



What's on Tap

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

November 2005

New online "My Account" feature can alert customers of potential problems

Did you know that WASA's Automated Meter Reading system lets WASA monitor and track daily water usage across the distribution system? By tracking customer usage, WASA can detect problems and alert you of potential leaks in your plumbing. Leaking fixtures left undetected, for example, can cost you hundreds of dollars over the course of a month.

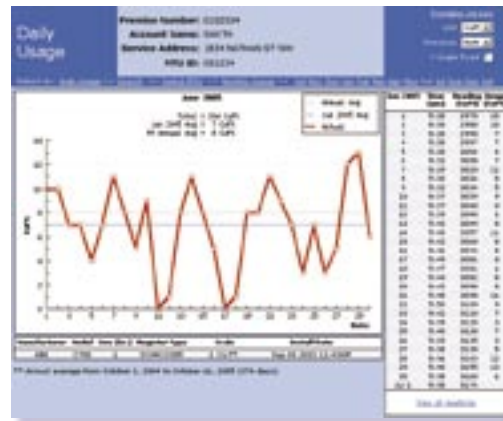
Beginning in November 2005, customers who have signed up to use WASA's online "My Account" feature will receive an email if an unusually high spike in usage is detected.



Sample "My Account" Monthly Usage chart with links to view daily water usage by month.

If you have not already done so, we encourage you to register and take advantage of this free, cost-saving service.

In our ongoing effort to serve you, we believe that tracking your usage and helping you



Sample "My Account" Daily Usage chart shows water usage by day compared to your annual average.

identify a problem area in your plumbing may potentially save you hundreds of dollars over a short billing cycle. Few, if any, water utilities are doing

this today, so we are breaking new ground in providing value-added services to our customers. Call (202) 354-3600 to register for "My Account."

Payment options are always available

Everyone occasionally struggles to meet daily household living expenses. These circumstances may occur for many reasons, including a family crisis, budgeting problems, or loss of or reduced family income. There is no reason, however, for you to be without water because of your inability to pay the full amount of your bill each month.

WASA is here to help you, our valued customer, if you are faced with such a challenge. As

long as your water is on, WASA has a wide variety of payment options designed to help you get through difficult times. Contact

our Customer Service Department at (202) 354-3700 to see how WASA can tailor a plan for you.

And, as energy prices continue to rise, and budgets tighten, it is more important now than

ever before to use water wisely. Check out the *10 Easy Tips to Help You Save Water* for ideas that could help you significantly reduce your water use—and your water bill.



Plan ahead for your family's safety

Having a Personal Safety Plan for your family can be the critical lifesaver in a disaster or emergency affecting your home or neighborhood. Here are some critical personal safety measures to consider when planning for an emergency or disaster event.

- Meet with household members and develop a family plan
- Prepare supplies
- Draw a floor plan for your home and mark two escape routes from each room

- Discuss potential emergency situations
- Choose a place where you will meet with your family

Safety planning checklist

- Meet and develop a family plan
- Prepare supplies
- Draw a floor plan
- Discuss emergency situations
- Choose place to meet
- Plan communications
- Pick an out-of-state contact to call

- Plan how to communicate with other family members
- Pick a friend or relative that all family mem-

bers will call if separated (it is often easier to call out-of-state during an emergency than within the affected area).

For more safety planning information, call (202) 787-4350, or visit the Emergency Management Agency (EMA) website at www.dcema.dc.gov.

Reducing trash in your neighborhood storm drains will help us clean up the Anacostia River

We all can do our part to help keep the Anacostia River clean.

The storm drains in our neighborhoods send water

(and trash) into the Anacostia River. WASA is working hard to help clean the Anacostia and then keep it clean. You can be a big help by doing these four things:

- Put your trash in the right containers and not on the ground.



- Don't pour old chemicals like gas and paint down storm drains and

catch basins. ■ Clean the leaves and other debris from your catch

basin and then bag them for trash collectors.

- Do not pour fats, oils, and grease down the sink or garbage disposal. Put them in lidded containers and place them in a trash receptacle.

Five easy steps to prevent freezing water pipes

Each year, households are at risk for the sudden expense that may occur when water pipes freeze. This winter, take the following steps to protect your home—and your wallet—against freezing pipes:

1. If possible, drain all outdoor pipes. First close indoor valve, then open the outdoor faucet to allow pipe to drain. Leave faucet open all winter and always check for leaks.



available at hardware stores. Secure with duct tape.

3. Keep the basement heated, if possible.

4. In a severe cold snap (temperatures in the 20s for more than 24 hours), keep water dripping from indoor faucets. The sound may be

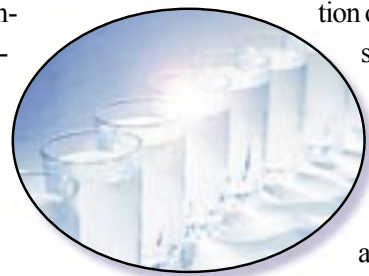
irritating, but it is not as bad as a burst pipe!

5. Act quickly when you discover blocked or restricted water flow (this is usually the first sign of a frozen or faulty pipe).

2. Wrap any exposed indoor pipes with insulation,

Lead levels in the District's drinking water continue to fall

WASA is fulfilling its 2004 Community Water Pledge to lower the lead levels found in the tap water of some homes in the District. Tests so far this year show that 90 percent of the homes sampled have fallen significantly below the federal lead "action level" as required under the Environmental Protection Agency's Lead and Copper Rule.



The downward trend in lead levels has been attributed largely to the addition, by the Corps of Engineers, of orthophosphate in their water treatment process to inhibit the corrosive action of water on pipes and plumbing fixtures that contain lead.

As of October 1, 2005 WASA has replaced 6,211 public lead service lines at WASA's expense, and 945 private lead service lines at the property owner's expense.

If you choose to replace lead service lines on your private property, there are several options that can help you reduce costs:

- WASA formed a partnership with Wachovia Bank to provide a special interest rate loan to income eligible customers who choose to replace the private portion of the lead service line.

■ The DC Department of Housing and Community Development provides up to \$5,000 in grant funding to eligible low-income homeowners to replace the lead service pipe on private property.

■ WASA also offers several payment options to assist in paying for private-side lead service pipe replacement.

For information, call the WASA Lead Services Hotline, (202) 787-2732.

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.