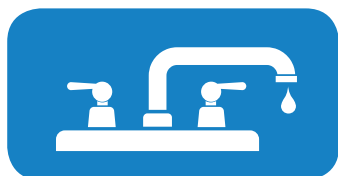


Affordability and your water bill



SIMPLE TIPS TO SAVE MONEY ON YOUR WATER BILL

1. Identify and fix leaky faucets, showerheads and toilets. A leaking toilet can cost up to \$400/month.
2. Use water more efficiently. Shortening daily showers by 5 minutes can save a family of four about \$15 each month.
3. Install water-saving fixtures, like low-flow toilets or rain barrels. A water-efficient showerhead can save the average family \$300 per year, and it pays for itself in a few months.

Up until this year, DC Water has charged all customers the same rates for water and sewer services. This year, we've created a more equitable rate structure.

Recognizing that larger customers place more wear and tear on the water system, DC Water's Board and management decided effective FY2016 to charge different rates by class of customer (Residential, Multi-Family, and Non-Residential). This means each customer class will have its own water rate, but there will continue to be a uniform rate for sewer services.

In addition, for the first time, DC Water is offering residential customers a **Lifeline Rate** as an incentive to conserve water and reduce their monthly bills. The **Lifeline Rate** steeply discounts the first 4 Ccfs (roughly 3,000 gallons) of water consumption. The idea behind this rate is to make it more affordable for the water that is needed for basic daily needs.

For more information on how to conserve water and save money on your bill, please see side bar.

CUSTOMER ASSISTANCE

For those who have trouble paying their water and sewer bill there is a **Customer Assistance Program (CAP)** to provide eligible residential customers with a discount. This program is administered by the District of Columbia's Department of the Environment (DDOE) Energy Office. Currently, CAP provides eligible customers with a discount of up to 4 Ccf of water, sewer, Payment-in-lieu-of taxes (PILOT) and Right-of-way (ROW) fees. For FY 2016, DC Water further expanded the CAP discount for the monthly Water System Replacement Fee (WSRF) by crediting 100 percent of this fee, a total monthly savings of up to **\$42.94** on an average CAP customer bill. The DDOE determines eligibility based on household size and income guidelines. For more information, please call the DDOE at **(202) 673-6700** or **311**. Please note you must reapply each year starting in October to continue the CAP discount.

CAP customers do not pay the new Water System Replacement Fee.

DC Water also helps eligible individuals pay their water and sewer bills if they are experiencing financial difficulties through:

- Extended payment plans
- Serving People by Lending a Supporting Hand (SPLASH) fund—SPLASH is a DC Water program that helps customers maintain critical water and sewer service in times of financial emergencies. SPLASH is funded solely by contributions from our customers, employees and the community, and every dollar we receive is distributed to eligible customers.

To find out more about the options above, please call **(202) 354-3600** to speak with a Customer Care Associate. You may donate to SPLASH when paying your water bill or by calling the number above.