

WHAT'S ON

TAP?



NEWS FOR DC WATER CUSTOMERS | VOL. 16 ISSUE 8

General Manager's message



Recently in this column I related how our frontline workers and Office of Emergency Management have greatly enhanced DC Water's emergency response.

Not only has Team Blue improved the way we work

together, we have also expanded our relationships with those outside our organization. We collaborate with DC and federal agencies, sister utilities and regional partners, as well as participate in the Regional Emergency Support Functions through the Metropolitan Washington Council of Governments.

Since 9/11, FEMA has concentrated efforts on creating a universal emergency planning and response system so that personnel in different jurisdictions can work together in an emergency. So people in Idaho are using the same command structure, processes, language, forms and communication as those of us in Washington, D.C.

In this way, personnel responsible for public safety and health, utilities, hospitals, schools and government agencies can coordinate efforts in an emergency or large-scale planned event. Here in the District, DC Water has a seat in the DC Emergency Operations Center along with first responders and utilities and we staff the DC Fusion Center to support multi-agency coordination. DC Water also has its own resources and facilities.

In addition, DC Water's Office of External Affairs, Command Center and Customer Service work together through numerous channels to keep customers and the public informed during an emergency. Please read this issue to learn how to stay in touch with DC Water during an emergency.

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Your water in an emergency

In an emergency, how would a DC Water customer know if there were issues with the District's water system? DC Water posts emergency information on the homepage of the website and works closely with traditional media while engaging on social media. For those without power, though, accessing the Internet or watching television may not be an option. Therefore, we recommend a battery-operated radio to listen to news reports.

DC Water also operates the 24/7 Emergency Command Center that customers can call with questions: (202) 612- 3400. You may want to print out directions in advance for potential drinking water emergencies such as a boil water alert. These can be found at:

dcwater.com/emergency. You can also sign up for email notifications at **dcwater.com/signup**. Otherwise stay tuned to local officials, local media, and follow DC Water on Twitter: **@dcwater** and Facebook: **fb.com/mydcwater**



Photos courtesy of FEMA News Photo

DC Water's Command Center is at the ready



In the midst of DC Water Customer Service operations at 80 M Street, SE, is a vital communications hub called the Emergency Command Center. This group operates 24/7/365 to field calls from the public about suspected water main breaks or sewer problems, low water pressure or water outages. The Command Center staff dispatches investigators and repair crews as needed and coordinates with the District Department of Transportation (DDOT), Metropolitan Police Department (MPD), Fire and EMS (FEMS), contractors and other District agencies. They also keep in touch with DC Water staff and managers, using a myriad of devices and 800 MHz radios.

If you have a water or sewer emergency, please contact the Command Center on the emergency line at (202) 612-3400. They are at the ready!



fb.com/mydcwater



@dcwater



@mydcwater



Are you storing enough water for emergencies?

DC Water is committed to providing reliable water service, but encourages customers to prepare for water outages that may occur during natural disasters or other emergencies. The Centers for Disease Control and Prevention recommends that households store at least a 72-hour supply of air-tight, bottled water in their home. These containers should be stored at room temperature in a location that is protected from the elements. Each person needs one gallon per day, so a family of four should have a minimum of 12 gallons in storage. Don't forget to account for pets, which also require approximately one gallon of water each day. If water service is disrupted, follow utility instructions closely. Each emergency situation is different, and drinking water advisories will specify the extent of restrictions. Water advisories are issued to protect public health, and customers should take them seriously to ensure personal safety.

There's an App for that! FEMA's Disaster App

FEMA has launched an app with information about what to do before, during and after a disaster.

Features in the App

- Alerts from the National Weather Service.
- Upload and share photos of damage and recovery efforts.
- Save a custom list of the items in your family's emergency kit.
- Locate and receive driving directions to open shelters and disaster recovery centers.
- Safety tips: Learn how to stay safe before, during, and after over 20 types of hazards.
- Apply for federal disaster assistance
- Information in Spanish for smartphones that have Spanish set as their default language.

You can download the app and get more information at fema.gov/mobile-app



SPOTLIGHT ON



American Red Cross in the National Capital Region



Each year, the American Red Cross responds to about 70,000 natural and man-made disasters in the U.S., ranging from floods to hurricanes, earthquakes, tornadoes, HAZMAT spills and explosions. Whether providing overnight shelters, emergency relief vehicles, food and water, or disaster workers and volunteers, the Red Cross is oftentimes the first agency to help people in their darkest hours.

Emergencies can occur at any time and any place. That is why the Red Cross works in partnership with other agencies and organizations that provide disaster relief services. Further, the Red Cross advocates for emergency preparedness in homes, schools and workplaces with informative materials and lifesaving certifications.

Here in the National Capital Region (NCR), the Red Cross provides disaster education presentations to over 29,000 individuals in the community to prevent, prepare for, and recover from disasters or other life-threatening emergencies. One program, called Ready Rating, helps businesses, schools and organizations prepare for emergencies with unique tools and resources for evaluating and improving their ability to withstand disaster, maintain operations, and protect lives and property.

Whether you are taking your first steps or have a fully functioning emergency plan, Red Cross programs can help you achieve a higher level of preparedness. For more information on the Red Cross in the NCR, please visit redcross.org/dc or follow them on Twitter at [@RedCrossNCR](https://twitter.com/RedCrossNCR).



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