



**SPECIAL  
EDITION**

# Welcome to Monthly Billing

Dear Valued Customer:

Switching from quarterly to monthly billing may not seem like a big step. The new monthly bill you are receiving with this letter is, however, just one sign of the many changes we are making at the District of Columbia Water and Sewer Authority to improve our service to you. Our customers have been asking for monthly billing, and we now have the systems in place to go ahead with accurate and timely bills.

As the Authority's chairman, I am using the switch to monthly billing as the occasion to write my first letter to our customers to highlight some improvements we are making in our customer service. In the future, I will be writing occasionally to let you know about other improvements and the Authority's plans to upgrade our water and sewer facilities.

First, on a personal note, as a District resident myself, I am just as concerned as you are with the safety and quality of our drinking water and holding down bill increases. So when I took over as Chairman two years ago, I made it my personal goal to make sure that the Authority put you, the customer, as its top priority.

Here are some of the things we've done over the last year or so to improve our service to you:

- Changed residential water meters to a state-of-the-art automated meter reading system for true accuracy in billing
- Implemented a new customer billing and information system, making our bills more informative and easier to understand
- Provided extensive and ongoing training for our customer service representatives, so that when customers call us we can do a better job of quickly and courteously resolving problems
- Launched a new website at [www.dcwasa.com](http://www.dcwasa.com) that has extensive information for customers, vendors and investors about the Authority, including the ability to pay water and sewer bills on-line
- Allowed customers to pay their bills by VISA and MasterCard and to have automatic deductions from their checking accounts

And now that monthly billing is here, we encourage you to take advantage of the easier ways to pay your bill. Later this year, we hope to be able to offer automatic monthly payment of your bills using your credit card. We are constantly upgrading our website and I invite you to visit it for more details about the improvements we are making – including most importantly, our developing plans for addressing the problem of combined sewer overflows. Down the road, we expect to have up-to-the-minute information on water main breaks, traffic detours and similar information on our website, so our customers can be better informed.

Our Board of Directors wants to make sure that the Authority meets its primary goal of delivering to you excellent customer service every time, every day. Occasionally, like all organizations, we may find that we don't fully achieve our goal. If that happens, I certainly would welcome hearing from you about any problems or concerns or suggestions for improvement. Contact us through our website at [www.dcwasa.com](http://www.dcwasa.com) or call us at 202-787-2000. Thank you.

Very truly yours,

Glenn S. Gerstell  
Chairman

## We love to hear your feedback.

Welcome to this edition of *What's On Tap*, a monthly newsletter designed to focus on our most important resource: you, our valued customer. It's our way of keeping you up-to-date on changes at WASA that affect your service, and even more importantly, how you are served. If you see something of interest, don't hesitate to give us your feedback—we'd love to hear from you. Feel free to call Public Affairs at 202-787-2200. Or e-mail us at [info@dcwasa.com](mailto:info@dcwasa.com).

# STOP

*pouring money down the*

*RAIN*

## 8 Tips for Water Conservation

You're probably using more water than you realize, and would be surprised at how much water and money you can save by following these simple conservation tips:

- Never pour water down the drain when there may be another use for it, such as watering a plant or garden, or cleaning around your home.
- Repair dripping faucets by replacing washers. If your faucet is dripping at a rate of one drop per second, you can expect to waste 2,700 gallons per year.
- Place a bucket in the shower to catch excess water, and use this for watering plants. The same technique can be used when washing dishes or vegetables in the sink.
- In the shower, turn the water on to get wet; turn it off to lather up; then turn it back on to rinse off. Repeat when you're washing your hair.
- When washing dishes by hand, fill one sink or basin with soapy water. Quickly rinse the soapy dishes under a slow-moving stream from the faucet.
- Keep a supply of drinking water in the refrigerator, instead of letting the tap run while you are waiting for cool water to flow.
- Do not use running water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator, or use the defrost setting on your microwave.
- Avoid flushing the toilet unnecessarily. Dispose of tissues, insects and other similar waste in the trash rather than the toilet.

**Remember—you can pay your bill online at [www.dcwasa.com](http://www.dcwasa.com)**



## Report Emergencies 24 Hours A Day!

It's easy to get in touch with WASA. Use our hotline number to report improper use of hydrants, catch basins that have become clogged with leaves, water leaks or suspected sewer backups.

**24-Hour Emergency Hotline: 202-612-3400**

## The Main Ingredient

### Baked Seafood au gratin

Makes 8 servings

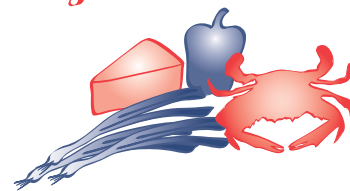
Prep Time: 20 Minutes

Cook Time: 1 Hour

Ready in: 1 Hour 20 Minutes

#### Ingredients

1 onion, chopped	3 cups milk
1 green bell pepper, chopped	1 cup shredded sharp Cheddar cheese
2 sticks of butter	1 tablespoon distilled white vinegar
1 cup all-purpose flour	1 teaspoon Worcestershire sauce
1 pound fresh crabmeat	1/2 teaspoon salt
4 cups WASA water	1 pinch ground black pepper
1 pound shrimp	1 dash hot pepper sauce
1/2 pound small scallops	1/2 cup grated Parmesan cheese
1/2 pound flounder fillets	



#### Directions

In a heavy skillet, sauté the onion and pepper in a stick of butter. Cook until tender. Mix in 1/2 cup of flour, and cook over medium heat for 10 minutes, stirring frequently. Stir in crabmeat, remove from heat, and set aside.

In a large Dutch oven, bring the WASA water to a boil. Add the shrimp, scallops and flounder, and simmer for 3 minutes. Drain, reserving 1 cup of the cooking liquid, and set aside.

In a heavy saucepan, melt the remaining stick of butter over low heat. Stir in remaining 1/2 cup flour. Cook and stir constantly for 1 minute. Gradually add the milk, plus the 1 cup reserved cooking liquid. Raise heat to medium. Cook, stirring constantly, until the mixture is thickened and bubbly. Mix in the shredded Cheddar cheese, vinegar, Worcestershire sauce, salt, pepper and hot sauce. Stir in cooked seafood.

Preheat oven to 350° F (175° C). Lightly grease one 9"x13" baking dish. Press crabmeat mixture into the bottom of the prepared pan. Spoon the seafood mixture over the crabmeat crust, and sprinkle with the Parmesan cheese.

Bake for 30 minutes, or until lightly browned. Serve immediately.

*Want to see your favorite WASA water recipe featured in "What's On Tap"? Just send your name, address, phone number, and clearly printed recipe to:*

District of Columbia Water and Sewer Authority  
Public Affairs Office - Favorite Recipes  
5000 Overlook Ave, SW  
Washington, DC 20032

**District of Columbia Water and Sewer Authority**  
Customer Service Department  
810 First Street, NE  
Washington, DC 20002  
Customer Service: 202-354-3600  
24-Hour Emergencies: 202-612-3400  
[www.dcwasa.com](http://www.dcwasa.com)

