

# WHAT'S ON



# TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 1



## General Manager's Message: Eyes and Ears

Dear Customers,  
One of my favorite things to hear when I'm out in the community is, "I see your trucks all the time now." Of course, we have always had trucks working across the District on a regular basis, but they're probably more visible because of the bright new DC Water logos on the doors.



Even with hundreds of vehicles and employees at work, we rely on the people we serve to help keep an eye on the massive infrastructure we're in charge of maintaining and repairing. This time of year is water main break season. If you think about a hot plate cracking under cold water, you'll have an idea of the stress our older pipes are under when the weather turns cold quickly. I'd like to ask for your help in tracking down these breaks.

If you see water somewhere it shouldn't be, like bubbling up in the middle of a road or sidewalk, please call us at (202) 612-3400 or send a tweet to @mydcwater. We have multiple crews on standby to address broken mains quickly.

Sincerely,  
George S. Hawkins  
gmsuggestions@dcwater.com

## Did You Know?

Nine percent of District water main pipes were installed in the 1900s and 2 percent of the infrastructure date back as far as the 1860s, before the Civil War.



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

## Water Theft Affects Everyone

Tampering with a meter or fire hydrant to obtain water illegally is considered water theft, a criminal offense. In Fiscal Year 2010, DC Water collected approximately \$520,000 from people caught stealing water. Such illegal activity has a negative impact on the District's water supply and can cause significant problems in the distribution system.

Illegal and unauthorized connections can threaten water quality by allowing mud, debris and other

contaminants to enter the pipes. Unlawfully tapping into a fire hydrant can also compromise the water supply and lower pressure needed for fire protection.

DC Water needs your help to eliminate water theft. If you notice suspicious activity surrounding meters or fire hydrants, please contact DC Water's 24-hour Emergency Hotline at (202) 612-3400. Water theft has a direct impact on the community, so please help us ensure a safe and reliable water supply.



## Payment Options at More TD Bank Branches

Customers may now pay their water bill at any TD Bank branch in the Washington metropolitan area. With several newly added locations, there are even more places to pay in person. Customers wishing to pay their bill at a TD Bank location must bring a current water bill along with cash, check or money order. In addition to TD Bank, customers can also pay their bills at any local Adams

National Bank. For a current listing of authorized TD Bank locations, please visit [tdbank.com](http://tdbank.com) or contact DC Water's Customer Service Department at (202) 354-3600. Customers may also pay their water bill by cash or check at our Customer Service Center located in the lobby of 810 First Street, NE.



## Winter Weather and Water Pipes



Extreme cold weather and freezing temperatures can damage household water pipes. Some pipes are at a greater risk of freezing depending on where they are located in the home. Unexposed pipes are more likely to freeze or burst because of a lack of insulation and heat.

When water freezes, it expands in the pipe. Because there is not

enough space, the pipe eventually bursts. This can cause significant and expensive damage to a home. Customers are urged to take immediate action if their pipes burst.

- Locate the main shut-off valve, or contact a licensed plumber.
- Shut off water at the main shut-off valve.
- Turn off electricity and other heating sources to avoid electric shock.
- Identify source of the leak.
- Open all faucets to drain system and minimize water leaks.
- Place buckets under leaks to catch dripping water.

Customers should contact their insurance company to report any water damage to the home. Contact a licensed plumber or electrician to make any repairs resulting from burst pipes. Repairing a water pipe is likely to cost you a lot of money. Preparing your pipes for the winter can save you money and reduce the risk of frozen and burst pipes.

## Did You Know?

*Continued*

The median age of District pipes is 77 years old. While aging pipes can be quite challenging, DC Water crews work around the clock to respond to water emergencies. To report a water main break, please contact DC Water's 24-hour Emergency Hotline at (202) 612-3400.



## DC Water in the Community

Giving back to the community is at the core of everything we do at DC Water. Throughout the year, our employees participate in many diverse community service projects and charitable activities. In 2010, employees donated their time and money to support the AIDS Walkathon, Bread for the Soul

Toy and Book Drive, Spring Spruce Up at Boys Town Washington, and the Susan G. Komen Race for the Cure, to name just a few.

DC Water employees will kick off the new year by partnering with the Pope Branch Park

Restoration Alliance and other environmental groups and organizations for the 5th Annual Pope Branch Clean-Up Event. For this service project, DC Water employees will join hundreds of other volunteers



to remove invasive plants and shrubs that harm the health and growth of the creek.

Volunteers

will also collect and remove trash and debris along the creek and around the park.

Volunteering allows DC Water employees to make a difference and build relationships in the community.

## Connect with DC Water



Social media allow us to connect with customers and increase transparency of our operations every day. To learn more about DC Water, join us on Twitter, Facebook, Flickr and YouTube. Customers can receive the latest news, information, photos and videos through our social media profiles. In addition, DC Water

invites customers to provide feedback, comments and suggestions.

You can find us at: [twitter.com/mydcwater](https://twitter.com/mydcwater), [facebook.com/dcwas](https://facebook.com/dcwas), [flickr.com/photos/dcwaterandsewerauthority](https://flickr.com/photos/dcwaterandsewerauthority), and [youtube.com/user/DCWASAPublicAffairs](https://youtube.com/user/DCWASAPublicAffairs).

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George S. Hawkins, General Manager

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