

## General Manager's Message



Dear Customers,

Every spring I look forward to hosting a Town Hall Meeting in each Ward in the District, co-hosted by Ward Councilmembers. This is our opportunity to meet you in your neighborhood to discuss our service, and to hear what is on your mind. I want to

thank all those who came out or contacted us. Your opinions matter and we are listening. Here are the topics about which we heard the greatest concerns:

- Receiving a bill that seems to be estimated rather than measured
- How DC Water encourages more local hiring at DC Water and on the Clean Rivers Project in particular
- What types of incentives are there for customers who reduce the impervious surface and therefore stormwater runoff from individual properties? Can customers expect to see a decrease in rates once the overall Clean Rivers Project has been completed?
- A different smell in the water during the annual spring system cleaning.

If you weren't able to attend a Town hall Meeting and have something that you would like to share, please feel free to email me at [gmsuggestions@dcwater.com](mailto:gmsuggestions@dcwater.com). Thank you for the opportunity to serve you.

George S. Hawkins  
[gmsuggestions@dcwater.com](mailto:gmsuggestions@dcwater.com)



## Wastewater to Power Plant on Target for 2014

Two years ago, DC Water broke ground on a project to convert wastewater residuals into combined heat and power. DC Water will be the first in North America to use thermal hydrolysis to “pressure cook” the solids left over after the wastewater treatment process and then use anaerobic digestion to create heat and electricity, which will be used to continually power the process and net 10 MW of electricity to be used at Blue Plains Advanced Wastewater Treatment Plant.



CAMBI thermal hydrolysis vessels – a first in North America

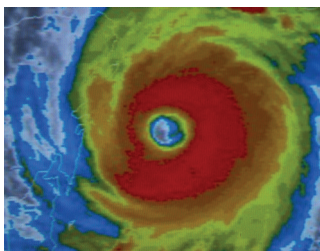
To date, the Cambi™ Thermal Hydrolysis vessels (pictured above) are installed. The four giant digesters will be 100 feet in diameter, and roughly 70 feet high when complete. Two of them have reached that height and the other two are under construction.

Three combustion gas turbines are being installed. After the anaerobic digestion process, the compressed gas from the digesters is injected into the turbines which act like jet engines. Each turbine will turn a generator to create electricity and hot gas will go to a boiler to produce steam. A power plant building will be built and operated by Pepco Energy Systems. The electricity generated at Blue Plains will be independent of the electrical grid and will be able to power about one-third of the wastewater treatment plant. It also can provide back-up power in emergencies.

The biosolids at the end of the process will be a better class material, with more beneficial uses and about half the

## Hurricane Season Begins June 1— Be Prepared

As we have seen in recent years, hurricanes pack powerful forces and can cause damage and injury and wreak havoc with utilities. Hurricane season runs from June 1 to November 30, with the peak season occurring between August and October. District area residents and business owners are urged to protect themselves, their loved ones and their property.



DC Water offers the following precautions to take when the weather service reports impending severe weather or hurricane. Do the following *before* severe weather arrives:

- Visit [ready.gov/hurricanes](http://ready.gov/hurricanes).
- Keep a first-aid kit handy, including flashlights and extra batteries.
- Clear loose and clogged rain gutters and downspouts.
- Keep a battery-powered radio nearby.
- Maintain an emergency supply of food and bottled water for your family and pets.
- Visit [dcwater.com/education/water\\_emergencies.cfm](http://dcwater.com/education/water_emergencies.cfm) and print out how to prepare for and respond to water emergencies.
- If damage is extensive, listen to the media for information about water and sewer infrastructure and the safety of your drinking water.
- Call DC Water's 24-hour Command Center for true water and sewer emergencies at (202) 612-3400.

## Power Plant *continued*

volume. Since the biosolids now are being trucked out of the plant at DC Water's expense, the reduction in volume is expected to save about \$10 million per year.

The digesters will be finished in 2014, but DC Water will slowly convert from the current process to full-scale digestion over many months. Once the conversion is complete, the Authority expects to save another \$10 million per year on electricity.

## Upgrading Large Water Transmission Mains Causes Road Closures

DC Water and the District Department of Transportation are set to begin construction and replacement of large transmission mains, affecting Bryant Street, NW from 2nd Street to 4th Street. The street in front of the Bryant Street Pumping Station, Washington Metropolitan High School and Howard University's Bethune Dormitory will be excavated for the replacement work.

In all, DC Water will replace more than 5,100 feet of large water pipelines that distribute water from the pumping station to District residents. It's a big project that will last from now until the summer of 2015.

Bryant Street NW from 2nd Street to 4th Street will be closed to through traffic during construction; this portion of the roadway will be open to local traffic. Some traffic stops and delays in the area are anticipated. To avoid delays during work hours, W Street NW may be used as an alternate route for eastbound travel, and V Street NW may be used as an alternate route for westbound travel.

For more information please contact DC Water Customer Service at (202) 354-3600.



## What is the Pink Stain in My Sink or Tub?

In a word—bacteria. A thin film, also called biofilm, can be pink, orange, yellow, brown or a variation on these colors. Though it shows up in our bathrooms as a nuisance, the bacteria can be found all around us. It grows into a film where water sits for extended periods. There are rarely health effects from the bacteria itself, but most people want



to be rid of it. The best method for eliminating this pink slime is through vigorous scrubbing and keeping the area dry, if possible.