



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
272<sup>nd</sup> MEETING OF THE BOARD OF DIRECTORS  
Thursday, February 4, 2021  
9:30 a.m.  
(Budget Workshop following Board meeting)**

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

- I. **Call to Order (Chairman Tommy Wells)**
- II. **Roll Call (Linda Manley, Board Secretary)**
- III. **Approval of the January 7, 2021 Meeting Minutes**
- IV. **Chairman's Overview**
- V. **Committee Reports**
  - 1. [Governance Committee](#) (Lavinia Baxter)
  - 2. [Human Resource and Labor Relations Committee](#) (Jed Ross)
  - 3. [Environmental Quality and Operations Committee](#) (Adam Ortiz)
  - 4. [DC Retail Water and Sewer Rates Committee](#) (Rachna Bhatt)
  - 5. [Audit Committee](#) (Floyd Holt)
  - 6. [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 Additional Funding for Contract No. 16-PR-HCM-28, Delta Dental of the District of Columbia – Resolution No. 21- 08](#) (Recommended by the Human Resource and Labor Relations Committee 01/13/21)
  - 2. [Approval to Execute Additional Funding for Contract No. 19-PR-DPT-31, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – Resolution No. 21-09](#) (Recommended by the Human Resource and Labor Relations Committee 01/13/21)
  - 3. [Approval to Execute Additional Funding for Contract No. 16-PR-HCM-26, Cigna Health and Life Insurance Company – Resolution No. 21-10](#) (Recommended by the Human Resource and Labor Relations Committee 01/13/21)

4. [Approval and Adoption of the Second Amendments to the District of Columbia Water and Sewer Authority 401\(a\) Plan and 457\(b\) Plan – Resolution No. 21-11](#) (Recommended by the Human Resource and Labor Relations Committee 01/13/21)
5. [Approval to Execute Supplemental Agreement No. 19 of Contract No. DCFA #431, Samaha Associates, PC - Resolution No. 21-12](#) (Recommended by the Environmental Quality and Operations Committee 01/21/21)
6. [Approval to Execute Contract No. DCFA #504, McKissack & McKissack of Washington, Inc. – Resolution No. 21-13](#) (Recommended by the Environmental Quality and Operations Committee 01/21/21)

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

1. [Approval to Publish Notice of Emergency and Proposed Rulemaking to Establish the Customer Assistance Program - DC Water Cares Multifamily Assistance Program for Low Income Multifamily Tenants – Resolution No. 21-14](#) (Recommended by the DC Retail Water and Sewer Rates Committee 01/26/21)
2. [Approval to Publish Notice of Final Rulemaking to Establish the Customer Assistance Program – DC Water Cares Emergency Relief Program for Low-Income Customers – Resolution No. 21-15](#) (Recommended by the DC Retail Water and Sewer Rates Committee 01/26/21)
3. [Approval to Expanded Backwater Valve Reimbursement Program for Areas Impacted by September 10, 2020 Storm – Resolution No. 21-16](#) (Recommended by the DC Retail Water and Sewer Rates Committee 01/26/21)

**XI. Executive Session**

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

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 public 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.

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

- Environmental Quality and Operations Committee – Thursday, February 18, 2021 @ 9:30 a.m.
- DC Retail Water and Sewer Rates Committee – Tuesday, February 23, 2021 @ 9:30 a.m.
- Joint Meeting of DC Retail Water and Sewer Rates Committee and Finance and Budget Committee – Tuesday, February 23, 2021 @ 10:15 a.m.
- Finance and Budget Committee – Tuesday, February 23, 2021 @ 11:00 a.m.



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**Board of Directors**

*Governance Committee*

*Wednesday, January 13, 2021*

*9:00 a.m.*

*Via Microsoft Teams*

**MEETING MINUTES**

**Committee Members**

Lavinia Baxter, Vice Chairperson  
Rachna Bhatt  
Fariba Kassiri  
Emile C. Thompson

**DC Water Staff**

David L. Gadis, CEO/General Manager  
Marc Battle, Executive Vice President &  
Chief Legal Officer  
Korey Gray, Compliance  
Thomas Kuczynski, President, Blue Drop  
and Vice President, Information &  
Technology  
Matthew Brown, Chief Financial Officer  
Ivan Boykin, Director, Finance  
Linda Manley, Board Secretary

**Call to Order**

Vice Chairperson Baxter called the meeting to order at 9:02 a.m.

**Agenda Item #2 – Blue Drop FY21 Q1 Update**

Thomas Kuczynski, President of Blue Drop, presenter Agenda Item #2 – Blue Drop Activity Update

**General**

Mr. Kuczynski noted that Blue Drop received a clean audit in December 2020 and launched its webstore in October 2020.

**Strategic Priorities**

Mr. Kuczynski briefed the Committee on Blue Drop's strategic priorities.

He identified Blue Drop's five (5) strategic priorities for FY21, including: 1) to maximize net revenue and cost savings from the marketing and sale of Bloom, Class A biosolid; 2) to maximize net revenue from the marketing and sale of excess capacity of DC Water; 3) to collaborate with DC Water to advance a culture of innovation and grow the Intellectual Property (IP) portfolio; 4)

to maximize net revenue from existing DC Water innovations and technologies; and 5) to maximize revenue from Blue Drop and DC Water brands.

He explained that Blue Drop has a 62,000-ton target for Bloom Sales for FY'21, which is forty percent (40%) higher than the FY'20 actuals of 44,750 tons. Blue Drop recorded record sales of fresh Bloom in November and December and blends sales for October were also a record at 1,300 tons. At the end of December FY'21 are below target by 500 tons. Mr. Kuczynski explained that precipitation and higher average temperatures over the winter contributed to a shortfall of 500 tons.

Mr. Kuczynski reported Blue Drop received its first order of Bloom from the South Capital Bridge Project in November and has delivered 780 tons through the end of December, and an estimated volume of 4000-7000 tons over the next two years.

Mr. Kuczynski also reported that Blue Drop's estimated savings on hauling costs are \$400,000 through December.

#### HQO events

Mr. Kuczynski reported there are no new events scheduled for 2021 due to COVID-19. He noted one (1) wedding is scheduled for July 2021.

Mr. Kuczynski explained that Blue Drop continues to drive interest, receiving fifty (50) inquiries per month.

#### Renewable Energy Credits Update

He explained that Blue Drop has a \$1,000,000 target for Renewable Energy Credits for FY'21. He reported that Blue Drop collected revenue from renewable energy credits from Blue Plains through December 2020 at \$1,066,451 and processed \$327,209 in sales in FY'21.

#### Cell Tower Update

He reported that Blue Drop has a \$178,000 target for Cell Towers for F'Y21. He reported that Blue Drop collected revenue from Cell Towers through December 2020 at \$130,000, and \$66,806 in January FY'21. He explained that AT&T cell tower at Blue Plains came online in November 2020,

#### CAMBI

He explained that Blue Drop is continuing discussions with CAMBI to provide pre-sales support and consulting for new CAMBI projects.

Mr. Kuczynski also explained Blue Drop is continuing discussions with an international water/wastewater software company for a possible partnership to market software for Intellectual Property (IP).

#### IP Update

Mr. Kuczynski provided an update on Intellectual Property (IP) activity.

He reported that Blue Drop has a \$500,000 target for FY'21. He informed the Committee that Blue Drop received the authorization for certification as a United States based business from the Internal Revenue Service (IRS), and requested an outstanding payment of \$395,000 payment from SUEZ.

The deployment of the SMART Fountains to Flint, Michigan is on hold due to school closures caused by COVID-19. Blue Drop processed test videos of the Pipe Sleuth software for United Utilities (UK), Hillsborough County Citizens, City of Philadelphia, is in discussions with SAK Construction to conduct future pilots, and conducted a demonstration for the City of Winnipeg

#### Activity Books

Blue Drop published its first edition of Wendy the Water Drop's children's book series, *Wendy's Wonderful World of Water* on October 21, 2020. Mr. Kuczynski reported that Blue Drop sold 170 copies of the book and distributed 200 free copies to schools and community groups. Blue Drop also sold fifty (50) items of branded merchandise, with overall net sales of \$738.94, ten percent (10%) of all sales are to be donated to the SPLASH program.

#### Year-to-Date Position Update

Blue Drop experienced net income of almost \$900,000 for Q1 of FY'21. Mr. Kuczynski explained that Blue Drop has experienced a positive net position for all programs, except for events.

In response to Committee Member Thompson's Questions Related to Bloom:

1. Mr. Kuczynski explained that Blue Drop began blending its Bloom product with sand, sawdust, wood and mulch approximately two (2) years ago at Blue Plains and also with a third-party soil blending company; and blends are largely used for residential and commercial landscaping applications, not agriculture applications.
2. Mr. Kuczynski also explained the blending product is different than the bagged product which is cured or dried and distributed through companies like Annie's Hardware. He further explained that after a customer purchases the bagged product, they must blend or mix the bagged product with other materials before planting.
3. Lastly, Mr. Kuczynski explained Blue Drop is working with DC Water and a third-party to create a specialty fertilizer product that would use Bloom as a base for sale through retail or wholesale with different branding

In response to Vice Chairperson Baxter's Questions Related to Blue Drop Activity:

1. Mr. Kuczynski responded that there is no current impact on the Cell Towers due to 5G enhancements, because each contract is fixed for 20-30 years, with a five-year renewal period at the current rates.
2. Mr. Kuczynski responded Blue Drop's greatest near-term opportunity is the sale of Bloom, with a very aggressive but achievable goal with an average value per ton, a combination of revenue plus reduced costs is between \$15 and \$20 a ton.

#### **Agenda Item #1 –FY 2020 Certified Business Utilization Report**

Korey Gray, DC Water's Compliance Officer, presented Agenda Item #1 – DC Water's FY 2020 Certified Business Utilization Update.

### Overview

Mr. Gray began by reviewing several acronyms and definitions used and reported on the certified business enterprise (CBE) program, designed to encourage the participation and support the utilization of certified firms on Goods and Services projects, and enhance the participation, growth and development of local business enterprises (LBE), local small business enterprises (LSBE), and disadvantaged business enterprises (DBE).

### Fair Share Objectives Program

Then, Mr. Gray reviewed the Fair Share Objectives program for certified disadvantaged and women business enterprises (D/WBE). Mr. Gray explained the Fair Share Objectives program had two separate components: 1) Construction projects, with a standing goal of 32% for DBE and 6% for WBE, and 2) Architect and Engineering (A&E) for professional service projects, with 28% for DBE and 4% for WBE.

### Green Infrastructure Projects

Next, Mr. Gray discussed the Green Infrastructure Projects under Memorandum of Agreement with the District of Columbia, that carries a 50% CBE goal.

### DC Water Compliance Process

Mr. Gray reviewed DC Water's compliance process. He explained that DC Water monitors the compliance process from beginning of the development of the solicitation to the contract award. DC Water reviews activities to ensure payments, payroll reports and scheduling to ensure certified firms are being paid in a manner as outlined in the initial bid submission.

### Contract Awards

Next, Mr. Gray reported on contract awards, by category.

In FY 20, DC Water awarded a combined \$182.42 million in contracts, modifications and change orders. Of these, \$64.97 million (35%) were awarded to certified firms. The details of the Large Discretionary Awards – which include Large Goods and Services, A&E and Construction projects totals are:

- There were twenty-five (25) Large Goods and Services contract awards, totaling \$27.22 million. Of this number, twelve (12) were awarded to LSBE's, totaling \$6.51 million (23.91%).
- There were four (4) Large A&E contract awards, totaling \$53 million. Of this number, ten (10) DBEs were awarded \$15 million (28.5%), and eight (8) WBEs were awarded \$2.37 million (4.5%).
- There were twelve (12) Large Construction contract awards, totaling \$102 million. Of this number, fifty-two (52) DBEs received \$33.53 million (32.8%), and thirty-seven (37) WBEs received \$7.5 million (7.39%) in contract awards.

In response to Committee Member Bhatt's inquiry, Mr. Gray explained that WBE and DBE firms are classified separately, and a firm that qualifies as both will only be counted or classified as a WBE or DBE.

#### Demographic Analysis

Next, Mr. Gray provided a demographic analysis of the \$182.42 million in contract awards in FY'20. The details of these totals are:

- Twenty-five (25) Asian American owned firms received \$14.7 million (8.1%)
- Thirty-nine (39) Black American owned firms received \$25.75 million (14.1%)
- One hundred and thirty (130) Caucasian owned firms received \$103.2 million (56.6%)
- Twenty-three (23) Hispanic American owned firms received \$38.7 million, (21.2%).

In response to Committee Member Thompson's Questions:

1. Mr. Gray explained that the \$182.42 million in contract awards is a combined total of all contracts awarded at DC Water, not just to CBEs.
2. Mr. Gray explained that the CBE certification is for DC certified business enterprises and the LSBE certification is for firms that are certified as small and principally located in the UJ.

Mr. Gray reported that of the \$182.42 million in contract awards in FY'20, \$110.64 million (60.7%) were awarded to firms in the User Jurisdiction (UJ), and \$71.78 million (39.3%) were awarded to firms outside of the UJ.

Finally, Mr. Gray discussed the FY'20 Accomplishments, including: 1) completed the updates to its Business Development Plan; 2) creation of a Contractor's College to support the development and capacity building activities of certified firms; and 3) participation in the Advisory Council under the DC Public Service Commission with Chief Executive Officer (CEO) and General Manager (GM) David Gadis serving as Vice Chairman of the Council.

In response to Committee Member Bhatt's inquiry about a CBE dollar value, Mr. Gray explained that DC Water did recognize the CBE certification in FY'20 but will provide the Committee with a breakdown of that information.

Vice Chairperson Baxter and Mr. Gadis thanked Mr. Gray and his team for their continued great work through the CBE program.

#### **Agenda Item #3 – DC Water Financial Resilience**

Ivan Boykin, DC Water's Director, Finance, presented Agenda Item #3 – DC Water's Financial Resilience Report

Before Mr. Boykin presented on DC Water's ability to withstand COVID-19 and remain financially resilient, Matthew Brown, DC Water's Chief Financial Officer, explained that Mr. Boykin was asked to respond to questions generated through the DC Water Board of Directors, specifically, Chairperson Tommy Wells, concerning DC Water's ability to withstand COVID-19 and that impact on DC Water's income and assets.

Mr. Brown made clear that, at this stage, Mr. Boykin's presentation was intended to be informational only. There will be no request of the Committee to recommend financial



considerations to the Board at this time. The Committee agreed to hold a second meeting to continue this review.

#### Financial Resilience and Strength

Mr. Boykin reported that because of DC Water's financial strength and resilience, DC Water was better prepared for revenue losses caused by COVID-19, as DC Water anticipated a revenue shortfall of \$41.5 million by FY'21, November revenues were reported at \$6.2 million, or 4.5% below budget. DC Water was rated and maintained AAA Rating. He explained that Rate Stabilization Fund (RSF) withdrawals may be needed to cover any shortfalls in FY'21.

Mr. Boykin also reported that DC Water identified areas to reduce the operating budget and capital project deferrals; however, coverage is expected to be below the financial plan adopted by DC Water's Board of Directors.

Mr. Brown reported that DC Water has dedicated \$33.28 million for one-time Customer Assistance funds. To accomplish this, Mr. Brown explained that DC Water will withdraw \$13 million from the RSF and DC Water set aside \$15 million for the creation of three (3) new one-time customer assistance household programs.

#### Strong Financial Position

Mr. Boykin explained that because of DC Water's strong financial position, DC Water's reserve is sufficient for cash flow purposes, including reduced consumption. He reported that DC Water's commercial consumption in FY'20 was down by 29%.

Mr. Boykin explained that DC Water's AAA Rating allows DC Water to borrow at lower interest rates, resulting in lower retail rates for customers every year. Mr. Boykin reported that DC Water will borrow \$2.4 billion over the next ten (10) years for infrastructure improvements.

#### Recent S&P Ratings

Mr. Brown reported that as of December 15, 2020, DC Water received a level '1' credit rating from Standards and Poor's, with '1' on a scale of 1-6, with '1' being the strongest. He explained that DC Water received recognition for its best practices to support its credit quality and financial policies for governance that help ensure DC Water will remain compliant as it confronts the financial impact of COVID-19, specifically, DC Water's 10-year Capital Improvements Program (CIP) that is reviewed and approved by the DC Water Board annually.

#### Senior Lien Credit Rating History

Mr. Boykin provided a breakdown of DC Water's Senior Lien Credit Rating History which began in 1998. He noted that DC Water's financial management practices has allowed DC Water to increase its rating, specifically in 2008 and the AAA Rating in 2016, and in 2019 DC Water was awarded AA+ Rating by Fitch.

#### Financial Metrics

Mr. Boykin reported that because of DC Water's stringent financial management targets, the Rating agencies have recognized DC Water's financial results achieved, including maintaining \$125.5 million or cash on hand for 120 days, whichever is greater, while holding a management

target of 250 Days of Cash on Hand; a combined debt service coverage ratio of 1.6 times coverage; and debt service of 33% or less and RSF is at 10% of revenue.

#### Current Financial Policies

Next, Mr. Boykin briefly reviewed DC Water's Current Financial Policies: DC Water's Board Resolution #13-57 – Statement of Financial Policies, DC Water Board Resolution #11-22 – Pay As You Go Policy and DC Water Board Resolution #10-76 – Rate Stabilization Fund Policy.

#### Financial Metrics of Select Peer Groups

Mr. Boykin explained that DC Water's financial metrics compared favorably with eight (8) peer groups, noting that DC Water's end of FY'20 Debt Service Coverage is 1.9 times coverage, Debt Services percentage of revenue is 28% and Days of Cash on Hand was 335 days.

#### Days of Cash

Mr. Boykin explained the Government Finance Officers Association's requirement of governments to maintain adequate levels of fund balance to mitigate current and future risks. He reported that DC Water has maintained at least 250 days of cash since FY'15, to include reserves and the RSF.

#### Reserves

Mr. Boykin reported that at the end of FY'20, DC Water maintained \$278.1 million in reserves, including: 1) Operations and Maintenance Reserves at \$54.3 million, 2) Renewal and Replacement Fund at \$35 million, 3) Undesignated Reserve Balance at \$36.2 million which equates to the total of the \$125.5 million by Board Policy, 4) RSF at \$90.2 million, with \$77.2 million remaining after Board-directed withdrawals in FY'21 and FY'22, 5) DC Insurance Reserve, 6) Project Billing Refunds and &) Excess Reserves.

#### Historical Days of Cash on Hand

Mr. Boykin reported on the Days of Cash on Hand with and without the RSF assessment has increased each year since FY'16.

He explained that if DC Water removed the RSF calculation, the operating reserve per indenture, the renewal and renewal replacement fund and undesignated reserve which makes up \$125.5 million in Operations and Maintenance Reserves per the Board Policy. He reported that at the end of FY'20, DC Water maintained \$61 million in excess reserves and \$90 million for the RSF.

Mr. Boykin's proposed recommendation to withdraw \$21.6 million from the RSF, as of FY'20, DC Water would maintain \$68.6 million in RSF, but the \$21.6 million would be added to excess reserves, that would allow DC Water to have 250 days of cash on hand.

#### Financial Metrics Compared to 2020 Fitch Medians

Mr. Boykin reported that in comparison to Fitch's expectation of 617 days of cash on hand for AAA rated companies and 315 days for an A rated companies, DC Water ended FY'20 with 335 days of cash on hand.

In response to Committee Member Thompson's inquiry, Mr. Boykin affirmed that the metric is based on an average for agencies rated in each category of days of cash on hand.

#### Debt Service Coverage

Mr. Boykin reported that DC Water's FY'20 debt service costs were \$199.1 million or 28.2% of revenues.

Mr. Boykin explained that based on management targets of at least 1.6 times coverage, reducing coverage could increase financing of capital programs.

#### Financial Metrics Compared to 2020 Fitch Metrics

Mr. Boykin reported that in comparison to Fitch's expectation of 3.1 times coverage for AAA rated companies and 1.9 times coverage for A rated companies, DC Water ended FY'20 with 1.9 times coverage.

#### Debt Service as a Percent of Revenue

Mr. Boykin explained that capping the percentage of revenues that DC Water will spend on debt service helps ensure DC Water maintains flexibility to confront new future challenges.

#### Financial Metrics Compared to 2020 Fitch Medians

Mr. Boykin reported that in comparison to Fitch's expectation of 14% debt service as a percentage of revenues for AAA rated companies and 27% for A rated companies, DC Water ended FY'20 at 28%.

#### Rate Stabilization Fund Policy

Mr. Boykin explained that DC Water's RSF is held in a separate account and invested consistent with cash management policies; is managed in a manner consistent with the highest bond ratings possible; the Financial Plan will include planned utilization over the 10-year period; and transfers are determined annually based on financial performance and at other times determined by the Board.

#### General

Mr. Boykin explained the proposed considerations of the Board are based on the Board annually adopting a Ten-Year Financial Plan that includes the following recommended changes:

1. Rate Stabilization Fund
  - a. By including RSF deposits and withdrawals, the Board would review financial projections and decide where yearend surplus is allocated, each spring.
  - b. Increase the number of days of cash maintained.
  - c. Amend the policy to include policy goals
  - d. Maintain 250 days of cash outside of RSF
    - i. Dedicate a portion of the RSF to 250 days of cash or \$21.6 million
    - ii. Dedicate any year-end surplus to the cash balance until 250 days are met
  - e. Revise RSF Policy to enumerate benefits
    - i. Maintain 250 days of cash to enhance DC Water's credit rating

- ii. Funds in RSF could be used for emergency situations
- 2. Projected coverage for budget
  - a. Adopt a combined coverage ratio target.
- 3. Revenue and debt service projections
  - a. Adopt a goal for debt service as a percentage of revenues.
  - b. Amend the policy to include pol
- 4. RSF contributions and withdrawals
  - a. Amend the policy to include policy goals.

Next, Mr. Boykin explained the proposed considerations of the Board based on the Board's authorization to annual use funds includes the following recommended changes:

- 1. One-Time Revenues
  - a. Strengthening resolution to ensure that one-time revenues are only used for one-time expenditures.

Finally, Mr. Boykin discussed the next steps to include: 1) continue to assess the impact of COVID on customers, 2) review feedback from Financial Advisors, and 3) take direction from Committee discussion and feedback.

### **Adjournment**

There being no further business, the meeting was adjourned at approximately 10:28 a.m.



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**BOARD OF DIRECTORS**

Human Resources and Labor Relations Committee

January 13, 2021  
11:00 a.m.

Via Microsoft Teams

***MEETING MINUTES***

**Committee Members Present**

Adriana Hochberg, Chairperson  
Jed Ross, Vice Chairperson  
Lavinia Baxter  
Steven Shofar  
Emile Thompson

**DC Water Staff Present**

David Gadis, General Manager & CEO  
Lisa Stone, EVP People and Talent  
Marc Battle, EVP, Legal Affairs  
George E. Spears, Director of Labor Relations  
Linda R. Manley, Board Secretary  
Ron Lewis, Manager, Benefits  
Matthew Brown, EVP Finance and Procurement

**Union Presidents**

Barry Carey, AFSCME 2091  
Barbara Milton, AFGE 631  
Jonathan Shanks, AFGE 872  
Michelle Hunter, NAGE Local R3-06  
Calvert Wilson, AFGE 2553

**1. Call to Order**

Chairperson Adriana Hochberg called the meeting to order at 11:02 a.m. The meeting was conducted via Microsoft Teams.

**2. Roll Call**

Board Secretary Linda Manley conducted a roll call of the Committee members. DC Water staff and Union Presidents also participated in the meeting.

Chairperson Adriana Hochberg formally introduced herself as Chairperson. In addition, she recognized Emile Thompson, the former Chairperson, for his work with this Committee.

**3. Union Topics**

***A. Notification to Presidents of benefits and process changes affecting the terms and conditions of employment for Union employees***

Barbara Milton expressed her concern regarding not receiving sufficient notice of benefit changes when they will be implemented. Ms. Milton is requesting adequate notice in a

timely manner to engage management on changes prior to notice being given to employees.

In addition, Ms. Milton would like to sit with AON to discuss the process for procuring negotiations, new vendors, a better understanding of changes that have taken place, and the timelines. Ms. Milton noted that in the past the unions have met with the vendor previously and provided their concerns. However, management noted that DC Water is the contract administrator and has the direct responsibility in determining how management bargains benefits. The extent that Unions are involved is within collective bargaining. Furthermore, Management agrees to continue to work on communications with the Unions on such timely matters and ensure their concerns are addressed.

***B. Positive COVID-19 Cases at DC Water***

Barbara Milton asserts that Management has communicated with the Union Presidents on COVID-19 cases. At this time, the Unions are requesting that complete details be given. In addition, the Unions are requesting immediate notice of areas that are disclosed. Lastly, Ms. Milton is requesting that Management provide information to employees on COVID-19 vaccination and respond to their questions.

Management confirmed that they are considering the suggestions given by the Union Presidents regarding best practices for procedures to deep clean possibly affected areas. A team assigned by Mr. David Gadis is currently working on researching best practices to ensure we are compliant. Furthermore, Management agrees to continue to work on communications on this subject matter.

***C. Union concerns about Concentra for CDL employees***

Jonathan Shanks expressed his concern regarding the current vendor that provides employees with a CDL license following their physical examinations. The concern is based on the progress they use to determine if an employee has sleep apnea or other health issues that could determine if they remain an active employee or not.

Management confirmed they are being proactive with obtaining an additional vendor to have employees go to. The competitive bid process will begin sometime in February to further determine which new vendor is the most appropriate. D.C. Water does not subvert on medical opinions and instead confers to information given by the vendor on this matter.

***D. D.C. Water's Management response to the Board about its Workers' Compensation Program***

Jonathan Shanks expressed a concern regarding the current process for Workers' Compensation to approve an employee if they are hurt on the job. Specifically, Mr. Shanks mentioned that if you are injured and go to your primary doctor, you will not be able to use the referral because you are not yet covered by Workers' Compensation. Lastly, Mr. Shanks is concerned that employees use up sick leave while they wait for coverage approval.

Management conferred with Union Presidents on this issue before. Robin Hayes, Program Manager for Workers' Compensation, further added that if a claim is in dispute, no benefits are paid by the vendor to the employee. The employee is referred to use their sick leave, apply for FMLA or short-term disability. If an employee is directed to a specialist that does not use Workers' Compensation, Ms. Hayes intervenes and provides the employee a panel of participating doctors and provides the authorization that is needed to be treated.

Emile Thompson and Jed Ross remembered this matter being previously mentioned. Mr. Jed Ross further concurred that the program seems to be managed well except for possible case scenarios that Management can work out.

Calvert Wilson spoke on his Union's experience with the Workers' Compensation programs and shared that they have not had any situations or similar cases occur.

Barbara Milton's concern revolved round the 21-day continuation of pay. Ms. Milton understands that the employee is placed on a 21-day continuation of pay while a claim is being investigated to determine an outcome and wanted to know if that was DC Water's practice. Ms. Hayes confirmed D.C. Water has a Traumatic Leave Program that is up to 21-day salary continuation that covers compensable claims. For those who are not approved, which is very few, are recommended to use their leave, short term disability or FMLA. For cases in dispute, employees will not be placed on Traumatic Leave until the dispute has been resolved.

#### **4. Action Items**

- A. Contract No. 16-PR-HCM-28 – Delta Dental of the District of Columbia**
- B. Contract No. 16-PR-HCM-26 - Connecticut General Life Insurance Company (CIGNA)**
- C. Contract No. 19-PR--08- Kaiser**
- D. Amendments for Contribution Plans**
  - a. Plan 457(b)**
  - b. Plan 401a**

Ron Lewis requested that the committee consider recommending approval of funding of the three contracts to have them continue in their option year.

Chairperson Hochberg asked how early D.C. Water inquiries into obtaining a new contract. This question comes into consideration due to some of the contracts being in their final option year. Ron Lewis confirmed extensions were provided due to the unexpected pandemic, but RFP's are put out in the beginning of the year.

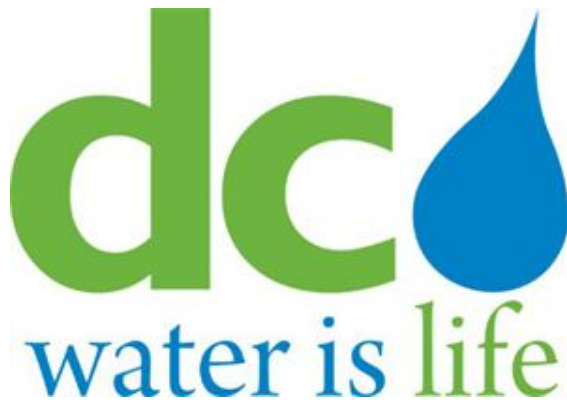
Chairperson Hochberg asked how the dollar amounts get renegotiated during the option year and on what basis the amounts change. Mr. Lewis responded with an explanation of the description and purpose noted in the fact sheets.

The final action item was amendments that required a contractual recommendation to adapt the changes to the 457(b) and 401a contribution plans. The changes on this item were previously shared with the Committee.

The committee recommended the actions items for approval by the full Board.

#### **6. Adjournment**

The meeting adjourned at 12:26 p.m.



**District of Columbia  
Water and Sewer Authority**

**Board of Directors**

**Environmental Quality and Operations  
Meeting**

*Thursday, January 21, 2021*

*9:30 a.m.*

**MEETING SUMMARY**

**Committee Members**

Adam Ortiz, Chairperson  
Steven Shofar  
Howard Gibbs  
Ivan Frishberg  
Randy Bartlett

**DC Water Staff Present**

David Gadis, CEO & General Manager  
Matt Brown, Chief Financial Officer & EVP  
Marc Battle, Chief Legal Officer & EVP  
Linda Manley, Secretary to the Board  
Leonard Benson, SVP, CIP Project Delivery  
Kishia Powell, Chief Operating Officer & EVP

**CALL TO ORDER**

Mr. Ortiz called the meeting to order at 9:30 a.m. The meeting was conducted via teleconference.

**II. ROLL CALL**

Ms. Linda Manley, Board Secretary, DC Water, conducted a rollcall 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 (AWWTP). Mr. Tesfaye stated that all performance parameters were excellent, and all permit requirements were met.

Mr. Tesfaye highlighted some accomplishments of the members of the Mechanical Solids Crew 2A from the Department of Maintenance Services who completed a series of complex proactive maintenance tasks on two of the anaerobic digesters' mixer units. Mr. Tesfaye stated that enhancing a culture of proactive maintenance to prevent costly failures, repairs or replacements is an important aspect of Asset Management and aligned with DC Water's strategic objectives.



Recognition of such accomplishments is a very important tool to reinforce proactive maintenance culture and meet the Authority's objectives in a sustainable manner.

Mr. Tesfaye also mentioned the quality of the plant effluent remained excellent and all effluent parameters were well within the seven-day and monthly NPDES permit requirements.

In December 2020, a total of 430 million gallons (MG) of combined wet weather flows, captured in the tunnel system, were treated through the Wet Weather Treatment Facility (WWTF). The treated discharge of captured combined flows to the wet weather treatment outfall was 107 MG.

Biosolids hauling during December 2020 averaged 367 wet tons per day and all biosolids produced during the month met EPA's Class A Exceptional Quality (EQ) requirements. Mr. Tesfaye also stated Blue Drop sold 3,715 wet tons of Bloom during December 2020. The remaining 7650 wet tons not sold into the market were land applied through DC Water's (through Blue Drop) and WSSC's contracts.

The Committee inquired as to the awareness level of the public regarding Bloom and the different ways DC Water and others are utilizing it. Mr. Thomas Kuczynski, VP Information Technology, DC Water, replied that DC Water is working to increase the product's exposure and that this will be helped when the Bridge Project that utilizes Bloom is completed. The Committee also inquired if there are any restrictions for utilizing Bloom to grow food products. Mr. Kuczynski and Mr. Tesfaye replied that there are none and added that in fact, most of Bloom's use is in the Agricultural sector. DC Water's Class A biosolids meet EPA's **Class A EQ** (Exceptional Quality), a designation used to describe a biosolids product that not only meets, but exceeds, all Class A requirements. Biosolids that meet these most stringent pollutant, pathogen and vector attraction reduction requirements can be used as soil amendment in lawns and home gardens, including for food production.

#### **IV. DC CLEAN RIVERS PROJECT UPDATE**

Mr. Carlton Ray, Director, DC Clean River Project, briefed the Committee on the status of the ongoing Clean Rivers Project. Mr. Ray gave a high-level update on ongoing and upcoming projects as follows:

- Anacostia River Tunnel system – completed and commissioned on March 20, 2018 and providing about 100 MG of storage
- Northeast Boundary Tunnel system – currently under construction; will increase Combined Sewer Overflow (CSO) storage and flood risk mitigation by contributing an additional 90 MG of storage [Check the amount of storage provided by NEBT?]
- Potomac River Tunnel – currently under design
- Rock Creek Hybrid Green Infrastructure plan: approved non-material Consent Decree modification completed
- CSO 025/026 Sewer Separation Project – awarded Notice To Proceed (NTP) January 2021

Mr. Ray also briefed the Committee on how the Program was being managed through the COVID-19 pandemic. Construction has not been stopped and the Program continues to meet consent decree deadlines. Some measures taken during this pandemic include but are not limited to:

- Daily temperature checks of construction work force
- PPE, social distancing and cleaning protocols observed
- No visitors or tours of tunnels during pandemic
- Contact tracing and isolation for affected staff

The following tasks are active and in progress for Division J – Northeast Boundary Tunnel

- Tunnel Progress
  - Tunnel Boring Machine (TBM) excavated 21,932 LF and installed 3,650 rings
  - Successfully completed the mining through 4<sup>th</sup> St site on November 10<sup>th</sup>, in mixed face conditions including jet grout and frozen ground
  - Installed the 6<sup>th</sup> and last Tunnel Conveyor Booster at approximately Ring 3490
  - Currently mining under Rhode Island Ave
  - Approaching Hyperbaric Intervention location at STA 232+20
- Mr. Olivet Road
  - Completed Adit Support of Excavation (SOE) installation and started Adit permanent structures construction
  - Started excavation of Ventilation Control Vault. Completed installing first level bracing, handrail and walkway at VCV
  - Completed mobilization and setup at the Diversion Chamber site. Started Near Surface Structures SOE piles installation
- W Street
  - Completed excavation of Ventilation Channel (VC) and Ventilation Vault (VV)
  - Began welding level 2 VC/VV bracing at elevation +109, including walers and struts
- Rhode Island Ave
  - Completed secant piles for the Diversion Chamber Support of Excavation
  - Commenced jet grout for the Diversion Chamber base plug
  - Commenced Drop Shaft excavation
- 4<sup>th</sup> Street
  - Commenced Adit concrete liner
  - Completed Diversion Chamber perimeter walls and commenced interior concrete walls
  - Completed Vent Vault pipe jacking
- Pumping Station
  - Completed ground improvement in the Adit/Tunnel connection
  - Started site restoration at 1<sup>st</sup> Street and Rhode Island Avenue
- T Street
  - Completed installation of all jet grout columns for the drop shaft and Near Surface Structure bottom seal and Adit on December 21, 2020
  - Completed core drilling and proof testing for jet grout columns on December 22, 2020
  - Start setting up site for soldier pile installation, Junction Chamber area
- Florida Ave
  - Began installing temporary flume supports for the Diversion Chamber
  - Continued installing shaft cast-in-place liner from Elev +38 to the surface
  - Began supporting utilities in CSA 3 within the jet-grout area for the Adit/NEBT connection
- R Street
  - Completed pouring shaft bottom slab and cast-in-place liner lift 1 at tunnel/shaft connection

- Continued tying rebar for cast-in-place liner lift 2
- Received approval to begin permeation grouting where the existing sewer ties into the Diversion Chamber. Expected to begin work in January
- Continued community impact mitigation efforts
- Continued partnership and augmentation of local businesses affected by the construction

Some updates on the Potomac River Tunnel include:

- Advanced Utility Construction
  - Survey, archeological and utility field investigations complete
  - Coordinating with NPS and FHWA regarding planned paving projects near construction sites
  - Coordinating with PEPCO, Washington Gas, Verizon, and other communication utilities
  - Other relocations to be performed by individual utilities throughout calendar 2021 and 2022
- Tunnel System Construction
  - Finalizing 60% contract documents
  - Project Review Board meeting to be conducted in March 2021
  - Drilling geotechnical borings and completing other subsurface investigations along the tunnel alignment
  - Coordinating with various external stakeholders, including other utilities, NPS, DDOT, WMATA, Georgetown University and community groups

CSO 025/026 Sewer Separation Project updates:

- NTP scheduled for January 2021
- Ongoing coordination with District and utility agencies and ANCs and Georgetown Business Improvement District

The Committee inquired if DC Water has received feedback regarding the extent of the Authorities' Green Infrastructure construction projects from community members who, in the past, had been critical about the initiative. Mr. Ray replied that due to increased awareness and familiarity from the community regarding project expectations and practicality, DC Water has been able to satisfy most inquiries/critiques and continues to do so.

The Committee also commented that a significant portion of the Potomac River Tunnel project runs below water level and inquired if DC Water has taken adequate soil borings to ascertain soil conditions. Mr. Ray responded in the affirmative.

## **V. ACTION ITEMS**

### **JOINT USE**

1. Contract No: DCFA #504 Non-Process Facilities Program Manager, McKissack & McKissack of Washington, Inc.,
2. Contract No: DCFA #431 Architectural and Related Services for Facilities, SAMAHA Associates

Mr. Rudy Gonzalez, Director of Procurement, Capital Programs, DC Water, presented joint use action item 1. Mr. Len Benson, SVP, CIP Project Delivery, DC Water, presented joint use action item 2.

The Committee recommended all Joint Use Action Items to the full Board.

## **VI. CRISIS INCIDENT MANAGEMENT COMMUNICATION PLAN**

Mr. John Lisle, VP, Marketing and Communications, DC Water, briefed the Committee on DC Water's Draft Crisis and Incident Management Communications Plan (CIMCP). Mr. Lisle began his presentation by outlining the purpose of the communication plan as being to 'guide the Authority's initial internal and external communications during a crisis or emergency to disseminate information as quickly as possible'. This 'crisis' could be any situation that could cause disruption in service, the issuance of a boil water advisory, a threat to the safety of employees or a scandal that generates negative media coverage.

Mr. Lisle noted that the communications team during incidents include designated DC Water representatives who are authorized to speak to external entities like the media. They include:

- CEO and General Manager or designee (primary spokesperson)
- VP of Marketing and Communications or designee (secondary spokesperson)
- Director of Emergency Management & Director of Security or designee (tertiary spokesperson)

He also noted the communications team responsibilities.

Mr. Lisle added that DC Water's audience during such incidents include employees, customers, news media, Board of Directors, district government (including the Mayor), business community and EPA and other federal agencies. When a crisis unfolds, the communication team moves quickly to provide verified, accurate and timely information to its audience and follows the following initial response steps:

- Notify VP of OMAC
- Notify crisis communications team
- Create holding statement
- Develop crisis response
- Stakeholder notifications

The communications team will utilize different methods of outreach for this purpose, namely, Everbridge alerts; employee/contractor/visitor alerts; e-mail alerts; Blue Plains emergency alert system; radio communications; plasma screens; Escreenz; inclement weather hotline and other additional technologies. Mr. Lisle added that 'next of kin' notifications will be handled by the Chief People and Inclusion Officer working with the EVP of Administration.

Mr. Lisle also stated trainings and exercises play an important role in the readiness of the communications team and will be conducted to:

- Assess and validate policies, plans procedures, training, equipment, assumptions, and interagency agreements
- Clarify roles and responsibilities
- Improve interagency coordination and communications

- Identify gaps
- Measure performance
- Identify opportunities for improvement

**VII. EXECUTIVE SESSION**

None.

**VIII. ADJOURNMENT**

Meeting was adjourned at 10:50 AM.

**Follow-up Items**

None.



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**Board of Directors**

*DC Retail Water and Sewer Rates Committee*

Tuesday, January 26, 2021

9:30 a.m.

**MEETING MINUTES**

**Committee Members in Attendance**

**DC Water Staff**

**Committee Members Via Teleconference**

Rachna Bhatt, Chairperson  
Tommy Wells, Chairman  
Krystal Brumfield  
Reverend Dr. Kenrick Curry  
Howard Gibbs  
Anthony Giancola  
Joe Leonard Jr.  
Ivan Frishberg  
Jedd Ross  
Emile Thompson

**DC Water Staff Via Teleconference**

David L. Gadis, CEO/General Manager  
Matthew Brown, CFO/EVP, Finance & Procurement  
Kishia Powell, COO/EVP  
Marc Battle, EVP, Office of Legal Affairs  
Linda Manley, Secretary to the Board  
Armon Curd, EVP, Customer Experience  
Carolyn Mackool, Director Customer Care

**Call to Order**

Chairperson Rachna Bhatt convened the meeting at 9:30 a.m.

**Roll Call**

Linda Manley, Board Secretary conducted a roll call of the Committee members.

**Approval of Final Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, an Emergency Residential Relief Program for Low-Income Residential (CAP and CAP2) Customers (Attachment A)**

Carolyn Mackool, Director of Customer Service, spoke about the program and the proposed action, which is to modify DC Water’s customer assistance rules to allow for emergency assistance to COVID-impacted residential customers with past due balances up to \$2,000. Ms. MacKool stated that to qualify for the DC Water Cares benefit, eligible customers must have a single-family/individually-metered home with a household income below or equal to 80% of the Area Median Income (AMI) for the District of Columbia, which is the CAP 1 and CAP 2 eligibility levels. She also mentioned that DC Water will continue to monitor the accounts and apply assistance if customers are experiencing additional difficulties through the end of the fiscal year.

Ms. MacKool stated that DC Water held the public hearing in January 2021 and the Office of the People’s Counsel (OPC) was the only organization that filed oral testimony and submitted written comments on the initiative. Ms. MacKool transitioned to discussing customer outreach for the program. She indicated that Customer Service will partner with Marketing & Communications to publicize to low- and middle-income customers, building on current efforts for the existing District Emergency Residential Relief program (ERRP) and CAP.

Committee Chairperson Rachna Bhatt asked why the majority of the community-groups OPC shared with DC Water to engage were legal-based. Ms. MacKool mentioned that she believes OPC naturally partners with legal entities.

Ms. MacKool described the proposed regulation (Attachment D, Action Item 1) and the implementation timeline.

Board Member Howard Gibbs asked if there is budget to cover the DC Water Cares program. Ms. MacKool responded that \$3 million was allocated in September 2020 for this program. Member Gibbs requested to understand the funding for future years. Mr. Brown, CFO/EVP Finance and Procurement said that this program is covered by \$15 million in one-time funds and any funding for additional years is not included in the financial plan so would need to come from rate increases or another such as a draw from the Rate Stabilization Fund.

Ms. MacKool mentioned that the Committee will be asked to recommend the Action Item 1 to the Full Board for approval. Chairperson Bhatt asked the Committee members if there were any additional questions or comments, hearing none, the Committee moved to the next agenda item.

**Proposal to Amend Customer Assistance Program (CAP) Regulations to Establish Multi-Family Emergency Relief Program (Attachment B)**

Ms. MacKool, Director of Customer Service, presented the proposed plan for the new Multi-family Emergency Relief Program (DC Water Cares), which was designed to assist tenants living in multi-family dwellings (4+ units) not owned by District or Federal government and facing financial risk due to COVID-19. She indicated the eligible tenants would include i) those living in Affordable Housing Units (AHUs); and ii) individuals whose income level is less than or equal to 80% AMI and not living in AHUs.

Ms. MacKool explained the calculation of maximum credit is the higher of: i) 3 times the average monthly water bill for the property from April 2020 – December 2020; or ii) the past due balance on the account as of December 31, 2020. She stated that for each property, the maximum credit is then divided among all dwelling units to arrive at the benefit per unit. She also mentioned, that consistent with the residential

program, the maximum benefit per unit will be \$2,000. Ms. MacKool further explained the tenant will receive 90 percent of the unit benefit and 10 percent is an incentive to the owner for participation.

Board Member Gibbs requested clarity on how the benefit would be provided to the owner. Ms. MacKool clarified that the unit credits would be applied to the owner's DC Water account and the owner in turn would then provide the tenant with 90% of the assistance as a credit on the rental account.

Ms MacKool next discussed the population of customers that would be eligible for the program and the estimated participation. She noted that using historical and housing data, there would be just over 10,000 potential multifamily and commercial mixed-use properties that could be eligible, which is associated with 180,000 units. She indicated that DC Water estimates that only one-third of the tenants would meet the income guidelines, and of this population, only 12-19% will choose to participate. She furthered that this translates to benefits for 7,000 to 12,000 units with total DC Water assistance of \$2.4 - \$4 million.

Ms. MacKool updated the Committee on the strategy for outreach to owners, as the program requires owner enrollment as a prerequisite for tenant assistance. She also covered the owner enrollment process and obligations that the owner agrees to at the time of application. Ms. MacKool also discussed the tenant enrollment process, which consists of 4 different tenant categorizations, which includes i) AHUs; ii) DC Department of Health & Human Services (DHS) categorically eligible; iii) DOEE LIHEAP/UDP – No DC Water Account and; iv) tenants seeking assistance from DOEE.

Committee Chairperson Bhatt asked if the outreach strategy for the category "tenants seeking assistance" would be similar to the outreach used in the DC Water Cares residential assistance program. Ms. MacKool confirmed that the outreach approach would be similar. Board Chairperson Tommy Wells asked how rental properties will be treated with this program. Ms. MacKool clarified that it is the tenant that needs to qualify based on income eligibility, not the owner. Board Member Tony Giancola expressed concerns that there may not be enough staff to support the program. Ms. MacKool responded that contractors could be on-boarded quickly, and Call Center and Collections staff may be temporarily redeployed to assist during the onset of the program. She also mentioned that there will be online tools (owner enrollment and owner/tenant assistance tracking) that will help reduce the amount of direct interaction with the customers.

Ms. MacKool covered the customer complaint management process. She indicated that the income calculation for tenants seeking assistance from DOEE will be identical to that of CAP. Mr. Wells asked if Federal funds would be involved in funding this program, which Ms. MacKool responded that the program is exclusively DC Water-funded, which consisted of \$7 million set aside in the Board Resolution from September 2020.

Ms. MacKool anticipates a program start date of February 8, 2022. Mr. Wells requested more information on the process for discontinuing the program, if required, in future years. Ms. MacKool responded that the funding was approved for only FY2021, and the Board would need to approve to continue into FY2022. Marc Battle, Chief Legal Officer/EVP indicated that a rate making process will not apply if Board decides to discontinue.

Ms. MacKool presented the anticipated administrative costs that total \$720,000. Mr. Giancola expressed concern again that more resources will be needed to process the applications. He also recommended including OPC in the program design. Ms. MacKool indicated that OPC was consulted during the development and will be a partner during the outreach process. She also addressed his concern on appropriate staffing levels and indicated that they will be continuously monitoring but feels that since there are online tools and the tenant participation will be phased in, the business will be able to react.

Ms. MacKool mentioned that the Committee will be asked to recommend the Action Item 2 to the Full Board for approval. Chairperson Bhatt asked the Committee members if there were any additional questions or comments, hearing none, the Committee moved to the next agenda item.



**Proposal to Establish Separate Sewer Area Backwater Reimbursement Program (Attachment C)**

Mr. Salil Kharkar, Sr. VP, Operations and Engineering presented a proposal for formalizing reimbursements for backwater valves in separate sewer areas of the City for homes that met qualifications for the program.

Mr. Gibbs inquired if changes were required to the Department of Consumer Regulatory Affairs (DCRA) regulations to require the installation of backwater valves in new construction so as to address this problem in future. Mr. Kharkar noted that this was already in the current plumbing code. Ms. Kishia Powell, COO/EVP stated that the DCRA regulations would be reviewed by DC Water to see if we can make recommendations to further strengthen them on this issue. Ms. Powell also indicated that this separate sewer portion of the program would sunset in three years.

Chairman Mr. Tommy Wells stated that the Mayor has commissioned a Task Force on Flooding in the City led by Department of Energy and Environment (DOEE). This Task Force would include DC Water as one of the participants. Ms. Powell stated that DC Water welcomes the invitation to participate as part of the Task Force and informed the Board of the kick off meeting scheduled on February 11, 2021 with the consultant to address execution of the After Actions related to the September 10, 2020 storm.

**Action Items (Attachment D)**

Mr. Brown, CFO/EVP Finance and Procurement mentioned that the Committee is asked to recommend the following action item to the Full Board for approval. He highlighted provisions in both proposed regulations for the customer assistance programs that allow DC Water to reduce or eliminate benefits when the allocated budget is exhausted

- Approval of Final Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, an Emergency Residential Relief Program for Low-Income Residential (CAP) and CAP2) Customers (Action Item 1)
- Proposal to Amend Customer Assistance Program (CAP) Regulations to Establish Multi-Family Emergency Relief Program (Action Item 2)
- Proposal to Establish Separate Sewer Area Backwater Reimbursement Program (Action Item 3)

Chairperson Bhatt asked the Committee members if there was any opposition to move the action items to the full Board, hearing none, the action items were recommended to the Board.

**DC Retail Water Sewer Rates Committee Workplan (Attachment E)**

Mr. Brown, CFO/EVP Finance and Procurement updated the Committee on the Committee workplan. Mr. Brown stated that there was no rulemaking for rates on the workplan this fiscal year due to the Board had approved the FY 2021 and FY 2022 rates last year. He noted that in March the Fire Protection Cost of Service (COS) will be on the Committee agenda.

**Agenda for February 23, 2021 Committee Meeting (Attachment F)**

There was no discussion on the Committee agenda for February 23, 2021.

**Other Business**

None

**Executive Session**

There was no executive session.

**Adjournment**

Chairperson Bhatt adjourned the meeting at 10:55 a.m.

**FOLLOW-UP ITEMS – DC Retail Water and Sewer Rates Committee Meeting (January 26, 2021)**

There were no follow up items



## DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

### Board of Directors

*Audit Committee*

*Thursday, January 28, 2021*

*9:30 a.m.*

*Meeting Minutes*

#### **COMMITTEE MEMBERS PRESENT**

Floyd Holt, Chairman  
Anthony Giancola, Vice -Chair  
Howard Gibbs  
Steven Shofar  
Jed Ross  
Ivan Frishberg

#### **INTERNAL AUDIT STAFF PRESENT**

Dan Whelan, RSM US LLP  
Jill Reyes, RSM US LLP  
Sophie Tomeo, RSM US LLP  
Ethan Bickford, RSM US LLP  
Vivian Hong, RSM US LLP

#### **DC WATER STAFF PRESENT**

David Gadis, CEO  
Linda Manley, Secretary to the Board  
Genes Malasy, Controller  
Wayne Griffith, EVP Performance  
Matt Brown, EVP Finance &  
Procurement  
Kishia Powell, COO  
Marc Battle, EVP Legal Affairs  
Salil Kharkar, SVP Ops & Engineering

#### **EXTERNAL AUDIT STAFF PRESENT**

Brian Grega, KPMG  
Richard McLean, KPMG

#### **Call to Order (Item 1)**

Chairperson Floyd Holt called the Audit Committee meeting to order at 9:31 a.m.

#### **FY 2019 Financial Statements (Item 2)**

Genes Malasy, Controller, presented the Authority's FY 2020 Financial Statement results by first mentioning the Authority's financial position remains strong and is growing with a total net position of \$2.5 billion, which is an increase of \$223.0 million (9.9%) from last fiscal year mainly as a result of infrastructure. Operating revenue increased by \$31.7 million (4.5%), while operating expenses decreased by \$7.2 million (1.6%) over the prior year.

Mr. Malasy also noted that the Authority received an unmodified ("clean") audit opinion from the external auditor, KPMG. Notably, the Authority received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in

Financial Reporting for the 23<sup>rd</sup> consecutive year for their 2019 Comprehensive Annual Financial Report.

Mr. Malasy expressed the importance of the net position line item on the financial statement. He explained the net investments in capital assets line item increased from infrastructure investments, restricted for debt service line item, unrestricted funds line item and added that the Committee should pay close attention to the unrestricted line item to which includes cash and cash equivalents. He continued to provide an update on DC Water's debt administration to which DC Water had a total of \$3.8 billion in long term debt outstanding at the end of FY 2020, an increase of 8.2% since prior year.

Mr. Malasy added that the Authority's operating revenue increased with the largest increase in residential, commercial, and multi-family customers. There was an increase in the other line item as it relates to special billing and Blue Drop. Mr. Gibbs inquired about the other line item, questioning where the remaining revenue comes from apart from Blue Drop. Matt Brown, CFO, explained that the funds come from special projects, permitting fees, among other miscellaneous items. Mr. Malasy continued to provide an overview of operating expenses. The Authority's operating expenses decreased by 1.6% from prior year. The biggest drivers are personnel services and chemical, supplies, and small equipment. The decrease represents how management is working to reduce expenses.

Mr. Malasy summarized an increase in cash since prior year. Mr. Jed Ross inquired about the Authority's position as it relates to the overall concern of decrease in revenue due to the COVID-19 pandemic. CFO Brown responded that they are closely monitoring revenue. Revenue has decreased within the projected range, and these predictions will be incorporated into the new budget. Mr. Brown added that the current revenue position will be further discussed during the Finance & Budget Committee meeting. Mr. Malasy proceeded to provide the Authority's net capital assets value, which reached \$7.5 billion, with an increase by \$250.4 million (3.5%) in FY 2020. He concluded that DC Water received a clean audit opinion for the 23<sup>rd</sup> year in a row and DC Water is growing and investing in its infrastructure.

### **External Audit Update (Item 3)**

KPMG Partner, Brian Grega congratulated DC Water for a smooth audit and mentioned that the Single Audit is still in progress. He proceeded to provide an overview of DC Water's FY 2020 external audit results. He informed the Board that KPMG issued a clean, unmodified opinion on the Authority's FY 2020 financial statements. He stated that no material weaknesses or significant deficiencies were identified regarding internal controls over financial reporting and that these items are just as important as an unmodified opinion.

Mr. Grega added that significant accounting policies were described in Note 2 of the financial statements, and noted that there were no significant changes to accounting

policies in FY 2020. Mr. Grega noted to the Committee that there is nothing unusual in the Authority's accounting policies as compared to others within the industry.

Richard McLean, KPMG, summarized the new GASB standards that were to be implemented in FY 2020; however, effective dates were postponed to FY 2021 due to the COVID-19 pandemic.

Mr. McLean noted three uncorrected audit misstatements that resulted in negligible change. These three items related to reversing effect of the prior year overstatement of interest expense and understatement of capitalized interest related to an incorrect transfer of capital assets, understatement of capital accounts payable, and an adjustment to the net book value of the remaining water meters that are not planned to be replaced to their net realizable value. He added there was a corrected misstatement to reclassify current restricted cash and cash equivalents related to unspent bond proceeds to non-current. Mr. Giancola inquired if these misstatements are reoccurring year-over-year. Mr. McLean explained that there are a couple present over a couple of years, however, the first item is unique to this year and the last two items are related to the audit procedures performed and are not material to the financial statements. CFO Brown commented that the matters have been known and are primarily related to timing resulting from the meter replacements.

Mr. McLean then reported on internal control related matters. Mr. McLean explained that no significant deficiencies or material weaknesses were reported. Mr. Brian Grega proceeded to provide an overview of external audit required communications, with no significant matters to report. Mr. McLean concluded that KPMG is currently performing the Uniform Guidance Compliance Audit which includes testing the CFDA# 97.047 and CFDA# 99.UNK programs. KPMG will update the Audit Committee with results when available. Mr. Giancola inquired as to the timing, and Mr. McLean noted that it would be within a month.

#### **Internal Audit Update (Item 4)**

RSM Partner, Dan Whelan, presented the agenda and FY 2021 internal audit plan status update. He explained the Oracle Embedded Risk Assurance Phase 1 audit is in progress and the results will be presented at the next committee meeting, noting an expanded scope due to pre-production versus live production testing for segregation of duties. Mr. Whelan also noted the Work Order Management – DMS audit will be discussed today, and the others are either in planning or haven't started yet. Mr. Whelan went through the timeline for each audit and noted that Internal Audit does not currently anticipate any changes to the schedule.

Sophie Tomeo, RSM, presented the status of high-risk prior audit findings. Ms. Tomeo detailed that the Training, Licensing and Certification finding is in progress and two of three training buckets (safety and compliance) have been configured in LMS.

Coordination is underway with HRBPs to complete final training bucket (technical training). The open entity level items relate to Authority-wide initiatives, such as Enterprise Risk Management (ERM). Ms. Tomeo shared that management is in the process of developing an Enterprise Risk Management Policy to be institutionalized across the enterprise. Management is also developing a long-term enterprise-wide solution to address Authority-wide policy development, issuance, and maintenance. There are quarterly milestones that will be tracked leading up to the new target date. Additionally, Ms. Tomeo detailed that the open materials management item remains on track and the water operations pilot for the hydrant asset class is complete and a similar application for valves is currently being developed. Mr. Giancola inquired about the target date extensions, and added that he looks forward to closing some of the significantly extended items. Ms. Tomeo responded assuring Internal Audit will continue to provide quarterly updates on these items and maintain continuous oversight on open follow up items. Ms. Tomeo noted the Performance team has been helpful in escalation of extended follow up items, and that the Authority is at 85% closure rate, with a goal of 90% closure. It is expected that the goal will be met at the next meeting due to several items that are pending testing for closure.

Ms. Tomeo then proceeded to provide a brief status update on prior to FY19, FY19, and FY20 prior audit findings. For FY20 prior audit findings, There are two items that are pending testing, eight of the issues have been closed out, and 27 remain open. There is one action deferred item related to an IP personnel policy, and Ms. Tomeo shared that the executive leadership team has reviewed a policy draft and it is expected the item will be closed by the next Audit Committee meeting.

Ethan Bickford, RSM, then shared the results of the Work Order Management-DMS Internal audit. Mr. Bickford discussed that Internal Audit has incorporated cycle audits into the FY21 audit plan, and work order management was included because of the high volume of transactions and the importance of the information gathered during the work order process. He detailed that DC Water utilizes the Maximo system to capture work order data as well as establish a control environment in the form of the embedded work flow for work order completion and review. The specific scope of the audit was to review and validate adequate work order completion (data capture), review, and overall program reporting and metrics. No high risk findings were identified during the audit, and there is one moderate risk finding in the full report that has been issued to the Committee. Mr. Bickford concluded thanking DMS management for their assistance throughout the review.

Jill Reyes, RSM, then went on to discuss the hotline update. During FY21 to date, there have been three calls received. Two have been closed, and one was received this month and is currently under investigation. The three calls related to the same matter that remain open from FY19 are also in progress; Internal Audit met with Legal Affairs and

Procurement this month to continue moving forward with the investigation. The hotline is still relatively active, however the number of calls has been reduced year-over-year.

**Adjournment (Item 5)**

The Audit Committee meeting adjourned at 10:50 AM.



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**Board of Directors**

Finance and Budget Committee

Thursday, January 28, 2021

11:00 a.m.

MEETING MINUTES VIA MICROSOFT TEAMS

**Committee Members**

Anthony Giancola, Chairperson  
Sarah Motsch  
Adriana Hochberg

**Other Board Members**

Tommy Wells, Board Chair

**DC Water Staff**

David L. Gadis, CEO & General Manager  
Matthew T. Brown, CFO & EVP, Finance and Procurement  
Kishia L. Powell, COO & Executive Vice President  
Marc Battle, EVP, Legal Affairs  
Carlton Ray, VP, Clean Rivers  
Lola Oyeyemi, Director, Budget  
Seth Charde, Senior Advisor, GI DC Clean Rivers  
Linda Manley, Secretary to the Board

**Call to Order**

Mr. Anthony Giancola, Chairperson, called the meeting to order at 11:00 a.m.

**December 2020 Financial Report**

Mr. Matthew Brown, Chief Financial Officer and EVP, Finance and Procurement congratulated Mr. Anthony Giancola on his new role as the Chairperson for the Finance and Budget Committee and expressed management's continued commitment to collaborate with him to move DC Water forward. Mr. Brown reported that revenues were down by 5.2 percent compared to budget as anticipated due to COVID-19. He explained that staff continues to monitor spending with curtailment measures in place to align spending with the reduced revenue forecast for this year. He mentioned that the FY 2022 budget proposal will be presented at the Budget Workshop immediately following the Board meeting on February 4, 2021.

Next, Mr. Brown announced that the Authority successfully completed the FY 2020 year-end financial audit with no yellow book findings and that detailed discussions were held with the Audit Committee earlier. Mr. Brown and Mr. Anthony Giancola, Chairperson, both congratulated the Finance Team, acknowledging Mr. Genes Malasy (Controller), Mr. Ivan Boykin (Finance Director), and their respective teams for their hard work during the year-end close and audit processes.



Ms. Lola Oyeyemi, Director Budget, reported that at the end of December 2020, cash receipts totaled \$173.4 million, or 23.6 percent of the FY 2021 budget. The lower receipts in the Residential, Commercial and Multi-Family customer category was due to decline in consumption resulting from the impact of COVID-19. Other revenue receipts were also lower at \$7.9 million or 17.8 percent of the budget.

Total operating expenditures were \$135.3 million or 21.1 percent of the FY 2021 approved budget. The year-to-date (YTD) underspending is mainly in personnel services due to deliberate pause in the hiring process except for mission critical positions, and contractual services to achieve spending target reductions in response to the reduced revenue forecasts. Of the 1231 positions authorized, 1086 were filled at the end of December with a vacancy rate of 11 percent.

Capital Disbursements are \$101.3 million or 20 percent of the FY 2021 approved budget. Ms. Oyeyemi explained that there was an uptick in spending this month to catch up on the lag in invoice payments as previously reported to the Committee. The YTD underspending in various service areas reflects management's efforts to mitigate potential impacts of reduced revenue due to the coronavirus pandemic.

The cash balance totaled \$560.9 million in reserves, including the Rate Stabilization Fund and unrestricted and restricted reserves. Ms. Oyeyemi reported that the retail accounts receivables were \$22.7 million, or approximately 12 percent of total accounts at the end of December 2020. She reported that the Account Payable performance was at 94 percent compared to the Authority's goal of 97 percent. This is due to the new Oracle system requirement of a three-way matching process before invoices are paid. Staff continues to monitor the performance metric and anticipates that the Authority will achieve the 97 percent goal for the year. Ms. Oyeyemi also provided highlights of the grants report for the first quarter.

### **Overview of Operating Budget Drivers**

Ms. Oyeyemi provided an overview of the annual budget process, expenditure curtailment measures implemented in response to COVID-19, update on the FY 2020 operating budget performance and overview of the FY 2021 forecast compared to historical trends.

Ms. Oyeyemi reported that at the onset of the COVID-19 pandemic in FY 2020, management adopted the 3Ps as spending guidelines to preserve the cash position, prioritize our employees and their safety, and continue to provide essential services to our customers. Under the guidance of Chief Financial Officer, DC Water developed departmental spending plans to reduce \$20 million from the approved operating budget by pausing hiring and delaying non-critical purchases and activities. At the end of FY 2020, DC Water achieved the \$20 million reduction goal; in addition to underspending from other areas due to favorable prices for chemicals and electricity, and lower water purchases due to decline in consumption.

Ms. Oyeyemi explained that DC Water anticipates a continued decline in water consumption in FY 2021 with reduced cash receipts and revenue forecasts. DC Water staff will continue to monitor revenue, adjust expenditure forecasts, and apprise the Committee as part of the annual budget development and mid-year budget review processes. Ms. Oyeyemi explained how the \$20 million in target reductions will also carry forward to FY 2021 with spending controls implemented in the Oracle system.

Next, Ms. Oyeyemi gave an overview of the FY 2020 operating budget performance highlighting the strong financial results and a "clean" audit opinion. The overall operating expenditures were \$37.2 million below the Board-approved budget. This included underspending of \$29 million in

personnel, chemicals, water purchases and contractual services. Additional underspending of \$8.2 million was from debt service costs due to refunding of 2013 Series A bonds.

Ms. Oyeyemi reported that the FY 2021 budget was approved by the Board on March 5, 2020 before the onset of the pandemic. She explained that 57 percent of the operating budget is for core operations and maintenance (O&M), 39 percent is for debt service and Pay-Go and the remaining 4 percent is for PILOT & ROW payments to the District. The FY 2021 spending forecast is \$20 million below the approved budget to align with the reduced revenue forecast. The O&M budget covers both the Personnel Services and Non-Personnel Services. These expenditures have been consistently stable with average growth of 3 to 4 percent per year. However, in FY 2020 there was 3 percent decline due to DC Water's proactive response to curtail spending due to the impact of COVID-19. Debt Service continues to be the largest driver of the operating budget, at 35 percent of the overall FY 2020 expenditures and 36 percent of the FY 2021 operating budget.

Chairperson Giancola asked for management's goal to maintain a lower debt service cost as a percent of total budget. CFO Brown responded that management has a target of maintaining debt service cost below 33 percent of overall revenues, and that the Authority is within the guideline.

Ms. Oyeyemi went on to review the fixed and variable cost components of the operating budget, stating that approximately 75 percent of core O&M costs are fixed. This includes personnel costs comprising of the union agreement, chemicals and electricity driven by market conditions and water purchased from the Aqueduct. In response to Mr. Giancola's inquiry, she stated that the current union agreement is through FY 2023.

Next, Ms. Oyeyemi reviewed the various cost categories of the operating budget with detailed discussions on the historical trends and assumptions for the FY 2021 forecasts. She stated that underspending in personnel was due to deliberative pause in the hiring process and curtailed overtime in response to the pandemic. She explained that the FY 2021 forecast for personnel assumes a vacancy rate of 7 percent compared to historical average of 10 percent. This forecast assumes a growth in the filled positions from 1086 in FY 2020 to 1141 by the end of FY 2021. This does not include temporary staffing needs typically funded under contractual services.

Ms. Oyeyemi explained that the FY 2021 forecast assumes \$20 million reductions in personnel, chemicals, water purchase and contractual services to align with reduced revenue forecasts. The major components of the contractual services are mainly for infrastructure maintenance, legal and compliance requirements and represent approximately 62 percent of the contractual service costs. She explained that the FY 2021 forecast assumes a continued decline in water purchases and that management will continue to monitor the prices for major chemicals. She stated that the onsite electric generation from the Combined Heat & Power facility continues to reduce the rate of growth of electricity costs and reliance on the power grid.

In closing, Ms. Oyeyemi reviewed the historical budget performance, risks and mitigation strategies. She stated that the Authority is committed to tightening its budget to align with historical trends, while also being conservative to respond and fund new programs and emergencies. She thanked the Executive Leadership team and CFO Brown for their guidance and proactive approach during the pandemic and budget process, various departments and the Budget Staff for their hard work and dedication during the year.

### **Environmental Impact Bond Update**

Mr. Carlton Ray, Vice President, DC Clean Rivers Project, provided updates on the Environmental Impact Bond (EIB). Mr. Ray stated that the Rock Creek Green Infrastructure (GI) Practicability Assessment was completed to meet consent decree. This assessment provided two approaches, the green and grey solution known as the hybrid approach. These approaches were approved by the Board in June 2020 and approved by the Environmental Protection Agency (EPA) in November 2020.

Mr. Matthew Brown provided an overview of the Environmental Impact Bond. He explained that DC Water issued the Environmental Impact Bond (EIB) to two institutional investors, Goldman Sachs and Calvert Foundation with a principal of \$25 million face value and an initial 3.43 percent coupon paid semi-annually for the first five years. The maturity date was originally October 1, 2046 but there is a mandatory tender on April 1, 2021. As part of the mandatory tender, there is a provision for a \$3.3 million payment payable by DC Water to investors dependent on the success of the project. The first project financed by the EIB is the GI Project in Rock Creek (RC-A). Mr. Brown mentioned that the GI has never been constructed on a large scale in the District, so the EIB served as a hedge for the effectiveness of GI in managing stormwater with the EPA modeling it after "Pay for Success" Social impact Bonds and positive reviews from investors.

Next, Mr. Seth Charde, Senior Advisor, GI DC Clean Rivers, stated that on September 13, 2016, the preconstruction monitoring and modeling was documented in the Environmental Impact Bond Technical Evaluation Memorandum. This preconstruction monitoring period which ran from March 1, 2016 up to June 2, 2016 was used to monitor flow and rainfall to predict the performance of GI. This preconstruction monitoring was also used to calibrate the EIB models.

In terms of performance, Mr. Charde explained that a sensitivity analysis was conducted to determine best-and worst-case scenarios using a range of GI performance parameters. A Monte Carlo analysis was also performed using a thousand simulations. He went over the three tiers for the runoff reduction and related payment outcomes to the investor or DC Water. He stated that the predicted runoff reduction is estimated at 19.56 percent and falls within Tier 2 outcome range of 18.6 percent to 41.3 percent established in the EIB, with no outcome payment or risk share payment due from either party. Tier 1 shows a runoff reduction greater than 41.3 percent where the Authority pays outcome payment of \$3.3 million. Tier 3 shows a runoff reduction of less than 18.6 percent with payment by the Purchasers to DC Water.

In closing, Mr. Charde went on to review examples of green infrastructure facilities that were constructed under the Rock Creek Project RC-A, including the lessons learned about porous pavement and bioretention facilities.

Chairman Tommy Wells acknowledged the team's effort in managing the DC Clean Rivers project on time and within budget as well as meeting the expectations of the program. He asked if DC Water has the capacity or other projects are construction ready if there is substantial funding made available from the new administration or targeted for water utilities. Mr. Ray responded that DC Water has several GI projects including the start of the next construction project in Rock Creek (RC-B) anticipated by the end of the year and the Potomac Tunnel. He stated that if new funding is made available, the new projects can be accelerated but will require additional consultants.

Chairman Wells asked the team to explore opportunities with DOEE to manage floodwater in the District if additional funding was provided by the District Government. This could include the expansion of the tunnels, GI and storage facilities on the surface or other solutions.

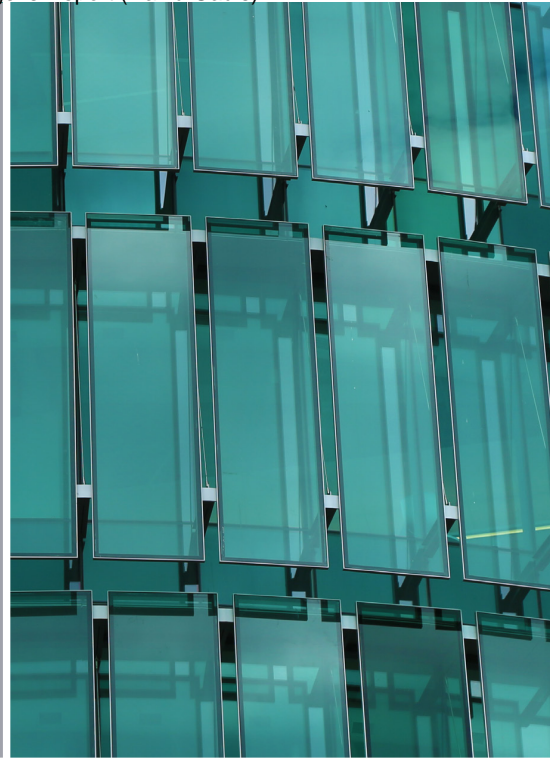
**Adjournment**

Hearing no further business, Chairperson Anthony Giancola adjourned the meeting at 12:10 p.m.



# CEO's Report

FEBRUARY  
2021



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

**Inside**

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# dc February Highlights

The shocking and troubling events in the early days of January set an ominous tone for the start of the new year and presented new challenges for the Authority to navigate. But there is reason for optimism as well. I am buoyed by the promise of a fresh start at the federal level and look forward to working with the Biden-Harris Administration to advance common water and wastewater priorities over the coming years.



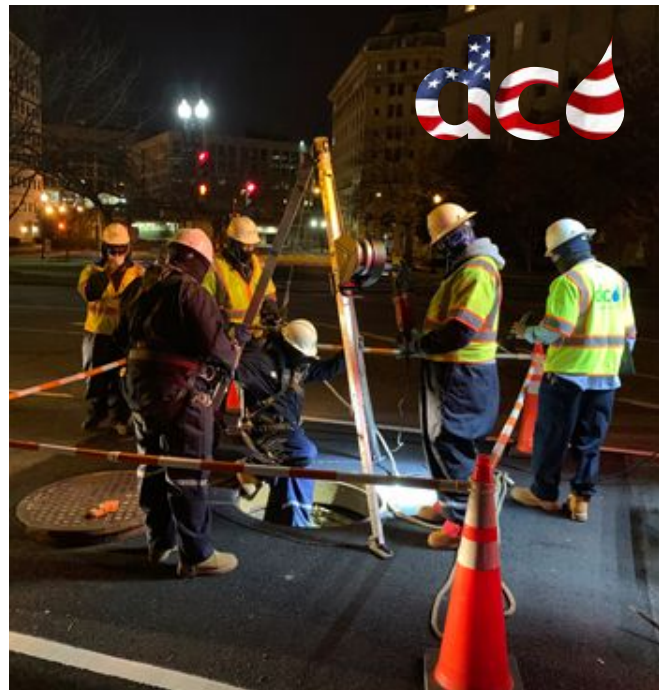
## High Performing Team

### Presidential Inauguration

As they have for every recent Presidential Inauguration, DC Water's Sewer and Pumping Operations performed a critical mission in advance of the swearing-in of Joe Biden and Kamala Harris on January 20. Our crews inspected and secured the underground infrastructure, a responsibility they take great pride in executed to help ensure the public's safety.

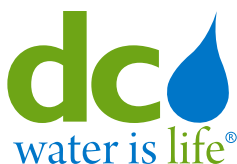
That was just one of the ways DC Water supported this National Special Security Event. We stood up our Incident Management Team (IMT) and the Office of Emergency Management (OEM) worked closely with District and Federal officials, including the U.S. Secret Service. OEM coordinated with the Secret Service on credentialing for DC Water staff stationed inside the secure zone on Inauguration Day. Crews and other personnel were staged on-site to assist as needed should an emergency arise during the event that required information or action relating to Authority assets.

At the request of HSEMA, the Authority also participated in a week-long, virtual Joint Information Center (JIC) with HSEMA and other District authorities, from Saturday, January 16 – Saturday, January 23.



### Innovation

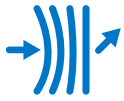
DC Water continues to mobilize and refine the strategy for its Innovation Hub, providing the structure and governance to develop an enterprise-wide culture of innovation. Even in these early stages, we are leveraging opportunities to build our innovation ecosystem and collaborate with external partners when we can match capabilities with business needs. This month, we are embarking on our first collaboration with the University of Maryland School of Information Studies' ("iSchool") iConsultancy experiential learning initiative. DC Water is working with the iSchool to fill two capability needs identified during our innovation strategy development, design and data analysis, leveraging undergraduate and graduate students for two semester-long projects. The first will leverage satellite imagery to test and deploy an app to verify or identify changes in impervious area for the Clean Rivers Impervious Area Charge (CRIAC) database. The second will convert Nintex input forms to Microsoft Power Apps/ Flow forms, enabling improved data collection and reporting via our new Enterprise Resource Planning (ERP) system.



COLLEGE OF  
INFORMATION  
STUDIES



# dc February Highlights



## Resilience and Readiness

### Response to the Unrest

The attack on the Capitol on January 6 and the potential for additional civil unrest, forced us to adjust our operating posture to ensure the safety of our crews working in public space around the District. **Kishia Powell** (Chief Operating Officer and EVP) and **Maureen Holman** (EVP / Administration) kept myself and the Senior Executive Team (SET) apprised of developments that could potentially impact the safety of our employees, customers or assets.

As the crisis unfolded at the Capitol, and in step with Mayor Bowser's curfew and emergency declaration, Ms. Powell recalled all DC Water crews working around the District with the exception of those engaged in emergency work critical to our customers and Authority operations.

Additionally, at the request of HSEMA, we communicated with staff the week of the Inauguration to ask for vigilance from our employees, instructing that any suspicious activity be reported to the proper law enforcement officials. Thankfully, I am pleased to report that, aside from an unsubstantiated threat to the District's water system, there were no incidents involving our employees or assets. Please join me in thanking the men and women of DC Water for their dedication and service during this volatile time in our nation's capital.



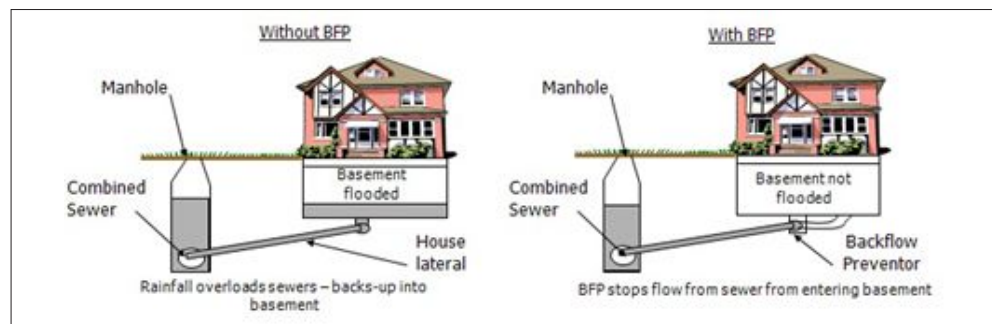
## Stakeholder Engagement

### September 10 Flooding Response Update

Although incoming claims have slowed considerably, our teams continue to assist families affected by the September 10 flooding with guidance and support on claims as needed.

As of January 19, we have received a total 388 requests since September 10 and approved 301 requests.

Of the 388 requests received, 81 did not get approved, and 6 were pending review. DC Water has received 60 reimbursement requests and processed 54 to date. Nine homeowners approved for the Backwater Valve Program have requested that DC Water directly reimburse the plumbers. These homeowners have been provided information on how plumbers can apply for reimbursement from DC Water.





# dc February Highlights



## Stakeholder Engagement

### Riggs Park Sewer Flow Study

In January, **Emanuel Briggs** (Manager, Community Outreach / OMAC) began outreach to Riggs Park residents on the launch of a new Sewer System Evaluation Study (SSES). The study will assess the sanitary sewer lines, manholes and other infrastructure that may contribute to sewer flow in this area.

The September 10 floods that affected neighborhood residents indicated that there are existing, unintended pathways for stormwater to enter the sewer system. Residents were notified that the first phase of the SSES will focus on identifying these pathways so our engineers can address the issues. The scope of work for the SSES will include manhole inspections, flow monitoring, Closed Circuit Television (CCTV) inspection, as well as smoke and dye testing. All related field work for the study is projected to complete in April 2021.



### Customer Assistance Programs

The Office of Marketing and Communications (OMAC) has partnered with Customer Experience in a promotional push to publicize the various assistance programs for customers struggling to pay their water bills. The effort includes paid digital and print advertising beginning in December and extending through January, and posts on Nextdoor to reach residents across the District. OMAC is also employing grass roots methods to reach eligible low- and middle-income customers, including distributing and hanging posters in grocery stores and pharmacies in Wards 7 and 8, and outreach to foodbanks and local churches.

OMAC and Customer Experience will build on these current efforts to promote the DC Water funded DC Water Cares Emergency Residential Relief Program and the new Multifamily Assistance Program. The plan includes direct outreach to customers including bill messages, calling and letter campaigns, referrals when customers contact DC Water. We are also proactively pitching print, radio and TV reporters to help publicize the assistance available for customers financially impacted by the pandemic.

**Times are Tough – Let us help with your water bill**



The District government, under Mayor Muriel Bowser, Department of Energy and the Environment (DOEE) and DC Water have teamed up to help. District residents can apply to get their current and past due water bills (up to \$2,000) paid from emergency funding.

If your annual household income is below \$126,000, or if you have lost income due to the pandemic, we encourage you to apply. You may even qualify for ongoing discounts.

call: **311 or (202) 350-9649**  
 email: [criac.residential@dc.gov](mailto:criac.residential@dc.gov)  
 website: [doee.dc.gov/service/criac](http://doee.dc.gov/service/criac)

Scan this for more information and an application:





## Clusters

New to the CEO report are the addition of service level based key performance indicators for our operations clusters. 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.

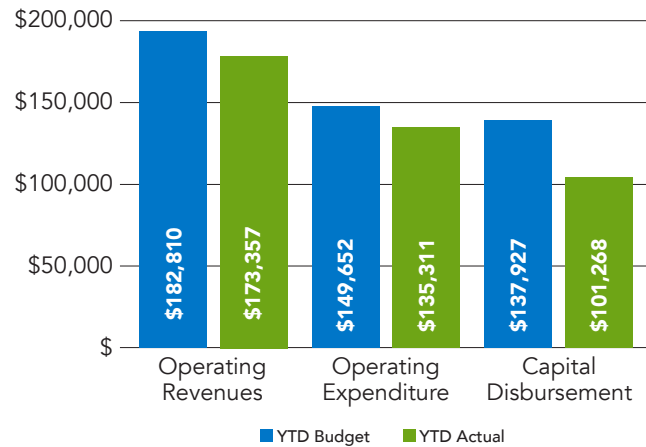
## Finance Highlights

### FY 2021 Financial Performance YTD

As of the end of the first quarter of FY 2021, with 25 percent of the fiscal year completed, both revenues and expenditures are below budget. Revenues are below budget by \$9.5 million; Receipts for the Residential, Commercial and Multi-Family category were lower by \$8.6 million or 8.2% as compared to the YTD budget. DC Water is working to align expenditures with revenues, and as a result operation and maintenance expenditures are below the YTD budget by \$10.6 million.

We continue to monitor revenue collections and target spending reductions have been implemented to align expenses with the reduced revenue forecasts due to the COVID-19 pandemic implement cost curtailment measures to reduce spending and prioritize capital projects. Changes to this fiscal year's budget will be reflected in the ongoing FY 2022 budget process which will be presented to the Board and Wholesale Customers in February 2021.

FY 2021 Year to Date Performance Budget vs. Actuals (\$000's)



### FY 2022 Budget

Management will be presenting the FY 2022 budget proposal to the full Board immediately after this month's Board meeting and to the Wholesale Customers on February 12, 2021. This will include the Revisions to the FY 2021 Capital Disbursement Budget, Proposed FY 2022 Operating Expenditure and Revenue budgets, and the Ten-Year (FY 2021 – 2030) Capital Improvement Program and Financial Plan. Details of the budget proposal will be reviewed with the various Board Committees in February, with recommendations and actions in March and budget adoption by the Board on April 1, 2021.

### FY 2020 Financial Audit

The Financial Statement audit was completed with unmodified "clean" opinion issued on December 18, 2020 and results will be presented to the Audit Committee on January 28, 2021. Development of Comprehensive Annual Financial Report (CAFR) is underway and the OMB Uniform Guidance Audit is ongoing with expected completion by the end of January. DC Water's Green Bond attestation engagement is also underway.

### Planning and Budget System

The Budget Office is currently implementing the Planning and Budgeting system of the ERP Project. February 1, 2021 marks the kickoff for Sprint-1 (Implementation portion of EPBCS & HCM). This system is anticipated to go-live in June 2021. We have engaged the services of Government Finance Officers Association (GFOA) to review our current budgeting process to identify opportunities for system improvements including necessary changes to policies, and/or organizational roles to better align with industry best practices.



## COVID-19 Recovery



The Office of Emergency Management continues to coordinate with public health officials from DOH and the region on the availability and distribution of the COVID-19 vaccine. DC Water staff are essential workers who are expected to access vaccines in Phase 1c, though the exact timeline and logistics within the District are still being developed by the Mayor's Office.

## Accomplishments

The Department of Occupational Safety and Health represented DC Water's interests at a Department of the Energy and Environment (DOEE) Resource Conservation and Recovery Act (RCRA) Hazardous Waste Compliance Evaluation Inspection (CEI) of the DC Water Blue Plains facility. The purpose of the inspection was to determine the status of the facility's compliance with the District of Columbia Hazardous Waste Management Act, D.C. Law 2-64 and supporting regulations.

## Upcoming Priorities

Facilities is working with People & Talent, Payroll and Labor Relations to establish a pilot on-call program to provide weekend and holiday on-call coverage for emergency response for DC Water facilities issues. An informational meeting was held with the 2091 Union representation. Volunteers for the pilot will go through an orientation on January 15, 2021.

## Facility and Security Projects

In coordination with Washington Gas pipeline restoration efforts, the Facilities Department repaired and upgraded natural gas piping in the Fleet Building to provide consistent and safe heat to the operations.



**Fleet, Facilities, Safety, Security and Emergency Management**
**Administration Metrics**

Metric	Target	Sep-20	Oct-20	Nov-20	Dec-20
Security: Camera operational uptime	90%	95%	94%	96%	96%
Security: Smart card readers operational uptime	90%	100%	100%	99%	99%
Security: Percent of security investigations completed within 21 days	95%	83%	75%	80%	80%
Facilities: Preventive Maintenance Completion Rate	90%	New for FY21	7%	21%	48%
Facilities: Service Request Completion Rate	90%	11%	30%	30%	38%
Fleet: Preventive Maintenance (PM) on Schedule	96%	23%	12%	22%	17%
Fleet: Priority Vehicles/Equipment (In-Service)	96%	91%	90%	89%	82%
Safety: DC Water Employee Recordable Incident Rate (RIR) (CY)	< 5.3	3.3	3.1	3.5	3.7
Safety: DC Water Employee Lost Time Incident (LTI) (CY)	< 2.1	2	1.8	1.2	1.8
Safety: Contractor/ROCIP Recordable Incident Rate (RIR) (CY)	< 2.8	2	0	0	1.4
Safety: Contractor/ROCIP Lost Time Incident (LTI) (CY)	< 1.1	0	0	0	0

\* Employee and Contractor RIR and LTI benchmarks provided by the Bureau of Labor Statistics (BLS), updated Nov, 2020 based on the 2019 Survey of Occupational Injuries and Illnesses. The prior benchmarks are listed for reference, showing industry trends continue to improve.

Facilities and Fleet continue to work toward meeting preventative maintenance (PM) and service request benchmarks due to the reductions in services and activities related to COVID-19. Facilities has continued to show improvement in both PMs and service request completion rates and will continue to build good data and improve the Maximo reporting process. Fleet continues to work with operations to get the vehicles in timely for PMs and is working closely with all departments on getting the vehicles ready for the winter season, while still ensuring availability of priority vehicles.



# dc Customer Experience Cluster

## Customer Care and Information Technology

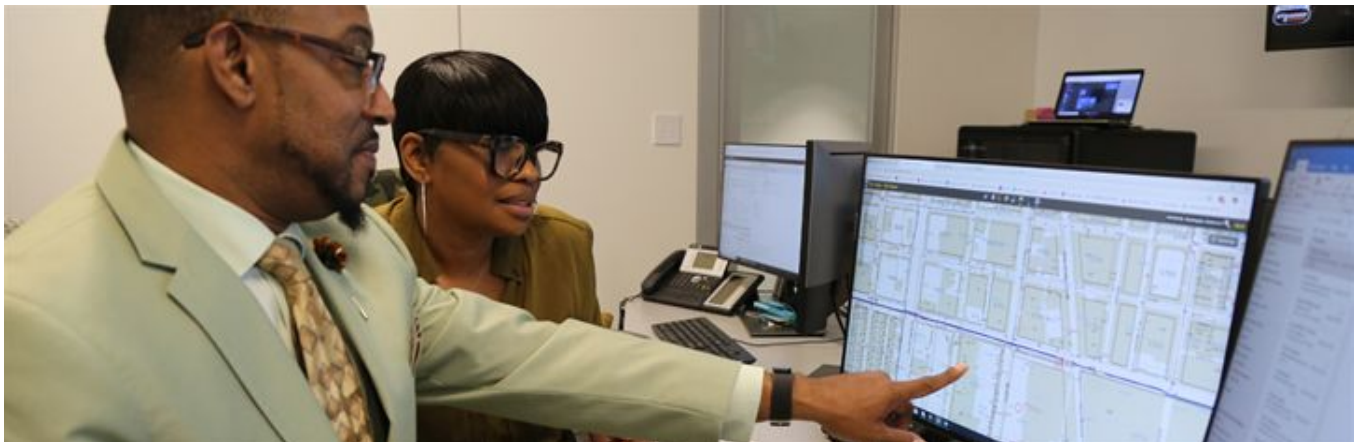
As stated in our report last month, we will have **7 additional call center representatives** answering calls on 2/1/21. This will provide us with an additional lift and stabilize our service level going forward. We anticipate an increase in call volume when the Public Health Emergency is lifted.

### Customer Care Bilingual – Hire 2 Customer Care Associate – Hire 8

It takes 6-8 weeks of training to bring the candidates up to speed to take calls. We anticipate the service level to be stabilized by the end of February.

### Customer Assistance Programs (CAP)

Program	FY2020 Enrolled	FY2020 Dollars	Dec. # Enrolled	Dec. Dollars	# FY21 Enrolled	FY2021 Dollars	FY2021 Budget
CAP I	3,818	\$1,584,808	446	\$143,525	1,900	\$357,075	\$2,200,000
CAP II	624	\$173,837	36	\$19,565	385	\$50,767	\$200,000
CAP III	133	\$25,863	22	\$2,754	120	\$7,642	\$200,000
Non Residential CRIAC Relief	171	\$1,028,753	3	\$53,521	84	\$197,481	\$2,747,591
Emergency Relief Program	2,098	\$884,388	417	\$147,008	1,008	\$413,120	\$1,073,979



### IT Monthly Report

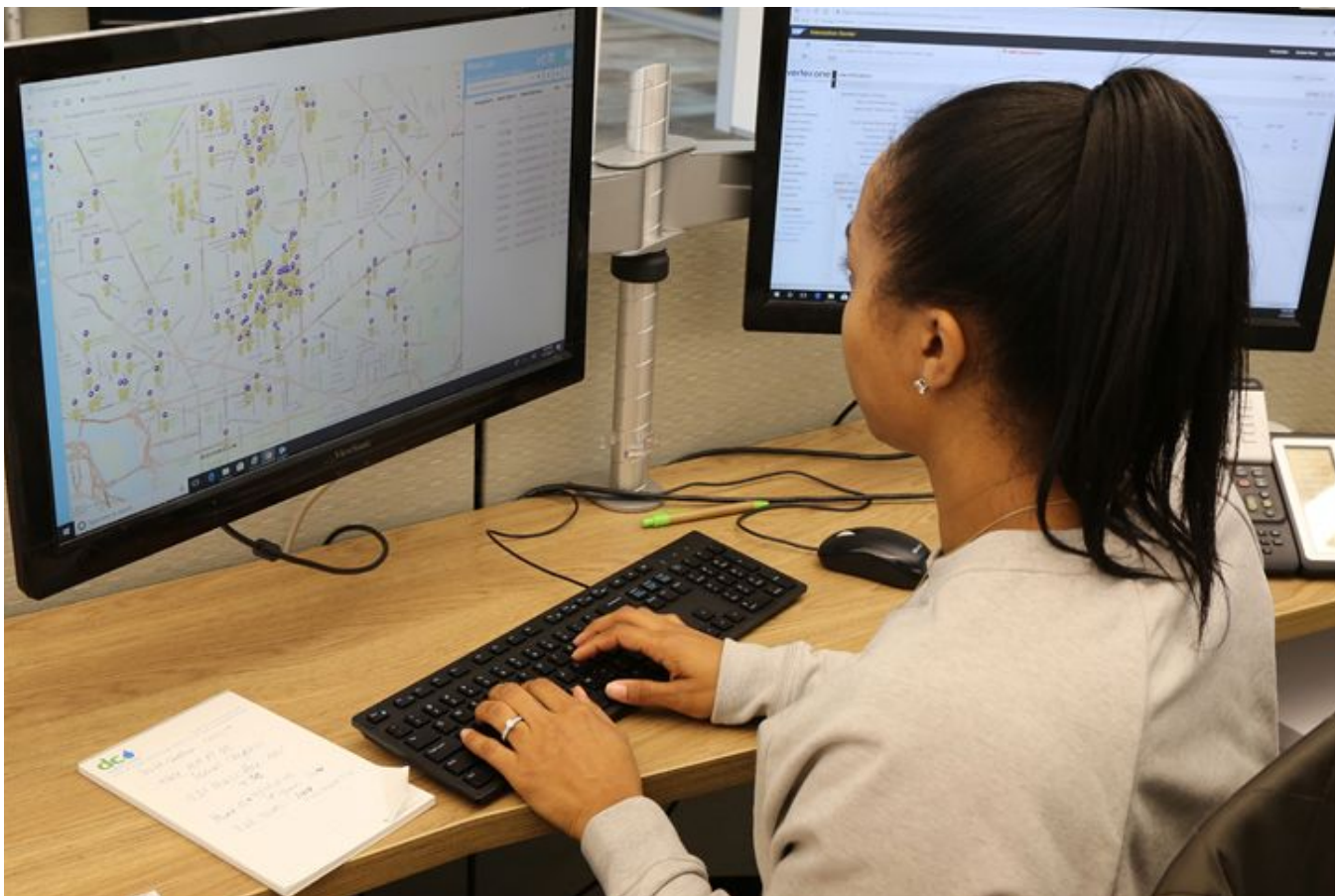
SR/WO Type	SL Target/SLA	Mar 2020	Apr 2020	May 2020	Jun 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020
Number of tickets submitted	Trend only	3,738	1,028	1,802	1,731	1,606	1,026	1,028	937	825	930
Number of open tickets	Trend only	69	50	25	56	57	24	99	31	7	108
Helpdesk SLA	96%	96%	93%	100%	98%	98%	96%	97%	95%	96%	100%
Number of active projects	Trend only	15	12	12	11	9	9	11	18	20	21
Number of completed projects	Trend only	6	10	15	17	19	22	23	18	18	3
On schedule performance	90%	83%	75%	74%	74%	74%	75%	94%	94%	91%	95%
On budget performance	90%	97%	97%	97%	100%	100%	96%	100%	100%	100%	91%

# dc Customer Experience Cluster

## Customer Care and Information Technology

### Key Performance Indicators

Metric	Target/ Service Level	Sep-20	Oct-20	Nov-20	Dec-20
% of Bills issued on time (w/in 5 days)	95%	98%	99%	98%	97%
Estimated bills as a percent of meters read	3%	5%	5%	6%	5%
Number of High Bill Complaints	trend only	298	289	276	362
% of OPC inquiries resolved within 14 days	90%	100%	100%	100%	100%
Monthly Call Volume Served (Call Center)	trend only	8,284	7,943	6,042	6,391
Average Talk Time (minutes)	3:30	5:34	6:13	5:25	5:38
Average Wait Time (minutes)	1:30	2:05	3:25	1:10	1:58
Abandoned Calls (%)	6%	6%	9%	3%	4%
% of calls answered in 40 seconds (call center)	85%	59%	51%	81%	71%



# dc operations and Engineering Cluster

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

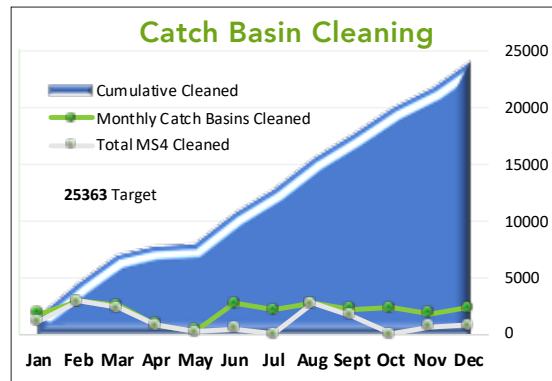
### Key Priorities

- On January 15th Sewer Operations and DETS visited the Watts Branch watershed near the Kenilworth area to assess severe erosion along the bank of the stream. Erosion of the creek could collapse the nearby sewer causing sanitary waste to penetrate the ground. Sewer and DETS will collaborate on a design for changes to the sewer before they begin construction and repair.
- The Sewer division is scheduled to meet with RedZone on the installation, training and functionality of their software for the Department's Local Sewer Inspection Program the is scheduled to commence near the end of February. The Department plans to inspect approximately 220,000 linear square feet of sewer during the fiscal year.

### Compliance

- Sewer Operations crews completed the twice-yearly inspection of catch basins in the Anacostia sewer shed area. The annual target for catch basin cleaning was 25,363. The department cleaned

24,193 catch basins or 95% of the total anticipated to be cleaned.



### Accomplishments

- The Sewer Operations division has now been incorporated in the Multi-Jurisdictional Use Facility (MJUF) billing system. MJUF recovery efforts have also been successful with a total billing of approximately \$7.5M for recovery.

### Key Performance Indicators

Metric	Target/Service Level	Sep-20	Oct-20	Nov-20	Dec-20
<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%	22%	24%	22%	22%
Reactive Maintenance	<20%	31%	34%	26%	31%
Critical Asset Availability	>95%	97%	96%	98%	96%
<b>Sewer Operations</b>					
CSS Structures Inspection	100%	100%	100%	100%	100%
MS4 Area Catch Basins Cleaning/Inspections	100%	82%	82%	86%	91%
CSS Area Catch Basins to Anacostia – Cleaning/Inspections	100%	100%	100%	100%	100%
Non-Anacostia CSS Area Catch Basins – Cleaning/Inspections	85%	54%	76%	87%	100%
Sewer Cleaning and Inspection (Miles)	>12	0.035	3.4	2.4	3.1
Sewer Backup (Investigation to Resolution) within 4 hours	>95%	100%	100%	100%	100%
Sanitary Sewer Overflow	1.4 per 100 Miles	0.38	0.62	0.62	0.46
Dry Weather Combined Sewer Overflows	0	0	1	1	0

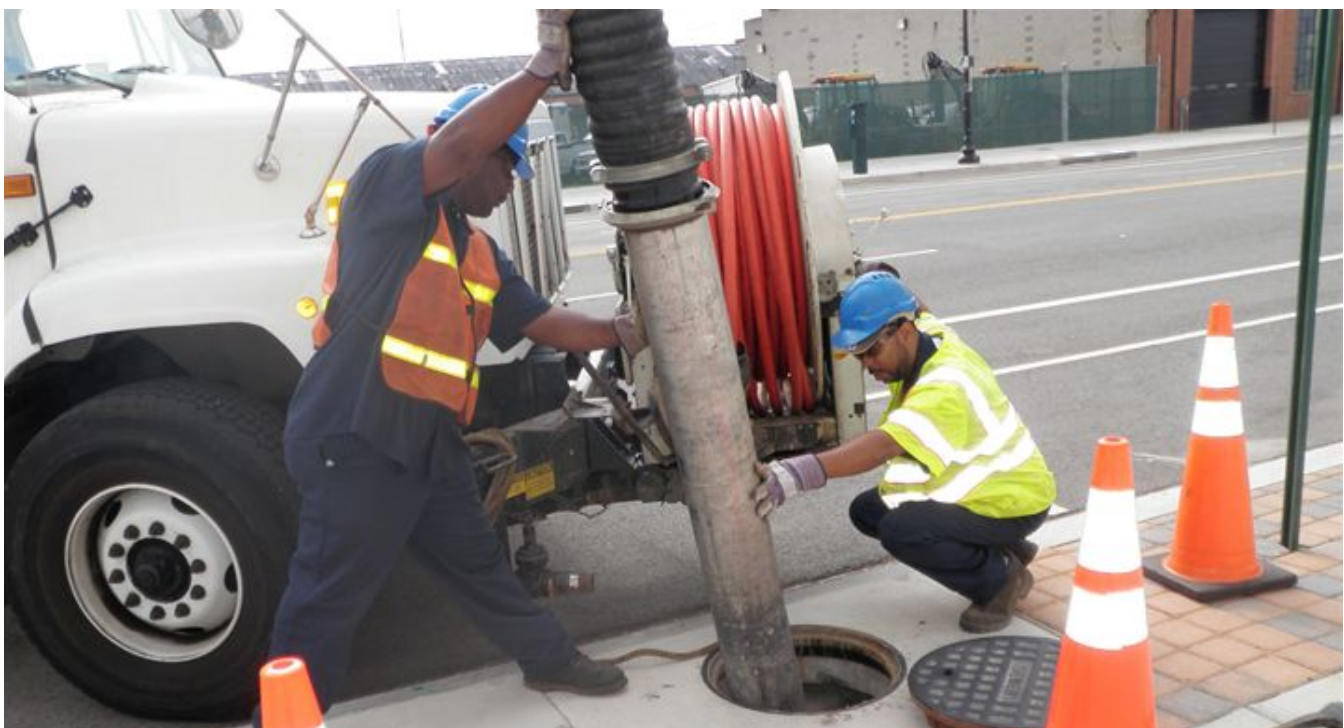


# dc Operations and Engineering Cluster

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

## Key Performance Indicators continued

Metric	Target/Service Level	Sep-20	Oct-20	Nov-20	Dec-20
<b>Pumping Operations</b>					
Firm Pumping Capacity Maintained	100%	100%	100%	100%	100%
Reactive Maintenance	<20%	30%	29%	39%	36%
Critical Asset Availability	95%	97%	97%	97%	97%
<b>Water Operations</b>					
Safe Drinking Water Compliance	100%	100%	100%	100%	100%
Replace Non-Standard Hydrants	>21/Month	6	2	5	4
Hydrant Flow Tests (Non-Winter Months)	>180	145	49	73	72
Fire Hydrants Operational	99%	99.5%	99.5%	99.6%	99.5%
Emergency Water Service Orders	>90%	NEW	92%	88%	75%
Water Quality Complaints	90%	88%	71%	83%	45%
Water Main Breaks	28	21	44	37	86
% of Hydrant Leaks in Inventory that are not leaking	>90%	NEW	NEW	99.6	99.2
<b>Permit Operations</b>					
Overall On-time completion of Permit Reviews	90%	89%	91%	86%	89%



# dc DC Water Capital Improvement Program

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

## Blue Plains Update on Current Projects

### Floodwall Segment C

- Design and permitting are complete, construction will start in January. Substantial completion is anticipated in June 2021.

### Solar Project

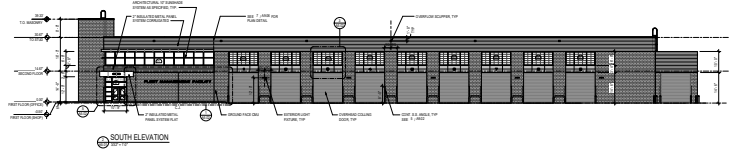
- Installation of ground mount, carport and roof array systems are nearing completion. Initial commercial operations are anticipated for March 2021.

### Other ongoing Blue Plains construction projects

- Gravity Thickener Upgrades.
- Filter Influent Pumps 1-10 Rehabilitation.
- Raw Wastewater Pump Station No. 2.
- Headworks Influent Screens Rehabilitation.
- West Grit Effluent Channel Rehabilitation.

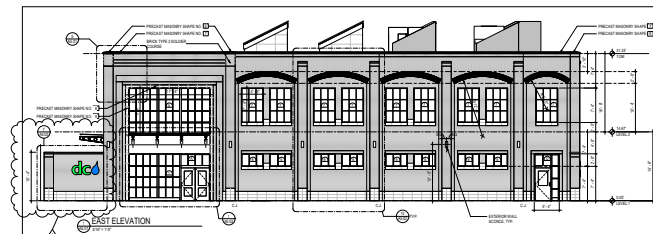
## Fleet Facilities Building

- Under construction – 15% complete



## Sewer Services Building

- Under construction – 50% complete
- Water service tie-in completed



The District-funded assistance program (LPRAP) has had a 40% increase in customer participation compared to this time last year. The team is pursuing additional strategies to automate case processing to account for the growing demand.

- The Lead-Free DC and Capital Planning teams developed a prototype matrix that uses water quality data (chlorine residual, iron levels, water main breaks) and census data (income, health equity, presence of vulnerable populations) to prioritize future service line replacement. The tool will be incorporated into Info-master after executive review and used for the next iteration of the plan.

Fiscal Year	LPRAP (Assistance Program)	Voluntary Full	CIP Full	CIP Partials	Emergency Full	Emergency Partials	Total LSRs	FY21 Goal	Partials	Partials %	Goal %
FY2021	30	115	11	6	28	1	191	500	7	3.70%	2.10%



## Updates on Current Projects:

### Northeast Boundary Tunnel

In construction.

**Potomac River Tunnel Contract A** Advanced Utility Construction (Div. PR-D): RFQ issued on January 5, 2021 and Pre- SOQ Meeting held on January 12, 2021.

### Potomac River Tunnel Contract B

Tunnel System Construction (Div. PRT): 60% RFP planned for February 2021.

## Sanitary Sewer Area Projects | 28 Projects remain underway. Critical updates include:

### Soapstone Sewer Rehab

- Construction procurement is qualification based with Proposals due January 25.
- Had multiple public outreach meetings with the community.

### Rock Creek Stem Sewer Condition Assessment

- Concept Development Report is being finalized.

### Potomac Interceptor Rehabilitation (crossing Route 7)

- Technical and cost proposals received, negotiated and agreed with VDOT's contractor.
- Legal Sufficiency Memo prepared.
- MOA between DC Water, VDOT and Shirley Contractor is finalized and in route for signatures.



## 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	
1	2016	7/28/2016	Training, Licensing, and Certification	<b>Identification and monitoring of training requirements by position</b> <i>Status notes: Two of three training buckets (safety and compliance) have been configured in LMS. Coordination underway with HRBPs to complete final training bucket (technical training).</i>	9/30/2017	10/1/2021
2	2017	4/27/2017	Data Privacy Assessment	<b>Finding Issued in Executive Session</b>	5/1/2017	3/31/2021
3	2017	10/26/2017	Entity Level Assessment	<b>Lack of a comprehensive risk management function to evaluate entity-wide risk</b>	10/1/2018	3/31/2022
4				<b>Lack of Authority-wide policy and procedure management function</b> <i>Status notes: EPMO is in the process of developing an Enterprise Risk Management (ERM) Policy to be institutionalized across the enterprise. EPMO is also developing a long-term enterprise-wide solution to address Authority-wide policy development, issuance, and maintenance.</i>	9/30/2018	2/28/2022
5	2017	10/26/2017	Materials Management Operations and Inventory	<b>Inadequate documentation of variance review and root cause analysis for Lawson inventory data</b> <i>Status notes: New field for variance review and root cause detail to be incorporated into new Oracle ERP Inventory module.</i>	1/17/2018	3/31/2021
6	2018	1/24/2019	Enterprise Work Order Management Assessment	<b>DWO – Inadequate capture of labor and materials cost data in Maximo work orders</b> <i>Status notes: Pilot for hydrant program is complete. Roll out of valve application is anticipated by the end of the fiscal year.</i>	9/30/2020	9/30/2021
7	2019	4/25/2019	Legal Operations Assessment	<b>Lack of definition of Office of Legal Affairs' role in matters across the Authority</b> <i>Status notes: Not started.</i>	9/30/2020	9/30/2021

### Open High Risk Prior Audit Findings

Audit FY	Issue Date	Audit Report	High Risk Open Finding	Original Target Date	New Target Date	
8	2019	4/25/2019	Occupational Safety and Health Internal Audit	<b>Outdated comprehensive safety plan for the Authority</b>	3/1/2020	1/31/2021
9				<b>Inadequate review and enforcement of required safety training program by role</b> <i>Status notes: Safety policies are now going through the process of communicating to the Union Presidents for discussion &amp; feedback. Training profiles have been created, and a communication strategy for the Safety training curriculum roll out is being developed.</i>	2/1/2020	2/17/2021
10	2019	7/25/2019	Purchasing Card Internal Audit	<b>Non-compliance with documented PCard and TCard policies</b> <i>Status notes: PCard policy has been updated and updated training conducted for all cardholders. TCard policy updates are on-hold given other COVID-19 response priorities and limited TCard usage.</i>	5/25/2020	On hold
11	2019	1/23/2020	Asset Management Assessment	<b>Inaccurate data captured in GIS map and data table</b> <i>Status notes: GIS team has made progress identifying required fields and missing data. PowerBI dashboard created to monitor linear asset attributes. Delays caused by competing priorities for COVID-19 response and Engineering organization review.</i>	7/31/2020	7/31/2021
12	2020	4/15/2020	Work Order Planning Assessment	<b>Inconsistent and poorly defined roles and responsibilities for the planning function</b>	12/1/2020	3/31/21
13				<b>Missing and inconsistent job planning for equipment maintenance</b> <i>Status notes: Management requested extension due to COVID-19 response needs.</i>	12/1/2020	3/31/21

#### Legend

	Past due
	Original target date has not yet come due

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# CEO Report Dashboard

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**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>

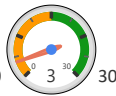


## ORGANIZATIONAL PERFORMANCE DASHBOARD (Dec 2020)

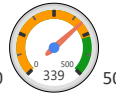
### Financial Highlights

Net Operating Cash (\$tho)		Operating Revenue (\$m)		Operating Expenses (\$m)		Capital Disbursement (\$m)		Operating Cash Bal (\$m)	
Actual	35,817.00	Actual	173.40	Actual	137.60	Actual	101.30	Actual	227.10
Target	28,762.00	Target	182.80	Target	149.70	Target	137.90	Target	180.00

Core Invest Yield (%)		Short Term Invest Yield (%)		Delinquent Acct Receivables (%)		On-time Vendor Payments (%)	
Actual	1.31	Actual	0.08	Actual	3.96	Actual	93.90
Target	0.13	Target	0.08	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     370	

Plant Influent Flow (gal mil)	Excess Flow (gal mil)	Water Main Leaks	Water Valve Leaks
	112	86	6

Fire Hydrants Insps. And Maint.	Fire Hydrants out of Service	Fire Hydrants Replaced (YTD)	Non-revenue Water (CCF Mil)	
390	41	6	Purchased	10.87
			Sold	7.30

Sewer Main Backups	Sewer Lateral Backups	Dry Weather CSO	Electricity Usage (Kwh)
8	131	0	19519

### Customer Experience Highlights

Call Center Performance		Command Center Performance		Emergency Response Time	
Actual	71% 	Actual	74% 	Actual	95% 
Target	85%	Target	85%	Target	90% (% of calls Received)

### Low Income Assistance Program Highlights

SPLASH Contributions (\$tho)		Customer Assist. Program (\$tho)	
Actual	18.89	Current	143.52
Target	20.01	Previous	60.76

### People and Talents Highlights

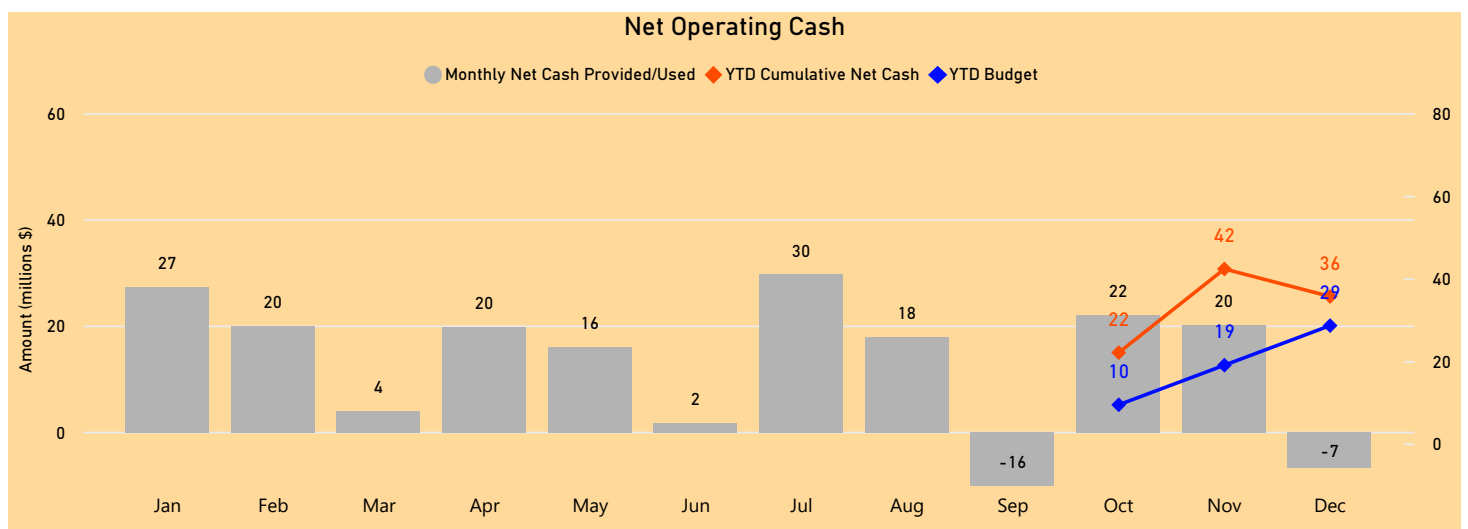
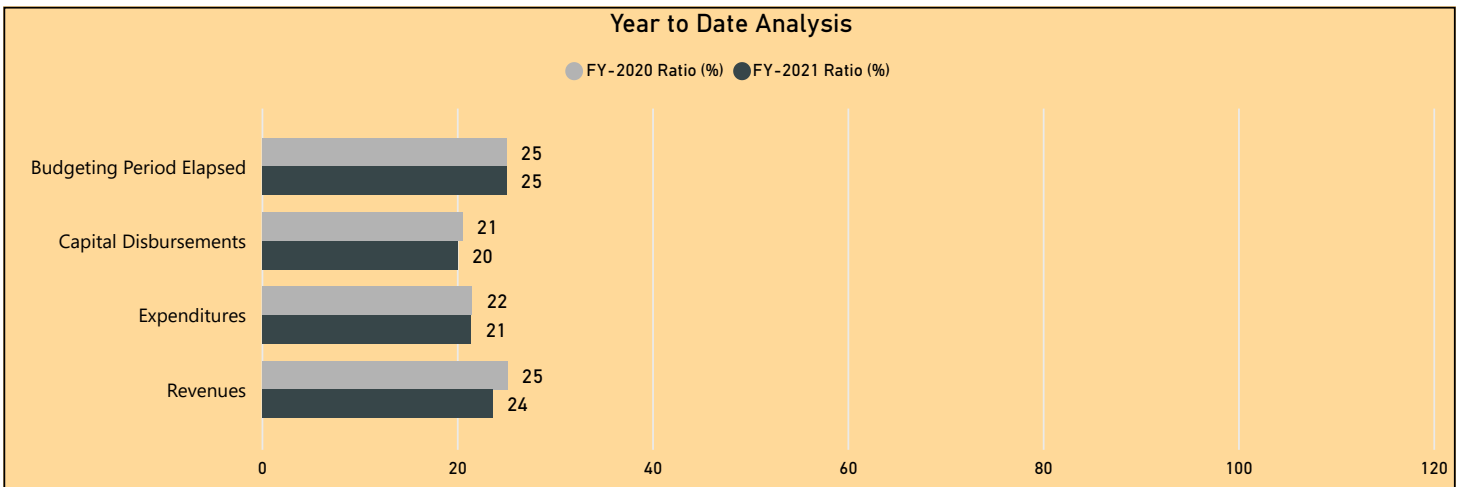
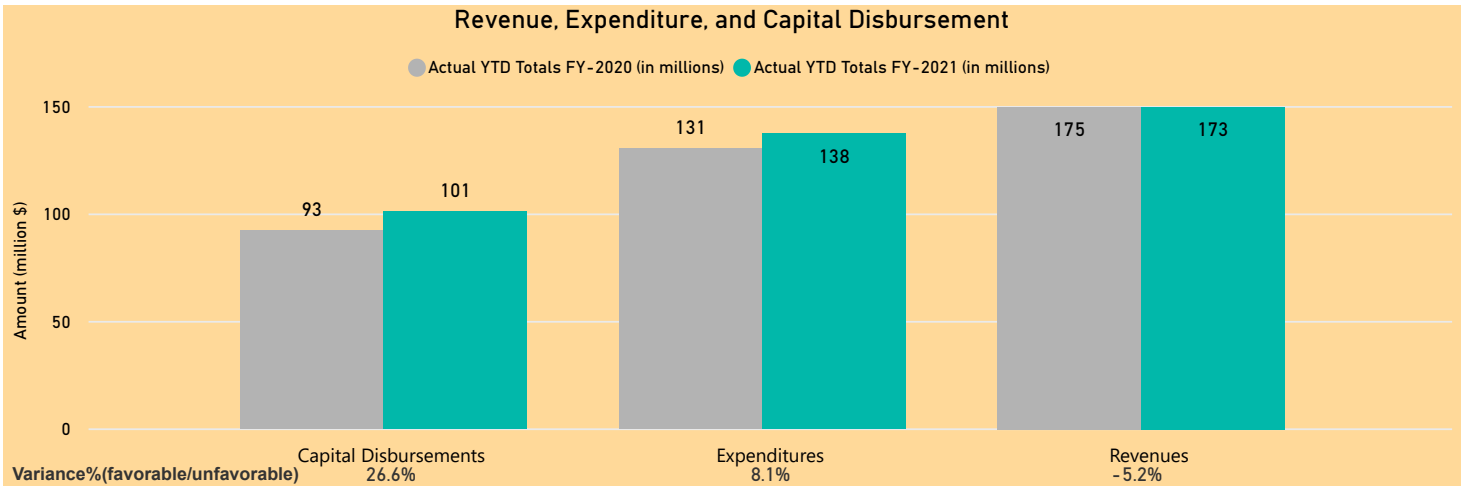
Recruitment Activity	
Filled	6
Open	51

### Administration Highlights

Employee Lost Time Incidence Rate	
	3.20%

## FINANCIAL HIGHLIGHTS

### Financial Performance Summary



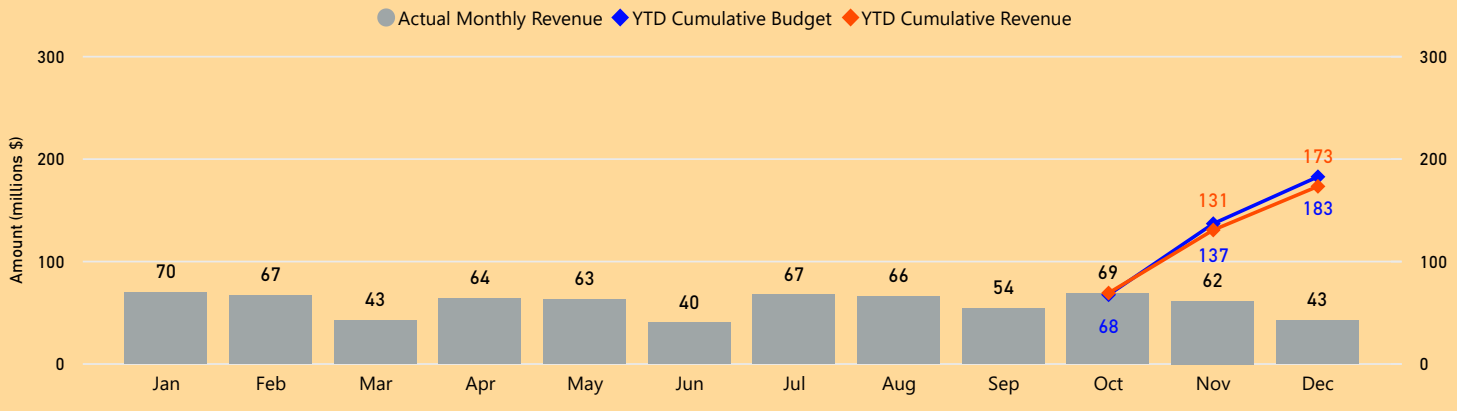
**Net cash to date for December was above budget by \$7.1 Million**



## FINANCIAL HIGHLIGHTS

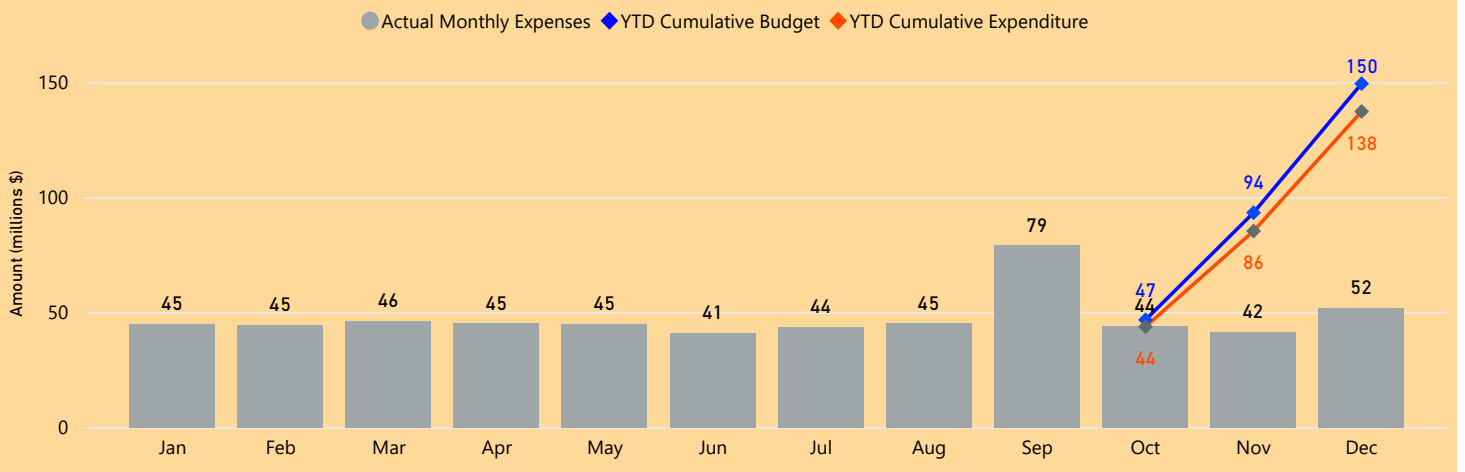
### Revenues & Operating Expenses

#### Operating Revenues



Revenue to date for December was below budget by \$9.5 Million

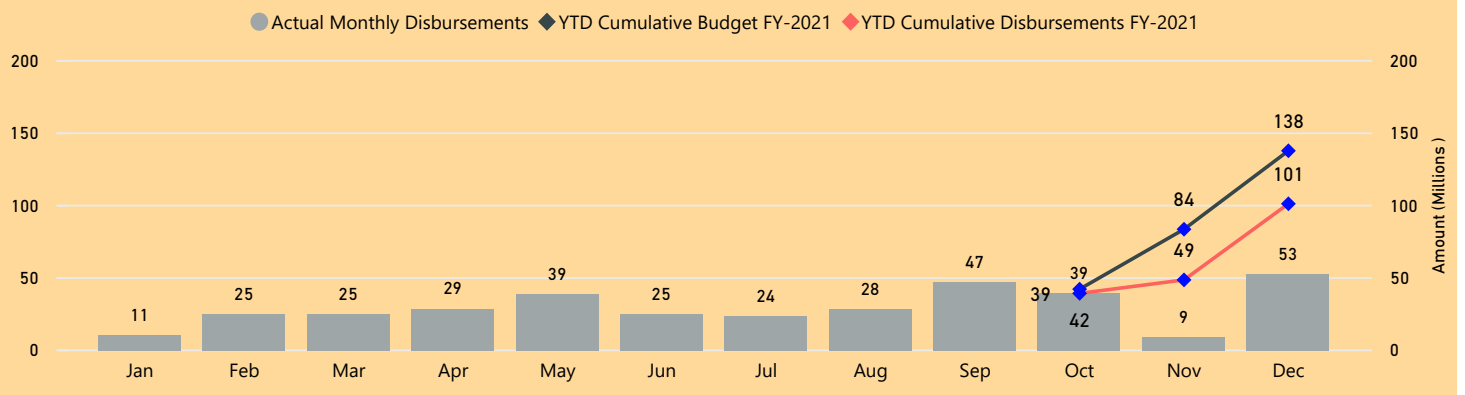
#### Operating Expenses



Expenditure to date for December was below budget by \$12.1 Million

### Capital Spending

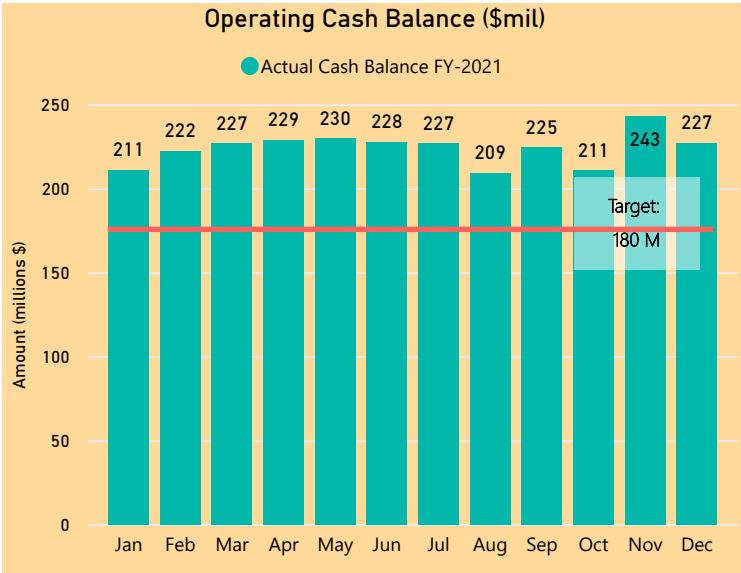
#### Capital Disbursement



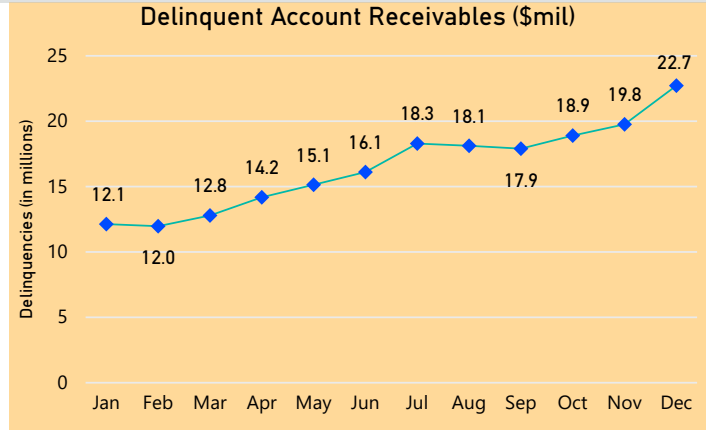
Disbursements to date for December was below budget by \$36.6 Million. YTD spending reflects comparison to the revised budget.

## FINANCIAL HIGHLIGHTS

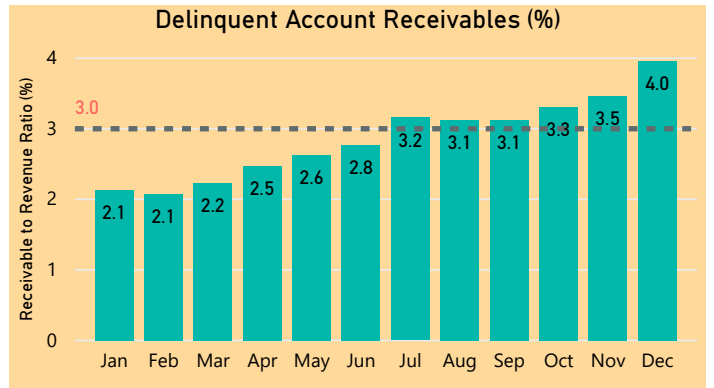
### Operating Cash & Receivables



Cash Balance for December was above target by \$47.13 million

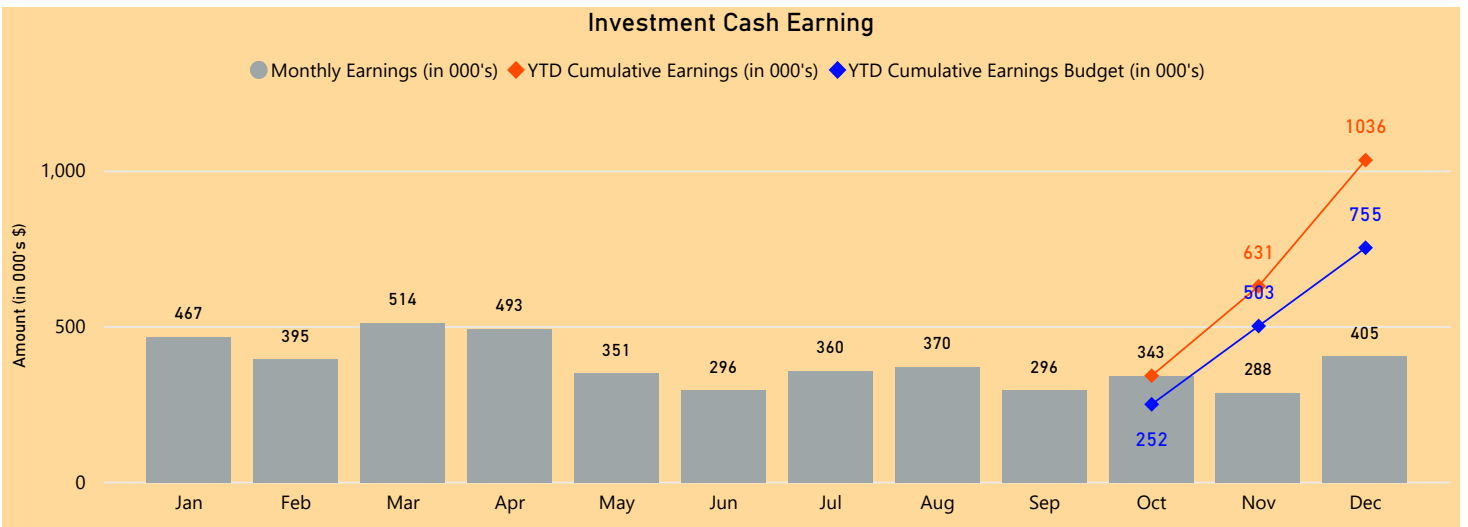


Starting March, the increase is primarily due to increased delinquencies and deferred payments resulting from the COVID-19 pandemic



December Receivables to Revenue Ratio is 3.96, Delinquency is \$22.72 milli...

### Investment Earnings

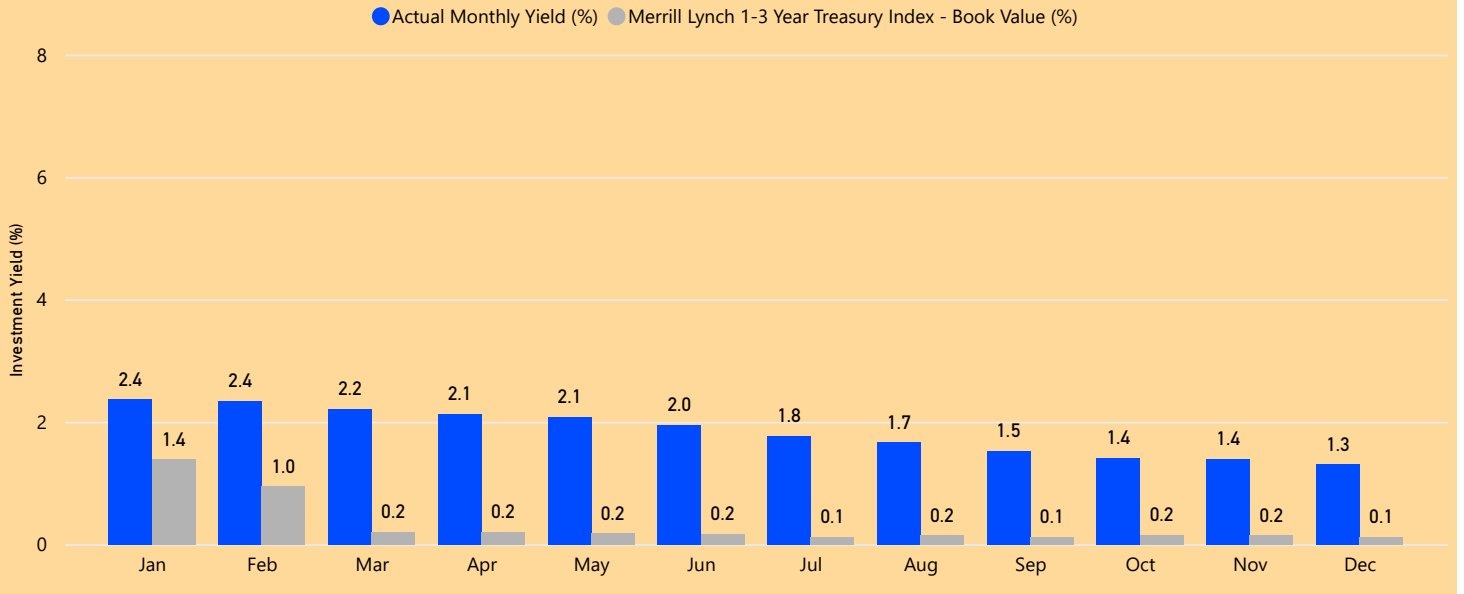


Earnings to date for December were above Projected Budget by \$281,590.

## FINANCIAL HIGHLIGHTS

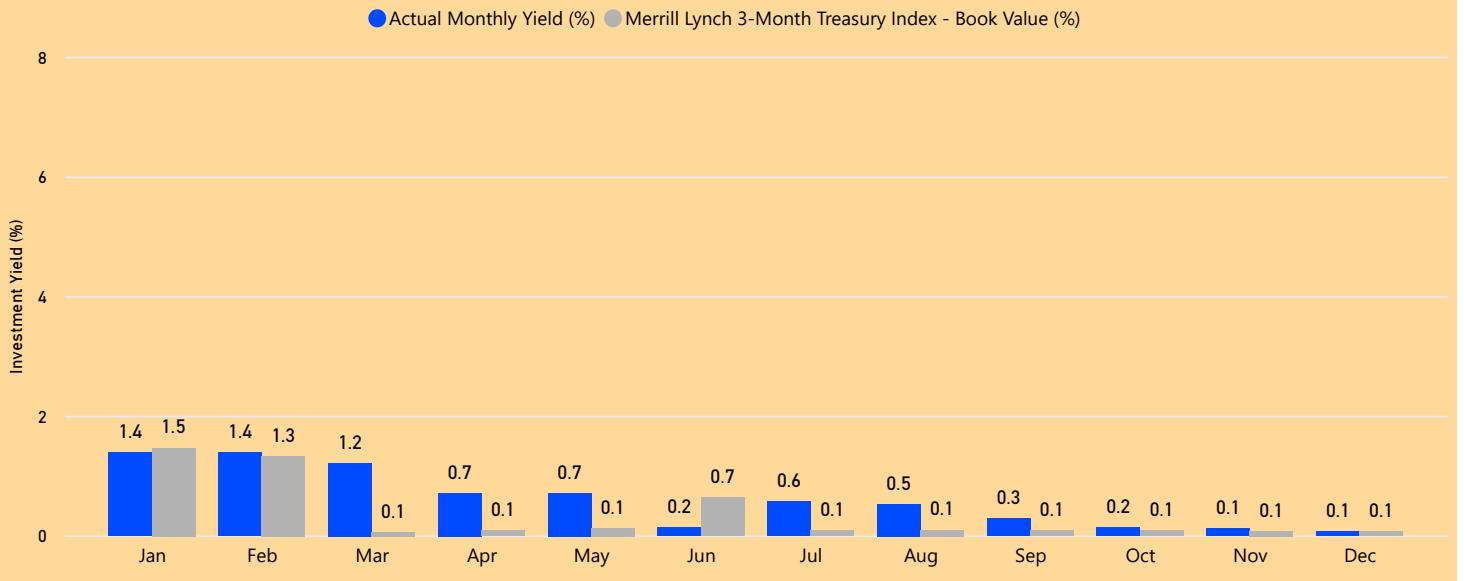
### Investment Yields

#### Core Investment Yield



Yield for December was more than the treasury index by 1.18%

#### Short Term Investment Yield

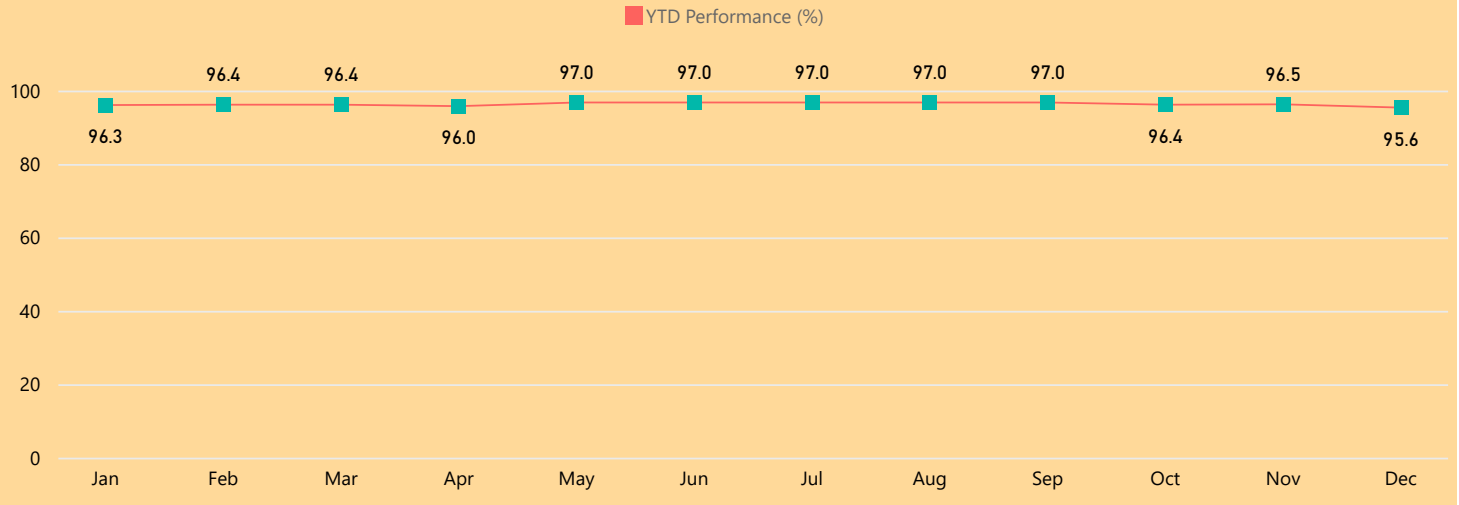


Short Term Yield for December was equal to the Merrill Lynch yield of 0.08%

## FINANCIAL HIGHLIGHTS

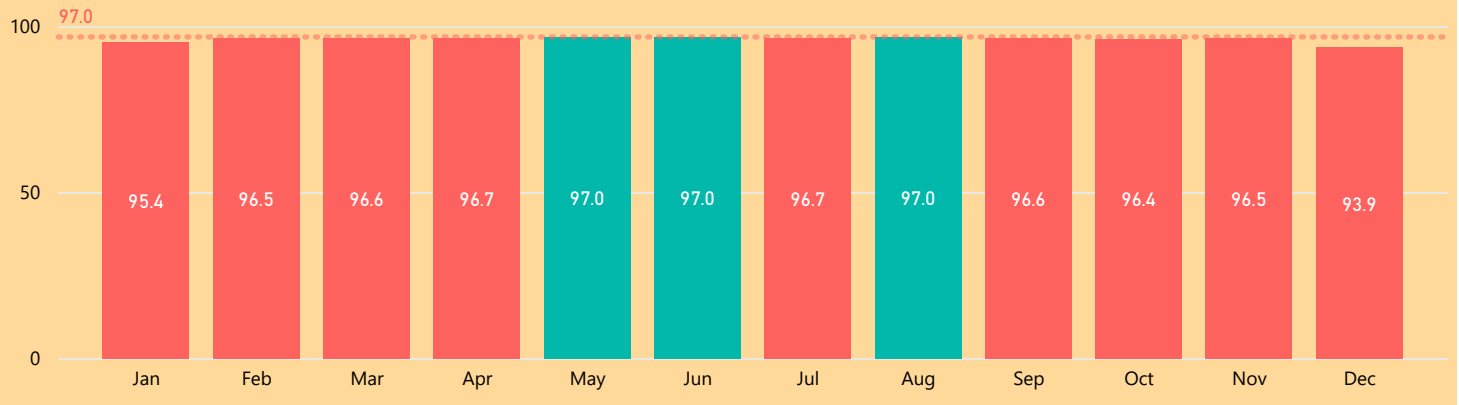
### Vendor Payments

#### YTD Performance



#### Monthly Performance (%)

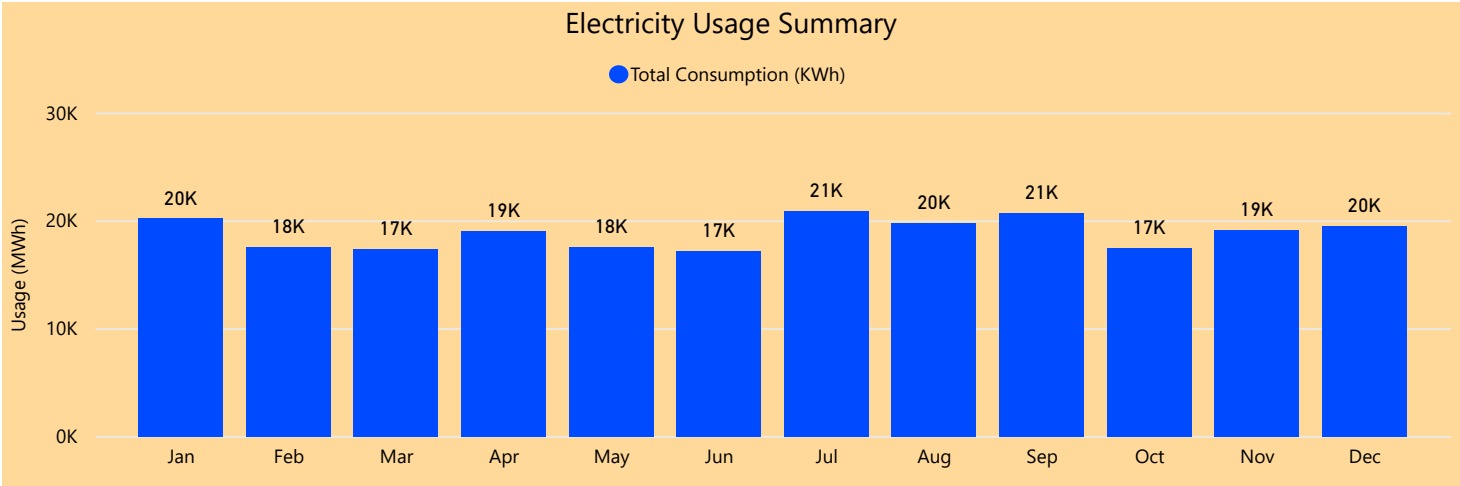
Target: 97%



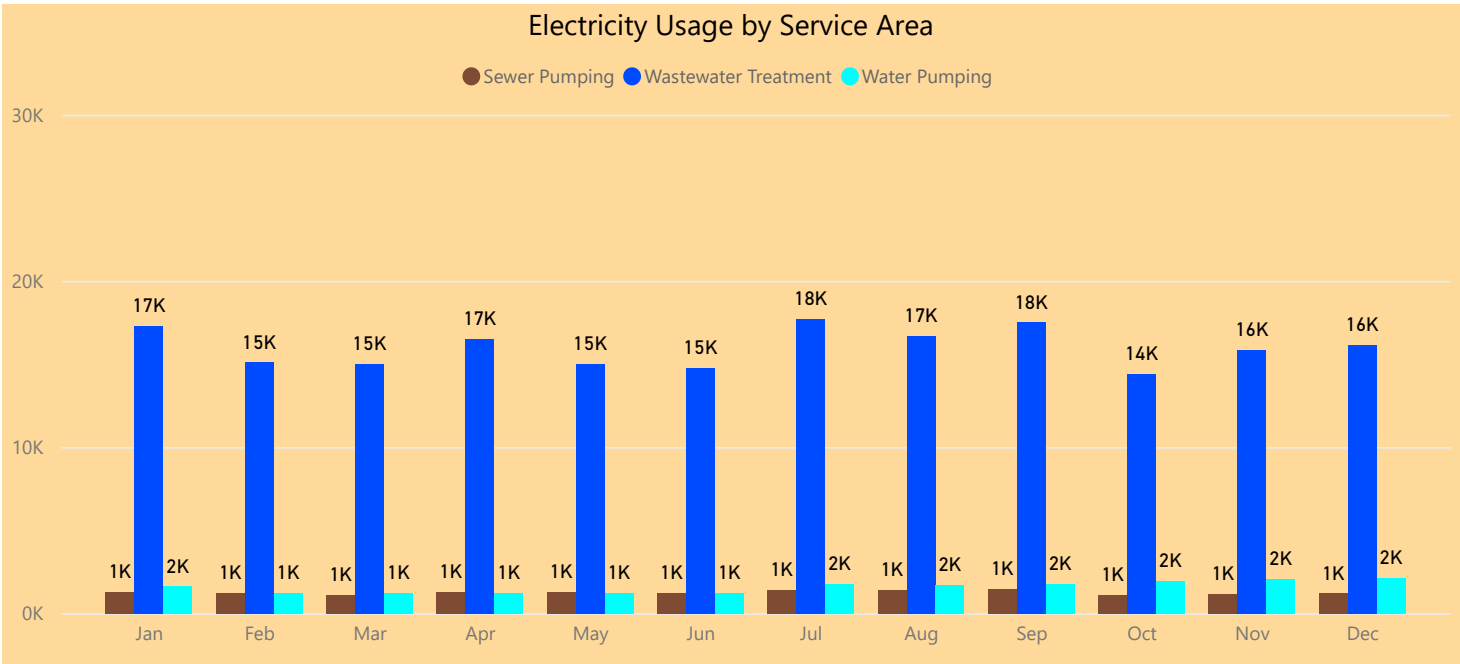
**Performance for December was 3.1% below the monthly target of 97.0%**

**OPERATIONS AND ENGINEERING**

**Energy Consumption**



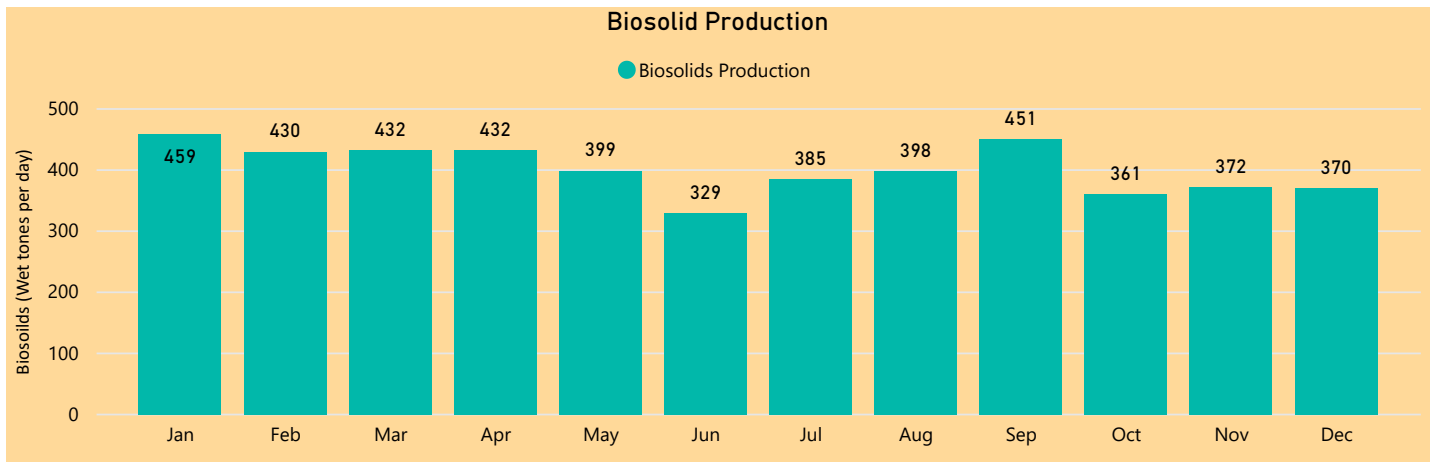
Electricity consumption in Dec 2020 was 19519 KWh.



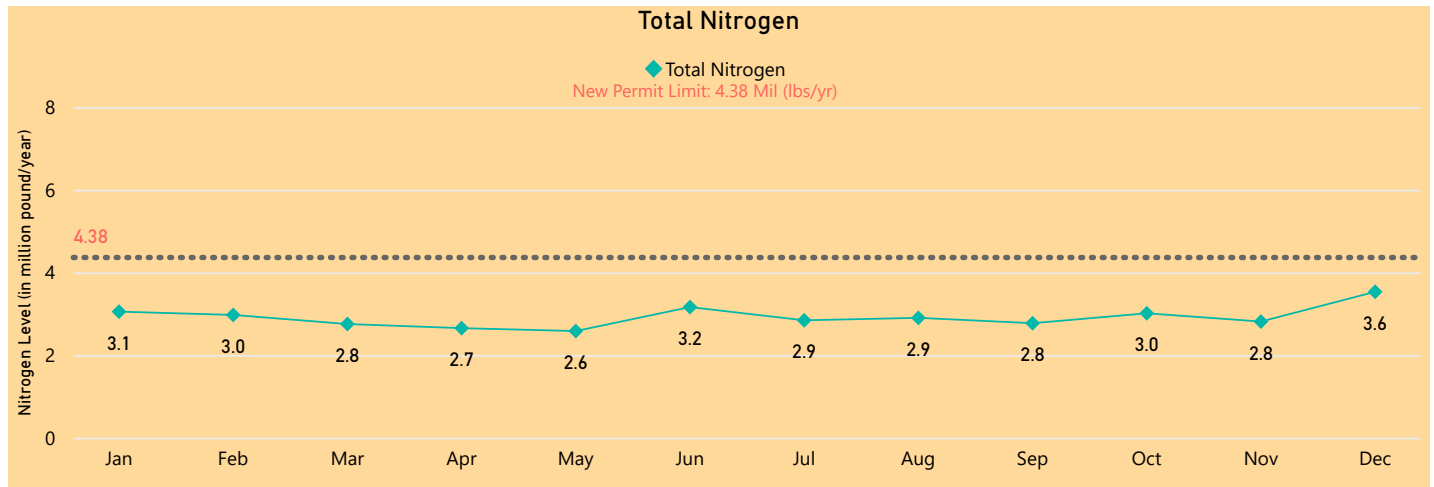
Wastewater treatment has the highest electricity consumption in Dec 2020 at 16170 KWh.

## OPERATIONS AND ENGINEERING

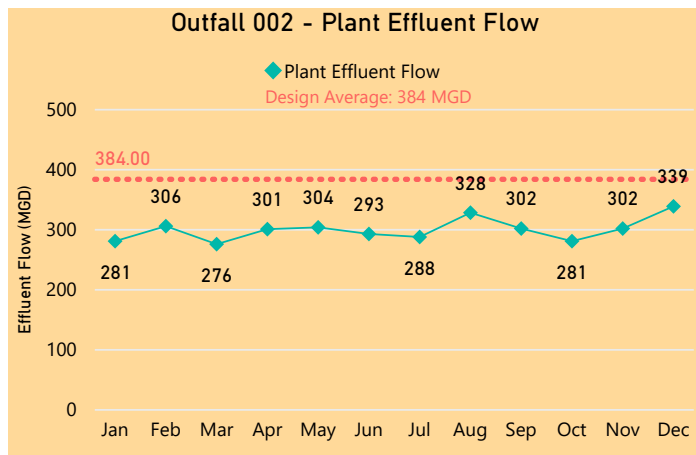
### Wastewater Treatment



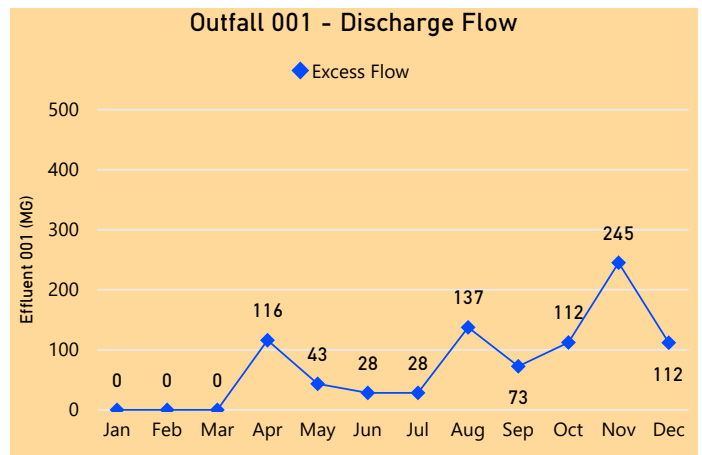
Biosolids daily production for Dec 2020 was 370.29 wet ton per day.



Nitrogen level for Dec 2020 was below permit by 0.83 million lbs/yr.



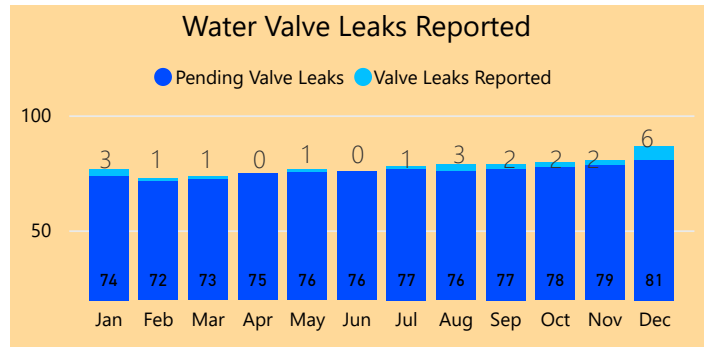
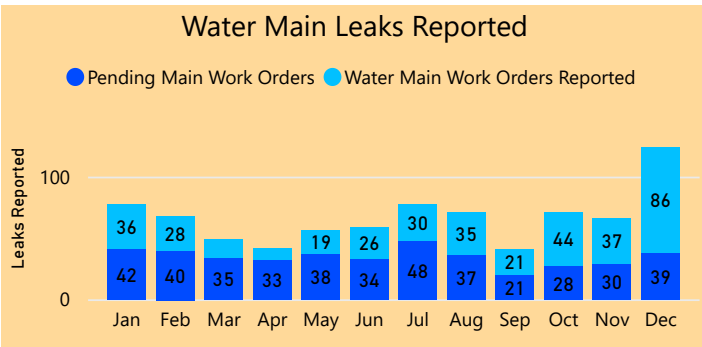
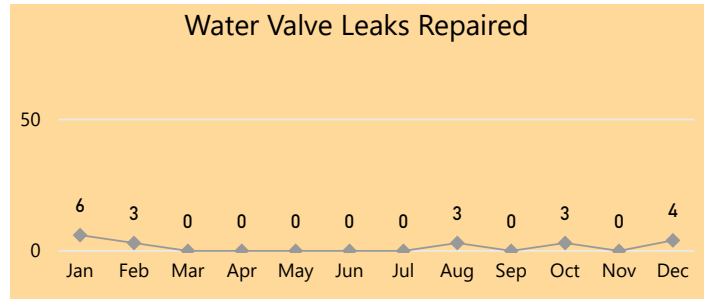
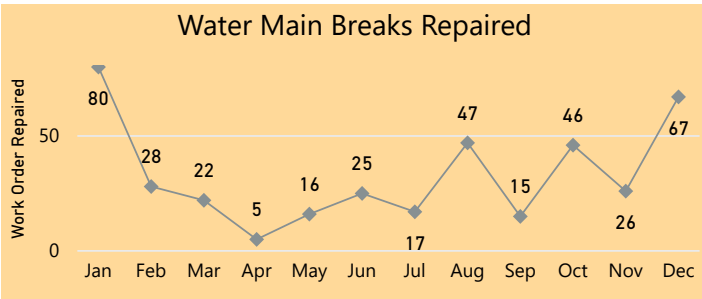
In Dec 2020 effluent flow was below permit by 45 MGD.



Excess flow events were recorded at 111.82 MG in Dec 2020.

## OPERATIONS AND ENGINEERING

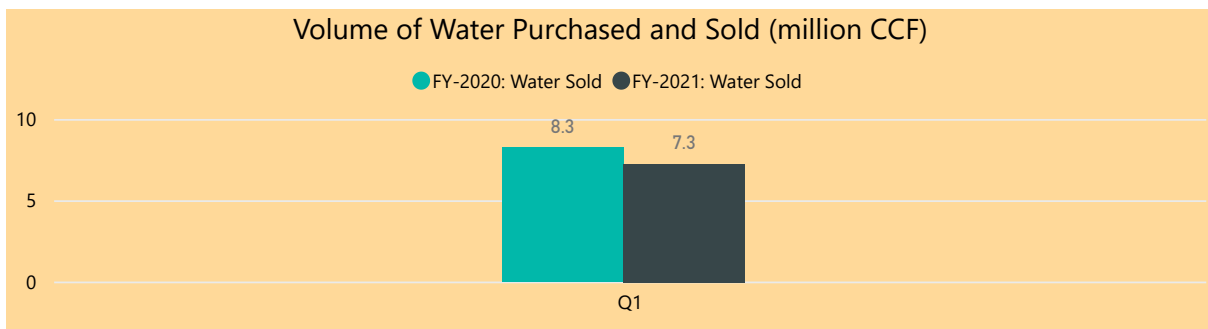
### Water Distribution Operations



There were 86 Water Main Work Orders reported in December.

6 leak was reported in December.

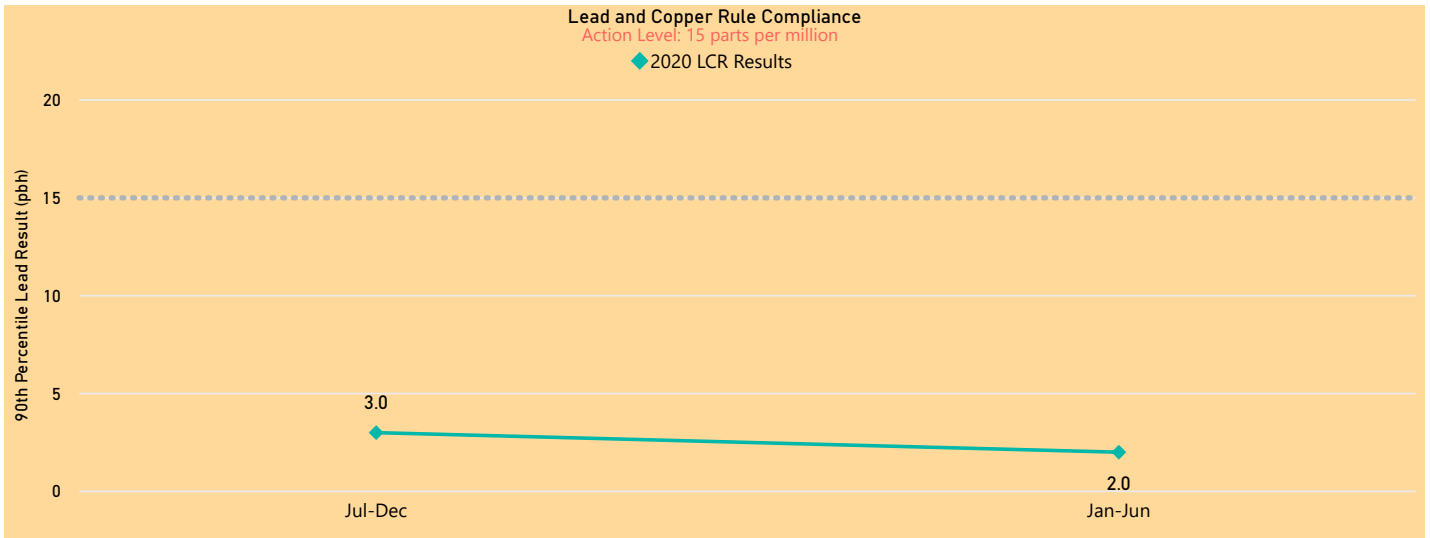
### Water Balance



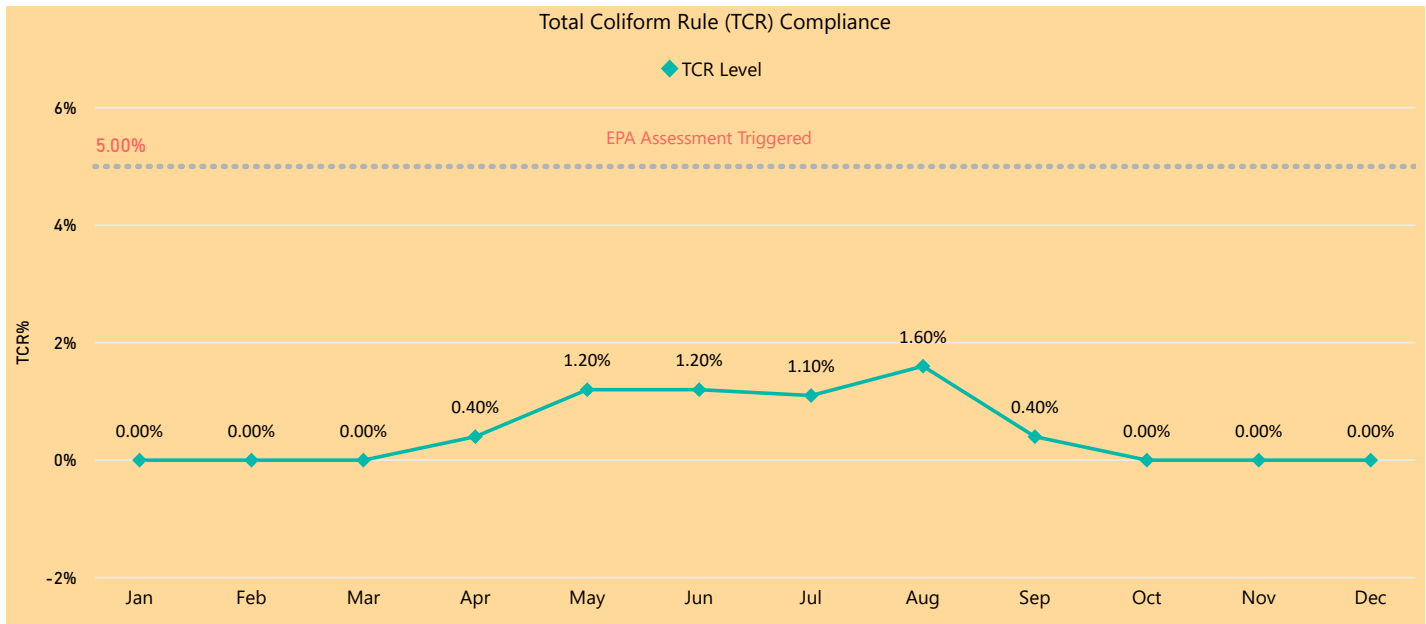
In the 1st quarter of FY 2021, 7.3 out of 10.78 million cubic feet of water was sold

**OPERATIONS AND ENGINEERING**

**Drinking Water Quality**



**90th percentile for 2nd semester 2020 is 2.8 ppb**

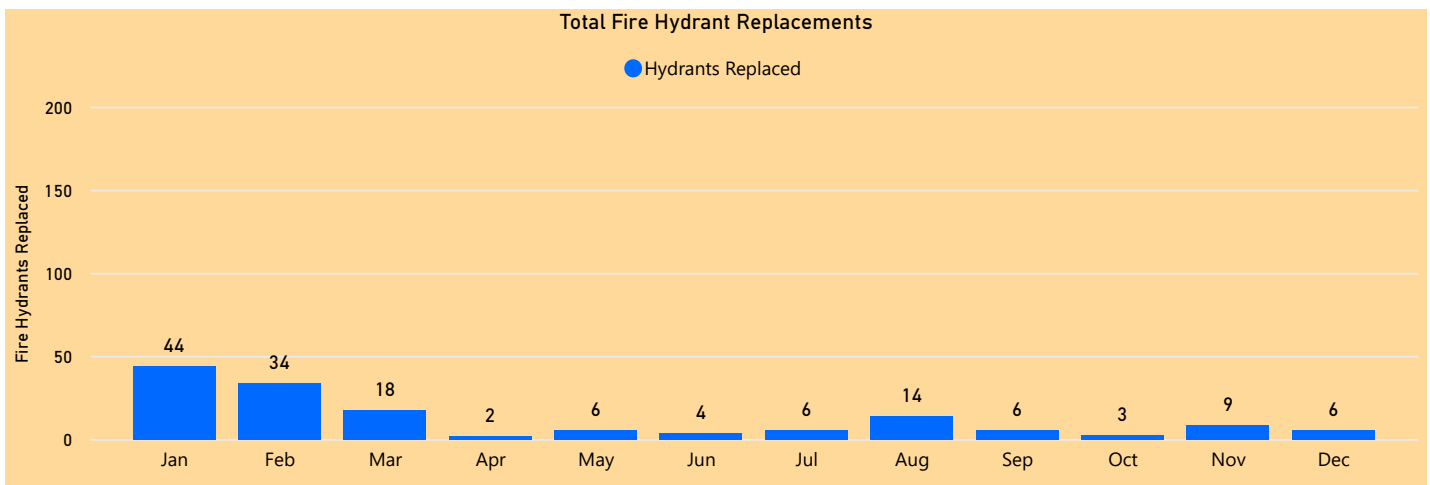
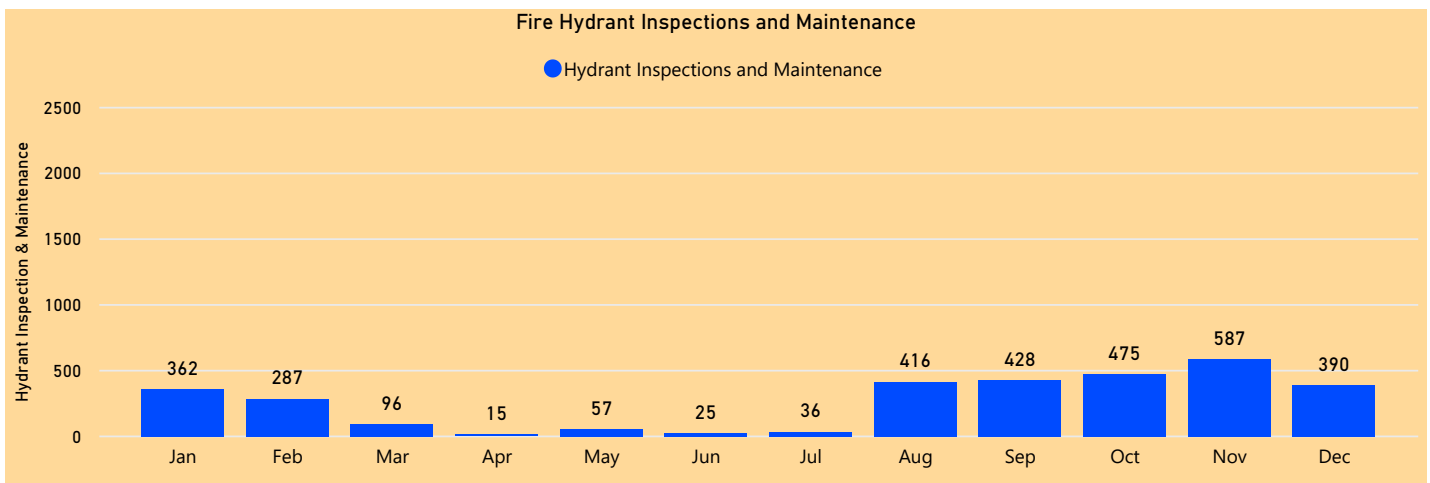
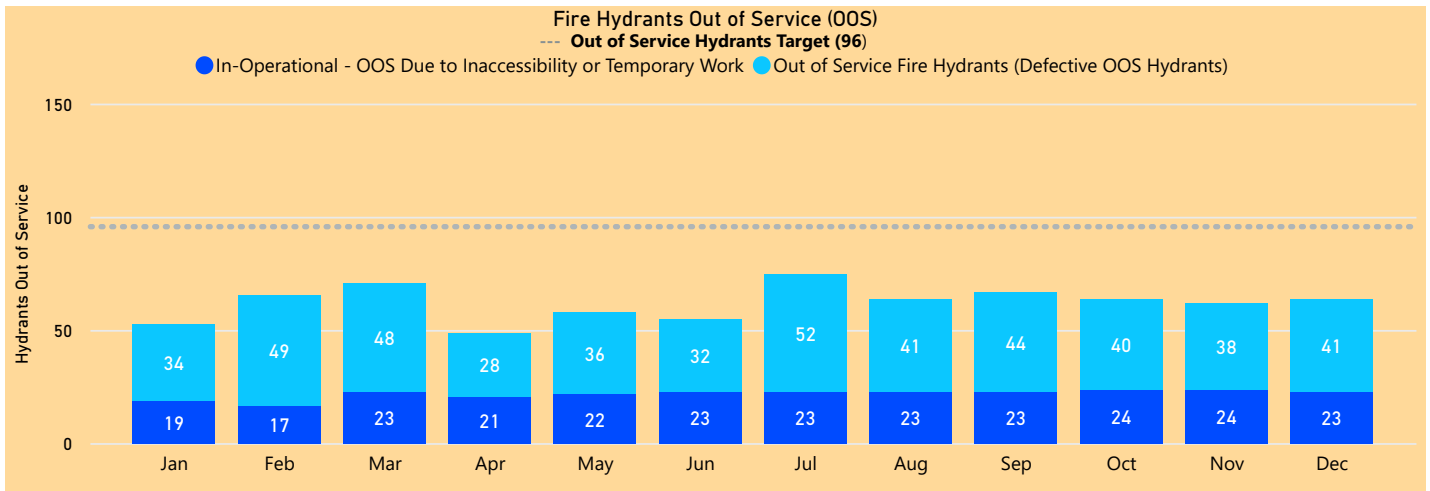


**Coliform Positive was recorded at 0% for Dec 2020**



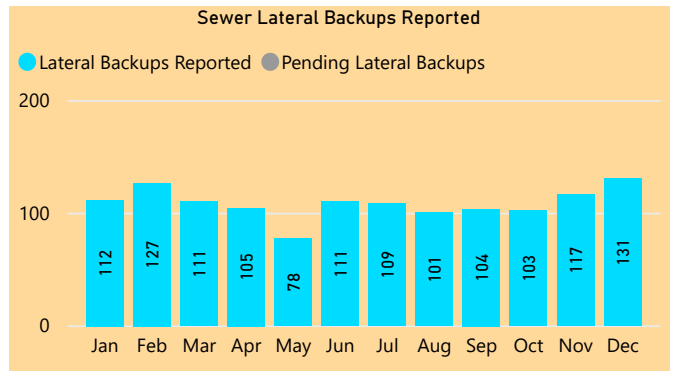
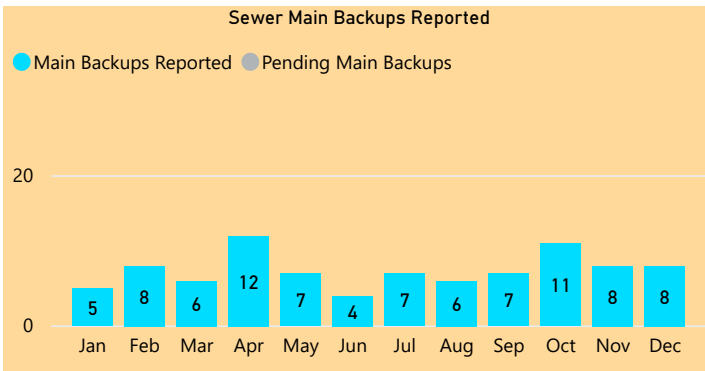
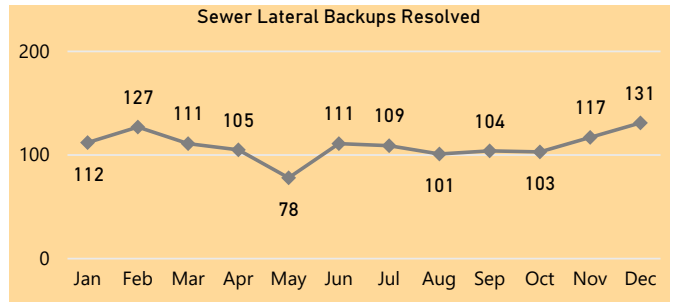
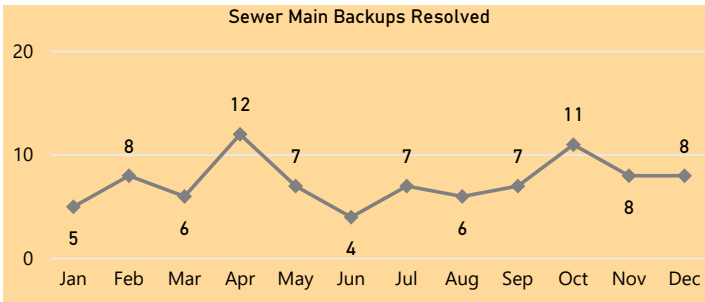
## OPERATIONS AND ENGINEERING

### Fire Hydrants



## OPERATIONS AND ENGINEERING

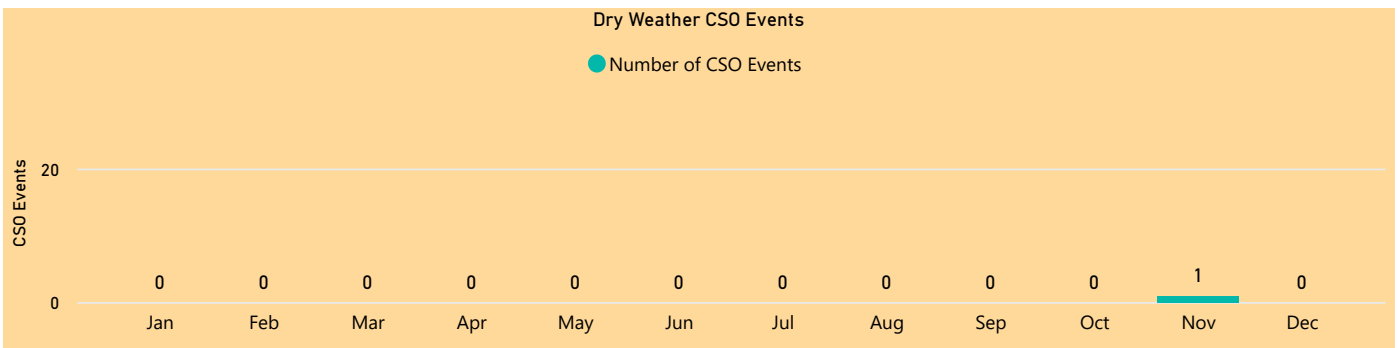
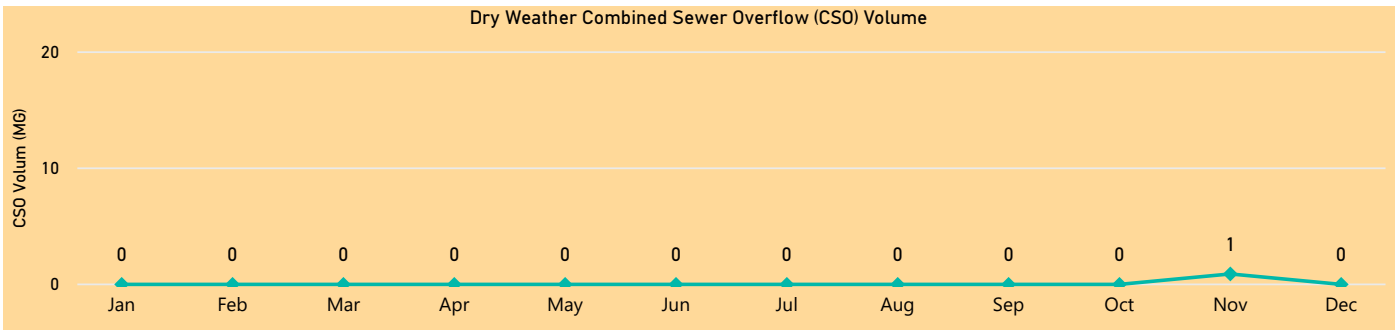
### Sewer System Operations



0 pending main backup(s) reported

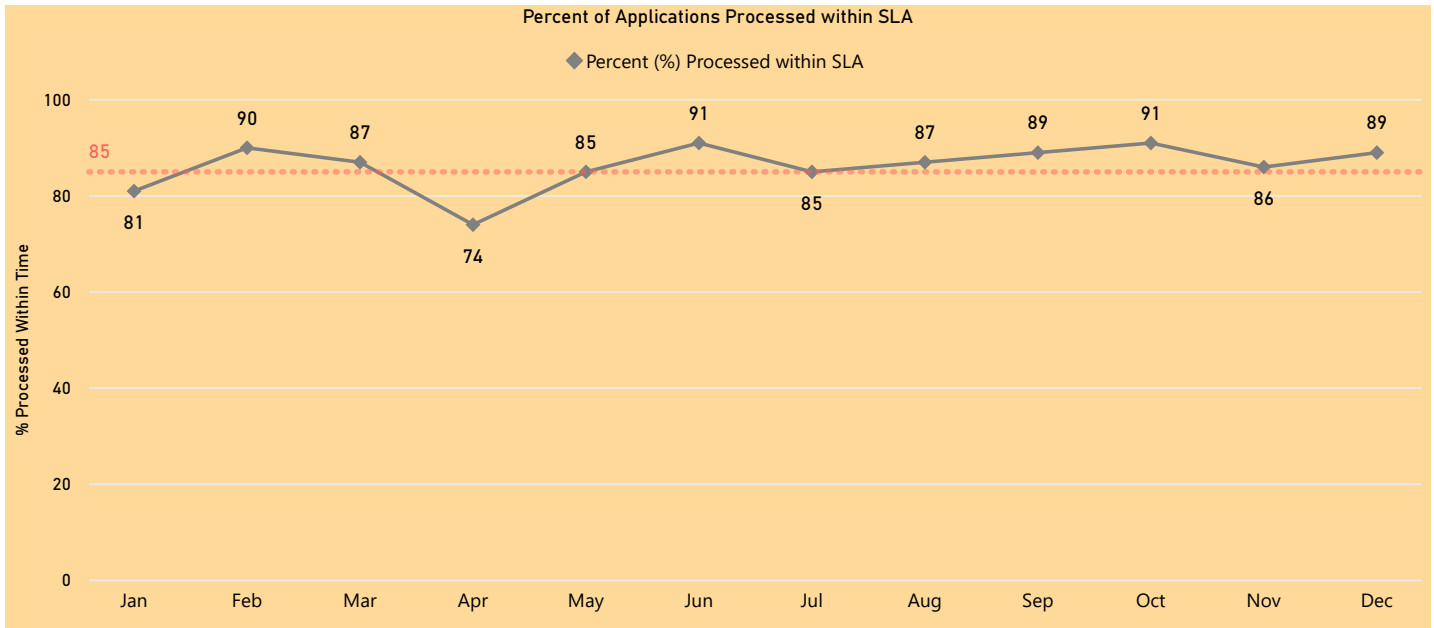
0 pending lateral backup(s) reported

### Combined Sewer System

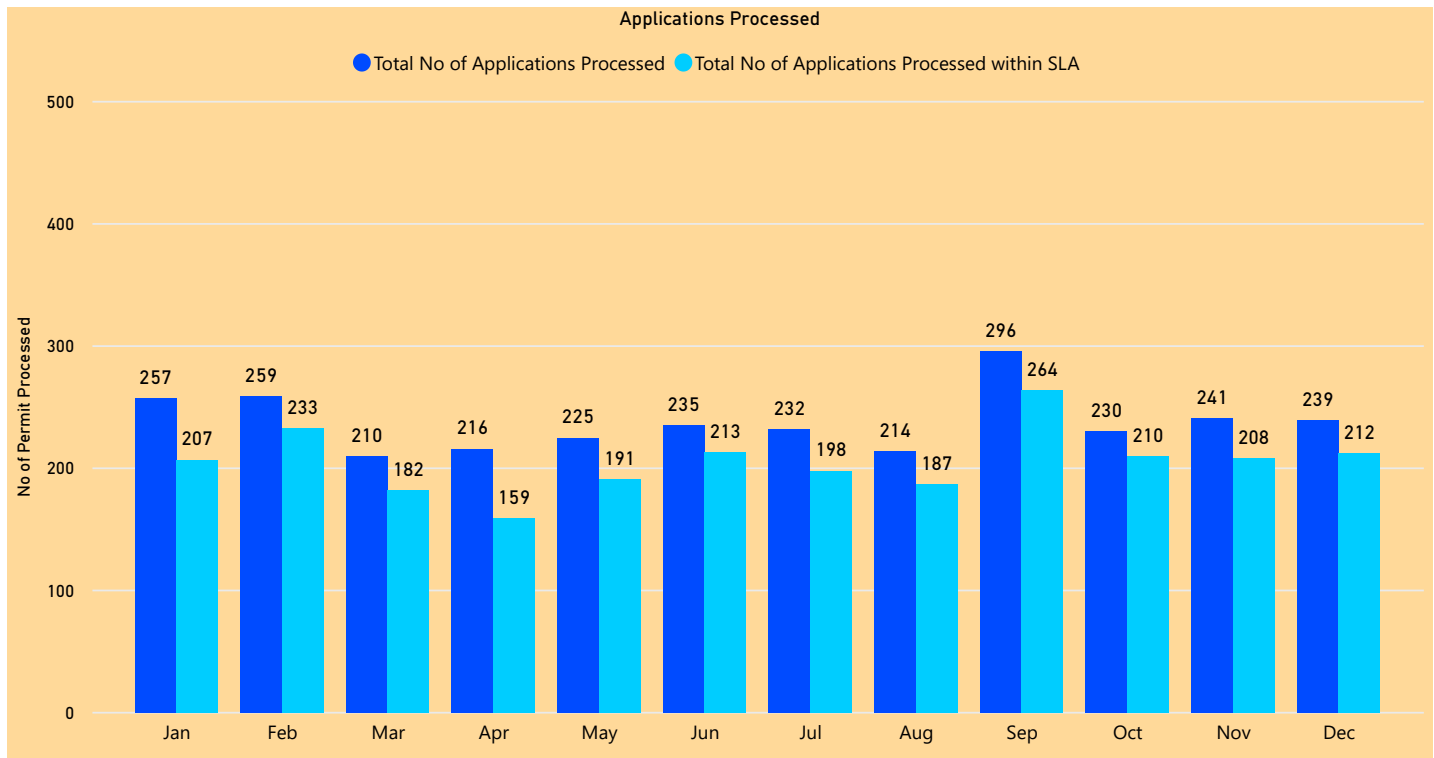


## OPERATIONS AND ENGINEERING

### Permit Processing

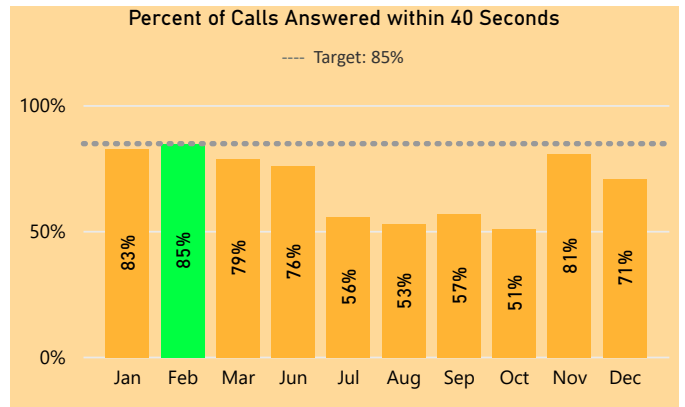
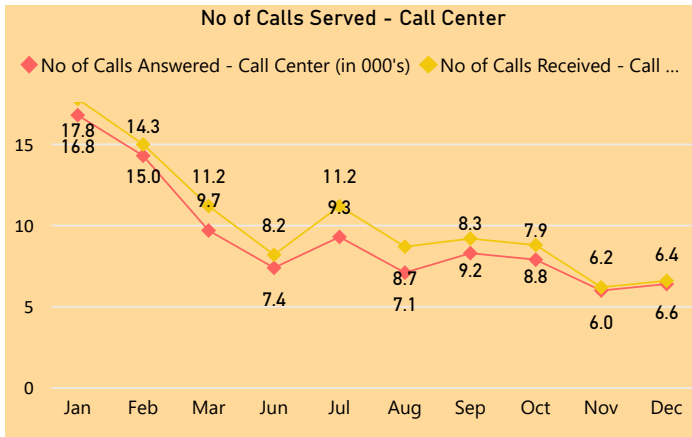


Permits processed in Dec 2020 were 4% above the SLA target 85%



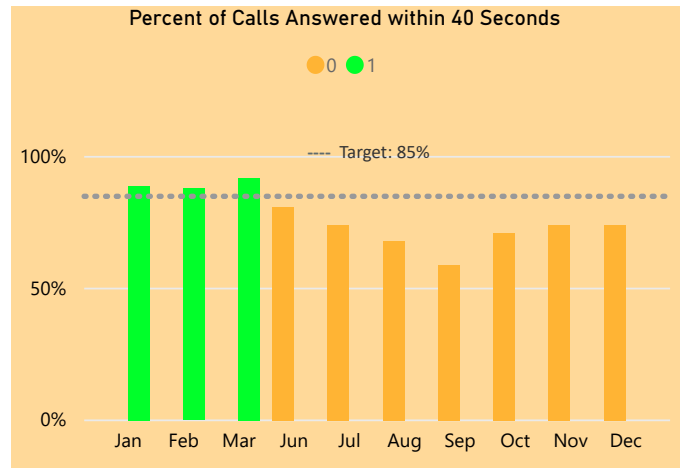
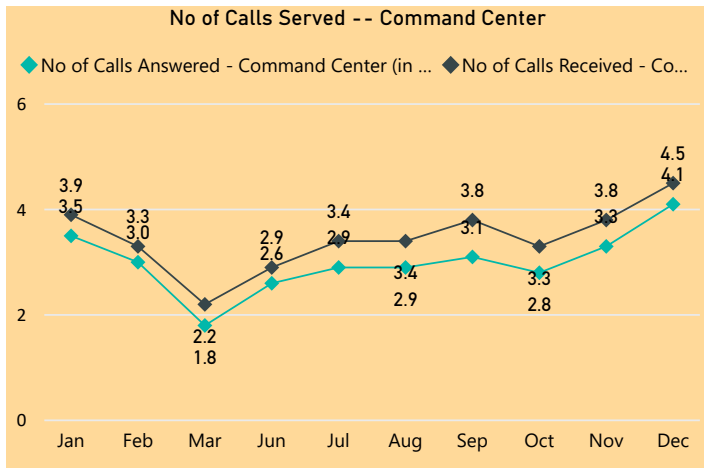
## CUSTOMER EXPERIENCE

### Customer Care - Call Center Performance



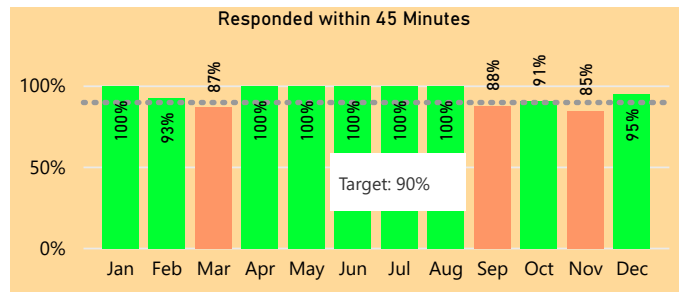
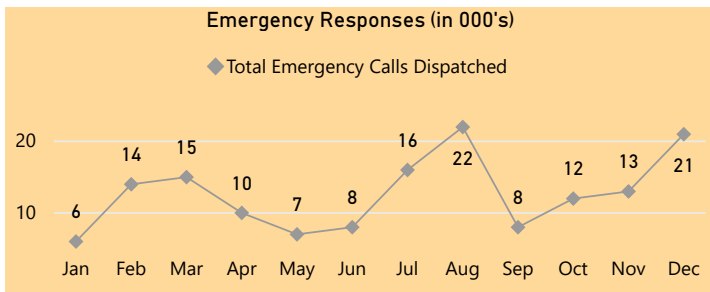
Call Center was below target by 14%. December under target due to st...

### Customer Care - Command Center Performance



Command Center was below target by 11% due to COVID absences an...

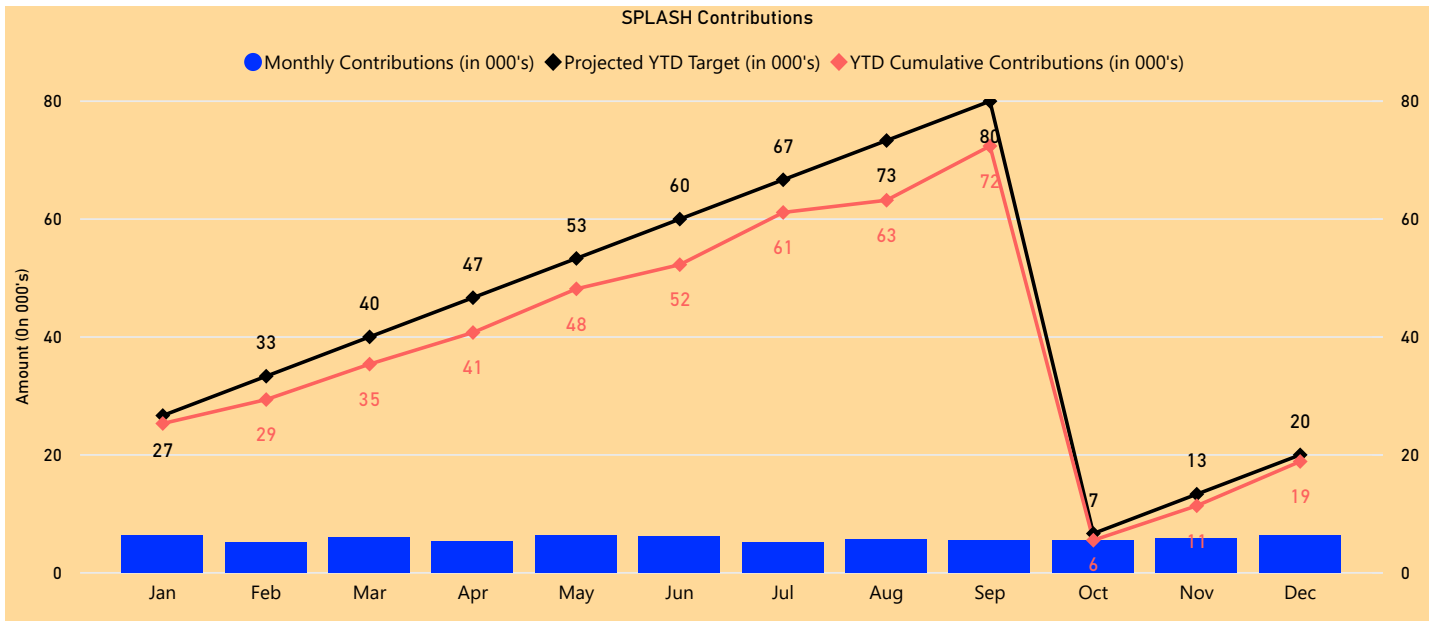
### Customer Care - Emergency Response Time



Performance for Dec 2020 was above target by 5%.

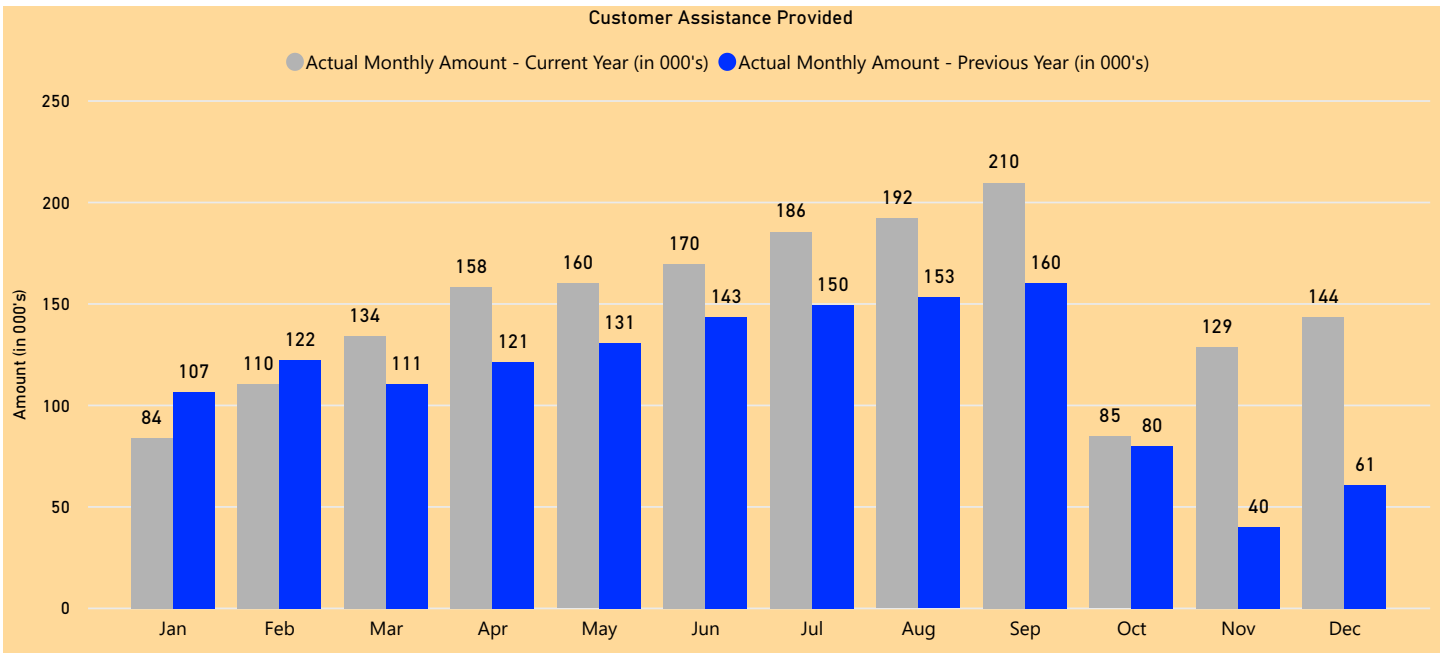
## LOW INCOME ASSISTANCE PROGRAM

### SPLASH Program



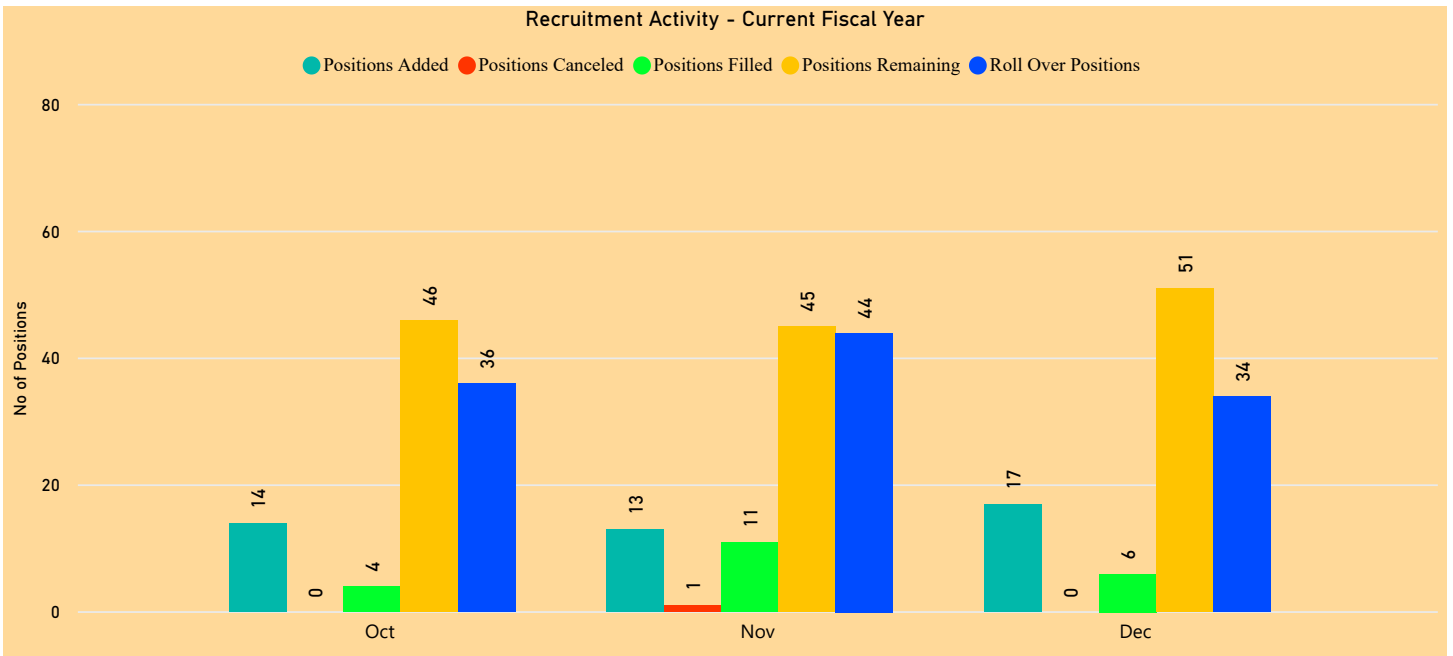
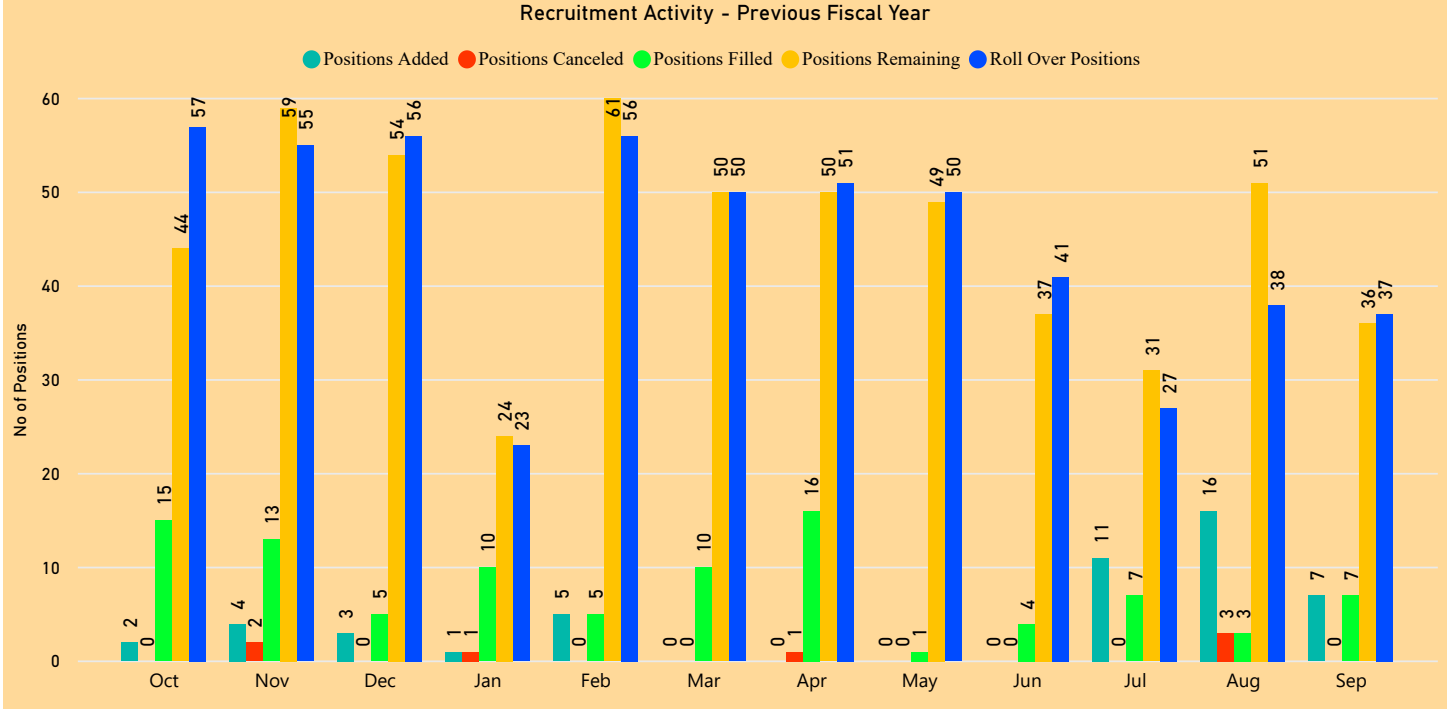
Total SPASH contribution to date for Dec 2020 was under target by \$1120.

### Customer Assistance Program (CAP)



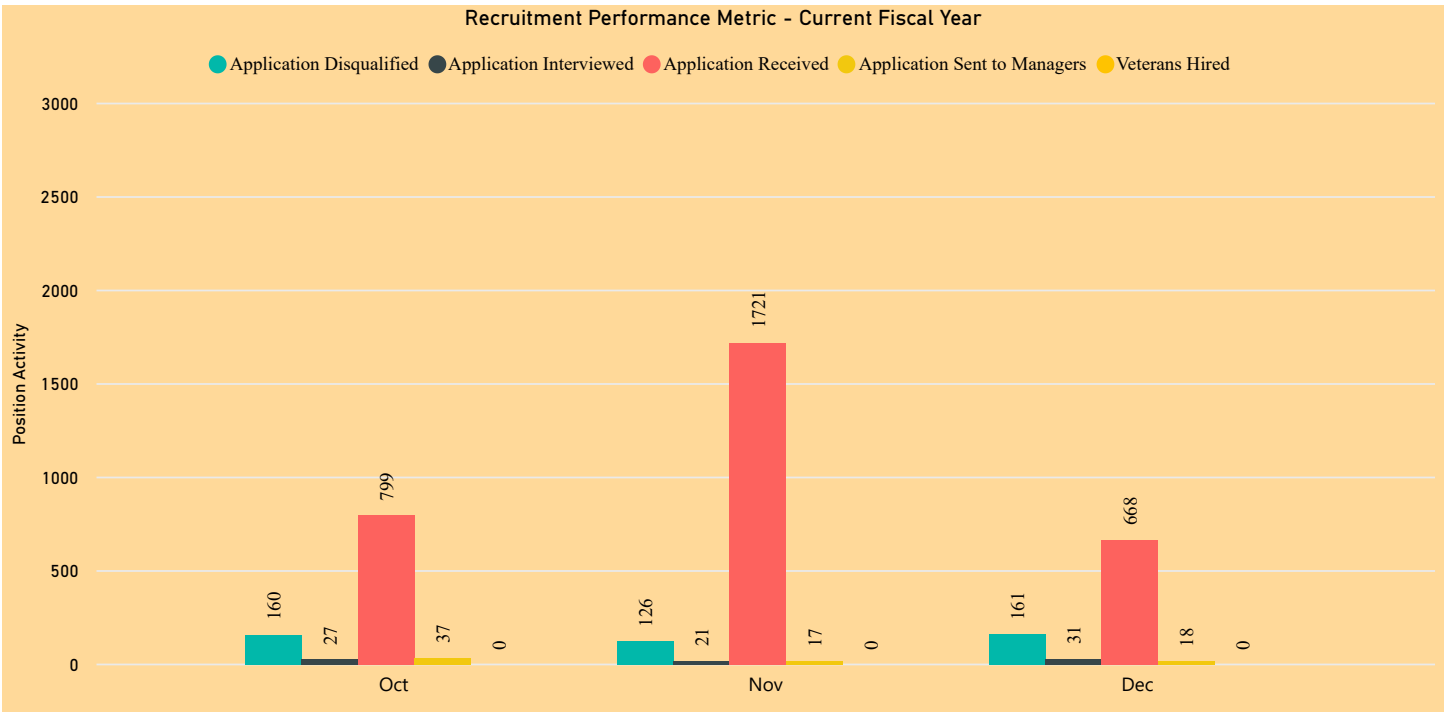
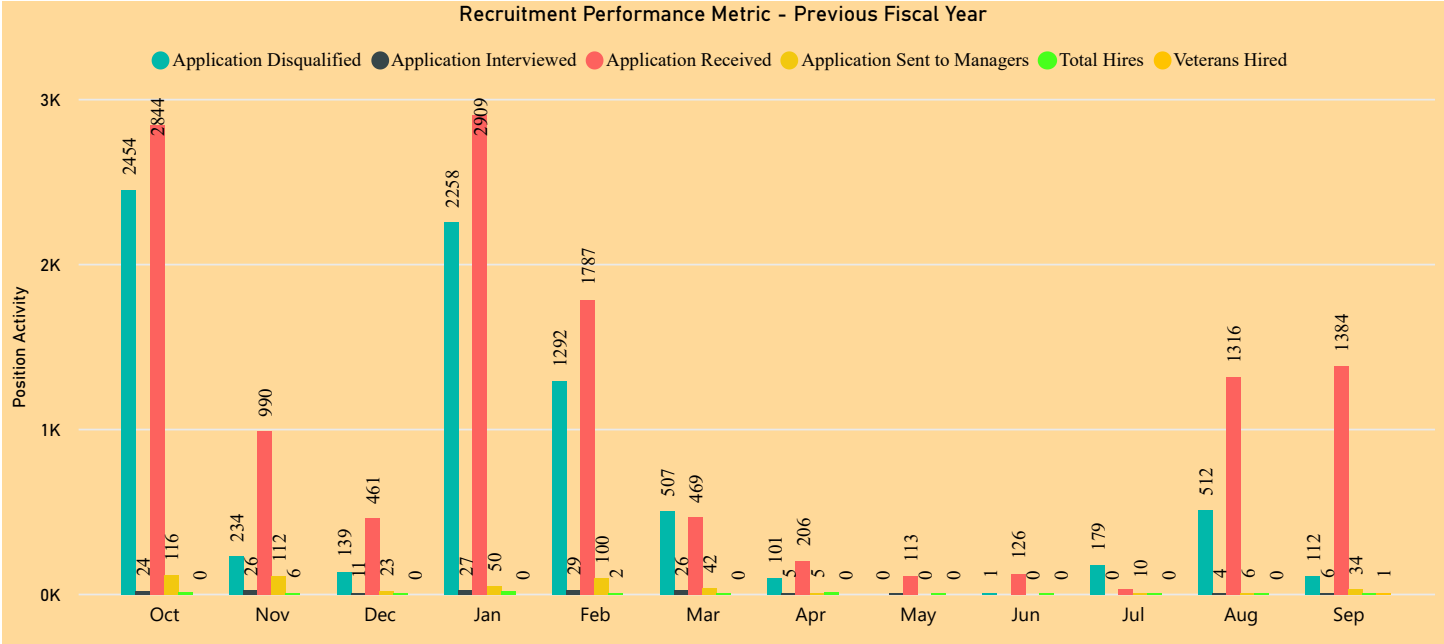
**PEOPLE AND TALENT**

**Human Resources**



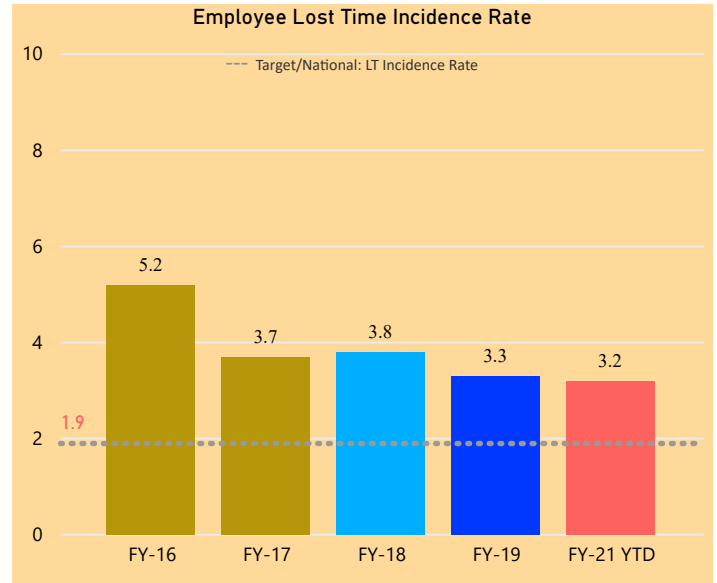
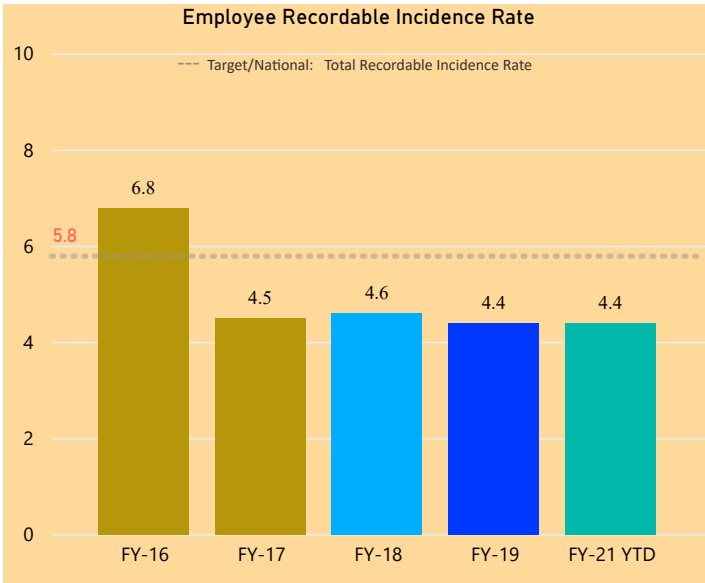
**PEOPLE AND TALENT**

**Human Resources**



## ADMINISTRATION

### Safety

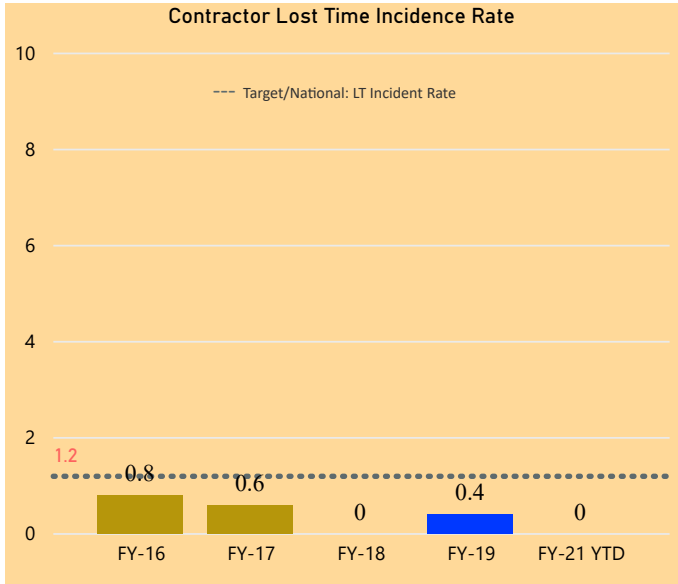
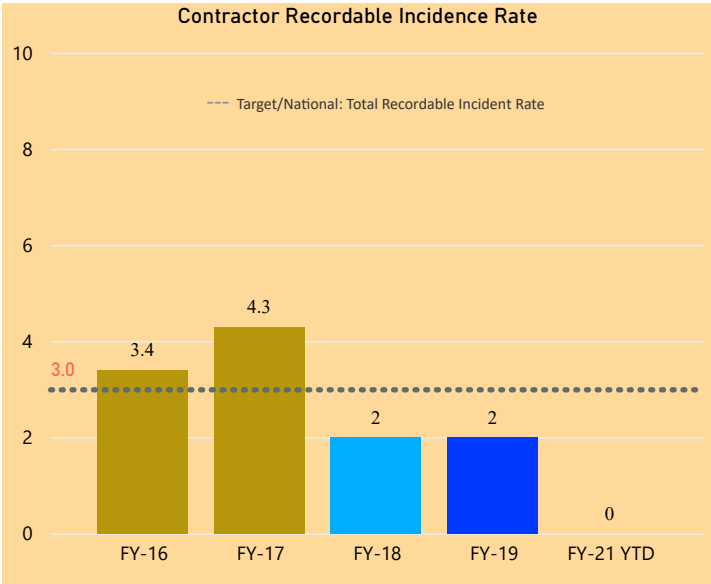


There have been 9 lost time incidents in FY 2021 YTD.



**ADMINISTRATION**

**Safety**



**There have been 0 lost time incidents in FY 2021 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**

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**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, □)

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

### 272nd Meeting of the DC Water Board of Directors

Thursday, February 4, 2021

#### Joint-Use Contracts

**Resolution No. 21-08** – Execute additional funding for Contract No. 16-PR-HCM-28, Delta Dental of the District of Columbia. The purpose of the additional funding is to continue providing DC Water employees hired after October 1, 1987 with dental insurance benefits. The additional funding amount is \$573,851.00.

**Resolution No. 21-09** – Execute additional funding for Contract No. 19-PR-DPT-31, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. The purpose of the additional funding is to continue providing comprehensive HMO medical plan coverage to DC Water employees hired October 1, 1987 or later. The additional funding amount is \$5,663,598.

**Resolution No. 21-10** - Execute additional funding for Contract No. 16-PR-HCM-26, Cigna Health and Life Insurance Company. The purpose of the additional funding is to continue providing PPO and HMO benefits to employees hired after October 1, 1987 or after. The additional funding amount is \$7,690,841.75.

**Resolution No. 21-12** - Execute Supplemental Agreement No. 19 of Contract No. DCFA #431, Samaha Associates, PC. The purpose of the supplemental agreement is to provide additional work to close out Headquarters punch list, to provide design services to add lighting and guard booth to wall/fence and entrance east of Pump Station and additional services related to unsuitable soil, fill and stabilization bridge design to foundation for new Fleet Facility. The supplemental agreement amount is \$219,000.

**Resolution No. 21-13** - Execute Contract No. DCFA #504, McKissack & McKissack of Washington, Inc. The purpose of the contract is to provide professional engineering and related services under the proposed agreement pertaining to the execution of the non process facilities CIP. The contract amount is \$3,000,000.





**Presented and Approved: February 4, 2021**  
**SUBJECT: Approval to Execute Additional Funding for Contract No. 16-PR-HCM-28, Delta Dental of the District of Columbia**

**#21-08**  
**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 February 4, 2021 upon consideration of a joint use matter, decided by a vote of \_\_\_() in favor and \_\_\_() opposed to execute additional funding for Contract No. 16-PR-HCM-28, Delta Dental of the District of Columbia.

**Be it resolved that:**

The Board of Directors hereby authorizes the CEO/General Manager to execute additional funding for Contract No. 16-PR-HCM-28, Delta Dental of the District of Columbia. The purpose of the additional funding is to continue providing DC Water employees hired after October 1, 1987 with dental insurance benefits. The additional funding amount is \$573,851.00.

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

**DISTR. ICT OF COLUMBIA WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

**ACTION REQUESTED**

**GOODS AND SERVICES MODIFICATION TO ADD FUNDING**

**Dental Insurance Plans**

**(Joint Use-Indirect)**

Approve the funding for the contract renewal period for Dental Preferred Provider Organization (DPPO) plan in the amount of \$573,851.00.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b> Delta Dental of the District of Columbia One Delta Drive Mechanicsburg, PA 17055	<b>SUBS:</b> N/A	<b>PARTICIPATION:</b> N/A
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**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$1,659,225.40
Original Contract Dates:	01-01-2017 - 12-31-2019
No. of Option Years in Contract:	2
Option Year 1 Value:	\$578,000.00
Option Year 1 Dates:	01-01-2020—12-31-2020
Option Year 2 Extension:	01-01-2021—12-31-2021
<b>Additional Funding:</b>	<b>\$573,851.00</b>

**Purpose of the Contract:**

Contract to provide a Dental Preferred Provider Organization (DPPO) benefits to employees hired after October 1, 1987 or later. Dental Health Maintenance Organization (DHMO) services are provided under a separate contract.

**Contract Scope:**

DC Water has a continuing need to provide its employees with dental insurance benefits. This contract will offer comprehensive dental coverage to employees and their families.

**Spending Previous Year:**

Cumulative Contract Value:	01-01-2017 - 12-31-2020: \$2,237,225.40
Cumulative Contract Spending:	01-01-2017 - 12-31-2020: \$2,131,769.00

**Contractor's Past Performance:**

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

No LBE/LSBE participation

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Fixed Unit Price	<b>Award Based On:</b>	Highest Ranked Offeror
<b>Commodity:</b>	Services	<b>Contract Number:</b>	16-PR-HCM-28
<b>Contractor Market:</b>	Open Market with Preference for LBE and LSBE Participation		

**BUDGET INFORMATION**

<b>Funding:</b>	Operating	<b>Department:</b>	People and Talent
<b>Service Area:</b>	DC Water Wide	<b>Department Head:</b>	Lisa Stone

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	87.73%	\$503,439.00
Washington Suburban Sanitary Commission	9.22%	\$52,909.00
Fairfax County	1.76%	\$10,100.00
Loudoun Water	0.80%	\$4,591.00
Other (PI)	0.49%	\$2,812.00
<b>TOTAL ESTIMATED DOLLAR AMOUNT</b>	<b>100 %</b>	<b>\$573,851.00</b>

Digitally signed by Lisa Stone  
 Date: 2021.01.06 16:11:07 -05'00' /  
 \_\_\_\_\_  
 Lisa Stone Date  
 Chief People and Inclusion Officer and EVP

Digitally signed by Dan Bae  
 DN: cn=US, e=dan.bae@dcwater.com,  
 ou=District of Columbia Water and Sewer Authority, ou=VP of Procurement & Compliance, cn=Dan Bae  
 Date: 2021.01.07 09:27:25 -05'00' /  
 \_\_\_\_\_  
 Dan Bae Date  
 VP of Procurement and Compliance

Digitally signed by Matthew T. Brown  
 Date: 2021.01.07 17:59:13 -05'00' /  
 \_\_\_\_\_  
 Matthew T. Brown Date  
 CFO and EVP of Finance and Procurement

Digitally signed by David Gadis  
 DN: cn=David Gadis, o, ou,  
 email=David.Gadis@dcwater.com, cn=US  
 Date: 2021.01.28 12:54:04 -05'00' /  
 \_\_\_\_\_  
 David L. Gadis Date  
 CEO and General Manager

**Presented and Approved: February 4, 2021**  
**SUBJECT: Approval to Execute Additional Funding for Contract No. 19-PR-DPT-31, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

**#21-09**  
**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 February 4, 2021 upon consideration of a joint use matter, decided by a vote of \_\_\_() in favor and \_\_\_() opposed to execute additional funding for Contract No. 19-PR-DPT-31, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

**Be it resolved that:**

The Board of Directors hereby authorizes the CEO/General Manager to execute additional funding for Contract No. 19-PR-DPT-31, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. The purpose of the additional funding is to continue providing comprehensive HMO medical plan coverage to DC Water employees hired October 1, 1987 or later. The additional funding amount is \$5,663,598.

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

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

**ACTION REQUESTED**

**GOODS AND SERVICES MODIFICATION TO ADD FUNDING**

**Staff Model Health Maintenance Organization (HMO) Services  
(Joint Use-Indirect)**

Approve the funding for the contract renewal period for the Staff Model Health Maintenance Organization (HMO) medical plan services in the amount of \$5,663,598.00.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b>	<b>SUBS:</b>	<b>PARTICIPATION:</b>
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. 2101 East Jefferson Street Rockville, MD 20852	CI Designs (LSBE) 8740 Cherry Lane, #27 Laurel, MD	17.7%
	Columbia Enterprises, Inc. (LSBE) 1018 7 <sup>th</sup> Street, SE Washington, DC 20003	11.1%
	ADC Mgt Solutions (LSBE) 1315 Irving Street, NW Washington, DC 20010	1.8%
	Capital Construction Group, LLC (LSBE) 3321 12 <sup>th</sup> Street, NE, Suite 3 Washington, DC 20017	1.8%
	Lanier Electronics Group, Inc. (LSBE) 16000 Trade Zone Avenue, #401 Upper Marlboro, MD 20774	.06%

**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$5,342,000.00
Original Contract Dates:	01-01-2020 – 12-31-2020
No. of Option Years in Contract:	4
Option Year 1 Extension:	01-01-2021 – 12-31-2021
<b>Additional Funding:</b>	<b>\$5,663,598.00</b>

**Purpose of the Contract:**

Contract to provide Staff Model Health Maintenance Organization (HMO) medical plan services for employees hired October 1, 1987 or later.

**Contract Scope:**

DC Water provides its employees with a choice of medical plan benefits. This contract offers comprehensive HMO medical plan coverage to DC Water employees and their families. DC Water originally awarded a contract to Kaiser effective January 1, 2015. The contract was effective through December 31, 2019. A new solicitation was issued for staff model HMO services effective January 1, 2020. Kaiser was the successful offeror for the new solicitation. Therefore, the existing contract was renewed.

**Spending Previous Year:**

Contract Value: 01-01-2020 – 12-31-2020 – \$5,342,000.00  
 Spending: 01-01-2015 – 12-31-2020 – \$4,559,232.63

**Contractor's Past Performance:**

According to the COTR, the Contractor's 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 Ranked Offeror
<b>Commodity:</b>	Services	<b>Contract Number:</b>	19-PR-DPT-31
<b>Contractor Market:</b>	Open Market with Preference Points for LBE and LSBE Participation		

**BUDGET INFORMATION**

<b>Funding:</b>	Operating	<b>Department:</b>	People and Talent
<b>Project Area:</b>	DC Water Wide	<b>Department Head:</b>	Lisa Stone

**ESTIMATED USER SHARE INFORMATION**

User – Operating	Share %	Dollar Amount
District of Columbia	87.73%	\$4,968,675.00
Washington Suburban Sanitary Commission	9.22%	\$522,184.00
Fairfax County	1.76%	\$99,679.00
Loudoun Water	0.80%	\$45,309.00
Other (PI)	0.49%	\$27,751.00
<b>TOTAL ESTIMATED DOLLAR AMOUNT</b>	<b>100.00%</b>	<b>\$5,663,598.00</b>

Digitally signed by Lisa Stone  
 Date: 2021.01.06 16:39:44 -05'00' /  
 Lisa Stone Date  
 Chief People and Inclusion Officer and EVP

Digitally signed by Dan Bae  
 DN: cn=Dan Bae, o=District of Columbia Water and Sewer Authority, ou=VP of Procurement & Compliance, cn=Dan Bae  
 Date: 2021.01.07 09:27:48 -05'00' /  
 Dan Bae Date  
 VP of Procurement and Compliance

Digitally signed by Matthew T. Brown  
 Date: 2021.01.07 17:58:35 -05'00' /  
 Matthew T. Brown Date  
 CFO and EVP of Finance and Procurement

Digitally signed by David Gadis  
 DN: cn=David Gadis, o,cu, email=David.Gadis@dcwater.com, c=US  
 Date: 2021.01.28 12:54:36 -05'00' /  
 David L. Gadis Date  
 CEO and General Manager

**Presented and Approved: February 4, 2021**  
**SUBJECT: Approval to Execute Additional Funding for Contract No. 16-PR-HCM-26, Cigna Health and Life Insurance Company**

**#21-10**  
**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 February 4, 2021 upon consideration of a joint use matter, decided by a vote of \_\_() in favor and \_\_() opposed to execute additional funding for Contract No. 16-PR-HCM-26, Cigna Health and Life Insurance Company.

**Be it resolved that:**

The Board of Directors hereby authorizes the CEO/General Manager to execute additional funding for Contract No. 16-PR-HCM-26, Cigna Health and Life Insurance Company. The purpose of the additional funding is to continue providing PPO and HMO benefits to employees hired after October 1, 2987 or after. The additional funding amount is \$7,690,841.75.

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

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

**ACTION REQUESTED**

**GOODS AND SERVICES MODIFICATION TO ADD FUNDING  
Medical Insurance Plans  
(Joint Use-Indirect)**

Approve the funding for the contract renewal period for Preferred Provider Organization (PPO) and Health Maintenance Organization (HMO) medical plans services in the amount of \$7,690,841.75.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b> Cigna Health and Life Insurance Company (Cigna) 111 Calvert Street Baltimore, MD 21202	<b>SUBS:</b> Social Driver(LSBE) 1030 15 <sup>TH</sup> Street NW, Suite 1050W Washington, DC 20005	<b>PARTICIPATION:</b> 2%
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**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$10,906,116.00
Original Contract Dates:	01-01-2017 - 12-31-2017
No. of Option Years in Contract:	4
Option Year 1 Value:	\$10,824,582.00
Option Year 1 Dates:	01-01-2018 - 12-31-2018
Option Year 1 Modification:	\$1,051,289.65
Option Year 1 Modification Dates:	11-01-2018 – 12-31-2018
Option Year 2 Value:	\$13,350,000.00
Option Year 2 Dates:	01-01-2019 - 12-31-2019
Option Year 3 Value:	\$13,480,000.00
Option Year 3 Dates:	01-01-2020—12-31-2020
Option Year 4 Extension:	01-01-2021—12-31-2021
<b>Additional Funding:</b>	<b>\$7,690,841.75</b>

**Purpose of the Contract:**

Contract to provide PPO and HMO benefits to employees hired after October 1, 1987 or later.

**Contract Scope:**

DC Water provides its employees with a choice of medical plan benefits. This contract will offer comprehensive medical coverage to employees and their families.

**Spending Previous Year:**

Cumulative Contract Value:	01-01-2017 – 12-31-2020: \$49,611,987.65
Cumulative Contract Spending:	01-01-2017 – 12-31-2020: \$44,158,931.40

**Contractor's Past Performance:**

According to the COTR, the Contractor's 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 Ranked Offeror
<b>Commodity:</b>	Services	<b>Contract Number:</b>	16-PR-HCM-26
<b>Contractor Market:</b>	Open Market with Preference for LBE and LSBE Participation		


**BUDGET INFORMATION**

<b>Funding:</b>	Operating	<b>Department:</b>	People and Talent
<b>Service Area:</b>	DC Water Wide	<b>Department Head:</b>	Lisa Stone

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	87.73%	\$6,747,175.48
Washington Suburban Sanitary Commission	9.22%	\$707,095.61
Fairfax County	1.76%	\$135,358.81
Loudoun Water	0.80%	\$61,526.73
Other (PI)	0.49%	\$37,685.12
<b>TOTAL ESTIMATED DOLLAR AMOUNT</b>	<b>100 %</b>	<b>\$7,690,841.75</b>

Digitally signed by Lisa Stone  
 Date: 2021.01.06 15:32:13 -0500 /  
 Lisa Stone Date  
 Chief People and Inclusion Officer and EVP

 Digitally signed by Dan Bae  
 Date: 2021.01.06 15:32:13 -0500 /  
 Dan Bae Date  
 VP of Procurement and Compliance

Digitally signed by Matthew T. Brown  
 Date: 2021.01.07 17:59:47 -0500 /  
 Matthew T. Brown Date  
 CFO and EVP of Finance and Procurement

Digitally signed by David Gadis  
 Date: 2021.01.28 12:34:44 -0500 /  
 David L. Gadis Date  
 CEO AND General Manager

**Presented and Adopted: February 4, 2021**

**Subject: Approval and Adoption of the Second Amendments to the District of Columbia Water and Sewer Authority 401(a) Plan and 457(b) Plan**

**#21-11  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors (“Board”) of the District of Columbia Water and Sewer Authority (“the Authority or DC Water”) at the Board meeting held on February 4, 2021 upon consideration of a joint use matter, decided by a vote of \_\_\_ (0) in favor and \_\_\_(0) opposed, to take the following action with respect to the Approval and Adoption of the Second Amendments to the District of Columbia Water and Sewer Authority Defined Contribution Plan (the “401(a) Defined Contribution Plan”) and the District of Columbia Water and Sewer Authority 457(b) Plan (“the 457(b) Plan”) for Represented and Non-Represented Employees.

**WHEREAS**, on May 2, 2019, the Board through Resolution #19-24, approved and adopted DC Water’s Amended and Restated 401(a) Defined Contribution Plan and 457(b) Plan; and

**WHEREAS**, on June 4, 2020, the Board approved Resolution #20-43, approved and adopted the first amendments to the 401(a) Defined Contribution Plan: 1) permitting matching contributions with respect to Roth elective deferrals made to the 457(b) Plan; and 2) revising the 401(a) loan repayment methods to include Automated Clearing House (“ACH”) i.e., direct billing and methods permitted by the Administrator and approved and adopted the first amendments to the 457(b) Plan permitting Roth elective deferrals and in-plan designated Roth rollovers, and defining the term “Roth Elective Deferral;” and

**WHEREAS**, the Administrator, Retirement Investment Committee, reviewed the 401(a) Defined Contribution Plan and 457(b) Plan to assess improvements to enrich employee benefits without increasing costs to employees or the Authority; and

**WHEREAS**, on January 13, 2021, the Human Resources and Labor Relations Committee met to consider proposed amendments to DC Water’s 401(a) Defined Contribution Plan and 457(b) Plan; and

**WHEREAS**, on January 13, 2021, the General Manager presented the proposal to amend the 401(a) Defined Contribution Plan as recommended by the Administrator, the

Retirement Investment Committee, to permit all Participants, whether they are or not actively employed by the Authority, to apply for 401(a) plan loans and to clarify certain provisions, effective January 1, 2021; and

**WHEREAS**, on January 13, 2021, the General Manager presented the proposal to amend the 457(b) Plan as recommended by the Administrator, Retirement Investment Committee, to permit employer discretionary contributions, effective January 1, 2021; and

**WHEREAS**, on January 13, 2021, upon further discussion and consideration, the Human Resources and Labor Relations Committee, recommended Board approval of the proposed amendments to DC Water's 401(a) Defined Contribution Plan and 457(b) Plan, effective January 1, 2021; and

**WHEREAS**, on February 4, 2021, upon consideration of the proposed amendments and the recommendation of the Human Resources and Labor Relations Committee, the Board determined that the amendments to the 401(a) Defined Contribution Plan and 457(b) Plan shall be approved.

**NOW THEREFORE BE IT RESOLVED THAT:**

1. The Board approves and adopts the Second Amended District of Columbia Water and Sewer Authority Amended and Restated 401(a) Defined Contribution Plan and 457(b) Plan, effective January 1, 2021.
2. The Board authorizes the General Manager to take all actions necessary to execute Amendment No. 2 to the 401(a) Defined Contribution Plan and Amendment No. 2 to the 457(b) Plan as provided in Attachment A and B, effective as provided therein.
3. The General Manager is hereby authorized and directed to execute the amendment to each of the 401(a) Plan and 457(b) Plan and to take such further actions and to execute such further documents as they may deem advisable or desirable for purposes of adopting and implementing the amendments and announcing the amendments to affected parties.
4. Actions taken by the General Manager in conformance with and furtherance of this Resolution shall be and are ratified, confirmed, approved and adopted in all respects.
5. This resolution is effective immediately.

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Secretary to the Board of Directors

**ATTACHMENT A**

**AMENDMENT NO. 2  
TO THE  
DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
DEFINED CONTRIBUTION PLAN**

On February 4, 2021, the District of Columbia Water and Sewer Authority Board of Directors approved Resolution #21-11 adopting revisions to the District of Columbia Water and Sewer Authority Defined Contribution Plan (the "401(a) Plan"), as amended and restated effective July 1, 2017. Pursuant to the powers of amendment reserved under Section 8.1 of the 401(a) Plan, the 401(a) Plan shall be and is amended by the District of Columbia Water and Sewer Authority (the "Authority") as follows, effective as of January 1, 2021:

1. The first sentence of the second paragraph of Section 10.1 is amended in its entirety to read as follows:

"Participants (whether they are or not actively employed by the Authority and whether they are or not on an Authorized Leave of Absence) may make written application to the Loan Administrator for a loan."

2. The third sentence of Section 10.7 is amended in its entirety to read as follows:

"Subject to applicable provisions of law, each loan shall be further supported by the Participant's execution of an agreement, in a form specified by the Loan Administrator, to repay the loan in any manner permitted by Section 10.8 over a term and in a manner specified by the Loan Administrator."

The District of Columbia Water and Sewer Authority has caused this Amendment to be executed by a duly authorized officer on this \_\_\_\_\_ day of \_\_\_\_\_, 2021.

**DISTRICT OF COLUMBIA WATER AND  
SEWER AUTHORITY**

By: \_\_\_\_\_

Print Name: David L. Gadis

Title: CEO and General Manager

**ATTACHMENT B**  
**AMENDMENT NO. 2**  
**TO THE**  
**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY 457(b) PLAN**

On February 4, 2021, the District of Columbia Water and Sewer Authority Board of Directors approved Resolution #21-11 adopting revisions to the District of Columbia Water and Sewer Authority 457(b) Plan (the "457(b) Plan"), as amended and restated effective January 1, 2019. Pursuant to the powers of amendment reserved under Section 10.1 of the 457(b) Plan, the 457(b) Plan shall be and is amended by the District of Columbia Water and Sewer Authority as follows, effective January 1, 2021:

1. The following sentence is added to the end of Section 1.2: "The Plan also allows for the possibility of Employer discretionary contributions to be made to the Plan on behalf of eligible Employees."
2. The following terms are added to Section 2.1, in the appropriate alphabetical locations:

"ACCOUNT means the amount held under the Plan for the account of a Participant, and shall equal the sum as to each Participant of the Participant's Deferral Account, Rollover Contribution Account, Roth Elective Deferral Account and Employer Contribution Account, including any earnings, losses and/or allocable expenses allocated thereto."

"EMPLOYER CONTRIBUTION ACCOUNT means the account established and maintained on behalf of a Participant to which any Employer Contributions are made, to which any earnings, losses and/or allocable expenses thereon are allocated."

"EMPLOYER CONTRIBUTIONS means the amount of Employer discretionary contributions, if any, that the Employer determines to credit under the Plan on behalf of any given Participant."

3. The following language is added to the end of Section 3.1:

"Notwithstanding the preceding, participation in the Employer Contribution portion of the Plan, if and to the extent it is activated by the Employer, is automatic. Further notwithstanding anything herein to the contrary, Eligible Employees not otherwise enrolled in the Plan through submission of a completed Participation Agreement to the Administrator shall automatically become enrolled in and become Participants under the Plan if and when they are credited with an Employer Contribution pursuant to Section 4.10."

4. Section 4.10 is amended in its entirety to read as follows:

"4.10 EMPLOYER CONTRIBUTIONS. The Employer shall have the option, but not

the obligation, to contribute, on behalf of any Participant, an Employer Contribution, the amount of which the Employer shall determine, in the Employer's sole and absolute discretion. Any Employer Contribution made on behalf of a Participant shall be allocated to the Participant's Employer Contribution Account. Employer Contributions, if any, shall be subject to the limits of Section 4.2. Employer Contributions, and any earnings thereon, be fully vested at all times."

5. A new Section 4.11 is added to the Plan to read as follows:

"4.11 EXCESS DEFERRALS.

(a) Return of Excess Deferrals. Except as provided in (b), below, in accordance with any guidance issued by the Internal Revenue Service, any amount deferred by a Participant in any taxable year under Section 4.1 and/or any Employer Contributions made on behalf of a Participant under Section 4.10 which causes the limits described in Section 4.2 to be exceeded shall be distributed to the Participant (or, in the case of Employer Contributions, returned to the Employer), with allocable net income, as soon as administratively practicable after the Administrator determines that the limits described in Section 4.2 have been exceeded. Excess deferrals shall be returned before addressing any excess Employer Contributions.

(b) Excess Deferrals Arising From Application of the Individual Limitation. Notwithstanding (a), above, Participant Deferrals to the Plan which cause the limits described in Section 4.2 to be exceeded as a result of the Participant's participation in plans other than eligible Code section 457(b) plans maintained by the Employer may, but are not required to be, returned to the Participant, with allocable net income, as soon as administratively practicable after the Administrator determines that the limits described in Section 4.2 have been exceeded."

6. Section 5.5, item (ii) is amended in its entirety to read as follows: "(ii) the Participant has not, during the two (2) year period ending on the date of the distribution under this Section, had any contributions credited on his or her behalf to his or her Plan Account maintained under the Plan, and"

7. The first sentence of Section 8.3 is amended in its entirety to read as follows: "The Authority shall establish and maintain a Plan Account on behalf of each Participant, which shall consist of the Participant's Deferral Account, Rollover Account, Roth Elective Deferral Account and Employer Contribution Account and any other functional subaccount which the Administrator elects to establish."

The District of Columbia Water and Sewer Authority has caused this Amendment to be executed by a duly authorized officer on this \_\_\_\_\_ day of \_\_\_\_\_, 2021.

**DISTRICT OF COLUMBIA WATER AND  
SEWER AUTHORITY**

By: \_\_\_\_\_

Print Name: David L. Gadis

Title: CEO and General Manager

**Presented and Approved: February 4, 2021**  
**SUBJECT: Approval to Execute Supplemental Agreement No. 19 of**  
**Contract No. DCFA #431, Samaha Associates, PC.**

**#21-12**  
**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 February 4, 2021 upon consideration of a joint use matter, decided by a vote of \_\_() in favor and \_\_() opposed to execute Supplemental Agreement No. 19 of Contract No. DCFA #431, Samaha Associates, PC.

**Be it resolved that:**

The Board of Directors hereby authorizes the CEO/General Manager to execute Supplemental Agreement No. 19 of Contract No. DCFA #431, Samaha Associates, PC. The purpose of the supplemental agreement is to provide additional work to close out Headquarters punch list, to provide design services to add lighting and guard booth to wall/fence and entrance east of Pump Station and additional services related to unsuitable soil, fill and stabilization bridge design to foundation for new Fleet Facility. The supplemental agreement amount is \$219,000.

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



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

**ACTION REQUESTED**

**ENGINEERING SERVICES SUPPLEMENTAL AGREEMENT:  
Basic Ordering Agreement – Architectural and Related Services for Non-Process  
Facilities  
(Joint Use)**

Approval to execute Supplemental Agreement No. 19 in the amount of \$219,000 The cumulative modification exceeds the General Manager's approval authority.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b> Samaha Associates PC 10521 Rosehaven Street Suite 200 Fairfax, VA 22030	<b>SUBS:</b> Global Engineering Solutions Washington DC	MBE	<b>PARTICIPATION:</b> 5.3%
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**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$ 3,500,000.00
Value of this Supplemental Agreement:	\$ 219,000.00
Cumulative SA Value, including this SA:	\$13,356,545.00
Current Contract Value, Including this SA:	\$16,856,545.00
Original Contract Time:	1,826 Days (5 Years, 0 Months)
Time extension, this SA:	0 Days
Total SA contract time extension:	2,323 Days (6 Years, 5 Months)
Contract Start Date:	07-31-2010
Contract Completion Date:	12-31-2021

**Purpose of the Contract:**

To provide architectural/engineering and other related services on a Task Order basis for development of a non-process facility Master Plan, and related projects identified in the Master Facilities Plan, and other projects as needed.

**Contract Scope:**

- Develop non-process facilities Master Plan
- Professional architectural/engineering (A/E) and other related services required for the design of new and/or adaptive re-use of buildings, including re-design and renovations of interior space.
- Funded projects to be included under this contract: Adaptive re-use of Old Anacostia Pump station to serve as new facility for Customer Service to be relocated from 810 First Street; modifications to 'O' Street field operations site to accommodate construction of LTCP; design and construction of a new warehouse (central) at Blue Plains; modifications and additions to Central Operations Facility (COF) to meet crucial space needs

**Previous Supplemental Agreement Scope:**

- Provide design services to complete the design for the new warehouse and visitor center/security services building.
- Services related to the regulatory approval phase, site-infrastructure design and construction phase for the new Administrative Headquarters building to be located at 'O' Street Facilities.
- Design services for construction of new wall and boundary fence for Main Pump Station
- Design and construction administrative services for a new Fleet Services facility and a new Sewer Services Field Operations facility.
- Undertaking the schematic design phase for determining the scope of items to be repaired, replaced and/or renovated at the Bryant Street Campus.
- Additional services related to implementation of the Master Facilities Plan.

**Current Supplemental Agreement Scope:**

- To provide additional work to close out HQ punch list, HVAC inspections and acceptance of work
- Provide design services to add lighting and guard booth to wall/fence and entrance east of Main Pump Station (reimbursement by District)
- Additional Services related to unsuitable soil, fill and stabilization bridge design to foundation for new Fleet Facility.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Lump Sum	<b>Award Based On:</b>	Highest Ranking Score
<b>Commodity:</b>	Engineering Services	<b>Contract Number:</b>	DCFA #431
<b>Contractor Market:</b>	Open Market		

**BUDGET INFORMATION**

<b>Funding:</b>	Capital	<b>Department:</b>	Engineering and Technical Services
<b>Service Area:</b>	Non-Process Facilities	<b>Department Head:</b>	Craig Fricke
<b>Project:</b>	DS, HH		

**ESTIMATED USER SHARE INFORMATION**

User (Additional HQ Services-HQ00)	Share %	Dollar Amount
District of Columbia	73.14%	\$ 58,512.00
Washington Suburban Sanitary Commission	20.95%	\$ 16,760.00
Fairfax County	3.83%	\$ 3,064.00
Loudoun County & Potomac Interceptor	2.08%	\$ 1,664.00
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$ 80,000.00</b>

User (Services Fleet Services-MJ45)	Share %	Dollar Amount
District of Columbia	87.69%	\$ 78,044.10
Washington Suburban Sanitary Commission	8.43%	\$ 7,502.70
Fairfax County	2.48%	\$ 2,207.20
Loudoun County & Potomac Interceptor	1.40%	\$ 1,246.00
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$ 89,000.00</b>

User (Design Services-REIM)	Share %	Dollar Amount
District of Columbia	100.00%	\$ 50,000.00
Washington Suburban Sanitary Commission	0.00%	\$
Fairfax County	0.00%	\$
Loudoun County & Potomac Interceptor	0.00%	\$
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$ 50,000.00</b>

User (Total)	Share %	Dollar Amount
District of Columbia	85.19%	\$186,556.10
Washington Suburban Sanitary Commission	11.08%	\$ 24,262.70
Fairfax County	2.41%	\$ 5,271.20
Loudoun County & Potomac Interceptor	1.32%	\$ 2,910.00
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$219,000.00</b>



Leonard R. Benson, SVP  
CIP Project Delivery

1/14/21 / Date



Dan Bae, VP  
Procurement & Compliance

Date

FACT SHEET DCFA 431 BOA SA19

Matthew T. Brown

Digitally signed by Matthew T. Brown  
Date: 2021.01.15 13:23:05 -05'00'

Matthew T. Brown  
CFO and EVP  
Finance & Procurement

Date

David Gadis

Digitally signed by David Gadis  
DN: cn=David Gadis, o, ou, email=David.Gadis@dcwater.com, c=US  
Date: 2021.01.28 12:55:23 -05'00'

David L. Gadis  
CEO & General Manager

Date

Prepared December 23, 2020

**Presented and Approved: February 4, 2021**  
**SUBJECT: Approval to Execute Contract No. DCFA #504, McKissack & McKissack of Washington, Inc.**

**#21-13**  
**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 February 4, 2021 upon consideration of a joint use matter, decided by a vote of \_\_\_() in favor and \_\_\_() opposed to execute Contract No. DCFA #504, McKissack & McKissack of Washington, Inc.

**Be it resolved that:**

The Board of Directors hereby authorizes the CEO/General Manager to execute Contract No. DCFA #504, McKissack & McKissack of Washington, Inc. The purpose of the contract is to provide professional engineering and related services under the proposed agreement pertaining to the execution of the non process facilities CIP. The contract amount is \$3,000,000.

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

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

**ACTION REQUESTED**

**ENGINEERING SERVICES:**

**Non-Process Facilities Program Manager  
(Joint Use)**

Approval to execute an architectural and engineering services contract for \$3,000,000.00

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b>	<b>SUBS:</b>	<b>PARTICIPATION:</b>
McKissack & McKissack of Washington, Inc 901 K Street, NW, 6 <sup>th</sup> Floor Washington, DC 20001  WBE	Setty & Associates. Washington, DC MBE	10.0%
	Aspen of DC dba ADC Management Solutions Washington, DC MBE	6.0%
	Forella Group Chantilly, VA MBE	5.0%
	SZ PM Consultants, Inc Washington, DC MBE	5.0%
	Astute Engineering Vienna, VA MBE	1.0%
	Geotech Resources, LLC Montgomery Village, MD MBE	1.0%
	Tina Boyd & Associates Washington, DC WBE	5.0%

**DESCRIPTION AND PURPOSE**

Contract Value, Not-To-Exceed: \$3,000,000  
 Contract Time: 1,825 Days (5 Years, 0 Months)  
 Anticipated Contract Start Date: 02-21-2021  
 Anticipated Contract Completion Date: 02-21-2026

Other firms submitting proposals/qualification statements:

- EXP US Services, Inc.
- \*Samaha Associates P.C.
- \*Sheladia Associates, Inc.
- \*WSP P.C.

\* Asterisk indicates short listed firms.

**Purpose of the Contract:**

To retain the services of a qualified Architectural and Engineering (A/E) design firm to provide professional services to establish and manage a Facilities Capital Program (FCP) process. The Facilities Capital Program will support the Facilities Department in planning and executing the Capital Improvement Plan (CIP) for all DC Water non-process facilities in the Washington D.C. metro area.

**Contract Scope:**

- Provide professional engineering and related services under the proposed agreement pertaining to the execution of the non process facilities CIP. Services will include:
  - Preparing and updating master plans, facility plans, space/facilities management and associated tools, commissioning and startup assistance, coordinating with designers, managing design-build projects and coordinating with construction managers.

- o The program will also provide assistance to the Facilities Management Department in matters requiring program management, engineering or technical expertise pertaining to existing, newly constructed, or proposed non-process facilities with an emphasis on innovation, reliability and cost savings solutions.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Lump Sum & Cost-Plus Fixed Fee	<b>Award Based On:</b>	Best Value
<b>Commodity:</b>	Engineering Design Services	<b>Contract Number:</b>	DCFA #504
<b>Contractor Market:</b>	Open Market		

**BUDGET INFORMATION**

<b>Funding:</b>	Capital	<b>Department:</b>	Facilities
<b>Service Area:</b>	Non-Process Facilities	<b>Department Head:</b>	Brent Christ
<b>Project:</b>	DU, HF, HK, NZ, RV, SA, SB, SC, SD		

**ESTIMATED USER SHARE INFORMATION**

User	**Share %	Dollar Amount
District of Columbia	100.00%	\$ 3,000,000.00
Federal Funds	0.00%	\$
Washington Suburban Sanitary Commission	0.00%	\$
Fairfax County	0.00%	\$
Loudoun County & Potomac Interceptor	0.00%	\$
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$ 3,000,000.00</b>

\*\*Under the terms of the IMA, the capital costs associated with each joint facility are to be split among the users in proportion to the peak flow each user is allocated. It is not possible, at this time, to allocate costs by individual facility. It is anticipated that as projects are developed for work associated with specific facilities and costs are developed, the individual users will be notified and billed accordingly.

**Maureen Holman**

Digitally signed by Maureen Holman  
 DN: cn=Maureen Holman, o, ou,  
 email=maureen.holman@dcwater.com, c=US  
 Date: 2021.01.14 19:01:19 -05'00'

Maureen Holman, EVP Administration Date

**Matthew T. Brown**

Digitally signed by Matthew T. Brown  
 Date: 2021.01.15 13:23:30 -05'00'

Matthew T. Brown CFO and EVP Finance & Procurement Date



Digitally signed by Dan Bae  
 DN: C=US, E=dan.bae@dcwater.com,  
 O=District of Columbia Water and Sewer Authority, OU=VP of Procurement & Compliance, CN=Dan Bae  
 Date: 2021.01.14 16:16:07 -05'00'

Dan Bae, VP Procurement & Compliance Date

**David Gadis**

Digitally signed by David Gadis  
 DN: cn=David Gadis, o, ou,  
 email=David.Gadis@dcwater.com, c=US  
 Date: 2021.01.28 17:55:53 -05'00'

David L. Gadis CEO & General Manager Date

**Presented and Adopted: February 4, 2021**

**SUBJECT: Approval to Publish Notice of Emergency and Proposed Rulemaking to Establish the Customer Assistance Program - DC Water Cares Multifamily Assistance Program for Low Income Multifamily Tenants**

**#21-14  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors (“Board”) of the District of Columbia Water and Sewer Authority (“DC Water”) at the Board meeting held on February 4, 2021 upon consideration of a non-joint use matter, decided by a vote of \_\_\_ ( ) in favor and \_\_\_ ( ) opposed, to approve the following action with respect to the proposal to establish the Customer Assistance Program - DC Water Cares Multifamily Assistance Program for Low-Income Multifamily Tenants.

**WHEREAS**, on September 3, 2020, the Board, through Resolution #20-65, approved the allocation of \$7 million of the \$15 Million Fiscal Year 2020 cash surplus to establish a new program to provide one-time assistance to multi-family buildings where occupants have been negatively impacted by COVID and payment plans are established and adhered with the assistance determined and provided per affordable unit, and will be on a matching basis; and

**WHEREAS**, on January 6, 2021, the DC Retail Water and Sewer Rates Committee met to consider amending the Customer Assistance Programs to establish a “DC Water Cares: Multifamily Assistance Program for Low-Income Multifamily Tenants”; and

**WHEREAS**, on January 26, 2021, the General Manager presented the proposed new “DC Water Cares: Multifamily Assistance Program for Low-Income Multifamily Tenants,” to provide Multifamily Assistance Program (MAP) credits up to \$2,000 per eligible low-income tenant unit, provided the participating Multi-family Customer complies with the terms and conditions for the program, including providing 90% of the credits to the tenants rental account, execute a payment plan for any remaining outstanding balance and other requirements; and

**WHEREAS**, Multi-family Customers may participate in the program if their property is not owned by the District of Columbia or Federal Government, not receiving federal assistance to pay for water and sewer services, have one or more eligible tenant, and complete and submit a DC Water Cares: Multifamily Assistance Program Terms and Conditions Application; and

**WHEREAS**, multifamily tenants are eligible to receive assistance if they reside in an affordable housing unit or have an annual household income is equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit; and

**WHEREAS**, multifamily tenants are categorically eligible if they: 1) receive assistance for public benefits programs, including, but not limited to, the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), or medical assistance programs, through Medicaid, Alliance and DC Healthy Families programs as determined by the District of Columbia Department of Human Services, 2) receive Low-Income Energy Assistance Program (LIHEAP) or Utility Discount Program (UDP) assistance as determined by District Department of Energy and Environment; or apply for assistance and their household income is equal or below 80% AMI as determined by DOEE; and

**WHEREAS**, the “DC Water Cares: Multifamily Assistance Program for Low-Income Multifamily Tenants” shall terminate at the end of Fiscal Year 2021, but may continue upon Board approval; and

**WHEREAS**, on January 26, 2021, the General Manager recommended the immediate implementation of this MAP program because the economic impacts due to COVID-19 are becoming more acute, causing an increase in the number of Multi-family Customers in arrears, which this program will address; and

**WHEREAS**, on January 26, 2021, DC Retail Water and Sewer Retail Rates Committee, after having evaluated the “DC Water Cares: Multifamily Assistance Program for Low-Income Multifamily Tenants”, program design, participation estimates, process and procedures, and the recommendation of the General Manager, recommended that the Board approve the publication of the Notice of Emergency and Proposed Rulemaking for immediate implementation and public comment.

**WHEREAS**, after consideration of the recommendations of the DC Retail Water and Sewer Rates Committee and the recommendation of the General Manager, the District members of the Board of Directors, upon further consideration and discussion, agreed to approve for publication the Notice of Emergency and Proposed Rulemaking for the amendments to the Customer Assistance Program regulations to establish the rules for “DC Water Cares: Multifamily Assistance Program for Low-Income Multifamily Tenants”, as proposed by the General Manager.

**NOW THEREFORE BE IT RESOLVED THAT:**

1. The Board hereby adopts and approves the publication of the Notice of Emergency and Proposed Rulemaking to amend 21 DCMR 4102 Customer Assistance Program as recommended by the DC Retail Water and Sewer Rates Comments

and the General Manager to establish the “DC Water Cares: Multifamily Assistance Program for Low -Income Multifamily Tenants”, effective for 120 days.

2. The General Manager shall amend the Customer Assistance Programs regulations as provided in Attachment A.
3. The General Manager is authorized to take all steps necessary in his judgment and as otherwise required, to initiate the public comment process and shall publish the Notice of the Emergency and Proposed Rulemaking and Notice of Public Hearing in accordance with the District of Columbia Administrative Procedure Act and implementing rules.
4. This resolution is effective immediately.

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Secretary to the Board of Directors



Attachment A

Title 21, DCMR Chapter 4, is amended by adding a new subsection 21 DCMR 4102.10 to read as follows:

**4102.10 DC WATER CARES: MULTIFAMILY ASSISTANCE PROGRAM (MAP)**

- (a) The DC Water Cares: Multifamily Assistance Program (MAP) provides up to two thousand (\$2,000) of emergency relief to eligible tenant(s) residing in a participating Multi-family Customer's premises.
- (b) For purposes of this subsection, Non-Residential Customers whose premises has four or more dwelling units, are deemed Multi-family Customers and eligible to participate in the MAP program.
- (c) Multi-family Customers and their tenants may participate in MAP by complying with the requirements in this subsection.
- (d) To participate in the MAP, a Multi-family Customer shall:
  - (1) Maintain an active DC Water account and be responsible for paying for water and sewer services at a Multi-family Customer's property that is:
    - (a) Not owned or operated by the District of Columbia or the Federal Government; or
    - (b) Not currently receiving federal assistance to pay for water and sewer services, including, but not limited to District or federally funded COVID-19 rental assistance.
  - (2) Have one or more eligible tenant(s) in an active lease or rental agreement to reside in their premises;
  - (3) Complete and submit a DC Water Cares: Multifamily Assistance Program Terms and Conditions Application and comply with DC Water requests for information and access to the premises as necessary to determine compliance with the MAP requirements;
  - (4) Upon receipt of MAP Credits, apply ninety percent (90%) of the MAP Credits to the DC Water approved eligible tenant's rental account within thirty (30) days of receipt of the MAP Credit;

- (5) Notify the tenant in writing that the credits were applied to their rental account within thirty (30) days of the date of the Statement of Credits from DC Water;
  - (6) Enter a payment plan agreement with DC Water for any remaining arrears outstanding on the DC Water account within 60 days of receipt of the first MAP Credits;
  - (7) Notify DC Water within thirty (30) days of any change in ownership or the eligible tenant's tenancy.
- (e) To be eligible to participate in the MAP, a tenant shall:
- (1) Be named on the lease or rental agreement in a Multi-family Customer's property that is master metered and approved to participate in the MAP;
  - (2) Reside in an Affordable Housing Unit, provided the tenant does not notify DC Water to be excluded from receiving MAP assistance within ten (10) days of receipt of notice of eligibility from DC Water; or
  - (3) Meet the annual household income limits equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit as follows:
    - (a) Tenant submits a Customer Assistance Program Application to the District of Columbia Department of Energy and Environment (DOEE) and DOEE determines that the applicant meets the annual household income requirements;
    - (b) Tenant that is eligible to receive Low-Income Energy Assistance Program (LIHEAP) or Utility Discount Program (UDP) assistance as determined by DOEE shall be categorically eligible to participate in the MAP, provided they do not notify DC Water to be excluded from participating within ten (10) days of receipt of the notice of eligibility from DC Water;
    - (c) Tenant that is eligible to receive assistance for public benefits programs, including, but not limited to, the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), or medical assistance programs, through Medicaid,

Alliance and DC Healthy Families programs as determined by the District of Columbia Department of Human Services, shall be categorically eligible to participate in the MAP, provided they notify DC Water that they agree to participate in MAP within ten (10) days of receipt of the notice of eligibility, but not later than September 21, 2021.

- (4) Tenant is not eligible to receive MAP assistance if they:
  - i. Reside in a dwelling unit that is 100% subsidized; or
  - ii. Receive emergency rental assistance for water and sewer charges.
- (f) DC Water shall apply up to two thousand dollars (\$2,000) in MAP Credits per eligible tenant unit during Fiscal Year 2021 on an approved Multi-family Customer's DC Water account that has one or more eligible tenant(s) as follows:
  - (1) The MAP Credits provided per eligible unit shall be calculated based on the greater of A. or B. divided by the total number of dwelling units in the premises:
    - A. The average of the Multi-family Customer's DC Water charges billed from April 1, 2020 to December 31, 2020 subtracting any amount of water and sewer charges applicable to any retail/commercial units and that result is multiplied by three (3); or
    - B. Total amount of the outstanding balance on the Multi-family Customer's DC Water account as of December 31, 2020 subtracting any water and sewer charges applicable to any retail/commercial units.
  - (2) DC Water shall revoke the amount of the MAP Credits applied to a Multi-family Customer's DC Water account and charge the customer's account the full amount of the MAP Credits, if one or more of the following violations is not corrected within 10 days of the date of the notice of violation from DC Water:
    - (a) Failure to comply with the MAP Terms and Conditions;
    - (b) Failure to enter into a payment plan agreement within sixty (60) days of the receipt of the first MAP Credits to establish a payment schedule for any remaining outstanding charges;

- (c) Failure to apply the MAP Credits to the tenant's rental account within thirty (30) days of receipt of the MAP Credits; or
  - (d) Multi-family Customer or tenant commits fraud or makes false statements in connection with the MAP.
- (g) Multi-family Customer that receives MAP Credits on their DC Water account shall:
  - (1) Apply ninety percent (90%) of the total MAP Credit for the approved tenant on their rental account within thirty (30) days of the date of Statement of Credits from DC Water;
  - (2) Notify the approved tenant, in a rental statement or separate writing, that the credit has been applied to their rental account within thirty (30) days of the date of Statement of Credits from DC Water;
  - (3) Notify DC Water within thirty (30) days of any change in ownership if the MAP Credits have not been applied to the Multifamily Customer's DC Water account;
  - (4) Notify DC Water within thirty (30) days of any change in the tenant's tenancy if the MAP Credits have not been applied to the tenant's rental account;
  - (5) Provide the tenant any MAP Credits remaining in their tenant account if the tenant terminates their tenancy;
  - (6) Provide, upon DC Water's request, documentation confirming that the MAP Credits have been applied to the tenant's rental account;
  - (7) Provide DC Water access to the premises and records to conduct an audit to determine compliance with these regulations and the MAP Terms and Conditions;
  - (8) Maintain all documents related to the MAP Terms and Conditions Application, receipt and handling of MAP Credits, and notices to approved tenant(s).
- (h) The DC Water Cares MAP shall continue in Fiscal Year 2022 if authorized by the DC Water Board.
- (i) To continue receiving MAP Credits in Fiscal Year 2022 without interruptions, the Multifamily Customer must submit a renewal DC Water Cares: Multifamily

Assistance Program Terms and Conditions Application to DC Water in accordance within the renewal deadline. A Multifamily Customer that submits their renewal DC Water Cares: Multifamily Assistance Program Terms and Condition Application after this period, and is subsequently approved by DC Water, will receive benefits as of the date of receipt of the Application.

- (j) If DC Water determines that budgeted funds are insufficient to provide DC Water Cares MAP Credits, DC Water may:
  - (1) Suspend the process for accepting DC Water Cares MAP applications; or
  - (2) Suspend or adjust providing DC Water Cares MAP Credits to eligible Multifamily Customer's DC Water account.

**Presented and Adopted: February 4, 2021**

**SUBJECT: Approval to Publish Notice of Final Rulemaking to Establish the Customer Assistance Program - DC Water Cares Emergency Relief Program for Low-Income Customers**

**#21-15  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors (“Board”) of the District of Columbia Water and Sewer Authority (“DC Water”) at the Board meeting held on February 4, 2021 upon consideration of a non-joint use matter, decided by a vote of \_\_\_ ( ) in favor and \_\_\_ ( ) opposed, to approve the following action with respect to the final proposal to establish the Customer Assistance Program - DC Water Cares Emergency Relief Program for Low-Income Residential Customers.

**WHEREAS**, on September 3, 2020, the Board, through Resolution #20-65, approved the allocation of \$3 million to continue the District’s Emergency Residential Program in FY 2021 to provide one-time assistance up to \$2,000 to residential customer’s economically impacted by COVID-19; and

**WHEREAS**, on November 5, 2020, the Board, through Resolution #20-82, approved the publication of the Notice of Emergency and Proposed Rulemaking (NOEPR) amending the Customer Assistance Program regulations and establish the rules for the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers” for immediate implementation, which would expire within 120 days on March 5, 2021 unless a Notice of Final Rulemaking is published; and

**WHEREAS**, on November 5, 2020, the Board, through Resolution #20-82, approved the publication of the Notice of Public Hearing to hold a virtual public hearing on January 13, 2021 to receive comments on the NOEPR; and

**WHEREAS**, on November 20, 2020, DC Water published the Notice of Emergency and Proposed Rulemaking, at 67 DCR 13809, and Notice of Public Hearing, at 67 DCR 13593 to receive public comments on the rulemaking by January 18, 2021; and

**WHEREAS**, on January 13, 2021, Board of Directors held a virtual Public Hearing to receive oral and written comments on the NOEPR for the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers”; and

**WHEREAS**, on January 26, 2021, the DC Retail Water and Sewer Rates Committee met

to consider the final proposed amendments to the Customer Assistance Program regulations to establish the rules for the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers”, the comments received during the public comments period and during the virtual Public Hearing held on January 13, 2021, and the recommendation of the General Manager on the final proposal to establish the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers”; and

**WHEREAS**, on January 26, 2021, the DC Retail Water and Sewer Committee, after having evaluated the design, process and procedures and customer and Grass Roots Community outreach plans, the comments received during the public comment period, and the recommendation of the General Manager, recommended that the Board take final action to adopt for final rulemaking the amendments to the Customer Assistance Program regulations to establish the rules for the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers”; and

**WHEREAS**, after consideration of the recommendations of the DC Retail Water and Sewer Rates Committee and the recommendation of the General Manager, the District members of the Board of Directors, upon further consideration and discussion, agreed to approve for final rulemaking and adoption the amendments to the Customer Assistance Program regulations to establish the rules for the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers”, as proposed by the General Manager.

**NOW THEREFORE BE IT RESOLVED THAT:**

1. The Board hereby adopts and approves the publication of the Notice of Final Rulemaking to amend 21 DCMR 4102 Customer Assistance Program as recommended by the DC Retail Water and Sewer Rates Committee and the General Manager to establish the “DC Water Cares – Emergency Relief Program for Low-Income Residential Customers” that will terminate on September 30, 2021 unless approved to continue in FY 2022.
2. The General Manager shall amend the Customer Assistance Programs regulations as provided in Attachment A.
3. The General Manager is authorized to take all steps necessary in his judgment and as otherwise required, to publish the Notice of Final Rulemaking in accordance with the District of Columbia Administrative Procedure Act and implementing rules.
3. This resolution is effective immediately.

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

## Attachment A

Title 21, DCMR Chapter 4, is amended by adding a new subsection 21 DCMR 4102.9 to read as follows:

### **4102.9 DC WATER CARES EMERGENCY RELIEF PROGRAM FOR LOW-INCOME RESIDENTIAL CUSTOMERS**

- (a) Participation in the DC Water Cares Emergency Relief Program (DC Water Cares) shall be limited to a single-family or individually metered low-income Residential Customer that meets the following eligibility requirements:
  - (1) The applicant maintains an active DC Water account and is responsible for paying for water and sewer services; and
  - (2) DOEE has determined that the applicant's annual household income is equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit
- (b) An approved customer shall receive the following benefits:
  - (1) Credit of one hundred percent (100%) off of the past due water and sewer bill balance; and
  - (2) The total amount of credits provides shall not exceed Two Thousand dollars during Fiscal Year 2021;
- (c) Upon DC Water's receipt of notice from DOEE that the applicant meets the financial eligibility requirements, DC Water shall provide the credits to the customer's account from the date that DOEE accepts a completed application and for future qualifying events that may lead to collection activities to the end of the fiscal year in which the application was submitted.
- (d) The DC Water Cares program shall terminate on September 30, 2021, but may continue in Fiscal Year 2022 if authorized by the DC Water Board of Directors.
- (e) To continue receiving DC Water Cares benefits in Fiscal Year 2022 without interruptions, the customer must submit a renewal CAP or CAP2 application to DOEE in accordance with the Utility Discount Program renewal deadline. A customer that submits their renewal CAP or CAP2 application after this period, and is subsequently approved by DOEE, will receive benefits as of the date of the application.



- (f) If DC Water determines that the remaining budgeted funds are insufficient to provide DC Water Cares benefits, DC Water may:
  - (1) Suspend the process for accepting DC Water Cares applicants; or
  - (2) Suspend or adjust providing DC Water Cares benefits to eligible recipients.

**Presented and Approved: February 4, 2021**  
**SUBJECT: Approval of Expanded Backwater Valve Reimbursement Program for Areas Impacted by September 10, 2020 Storm**

**#21-16**  
**RESOLUTION OF THE**  
**BOARD OF DIRECTORS OF THE**  
**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors ("Board") of the District of Columbia Water and Sewer Authority ("the Authority" or "DC Water") at the Board meeting held on February 4, 2021, upon consideration of a non-joint use matter decided by a vote of \_\_() in favor and \_\_\_ () opposed, to approve the following action with respect to Expanded Backwater Valve ("BWV") Reimbursement Program for areas impacted by September 10, 2020 storm.

**WHEREAS**, on September 6, 2012, the Board, through Resolution #12-85, authorized \$2 Million to implement DC Water's Action Plan that included providing rebate assistance for the installation of backwater valve (BWV) on the sewer lines of affected properties in the Bloomingdale and LeDroit Park Neighborhoods that were impacted by four flooding events during the summer of 2012, resulting in sewer surcharges that caused reverse flow into basements; and

**WHEREAS**, on September 10, 2020, the District of Columbia experienced a 100-year storm over a 5-minute period and a 10-25 year storm over a 4-hour period, exceeding the Hurricane Isaias and Laura wet weather events that occurred on July 30-August 4, 2020 and August 28-29, 2020, respectively, that caused excessive overland flooding and sewer surcharges resulting in reverse sewage flow into basements in separate sewer areas of the District; and

**WHEREAS**, on September 16, 2020, due to the severity of the impacts, the General Manager agreed to expand the BWV reimbursement program to customers impacted by the September 10, 2020 storm, including, but not limited to, areas in and around Nicholson Street, NE, providing rebate assistance to affected property owners up to \$6,000 per customer to install backwater valves on sewer lines where an analysis determines that the presence of a correctly installed and maintained backwater valve would have mitigated the sewer backup impacts; and

**WHEREAS**, on January 26, 2021, the DC Retail Water and Sewer Rates Committee met to consider the General Manager's proposal to implement the expanded BWV reimbursement program to provide assistance to customers impacted by the September 10, 2020 wet weather event; and

**WHEREAS**, on January 26, 2021, the General Manager presented the location, frequency, and intensity of the storm event, areas impacted, and criteria for eligibility, implementation process and procedures, and requirements for reimbursement to provide assistance for up to approximately 250 BWVs at a cost of \$1.5 Million for FY 2021-2023; and

**WHEREAS**, on January 26, 2021, the DC Retail Water and Sewer Committee, after having evaluated the design, process and procedures for the expanded BWV reimbursement program, and the recommendation of the General Manager, recommended that the Board approve the expanded BWV reimbursement program; and

**WHEREAS**, after consideration of the recommendations of the DC Retail Water and Sewer Rates Committee and the recommendation of the General Manager, the District members of the Board of Directors, upon further consideration and discussion, agreed to approve the expanded BWV reimbursement program as proposed by the General Manager.

**NOW THEREFORE BE IT RESOLVED THAT:**

1. The Board hereby authorizes the General Manager to expand the Backwater Valve reimbursement program to properties as proposed by the General Manager to mitigated sewage backups related to September 10, 2020 storm to prevent future sewer backup damage from similar future wet weather events.
2. The General Manager is authorized to expend up to \$1.5 Million through FY 2023 to implement the expanded BWV reimbursement program.
3. The General Manager shall engage with District of Columbia Department of Consumer and Regulatory Affairs to recommend enforcement and applicability enhancements related to backwater valve requirement in the next update to the District's Plumbing Code.
4. This resolution is effective immediately.

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Secretary to the Board of Directors