



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
285th MEETING OF THE BOARD OF DIRECTORS**

**Thursday, April 7, 2022**

**9:30 a.m.**

**via Microsoft Teams**

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only)**

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Phone Conference ID: 157 626 752#

The board meeting can be live-streamed at <https://dcwater.com/watch-board-meetings>

**I. Call to Order (Chairperson Tommy Wells)**

**II. Roll Call (Linda Manley, Board Secretary)**

**III. [Approval of the March 3, 2022 Meeting Minutes](#)**

**IV. Chairman's Overview**

**V. Committee Reports**

1. [Environmental Quality and Operations Committee \(Sarah Motsch\)](#)
2. [Finance and Budget Committee \(Anthony Giancola\)](#)

**VI. Issues of General Interest**

**VII. [CEO/General Manager's Report \(David Gadis\)](#)**

**VIII. [Contract Summary \(FYI\)](#)**

**IX. Consent Items (Joint Use)**

1. [Approval to Execute the Award and Funding for the Base Period and Four Option Years of Contract No. 10139, Charmay Inc. dba Service Master of Alexandria - Resolution No. 22-25 \(Recommended by the Environmental Quality and Operations Committee \(03/17/2022\)\)](#)
2. [Approval to Execute the Funding of Option Year Three of Contract No. 17-PR-CFO-42AA, AB, AC, AD, AE, IBS Management&Consultancy Services, LLC, Mb Staffing Services, SOA Financial, SPS Consulting, vTech Solutions Inc. – Resolution No. 22-26 \(Recommended by the Finance and Budget Committee \(03/24/2022\)\)](#)

**X. Consent Item (Non-Joint Use)**

1. [Approval to Execute Contract No. 160100, Capitol Paving of D.C., Inc., – Resolution No, 22-27](#) (Recommended by the Environmental Quality and Operations Committee 03/17/2022)

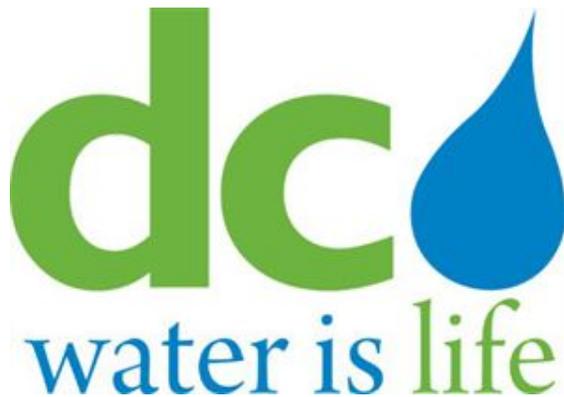
**XI. Executive Session**

**XII. Adjournment (Chairperson Tommy Wells)**

**Upcoming Committee Meetings – (via Microsoft Teams)**

- Environmental Quality and Operations Committee – Thursday, April 21<sup>st</sup> @ 9:30 a.m.
- DC Retail Water and Sewer Rates Committee – Tuesday, April 26 @ 9:30 a.m.
- Audit and Risk Committee – Thursday, April 28<sup>th</sup> @ 9:30 a.m.
- Finance and Budget Committee – Thursday, April 28<sup>th</sup> @ 11:00 a.m.

1 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)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); 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); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); 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.



**District of Columbia  
Water and Sewer Authority**

**Board of Directors**

**Environmental Quality and Operations  
Committee Meeting**

*Thursday, March 17, 2022*

*9:30 a.m.*

**MEETING SUMMARY**

**Committee Members**

Sarah Motsch  
Howard Gibbs  
Ivan Frishberg  
Jared McCarthy  
Andrea Crooms  
Christopher Herrington

**DC Water Staff Present**

David Gadis, CEO & General Manager  
Kishia Powell, Chief Operating Officer & EVP  
Linda Manley, Secretary to the Board  
Aklile Tesfaye, VP, Wastewater Operations  
Joel Grosser, Director, Procurement Goods and Services  
William Elledge, Sr. Manager, Engineering and Technical Services  
Jason Hughes, VP, Water Operations  
Marlee Franzen, Senior Manager, Water Operations  
Maureen Schmelling, Director, Water Quality

**I. CALL TO ORDER**

Ms. Sarah Motsch called the meeting to order at 9:30 a.m. The meeting was conducted via Microsoft Teams.

**II. ROLL CALL**

Ms. Linda Manley, Secretary to the Board, DC Water, conducted a roll call of the Committee members present for the meeting.

**III. AWTP STATUS UPDATE**

**1. BPAWTP PERFORMANCE**

Mr. Aklile Tesfaye, VP, Wastewater Operations, DC Water, briefed the Committee on the performance of the Blue Plains Advanced Wastewater Treatment Plant (BPAWTP). Specific details of the report can be found on pages 3 to 10 of the EQ & Ops Meeting package 03.17.2022 (subsequently will be referred to as "meeting package") posted on the DC Water website. The notes below abbreviate key topics discussed during the meeting.

Mr. Tesfaye highlighted the accomplishments of staff in the Department of Process Engineering and handed over to Mr. Ryu Suzuki, Manager, Process Engineering, DC Water who gave a presentation on the use of data analytics to monitor the health of multimedia filters in operation at BPAWTP. Mr. Suzuki discussed the significance of filtration in the treatment process and

described how multimedia filter's function, noting that the operation of the 40 filters at BPAWTP is fully automated via a system of control valves, pumps and process instrumentation. He discussed how the filters can sometimes fail due to issues with the underdrains and the cascade impact on additional filter underdrains leading to failure if not discovered early. Mr. Suzuki further described how staff developed a system to monitor filter performance by collecting field data and applying a data analytics tool to provide early indication of declining filter performance.

Mr. Tesfaye provided an update on the performance of complete treatment and wet weather facilities at BPAWTP for February 2022. It was reported that all performance parameters for the month were excellent, and all operational and effluent parameters were within the permit limits. It was also noted that 146 MG of combined wet weather flows were captured by the tunnel system and treated through BPAWTP.

Electrical energy use and generation at BPAWTP was discussed. Energy generation onsite from the Combined Heat and Power (CHP) facility and solar panels for the month was 25% of the total consumption at BPAWTP, which is beyond the goal of 20% per month. Mr. Tesfaye also discussed biosolids production at BPAWTP for February, noting that all biosolids met Class A Exceptional Quality (EQ) requirements required by the EPA. It was further noted that the amount of bloom sold during the month is three times more than the previous record for February. The increase was partially due to the implementation of a field pad system, which allows trucks to access wet farm fields.

Mr. Tesfaye highlighted the work of the Research and Development team who had a paper selected as one of the best papers published in the Water Environment Research (WER) Journal for 2021. The paper was selected by the editors of the Journal, and it evaluates the feasibility of using fermentate of solids removed in primary treatment as a carbon source for use in another innovative nitrogen removal process that is being piloted at BPAWTP.

The Committee inquired where backwash water is discharged after filter cleaning, whether DC Water is considering an alternative solution to the underdrains which are causing problems for filters, and if filter failure is apparent from the effluent data. Mr. Suzuki confirmed that backwash water is diverted to the nitrification system for treatment and that a capital project is underway to replace the underdrains with a better performing alternative. Mr. Suzuki further clarified that when individual filters fail, it is hard to detect increases in total suspended solids (TSS) and phosphorous concentrations as effluent from the other performing filters dilute these increases.

#### **IV. SOAPSTONE SEWER REHABILITATION PROJECT**

Kishia Powell, Chief Operating Officer & EVP, DC Water provided an update that since this meeting, DC Water staff gave a presentation on the Soapstone Sewer Rehabilitation Project at an ANC community meeting on the evening of February 17<sup>th</sup>. DC Water staff were able to address many questions raised at this community meeting and have committed to another presentation at the April 2022 ANC meeting. The presentation will address concerns about schedule and air quality monitoring during construction of the project. DC Water has committed to the ANC that air quality monitoring will be conducted by a third-party during construction. The District Department of Energy and the Environment (DOEE) will clarify whether an air quality monitoring permit is required for the project.

Mr. William Elledge, Sr. Manager, Engineering and Technical Services, DC Water gave a presentation about the project, he discussed the need for the project by showing numerous defects on the existing sewer pipe and highlighted the extents of the required repairs. The benefits

of the project to the community were described. The sewer is located in Soapstone Valley Park on National Park Service (NPS) Property. Completion of the repairs will eliminate major sewage spills and odors in the park and provide long-term recreational use of the park through restoration of the park trail. Mr. Elledge further discussed the risks associated with not urgently executing the repairs as there have been seven recorded sewer leaks since 2014.

Mr. Elledge discussed the durations of the various phases of the project. Planning and design began in 2010, environmental review and permitting began in 2014 and procurement for the construction phase of the project has been ongoing since 2020. To date, DC Water has participated in more than 23 public engagement activities.

Mr. Elledge discussed some of the community concerns with the project including the constituent materials used in the Cured-In-Place Pipe (CIPP) repair of the sewer pipe, air quality concerns resulting from CIPP repairs, tree removal concerns and construction schedule impacts. To address CIPP material and air quality concerns, DC Water has instructed the Contractor to use a non-VOC and styrene-free resin for the liner as part of the CIPP repairs and make use of water curing methods instead of steam curing during installation of the liner. These changes will increase project costs by 15%, however they will significantly reduce the risk of emission of contaminants and serve to address concerns; thereby also allowing the project to remain on schedule.

For the concerns related to removal of trees, it was noted that the majority of the trees required to be removed during construction are due to activities related to repair of sewer pipe, manholes and stormwater outfall rehabilitation. As part of the scope of work, native trees and vegetation will be replanted to mitigate the impacts of construction on the park. Tree removal is currently underway and is required to be completed by the end of March 2022 per NPS regulations to protect a species of bat. CIPP liner installation is planned to start this summer. A specific date will be confirmed with receipt of the Contractor's detailed construction schedule.

The Committee inquired about the durations of the various phases of the project and how these compare to typical sewer rehabilitation projects. Mr. Elledge clarified that typically, design and permitting can take up to a year and construction procurement can take up to nine months. It was noted that durations of the phases of this project are out of the ordinary.

The Committee commended the efforts of DC Water staff to navigate the challenges on this project and work through the array of concerns. It was noted this project supports the organizational imperative of providing reliable service to the community and promotion of health safety.

**V. ACTIONS ITEMS:**

Mr. Joel Grosser, Director of Procurement, Goods and Services, DC Water presented Joint Use Action Item 1. Ms. Kishia Powell presented Non-Joint Use Action Items 1 and 2.

**JOINT USE**

1. Contract No.:10139 - Industrial Cleaning Services, Charmay Inc. dba Service Master of Alexandria

**NON-JOINT USE**

1. Contract No.: 160100 - Small Diameter Water Main Replacement 12C, Capital Paving, Inc.

2. Contract No: N/A - DDOT – S St Revitalization from 7th St NW to Florida Ave NW, District Department of Transportation (DDOT)

**ACTION ITEM HIGHLIGHTS:**

For Joint Use Action Item 1, the Committee inquired about the users classified as ‘Other (PI)’ users in the estimated user share information tables. Mr. Matthew Brown, Chief Financial Officer & EVP, DC Water, clarified that these users include other users of the Potomac Interceptor (PI) and include the town of Vienna, the Navy, Dulles Airport and the NPS. Mr. Brown will forward more information to the Committee.

The Committee recommended all Action Items to the full Board.

**VI. WATER OPERATIONS UPDATES**

**FIRE HYDRANTS**

Ms. Marlee Franzen, Senior Manager, Water Operations, DC Water, briefed the Committee on the status of DC Water’s fire hydrants. Ms. Franzen noted that DC Water is below the 1% out-of-service service level established in the Memorandum of Understanding (MOU) with the District of Columbia Fire and Emergency Medical Services Department (DC FEMS). It was noted that there are no clusters of defective or out of service hydrants in the system – the scale of the hydrants shown on the map will be improved to better represent their actual locations.

The Committee inquired whether DC Water have been requested to perform repairs on any private fire hydrants. Ms. Franzen responded that DC Water does not service private hydrants and DC Water relies on data from private hydrant owners for reporting. Ms. Kishia Powell added that DC Water have regular meetings with DC FEMS to discuss responsibilities documented in the MOU. DC Water will clarify requirements related to the maintenance and repair of private hydrants with DC FEMS at a future meeting.

**WATER QUALITY**

Ms. Maureen Schmelling, Director, Water Quality, DC Water, briefed the Committee on the status of EPA Drinking Water Regulated Monitoring for February 2022. Ms. Schmelling reported that there were zero positive total coliform results from samples collected as part of the EPA total coliform sampling for the month. Ms. Schmelling noted that the next semester of the Lead and Copper rule (LCR) sampling commenced during the month.

**VII. OTHER BUSINESS / EMERGING ISSUES**

None.

**VIII. EXECUTIVE SESSION**

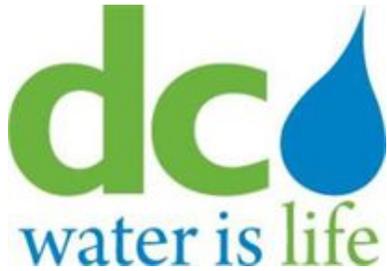
The Committee moved into an Executive Session and reconvened into open session.

**IX. ADJOURNMENT**

Meeting was adjourned at 11:05 a.m.

**Follow-up Items**

1. Mr. Matthew Brown, Chief Financial Officer & EVP, to forward list of 'Other (PI)' users listed in the estimated user share information tables for Joint Use Action Item 1.
2. Ms. Kishia Powell, Chief Operating Officer & EVP to report back to the Committee on DC Water's commitments related to the maintenance and repair of private hydrants after discussions with DC FEMS.



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**Board of Directors**

Finance and Budget Committee

Thursday, March 24, 2022

9:30 a.m.

MEETING MINUTES VIA MICROSOFT TEAMS

**Committee Members**

Anthony Giancola, Chairperson  
David Franco  
Sarah Motsch  
Joe Leonard

**DC Water Staff**

David L. Gadis, CEO & General Manager  
Marc Battle, Chief Legal Officer & EVP, Legal Affairs  
Lola Oyeyemi, Director, Budget  
Ivan Boykin, Director, Finance  
Joel Grosser, Director of Procurement  
Paul Guttridge, Director CIP Infrastructure Management  
Linda Manley, Secretary to the Board

**Other Presenters**

Eric Brown, Public Financial Management

Call to Order

Chairperson Anthony Giancola called the meeting to order at 9:30 a.m.

February 2022 Financial Report

Ms. Lola Oyeyemi, Director, Budget, provided the monthly financial report by exception. As of the end of February 2022, operating revenues were \$378.1 million, or 47.4 percent of the budget, operating expenditures were \$240.3 million, or 36.5 percent of the budget and capital disbursements were \$138.3 million or 24.4 percent of the budget.

Next, Ms. Oyeyemi provided highlights regarding prior year closeout activities, noting that the OMB Uniform Guidance Audit has been completed and documentation submitted to the audit clearing house. Staff members are working on the FY 2021 Inter Municipal Agreement (IMA) Operating Settlement and the FY 2021 Green Bond Report for 2021 with anticipated completion by the end of March 2022.

Ms. Oyeyemi explained that total operating revenues are above budget at \$10.1 million compared to the year-to-date budget. Areas of over-collection are mainly the Residential, Commercial and Multi-Family customer categories due to increase in consumption from the commercial customers. The lower than budgeted receipts in the Federal category is due to the ongoing dispute of the Soldier's Home accounts and reallocation of two accounts from the federal category which are billed as commercial accounts.

Chairperson Giancola asked about the status of Soldiers Home. Mr. Marc Battle, Chief Legal Officer & EVP Legal Affairs, advised that an executive session can be held in the future to provide an update.

Ms. Oyeyemi reported that operating expenditures were \$240.3 million with areas of overspending in chemicals and utilities expenditures. The increase in crude oil prices is having an impact on electricity costs. The increase in chemicals is due to higher unit prices and supply chain issues. Staff is monitoring these line items closely to insure mitigation of any significant impacts and updates will be provided as part of future reports and the mid-year projections process which is currently scheduled for May 2022.

Ms. Oyeyemi provided an overview of the capital disbursements highlighting that lower spending on capital equipment is primarily attributed to the delay in procurement and delivery of Fleet equipment. She noted that there have been significant delays which will impact the procurement and delivery of these vehicles this fiscal year. This is being monitored closely and as done last year, management anticipates that some of these funds would be carried forward to next year in order to pay for the vehicles.

Mr. Giancola inquired about the underspending in capital projects at 24 percent and if there would be a catch up later in the fiscal year. Mr. Paul Guttridge, Director CIP Infrastructure Management responded that there will be some catch up this year. He further explained that the underspending is mostly due to schedule slippage in the Potomac Interceptor projects and in Water projects which is related to permitting and coordination activities with DDOT. These projects are still on budget and schedule to be completed on time. Mr. Guttridge also mentioned that there has been low participation in the LeadFree DC program as previously reported and that detailed capital project performance will be provided in the next quarterly report anticipated in May 2022.

Next, Ms. Oyeyemi reported that cash balance was \$498.3 million, which comprise of the operating reserve of \$316.7 million, including the Rate Stabilization Fund (RSF) of \$46.14 million, and the remaining balances of the unrestricted (\$133.9 million) and restricted (\$47.7 million) reserve accounts. For the fiscal year to date, the interest income is \$649 thousand with \$82 thousand earned during February. Ms. Oyeyemi reported that the retail accounts receivables were down at \$27 million compared to prior month balance of \$28 million. The number of delinquent accounts were 13,621 and represent 10.5 percent of the total customer accounts at the end of February.

### **2022 Bond Transaction Update**

Mr. Ivan Boykin, Director of Finance, and Mr. Eric Brown, Director with PFM Financial Advisors, LLC provided an update on the Series 2022 bond transaction. DC Water issued approximately \$400 million in bonds locking in low interest rates at 3.17 percent for 30-year tax-exempt debt and 2.56 percent for 11-year taxable debt.

Mr. Boykin reported that the variable rate pricing was completed on March 10, 2022, and the fixed rate pricing was completed earlier on February 24, 2022, which was the same date Russia invaded Ukraine. Due to these events, there was uncertainty in the market. Despite the unfortunate situation, DC Water worked hard to secure the right pricing for rate payers. Chairperson Giancola commended the DC Water Team and PFM Financial Advisors LLC for their work and being able to get the low interest rates before the Federal Reserve raised rates.

Mr. Eric Brown emphasized how DC Water executed a complex plan of finance amidst a volatile market, and the ongoing war in Europe. He highlighted that the decisive action by DC Water staff and the finance team is already paying off as DC Water was able to capture historically low rates which has now risen significantly.

Next, Mr. Brown provided details of the bond transactions. This included the new money financing results of \$100 million for Clean Rivers, \$200 million for Capital Improvement Plan (CIP) projects, \$75 million for Washington Aqueduct capital upgrades, and \$25 million to retire previously issued Commercial Paper.

In closing, Mr. Brown reviewed the refunding results with a present value savings of \$25.5 million with cash flow savings of \$900 thousand to \$1.5 million annually from FY 2022 to FY 2044. He reported that DC Water had a favorable tax-exempt tender and exchange process by purchasing bonds back directly from investors instead of funding escrow for those bonds resulting in 26 percent investor participation. This improved net present value savings by \$6.7 million versus a taxable advance refunding for the same maturities. Open market securities in the escrow bid by PFM Asset Management reduced escrow costs by approximately \$153,000.

### **Action Items**

Mr. Joel Grosser, Director of Procurement, provided an overview of the factsheet and stated that a new solicitation is targeted to be issued in May 2022. The Committee members agreed to move the following action item to the full Board –

- Recommendation for Approval for Financial Staff Augmentation Services to fund option year three for \$1.125 million

### **Adjournment**

Before adjourning the meeting, Mr. David Franco asked about the status of the developer deposits, including the balances and the aging report. He requested that management provide frequent updates, perhaps each month, on where things stand with balances and an update on process of refunding those deposits. He stated that it has been extremely difficult for developers to get those deposits back from DC Water. Mr. Ivan Boykin noted that the Permits Office would be providing a report to the Environmental Quality & Operations Committee in coming months. Chairperson Giancola suggested adding another slide in the monthly report to address this concern would be helpful, in addition to a verbal briefing to the Finance & Budget Committee in the future.

Chairperson Anthony Giancola adjourned the meeting at 9:57 a.m.

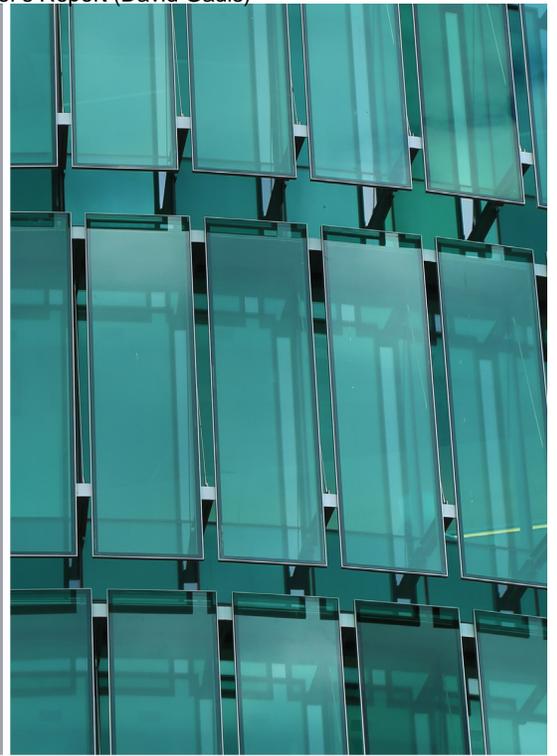
### **Follow Up Items**

1. Provide future briefing on management's plan to resolve the Soldiers Home account dispute **(Chairperson Giancola)**
2. Provide an update on the balances and process for the developer deposits as part of future monthly report **(Mr. Franco)**



# CEO's Report

APRIL  
2022



**ACCOUNTABILITY TRUST TEAMWORK CUSTOMER FOCUS SAFETY WELL-BEING**

**Inside**

- 1 Highlights
- 7 Divisions
- 8 Finance and Procurement
- 11 Shared Services
- 13 Customer Experience
- 14 Information Technology
- 15 Operations & Engineering
- 19 DC Water Capital Improvement Program
- 20 High Risk Audit Findings
- 21 CEO Report Dashboard



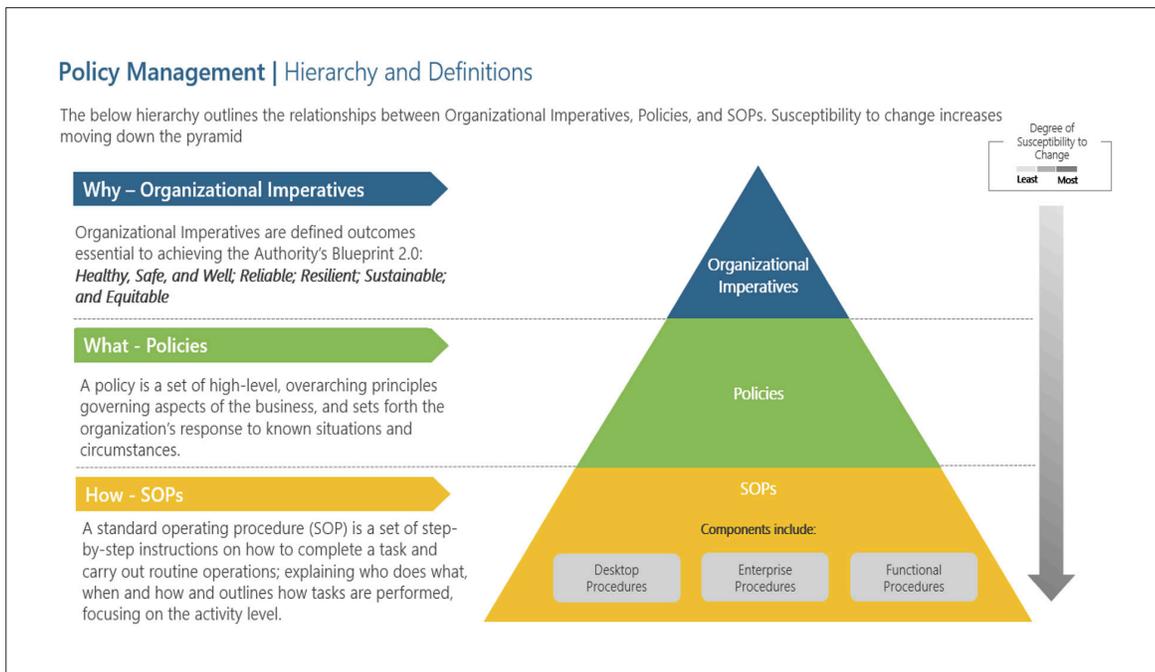
Chairman Wells and members of the Board, it is my pleasure to present this report on the Authority's activities over the past month. Coming off a successful Council Oversight Hearing at the end of February, the team has continued to excel on so many fronts including operations, innovation, finance, and employee engagement. The latest achievements are summarized in the Highlights, along with reports from our Finance and Procurement; Shared Services; Customer Experience; IT; and Operations and Engineering divisions.

 **Sustainable**

**Policy Administration**

Over the past four months, the Enterprise Program Management Office (EPMO) has worked extensively to stand up the Policy Management function. The team has developed a framework to support a standardized and consistent approach to the management of Authority-wide policies. This framework features a governance structure, defined roles and responsibilities, and processes and templates.

Our goal is to establish a common method, which streamlines internal processes, to increase efficiency for policy management. As part of this effort, the team is vetting technology solutions to facilitate the policy management lifecycle. Through this comprehensive policy management program, the Authority is setting the tone for a culture of accountability and supporting achievement of our organizational goals.



# dc Highlights



## Sustainable continued

### New Innovation Website

We talk a lot about Team Blue how leadership engages employees in various ways to provide direction, build and strengthen teams, and solicit feedback. It is critical that our employees feel like they matter, can speak candidly, and know that they're appreciated for what they do. Accordingly, our innovation program directly engages employees across DC Water in solving key problems while recognizing their contributions. And through our new "crowdsourcing" tool, we are able to tap into their expertise, skills, and creativity as a basis for valuable ideas. No doubt, much can be learned and gained when collaborating on ideas.

To assist, our new, first-ever DC Water innovation website will educate and clarify how employees fit into the innovation process. This translates into a tighter, more cohesive Team Blue due in large part to the top-down leadership of the Senior Executive Team and bottom-up engagement through innovation.



### Update on Bond Transaction

On Thursday, March 10, DC priced the 2022E transaction that generated tax-exempt project funding of \$100 million, to go along with the \$300 million provided by the fixed rate transaction two weeks ago. I am pleased to report that the Authority was able to lock in a low yield of 2.10% for the initial fixed period, which will fix costs until October 1, 2027. Interest rates remain at historic lows, though the timing of the transaction presented some challenges given the volatile external forces shaping the market. In this context, the results are a testament to the Authority's strong financial credit. The closing took place on March 23, 2022. Congratulations to **Matt Brown** (Chief Financial Officer and EVP / Finance and Procurement) and **Ivan Boykin** (Director, Finance / Finance and Procurement) for a job well done.


**Resilient**
**International Women's Day Event**

On Tuesday, March 8, it was my pleasure and honor to serve as the facilitator for 'Resiliency: A Conversation with DC Water's Executive Women,' featuring **Kishia Powell** (Chief Operating Officer and EVP), **Lisa Stone** (Chief People and Inclusion Officer and EVP / People and Talent) and **Kirsten Williams** (Chief Communications and Stakeholder Engagement Officer / Marketing and Communications).

The event, sponsored by the Women of Water (WoW) Business Resource Group, featured our three panelists sharing their perspectives on numerous aspects of resiliency and how they have navigated challenging situations from their career journeys to date. Numerous employees have shared that they found the conversation powerful and inspiring.



Photo: **Nija Ali** (left) and **Ogechi Okpechi** (right), co-chairs of Women of Water (WoW) pose with Ms. Williams, Ms. Powell and Ms. Stone following the event.

**CFO Brown Presents at Virtual Cape Town Water Exchange**

On Thursday, March 24, Mr. Brown delivered the keynote address at the second Cape Town Water Exchange event.

This event, which was the second of ten planned webinars with Leading Utilities of the World this year, supports Cape Town in the implementation of their water strategy. Cape Town's water strategy was developed following a three-year drought, which began in 2015, to address the issue of water resilience within the context of climate change.

During the Exchange, Mr. Brown discussed financial sustainability, and reviewed some of the tools and approaches used to maintain the Authority's strong financial footing and highlighted the Authority's effective and efficient management of our capital programs.

**DC Water Featured in President Biden's ASEAN Special Summit**

As Board members know, DC Water is a US-ASEAN Smart Cities Partner (USASCP), and the Authority was recently selected to showcase important work domestically and our relationship with ASEAN.

On Tuesday, March 15, at the Authority's headquarters, DC Water partnered with the U.S. Department of State, the U.S. Water Partnership and U.S. Department of Commerce to host representatives from the embassies of Singapore, the Philippines, Brunei, Cambodia, Myanmar, Malaysia, Thailand, Japan, and South Korea.

Our ASEAN dignitaries were greeted by **Jonathan Carpenter** (Vice President, Industry Affairs / Marketing and Communications) and **Dr. Matt Ries** (Director, Strategic Leadership and Sustainability / Strategy and Performance) and escorted to the Boardroom for a welcome from Ms. Williams. Presentations were delivered by Dr. Ries, as well as representatives from USASCP, and the Departments of State and Commerce.

Dr. Ries and **Maureen Holman** (Vice President / Shared Services) let the contingent on a tour of our headquarters building to close the event.

# dc Highlights



## DC Water Strategic Advocacy Resonates With Congressional Democrats

The Authority's Government Affairs team, led by **Marc Battle** (Chief Legal Officer and EVP / Government and Legal Affairs) and **Apera Nwora** (Director, Public Policy and Advocacy / Government and Legal Affairs) has actively engaged Congressional Democrats on the development of the Water Resources Development Act (WRDA) of 2022. The team has secured the support of U.S. Representative Eleanor Holmes Norton on four specific projects:

### Rehabilitation of Stormwater Pump Stations

This project provides for the rehabilitation of 12 of the 16 stormwater pumping stations that have not been upgraded within the last five years. These stations are aging and require new mechanical and electrical equipment to maintain operations.

### Modifications to the Main Pumping Station Building

The Main Pumping Station, a historic building, requires significant interior and exterior renovation. The roof of the facility needs repair, and the HVAC systems were not designed for the current usage and configuration. Walls in the historic interior are flaking and may require remediation of lead-based paint.

### Restoration of the Main & O Seawall

This project would replace a failing seawall to protect the shoreline between HQO and the Anacostia. The existing seawall would be replaced with a terraced wetlands shoreline protection system.

### Construction of Flood Seawall

This project would build a seawall to protect the Blue Plains Advanced Wastewater Treatment Plant from potential flooding from the Potomac River. With the planned seawall in place, the Plant will be protected from flood events, up to a 500-year flood elevation with three feet of freeboard.

Additionally, the team has met with numerous Congressional Democrats to both offer briefings on the WRDA requests and to educate these elected officials on the equity components of Blueprint 2.0 and our Energy Opportunities Nexus Opportunities. To date, the team has completed briefings for U.S. Representatives Eleanor Holmes Norton (D-DC), Steny Hoyer (D-MD), Jamie Raskin (D-MD), and Senators Chris Van Hollen (D-MD), Mark Warner (D-VA) and Tim Kaine (D-VA) with additional briefings planned for other members of the Maryland and Virginia Congressional Delegations.

### Utility Workforce Ideation Discussion

The University of the District of Columbia (UDC) has developed a new initiative called Developing America's Workforce Nucleus (DAWN) to create a sustainable pipeline of diverse, domestic STEM talent to meet the future needs of our society in an equitable manner. I am honored to serve as Co-Chair of DAWN, along with UDC President Ronald Mason, Jr.

On Tuesday, March 15, DC Water and UDC facilitated a work session for utilities on the concepts of the DAWN initiative. President Mason and I framed the issue for the group in our opening remarks, and a team of Authority employees, led by Ms. Nwora, offered background on prior industry workforce and career development initiatives, and helped drive the conversation during the roundtable part of the event.

Although science, engineering and the development of innovative technologies have delivered economic gains nationally, the Pew Research Center has projected that 100,000 baby boomers will reach retirement age every day over the next eight years. This underscores the urgency of preparing today's students to meet the STEM challenges of tomorrow.

The DAWN initiative is an exciting effort, and I am proud to engage the utility community in support of these concepts, all of which are related to the Authority's organizational imperatives of sustainability, reliability, and equity.

**Healthy, Safe and Well**

DC Water remains committed to providing a Healthy, Safe and Well working environment. As of today, 94.78% of Authority employees are fully vaccinated. The People and Talent team continue to work with the remaining 57 employees not yet fully vaccinated.

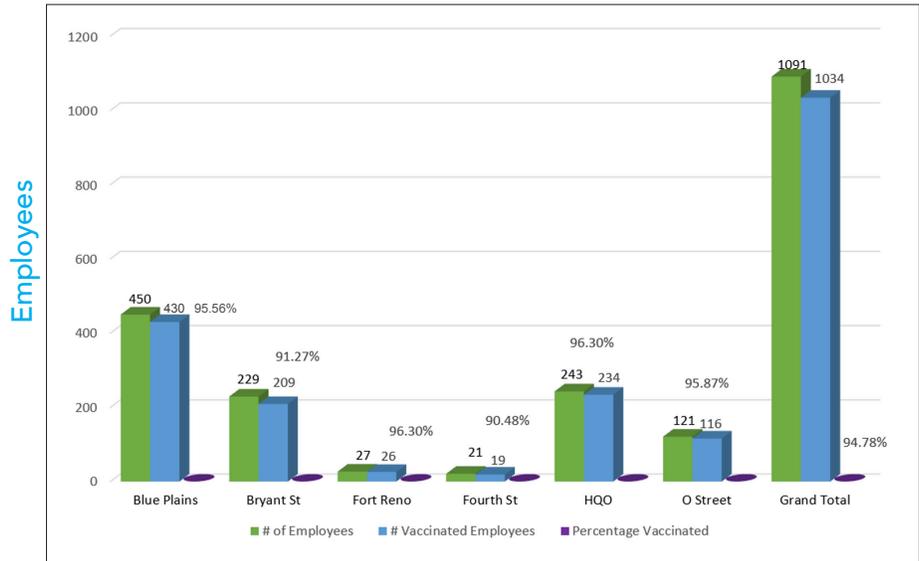
**Vaccinations**

- 10 partially vaccinated employees, all with a scheduled second dosage.
- Two employees are not vaccinated and are on unpaid leave.
- Three employees are not vaccinated but have been on medical leave.

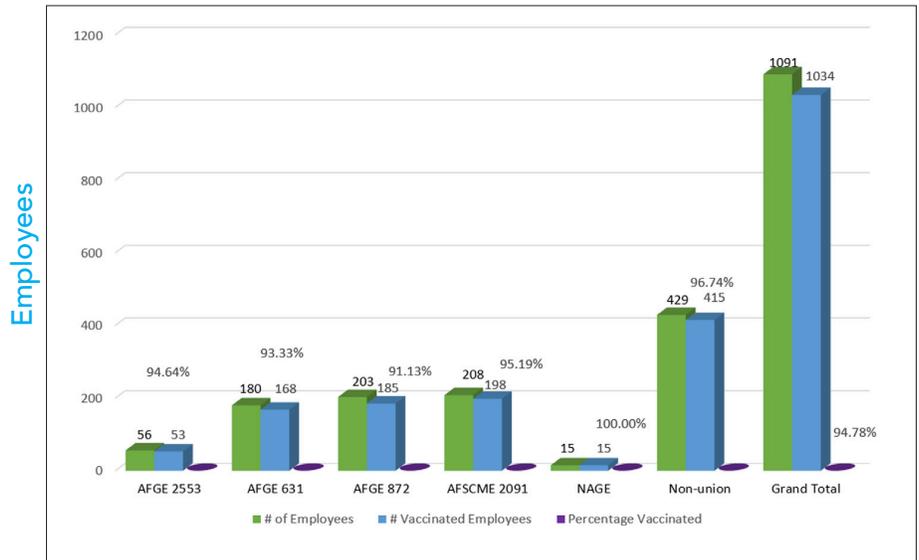
Note: Employees whose exemption status is pending, or who are partially vaccinated (with a scheduled second dose) will remain in active status and will be required to provide weekly test results.

DC Water continues to show low percentages of employees who have tested positive for the virus. All COVID-19 incidents have closed and all employees who have tested positive have now returned to work sites healthy, safe, and well.

DC Water – Employee vaccinations by location compared to total



DC Water – Employee vaccinations by non-union / union



# dc Highlights

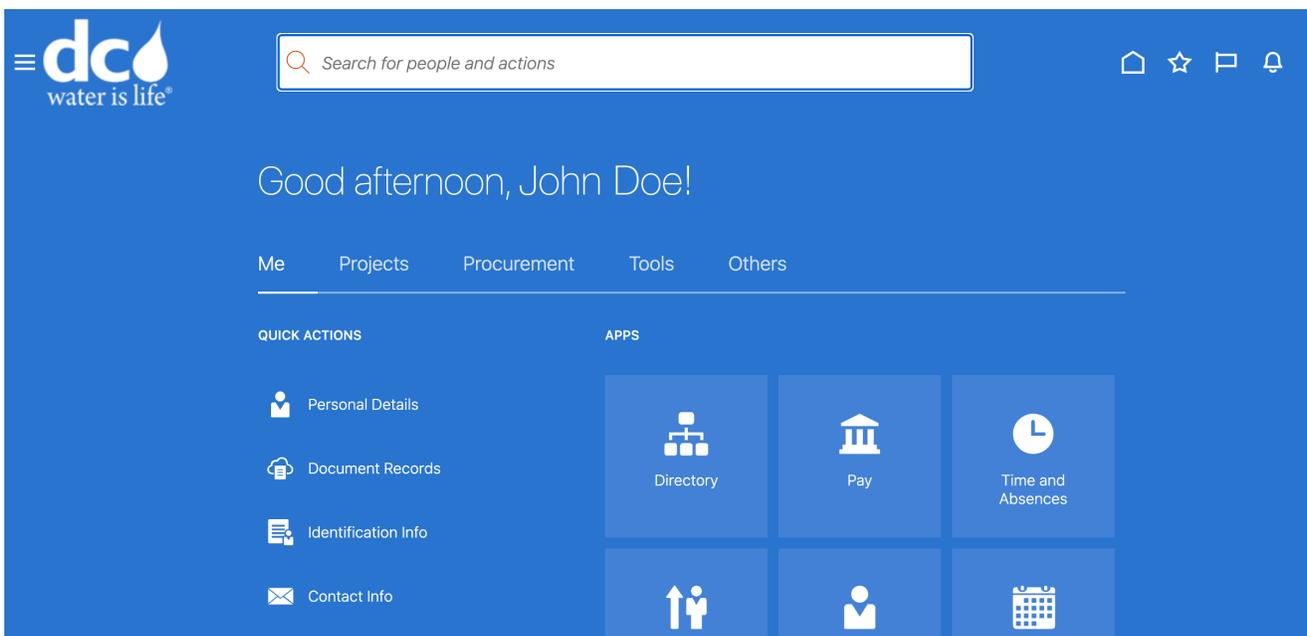


## Launch of New Payroll Module

DC Water reached a significant milestone in the deployment of the Oracle Enterprise Resource Planning (ERP) system on Sunday, March 13, when the team launched several Payroll components, including Oracle Time Payroll, Time and Labor and Absence Management applications.

Upon launch, employees were able to access live support from a dedicated HR-Payroll Help Center. Additionally, a Microsoft Teams link and dial-in number were established and will be provided to staff throughout the first month of deployment. Virtual trainings are also being offered via Teams and in person through several Employee Self-Service training sessions planned from March 15 through April 4, and training materials have been posted to Pipeline, the Authority's intranet.

The Oracle system tools offer important new functionality, reporting and remote access to Authority data, and represents a major step forward in consolidating Authority data and resources.



## Annual Chlorine Switch

The Washington Aqueduct's annual disinfectant switch from chloramine to chlorine will run from Monday, March 21 through Monday, May 9 this year. Although the process is routine, and essential for cleaning and maintaining the DC Water distribution system, customers may notice and have questions about slight changes in the taste and smell of their tap water.

The Office of Marketing and Communications issued a press release on the change on March 21 and has provided talking points and FAQs for the customer service teams tasked with responding to these inquiries. Additionally, information on the 2022 Chlorine Switch has been posted to the Authority's website, with a printable FAQ on the yearly process.



## Divisions

The CEO report now includes service level based key performance indicators for our operations divisions. These are indicators for which the teams have established or confirmed response and resolution times in which to perform the related work. This is assisting us in identifying productivity impacts related to COVID-19 and resource needs as well as benchmarking ourselves against other utilities. It is important to note that where teams may not meet the Service Level Targets set for a specific metric, it does not mean the work is not getting accomplished. The teams are doing a tremendous job despite the pandemic and continue to strive to meet a high bar of performance.

## Financial Metrics

Metric	Target	Nov-21	Dec-21	Jan-22	Feb-22
Operating Cash Balance (millions \$)	\$235.6	\$264.8	\$241.2	\$249.3	\$269.5
Delinquent Account Receivables (%)†	3.3%	4.6%	4.5%	4.6%	4.4%
On-time Vendor Payments (%)††	97.0%	94.5%	94.5%	93.5%	93.0%
Investment Earnings Data (Thousands \$)	\$2,234.0	\$214.6	\$49.8 ****	\$141.9	\$82.3
Core Investment Yield Data (%) - Merrill Lynch 1-3 Year Treasury Index		0.5%	0.7%	1.1%	1.4%
Core Investment Yield Data (%) - Actual Monthly Yield	0.2%*	0.6%	0.5%	0.6%	0.7%
Short Term Investment Yield Data (%) - Merrill Lynch 3-Month Treasury Index		0.1%	0.1%	0.2%	0.3%
Short Term Investment Yield Data (%) - Actual Monthly Yield	0.1%*	0.1%	0.1%	0.1%	0.1%
Days of Cash on Hand	250.0**	390.0	335.0	335.0	339.0***

\* Represent annual Treasury Index targets developed and provided by the Authority's investment advisor, and compared to the Monthly Treasury Index and the Actual Monthly Yield

\*\* 250 days of cash represents the projection for annual days of operating reserves including the Rate Stabilization Fund

\*\*\* The 339 days of cash is made up of 49 days in the Rate Stabilization Fund and 290 days in the operating cash balance.

Metrics Explanations:

† Delinquent account receivables as a percentage of 12-month rolling average revenue. The delinquent account receivables increased due to the impact of COVID-19.

†† Vendor payments percentage is not at the desired target primarily due to performance related to the transition from the legacy system to the new system, which includes tolerance configuration (Materials Management invoices), retention invoices, or system entries (non-payment entries, e.g., ROCIP funding), and user training related to receipts issues.

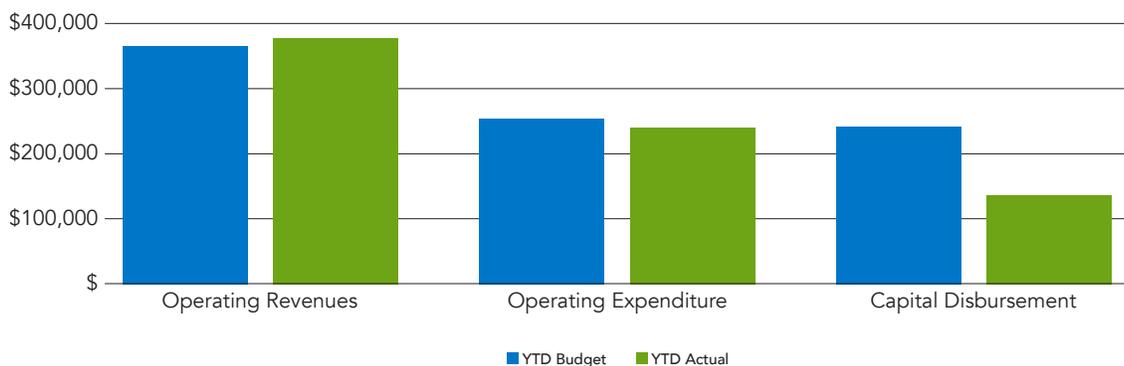
## Finance Highlights

### FY 2022 Financial Performance YTD

As of February 28, 2022, DC Water is on track with budgetary expectations and targeted performance metrics. The total operating revenues are \$378.1 million or 47.4 percent of the budget. Total operating expenditures are \$240.3 million or 36.5 percent and capital disbursements are \$138.3 million or 24.4 percent of the respective budgets.

The operating expenditures reflect increased spending in chemicals and utilities due to higher than anticipated unit prices because of prevailing market conditions, including supply chain issues and impacts of the ongoing war between Ukraine and Russia on fuel and natural gas. Management continues to monitor spending with proactive steps to mitigate significant budget gaps and impact on other core operational needs. The updated forecasts will be presented as part of the mid-year projections process which is currently underway and anticipated for Board/Committee reviews in May.

### FY 2022 Year to Date Performance Budget vs. Actuals (\$000's)



**Ratemaking Process**

On March 3, 2022, the Board adopted the FY 2023 Operating Expenditure budget of \$686.4 million, FY 2022 – FY 2031 Capital Improvement Program disbursement budget of \$6.4 billion, Financial Plan and the proposed two-year rates, charges and fees. Detailed information about the adopted budget and multi-year rate proposal can be found at [dcwater.com/ratemaking-process](http://dcwater.com/ratemaking-process).

DC Water will hold multiple virtual Town Hall Meetings in early April, in advance of the public hearing to inform customers about the adopted FY 2023 and FY 2024 rates, discuss the Capital Improvement Program, and promote all of the existing customer assistance programs. The meetings will be widely publicized through numerous channels, including Council member Offices, Advisory Neighborhood Commissions (ANCs), DC Water website, social medias, and paid digital and print advertising.

**FY 2021 Financial Audits**

The Comprehensive Annual Financial Report (CAFR) was completed and posted on DC Water’s website and the OMB Uniform Guidance Audit was completed and submitted to the Federal Audit Clearinghouse clearing house. DC Water’s Green Bond attestation engagement is also in progress.

**Series 2022 Bond Issuance**

The sale of approximately \$400 million in bonds has been completed. The fixed rate portion of the transaction was completed on February 24, 2022. These bonds were issued as tax-exempt on a subordinate lien for \$100 million designated as Series B green bonds and \$100 million designated as Series C non-green bonds. A taxable fixed rate of \$75 million was also designated as Series D for capital upgrades to the Washington Aqueduct. The variable rate portion of the transaction was completed on March 10, 2022, for \$100 million designated as Series E issued as tax-exempt bonds. Additionally, select bonds were refunded to lower costs providing over \$33 million in debt service savings for DC Water rate payers through 2045.

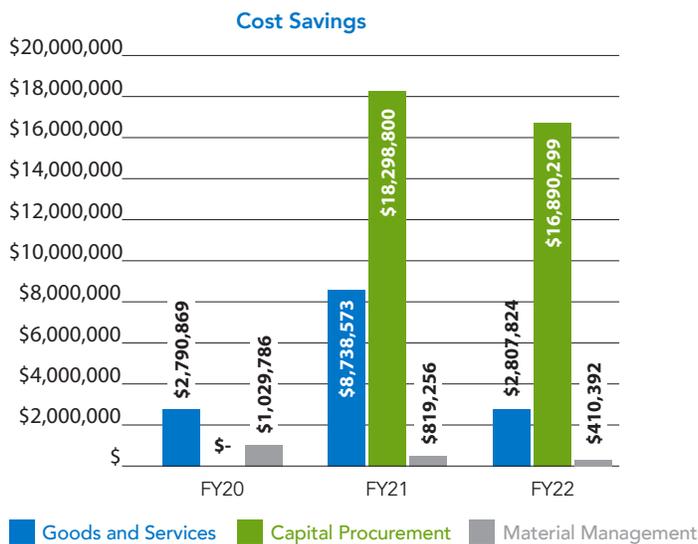
**Procurement and Compliance**

**Key Procurement and Compliance Activities**

- Prepared responses for the DC Water’s Annual Performance Oversight Hearing on February 28, 2022 and identified three graduates of the National Green Infrastructure Certification Program Graduates to speak at the Hearing.
- Conducted Outreach and Pre-Bid Meetings for Water IR&R Contract, Lead Service Line Replacement IR&R Contract, Small Diameter Water Main Replacement IDIQ Program.

**Cost Savings** (negotiated savings and cost avoidance)

The chart shows the cost savings from FY 2020 to FY 2022 year-to-date achieved by Procurement through the competitive solicitation process in the Capital Project and Goods/Service solicitations and the cost avoidance achieved in the Materials Management through the inventory optimization. The cost saving for Capital Procurement was not tracked in FY 2020.



**Certified Firm Participation This Month**



**Procurement and Compliance** - continued

**Upcoming Business Opportunities**

All current and planned solicitations are available at [dcwater.com/procurement](http://dcwater.com/procurement). Those upcoming in the next two months are shown below:

**Capital Procurement**

Planned Solicitation	Project Title	Solicitation Type	Estimated Total Contract Value	Delivery Type	Eligible Inclusion Program
February, 2022	Microgrid Implementation Project at Blue Plain Advanced WWTP	RFP	\$400K	Design	DBE/WBE
February, 2022	COF/IT Electrical System Upgrade	RFP	\$10M	Bid Build	DBE/WBE
February, 2022	Water IR&R Contract	RFP	\$ 15-\$20M	Bid Build	DBE/WBE
February, 2022	Small Diameter Water Main Replacement 16A	IFB	\$10M	Bid Build	DBE/WBE
March, 2022	Small Diameter Water Main Replacement 15D	IFB	\$10M	Bid Build	DBE/WBE
March, 2022	Small Diameter Water Main Replacement IDIQ	RFQ	\$120M Program	Bid Build	DBE/WBE
April, 2022	Sanitary Sewer Lateral Replacement Contract	RFP	\$ 10M	Bid Build	DBE/WBE
April, 2022	Valve Assessment Rehab	RFP	TBD	N/A	DBE/WBE
April, 2022	PI Phase 4 Rehab (Fairfax and Loudoun Co.)	RFP	\$20M	Bid Build	DBE/WBE
April, 2022	Subsurface Utility Engineering BOA	RFP	\$2.5M	Design	DBE/WBE
April, 2022	Small Diameter Water Main Replacement 16A	IFB	\$10M	Bid Build	DBE/WBE
April, 2022	MFU-8	RFP	\$35M	Bid Build	DBE/WBE

**Goods and Services Procurement:**

Planned Solicitation	Project Title	Solicitation Type	Estimated Total Contract Value	Eligible Inclusion Program
March, 2022	Security Systems integration and Management Services	RFP	\$1-\$5M	DBE/WBE
April, 2022	Group Vision Insurance Services Benefit	RFP	< \$1M	LSBE
April, 2022	Financial Staff Augmentation	RFP	\$5-\$10M	MBE/WBE
April, 2022	Emergency Bypass Pumping services	RFP	\$1-\$5M	DBE/WBE

## Shared Services

April is **Distracted Driving Awareness Month**, a united, nationwide effort to raise awareness about the dangers of distracted driving and eliminate preventable deaths and injuries on our roadways.

Washington D.C. has strict distracted driving laws against the use of electronic devices inside a moving vehicle. A driver found violating this law will be subject to fines. The only exceptions to these laws are granted to motorists undergoing emergency situations. Cell phones are only allowed if a hands-free device is being used. Texting while driving is not permitted under any circumstance. Furthermore, eating, reading and grooming may also draw the attention of the driver away from the road.

Did you know that a text takes 4 seconds and that moving at 55 mph we travel the length of a football field while completing that text? Taking your eyes off the road for even a second can have bad results!



### Here are some tips to avoid distractions:

- Don't eat in the car. Fumbling with food, dropping food, or trying to drive with one hand can cause problems.
- Avoid fiddling with radio or temperature controls, or mirrors, or your seat, etc., while driving. It is better to pull over and adjust anything, then return to the road.
- Don't use cell phones while driving unless you can talk hands-free. Pull off the road in a safe place to make calls. That way you can concentrate on the dialing and conversation without putting you and your car at risk. Remember, cell phone use (unless it's hands-free) and texting while driving is against the law in the District.
- Check your vision, and if you need glasses, be sure to wear them while driving.
- Wear sunglasses when driving in bright sunlight. Sun glare can also be a distraction.
- Avoid playing the radio too loudly; you may not be able to hear sirens from emergency vehicles.
- If something falls on the floor, don't try to pick it up while driving. Wait until you are parked.

### **NEVER... email, text, tweet, chat, or anything else on your phone or other device while you're driving!**

Just don't read anything when you are behind the wheel—not the newspaper, not a good book, not your best friend's frantic text—not even a map. If it takes your eyes off the road, it could take your life.



## Fleet, Facilities, Safety, Security and Emergency Management

### Shared Services Metrics

Metric	Target	Nov-21	Dec-21	Jan-22	Feb-22
Security: Camera operational uptime	90%	97%	97%	96%	97%
Security: Smart card readers operational uptime	90%	100%	99%	99%	99%
Security: Percent of security investigations completed within 21 days	95%	95%	100%	100%	100%
Facilities: Preventive Maintenance Completion Rate	90%	68%	44%	63%	83%
Facilities: Service Request Completion Rate	90%	44%	63%	68%	67%
Fleet: Preventive Maintenance (PM) on Schedule	96%	43%	21%	22%	14%
Fleet: Priority Vehicles/Equipment (In-Service)	96%	86%	87%	83%	75%
Safety: DC Water Employee Recordable Incident Rate (RIR) (FY)	< 5.3	1.7	1.9	2.6	2.1
Safety: DC Water Employee Lost Time Incident (LTI) (FY)	< 2.1	1.1	1.6	1.5	1.2
Safety: Contractor/ROCIP Recordable Incident Rate (RIR) (FY)	< 2.8	4.3	3.5	2.6	2.5
Safety: Contractor/ROCIP Lost Time Incident (LTI) (FY)	< 1.1	0	0	0	0.4

**Facilities Metrics:** The Preventive Maintenance completion rate saw a significant jump in February. The HVAC shop and the PM contractor were able to focus efforts on PM's this month due to lower than usual demand for HVAC service requests. This ability to focus on HVAC shop efforts combined with the steady PM performance from the Plumbing shop resulted in a great month for PM completion. The Service Request completion rate remains steady at almost 70%. The demand on Facilities due to winter weather and return from pandemic telework has been high. Facilities will look to improve on this SR completion rate in the coming spring months.

**Fleet Metrics:** Performance percentages are low due to COVID cases (onsite technicians and outside vendors); limited resources / services due to close contacts; and fleet facilities closed or delays in service due to snow event and inclement weather. Additionally, road construction and lead abatement has sidelined many of the units awaiting cleaning. We are also shuffling / moving vehicles awaiting service due to parking restriction issues from external construction projects. Many of our temporary workers are being lost due to contract structure (salaries and high healthcare costs).



### Customer Assistance Programs (CAP)

In mid-January, funding was received and posted through the first week of February 2022. In January, approximately 55-60% of the LIHWAP funding distribution was posted to approved customer accounts. The remaining funding is reflected in this month's report.

### Customer Assistance Programs (CAP)

Program	FY2021 Enrolled	FY2021 Dollars	Feb # Enrolled	Feb Dollars	# FY22 Enrolled	FY2022 Dollars	FY2022 Budget
CAP I	4,453	\$2,378,326	81	\$386,341	5,993	\$1,853,384	\$2,737,865
CAP II	538	\$245,637	3	\$26,877	575	\$135,850	\$296,536
CAP III	191	\$36,059	0	\$2,560	192	\$16,157	\$100,000
Non-Profit CRIAC Relief	189	\$955,707	11	\$52,021	99	\$232,501	\$350,000
Emergency Relief Program	1,820	\$1,071,464	0	\$0	28	\$27,493	\$-
DC Water Cares Residential	2,842	\$1,892,843	76	\$43,215	106	\$77,167	\$3,000,000
DC Water Cares Multifamily (number of units)	5,978	\$2,507,484	731	\$383,204	3,172	\$1,395,305	\$6,223,837
STAY DC	304	\$352,419	34	\$55,932	1,128	\$1,058,834	N/A
Low Income Household Water Assistance Program	N/A	N/A	0	\$274,276	1,193	\$655,311	\$2,000,000

Most Customer Care targets were met for the month of February except for Average Talk Time. The team is working to identify triggers that cause longer than normal talk times. Additionally, we are working to incorporate Blueprint 2.0 focus into individual actions creating a greater opportunity of future achievement.

### Key Performance Indicators

Metric	Target/ Service Level	Dec 21	Jan 22	Feb 22
% of Bills issued on time (w/in 5 days)	95%	99.3%	98.0%	98.0%
Estimated bills as a percent of meters read	4%	4.4%	4.8%	4.0%
Number of High Bill Complaints	trend only	128	124	128
% of OPC inquiries resolved within 14 days	90%	100%	100%	100%
% of calls answered in 40 seconds (Call Center)	85%	94%	95%	95%
Monthly Call Volume Served	trend only	6,497	7,248	6,304
Average Talk Time (minutes)	5:30	6:01	5:48	6:00
Average Wait Time (minutes)	1:30	0:17	0:32	0:13
Abandoned Calls (%)	6%	2%	1%	1%

**In February two (2) projects were completed:**

**Engineering Contract SharePoint Dashboard** – allows for on-line access of contract documentation including Agreement/Construction numbers, Title, Document Type, Amount, Date Created, Project Manager, Status, Duration and Execution Date.

Contract Title	Contract Number	Capital Procurement Category	Manager	Project Manager	Workflow (WF) Status	Initial WF Date	Total WF Duration	Bid Open Date	Required Execution Date	Total Contract Duration
Public Space Restoration Contract FY22 - FY25	200110	Ma Kainnayi Ko Sun		Crescent Udeh	COMPLETED	9/23/2021	78	6/21/2021	6/21/2024	1,096
Constitution Avenue Area Water Main Replacement	150140	Kevin B. Bellamy		Sema Essien	COMPLETED	9/22/2021	77	9/8/2021	12/7/2021	90
Division RC-B Rock Creek Project B Construction	210040	Reginald C. Scott		Seth Charde	COMPLETED	9/22/2021	71	7/27/2021	10/25/2021	90
Small Diameter Water Main Replacement 15A	180010	Ma Kainnayi Ko Sun		Nahome Menker	COMPLETED	9/22/2021	77	9/14/2021	10/8/2022	389
Miscellaneous Facilities Upgrades Phase 7	180060	Ma Kainnayi Ko Sun		Aaron M. Montgomery	COMPLETED	6/24/2021	138	2/3/2021	5/4/2021	90
Soapstone Valley Park Sewer Rehabilitation	170190	Ma Kainnayi Ko Sun		Burak Kaynak	COMPLETED	6/21/2021	70	5/12/2021	8/10/2021	90

**Emergency Permits Tracking App** – provides tracking for emergency (time sensitive) permit requests to Engineering from initiation through completion.

**No new projects were launched in February**

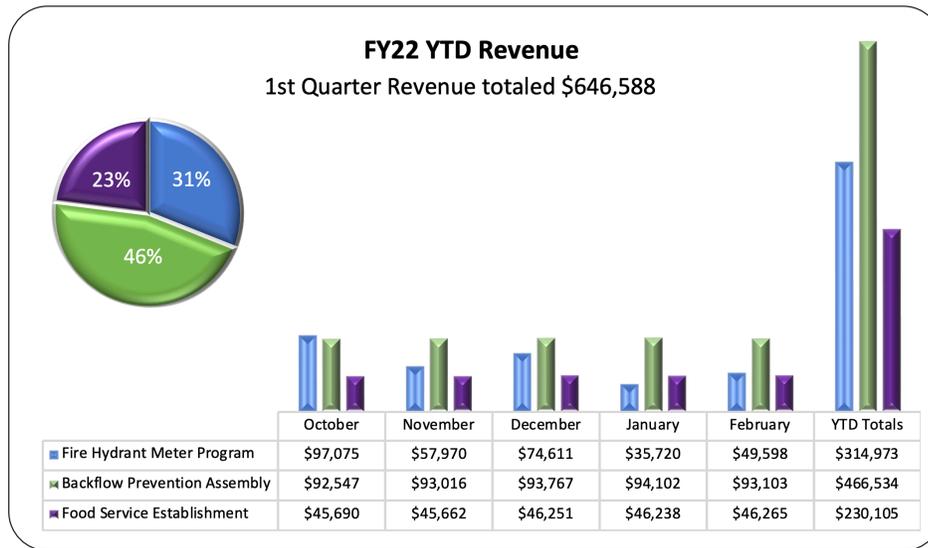
The initial kick-off meeting of the Water Industry Cyber Security Taskforce February 16, 2022, with a follow-up meeting held on March 9th. Meetings are scheduled bi-weekly and include members from the Department of Homeland Security (DHS), Cyber Security & Infrastructure Security Agency (CISA), WaterISAC, AWWA, NACWA, WEF and 10 utilities from across the US. The objective is to develop a set of recommendations for water/wastewater utilities to implement to enhance their cyber security protections and create a framework for industry wide incident reporting.

**IT Monthly Report**

SR/WO Type	SL Target / SLA	Dec 21	Jan 22	Feb 22
Number of tickets submitted	Trend only	715	856	802
Number of open tickets	Trend only	85	87	27
Helpdesk SLA	96%	99%	100%	97%
Number of active projects	Trend only	16	20	25
Number of completed projects	Trend only	3	1	0
On schedule performance	90%	85%	91%	88%
On budget performance	90%	80%	87%	81%

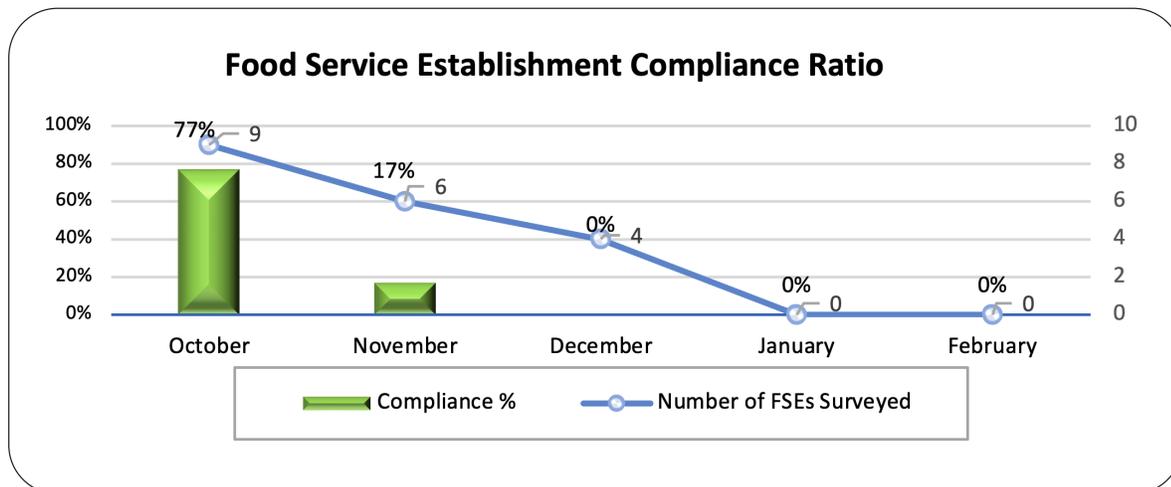
**Featured Projects of the Month – Water Operations**

**The Customer Compliance Services division of the Water Operations Department** is responsible for enforcing policies and regulations on fire hydrant use permits (FHUP), cross-connection control/backflow prevention (CCC/BP) and fats, rags, oils and grease (FROG) collection and disposal. This group conducts site inspections and surveys, issues and enforces corrective directives, and generates revenue to recovery resource costs.



**The FSE compliance rate**

Inspections of Food Service Establishments was suspended due to the CEO's declaration of an emergency.



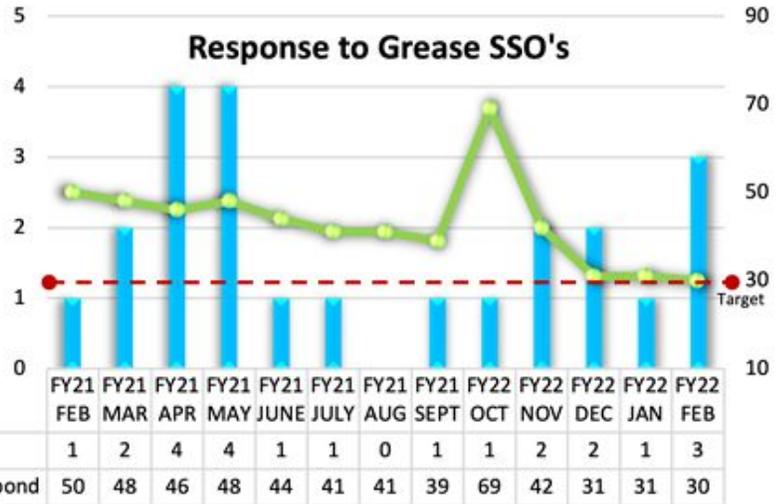
# dc Operations and Engineering

Water Services, Sewer and Pumping Operations, Wastewater Treatment, Engineering, DC Clean Rivers

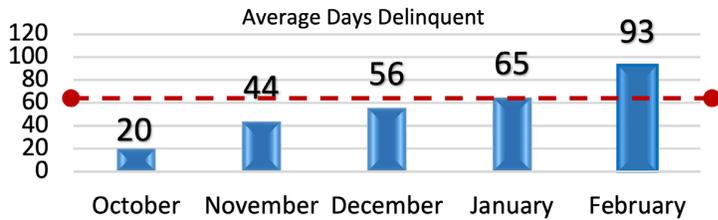
## Featured Projects of the Month – Water Operations

### Sanitary Sewer Overflow (SSO) Responses

The Compliance team, Linear Asset Management Branch and the Department of Sewer Operations all contribute to the investigation and response to Sanitary Sewer Overflows caused by grease.



### Fire Hydrant Use Permit Program



The fire hydrant chart illustrates hydrant permits that have expired and equipment that was not returned. The objective is to recover fire hydrant equipment or close permit accounts within 60 days.




**Operations and Engineering**

Water Services, Sewer and Pumping Operations, Wastewater Treatment, Engineering, DC Clean Rivers

**Key Performance Indicators**

Metric	Target/Service Level	Nov-21	Dec-21	Jan-22	Feb-22
<b>Wastewater Operations</b>					
NPDES Permit Compliance	100%	100%	100%	100%	100%
Air Permit Compliance	100%	100%	100%	100%	100%
Biosolids Class A	100%	100%	100%	100%	100%
Tunnel Dewatering	100%	100%	100%	100%	100%
Combined Heat and Power	>20%	27%	27	26%	25%
Reactive Maintenance	<20%	35%	37%	35%	32%
Critical Asset Availability	>95%	97%	98%	97%	96%
<b>Sewer Operations</b>					
CSS Structures Inspection	100%	100%	100%	100%	100%
MS4 Area Catch basins Cleaning/Inspections	100%	78%	91%	72%	67%
CSS Area Catch basins to Anacostia – Cleaning/Inspections	100%	100%	100%	2%	30
Non-Anacostia CSS Area Catch Basins – Cleaning/Inspections	85%	95%	98%	100%	100%
Sewer Cleaning and Inspection (Miles)	>12	2.85	2.22	1.75	4.31
Sewer Backup (Investigation to Resolution)	>95%	100%	100%	100%	95%
Sanitary Sewer Overflow	1.4 per 100 Miles	1.08	0.31	.62	.93
Combined Sewer Overflow	0	1	0	1	1
<b>Pumping Operations</b>					
Firm Pumping Capacity Maintained	100%	100%	100%	100%	100%
Reactive Maintenance	<20%	34%	34%	43%	44%
Critical Asset Availability	95%	98%	98%	98%	98%
<b>Water Operations</b>					
Safe Drinking Water Compliance	100%	100%	100%	100%	100%
Replace Non-Standard Hydrants	>21/Month	14	23	5	5
Hydrant Flow Tests (Non-Winter Months)	>180	8	16	55	280
Fire Hydrants Operational	99%	99.69%	99.57%	99.63	99.60%
Emergency Water Service Orders Completed	>90%	100%	100%	100%	100%
Water Quality Complaint Resolution (within 48 hours)	>90%	48%	83%	80%	75%
Water Main Breaks	<28/Month	66	55	151	34
Water Main Break Rate /100 Miles (National Average is 25)	25	36.06	33.78	39	35.47
% of Hydrant Leaks in Inventory that are not leaking	>90%	99%	99%	99	99%
<b>Permit Operations</b>					
Overall On-time completion of Permit Reviews	90%	88%	94%	91%	91%

## Explanation of Missed Targets

### MS4 Area Catch Basin Cleaning/Inspection (100%)

The Department has an annual goal of 100% and expects to achieve this goal by year end. Our permit compliance period for the MS4 is July 1, 2021 – June 30, 2022. The targets for catch basin cleaning are calibrated according to the permit compliance period and expected weather related obstacles.

### CSS Area Catch basins to Anacostia (100%) and Non-Anacostia CSS Area Catch Basins (85%)

We have a goal for 1st time inspections of the CSS Anacostia between January 1, 2021 -June 30, 2022. Our permit compliance period for cleaning the Non-Anacostia CSS is January 1, 2022 - December 31, 2022. The targets for catch basin cleaning are calibrated according to the permit compliance period and expected weather related obstacles.

### Sewer Cleaning & Inspection (>12 Miles)

This KPI is a measure of progress toward meeting an internally set goal of cleaning and inspecting 12 miles of our small diameter sewers per month. This is based on completing the cleaning and inspection of 1,400 miles of small diameter (< 24 in) sewer in a 10-year cycle. Due to our existing internal crews prioritizing response to service requests and permit required inspections, progress toward our overall goal is impacted. The Department is assessing the internal and external resources required to achieve the established target in the coming year.

### Hydrant Flow Tests (Non-Winter Months) (>180)

The Department did not meet the monthly target due to limited staff availability and the need for additional resources. The Department anticipates an increase in performance as adequate levels of staffing are maintained.

### Water Quality Complaint Resolution (within 48 Hours)

Although we addressed all customer complaints by phone and email, by flushing hydrants within the same day, we were unable to fully resolve 51% of the customer complaints since there were hydrants that needed to be rechecked and were still pending due to illness, scheduled leave and resource needs (staff). The Department is actively recruiting for several water quality positions and is looking forward to demonstrating improvement within the next year.

### Wastewater Operations Reactive Maintenance (<20%)

DC Water has adopted a manufacturing industry best practice benchmark of less than 20 percent reactive maintenance hours as percent of total maintenance hours. To our knowledge, there is no similar benchmark used in the public water utility sector. Blue Plains manages around 45,000 assets within our asset management/ maintenance management system, and this stringent industrial benchmark is tracked as a marker for continuous improvement. We observe a descending trend of percent of total reactive maintenance hours, measured as annual average during fiscal years 2019, 2020, and 2021 to date\*, of 40%, 37% and 31% respectively, for assets at the Blue Plains Advanced Wastewater Treatment Plant. The reduction realized is attributed to enhanced proactive and predictive maintenance programs, training of staff on precision maintenance and reliability centered maintenance, optimization of existing preventive maintenance plans, and improvements in processes and equipment through the Capital Improvement Program. The goal is to remain on the reduction pathway towards a benchmark that is applicable for Blue Plains.

### Pumping Operations Reactive Maintenance (<20%)

The reactive maintenance metric has slightly improved since last month but did not meet the target due to other prioritized work activities and/or emergencies. This is a new metric and to meet the goal we shall continue to enhance our proactive maintenance practices, complete scheduled precision maintenance training and remain focused on our reliability centered maintenance activities.

# dc DC Water Capital Improvement Program

## Water, Sewer, Blue Plains, Lead Free DC and DC Clean Rivers

### Water Condition Assessment Projects

As of February 15, 2022, planned condition assessments could not be completed due to faulty valves. DETS and Operations are coordinating a resolution.

### Anacostia tank 1 and 2

As of February 15, 2022, design has been completed and permits obtained. Project is transitioning to procurement. Engineering and Procurement are collaborating to scope and execute the painting of Anacostia tank 2 internally due to liner failure.

### Soapstone

As of February 15, 2022, a notice to proceed has been issued to the Contractor who has started pre-construction submittals. A public meeting yielded several concerns from ratepayers that staff are working to resolve before mobilization. We expect mobilization will be delayed by permit requirements in addition to public outreach concerns. DC Water is exploring multiple approaches with the selected contractor that may resolve the public's concerns.

### Watts Branch Sewer Manhole Protection

As of February 15, 2022, the SPM team is working on after the fact permitting with DOEE and Army Corp. All field work is completed.

### September 10, 2020 Flooding Response

As of February 15, 2022, Nicholson Sanitary Sewer Evaluation Study – DC Water ran the model using the WSSC data and have developed different scenarios to see how the system would react if we replace and/or up-size the pipes. We are developing high level cost for comparison to present at the findings meeting on 3/31.



- The CIPERR By-block program completed the 100th LSR that is free for homeowners. In addition, the Lead-Free DC Prioritization model was selected to be presented at AWWA ACE 2022.
- Construction has started with two contractors selected to replace lead and galvanized pipe and perform test pitting activities to bolster DC Water's inventory database. Service line replacements began in February.

Fiscal Year	LPRAP (Assistance Program)	Voluntary Full	CIP Full	CIP Partials	Emergency Full	Emergency Partials	Total LSRs	FY22 Goal	Total Partials	Partials %	Goal %
FY2022	93	104	71	9	48	3	383	2393	12	3.10%	2.1%



# High Risk Audit Findings

## Open High Risk Prior Audit Findings

Audit FY	Issue Date	Audit Report	High Risk Open Finding	Original Target Date	New Target Date	# Extensions	
1	2016	7/28/2016	Training, Licensing, and Certification	Identification and monitoring of training requirements by position	9/30/2017	6/6/2022	5
			<p><i>Status notes:</i> Three training buckets (safety, compliance, and technical) have been configured in Cornerstone LMS. Technical training requirements are being identified by department. Trainings will be assigned by role when the Oracle LMS module is implemented.</p> <p><i>Reason for extension:</i> Multiple changes in leadership within People &amp; Talent, not prioritized under previous leadership, difficulty organizing technical trainings requiring cross-departmental support, delay in Oracle implementation go-live.</p>				
2	2018	1/24/2019	Enterprise Work Order Management Assessment	DWO – Inadequate capture of labor and materials cost data in Maximo work orders	9/30/2020	3/31/2022	3
			<p><i>Status notes:</i> Pilot for hydrant program is complete. Roll out of valve application in progress; application is undergoing user acceptance testing in parallel with training for the field crew staff.</p> <p><i>Reason for extension:</i> Deprioritized due to COVID. Emergencies and vacations of field crew staff delayed user acceptance testing.</p>				

Legend	
	Past due
	Original target date has not yet come due





# CEO Report Dashboard

**Table of Contents**

**Message from the CEO/GM.....I**

**Organizational Performance Dashboard .....i**

**Financial Highlights .....1**

    Financial Performance Summary ..... 1

    Revenues and Operating Expenses ..... 2

    Capital Spending..... 2

    Operating Cash and Receivables ..... 3

    Delinquent Account Receivables..... 3

    Investment Yields ..... 4

    Vendor Payments ..... 5

**Operations & Engineering .....6**

    Electricity Usage Summary..... 6

    Electricity Usage by Service Area ..... 6

    Waste Water Treatment ..... 7

    Water Distribution Operations..... 8

    Water Balance ..... 8

    Drinking Water Quality..... 9

    Fire Hydrants.....10

    Sewer System Operations .....11

    Combined Sewer System.....11

    Permit Processing.....12

**Customer Experience .....13**

    Customer Care.....13

**Low Income Assistance Program.....14**

    SPLASH Program.....14

    Customer Assistance Program(CAP) .....14

**People & Talent .....15**

    Human Resources .....15

    Recruitment Activity.....15

    Recruitment Performance Metrics.....16

**Administration.....17**

    Safety .....17

    Employee Lost Time Incident Rate .....17

    Contractor Lost Time Incident Rate .....18

**Interpretation of Charts ..... A**

**Color Key**

<b>Red</b>	<b>Did not meet Target</b>
<b>Yellow</b>	<b>Missed Target but within acceptable range</b>
<b>Green</b>	<b>Met/Exceeded Target</b>
<b>Gray</b>	<b>Budget/Target Value</b>
<b>&lt;transparent&gt;</b>	<b>Green/Yellow/Red based on comparison</b>

## ORGANIZATIONAL PERFORMANCE DASHBOARD (Feb 2022)

### Financial Highlights

Net Operating Cash (\$m)		Operating Revenue (\$m)		Operating Expenses (\$m)		Capital Disbursement (\$m)		Operating Cash Bal (\$m)	
Actual	147.94	Actual	378.10	Actual	240.30	Actual	138.30	Actual	269.50
Target	47.94	Target	368.00	Target	252.00	Target	242.40	Target	194.00

Core Invest Yield (%)		Short Term Invest Yield (%)		Delinquent Acct Receivables (%)		On-time Vendor Payments (%)	
Actual	0.67	Actual	0.09	Actual	4.37	Actual	93.00
Target	1.40	Target	0.31	Target	3.00	Target	97.00

### Operations and Engineering Highlights

Lead Concentration (ppb)	Total Coliform Rule (%)	Biosolids Production (wet tons)	Total Nitrogen (lbs/yr mil)
		Actual      426	

Plant Effluent Flow (gal mil)	Excess Flow (gal mil)	Water Main Leaks	Water Valve Leaks
	0	34	1

Fire Hydrants Insp. And Maint.	Fire Hydrants out of Service	Fire Hydrants Replaced (YTD)
484	39	5

Sewer Main Backups	Sewer Lateral Backups	Dry Weather CSO	Permits Processed within SLA (%)	Electricity Usage (Kwh)
8	68	1	91	16572

### Customer Experience Highlights

Call Center Performance	Command Center Performance	Emergency Response Time
Actual      95% 	Actual      89% 	Actual      100%  (% of calls Received)
Target      85%	Target      85%	Target      90%

### Low Income Assistance Program Highlights

SPLASH Contributions (\$tho)	Customer Assist. Program (\$tho)
Actual      30.01	Current      386.34
Target      33.33	Previous      163.72

### People and Talents Highlights

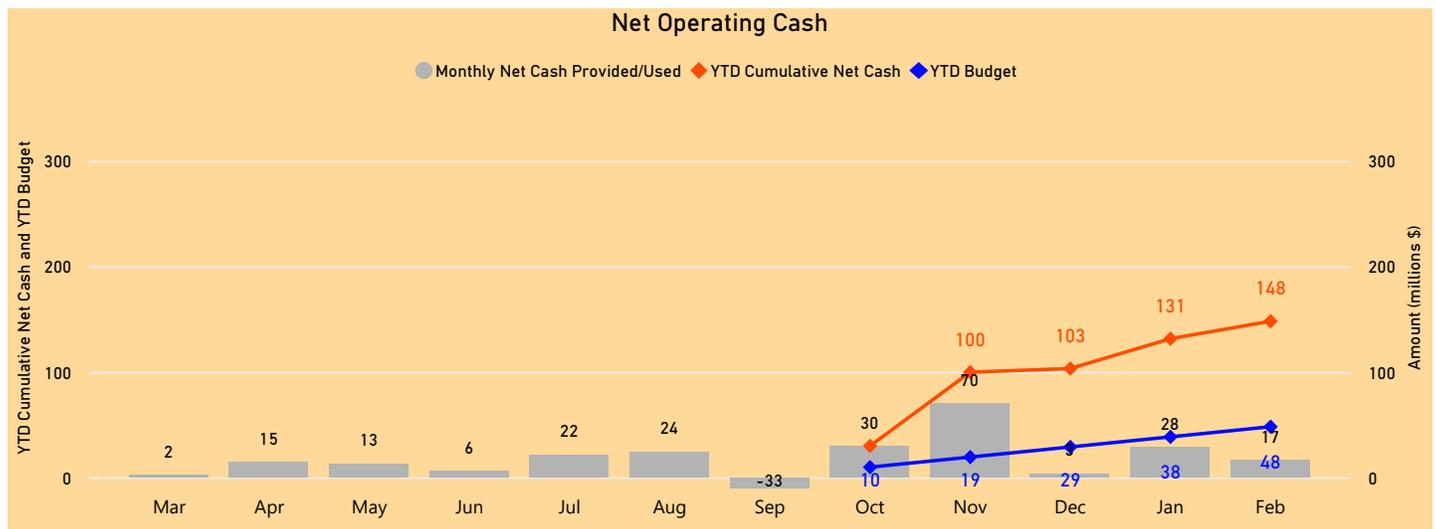
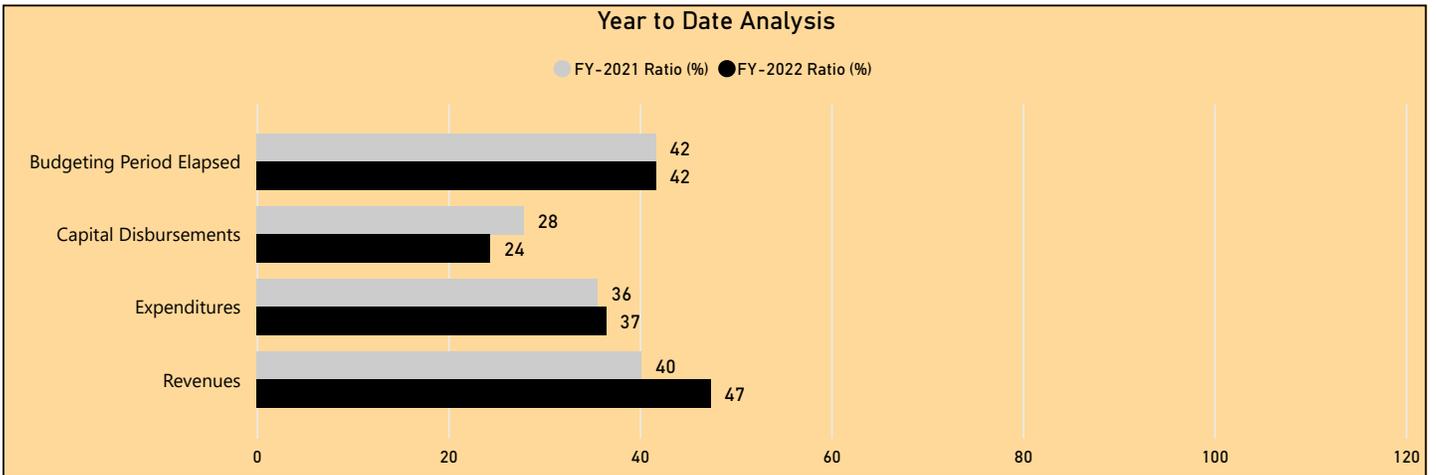
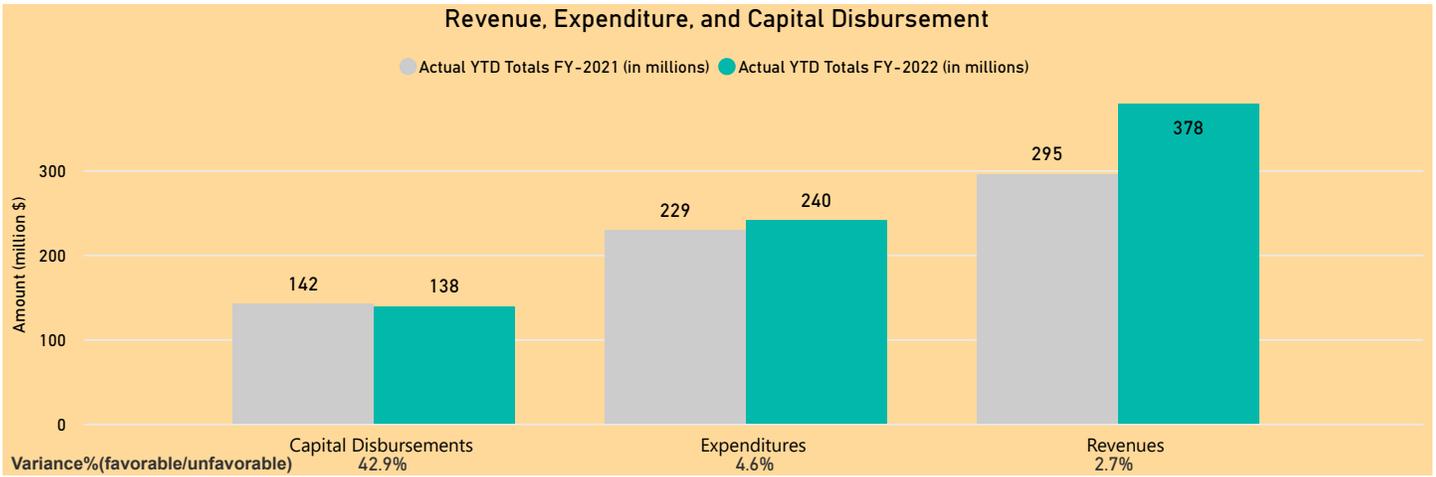
Recruitment Activity	
Filled	4
Open	78

### Administration Highlights

Employee Lost Time Incidence Rate	
1.20%	

## FINANCIAL HIGHLIGHTS

### Financial Performance Summary

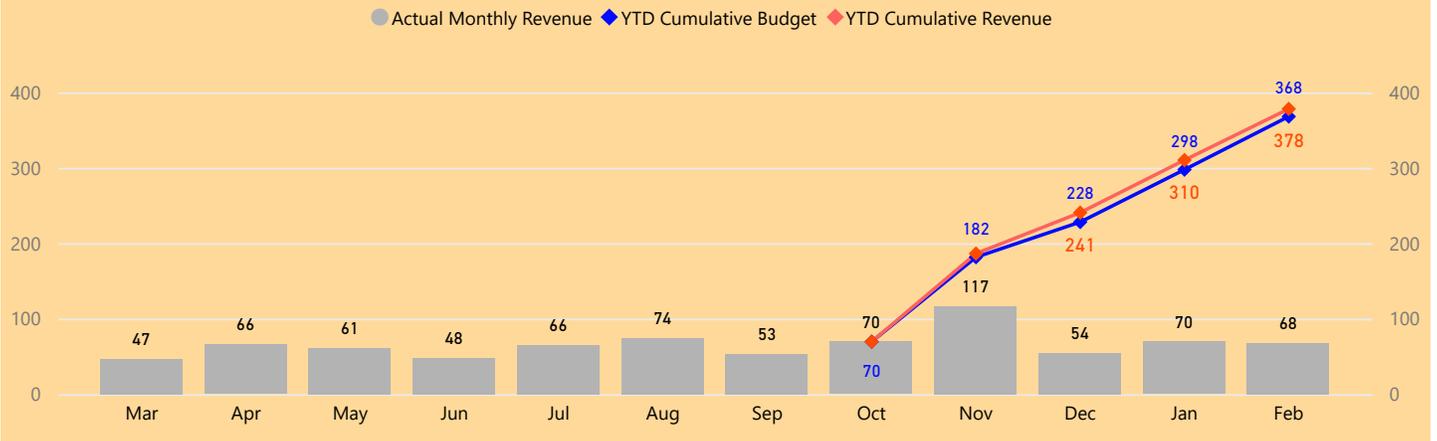


Net cash to date for February was above budget by \$100.0 Million

## FINANCIAL HIGHLIGHTS

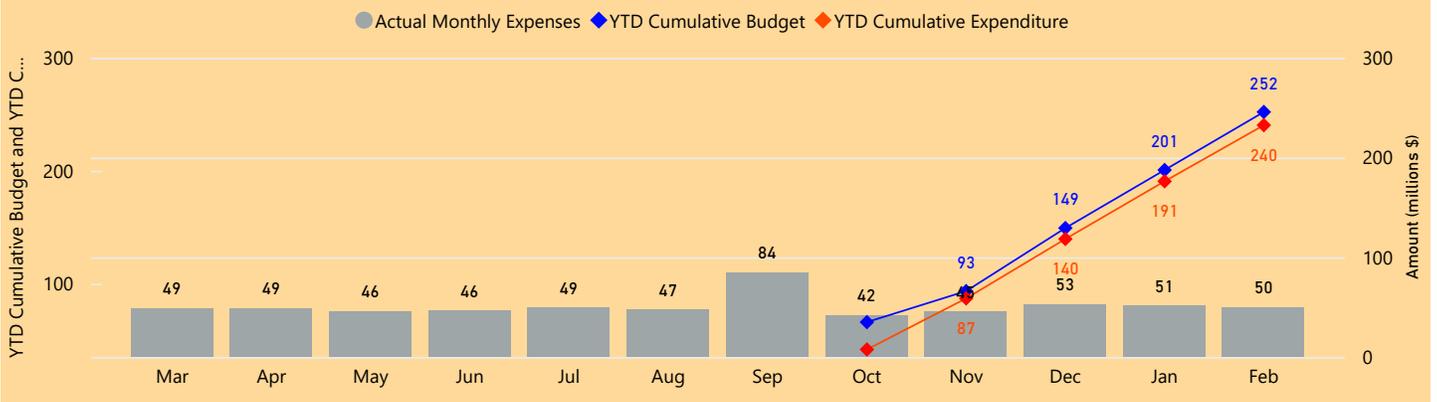
### Revenues & Operating Expenses

#### Operating Revenues



Revenue to date for February was above budget by \$10.09 Million

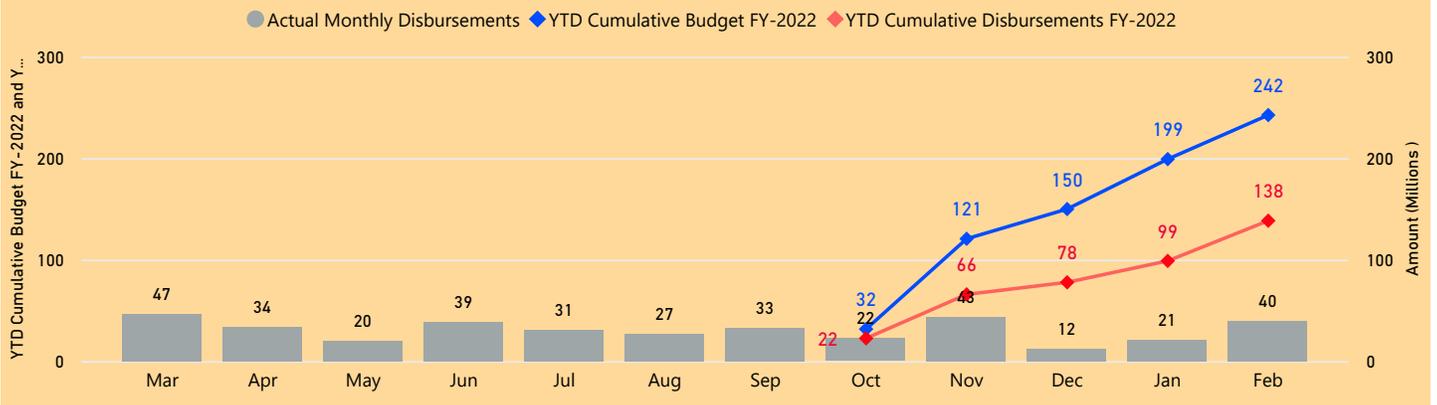
#### Operating Expenses



Expenditure to date for February was below budget by \$11.7 Million

#### Capital Spending

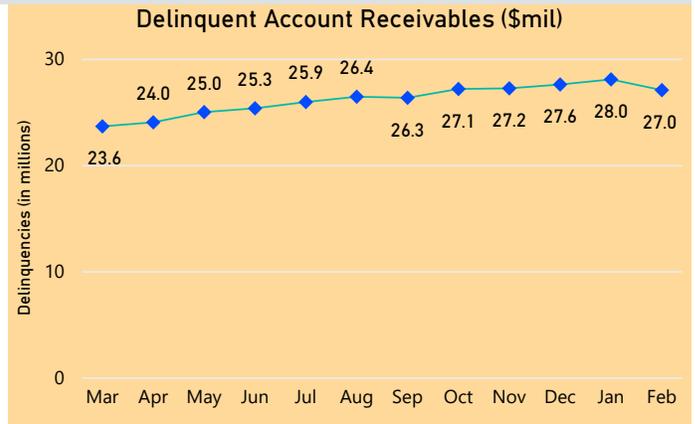
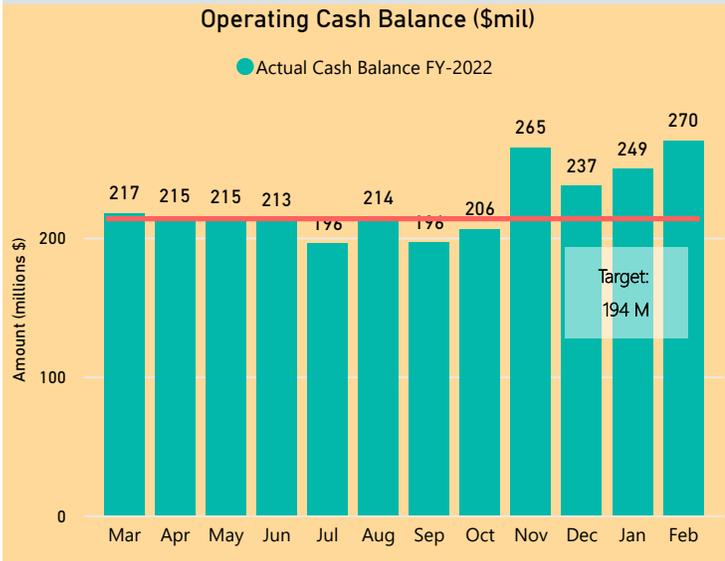
##### Capital Disbursement



Disbursements to date for February was below budget by \$104.1 Million. YTD spending reflects comparison to the revised budget.

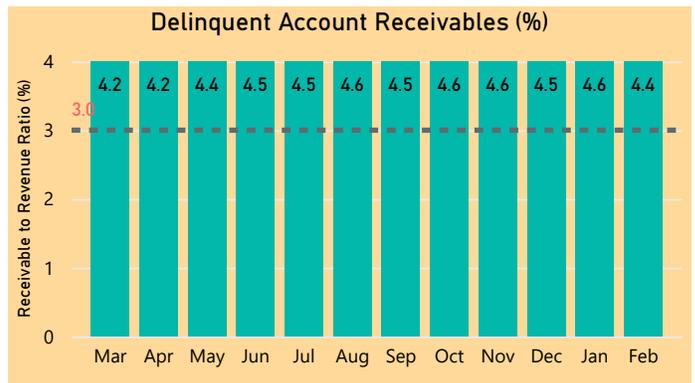
## FINANCIAL HIGHLIGHTS

### Operating Cash & Receivables



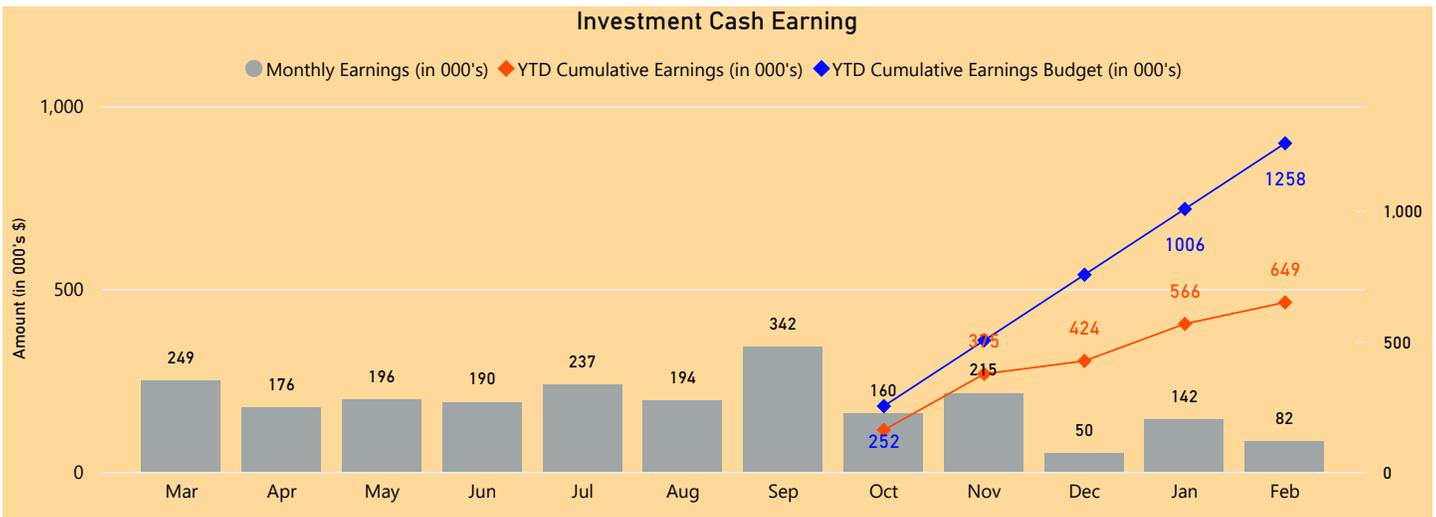
Starting March, the increase is primarily due to increased delinquencies and deferred payments resulting from the COVID-19 pandemic

Cash Balance for February was above target by \$75.5 million



February Receivables to Revenue Ratio is 4.37, Delinquency is \$27.03 million.

### Investment Earnings

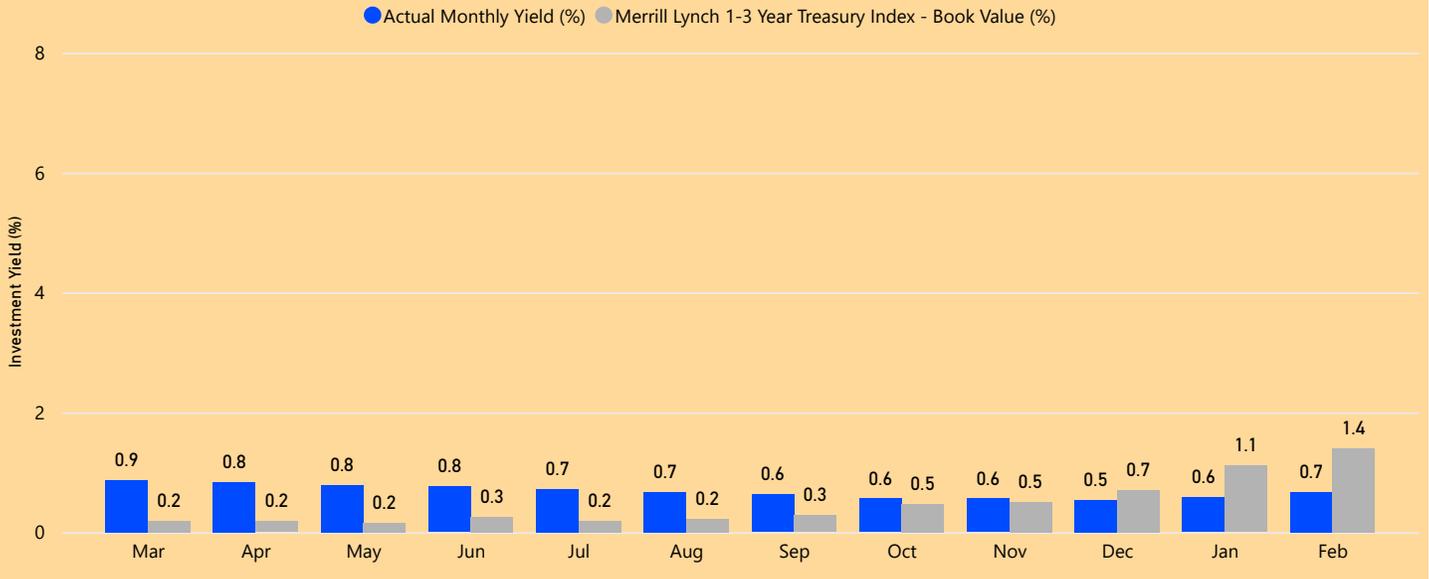


Earnings to date for February were below Projected Budget by \$609,066.

## FINANCIAL HIGHLIGHTS

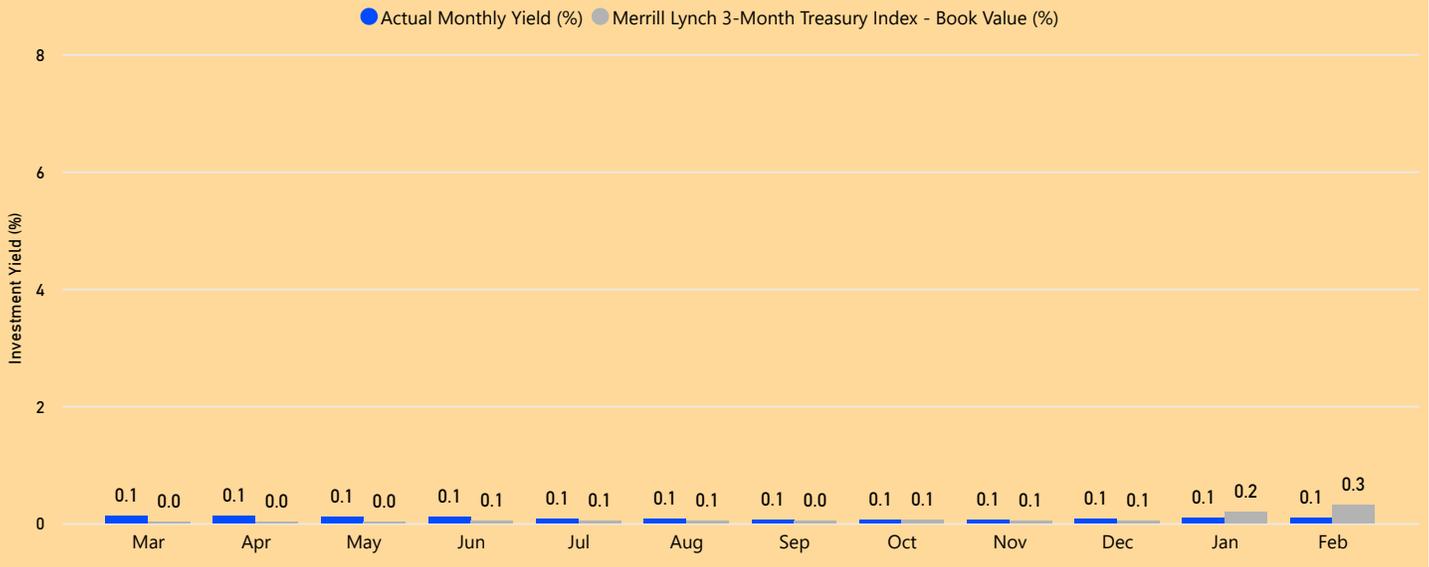
### Investment Yields

#### Core Investment Yield



Yield for February was less than the treasury index by 0.73%

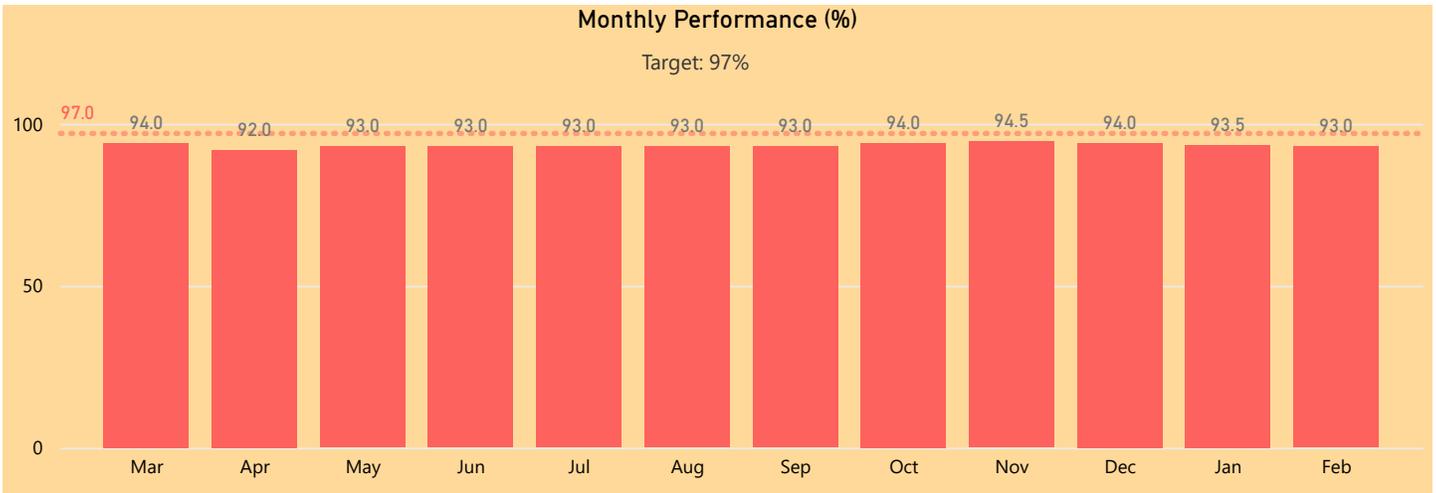
#### Short Term Investment Yield



Short Term Yield for February was less than the Merrill Lynch yield by 0.22%

## FINANCIAL HIGHLIGHTS

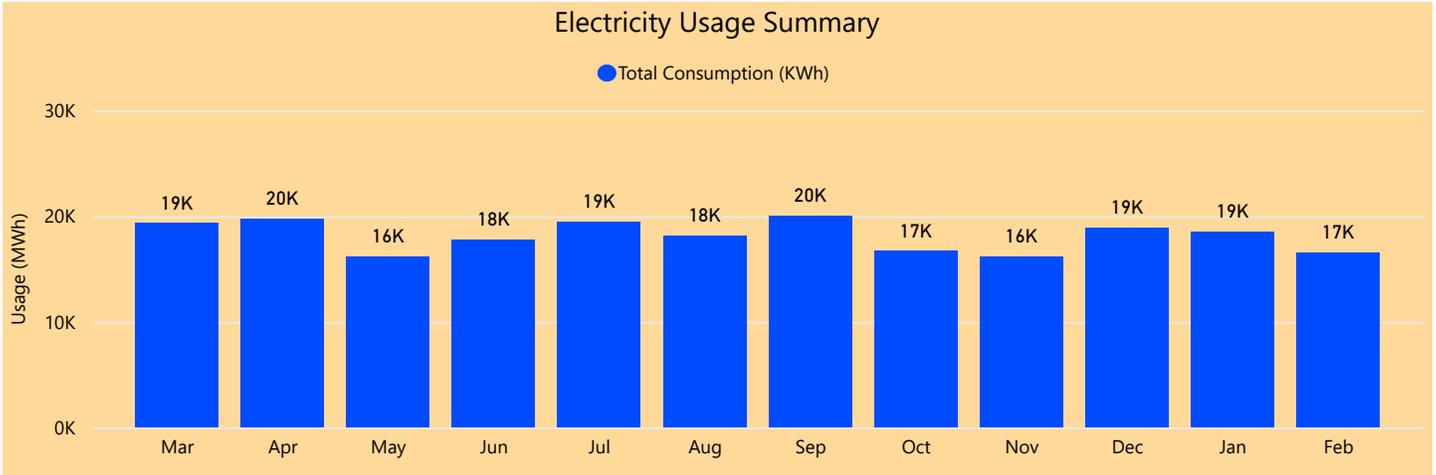
### Vendor Payments



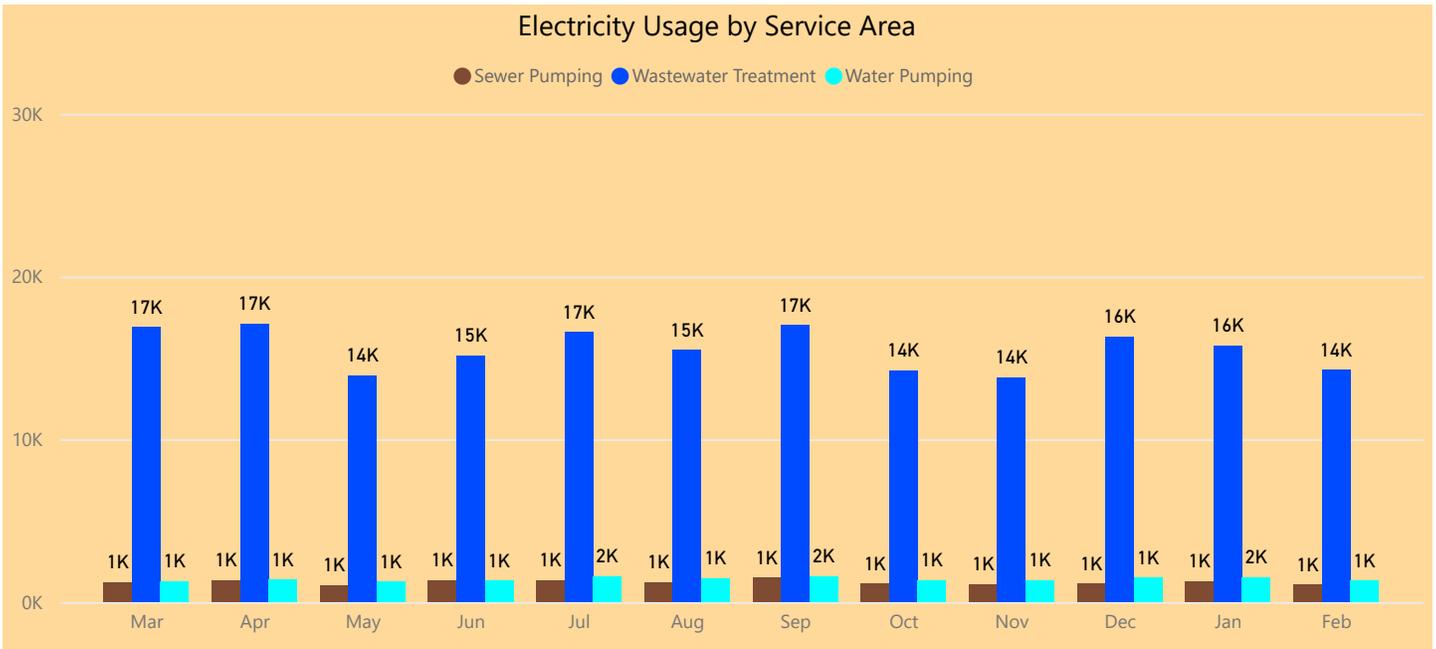
Performance for February was 4.0% below the monthly target of 97.0%

**OPERATIONS AND ENGINEERING**

**Energy Consumption**



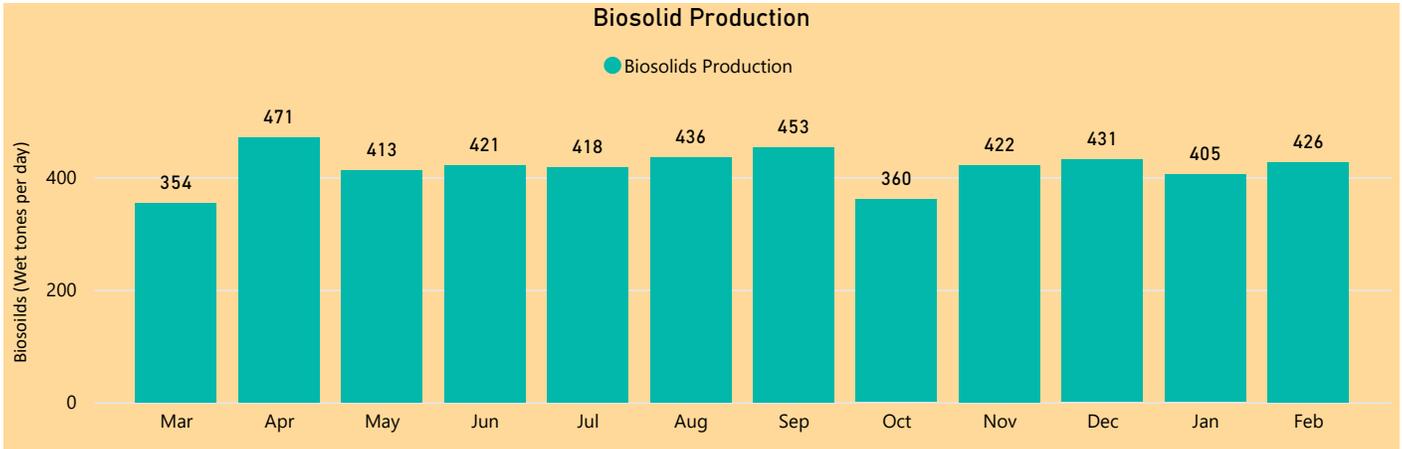
Electricity consumption in Feb 2022 was 16572 KWh.



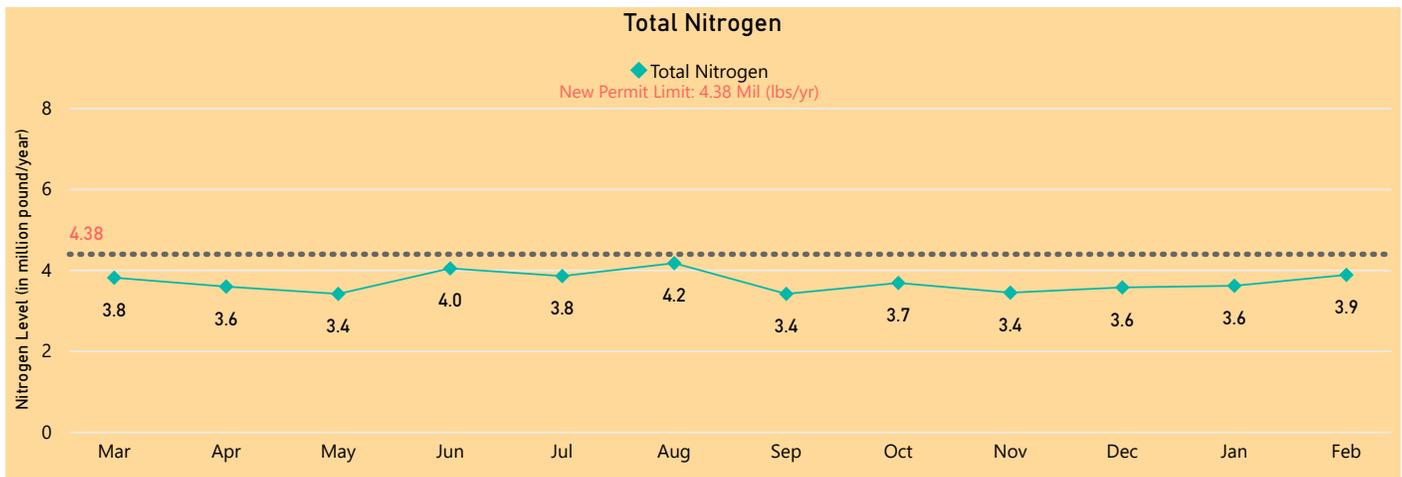
Wastewater treatment has the highest electricity consumption in Feb 2022 at 14248 KWh.

## OPERATIONS AND ENGINEERING

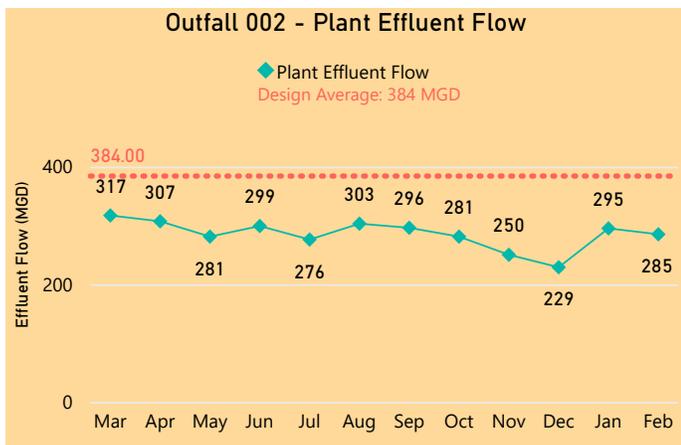
### Wastewater Treatment



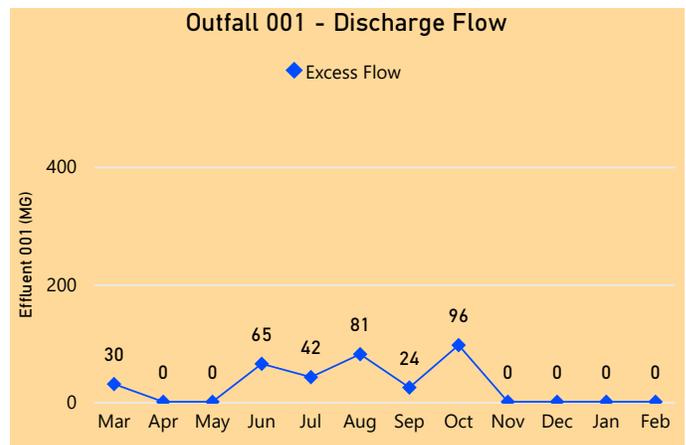
Biosolids daily production for Feb 2022 was 426.2 wet ton per day.



Nitrogen level for Feb 2022 was below permit by 0.51 million lbs/yr.



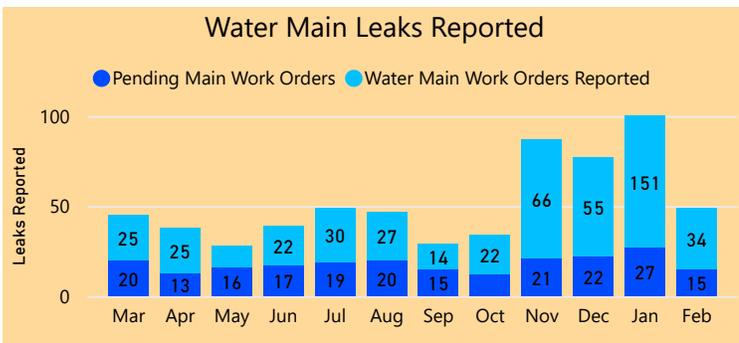
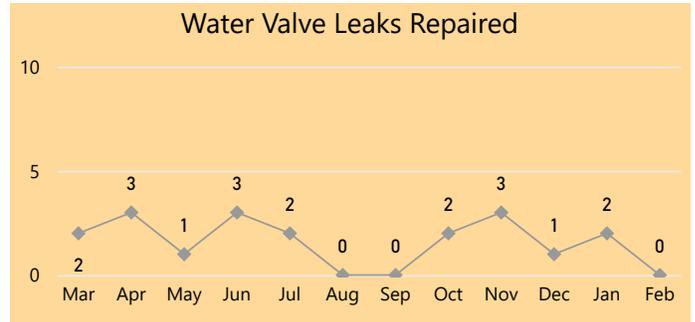
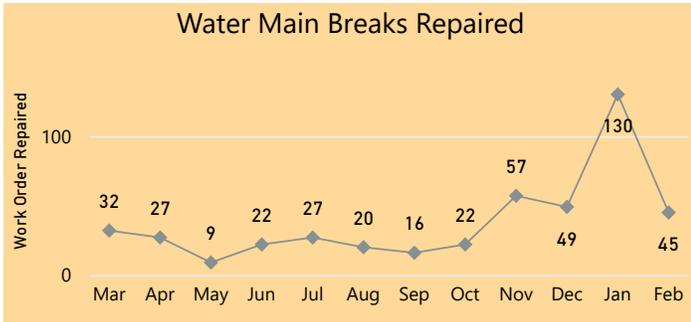
In Feb 2022 effluent flow was below permit by 99 MGD.



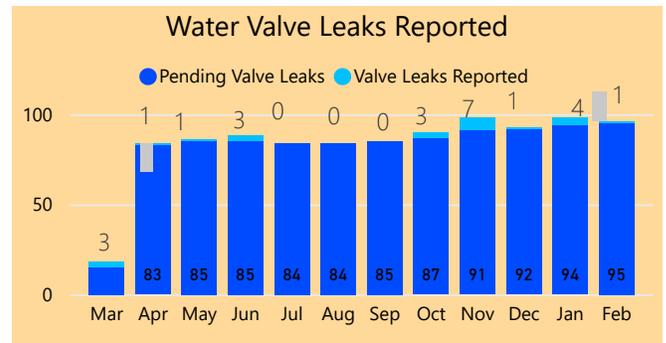
Excess flow events were recorded at 0 MG in Feb 2022.

**OPERATIONS AND ENGINEERING**

**Water Distribution Operations**



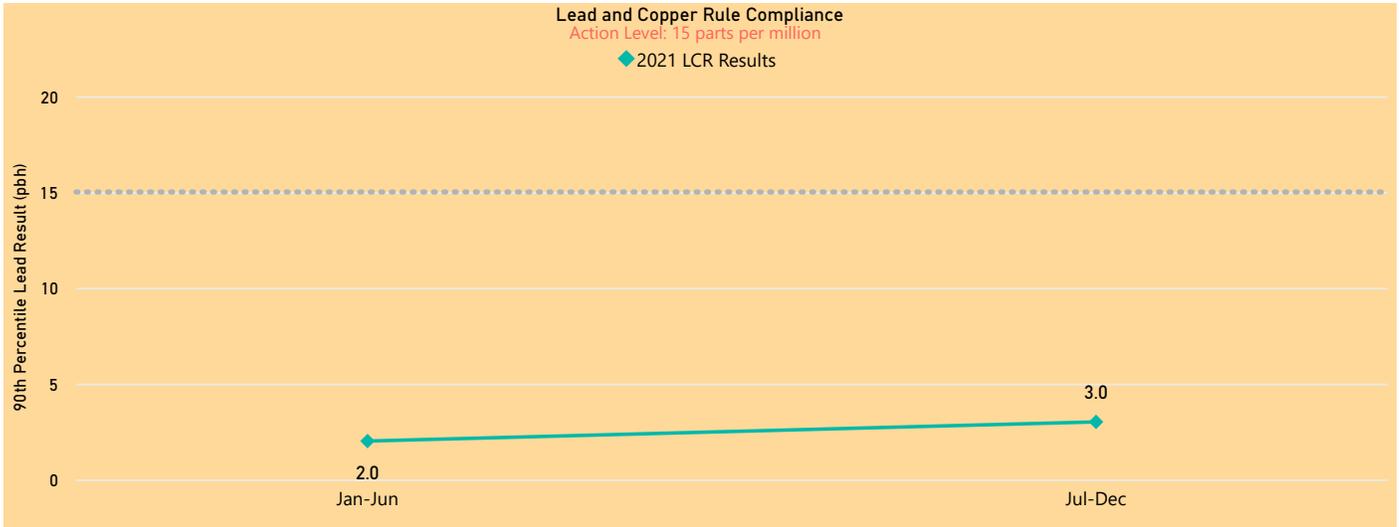
There were 34 Water Main Work Orders reported in February.



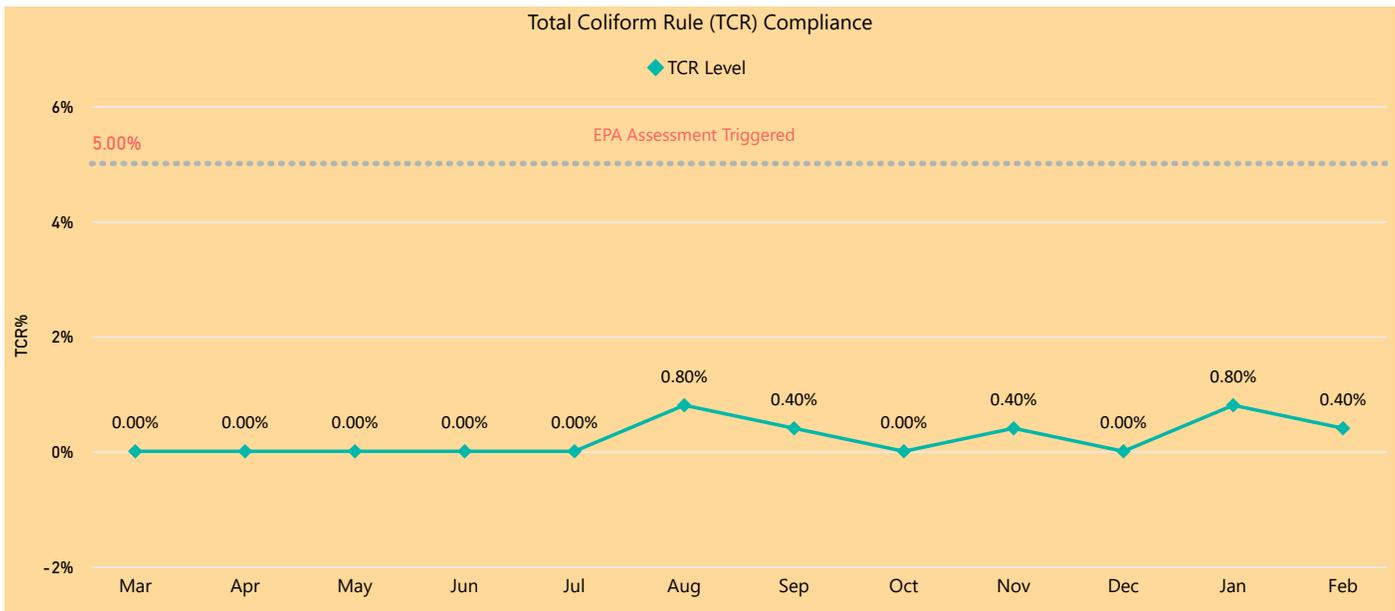
1 leak was reported in February.

## OPERATIONS AND ENGINEERING

### Drinking Water Quality



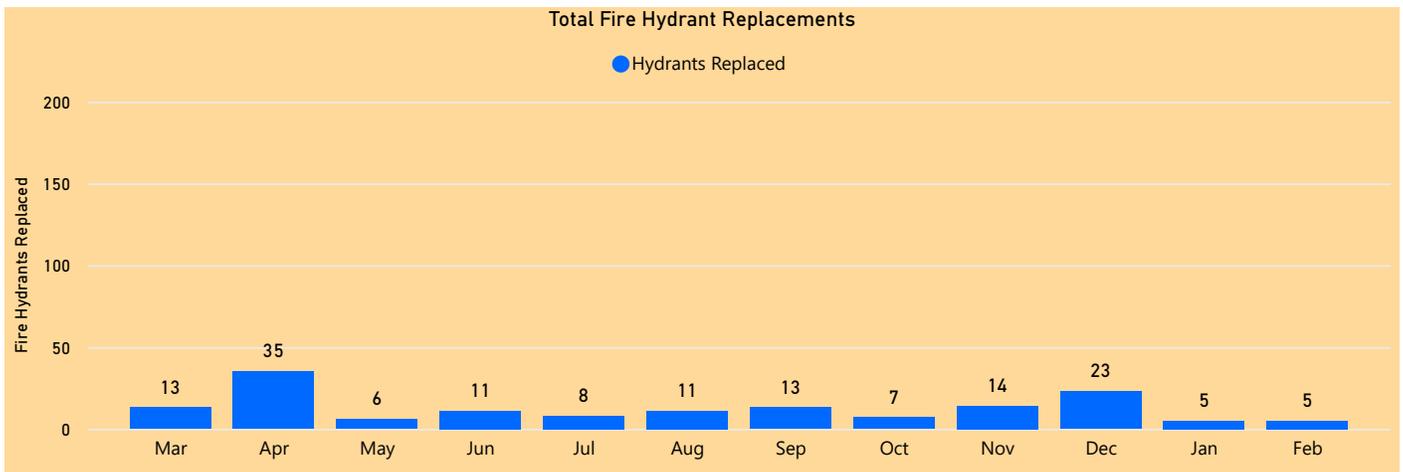
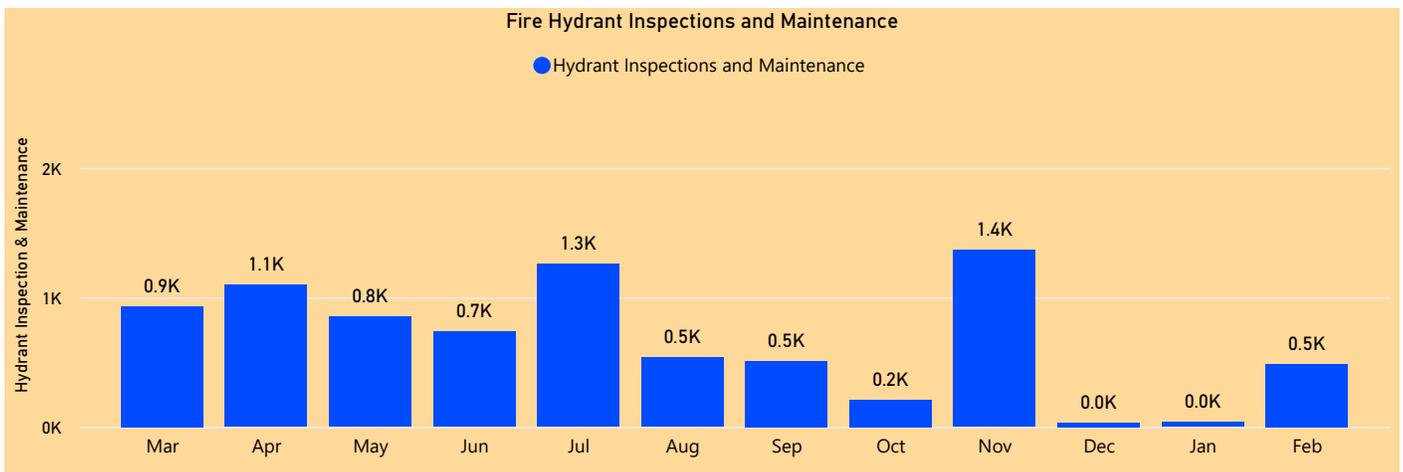
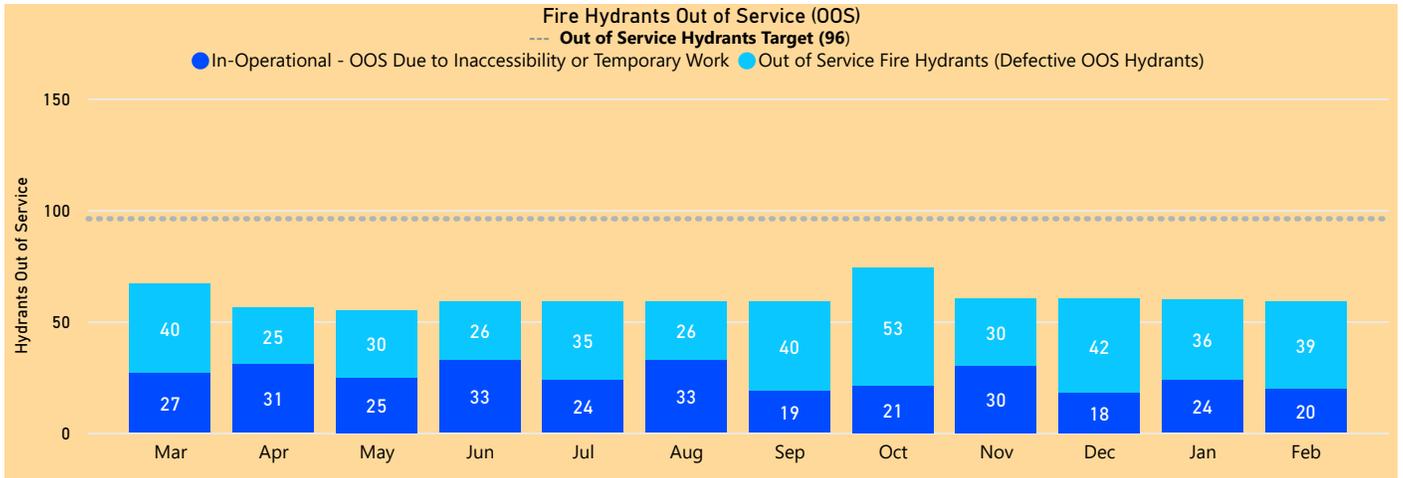
90th percentile of lead level for the 1st semester 2022 is pending



Coliform Positive was recorded at 0.004% for Feb 2022

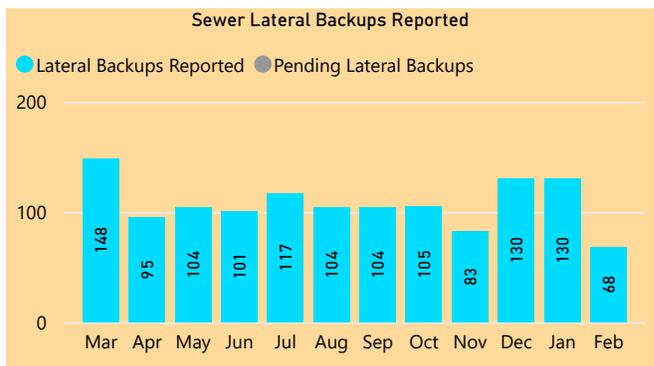
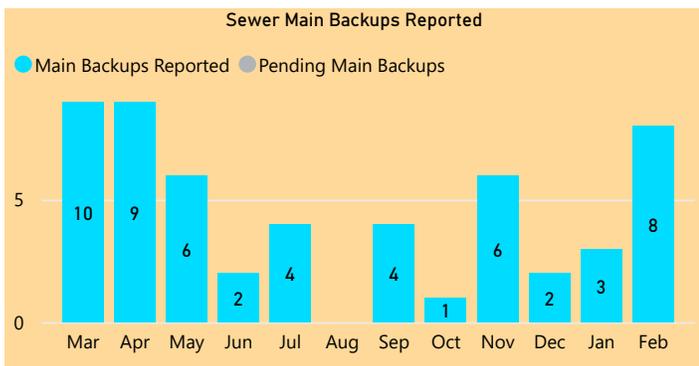
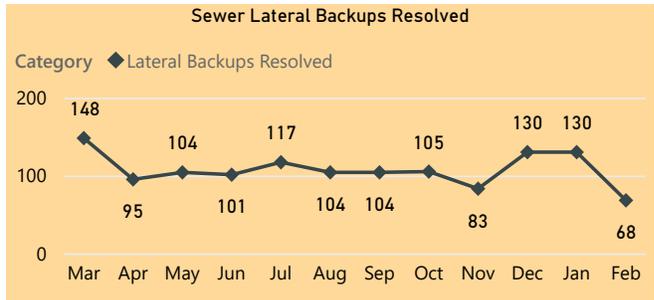
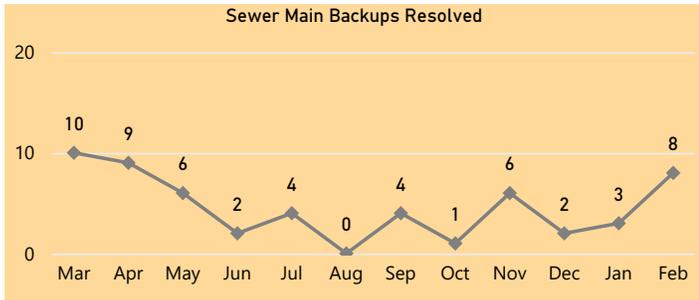
**OPERATIONS AND ENGINEERING**

**Fire Hydrants**



## OPERATIONS AND ENGINEERING

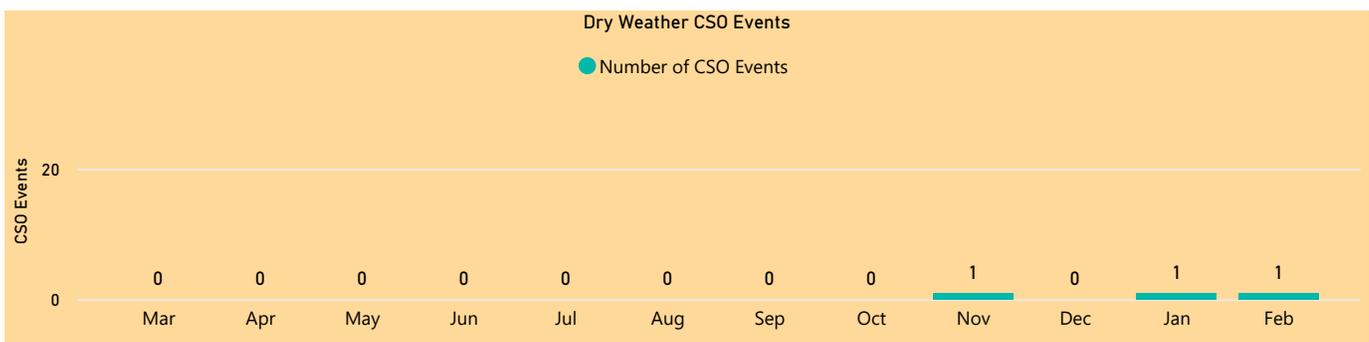
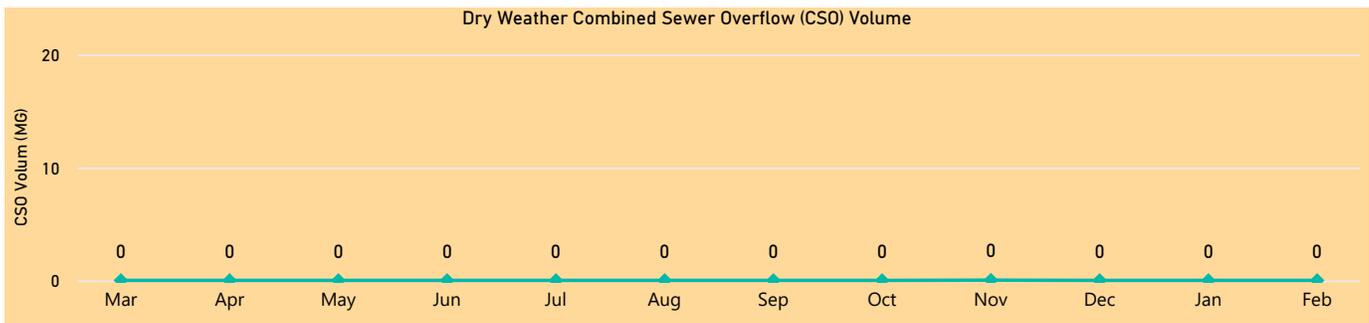
### Sewer System Operations



0 pending main backup(s) reported

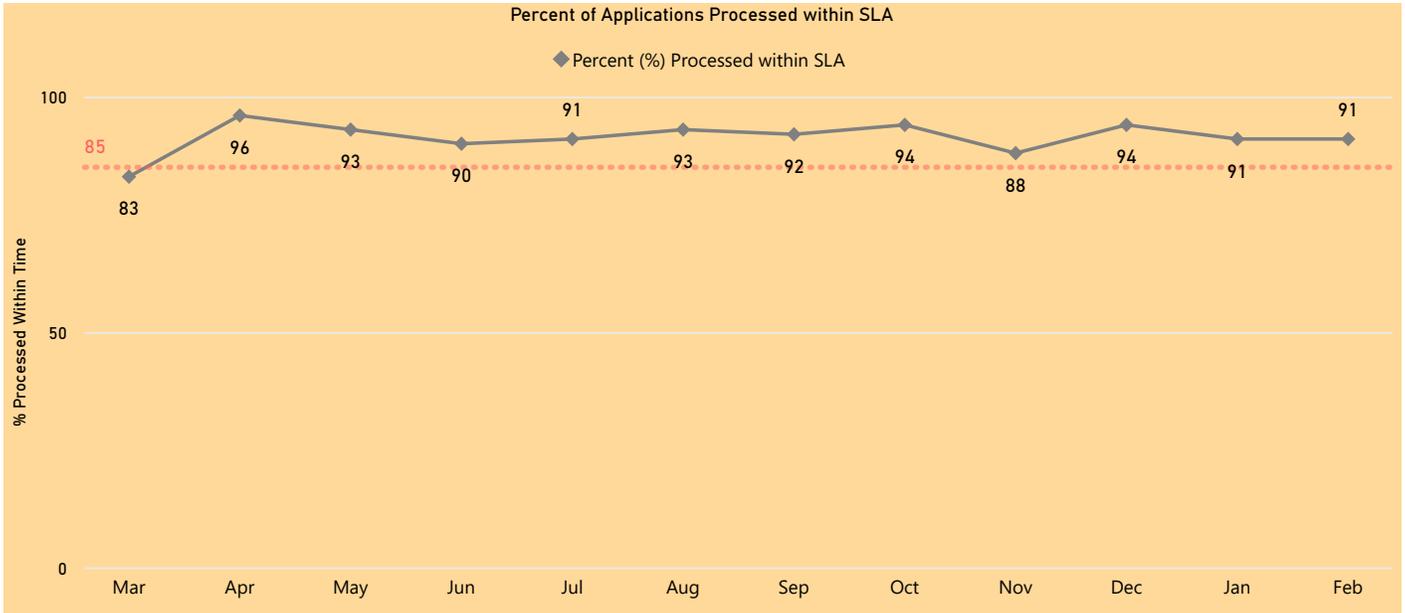
0 pending lateral backup(s) reported

### Combined Sewer System

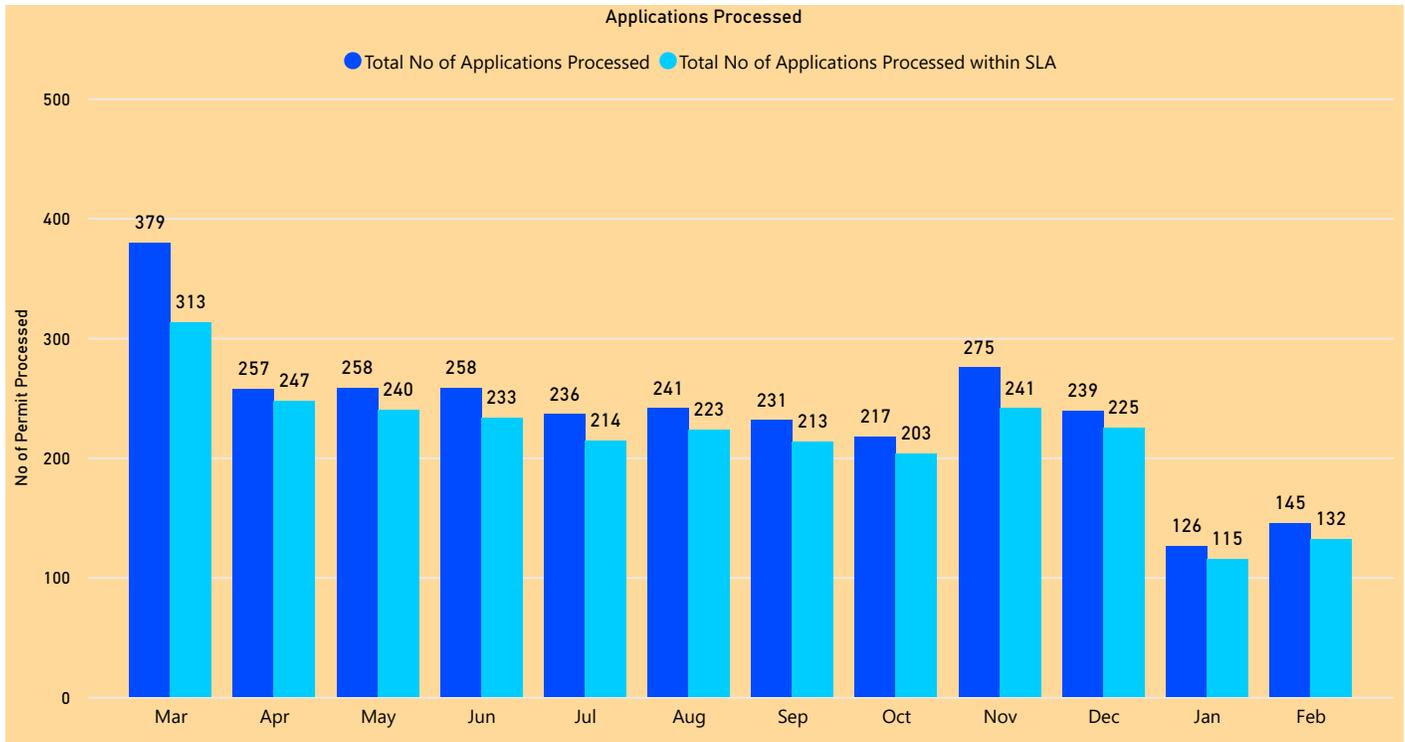


**OPERATIONS AND ENGINEERING**

**Permit Processing**

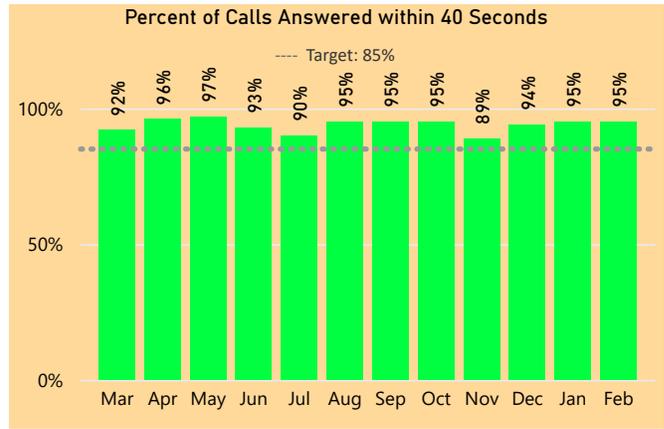
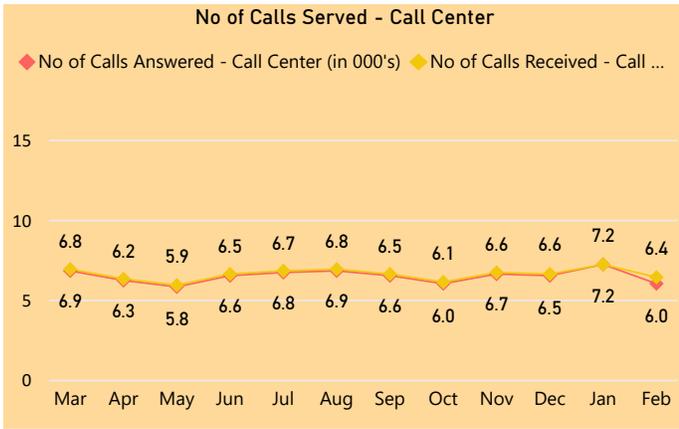


Permits processed in Feb 2022 were 6% above the SLA target 85%



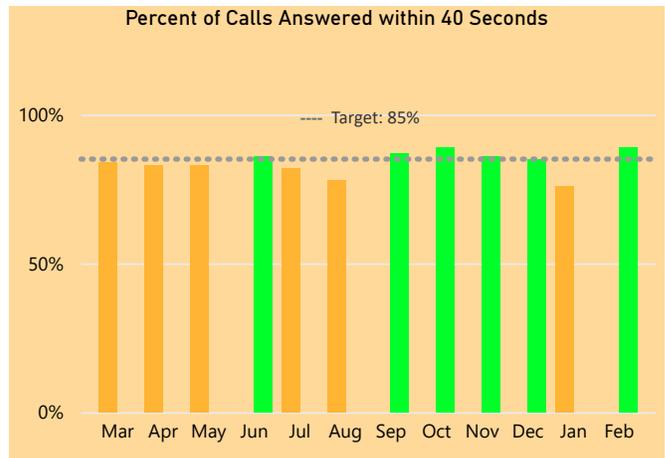
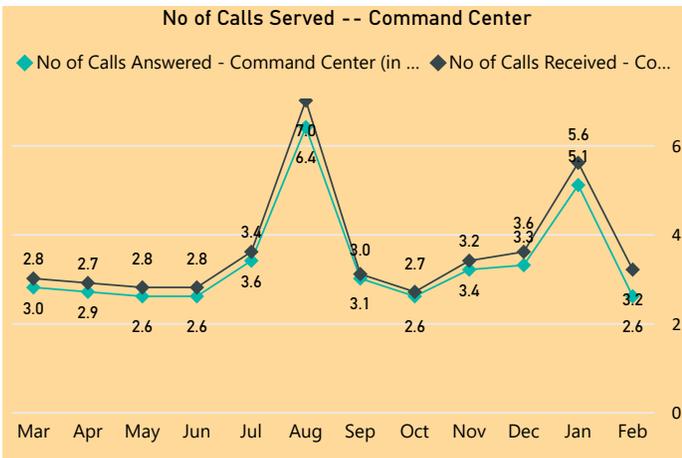
## CUSTOMER EXPERIENCE

### Customer Care - Call Center Performance



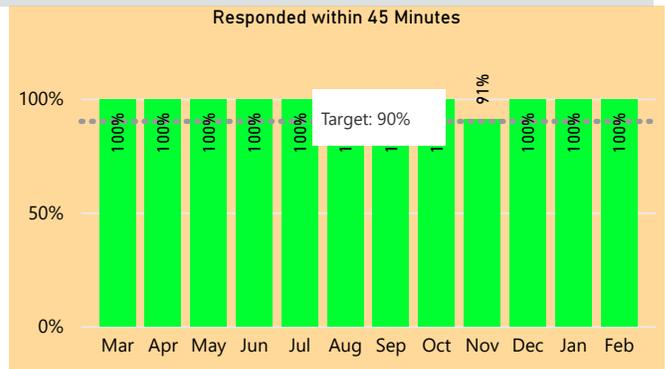
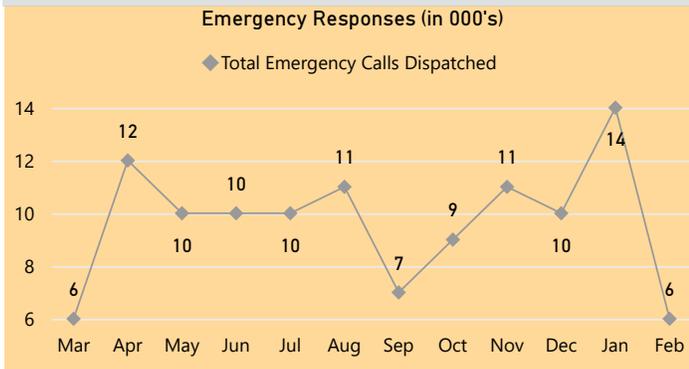
Call Center was above target by 10%.

### Customer Care - Command Center Performance



Command Center was above target by 4%.

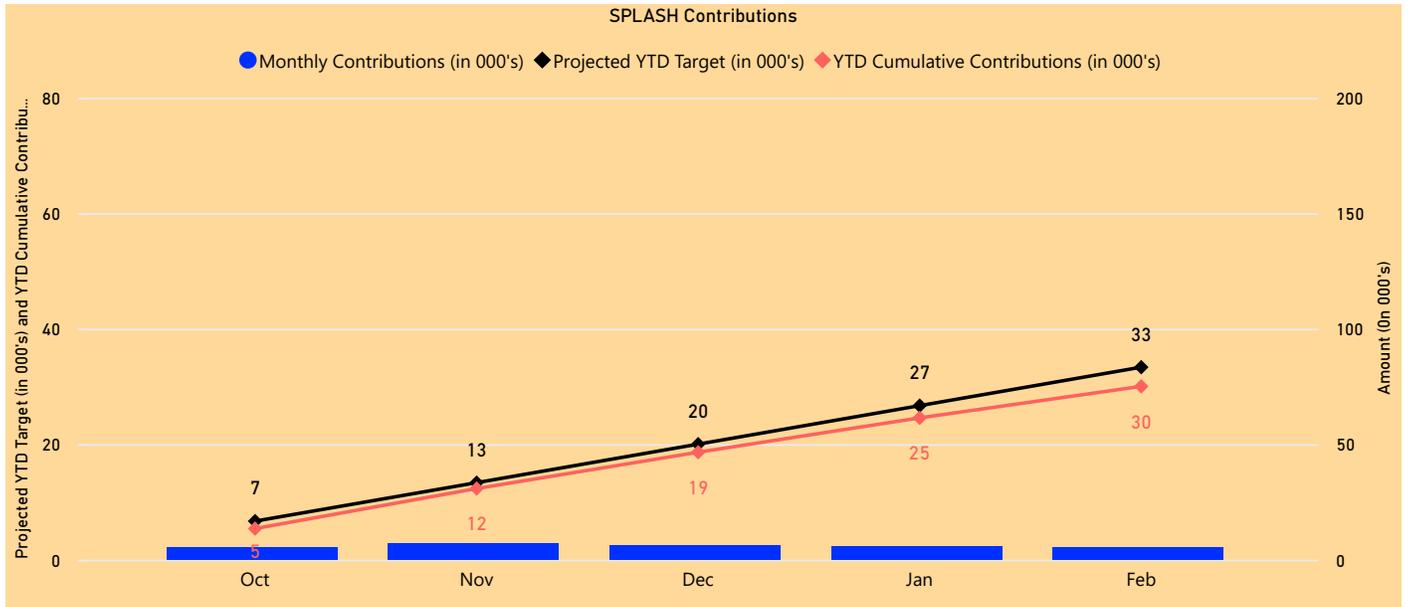
### Customer Care - Emergency Response Time



Performance for Feb 2022 was above target by 10%.

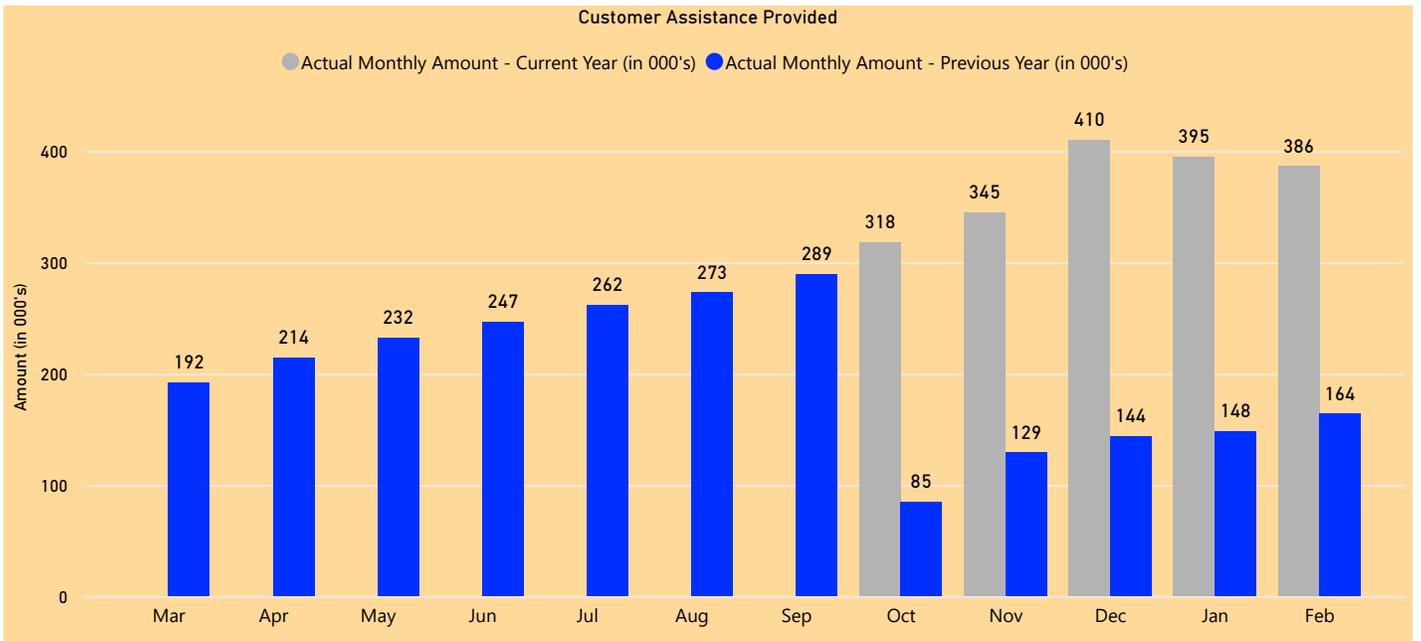
## LOW INCOME ASSISTANCE PROGRAM

### SPLASH Program



Total SPLASH contributions to date were below target by \$3.32k due to lower employee and customer contributions compared to last year.

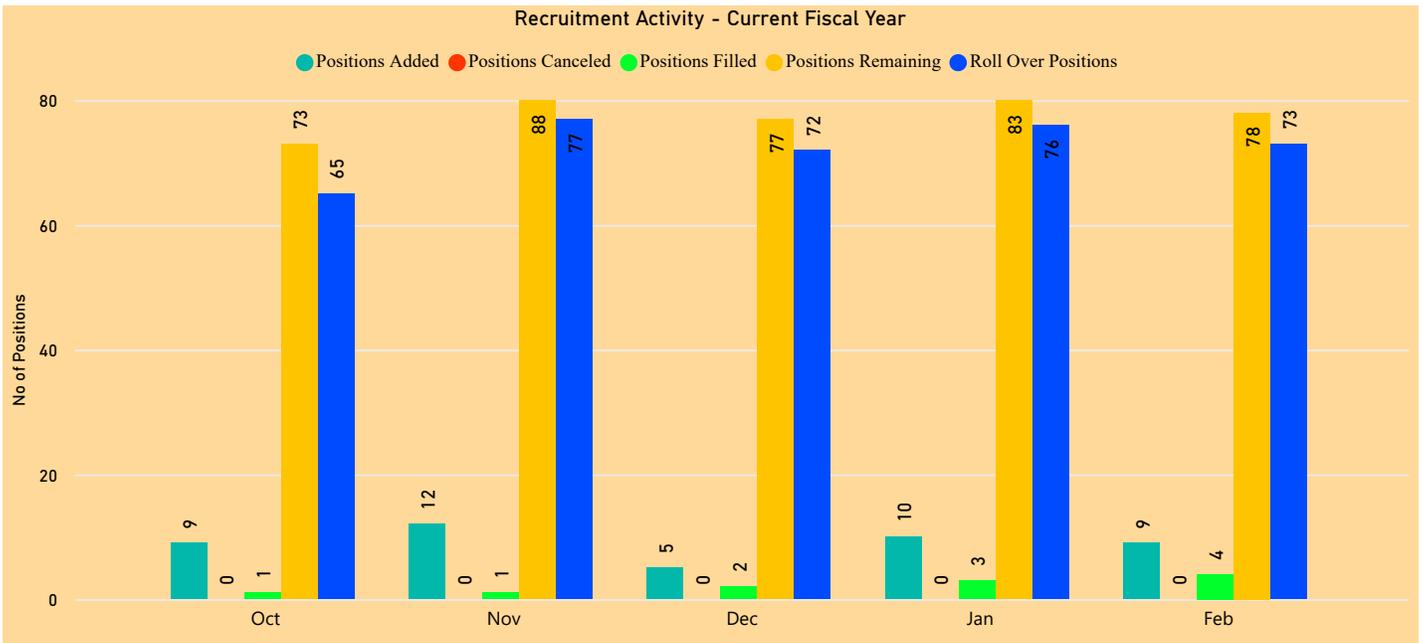
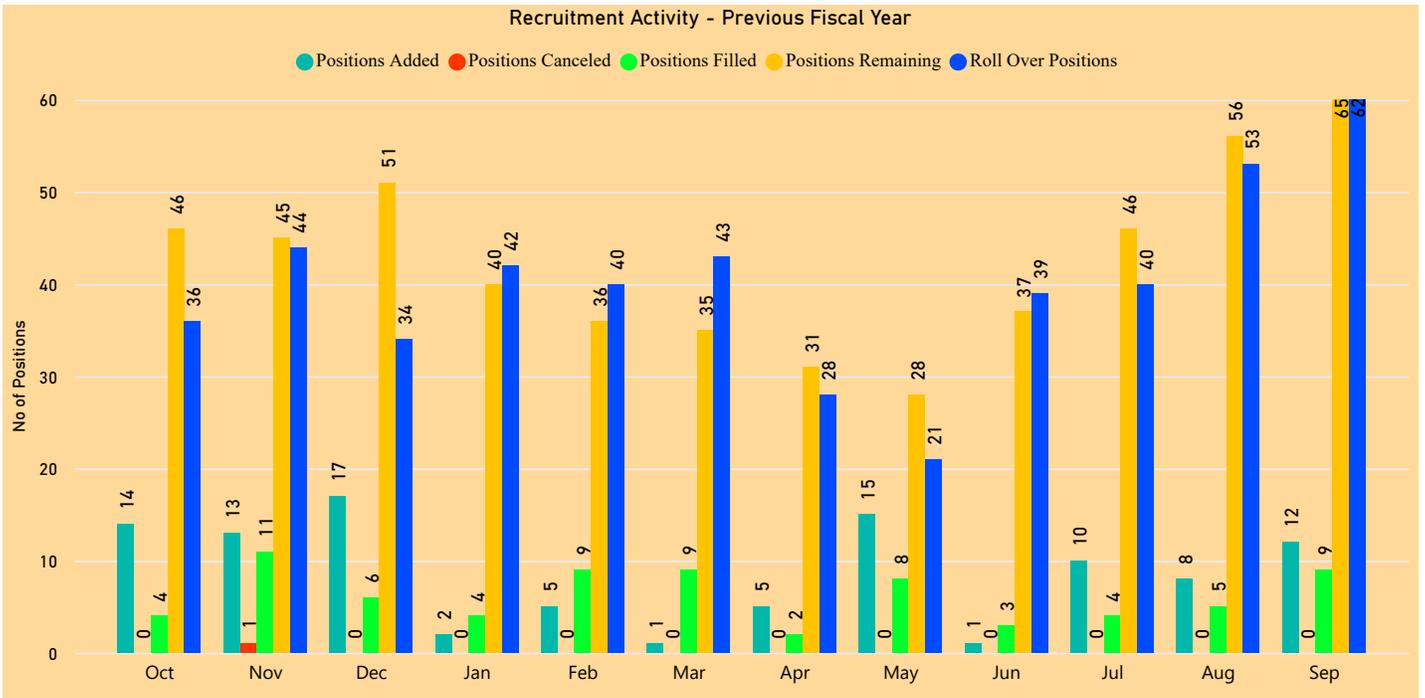
### Customer Assistance Program (CAP)



Total CAP account credits were \$222.62k higher than last year due to inclusion of STAY DC customers that were added to the CAP program.

**PEOPLE AND TALENT**

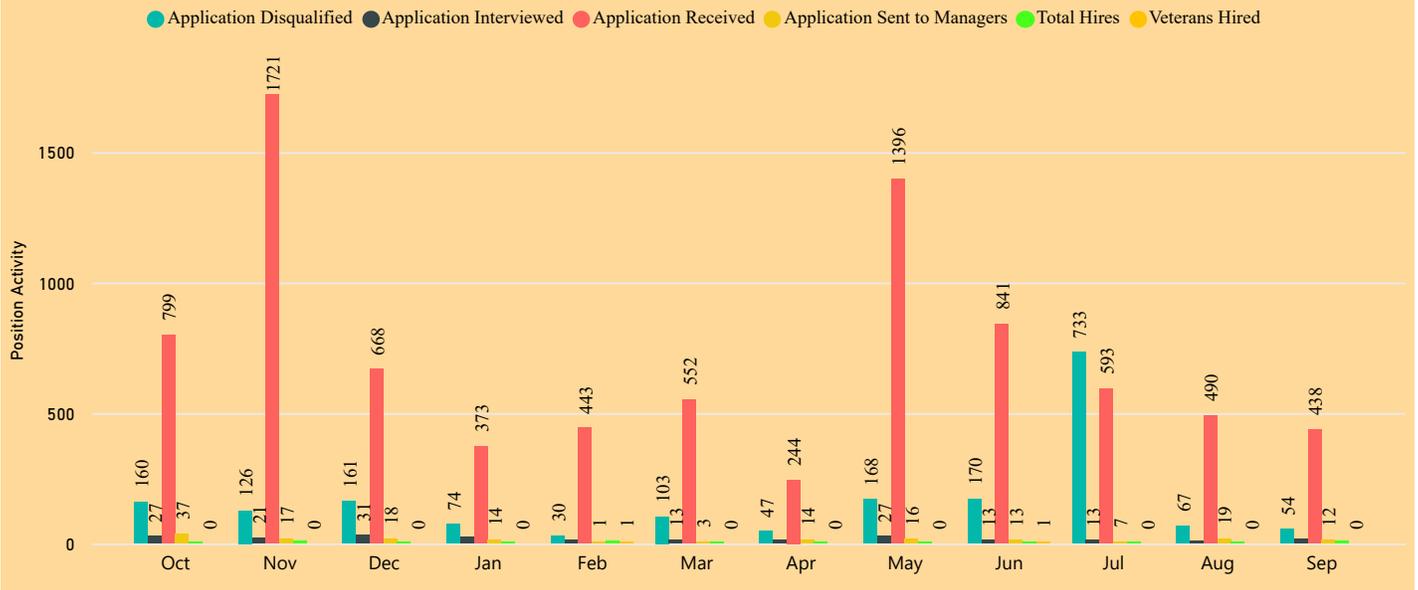
**Human Resources**



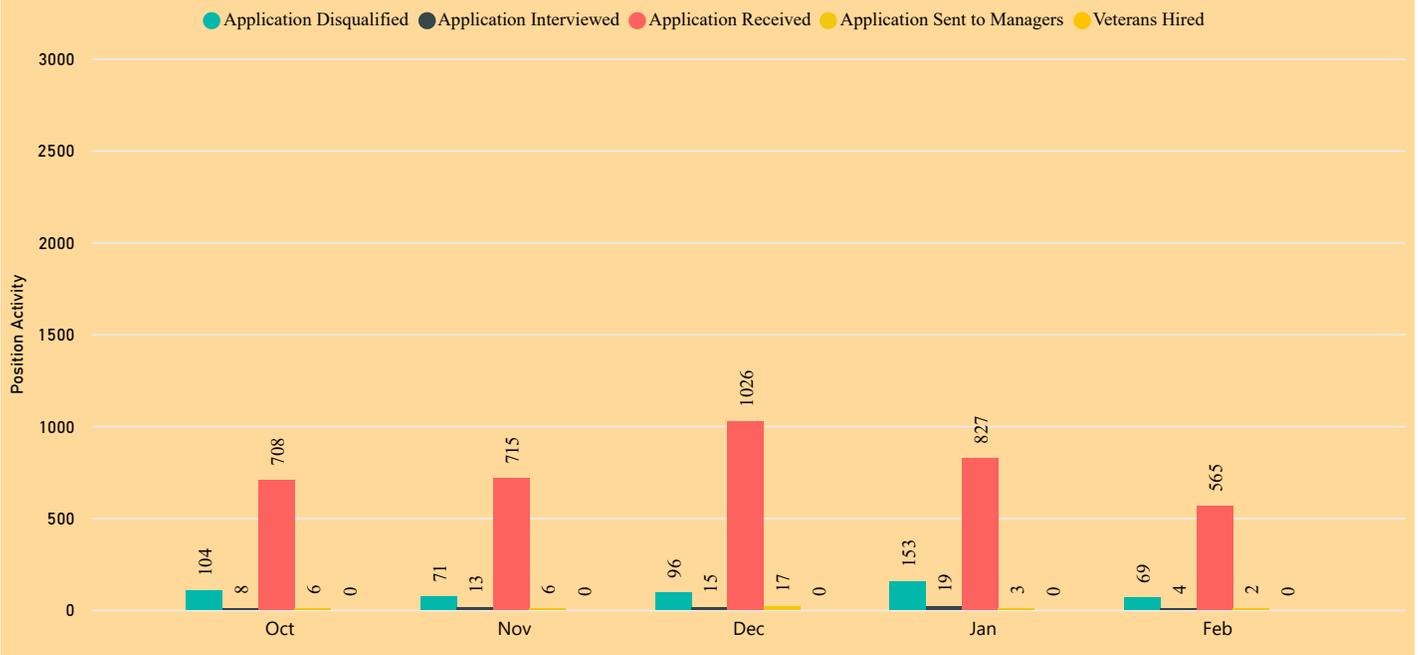
**PEOPLE AND TALENT**

**Human Resources**

**Recruitment Performance Metric - Previous Fiscal Year**

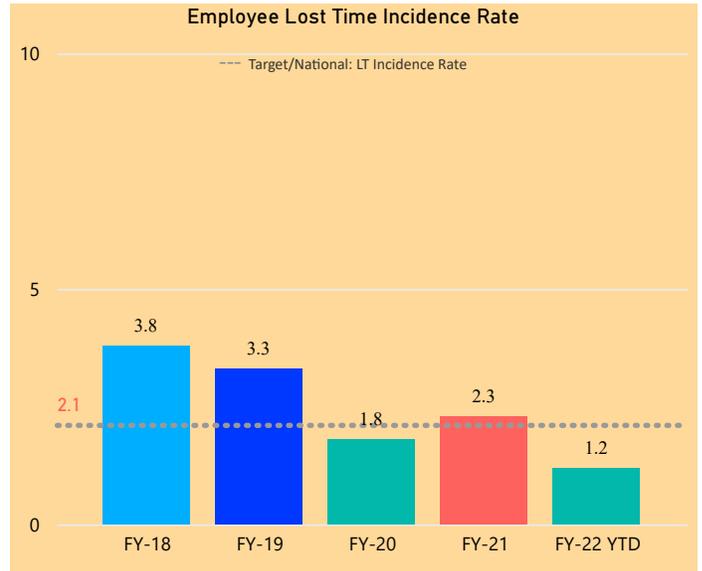
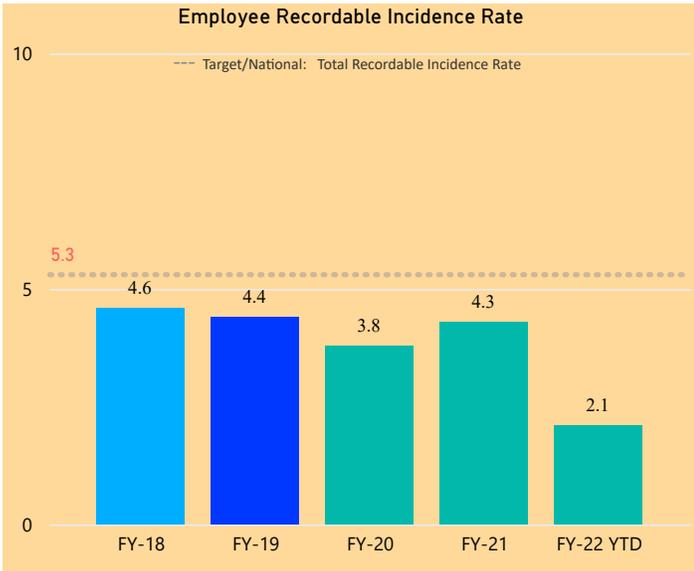


**Recruitment Performance Metric - Current Fiscal Year**



**ADMINISTRATION**

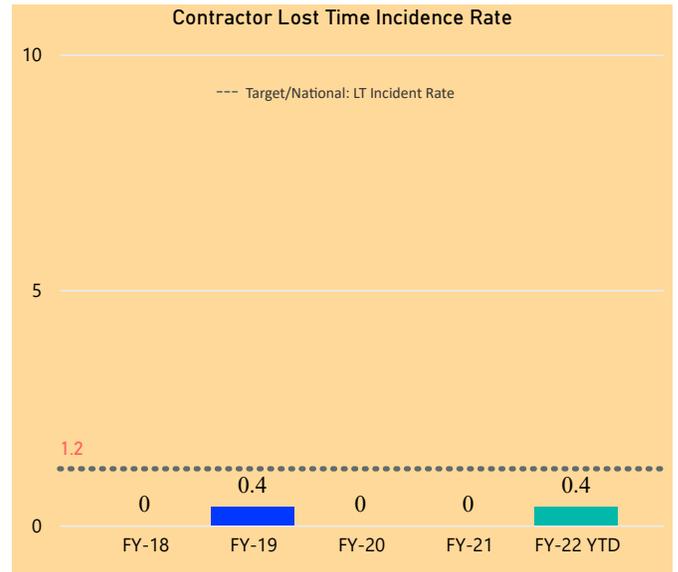
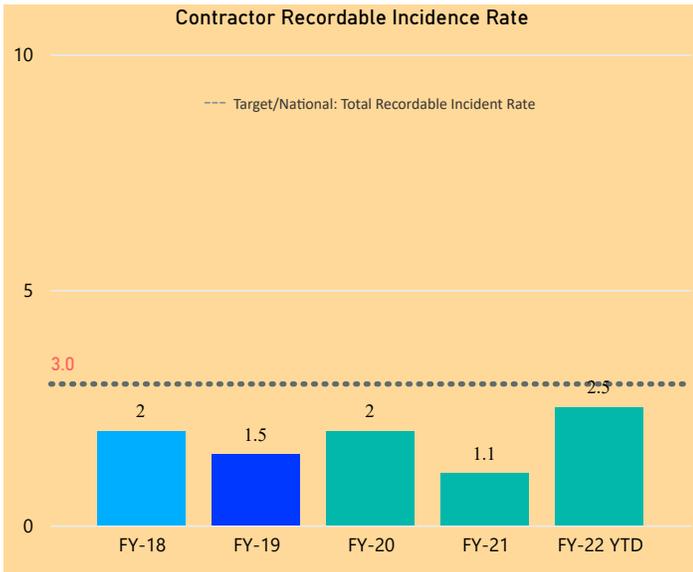
**Safety**



**There have been 5 lost time incidents in FY 2022 YTD**

**ADMINISTRATION**

**Safety**



**There have been 1 lost time incidents in FY 2022 YTD.**

**INTERPRETATION OF CHARTS:**

**FINANCIAL HIGHLIGHTS**

---

**Revenue, Expenditure, Capital Disbursement**

- Bulls eye shows the variance for YTD budget against actual for revenues, expenditures and capital disbursements
- Bar graph shows **total** for the fiscal year budgeted(grey)-revenues, expenditures and capital disbursements against YTD actual(blue)
- Horizontal line graph shows a YTD progress analysis as compared to the previous year

**Net Operating Cash**

- Bar graph shows monthly net operating cash provided/used
- Line graph denoted by (Δ) compares YTD actual against budget (O). This element is dynamically color coded\*

**Operating Revenues**

- Bar graph shows monthly operating revenues
- Line graph denoted by (Δ) compares YTD revenue against budget (O). This element is dynamically color coded\*

**Operating Expenses**

- Bar graph shows monthly operating expenses
- Line graph denoted by (Δ) compares YTD expenditure against budget (O). This element is dynamically color coded\*\*

**Capital Disbursements**

- Bar graph shows monthly capital disbursements
- Line graph denoted by (Δ) compares YTD disbursements against budget (O). This element is dynamically color coded\*\*

**Operating Cash Balance**

- Bar graph shows monthly average cash balance compared to the target of \$125 million; indicated by grey dotted line

**Delinquent Account Receivables**

- Bar graph shows monthly Receivables to Revenue ratio against target of 3%; indicated by grey dotted line. This element is dynamically color coded\*\*
- Line graph denoted by (Δ) shows delinquency in actual dollars

**Investment Cash Earnings**

- Bar graph shows monthly investment cash earnings
- Line graph denoted by (Δ) compares the YTD earnings against budget (O). This element is dynamically color coded\*

**Core Investments Yield**

- Bar graph shows the monthly investment yield compared to the monthly target (grey) benchmark as set by the US Treasury Bill. This element is dynamically color coded\*

**Short Term Investment Yield**

- Bar graph shows the monthly short term investment yield compared to the monthly short term target (grey) benchmark as set by the US Treasury Bill. This element is dynamically color coded\*

Dynamic Color Coding Legend

*	**
<p>Red - when the actual is <b>lower</b> than 3% of budget or target</p> <p>Yellow - when the actual is <b>within</b> 3% of budget or target</p> <p>Green - when the actual is <b>equal to or higher</b> than budget or target</p>	<p>Red - when the actual is <b>higher</b> than 3% of budget or target</p> <p>Yellow - when the actual is <b>within</b> 3% of budget or target</p> <p>Green - when the actual is <b>equal to or lower</b> than budget or target</p>

Symbols where the color code applies- (Δ, □)

A

**Vendor Payment Performance**

- Bar graph shows monthly Vendor Payment Performance percentage against monthly target of 97%; indicated by grey dotted line. This element is dynamically color coded\*\*
- Line graph denoted by (O) shows the YTD vendor payment performance %.

**OPERATIONS & ENGINEERING**

---

**Electricity Usage Summary**

- Bar graph shows total electricity consumption per month

**Electricity Usage by Service Area**

- Shows a monthly breakdown by service area of electricity usage
- Dark blue shows for Waste Water Treatment Service Area
- Light blue shows Water Pumping Service Area
- Brown shows Sewer Pumping Service Area

**Biosolids Production**

- Bar graph shows monthly average daily biosolids production

**Total Nitrogen**

- Line graph denoted by (Δ) shows monthly total nitrogen level against the current permit (dark grey) and 2015 permit (light grey) levels. This element is color coded\*\*\*\*

**Plant Effluent Flow**

- Line graph denoted by (Δ) shows monthly influent flow against the plant design average limit of 370MGD. This element is color coded\*\*\*\*

**Excess Flow**

- Line graph denoted by (Δ) shows monthly excess flow

**Non-Revenue Water**

- Bar graph shows the volume of water purchased (dark blue) and water sold (light blue) per quarter
- Line graph denoted by (Δ, O) shows the Infrastructure Leakage Index(ILI) for the current and previous year

**Lead and Copper Rule (LCR) Compliance**

- Line graph denoted by (Δ, O) shows semi-annual LCR monitoring results against target of 15ppb; indicated by grey dotted line. This element is color coded\*\*\*\*

**Total Coliform Rule (TCR)**

- Line graph denoted by (Δ) shows total coliform positives against the EPA maximum contaminant level of 5%. This element is color coded\*\*\*\*

**Water Main Leaks**

- Bar graph shows the water main leaks reported
- The bar graph is stacked (dark blue) to show the pending leaks carried over from the previous month if any; bar graph(light blue) shows new water main leaks reported for the given month

Dynamic Color Coding Legend

***	****
<p><b>Red-</b> when the actual is <b>lower</b> than 5% of budget or target</p> <p><b>Yellow-</b> when the actual is <b>within</b> 5% of budget or target</p> <p><b>Green-</b> when the actual is <b>equal to or higher</b> than budget or target</p>	<p><b>Red-</b> when the actual is <b>higher</b> than 5% of budget or target</p> <p><b>Yellow-</b> when the actual is <b>within</b> 5% of budget or target</p> <p><b>Green-</b> when the actual is <b>equal to or lower</b> than budget or target</p>

Symbols where the color code applies- (Δ, □)

- Line graph denoted by (O) shows the number of main leaks repaired per month

**Water Valve Leaks**

- Bar graph shows the water valve leaks reported
- The bar graph is stacked (dark blue) to show the pending leaks carried over from the previous month if any; bar graph(light blue) shows new water valve leaks reported for the given month
- Line graph denoted by (O) shows the number of valve leaks repaired per month

**Fire Hydrants Out of Service (OOS)**

- Bar graph shows total hydrants not available for use against target of 91; indicated by grey dotted line. This element is dynamically color coded\*\*\*\*
- The bar graph is stacked (blue) to show hydrants that are inaccessible. Inaccessible hydrants are not measured against the target of 91

**Fire Hydrant Inspections and Maintenance**

- Bar graph shows the total number of fire hydrants repaired per month

**Fire Hydrant Replacements Per Month**

- Bar graph shows the total number of hydrants replaced per month against target of 21; indicated by grey dotted line. This element is dynamically color coded\*\*\*

**Sewer Main Backups**

- Bar graph shows the sewer main backups reported
- The bar graph is stacked (dark blue) to show the pending backups carried over from the previous month if any; bar graph(light blue) shows new sewer main backups reported for the given month
- Line graph denoted by (O) shows the number of main backups resolved per month

**Sewer Lateral Backups**

- Bar graph shows the sewer lateral backups reported
- The bar graph is stacked (dark blue) to show the pending backups carried over from the previous month if any; bar graph(light blue) shows new sewer laterals backups reported for the given month
- Line graph denoted by (O) shows the number of lateral backups resolved per month

**Combined Sewer dry weather Overflow (CSO) Events**

- Bar graph shows dry weather CSO events per month
- Line graph denoted by (O) shows the volume in Million Gallons(MG) per dry weather CSO event

**Total Applications Processed within Service Level Agreement (SLA)**

- Bar graph shows
  - the number of permits processed per month (dark blue)
  - the number of permits processed within SLA per month (light blue)
- Line graph denoted by (O) shows the percentage of permits processed vs. processed within SLA

Dynamic Color Coding Legend

***	****
Red- when the actual is <b>lower</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or higher</b> than budget or target	Red- when the actual is <b>higher</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or lower</b> than budget or target

Symbols where the color code applies- (Δ, □)

**CUSTOMER EXPERIENCE**

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**CUSTOMER CARE**

**Call Center Performance**

- Bar graph shows monthly percentage of calls answered within 40 seconds against target of 85%; indicated by grey dotted line. This element is dynamically color coded\*\*\*
- Line graph denoted by (O) shows the number of calls received by the call center every month

**Command Center Performance**

- Bar graph shows monthly percentage of calls answered within 40 seconds against target of 85%; indicated by grey dotted line. This element is dynamically color coded\*\*\*
- Line graph denoted by (O) shows the number of calls received by the command center every month

**First Call Resolution (FCR)**

- Bar graph shows monthly percentage of calls resolved on first contact against target of 75%; indicated by grey dotted line. This element is color dynamically coded\*\*\*

**Emergency Response Time**

- Bar graph shows the percentage of emergency calls responded to within 45 minutes against target of 90%; indicated by grey dotted line. This element is dynamically color coded\*\*\*
- Line graph denoted by (O) shows the total calls dispatched per month

**LOW INCOME ASSISTANCE PROGRAM**

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**SPLASH Contributions**

- Bar graph shows monthly SPLASH contributions
- Line graph denoted by (Δ) shows the YTD contributions against target (O). This element is color coded\*\*\*

**Customer Assistance Program (CAP)**

- Bar graph shows monthly CAP assistance
- Line graph denoted by (Δ) shows the YTD contributions against budget (O). This element is color coded\*\*\*

**PEOPLE AND TALENT**

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**HUMAN RESOURCES**

**Open Positions**

- Bar graph (dark blue) shows open positions carried over from the previous month.
- Bar graph (light blue) shows new positions added in the given month.
- Bar graph (olive green) shows positions filled in the given month.
- Bar graph (orange) shows positions cancelled in the given month.
- Bar graph (light green) shows net remaining open positions at the end of the given month.

Dynamic Color Coding Legend

***	****
Red- when the actual is <b>lower</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or higher</b> than budget or target	Red- when the actual is <b>higher</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or lower</b> than budget or target

Symbols where the color code applies- (Δ, □)

D

ADMINISTRATION

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**SAFETY**

**Employee Lost Time Incidence Rate**

- Bar graph shows quarterly Employee Lost Time (LT) incidence rate as compared to the National average LT rate of 2.0; indicated by grey dotted line. Light blue represents the previous year, brown represents the year before previous and dark blue the current fiscal year.
- Scatter graph denoted by (Δ, O) shows the number of Lost Time accidents and comparison is also made between the current year and the previous years.

**Contractor Lost Time Incidence Rate**

- Bar graph shows quarterly Contractor Lost Time (LT) incidence rate. Light blue represents the previous year, brown represents the year before previous and dark blue the current fiscal year.
- Scatter graph denoted by (Δ, O) shows the number of Lost Time accidents and comparison is also made between the current year and the previous years.

Dynamic Color Coding Legend

***	****
<p><b>Red-</b> when the actual is <b>lower</b> than 5% of budget or target</p> <p><b>Yellow-</b> when the actual is <b>within</b> 5% of budget or target</p> <p><b>Green-</b> when the actual is <b>equal to or higher</b> than budget or target</p>	<p><b>Red-</b> when the actual is <b>higher</b> than 5% of budget or target</p> <p><b>Yellow-</b> when the actual is <b>within</b> 5% of budget or target</p> <p><b>Green-</b> when the actual is <b>equal to or lower</b> than budget or target</p>

Symbols where the color code applies- (Δ, □)



**Summary of Contracts on Consent Agenda**

**285<sup>th</sup> Meeting of the DC Water Board of Directors**

**Thursday, April 7, 2022**

**Joint Use Contracts**

**Resolution No. 22-25**, execute the Award and Funding for the Base Period and Four Option Years of Contract No. 10139, Charmay, Inc. dba Service Master of Alexandria. The purpose of the contract is to provide industrial cleaning services for DC Water's wastewater treatment field areas, odor control facilities as well as pumping service operations. The contract amount is \$3,412,497.

**Resolution No. 22-26**, execute Funding of Option Year Three of Contract No. 17-PR-CFO-42AA, AB, AC, AD, AE, IBS Management & Consultancy Services, LLC, Mb Staffing Services, SOA Financial, SPS Consulting, vTech Solutions Inc. The purpose of the contract is to provide as needed staffing services for Accounts Receivables, General Accounting, Accounts Payable Internal Controls, Customer Service and Financial Analysis. The contract amount is \$1,125,000.

**Non-Joint Use Contract**

**Resolution No. 22-27**, execute Contract No. 160100, Capitol Paving of D.C., Inc. The purpose of the contract is to replace small diameter water mains that have experienced failures, or have a history of low water pressure, or water quality issues across various locations within the District of Columbia. The contract amount is \$5,767,648.



**Presented and Adopted: April 7, 2022**

**SUBJECT: Approval to Execute the Award and Funding for the Base Period and Four Option Years of Contract No. 10139, Charmay Inc. dba Service Master of Alexandria**

**#22-25  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
D.C. WATER AND SEWER AUTHORITY**

The Board of Directors ("Board") of the District of Columbia Water and Sewer Authority ("the Authority") at its meeting on April 7, 2022 upon consideration of a joint use matter, decided by a vote of ( ) in favor and ( ) opposed to approve the Award and Funding for the Base Period and Four Option Years of Contract No. 10139, Charmay Inc. dba Service Master of Alexandria.

**Be it resolved that:**

The Board of Directors hereby authorizes the General Manager to execute the Award and Funding for the Base Period and Four Option Years of Contract No. 10139, Charmay, Inc. dba Service Master of Alexandria. The purpose of the contract is to provide industrial cleaning services for DC Water's wastewater treatment field areas, odor control facilities as well as pumping service operations. The contract amount is \$3,412,497.

\_\_\_\_\_  
Secretary to the Board of Directors

**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

**ACTION REQUESTED**

**GOODS AND SERVICES CONTRACT AWARD**

**Industrial Cleaning Service  
(Joint Use)**

Approval to award and fund a contract for Industrial Cleaning Services in the amount of \$3,412,497.00 for the base period and four option years.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b> Charmay Inc. dba Service Master of Alexandria 7551 Fordson Rd. Alexandria, VA 22306	<b>SUBS:</b> N/A	<b>PARTICIPATION:</b> WBE - 100%
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**DESCRIPTION AND PURPOSE**

Base Period Contract Value:	\$642,760.00
Base Period Contract Dates:	04-01-2022 – 03-31-2023
No. of Option Years in Contract:	4
Total Option Year 1-4 Value:	\$2,769,737.00
Option Year 1-4 Dates:	04-01-2023 - 03-21-2027
Proposal Price Range	\$3,412,497.00 - 5,952,328.00
Total Number of Proposals	2

**Purpose of the Contract:**

Department of Wastewater Treatment (DWT) and Department of Pumping and Sewer Operations (DPSO) require the services of a qualified contractor to provide industrial cleaning services for DC Water's wastewater treatment field areas, odor control facilities as well as pumping service operations, which houses the processing equipment, systems and pumping stations.

**Contract Scope:**

The areas of Industrial Cleaning Service are above and below ground. It covers different areas of process stations, galleries, labeled piping systems, pumps and associated equipment, conveyance systems, stairwells, facilities, tanks, reservoirs and pumping stations throughout the Blue Plains' Wastewater Treatment facilities and Pumping and Sewer Operations. 85% of the services on this contract are associated with DWT and 15% with DPSO. Option Years and Purchase Orders are exercised on an annual basis based upon the availability of funds.

**Supplier Selection:**

Two suppliers responded to an RFP for industrial cleaning services. Service Master of Alexandria is recommended for this contract award because they were rated overall best on the evaluation criteria of qualifications, experience, technical approach, and price.

Service Master is the incumbent. They have proven success and expertise in performing the requirements set forth in the scope of work. The COTR is satisfied with Service Master's performance.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Fixed Price	<b>Award Based On:</b>	Best Value
<b>Commodity:</b>	Industrial Cleaning Services	<b>Contract Number:</b>	10139
<b>Contractor Market:</b>	Open Market with Goals for DBE and WBE Participation		

**BUDGET INFORMATION**

<b>Funding:</b>	Operating	<b>Department:</b>	Pumping and Sewer Operations
<b>Project Area:</b>	Other	<b>Department Head:</b>	Kenrick St. Louis

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	70.05%	\$371,904.96
Washington Suburban Sanitary Commission	21.95%	\$116,535.53
Fairfax County	5.15%	\$27342.05
Loudoun Water	2.54%	\$13,485.64
Other (PI)	0.31%	\$1645.83
<b>TOTAL ESTIMATED DOLLAR AMOUNT</b>	<b>100.00%</b>	<b>\$530,914.00</b>

**BUDGET INFORMATION**

<b>Funding:</b>	Operating	<b>Department:</b>	Wastewater Treatment Operations
<b>Project Area:</b>	Blue Plains	<b>Department Head:</b>	Aklile Tesfaye

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	42.79%	\$1,233,029.37
Washington Suburban Sanitary Commission	41.94%	\$1,208,535.91
Fairfax County	9.83%	\$283,259.61
Loudoun Water	4.85%	\$139,756.78
Other (PI)	0.59%	\$17,001.34
<b>TOTAL ESTIMATED DOLLAR AMOUNT</b>	<b>100.00%</b>	<b>\$2,881,583.00</b>

*Aklile Tesfaye*, 3/18/22  
 Aklile Tesfaye Date  
 VP, Wastewater Operations

*Kenrick St. Louis*, 03/08/2022  
 Kenrick St. Louis Date  
 VP, Pumping and Sewer Operations

  
 Dan Bae Date  
 VP, Procurement and Compliance

Dan Bae  
 C=US, E=dan.bae@dcwater.com,  
 O=District of Columbia Water and  
 Sewer Authority, OU=VP of  
 Procurement & Compliance,  
 CN=Dan Bae  
 2022.03.09.10.14.10-0500

**Matthew T. Brown**  
 Digitally signed by Matthew T. Brown  
 Date: 2022.03.09 12:28:53 -0500  
 Matthew T. Brown Date  
 CFO and EVP, Finance and Procurement

*D. L. Gadis*, 3/17/2022  
 David L. Gadis Date  
 CEO and General Manager

**Presented and Adopted: April 7, 2022**

**SUBJECT: Approval to Execute the Funding of Option Year Three of Contract No. 17-PR-CFO-42AA, AB, AC, AD, AE, IBS Management & Consultancy Services, LLC, Mb Staffing Services, SOA Financial, SPS Consulting, vTech Solutions Inc.**

**#22-26  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
D.C. WATER AND SEWER AUTHORITY**

The Board of Directors ("Board") of the District of Columbia Water and Sewer Authority ("the Authority") at its meeting on April 7, 2022 upon consideration of a non-joint use matter, decided by a vote of ( ) in favor and ( ) opposed to approve the Funding of Option Year Three of Contract No. 17-PR-CFO-42AA, AB, AC, AD, AE, IBS Management & Consultancy Services, LLC, Mb Staffing Services, SOA Financial, SPS Consulting, vTech Solutions Inc.

**Be it resolved that:**

The Board of Directors hereby authorizes the General Manager to execute Funding of Option Year Three of Contract No. 17-PR-CFO-42AA, AB, AC, AD, AE, IBS Management & Consultancy Services, LLC, Mb Staffing Services, SOA Financial, SPS Consulting, vTech Solutions Inc. The purpose of the contract is to provide as needed staffing services for Accounts Receivables, General Accounting, Accounts Payable Internal Controls, Customer Service and Financial Analysis. The contract amount is \$1,125,000.

\_\_\_\_\_  
Secretary to the Board of Directors

**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

**ACTION REQUESTED**

**GOODS AND SERVICES CONTRACT OPTION YEAR  
FINANCIAL STAFF AUGMENTATION SERVICES  
(Joint – Use Indirect)**

Approval to fund option year three (3) for financial staff augmentation services in the amount of \$1,125,000.00.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b>	<b>SUBS:</b>	<b>PARTICIPATION:</b>
IBS Management & Consultancy Services, LLC* 1627 K Street, NW, Suite 5027 Washington, DC 20036	N/A	LSBE - 100%
Mb Staffing Services* 819 7th Street, NW Washington, DC 20001	N/A	LSBE - 100%
SOA Financial* 4200 Forbes Boulevard, Suite 101 Lanham MD 20706	N/A	LSBE - 100%
SPS Consulting* 1901 Research Blvd., Suite 320 Rockville, MD 20850	N/A	LSBE - 100%
vTech Solution Inc.* 1100 H Street, NW Suite 450 Washington, DC 20005	N/A	LSBE - 100%

**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$1,600,000.00
Original Contract Dates:	03-01-2018—02-28-2019
Option Year 1 Value:	\$1,120,000.00
Option Year 1 Dates:	03-01-2019—02-29-2020
Option Year 2 Value:	\$1,200,000.00
Option Year 2 Dates:	03-01-2020—02-29-2021
Prior Contract Modifications Value:	\$0.00
Prior Contract Modifications Dates:	03-01-2021—12-31-2021
Option Year 3 Value:	\$0.00
Option Year 3 Dates:	01-01-2022—12-31-2022
<b>Option Year 3 Funding:</b>	<b>\$1,125,000.00</b>
<b>Option Year 3 Dates:</b>	<b>01-01-2022—12-31-2022</b>

**Purpose of the Contract:**

This contract provides as-needed staffing services for Accounts Receivables, General Accounting, Accounts Payables, Internal Controls, Customer Service and Financial Analysis. The option year three (3) amount includes projected staffing services, including continued support of the Enterprise Resource Planning (ERP) project.

**Scope of the Contract:**

DC Water's Office of the Chief Financial Officer (OCFO) and Department of Customer Experience (DCE) require the services of competent and qualified firms to fulfill their on-going need for financial staff augmentation services for special projects, long and short-term projects and staff vacancies. These services are used when it is not feasible for DC Water to permanently hire staff for projects of short duration such as support for budget preparation and analysis, annual financial audit, year-end close, future upgrade and/or replacement of financial systems, insurance and risk analysis, temporary meter readers, customer service support and other projects. Approximately 71% of the services on this contract are associated with the OCFO and 29% with DCE.

**Spending Previous Year:**

Cumulative Contract Value: 03-01-2018 - 12-31-2022: \$3,920,000.00  
 Cumulative Contract Spending: 03-01-2018 - 03-04-2022: \$3,674,340.08

**Contractor's Past Performance:**

According to the COTR, the Contractors' quality of services, timeliness of responses, conformance to DC Water's policies, procedures and contract terms and invoicing all meet expectations.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Fixed Unit Price	<b>Award Based On:</b>	Highest Rated Offerors
<b>Commodity:</b>	Services	<b>Contract Numbers:</b>	17-PR-CFO-42AA, AB, AC, AD, AE
<b>Contractor Market:</b>	Open Market with Preference Points for LBE and LSBE Participation		

**BUDGET INFORMATION**

<b>Funding:</b>	Operating	<b>Departments:</b>	Department of Finance and Department of Customer Experience
<b>Service Area:</b>	DC Water Wide	<b>Department Heads:</b>	Ivan Boykin and Melsha D. Lorick, Acting

**STIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	70.05%	\$788,063.00
Washington Suburban Sanitary Commission	21.95%	\$246,938.00
Fairfax County	5.15%	\$57,937.00
Loudoun County	2.54%	\$28,575.00
Other (PI)	0.31%	\$3,487.00
<b>TOTAL ESTIMATED DOLLAR AMOUNT</b>	<b>100.00%</b>	<b>\$1,125,000.00</b>

  
 Ivan Boykin  
 Director of Finance  
 Date: 3/14/2022

  
 Dan Bae  
 VP, Procurement and Compliance  
 Date: 2022 03 14 16:46:54 -04'00'

Matthew T. Brown  
 Digitally signed by Matthew T. Brown  
 Date: 2022.03.17 16:49:26 -04'00'  
 Matthew T. Brown  
 CFO and EVP of Finance and Procurement  
 Date: 3/17/2022

  
 David L. Gadis  
 CEO and General Manager  
 Date: 3/29/2022

**Presented and Adopted: April 7, 2022**  
**SUBJECT: Approval to Execute Contract No. 160100, Capitol Paving of D.C., Inc.**

**#22-27**  
**RESOLUTION**  
**OF THE**  
**BOARD OF DIRECTORS**  
**OF THE**  
**D.C. WATER AND SEWER AUTHORITY**

The Board of Directors ("Board") of the District of Columbia Water and Sewer Authority ("the Authority") at its meeting on April 7, 2022 upon consideration of a non-joint use matter, decided by a vote of ( ) in favor and ( ) opposed to approve Contract No. 160100, Capitol Paving of D.C., Inc.

**Be it resolved that:**

The Board of Directors hereby authorizes the General Manager to execute Contract No. 160100, Capitol Paving of D.C., Inc. The purpose of the contract is to replace small diameter water mains that have experienced failures, or have a history of low water pressure, or water quality issues across various locations within the District of Columbia. The contract amount is \$5,767,648.

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Secretary to the Board of Directors

**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

**ACTION REQUESTED**

**CONSTRUCTION CONTRACT:**

**Small Diameter Water Main Replacement - 12C  
(Non-Joint Use)**

Approval to execute a construction contract for \$5,767,648.00

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b>	<b>SUBS:</b>	<b>PARTICIPATION:</b>
Capitol Paving of D.C., Inc. 2211 Channing St NE Washington, DC 20018	Omni Excavators, INC. Washington, DC DBE	32.0%
	Acorn Supply & Distributing, INC White Marsh, Maryland WBE	6.0%

**DESCRIPTION AND PURPOSE**

Contract Value, Not-To-Exceed:	\$5,767,648.00
Contract Time:	385 Days (1 Year 1 Month)
Anticipated Contract Start Date (NTP):	06-30-2022
Anticipated Contract Completion Date:	07-20-2023
Bid Opening Date:	02-16-2022
Bids Received:	6
Other Bids Received	
FORT MYER CONSTRUCTION CORP	\$6,283,799.00
SAGRES CONSTRUCTION CORP	\$6,572,152.00
CIVIL CONSTRUCTION LLC	\$6,908,272.00
ANCHOR CONSTRUCTION CO INC	\$7,199,597.00
SPINIELLO COMPANIES	\$7,443,300.00

**Purpose of the Contract:**

Replacement of small diameter water mains that have experienced failures, or have a history of low water pressure, or water quality issues across various locations within the District of Columbia.

**Contract Scope:**

- Replace 1.47 miles of water mains ranging from three (3) inches to twelve (12) inches and associated valves and appurtenances.
- Replace water services two (2) inches in diameter and smaller in public and private space as needed.
- Replace curb stop / curb stop box, meter box and penetration through building wall and connection to first fitting inside the building including installation of a shut-off valve and pressure reducing valve.
- Provide permanent pavement and surface restoration.

**Federal Funding Status:**

- Construction contract is anticipated to be funded in part from a Water Infrastructure Finance and Innovation Act (WIFIA) loan.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Unit Price	<b>Award Based On:</b>	Lowest responsive, responsible bidder
<b>Commodity:</b>	Construction	<b>Contract Number:</b>	160100
<b>Contractor Market:</b>	Open Market		

**BUDGET INFORMATION**

<b>Funding:</b>	Capital	<b>Department:</b>	Engineering and Technical Services
<b>Service Area:</b>	Water	<b>Department Head:</b>	Mark Babbitt (Acting)
<b>Project:</b>	DE, BW		

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	100.00%	\$5,767,648.00
Federal Funds	0.00%	\$0.00
Washington Suburban Sanitary Commission	0.00%	\$0.00
Fairfax County	0.00%	\$0.00
Loudoun County & Potomac Interceptor	0.00%	\$0.00
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$5,767,648.00</b>

*Kishia L. Powell* \_\_\_\_\_  
 March 2, 2022  
 Date  
 Kishia L. Powell  
 COO and EVP

*Dan Bae* \_\_\_\_\_  
 March 2, 2022  
 Date  
 Dan Bae, VP  
 Procurement and Compliance

*Matthew T. Brown* \_\_\_\_\_  
 March 3, 2022  
 Date  
 Matthew T. Brown  
 CFO and EVP  
 Finance and Procurement

 \_\_\_\_\_  
 March 17, 2022  
 Date  
 David L. Gadis  
 CEO and General Manager

{{#fx=Dte\_es\_;signer1:date:format(date,"m d, yyyy"):font(name=Arial, color=#000000, size=10)}}