

WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • FALL 2026



Board Extends Payment Plan Incentive Program



This fall, DC Water's new rates take effect, supporting the critical investments needed to maintain and improve the systems that deliver safe, reliable drinking water and wastewater services throughout the District. These investments help fund infrastructure upgrades, regulatory compliance, system maintenance, and long-term projects that protect public health and the environment.

While these investments are essential, DC Water recognizes that utility costs can be a challenge for some households. To help customers manage their bills, our Board of Directors recently approved an extension of the Payment Plan Incentive Program for eligible residential customers. Once you make three qualifying payments through an eligible payment arrangement, you can

receive a 50% credit toward your past-due balance. Our goal is to help customers with additional support as they work to pay down outstanding balances and remain current on their accounts.

At the same time, DC Water's Customer Assistance Program (CAP) is now open for new enrollment. CAP helps eligible customers reduce their monthly water and sewer costs, ensuring that financial hardship does not become a barrier to receiving essential water services.

Together, these programs reflect DC Water's commitment to balancing responsible investment in the region's water infrastructure with meaningful assistance for customers who need extra support.

Customers interested in learning more about available assistance programs, determining eligibility, or applying can visit DC Water Cares at dcwater.com/cares or call **202-354-3600** for assistance.

GM's Message

Keeping Water Affordable While Investing in Our Future

At DC Water, we know that every dollar matters to our customers. That's why, as we developed this year's budget and rate proposal, we made every effort to keep rate increases as small as possible while continuing to provide safe, reliable drinking water and wastewater services.



Through careful financial planning, disciplined cost management, and a commitment to operational efficiency, we were able to limit the impact on customers while still investing in the infrastructure that protects public health, the environment, and the long-term reliability of our water system.

We also recognize that even modest increases can create challenges for some households. That's why we continue to offer a range of customer assistance programs to help eligible residents manage their bills. As we head into the fall and winter months, I encourage customers who may need support to learn more about the assistance options available and to contact us before falling behind on their accounts.

Our goal remains the same: deliver exceptional service, invest responsibly in the future, and keep water service as affordable as possible for the communities we serve.

Warm regards,

Matthew T. Brown
Interim General Manager
ceosuggestions@dcwater.com

Why Am I Receiving a Lead Service Line Letter?

Beginning in November, DC Water will send letters to more than 20,000 customers as part of a U.S. Environmental Protection Agency (EPA) requirement designed to help communities identify service line materials and keep customers informed about the pipes that deliver drinking water to their homes.

This letter provides information about the material of your service line or lets you know if the material is unknown in DC Water's records. The EPA requirement is part of a nationwide effort to help water utilities and customers better understand where lead service lines may still exist and what steps can be taken to replace them. Customers can learn more about available replacement options through Lead Free DC at dcwater.com/lead.

When your letter arrives, be sure to read it carefully and follow any recommended next steps. Understanding your service line is an important part of protecting public health and supporting DC Water's ongoing efforts to eliminate lead service lines across the District.



Need Help Paying Your Water Bill? Assistance Is Available

Managing household expenses can be challenging, and DC Water has programs available to help eligible customers keep their accounts on track.

The DC Water Board recently approved an extension of the Payment Plan Incentive Program, giving eligible residential customers additional opportunities to reduce outstanding balances and stay current on future bills.

Enrollment is now open for the new Customer Assistance Program (CAP) year. CAP provides bill assistance to eligible customers, helping make water service more affordable for households that qualify.

If you think you may be eligible, now is a great time to explore your options. Visit dcwater.com/cares to learn more about available programs and apply.

Need assistance or have questions about your account? Call **202-354-3600** to speak with a DC Water customer service representative.

NEW APP

Easier Access to Lead Free DC Programs



Getting started with Lead Free DC is now easier than ever. DC Water recently launched a new online application that streamlines the process for customers applying for the Lead Pipe Replacement Assistance Program (LPRAP) and House by House Priority Full Lead Water Service Assistance Program (HBH Priority) and expands options for customers interested in initiating their own service line replacement.

Whether you're exploring replacement options, checking your eligibility for assistance, or looking to learn more about your service line, the new application provides a simpler path to get started.

Learn more at: dcwater.com/lead

Questions? Contact the Lead Free DC team at **202-787-4044** or lead@dcwater.com for additional assistance.

Need Help Paying Your Water Bill?

Customer Assistance Program

- Enrollment is now open for the new program year.
- Eligible customers may qualify for bill assistance.

Payment Plan Incentive Program

- Recently extended by the DC Water Board of Directors.
- Helps eligible residential customers manage outstanding balances.

Get Started dcwater.com/cares or 202-354-3600

Learn about eligibility, apply for assistance, or speak with a customer service representative about available options.



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Customer Service Department • (202) 354-3600
1385 Canal Street, SE, Washington, DC 20003 • dcwater.com



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