

Let us help you pay your outstanding water bill through our Payment Plan Incentive Program.

An illustration of a hand holding a red and white life preserver with a blue circle containing a white dollar sign in the center, set against a blue background.

Under the Payment Plan Incentive Program, DC Water will reduce your outstanding balance by a credit of forty percent (40%) of on-time payments to that balance when you enroll in an eligible payment plan and make on-time monthly payments. Credits will be made to your account every 120 days after each three qualifying payments.

This is a limited-time offer so take advantage today!

Here's How it Works!



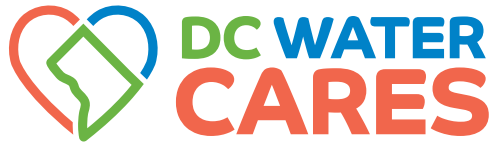
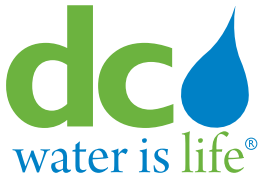
Set up Payment Plan Enroll by phone at **(202) 354-3600** or online at [MYDCWater.com](https://www.MYDCWater.com).



Make On-Time Payments Pay by phone at **(202) 354-3600** or online at [MYDCWater.com](https://www.MYDCWater.com).



Credits Posted 40% credit is posted after every 3rd qualifying payment is made.



Program Rules:

- Eligible participants are residential customers who have had an outstanding balance for 60 days or greater and with an outstanding balance of \$500 or more.
- The Payment Plan Incentive Program begins on June 1, 2024, and will continue until September 30, 2025. At the program end date, DC Water will allow the customer to maintain their payment plan but will no longer apply credits towards their payments.
- Program participants must pay their current charges and the payment plan amount monthly by the due date to maintain participation in the program. If on-time payments are not maintained, the payment plan will be in default.
- If the customer defaults (fails to pay the total current charges and designated payment plan amount by the due date) before the end of three (3) months of on-time payments, a new payment plan must be established and the Payment Plan Incentive Program restarts so that the customer needs three (3) new months of on-time payments to be eligible for the incentive credit. (Customer will forfeit the opportunity for credit on the defaulted payment plan.)
- The incentive credit will be calculated based on 40% of the total amount paid for the current charges and the payment plan and will be applied to the outstanding payment plan balance.
- Program credits will be applied on the fourth month after three (3) months of on-time payments.
- Customers with an existing payment plan before the program start date (June 1, 2024) will only receive credit(s) starting with payments received after June 1. The first credit may be posted in September.
- Customers with an existing payment plan must have a remaining outstanding balance of \$500 or greater at the start of the program (June 1, 2024).
- As the customer pays the bill, the number of installments will remain the same, but the payment plan amount will be recalculated and reduced. Customers will see the new payment plan amount on their monthly bill.
- If a down payment is required to set up a payment plan, the down payment will not be considered part of the Payment Plan Incentive Program and will not be used in the credit adjustment calculation.
- A minimum 3-month payment plan must be set up to qualify for the discount.
- The Payment Plan Incentive Program does not supersede Flexible Payment Plan enrollment and participation requirements.

DC Water understands that bill affordability can be a challenge, and we strive to find ways to help all customers we serve in the District of Columbia. For more information, visit our website at dcwater.com/cares.

DISCLAIMER: This correspondence is NOT an offer to enter into a contract. Efforts to enroll, begin performance, or otherwise accept will not constitute an acceptance or consideration leading to the formation of a contract. DC Water reserves the right to make all final determinations of eligibility and participation in this program. Eligibility for this program does NOT guarantee participation. DC Water reserves the right to terminate or modify the program at any time.