

General Manager's message

Dear customers, I want to take this opportunity to re-introduce you to your water agency.

I took over as General Manager of the District of Columbia Water and Sewer Authority in October 2009. It is my mission to make the Authority the nation's leading water and wastewater enterprise – and to make sure everyone in the District is confident in, and proud of, their water supply.

Since its inception in 1996, our agency has been known by its acronym, DC WASA. This month, we started doing business as DC Water. Why DC Water? Because water is the reason for everything we do. We provide safe, affordable drinking water at your tap. We operate more than 9,000 fire hydrants. And we treat enough wastewater every day to fill RFK Stadium – before discharging it, almost clean enough to drink, back into the Potomac River.

Soon you'll begin to see our new brand and logo on our trucks, uniforms and buildings. You can now reach me at gmsuggestions@dcwater.com.

Water is life. We are pleased and humbled to provide it to you.

Sincerely,

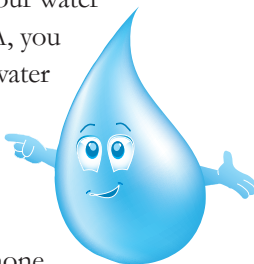
George S. Hawkins

DC Water General Manager



Did you know...?

Did you know that water leaks or other plumbing problems can cause a spike in your water usage? With DC Water's HUNA, you can receive an alert when your water usage is higher than normal. To sign up, visit the MyAccount section of our website. You can also register by e-mail at custserv@dcwater.com, or by telephone with our Customer Care Associates at (202) 354-3600.



Brand new name and logo

Beginning this month, DC WASA is now DC Water. (For more on why we're making this change, please see the General Manager's

message on this page.) You'll see our new name, logo and tagline on

your monthly bill starting right now, and in your neighborhood very soon. You can also find us online at dcwater.com.

In an effort to conserve ratepayer dollars and natural resources, the Authority will use existing paper materials such as

letterhead and envelopes until the current supply is exhausted, and will

wait until the end of their useful life to replenish many items with the new logo.



Safeguarding the District's water supply

Lead in drinking water can occur in individual District homes with lead service lines, lead-based internal plumbing and fixtures, and galvanized plumbing. DC Water encourages District residents to learn about what potential lead sources may be in their homes and follow important steps to minimize lead in drinking water.



Until you ensure all lead sources are replaced, flush your cold water taps for two minutes when it has not been

used for several hours. Always use cold tap water for drinking and cooking. If you are pregnant or have children under the age of six, drink filtered tap water and use filtered

see **Safeguarding DC's water** continued on back

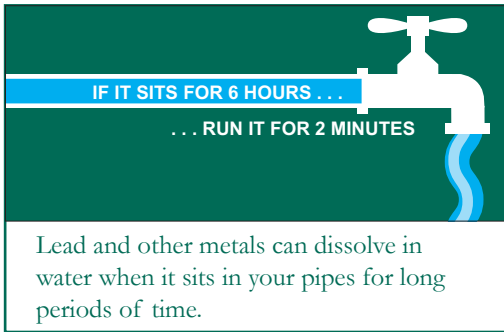
WHAT'S
ON

TAP



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Water and Sewer
Authority
George S. Hawkins,
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Customer Service
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Safeguarding DC's water *continued*

tap water to prepare infant formula and concentrated juices. Be sure to use a filter that is NSF certified for lead removal.

Customers should contact DC Water to determine if their water service lines are lead. If your service line is lead on public property,

we offer free lead testing. If you choose to replace your private side lead service line, DC Water will replace the public side.

For more information, contact the Water Quality Division at (202) 612-3440 or visit www.dewater.com/waterquality.

Blue Plains — grand prize winner

DC Water's Blue Plains Advanced Wastewater Treatment Plant earned two Grand Prize awards for excellence in operations management and research from the American Academy of Environmental Engineers. The operations management award recognizes DC Water's Nitrogen Removal Program for its innovation and environmental sustainability. The program incorporates a multi-faceted approach of reducing

nitrogen levels to meet and surpass nutrient removal goals. This award-winning initiative also integrates the removal of both nitrogen and phosphorous from treated water outflows, allowing Blue Plains to ensure safe, clean water for its natural inhabitants. The research award recognizes DC Water's research initiative in the development of a sustainable, state-of-the-art nitrogen removal technology.

Utility assistance available for customers

This year's Joint Utility Discount Day (JUDD) event is scheduled for Friday, September 3 at the Washington Convention Center, located at 801 Mount Vernon Place, NW, on Metro's green line. The event is open from 8 a.m. to 7 p.m.

Customers will have an opportunity to meet with a representative who will help



them complete a joint application for discounts on their water, electric, gas and telephone bills. The District Department of the Environment (DDOE), the program administrator, will use

the completed applications to determine eligibility for participation in the utility discount program. Eligibility is based on the

Low Income Home Energy Assistance Program (LIHEAP) federal income guidelines.

To learn more, please contact DDOE at (202) 673-6700 or visit green.dc.gov.

For more information, visit DC WATER's website at www.dewater.com.

Para informar emergencias de las aguas residuales, llame a (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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Supporting responsible use
of forest resources
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