

## Frequently Asked Questions (FAQ):

### Pending Disconnection-Reconnection for Commercial and Residential Properties

#### 1. What is the criteria for disconnection?

DC Water reserves the right to discontinue water services to any property with outstanding charges that remain unpaid for 30 days or more from the billing date.

#### 2. How will I be notified of impending disconnection?

DC Water will issue a written notice to the customer and/or property owner 15 days prior to service disconnection. The notice will detail the reason for disconnection, the outstanding balance, any penalties or fees, and the necessary actions to avoid disconnection. It will be mailed to the customer's billing address.

#### 3. What should I do if I am struggling to pay my bill?

DC Water offers a robust suite of customer assistance programs and flexible payment terms designed to meet the needs of eligible customers. For more information visit us online at [DC Water Cares](https://www.dcwwater.com/dcwatercares).

#### 4. Can I make payment arrangements to avoid disconnection?

Absolutely! We are delighted to offer flexible payment plans that simplify managing your past-due balances. With our interest-free options, you can easily reduce your outstanding amount by adding a portion to your regular monthly bill. It's straightforward and stress-free! To get started, call our self-service hotline at 202-354-3600 or visit us online at [mydcwater.com](https://mydcwater.com).

#### 5. What do I do if my water has been turned off?

To restore water service, you must pay the past due balance. If you need additional assistance, please explore our comprehensive suite of programs at [DC Water Cares](https://www.dcwwater.com/dcwatercares)

How can I pay my bill?

- Online: Visit [mydcwater.com](https://mydcwater.com) to make a payment using a credit or debit card (service fees apply: \$1.95 for residential and 2.65% for non-residential properties).
- By Phone: Call our 24-hour self-service hotline at 202-354-3600.
- By Mail: Send a check or money order to: District of Columbia Water and Sewer Authority Customer Service Department P.O. Box 97200 Washington, DC 20090.

- In-Person: Cash payments can be made at select Western Union locations. For more information, visit our [Payment Options](#) page."

## 6. What happens if my payment plan defaults?

If a customer fails to adhere to the payment arrangement, DC Water will disconnect services for non-payment. Additionally, accrued interest, late fees, and penalties will be assessed.

## 7. How soon will my service be restored after payment?

Water services will be restored within one business day from the creation date of the service order. Please note that we do not restore water service on weekends or holidays

## 8. What fees are associated with disconnection and reconnection?

If DC Water terminates water service, customers will be charged a disconnection and reconnection fee. For a complete list of our established fees, please visit our Fees page at [Rates and Fees | DC Water](#)

## 9. What happens if water is restored without authorization?

Following a disconnection for non-payment, if water service is restored illegally, an 'On Without Authority' fee will be assessed to your account. For a complete list of our established fees, please visit our Fees page at [Rates and Fees | DC Water](#).

## 10. What happens if a payment is returned?

DC Water will deem the delinquent account unpaid and may promptly disconnect the water service without further notice.

