

# OPC WATER SERVICES DIVISION

## TIPS TO HELP YOU SAVE WATER

### Kitchen

Only run the dishwasher with a full load. Running the dishwasher multiple times with smaller loads will use twice as much water. Dishwashers also [use less water](#) per load than required for you to wash the dishes by hand.



Install a water aerator on your kitchen faucet. An aerator allows the water pressure to remain the same but can help to [reduce water use](#) by as much as one full gallon every minute.

### Bathroom

Check to make sure the parts inside your toilet tank are in good shape and up to date. Worn-out fittings or chains can cause the toilet to run unnecessarily. Many new models of high-efficiency toilets work just as well without using as much water.

Consider getting a low-flow shower head that can reduce water use every time you shower without having to sacrifice water pressure.

Never allow the water to run while you are brushing your teeth. This can waste an excessive amount of water. Instead, just rinse, [turn off the faucet](#) while you brush, then rinse again when you're ready to clean off the toothbrush.



**Repair leaky shower faucets and valves.**

### Outdoors



Water your lawn and garden as early in the morning as possible. This will prevent the water from evaporating as quickly and reduce the amount of water needed in general. If you use a professional lawn care service, it may have other conservation tips.

Consider [using a rain barrel](#) to catch water to help nourish your outdoor plants. These special containers harvest rain quickly and will reduce your use of a hose or sprinkler system.

Source: <https://www.homeadvisor.com/r/home-water-conservation/>

#### Appliance Rebates for DC Residents:

<https://www.dcseu.com/homes/appliance-rebates>

<https://www.dcseu.com/homes/water-heating>

<https://doee.dc.gov/riversmart>



#### Contact the Office of the People's Counsel

P: (202) 727-3071

TTY/TDD: (202) 727-2876

F: (202) 727-1014

E: [waterinfo@opc-dc.gov](mailto:waterinfo@opc-dc.gov)

1133 15th Street NW, Suite 500. Washington, DC 20005-2710

## How OPC works for you:

The Office of the People's Counsel is authorized to directly assist DC Water consumers with service and billing issues.

### Here's how the OPC Water Services Division can help you:

- Investigate complaints about DC Water rates, high bills, disconnections, customer service and leaks
- Represent DC Water consumers at agencies, hearings and courts
- Advocate for affordable and equitable water rates for DC Water consumers
- Advise and educate DC Water consumers about their legal rights and responsibilities



### Always call for assistance BEFORE your service is disconnected!

- Contact DC Water at (202) 354-3600 to resolve your complaint
- Not satisfied with DC Water's response? Call OPC's Water Services Division at (202) 727-3071, or file a complaint at <http://www.opc-dc.gov/consumer-assistance/utilities/now-help-with-dc-water>
- We will attempt to resolve the dispute with DC Water on your behalf
- Upon completion, OPC will advise you of findings and recommend separate next steps, including the appeals process



The People's Counsel  
Sandra Mattavous-Frye

## What if I cannot pay my water bill?

These agencies offer funds to assist with payment of utility bills:

OPC can negotiate your DC Water payment plan or refer you to an agency that provides financial assistance to pay utilities. OPC **does not** provide funds.

Greater Washington Urban League: (202) 265-8200  
Strong Families: (202) 698-4293  
Salvation Army: (202)-332-5000  
DC Department of Energy and Environment: 311

## What is the Clean Rivers Impervious Area Charge, "CRIAC?"

(Pronounced cree-ack)

Since 2009, DC Water has implemented the Clean Rivers Impervious Area Charge or CRIAC to recoup the costs of the federally-mandated \$2.7 billion Clean Rivers Project to reduce combined sewer overflow or CSO into District waterways.

## Contact the Office of the People's Counsel

P: (202) 727-3071      TTY/TDD: (202) 727-2876  
F: (202) 727-1014      E: [waterinfo@opc-dc.gov](mailto:waterinfo@opc-dc.gov)

1133 15th Street NW, Suite 500  
Washington, DC 20005-2710  
[www.opc-dc.gov](http://www.opc-dc.gov)  
Twitter @DCOPC  
[facebook.com/DCPeoplesCounsel](https://facebook.com/DCPeoplesCounsel)