

GM's Message



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 considers the proposed rates for your water and sewer service is a public hearing Wednesday, May 9 at 6:30 p.m. at the Metropolitan Washington Council of Governments, 777 North Capitol Street, NE. If you are unable to attend 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

Also feel free to send comments on our proposed rates, or anything else, to me at the email address below.

George S. Hawkins

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gmsuggestions@dcwater.com

Don't Tamper With the Hydrants

Local swimming pools will soon be buzzing, air conditioners are humming, and the bells of the ice cream truck can be heard in the distance. It is important to stay cool and hydrated. A fun summer is a safe summer and opening fire hydrants is dangerous and can cause serious injury to anyone, but especially children.

Opening a hydrant lowers water pressure and hinders firefighting by reducing the flow of water to hoses and pumps. Illegally opened hydrants can cause problems at hospitals and

other medical facilities. They generally release more than 1,800 gallons of water per minute. Considering this is our most valuable resource, we should use it wisely.

There are plenty of other ways to stay cool. Request one of DC Water's misting tents at dcwater.com for your annual summer festival of 100 people or more. Go to an air conditioned theater,



museum or mall. Take a dip in your local pool, but please do not tamper with the District's hydrants. Save yourself from harm and paying the unnecessary fine. Enjoy the summer, and make it a safe one!

Tap Water Disinfectant Returns to Chloramine



Beginning May 8, 2012 the Washington Aqueduct will resume using chloramine (chlorine + ammonia) for drinking water disinfection. Chloramine is a common drinking water disinfectant used

most of the year and provides long-lasting protection as water flows through the District's large distribution system and to your tap.

Customers who take special precautions to remove chlorine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should take the appropriate precautions for removing chloramine.

March 26 through May

7, 2012, the disinfectant used for drinking water treatment was temporarily switched to chlorine. The Washington Aqueduct is the organization responsible for treating drinking water in the District. Water is routinely monitored throughout the city to ensure disinfection levels meet safe target levels. To view monthly water quality results, visit dcwater.com/testresults. For more info, contact the Drinking Water Division at (202) 612-3440.

Celebrate Your Tap Water

Imagine a day without water for drinking, showering, flushing toilets and fighting fires. Every year, National Drinking Water Week celebrates the essential role of safe, reliable water systems. May 6 -12, 2012, DC Water will highlight the importance of the District's water system in supporting household water usage, fire protection and thriving communities.

We invite you to join DC Water and celebrate the importance of your tap water. Every faucet and fountain in the District relies on DC Water to deliver more

than 106 million gallons of water each day. Countless water professionals and processes are involved in ensuring water is treated, tested and delivered across more than 1,300 miles to your tap. The Washington Aqueduct is responsible for drinking water treatment in the District. DC Water purchases water from the Washington Aqueduct and ensures high quality water is delivered to



more than 600,000 residents.

Ensuring tap water quality is a shared responsibility of DC Water and individual residents. Check out DC Water's new Household Water Quality Guide. To view the guide, visit dcwater.com/homeguide.

Did You Know?

DC Water publishes an Annual Report each year highlighting the Authority's achievements in operations, employee relations, customer service, environmental stewardship, and financial performance. The report covering Fiscal Year 2011 (October 2010-September 2011) is now available.

To download an electronic copy, please visit dcwater.com/annualreport. Print copies are available by calling the Office of External Affairs at (202) 787-2200.

Dial Before You Dig



Summer is fast approaching and you may want to build that deck before the first barbecue. Before you begin any major outdoor projects that involve digging, call "Miss Utility" at (800) 257-7777. "Miss Utility" is a one-call

notification system used in DC, Maryland and Virginia that alerts participating utilities of upcoming excavation so they can locate and mark underground utilities in advance to prevent damage or disruption of service. The law requires you to notify "Miss Utility" at least two working days before digging. Remember dial before you dig... Miss Utility at (800) 257-7777 or (800)-552-7001 for Northern Virginia.

Free Water-Wise Landscaping Guide

This year, landscape with native plants to lower your water bill and absorb rain before it becomes runoff in the stormwater system. Plants that are native to the area thrive on local conditions, requiring less watering while soaking up rain. They also need less fertilizing and pesticide application, which can pollute our waterways.

DC Water offers customers a *Water Wise-Landscaping and Watering Guide*. To download a



copy of the publication, please visit dcwater.com/landscapeguide. You can also have one sent to you by contacting the Office of External Affairs at (202) 787-2200.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
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