

WHAT'S ON TAP?

dc water is life

NEWS FOR DC WATER CUSTOMERS | VOL. 14 ISSUE 3

General Manager's Message: Let Us Hear From You!

Dear Customers,

Elsewhere in this issue of *What's On Tap*, you'll read about our upcoming series of town hall meetings. For the fourth year in a row, we're taking a big team around the District to talk about rates, upcoming projects and more. We're also ready to listen to whatever is on your mind.

But you don't need to wait until we come to your ward. From a water emergency in the middle of the night to a compliment – or complaint – about the service you've received, it's easy to tell DC Water what you think.

DC Water is on Facebook, Twitter and LinkedIn, and you can report a problem with a photo and your location from your mobile phone. Our Command Center, at (202) 612-3400, never closes. You can reach Customer Service during business hours at (202) 354-3600. You can also use the email address below to reach my office directly.

George S. Hawkins

George S. Hawkins
gmsuggestions@dcwater.com



New Brochure Now Available

The story of the Blue Plains Advanced Wastewater Treatment Plant, along with issues and advances in wastewater treatment, is told in an updated brochure available now on the DC Water website at dcwater.com/plantbrochure.



Spring Cleaning the District's Water System

DC Water will begin its annual flushing program in March to clean the District's water distribution system. DC Water opens fire hydrants and flushes water mains throughout the city. Each year, the flushing



program and a temporary switch in water disinfection are conducted to enhance drinking water quality and minimize the impacts of aging pipes. The average age of a water main in the District is 78 years old.

Customers will be notified with door hanger notices when DC Water flushes hydrants in their area. The schedule will also be posted at dcwater.com. Crews will perform the work between 10:30 p.m. and 6:30 a.m., when water usage is typically low. Flushing may cause temporary water discoloration and customers are recommended to run cold water taps for a few minutes until water clears. Customers may also notice a slight change in the taste or smell of their water during the temporary switch in water disinfection that will occur March 18 through April 29. For more info or to report a water quality issue, contact the Drinking Water Division at (202) 612-3440. Please report any water emergencies to the 24-hour Command Center at (202) 612-3400.

TOWN HALL MEETINGS BEGIN IN MARCH

DC Water proudly hosts the spring Town Hall Meetings in the months of March, April and May. Come out to hear the General Manager of your water utility explain what your water bill pays for. Please check dcwater.com/rates for the latest schedule and contact information.



Water Wasters: Which Wastes More, Doing Dishes By Hand or By Dishwasher?

A lot depends on your dishwashing style: A typical session that includes turning the water on and off will go through about 20 gallons (75 liters). But if you leave the water running while scraping at those last bits, you may use more than twice that. By contrast, modern electric dishwashers need less than 10 gallons (38 liters) per average load, according to a survey by the American Water Works Association. Learn about other water wasters at bit.ly/4vufkhl

Go Native with Your Landscape



This year, landscape with native plants to lower your water bill and absorb rain before it becomes troublesome runoff in the stormwater system. Plants that are native to the area, meaning they grow naturally here, thrive on local conditions, requiring less watering while soaking up rain. They also need less fertilizing and pesticide application, which can pollute our waterways.

DC Water offers customers a Water Wise Landscaping and Watering Guide. To download a copy of the publication, please visit dcwater.com/landscapeguide. You can also have one sent to you by contacting the Office of External Affairs at (202) 787-2200.

Dial Before You Dig... It's the Law

With the advent of spring you may find yourself building that deck before the first barbecue or replacing your bushes with landscaping. Before you begin any major outdoor projects that involve digging, please remember to call "Miss Utility" at (800) 257-7777.

"Miss Utility" is a one-call notification system used in DC, Maryland and Virginia that alerts participating utilities of upcoming excavation so they can locate and mark underground utilities on the property in advance to prevent damage or disruption of service. The law requires you to notify "Miss Utility" at least two working days before digging. Remember dial before you dig... Miss Utility at (800) 257-7777 or (800)-552-7001 in Northern Virginia.



April is Earth Month. Join Volunteers from Across the Region to Clean Up Our Waterways

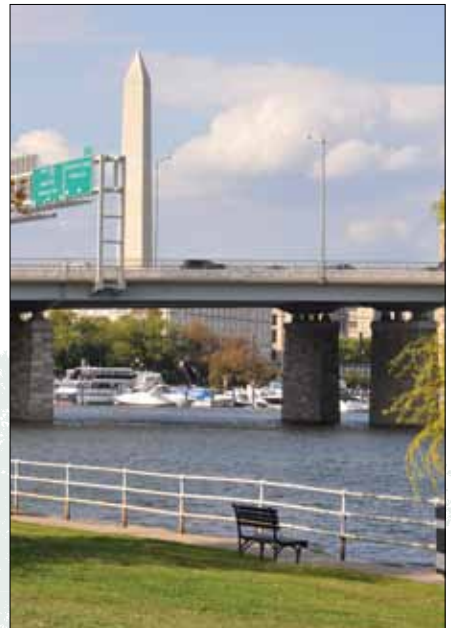
**Anacostia Watershed Society (AWS)
Annual Earth Day Cleanup and Celebration**

Saturday, April 20, 2013
Cleanup: 9:00 a.m.- 12 noon
Celebration: 12 noon-2:00 p.m.

Location:
Cleanup: Various sites throughout the watershed.
Celebration: RFK Parking Lot #6 and #7
Please visit anacostiaws.org for more information.

**Alice Ferguson Foundation's
Potomac River Watershed Cleanup**

Saturday, April 13, 2013
Cleanup: 9:00 a.m.- 12 noon
Contact the Cleanup Coordinator at (202) 973-8203
or potomaccleanup@fergusonfoundation.org



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
George S. Hawkins, General Manager

Customer Service Department 810 First Street, NE
Washington, DC 20002 | DCWATER.COM



RECYCLED
Paper made from
recycled material
FSC® C021348

