



DC WASA board of directors selects new general manager

At DC WASA's September 3rd board meeting, Chairman of the Board William M. Walker announced the selection of George S. Hawkins as the agency's next general manager. Formerly the director of the District of Columbia Department of the Environment (DDOE), a position he has held since April 2007, Mr. Hawkins began his term at DC WASA in October.

Chairman Walker said, "George Hawkins has done a phenomenal job in leading DDOE, and we're thrilled to have him."

The board unanimously voted to select Mr. Hawkins as general manager after an extensive nationwide search. Mr. Hawkins will be the second general manager to lead the Authority in its 13-year history.

Commenting on his selection, Mr. Hawkins said, "I am enormously impressed by the efforts of the chairman and the board. I can't wait to join the DC WASA team." Mr. Hawkins also said that he plans to "recruit and retain the best talent" and bring

"excitement and innovation" to DC WASA.

With more than two decades of experience in organizational leadership and environmental law, Mr. Hawkins brings invaluable leadership skills and extensive regulatory and legal expertise to DC WASA—an agency that serves more than



DC WASA General Manager
George S. Hawkins

two million people with an annual operating budget of \$360 million and a 10-year capital investment plan of more than \$3.2 billion. Before joining DDOE, Mr. Hawkins served as the executive director of the Stony Brook-Millstone Watershed Association in New Jersey and held several senior positions with the U.S. Environmental Protection Agency. He was also an alternate District member on DC WASA's board of directors.

Mr. Hawkins stressed the importance of ensuring the quality of water DC WASA delivers and protecting the environment around us. "Water and sanitation are services that are fundamental to the operation of our civilization."

Report water emergencies to DC WASA

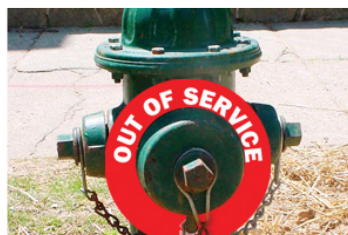
DC WASA is committed to providing quality and reliable water service. However, disruptions in water service are not rare. Emergencies can be caused by a break in a pipe, a hydrant being knocked over in an auto accident, or private contractors accidentally hitting and breaking a water line.

If you discover that you do not have water, or your water pressure has suddenly dropped, call the DC WASA Emergency Hotline, 24-hours, 7 days-a-week, at (202) 612-



3400 or Customer Service at (202) 354-3600, 8:00 a.m. - 5:00 p.m., Mon. to Fri.

Hydrant rings enhance communication



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



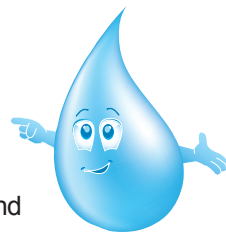
With more than 9,000 public hydrants in the District, DC WASA and DC Fire and EMS personnel (FEMS) use fire hydrant rings to effectively communicate

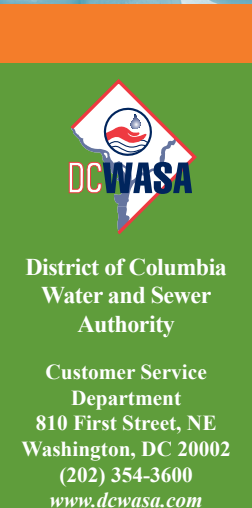
the status of a particular hydrant. The rings are visible cues used to indicate if a hydrant is **Out-of-Service**, or

see **Hydrant rings** continued on back

Did You Know...?

Did you know that DC WASA skimmer boats remove an average of 400 tons of trash annually from local waterways? Two skimmer boats troll the Anacostia and Potomac rivers daily, depending on weather conditions, capturing and removing floating debris and trash.



WHAT'S
ON

Protecting your water pipes in cold weather

Each year, frozen water pipes are a major concern for many households. Pipes tend to freeze and burst in extreme cold weather. Water expands as it freezes, which creates tremendous pressure on the pipe. This pressure can cause the pipe to break.

Weatherproofing your water pipes can save you time and money. To avoid the inconvenience and costs associated with repairs, DC WASA urges customers to take the following precautions:

- Remove, drain, and store garden hoses.
- Close the indoor



valve, then open the outdoor faucet to allow the pipe to drain.

- Wrap any exposed pipes with insulation.
- In severe cold weather, let water drip from indoor faucets.
- If your home will be unoccupied for an extended time during cold weather, set your thermostat above 55 degrees before you leave.

Hydrant rings *continued from front*

In Service-Maintenance Scheduled.

Hydrant rings provide valuable information to firefighters to assist them in making critical decisions during an emergency. Even though firefighters are able to obtain real-time hydrant status information using *Google Earth®* as they leave the firehouse, the rings serve as a backup measure to quickly alert firefighters on the condition of the hydrant when they arrive to an emergency scene.

■ An **Out-of-Service** ring indicates a particular hydrant is not available for firefighting.

■ An **In Service-Main-**

tenance Scheduled ring identifies a fully operational hydrant that is available for use in a fire emergency. It may have minor defects or need maintenance like lubrication.

■ Hydrants without a tag are designated as fully operational as of its last inspection. This determination is made by FEMS.

Information on the condition and status of a particular hydrant is available at www.dcwasa.com, or by calling the DC WASA 24-hour Emergency Hotline at (202) 612-3400. Also use this number to report a leak or damaged hydrant.

DC WASA's SPLASH program offers assistance to those in need

During tough economic times, the need for assistance programs is more critical than ever.

Through generous contributions to SPLASH (Serving People by Lending a Supporting Hand), DC WASA is able to provide financial assistance to individuals and families on the brink of losing water and sewer services.

SPLASH is funded solely by contributions from customers, residents and businesses. In 2009, donors contributed \$95,162 to SPLASH. Customers can contribute by checking the appropriate box on their DC WASA bill or calling Customer Service at

(202) 354-3600. Customers may also take advantage of the *Round Up* feature when



they pay their bill by check through the mail.

Additionally, donations may be made through DC WASA's website at www.dcwasa.com/splash or by making a check payable to DC Water and Sewer Authority SPLASH Program. Checks can be mailed to 810 First Street, N.E., Suite 1100, Washington, D.C. 20002.

Fall is here – keep leaves out of drains

An accumulation of fallen leaves can block and clog catch basins. Leaves can also cause flooding and sewer backups. Keep neighborhood catch basins clear of leaves by not raking leaves or debris into the

street or storm drains. Also, place the leaves or debris in the proper disposal receptacle. To report a clogged storm drain, call the DC WASA 24-hour Emergency Hotline at (202) 612-3400.

For more information, visit DC WASA's website at www.dcwasa.com.

Para informar emergencias del agua residuales, llame a (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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