victims of the Haiti earthquake. Joining forces with CONCERN Worldwide, an organization that has provided humanitarian aid in Haiti since 1994, DC WASA staff supported efforts to distribute water, food, medicine and shelter materials to the people in Haiti.

## A new look



In an effort to reduce printing costs and to preserve the environment, DC WASA has moved to a smaller and more environmentally friendly version of *What's on Tap*. The new version will now feature smaller fonts and less splashes of ink. Additionally, the newsletter will be printed with EcoSmart® ink, an organic and recycled product.

## Partnering with EPA to promote water efficiency

DC WASA has partnered with the U.S. Environmental Protection Agency's (EPA's) WaterSense® program to help consumers conserve water for the future and reduce costs on their utility bills. As a partner, DC WASA will enhance water efficiency awareness and promote water-saving practices and WaterSense®



labeled products, which use at least 20 percent less water than standard models.

For more information about the WaterSense® program, visit [www.dcwasa.com](http://www.dcwasa.com).

## Clear snow from catch basins

DC WASA wants to remind customers to keep District catch basins clear of snow. When shoveling or blowing snow from sidewalks and driveways, do not pile snow near or around catch basins to avoid obstructing

flow into them. Blocked or clogged catch basins can lead to local flooding and hazardous road conditions. Additionally, please clear snow from fire hydrants to assist our fire fighters and ensure public safety.

## New ways to connect to customers

DC WASA is now using Flickr® to share photos with customers. Visit us on Flickr® at [www.flickr.com/dcwaterandsewerauthority](http://www.flickr.com/dcwaterandsewerauthority) to see what's happening at DC WASA and what we are doing in the community.

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