



# What's on Tap

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

May 2006

## WASA invites the public to attend June hearing on proposed rate changes

The DC Water and Sewer Authority (WASA) Board of Directors is considering a proposed seven percent (7%) rate increase for water and sewer services. The Board invites customers to attend a public hearing regarding the issue at 6:00 pm on Thursday, June 8, 2006.

If approved, the proposed change in rates would be effective no earlier than

October 1, 2006. The average monthly cost for the typical residential customer will increase by \$3.00 – from \$46.41 to \$49.41. With the proposed rate increases, one gallon of water will still cost less than a penny.

Gradual rate increases are required to pay the ongoing cost of much-needed improvements to the District's water and sewer systems. WASA has implemented a 10-year, \$2.2 billion Capital Improvement Program for construction projects that include: rehabilitating and replacing

water mains and valves; replacing lead service lines; constructing and renovating pumping stations; completing regulatory and technology improvements at the Blue Plains Advanced Wastewater Treatment Plant; and implementing a part of the program to reduce overflows from combined sewers that spill into the Anacostia, Potomac, and Rock Creek.

The Board is also reviewing a proposed \$3.11 per cubic foot (Ccf) groundwater sewer

charge for larger properties that pump groundwater from their buildings into the sewer system.

For more information about proposed rate changes or the public hearing, contact us at (202) 787-2330.

**WASA FY 2007  
Rate Proposal  
Public Hearing  
6:00 pm, Thur.,  
June 8, 2006  
777 North Capitol  
Street, NE**

### Proposed rate increases:

- Water service: from \$1.93 to \$2.07 per Ccf
- Sanitary sewer service: from \$2.91 to \$3.11 per Ccf
- Groundwater service (new) of \$3.11 per Ccf
- Right of Way/PILOT fee: from \$0.42 to \$0.44 per Ccf (District government pass through)

## District drinking water meets federal standards for lead

As you are aware, a change in water chemistry last year helped reduce lead levels in District drinking water below the federal action level of 15 parts per billion (ppb). Over the past year, the average lead level was 7 ppb in tests of tap water samples from affected homes.

Even though drinking water now meets federal standards under the Lead and



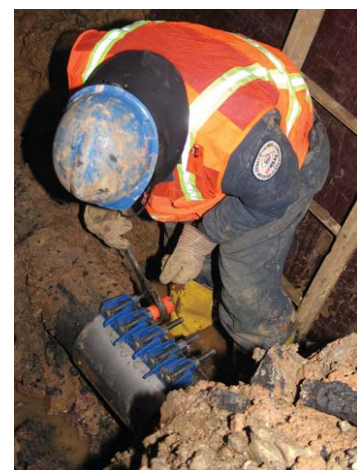
Copper Rule, WASA continues to honor its commitment to replace all known publicly-owned lead water service lines with copper pipe. So far, more than 7,000 of the estimated 29,000 lead lines leading to homes have been replaced. To

find out if you have a lead service line or for information on replacing lead lines on the private side of the property line, please contact WASA at (202) 787-2732 or email us at [waterquality@dcwasa.com](mailto:waterquality@dcwasa.com).

## What happens when a water main break is reported?

When WASA is notified of a water main break, the caller is asked to provide specific information about the location and appearance of the break. A crew is dispatched within 45 minutes of the call to investigate the break and determine whether it is creating a public hazard that requires streets to be closed.

Before any repairs can begin, the law mandates that WASA wait for a Miss Utility crew to mark the ground where all gas, power and other utility lines are located to prevent



damage while digging. This can take two hours in emergency situations or 48 hours in a non-emergency. WASA can then complete most repairs

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## Receive high usage alert by email or telephone

**Y**ou probably already know that WASA's Automated Meter Reading (AMR) system monitors and tracks daily water use. Did you also know that customers can request that WASA notify them if the AMR system detects a major spike in water use?

Tracking customer use allows WASA to help detect potential problems or leaks in your plumbing, which can cost you hundreds of dollars over time.

Customers can elect to be notified of increases



in water use via email or telephone. To be notified via email, simply sign up to use WASA's "My Account" feature. To be notified by telephone, simply provide WASA with your name, service address, updated telephone number, and

account number. You can send us this information by visiting the "Report a Problem" page on our website at [www.dcwasa.com](http://www.dcwasa.com) or by emailing us at [custserv@dcwasa.com](mailto:custserv@dcwasa.com). You can also call (202) 354-3600 and give us this information. Let us know how best to alert you of your high use!

## Reporting water main breaks

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within six to eight hours after the work has started.

To report a main break or to get information about a specific repair, call the WASA 24-hour Emergency Hotline at (202) 612-3400.

## Flushing helps clean water pipes

**W**ASA conducts an aggressive flushing program each spring through fall to enhance the drinking water quality.

During flushing, water is released by sequentially opening the District's 8,700 fire hydrants and flushing water through the pipes at high velocities to remove potential buildup in the lines.

This year, the program begins in April and will continue through October 2006, Sunday through Thursday.

- WASA places door hangers at residences two weeks in advance of flushing in your neighborhood.
- Flushing is performed between



10:30 pm and 6:30 am when water usage is low so that people are not inconvenienced by low water pressure.

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

## WASA removes trash from rivers

**B**y recently signing the Potomac Trash Treaty, elected officials in the Washington Metropolitan Area committed themselves to making the Potomac River trash free by 2013. This spring, WASA supported the Treaty's mission by participating in the Trash Free Potomac Summit. The event drew 200 key stakeholders to discuss and plan ways to keep the Potomac free of debris.

WASA, meanwhile, continues to play a big



*One of two WASA skimmer boats*

role in keeping our rivers clean by using skimmer boats to capture and remove floating debris from the Potomac and Anacostia. The boats cover 60 miles of shoreline and remove up to 120 tons of trash per month.

*For more information, visit WASA's web site at [www.dcwasa.com](http://www.dcwasa.com).*

*Para leer este folleto en Español, por favor visite nuestra página web [www.dcwasa.com](http://www.dcwasa.com).*

### **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 Hotline, call (202) 787-2732.*



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