

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 13 ISSUE 9

General Manager's Message: Join Our Team



Dear Customers,

If you're looking for work, we may be looking for you. DC Water has about 1,100 employees all across the District of Columbia.

We have the traditional water, sewer, wastewater and engineering jobs you'd probably expect from a utility such as ours. But we also hire lawyers, accountants, outreach workers, drivers and office staff – just to name a few.

DC Water offers competitive pay and one of the best public-sector benefits packages in the metropolitan area. Our employees also go home from work knowing they have a role in providing a service our species – and every species – depends on for survival. I have been the head of this agency for a little more than three years, and on my worst day, this is still the best job I've ever had.

Have a look at our recruitment website at dcwater.com/jobs today or visit us on LinkedIn. You might soon find yourself part of the team we call Team Blue.

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Keep Leaves Out of Catch Basins

Catch basins (also known as storm drains) are an often overlooked part of the District's infrastructure. They are usually located within a curb and are a vital part of flood control, allowing water to quickly drain from the streets. If these basins get clogged by falling leaves, trash or other debris, flooding may result.

Many catch basins in the District are connected to the storm sewers, which may drain directly into area waterways. Others connect to combined sewers and, if clogged, may cause sewer backups or overflows.

Help keep catch basins clear by properly collecting and disposing of fallen leaves. Please don't rake leaves into the street. Instead, you can use them as mulch to reduce weeds, conserve moisture and moderate soil temperatures in your garden or flower beds. Or you can bag them up for recycling. The DC Department



of Public Works (DPW) will collect bagged leaves from the curbside treebox space. These leaves will be recycled. Bagged leaves placed in the alley where trash and recycling are placed will be collected with the trash as space in the truck permits. The District Public Works Department (DPW) will collect up to five bags (per week) of yard waste from residences that receive DPW trash and recycling collection services. Yard waste is bagged leaves, grass clippings, weeds, bulbs, twigs, pine cones, and uprooted

see **CATCH BASINS** continued on back

Help a Family in Need—Give to SPLASH



As the year winds to a close, many people think about giving to those who are in financial hardship. At DC Water, we encourage gifts to SPLASH (*Serving People by Lending a Supporting Hand*) to help families maintain their most critical of all services—water and

sewer. SPLASH is an emergency fund to help those struck with an immediate, temporary need and who would otherwise face service shut off.

The good news is that giving is easy. Customers can use the *Round Up* feature when they pay their bill by check through the mail to round up to the next nearest dollar, or to add \$2.00 or customers can add a check to add

see **SPLASH** continued on back

Taste the Challenge: Tap versus Bottled

Can you taste the difference between tap and bottled water? Hundreds of people across the District are finding they prefer DC tap water over bottled water or can't taste a difference between the two samples. Even more, only about half of people can correctly identify a blind water sample as tap or bottled.

So why are people choosing to pay for bottled water when tap water is cheap, clean and tastes good? The DC Water Taste Test Challenge Series shows people that bottled water isn't necessary, especially when tap water is only a penny per gallon. DC tap water is high quality and



tested more frequently than bottled water. If people prefer, a certified water filter is a better option than the financial and environmental costs of bottled water.

For more information about DC tap water, visit dcwater.com/tap. If you carry a reusable water bottle, you can find free water bottle refills at more than 180 District locations at tapitwater.com/dc.

SPLASH *continued*

any amount above their bill. Non-customers can donate by making a check payable to DC Water SPLASH program and mailing it to 810 First Street, NE, Washington, DC 20002.

In the last 11 months, donors contributed \$89,807 which assisted more than 325 families on the brink of losing service. Qualifying customers may also be able to take part in a program that provides a discount on both water and sewer

services. Contact the District Department of the Environment (DDOE) at (202) 673-6700 to apply for that program.

While many DC Water employees have given passionately to the SPLASH fund for years, DC Water is making it even easier for employees to contribute through automatic paycheck withdrawal. Please join us in helping District customers keep their water on.

Catch Basins *continued*

plants. Please visit <http://1.usa.gov/OpwPEc> or call (202) 645-8245 for more information, or follow this schedule:

- Once-a-week trash/recycling customers should put bagged and bundled yard waste where

their trash is collected at the same time the trash container is placed.

- Twice-a-week trash/recycling customers should put their yard waste out with the trash on their second collection day.

Don't Pour Grease Down the Drain

Pouring oil or grease down your drain can lead to a blockage and even a sewer backup—causing property damage, environmental problems, and other health hazards. Fats, oils and grease, known as FOG, are a major cause of sewer blockages.

FOG gets into the sewers from residential and commercial establishments. Restaurants are required to have grease interceptors or “grease traps” to prevent FOG from entering the sewer system, but not all are in compliance.

FOG sticks to the inside of storm and sewer pipes on

both private and public space. Over time, it builds up and eventually blocks the pipe, causing sewage backups and overflows. Clogged sewers can lead to overflows into the street, eventually entering the storm drain system. At that point, the overflow may be carried to local waterways, creating health risks for people and marine life.

For additional information, please call DC Water's Sewer Services Department at (202) 264-3820. To report a sewer emergency, please call the 24-hour Command Center at (202) 612-3400.

