



General Manager's message

Dear customers, It has been a great pleasure to lead the District of Columbia Water and Sewer Authority for the past six months. One reason: great people. I've been reminded constantly of the energy, skill and creativity of our team through the Team Blue Project, an effort I launched to get to know our staff better. We've convened nearly 30 meetings at every location where we do business, to get feedback on how to do things better.



One example of this great feedback came from April Bingham of our Finance Department, a recent recipient of the General Manager's Award. Her simple but innovative idea – changing the way we handle credit card payments for large clients – is saving the Authority and our customers more than \$100,000 a year.

We also want to hear from you. How would you like to see DC WASA improve? I will include customer suggestions, large and small, in this space in the coming months. You can find us in person, by mail, on the phone, by email at gmsuggestions@dcwasa.com, and online via our website, Facebook® and Twitter®.

Sincerely,
George S. Hawkins

DC WASA invites you to participate

DC WASA is hosting a series of District town hall meetings. Many different DC WASA departments and representatives from the DC Council will be present to discuss your proposed rates for the next year and other water and sewer issues.



Rates are set annually through a year-long process that includes communication via the DC Register, public meetings and a public hearing. These are all opportunities for the public to comment on the proposed rates. The DC WASA Board of Directors votes on

the rates, generally in September, to be implemented with the October bill.

Rates cover the cost of delivery of water and sewer service. A little

more than half of your bill covers operations. Another quarter covers the cost of replacing aging water and sewer lines and valves, and improving pump stations. Additionally, DC WASA has several massive projects underway that are designed to protect the environment.

For more information, visit www.dcwasa.com/rates or call (202) 787-2200.

Switching back to chloramine

Beginning May 18, the U.S. Army Corps of Engineers 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

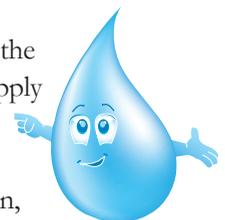
through the District's large distribution system and to your tap. Chloramine also lowers the levels of certain byproducts of water disinfection — known as disinfection byproducts (DBPs) — that are associated with potential health risks. Customers who take special precautions to remove

chlorine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should take the appropriate precautions for removing

chloramine. Please contact the DC WASA Water Quality Division at (202) 612-3440 or visit www.dcwasa.com/waterquality to learn more.

Did You Know...?

You can help conserve and reduce the demands on the District's water supply that increase during the spring and summer months by using water wisely. For water-saving information, visit www.dcwasa.com/education/conservation.



WHAT'S
ON

District of Columbia
Water and Sewer
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George S. Hawkins,
General Manager

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Skimmer boats help clean local waterways

As part of an ongoing environmental effort to improve District waterways, DC WASA maintains an aggressive cleaning program in local rivers. The Authority uses two skimmer boats to remove floatable debris from the Potomac and Anacostia rivers, to reduce the impact of waste on waterways within DC WASA's service area and beyond.

Two skimmer boats, with a full-time crew, troll the rivers, capturing and removing approximately 30 tons or more of floating trash and



debris a month. Skimmer boats have efficiently removed as much as 120 tons of trash in one month during rainy weather. By removing such waste and pollutants, our rivers are cleaner and safer for everyone, including their natural inhabitants.

Preventing and reducing water pollution will not only help to ensure the quality of our local waterways, but

it is essential in maintaining the health of our environment for future generations. You can help by discarding trash in the proper

trash receptacles, instead of on the streets or in the storm drains. To report clogged storm drains, please call the DC WASA Emergency Line at (202) 612-3400.

Celebrating drinking water week

People usually don't think about how precious our water supply is until there is a problem. DC WASA joins communities across the country to celebrate National Drinking Water Week, May 2-8, highlighting the essential role of water in our lives.

By investing in water infrastructure projects and improving its operations, DC WASA continues to provide safe, reliable drinking water



and to meet federal requirements for public health safety. DC WASA also monitors

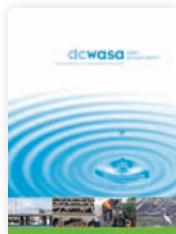
water quality constantly to ensure safe drinking water.

Safeguarding water, a life-giving natural resource, is everyone's responsibility. To learn more on how to ensure quality drinking water in your home, visit www.dcwasa.com/waterquality/ensuring_water_quality.pdf.

2009 Annual Report

DC WASA's 2009 Annual Report is now available. The 40-page publication, which highlights our operations, employees, and financial performance during the October 2008 to September

2009 fiscal year, can be viewed on the DC WASA website at www.dcwasa.com/news/strategic.cfm. Please call the Office of Public



Affairs at (202) 787-2200 to request a hard copy of the annual report.

For more information, visit DC WASA's website at www.dcwasa.com.

Para informar emergencias del agua residual, llame (202) 612-3400.

Report Emergencies 24 Hours a Day!

To report improper use of hydrants, clogged catch basins, water main leaks, or suspected sewer backups; call (202) 612-3400.



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