

WHAT'S ON



TAP?

NEWS FOR DC WATER CUSTOMERS | VOL. 15 ISSUE 6

General Manager's Message



Dear Customers,

Every year, DC Water produces a report on your drinking water quality, which summarizes the water testing results from the previous year.

The full-length edition

of the 2014 Drinking Water Quality Report is available online at dcwater.com/waterreport or as a hard copy by request at 202-787-2200. A summary of the report will be mailed to every home in the District, even those who do not pay a DC Water bill. It should be in your mail soon, and we hope you will take this opportunity to learn about your drinking water.

For DC Water and for me personally, protecting the quality of the drinking water supply is our most fundamental job. We will take all necessary steps to protect public health, including an intensive monitoring program. If there is even the potential for a water quality issue, we will take precautionary steps to ensure our customers' safety. These commitments—supported by a dedicated, experienced and energetic staff that is on duty 24 hours a day, 7 days a week, 365 days a year – is the heart of DC Water.

I urge you to get to know us better, the work we do on your behalf, and the remarkable facilities, men and women who serve you. A great starting place is dcwater.com, or our Facebook, You Tube or Twitter feeds.

George S. Hawkins

gmsuggestions@dcwater.com

The proof is in the water - DC tap water tastes great



DC Water celebrated National Drinking Water Week with a series of taste tests in early May. We started the week off with a public taste test at the Dupont Circle Fresh Farm Market. Nearly 200 participants challenged their taste buds to see if they could tell the difference between DC tap water and bottled water.

Sixty-six percent of the participants preferred the taste of tap water or could

not tell the difference between the two. We hosted similar events at DC Water offices and challenged employees to participate in the blind taste test. With over 300 contestants, 73 percent of participating employees preferred the taste of tap water or could not distinguish between the two.

Finally, we put the professionals to the test and entered a sample of DC tap water in a regional taste test hosted by the Chesapeake Section of the American Water Works Association. DC Water won the grand prize among neighboring water utilities, reinforcing the claim that tap water is the most economical, sustainable and delicious water choice in the District. Still need convincing? Participate in any of our Water Wednesday taste tests this summer, hosted in a different ward each week in July and August.

Make sure that's really DC Water at your door



DC Water vehicles sport the logo.

On occasion, DC Water employees may need to access your property or home to investigate and resolve a water or sewer-related problem. To protect

our customers, DC Water crews are all required to carry and display photo identification that includes their name, photograph and employee number. Additionally, most employees wear uniforms with the DC Water logo and drive vehicles with the DC Water logo displayed on it.

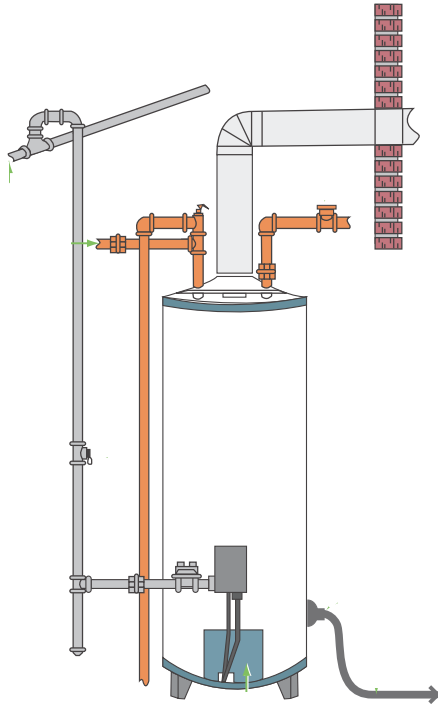
Customers are encouraged to verify the identification of any one responding to a service call. Do not allow entry to anyone who cannot provide proper identification. If you have any doubt about the person at your door please call

see [DC Water](#) continued on back

Drain your hot water heater annually

Ensuring quality tap water is a shared responsibility of DC Water and homeowners. Draining your household water heater is an important step for maintaining high water quality. Over time, sediment, bacteria and metals can build up in your water heater tank, impacting water quality and minimizing household water pressure.

Homeowners are recommended to drain a water heater annually or more frequently if discoloration or low water pressure are experienced from hot water taps. For instructions, please see dcwater.com/waterheater



Gas hot water heater

Please update your information

DC Water customers are urged to update their contact information so that they may be notified in case of an emergency in their neighborhood concerning their drinking water, sewer lines or construction. Please call Customer Service at 202-354-3600 or go to dcwater.com and make changes to your MyDCWater account. You can also sign up for text alerts on the website.

Paying your DC Water bill is easy



Use your phone, computer, or your feet to pay your bill.

DC Water offers three convenient ways to pay your bill and avoid late charges.

1. Online. You can pay your bill with a credit card or set up Automatic Bill Payment, where your monthly bill is deducted directly from your checking account or charged to your credit card, by visiting dcwater.com and setting up your account via “My DC Water.” You can also sign up for e-Bill Notification to get an email instead of a printed bill.

2. Via the phone. The same options, credit card or Automatic Bill Payment, can be processed using the voice recognition system at 202-354-3600 at any time, day or night.

3. DC Water Payment Center. You may also pay in person at our payment center at 810 First Street, NE.

For more information, please call DC Water’s Customer Service Department at 202-354-3600.

DC Water *continued*

the police immediately and then notify DC Water. This time of year has historically produced impersonators of utility companies who gain access to homes to commit theft. Please be alert and report all suspicious individuals. You may call our 24-hour emergency line at 202-612-3400.



DC Water field employees usually wear a uniform.



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

George S. Hawkins, General Manager

Customer Service Department 810 First Street, NE
Washington, DC 20002 | DCWATER.COM



RECYCLED
Paper made from recycled material
FSC® C021348

