



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**Board of Directors**

*DC Retail Water and Sewer Rates Committee*

*Tuesday, July 25, 2017*

9:30am

- 1. **Call to Order** ..... **Rachna Butani, Chairperson**
- 2. **Water System Replacement Fee (WSRF) Update (Attachment A)**.....**Biju George**
- 3. **Action Items (Attachment B)** ..... **Syed Khalil**
  - Recommendation for Approval to Amend Regulations for Customer Classifications and Definitions (Action Item 1)
  - Recommendation for Approval to Amend Regulations for Water System Replacement Fee (WSRF) to Add Requirements for Multi-family WSRF Adjustment (Action Item 2)
- 4. **Overview of the New VertexOne ECIS Billing System (Attachment C)**..... **Charles Kiely**
- 5. **Review of FY 2014 Flyover (Attachment D)**..... **Charles Kiely**
- 6. **DC Retail Water and Sewer Rates Committee Workplan** ..... **Syed Khalil**
  - **FY 2017 Proposed DC Retail Rates Committee Workplan (Attachment E)**
- 7. **Agenda for September 26, 2017 Committee Meeting (Attachment F)**.**Rachna Butani, Chairperson**
- 8. **Other Business**..... **Syed Khalil**
- 9. **Executive Session\***
- 10. **Adjournment**

**FOLLOW-UP-ITEMS – DC Retail Water and Sewer Rates Committee Meeting (May 25, 2017)**

- 1) Review of unmetered fire service lines and there financial impact. Status: September 2017
- 2) Review of combined domestic and fire service lines and their financial impact. Status: September 2017

\* The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(1); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2-575(b)(10);proprietary matters under D.C. Official Code § 2-575(b)(11); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.



# Water System Replacement Fee Background

D.C. Retail Water and Sewer Rates Committee

July 25, 2017



# Water System Replacement Fee

Meter Size	Monthly Fee
5/8"	\$ 6.30
3/4"	\$ 7.39
1"	\$ 9.67
2"	\$ 83.75
3"	\$ 232.13
4"	\$ 561.02
6"	\$ 1,292.14
8"	\$ 5,785.51
8"x2"	\$ 1,899.60
8"x4"x1"	\$ 2,438.35
10" and Greater	\$ 6,679.65

- Management recommended adopting a fixed fee for 1% renewal and replacement of water service lines instead of basing on a volumetric charge
- The fee would be based upon capacity to serve, with meter size as a surrogate measure of capacity
- DC Water’s low income CAP customers would receive a 100% credit for this fee

2 \*Presented to Retail Water and Sewer Rates Committee on January 27, 2015: Proposed FY 2016, Rates, Charges and Fees  
 Water System Replacement Fee became effective from October 1, 2015 (FY 2016)



## WSRF Amendments

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- On September 3, 2015, the District members of the DC Water Board of Directors (BOARD) adopted Resolution No. 15-72 to amend the Water System Replacement Fee (WSRF) for residential customers whose premises is served by a meter that is larger than one inch (1”), shall be charged a monthly Water System Replacement Fee for a one inch (1”) meter.
- On October 20, 2016, Water Quality and Water Services Committee requested management to conduct an assessment of private developments that may have similar characteristics to that of a Cooperative Development at 2800 Battery Place NW.



## WSRF Amendments

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- Two properties were identified:
  - Chain Bridge Road Corporation at 2800 Battery Place NW, a cooperative housing association comprised of 15 single-family detached homes with a private fire hydrant served by a 6"x1.5" master meter for combined fire and domestic service. Classified as multi-family and charged a monthly WSRF fee of \$1,292.14.
  - Southern Coop at 5800 Southern Ave SE, a cooperative housing association comprised of 92 single-family townhouses with 2 private hydrants served by a 8"x4"x1" master meter for combined fire and domestic service. Classified as multi-family and charged a monthly WSRF of \$2,438.35.



# Recommendations

(May 25, 2017 DC Retail Water and Sewer Rates Committee Meeting)

1. Amend Customer Classifications at 21 DCMR § 4104 to:
  - Include Cooperative Housing Associations to clarify definitions for Residential, Multi-family, and Non-residential customers for rates, fees, and charges
  
2. Amend definitions at 21 DCMR § 4199 to:
  - Add definitions for Condominium, Cooperative Housing Association, and Dwelling Unit
  
3. Amend WSRF regulations at 21 DCMR § 112.10 to:
  - Add subparagraph (c) to allow multi-family customers whose premises meet certain requirements to request a WSRF adjustment to modify the combined domestic meter size based on peak domestic water demand, excluding fire, for that premises

## Attachment B

### DC Retail Water and Sewer Rates Committee

#### Action Items

1. Recommendation for Approval to Amend Regulations for Customer Classifications and Definitions
2. Recommendation for Approval to Amend Regulations for Water System Replacement Fee (WSRF) to Add Requirements for Multi-Family WSRF Adjustment

## ACTION ITEM 1

Recommendation for Approval to Amend Regulations for Customer Classifications and Definitions, effective upon publication:

**Proposed amendments to Customer Classifications and Definitions in 21 DCMR § 4104 and 4199 are as follows:**

**4104 CUSTOMER CLASSIFICATIONS FOR WATER AND SEWER RATES, FEES AND CHARGES**

4104.1 The customer classifications for water and sewer rates, fees and charges shall consist of a residential class, multi-family class, and a non-residential class:

- (a) Residential – a customer whose premises is a single-family dwelling unit used for domestic purposes, whether as a row, detached or semi-detached structure, or as a single dwelling unit within an apartment building, or as a single dwelling unit within a condominium, or as a single dwelling unit within a cooperative housing association, where each unit is served by a separate service line and is individually metered and used for domestic purposes; or a multi-family structure or development of less than four (4) single-family, apartment, condominium, or cooperative housing association dwelling units where all the units are used for domestic purposes and served by a single service line that is master metered; excluding a premises operated as a nursing home, dormitory or transient housing business, including, but not limited to a bed and breakfast, hotel, motel, inn, boarding house or rooming house.
- (b) Multi-Family – a customer whose premises is a multi-family structure or development (such as an apartment, condominium, or cooperative housing association) used for domestic purposes, with four or more single-family, apartment, condominium, or cooperative housing association residential dwelling units served by the same service line that is master metered; excluding a premises operated as a nursing home, dormitory or transient housing business, including, but not limited to a bed and breakfast, hotel, motel, inn, boarding house or rooming house.
- (c) Non-residential – all customers not within either the residential or multi-family class including customers whose premises is comprised of one or more units that is not used for domestic purposes and all units are served by the same service line that is master metered.



**Section 4199, DEFINITIONS is amended by adding the following terms and definitions to read as follows:**

**Condominium** – means real estate, portions of which are designated for separate ownership and the remainder of which is designated for common ownership solely by the owners of the portions designated for separate ownership, provided the undivided interests in the common elements are vested in the unit owners.

**Cooperative Housing Association** – means an association, whether incorporated or unincorporated, organized for the purpose of owning and operating residential real property, the shareholders or members of which, by reason of their ownership of a stock or membership certificate, a proprietary lease or other evidence of membership, are entitled to occupy a dwelling unit pursuant to the terms of a proprietary lease or occupancy agreement.

**Dwelling Unit** – any habitable room or group of rooms with kitchen and bathroom facilities forming a single unit located within a building or structure, which is wholly or partially used or intended to be used for living, sleeping and the preparation and consumption of meals by human occupants, and is under the control of and for the use of the occupant.

## ACTION ITEM 2

Recommendation for Approval to Amend Regulations for Water System Replacement Fee (WSRF) to Add Requirements for Multi-Family WSRF Adjustment, effective October 1, 2017:

**Proposed amendments to Water System Replacement Fee (WSRF) regulations adding paragraph (c) to 21 DCMR § 112.10 are as follows:**

- (c) A Multi-Family WSRF adjustment will be provided in accordance with the following rules and procedures:
  - (1) A Multi-Family customer that is a cooperative housing association and whose premises is comprised exclusively of single family attached or detached dwelling structures and served by a master meter, may request a Multi-Family WSRF adjustment to modify the combined domestic meter size based on the peak domestic water demand, excluding fire demand, for that premises.
  - (2) The eligible Multi-Family customer must submit the following information and fees to DC Water for review and processing:
    - (A) Record(s) demonstrating that each unit in the cooperative housing association is a single-family attached or detached dwelling unit;
    - (B) A site plan, prepared by a District of Columbia licensed professional engineer, architect, or master plumber or other licensed professional, drawn to scale showing the water distribution and service lines, location of the meter, fire hydrant(s), structures, and ancillary systems, including, but not limited to irrigation system(s), swimming pool(s) and fountain(s);
    - (C) The proposed modified combined domestic meter size calculated using the meter sizing computations for the peak domestic water demand for the premises, excluding fire demand, prepared by a District of Columbia licensed professional engineer, architect, or master plumber or other licensed professional in accordance with the District of Columbia Plumbing Code; and
    - (D) Payment of the Approved Plan Revision Engineering Review Fee.
  - (3) Upon approval of a request for a Multi-Family WSRF adjustment, the Multi-Family customer will be charged the WSRF based on the approved modified combined domestic meter size as set forth in Subsection 112.10(a). No retroactive credits or refunds will be provided for WSRF billed prior to the approval of the Multi-Family WSRF adjustment.

- (4) The size of the master meter used to deliver water to the premises will be calculated using the peak water demand including fire demand in accordance with the District of Columbia Plumbing Code.



# Project Triton

The Path to World Class  
Customer Service

DC Retail Water and Sewer Rates Committee  
July 25, 2017



# Current Background

## DC Water Experience

- Limited by 1980's technology platform
- High cost of maintenance for new and ongoing support
- Simple changes to the system require months of analysis, programming, and testing before they can be implemented
- Customer interactions are not captured in a manner that can help us improve the customer experience
- System cannot readily adapt to more complex rate structures without significant programming costs.

## Customer Experience

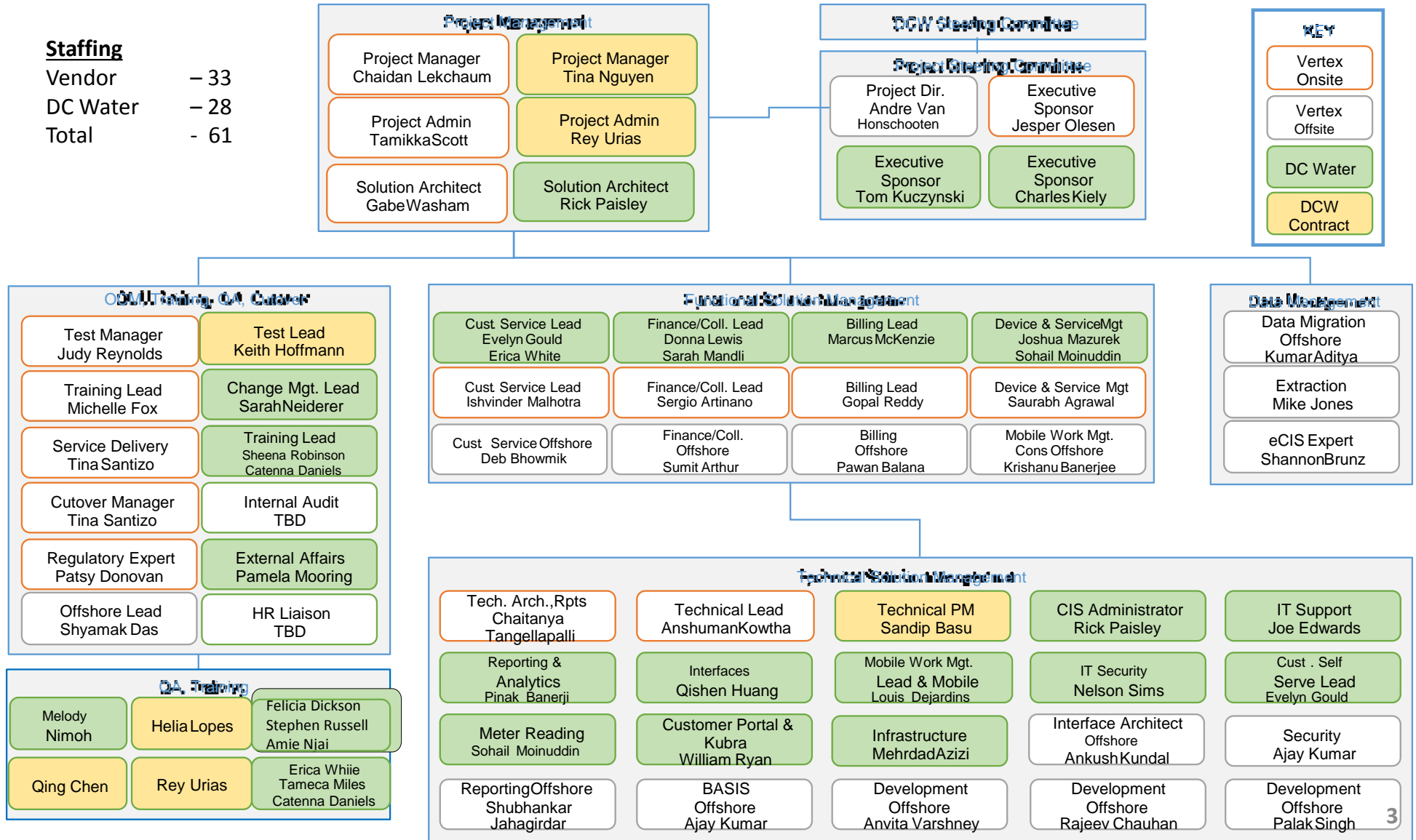
- Every activity on the system is premise based
- Specific customer issues at the account level frequently do not surface
- Bill presentment limitations make it extremely difficult to create a customer friendly bill
- No true mobile applications which are commonplace today because of underlying CIS technology



# Project Team

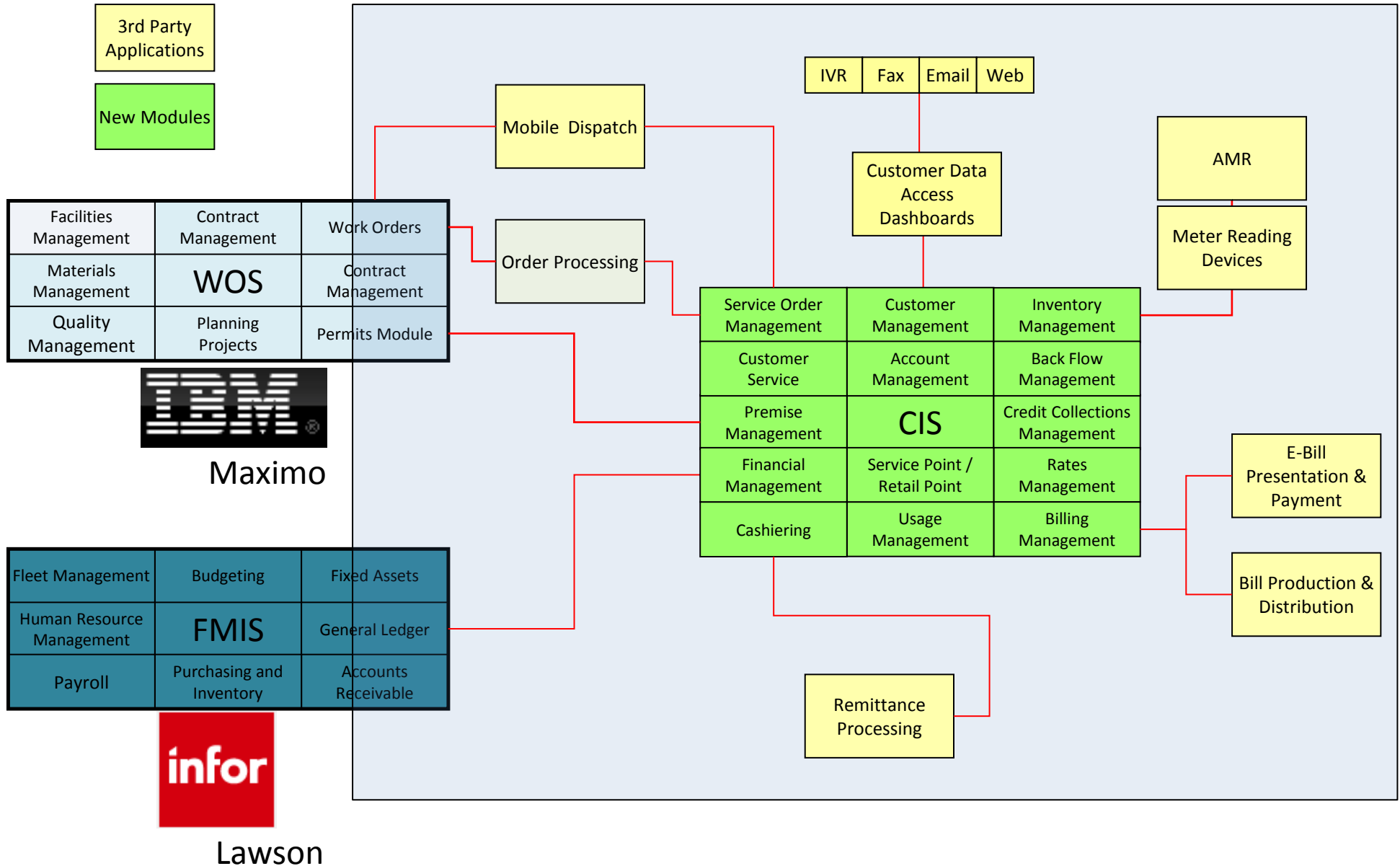
## Staffing

Vendor - 33  
 DC Water - 28  
 Total - 61





# What will change?





# VertexOne Customer Information System

- Capabilities
  - New functionality for managing customer relationships, not just locations
  - Advanced process automation capabilities
  - Automated and configurable work processes
  - Advanced reporting capabilities
  - More complex rate design
  - Interfaces with other systems (KONA, KUBRA, Customer Advantage, Lawson, HUNA, GIS, Permits/IADB, STAR)

## Highlights

Efficient System  
architecture and  
Data integrity  
–  
Robust rate  
engine





# Customer Advantage Web Portal

- Capabilities
  - More interactive customer experience
  - Customer self-service features
  - Enhanced security over personal and financial information
  - Robust customer communication/notifications related to changes to customer profiles
  - On-line service requests
  - New mobile application

## Highlights

Greater system integrity establishes a 1:1 relationship between the owner and the account(s)/profile



- Capabilities
  - Map-based work management
  - Enhanced dispatching for field technicians
  - Flexible crew management and full mobility for field technicians
  - Enhanced design to have comprehensive view of all work
  - Accurate and real-time information for customer service
  - Real-time integration between field technicians and CIS programs

## Highlights

Full integration between asset management, customer information, GIS systems

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End-to-end work completion process design



- Capabilities
  - Advanced bill image archive and access features
  - USPS tracking capabilities (Confirm®)
  - Bill, notice & letter designer tools

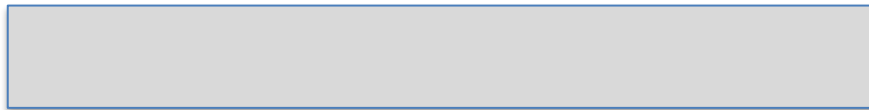
### Highlights

New bill design – customer friendly and easy to understand bill presentment



# Training Plan & Schedule

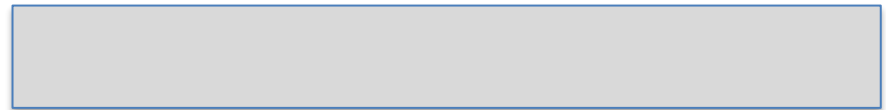
## Phase I: Customer Advantage and Kubra



Integrated with eCIS

End User Training:  
June 2017

## Phase II: VertexOne, Kona, Kubra, Customer Advantage



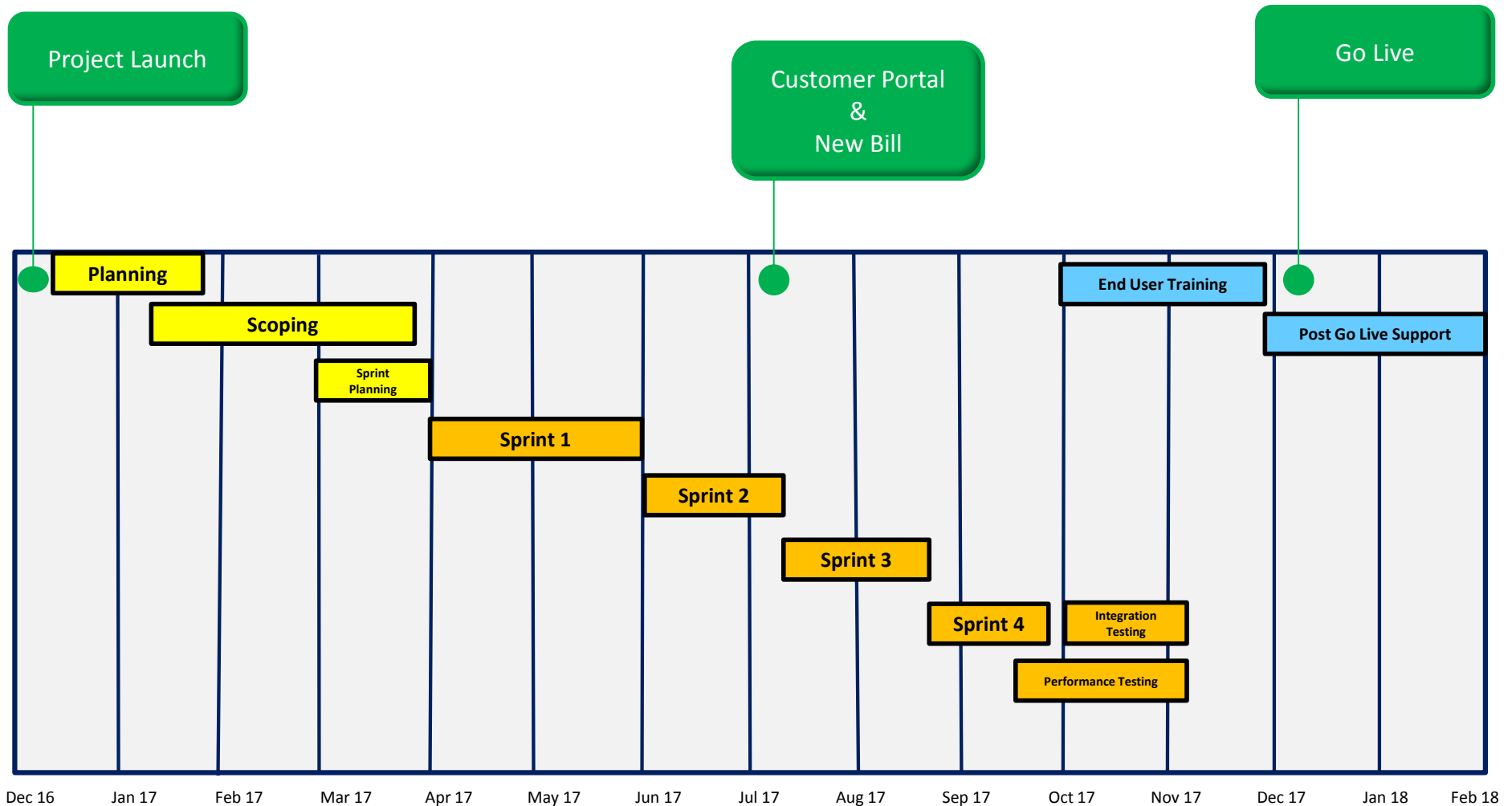
Replacing eCIS and SOS

End User: October -  
November 2017

Train-the Training (TTT): Facilitated by VertexOne/Kona  
End User Training: Facilitated by DC Water Training Team



# Timeline & Milestones



Sprints are short (30-60 days) of focused development, testing and deployment of common features that are additive until the entire solution is complete.



# Additional Information

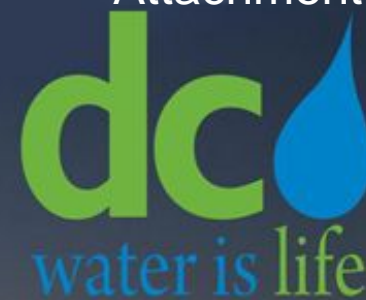
- Monthly Project Newsletter
- Change Management Team Liaison
- Direct Supervisor Updates

[cisproject@dcwater.com](mailto:cisproject@dcwater.com)



# Questions?





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# Review of FY 2014 Flyover DC Retail Water and Sewer Rates Committee July 25, 2017

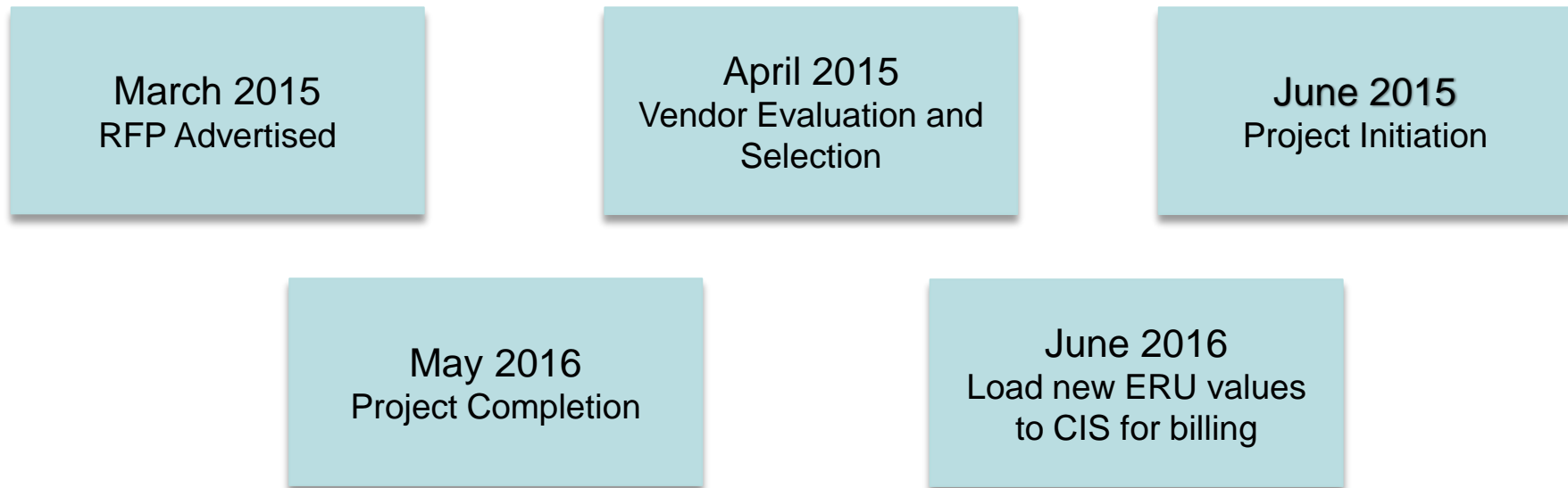




# BACKGROUND

- The initial database was created from planimetric data originally created by District of Columbia Geographic Information System (DCGIS) in 1999 and updated in 2005 for DC Water's May 2009 Go Live.
- Typically updates are triggered by new premises being made active through the permitting process, customer calls or simple visual inspection of changes in ownership information or ortho-imagery.
- DCGIS completed the latest flyover in November 2013 with the planimetric data and ortho-imagery being available (to DC Water) in the Spring of 2014.
- DC Water included \$800,000 in the FY 2015 capital budget to update the database.

## The Flyover Plan Schedule





# The Flyover Results

		Gross ERU Increase	Gross ERU Decrease
# of Accounts Increased	7,181	26,155	
# of Accounts Decreased	4,389		31,536
# of New Accounts	850	16,336	
NET RESULTS		10,955	

## Actual/Projected ERU and Revenue

- FY 2009 ERUs – 372,946; (Actual) \$452,753 per month for 5 months (May – Sept. 2009)
- FY 2016 ERUs – 403,987; (Actual) \$8,621,205 average per month
- FY 2017 ERU’s – 407,215; (Actual) \$9,582,429 average per month (Oct. 2016 – May 2017)



# ERUs by Customer Type

*As of May 31, 2017*

	# of Accts	# of ERUs	Actual Monthly Revenue (in Millions)	% of CRIAC Revenue
Residential	106,599	115,592	\$2.62	27.4%
Multi-Family	7,996	51,122	\$1.22	12.7%
Commercial	10,070	133,925	\$3.17	33.1%
Federal	819	72,685	\$1.74	18.2%
Housing	560	5,190	\$0.12	1.3%
Municipal	1,076	28,701	\$0.71	7.4%
<b>TOTAL:</b>	<b>127,120</b>	<b>407,215</b>	<b>\$9.58</b>	<b>100.0%</b>

•Revenues – actual varies each month due to semi-annual billed accounts and accounts in inactive/dormant status while vacant, and green credits that may apply.



# Residential Tier Stratification

*As of May 31, 2017*

Residential Tier Analysis				
ERU Description	ERU Value	# of Customers	% of Accounts	Monthly IAC Charge per Customer
Less than 700 Square Feet	0.6	18,242	17.1%	\$13.34
700 to 2,099 Square Feet	1.0	79,273	74.4%	\$22.24
2,100 to 3,099 Square Feet	2.4	6,146	5.8%	\$53.38
3,100 to 7,099 Square Feet	3.8	2,742	2.6%	\$84.51
7,100 to 11,099 Square Feet	8.6	134	0.1%	\$191.26
11,100 square feet and above	13.5	62	0.1%	\$300.24
<b>Total:</b>		<b>106,599</b>	<b>100%</b>	



# Average ERUs Billed Per Month

	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Residential	111,834	112,644	112,635	113,641	115,592
Multi-Family	44,280	43,916	44,051	50,621	51,122
Commercial	136,830	140,740	137,328	133,342	133,925
Federal	58,514	51,641	61,944	72,327	72,685
Housing	4,956	5,044	5,115	5,166	5,190
Municipal	28,370	55,758	14,074	28,890	28,701
<b>TOTAL:</b>	<b>384,784</b>	<b>409,743</b>	<b>375,147</b>	<b>403,987</b>	<b>407,215</b>



# DCMR Rule 21-556

## **556 –STORMWATER FEES (also applicable to CRIAC charges)**

556.1 - Effective May 1, 2009, the stormwater fee collected from each District of Columbia retail water and sewer customer shall be based upon the Equivalent Residential Unit (ERU). An ERU is defined as 1,000 square feet of impervious area of real property.

556.2 - A residential customer means a single-family dwelling used for domestic purposes, a condominium or apartment unit where each unit is served by a separate service line and is individually metered and the unit is used for domestic purposes, or a multifamily structure of less than four apartment units where all the units are served by a single service line that is master metered. Residential customers shall be assessed ERUs for the square feet of impervious surface on the property, as follows:

- (a) 0.6 ERUs for 100 to 600 square feet of impervious surface;
- (b) 1.0 ERU for 700 to 2,000 square feet of impervious surface;
- (c) 2.4 ERUs for 2,100 to 3,000 square feet of impervious surface;
- (d) 3.8 ERUs for 3,100 to 7,000 square feet of impervious surface;
- (e) 8.6 ERUs for 7,100 to 11,000 square feet of impervious surface; and
- (f) 13.5 ERUs for 11,100 square feet or more of impervious surface.

556.3 - All non-residential customers shall be assessed ERU(s) based upon the total amount of impervious area on each lot. This total amount of impervious area shall be converted into ERU(s), reduced to the nearest 100 square feet. Non-residential customers shall include all customers not within the residential class.

556.4 - Impervious-only properties are properties that have not, prior to May 1, 2009, had metered water/sewer service and require the creation of new customer accounts for billing of stormwater fees. The DC Water and Sewer Authority, pursuant to the Water and Sewer Authority Establishment and Department of Public Works Reorganization Act of 1996, effective April 18, 1996 (D.C. Law 11-111, §§ 203(3), (11) and 216; D.C. Code §§ 34-2202.03(3), (11)), shall establish accounts for and bill these impervious-only properties for stormwater fees pursuant to its regulations in 21 DCMR Chapter 41.

556.5 - The charge for one Equivalent Residential Unit (ERU) shall be two dollars and sixty-seven cents (\$2.67) per month. This charge shall become effective November 1, 2010.

556.6 - A landlord shall not pass a stormwater charge to a tenant that is more than the stormwater charge prescribed by the Director.



# Impervious Surface

## DCMR Definitions

- **Impervious surface** - an area that impedes the percolation of water into the subsoil and impedes plant growth. Impervious surfaces include the footprints of principal and accessory buildings, footprints of patios, driveways, other paved areas, tennis courts, and swimming pools, and any path or walkway that is covered by impervious material. (39 DCR 1904)
- **Impervious surface coverage** - the percentage of the land area of a lot that is covered by impervious surfaces, which percentage shall be determined by dividing the gross impervious surface area of a lot by the total area of the lot. (39 DCR 1904)





# Pending Issue

Premise Number (Active):  
Square/Suffix/Lot:

Impervious Area Charge: 8.6 ERU  
Effective Date: 6/1/2016



0 140 Feet



- Building
- Road/Drive/Parking Lot
- Sidewalk

- Stairs
- Swimming Pool
- Outdoor Rec Facility

- Property Boundary
- IAC Carrying Premise
- Other Non-IAC Premise on Lot



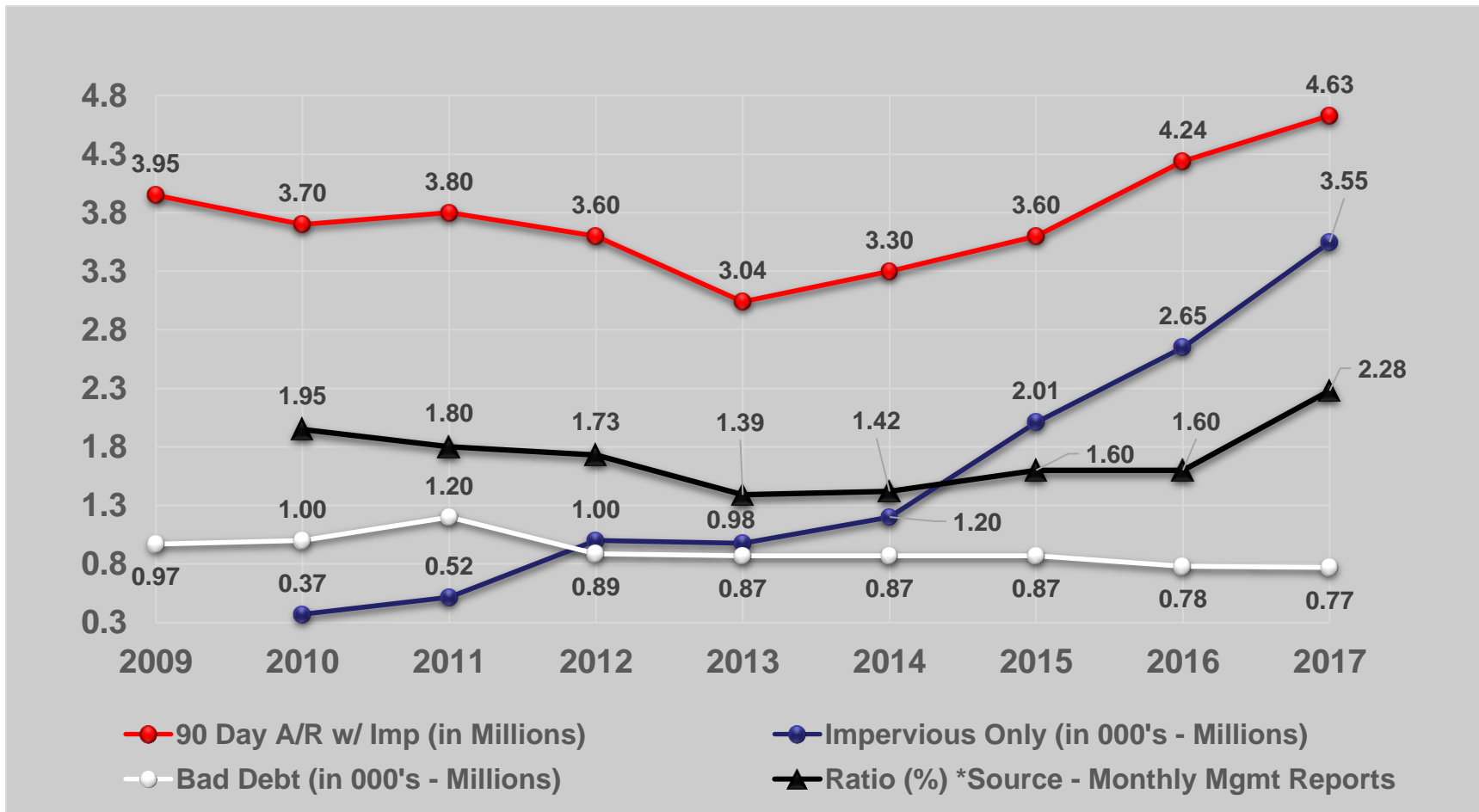


# Financial Considerations

- **Accounts Receivable > 90 days delinquent as of 6/30/17 – \$8.6M**
  - 11,202 accounts representing all bill classes
  - 40% or \$3.5 million represents Impervious Only accounts > 90 days delinquent
- **CAP Distribution – CAP customers have slightly lower ERU costs than other residential accounts because more are in the smaller tiers**
  - 25% of CAP customers in 0.6 ERU tier vs. 17% of all residential customers
  - 73% in 1.0 ERU tier vs. 74% among all residential customers
  - Less than 3% of CAP customers are at 2.4 ERU or higher tier vs. 9% of all residential customers
  - Effective May 1, 2017 CAP customers receive 50% credit on Clean Rivers Impervious Area Charge.
- **Billing Density Analysis**
  - Residential customers who are billed for less than 3 Ccf have more than 50% of their bill as fixed charges
  - Almost 500 non-residential customers have fixed charges that are 80% or more of their bill – primarily those with large buildings and large driveway or parking areas relative to the quantity of water use (churches, embassies, retail stores, Metro stations, cemeteries).
  - This population will grow with the shift in fixed charge rate design.



## Accounts Receivables Analysis 90 Days > (2009-2017) As of June 30, 2017



Collection ratio expected to be inline with prior years at end of fiscal year



# Customer Hearings/Disputes

	FY10 (May-Aug)	FY11	FY12	FY13	FY14	FY15	FY16	FY17 (Sep – June)
<b>Customer Hearings</b>	1 (DCW)	1 (Customer)	1 (DCW)	1 (DCW)	0	2 (1 DCW/ 1 Customer)	2 (1 DCW/ 1 scheduled)	5 (2 DCW/ 2 scheduled/ 1 – decision pending)
<b>Customer Inquiries</b> (assorted and general)	2276	1047	1050	1069	447	447	2675	1361
<b>Maintenance / Data Clean up</b> (includes site visits by IA staff, averaging 4-6 per month)	355	359	1602*	320	267	267	847	977

\*Increased activity due to change in Multi-tier classification.



**Attachment E**

**FY 2017 Proposed Committee Workplan**

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
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<b>1. Expand CAP to Include CRIAC Credit</b>			
<i>a. Evaluate expansion of CAP to include CRIAC credit</i>			Rates & Revenue Budget & Finance
i. Presentation to Joint F&B and RRC Committees	September 27, 2016	√	
ii. Presentation to Joint F&B and RRC Committees	November 15, 2016	√	
iii. Joint F&B and RRC Committees recommended proposed CAP credit for CRIAC to eligible customers	November 15, 2016	√	
iv. Board approved to expand CAP credit for CRIAC	December 1, 2016	√	
v. Published NOPR to expand CAP credit in DC Register	December 16, 2016	√	General Counsel
vi. Public Outreach	Dec. 16 - Jan. 16, 2017	√	External Affairs
vii. RRC final recommendation on 50% CRIAC credit to CAP customers	February 21, 2017	√	
viii. F&B final recommendation on 50% CRIAC credit to CAP customers	February 23, 2017	√	
ix. Board approval of CRIAC credit for CAP customers	March 2, 2017	√	
x. Published final NOFR to expand CAP credit for CRIAC in DC Register	March 24, 2017	√	General Counsel
xi. Go-Live	May 1, 2017	√	

<b>2. Conduct a Review of the Impact of the CRIAC on Various Customer Segments</b>			
<i>a. Conduct a review of the impact of the CRIAC on various customer segments including low-income customers who do not qualify for CAP, non-profit organizations and small businesses owners</i>			Rates and Revenue
i. CRIAC overview to RRC	November 15, 2016	√	
ii. Discuss the CRIAC restructuring of various segments including low-income customers who do not qualify for CAP, non-profit, charitable and religious organizations and small businesses.	February 21, 2017	√	

FY 2017 Proposed Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>3. Water System Replacement Fee</b>			
a. <i>RRC recommended proposal to amend customer classifications and WSRF regulations</i>	May 25, 2017	√	Rates & Revenue
b. <i>Board approved proposal to amend customer classifications and WSRF regulations</i>	June 1, 2017	√	
c. <i>Published NOPR to amend customer classifications and WSRF regulations in DCMR</i>	June 16, 2017	√	General Counsel
d. <i>Public Comment and Outreach</i>	June 16 – July 17, 2017	√	External Affairs
e. <i>RRC final recommendation to amend customer classifications and WSRF regulations</i>	July 25, 2017	√	
f. <i>Board final approval to amend customer classifications and WSRF regulations</i>	September 7, 2017		
g. <i>Publish final NOFR to amend customer classifications and WSRF regulations in DCMR</i>	September 22, 2017		General Counsel
h. <i>WSRF amendment goes into effect</i>	October 1, 2017		
<b>4. Water System Replacement Fee</b>			
a. <i>Review of unmetered fire service lines and their financial impact.</i>	September 26, 2017		Rates & Revenue
b. <i>Review of combined domestic and fire service lines and their financial impact.</i>	September 26, 2017		
<b>5. Delinquent Accounts</b>			
a. <i>Soldiers Home Negotiations</i>	Monthly, as needed		General Counsel
<b>6. Alternative Charges</b>			
a. <i>System Availability Fee (SAF) Go-live</i>	January 1, 2018		Permits
<b>7. DCGIS FY 2014 Flyover</b>			
a. <i>Updated Committee on FY 2014 Flyover</i>	November 15, 2016	√	Customer Service
b. <i>Review of FY 2014 Flyover</i>	July 25, 2017	√	
<b>8. New VertexOne ECIS Billing System</b>			
a. <i>Overview of the new VertexOne ECIS Billing System</i>	July 25, 2017	√	Customer Service

**Attachment E**

FY 2017 Proposed Committee Workplan			
9. Waste Hauler and Industrial High Strength Waste Fees			
<ul style="list-style-type: none"> <li>a. <i>RRC recommend proposal for Waste Hauler and Industrial High Strength Waste Fees</i></li> <li>b. <i>Board approval on proposal for Waste Hauler and Industrial High Strength Waste Fees</i></li> <li>c. <i>Publish NOPR for Waste Hauler and Industrial High Strength Waste Fees in DCMR</i></li> <li>d. <i>Public Comment and Outreach</i></li> <li>e. <i>RRC final recommendation for Waste Hauler and Industrial High Strength Waste Fees</i></li> <li>f. <i>Board approval for Waste Hauler and Industrial High Strength Waste Fees</i></li> <li>g. <i>Publish final NOFR for Waste Hauler and Industrial High Strength Waste Fees in DCMR</i></li> <li>h. <i>Waste Hauler and Industrial High Strength Waste Fees goes into effect</i></li> </ul>	<ul style="list-style-type: none"> <li>September 26, 2017</li> <li>October 5, 2017</li> <li>October 20, 2017</li> <li>October 20 – November 20, 2017 December 19, 2017</li> <li>January 4, 2018</li> <li>January 19, 2018</li> <li>February 1, 2018</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li>General Counsel</li> <li>External Affairs</li> <li></li> <li></li> <li>General Counsel</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Rates &amp; Revenue Wastewater Treatment</li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> </ul>
10. Rate Setting Policy			
<ul style="list-style-type: none"> <li>a. <i>Review of Rate Setting Policies</i></li> </ul>	<ul style="list-style-type: none"> <li>November 14, 2017</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Rates &amp; Revenue</li> </ul>



**Attachment F**

**D.C. WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS  
RETAIL WATER & SEWER RATES  
COMMITTEE MEETING**

**TUESDAY, September 26, 2017; 9:30 a.m.  
AGENDA**

<b>Call to Order</b>	Committee Chairman
<b>Monthly Updates</b>	Chief Financial Officer
<b>Committee Workplan</b>	Chief Financial Officer
<b>Other Business</b>	Chief Financial Officer
<b>Agenda for October 24, 2017 Committee Meeting</b>	Committee Chairman
<b>Adjournment</b>	

\*Detailed agenda can be found on DC Water's website at [www.dewater.com/about/board\\_agendas.cfm](http://www.dewater.com/about/board_agendas.cfm)