

Unearthing Infrastructure:

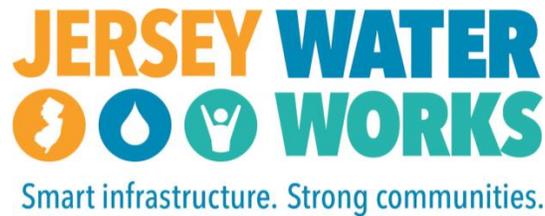
Communicating Water Infrastructure to
New Jersey's Communities and Stakeholders

Follow-up report, December 1, 2016

Prepared for Jersey Water Works by blue drop



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We are delighted to offer this written guide for New Jersey’s combined sewer communities, as part of “Connecting with Stakeholders: A Program for CSO Communities on Water Infrastructure Communications,” and we hope it will help build greater public awareness for their work.

Wastewater and stormwater systems provide essential services to residents and businesses. And, in turn, they depend upon ratepayer support. This relationship is increasingly critical in the 21 New Jersey cities where major upgrades to combined sewer systems being planned and undertaken.

This guide shares the highlights from a series of events presented in fall 2016, which were co-presented by the New Jersey Urban Mayors Association, the New Jersey Department of Environmental Protection and Jersey Water Works.

We thank the three mayors – Mayor Christian Bollwage of Elizabeth, Mayor John Labrosse of Hackensack and Mayor Eric Jackson of Trenton – who hosted kick-off meetings. And we thank the public servants who attended two in-depth workshops – one for municipal and utility staff and a second for community and nonprofit organizations. Experts from DC Water’s new consulting arm, Blue Drop, provided the content throughout the process, based on their successful experience connecting with stakeholders in the nation’s capital. We also thank practitioners from the Passaic Valley Sewerage Commission, the City of Hoboken and the City of Newark, who shared local success stories. The Jersey Water Works Municipal Outreach Committee, which we co-chair, advised this effort.

Additional communications resources can be found on the Jersey Water Works website www.jerseywaterworks.org, where you can download an online version of this guide, along with raw files of illustrations that can be inserted into local materials.

Sincerely,

Shoshanna Page, Co-Chair, Municipal Outreach Committee and Project Specialist, New Jersey Urban Mayors Association, Thomas Edison State University

Donna Drewes, Co-Chair, Municipal Outreach Committee and Co-Director, Sustainable Jersey

This effort was made possible by generous support from the Surdna Foundation to New Jersey Future, which facilitates the Jersey Water Works collaborative.

Introduction: The problem and the opportunity

Across the United States, nearly 900 communities still have combined-sewer systems. New Jersey has 21. Combined-sewer overflows (CSOs) foul waterways during heavy rain events, neighborhoods flood because of poor drainage, and sanitary violations arise from sewers at the end of their useful lives. New Jersey's CSO remediation process requires utilities and municipalities to correct these problems and leave waterways and communities much improved for future generations.

The New Jersey Department of Environmental Protection's latest CSO permits come at a time when many out-of-state CSO communities have already begun implementing their own solutions. This timing allows New Jersey permit holders to benefit from the experience of others in several areas -- including cost controls, implementation timelines and the use of "green" infrastructure (pervious surfaces, plants and natural techniques to control runoff) alongside "gray" infrastructure (tunnels, pipes and diversion structures). The New Jersey process also requires community participation, and offers frequent opportunities for regulators, permit-holders and stakeholders to check in and re-assess progress.

Inaction is not an option. Permits became effective in 2015, and will be subject to enforcement actions under the federal Clean Water Act. Stakeholders and constituents will bear the cost of abatement, estimated in the multiple billions of dollars. These costs could exceed federal income guidelines for sewer bills for many customers, and other customers will not view increases as welcome news. Stakeholder engagement, from City Hall down to the individual household level, is critical to ensure that stakeholders have meaningful input into the CSO projects and that they understand and support them.

Challenges unique to New Jersey

The patchwork nature of municipal government and utility ownership in New Jersey has created a jigsaw puzzle of responsibility when it comes to CSO control. Of the 21 CSO municipalities, Trenton owns both its collection system and wastewater treatment plant. The North Hudson Sewerage Authority owns both the collection system and the wastewater treatment plant for four CSO communities. The North Bergen Municipal Utilities Authority wastewater department is responsible for the collection of wastewater from the Townships of North Bergen, Guttenberg and a small portion of Union City, and a portion of the wastewater from North Bergen and Guttenberg is treated at its Woodcliff Plant. The remaining five wastewater treatment plants serving CSO communities also serve non-CSO communities. For example, the Passaic Valley Sewerage Commission serves 48 municipalities on both a wholesale and retail basis. Only eight of these are CSO communities.

The end result is a group of 25 permits covering the 21 municipalities and the eight sewage treatment plants that serve them. Most ratepayers in CSO communities are served by two entities, the municipality that runs the sewer and stormwater collection systems and the regional wastewater treatment authority. As such, the regional and municipal permittees will need to coordinate their external communications efforts. In addition, since so many entities are engaged in CSO permit compliance on the same schedule, there will be many opportunities for sharing materials and approaches.

The DC Water story and how it relates

The District's National Pollutant Discharge Elimination System (NPDES) permit issued by the U.S. Environmental Protection Agency (EPA) requires the preparation of a Long-Term Control Plan. The LTCP is a plan with a schedule to control CSO discharges to the area waterways. DC Water's LTCP planning effort began in 1998 and a draft of the LTCP was made available to the public and submitted to EPA and the District Department of Health in June 2001.

DC Water obtained public comments on the Draft LTCP in the summer and autumn of 2001 via public meetings, neighborhood meetings, a public hearing and by mail, fax and e-mail. Many comments were received. In August 2002, DC Water submitted a Final LTCP to EPA and the District Department of Health for approval. In response to public comments, the Final LTCP proposed significant reductions in CSO compared to the draft plan and was approved in December 2004.

In 2010, DC Water named its LTCP the Clean Rivers Project. The DC Water logo is incorporated into the project logo.

Bloomingdale – a flood-prone neighborhood gets Clean Rivers relief ahead of schedule

In the summer of 2012, heavy rains plagued the Bloomingdale and LeDroit Park neighborhoods in central DC, part of the District's combined-sewer system. Low-lying topography, an undersized trunk sewer and a growing number of below-ground dwellings combined with historic storms led to sewer backups four times during that single summer. Stormwater mixed with sewage flowed down streets, over curbs, down stairs and through drains into homes. This problem had existed at smaller scale for more than a century, but 2012 brought it into focus. A component of the Clean Rivers Project was the intended fix, scheduled for delivery in 2025. Residents and the District's leadership demanded solutions sooner.

Then-Mayor Vincent Gray convened a task force of multiple agencies under his authority. DC Water joined the task force as the party responsible for delivering many of the fixes for Bloomingdale. The results: an accelerated and rerouted tunnel that would act as a cistern until connected to the larger system; free rain barrels and downspout disconnection assistance; green infrastructure on public property in the affected neighborhoods; funding for above-ground flooding mitigation, such as stairway barriers,

on private property; and a rebate program for the installation of backwater valves in basement dwellings. Bloomingdale and LeDroit Park have not flooded since.

The District of Columbia LTCP was always intended to solve this dire problem. But by hearing from the community, DC Water was able to modify its CSO control plan to prevent sewer backups and flooding in these two neighborhoods better and faster. Administered properly, a stakeholder engagement program will deliver essential information in both directions: from the permit holder to the constituent and vice versa.

Modifications – green infrastructure comes into the picture

DC Water and the other parties involved in the LTCP consent decree have announced a plan to allow for large-scale green infrastructure installations and other modifications to the Clean Rivers Project that will affect the Potomac River and Rock Creek. For Rock Creek, DC Water will eliminate the planned underground tunnel and will instead build green infrastructure and targeted sewer separation to manage the volume of stormwater runoff. This portion of work will be completed by 2030. For the Potomac River, DC Water will build an underground tunnel capable of holding 30 million gallons of combined stormwater and sewage. This tunnel is smaller than originally planned because of planned green infrastructure in the watershed. The tunnel will use gravity to allow the collected combined sewage to flow to the treatment plant, and will be completed by 2030. DC Water will also construct green infrastructure and targeted sewer separation to manage stormwater runoff. Sewer separation in this area will be completed by 2023 and the green infrastructure will be in place by 2027.

DC Water's proposed schedule for green infrastructure implementation and construction of the redesigned Potomac River Tunnel helps reduce the impact of construction on neighborhoods and allows sufficient time for required construction approvals. The revised schedule allows for an additional five years to complete portions of the project.

This additional time will help protect our ratepayers, who are responsible for financing the \$2.6 billion project. DC Water will establish an ambitious local jobs program that includes training and certification opportunities for District residents interested in green infrastructure construction and maintenance jobs. DC Water has established a goal to have 51 percent of new jobs created by the green infrastructure project filled by District residents. DC Water will also engage professional service firms and contractors based in the District to perform work associated with green infrastructure.

Paying the bill

The modified Clean Rivers Project has many of the benefits of newer LTCPs in other jurisdictions, such as a longer timeframe and built-in support for green infrastructure. However, the District of Columbia still has the nation's highest per-capita cost for CSO control. An Impervious Area Charge, levied on the basis of surface area, pays the bulk of the cost of the Clean Rivers Project. It is the fastest-growing charge on the DC Water bill, rising to an average of more than \$20 per month in the latest fiscal year. The charge is unaffected by water conservation, and targets the largest landowners with the largest bills -- whether daily surface parking lots, churches or simply large buildings.

To relieve the growing burden on its ratepayers and share its knowledge with colleagues in the water and wastewater industries, DC Water has begun performing a limited amount of peer-to-peer consulting work. In July 2016, Jersey Water Works engaged DC Water to deliver a series of workshops and training materials and individualized consulting on stakeholder engagement regarding CSO control. In November, DC Water assigned the remaining elements of the project to its new nonprofit affiliate, Blue Drop.

Why engaging your stakeholders is the only way

State and municipal budget pressures have left local governments without resources in many key areas of constituent support. In this environment, the communications function can seem like a luxury. In the utility world, proactive and frequent engagement with stakeholders may not come naturally to engineers or leaders who are more internally and technically focused.

But stakeholder engagement is the only way to success for a project as complicated as a CSO control plan. Aside from the state requirement of a Public Participation Plan and community participation through CSO Supplemental Teams, the utilities and municipalities that are required to deliver solutions must get their stakeholders to expend capital. Without capital, there is no solution. And without engagement, there is no capital.

Capital means different things to different stakeholders. For the individual constituent or utility customer, it's the higher water and sewer bill that will result from financing environmental improvements. For the elected official, it's the frequent disruptions that result from large-scale construction projects, and the property taxes that are already among the nation's highest.

"We have to do it" just isn't enough. Especially when responsibility is shared among agencies and jurisdictions, stakeholders must be on board and fully engaged. To do this properly requires an inventory of who needs to be reached, how and why. The CSO LTCP should be presented as an opportunity to improve the health of New Jersey's waterways, but also as an economic engine, a driver of infrastructure improvement and a delivery mechanism for neighborhood flood control and amenities associated with green infrastructure such as parks, street trees and other planted areas.

How to engage your stakeholders - communications tools

The value of branding

A brand is a focal point. It gives a visual identity to something that could be abstract, or completely unfamiliar, in the mind of the target audience. Stressed over and over again in different contexts, a brand can become part of the consciousness in a way words and pictures alone cannot achieve.

A brand would be especially valuable in the New Jersey context, where no single entity with a strong brand of its own is responsible for delivering all of the solutions and footing the entire bill. Having a brand to join would allow a utility to escape the perception that it alone is imposing a major cost on ratepayers or taxpayers. It would allow the leadership of a city to point to what others are doing as a best practice, and allow residents to take part in something larger than the bounds of one community.

What's in a brand? For a public-facing project, a name and logo are the minimum. A short tagline is optional. The name should be unique, brief and intuitive. It should avoid forced acronyms and not sound governmental. (A good example of how not to do this is LIHEAP: the Low-Income Home Energy Assistance Program funded by the federal government and administered by the states.)

For a project or initiative that is first being introduced to the public, the name should be included in the logo. A graphical element such as a Nike Swoosh or a DC water drop is fine, but should not stand alone. The process of developing the brand should include stakeholder input – DC Water conducted a public contest for its new logo – but the actual design work should be left to a professional. Once the name, logo and tagline are developed, they should be used consistently and as often as possible – see Appendix for examples. A style guide and instructions for use are essential.

Blue Drop recommends that if funding is available, Jersey Water Works again convene the key utilities and municipalities to develop a statewide brand for CSO LCTP in New Jersey, akin to a New Jersey Clean Rivers Project.

Absent this possibility, a large player such as PVSC or the City of Newark could develop its own brand – perhaps with support from Blue Drop – and allow others to join it when making plans for their communities.

Other tools in the tool chest

Earned media is still the gold standard in communications, and for good reason. Newspapers, television and radio stations and online outlets still command a massive audience even in an era of consolidations and newsroom layoffs. The bad news about buried infrastructure is that it is hidden underground and invisible when working properly. The good news is that in capable hands, buried infrastructure can still be a source of many, many news stories.

“Here’s something we think is important, and it’s happening in your community,” is too simplistic a narrative to get the attention of reporters and their audiences. Instead, news outlets need to be “pitched” stories that are tailored to their specific interests. A quick email to a reporter or editor should be followed by a phone call. For example, infrastructure reporters are few and far between except in the largest cities. But television stations love to air and re-air footage of flooding. A project to alleviate this flooding would be a natural pitch. Environmental stories are popular. If a CSO LTCP includes green infrastructure, before and after photos are compelling. An appeal to pride-of-place is also an effective approach. If a solution is the largest, the newest or the first of its kind, reporters will appreciate the opportunity to cover it.

Community bloggers have grown in number and importance since the advent of this form of publishing more than 15 years ago. They fill a niche that mainstream reporters cannot. They attend neighborhood meetings and keep tabs on what the smallest units of local government are doing. They also approach their work from the perspective of a documenter and an advocate. Community bloggers will take a keen interest in any project that will change the areas where they live. They will be grateful for attention from a large institution such as a municipal government or a utility. They typically also have full-time jobs, and will not dedicate the time necessary to do multiple interviews or investigative reporting. The end result is that a message will reach their audience through less of a filter than that of the mainstream media.

A communications staff approaching **social media** for the first time should have a clear grasp of the desired audience and the staffing resources available before beginning. On one hand, customers and constituents are engaging in conversation and should be met where they are. These conversations take place primarily on Twitter and Facebook, but can also involve LinkedIn and Snapchat. On the other, social media are not channels for one-way communication. If devoting staff to monitoring and responding to tweets

and comments is impossible, it is best not to engage at all. A simple website can act as a repository for project documents and plans. (See dcwater.com/bloomingdale for example.) It can also contain a contact form for questions and comments, linked to the email address of a staffer responsible for collecting these.

Simple videos and share graphics (highly visual charts or pictures designed for the audience to share with their friends) are useful elements of content for social media. They appeal to an audience with a short attention span and are easily shared. (See Appendix for examples.) A YouTube channel is a no-cost means of posting video content, some of which may already exist, without as much of the interaction as some of the other social media outlets.

Some community bloggers will conduct paid social media monitoring as a side project, watching social media search terms or even staffing their clients' accounts and responding to constituents on their behalf. This could be a cost-effective entry into the space for a municipality or utility, as long as all parties are clear on their roles and boundaries. A later section of this report will discuss other ways to find alternative resources for interacting on social media.

Even the most cash-strapped operation should keep **paid media** in sight. Advertising that costs money to place, such as on local cable television, in community newspapers or on transit vehicles, can be a cost-effective way to drive an outcome with a defined end date. This could be attendance at a hearing, awareness of the start of a large project, or comments on a proposal.

Finally, advertising that costs money to produce (but not to place) can be useful for periodic reminders. These can come in the form of bill inserts, articles or ads in constituent newsletters and signs in municipal or utility buildings. Construction site signage should be consistent and highly visible. Utility or construction workers can carry wallet cards with information about how to reach the agency with questions, so the workers themselves do not feel obliged to answer them. Sending information repeatedly to customers or constituents in these areas are also a great way to build awareness for a long-term project. Examples of this type of information are included in the Appendix.

Public outreach

A thoughtful public outreach strategy is necessary for both the planning and execution phases of any CSO control plan. It can include general "good will" measures, such as a presence at community events, visits to schools and educational forums. NJ DEP's permit

requirement for CSO Supplemental Teams provides a useful vehicle for more targeted outreach – educating stakeholders, getting their input into what will be an enormous public works expenditure, and also managing concerns about individual projects once construction begins.

A permit holder must also carefully develop a list of all affected stakeholders – including natural allies and natural opponents, and find ways to connect with them.

These might include:

1. Mayoral, council or village outreach staff
2. Local civic groups and associations
3. Block clubs
4. Condominium associations
5. Tenants' associations
6. Affected residents and businesses
7. Business improvement districts
8. Main Street organizations
9. Community and faith-based organizations
10. Partner agencies

After developing a list of stakeholders, the next step is to determine when and how these groups and individuals convene. Are there monthly or quarterly meetings? The permit holder should work to get on the agenda if so. Key personnel such as the chief executive or members of the senior leadership team should host meetings at the utility or municipal headquarters, both individually for key stakeholders and for groups. Subject-matter experts as well as communications experts should do the presenting. If convening a neighborhood meeting, these should be done within the affected community and at a time when most affected constituents will not be working. If meetings take place during dinnertime, consider providing snacks if not a full meal, and offer child care or children's activities so the parents can focus on the task at hand.

Each meeting should start with a common understanding among the presenters and the participants about the objectives of the meeting itself. Are you there to provide information, or to ask for input? How will the input be used? When is the next meeting? Without answering these questions, meetings can become endless free-for-all discussions with no productive outcome. Consider collecting questions in advance or handing out index cards to collect the questions in writing. This will prevent the loudest voices from dominating the discussion and allow all to be heard.

During construction, the list of stakeholders might be smaller. But each stakeholder on that list will be more important. Consider carefully every opportunity to communicate progress, delays and outcomes during the life of a project. Likewise, thoughtful and low-cost measures to mitigate a project's impact are not expected but always welcome.

Public outreach opportunities to notify people of meetings or construction impacts might include:

1. Direct email or outbound phone calls to constituents
2. Community listservs or NextDoor.com
3. Postal mail
4. Blogs
5. Flyers and door hangers
6. Targeted print ads
7. Temporary construction signage

Mitigation measures might include:

1. Regularly scheduled community meetings
2. Dedicated hotlines
3. Parking and shuttle services
4. Security patrols
5. Pre- and post-construction surveys
6. Monitoring of construction nuisances

Government relations

In addition to the jurisdictional challenges, different actors in the LTCP process are concerned about different timelines. Combined-sewer overflow long-term control plans are measured in decades, with benefits that last generations. Elected officials serve terms measured in years, though some New Jersey officeholders have many, many years of experience in office. Given the day-to-day pressures of the job, it can be difficult to get a mayor or councilmember to focus on a multi-jurisdictional concern that seems to be in the distant future.

The key to navigating this difference in timelines is to match the benefits of CSO control to political priorities in every jurisdiction. Projects can deliver construction jobs, especially if they're focused on green infrastructure, and maintenance jobs during the life of the project.

They can beautify neighborhoods with parks and green space, as the City of Camden is doing in Phoenix Park. They can provide benefits to homeowners, such as free rain barrels or grants for certain types of gardens. They can upgrade sewer and road infrastructure. They can also jump-start a stalled economic development agenda by making rivers a part of the community again instead of a forgotten part of town or industrial zone.

From the nation's capital to Cleveland to Sacramento, communities across the country are recognizing the value that restored waterfronts can bring. A utility could easily bring these examples to local officials. GOVERNING magazine also has an excellent [study](#) of how infrastructure upgrades are fueling economic development in five cities.

Finally, actors in the CSO LTCP planning process should consider the value of credit. Elected officials tend to care most about receiving credit for a successful endeavor; utility engineers tend to care least. No one is eager to accept blame. Politicians should be invited to stage ground-breaking and ribbon-cutting ceremonies at every opportunity, and to incorporate utility projects as part of their economic development agendas whenever possible. Because elected officials generate their own media coverage and have their own means of communicating with constituents – newsletters, cable access programs, weekly press conferences and the like – they can also help bring attention to CSO projects.

Working with few resources

The best way to work with limited resources is to try to expand them, either permanently or temporarily. CSO LTCP projects cost serious money. It is incumbent on the parent entities to include enough funds for communication and outreach as they develop budgets for these plans. The value of stakeholder engagement must be understood by those holding the purse strings. For example, DC Water chooses to invest heavily in external affairs for its entire organization, not just for CSO work. The reason is that the public must recognize the importance of the utility's work in the community before the construction starts, the service disruptions increase and the bills begin to go up. Constituents must have a reservoir of goodwill that a utility can tap into when necessary. A strong and integrated external affairs department should include professionals skilled in media relations, design, production and community outreach.

Typical large water and wastewater engineering contracts include funding for community outreach, both as a matter of general practice and as a means of ensuring compliance with hiring requirements for local and minority- or women-owned firms. This funding can be a terrific source of additional personnel, but the existing communications lead at the municipality or utility should take care to coordinate and monitor the work. Because this staffing is included in engineering contracts, engineers may be tempted to manage the communication work around the project. This is the wrong approach. If improperly managed, communications contractors can spend expensive hours developing unnecessary materials or working to elevate their profile within the organization in hopes of generating more work. Left uncoordinated with the rest of the municipality or utility's communications efforts, the work of contractors can lead to separate websites not connected to the parent, unapproved materials distributed for public consumption, or engineers taking the lead on presentations at public meetings.

Building a communications and community outreach apparatus for a long-term control plan does not have to be done from scratch. Utilities and city halls often have centralized communications staffs, even if these are only staffs of one or two people. Rather than building media lists and databases of community groups and contacts, existing resources should be repurposed. Mayors and city councils can include mention of the projects in their periodic press conferences or briefings. Existing staffs can assist with pitch calls to reporters as well.

Interns and fellows are a ready source of eager talent in many fields, and communications and community outreach are no exceptions. Development of a communications plan

or an outreach campaign would be a dynamite resume builder or class project for one intern or many. It is helpful to have staff with some supervisory experience managing the interns, so the internship is well-defined and has clear deliverables with a start and end point. College students are especially attuned to social media and can help interact with constituents across multiple platforms to get the word out about LTCP projects. Designers from local art schools could help develop materials for public distribution, including logos and illustrations. Some universities and government agencies also offer fellowships for a defined period of time and a defined project. This could be a good source of staffing as well.

Community and environmental groups are often looking for ways to get the attention of utilities and municipalities. They bring ready access to engaged constituents and an understanding of the political landscape. Partnering with these groups on outreach efforts is a very effective way to make resources go further, as long as there is common ground. Inviting representatives to visit facilities and take tours is a good introductory step toward learning their motivations. This also helps them to realize there are actual people involved in actual public service behind the walls of industrial treatment plants and municipal office buildings.

Finally, Blue Drop stands ready to provide consulting services beyond the scope of its initial arrangement with Jersey Water Works, if needed.

Conclusion

New Jersey communities are early in the planning process for its CSO long-term control plan efforts, while other states and municipalities across the country have designed, built and even implemented their solutions. But this delay does not mean New Jersey will fail to comply with federal and state laws. To the contrary, the state's permit holders have the benefit of experience from other jurisdictions that have gone first. Green infrastructure and long implementation timetables are now par for the course across the country.

Also, while compliance with the state permits is not optional, the path forward is one of collaboration and cooperation rather than the heavy-handed approach of consent decrees lodged with federal courts. Public engagement is not only a permit requirement – through the creation of CSO Supplemental Teams – it's a national best practice for successful projects.

A CSO LTCP can only succeed with a robust stakeholder engagement process. Stakeholders at all levels – from individual constituents who pay a sewer bill to the upper reaches of city hall – must be informed and fully on board with the goals of the project. Stakeholder engagement requires a thorough assessment of who the stakeholders are and what they care about, along with the best ways for them to receive and consume information. Only then will these various constituents provide the support necessary to endure the long-term rate increases and construction disruptions that come along with the vital environmental work of cleaning New Jersey's rivers and bays for future generations.

Appendix: Sample CSO communication materials

Public Notification Measures

- Email
- Telephone
- Social media (Twitter/Facebook)
- Neighborhood list serves/blogs
- Postage mail
- DC Water website
- Flier
- Automated Telephone Calling Campaign
- Door hangers and project information sheets
- Community newsletter/bulletin
- Elected officials
- Print ads
- Community meetings
- Civic associations
- Traffic/Media Advisories
- Local businesses

Stakeholders

- Mayors Office of Community Relations and Services (MOCRS)
- Ward Council-members
- Advisory Neighborhood Commissions (ANC)
- Civic Associations
- Affected Residents
- Affected Businesses
- Business Improvement Districts
- Main Streets
- Community and Faith-Based Organizations
- Non-Profit and For-Profit organizations
- Traffic and other Media
- Partner Agencies

Fleet branding.



What's on Tap

WHAT'S ON

TAP



NEWS FOR DC WATER CUSTOMERS • VOLUME 17 ISSUE 9



Family Water Festival

More than 500 residents and visitors enjoyed DC Water's first Family Water Festival, a free, outdoor family-friendly celebration to commemorate the near-completion of the First Street Tunnel Project. It was hosted at the historic and elegant Bryant Street Water Pumping Station, with a special invitation to Bloomingdale and LeDroit Park residents whose neighborhoods have been impacted by persistent flooding conditions, and more recently construction of the tunnel as a medium-term solution to help address this issue.

The festival included TJ's Soul Food Kitchen Services, Rita's Italian Ice and James Creel and his Ballooney, as well as the DC Department of Parks and Recreation's mobile activities. "Wendy the Waterdrop" was on hand to greet visitors, too.

The festival included interactive games and fun learning experiences for children and adults. The exhibits and games aim to raise awareness of water resources and promote environmental stewardship among District residents and visitors.

DC Water participates in dozens of street festivals and outreach events each year, has a school education program and hosts tours of its facilities.

GM'S MESSAGE

Dear Customers:



This issue of *What's on Tap* describes the launch of our *DC Water Works* program, a local jobs initiative on which we embarked several years ago to require contractors with large projects to hire locally when possible, with a goal of 51 percent local hires.

Over the last several years, we sought input from the community and set out to build the program. In all, we held more than 25 stakeholder meetings to identify the needs of the community and formulate the parameters of this program. The project itself was a bit of trial and error as we learned to partner with third party organizations whose primary focus is job placement and skills training.

Parallel to this development, we also partnered with the Water Environment Federation to develop a National Green Infrastructure Certification Program. To be housed within the WEF Stormwater Institute, this program will certify individuals who install, inspect, and maintain green infrastructure systems and is designed for non-college-graduates. The curriculum has been developed and the first participants are enrolling this fall, with a projected graduation in January 2017. I am pleased that DC Water is able to find innovative ways to train and hire locally and we look forward to more progress on this front. This is parallel to our conviction that we should do our best to return benefits to the communities and ratepayers that pay for and support our services.

George S. Hawkins

George S. Hawkins
 gmsuggestions@dcwater.com

DC Water launches DC Water Works

DC Water unveiled its new, comprehensive local jobs program with a goal to increase the number of local residents hired by DC Water contractors. The program includes a job referral process where DC Water will inquire with local agencies for "ready to work" employees for contractor jobs. DC Water will also work with District agencies for skills training and placement programs to prepare District residents for the types of jobs that are frequently sought after on DC Water projects.

DC Water Works will be the "first source" for referral of candidates for all new jobs covered under this program. The expectation is to identify "ready to employ" individuals to meet the immediate hiring needs of DC Water's contractors. DC Water also will require that contractors with a large DC Water contract participate in an apprenticeship program registered with its home State Apprenticeship Agency or the District of Columbia Apprenticeship Registration Agency, and maintain the District's 3:1 journeyman to apprenticeship ratio.

...continued on back



A LOCAL HIRING INITIATIVE







Green Infrastructure Program

Beginning program education, advocate solicitation and general outreach

Green Infrastructure pilot proposal, tri-fold.

dc water is life® dc clean RIVERS PROJECT dewater.com/cleanrivers

GREEN INFRASTRUCTURE PROJECT

GREEN DC CREATE JOBS BETTER VALUE CLEAN RIVERS

dc

DC Water needs your help.

This approach requires time. We need to study whether large-scale green development can bring major results.

The EPA and other parties to our consent decree must agree to new deadlines soon. So they need to hear from you.

To add your voice to this discussion, please see the back panel.

dc water is life® dc clean RIVERS PROJECT dewater.com/cleanrivers

GREEN INFRASTRUCTURE PROJECT
 an opportunity, a responsibility and critical approach

GREEN DC CREATE JOBS BETTER VALUE CLEAN RIVERS

The start of something green.

DC Water is proposing a pilot program to demonstrate the effectiveness of green infrastructure on a massive scale. The program would cover 50 acres of the Potomac and Rock Creek sewersheds at a cost of \$10-30 million.

Green infrastructure technologies treat stormwater as a resource, not something to eliminate. Also known as low-impact development or adaptive management, these techniques capture, infiltrate, treat and reuse polluted runoff before it enters the sewer system. These practices include rain gardens, porous pavements, green roofs, infiltration planters, trees and tree boxes, and rainwater harvesting for non-potable uses such as toilet flushing and landscape irrigation.

Why?

Our pilot program will provide green entry-level jobs for District residents, greener and more attractive neighborhoods throughout the District, increased property values, an enhanced ecosystem and more ways to mitigate climate change. DC Water anticipates that it could also keep water and sewer bills from rising past \$120 a month by the end of this decade.

Why now?

DC Water is under a 2005 court-ordered consent decree to build a massive tunnel system to control combined-sewer overflows to all three District water bodies. The program, called the Clean Rivers Project, is in the implementation phase of a tunnel system under the Anacostia River. When complete, it will reduce overflows by 98 percent (Anacostia only) – or more than 2 billion gallons of diluted sewage a year.

The consent decree requires similar tunnels for the Potomac River and Rock Creek. DC Water is proposing a green infrastructure pilot program to explore whether a large-scale green solution can reduce overflows enough to make the next tunnels smaller or eliminate them altogether. Doing so could save ratepayers hundreds of millions of dollars.

Regulators and courts have approved plans for other cities around the country, notably Cleveland, Kansas City and St. Louis, to experiment with green infrastructure as a way to reduce runoff. This next generation of consent decrees and programs is the result of a new understanding – that it's possible to balance environmental protection, job growth and financial impact to the community footing the bill.

What's next?

Achieving success with green infrastructure will require the cooperation of many agencies, environmental groups and the public. It will require converting impervious surfaces on a range of properties with a range of owners. And the parties to the consent decree must agree on a new schedule.

Please help DC Water succeed in making the District a greener place. To find out how, turn this page.

Map showing potential areas for green infrastructure in the Potomac River and Rock Creek sewersheds. Tunnel system is underway in the Anacostia River sewershed.

rendering before green infrastructure

rendering after green infrastructure

Green Infrastructure proposed poster.



dc water is life® **dc clean RIVERS PROJECT** dcwater.com/cleanrivers

WELCOME


 GREEN
DC


 CREATE
JOBS


 BETTER
VALUE


 CLEAN
RIVERS

GREEN INFRASTRUCTURE PROJECT

DC Water needs your help.

This approach requires time. We need to study whether large-scale green development can bring major results.

The EPA and other parties to our consent decree must agree to new deadlines soon. So they need to hear from you.

To add your voice to this discussion, please follow the link below.





(case sensitive)

www.chn.ge/DCWaterGreenCity

Green Infrastructure challenge. Briefing document cover.



Green Infrastructure Challenge



BRIEFING DOCUMENT

Practical green infrastructure solutions for:
Public • Private • Governmental • Institutions

Award distribution:
Design • Construction

... that's a lot of green

Green Infrastructure challenge announcements. Newspaper and publication ads.

that's a lot of green



DC Water will award more than \$1 million for design and construction projects that green the District of Columbia.

The Green Infrastructure Challenge is inviting proposals to absorb rain water on public, private, government and institutional properties before it reaches the storm and sewer systems.

Prize money will be awarded to winning designs in each category and select projects will receive construction funding.

Submissions are due October 1, 2013.

For more information visit: dcwater.com/greenchallenge.




that's a lot of green



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More information can be found at dcwater.com/greenchallenge




GREEN INFRASTRUCTURE CHALLENGE

more than \$1 million in prizes?



that's a lot of green

DC Water will award more than \$1 million for design and construction projects that green the District of Columbia.

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Prize money will be awarded to winning designs in each category and select projects will receive construction funding.

Submissions are due October 1, 2013.

An informational meeting will be held
 Friday, May 10, 2013 / 10am – Noon
 Gallaudet University
 Kellogg Conference Hotel – Ballroom
 800 Florida Avenue, NE, Washington, DC 20002

To RSVP for the informational meeting or for more information visit: dcwater.com/greenchallenge.




Long term control plan modification. Newspaper ads, summit invitations, leave behinds.

DC WATER'S GREEN INFRASTRUCTURE PLAN
faster better stronger



GREEN INFRASTRUCTURE. Benefits and cleaner water begin in 2015. Reduced scale tunnel construction completed in 2030.

2015

OR

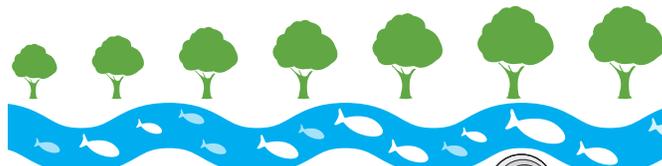
NO GREEN INFRASTRUCTURE. Cleaner water begins only after full scale tunnel construction in 2025.

DC Water's Green Infrastructure Summit

Join us – Wednesday, January 22, 2014 2:00-4:00pm

Metropolitan Washington Council of Governments
 777 North Capitol Street NE, Suite 300 Washington, DC

GREEN INFRASTRUCTURE PLAN
faster better stronger



GREEN INFRASTRUCTURE. Benefits and cleaner water begin in 2015. Reduced scale tunnel construction completed in 2030.

2015

2030

OR

NO GREEN INFRASTRUCTURE. Cleaner water begins only after full scale tunnel construction in 2025.

2025

DC WATER'S LONG TERM CONTROL PLAN MODIFICATION.

faster

\$100 million investment in green infrastructure and sewer separation will provide water quality improvements for the Potomac River and Rock Creek beginning in 2015. The existing plan provides no benefits until 2025.

better

Implementing green technologies like rain gardens, green roofs and porous pavement will reduce the scale of the tunnels and provide additional benefits like reduced stormwater, improved air quality, and habitat enhancements.

SHOW YOUR SUPPORT FOR DC WATER'S LONG TERM CONTROL PLAN MODIFICATION.

Let your voice be heard at:

dcwater.com/green.

LONG TERM CONTROL PLAN MODIFICATION.

faster

\$100 million investment in green infrastructure and sewer separation will provide water quality improvements for the Potomac River and Rock Creek beginning in 2015. The existing plan provides no benefits until 2025.

better

Implementing green technologies like rain gardens, green roofs and porous pavement will reduce the scale of the tunnels and provide additional benefits like reduced stormwater, improved air quality, and habitat enhancements.

stronger

Additional time to complete the Potomac River tunnel and implement green infrastructure will build stronger communities by reducing the scale and duration of construction, easing the burden on DC Water ratepayers who are financing the \$2.6 billion federally-mandated project, supporting local green jobs, and improving quality of life through additional green space.

dcwater.com/green



Green Infrastructure plan comment card.



COMMENT FORM
DC WATER'S GREEN
INFRASTRUCTURE PLAN

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
George S. Hawkins, General Manager

DC Water needs your feedback on our proposal to include green infrastructure in our Long Term Control Plan. Please use this form to submit any comments that you may have on the proposal. The comment card can be left with a DC Water employee, or sent to:

DC Water / Clean Rivers GI, 5000 Overlook Avenue, SW Washington, DC 20032
Email: CleanRiversGI@dcwater.com or Fax: 202-787-4476

I request my name and address be withheld from the record Yes No

Date: _____

Name: _____ Ward/ANC: _____

E-mail: _____

Phone: _____

How did you hear about his meeting?

- Email notice Facebook Twitter List serves / blog
 NW Current Washington Informer DC Public Library enews
 DC Water website Other _____

Do you support DC Water's Long Term Control Plan Modification for Green Infrastructure?
 Yes No

Do you support the schedule revision to include Green Infrastructure? Yes No

Do you support DC Water's financial commitment to Green Infrastructure? Yes No

Please note that comments may be made public after they are submitted to DC Water. More information on the Long Term Control Plan modification can be found at dcwater.com/green.

Comments: _____

Long term control plan modification / tri-fold newsletter insert.

DC WATER'S GREEN INFRASTRUCTURE PLAN **faster** **better** **stronger**

GREEN INFRASTRUCTURE. Benefits and cleaner water begin in 2015. Reduced scale tunnel construction completed in 2030.

OR

NO GREEN INFRASTRUCTURE. Cleaner water begins only after full scale tunnel construction in 2025.

dc clean RIVERS PROJECT
 water is life®

DC WATER'S GREEN INFRASTRUCTURE PLAN

faster
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better
 Implementing green technologies like rain gardens, green roofs and porous pavement will reduce the scale of the tunnels and provide additional benefits like reduced stormwater, improved air quality, and habitat enhancements.

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 Additional time to complete the Potomac River tunnel and implement green infrastructure will build stronger communities by reducing the scale and duration of construction, easing the burden on DC Water ratepayers who are financing the \$2.6 billion federally-mandated project, supporting local green jobs, and improving quality of life through additional green space.

ROCK CREEK AND POTOMAC RIVER CSO CONTROLS

proposal
 The existing plans for the Anacostia River tunnels remain unchanged, but DC Water proposes including green infrastructure as part of the solution to combined sewer overflows in the Rock Creek and Potomac River drainage areas.

For Rock Creek, DC Water is proposing eliminating the planned Rock Creek tunnel and replacing it with \$60 million of green infrastructure. Implementation would begin in 2015 and be completed by 2032.

For the Potomac River, DC Water is proposing \$30 million of green infrastructure that would begin to be installed in 2016 and be completed by 2028. The green infrastructure investment, combined with new upgrades to the wet weather treatment capacity at DC Water's Blue Plains facility, will allow the previously planned underground tunnel along the Potomac River to be reduced in size.

The smaller tunnel would be completed in 2030. In addition, \$10 million would be invested to separate portions of the combined sewer system.

benefits
 There are many reasons why DC Water believes its proposal is an improvement from the existing plan. Green infrastructure offers environmental, social, and economic benefits that would not be realized with only tunnel construction. Green infrastructure can increase property values, beautify neighborhoods, cool extreme summer temperatures, support natural habitat, create local green jobs, and enhance public space.

DC Water's proposed schedule for green infrastructure implementation and construction of the reduced size Potomac River tunnel also helps reduce the impact of construction on neighborhoods and allows sufficient time for required construction approvals. Moreover, the revised schedule will help ease the financial burden on ratepayers responsible for financing the \$2.6 billion project.

Green infrastructure would allow the District to enjoy water quality benefits in the Potomac and Rock Creek as early as 2015, well before the 2025 date in the existing plan.

support
 Please provide your feedback to help us ensure that this once in a generation investment in the District is done right. For more details on our proposal and to submit comments please visit: dcwater.com/green

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 water is life®

Updated Green Infrastructure plan / flier front.



DC WATER'S UPDATED GREEN INFRASTRUCTURE PLAN



Green infrastructure, like green roofs, porous pavement and rain gardens, provides greater benefits to the community than the previous plan to construct only underground tunnels for the Potomac River and Rock Creek.

The updated plan will provide water quality improvements sooner, offer additional environmental benefits, improve affordability, and support local jobs.



BACKGROUND

Under the terms of a 2005 legal agreement between DC Water, the District of Columbia, the U.S. Department of Justice and the U.S. Environmental Protection Agency, DC Water is implementing the \$2.6 billion Clean Rivers Project. The first phase of the project is underway and involves constructing a massive underground tunnel system to control combined sewer overflows to the Anacostia River.

Since 2011, DC Water has explored the use of green infrastructure as a tool to reduce combined sewer overflows to the Potomac River and Rock Creek. Green infrastructure captures, slows, and cleans stormwater before it enters DC Water's combined sewer system.

THE PLAN

DC Water and the parties to the 2005 legal settlement have announced a plan to allow for large-scale green infrastructure installations and other modifications to the Clean Rivers Project impacting the Potomac River and Rock Creek.

For Rock Creek, DC Water will eliminate the planned underground tunnel and will instead build green infrastructure and targeted sewer separation to manage the volume of stormwater runoff. This portion of work will be completed by 2030.

For the Potomac River, DC Water will build an underground tunnel capable of holding 30 million gallons of combined stormwater and sewage. The tunnel will use gravity to allow the collected combined sewage to flow to Blue Plains for treatment and will be completed by 2030.

DC Water will also construct green infrastructure and targeted sewer separation to manage stormwater runoff. The green infrastructure in this area will be in place by 2027 and sewer separation will be completed by 2023.

For more details visit dcwater.com/green

Updated Green Infrastructure plan / flier back.

BENEFITS

Sooner

Unlike a massive underground tunnel system, green infrastructure provides water quality benefits as soon as installation begins. The Green Infrastructure and other improvements will allow the District to enjoy water quality and other environmental and social benefits as early as 2017.

Better

Green infrastructure offers environmental, social, and economic benefits that would not be realized under the previous plan. Green infrastructure can increase property values, beautify neighborhoods, cool extreme summer temperatures, support natural habitats, enhance public space, and support local jobs.

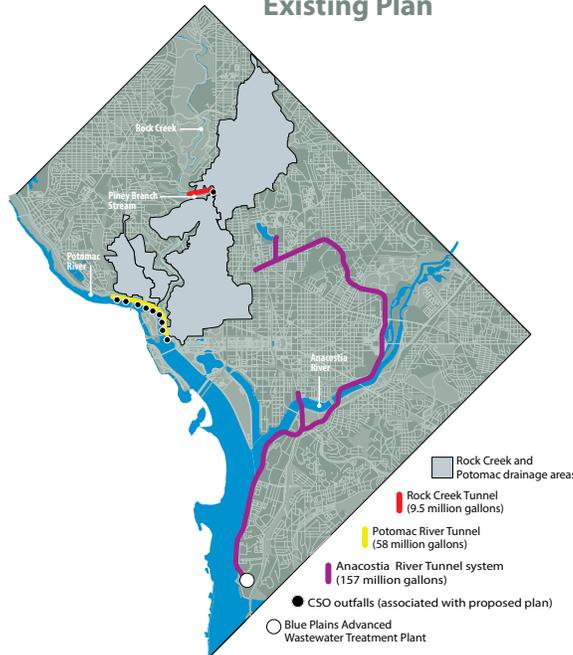
Stronger

DC Water's proposed schedule for green infrastructure implementation and construction of the redesigned Potomac River Tunnel helps reduce the impact of construction on neighborhoods and allows sufficient time for required construction approvals. The revised schedule allows for an additional five years to complete portions of the project. This additional time will help protect our ratepayers responsible for financing the \$2.6 billion project.

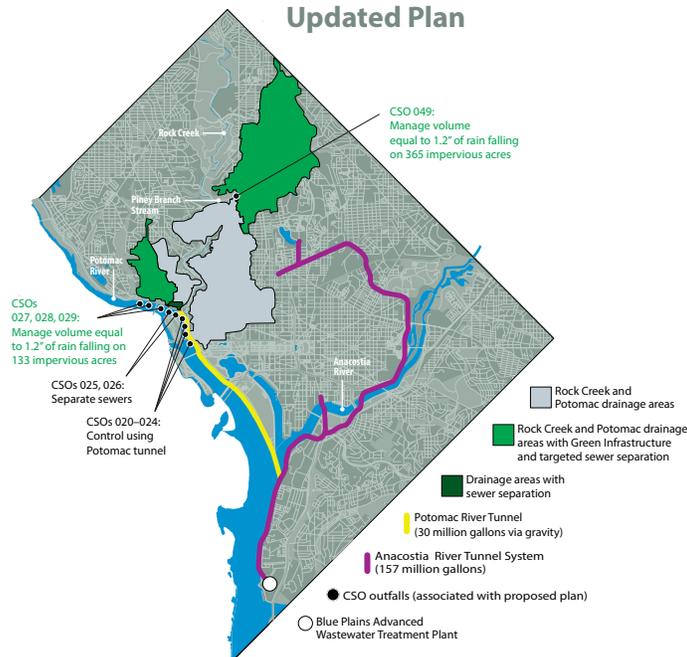
Jobs

DC Water will establish an ambitious local jobs program that includes training and certification opportunities for District residents interested in green infrastructure construction and maintenance jobs. DC Water has established a goal to have 51% of new jobs created by the green infrastructure project filled by District residents. DC Water will also engage professional service firms and contractors based in the District to perform work associated with green infrastructure.

Existing Plan



Updated Plan



Signage templates and vendor specifications.

PLEASE DO NOT MOW MULCHED & PLANTED AREAS!
¡POR FAVOR NO CORTE LAS PLANTAS NI LOS ARBUSTOS EN LAS ÁREAS VERDES!
 This bioretention area captures and cleans stormwater runoff.
 Esta área de retención biológica captura y limpia el agua de lluvia.

LOCATION ID:
 For inquiries, contact DC Water at (202) 354-3600 or custserv@dcwater.com

1'-6" (width)
 1'-0" (height)
 1 1/8" Standard Radius Corners
 3/8" Standard Diameter Holes

Color key: Pantone 369 (green), Pantone 3005 (blue), Black

Specifications:
 (14) Project Signs
 .080 Aluminum Panels
 Full Color Digital Print
 Gloss Laminate
 PMS Colors As Noted
 Non Reflective
 PER MUTCO Standards
 Radius Corners & Holes

Project: DC Water Bio Retention
 Submittal Date: 5/21/2014
 Revision 1: 05/29/2014
 Revision 2:
 Revision 3:
 Revision 4:
 Revision 5:
 Sales Rep: Debbie Conway
 Project #:
 Scale:
 Sign Type: Project Sign
 Sheet No.: 1 of 1

Client's Signature Required For Approval Prior To Fabrication

NOTICE:
 This drawing is an original design, created by V.H. Sign Company, Inc. And is submitted for use in conjunction with this project only. This drawing cannot be duplicated, altered or exhibited in any fashion without the authorization from V.H. Sign Company. This drawing remains the property of V.H. Sign Company and any unauthorized uses or exhibition will result in a design fee.

VH SIGN COMPANY
 www.vhsign.com
 8201 Penn Randall Place, Upper Marlboro, MD 20772
 PH. (301)736-8704 FX. (301)736-3202

MDOT MBE CERTIFIED WMATA LDBE CERTIFIED REQUIRED ELECTRICAL SERVICE IS TO BE PROVIDED BY OTHERS

CLIENT: Ft. Myer Construction / DC Water
 CONTACT: Cesar Casanova
 DATE: May 21, 2014
 NOTES: Casanova@fortmyer.com
 DRAWN BY: DAC

BIOHAZARD
WARNING
SEWAGE OVERFLOW AREA

AVOID AREA AND CONTACT WITH WATER

dc water is life
 For additional information, contact DC Water Emergency Command Center:
 (202) 612-3400
 Date: _____

dc water is life
dc clean RIVERS PROJECT
 RESTORING OUR RIVERS
 PROTECTING OUR DISTRICT

TITLE OF JOB / Contract #
 CONTRACTOR:
 Name of Contract Company
 CONTRACT AMOUNT: \$0,000,000

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
 FOR MORE INFORMATION, PLEASE CALL DC WATER AT 202-354-3600
DCWATER.COM

William M. Walker, Board Chairman Adrian M. Fenty, Mayor George S. Hawkins, General Manager

DC Clean Rivers Construction signage:
 Sign should be digitally printed and match this sample.
 Electronic file will be provided by DC Water as an Illustrator eps at actual size (3' x 4').
 2 colors. PMS 369 and 3005. The outside black rule does not print.
 Vendor to provide a PDF proof for approval before printing.
 The signs should be pole mounted next to the DC Water construction sign at the same height. (In some cases, DC Water construction signs are at 1/2 size (4'x2') in this case please output the DC Clean Water sign to be 1.5'x2' to match)
 The preferred location is to the right of the DC Water construction sign.

dc water is life
dc clean RIVERS PROJECT
 RESTORING OUR RIVERS
 PROTECTING OUR DISTRICT

TITLE OF JOB / Contract #
 CONTRACTOR:
 Name of Contract Company
 CONTRACT AMOUNT: \$0,000,000

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
 FOR MORE INFORMATION, PLEASE CALL DC WATER AT 202-354-3600
DCWATER.COM

William M. Walker, Board Chairman Adrian M. Fenty, Mayor George S. Hawkins, General Manager

dc clean RIVERS PROJECT
FIRST STREET TUNNEL

SITE OFFICE

24/7 Hotline number:
 (844) FST-INFO
 (844) 378-4636

DCWATER.COM/FIRSTSTREETTUNNEL

17"x33.5"

Branded collateral. Letterhead, business cards and vendor specifications.

Field worker's project description and contact wallet cards.



dc clean RIVERS PROJECT

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY | 5000 OVERLOOK AVENUE, SW | WASHINGTON, DC 20032

Date

Name / Title
 Company
 Street Address
 City, State, Zip

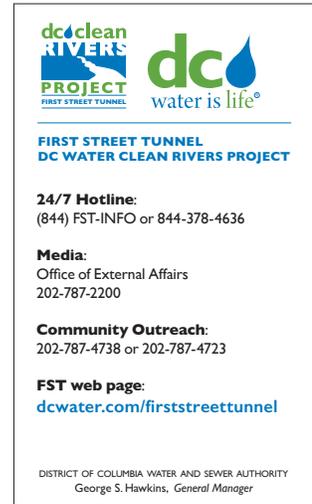
Dear Mr. / Mrs. Full Name,

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Sincerely,
 (signature)

Name
 Title
 DCWATER



dc clean RIVERS PROJECT **dc water is life**

FIRST STREET TUNNEL DC WATER CLEAN RIVERS PROJECT

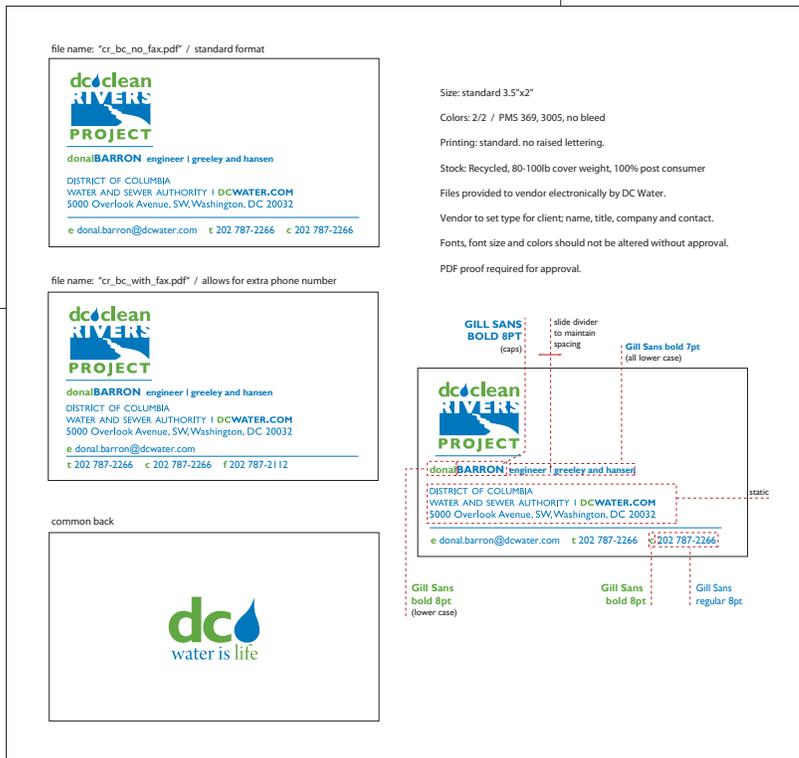
24/7 Hotline:
 (844) FST-INFO or 844-378-4636

Media:
 Office of External Affairs
 202-787-2200

Community Outreach:
 202-787-4738 or 202-787-4723

FST web page:
dcwater.com/firststreettunnel

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
 George S. Hawkins, General Manager



file name: "cr_bc_no_fax.pdf" / standard format

Size: standard 3.5"x2"

Colors: 2/2 / PMS 369, 3005, no bleed

Printing: standard, no raised lettering.

Stock: Recycled, 80-100lb cover weight, 100% post consumer

Files provided to vendor electronically by DC Water.

Vendor to set type for client; name, title, company and contact.

Fonts, font size and colors should not be altered without approval.

PDF proof required for approval.

file name: "cr_bc_with_fax.pdf" / allows for extra phone number

common back

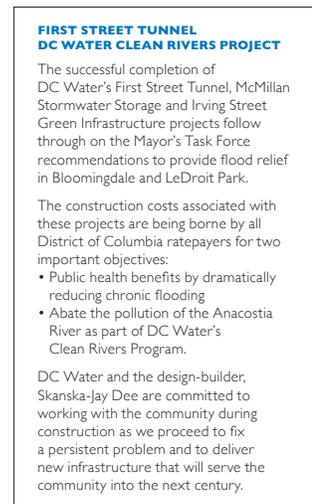
GILL SANS BOLD 8PT (caps) - slide divider to maintain spacing

Gill Sans bold 7pt (all lower case)

Gill Sans bold 8pt (lower case)

Gill Sans bold 8pt

Gill Sans regular 8pt



FIRST STREET TUNNEL DC WATER CLEAN RIVERS PROJECT

The successful completion of DC Water's First Street Tunnel, McMillan Stormwater Storage and Irving Street Green Infrastructure projects follow through on the Mayor's Task Force recommendations to provide flood relief in Bloomingdale and LeDroit Park.

The construction costs associated with these projects are being borne by all District of Columbia ratepayers for two important objectives:

- Public health benefits by dramatically reducing chronic flooding
- Abate the pollution of the Anacostia River as part of DC Water's Clean Rivers Program.

DC Water and the design-builder, Skanska-Jay Dee are committed to working with the community during construction as we proceed to fix a persistent problem and to deliver new infrastructure that will serve the community into the next century.

CSO bi-annual report / tri-fold bill insert



continued from page 1 **Consent decree modification**

Potomac River, DC Water will use a combination of GI and separating the combined sewer pipes into stormwater and sewerage pipes. The GI will be installed in the drainage areas for CSOs 027, 028 and 029; the separation of the pipes will be for CSOs 025 and 026; and construction of the Potomac River Tunnel will manage combined sewerage for CSOs 020, 021, 022 and 024. To allow enough time to implement GI and to mitigate financial impacts to residents, the amended consent decree extends the construction time for portions of the plan from 2025 to 2030.

In the areas where green infrastructure will be used, stormwater runoff will now be managed through practices such as rain gardens, pervious pavement installations, and rain barrels. GI will be fully implemented by 2027 within the Potomac River sewershed and by 2030 in the Rock Creek sewershed.

The types of GI practices and their potential locations within the Rock Creek and Potomac River sewersheds are being evaluated with input from the community and others through public meetings, targeted community outreach, and online surveys. Construction on the first projects for both the Rock Creek and Potomac River sewersheds will begin in 2017.

In addition to helping reduce CSOs, green practices can also provide environmental, social and economic benefits to the District. In addition to environmental benefits such as reducing the urban heat island effect and supporting habitat for pollinators and birds, GI aids in the beautification of neighborhoods. Equally important, the green infrastructure in DC will support local job creation through an agreement between DC Water and the District of Columbia. The agreement creates an ambitious local jobs program that includes training and certification opportunities for District residents interested in GI construction, inspection and maintenance. DC Water established a goal to have 51 percent of new jobs created by the GI project filled by District residents. The first training for District residents will take place in late 2016 with the goal to have the first candidates certified in early 2017.

To learn more about DC Water's Green Infrastructure Program visit www.dcwater.com/green

30941-1-0071

DC Water prepares to begin longest tunnel segment for Anacostia River relief

Two of DC Water's tunnel boring machines (TBM) have completed their dig and another is well on its way. But the longest segment, the Northeast Boundary Tunnel, is yet to come. Before the Authority even lowers a TBM into the ground, there is much prep work to be done. First among these is relocating utilities that are in the path of the project. Existing communication, electric, gas, sewer, water, traffic signal and street light lines are being relocated to areas that will remove them from the path of construction.

Beginning this spring, residents near these relocations can anticipate construction activities to take place 24 hours a day Monday through Friday, weather permitting. DC Water will provide work schedules, including work hours for each site, to impacted residents near the beginning of each project.

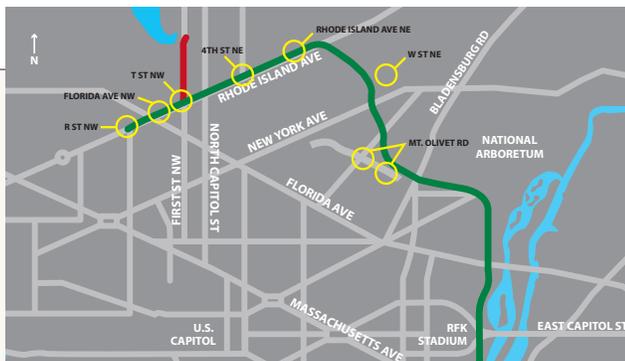
Residents within and surrounding the impacted areas should expect daytime parking restrictions, sidewalk and alley closings, lane shifts and other construction-related disruptions. DC Water is coordinating efforts with Washington Gas, Pepco, and Verizon during the process to minimize disruptions in these services. Affected residents will be provided advance notice.

Utility relocations will take place at pivotal points throughout the tunnel alignment as shown in the figure below.

- Mt. Olivet Road NE, between Virginia Avenue, NE and the Mt. Olivet Cemetery
- Intersection of Mt. Olivet Road NE and Capitol Avenue, NE
- Department of Public Works on W Street
- Intersection of Rhode Island Avenue and 8th Place, NE
- Intersection of 4th Street NE and Rhode Island Avenue, NE
- Intersection of T Street NW and Rhode Island Avenue, NW
- Intersection of 3rd Street NW and Florida Avenue, NW
- Intersection of 6th Street NW and Rhode Island Avenue, NW

The planned Northeast Boundary Tunnel is a large, deep, combined sewer tunnel that will increase the capacity of the existing sewer system in the District, significantly reducing combined sewer overflows and flooding to improve the health of the Anacostia River.

Utility relocations along the Northeast Boundary Tunnel



2 **AREA OF UTILITY RELOCATION** **NORTHEAST BOUNDARY TUNNEL** **FIRST STREET TUNNEL**

FAQs About the Combined Sewer System

What is a Combined Sewer?

A combined sewer is a single pipe that carries both sanitary wastewater and stormwater runoff. Many older cities in the United States are served by combined sewers. In the District, the combined sewer system was designed and built by the U.S. Army Corps of Engineers. Modern practice is to build two pipes in the street—one for stormwater runoff, and one for wastewater from homes and businesses.

When do CSOs occur?

CSOs occur during wet weather and are more frequent in wet years than dry years. During years with average rainfall, DC Water estimates that combined sewers overflow into the Anacostia and Potomac rivers about 75 times annually, spilling nearly 1.3 billion gallons into the Anacostia and 640 million gallons into the Potomac. Rock Creek averages 30 CSO events and 49 million gallons of overflow a year.

Where are CSO Outfalls?

There are 10 CSO outfall locations on the Potomac River, 14 on the Anacostia River and 23 along Rock Creek and its tributaries. DC Water has posted signs for each outfall location.

What are the possible public health impacts of CSOs?

CSOs may pose a danger to the public because of the rapid flow of water exiting the outfalls and the potentially harmful substances it may contain. The public is advised to stay away from any sewer pipe discharge. CSOs could affect the receiving waters for up to 24 hours during small rainstorms and for up to three days when it rains one inch or more.

What are the environmental impacts of CSOs?

CSOs can adversely affect the quality of rivers and streams by contributing to high bacterial levels and low dissolved oxygen levels, which are harmful to fish and other aquatic life.

What is a Dry Weather Overflow (DWO)?

In dry weather, sanitary wastewater normally flows to the Blue Plains Advanced Wastewater Treatment Plant through pipes with regulators. During wet weather, regulators are designed to let the excess flow discharge directly to a river or creek. If regulators become blocked by debris or trash, wastewater can also overflow during dry weather. This is called a dry weather overflow (DWO). DC Water has an intensive maintenance and inspection program to prevent DWOs from occurring. If you see a CSO outfall discharging during dry weather, call DC Water at (202) 612-3400.

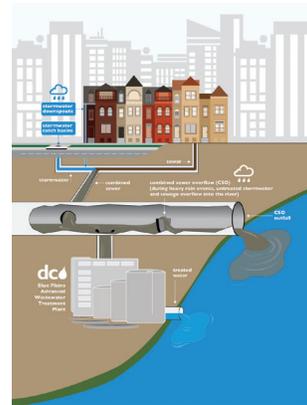
Where can you get more information?

You can learn more by visiting DC Water's website at dcwater.com/cleanrivers. You may also contact DC Water's Office of External Affairs at (202) 787-2200.

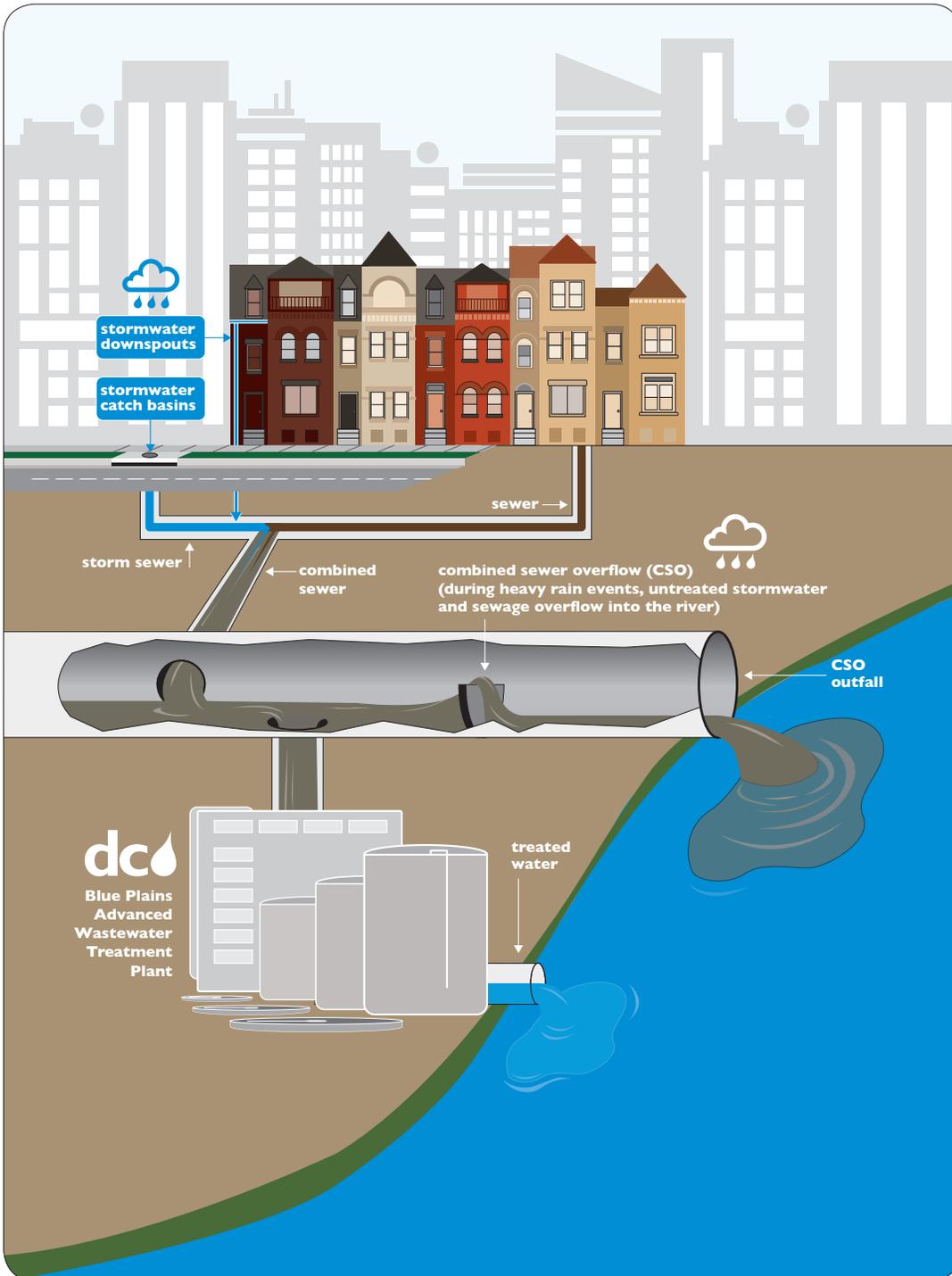
The complete text of the Long Term Control Plan for Combined Sewer Overflows can also be found on DC Water's web site at dcwater.com/FinalTCP.

What is a CSO and why does it occur?

A CSO is a combined sewer overflow. During dry weather, sewage from homes and businesses is conveyed to the District's wastewater treatment plant at Blue Plains, where the wastewater is treated to remove pollutants before being discharged to the Potomac River. During certain rainfall conditions, the capacity of a combined sewer may be exceeded. When this occurs, the excess flow, a dilute mixture of wastewater and stormwater runoff, is discharged to the Anacostia River, Potomac River, Rock Creek and tributary waters. The Federal Clean Water Act allows CSOs, but the Environmental Protection Agency (EPA) requires communities to develop a plan to address overflows. There are 47 potentially active CSO outfalls listed in DC Water's existing discharge permit from the EPA.



Understanding CSO's / illustrated

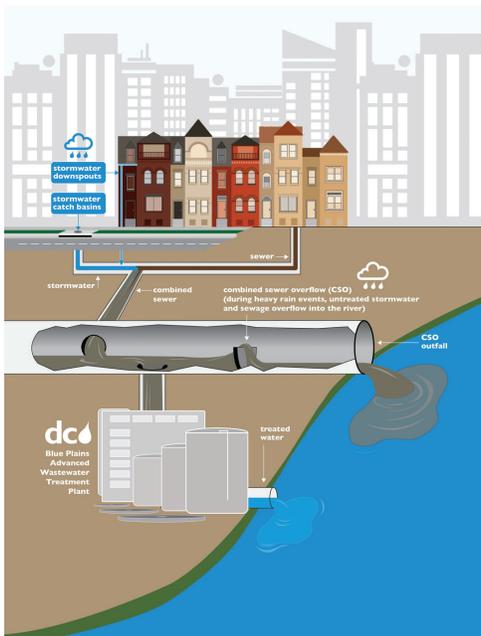


CSO information bulletin / flier

dc water is life® **CSO INFORMATION BULLETIN**

What is a Combined Sewer?

A combined sewer is a single pipe that carries both sanitary wastewater and stormwater runoff. Many older cities in the United States are served by combined sewers. In the District, the combined sewer system was designed and built by the U.S. Army Corps of Engineers. Modern practice is to build two pipes in the street—one for stormwater runoff, and one for wastewater from homes and businesses.



What is a CSO and why does it occur?

A CSO is a combined sewer overflow. During dry weather, sewage from homes and businesses is conveyed to the District's wastewater treatment plant at Blue Plains, where the wastewater is treated to remove pollutants before being discharged to the Potomac River. During certain rainfall conditions, the capacity of a combined sewer may be exceeded. When this occurs, the excess flow, a dilute mixture of wastewater and stormwater runoff, is discharged to the Anacostia River, Potomac River, Rock Creek and tributary waters. The Federal Clean Water Act allows CSOs, but the Environmental Protection Agency (EPA) requires communities to develop a plan to address overflows. There are 53 CSO outfalls listed in DC Water's existing discharge permit from the EPA.

When do CSOs occur?

CSOs occur during wet weather and are more frequent in wet years than dry years. During years with average rainfall, DC Water estimates that combined sewers overflow into the Anacostia and Potomac rivers about 75 times annually, spilling nearly 1.5 billion gallons into the Anacostia and 850 million gallons into the Potomac. Rock Creek averages 30 CSO events and 52 million gallons of overflow a year.

Where are CSO Outfalls?

There are 10 CSO outfall locations on the Potomac River, 15 on the Anacostia River and 28 along Rock Creek and its tributaries. DC Water has posted signs for each outfall location.

What are the possible public health impacts of CSOs?

CSOs may pose a danger to the public because of the rapid flow of water exiting the outfalls and the potentially harmful substances it may contain. The public is advised to stay away from any sewer pipe discharge. CSOs could affect the receiving waters for up to 24 hours during small rainstorms and for up to three days when it rains one inch or more.

What are the environmental impacts of CSOs?

CSOs can adversely affect the quality of rivers and streams by contributing to high bacterial levels and low dissolved oxygen levels, which are harmful to fish and other aquatic life.

What is a Dry Weather Overflow (DWO)?

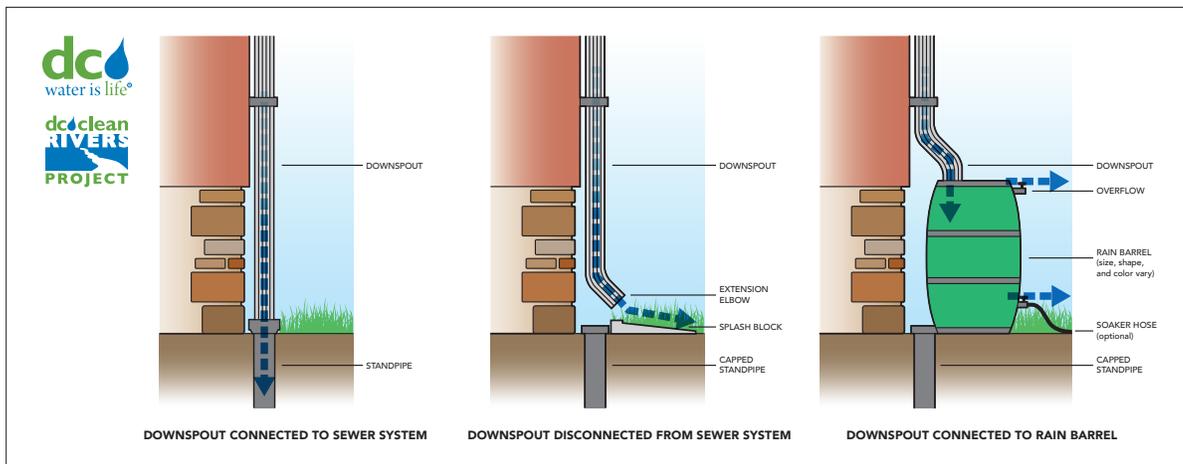
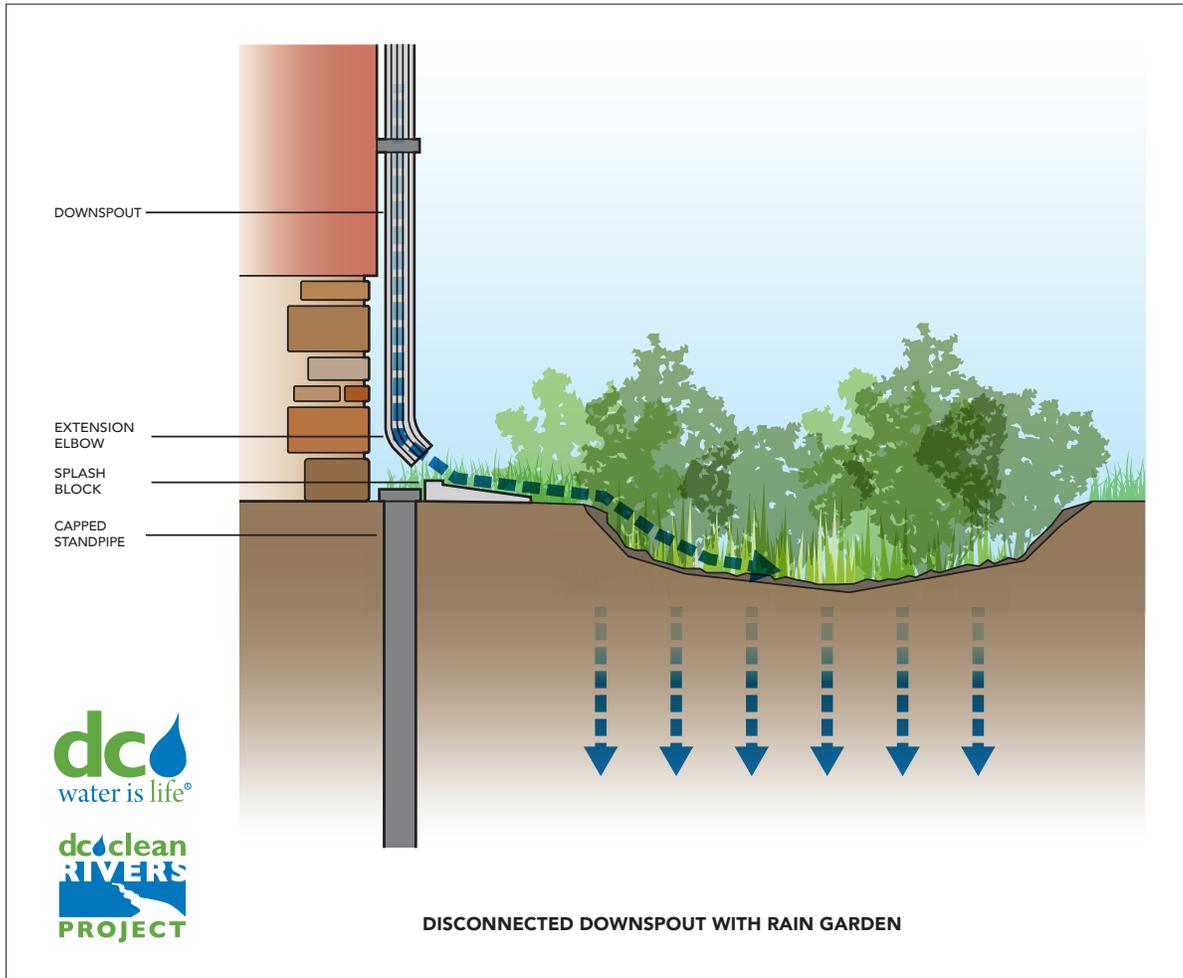
In dry weather, sanitary wastewater normally flows to the Blue Plains Advanced Wastewater Treatment Plant through pipes with regulators. During wet weather, regulators are designed to let the excess flow discharge directly to a river or creek. If regulators become blocked by debris or trash, wastewater can also overflow during dry weather. This is called a dry weather overflow (DWO). DC Water has an intensive maintenance and inspection program to prevent DWOs from occurring. If you see a CSO outfall discharging during dry weather, call DC Water at (202) 612-3400.

Where can you get more information?

You can learn more by visiting DC Water's website at dcwater.com/cleanrivers. You may also contact DC Water's Office of External Affairs at (202) 787-2200.

The complete text of the Long Term Control Plan for Combined Sewer Overflows can also be found at the following public libraries: Capitol View, Mount Pleasant, Northeast, Woodridge, Southeast, Shepherd Park, Tenley-Friendship and Washington Highlands.

Green Infrastructure / downspout to rain garden–rain barrel illustrated



Green Infrastructure / free rain barrel program flier



Bloomingdale/LeDroit Park **FREE RAIN BARREL/CISTERN PROGRAM**

Project Background

To help control full-scale flooding in the Bloomingdale and LeDroit Park neighborhoods, rain barrels and cisterns are effective at capturing localized stormwater runoff. Through the District's **Rain Barrel/Cistern Program**, DDOE will offer residents the option of selecting a rain barrel or a cistern to help reduce the stormwater runoff that can flow from their properties into the streets and add to larger flooding problems.

Upcoming Action

DDOE will meet with homeowners and:

- Perform a quick stormwater audit.
- Provide instruction on usage.
- Ensure that the correct size of rain barrel/cistern is installed.
- Provide information on how to maximize the performance of your rain barrel/cistern.

Maintaining Your Rain Barrel or Cistern

Your rain barrel or cistern will be a permanent fixture on your property and will require regular maintenance. Always remember to:

- **Empty** the rain barrel or cistern prior to the onset of a large storm so that it can capture the rain.
- **Remove and rinse** the filter that prevents leaves and other debris from entering the cistern.



Example of a rain barrel

This regular maintenance will allow your rain barrel/cistern to work more effectively in capturing stormwater and reducing its impact.

To sign up

Please send an email to wpd.intern@dc.gov or call Jenny Guillaume at (202) 535-2239 to schedule an appointment. DDOE will begin taking applications for rain barrels installed through this program Oct. 1.

DCWATER.COM

Green Infrastructure / Drain the Rain campaign flier / front

DOWNSPOUT DISCONNECTION
 Fall 2016



DRAIN the RAIN!

GREEN INFRASTRUCTURE PROGRAM
 A Part of the DC Clean Rivers Project

CONTACT INFO

dcwater.com/draintherain
 draintherain@dcwater.com

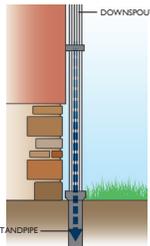
Amanda Jacob
 GI Private Space Implementation Coordinator
 Amanda.Jacob@dcwater.com
 202-787-4142

DC Water Office of External Affairs
 202-787-2200

DOWNSPOUT DISCONNECTION PROGRAM...DRAIN the RAIN!

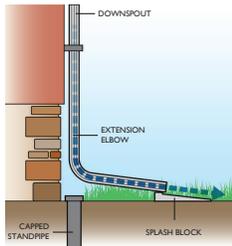
Like many other cities, the older portions of the District's sewer system carries both sewage and stormwater in a combined sewer system. During storms, a combined sewer system can be overwhelmed, and sewage and stormwater can overflow into our local waterways. This overflow is called combined sewer overflow (CSO). CSOs release pollutants and can be harmful to the environment. Downspouts connected to the combined sewer system add to the CSO problem.

YOU can reduce CSOs and help clean the District's rivers by disconnecting your downspout! Join us and **DRAIN the RAIN!** The DC Clean Rivers Project (DCCR) is launching a voluntary pilot program for **FREE** downspout disconnection with **FREE** rain barrels in select areas (see maps below). Read below to find out if you may be eligible for the program. More information can be found at dcwater.com/draintherain.



DOWNSPOUT CONNECTED TO SEWER SYSTEM

Downspouts connected directly to the combined sewer system contribute to combined sewer overflows (CSOs).



DOWNSPOUT DISCONNECTED FROM SEWER SYSTEM

Downspout disconnection reduces CSOs. The process involves cutting the downspout, attaching an elbow and extension to direct the water to an adjacent pervious area, and capping the standpipe.



DOWNSPOUT CONNECTED TO RAIN BARREL

Downspouts can be connected to a rain barrel so that stormwater is collected and stored for non-potable uses (i.e., exterior washing, gardening).

PROJECT AT A GLANCE

PROJECT IN BRIEF

- Disconnections will occur within Rock Creek and Potomac River sewersheds.
- Will slow untreated storm runoff before entering Rock Creek and Potomac River.

PROJECT PROGRESS

We will be coming to your neighborhood in the Spring! The downspout disconnection program is scheduled to launch in March 2017.

DID YOU KNOW?

- About one-third of the District is served by the combined sewer system.

BENEFITS OF DOWNSPOUT DISCONNECTION

- Helps control combined sewer overflows (CSOs) and reduce stormwater runoff.
- Can help you save money on water bills by reducing water usage, if you disconnect to a rain barrel.

ARE YOU ELIGIBLE?

- Is your home within one of the project areas?
- Do you have downspouts connected to the combined sewer system?
- Is there a lawn or landscaped area where the water can be directed away from your house?

If you answered **YES** to all three of these questions, apply for a free home assessment at:

dcwater.com/draintherain.



Potomac River Project A Project Boundary



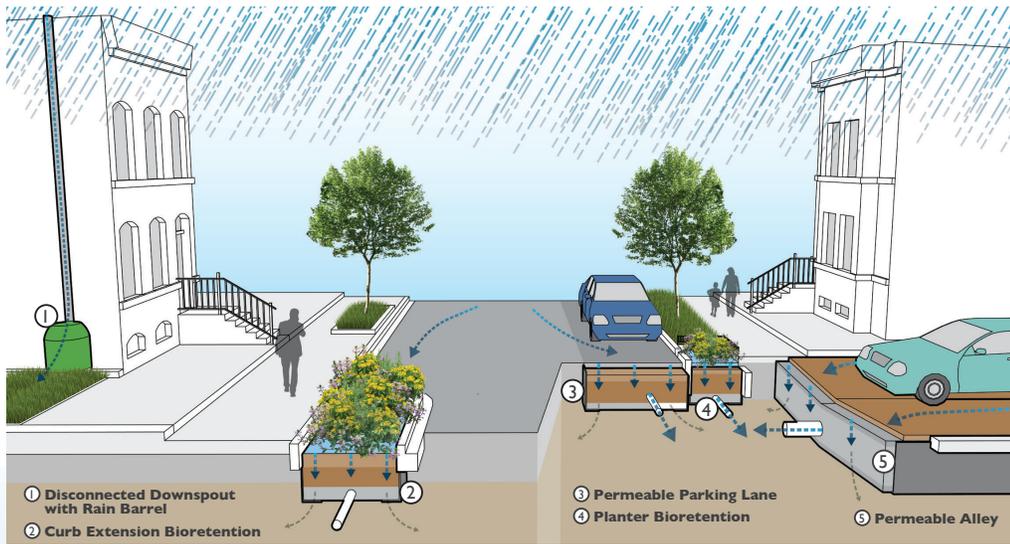
Rock Creek Project A Project Boundary

If you would like other green infrastructure such as rain gardens, green roofs, and pervious pavers or if you are not currently eligible for DCCR's downspout disconnection program, the District's Department of Energy & Environment (DOEE) RiverSmart Program may have options for you. Visit <http://doee.dc.gov/riversmart> to learn about their programs for green infrastructure.

Green Infrastructure / Drain the Rain campaign flier / back

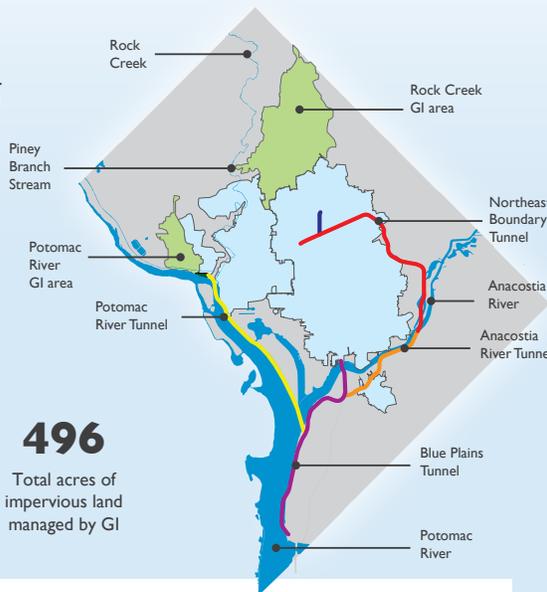
WHAT IS GREEN INFRASTRUCTURE?

GREEN INFRASTRUCTURE (GI) practices manage stormwater by taking advantage of the earth's natural processes. These include allowing water to infiltrate into the soil, evaporate into the air, or for plants to use the water and expire it as vapor. These practices can slow down, clean, and, in some cases reduce, stormwater runoff prior to it entering the combined sewer system.



THE DC CLEAN RIVERS PROJECT (DCCR) is DC Water's massive infrastructure program to reduce combined sewer overflows (CSOs) into the District's waterways—the Anacostia and Potomac Rivers and Rock Creek. It includes more than 13 miles of tunnels that are larger than the Metro tunnels and are constructed more than 100 feet below the ground. The tunnels are designed to capture CSOs during heavy rain events and transport the flows to the Blue Plains Advanced Wastewater Treatment Plant for treatment.

With the DC Clean Rivers Project, DC Water will improve our waterways by reducing CSO volume system-wide by 96% in the average year and by 98% to the Anacostia River alone. DC Clean Rivers Project will also provide flood relief to neighborhoods in the Northeast Boundary section of the city, such as Bloomingdale, LeDroit Park, Trinidad and Ivy City.



96%

Reduction of system-wide CSO volume

98%

Reduction of CSO volume to the Anacostia

13

Linear miles of tunnels, over 100 ft below the ground

496

Total acres of impervious land managed by GI

General Contact Info:

Lilia Ledezma, GI Public Outreach Coordinator
 Lilia.Ledezma@dcwater.com
 202-787-4496

DC Water Office of External Affairs
 202-787-2200

dcwater.com/draintherain
draintherain@dcwater.com



Green Infrastructure Program

Targeted project area public outreach

Green Infrastructure Program, field investigation / mailer



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY | 5000 OVERLOOK AVENUE, SW | WASHINGTON, DC 20032

**DC CLEAN RIVERS PROJECT
GREEN INFRASTRUCTURE PROGRAM
FIELD INVESTIGATIONS IN YOUR AREA**

DC Water is implementing its DC Clean Rivers Project for the District's combined sewer system. The project comprises a system of tunnels, diversion sewers (grey infrastructure), and Green Infrastructure (GI) to significantly reduce combined sewer overflows (CSOs) to Rock Creek and the Anacostia and Potomac Rivers. The DC Clean Rivers Project will reduce CSOs annually by 96 percent throughout the system and by 98 percent for the Anacostia River alone. GI includes practices that capture and filter stormwater runoff such as bioretention, pervious pavement, and cisterns or rain barrels.

DC Water will conduct field investigations in the area of: Oglethorpe Street NW to Gallatin Street NW and 3rd Place NW to First Street NE. This phase of work consists of utilities potholing to gather information for GI implementation under the DC Clean Rivers Project.

WORK SCHEDULE:

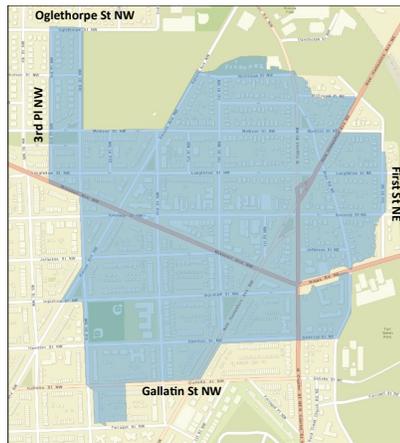
- From March through July, 2016.
- Field investigations will be conducted between 7:00 am and 7:00 pm, Monday-Friday.
- There will be no work performed on weekends or public holidays.

IMPORTANT INFORMATION:

- Field investigations will take place on public streets, sidewalks and alleys.
- Notifications for temporary parking restrictions at specific locations where required, will be posted 72 hours prior to any work as required by District Department of Transportation (DDOT).
- Pedestrian access will be temporarily restricted within the work area.
- Lane closure may be required daily (7:00 am to 7:00 pm) and traffic plans will be approved by DDOT.
- Noise will be minimal and intermittent.
- Metrobus service will not be affected.

FOR MORE INFORMATION PLEASE CONTACT:

Green Infrastructure Public Outreach Coordinator: Lilia Ledezma (202) 787-4496
 DC Water 24-hr Emergency: (202) 612-3400
 DC Water Office of External Affairs: (202) 787-2200
 DC Clean Rivers GI Program email: cleanriversgi@dcwater.com
 Website: www.dewater.com/green



Rock Creek Green Infrastructure Project A Field Investigations Area

Green Infrastructure Program, field investigation / door hanger



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY | 5000 OVERLOOK AVENUE, SW | WASHINGTON, DC 20032

DC CLEAN RIVERS PROJECT GREEN INFRASTRUCTURE PROGRAM FIELD INVESTIGATIONS IN YOUR AREA

OVERVIEW

DC Water is implementing its DC Clean Rivers Project for the District's combined sewer system. The project comprises a system of tunnels, diversion sewers (grey infrastructure), and Green Infrastructure (GI) to significantly reduce combined sewer overflows (CSOs) to Rock Creek and the Anacostia and Potomac Rivers. The DC Clean Rivers Project will reduce CSOs annually by 96 percent throughout the system and by 98 percent for the Anacostia River alone. GI includes practices that capture and filter stormwater runoff such as bioretention, pervious pavement, and cisterns or rain barrels.

NOTICE OF PLANNED WORK

DC Water's contractor will conduct utility potholing at various sites in your neighborhood to gather information for GI implementation under the DC Clean Rivers Project.

UPCOMING WORK SCHEDULE

From 7/01 through 7/15 (weather permitting) utility potholing will be performed in the public right-of-way along the following streets and sidewalks:

- 2nd Street NW (between Jefferson Street NW and Ingraham Street NW)
- Ingraham Street NW (between 2nd Street NW and First Street NW)

IMPORTANT INFORMATION:

- Upon completion of this portion of work, field investigations may continue at other locations through July 2016.
- Field investigations will be conducted between 8:00 am and 5:00 pm, Monday-Friday. There will be no work performed on weekends or public holidays.
- At various times during this work, no parking signs may need to be placed in certain areas in and around the job site. Notifications regarding no parking zone will be posted 72 hours prior to work being performed, as required by the District Department of Transportation (DDOT).
- Lane closure may be required daily (8:00 am to 5:00 pm) and traffic plans will be approved by DDOT.
- Pedestrian access will be restricted within the work area.
- Metrobus service will not be affected and noise will be minimal and intermittent.

FOR MORE INFORMATION PLEASE CONTACT:

Green Infrastructure Public Outreach Coordinator: Lilia Ledezma (202) 787-4496
DC Water 24-hr Emergency: (202) 612-3400
DC Water Office of External Affairs: (202) 787-2200
DC Clean Rivers GI Program email: cleanriversgi@dwater.com
Website: www.dwater.com/green

dwater.com

Green Infrastructure Program, public meeting presentation poster

**SPECIAL PRESENTATION
DURING May 12th, 2016 ANC3B MEETING**

**DC Clean Rivers Project
Green Infrastructure Program**



Thursday, May 12, 2016

ANC3B Meeting at 7:00pm

Stoddert Elementary School & Recreation Center

4001 Calvert Street, NW

Take the Potomac River GI Project A1 Online Survey:

www.dewater.com/PRGI-A1



Potomac River Project A1 Area

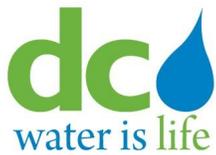
DC Water will present its next steps for Green Infrastructure (GI) implementation and seek feedback on potential locations to implement GI practices within the Potomac River Project Area (see adjacent map).

GI includes practices such as bioretention, pervious pavements and rain barrels to allow stormwater to be filtered, slowed and reduced before entering the combined sewer system.

For more information, please contact Lilia Ledezma, GI Public Outreach Coordinator at (202) 787-4496 by email at Lilia.Ledezma@dewater.com Or visit: dewater.com/green



Green Infrastructure Program, public meeting comment card



**DC Clean Rivers Project
 Green Infrastructure Program
 Potomac River Project A1
 Comment Card**



We appreciate your comments and feedback!

Name: _____

Address: _____

Phone #: _____

Email Address: _____

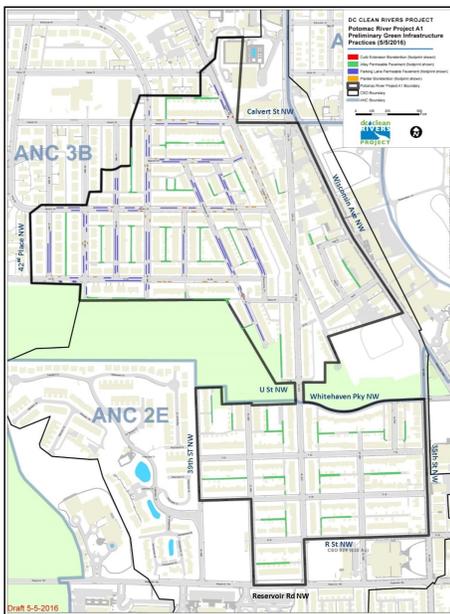
I would like an evaluation for downspout disconnection eligibility: Yes _____ No _____

I am a: Resident: _____ Business Owner: _____ Elected Official: _____

Other: _____

How did you hear about this presentation? _____

Potomac River Project A1 Area - Comment Section



(Turn over)

5/12/2016

Green Infrastructure Program, park usage survey to be mailed back



DC Clean Rivers Project
Green Infrastructure Program
Rock Creek Project A
Public Park Survey



DC Water is conducting surveys about the public right-of-way and public parks to gather information for Green Infrastructure (GI) implementation under the DC Clean Rivers Project. This survey concerns the public park located between First Street NW, Ingraham Street NW and New Hampshire Avenue NW.

DC Water is implementing its DC Clean Rivers Project for the District's combined sewer system. The project comprises a system of tunnels, diversion sewers (grey infrastructure), and GI to significantly reduce combined sewer overflows (CSOs) to Rock Creek and the Anacostia and Potomac Rivers. The DC Clean Rivers Project will reduce CSOs annually by 96 percent throughout the system and by 98 percent for the Anacostia River alone.

GI includes practices that capture and filter stormwater runoff such as bioretention, pervious pavement, and cisterns or rain barrels. To learn more about DC Water GI Program visit www.dewater.com/green or contact GI Public Outreach Coordinator, Lilia Ledezma (202) 787-4496 or the Office of External Affairs (202) 787-2200.

CONTACT INFORMATION:

Name: _____

Address: _____

Phone #: _____

Email Address: _____

I am a: Resident: _____ Business Owner: _____ Elected Official: _____

 Other: _____

WE APPRECIATE YOUR FEEDBACK. Thank you for helping DC Water improve your neighborhood with GI!

- Do you visit the public park located between First Street NW, Ingraham Street NW and New Hampshire Avenue NW?
 Yes _____ No _____
- If yes, how many times per week?
 1-3 _____ 4-5 _____ every day _____
- What do you do in this park?
 Walk _____ Dog Walk _____ Exercise _____ Read _____
 Other _____
- If you do not visit this park, why not?



Please seal this self addressed and pre-stamped survey and mail it back to DC Water. Your contact information will be utilized to update you on the progress of the DC Water GI Program and will not be shared with other organizations.

Green Infrastructure Program, on-line survey series






CONTACT INFO

www.dewater.com/green

Lilia Ledezma, GI Public Outreach Coordinator
Lilia.Ledezma@dewater.com
 202-787-4496

Office of External Affairs
 202-787-2200

DC Water is conducting the first Potomac River Project A2 online survey to learn about the public spaces (streets, alleys and sidewalks) within the green infrastructure (GI) project area in Georgetown. This survey will take you 10 minutes and will help DC Water implement a successful project. GI includes practices such as bioretention, pervious pavements and rain barrels to allow stormwater to be filtered, slowed and reduced before entering the combined sewer system preventing raw sewage overflows into the Potomac River.

Please take this survey before June 30, 2016
Go to www.DCWater.com/PR-A2

DC Clean Rivers Project

DC Water is implementing its DC Clean Rivers Project for the District's combined sewer system. The project comprises a system of tunnels and Green Infrastructure to significantly reduce combined sewer overflows (CSOs) to Rock Creek and the Anacostia and Potomac Rivers. The DC Clean Rivers Project will reduce CSOs annually by 96 percent throughout the system and by 98 percent for the Anacostia River.




Potomac River Green Infrastructure Project A1

Thank you for your feedback. We truly appreciate it!

DC Water is implementing its DC Clean Rivers Project for the District's combined sewer system. The project includes a system of tunnels, combined sewer system separation (grey infrastructure), and Green Infrastructure (GI) to reduce the combined sewer overflows (CSOs) by 96% to Rock Creek and the Anacostia and Potomac Rivers. GI includes practices that capture and filter stormwater runoff such as bioretention, pervious pavement, and cisterns or rain barrels.

The first GI project implemented within the Potomac River sewershed is Potomac River GI Project A1 and it will be implemented in the areas of: 42nd Place NW to Wisconsin Avenue NW and Fulton Street NW to U Street NW; and Whitehaven Parkway NW to Reservoir Road NW and 39th Street NW to 35th Street NW (see map below).

DC Water is conducting surveys about the public right-of-way (streets, alleys and sidewalks) within the Potomac River GI Project A1 area to gather information for a successful GI implementation. This survey will take you 5 to 10 minutes and it will help DC Water learn more about the public space within the project area.

As a part of this survey, through an interactive map of the project area, you will be able to see locations of preliminary GI opportunities that have been identified for discussion and public comments.

To learn more about DC Water's GI Program visit www.dewater.com/green, or contact GI Public Outreach Coordinator, Lilia Ledezma (202) 787-4496; cleanriversgi@dewater.com or DC Water Office of External Affairs at (202) 787-2200.

Please complete this survey before May 22, 2016 We appreciate your feedback and thank you for helping DC Water build a successful project!




Potomac River Project A2

Thank you for your feedback. We truly appreciate it!

Survey Overview:
 DC Water is implementing its DC Clean Rivers Project for the District's combined sewer system. The project includes a system of tunnels, combined sewer system separation, and greener practices (called Green Infrastructure (GI)) to reduce the amount of combined sewage (sanitary sewage and stormwater) that currently flows to Rock Creek, Anacostia and Potomac River during large rain storms (called combined sewer overflows, CSOs). GI includes practices that capture and filter stormwater runoff such as bioretention (rain gardens), pervious pavement, and cisterns or rain barrels.

The first set of practices implemented within the Potomac River stormwater drainage area is the Potomac River Project A2; within the Georgetown neighborhood it will be implemented in the area of: R Street NW to K Street NW and 37th Street NW to 31st Street NW (see map below). This project is required for DC Water to build by June, 2019 based on a consent decree to reduce CSOs to the Potomac River.

DC Water is conducting surveys about the public spaces (streets, alleys and sidewalks) within the project area in Georgetown to gather information for a successful GI implementation (to incorporate into engineering designs). This survey will take you about 10 minutes and it will help DC Water learn more about the public space within the project area.

To learn more about DC Water's GI Program visit www.dewater.com/green, or contact GI Public Outreach Coordinator, Lilia Ledezma (202) 787-4496; cleanriversgi@dewater.com or DC Water's Office of External Affairs at (202) 787-2200.

Please complete this survey before June 30, 2016. We appreciate your feedback and thank you for helping DC Water build a successful project!

Green Infrastructure Program, project fact sheet / front



CONTACT INFO

dcwater.com/rockcreekgreen
 cleanriversgi@dcwater.com

Lilia Ledezma
 GI Public Outreach Coordinator
 Lilia.Ledezma@dcwater.com
 202-787-4496

DC Water Office of External Affairs
 202-787-2200

ROCK CREEK GI PROJECT A

Rock Creek Project A is the first Green Infrastructure (GI) project constructed by the DC Clean Rivers Project to significantly reduce the level of pollution to Rock Creek produced by the discharge of stormwater runoff and sanitary sewer flows, known as combined sewer overflows (CSOs) from the combined sewer system during heavy rain and snow events. Rock Creek Project A involves the construction of innovative GI technologies that include rain gardens on planter strips and curb extensions, permeable pavement on streets and alleys, and downspout disconnection (including rain barrels). These practices will manage stormwater by taking advantage of the earth's natural processes, such as allowing the water to infiltrate into the soil, evaporate into the air, or for plants to use the water and expire it as vapor. In addition to managing stormwater, GI will contribute to beautifying the streetscape and making it safer and more welcoming for pedestrians, bicyclists and drivers.



Rock Creek Project A project boundary

Rock Creek Project A area extends from Oglethorpe Street NW to Gallatin Street NW and 3rd Place NW to First Street NE. Construction activities for Rock Creek Project A are anticipated to begin in summer of 2017 and to be completed in 2019. Construction work will be phased throughout the project area to minimize traffic and other construction impacts to the community. From 2019 to 2020, the GI practices will be monitored and assessed to evaluate performance.

PROJECT AT A GLANCE

PROJECT AREA

Oglethorpe Street NW to Gallatin Street NW and 3rd Place NW to First Street NE.

GREEN TECHNOLOGIES

- Permeable parking lanes
- Permeable alleys
- Bioretention curb extension (rain gardens)
- Bioretention planter strips (rain gardens)

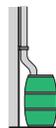


Inches of stormwater runoff managed from **20** impervious acres

COMMUNITY BENEFITS

- Create more green space
- Beautify neighborhoods
- Improve pedestrian safety
- Provide educational opportunities
- Reduce localized drainage issues on streets and alleys

GET INVOLVED



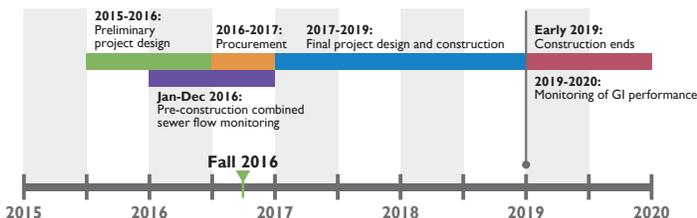
You can help **DRAIN the RAIN!** Learn about the DC Clean Rivers Project's free and voluntary downspout disconnection and find out if you are eligible to participate! Visit dcwater.com/draintherain.

PROJECT PROGRESS



Rock Creek Project A is nearing the first phase of construction, and it is currently on target for early 2019 completion.

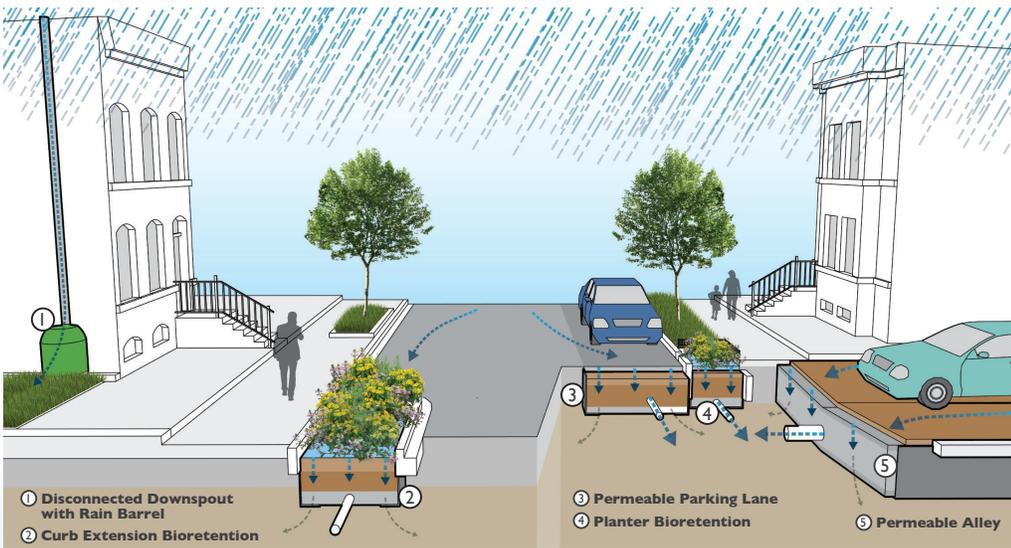
OVERALL PROJECT TIMELINE



Green Infrastructure Program, project fact sheet / back

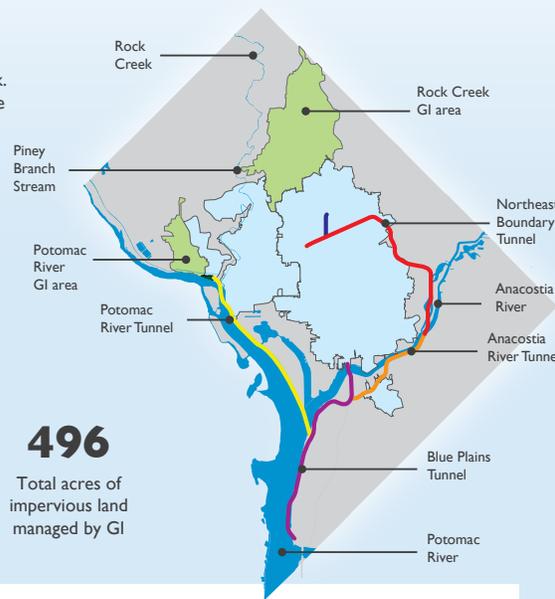
WHAT IS GREEN INFRASTRUCTURE?

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With the DC Clean Rivers Project, DC Water will improve our waterways by reducing CSO volume system-wide by 96% in the average year and by 98% to the Anacostia River alone. DC Clean Rivers Project will also provide flood relief to neighborhoods in the Northeast Boundary section of the city, such as Bloomingdale, LeDroit Park, Trinidad and Ivy City.



96%

Reduction of system-wide CSO volume

98%

Reduction of CSO volume to the Anacostia

13

Linear miles of tunnels, over 100 ft below the ground

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Total acres of impervious land managed by GI

General Contact Info:

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About Jersey Water Works

Jersey Water Works is a growing collaborative effort of 300 diverse organizations and individuals who embrace a common purpose -- to transform New Jersey's inadequate water infrastructure by investing in sustainable, cost-effective solutions that provide communities with clean water and waterways; healthier, safer neighborhoods; local jobs; flood and climate resilience; and economic growth. For more information, to join the collaborative and/or to sign up for its monthly newsletter, please visit jerseywaterworks.org.

