

DC Water Preparation



- Provide DPW list of DC Water CDL and backhoe drivers to assist in snow removal
- DC Water shelter in place at Blue Plains and in Water Services in sever storm conditions
- Incident Management Team joins DC Operations Center when it is activated
- Conduct Incident drills and exercises for Incident Management Team



Monthly Billing:

- Customers are billed on a monthly basis
- All residential customers get a Lifeline rate on the first approximately 3,000 gallons as an incentive to conserve water and reduce their monthly bills.



Assistance Programs:

- Customer Assistance Program (CAP) - eligible residential customers receive a 50% credit on the CRIAC charges and 100% credit on the WSRF
- SPLASH Program (Serving People by Lending a Supporting Hand) - eligible residential customer may receive emergency bill payment assistance.
- Customers may also be eligible for payment plans.



Information

- Self-Service via Web and IVR (Full range of payment and customer account services)
- High Usage Notification Alert (HUNA) Service Support
- Other contact options include:
 - Online account management
 - Email ,Twitter and Facebook ,Phones
 - Report a problem bias dcwater.com
 - Written correspondence



Emergency Command Center:

- Open 24/7 (-365 days/ year) to address water and sewer emergencies.
- Call Center provides a full range of services to customers on account and bill related matters. The Call Center is open for business Monday through Friday from 7:30 a.m. to 5:00 p.m.

