



David L. Gadis, Chief Executive Officer

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY | 1385 CANAL STREET, SE | WASHINGTON, DC 20003

Dear Customers,

While the coronavirus (COVID-19) pandemic has drastically disrupted our lives, I want to assure you that the team here at DC Water is committed to serving you during this crisis. Clean water and wastewater services are even more critical during public health emergencies and play a vital role in helping contain the spread of infectious diseases. **Please follow the advice of health officials and wash your hands often with soap and water for at least 20 seconds.**

Our field crews are among the first responders who manage emergencies 24/7 and they remain at the ready to ensure you have water and sewer services. In addition, I directed our team on March 10 to suspend service disconnections for non-payment. We are also waiving late fees and offering more lenient repayment terms for customers who unfortunately fall behind on their bills.

We are taking additional steps to protect you and our employees. Until further notice, crews will not enter customers' homes for non-emergency service calls. We have suspended scheduled appointments to investigate internal leaks, replace water meters or install new meters inside homes. Also, meter readers are not entering properties to read internal water meters.

I have declared an emergency for DC Water and given our employees the option of working from home if possible. That includes many members of our Customer Service team. As a result, beginning today we have modified our Customer Service Call Options. If you need to contact us, please use one of the following options:

- Use our website or automated phone system at (202)354-3600 to make payments or inquire about your balance
- Use our online Report a Problem feature at dcwater.com/reportaproblem for questions about your account including new options for billing inquiries, bill disputes, installment plans and service restoration
- For installment payment options, email us at credit.collection@dcwater.com
- For general questions about your account, email us at customer.service@dcwater.com
- To restore water service, email us at Restore@dcwater.com
- Download the My DC Water mobile app or create an online account at mydcwater.com

If you have a water or sewer emergency, please call our 24-hour Command Center at (202)612-3400. Please do not use this number for routine inquiries about your account so customers with emergencies can reach our dispatchers without delay.

We apologize for any inconvenience these changes cause you. We are taking these and other precautionary measures to ensure we can continue to provide our most critical services in a safe and effective manner. For continuing updates, please visit our website at dcwater.com or follow us on [Twitter](#) or [Facebook](#).

Sincerely,

A handwritten signature in black ink, appearing to read 'D. L. Gadis'.

David Gadis
CEO and General Manager