

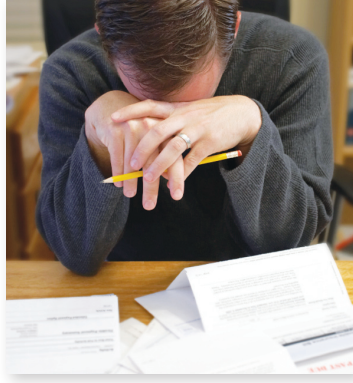


Customer assistance programs can help individuals and families in need

DC WASA's customer assistance programs help eligible District residents facing a temporary financial hardship to maintain critical water and sewer services.

■ The Utility Discount Program provides eligible customers with a discount of up to 400 cubic feet of water and sewer charges per month. This program reduces eligible customers' bills by up to \$22.44 each month.

The District Department of the Environment (DDOE) determines eligibility based on



federal low-income guidelines. For more information, contact DDOE at (202) 673-6750.

■ SPLASH (Serving People by Lending a Supporting Hand) is another program that

provides eligible customers with financial assistance to help pay their DC WASA bill.

Solely funded by contributions from customers and the community, SPLASH is administered by the Greater Washington Urban League. Eligible applicants must fall within federal income guidelines and provide proof of income. For more information, to donate or to apply, contact DC WASA's Customer Service Department at (202) 354-3600.

DC WASA meetings are on website



You can view the

October 1, 2009, DC WASA board of directors meeting live on DC WASA's website at www.dcwasa.com. The board meets the first Thursday of every month (except August) at 9:30 a.m. Meetings can be viewed on the Internet in-progress or at a later date (including the July and September 2009 meetings) in the video archives.

Discussions range from upgrades to the District's aging water and sewer systems and rates to water pollution control programs and technology-enhanced customer services. For more information, contact the Office of Public Affairs at (202) 787-2200.

Do not flush medications down the drain

Flushing prescription medications down the drain can harm rivers and streams.



To protect our water quality, customers are encouraged to dispose of leftover or expired prescriptions in a safe and environmentally-conscious way, not in the sink or toilet.

Dispose of medications in the trash instead of flushing them, except when specifically instructed otherwise by the label. Most medications that are flushed down the sink or toilet end up in our waterways. Take an extra step to protect the environment and throw unused,

unwanted or expired over-the-counter and prescription medicines in the trash.

The American Pharmacists Association recommends these steps for safely disposing of medications:

1. Keep the medicines in their original container. This will help identify the contents if they are accidentally ingested.
2. Remove your name and other identifying information from the container.
3. Mix prescriptions with an undesirable substance, such as used coffee grounds or kitty litter before discarding.

4. Place medicines in plastic sealable bags.
5. Discard container in the trash.

Also, check with your pharmacy or health care provider to see if a drug take-back program is available before disposing of prescription drugs.


For more information, visit www.dcwasa.com.

Did You Know...?

DC WASA collects 25 tons of grease a day from the sewer system. Please help prevent sewer backups and protect our local waterways. Don't pour fats, oils and grease down the drain. For more information, visit www.dcwasa.com or call DC WASA at (202) 787-2200.



WHAT'S ON

District of Columbia Water and Sewer Authority

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

Leaks can be costly — HUNA can help

A slow drip can result in up to 15 or 20 gallons of wasted water a day and add hundreds of dollars to a water bill. With DC WASA's High Use Notification Alert (HUNA), customers can be notified of spikes in their water use. HUNA can help detect leaks or other plumbing problems and automatically alert you by telephone or e-mail. Simply sign up using the "My Account"



feature at www.dcwasa.com or call (202) 354-3600 and provide your name, service address, updated telephone number and account number. You can also send this information by e-mail to custserv@dcwasa.com.

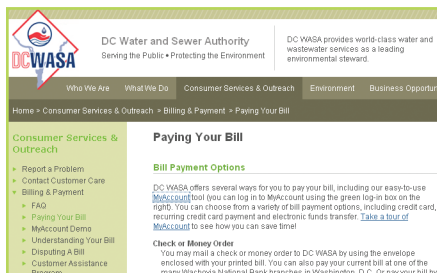
DC WASA offers easy ways to pay your bill

DC WASA offers a variety of payment options: credit card, personal check, money order, or cash.

Automatic bill payment is available through Electronic Funds Transfer (EFT), which automatically deducts money from your checking or savings account.

You can pay with your VISA, Mastercard, or Discover Card. Pay online or call (202) 354-3600, 24 hours a day.

Another option is e-Bill Notification, which sends you an e-mail instead of a printed bill. You can then pay using your credit card through the "My Account" online



billing system. You can also sign up for the recurring credit card payment option.

DC WASA provides a budget billing program where the cost of your water and sewer bills is spread out over the entire year. Your average monthly payment is based on historical water/sewer usage.

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

Sewer investigation crews go high-tech sleuthing

When a sewer blockage is reported, a DC WASA crew inspects the public sewer and the inside plumbing of the affected building. In order to determine the exact cause and location of the problem in the Closed Circuit Television (CCTV) team is called to the scene to do further detailed investigation.



DC WASA crew lowers robotic camera into manhole to perform sewer investigations.

The CCTV teams travel in mobile vans equipped with remote-controlled vehicles that are mounted with cameras. These robots are lowered into, and then travel, the sewer system below the street. The cameras shoot real-time images back to the team so they can determine the cause of the sewer blockage.

Some common reasons for a sewer blockage are:

1. Hardened grease and debris – in this case, the maintenance crew will use a de-greaser and jet-clean the sewer with a high-pressure hose.

2. Roots growing in the sewer pipes, usually at the junction where the individual laterals from the home enter the main in the street – the crew uses a chemical to break down the roots; sometimes the roots must be cut with a special tool.

3. Sewer main collapse – if this is the culprit, the CCTV team gets images from the cameras and marks the location for a repair crew to replace the portion of the collapsed pipe.

Water conservation tip

When you have ice or water left in your cup from a take-out restaurant, don't throw it in the trash, dump it on a plant. More tips are available at www.wateruseitwisely.com



For more information, visit DC WASA's website at www.dcwasa.com.

Para informar emergencias del aguas residuales, llama (202) 612-3400.

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.



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