



These rates and charges went into effect on October 1, 2017

How to Read Your New DC Water Bill

A Usage (CCF)

One (1) CCF (or one hundred cubic feet) of water usage equals approximately 748 gallons.

B Water System Replacement Fee

This fee helps to replace aged water pipes. Your meter size is included.

C Water Services Lifeline Rate

DC Water discounts the first 4 CCF for residential customers.

D Water Services Standard Residential Rate

The rate for water used above the first 4 CCF.

E Clean Rivers Impervious Area Charge 1 ERU

This fee is based on individual ERUs and pays for projects that will reduce pollution in DC area waterways.

F SPLASH Contribution

Consider contributing to our assistance fund to help keep service on for those in need.

Account Number: XXXXX-X
Service Address: 100 SAMPLE AVE NW
Square/Suffix/Lot: 1274/0932/0173
Impervious Sq Ft: 1000

Questions/Preguntas: (202) 354-3600
Emergencies/Emergencia: (202) 612-3400
Visit Us Online: dcwater.com

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dcwater.com

Meter Number	Meter Size	Prior Read Date	Current Read Date	Number of Days	Prior Read	Current Read	Usage (CCF)	Usage (Gallons)	Read Type
16125071	5/8"	7/7/17	8/6/17	30	53	60	7	5,236	ACT

BILL SUMMARY

Bill Date
 Previous Balance
 Payments as of 8/7/17
 Outstanding Amount Due
 Current Charges
 Other Charges and Credits
Total Amount Due by 9/6/17

IMPORTANT MESSAGES

With paperless billing, you can receive and pay your bill online. Customer Advantage for more information.

CURRENT CHARGES - RESIDENTIAL

Meter Fee 5/8"	\$3.86
Water System Replacement Fee 5/8"	\$6.30
Water Services 4 CCF X \$3.39	\$13.56
Water Services 3 CCF X \$4.26	\$12.78
Sewer Services 7 CCF X \$6.00	\$42.00
Clean Rivers IAC 1 ERU X \$25.18	\$25.18

DC GOVERNMENT FEES

DC Government PILOT Fee 7 CCF X \$0.49	\$3.43
DC Government ROW Fee 7 CCF X \$0.18	\$1.26
DC Government Stormwater Fee 1 ERU X \$2.67	\$2.67
SPLASH Contribution	\$0.96

Total Current Charges \$112.00
TOTAL CURRENT BILL **\$112.00**

USAGE AT A GLANCE (CCF)

Please return the portion below with your payment to ensure proper credit to your account.

Make a SPLASH to help those in need pay their water bill

R-Up R-Up + \$1 R-Up + \$5 R-Up + \$_____ \$_____

ROUND UP (R-Up)
Round your bill up to the next dollar or more* (Starts on next bill, recurring monthly)

ONE-TIME
(Include with payment)

Account Number 27521-4
Total Amount Due: 9/6/17 **\$112.00 CR**
 Amount Due After: 9/11/17 \$123.20
Amount Enclosed \$ _____
 Please allow time for your payment to reach us.

000001 000000001

DOE, JANE
 100 SAMPLE AVE NW
 WASHINGTON DC 20001

Remit payment to:

DC Water
 Customer Service Department
 P.O. Box 97200
 Washington, D.C. 20090





G Billing Disputes

An owner or occupant may challenge their most recent bill. For more information on your rights please visit dcwater.com/disputing-bill.

Account Number: XXXXX-X

EXPLANATION OF TERMS

ACT ACTUAL METER READING	CUST CUSTOMER METER READING	ERU EQUIVALENT RESIDENTIAL UNIT
CAP CUSTOMER ASSISTANCE PROGRAM	EST ESTIMATED METER READING	NSF INSUFFICIENT FUNDS
CCF CENTUM CUBIC FEET (100)	 1 CCF = 748 GALLONS 	WSRF WATER SYSTEM REPLACEMENT FEE

CUSTOMER CLASSIFICATION	DESCRIPTION
RESIDENTIAL	A single-family dwelling; condominiums or apartments where each unit is served by a separate service line and is individually metered, or a multi-family structure (4 apartments or less) served by a single service line that is metered.
MULTI-FAMILY	Condominium or apartment dwellings with 4 or more units that are metered.
NON-RESIDENTIAL OR COMMERCIAL	All customers not referenced within the Residential or Multi-Family class.

SERVICE FEES & CHARGES	REASON	AMOUNT
LATE FEE	Bill is not paid by the due date Bill is outstanding for more than 60 days	10% 1% Interest, compounded monthly
SERVICE DISCONNECTION/RESTORATION	Disconnection of service Restoration of service	\$50 \$50
ON WITHOUT AUTHORIZATION (OWA)	Following a disconnection for non-payment, where the water is turned on without authorization	\$245
METERING FEE	Maintenance and repair of DC Water-owned meters	Based on meter size
RETURNED PAYMENT CHARGE	Returned electronic funds transfer (EFT) Returned check Returned credit card charge	\$20 \$25 Up to \$35
WATER REPLACEMENT FEE	To replace aging water infrastructure; approximately 1% is renewed annually	Based on meter size and average water flow
CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC)	This charge is based on the impervious area of a property and was designed so that property owners pay a fair share towards the cost of the long term combined sewer overflow control plan. The charge structure uses the term Equivalent Residential Unit or ERU to measure the impervious area. Residential properties are categorized into tiered ranges. Multi-Family and Non-Residential properties are charged based on square footage of impervious area. For more information, please visit us at dcwater.com/impervious-area-faq .	
START SERVICE	If you are a property owner in the District of Columbia and need to start water service, contact DC Water and provide a copy of your settlement statement. Tenants are unable to start service. A \$50 fee is assessed to establish service.	
STOP SERVICE	If you are a property owner in the District of Columbia and need to stop water service, contact customer service within five (5) business days to request a FINAL BILL. DC Water holds the owner of the property responsible for the payment of the bill. Tenants are unable to stop service.	

DC GOVERNMENT CHARGES	PURPOSE
STORMWATER	Funds the DC Department of Energy & Environment's stormwater management program.
ROW (RIGHT-OF-WAY)	For the use of DC public spaces and rights of way.
PILOT (PAYMENT IN LIEU OF TAXES)	For services that benefit DC Water facilities and personnel.

BILLING & PAYMENT	ACTION
PAYING BY MAIL	Write your account number on your check or money order and make it payable to DC Water.
CAP (CUSTOMER ASSISTANCE PROGRAM)	Low-income residents may qualify for a discount. Contact the DC Department of Energy & Environment (DOEE) at (202) 673-6750 or 311.
SPLASH (SERVING PEOPLE BY LENDING A SUPPORTING HAND)	Round your bill up to the next dollar or two, and donate the difference to a DC resident in need. To contribute to the roundup program, please check the appropriate box on the payment stub. The monthly roundup contribution will be made automatically. Please be sure your account balance is current before contributing.

BILLING DISPUTES

An owner or occupant may challenge the most recent bill by either: (a) Paying the bill under protest and notifying DC Water in writing that he or she believes the bill to be incorrect; or, (b) Not paying the current charges contained in the bill and notifying DC Water in writing, within ten (10) working days after receipt of the bill of the reason(s) why the bill is believed to be incorrect. Challenges received after the ten-day (10) period will be deemed untimely and will not stop the imposition of a penalty for nonpayment of charges or the possibility of termination of service for nonpayment. DC Water will investigate a challenged water, sewer or groundwater bill, and suspend an owner or occupant's obligation to pay the disputed bill until he/she has been provided written results of the investigation and the date that the bill should be paid. If it is determined that the bill is erroneous, DC Water shall adjust the bill accordingly and refund any overcharges paid. If the owner/occupant is not satisfied with DC Water's decision, then he/she may request in writing an administrative hearing within fifteen (15) calendar days of the date of the decision. The owner or occupant is not relieved of the responsibility for paying all previously or subsequently rendered, uncontested water, sewer and groundwater sewer service charges, penalties, interest, and administrative costs. For more information on your rights please visit us at dcwater.com/disputing-bill.

Back of your DC Water bill