

WHAT'S ON

TAP?



NEWS FOR DC WATER CUSTOMERS | VOL. 16 ISSUE 5

General Manager's Message



Dear Customers,

Each year, DC Water proposes water and sewer rates that are designed to cover the cost of delivering these services. The Board of Directors votes on these rates, and

they become effective October 1. The major drivers for rate increases are the aging water and sewer systems that require replacement and repair, and massive multi-billion dollar environmental projects that are required.

But we also care about affordability. We understand that some families are struggling to pay the bills now, and future increases will hit even harder. So this year, DC Water approached the rate-setting process by asking if we can more fairly assess water and sewer charges by considering the amount that customers are using the system. We also looked at how to incorporate a fixed fee to ensure that funds are always there for water system replacement. Finally, we also looked again at our customer assistance programs and how to keep rates affordable for those who need our help the most.

Please read more about your water and sewer rates this summer as we include more information with your bills. You can also read more online at dcwater.com/rates.

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Drinking water takes the spotlight during National Drinking Water Week

From May 3-9, DC Water joined water utilities around the country to celebrate safe, reliable water, a pillar of healthy economies and communities. After kicking off the week's events at the Washington Nationals' first victory against the Miami Marlins, DC Water's mascot, Wendy the Waterdrop, entertained the crowd celebrating Cinco de Mayo at Medstar's Family Fun Day.



DC Water and the American Water Works Association promoted Drinking Water Week with a reusable bottle giveaway at the Thursday FreshFarm market near the White House. The week's festivities concluded in collaboration between Smithsonian Gardens and regional water utilities to promote Drinking Water Week at the Smithsonian

Garden Festival. Attendees stayed hydrated thanks to the free water bar delivering cold, refreshing H2O from its taps. Other festival highlights included games, giveaways and an art installation made of plastic water bottles to raise awareness about the wastefulness of bottled water.

Drinking Water Quality Report available soon

Every year, DC Water produces a report on your drinking water quality, which summarizes the water testing results from the previous year. The full-length edition of the 2015 Drinking Water Quality Report will be available online at dcwater.com/waterreport or as a hard copy by request at (202) 787-2200.

A notice of the report's availability will be mailed to every home in the District, even those who do not pay a DC Water bill. It should be in your mail soon, please take the opportunity to learn about your drinking

water. Protecting the quality of the drinking water supply is our most fundamental job. We will take all necessary steps to protect public health, including an intensive monitoring program. DC Water has a dedicated, experienced and caring staff that is on duty 24 hours a day, 7 days a week, 365 days a year.



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Hurricane season is here—be prepared!

Hurricane season is June 1 to November 30, with the peak season occurring between mid-August and October. Residents are urged to protect themselves, their loved ones and their property. Coastal areas are not the only ones affected. Inland areas can experience wind and flood damage. 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
- Keep a first aid kit handy, including flashlights and extra batteries.
- 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 to prepare for and respond to water emergencies.
- Visit hsema.dc.gov/page/emergency-preparedness-hsema for specific district information.
- Listen to media reports if serious weather has damaged water and sewer infrastructure.
- Call DC Water's 24-hour Command Center for true water and sewer emergencies at (202) 612-3400.



SPOTLIGHT ON THE NATURE CONSERVANCY IN MARYLAND/DC

Founded in 1977, The Nature Conservancy's Maryland chapter expanded to the District of Columbia in 1996. The Maryland/DC chapter has helped protect more than 75,000 acres and owns nature preserves from the West Virginia border to the Eastern Shore.

With support from over 30,000 active members and donors, the chapter protects and restores natural filters such as forests and wetlands that secure clean water, helps people and nature adapt to climate change, and seeks to reduce urban stormwater pollution through natural infrastructure such as rain gardens, green roofs and tree canopies.

The Conservancy's global vision is a world where the diversity of life thrives, and people help conserve nature for its own sake and for its ability to fulfill our needs and enrich our lives. Locally, the chapter works to enhance the health of four major natural systems:

- **Potomac River:** The Nation's



The Nature Conservancy's Maryland/DC chapter protects and restores the habitats that provide natural benefits such as clean water for nature and people.

River provides drinking water to 4.3 million people in the Washington, D.C., metropolitan area, while the 15-mile Potomac Gorge alone supports more than 200 rare plant and animal species.

- **Chesapeake Bay:** In addition to serving as a nursery for bird and marine life, the Chesapeake drives the economy of a region with 17 million residents.
- **Mid-Atlantic Seascapes:** Our seascape not only sustains

communities along the coastline, but also marine habitats ranging from bays to submarine canyons.

- **Central Appalachians:** This six-state, 50,000-square-mile mountain chain features some of the world's most diverse forests, which shade and filter streams that provide clean drinking water for millions of people.

For more information, go online to nature.org/marylanddc.



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