

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • VOLUME 17 ISSUE 1



## GENERAL MANAGER'S MESSAGE

Happy New Year! As we launch into 2016, we also reflect on a year of great progress here at DC Water - progress that will benefit all of us and our city well into the future.



We know how important it is for your water to flow from your tap when you need it. That's why we took action in 2015 to ensure there is dedicated funding to replace old water mains and improve the reliability of our service.

We also celebrated a key milestone, the completion of a massive tunnel dug by our tunnel boring machine Lady Bird. Her work is the first major piece of the DC Clean Rivers Project, which will help reduce pollution in the Anacostia and Potomac rivers - important for the District's environment and economy.

We know the rate increases to pay for that work puts an added strain on your family's budget. That's why last year we expanded our efforts to find new non-ratepayer revenue sources, and we will continue to do so in the New Year. It's also why we invested in our new bioenergy facility that produces a third of the power needed to run our treatment plant. That project will pay for itself, while providing clean, green renewable energy!

We look forward to serving you in 2016 with the same focus on both the bottom line and the blue horizon, always searching for ways to make DC Water even better.

*George S. Hawkins*

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## 2015 DC WATER HIGHLIGHTS

### Engineering and environmental protection projects achieve milestones.

In 2015, DC Water made progress in many areas. Following are just a few:

- DC Water completed the bioenergy project, that can produce a net 10 MW of electricity. The facilities turn the solids left over at the end of the wastewater treatment process into electric and steam power, generating about a third of the plant's power needs. It produces clean Class A biosolids that can be turned into a marketable compost-like material used right here in the District.
- DC Water's first tunnel boring machine (TBM) completed her 4.5 mile segment of a tunnel that will store combined sewage to protect the Anacostia River. Two more TBM's (Nannie and Lucy) were commissioned to mine additional portions of the tunnel system.
- DC Water took the next steps in its multi-year contest called the Green Infrastructure Challenge to generate creative ideas and designs for greening DC while decreasing stormwater runoff. In FY 2015 a team of

experts selected two concepts for final design, awarding more than \$1 million for design and construction. The first is a streetscape project on the 100 block of Kennedy Street, NW. The second is a parks project for two triangular-shaped parks on Kansas Avenue, NW.

In May, DC Water, the District of Columbia, the U.S. Environmental Protection Agency and the U.S. Department of Justice agreed to modify the long term control plan (dubbed the DC Clean Rivers Project) for reducing combined sewer overflows to District waterways. The original agreement included only "gray" or tunneling solutions. This modification allows for more green infrastructure for the Potomac River and Rock Creek, and a reduction in the tunneling plans for those two waterways. The work for the Anacostia River is well underway and those plans remain intact.

DC Water also worked with the Water Environment Federation this year to begin to develop a green jobs certification and training program.

see **ACHIEVEMENTS** continued on back



**DC Water to close business office at 810 First Street NE** see story on page 2

## Now pay your water bill closer to home

DC Water now gives customers added flexibility in bill payment. Customers can pay their DC Water bill with cash in person at one of more than 50 authorized locations in the District and many more in Virginia and Maryland. Payments post on the same day if paid by 2:00 p.m. The service is absolutely free—there are no fees to make a walk-in payment.

DC Water partnered with Global Express Financial Services, a vendor that works with local establishments to accept walk-in payments on behalf of utilities, and successfully began accepting payments last month. Global Express also offers this service for other utilities and service providers, which adds to the convenience. Customers may be able to pay several bills in the same location at the same time! Please see the accompanying insert or visit [global-express.net/storelocator](http://global-express.net/storelocator) for payment locations near you.

With so many in-person payment options, DC Water will close the 810 First Street, NE payment office. Beginning January 29, 2016 there will no longer be walk-in payments or a drop box at that location. Customers may still pay by check mailed to:

District of Columbia Water and Sewer Authority  
Customer Service Department  
P.O. Box 97200  
Washington, DC 20090

In addition, customers also still have the option to pay over the phone and online by setting up a My DC Water account. For more information, to ask billing questions or to set up payment terms, please call DC Water's Customer Service Department at (202) 354-3600.



Ft. Reno Green Roof Project

## Achievements continued

### Innovative financing.

DC Water re-evaluated the way it charges for water and sewer service to create a more equitable structure while also creating a fixed charge that will generate funds for the \$40 million a year water main replacement program. The new rate structure went into effect October 1 and charges different rates for water service based on customer class (residential, multi-family and non-residential). DC Water also added a Lifeline Rate that steeply discounts roughly the first 3,000 gallons of water for residential customers.

### Lending a helping hand.

DC Water's customers, employees and residents contributed generously to the SPLASH fund (Serving People by Lending a Supporting Hand) to assist those customers facing service shutoff. Together, we raised more than \$116,000 in Fiscal Year 2015 to keep families in water and sewer service.

### An award-winning year.

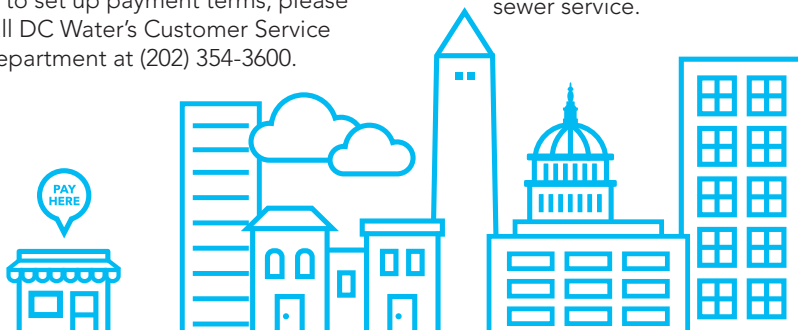
The Authority and its staff members demonstrated leadership with more than 25 awards in 2015. Among them were:

**Global Water Intelligence, Distinction, 2015 Global Water Deal of the Year Award.** DC Water's Finance team was recognized by Global Water Intelligence for the innovative green century bond, a highly successful \$350 million bond to fund the Clean Rivers Project that was a utility first for the 100-year maturity and for being a certified green bond.

**NACWA Environmental Achievement Awards:** Research and Technology (with Hampton Roads) for: Mainstream Deammonification - A New "Blue-Print" for Cost Effective, Sustainable Nutrient Removal.

**NACWA Environmental Achievement Awards:** Operations and Environmental Performance: DC Water Ft. Reno Green Roof Project. The Clean Rivers Project team won this award for installation of a massive green roof project at DC Water's Ft. Reno Pumping Station.

**NACWA Peak Performance Award.** Received for excellence in permit compliance (Gold Award received in 2015 for 100% compliance of NPDES permit requirements during the entire 2014 calendar year).



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