



## Update on DC Water Operating Status during COVID-19 Emergency As of March 21, 2020

### What is our operating status?

DC Water remains operational, however all facilities will be closed to the public between March 16 and April 26, 2020.

### How does this impact what we do?

- Water Distribution - Continues with no service interruption.
- Water Quality Testing - Continues with no service interruption.
- Stormwater Management and Sewage Collection - Continues with no service interruption.

### How does this impact our physical locations?

- All DC Water facilities are closed to the public.

### What else are we offering to meet your needs?

- Discontinued Service Disconnects and Late Fees - DC Water has already suspended service disconnections for non-payment and is also waiving late fees and offering more lenient repayment terms for customers who fall behind on their bills.
- Nonessential Service Calls are suspended - DC Water is suspending service calls that require employees to enter customers' homes, except for emergencies, this includes scheduled appointments to investigate internal leaks. In addition, meter readers will not enter residential properties to read internal water meters and installations of new internal meters will be suspended March 16 - April 26.

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

- Our Emergency Command Center Will Remain in Full Operation - We have divided them into smaller groups, and they are capable of dispatching from their homes.
- Our Call Center and Customer Service Capabilities Remain Intact - We have divided them into smaller groups and are prepared to handle customer communications from their homes.
- We Have Made Additional Preparations to Increase Resiliency in Our Workforce - We are evaluating the deployment and staging of our water and sewer field personnel and maintenance employees who must report to a work location to maintain critical operations.

### Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact our Customer Service Center at 202-354-3600 (Monday - Friday, 8:00 am to 5:00 pm) or email us at [custserv@dcwater.com](mailto:custserv@dcwater.com). For media inquiries please contact our Office of Marketing and Communications at 202-787-2200. For more information, please visit [coronavirus.dc.gov](https://www.dcwater.com/coronavirus).