



# **District of Columbia Water and Sewer Authority**

*Fiscal Year 2025 CRIAC Report*

December 19, 2025

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## ***FY 2025 CRIAC Report***

### ***Requirement***

This report is required by the District of Columbia Water and Sewer Authority Omnibus Amendment Act of 2020. The Transparency Act requires DC Water to publish a report of the average Clean Rivers Impervious Area Charge (CRIAC) for residential customers in the District and the average residential charge in each Ward as well as efforts to publicize customer assistance programs.

### ***The Clean Rivers Impervious Area Charge***

The Clean Rivers Project is DC Water's ongoing program to reduce combined sewer overflows (CSO's) into the District's waterways - the Anacostia and Potomac Rivers and Rock Creek. The Project is a massive infrastructure and support program designed to capture and clean wastewater during rainfalls before it ever reaches our rivers. The \$3.56 billion project that will be completed in 2031 has been primarily funded from the Clean Rivers Impervious Area Charge (CRIAC).

The Clean Rivers Impervious Area Charge (CRIAC) is a fair way to distribute the cost of maintaining storm sewers and protecting area waterways because it is based on a property's contribution of rainwater to the District's sewer system. Because charges are based on the amount of impervious area on a property, owners of large office buildings, shopping centers and parking lots are charged more than owners of modest residential dwellings.

All residential, multi-family and non-residential customers are billed a CRIAC. The charge is based on an Equivalent Residential Unit (ERU). An ERU is a statistical median of the amount of impervious surface area in a single-family residential property, measured in square feet. The approved monthly ERU values for FY 2025 was \$21.23. The approved monthly ERU value for FY 2026 is \$24.23.

## ***Residential CRIAC Charges for Fiscal Year 2025***

The average residential CRIAC charge in FY 2025 was \$21.23 per month or \$254.76 per year. The average charge per Ward is provided in the table below.

<b>Ward</b>	<b>Average ERUs</b>	<b>Average Monthly Charge</b>	<b>Average Annual Charge</b>
1	0.96	\$20.37	\$244.39
2	1.07	\$22.63	\$271.51
3	1.63	\$34.69	\$416.26
4	1.18	\$25.10	\$301.23
5	1.00	\$21.20	\$254.44
6	0.92	\$19.52	\$234.26
7	0.94	\$20.02	\$240.19
8	0.91	\$19.29	\$231.47
<b>District-Wide</b>	<b>1.09</b>	<b>\$23.24</b>	<b>\$278.92</b>

## ***Customer Discounts***

DC Water has a tradition of lending a helping hand to customers in financial need who struggle to pay their water bills. In FY 2025, we continued to offer a full suite of assistance programs under the DC Water Cares umbrella, including monthly discounts and emergency relief to help customers pay off past due balances. Additionally, we expanded our assistance availability to provide a higher discount to eligible households with greater income challenges.

DC Water offers the following assistance programs. For more information, please see <https://www.dewater.com/customer-assistance>.

- **Customer Assistance Program Plus (CAP+)**, a new program started in FY 2025, provides a discount on the first 600 cubic feet (4,500 gallons) of water, sewer, PILOT and Right-of-Way fee used each month. Eligible households receives a 75 percent reduction in the monthly CRIAC fee and a Water Service Replacement Fee waiver. In FY 2025, the monthly discount is approximately \$122 a month.
- **Customer Assistance Program (CAP)** provides a discount on the first 400 cubic feet (3,000 gallons) of water, sewer, PILOT and ROW fee used each month. Eligible households receives a 75 percent reduction in the monthly CRIAC fee and a Water Service Replacement Fee waiver. The monthly discount is approximately \$95 a month.
- **Customer Assistance Program II (CAP2)** provides a discount on the first 300 cubic feet (2,250 gallons) of water and sewer services used each month and a 50 percent reduction in the monthly CRIAC fee. The monthly discount is approximately \$62 a month.

- **Customer Assistance Program III (CAP3)** provides a discount of 75 percent off of the monthly CRIAC. The monthly discount is approximately \$16 a month.
- **CRIAC Relief for Nonprofit Organizations** - Credits of up to 90% of the CRIAC portion of a nonprofit's water bill.
- **Residential Leak Assessment and Repair Assistance Program** – provides leak assessment and repairs for CAP+, CAP and CAP2 customers with leaks identified through usage alerts.
- **Extended Payment Plans** - Repay past due balances over time. More flexible options now available. No late fees accrue while meeting payment plan obligations. DC Water currently has the Payment Plan Incentive Program to help residential customers pay down their outstanding balance.
- **SPLASH (One-time Emergency Assistance)** - DC Water employees, customers and others donate to this one-time assistance fund for those facing disconnection.

### ***Publication of Assistance Programs***

DC Water utilizes a number of different communications channels to ensure customers are aware financial assistance is available to help them pay their bills. Information is shared directly with customers, and also through the Executive Office of the Mayor, DOEE and other partner agencies and organizations.

Specifically:

- In FY 2025, DC Water hosted and/or attended approximately 193 outreach events, community meetings and other activities and provided information about the assistance programs at about 90 events including the following:
  - o Regularly scheduled events such as H Street, Fiesta DC and Anacostia River Festivals and MPD's Beat The Streets summer event lineup.
  - o Newly added events including Girls On The Run 5K race.
  - o Extensive list of interagency collaborative efforts, such as:
    - OPC's first annual Water Summit
    - OPC's Quarterly Social Service Networking Discussions
    - 2025 LFDC and OMAC briefing/presentation to MOCRS
    - 2025 LFDC and OMAC briefing/presentation to Council Constituent Services Staff
    - DC Emancipation Day Parade and Festival/Concert/Fireworks, hosted by the Office of Mayor Muriel Bowser
    - DC Flood Week 2025 Multi-Agency Tabling Event, hosted by Mayor Muriel Bowser in collaboration with DOEE
    - Mayor's annual Senior Fest, Senior Symposium and Senior Holiday Party events

- Two promotional events in partnership with DC Department of Health, Wellpoint DC and other participating agencies in observance of National Lead Week.
- o Speaking engagements/presentations to water industry and other professional organizations including AWWA.
- o Education outreach events such as DOEE's Anacostia Water Youth Summit and Payne Elementary School Fall Festival.
- o Other special events such as '*Imagine A Day Without Water*' promotional pop-up.
- Included information about DC Water Cares in all customer newsletters, bill inserts and bill messages.
- Updated our website with information and promoted DC Water Cares across our social media platforms.