



Update on DC Water Operating Status during COVID-19 Emergency

What is our operating status?

Along with the rest of District government, our agency remains operational, however all facilities will be closed to the public until further notice.

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.
- **Wastewater Treatment** - Continues with no served 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 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 until further notice.

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 and equipment more frequently, and reducing close contact with each other and residents. Volunteer face coverings have been provided to staff physically deploying to our facilities. Teleworking has been implemented for all staff that are eligible to do so. 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 Implemented Efforts to Increase Resiliency in Our Workforce** - We have divided our water and sewer field personnel and maintenance employees into smaller rotating crews that alternate work reporting locations to maintain and facilitate 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 am to 5 pm) or email us at 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.