



Drinking water quality is a number one priority



There is no question that water is the foundation for all health, here in the U.S. and around the world. In the U.S., water utilities monitor for more than 100 contaminants and must meet close to 90 regulations for safety and quality. The U.S. Environmental Protection Agency establishes national health-based standards for drinking water to protect against contaminants that may be found in

water supply sources. Those water standards are among the world's most stringent. DC WASA and our water supplier, the federally operated Washington Aqueduct, perform many tests each day to ensure that our customers receive high-quality drinking water. While District drinking water continues to meet or exceed federal standards, there are steps

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June hearing scheduled on proposed water and sewer rate increase

The DC WASA Board of Directors will host a June 10 public hearing for District customers to discuss a proposed 10 percent rate increase for water and sewer services. If adopted, the proposed increase takes effect on October 1, 2009.

DC WASA makes every effort to keep rates as low as possible. Modest increases, however, are necessary to support a massive \$3.2 billion capital improvement program to rebuild and upgrade the city's critical water and sewer systems and to meet stringent, federally mandated water pollution control requirements.

Included in the proposed rate change is an increase in the Impervious Area Charge (IAC) from \$1.24 to \$2.20 per ERU* (equivalent residential unit). With these rate changes, the average total monthly DC WASA charge for service will increase from \$49.98 to \$55.52.

**Currently, all residential property owners are charged one ERU.*

2009 DC public fire hydrant inspections underway New fire hydrant rings provide visual cues

The 2009 round of joint DC public fire hydrant inspections is underway and will last through December. The DC Fire and EMS (FEMS) Department is inspecting the hydrants twice a year, and DC WASA is making repairs. A visible change during this round of inspections are the new, redesigned rings used to indicate if a hydrant is **Out-of-Service** or **In Service-Maintenance Scheduled**. Even though firefighters obtain real-time hydrant status information using *Google Earth*® as they leave the firehouse, the new rings serve as a back-up measure to provide visual cues at an emergency scene.



The hydrant on the left is out of service. The one on the right is fully operational, and is marked for routine maintenance.

Currently, there are more than 9,000 public hydrants in the District. In 2006, DC WASA committed \$26.5 million for the replacement or upgrade of up to 3,000 critical public fire hydrants, of which more than 2,500 have been completed. An additional \$30 million is earmarked for 4,000 more hydrants.

■ An **Out-of-Service** ring identifies a particular hydrant as not being

available for firefighting.

■ An **In Service-Maintenance Scheduled** indicator designates a fully operational hydrant that is available for use during a fire.

■ A hydrant without a tag, determined by FEMS, indicates it is fully operational and defect free.

To report a hydrant that may be leaking or damaged, please call DC WASA's emergency center at (202) 612-3400.

DC WASA Public Hearing

Wednesday, June 10, 2009 / 6:30 p.m.

Council of Governments

777 North Capitol Street, NE

(First Floor Training Room)

Washington, D.C. 20002

WHAT'S ON

TAP

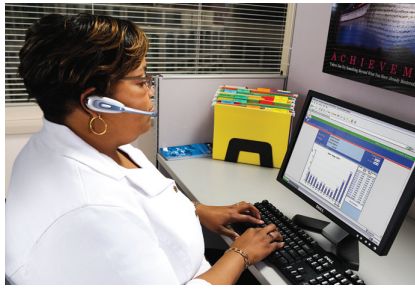


District of Columbia Water and Sewer Authority

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

Increased accuracy—Automated Meter Reading system upgrade

In 2001, DC WASA embarked on an aggressive program to upgrade water meters from a manual system to an automated system. This resulted in accurate monthly bills that clearly detail recorded, not estimated, charges. The Automated Meter Reading (AMR) system transmits usage information from the customer's property to data collectors in the area using a combination of cell phone and radio technology. It uploads data twice a day,



enabling sophisticated daily use tracking.

The initial state-of-the-art AMR installation made it possible for customers to track water usage online, and helped in the creation of the High Usage Notification Alert (HUNA) that notifies customers, who sign up for the free service, if their water usage spikes for consecutive days. This alerts customers

of a possible leak or plumbing issue before they end up with a large water bill. The technology is so unique that it has been copyrighted and received national awards.

In the last eight years, better technology and superior signal strength have become available for both data collection (for the receivers that sit on rooftops) and meter transmission units that are attached to the meter at the customer's property. Since any meter reading unit degrades over time, upgrading the system now will improve accuracy. In addition to

better performance in the field, the software will enable DC WASA to provide in the future more customer service features, including improved website functions, as well as trending and forecasting features.

Fewer data collection units will increase efficiency, reduce maintenance, and be a better use of ratepayer funds. Installation continues this year. To sign up for the HUNA alert system, go to www.dcwasa.com/customer-care/huna_form.cfm or call (202) 354-3600.

water quality *continued from front*

you can take to ensure drinking water quality in your home.

- **Keep your water fresh:** If water has been sitting in household pipes for 6 hours or more, run the tap for two minutes to get a fresh flow from the water main for drinking or cooking.
- **Clean your faucet strainer:** Regularly remove the aerator and clean.
- **Do not use hot water for cooking:** Hot water can contain sediments that build up in the hot water heater.
- **Routinely replace water filters:** These *must be* replaced every six months or as directed by the manufacturer.

For more information about your drinking water, visit www.dcwasa.com. If you have questions or concerns, please contact DC WASA's Water Quality Division at (202) 612-3440 (Mon.-Fri., 8:00 a.m. – 4:30 p.m.) or (202) 612-3400 (24-hour).



Each month, DC WASA, alone, conducts hundreds of tests on more than 300 samples from the water distribution system.

Keep water meters clear

Please remember when planting your spring gardens not to cover water meter pits with mulch, planters, or plants as they can interfere with transmission from the meter to the data collection units.



Did you Know?



■ **Why are manhole covers round?** To avoid accidents, manhole covers are round; making it impossible for a cover to fall down the hole. If they were square or rectangular, they could.

■ **If your toilet flapper doesn't close after flushing, replace it.**

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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