

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 13 ISSUE 7

General Manager's Message: Meet the Board.



Dear Customers,

You see my picture in every issue of *What's On Tap?*, as the public face and the chief executive of DC Water. But this month, I'd like to tell you a little about another group of people who are also very much in charge.

DC Water is an independent agency of the District Government, governed by a Board of Directors instead of directly by the Mayor. The Board consists of 11 principal members and 11 alternates, representing the District, Montgomery and Prince George's Counties in Maryland, and Fairfax County in Virginia. The Chairman, who must by law be a District resident, is William M. Walker. The members serve four-year terms.

The members of this board set DC Water's policy and annual budget, and decide on the rates you pay for the services we provide. I also serve at their pleasure. In short, they have a big role in our work!

Board meetings are open to the public and take place the first Thursday of every month, except August. You'll find more details on the Board and its work at dcwater.com/theboard.

George S. Hawkins
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Did You Know...

... that a single leaking toilet in your home can add hundreds of dollars to your water bill in just one month? Check out the latest in the *Wendy the Waterdrop* videos as Wendy discovers how it all adds up and what you can do if you have a leak. Visit bit.ly/toiletvideo



Drain Your Water Heater Annually

Ensuring quality tap water is a shared responsibility of DC Water and homeowners. Draining your household water heater is an important step for maintaining high water quality. Over time, sediment, bacteria and metals can build up in your water heater tank, impacting water quality and minimizing household water pressure.

Homeowners are recommended to drain a water heater annually or more frequently if discoloration or low water pressure are experienced from hot water taps.

Due to the impacts of the water heater on your household water quality, you should not use hot tap water for drinking and cooking. Hot water dissolves contaminants and may contain metals, sediment and bacteria from the water heater. When using water for cooking or drinking, always use cold tap water.

DC Water provides instructions for draining your water heater or you can

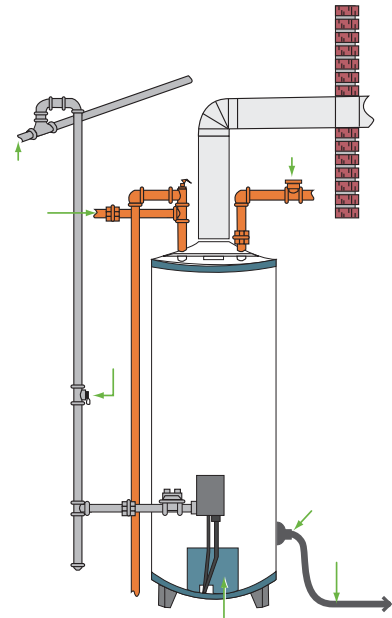


Diagram of a gas water heater. Electric water heater will vary slightly.

contact a licensed plumber. For more information visit dcwater.com/homeguide or contact the Drinking Water Division at (202) 612-3440.

dcwater.com DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
George S. Hawkins, General Manager

What to Do in an Emergency

During the windstorm of June 29 that brought power outages to more than a million people across the Mid-Atlantic, DC Water was lucky to sustain very little damage. Two short-lived

power losses at sewer pumping stations were resolved with emergency generators and it became business as usual.

Others weren't so lucky. Neighboring water suppliers lost power to pumping stations and

ordered mandatory water restrictions or a boil water alert. So how would a DC Water customer know if there were issues with the DC system?

DC Water posts emergency information on the homepage of the

website and works closely with the media. For those without power, though, getting to the Internet or watching television may not be an option. Therefore, we recommend a battery-

DC Water lent a helping hand to the District, supplying large front-end loaders, tandem trucks, operators and laborers to assist the Department of Transportation (DDOT) in removing storm debris.

DC Water continued its assistance for a week after the storm. "DC Water's help was invaluable in getting the roads open more quickly," said DDOT Director Terry Bellamy. "They had the right equipment, the right people and provided a service to DC residents this week."

operated radio to listen to news reports. DC Water also operates a 24/7 Emergency Command Center that customers can call with questions: 202-612-3400. You may want to print out directions

in advance for emergencies such as a boil water alert. These can be found at: dcwater.com/boil.

Otherwise stay tuned to local officials, local media and, and follow DC Water on Twitter: [@dcwater](https://twitter.com/dcwater)

IMPORTANT CUSTOMER CONTACT NUMBERS AND INFORMATION

Customer Billing: (202) 354-3600 (8 a.m.-5 p.m., M-F)
 News and Publications: (202) 787-2200 (8 a.m.-5 p.m., M-F)
 Water and Sewer Emergencies: (202) 612-3400 (24 hours)
 Drinking Water Quality: (202) 612-3440 (8 a.m.-5 p.m., M-F)

Customer Care and Operations

The DC Water department known as Consumer Services has changed names, though the department function and structure remain the same. Now called "Customer Care and Operations" it includes Water Services, Sewer Services, Water and Sewer Pumping and Customer Service. Together these four sectors care for residents, businesses, and visitors throughout the District by repairing and replacing water and sewer infrastructure, answering questions and solving problems concerning water



rates, permits, emergencies, bills and payments.

"The old name was vague," said DC Water Assistant General Manager Charles Kiely. "**Customer Care and Operations** accurately represents the work the department does and will be less confusing for our customers, the public and our own personnel."

DC Students Help Solve Real-World Water Challenges

From installing rain barrels and planting rain gardens at schools, to helping restore the population of native fish in the Anacostia River—students in the **Be Water Wise DC** program showed their water smarts to their peers, educators and city officials.

Students from 13 participating schools presented their water conservation efforts in the

2011-12 school year at a ceremony June 1st at the DC Council.

DC Water is a partner of **Be Water Wise DC**, developed by the National Environmental Education Foundation (NEEF) with sponsor HSBC Bank and other city agencies, businesses and organizations.

View photos & learn more at neefusa.org.

Be water wise DC!



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

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