

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 16 ISSUE 2

General Manager's Message

What's on Tap? is a great way for us to share important information, but it is just one of the many ways we communicate with you. Of course, if you have a question about your bill or a problem with your water and sewer service, you can always call Customer Service at (202) 354-3600 or our 24-hour Command Center at (202) 612-3400. To be alerted about repair work in your neighborhood, sign up for our Active Workzone Alerts at dcwater.com/workzone.



We are also easily reachable on the most popular social media platforms, including Twitter, Facebook and Instagram. In fact, DC Water's digital presence is a model for progressive utilities across the nation. We would love to hear from you – follow us or like our pages listed at the bottom of this page, and join the discussions taking place every day, or post a comment or question and we will respond promptly. Whether it's about a leaking hydrant, a water outage or perhaps giving a shout out to a member of the DC Water team, we would love to hear from you.

Of course, if you want to contact me directly, you can always send me an email at gmsuggestions@dcwater.com. I believe keeping the lines of communication open is critical to the success of our enterprise, and I look forward to talking to you soon.

George S. Hawkins
CEO & General Manager

Cleaner wastewater for cleaner waterways

January 2015 marks the next generation in DC Water's nutrient removal program. Under a 2009 agreement with U.S. EPA, DC Water's permitted levels have been reduced for phosphorous and nitrogen. The Authority already met its phosphorous goals but to ensure the nitrogen levels continue to be met, DC Water embarked on a nearly \$1 billion project on the Blue Plains Advanced Wastewater Treatment Plant. Research and planning began nearly 15 years ago for the cutting-edge technology used in the Enhanced Nutrient Removal facilities (ENRf), which were commissioned in October and are now operational. The new facilities include more than 13 acres of process tanks, enormous pumps and mechanical and electrical support features. The pumps are some of the largest on the East Coast and effectively reverse the flow of the processes for a portion of treatment.

The goal of the effort is to improve the health of the Potomac River and Chesapeake Bay. Nutrient removal is important to aquatic life because nutrients can cause algae growth that depletes oxygen in the marine environment.

DC Water was the first in the watershed to meet the voluntary goals of the Chesapeake Bay Agreement to decrease nutrients by 40 percent of the 1985 levels. With the new ENR facilities, Blue Plains is on track to meet the next

program goals under the Chesapeake Bay Agreement 2000.

The cost of this environmental stewardship is significant. Blue Plains has now dramatically reduced nitrogen levels three times. This has been achieved through technological and engineering projects. As the nitrogen limits are further reduced, the price increases exponentially.

Keep in mind that Blue Plains contributes about two percent of the nitrogen that runs into the Chesapeake Bay. Although Blue Plains is the largest single point-source discharger, the vast majority of the nitrogen is from non-point sources, like agricultural

see **ENR** continued on back



The new pumping station includes these 450 hp pumps

Spring cleaning scheduled for District water pipes



Starting on Monday March 23, 2015 and ending on Monday May 4, 2015, the disinfectant used for drinking water treatment will temporarily switch from chloramine (chlorine + ammonia) to chlorine. During this time,

you may notice a slight change in the taste and smell of your drinking water. This standard switch in disinfection is part of an annual program to clean water pipes and maintain water quality throughout the year.

If you notice an increased chlorine taste or odor:

- Flush cold water tap for two minutes.
- Refrigerate a pitcher of cold tap water to reduce the chlorine taste and odor.
- Use a pitcher-style or faucet mount filter to remove the chlorine taste and odor.

Individuals and business owners who take special precautions to remove chloramine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch to chlorine. Most methods for removing chloramine from tap water are effective in removing chlorine. Individuals with special health concerns should consult a health care provider about the use of tap water.

The Washington Aqueduct is responsible for treating drinking water in the District. DC Water works closely with the Aqueduct to monitor drinking water throughout the city to ensure chlorine levels meet safe target levels. To view monthly chlorine levels, visit dcwater.com/testresults. For more information, contact the Drinking Water Division at (202) 612-3440.

Help us help you

In case of an emergency, DC Water uses many methods to contact residents. The Authority urges customers to update their contact information so that they may be notified in case of an emergency in their neighborhood concerning their drinking water, sewer lines or construction. Please call Customer Service at (202) 354-3600 or go to dcwater.com and make changes to your MyDCWater account. You can also sign up for text alerts by visiting dcwater.com/news/alert_form.cfm

DC Water offers information in many languages

DC Water offers customer service in many ways. Customers and the public can access information on the website, dcwater.com, anytime and even pay bills or report a problem online. During business hours, customers may call (202) 354-3600 for Customer Service. The Authority has a voice recognition program on its Customer Service phone line in both English and Spanish so that customers can get information about their service, their bills or other questions, anytime. For emergencies, there is a 24-hour Command Center located at the Customer Service Center, reachable at (202) 612-3400.

For customers who speak other languages, assistance is offered through the Language Line, which supports more than 100 different languages. Those who need assistance in another language simply call (202) 354-3600 and ask for the specific language. DC Water connects with the Language Line in a three-way call, where the Language Line serves as translator.



ENR *continued*

runoff and urban and suburban runoff, which must be addressed to improve the health of local waters. DC Water continues to meet or exceed the standards set by U.S. EPA.



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