

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 12 ISSUE 4

General Manager's Message: Not Too Late for Your Feedback



Dear Customers,

My team and I visited every ward in the District again this year, asking for your comments at the town hall meetings DC Water co-sponsored with members of the DC Council. I want to thank you for a great turnout

and your excellent questions.

The next step, as the Board of Directors considers the proposed rates for your water and sewer service, is a public hearing Wednesday, May 11 at 6:30 p.m. at the Metropolitan Washington Council of Governments, 777 North Capitol Street, NE. If you are unable to make the hearing or are reading these words after it took place, the Board would still like to hear from you.

Please submit your

comments to:

DC Water

**Office of the Board Secretary
5000 Overlook Avenue, SW
Washington, DC 20032**

You can also feel free to send your comments on our proposed rates, or anything else, to me at the address below.

Sincerely,

George S. Hawkins

gmsuggestions@dcwater.com

Free Bank Accounts From Bank on DC



Did you know that you are eligible for a totally free checking and savings account?

Bank on DC, a partnership among the District Government's Office of the Deputy Mayor for Planning and Economic Development, financial institutions and non-profit organizations, brings together banks and credit unions to offer accounts with no minimum balance requirements, no monthly maintenance fees, and no overdraft charges. Many participating financial partners accept 'second chance' accounts for people with ChexSystems who are unable to get a standard bank account. Several financial partners also accept secondary forms of ID, such as foreign documentation. For a list of participating financial institutions, as well as important information on your personal financial health, please visit bankondc.org or call (202)727-BANK (2265).

Celebrating National Drinking Water Week

We were all reminded of just how precious and vital drinking water is to our daily lives following the recent disaster in Japan. Having access to safe drinking water is something that most people take for granted until there is a problem. From May 1-7, DC Water joins communities across the country to celebrate National Drinking Water Week, highlighting the essential role drinking water plays in our lives every day.

DC Water routinely monitors the drinking water supply regularly to ensure its safety and reliability. Here are some useful tips to help

improve drinking water quality in your home:

- Run the cold tap water for a few minutes before drinking and cooking – collect it in a pitcher and refrigerate overnight.
- Always use cold water for cooking — hot water can contain metals and sediments that builds up in the water heater.
- Routinely remove and clean your aerator screens located



at the tip of your faucet.

- Regularly replace your home water filters as recommended by the manufacturer.

Working Together to Keep Our Waterways Clean

Investing in the quality of our rivers, streams and lakes today will ensure the health of our nation's waterways for future generations. With full-time crew members and two skimmer boats, DC Water carries out an aggressive river cleaning program to help revitalize our local waterways. Five days a week, skimmer boats troll the Anacostia and Potomac rivers, capturing and removing floatable debris from within DC Water's service area and beyond.

DC Water removes an average of 40 tons of floatable debris from the District's rivers. In Fiscal Year 2010, 510 tons of debris was removed from the rivers.

Residents and business owners are urged to support this effort by discarding trash and debris properly, instead



of littering streets and alleys, or polluting neighborhood catch basins. To report clogged catch basins, please call DC Water Emergency Hotline at (202) 612-3400.

Did You Know?

Joint Utility Discount Day (JUDD) will be held Tuesday, September 27 at the Washington Convention Center, 801 Mount Vernon Place, NW. At JUDD, eligible homeowners and tenants can apply for discounts on their water bills and other utilities. The utility discount program is administered by the District Department of the Environment (DDOE). For more information, please contact DDOE at (202) 673-6700.

Free Water Conservation Publication



Using water wisely is a common sense approach to effectively managing your water needs when developing new landscape or irrigation projects or renovating existing ones. DC Water offers customers a Water Wise-Landscaping and Watering Guide, a publication with

valuable information on practical ways to conserve water while maintaining a healthy landscape.

The free publication includes useful guidelines on landscape planning and design, soil improvement, watering, mulching, low water-use plants and maintenance. Water-wise landscaping practices can help reduce excess watering and minimize the use of fertilizers and pesticides, which can pollute our waterways.

To download a copy of the publication, please visit dcwater.com. You can also obtain a copy by contacting the Office of Public Affairs at (202) 787-2200.

Do Not Block Access to Water Meters

The DC Water Customer Service Department relies on meter readings to give you a bill based on your actual water use. In most cases, DC Water can read your meter twice a day electronically, and monitor your water usage to help identify possible water leaks using our High Usage Notification Alerts (HUNA) system. 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 clear and unobstructed.

Garbage cans, parked cars, trees, plants and shrubs are among some of the common barriers that can interfere with electronic meter readings. In those



instances when a manual meter reading is required, DC Water technicians need easy access to meters to obtain accurate readings. If your meter is blocked or not accessible, you will receive an estimated bill based on past usage. With clear and direct access, meter readings can be obtained efficiently and eliminate the need for estimated readings.

If you need to schedule an appointment for DC Water to access your property, please contact the Meter Operations Department at (202) 612-3500.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
George S. Hawkins, General Manager

Customer Service Department 810 First Street, NE
Washington, DC 20002 | DCWATER.COM



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