

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • VOLUME 19 ISSUE 1



Henderson J. Brown, IV, Esq. serves as Interim GM/CEO

As we ring in the New Year, we at DC Water are ringing in a new leader. George Hawkins left the helm at the end of the year and **Henderson J. Brown, IV, Esq.** has been selected as the Interim General Manager and Chief Executive Officer. He will serve in this role until the Board of Directors selects Mr. Hawkins' successor. The Board is conducting a national search for his replacement.

Mr. Brown rejoined DC Water as General Counsel in March 2016 after originally serving the Authority in this capacity from 1998-2004. During his first tenure with DC Water, Mr. Brown established the legal office and refined the Authority's legal practices and protocols.

As General Counsel, Mr. Brown manages and coordinates all legal matters on behalf of DC Water. He directs the work of a team of attorneys and professional staff that respond to a wide range of legal matters that involve regulatory compliance, litigation, Freedom of Information Act requests, and contracts, employment, procurement and tort law. Mr. Brown also has extensive experience in commercial transactions, construction, environmental and municipal law, alternative energy and energy recovery projects.

Following his initial tenure with the Authority, Mr. Brown served as Associate General Counsel for Tyson Foods, Inc. and was the principal and owner of Employment Solutions, LLC, a firm that provided human resources consulting for businesses, federal agencies and local Maryland municipal entities.

Mr. Brown holds a Juris Doctorate from the Georgetown University Law Center and a bachelor's degree from Amherst College. He is admitted to the bar in Maryland and the District of Columbia.

General Manager's Message

Happy New Year! With the holidays behind us, the wrapping paper discarded, the leftovers eaten, we find ourselves in 2018.

I am honored the Board of Directors selected me to fill the Interim CEO and General Manager role. I appreciate their support and confidence in me. While there can be no replacement for George Hawkins as leader and visionary, my promise to you is that I will bring as much energy and passion to this role and our mission as did he.

That mission, at its core, is customer service. During this transition and beyond, DC Water will maintain primary emphasis on serving our customers in the city and in the region. We will continue the relentless pursuit of excellence and efficiency in all that we undertake. Protecting public health is paramount.

Our Board of Directors and Executive Team are committed to ensuring that DC Water's rates and fees are fair, including the Clean Rivers Impervious Area Charge that helps fund the court ordered construction required to reduce combined sewer overflows to the District's waterways. Healthy rivers contribute to healthy communities.

We will communicate with customers and customer groups with the intention of finding natural allies who can help us fairly and creatively respond to the many pressing affordability challenges.

I welcome your feedback and encourage your contacts, questions and concerns.

Welcome to the new year.

Henderson J. Brown, IV, Esq.
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Weatherproof your home for winter

With temperatures dropping, you'll want to prevent your pipes from freezing or breaking. Those most at risk are exposed to the outside, such as outdoor hose outlets, water sprinkler lines or water pipes in unheated interior areas like kitchen cabinets, garages, basements and crawl spaces. Follow these recommendations:



- Remove, drain, and store garden hoses.
 - Close the inside water valves to outside hose attachments (called hose bibs).
 - Open the outside hose bibs to allow any water in the line to drain. Keep this valve open.
 - You may want to install a pipe sleeve for pipes that are not insulated. Building supply stores carry these and other insulation supplies.
 - If you go away for an extended time, leave the thermostat set above 55 degrees.
 - In severely cold weather, allow cool water to slowly drip from faucets, especially those served by exposed pipes. Cold water is still above freezing and this will help prevent the pipe from freezing.
- For more information, please visit dcwater.com/cold-weather-pipes

Programs keep the water flowing for customers in need

Some customers face a monthly struggle just to pay their utility bills. But there are programs that can help keep their water services on.

Customer Assistance Program (CAP) This program, administered by the District of Columbia's Department of Energy and Environment (DOEE), provides eligible customers with a discount of up to 400 cubic feet of water and up to 400 cubic feet of sewer services per month, a current savings of up to \$37.00 for water and sewer combined.

In addition, CAP participants are eligible for a 50 percent credit on the Clean Rivers Impervious Area Charge. All totaled, CAP customers receive more than \$55 off the average monthly bill. The DOEE determines eligibility on the basis of federal low-income guidelines. For more information, please call the DOEE at 202-673-6700.

SPLASH (Serving People by Lending a Supporting Hand)

SPLASH is a DC Water program offering one-time assistance for customers to maintain critical water and sewer service in a time of financial emergency. SPLASH is funded solely by contributions from employees, customers and the community. Call 202-354-3600.

Extended Payment Plans Please call 202-354-3600 to speak with a Customer Care Associate about extended payment plan options.

SPOTLIGHT: U.S. FOREST SERVICE PROTECTS SOURCEWATER

Have you ever wondered where your water comes from? Sure, it comes from a faucet – but *before* that? In the District, our drinking water comes from the Potomac River, a 400-mile waterway winding from the Appalachian Mountains to the Chesapeake Bay. Some of this water comes from the George Washington and Monongahela National Forests, west of the District. These forests provide more than just great weekend escapes, they also give us jobs, clean water and air.

Once majestic forests, by the early 1900s they were known as "lands nobody wanted." Years of logging led to severe erosion and flooding. The U.S. Congress designated them as National Forests through the Weeks Act of 1911 and a period of restoration began.

Today, our much-improved nation's forested lands provide drinking water to about 180 million people in more than 68,000 communities. The U.S. Forest Service manages the largest single source of municipal water in the country, which is about 20 percent of the total drinking water. So the next time you turn on the tap, whether to shower, cook or drink, think about the forests, and remember that healthy forests help protect our health and provide clean water for us all. For more information please visit: www.fs.fed.us



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