

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SPRING ISSUE

## DC Water Front Line Heroes



### CEO'S MESSAGE

## In global pandemic: Focus on customers, staff and partners

The seemingly unimaginable events unfolding around the world are scenarios for which organizations and governments prepare. We were ready to respond to the global pandemic because we train staff, we partner with local and regional government agencies, design response plans, and we are nimble and thoughtful with a sense of urgency and commitment to our customers. You can't prepare for every scenario but you can be ready to act. **We immediately activated our Incident Response Team and focused on how best to serve customers, staff and regional partners.**

We very quickly enacted policies to keep the water flowing. Clean water and soap are the best protections against this novel coronavirus, and affordability couldn't be an issue. We halted water disconnections due to non-payment and even reconnected service for those customers who had previously been disconnected. We

introduced more lenient repayment programs and partnered with District government on expanded customer assistance funding for customers (please see reverse for information on this program).

The water still must flow and it takes a skilled workforce to keep the system performing. So our field service workers have been on the front lines repairing water main breaks, testing water quality, operating valves, clearing clogged sewers, treating wastewater and keeping our operations running smoothly. They are being as safe as they can while working in tight spaces, performing physically hard work.

Through information technology, we enabled as many of our support and office staff as possible to telework. Our IT professionals were hard pressed to transition hundreds of employees to work from home and provide applications and access to perform their vital functions.

We have been working closely with District agencies, DC Health, sister utilities, and regional and federal partners as we all navigate this challenge. Through it all, the men and women of DC Water have demonstrated commitment, resiliency and courage in managing our business and serving our community.

We have developed a webpage to answer questions and provide resources. Please visit [dcwater.com/covid-19-updates-and-resources](https://dcwater.com/covid-19-updates-and-resources)

DC Water's elite SAM 101 team prepares to inspect a CSO-prevention inflatable dam in the sewer system



# Emergency funding helps residents affected by COVID-19 crisis and those already in financial need

## Residents can apply for water bill relief and monthly discounts

Mayor Muriel Bowser and the D.C. Council have authorized funds to provide emergency relief to District residents struggling with unpaid DC Water bills during the coronavirus (COVID-19) public health emergency, and 105 days thereafter. DC Water residential customers can apply to the DC Department of Energy and Environment (DOEE) for assistance from the fund to help pay all or part of an outstanding water-bill balance and for ongoing monthly discounts on the Clean Rivers Impervious Area Charge (CRIAC).



DOEE will review and approve the assistance requests and DC Water will apply those credits to the customer's bill. The funding should lessen the burden for those in the most financial need, those who have lost their jobs, those who have been furloughed and those who are already in financial need. Those with a household income less than \$122,000 for a family of four, or who are impacted by COVID-19, are encouraged to apply.

District residents can apply now for assistance by submitting documentation to DOEE. The Residential Relief Application is available at [doee.dc.gov/service/criac](https://doee.dc.gov/service/criac) or contact DOEE at [criac.residential@dc.gov](mailto:criac.residential@dc.gov). Information on additional DC Water financial assistance programs can be found at [dcwater.com/CAP](https://dcwater.com/CAP).



## Science classes at home

### DC Water online educational resources for teachers and parents

With students across the District learning at home due to COVID-19, DC Water launched online resources for students, their families and their teachers. DC Water's education outreach coordinator, Torri Epperson, says

"When you're stuck at home, the perfect science classroom is inside your house and right outside your door. These lessons can answer questions such as 'Where does our water come from, where does it go, and how is it treated?' by using examples from around the home."

Resources for teachers can be found at: [dcwater.com/teachers](https://dcwater.com/teachers). This page includes lessons, games and worksheets specific to DC Water about the watershed, drinking water, and wastewater treatment. They are listed by grade level and are appropriate for Pre-K through 12th grade.

Additional educational resources can be found at: [dcwater.com/distance-learning](https://dcwater.com/distance-learning). This page lists dozens of additional online locations where teachers, parents and students can access environmental education lessons, videos and activities about water in many contexts, including health, earth, space and environmental science.

## Kishia L. Powell joins DC Water as Chief Operating Officer

Kishia L. Powell returns to the District to fill the new role of Chief Operating Officer (COO) at DC Water. Ms. Powell has been Commissioner of the Department of Watershed Management for the City of Atlanta since June, 2016. She is well-known nationally and currently serves on the Board of Directors of the National Association of Clean Water Agencies (NACWA). She is a leading voice in discussions on affordability and equity in the water sector.



At DC Water, Powell reports directly to the CEO and serves on the Executive Leadership Team. She oversees all operational clusters including water, sewer, pumping, and wastewater treatment; engineering; customer care; and administration.

Powell has more than 20 years of experience in sustainable infrastructure management and utility operations across the United States and London, England. In Atlanta, she managed the water and wastewater utility with an annual operating budget of \$644 million and a 5-year capital improvement program (CIP) of \$1.26 billion including the Water Supply Program and the Clean Water Atlanta consent decree program. Previously, Powell served as Director of Public Works for the City of Jackson, Mississippi, and Bureau Head of Water and Wastewater for the City of Baltimore.

She is a licensed Professional Engineer in Maryland, Virginia and the District of Columbia and holds a Bachelor of Science degree in Civil Engineering from Morgan State University's Clarence M. Mitchell, Jr. School of Engineering.

NOTE: This issue of What's on Tap printed while the Stay-at-Home directive was still in place.



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DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
Customer Service Department • (202) 354-3600  
1385 Canal Street, SE, Washington, DC 20003 • [dcwater.com](https://dcwater.com)

