

DC Water launches exciting, user-friendly website

DC Water launched a new **dcwater.com** website to better connect with customers and make it easier for them to find information and request services. The intuitive user experience includes:

- improved navigation
- a fully responsive site—it works on any device, and
- a fly-out Customer Center for customers to access and control their accounts.

"Our website now matches the cutting-edge innovative work we're doing at DC Water," says CEO and General Manager George S. Hawkins. "This portal puts all of our services and information at our customers' fingertips and helps us deliver on our promise to be completely transparent."

Visitors to the new **dcwater.com** can search by ward or zip code to find information about improvements in their neighborhoods. A new searchable publications database also makes it easier to find particular publications including water quality reports, planning studies and budget documents. In addition, service alerts and other important notices for customers are prominently featured on the new homepage. Customers will see additional enhancements during the next year as DC Water upgrades its Customer Information System and the "My DC Water" customer portal.

"The bright, airy design is a dramatic improvement over our previous website," says John Lisle, DC Water's Chief of External Affairs. "It's also built on the Drupal open-source platform which means it is much easier to maintain, allowing more staff to contribute to the site to keep the content fresh and up to date."

DC Water partnered with Taoti Creative, a DC-based digital creative agency, on the redesign of the **dcwater.com** site.



General Manager's Message

Last month we hosted our third annual Critical Customer Roundtable, inviting large and community essential water customers from around the District, such as hospitals, universities, dialysis centers, fire departments and schools.



We described our infrastructure and water systems, detailing DC Water's resiliency planning and emergency response, and then we engaged in discussions and tabletop exercises. These were designed to help agencies and partners identify their emergency response measures and to assist us in developing tools and communications that will aid in response.

The tabletop exercises simulate realistic scenarios, most of which have occurred in recent years. The discussion also helps attendees understand the limits of the water systems and their responsibility in providing alternative water supplies, or complying with conservation measures, should there be an extended water outage, plant malfunction or contamination event.

These meetings help establish relationships among agencies and organizations and also help us identify gaps in planning. Notifying all DC Water customers of a water or sewer emergency is one of our highest priorities, but specifically knowing who and where critical customers are and how to communicate with them assists the whole community in being resilient and in protecting susceptible populations. Our Roundtable event is just one way in which we communicate with our partners and neighbors. More information, and a critical customer questionnaire are located at: **dcwater.com/criticalcustomer**.

As a reminder to all our customers, we recommend storing a 72 hour supply of potable water for emergencies, for family members and pets. For more information, please visit: **dcwater.com/preparing-water-emergency**.

George S. Hawkins
gmsuggestions@dcwater.com



REMINDER: DISINFECTANT SWITCH

As noted in last month's issue of *What's on Tap*, the disinfectant used for drinking water treatment will temporarily switch from chloramine to chlorine, from **March 20 through April 17, 2017**. For more information, please visit **dcwater.com/chlorine-switch** or contact the Drinking Water Division at **(202) 612-3440**.

Keep meters clear to promote actual reads

DC Water bills its customers based on their water usage which is recorded by the water meter. Since DC Water installed automated readers a decade ago, in most cases, the meter is read remotely by the use of radio frequency and satellite technology. Multiple readings a day are uploaded to DC Water.



With this data, DC Water can monitor your water usage to help identify possible water leaks using the High Usage Notification Alerts (HUNA) system. But that is possible only if the readings are received. To ensure you are billed for only the amount of water you consume, and to be able to receive HUNA alerts, it is important that your meter cover remains unobstructed.

Garbage cans, parked cars, plants, mulch and/or large flower pots are some of the common items that can interfere with electronic meter readings. In the instances when a manual meter reading is required, DC Water technicians need easy access to meters to get accurate readings. If the meter servicing your property is blocked or inaccessible, you will receive an estimated bill based on past usage. To schedule an appointment for DC Water to access your property to read the meter, please contact the Meter Operations Department at **(202) 354-3600**.



Calling all Girl Scout Troops and Troop Leaders!

DC Water invites District Girl Scout Troops (2nd - 4th grades) to the **Wonders of Water Journey** on **Saturday, May 13** from **10:00 a.m. to 2:00 p.m.** at the Blue Plains Advanced Wastewater Treatment Facility.

During the event participants will rotate through a variety of engaging environmental exhibits and learning stations to explore and experience various aspects of water. This event is designed to support water-related advancement patch and badge requirements.

For more information or to register, contact **LaDawne White** (Office of External Affairs) on **(202) 787-2201** or ladawne.white@dcwater.com.

Save money by fixing costly leaks

Water fixture leaks cost money! Leaking plumbing and equipment can increase a family's water bill by 10 percent. A leaking toilet wastes a gallon of water per minute, which can cost more than \$400 in a month. During Fix-a-Leak Week (**March 20 to 26**), DC Water reminds customers to check, twist and replace leaking fixtures to save money on their water bill and avoid wasting water.



1. Check for leaks and compare your water bills. A four-person household generally uses less than 12,000 gallons of water per month, so higher usage may

indicate leaks. See your own water usage online at dcwater.com. To check for a toilet leak, place a leak detection tablet or several drops of food dye in the toilet tank. If any color appears in the toilet bowl without flushing, 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 a WaterSense®-labeled aerator onto bathroom and sink faucets.



3. Replace when necessary. Most toilet leaks are the result of worn-out flappers, which are inexpensive and easy to install. Replace gaskets and washers to stop fixtures from dripping. If

you still have a drip, you probably need to replace the fixture. Look for the Environmental Protection Agency's WaterSense label on equipment. For more information, visit: www3.epa.gov/watersense/.

DC Water strongly encourages customers to contact Customer Service immediately at **(202) 354-3600** if they receive an unusually high bill or a notification from the High Usage Notification Alert (HUNA) system. DC Water can send an inspector to investigate for a suspected leak or broken water service line.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
Customer Service Department | (202) 354-3600
5000 Overlook Avenue, SW, Suite 400, Washington DC 20032

DCWATER.COM



fb.com/mydcwater



@dcwater



@mydcwater



30941-I-0083