



What's on Tap

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

June 2005

SIMPLIFY YOUR LIFE—SIGN UP FOR e-BILL AND AUTOMATIC BILL PAYMENT

Since WASA offers automatic bill payment through Electronic Funds Transfer, you can now make your entire billing process paperless. Sign up online at www.dcwasa.com, select “My Account” and create a personal profile. Select e-Bill Notification to receive an e-mail instead of a printed bill. Then select automatic bill payment and pay your bill using a credit card, checking or savings account. Two weeks after you receive your e-bill, your bill amount will automatically be withdrawn from the account you specified. By choosing to receive e-Bills and to pay your bill automatically, you can make late fees and penalties a thing of the past. And best of all, you can monitor the entire process online anytime day or night!



LOADS OF FUN FOR YOUR KIDS—ACTIVITIES, GAMES, AND MORE

Our redesigned web site now features a *DC WASA For Kids* section with games, cartoons, activities, and lessons and workbooks for students. There are fun exercises and experiments to help kids learn about the water treatment process, as well as environmental issues and water conservation. Did you know, for example, that more than 1,000 gallons of water can run through an outdoor hose in an hour?



DC WASA For Kids is an opportunity to learn more important facts about water and have fun.

BUDGET BILLING—HELP FOR THOSE ON A BUDGET

High usage months can mean higher than normal water and sewer bills. Know how much your bill will be in any particular month by signing up for Budget Billing. WASA will determine your monthly bill by looking at your total annual water and sewer usage for the prior year and dividing it into 12 equal monthly payments. Your new bill will show how much water you've used, compared to the installment amount for which you've been billed. We'll review your account each spring to determine if your payment should change based on your actual usage. Your annual budget bill amount will be adjusted if necessary. You will receive a settle-up bill only if you discontinue using WASA service.

To learn more about Budget Billing, or to sign up, call our Customer Service Department at (202) 354-3600.

WASA HAS SEVERAL PROGRAMS, LIKE SPLASH, TO HELP CUSTOMERS WHEN THEY NEED IT MOST

At times, some of our customers face difficult financial or other circumstances and need special help. In addition to *special bill payment arrangements*, WASA has other programs to help those in need.

S.P.L.A.S.H. *Serving People by Lending A Supporting Hand* helps families and individuals obtain critical water service until they get back on their feet. S.P.L.A.S.H. is funded by WASA customers who participate by checking the appropriate box on their water bill. The program is administered directly by the Salvation Army and every dollar received by WASA is distributed to eligible customers. So far this fiscal year (beginning October 2004), S.P.L.A.S.H. has generated nearly \$30,000. Customers can also contribute to S.P.L.A.S.H. on WASA's web site at www.dcwasa.com/splash. For more information, please



call our Customer Service Department at (202) 354-3600.

Utility Discount Program WASA offers eligible homeowners and tenants a discount on their water bill through the *Utility Discount Program* administered by the DC Energy Office. Qualified customers can receive 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, owner-occupied primary residential accounts and individually metered tenant accounts. Eligibility is based on the Low Income Home Energy Assistance Program (LIHEAP) federal income guidelines. Contact the DC Energy Office at (202) 673-6700 for more information.

Each year, WASA joins Pepco, Verizon, and Washington Gas for *Joint Utility Discount Day (JUDD)*. During this event, representatives from WASA and the other utility companies help District residents complete applications to obtain the various discounts available for their utility bills.

Mark your calendars! The next JUDD event is set for *Thursday, September 15, 2005* at the new Washington Convention Center.

LEAD SERVICE LINE REPLACEMENT CONTINUES IN DC NEIGHBORHOODS

WASA has undertaken a vigorous program to identify and replace all lead service lines in public space that supply water to District customers with copper pipes.



Approximately 23,000 homes receive their water from lead service lines. WASA has committed to replace them all by 2010. To date, 3,600 lines have been replaced in the publicly owned area from the water main leading to District homes. Property owners are encouraged to replace any lead lines on their private property. Financial assistance is available for those who

qualify in the form of grants and low-interest loans from the Department of Housing and Community Development and Wachovia Bank.

To view a list of streets scheduled for lead line replacements, go to WASA's web site at www.dcwasa.com and click on "Lead Information Update" in the left-hand menu. For more information call the WASA Lead Hotline at (202) 787-2732.

MILESTONE REACHED IN REDUCING LEAD IN DRINKING WATER

WASA, in conjunction with the Army Corps of Engineers' Washington Aqueduct, has taken aggressive actions to reduce the levels of lead found earlier in drinking water at some District homes.

The latest tests of tap water taken from a sampling group of 102 homes show lead levels at or below the federal "action level" of 15 parts per billion (ppb) under the Environmental Protection Agency (EPA) Lead and Copper Rule. The average lead level was 7 ppb.



WASA has now completed, with positive results, the first of two consecutive six-month testing cycles required by the EPA. If this downward trend continues, and the results for the remainder of 2005 are below the "action level," the District will be in compliance with the EPA Lead and Copper Rule.

WASA purchases water wholesale from the Washington Aqueduct for distribution to District customers. The

decline in lead levels has been attributed largely to the addition of chemicals by the Washington Aqueduct to inhibit the corrosive action of water on pipes and plumbing fixtures that contain lead. In addition, WASA is continuing a \$300 million project to replace all lead service lines in public space leading to District homes by 2010.

However, until the EPA compliance order has been lifted, District water customers with lead service lines should follow flushing procedures and use filtration devices. For more information, visit the WASA web site at www.dcwasa.com or call the WASA Lead Hot Line at (202) 787-2732.

Before You Dig—Call "Miss Utility"

Summer is the season for home improvement projects. Before you begin any major outdoor project that involves digging, call "Miss Utility" first—it's required by law.

"Miss Utility" is a one-call notification system used in DC, Maryland, and Northern Virginia. The "Miss Utility" center notifies participating utilities of upcoming excavation

work so that underground utilities can be located and marked in advance to prevent damage, life-threatening personal injuries, and disruption of service.

Call "Miss Utility," at (800) 257-7777, at least two working days (48 hours) before digging. In Northern Virginia, call "Miss Utility" at (800) 552-7001.



COMING SOON!

WASA's Annual Water Quality Report is scheduled to arrive in customer mailboxes by July 1, 2005.

METER READING NOW AUTOMATED USING RADIO TECHNOLOGY

WASA's Automated Meter Reading Project (AMR) replaces old meters with new state-of-the-art equipment that uses radio technology. This allows WASA to obtain real-time meter readings automatically. WASA's new AMR system assures virtually 100 percent accuracy every month. WASA has fully integrated the AMR technology into its

Customer Billing and Information System—giving customers the ability to access their daily water usage directly from WASA's web site or its Interactive Voice Response phone system.



To date, ninety-five percent of all old meters have been replaced—a total of 116,648 meters. WASA is scheduled to replace the remaining meters during the next 12 months.

For more information, visit WASA's web site at www.dcwasa.com.

Para Leer este folleto en Español, por favor visite nuestra página web 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.



District of Columbia
Water and Sewer
Authority

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