

# WHAT'S ON



# TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 6

## General Manager's Message: Good News on Hydrants



Dear Customers,

The District's 9,100 public fire hydrants are critical for saving lives and property, and we're working hard to keep them ready if you ever need them. At any given moment, less than one percent of the hydrants are out of service because they

need repair or replacement.

Because of some exceptional cooperation between DC Water and the DC Department of Fire and Emergency Medical Services, firefighters know a great deal about the hydrants in an area before they even pull up to the scene of a fire. A digital mapping system tells them which hydrants are available, their condition, and how much water pressure to expect. This replaces the outdated paper maps of the past.

In fact, an independent underwriter recently ranked our water supply in the 98th percentile of more than 48,000 fire suppression systems across the country.

To learn more about our hydrant program, please visit [dcwater.com/hydrants](http://dcwater.com/hydrants).

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## Did You Know? DC Water Tours

Ever wanted to know what happens to your water after it goes down the drain? DC Water offers tours of the Blue Plains Advanced Wastewater Treatment Plant, the largest of its kind in the world. Tours are a fun and a great way to learn about an important part of our city and our water system. The tour takes about an hour and is only open to those 12 and over. Learn more at [dcwater.com/about/tours.cfm](http://dcwater.com/about/tours.cfm).



## Be Safe, Call Miss Utility

Each time you begin an outdoor project that involves digging or excavating, you must call "Miss Utility" first. Call (800) 257-7777 to get your underground utility lines marked to avoid damage or harm.

Accidentally hitting utilities lines is extremely dangerous and can cause a disruption in service, harm to the environment or life-threatening personal injury. "Miss Utility," a one-call notification center, will locate and mark all of your lines, including water, sewer, gas, electric, and cable.



Homeowners or professional excavators are required by law to call "Miss Utility" at least two working days (48 hours) before digging in the District. You can check the status of your request at [missutility.net](http://missutility.net).

## Choose to Reuse

Reusable water bottles are saving people money and protecting the environment. Let's put down the plastic and turn on the tap. The cost of District tap water is about a penny per gallon, while bottled water is about 1,000 times as much. Reusable bottles reduce the number of plastic water bottles littering our neighborhoods and polluting the Potomac and Anacostia Rivers.

Compared to tap, bottled water requires 2,000 times the amount of energy to produce and distribute - enough energy to fuel three million cars a year. Using a water filter is another alternative to bottled water and creates less waste. If you're out and about in the District and need to refill your reusable water bottle, visit any TapIt location - [tapitwater.com/dc](http://tapitwater.com/dc).



## Using Water Efficiently Outdoors

There is typically an increase in outdoor water use during the summer months. People spend more time watering their lawn or garden, filling swimming pools and washing cars in the summer, which impacts residential consumption. Using water efficiently for your seasonal needs can help save money and reduce water waste.

Here are some simple water-saving tips to follow:

- Water your lawn only when needed
- Water your lawn early in the morning to avoid evaporation
- Select low-watering plants and flowers
- Clean driveways and sidewalks with a broom,

- instead of a hose
- Adjust sprinklers so only your lawn is being watered
- Wash car with a bucket of soapy water, and rinse with a hose with a nozzle
- Install rain barrels to collect rainfall and runoff from downspouts
- Check pipes, hoses and faucets for leaks



## Keep Cool with Free Misting Tent



DC Water offers a free, portable misting tent to District residents as a service to the community. The tent provides a cool, refreshing mist and a convenient shade from the sun. With the misting tent, you can beat the heat and enjoy the outdoors without being uncomfortable.

The misting tent is a great addition to any community, civic or athletic event or activity, providing a welcome relief from the typical hot and humid weather in the District. The 10x10 tent is

easy to set up and requires access to a water source. The tent is available for rental from June until August.

To make arrangements for the misting tent, please visit [dcwater.com/mistingtent](http://dcwater.com/mistingtent) and complete an online request form. DC Water encourages you to submit your request at least two weeks in advance. All requests are scheduled on a first-come, first-served basis.

While DC Water does not charge for the use of the misting tent, donations are kindly accepted to the S.P.L.A.S.H (Serving People by Lending A Supporting Hand) program. Every dollar donated to the program is used to help eligible individuals and families struggling to pay their utility bills.

## Automatic Leak Alert Can Help Save You Money

Undetected leaks can be costly and lead to a considerable amount of lost water. Whether it's from a leaking toilet, sprinklers accidentally left running, or a malfunctioning appliance, DC Water's High Use Notification Alert (HUNA) can detect household water leaks or plumbing problems. HUNA can alert customers when there is a spike in their water use.

HUNA is a proactive water conservation management system that allows customers to receive advance notification when there is an unusually high increase in water use. Working in conjunction with the Automated Meter Reading system, HUNA sends automatic alerts to customers when daily water usage is higher than normal. This service helps

customers avoid a high water bill and prevent water loss. Customers can access information about their usage online and pinpoint the exact day of high use.

DC Water notifies customers of high usage via telephone, email and text messages. To receive an alert, visit [dcwater.com/highusage](http://dcwater.com/highusage) and log into *My Account*. If you are interested in receiving a

telephone alert, please provide your name, service address, telephone number and account number to [custserv@dcwater.com](mailto:custserv@dcwater.com), or call Customer Service at (202) 354-3600.

