

# What's on Tap

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

August 2005



## Joint Utility Discount Day (JUDD) is coming September 15

**J**oint Utility Discount Day (JUDD) is scheduled Thursday, September 15, 2005 at the new Washington Convention Center downtown at 801 Mount Vernon Place, NW.

Washington Gas, Pepco and Verizon formed JUDD over 18 years ago to establish a day dedicated to assist eligible customers applying for discounts on their utilities.

Eligible homeowners and tenants can receive a discount on their water bill and other utilities. WASA offers qualified customers an exemption for charges on the first four hundred cubic feet (4ccf) per month of water usage.



That's a discount of about \$7.25 a month or up to \$87 a year.

The program is limited to single family, residential accounts and individually metered tenant accounts. Eligibility is based on the Low

Income Home Energy Assistance Program (LIHEAP) federal income guidelines.

**How did WASA become involved in JUDD?** In 2000, WASA's Board of Directors passed a resolution to support JUDD's mission to provide a customer assistance program. WASA has participated in JUDD ever since.

**What should customers expect when they come to JUDD?** Customers will talk with a representative who will assist them in completing a joint application for discounts on their water, electric, gas and phone bill. The

completed application is used by the DC Energy Office, the program administrator, to determine eligibility for participation in the program.

**What should customers bring to the event?** Customers should bring the following: Proof of total household income (a copy of a recent pay stub or W2 form), Social Security cards for each dependent, copies of each utility bill and some proof of District residency (identification).

## Make a SPLASH by signing up for bill Roundup

**T**hanks to customer contributions to our *Serving People by Lending a Supporting Hand (SPLASH)*, through our *Roundup* program, we are able to help more deserving customers. Since the bill *Roundup* option was introduced October 2004, customers responded favorably, contributing more than \$38,000. Bill *Roundup* enables customers to contribute to the program automatically each month by "rounding-up" their bill to the next highest dollar. For example, a bill for \$25.32 would be rounded up to \$26.00 and the

68 cents would be donated to *SPLASH*. Customers can also



elect to add an additional \$1 or \$2 to their contribution. If you wish to contribute to the *SPLASH* program, please check the *Roundup* contribution box

on your monthly bill and all bills that follow will automatically be rounded up until you choose to opt out of the program. With more than 3,200 customers signed up, WASA has exceeded its *SPLASH* program goal this year with contributions totaling \$38,375. This has enabled WASA to help many families and individuals who are having difficulty paying their water and sewer bill.

For more information call WASA's Customer Service Department at (202) 354-3600.

## Local fire hydrants get a check-up

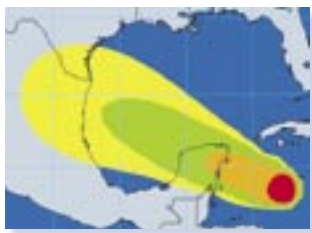
**Y**our local fire hydrant is not sick, but it is about to get a check-up. For the next 18 months, District fire hydrants will undergo inspections by WASA contractor J. Scott and Associates. WASA has certified the



company to perform condition and maintenance checks on the District's nearly 9,000 public and private hydrants. The contractor is checking to ensure they are working at peak efficiency and to make minor repairs as needed.

## High winds and storm surges— it's hurricane season

The 2005 hurricane season, which began June 1 and continues through November 30, has already spawned a number of tropical storms, several of which have become hurricanes. Forecasters have predicted 12 to 15 named storms in the Atlantic this season, with seven to nine likely to become hurricanes.



A projected hurricane strike zone probability path.

When you hear reports of an approaching hurricane, remember to be prepared!

- Keep a first-aid kit handy. Have flashlights and extra batteries stored to use for lighting instead of candles.

- Keep a battery powered radio on hand.
- Maintain an emergency supply of food and bottled water, and remember to do the same for your pets.

- Store valuables and personal papers in waterproof containers.

- Place toys, lawn furniture and trash cans inside a shelter to keep them from becoming flying projectiles.

After the storm, when you decide to venture out of your home, never attempt to drive on roads that are flooded.

Image courtesy of the National Oceanic and Atmospheric Administration/ Department of Commerce

## Don't use catch basins as trash receptacles

WASA wants to remind you that everyone can help prevent the flooding, water ponding and sewer blockages caused by clogged up storm drains.

WASA estimates there are 25,000 catch basins, grates (usually found in alleys) and storm drains in the District. The drains are inlets to storm sewers designed to filter out pollutants that wash off streets and alleys during intense storm events, while moving the rainwater away from homes and businesses to prevent flooding. When clean and with no obstructions, the average District street catch basin is designed to intercept and move nearly 9,000 gallons of water per hour.



In an average year, it can add up to between 10–12,000 tons! During intense storm events, clogged catch basins can overflow, cause sewer backups and local flooding and discharge trash, debris and other pollutants into District water-ways and the Chesapeake Bay.

You can help reduce the problems associated with clogged storm drains by depositing trash in trash cans, by not throwing any trash on city streets or in alleys and by reporting clogged drains or illegal dumping into any storm sewer drain to the WASA Emergency Hotline at (202) 612-3400.



## Water wasting thieves can be costly

Many homeowners aren't aware that water wasting thieves can lurk in our bathrooms, our kitchens, even outside—waiting patiently to waste water and make your monthly water bill higher!

Some water wasting thieves can be recognized by simply listening. The sound of a drip, drip, drip can help you identify a leaky faucet. If you hear a toilet tank constantly refilling, you could be losing more than 7,000 gallons of water a year.

These culprits are easy to identify while others are more insidious and may require some research. For example, showering longer than five minutes is like pouring more than 1,000 gallons of water a month down the drain. A dishwasher run when not full can waste more than 400 gallons of water a month.

For tips that can help you spot more water wasting thieves, view the "One Hundred Ways to Save Water" tips at [www.mwco.org](http://www.mwco.org).

*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.*