



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

DC Retail Water and Sewer Rates Committee

*Tuesday, July 25th, 2023
9:30 a.m.*

Microsoft Teams

Join on your computer or mobile app

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Meeting ID: 254 587 687 769

Passcode: f6qBUE

Or call in (audio only)

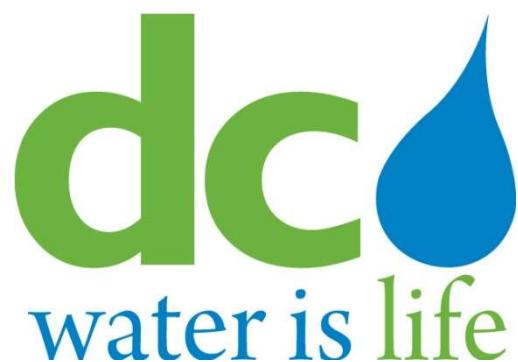
[+1 202-753-6714,422650959#](#)

Phone Conference ID: 422 650 959#

- 1. Call to Order Rachna Bhatt, Chairperson**
- 2. Roll Call.....Michelle Rhodd**
- 3. Monthly Report to DC Retail Water & Sewer Rates Committee (Attachment A).....Syed Khalil**
- 4. Voice of Customer Results Presentation (Attachment B)..... Elliott Moran**
- 5. DC Retail Water and Sewer Rates Committee Workplan (Attachment C)Syed Khalil**
 - FY 2023 Proposed DC Retail Rates Committee Workplan
- 6. Agenda for September 26, 2023, Committee Meeting (Attachment D) ...Rachna Bhatt, Chairperson**
- 7. Other Business ... Syed Khalil**
- 8. Executive Session***
- 9. Adjournment.....Rachna Bhatt, Chairperson**

This meeting is governed by the Open Meetings Act. Please address any questions or complaints arising under this meeting to the Office of Open Government at opengovoffice@dc.gov.

*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 June 30, 2023

DEPARTMENT OF FINANCE

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

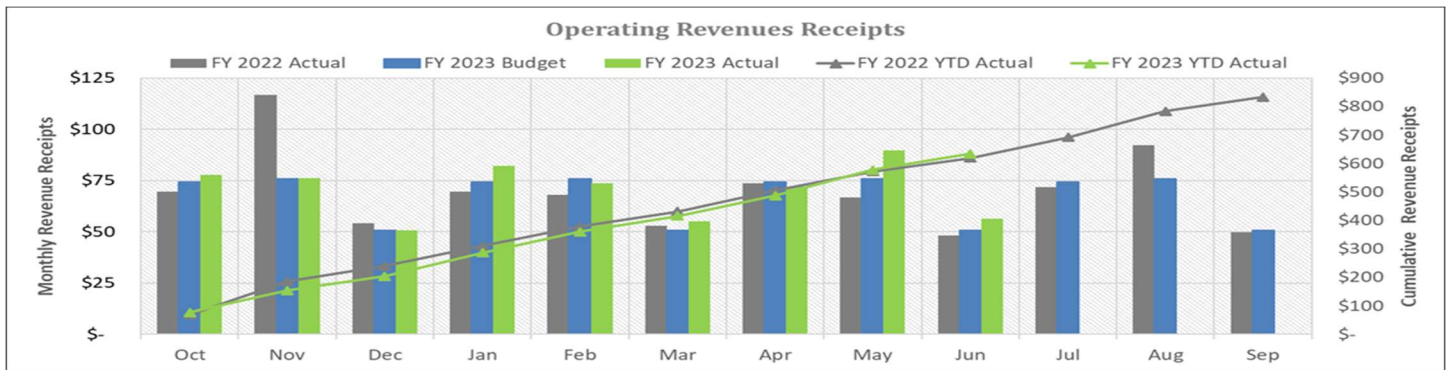
Syed Khalil, Vice President, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of June 30, 2023

Operating Revenues (\$'000's)

FY 2022 Actual		CATEGORY	FY 2023						Projections	
Total Annual	YTD June		Year-to-Date Performance				Year-End Projections	% of Budget		
			Annual Budget	YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)		
\$451,336	\$332,844	Residential / Commercial / Multi-Family	\$476,456	\$357,342	\$364,388	76.5%	\$7,046	2.0%	\$485,387	101.9%
77,112	57,834	Federal	84,768	63,576	62,879	74.2%	(697)	(1.1%)	83,839	98.9%
21,055	14,909	Municipal (DC Govt.)	23,203	17,403	15,161	65.3%	(2,242)	(12.9%)	21,198	91.4%
13,210	9,767	DC Housing Authority	14,208	10,656	13,597	95.7%	2,941	27.6%	16,371	115.2%
23,134	17,070	Metering Fee	24,083	18,062	18,066	75.0%	4	0.0%	24,086	100.0%
42,079	31,489	Water System Replacement Fee (WSRF)	39,717	29,790	31,749	79.9%	1,959	6.6%	41,746	105.1%
84,899	63,578	Wholesale	104,560	78,420	75,392	72.1%	(3,028)	(3.9%)	104,560	100.0%
22,630	16,282	PILOT/ROW	23,070	17,304	17,285	74.9%	(19)	(0.1%)	23,311	101.0%
98,140	76,070	All Other	52,377	39,282	35,335	67.5%	(3,947)	(10.0%)	44,957	85.8%
\$833,594	\$619,844	TOTAL	\$842,442	\$631,835	\$633,852	75.2%	\$2,017	0.3%	\$845,454	100.4%



VARIANCE ANALYSIS FOR MAJOR REPORTED ITEMS

At the end of June 2023, cash receipts totaled \$633.9 million, or 75.2 percent of the FY 2023 Revised Budget. The YTD Revised Budgeted receipts were \$631.8 million. The total receipts for June were \$56.4 million as compared to the budgeted \$52.6 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their third quarterly payment in April), and wholesale customers (who made third quarterly payment in May 2023).

Areas of Over-collection	Areas of Under-collection
<p><u>Residential, Commercial and Multi-Family</u> – Receipts for this category are slightly higher at \$364.4 million or 76.5 percent of the Revised Budget. The June 2023 receipts were higher by \$0.3 million, or 0.8 percent as compared to the monthly Budget of \$39.7 million.</p> <p><u>DC Housing</u> - Receipts are slightly higher at \$13.6 million or 95.7 percent of the Revised Budget. The June 2023 receipts are higher by \$1.7 million as compared to the monthly Budget of \$1.2 million because the DC Housing Authority made the payment for June billed amount early in June instead of July 2023.</p>	<p><u>Federal</u> - Actual receipts through June 2023 total \$62.9 million or 74.2 percent of the Revised Budget. The Federal government made their third quarter payment in April 2023. The lower actual Federal receipt is due to disputed accounts of Soldiers Home.</p> <p><u>District Government</u> – Receipts are lower at \$15.2 million or 65.3 percent of the Revised Budget. The June 2023 receipts are slightly lower at \$1.7 million as compared to the monthly Budget of \$1.9 million.</p> <p><u>Wholesale</u> – The receipts were \$75.4 million or 72.1 percent of the Revised Budget. The lower receipt is mainly due to the higher Revised Budget as compared to the previously Approved Budget. The budget difference of \$ 7.4 million is expected to be recovered in the fourth quarter.</p> <p><u>PILOT/ROW</u> – The receipts for PILOT/ROW are slightly lower at \$17.3 million or 74.9 percent of the Revised Budget. The June 2023 receipts are slightly lower by sixty-eight thousand dollars as compared to the monthly budget of \$1.7 million.</p> <p><u>Other Revenue</u> - Receipts are lower at \$35.3 million or 67.5 percent of the Revised Budget. This is due to lower receipts for Interest Earnings, System Availability Fee and Washington Aqueduct Backwash. The June 2023 receipts are slightly higher at \$5.3 million as compared to the revised budget of \$3.4 million.</p>

Monthly Report to DC Retail Water and Sewer Rates Committee

As of June 30, 2023

Operating Revenues Detail

(\$ in millions)

Revenue Category	FY 2023 Budget	YTD Budget	Actual	Variance Favorable / (Unfavorable)	Actual % of Budget	Year-End Projections	Variance Proj vs Budg	% of Budget	
Residential, Commercial, and Multi-family	\$476.5	\$357.3	\$364.4	\$7.1	2.0%	76.5%	\$485.4	\$8.9	101.9%
Federal	84.8	63.6	62.9	(0.7)	-1.1%	74.2%	83.8	(0.9)	98.9%
District Government	23.2	17.4	15.2	(2.2)	-12.9%	65.3%	21.2	(2.0)	91.4%
DC Housing Authority	14.2	10.7	13.6	2.9	27.6%	95.7%	16.4	2.2	115.2%
Customer Metering Fee	24.1	18.1	18.1	0.0	0.0%	75.0%	24.1	0.0	100.0%
Water System Replacement Fee (WSRF)	39.7	29.8	31.7	2.0	6.6%	79.9%	41.7	2.0	105.1%
Wholesale	104.6	78.4	75.4	(3.0)	-3.9%	72.1%	104.6	(0.0)	100.0%
Right-of-Way Fee/PILOT	23.1	17.3	17.3	(0.0)	-0.1%	74.9%	23.3	0.2	101.0%
Subtotal (before Other Revenues)	\$790.1	\$592.5	\$598.5	\$6.0	1.0%	75.7%	\$800.5	\$10.4	101.3%
IMA Indirect Cost Reimb. For Capital Projects	4.4	3.3	4.4	1.1	33.3%	100.0%	4.4	0.0	100.0%
DC Fire Protection Fee	11.5	8.7	8.7	0.0	0.0%	75.7%	11.5	0.0	100.0%
Stormwater (MS4)	1.1	0.8	0.8	0.0	0.0%	72.7%	1.1	0.0	100.0%
Interest	7.5	5.7	4.5	(1.2)	-21.1%	60.0%	5.8	(1.7)	77.3%
Developer Fees (Water & Sewer)	8.0	6.0	7.7	1.7	28.3%	96.3%	9.7	1.7	121.3%
System Availability Fee (SAF)	7.7	5.8	3.4	(2.4)	-41.4%	44.2%	4.7	(3.0)	61.0%
Washington Aqueduct Backwash	4.6	3.5	0.2	(3.3)	-94.3%	4.3%	0.6	(4.0)	13.0%
Others	7.4	5.6	5.7	0.1	1.8%	123.9%	7.0	(0.4)	94.6%
Subtotal	\$52.4	\$39.3	\$35.3	(\$3.9)	-9.9%	67.4%	\$45.0	(\$7.4)	85.8%
Rate Stabilization Fund Transfer	\$0.0	\$0.0	\$0.0	\$0.0	0.0%	0.0%	\$0.0	\$0.0	0.0%
Other Revenue Subtotal	\$52.4	\$39.3	\$35.3	(\$3.9)	-10.0%	67.5%	\$45.0	(\$7.4)	85.8%
Grand Total	\$842.4	\$631.8	\$633.9	\$2.0	0.3%	75.2%	\$845.5	\$3.0	100.4%

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

Customer Category	Water	Sewer	Clean Rivers IAC	Metering Fee	WSRF	Total
Residential	\$31,437	\$49,586	\$19,066	\$8,078	\$7,224	\$115,392
Commercial	60,037	67,974	23,304	5,359	12,491	169,164
Multi-family	41,053	63,142	8,789	2,625	5,857	121,466
Federal	23,161	26,329	13,389	1,177	4,357	68,413
District Govt	4,051	5,481	5,628	631	1,508	17,300
DC Housing Authority	5,166	7,653	778	196	311	14,104
Total:	\$164,905	\$220,165	\$70,955	\$18,066	\$31,749	\$505,840

Note: The breakdown of Collections into Residential, Commercial, & Multi-family and Water and sewer is approximate as it is based on percentages of historical data and does not take into account adjustments and timing differences

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

Customer Category	FY2023 Budget	Year-To-Date Budget	Actual Received	Variance Favorable / <Unfavorable>	Variance % of YTD Budget	Actual % of Budget
Residential	\$24,093	\$18,070	\$19,066	\$997	6%	79%
Commercial	28,572	21,429	23,304	1,875	9%	82%
Multi-family	11,637	8,728	8,789	61	1%	76%
Federal	18,438	13,829	13,389	(439)	-3%	73%
District Govt	7,680	5,760	5,628	(132)	-2%	73%
DC Housing Authority	1,006	755	778	24	3%	77%
Total:	\$91,426	\$68,570	\$70,955	\$2,385	3%	78%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of June 30, 2023

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
October 31, 2022	\$29.4	12,370
November 30, 2022	\$29.7	12,689
December 31, 2022	\$31.0	13,465
January 31, 2023	\$30.1	13,170
February 28, 2023	\$30.3	13,031
March 31, 2023	\$29.4	12,739
April 30, 2023	\$29.2	12,506
May 31, 2023	\$28.8	12,354
June 30, 2023	\$28.0	11,457

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 Jun (All Categories)				Total Delinquent				
	W & S	Impervious Only	Total No. of	Active		Inactive		May		Jun		
				No. of	Amount	No. of	Amount	No. of	Amount	No. of	Amount	%
a/c	a/c	a/c	a/c	(\$)	a/c	(\$)	a/c	(\$)	a/c	(\$)	%	
Commercial	9,059	2,049	11,108	1,079	5,768,002	76	\$277,709	1,101	\$6,142,598	1,155	\$6,045,711	22%
Multi-family	8,677	318	8,995	1,185	12,797,415	23	\$95,860	1,220	\$12,777,995	1,208	\$12,893,275	46%
Single-Family Residential	107,133	2,049	109,182	8,946	8,933,069	148	\$163,703	10,033	\$9,899,602	9,094	\$9,096,772	32%
Total	124,869	4,416	129,285	11,210	\$27,498,486	247	\$537,272	12,354	\$28,820,195	11,457	\$28,035,758	100%

Notes: Included in the above \$28.0M (or 11,457 accounts) of the DC Water Over 90 days delinquent accounts, \$4,922,299.54 (or 1,270 accounts) represents Impervious only accounts over 90 days
 -Reportable delinquencies do not include balances associated with a long standing dispute between DC Water and a large commercial customer.
 -Delinquent accounts (11,457) as a percentage of total accounts (129,285) is 8.9 percent.
 -Delinquent impervious only accounts (1,270) as a percentage of total accounts (129,285) is 1.0 percent.
 -Delinquent impervious only accounts (1,270) as a percentage of total delinquent accounts (11,457) are 11.1 percent.

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of June 30, 2023

Arrears by Customer Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Commercial	2,175	\$ 7,707,889.54	1,387	\$ 6,496,724.96	1,155	\$ 6,045,710.72
Multi-family	1,762	\$ 16,077,377.45	1,377	\$ 14,147,286.13	1,208	\$ 12,893,275.10
Residential	18,521	\$ 12,029,174.27	12,079	\$ 10,311,486.42	9,094	\$ 9,096,772.24

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	1,218	\$ 835,234.50	725	\$ 701,886.95	535	\$ 638,059.68
Ward 2	520	\$ 223,360.54	281	\$ 175,260.93	214	\$ 151,350.48
Ward 3	598	\$ 298,860.02	331	\$ 221,962.16	224	\$ 182,678.06
Ward 4	3,268	\$ 1,983,303.29	2,062	\$ 1,674,722.35	1,483	\$ 1,459,772.67
Ward 5	3,745	\$ 2,179,091.12	2,435	\$ 1,850,636.97	1,873	\$ 1,624,132.54
Ward 6	1,425	\$ 792,225.22	930	\$ 681,713.13	689	\$ 601,205.50
Ward 7	5,015	\$ 3,622,560.44	3,425	\$ 3,186,484.54	2,614	\$ 2,804,331.56
Ward 8	2,732	\$ 2,094,539.14	1,890	\$ 1,818,819.39	1,462	\$ 1,635,241.75
Total	18,521	\$ 12,029,174.27	12,079	\$ 10,311,486.42	9,094	\$ 9,096,772.24

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	1,604	\$ 624,828.43	914	\$ 511,390.77	602	\$ 439,271.03
CAP2	73	\$ 36,114.68	41	\$ 30,872.09	24	\$ 27,270.26
CAP3	9	\$ 15,138.04	9	\$ 13,983.09	8	\$ 12,126.22

*Based on number of accounts that have been given credit in Jun 2023.

Customer Arrears Data

CAP Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1	75	\$ 57,637.80	41	\$ 51,583.94	29	\$ 48,167.56
Ward 2	16	\$ 4,694.77	9	\$ 3,827.46	6	\$ 3,035.51
Ward 3	10	\$ 7,023.27	5	\$ 6,553.42	3	\$ 6,121.74
Ward 4	218	\$ 103,574.47	119	\$ 89,077.31	77	\$ 79,172.88
Ward 5	324	\$ 116,512.29	193	\$ 94,453.45	129	\$ 77,917.28
Ward 6	83	\$ 20,108.89	49	\$ 15,105.73	35	\$ 11,724.41
Ward 7	533	\$ 172,215.41	293	\$ 137,875.19	188	\$ 116,976.07
Ward 8	345	\$ 143,061.53	205	\$ 112,914.27	135	\$ 96,155.58
Total	1,604	\$ 624,828.43	914	\$ 511,390.77	602	\$ 439,271.03

*Based on number of accounts that have been given credit in Jun 2023.

CAP2 Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1	1	\$ 94.41	0	\$ -	0	\$ -
Ward 2	1	\$ 52.69	1	\$ 21.74	0	\$ -
Ward 3	0	\$ -	0	\$ -	0	\$ -
Ward 4	13	\$ 3,151.83	8	\$ 2,572.48	5	\$ 2,018.75
Ward 5	6	\$ 5,326.73	2	\$ 4,821.79	2	\$ 4,568.52
Ward 6	2	\$ 142.19	1	\$ 54.67	0	\$ -
Ward 7	33	\$ 22,531.18	18	\$ 19,984.22	10	\$ 17,962.76
Ward 8	17	\$ 4,815.65	11	\$ 3,417.19	7	\$ 2,720.23
Total	73	\$ 36,114.68	41	\$ 30,872.09	24	\$ 27,270.26

*Based on number of accounts that have been given credit in Jun 2023.

CAP3 Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1						
Ward 2						
Ward 3	0	\$ -	0	\$ -	0	\$ -
Ward 4	2	\$ 3,145.11	2	\$ 2,844.85	1	\$ 2,743.12
Ward 5	3	\$ 4,274.22	3	\$ 3,986.49	3	\$ 2,727.38
Ward 6	0	\$ -	0	\$ -	0	\$ -
Ward 7	4	\$ 7,718.71	4	\$ 7,151.75	4	\$ 6,655.72
Ward 8	0	\$ -	0	\$ -	0	\$ -
Total	9	\$ 15,138.04	9	\$ 13,983.09	8	\$ 12,126.22

*Based on number of accounts that have been given credit in Jun 2023.

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 June 30, 2023, developer deposits had \$45.2 million in credit balances (liability) and \$10.9 million in debit balances (receivable).

Balances by Year as of June 30, 2023

Credit Balances (Liability)	Debit Balances (Receivables)
\$45.2 million	\$10.9 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	\$ 268,327.91	89	\$ (121,417.22)
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	\$ 192,079.13	49	\$ (156,579.77)
2009	\$ (171,624.41)	28	\$ 194,279.55	45	\$ 22,655.14
2010	\$ (302,803.30)	47	\$ 140,108.65	40	\$ (162,694.65)
2011	\$ (478,628.68)	89	\$ 399,553.89	55	\$ (79,074.79)
2012	\$ (1,238,401.63)	251	\$ 437,876.98	89	\$ (800,524.65)
2013	\$ (1,842,523.21)	279	\$ 257,250.40	80	\$ (1,585,272.81)
2014	\$ (2,090,260.83)	283	\$ 953,367.89	61	\$ (1,136,892.94)
2015	\$ (1,620,482.47)	294	\$ 262,882.55	37	\$ (1,357,599.92)
2016	\$ (3,104,462.95)	363	\$ 530,222.10	62	\$ (2,574,240.85)
2017	\$ (2,357,053.49)	433	\$ 455,191.16	112	\$ (1,901,862.33)
2018	\$ (4,936,620.57)	535	\$ 1,414,026.76	121	\$ (3,522,593.81)
2019	\$ (7,222,935.90)	468	\$ 1,630,939.31	171	\$ (5,591,996.59)
2020	\$ (4,790,941.22)	327	\$ 579,308.03	142	\$ (4,211,633.19)
2021	\$ (4,875,515.52)	343	\$ 530,319.04	144	\$ (4,345,196.48)
2022	\$ (6,490,895.98)	350	\$ 719,630.45	171	\$ (5,771,265.53)
2023	\$ (2,532,447.83)	121	\$ 541,240.07	128	\$ (1,991,207.76)
Total	\$ (45,230,301.77)	4,406	\$ 10,912,369.41	1,733	\$ (34,317,932.36)

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 pending forfeiture determination and execution.	(5,208,685.01)	889

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. For the last three years, annual statements were mailed to customers on April 28, 2023, 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

In response to the annual account statements provided to customers, a significant number of refund requests have been submitted. DC Water has brought on additional resources to review and process these refund requests. Along with new leadership assigned to the Permit Operations department, we have hired several new staff members, and we have used an existing contract for short-term support to further these efforts.

To fully address the backlog of refund requests, DC Water recently completed a solicitation proposal process and has hired a contractor to provide support services. This contractor has been tasked with assisting DC Water to handle the backlog with an expedited schedule of completion. This new contract has been executed, and a kick-off meeting was held the week of July 17th. A new database tool has also been developed to better manage the total accounts from the various legacy permit management systems from previous years and will be used to track refund requests and completed refunds going forward. Details on the refunds requested and processed will be reported to the DC Retail Water and Sewer Rates Committee and Finance and Budget Committee in future reports.

Monthly Report to DC Retail Water and Sewer Rates Committee

Payment Plan and Disconnection Report

Fiscal Year-to-Date
As of June 30, 2023

Number of Active Accounts by Zip Code & Customer Class

As of June 30, 2023

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.*
Total	11,962	1,815	561	537	354	1,319	118	21	19	52	1,355	299	63	30	
20000	1														
20001	526	71	21	19	40	131	12	3	2	10	19				1
20002	1,193	165	44	32	43	217	19	5	5	10	218	42	8		7
20003	338	48	15	6	8	84				3	21	6	1		
20004						2	1	1							
20005	6	1				17	1				3	1	1		
20006						7	1								
20007	195	16	8	6	7	42	6	1		5	20				
20008	65	7	1	3	2	34	3				8	1			
20009	209	21	7	9	10	45	5		2	2	51	14	2		1
20010	374	55	10	12	29	50	5	1	1	3	24	7			2
20011	1,778	295	98	88	54	139	20		1	5	103	22	1		4
20012	367	70	21	13	14	33	3			3	11	1			1
20015	115	14	3	3		4	1			1	3	1			
20016	157	17	5	2	6	62	4	1		1	3	1			
20017	593	116	36	43	9	42	6	1			22	1			1
20018	825	147	48	47	19	99	6	1	4	3	23	9	4		
20019	2,688	394	129	115	34	127	8	4	3	3	280	65	12		1
20020	1,583	200	70	90	57	63	5	1	1	1	319	70	20		10
20024	45	9	3	2	1	16	1				12				
20032	892	167	42	47	21	78	6	1			204	57	14		2
20036	3	1				18	3	1		2	7				
20037	9	1				8	2				4	1			
20429						1									

**Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 284, Com. 104 and MF 46*

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



FY2022 Voice of the Customer Survey Results

Submitted by: Meisha Thomas, Director, Customer Care

Presented by: Elliott Moran, Walker Information

July 25, 2023

Agenda

- 01 Evolution of Voice of the Customer
- 02 Program Objectives & Background
- 03 Overall Results
- 04 Roadmap Actions
- 05 Low Income Assistance
- 06 Demographic Findings
- 07 Next Steps



Voice of Customer Evolution & Roadmap



Untimely survey results with a two-year turnaround.
No way to positively effect survey results.

Obtained Qualtrics as survey vendor with real-time results.

Survey was completed but the analysis was not done due to personnel changes within the department.

Conducted survey using Blueprint 2.0 as the basis for questions and result compilation.

Will conduct the next VOC survey and continue approximately every 18 months.



Program Objectives & Background



Objective

- Overall Experience
- Customer Feedback
- Strengths
- Improvement Opportunities
- Key Imperatives



Inputs

- Voice of the Customer Survey
- Customer Journey Mapping
- Customer Interviews
- Internal Interviews
- Customer Calls
- Process Documentation
- Customer Portal
- Interactive Voice Response System (IVR)

Invited Count	Total Successful Invites
74,090	72,300

Response Rate	Response Rate %
3,889	*5.38%



Deliverables

- Synthesis and Reporting of all Inputs
- Key Findings
- Recommendations



Results – Overall Experience

Overall Experience – Top 2 Box



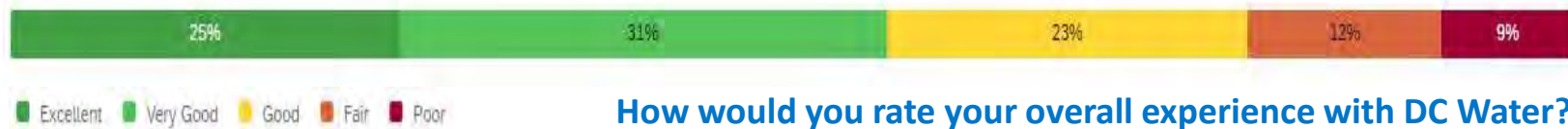
(n=3,763)

Overall Experience – Top 3 Box



(n=3,763)

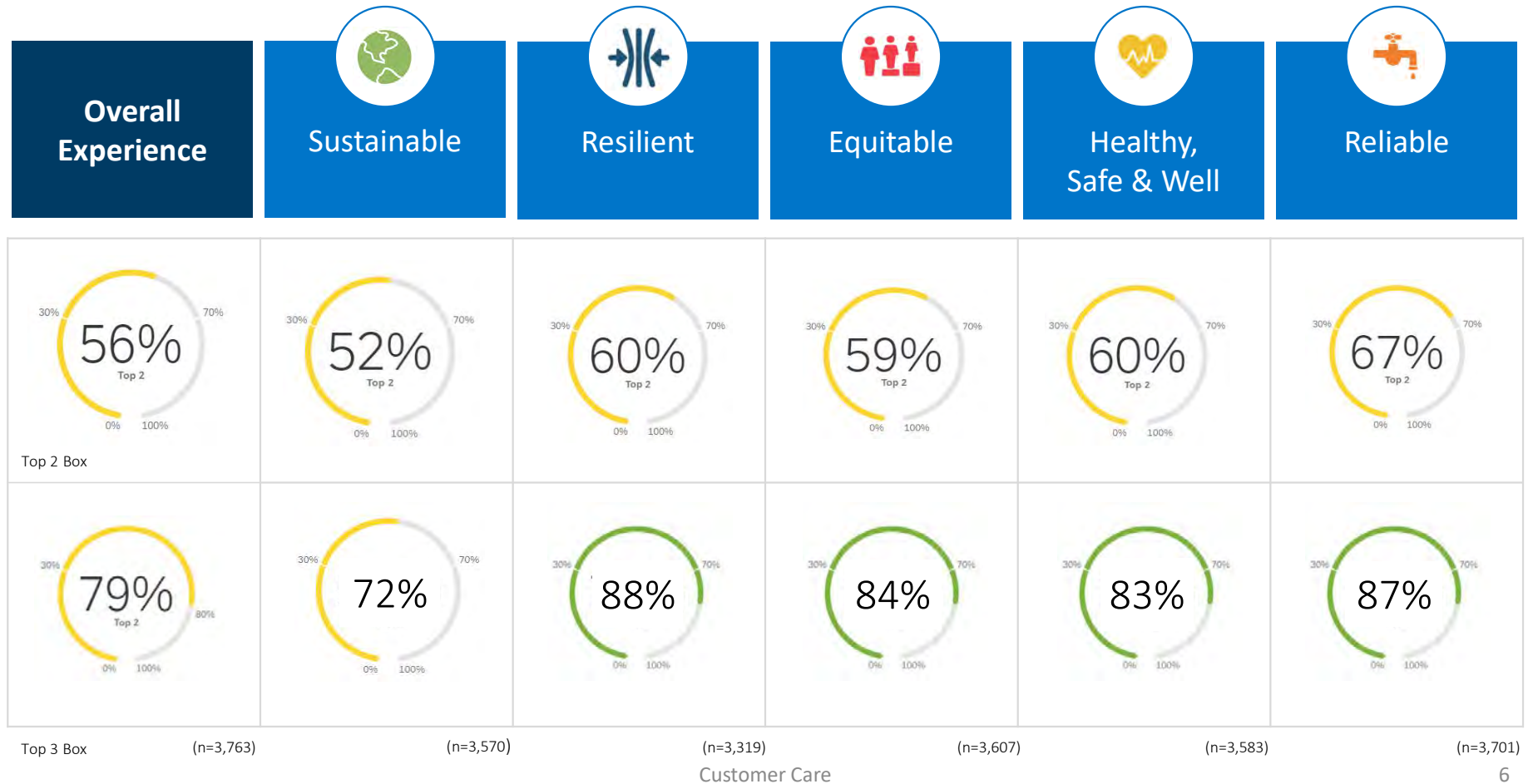
Overall Experience – %



How would you rate your overall experience with DC Water?



Results – Overall Experience - Key Imperatives





Accurate and consistent communication for planned and unplanned outages with updates throughout



1. Genesys Upgrade (In-progress)
2. Expand Everbridge Use

Improve bill format for ease of understanding



1. Bill Payment and Bill Print Vendor Contract (In-progress)
2. DCW Website Enhancement to include instructional videos (In-Progress)

Offering more flexibility when modifying scheduled payments



1. Bill Payment and Bill Print Vendor Contract (In-progress)



Equitable Imperative Actions



EQU



Current Projects

Provide accurate and current information for both customers and DCW employees



1. DCW Website Enhancement (In-Progress)
2. Performance & Control Team Creation (In-Progress)
3. SharePoint Upgrade & Enhancement (Phased & Continuous) - (In-Progress)

Improve customer communications regarding technician visits

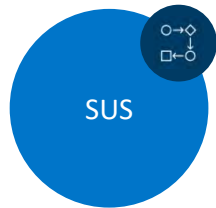


1. Field and CIS Work Order Management Enhancement (FY24 & Future)
2. Exploring texting options for various customer interactions, including field updates. (FY24 & Future)

Increase customers communications regarding DCW financial assistance programs



1. Catch-up offer (ended 5/31/2023)
2. Continual outreach during the remainder of the year. (In-Progress)
3. Customer Assistance Awareness Survey (start 7/2023)



Improve customer communication regarding the value of water.



1. Customer Assistance Awareness Survey (7/2023)
2. OMAC marketing/communication plan to incorporate customer education (FY24 & Future)

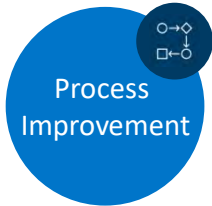
Improve customer communications regarding DC Water's commitment to the environment.



1. OMAC marketing/communication plan to incorporate customer education (FY24 & Future)



Process Improvement Actions



Empower customers to participate in setting up new accounts or closing accounts.



- 1. Third-Party Portal (3PP) enhancement
- 2. DCW Website enhancement (In-Progress)

Empower customers to self-serve on DC Water's website or customer portal.



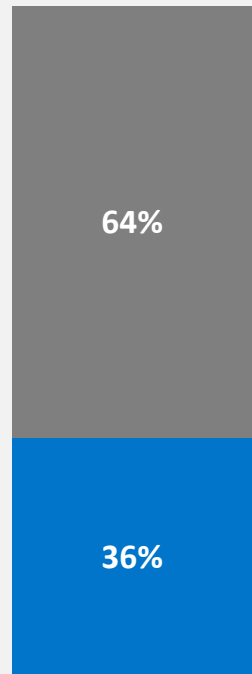
- 1. DCW Website Enhancement (In-Progress)
- 2. My DC Water Customer Portal Upgrade (FY24)



Customer Assistance Program Awareness



We offer several customer assistance programs for low to middle income customers. Are you aware of the following programs?



1,319 customers are NOT AWARE of ANY customer assistance programs

753 customers are aware of ANY customer assistance program

(n=2,052)

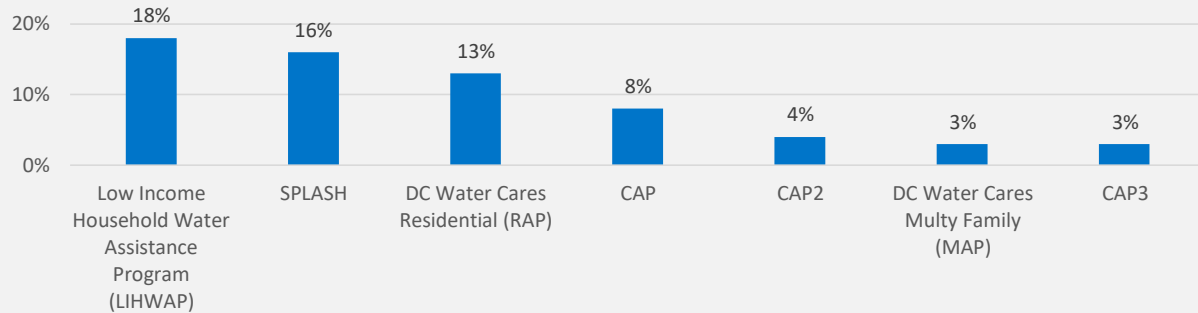


Program Awareness and Communication Channels



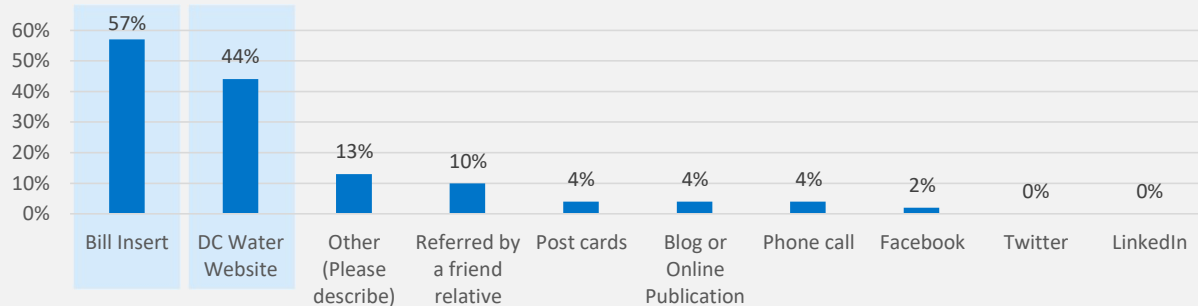
We offer several customer assistance programs for low to middle income customers. Are you aware of the following programs?

Customer Assistance Programs – Which programs are you aware of? (2,052)



How did you hear about these programs?

How did you hear about these programs? (708)





77% of those served by a water utility rate their water as excellent or good.



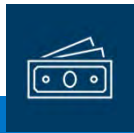
Taste, clarity, and odor appear to be the driving factors regarding how adults report on their quality of water.



81% of U.S. adults view the water at their faucet as *safe*.



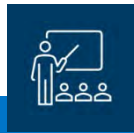
Demographic Findings



Income

Affordability is rated lower amongst **higher income** level respondents.

Higher income level respondents note **Emergency Responsiveness** an area of **opportunity**.



Education

Affordability is rated lower for respondents with **higher levels of education** (graduate and 4-year college).

Emergency responsiveness is highlighted as an area of opportunity by respondents with higher levels of education.



Age

Respondents aged **35-44** rate **overall experience lower** than other age groups and rate **all imperatives lower** except for healthy, safe & well.

Respondents age **65+** rate all **imperatives higher** as compared to other age groups.



Gender

Female respondents (62%) rate the **quality of drinking water** lower than **male respondents** (75%).

Noting **taste** and **safety** as the two primary contributors to their rating.

*DC population 52% female, 47% male



Ethnicity

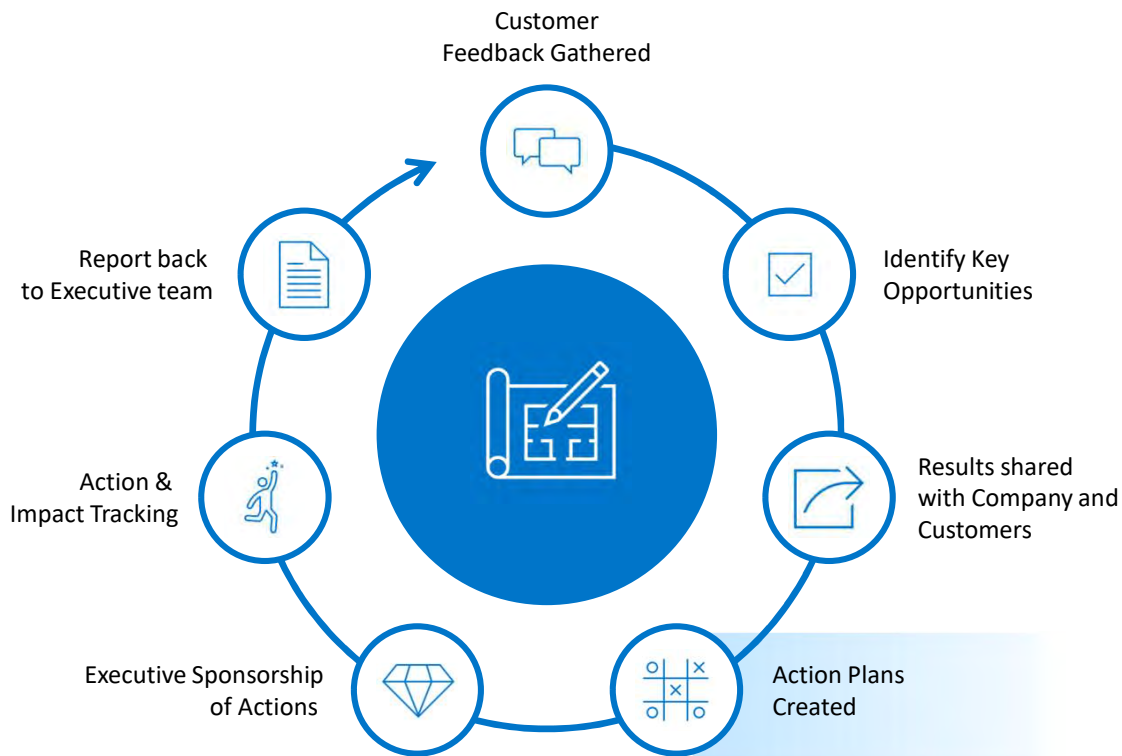
Black/African American respondents (59%) rate the **quality of drinking water** lower than White respondents (76%).

Taste and **safety** are noted as the primary contributors to their rating.

*DC population 47% Black/African American, 40% White



Where do we go from here?



Customer Care



*Voice of Customer is about much more than scores ...
.....it is about implementing actions to improve customer experiences with DC Water.*



Thank You!

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

FY 2023 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
2. 2023 COS for Operating Reserves			
a. Present 2023 Operating Reserves Cost of Service Study for FY 2024 – FY 2028 to RRC	February 28, 2023	√	Rates and Revenue
b. Discussion of the options and recommendations using feedback from Board members for COS of Operating Reserves	April 25, 2023	√	
c. Post Final COS on DC Water's website	July 25, 2023		
3. 2023 COS for Renewal & Replacement Reserves			
a. Present 2023 Renewal and Replacement Reserves Cost of Service Study for FY 2024 – FY 2028 to RRC	February 28, 2023	√	Rates and Revenue
b. Discussion of the options and recommendations using feedback from Board members for COS of Renewal and Replacement Reserves	April 25, 2023	√	
c. Post Final COS on DC Water's website	July 25, 2023		
4. 2023 COS for Rate Stabilization Fund (RSF)			
a. Present 2023 Rate Stabilization Fund Cost of Service Study for FY 2024 – FY 2028 to RRC	February 28, 2023	√	Rates and Revenue
b. Discussion with the Committee Cost of Service for Operating Reserves, Renewal and Replacement Reserves and Rate Stabilization Fund	February 28, 2023	√	
c. Discussion of the options and recommendations using feedback from Board members for COS of Operating Reserves, Renewal and Replacement Reserves and Rate Stabilization Fund	April 25, 2023	√	
d. Post Final COS on DC Water's website	July 25, 2023		

FY 2023 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
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>	September 26, 2023		Engineering
<i>b. Post Final COS on DC Water's website</i>	October 24, 2023		
6. 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>	September 26,2023		Rates and Revenue
<i>b. Post Final COS on DC Water's website</i>	October 24,2023		
7. 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		
8. Delinquent Accounts			
<i>a. Soldiers Home Negotiations</i>	Monthly, as needed		DGLA
9. Rate Stabilization Fund			
<i>a. Rate Stabilization Fund</i>	Monthly, as needed		Rates & Revenue



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

Tuesday, September 26, 2023; 9:30 a.m.

AGENDA

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for October 31, 2023 Committee Meeting	Committee Chairman
Other Business	Chief Financial Officer
Adjournment	