

# WHAT'S ON TAP



NEWS FOR DC WATER CUSTOMERS • SUMMER ISSUE



## Changes coming to your DC Water bill

New fees and a potential change in how the CRIAC is charged

### Several changes in DC Water rates and fees are taking place in 2019

Earlier this year, DC Water announced new and updated fees and charges for services. Some existing fees increased, while some remained the same. DC Water also implemented new charges for some services. For instance, there are some new fees for permit reviews for new development. There are also new fees for food-serving establishments to address clogged sewer lines, sewer backups, and infrastructure damage caused by the improper discharge of fats, oils, and grease (FOG) into the sewer system. DC Water is also adding a manual read fee. The Manual Meter Read Fee is charged if the meter is not transmitting data due to obstruction by customer or because the customer hasn't

allowed installation of the Automated Meter and Transmitting Unit. DC Water had not revisited the fee structure in a number of years, so undertook a review to ensure that the fees cover the cost to provide the services. Otherwise those costs would be unfairly recovered from everyone in the customer base.

In FY 2018, DC Water performed a *fees and charges cost of service study* to ensure our fees and charges cover the cost of providing services. The last similar study was conducted in 2011. Upon reviewing the costs, we worked with an outside consultant to ensure that the proposed fees are reasonable and generally represent the cost of providing the service. The analysis also took into account the level of fees in comparison to peer utilities in the region. As a result, many fees remained the same.

Most fees will go into effect in August 2019, while a few are in effect now. For a full listing of DC Water fees, please visit: [dcwater.com/fee-schedule](http://dcwater.com/fee-schedule).

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## CEO's Message

Greetings,

This summer marks one year since I arrived at DC Water. In that time, we launched a new strategic plan with four key objectives—to step up efforts at cost-cutting and creating savings, to create a more customer-focused organization, to return attention to our core mission and service delivery, and to change the enterprise's corporate culture.



We made great strides, reducing the cost of doing business by \$27 million annually. We put in place an Executive Vice President of Customer Experience to ensure that we maintain emphasis on customers and stakeholders.

I brought the concept of a Stakeholder Alliance to the utility and we created an advisory group from the community to help identify issues, view challenges from a fresh perspective and look at a variety of solutions. The first item we tackled was the Clean Rivers Impervious Area Charge (CRIAC). Working in partnership with the District government, we expanded financial assistance programs to ease the CRIAC burden for low and moderate-income customers. We also analyzed the way the Authority assesses the CRIAC and are looking at alternate methods that use both impervious area and sewer usage in the calculation.

Last month, I presented this information and more to all eight Wards of the District. I thank those who participated and look forward to all we will accomplish together in the years to come. Please read this insert for important updates.

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# Changes coming to your DC Water bill

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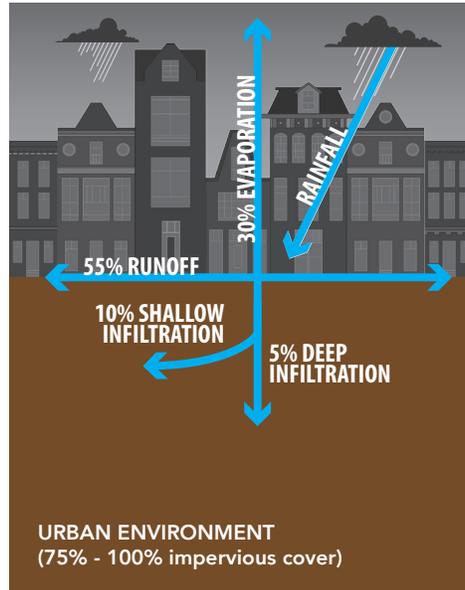
## Rate shift for the Clean Rivers Impervious Area Charge (CRIAC)

DC Water's Board of Directors is considering a shift in the way the Clean Rivers Impervious Area Charge (CRIAC) is assessed. Beginning in 2009, the CRIAC was calculated solely by the impervious area (hard surfaces that don't allow water to penetrate) on a property since these surfaces cause stormwater runoff to enter combined sewer systems, overflowing the pipes into District waterways.

The CRIAC is a charge that pays for the Clean Rivers Project—the project designed to significantly reduce overflows of combined stormwater and sewage to local waterways—a massive engineering feat with a \$2.7 billion pricetag.

But that method for calculating the CRIAC only accounts for one contributing factor. It doesn't account for the sewage generated on a property that also enters the combined sewage pipes, causing overflow in rainstorms.

To more fairly assess the CRIAC, DC Water's proposed calculation includes a portion of sewage generated (as measured by water volume) and impervious area for each property. The percentages would be phased in. For 2020, volumetric sewer charges would account for 18 percent, while impervious area will account for 82 percent. By 2022, the percentages would be 37 percent / 63 percent respectively.



## The results are in: Tap Surpasses Safety Standards

Careful review by scientists and staff from DC Water and the Environmental Protection Agency (EPA) confirm that the District's drinking water remains clean, safe, and good for you. The exceptional quality of your tap water is detailed in the annual drinking water quality report released this month. The report provides customers with important information about the source of our tap water, how it is cleaned and made safe, and detailed water quality data. Additionally, the report details DC Water's comprehensive lead testing and lead pipe replacement programs.



Customers will receive notification of the report by mail, and the full report is available at [dcwater.com/waterreport](http://dcwater.com/waterreport). Alternatively, call (202) 787-2200 to request a paper copy.

For more than ten years DC Water has met every federal water standard, including for lead, and we are fully committed to making sure our water remains safe. The Authority's water monitoring programs go above and beyond what is required—last year specialists performed more than 40,000 quality tests of a broad range of parameters from water samples taken from household taps and hydrants in every quadrant of the city.

It's important to note that some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those undergoing chemotherapy, previous organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk for infections. These people should seek advice about drinking water from their health care providers.

## Help us help you.

We have expanded our financial assistance programs. Visit [doee.dc.gov/service/criacreief](http://doee.dc.gov/service/criacreief) to see if you qualify for Clean Rivers impervious area charge relief.



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