



## General Manager's message

Dear Customers,  
Since last month's exciting launch of the DC Water name and logo, I've heard from many of you about our fresh, new look. I've also received a few questions about how our sewer and wastewater operations play into the new picture.



In other words, are we de-emphasizing or dropping wastewater collection and treatment? Will there someday be a separate DC Sewer?

Hardly.

Everything we do is about water. By reclaiming the water we use to convey waste, we are operating the District of Columbia's original recycling facility. We're protecting the Anacostia and Potomac rivers and the Chesapeake Bay. And we're completing a life-sustaining cycle for an entire metropolitan area.

Modern sanitation may be history's greatest contribution to the environment and human health. Carrying on that tradition, I couldn't be more proud of our Team Blue Sewer and Wastewater crews and the work they do every day. Together, we are all in the water business.

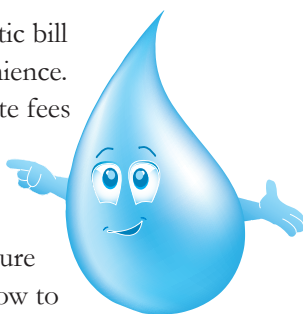
Sincerely,

George S. Hawkins

*gmsuggestions@dcwater.com*

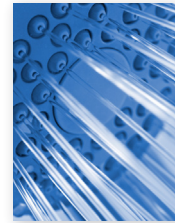
## Did you know...?

DC Water offers automatic bill payment for your convenience. Save stamps and avoid late fees by having your payment automatically deducted from your bank account using the *My Account* feature on our website. To see how to register, visit *dcwater.com* today.



## WaterSense® showerheads save money

Customers tend to increase their indoor and outdoor water use during this time of year. Showering is among the leading contributors of the increased demand for water in the home. According to the U.S.



Environmental Protection Agency's (EPA's) WaterSense® program, showering accounts for nearly 17 percent of water use in the home, or 30 gallons per household each day.

Using showerheads with the WaterSense label can help you save water and money. All

showerheads bearing the WaterSense label have been tested and certified by a third party to meet EPA's water efficiency and performance

criteria, ensuring a satisfactory shower that uses no more than 2 gallons of water per minute.

Retrofitting your bathroom

with a water-efficient showerhead, as well as other WaterSense labeled fixtures, can help conserve water and reduce the demand on our water supply. To learn more, visit

<http://www.dewater.com/education/conservation/watersense.cfm>.

## How to spot a DC Water worker

DC Water urges customers to be aware of individuals or groups posing as utility works to gain entrance to homes. These imposters may try to gain access to the home by telling



customers they need to check the water quality,

see **Spot a DC Water worker**

continued on back

WHAT'S  
ON

TAP



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

Customer Service  
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## Spot a DC Water worker continued

or pipes, or check for leaks.

To protect you and your family, DC Water encourages customers to verify the identity of utility employees seeking entrance to their homes. All DC Water employees drive clearly marked DC Water vehicles with DC municipal license plates, wear uniforms with the DC Water logo and always carry a District of Columbia Water and Sewer Authority photo identification card. (Please note

that some of our identifications may still have the former DC WASA logo on it, as we transition to the new DC Water logo.) DC Water Employees are willing to show their identification when asked by customers.

You should call 911 immediately if you feel threatened or unsafe. Please report all suspicious activity or impersonators to DC Water Customer Services Department at (202) 354-3600. For more information, visit <http://www.dewater.com/employees/employee.cfm>.

## Call Miss Utility before digging

**D**igging in your yard without calling Miss Utility could result in damaged utility lines or pipes, a disruption of services or serious personal injury.

Before you dig, call Miss Utility at 811 or visit [missutility.net](http://missutility.net) to have utility lines located and marked before a scheduled

dig. Property owners should contact Miss Utility at least 48 hours in advance.

Miss Utility is a one-call notification system for District and Maryland



**Know what's below.  
Call before you dig.**

homeowners that informs utility providers of your digging plans.

## Prevent flooding and sewer backups

**C**ustomers are reminded about the risk of seasonal flooding caused by severe weather. Heavy rains and storm surge associated with hurricanes can potentially cause flooding.

When a major storm approaches, DC Water's Sewer Services crews go on full alert. Crews frequently visit District neighborhoods prone to flooding and regularly clean the catch basins in these areas. In addition, crews routinely inspect stormwater pumping stations and backup generators to make sure they are working properly.

To reduce the risk of flooding, customers are asked to pick up trash and debris from the sidewalk and street when major



rain events are approaching the District.

Heavy rains can cause trash and debris to enter the sewer system and clog the sewer lines, ultimately causing sewer backups.

If you notice flooding in your area, please contact the DC Water 24-hour Emergency Command Center at (202) 612-3400.

DC Water offers a free brochure on preventing flooding and sewer backups. To request a copy, call the Office of Public Affairs at (202) 787-2200. It can also be viewed on our website at [dewater.com](http://dewater.com) under "Publications."

*For more information, visit DC Water's website at [www.dewater.com](http://www.dewater.com).*

*Para informar emergencias del aguas residuales, llama (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.*



**Recycled**  
Supporting responsible use  
of forest resources  
[www.fsc.org](http://www.fsc.org) Cert no. SCS-COC-001538  
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