

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 16 ISSUE 3

General Manager's message



Dear Customers,

Every year, DC Water employs dozens of college interns in departments all over the Authority—engineering, research, drinking water quality, external affairs, legal, finance. DC Water benefits from their enthusiasm, ideas and fresh perspectives. The interns get a paid work experience in a professional environment, along with learning activities such as a field trip aboard a Chesapeake Bay educational boat tour. The interns also participate in workforce training in resume writing, interview skills and other professional programs geared towards their transition into the workplace after graduation. But time is running out to apply! Please visit our website (dcwater.com/intern) for application materials or call (202) 787-2497. It's one of my favorite programs at DC Water and I look forward to "internship season" every year.

George S. Hawkins
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April is Earth Month

Join others in the District to participate in an Earth Day Cleanup activity.

Alice Ferguson Foundation's Potomac River Watershed Cleanup
Saturday, April 11; Cleanup: 9 a.m.-noon; Contact the Cleanup Coordinator at (202) 973-8203 or potomaccleanup@fergusonfoundation.org.

Anacostia Watershed Society Annual Earth Day Cleanup & Celebration
Saturday, April 25; Cleanup: 9 a.m.-noon, various sites in DC and MD; Celebration: noon-2 p.m., Bladensburg Waterfront Park. Please visit anacostiaws.org/earthday2015 for more information.



What are cross-connections?

A cross-connection is the physical connection between the drinking water system and water that is not used for household purposes. In your home, examples of cross-connections could include water connections to fire sprinkler, lawn sprinkler and boiler systems. In commercial buildings, these connections may be used for heating, cooling or industrial processes that require water. Backflow is the reverse flow of water from cross-connections into the drinking water system, and it can be caused by a pressure change on either side of the connection. Backflow can potentially allow contaminants to enter the drinking water system. To protect drinking water, D.C. Plumbing Code requires backflow preventers on all cross-connections that could allow contamination. The Code also requires the annual inspection and maintenance of testable backflow preventers by a certified inspector, who must share the report with DC Water. DC Water's Cross-Connection Control Program is responsible for inspection, enforcement, and education to prevent backflow incidents. DC Water customers are responsible for properly maintaining their plumbing systems and ensuring that cross-connections are protected by the appropriate backflow prevention devices. Please review customer requirements and additional information about the program at dcwater.com/cc.



TOWN HALL MEETINGS ARE COMING!

Soon it will be time for our annual Budget Town Hall Meetings! Each spring, DC Water co-hosts these meetings in all eight wards of the District with the ward councilmembers. It is a great opportunity to speak directly with CEO and General Manager George Hawkins and DC Water staff about the budget and proposed rates for the next fiscal year. This year's meetings will be held in April. Please check the website at dcwater.com/customer-care/rates.cfm in the coming weeks to learn when DC Water will be in your ward.



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Save Water! Save Money!

Learn how during Fix-a-Leak Week



Did you know that leaking faucets, showerheads, toilets and lawn watering equipment can increase a family's water bill by 10 percent or more? A leaking toilet wastes a gallon of water per minute, which can

cost more than \$400 on a monthly water bill (watch this video to learn more: bit.ly/toiletvideo). During Fix-a-Leak Week (March 16 -22), DC Water encourages customers to check, twist and replace leaking fixtures to save money and avoid wasting water.

1. Check for leaks. Evaluate water use during the winter. A household of four generally consumes less than 12,000 gallons per month, so higher usage may indicate leaks. Your water usage information is available through My DC Water online. Placing a leak detection tablet or food dye in the toilet tank is an easy way to identify a leak: if the color spreads into the toilet bowl, you have a leak.

2. Twist to stop fixtures from leaking. Tighten hoses, pipe connections, showerheads and faucet valves to form a good seal. Twist an Environmental Protection Agency's WaterSense® labeled aerator onto bathroom and sink faucets.

3. Replace when necessary. Most toilet leaks are from worn-out flappers, which are cheap and easy to replace. Dripping fixtures may only need gaskets and washers. If they still drip, it might be time to replace the fixture. Look for the EPA's WaterSense® label when considering a new toilet, faucet, or showerhead. For more information, please visit: epa.gov/watersense/pubs/fixleak.htm.

DC Water strongly encourages customers to contact us immediately for help if they receive an unusually high bill or if they receive a notification from the High Usage Notification Alert (HUNA) system, a free service that customers are automatically enrolled in when they provide contact information such as phone number and email address. DC Water can send an inspector to investigate if there is a suspected leak or broken water service line.

Household leaks across the U.S. can result in the loss of more than 1 trillion gallons of water annually, and it is estimated that at least 10 percent of homes have water leaks that waste 90 gallons or more per day!

SPOTLIGHT ON ROCK CREEK CONSERVANCY

Rock Creek Conservancy works to protect the lands and waters of Rock Creek



and revitalize Rock Creek Park for people to treasure and enjoy. Founded in 2005, Rock Creek Conservancy is the only organization dedicated solely to Rock Creek and its parks.

Rock Creek meanders 33 miles through the Washington metropolitan area, crossing federal lands as well as district, city, county, and state boundaries. Although parkland borders much of the creek, the surrounding development threatens the health and beauty of these natural areas. Because of its heavy use and closeness to an urban area, Rock Creek suffers from pollution, litter, and invasive species infestation. Rock Creek Conservancy is uniquely positioned to foster outreach, education, and protection efforts to overcome threats to Rock Creek.

This year, Rock Creek Park is celebrating its 125th Anniversary. It has the distinction of being the third oldest National Park in the system as well as the largest urban National Park in the country. Throughout the year, the Conservancy will host recreational, educational, and volunteer events to celebrate this milestone while working to create a plan for the next 125 years.

Rock Creek Conservancy couldn't do its important work without volunteers. Join the Conservancy for their biggest volunteer event of the year on April 11th from 9-12, the 7th Annual Rock Creek Extreme Cleanup. Volunteers will work at one of more than 70 sites. To learn more about Rock Creek Conservancy and how to support its efforts, please consider becoming a member. For more information, please visit rockcreekconservancy.org.



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