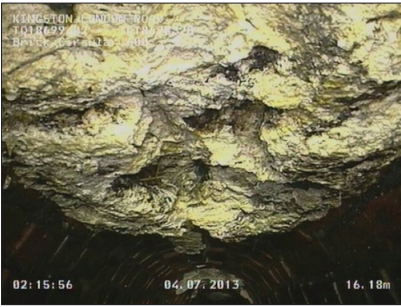


General Manager's Message



Dear Customers,
Officials in London, England recently announced they had recovered a massive “fatberg” from a municipal sewer. A fatberg is a large mass of congealed food fat and wet wipes. This one was 15 tons, described

in various media reports as “bus-sized.” It was blocking the flow of sewage and was discovered after residents complained they couldn’t flush their toilets.

The story might disgust you, and that’s frankly the point. The utility company that made the discovery, Thames Water, hopes customers will think twice about what they send down the drain or the toilet. We do too. Fats, oils and grease (also known as F.O.G.) can cause sewer backups and damaging spills. As F.O.G. cools, it congeals and hardens, and can block pipes. Please pour F.O.G. into a can and dispose of it in the trash.

Similarly, disposable wipes can also clog the sewer pipes in your home or damage the motors in our sewage pumping stations. Even if they claim to be “flushable” it is much safer to bag them and put them in the trash. Thanks in advance for your assistance.

George S. Hawkins
gmsuggestions@dcwater.com

Community Organization Spotlight

Nearly 25 years ago, a group of environmentally conscious individuals with a love of, and concern for, the Anacostia River came together and formed the Anacostia Watershed Society (AWS), with a mission to protect and restore the Anacostia River and its watershed communities by cleaning the water, recovering the shores, and honoring the heritage.

The Anacostia River is a slow-moving, shallow water body that flows from the suburbs north of the District, enters DC and meets

see **SPOTLIGHT** continued on back

DC Water meets the challenge of an aging water and sewer system

The threat of a significant water outage for residents served by a neighboring utility reminded the metro area that aging water systems can have a significant impact on everyday life. DC Water serves more than 17 million people who live, work and visit the District each year. The utility provides drinking and waste water services by operating 1,300 miles of water service pipes and 1,800 miles of sewer service pipes. On average, the drinking water pipes are over 78 years old, and some pipes were installed before the Civil War. As pipes and other system components age, DC Water is committed to addressing potential water quality issues. A common

see **WATER** continued on back

Crosstown Tunnel back in service

After two years of intense work to re-line the leaking portion of the Crosstown Tunnel, it has been placed back into service. The Tunnel is a portion of the Crosstown Water Transmission Main, a large main that delivers drinking water from the Dalecarlia Water Treatment Plant to downtown Washington, DC and east of the Anacostia River. In 2008, DC Water officials traced a leak on the Rock Creek Parkway back to the tunnel and devised a repair plan. Construction began in 2011.



To repair it, the huge transmission main (84" in diameter) was taken out of service and drained.

A steel pipe lining was installed over an 800 foot length, primarily under Rock Creek Park. During the repair, water that normally ran through the tunnel was re-routed using the many

see **TUNNEL** continued on back

Please be alert—ask for identification



Please be alert when someone comes to your door asking for entry to your property. From time to time, individuals may pose as a utility worker to gain access.

Customers should verify the identification of all utility employees coming to their

homes. DC Water employees drive distinctively marked DC Water vehicles with DC municipal license plates, wear uniforms with DC Water logo patches and always carry a District of Columbia Water and Sewer Authority photo identification card.

Anyone fearing for their safety should call 911. To report suspicious vehicles or individuals, please call 311. Additionally, call DC Water Customer Services Department at 202-354-3600, when reporting suspicious activities involving DC Water employees or impersonators.

Keep your water meters clear

Flower pots, mulch and landscaping can make your yard look nice, but if they are in the wrong place they may also cause your water bill to be estimated. DC Water's automated meters automatically send signals twice a day to report water usage at each address. These are very accurate measures of actual water usage, but when landscaping, trash cans, vehicles or other objects are placed on top of the meters, the signal can't be sent. In these cases, DC Water issues an estimated water bill. Please help us to provide you with a timely and accurate bill each month.

Water *continued*

problem encountered in our drinking water system is the buildup of rust on the inside of pipes. Caused by the natural breakdown of pipe material, this buildup can reduce water flow and cause discolored water. Running cold tap water for 15 minutes will usually clear up red or brown-colored water caused by the rust. DC Water strategically invests in water system improvements by prioritizing projects based on water quality testing, age, customer feedback and inspections. As necessary upgrades occur, DC Water uses innovative technologies to proactively detect problems and minimize disruptions.

Spotlight *continued*

up with the Potomac River, eventually flowing into the Chesapeake Bay. The Anacostia Watershed encompasses 176 miles, much of which is in Prince George's and Montgomery counties in Maryland.

To protect this watershed, AWS offers a Stewards Academy, Education Program and Policy and Advocacy Program.

AWS supports the Chesapeake Bay Trust Fund restoration projects with stream restorations and clean-up events. The work is showing results, as wildlife has returned to the watershed. The number of egrets, herons, turtles, red foxes and other animals is growing.

The AWS showcases the vitality of the Anacostia and encourages recreation on the water body. The organization is working with the National Park Service to improve access points on the Anacostia Trail along the river. The AWS also offers free paddle nights (kayaks or canoes) Thursdays from June to October anytime from 5 to 7:30 pm. Pontoon boat excursions give water quality experts and others an up-close look at the condition of the Anacostia River.

As the Anacostia Watershed Society looks forward to marking its 25th anniversary in 2014, the group plans to expand school programs and community outreach to engage more volunteers and educate the next generation of decision makers. To learn more, please visit: anacostiaws.org/



Photo courtesy of Derek Parks

Tunnel *continued*

valves and redundant water lines. Water delivery did not suffer, but during the summer months, DC Water took the extra precaution of putting the tunnel back in service since water consumption is so much higher in the summertime. Then repair work continued in the fall.

Repairs were complete earlier this year. Then, the transmission main was disinfected and the water was tested, before the Cross-Town Tunnel was put back in service.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
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