

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SUMMER ISSUE



We use copper pipe (over right shoulder) to replace lead service lines (in left hand).

Getting the lead out—for good

CEO David L. Gadis recently unveiled the much-anticipated **DC Water Lead Service Line Replacement Plan** – an ambitious program to rid the District of lead pipes for good. The plan is the culmination of 18 months of collaboration with the District Government, under the leadership of Mayor Bowser, DC Council and other stakeholders, making good on a commitment by Gadis in his first year at DC Water's helm.

Historically, lead was used for pipes because it is stable and easy to bend. It has been used throughout time, in fact, ancient Rome was built on lead plumbing. In the 20th century, serious negative health effects were linked to lead exposure and Congress banned the use of lead pipes in 1986. But those pipes that were already in the ground were allowed to remain.

DC Water has taken on an aggressive goal to replace all lead services lines by 2030. The principles of equity and affordability are at the core of this initiative. New block-by-block lead replacement projects will first be rolled

out in historically undeserved communities that experience disproportionate health outcomes compared with other areas of the city. Vulnerable populations most affected by lead - children and pregnant women - are also prioritized to receive lead line replacement.

This approach ensures that lead replacements can be addressed in a way that considers the health benefit and social impact of the project. This important work is already under way. Since launching our Lead Free DC initiative in 2019 we have removed lead pipes from more than 1,000 homes and leveraged District funding to save customers \$1,000,000 in replacement costs.

The plan calls for funding strategies that won't compromise drinking water safety or reduce budgets for restoring aging infrastructure. It can be viewed at: dcwater.com/LeadFreeDCPlan.

In the meantime, those who have lead pipes, or lead or galvanized plumbing within their home, should take precautions. Please visit dcwater.com/identifylead to learn more. To get a free lead test kit, email leadtest@dcwater.com and for more information on lead service line replacements, please contact lead@dcwater.com or call **202-787-4044**.

CEO's Message

Greetings,

As we transition into a post-pandemic new normal, I would like to again thank our workers on the front lines who put the health and safety of our customers ahead of themselves. While taking all the precautions outlined by the CDC and DC Health, these heroes came to work day in and day out to ensure our customers had critical water and sewer services.



I also want to thank our emergency management professionals and staff from around the Authority who were activated on this incident for more than a year.

I appreciate your patience and understanding during this public health emergency. During the pandemic, we suspended in-home appointments for meter readings, meter replacements, home water audits requested by customers, and other non-emergency service calls. We will resume these activities when it is safe to do so and in a way that continues to protect customers and employees.

We also halted service disconnections for non-payment even before the mayoral directive, or moratorium, on utility disconnections was enacted.

We also expanded our customer assistance programs and have funded them through the end of the fiscal year (October 1). I again urge anyone who is struggling with their water bills to call **202-354-3600** or email cares@dcwater.com to let us help find an assistance program that fits their situation.

David L. Gadis, CEO
ceosuggestions@dcwater.com

Get ready for another active storm season

Forecasters predict an above average number of storms this year, but not on the scale of last year's historically active season. As we know, severe storms pack powerful forces and can injure people, damage property and wreak havoc with utilities. Hurricane season runs from June 1 to November 30, with August to October being the peak season. District area residents and business owners are urged to protect themselves, their loved ones and their property.



Now is the time to prepare.

DC Water prepares by ramping up staffing and taking other actions to protect customers, facilities and personnel. We closely monitor flood-prone areas and prep by clearing storm drains and preparing pump stations for increased flows. Emergency equipment, generators and staff are ready to deploy where needed.

We encourage residents to:

- Sign up for text or email alerts at dcwater.com/alerts
- Report clogged storm drains by calling the 24/7 Command Center at **202-612-3400**.
- Check gutters and downspouts to make sure they are clear of debris.
- Prepare an emergency supply kit that includes a 3-day supply of food and water.
- Keep a battery-powered radio nearby for important news.
- If damage is extensive, listen to the media or visit dcwater.com for information about water and sewer infrastructure and the safety of your drinking water.
- Visit dcwater.com/prepare-hurricane or ready.gov/hurricanes for more information.
- Discuss available insurance options with your agent
- Visit disb.dc.gov/page/disb-consumer-guide-flood-insurance to learn more about flood insurance

For those living in low-lying, flood-prone neighborhoods, we recommend installing backwater valves (BW). Also known as backflow prevention devices, they are installed on a sewer lateral that connects a building to the public sewer in the street. The device only allows flow to go out, not in, preventing wastewater from backing up into homes during heavy rainfall. Property owners in neighborhoods designated as flood-prone may be eligible for a discount when they install a BW valve. Contact **202-787-2003** or emanuel.briggs@dcwater.com for more information.

Get help to pay your water bill

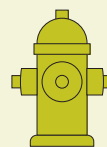
As the public health emergency is winding down, so too is the extra flexibility given to those struggling to pay their utility bills. We urge customers to contact us if they are having difficulty. Let us help you knock down your past due bill before late fees and disconnections are reinstated.

Available programs include:

- Emergency Residential Relief
- Monthly Discounts for Residential Customers
- Multifamily Housing Assistance
- Relief for Nonprofit Organizations
- Extended Payment Plans
- SPLASH One-time Emergency Assistance
- Stay DC: stay.dc.gov



Once household income is verified, customers may qualify for additional assistance from DC Water. This could include monthly discounts on water and sewer service, a reduction in the CRIAC fee and waiving of the Water Service Replacement Fee. Please give us a call at **202-354-3600** or email cares@dcwater.com to discuss your options.



Beat the heat...but leave fire hydrants alone

Here are six good reasons to leave that hydrant alone:

1. More than 1,800 gallons of treated drinking water per minute can spew from an open hydrant.
2. Opening a hydrant can decrease pressure in other sections of the water system, jeopardizing people and property if there isn't enough pressure when needed to fight a fire.
3. Forcing open a hydrant can damage it. Firefighters then may lose precious time trying to operate a damaged hydrant. Every second counts when trying to save lives and property.
4. The force and volume of water can injure small children and undermine streets, sidewalks, and private property.
5. Open hydrants can create traffic nightmares when vehicles try to navigate flooded streets.
6. Unauthorized use of a fire hydrant is against the law and punishable by fines! If you see anyone attempting to break open a fire hydrant -- call 911 to report it.

The District of Columbia maintains a robust heat emergency plan that includes locations you can go to cool off. Visit hsema.dc.gov/page/heat-emergency-plan-information for more information.



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