

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 2

General Manager's Message: Tap Water for Congress

Dear Customers,
Happy New Year! This January, House Speaker John Boehner announced plans to cut his chamber's office expenses in a nod to hard economic times. News reports focused on the House's spending nearly \$800,000 a year on bottled water. As you know from reading this newsletter, bottled water is hundreds of times more expensive than the tap water we provide, isn't subject to the same strict federal regulations, and the plastic is harmful to the environment.



But a House that buys bottled water for its members is also a House that isn't focused on the importance of municipal tap water and the need to invest in infrastructure improvements. Naturally, I wanted to help.

I sent Speaker Boehner a letter offering free reusable water bottles for all members of Congress (with 10 bottles as a sample), because having such high-profile elected officials demonstrate their support for tap water would go a long way toward their constituents doing the same. I also offered for DC Water to test the taps and water fountains in all congressional buildings.

I hope this is an indication of the great partnerships and possibilities that lie ahead in 2011.



Sincerely,

George S. Hawkins

gmsuggestions@dcwater.com

Did You Know?

Did you know you can receive a \$5 bill credit from DC Water? You will receive a \$5 bill credit when you sign up for electronic bill delivery from now until March 31. This one-



see **DID YOU KNOW?** continued on back

Public Tours Available at Blue Plains

As the world's largest facility of its kind, serving more than two million people in the region, Blue Plains Advanced Wastewater Treatment Plant attracts many regional and international visitors each year. Visitors come to Blue Plains to learn how wastewater from the sewer system is treated and cleaned through a series of steps, and ultimately recycled into the Potomac River.



Public tours are held on Thursdays from 9 a.m. to 11 a.m. throughout the year. The minimum age of all visitors is 12 years, and individuals 18 and older must present a valid, government-issued ID to

enter the facility. DC Water reserves the right to deny entry to anyone without proper identification.

All tours are scheduled on a first-come, first-served basis. If you wish to visit Blue Plains, please submit your request at least two weeks in advance. To schedule a tour, please visit dcwater.com/about/tours. *cfm* and complete the tour request form. You may also contact the Office of Public Affairs at (202) 787-2200 to request a tour.

Every Dollar Counts

Since June 2001, DC Water has provided financial assistance to customers having difficulty paying their water and sewer bills through the SPLASH (Serving People by Lending a Supporting Hand) program. This program is

driven solely by donations from customers, residents, DC Water employees and businesses. With your



see **EVERY DOLLAR COUNTS** continued on back

Connecting with the Community Through Free Education Program



DC Water provides experienced speakers for presentations to local groups and organizations through its speakers bureau, *DC Water Speaks*. This is a free service to keep the public

informed about the Authority's projects and programs and specific water topics.

The speakers bureau is composed of employee volunteers with vast knowledge of DC Water operations and various aspects of the water and sewer industry. Speakers are available to present to community, civic, business, and school groups of 10 or more people. Some topics include water quality, the wastewater treatment process, water conservation, sustainable projects, and environmental science.

To schedule a speaker, please visit dcwater.com/community/speakers_bureau_requests.cfm. Or contact the Office of Public Affairs at (202) 787-2200. DC Water requests a minimum of three weeks' advance notice. Every effort will be made to accommodate your request, but presentations are scheduled based on speaker availability.

Did You Know? *continued*

time offer is only available for new customers enrolling in the program. Group or third-party billing account holders are not eligible. To sign up, visit dcwater.com/customercare/ebilling.cfm and access My DC Water. Go paperless and sign up for online bill delivery today. For more information, please contact Customer Service at (202) 354-3600.

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)

Adjusting Fluoride in Drinking Water

The United States Department of Health and Human Services (HHS) recently proposed changing the recommended level of fluoride in drinking water.

DC Water has delivered drinking water that is consistent with previous HHS recommendations for water fluoridation, and fluoride levels were immediately adjusted to meet the new recommendation.

In the past, HHS supported a fluoride level between 0.7 to 1.2 milligrams per liter (mg/L), as safe and effective in preventing tooth decay. Based on new research, HHS is recommending a fluoride level of 0.7 mg/L as optimal for ensuring public health protection.

DC Water purchases treated drinking water



from the U.S. Army Corps of Engineers Washington Aqueduct, the federal agency responsible for water fluoridation in the District. Based on the recent HHS recommendation, the Washington Aqueduct has adjusted the amount of fluoride added during the treatment process to the recommended level of 0.7 mg/L. The average fluoride level in District drinking water has been 0.9 mg/L, within the range previously recommended by HHS. For more information, contact the Drinking Water Division at (202) 612-3440.

Every Dollar Counts *continued*

continued support and generous donations, DC Water can help even more District residents in need.

That's why DC Water is making a special appeal for donations to the SPLASH program. A donation of any kind can go a long way to help those on the brink of

losing their water service. Every dollar contributed to SPLASH goes toward helping eligible customers with paying their bill. To donate to SPLASH, visit dcwater.com/splash or check the appropriate box on your DC Water bill. You can also contact Customer Service at (202) 354-3600 to make a donation.



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

Customer Service Department | 810 First Street, NE
Washington, DC 20002 | DCWATER.COM



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