



## Pay your DC Water bill anytime, anywhere on your Smartphone

Now you have easier ways to receive your DC Water bills and make payments. You can sign up to be notified by text message when your bill is ready to be viewed. You can also register to pay your bill via text message. Similarly, you can sign up to receive notification of your bill via an email message with a secure, password-protected PDF. If you wish, you can also sign up to pay your bill through email.

To sign up for these services, go to [mydcwater.com](http://mydcwater.com), and look for the box marked "Paperless Billing Options." For text message options, select your preference under "SMS." For email options, select from those listed under "email." Then click "submit" and follow the directions.

DC Water recently completed a year-long conversion and upgrade of its Customer Information System, launching new services along the way including a new website, a new mobile app and now new payment methods. Previously DC Water had several different types of systems, but replaced those with one, giving DC Water staff the ability to see full information for an account, including billing, work orders, water usage and customer inquiries. Field technicians now enter information regarding a property in real time while in the field, and Customer Care Associates can access that information as soon as it is entered, improving their ability to provide information and service to customers.

For more information, please visit [dcwater.com/customer](http://dcwater.com/customer) or call **202-354-3600**.

## David L. Gadis Named CEO/GM

DC Water's Board of Directors has named David L. Gadis as the new permanent Chief Executive



Officer and General Manager of DC Water. Mr. Gadis was selected after a nationwide search that attracted more than 100 candidates.

Mr. Gadis previously served as Executive Vice President of Veolia North America. In that role, he worked with large municipalities to develop utility plans, addressing infrastructure improvement needs and to find savings in operating costs. Mr. Gadis is also the former CEO and President of Veolia Water Indianapolis, formerly known as the Indianapolis Water Company.

Mr. Gadis is a third generation water utility employee — his family has more than 60 years in the industry. He started at the Indianapolis Water Company as a summer student helper performing valve and hydrant maintenance, and went on to serve in or manage every department at the utility.

"I am humbled and excited to be appointed CEO and General Manager of DC Water," said Mr. Gadis. "I look forward to serving the customers and becoming a member of the DC Water family and team. I am dedicated to continuing the DC Water vision of being a world class utility."

Look for his regular column here next month!

# Water Main Replacement Comes to H Street Corridor

This summer, a water main inspection and repair project comes to a highly traveled part of the District. The 66" steel water main along 8th Street, NE will be inspected and serviced over the course of the next year.

The specific areas impacted by this work can be seen in the accompanying map. Work is tentatively scheduled to be from 10 a.m. to 4 p.m. Monday through Friday. Contractors may work during the evening as needed.

Lane closures may be required. DC Water will work to ensure disruptions are minimized during construction and will restore all work sites to their original condition. Some water services may be temporarily interrupted during the operation of valves. Customers will receive 48 hour notice for planned water outages.

DC Water will coordinate with the various Advisory Neighborhood Commissions, Business Improvement Districts, stakeholders, residents, and with District and federal agencies to minimize disruption during this project. For more information, please call the Office of External Affairs at **202-787-2200**.



# SPOTLIGHT Urban Forestry Protects Sourcewater

A division of the District Department of Transportation

Each year the District's Urban Forestry division plants several thousand trees in public space. These trees provide shade along the street and keep kids cool while they are playing outside. But these trees also intercept stormwater that would otherwise flow, along with pollutants, into our waterways.

Newly planted trees are particularly vulnerable to water loss, since they lose some roots during the planting process. To resolve this, trees are planted with green gator bags, which are filled with water every two weeks, keeping the trees healthy and vibrant.

However, during high temperatures, young trees need additional watering. Fortunately, there's an app for that. Please use this app to find newly planted trees in need of watering and follow these steps: [treewatering.ddot.dc.gov](https://treewatering.ddot.dc.gov)

- Find the opening slit near the top of the Treegator® bag
- Fill the 20-gallon bag once a week until winter, using a hose or bucket. It should drain in 5 to 9 hours.

Afterwards, tell the world you watered a tree. You can even send a picture. If you see any problems, such as wilted leaves or a missing gator bag, please report it using the app or 311. For more information on scheduled tree planting, please visit: <https://arcg.is/0i1Cf9>



## Protect Your Family from Lead

DC Water delivers over 100 million gallons of clean drinking water every day. Yet many people are unsure about what flows from faucets and fountains, especially when it comes to lead.

Water is lead-free when it leaves the federal treatment facility and travels through DC Water's distribution system. Clean water can come in contact with lead as it flows through your plumbing in and around the home. Lead enters water through corroding plumbing materials including lead service pipes, galvanized iron in-home pipes, lead solder, and brass faucets, valves, or fittings.

Removing all sources of lead is the best way to minimize lead exposure. If you have lead pipes, fixtures, or are unsure about the material type, take steps to minimize possible exposure until all sources of lead are removed.

- Use cold water for drinking and cooking.
- Run cold water until temperature changes, and then an additional 1 to 2 minutes to ensure fresh water comes from the main.
- Use a water filter certified for lead removal.
- Clean faucet aerators every 3 months.
- Request a free lead test kit (**202-612-3440** or [leadtest@dcwater.com](mailto:leadtest@dcwater.com)).
- Check our online map for info about your service line ([dcwater.com/servicemap](https://dcwater.com/servicemap)).

Pregnant and nursing women, and children under 6, should always filter water for drinking and cooking until certain all lead sources are removed. This includes water for infant formula, beverages, and ice. Ensure the filter is certified for lead removal. Learn more at [dcwater.com/lead](https://dcwater.com/lead).



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**  
Customer Service Department | (202) 354-3600  
5000 Overlook Avenue, SW, Suite 400, Washington DC 20032

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