

WHAT'S ON

TAP?



NEWS FOR DC WATER CUSTOMERS | VOL. 16 ISSUE 7



General Manager's Message



Dear Customers,

Earlier this summer, I was reminded about an important part of our work here at DC Water that doesn't always get a lot of attention – but

when it does, it's usually because something significant has happened. We have invested heavily in our ability to manage and respond to emergencies, to ensure we can continue to provide quality service to you even under the most trying circumstances.

Whether it's coping with flash flooding in summer storms, or water main breaks in the freezing February cold, our frontline workers have earned their place among the District's first responders. They do a great job while battling the elements and other hazardous conditions. They can also count on excellent support thanks to the expert team in our Office of Emergency Management. As an organization, we are more proactive than we've ever been – planning and training for every possible scenario that could impact our operations. That means we're better prepared when emergencies do occur, everyone knows their role and we can better coordinate our efforts internally as well as with other stakeholders.

What this means for you, and me, is better peace of mind. We can't predict or prevent every crisis, but we can be ready and we can respond rapidly – fix what needs to be fixed – and restore your service as quickly as possible.

George S. Hawkins

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Nutrients in used water help the gardens grow

After water is used in homes and businesses in the District of Columbia and portions of adjacent counties in Virginia and Maryland, it is sent to the Blue Plains Advanced Wastewater Treatment Plant where the solid materials are separated and sent to new state-of-the-art digesters. The digestion equipment adds heat, pressure and helpful bacteria to the solids to destroy pathogens and reduce odor. The final product is a nutrient-rich product similar to soil called Class A biosolids.

Applying biosolids to the land helps capture carbon and prevents it from being released to the atmosphere. Using biosolids also reduces demand for petroleum-based fertilizers and the energy used to manufacture them. Currently, most biosolids produced at Blue Plains are exported and applied to farms outside of the District of Columbia as a soil enhancement. Farmers value the nutrient rich soil amendment. At Blue Plains, biosolids are used to create a compost for DC Water's vegetable garden.

Using biosolids locally reduces emissions and the carbon footprint created by hauling this valuable product far from its source. DC Water currently donates biosolids to community gardens and to the District government for public works projects.



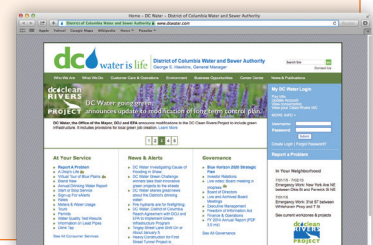
Class A biosolids contain essentially no pathogens and contain very low levels of metals and DC Water's biosolids meet EPA Class A standards. Land-applied biosolids are far more regulated and studied than other soil amendments on the market. Cities like Milwaukee, Seattle, Tacoma, Austin, Houston, Boston, and Baltimore use and sell their high quality biosolids soil amendment products.

Resources and links to biosolids research can be found at dcwater.com/education/biosolids.cfm

Currently, DC Water is providing the soil amendment product to select community gardens in the District of Columbia free of charge. Please contact Bill Brower at bill.brower@dcwater.com if you are interested in learning more about using the product.

Use updated URL to get the latest from DC Water

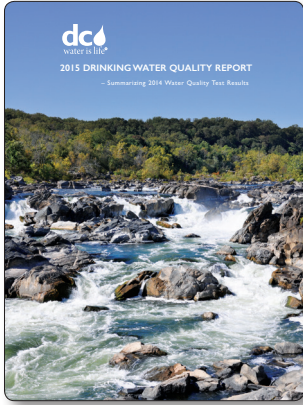
For years there have been two slightly varied urls to access the DC Water website. DC water is eliminating one of those urls. Those who frequent the DC Water website may want to change their bookmarks to: <https://www.dewater.com>. The only difference from the old url is the addition of the "s."



Water filter fundamentals

DC drinking water is safe to consume right from the tap and you can learn about your drinking water quality in DC Water's annual water quality report. The report is available at dcwater.com/waterreport. If you are concerned about certain contaminants, you should consider a filter and what you'd like the filter to remove before you choose one. Various styles and types of water treatment devices are certified to remove a range of elements from water. You should choose the type of filter that best fits your needs. Make sure that your filter meets National Sanitation Foundation (NSF) standards and is labeled with the certification for the type of removal you prefer.

DC Water recommends that customers install filters at the faucet tap or use pitcher-style filters. Whole-house filters can be difficult to maintain and certain filters don't allow chlorinated water to disinfect household water pipes. It's important to regularly replace filter cartridges according to the manufacturer's instructions, because filters can collect metals and bacteria over time.



Bill roundup makes a difference

One in five District residents lives in poverty, and many households struggle to pay their bills. You can help families keep their critical water and sewer services by simply rounding up your bill to the next nearest dollar. Every dollar goes to helping families pay their bills. You also have the option of rounding up plus \$1 and rounding up plus \$2 or to write in a larger contribution to SPLASH (Serving People by Lending a Supporting Hand), a fund that provides for District residents who are facing shut-off of water service. It's as easy as checking the box on the bottom of your bill. To learn more, including other ways to donate, please contact a Customer Care Associate at (202) 354-3600.

SPOTLIGHT ON WASHINGTON PARKS AND PEOPLE

Renewing Parks, Restoring Communities

Washington Parks & People (previously known as Friends of Meridian Hill) was founded on the principle that public green spaces should be a place for building friendship and community. In the 1990s, Parks & People took the simple, yet radical, step of simply being present in Meridian Hill Park. Neighborhood patrols, followed by a wide range of tree plantings and community park reclamation and programming, made a huge impact on the community. Parks & People launched America's first urban park partnership to receive the highest organizational honor in the National Park system, the Leadership Award by the National Park Foundation.

In the years since those first community patrols, Parks & People has engaged over 150,000 volunteers to transform and help restore 160 parks and green spaces across the city, giving special attention to those neighborhoods that have been neglected by other revitalization efforts. More recently, Parks & People established the DC Green Corps training program, which provides training in urban forestry and other green job skills, connecting well



over one hundred graduates with employment and further training.

The Green Corps and Marvin Gaye Community Greening Center have a referral system to help participants connect to jobs. They collaborate with agencies including the District Department of Transportation's Urban Forestry Administration, the DC Department of Parks and Recreation, and the UDC College of Agriculture, Urban Sustainability and Environmental Sciences, among a dozen others.

More information can be found at washingtonparks.net or by calling (202) 462-7275.



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