

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SPRING ISSUE



## Get Help, Get Current, or Get on a Payment Plan



“We have expanded our financial assistance, increased our funding and created innovative programs to cover even more customers and situations. If you are struggling to pay your bill, please contact us for help.”

– DAVID L. GADIS, CEO

DC Water wants to make sure customers are not falling behind on their bills. We have set aside extra funds to help customers get current.

If you are struggling to pay your water bill, let us help. We have new programs for emergency relief for those affected by the pandemic, and we have a new program that offers emergency assistance to people who rent in multi-family buildings and pay their utilities in their rent.

We continue to fund programs for low- and middle-income families, and everyone is eligible to get on a flexible payment plan. Those customers who stay current with their payment plan are not charged late fees. Please call **202-354-3600** or visit [dcwater.com/cares](https://dcwater.com/cares).

## CEO's Message

Each spring, our management team determines the budget needed to provide water and wastewater services and to fund important construction projects. Once that budget is passed, we determine the rates we'd need to charge to cover the budget.



We present our rate proposals to our Board of Directors and to the public. After public discourse, the Board votes on the rates for the two upcoming fiscal years. It is a weighty job for our teams and the Board, as we must constantly strike a balance between funding necessary work and keeping rates as low as we can.

This year, I tasked our Chief Financial Officer to beat the rate that was already approved. His team, and the entire Authority, created a financial plan that enables us to propose a lower rate increase than was already approved.

Still, I know that times are tough and any rate increase is a burden. Make no mistake. I want to keep your bills affordable. Any time I ask customers to pay more, it needs to be for very compelling reasons. I want to tell you about these priorities. I will be presenting the budget and rate proposal at virtual Customer Town Hall Meetings this spring. DC Water's Board of Directors will host a Public Hearing on Wednesday, May 11, 2022. For more information on these presentations or the process, please visit [dcwater.com/rates](https://dcwater.com/rates).

**David L. Gadis, CEO**  
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## Wendy the Waterdrop revives in-person appearances

Wendy the Waterdrop is vaccinated, boosted and back in action! She and her DC Water crew are live and in person this year at a number of community events this spring and summer. Visit [dcwater.com/events](https://dcwater.com/events) to see where they will be. Community organizations who want to partner with Wendy can submit an online request at [dcwater.com/event-request](https://dcwater.com/event-request).

## April showers bring...

April showers bring more than just May flowers. When rain falls in large amounts over a short duration, it can overwhelm the stormwater system or combined sewer system. The pipes carrying this rain water are only so large.



DC Water reminds customers that the most important step is to check insurance coverage and consider adding flood or sewer backup protection to it if necessary. The District Department of Insurance, Securities and Banking (DISB) has insurance tips and other useful information on its website at [disb.dc.gov](https://disb.dc.gov) or by phone at **202-727-8000**.

A protective device known as a backwater valve is a good line of defense for properties at risk. Some neighborhoods are identified as at-risk for flooding. Residents of those neighborhoods may be eligible for a discount when they install a backwater valve. Visit [dcwater.com/faqbfp](https://dcwater.com/faqbfp) or call **202-787-2003** for more on this topic.

In addition, to prepare for potential storms and flooding, residents should:

- Protect your property from sewer back-ups and flooding
- Report clogged storm drains by calling the 24/7 Command Center at **202-612-3400** or going to [dcwater.com/report-problem](https://dcwater.com/report-problem).
- Check gutters and downspouts to make sure they are clear of debris.
- If damage is extensive, listen to the media or visit [dcwater.com](https://dcwater.com) for information about water and sewer infrastructure.

Visit [ready.gov](https://ready.gov) for more information and safety tips.

## River view rentals are back!

Make your next event a unique one at the new DC Water headquarters, HQO, in Navy Yard. Our LEED Platinum+ certified building offers stunning views of the Anacostia River.

HQO Events are run by Blue Drop, DC Water's non-profit affiliate that generates cost savings for DC Water and reduces the impact of rate increases for DC Water customers.

Please visit [HQOEvents.com](https://HQOEvents.com) for more information.



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