

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • VOLUME 18 ISSUE 7



## General Manager's Message

At DC Water, we have spent the past year upgrading the customer experience. In January, we introduced a revamped website and this summer we re-launched our online portal called My DC Water, where property owners can register (or re-register) for an online account to view water usage and pay their bills. Property owners, tenants and other third parties now have the ability to go online and make a one-time payment. The new system is more secure and offers more features.



We will continue to roll out new functions as the year progresses, including a mobile app and text to pay, as well as email to pay. The system will also help improve efficiencies for our field technicians and better consolidate information for our Customer Care Associates so they have as much information as possible when assisting customers.

DC Water is committed to improving the customer experience and gauges customer needs through a customer survey, performed every few years. We have contracted with IMPAQ International to perform the web-based and telephone survey this year. Your feedback is important in our ongoing effort to improve our services. We hope you will take the time to complete the survey if you are called upon.

*George S. Hawkins*

## DC's Youngest Conservationists?

At J.O. Wilson Elementary School, the observant three and four year old students in Georgina Ardalan's Pre-kindergarten class discovered the storm drains at their school were filling with trash. They worried about where the trash would end up and how it would impact wildlife, like their class turtle. So with the help of their teacher, they investigated, taking field notes to see what types of litter were in the drains. Then they wrote a letter to DC Water to express their concern and request a storm drain cleaning.

Their letter sparked an idea. Members of DC Water's Team Blue made a special trip to clean the drain, allowing the students to watch step by step, while they explained the process. First, DC Water's crew used the jet vacuum, mounted to a 26,000-pound truck to suction out the litter. Then they used a high-powered jet nozzle to blast off any remaining litter that was stuck. "We're always happy to respond to a storm drain needing to be addressed, but never have we had an audience cheering us on while we do it," said Utility Service Worker Jeffrey Gambel.

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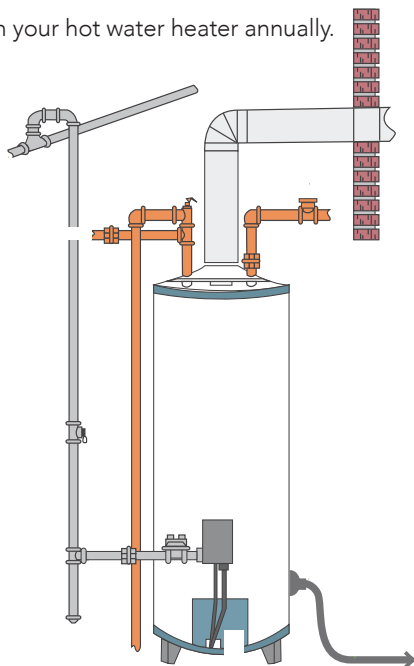
JEFFREY GAMBEL

The students were so excited about the experience that they created a book about it. What a great example of environmental stewardship by some of the youngest residents in the District!

# For best drinking water quality, follow these tips

A few simple tips can help ensure clean, fresh water every time you turn on the tap.

1. Flush cold taps for two minutes before using water for drinking and cooking when household water has not been used for several hours. When water sits in your pipes for long periods of time, water quality can degrade.
2. Do not use hot tap water for drinking and cooking. Build-up of metals, sediment and bacteria in your hot water heater can enter your tap water when it runs through the water heater.
3. Routinely clean faucet strainers. Sediment and metals can collect in the aerator screen located at the tip of your faucets. Replace aerators that are in poor condition (available at local hardware stores).
4. Routinely replace filter cartridges to prevent any build up of bacteria and metals. Be sure to follow the manufacturer's instructions for filter replacement.
5. Drain your hot water heater annually.



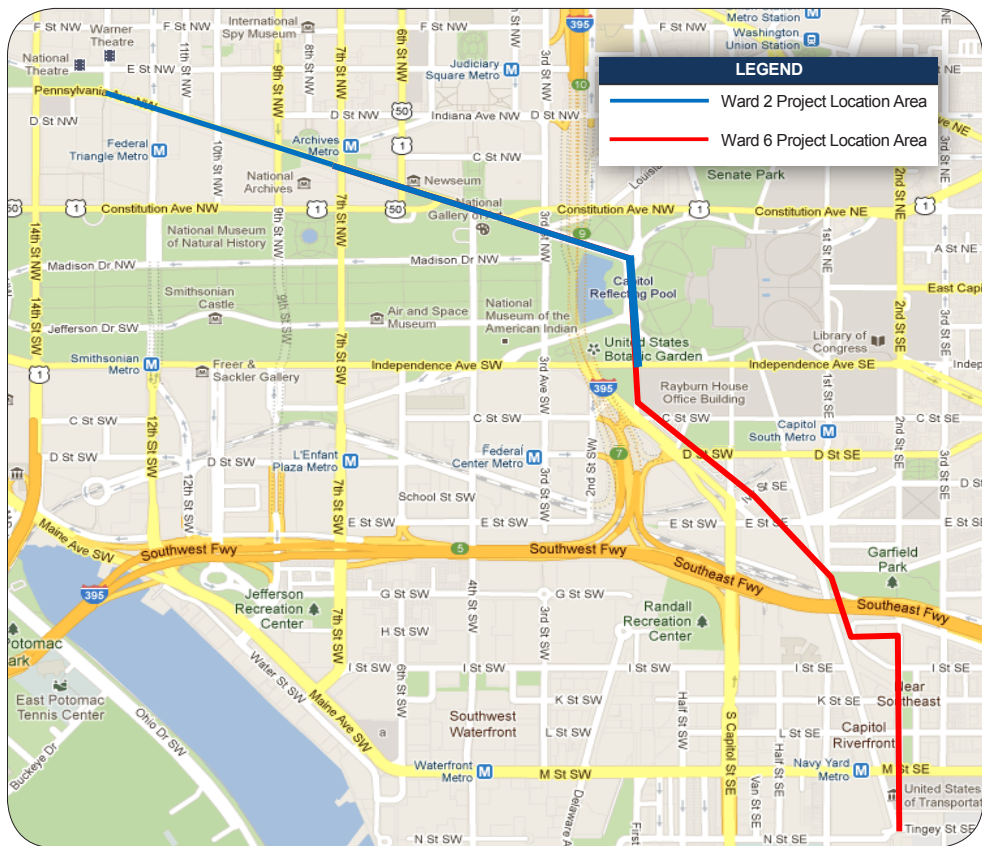
# DC Water restoring century-old sewer line along Pennsylvania Avenue

DC Water will embark this winter on a major, two-year sewer project along Pennsylvania Avenue. The 42-inch diameter brick and concrete pipe was constructed in 1906. Theodore Roosevelt occupied the White House then and possibly observed construction from within.

The rehabilitation project is aimed at prolonging the life of this sewer line. The construction will extend from 13th Street and Pennsylvania Avenue, NW to 2nd Street and Tingey Street, SE.

Traffic impacts will include temporary lane closures and loss of parking due to equipment staging.

The normal work schedule will be from 9:00 p.m. to 5:00 a.m. Monday through Friday, with occasional necessary exceptions. Traffic control, including signage and protective barriers, will be set up to maintain public safety during construction in accordance with District Department of Transportation Permit Standards. For more information, please visit: [dcwater.com/LATS](http://dcwater.com/LATS) or contact **(202) 787-2310**.



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