



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

*Tuesday, January 24, 2023
9:30 a.m.*

Microsoft Teams

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Phone Conference ID: 523 943 701#

- 1. **Call to Order** **Rachna Bhatt, Chairperson**
- 2. **Roll Call** **Alfonzo Kilgore Stukes**
- 3. **Monthly Report to DC Retail Water & Sewer Rates Committee (Attachment A)** **Matthew Brown**
- 4. **DC Water Catchup Program 2023 (Attachment B)** **Meisha Lorick**
- 5. **DC Retail Water and Sewer Rates Committee Workplan (Attachment C)** **Matthew Brown**
 - **FY 2023 Proposed DC Retail Rates Committee Workplan**
- 6. **Agenda for February 21, 2023, Committee Meeting (Attachment D)** **Rachna Bhatt, Chairperson**
- 7. **Other Business** **Matthew Brown**
- 8. **Executive Session***
- 9. **Adjournment** **Rachna Bhatt, Chairperson**

*The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2- 575(b)(10); proprietary matters under D.C. Official Code § 2-575(b)(11); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.



Fiscal Year 2023

Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending December 31, 2022

DEPARTMENT OF FINANCE

Matthew T. Brown, CFO & Executive Vice President, Finance and Procurement

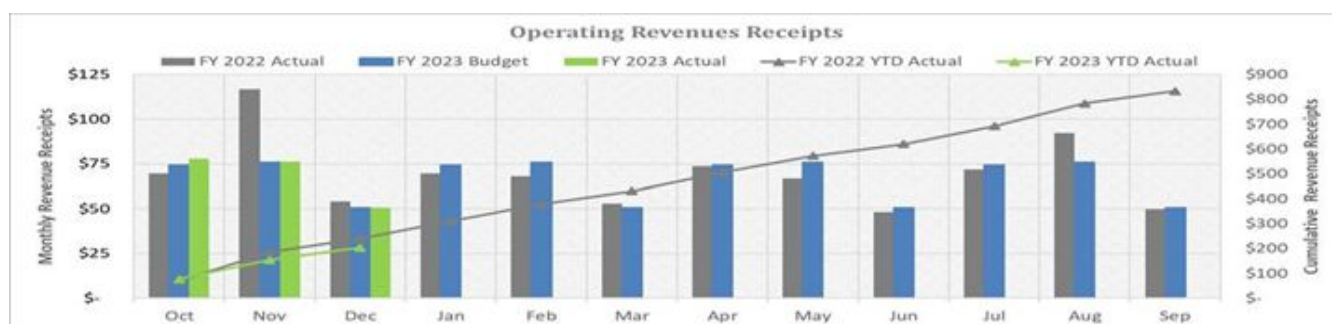
Syed Khalil, Director, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of December 31, 2022

Operating Revenues (\$000's)

FY 2022 Actual		CATEGORY	FY 2023 Year-to-Date Performance					
Total Annual	YTD December		Annual Budget	YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
\$451,336	\$96,779		Residential - Commercial - Multi-Family	\$450,881	\$115,221	122,231	26.5%	\$7,010
77,112	19,535	Federal	84,768	\$21,192	20,960	24.7%	(232)	(1.1%)
21,056	5,511	Municipal (DC Govt.)	21,039	\$5,259	5,870	27.9%	611	11.6%
13,210	3,071	DC Housing Authority	13,465	\$3,366	3,960	29.4%	594	17.6%
23,134	3,363	Metering Fee	24,083	\$6,020	5,953	24.7%	(67)	(1.1%)
42,079	10,586	Water System Replacement Fee (WSRF)	39,717	\$9,930	10,390	26.2%	460	4.6%
84,899	21,037	Wholesale	89,791	\$22,448	22,361	24.9%	(87)	0.0%
22,530	5,546	PILOT/ROW	23,070	\$5,768	6,140	26.6%	372	6.4%
98,140	7,930	All Other	47,249	\$11,813	6,655	14.1%	(5,158)	(43.7%)
\$833,594	\$173,357	TOTAL	\$804,064	\$201,017	\$204,520	25.4%	\$3,503	1.7%



VARIANCE ANALYSIS FOR MAJOR REPORTED ITEMS

At the end of December 2022, cash receipts totaled \$204.5 million, or 25.4 percent of the FY 2023 budget. The YTD Budgeted receipts were 201.0 million. The total receipts for December were \$50.7 million as compared to the budgeted \$50.6 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their first quarterly payment in October), and wholesale customers (who made their first quarterly payment in November 2022).

Areas of Over-collection	Areas of Under-collection
<p><u>Residential, Commercial and Multi-Family</u> – Receipts for this category are slightly higher at \$122.2 million or 26.5 percent of the budget. The higher receipts are mainly due to higher consumption as compared to the budget. The December 2022 receipts were lower by \$0.8 million, or 2.0 percent as compared to the monthly budget of \$38.4 million.</p> <p><u>District Government</u> – Receipts are slightly higher at \$5.9 million or 27.9 percent of the budget. The December 2022 receipts are higher at \$4.2 million as compared to the monthly budget of \$1.8 million. The monthly collected amount includes \$2.3 million, which was due in November but was paid late by the District Government in December 2022.</p> <p><u>DC Housing</u> - Receipts are slightly higher at \$4.0 million or 29.4 percent of the budget. The December 2022 receipts are slightly higher by \$0.2 million as compared to the monthly budget of \$1.1 million.</p> <p><u>PILOT/ROW</u> – The receipts for PILOT/ROW are slightly higher at \$6.1 million or 26.6 percent of the budget. The December 2022 receipts are slightly lower by nineteen thousand dollars as compared to the monthly budget of \$1.7 million.</p>	<p><u>Federal</u> - Actual receipts through December 2022 total \$21.0 million or 24.7 percent of the budget. The Federal government made their first quarter payment in October 2022. The lower actual Federal receipt is due to disputed accounts of Soldiers Home.</p> <p><u>Wholesale</u> – The wholesale customers made their first quarter payment in November 2022. The receipts were \$22.4 million or 24.9 percent of the budget.</p> <p><u>Other Revenue</u> - Receipts are lower at \$6.7 million or 14.1 percent of the budget. The lower receipts are mainly due to the first quarter FY 2023 payment of DC Fire Protection Services Fee, which was due in November but has not been paid by the District Government until the end of December 2022.</p>

Monthly Report to DC Retail Water and Sewer Rates Committee

As of December 31, 2022

Operating Revenues Detail

(\$ in millions)

Revenue Category	FY 2023 Budget	YTD Budget	Actual	Variance Favorable / (Unfavorable)		Actual % of Budget
Residential, Commercial, and Multi-family	\$460.9	\$115.2	\$122.2	\$7.0	6.1%	26.5%
Federal	84.8	21.2	21.0	(\$0.2)	-0.9%	24.7%
District Government	21.0	5.3	5.9	\$0.6	11.4%	27.9%
DC Housing Authority	13.5	3.4	4.0	\$0.6	17.8%	29.4%
Customer Metering Fee	24.1	6.0	5.9	(\$0.1)	-1.7%	24.5%
Water System Replacement Fee (WSRF)	39.7	9.9	10.4	\$0.5	5.0%	26.2%
Wholesale	89.8	22.4	22.3	(\$0.1)	-0.4%	24.8%
Right-of-Way Fee/PILOT	23.1	5.8	6.1	\$0.4	6.9%	26.6%
Subtotal (before Other Revenues)	\$756.9	\$189.2	\$197.9	\$8.7	4.6%	26.1%
IMA Indirect Cost Reimb. For Capital Projects	5.9	1.5	1.5	0.0	0.0%	25.4%
DC Fire Protection Fee	11.5	2.9	0.0	(2.9)	-100.0%	0.0%
Stormwater (MS4)	1.0	0.3	0.3	0.0	0.0%	30.0%
Interest	4.4	1.1	0.4	(0.7)	-63.6%	9.1%
Developer Fees (Water & Sewer)	6.0	1.5	2.7	1.2	80.0%	45.0%
System Availability Fee (SAF)	7.7	1.9	0.5	(1.4)	-73.7%	6.5%
Washington Aqueduct Backwash	3.3	0.8	0.0	(0.8)	-100.0%	0.0%
Others	7.4	1.9	1.3	(0.6)	-31.6%	39.4%
Subtotal	\$47.2	\$11.8	\$6.6	(\$5.2)	-44.1%	14.0%
Rate Stabilization Fund Transfer	\$0.0	\$0.0	\$0.0	\$0.0	0.0%	0.0%
Other Revenue Subtotal	\$47.2	\$11.8	\$6.6	(\$5.2)	-44.1%	14.0%
Grand Total	\$804.1	\$201.0	\$204.5	\$3.5	1.7%	25.4%

BREAKDOWN OF RETAIL RECEIPTS BY CUSTOMER CATEGORY (\$ in 000's)

Customer Category	Water	Sewer	Clean Rivers			Total
			IAC	Metering Fee	WSRF	
Residential	\$10,360	\$16,341	\$6,391	\$2,688	\$2,388	\$38,166
Commercial	20,607	23,331	7,749	1,754	4,070	57,511
Multi-family	13,631	20,965	2,857	843	1,878	40,173
Federal	7,720	8,776	4,463	392	1,452	22,804
District Govt	1,691	2,288	1,891	212	499	6,581
DC Housing Authority	1,491	2,209	261	65	103	4,128
Total:	\$55,500	\$73,910	\$23,611	\$5,953	\$10,390	\$169,364

Clean Rivers IAC - Actual vs Budget (\$ in 000's)

Customer Category	FY2023 Budget	Year-To-Date Budget	Actual Received	Variance		Actual % of Budget
				Favorable / <Unfavorable>	Variance % of YTD Budget	
Residential	\$24,093	\$6,023	\$6,391	\$367	6%	27%
Commercial	28,572	7,143	7,749	606	8%	27%
Multi-family	11,637	2,909	2,857	(52)	-2%	25%
Federal	18,438	4,610	4,463	(146)	-3%	24%
District Govt	7,680	1,920	1,891	(29)	-2%	25%
DC Housing Authority	1,006	252	261	9	4%	26%
Total:	\$91,426	\$22,857	\$23,611	\$755	3%	26%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of December 31, 2022

Retail Accounts Receivable (Delinquent Accounts)

The following tables show retail accounts receivable over 90 days (from the billing date) including a breakdown by customer class.

Greater Than 90 Days by Month

	\$ in millions	# of accounts
September 30, 2012	\$5.5	13,063
September 30, 2013	\$4.9	11,920
September 30, 2014	\$5.3	12,442
September 30, 2015	\$6.5	11,981
September 30, 2016	\$7.7	12,406
September 30, 2017	\$8.4	11,526
September 30, 2018	\$13.4	16,273
September 30, 2019	\$10.6	8,744
September 30, 2020	\$17.9	13,775
September 30, 2021	\$26.3	13,065
September 30, 2022	\$29.1	12,168
Oct 31, 2022	\$29.4	12,370
Nov 30, 2022	\$29.7	12,689
Dec 31, 2022	\$31.0	13,465

Notes: The increase in the accounts receivable over 90 days (from the billing date) is due to the temporary suspension of collections procedures because of the new billing system VertexOne, which was implemented in December 2017. The increase in accounts receivable from March 2020 to September 2022 is primarily due to increased delinquencies and deferred payments due to the impact of COVID-19.

Greater Than 90 Days by Customer

	Number of Accounts			Month of Dec (All Categories)				Total Delinquent				
	W & S a/c	Impervious Only a/c	Total No. of a/c	Active		Inactive		Nov		Dec		
				No. of a/c	Amount (\$)	No. of a/c	Amount (\$)	No. of a/c	Amount (\$)	No. of a/c	Amount (\$)	%
Commercial	9,071	2,147	11,218	1,242	7,898,635	63	\$209,915	1,266	\$7,778,322	1,305	\$8,108,550	26%
Multi-family	8,627	358	8,985	1,299	12,594,490	17	\$83,878	1,256	\$12,056,618	1,316	\$12,678,368	41%
Single-Family Residential	107,149	2,062	109,211	10,699	10,071,236	145	\$158,740	10,167	\$9,887,006	10,844	\$10,229,976	33%
Total	124,847	4,567	129,414	13,240	\$30,564,361	225	\$452,533	12,689	\$29,721,946	13,465	\$31,016,894	100%

-Reportable delinquencies do not include balances associated with a long-standing dispute between DC Water and a large commercial customer. Notes: Included in the above \$31.0 million (or 13,465 accounts) of the DC Water Over 90 days delinquent accounts, \$5,067,418.53 (or 1,357 accounts) represents Impervious only accounts over 90 days delinquent.

- Delinquent accounts (13,465) as a percentage of total accounts (129,414) is 10.4 percent.
- Delinquent Impervious Only accounts (1,357) as a percentage of total accounts (129,414) is 1.0 percent.
- Delinquent Impervious Only accounts (1,357) as a percentage of total delinquent accounts (13,465) are 10.1 percent.

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of December 31, 2022

Arrears by Customer Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Commercial	2,410	\$ 11,647,217.25	1,495	\$ 8,920,858.30	1,305	\$ 8,108,549.98
Multi-family	1,963	\$ 16,653,215.60	1,489	\$ 13,968,470.85	1,316	\$ 12,678,367.86
Residential	21,227	\$ 13,923,382.83	13,783	\$ 11,541,703.03	10,844	\$ 10,229,975.77

Arrears by WARD for Residential Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1	1,458	\$ 999,899.06	877	\$ 815,894.83	696	\$ 733,998.01
Ward 2	650	\$ 395,330.88	436	\$ 319,083.85	373	\$ 265,163.67
Ward 3	747	\$ 414,197.28	382	\$ 268,200.14	285	\$ 224,356.97
Ward 4	3,773	\$ 2,379,547.85	2,322	\$ 1,937,827.77	1,752	\$ 1,705,393.63
Ward 5	4,243	\$ 2,573,763.67	2,774	\$ 2,127,649.43	2,165	\$ 1,860,415.82
Ward 6	1,652	\$ 899,994.89	1,058	\$ 761,120.03	838	\$ 679,263.77
Ward 7	5,578	\$ 3,882,410.35	3,783	\$ 3,315,465.45	2,995	\$ 2,966,542.96
Ward 8	3,126	\$ 2,378,238.85	2,151	\$ 1,996,461.53	1,740	\$ 1,794,840.94
Total	21,227	\$ 13,923,382.83	13,783	\$ 11,541,703.03	10,844	\$ 10,229,975.77

CAP, CAP2 and CAP3 Customers in Arrears*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
CAP	605	\$ 287,600.16	260	\$ 207,673.89	159	\$ 180,501.85
CAP2	24	\$ 12,174.51	12	\$ 9,502.91	8	\$ 8,342.38
CAP3	2	\$ 9,269.84	2	\$ 9,100.48	1	\$ 8,926.84

*Based on number of accounts that have been given credit in Dec 2022.

Monthly Report to DC Retail Water and Sewer Rates Committee

Customer Arrears Data

CAP Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1	30	\$ 11,717.87	10	\$ 7,032.22	8	\$ 5,754.42
Ward 2	4	\$ 1,218.44	2	\$ 1,013.75	2	\$ 686.50
Ward 3	1	\$ 1,371.76	1	\$ 306.99	0	\$ -
Ward 4	76	\$ 54,850.62	36	\$ 43,545.58	25	\$ 39,006.84
Ward 5	85	\$ 34,718.21	37	\$ 23,778.29	19	\$ 19,163.12
Ward 6	25	\$ 6,260.90	13	\$ 3,629.02	8	\$ 2,448.64
Ward 7	233	\$ 84,097.12	96	\$ 55,021.10	48	\$ 45,469.19
Ward 8	151	\$ 93,365.24	65	\$ 73,346.94	49	\$ 67,973.14
Total	605	\$ 287,600.16	260	\$ 207,673.89	159	\$ 180,501.85

*Based on number of accounts that have been given credit in Dec 2022.

CAP2 Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1	0	\$ -	0	\$ -	0	\$ -
Ward 2						
Ward 3	0	\$ -	0	\$ -	0	\$ -
Ward 4	2	\$ 155.20	1	\$ 154.44	1	\$ 101.69
Ward 5	2	\$ 5,792.74	2	\$ 5,374.24	1	\$ 5,068.89
Ward 6	2	\$ 401.21	1	\$ 182.99	0	\$ -
Ward 7	13	\$ 3,127.92	6	\$ 1,848.54	4	\$ 1,611.22
Ward 8	5	\$ 2,697.44	2	\$ 1,942.70	2	\$ 1,560.58
Total	24	\$12,174.51	12	\$ 9,502.91	8	\$ 8,342.38

*Based on number of accounts that have been given credit in Dec 2022.

CAP3 Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1						
Ward 2						
Ward 3	0	\$ -	0	\$ -	0	\$ -
Ward 4	1	\$ 9,161.26	1	\$ 9,053.69	1	\$ 8,926.84
Ward 5	0	\$ -	0	\$ -	0	\$ -
Ward 6	0	\$ -	0	\$ -	0	\$ -
Ward 7	0	\$ -	0	\$ -	0	\$ -
Ward 8	1	\$ 108.58	1	\$ 46.79	0	\$ -
Total	2	\$ 9,269.84	2	\$ 9,100.48	1	\$ 8,926.84

*Based on number of accounts that have been given credit in Dec 2022.

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Developer Deposits are funds paid to DC Water for plans that are approved by the Permit Operations Department. They include:

- Flat fees for taps, abandonments, sewer connections, etc.
- Reimbursable fees for inspection labor hours charged to the account
- Deposits held as security against damage and uncharged accounts.
- Miscellaneous non-commercial account items (hydrant use, groundwater dewatering, waste hauler fees, etc.)
- As of December 31, 2022, developer deposits had \$44.2 million in credit balances (liability) and \$10.6 million in debit balances (receivable).

Balances by Year as of December 31, 2022

Credit Balances (Liability)	Debit Balances (Receivables)
\$44.2 million	\$10.6 million

Year	Credit Balances	Number of Accounts with Credit Balances	Debit Balances	Number of Accounts with Debit Balances	Net Balance
2001	\$ -	-	\$ 960,164.05	1	\$ 960,164.05
2002	\$ -	-	\$ 1,836.00	2	\$ 1,836.00
2004	\$ (749.61)	1	\$ 9,066.08	6	\$ 8,316.47
2005	\$ (389,745.13)	90	\$ 269,202.91	90	\$ (120,542.22)
2006	\$ (283,990.18)	32	\$ 284,522.42	78	\$ 532.24
2007	\$ (151,559.96)	31	\$ 150,176.99	50	\$ (1,382.97)
2008	\$ (348,658.90)	41	\$ 192,952.22	50	\$ (155,706.68)
2009	\$ (183,867.44)	30	\$ 208,460.99	49	\$ 24,593.55
2010	\$ (302,803.30)	47	\$ 127,774.97	40	\$ (175,028.33)
2011	\$ (479,078.67)	89	\$ 429,389.63	56	\$ (49,689.04)
2012	\$ (1,251,962.24)	253	\$ 459,126.05	94	\$ (792,836.19)
2013	\$ (1,843,156.70)	279	\$ 264,550.40	82	\$ (1,578,606.30)
2014	\$ (2,092,346.03)	282	\$ 958,994.21	65	\$ (1,133,351.82)
2015	\$ (1,624,327.46)	294	\$ 276,020.81	41	\$ (1,348,306.65)
2016	\$ (3,120,464.94)	365	\$ 531,190.11	64	\$ (2,589,274.83)
2017	\$ (2,358,694.90)	436	\$ 513,639.14	121	\$ (1,845,055.76)
2018	\$ (5,162,651.54)	550	\$ 1,439,054.70	124	\$ (3,723,596.84)
2019	\$ (7,405,042.16)	489	\$ 1,592,645.01	182	\$ (5,812,397.15)
2020	\$ (4,978,634.57)	367	\$ 656,837.39	180	\$ (4,321,797.18)
2021	\$ (5,249,446.56)	377	\$ 496,013.99	179	\$ (4,753,432.57)
2022	\$ (6,961,993.22)	426	\$ 740,136.52	264	\$ (6,221,856.70)
Total	\$(44,189,173.51)	4,479	\$ 10,561,754.59	1,818	\$ (33,627,418.92)

Forfeiture Action

Accounts Forfeited on August 16, 2021	(4,838,938.52)	1,011
Accounts Forfeited on September 23, 2022	(1,286,705.10)	348
Accounts with refund requests or activities within the last 10 years or pending analysis for forfeiture action.	(3,392,415.43)	614

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Customer Communication

Statements are provided to customers when there is activity on the account. To ensure that all customers are aware of the balances, statements are also mailed annually irrespective of whether there is an activity on the account. During 2022 and 2021, annual statements were mailed to customers on January 25, 2022, and February 25, 2021.

By law, refunds are to be requested by the account owner within two years of completion (DC Code § 34–2401.10). If not requested in that time frame, these accounts can be forfeited and closed. DC Water has placed a statement on invoices beginning in November 2019 notifying customers of the District law and that funds would be forfeited unless a refund is requested within two years of project completion or account inactivity. A notification to customers that is posted on our website indicates that unless a refund was requested, funds would be forfeited for projects without activity for ten years. AOBA and DCBIA have been asked to notify their membership to examine the invoices.

For accounts that were forfeited, zero balance statements were mailed out on Monday, August 16, 2021, and September 21, 2022.

Refund Requests and Forfeiture Disputes

In response to the notification by DC Water, more than 400 different customers have submitted refund requests (impacting approximately 1,700 accounts) as of October 31, 2022. Sorting of requests invalidated approximately 500 accounts that were mostly for fire hydrant use permits with refunds being handled by Water Quality Department based on actual return of the hydrant meter. Consequently, we currently stand at approximately 1,200 accounts that have requested refunds.

Over the past 2 months we have processed approximately refunds totaling \$500,000 for about 35 accounts.

Additionally, after the forfeiture action in August 2021, 75 accounts totaling \$335,000 have disputed their forfeitures via emails or phone calls. The Authority is processing these disputes with established guidelines through the appeal procedures. At the end of September 2022, a second annual forfeiture was performed closing out accounts that were 10-years inactive. At that time a mass write-off of 367 accounts was executed totaling \$3,860,000. For which we have received disputes on approximately 10 accounts.

Monthly Report to DC Retail Water and Sewer Rates Committee

Disconnection Moratorium Legislation Reporting Requirement

Fiscal Year-to-Date
As of December 31, 2022

Number of Active Accounts by Zip Code & Customer Class

As of Dec 31, 2022

Zip Code	Residential					Commercial					Multifamily				
	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.*
20000	1														
20001	605	74	22	16	8	119	12	5	5	7	31	1			1
20002	1337	186	71	46	2	225	10	4	6	5	244	40	6		2
20003	394	42	18	12	1	72	2		1	2	29	6	1		2
20005	9	1				19	3			2	2				
20006						6	1	1		1	1				
20007	311	11	4	3	4	68	7	1	1	1	27				
20008	87	9	2	2	1	30	5			1	10	1	1		
20009	247	20	6	3	2	58	9	2	1	1	45	11	1		1
20010	476	56	28	13	1	57	5	1	1		33	6			
20011	2010	286	121	84	6	147	17	3		4	124	20	3		3
20012	405	77	35	26	2	37	6	2			9	2			
20015	120	15	6	6		12	1	1			2				
20016	167	14	1	3	1	56	1		1	3	1				
20017	673	106	40	19	2	39	3	1			28	4	1		1
20018	973	136	46	30	2	114	10	2	1	4	24	3			3
20019	2959	362	163	116	11	146	10	1		1	281	45	4		8
20020	1875	240	96	37	4	78	6	1		1	349	53	7		
20023	1														
20024	48	5	1	1		16	1				13	1			
20032	957	151	54	19	4	80	3	1	1		222	45	12		7
20036	3	2		1		27	6	1	1		6				1
20037	20	1	1			8	1	1		1	3	1	1		
20045						1									
20057						3									
20059						1									
Total	13678	1794	715	437	51	1419	119	28	19	34	1484	239	37	29	

*Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 347, Com. 94 and MF 37

*Note: Disconnect Work Orders for Multi-Family Properties were created and not assigned for field completion but are manually managed for further collection actions

ATTACHMENT B



DC Water Catch-up Program 2023

Customer Care

RRC Presentation 1/24/2023

Objective:

To reduce AR and help eligible customers in residential, commercial, and multi-family rate classes bring their delinquent bills back in line with monthly costs and to avoid disconnection.

Eligibility:

- Customers with outstanding balances for 30 days or more as of December 31, 2022, and have yet to pay their outstanding balance by January 20, 2023.

Program Dates: 2/1/2023 – 5/31/2023





Catch-Up Program

Rate Class	Description	Examples
All	*Adj Late Fees / Penalties thru 12/31/22 + 10% Bill Adj (up to \$50K) from past due balance	\$5000 - (LF) \$500 - (P) \$50 = \$4450 - (10%) \$445 = \$4005 (due)

- Eligible customers are customers with outstanding balances for 30 days or more as of December 31, 2022, and have yet to pay their outstanding balance by January 20, 2023
- Payment of the entire Catch-Up balance must be posted to the account by May 31, 2023, to be eligible for the waiver and adjustments.
- Only outstanding late fees and penalties as of December 31, 2022, are eligible for the waiver
- A ten percent bill adjustment will be calculated after the late fees and penalties are waived. All adjustments will be reflected on the next billing statement.
- Fees and penalties accrued after December 31, 2022, are not eligible for the waiver
- The total adjustment will not exceed \$50,000
- Failure to pay your outstanding charges on your bill will continue to subject the account to collection action up to and including the termination of service.



Potential Adjustment in Dollars per Option

	Residential	Multi-Family	Commercial
Past Due A/R as of 12/30/22	\$13.2 mil	\$16 mil	\$8.49 mil
Customer Count	21,180	1,882	2,056
Waive Late Fees (10%) + Penalties (1%) through 12/30/22	* Approx. \$922K + \$1.12 mil	* Approx. \$1.11 mil + \$1.18 mil	* Approx. \$404K + \$445K
Possible 10% Adj (up to \$50K) after Fee/Penalties Adj	Approx. \$1.11 mil	Approx. \$1.37 mil	Approx. \$709k
Estimated Total Adjustments	Approx. \$3.15 mil	Approx \$3.66 mil	Approx \$1.56 mil

*Late Fees (10%)+ Penalties (1%) from past due balances as of 12/30/22

dc Next Steps

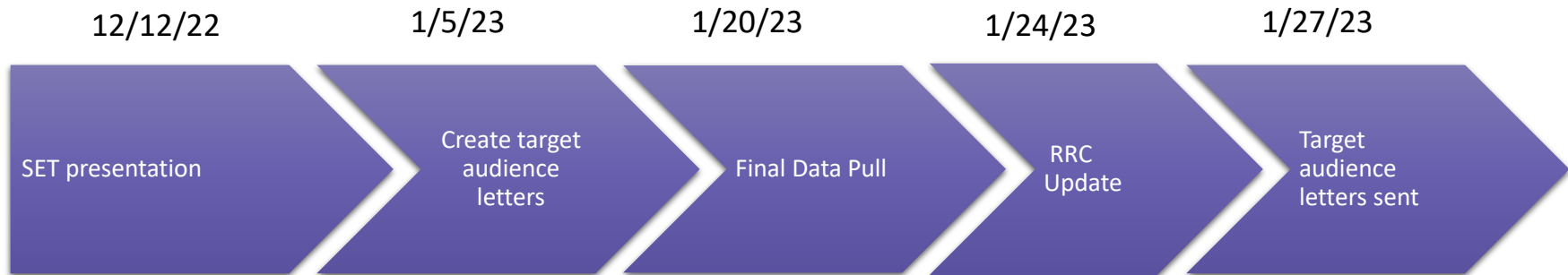
Marketing

- ✓ Create targeted mailers that include program details and the amount the customer must pay to participate.
- Create bill message announcing the program and the DC Water Cares site for other assistance programs, including GWUL, OPC, DOEE and others.

Internal Provisions

- ✓ Coordinate with OMAC and OGLA for language and marketing.
- Add interaction records to include eligibility status for eligible customers.
- Mass adjustment will be posted in the first week of June (after 6/5/23). The total adjustment will not exceed \$50k per account.
- Additional late fees assessed during the “Catch Up” period will be adjusted for participating customers.

dc Completion Timeline



Program Start: 2/1/2023

Program End: 5/31/2023

Mass adjustment postings processed within 1st week of June 2023



Thank You!

Attachment C

FY 2023 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. Proposal to 1) Remove FY 2022 CAP2 Recertification Requirements Language; and 2) Extend DC Water Cares: Residential Assistance Program and Multifamily Assistance Program for FY 2023			
a. <i>Presentation to RRC on proposal to amend Customer Assistance Program (CAP)</i>	June 28, 2022	√	Customer Service
b. <i>RRC recommends Board approval to amend the CAP regulations for CAP2, and extension of DC</i>	June 28, 2022	√	RRC
c. <i>Board approval to publish Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for CAAP2, and DC Water Cares Residential and Multifamily Assistance Programs extension</i>	July 7, 2022	√	Board of Directors
d. <i>Publish NOEPR and Notice of Public Hearing in DC Register</i>	July 22, 2022	√	DGLA
e. <i>Public comment period</i>	July 22 – September 19, 2022	√	OMAC & Board Secretary
f. <i>Public Hearing</i>	September 14, 2022	√	Board of Directors
g. <i>Public comment period closes</i>	September 19, 2022	√	Board Secretary
h. <i>RCC approves final proposal to amend CAP regulations for CAP2 and DC Water Cares Residential and Multifamily Assistance Programs extension</i>	September 27, 2022	√	RRC
i. <i>Implement extended DC Water Cares RAP and MAP in FY 2023</i>	October 1, 2022	√	Customer Care
j. <i>Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)</i>	October 6, 2022	√	Board of Directors
k. <i>Publish NOFR in D.C Register</i>	October 21, 2022	√	DGLA
l. <i>Continue Implementing DC Water Cares RAP and MAP Programs in FY 2023</i>	October 21, 2022	√	Customer Care

Attachment C

FY 2022 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
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2. 2023 COS for Operating Reserves			
<i>a. Present 2023 Operating Reserves Cost of Service Study for FY 2024 – FY 2028 to RRC</i>	February 28, 2023		Rates and Revenue
<i>b. Post Final COS on DC Water's website</i>	March 31, 2023		

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
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3. 2023 COS for Renewal & Replacement Reserves			
<i>a. Present 2023 Renewal and Replacement Reserves Cost of Service Study for FY 2024 – FY 2028 to RRC</i>	February 28, 2023		Rates and Revenue
<i>b. Post Final COS on DC Water's website</i>	March 31, 2023		

4. 2023 COS for Rate Stabilization Fund (RSF)			
<i>a. Present 2023 Rate Stabilization Fund Cost of Service Study for FY 2024 – FY 2028 to RRC</i>	February 28, 2023		Rates and Revenue
<i>b. Discussion with the Committee</i>	TBD		
<i>c. Post Final COS on DC Water's website</i>	March 31, 2023		

5. 2023 COS for Engineering Inspection			
<i>a. Present 2023 Cost of Service Study for Engineering Inspection for FY 2024 – FY 2028 to RRC</i>	July 25, 2023		Engineering
<i>b. Post Final COS on DC Water's website</i>	August 31, 2023		

Attachment C

FY 2023 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
6. 2023 COS for Federally Owned Water Mains (FOWM)			
<i>a. Present 2023 Cost of Service Study for Federally Owned Water Mains to RRC</i>	TBD		Engineering
<i>b. Post Final COS on DC Water's website</i>	TBD		

7. 2023 COS for Stormwater Charges and Recovery Methodology			
<i>a. Present 2023 Cost of Service Study for Stormwater Charges and Recovery Methodology to RRC</i>	TBD		Rates and Revenue
<i>b. Post Final COS on DC Water's website</i>	TBD		

8. 2023 COS for Water Supply Reliability and Resilience			
<i>a. Present 2023 Cost of Service Study for Water Supply Reliability and Resilience to RRC</i>	TBD		Engineering
<i>b. Post Final COS on DC Water's website</i>	TBD		

9. 2023 COS for Water, Sewer and CRIAC			
<i>a. Present 2023 Cost of Service Study for Water, Sewer and CRIAC to RRC</i>	January 24, 2024		Rates and Revenue
<i>b. Post Final COS on DC Water's website</i>	TBD		

Attachment C

FY 2023 Proposed RRC Committee Workplan

Objective/*Activities*/Task

10. Delinquent Accounts			
a. <i>Soldiers Home Negotiations</i>	Monthly, as needed		DGLA

Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department
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11. Rate Stabilization Fund			
a. Rate Stabilization Fund	Monthly, as needed		Rates & Revenue



Attachment D

**D.C. WATER AND SEWER AUTHORITY
BOARD OF DIRECTORS
RETAIL WATER & SEWER RATES
COMMITTEE MEETING**

**Tuesday, February 21, 2023; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairperson
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for March 21, 2023, Committee Meeting	Committee Chairperson
Other Business	Chief Financial Officer
Adjournment	

*Detailed agenda can be found on DC Water's website at www.dewater.com/about/board_agendas.cfm