



WASA Salutes Our Winning Team



Facilities & Security DCLMPC Committee: Erwin Sutton, Michele Ware, Jimmy Wilson, Councilmember Phil Mendelson, Jeff Robertson, Mike Littleton, Mount Wright. Not shown: Charles Webster, Terrance Stanback, Moses Williams, Keith Brown, Rose Richards, Tyrone Jackson, Mike Rawlings, Forrest Ricketts.



Maintenance Services DCLMPC Committee: Erwin Sutton, Joseph Hill, Wayne Raither, Councilmember Phil Mendelson, Wesley Miller, Delores Stevens, Franklin Redd. Not shown: Warren McHenry, Daniel Hickman, Andre Judge, Reginald Harper, Asa Chapman, Cort Johnson, Beverly Hayes.



Operations Challenge Team: Jeff Proctor, Duane McCoy, Betty Green, Patrick Butler, Wendell Smith, Winston DeLozier.

Our Board of Directors and management wish to congratulate all of our team members whose outstanding achievements and excellent customer service have earned significant recognition this year.

At the **National Operations Challenge**, an annual event at the internationally recognized Water Environment Federation Technical Conference (WEFTEC), WASA's Operations Challenge Team finished second in the Process Control skills tests, and third in both the National Overall Operations Challenge competition and the Safety event. This is the preeminent showcase of the skills of wastewater collection and treatment personnel.

The prestigious **WEFTEC George J. Schroeper Medal** was awarded to WASA wastewater quality professionals, Walter Bailey and Aklile Tesfaye, for their design of the Biological Nitrogen Removal facilities (BNR) at the Blue Plains Advanced Wastewater Treatment Plant.

Special recognitions this year included the **Water and Wastewater Operators Association (WWOA) Past Presidents Plaque**, given to Sharita Lyle, and the **WWOA Special Employer Recognition Award**, given to Dorian Tolbert.

The **AMWA 2003 Gold Award for Competitive Achievement**, a national award from the Association of Metropolitan Water Agencies (AMWA), honored WASA for taking an increasingly competitive stance in meeting consumers' and municipal government leaders' high expectations.

The Association of Metropolitan Sewerage Agencies' (AMSA) **Gold Award** recognized WASA's high level of compliance with federal standards for Blue Plains facility discharges.

AMSA Special Recognition Award was given to WASA in recognition of outstanding management, financial and operational performance.

The DC-Labor Management Partnership Council (DCLMPC) **Awards** recognized quite a few of our team members:

- The Maintenance Service Department Labor Management Partnership Committee received the **"Pothole" Award** for improving communications.
- The Facilities & Security Department and the Sewer Services Department were awarded for their newly established labor management partnerships.
- WASA team member and President of AFSCME Council 20 and Local 2091, James Ivey, received a **Special Recognition Award** for his years of service.



Manager, Wastewater Treatment:
Aklile Tesfaye



Director, Wastewater Treatment:
Walter Bailey

From the Government Finance Officers' Association (GFOA), WASA received two honors: the **National Certificate of Achievement for Financial Reporting** for its comprehensive financial report, and the **Distinguished Budget Presentation Award** for our Operating and Capital budgets.



STOP

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down
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Winter Water Tips

Don't let frozen water pipes leave you in the cold this winter. Be prepared by following these simple steps to save yourself time and money.

- **Disconnect and drain outdoor hoses.** If you have a separate valve for outside faucets, shut it off. Then go outside, disconnect the garden hose and turn on the faucets to drain water from the line. If you do not have a separate valve to turn off the outside faucets, disconnect the hose, and then wrap the outside faucets to insulate them. A single overnight freeze can burst the faucet or pipes.
- **Insulate pipes or faucets in unheated areas.** If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes and insulate faucets before temperatures drop. For good pipe-wrapping materials, visit your local hardware or building supply store.
- **Find the master shut-off.** It may be near your water heater or washing machine, or wherever the water comes into your house from the street. If a pipe bursts anywhere in the house – kitchen, bath, basement or crawl space – this valve turns it off. So find it now and paint it a bright color, or hang a tag on it. Be sure everyone in the family knows where it is and what it does.
- **Seal off access doors, vents and cracks.** This includes repairing broken basement windows. Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. But never plug the air vents in your furnace or water heater – that would cause improper combustion and create dangerous fumes.
- **Open the cupboard doors beneath your sinks.** This allows warm air to circulate around the pipes.
- **Have your plumber's telephone number handy.** Unfortunately, during an extended cold spell, your pipes might freeze despite all your best efforts. It's better to be prepared!

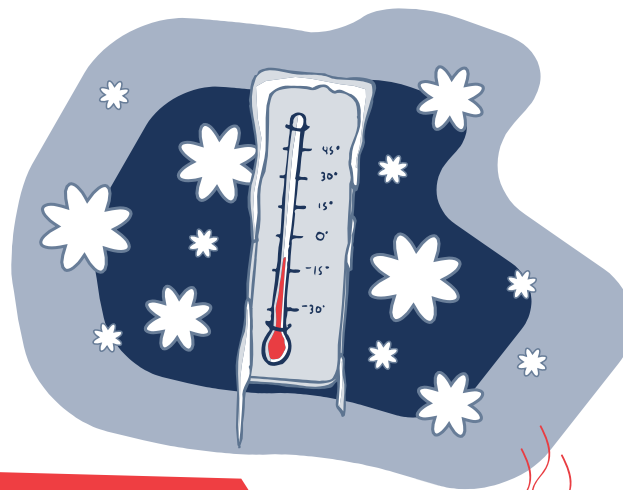
Visit www.dcwasa.com for 100 ways to use water wisely.

Water emergency? Call 202-612-3400.

Call our **24-Hour Emergency Hotline** to report improper hydrant use, catch basins clogged with leaves, water leaks or suspected sewer backups.



Remember, you can pay your bill online at www.dcwasa.com



The Main Ingredient

Hot Tea Punch



Here's a warming drink for a chilly day.

Ingredients

6 cups WASA water	5 tea bags
3/4 cup sugar	1 1/2 cups orange juice
2 cinnamon sticks	1/3 cup fresh lemon juice
8 whole cloves	

Directions

Bring first 4 ingredients to a boil in large saucepan, stirring until sugar dissolves. Boil 6 minutes, remove from heat. Add tea bags, cover and steep for 10 minutes. Discard tea bags. Add orange and lemon juices. Using slotted spoon, remove whole spices. Serve hot.

Have a good water recipe? Clearly print your recipe, name, address and phone number and send to: DC WASA Public Affairs Office – Favorite Recipes, 5000 Overlook Ave., SW, Washington, DC 20032.

We'd love to hear your feedback!

What's On Tap is 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. Call Public Affairs at 202-787-2200. Or e-mail us at info@dcwasa.com.

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