



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

*DC Retail Water and Sewer Rates Committee
Tuesday, March 26, 2024
9:30 a.m.*

**Microsoft Teams meeting
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Meeting ID: 283 311 515 470

Passcode: QupfB4

Or call in (audio only)

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Phone Conference ID: 521 992 987#

1. Call to OrderHoward Gibbs, Acting Chairperson
2. Roll Call Debra Mathis
3. [Monthly Report to DC Retail Water & Sewer Rates Committee \(Attachment A\)](#) Matthew Brown
4. DC Retail Water and Sewer Rates Committee Workplan Matthew Brown
 - [FY 2024 Proposed DC Retail Rates Committee Workplan \(Attachment B\)](#)
5. [Agenda for April 23, 2024 Committee Meeting \(Attachment C\)](#)Howard Gibbs
6. Other Business.....Matthew Brown
7. Executive Session*
8. Adjournment Howard Gibbs

This meeting is governed by the Open Meetings Act. Please address any questions or complaints arising under this meeting to the Office of Open Government at opengovoffice@dc.gov

*The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2- 575(b)(10); proprietary matters under D.C. Official Code § 2-575(b)(11); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.

ATTACHMENT A



Fiscal Year 2024

Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending February 29, 2024

DEPARTMENT OF FINANCE

Matthew T. Brown, CFO & Executive Vice President, Finance, Procurement and Compliance

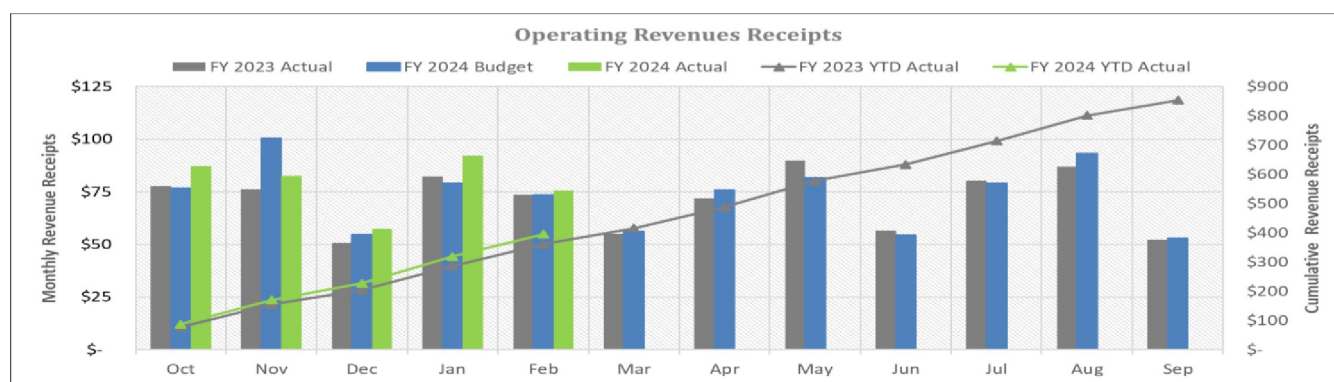
Syed Khalil, Vice President, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 29, 2024

Operating Revenues (\$000's)

FY 2023			FY 2024					
Actual			Year-to-Date Performance					
Total	YTD		Annual	YTD	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
Annual	February		Budget	Budget				
\$490,822	\$200,105	Residential / Commercial / Multi-Family*	\$501,251	\$208,855	\$219,408	43.8%	\$10,553	5.1%
83,839	41,919	Federal	89,987	44,993	46,994	52.2%	2,001	4.4%
21,495	9,124	Municipal (DC Govt.)	25,121	10,467	9,888	39.4%	(579)	(5.5%)
15,801	6,692	DC Housing Authority	14,722	6,134	5,494	37.3%	(640)	(10.4%)
24,104	10,208	Metering Fee	24,083	10,164	10,331	42.9%	167	1.6%
42,407	18,203	Water System Replacement Fee (WSRF)	39,717	17,020	18,530	46.7%	1,510	8.9%
105,250	44,826	Wholesale	106,519	53,260	52,913	49.7%	(347)	(0.7%)
23,760	10,285	PILOT/ROW	23,430	10,016	10,521	44.9%	505	5.0%
45,856	19,069	All Other	53,685	23,332	20,864	38.9%	(2,468)	(10.7%)
\$853,333	\$360,430	TOTAL	\$878,515	\$384,241	394,943	45.0%	\$10,702	2.8%



VARIANCE ANALYSIS FOR MAJOR REPORTED ITEMS

At the end of February 2024, cash receipts totaled \$394.9 million, or 45.0 percent of the FY 2024 Budget. The YTD budgeted receipts were \$384.2 million. The total receipts for February were \$75.5 million as compared to the budgeted \$84.5 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their second quarterly payment in January 2024), and wholesale customers (who made their second quarterly payment in February 2024).

Favorable	Unfavorable
<p><u>Residential, Commercial, and Multi-Family</u> – Receipts for this category are favorable at \$219.4 million or 43.8 percent of the budget. The higher receipts are mainly due to higher consumption as compared to the budget. The February 2024 receipts were lower by \$2.8 million, or 6.8 percent as compared to the monthly budget of \$41.8 million.</p> <p><u>Federal</u> - Actual receipts through February 2024 total \$47.0 million or 52.2 percent of the budget. The Federal government made its second quarter payment in January 2024.</p> <p><u>PILOT/ROW</u> – The receipts for PILOT/ROW are favorable at \$10.5 million or 44.9 percent of the budget. The February 2024 receipts are slightly lower by \$0.02 million as compared to the monthly budget of \$1.7 million.</p>	<p><u>District Government</u> – Receipts are slightly lower at \$9.9 million or 39.4 percent of the budget mainly due to lower consumption as compared to the budget. The February 2024 receipts are lower by \$0.3 million as compared to the monthly budget of \$2.1 million.</p> <p><u>DC Housing Authority</u> – Receipts are lower at \$5.5 million or 37.3 percent of the budget. The February 2024 receipts are lower by \$1.4 million as compared to the monthly budget of \$1.2 million, because the DC Housing Authority did not make their payment in February 2024. On March 12, 2024, DC Housing Authority paid February outstanding amount along with March payment.</p> <p><u>Wholesale</u> – Actual receipts for this category total \$52.9 million or 49.7 percent of the budget. The lower receipt is mainly due to the first quarter billed amount of \$0.43 million for The Metropolitan Washington Airports Authority (MWAA), which was due in February 2024 but was received late on March 1, 2024.</p> <p><u>Other Revenue</u> - Receipts are lower at \$20.9 million or 38.9 percent of the budget mainly due to lower Developer Fees, System Availability Fee, and Washington Aqueduct Backwash as compared to the budget.</p>

Monthly Report to DC Retail Water and Sewer Rates Committee

As of February 29, 2024

Operating Revenues Detail

(\$ in millions)

Revenue Category	FY 2024 Budget	YTD Budget	Actual	Variance Favorable / (Unfavorable)		Actual % of Budget
Residential, Commercial, and Multi-family	\$501.3	\$208.9	\$219.4	\$10.6	5.1%	43.8%
Federal	\$90.0	\$45.0	\$47.0	2.0	4.4%	52.2%
District Government	\$25.1	\$10.5	\$9.9	(0.6)	-5.7%	39.4%
DC Housing Authority	\$14.7	\$6.1	\$5.5	(0.6)	-9.8%	37.4%
Customer Metering Fee	\$24.1	\$10.1	\$10.3	0.2	2.0%	42.7%
Water System Replacement Fee (WSRF)	\$39.7	\$17.0	\$18.5	1.5	8.8%	46.6%
Wholesale	\$106.5	\$53.3	\$52.9	(0.4)	-0.8%	49.7%
Right-of-Way Fee/PILOT	\$23.4	\$10.0	\$10.5	0.5	5.0%	44.9%
Subtotal (before Other Revenues)	\$824.8	\$360.9	\$374.0	\$13.1	3.6%	45.3%
IMA Indirect Cost Reimb. For Capital Projects	5.2	2.2	2.6	0.4	18.2%	50.0%
DC Fire Protection Fee	11.6	5.8	5.8	(0.0)	0.0%	50.0%
Stormwater (MS4)	1.1	0.5	0.5	0.0	0.0%	45.5%
Interest	8.1	3.3	4.6	1.3	39.4%	56.8%
Developer Fees (Water & Sewer)	8.0	3.3	2.6	(0.7)	-21.2%	32.5%
System Availability Fee (SAF)	7.7	3.2	1.3	(1.9)	-59.4%	16.9%
Washington Aqueduct Backwash	4.6	1.9	0.0	(1.9)	-100.0%	0.0%
Others	7.4	3.1	3.5	0.3	9.7%	76.1%
Subtotal	\$53.7	\$23.3	\$20.9	-\$2.5	-10.7%	38.9%
Rate Stabilization Fund Transfer	\$0.0	\$0.0	\$0.0	\$0.0	0.0%	0.0%
Other Revenue Subtotal	\$53.7	\$23.3	\$20.9	(\$2.5)	-10.7%	38.9%
Grand Total	\$878.5	\$384.2	\$394.9	\$10.7	2.8%	45.0%

BREAKDOWN OF RETAIL RECEIPTS BY CUSTOMER CATEGORY (\$ in 000's)

Customer Category	Water	Sewer	Clean Rivers IAC	Metering Fee	WSRF	Total
Residential	\$18,843	\$29,721	\$12,389	\$4,523	\$4,079	\$69,556
Commercial	36,661	41,507	15,061	3,074	7,233	103,536
Multi-family	23,423	36,026	5,776	1,500	3,358	70,083
Federal	17,234	19,591	10,169	778	2,831	50,603
District Govt	2,641	3,573	3,674	348	857	11,093
DC Housing Authority	2,015	2,985	493	108	172	5,773
Total:	\$100,817	\$133,404	\$47,563	\$10,331	\$18,530	\$310,645

Note: The breakdown of Collections into Residential, Commercial, & Multi-family and Water and sewer is approximate as it is based on percentages of historical data and does not take into account adjustments and timing differences

Clean Rivers IAC - Actual vs Budget (\$ in 000's)

Customer Category	FY2024 Budget	Year-To-Date Budget	Actual Received	Variance Favorable / <Unfavorable>	Variance % of YTD Budget	Actual % of Budget
Residential	\$29,527	\$12,303	\$12,389	\$86	1%	42%
Commercial	35,697	14,874	15,061	188	1%	42%
Multi-family	14,433	6,014	5,776	(237)	-4%	40%
Federal	20,052	10,026	10,169	143	1%	51%
District Govt	9,255	3,856	3,674	(182)	-5%	40%
DC Housing Authority	1,212	505	493	(12)	-2%	41%
Total:	\$110,176	\$47,578	\$47,563	(\$14)	0%	43%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 29, 2024

Retail Accounts Receivable (Delinquent Accounts)

The following tables show retail accounts receivable over 90 days (from the billing date) including a breakdown by customer class.

Greater Than 90 Days by Month

	\$ in millions	# of accounts
September 30, 2012	\$5.5	13,063
September 30, 2013	\$4.9	11,920
September 30, 2014	\$5.3	12,442
September 30, 2015	\$6.5	11,981
September 30, 2016	\$7.7	12,406
September 30, 2017	\$8.4	11,526
September 30, 2018	\$13.4	16,273
September 30, 2019	\$10.6	8,744
September 30, 2020	\$17.9	13,775
September 30, 2021	\$26.3	13,065
September 30, 2022	\$29.1	12,168
September 30, 2023	\$28.0	10,420
October 31, 2023	\$28.3	10,540
November 30, 2023	\$28.5	10,099
December 31, 2023	\$29.9	10,536
January 31, 2024	\$30.8	10,322
February 29, 2024	\$31.7	10,472

Greater Than 90 Days by Customer

Notes: The increase in the accounts receivable over 90 days (from the billing date) is due to the temporary suspension of collections procedures because of the new billing system VertexOne, which was implemented in December 2017. The increase in accounts receivable from March 2020 to September 2022 is primarily due to increased delinquencies and deferred payments due to the impact of COVID-19.

Number of Accounts				Month of Feb (All Categories)				Total Delinquent				
W & S		Impervious Only	Total No. of	Active		Inactive		Jan		Feb		
a/c	a/c	a/c		No. of	Amount	No. of	Amount	No. of	Amount	No. of	Amount	
				a/c	(\$)	a/c	(\$)	a/c	(\$)	a/c	(\$)	%
Commercial	9,026	2,006	11,032	942	\$6,036,780	96	\$359,690	1,034	\$6,461,546	1,038	\$6,396,471	20%
Multi-family	8,721	315	9,036	1,290	\$17,076,971	28	\$154,254	1,276	\$16,271,237	1,318	\$17,231,225	54%
Single-Family Residential	107,306	2,116	109,422	7,962	\$7,876,599	154	\$201,348	8,012	\$8,027,535	8,116	\$8,077,947	25%
Total	125,053	4,437	129,490	10,194	\$30,990,351	278	\$715,292	10,322	\$30,760,318	10,472	\$31,705,643	100%

Notes: Included in the above \$31.7M (or 10,472 accounts) of the DC Water Over 90 days delinquent accounts, \$5,112,524.54 (or 1,187 accounts) represents Impervious only accounts over 90 days delinquent.

-Reportable delinquencies do not include balances associated with a long-standing dispute between DC Water and a large commercial customer.

-Delinquent accounts (10,472) as a percentage of total accounts (129,490) is 8.0 percent.

-Delinquent impervious only accounts (1,187) as a percentage of total accounts (129,490) is 1.0 percent.

-Delinquent impervious only accounts (1,187) as a percentage of total delinquent accounts (10,472) are 11.3 percent.

-Delinquent impervious only accounts (1,187) as a percentage of total impervious only accounts (4,437) are 26.7 percent.

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 29, 2024

Arrears by Customer Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Commercial	2040	\$8,626,066	1261	\$6,922,211	1038	\$6,396,471
Multi-family	2147	22,988,499	1567	19,613,077	1318	17,231,225
Residential	19918	11,480,584	11564	9,253,084	8116	8,077,947
Total	24,105	\$43,095,150	14,392	\$35,788,372	10,472	\$31,705,643

Arrears by WARD for Residential Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1	1236	\$701,405	654	\$551,837	446	\$486,366
Ward 2	496	200,494	269	146,811	160	117,185
Ward 3	659	321,335	276	232,002	175	185,819
Ward 4	3593	1,897,173	1874	1,463,306	1265	1,285,712
Ward 5	3978	2,004,699	2330	1,584,252	1610	1,351,508
Ward 6	1168	589,528	685	483,275	469	410,876
Ward 7	5641	3,692,456	3476	3,082,149	2523	2,736,058
Ward 8	3147	2,073,494	2000	1,709,451	1468	1,504,423
Total	19,918	\$11,480,584	11,564	\$9,253,084	8,116	\$8,077,947

CAP, CAP2 and CAP3 Customers in Arrears*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
CAP	1170	\$450,202	670	\$307,841	332	\$219,533
CAP2	56	12,539	27	6,258	11	1,653
CAP3	0	0	0	0	0	0
Total	1,226	\$462,741	697	\$314,099	343	\$221,185

* Based on a number of accounts that have been given credit in Feb 2024

Monthly Report to DC Retail Water and Sewer Rates Committee

Customer Arrears Data

CAP Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1	57	\$38,625	37	\$27,127	21	\$22,151
Ward 2	6	1,082	4	744	2	241
Ward 3	8	6,431	3	5,692	2	5,357
Ward 4	156	35,650	77	16,941	37	8,353
Ward 5	221	68,183	125	44,593	46	30,369
Ward 6	46	17,266	25	12,387	11	9,101
Ward 7	417	180,815	235	131,780	115	96,831
Ward 8	259	102,150	164	68,577	98	47,130
Total	1,170	\$450,202	670	\$307,841	332	\$219,533

* Based on a number of accounts that have been given credit in Feb 2024

CAP2 Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1	1	\$29	0	\$0	0	\$0
Ward 2	2	338	0	0	0	0
Ward 3	1	0	0	0	0	0
Ward 4	7	1,130	3	277	0	0
Ward 5	9	1,833	4	1,040	1	616
Ward 6	2	333	1	98	1	30
Ward 7	23	6,345	14	2,892	7	909
Ward 8	11	2,532	5	1,951	2	98
Total	56	\$12,539	27	\$6,258	11	\$1,653

* Based on a number of accounts that have been given credit in Feb 2024

CAP3 Customer Arrears by Ward*

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of		No. of		No. of	
	Accts	(\$)	Accts	(\$)	Accts	(\$)
Ward 1	0	\$0	0	\$0	0	\$0
Ward 2	0	0	0	0	0	0
Ward 3	0	0	0	0	0	0
Ward 4	0	0	0	0	0	0
Ward 5	0	0	0	0	0	0
Ward 6	0	0	0	0	0	0
Ward 7	0	0	0	0	0	0
Ward 8	0	0	0	0	0	0
Total	0	\$0	0	\$0	0	\$0

*Based on number of accounts that have been given credit in Feb 2024.

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Developer Deposits are funds paid to DC Water for plans that are approved by the Permit Operations Department. They include:

- Flat fees for taps, abandonments, sewer connections, etc.
- Reimbursable fees for inspection labor hours charged to the account.
- Deposits held as security against damage and uncharged accounts.
- Miscellaneous non-commercial account items (hydrant use, groundwater dewatering, waste hauler fees, etc.)
- As of February 29, 2024, developer deposits had \$42.84 million in credit balances (liability) and \$11.16 million in debit balances (receivable).

Balances by Year as of February 29, 2024

		Credit Balances (Liability)	Debit Balances (Receivables)		
		\$42.84 million	\$11.16 million		
Year	Credit Balances	Number of Accounts with Credit Balances	Debit Balances	Number of Accounts with Debit Balances	Net Balance
2001	\$ -	-	\$ 960,164.05	1	\$ 960,164.05
2002	\$ -	-	\$ 1,836.00	2	\$ 1,836.00
2004	\$ (749.61)	1	\$ 9,066.08	6	\$ 8,316.47
2005	\$ (389,745.13)	90	\$ 268,327.91	89	\$ (121,417.22)
2006	\$ (277,569.36)	30	\$ 284,522.42	78	\$ 6,953.06
2007	\$ (151,559.96)	31	\$ 150,176.99	50	\$ (1,382.97)
2008	\$ (326,193.05)	38	\$ 192,079.13	49	\$ (134,113.92)
2009	\$ (168,124.91)	27	\$ 196,041.95	45	\$ 27,917.04
2010	\$ (283,303.30)	43	\$ 148,051.16	40	\$ (135,252.14)
2011	\$ (446,549.33)	85	\$ 418,621.17	55	\$ (27,928.16)
2012	\$ (1,187,481.48)	246	\$ 442,745.91	89	\$ (744,735.57)
2013	\$ (1,693,455.20)	262	\$ 253,228.00	78	\$ (1,440,227.20)
2014	\$ (1,666,602.94)	256	\$ 949,545.59	61	\$ (717,057.35)
2015	\$ (1,539,882.00)	290	\$ 264,042.13	37	\$ (1,275,839.87)
2016	\$ (2,674,563.90)	333	\$ 509,636.70	62	\$ (2,164,927.20)
2017	\$ (2,258,299.31)	413	\$ 502,042.20	115	\$ (1,756,257.11)
2018	\$ (3,465,048.77)	474	\$ 1,408,975.03	121	\$ (2,056,073.74)
2019	\$ (6,234,734.57)	445	\$ 1,671,332.07	173	\$ (4,563,402.50)
2020	\$ (4,653,775.86)	312	\$ 585,093.21	140	\$ (4,068,682.65)
2021	\$ (4,707,222.60)	331	\$ 626,076.87	152	\$ (4,081,145.73)
2022	\$ (5,831,624.43)	325	\$ 755,184.63	173	\$ (5,076,439.80)
2023	\$ (4,199,813.28)	208	\$ 522,584.50	131	\$ (3,677,228.78)
2024	\$ (685,955.00)	44	\$ 41,990.90	18	\$ (643,964.10)
Total	\$ (42,842,253.99)	4,284	\$ 11,161,364.60	1,765	\$ (31,680,889.39)

Forfeiture Action

Accounts Forfeited on August 16, 2021	(4,838,938.52)	1,011
Accounts Forfeited on September 23, 2022	(1,286,705.10)	348
Accounts pending forfeiture determination and execution.	(6,591,334.27)	1,109

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Customer Communication

Statements are provided to customers when there is activity on the account. To ensure that all customers are aware of the balances, statements are also mailed annually irrespective of whether there is an activity on the account. For the last three years, annual statements were mailed to customers on April 28, 2023, January 25, 2022, and February 25, 2021.

By law, refunds are to be requested by the account owner within two years of completion (DC Code § 34–2401.10). If not requested in that time limit, these accounts can be forfeited and closed. DC Water has placed a statement on invoices beginning in November 2019 notifying customers of the District law and that funds would be forfeited unless a refund is requested within two years of project completion or account inactivity. A notification to customers that is posted on our website indicates that unless a refund was requested, funds would be forfeited for projects without activity for ten years. AOBA and DCBIA have been asked to notify their membership to examine the invoices.

For accounts that were forfeited, zero balance statements were mailed out on Monday, August 16, 2021, and September 21, 2022.

Refund Requests

In response to the annual account statements provided to customers in April 2023, it has been determined that refund requests submitted impacts 1359 accounts. The increased number of refund requests is as a result of unaccounted for mailed in requests sent prior to 2022. This month, 9 new refund accounts were received.

Approximately 8,028 inspection work orders have been closed since September 2023. In order to expedite this process DC Water decided to close old work orders for projects that were completed before 2019.

DC Water is in the process of closing additional work orders that have been opened prior to 2020 and projects which were completed over two years ago with no apparent damage to DC Water's infrastructure during construction. The work orders include the submittal of redlines or as-builts, inspections including water and sewer connections, abandonments, and closed-circuit television (CCTV). Closing work orders has been one of the major constraints encountered while processing the refunds. This is as a result of developers not providing the information required by DC Water to close the work orders.

Construction Inspection Refund Data

	Number of Accounts	Amount (\$)
Refund request received to date	1359	
Refunded this month	46	\$675,633.13
Refunded last month	63	\$1,472,440.71
Refunded in FY24	158	\$2,739,234.52
Refunded in FY23 (Oct 22 - Sept 23)	105	\$1,756,574.39
Refund requests that are debits (\$0 balance or owe DC Water)	59	(\$149,095.75)

Monthly Report to DC Retail Water and Sewer Rates Committee

Payment Plan and Disconnection Report

Fiscal Year-to-Date
As of February 29, 2024

Number of Active Accounts by Zip Code & Customer Class

As of Feb 29, 2024

Zip Code	Residential					Commercial					Multifamily				
	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.*
Total	11,447	2,053	667	445	522	1,213	106	25	24	76	1,550	261	56	36	
20000	1														
20001	456	80	23	17	27	95	12	4	3	14	19	3			
20002	1,155	197	59	36	68	172	16	3	3	10	229	34	8	4	
20003	332	45	10	5	8	80	1		2	5	24	5		1	
20004						2	1								
20005	3					11	1			1	1	1			
20006						5									
20007	180	16	4	2	10	47	4	1	2	2	25	1	1		
20008	58	10	3	2		34	3			1	7				
20009	171	19	4	4	11	47	8	1	2	3	43	10	1		
20010	349	66	18	11	28	50	8	4	3	4	28	1			
20011	1,668	323	110	66	109	128	13	3	3	9	117	20	4	3	
20012	321	74	24	21	14	31	3	1		4	7			1	
20015	86	18	6	6	7	3					2				
20016	139	21	4	4	5	73	2	2	1	1	4	1			
20017	573	93	30	36	16	37	3	1	2	3	23	5	2	1	
20018	786	133	45	36	24	87	7	3	1	7	21	5	2	2	
20019	2,629	452	155	99	70	122	10	2		2	377	44	10	11	
20020	1,645	273	102	67	79	69	6			2	355	82	19	9	
20024	40	9	5	1	2	16					12				
20032	840	220	62	30	44	77	4		2	7	251	49	9	4	
20036	5					18	3				3				
20037	10	4	3	2		8	1			1	2				
20418						1									

*Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 386, Com. 116 and MF 95

*Note: Disconnect Work Orders for Multi-Family Properties were created and not assigned for field completion but are manually managed for further collection actions

Attachment B**FY 2024 Proposed RRC Committee Workplan**

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. 2023 COS for Engineering Inspection			
a. Present 2023 Cost of Service Study for Engineering Inspection for FY 2024 – FY 2028 to the Board	September 7, 2023	√	Engineering
b. Post Final COS on DC Water's website	October 31, 2023	√	
2. 2023 COS for Stormwater Charges and Recovery Methodology			
a. Present 2023 Cost of Service Study for Stormwater Charges and Recovery Methodology to RRC	October 24, 2023	√	Rates and Revenue
b. Post Final COS on DC Water's website	March 14, 2024	√	
3. DC Water Cares RAP Program Extension to FY 2024			
a. Presentation to RRC on proposal to amend (CAP) regulations for DC Water Cares RAP extension to FY 2024	9/26/2023	√	Rates and Revenue
b. RRC recommends Board approval to amend the CAP regulations for RAP extension	9/26/2023	√	
c. F&B Recommends Board approval to (1) Rollover the FY 2023 RAP and MAP Program's year-end balance ~\$924,942.94 to the budget for the FY 2024 RAP Program	9/28/2023	√	
d. Board approval and adoption of Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for extension to FY 2024	10/5/2023	√	
e. DC Cares RAP for FY 24 – Go-Live	10/5/2023	√	
f. Publish NOEPR in D.C. Register	10/20/2023	√	DGLA
g. Public comment period begins	10/20/2023	√	Marketing & Comm.
h. Public Hearing	12/5/2023	√	
i. Public comment period closes	12/12/2023	√	
j. RRC recommends to board final proposal to amend CAP regulations for extension	12/19/2023		Board Secretary
k. Board approval of Notice of Final Rulemaking (NOFR) for publication in D.C. Register	1/04/2024	√	Rates and Revenue
l. Publish NOFR in the D.C Register	1/19/2024	√	
m. DC Cares RAP Program continues			DGLA

FY 2024 Proposed RRC Committee Workplan

4. Propose and Establish Retail Rates for FY 2025 & FY 2026	Date of Activity	Completed	Responsible Department
a. <i>Present FY 25 & FY 26 Budget to Board</i>	January 4, 2024	√	Rates and Revenue
b. <i>Present FY 25 & FY 26 Proposed Rates, Fees & Charges to RRC</i>	January 23, 2024	√	
c. <i>Independent Review of Rates- Presentation by Consultants</i>	February 27, 2024	√	
d. <i>RRC recommendation on Proposed FY 25 & FY 26 Rates, Fees & Charges</i>	February 27, 2024	√	Rates and Revenue
e. <i>Submit Independent Review of Proposed Rates and 2023 Cost of Service Study to Mayor and Council and post both on DC Water's website</i>	March 15, 2024	√	
f. <i>Board approves Notice of Proposed Rulemaking (NOPR) for Proposed FY 25 & FY 26 Rates, Fees & Charges</i>	March 7, 2024	√	
g. <i>Publish NOPR in D.C. Register for Proposed FY 25& FY 26 Rates, Fees & Charges</i>	March 22, 2024		DGLA
h. <i>Outreach and Public Comment Period</i>	March 22 - May 16, 2024		Marketing & Comm.
i. <i>Public Hearing</i>	May 9, 2024		
j. <i>Public Hearing Record Closes</i>	May 16, 2024		
k. <i>Submit Response to Public Comments report to Board and post on DC Water website and respond to OPC Comments, if applicable</i>	May 31, 2024		
l. <i>Present final FY 25 & FY 26 Rates, Fees & Charges to RRC for recommendation to Board</i>	June 25, 2024		Rates and Revenue
m. <i>Board approves Notice of Final Rulemaking (NOFR) for FY 25 & FY 26 Rates, Charges & Fees</i>	July 3, 2024		DGLA
n. <i>Publish NOFR in D.C. Register for Amended Rates, Fees & Charges</i>	July 19, 2024		
o. <i>Amended Rates, Fees & Charges Go-Live</i>	October 1, 2024 (FY '25) October 1, 2025 (FY '26)		Customer Care
5. 2023 COS for Water, Sewer and CRIAC			
a. <i>Present 2023 Cost of Service Study for Water, Sewer and CRIAC to RRC</i>	January 23, 2024	√	Rates and Revenue
b. <i>Post Final COS on DC Water's website</i>	March 15, 2024	√	

Attachment B

6. Establish new DC Water's Customer Assistance Program, CAP Plus (CAP+)	Date of Activity	Completed	Responsible Department
<i>a. RRC recommend proposal to Amend regulations to add new Customer Assistance Program, CAP Plus (CAP+)</i>	February 27, 2024	√	Rates and Revenue
<i>b. Board approves Notice of Proposed Rulemaking (NOPR) for new CAP+</i>	March 7, 2024	√	
<i>c. Publish NOPR in D.C. Register for Proposed new CAP+</i>	March 22, 2024		DGLA
<i>d. Outreach and Public Comment Period</i>	March 22 - May 16, 2024		Marketing & Comm.
<i>e. Public Hearing</i>	May 9, 2024		
<i>f. Public Hearing Record Closes</i>	May 16, 2024		
<i>g. Submit Response to Public Comments report to Board and post on DC Water website and respond to OPC Comments, if applicable</i>	May 31, 2024		
<i>h. Present final new CAP+ to RRC for recommendation to Board</i>	June 25, 2024		Rates and Revenue
<i>i. Board approves Notice of Final Rulemaking (NOFR) for new CAP+</i>	July 3, 2024		
<i>j. Publish NOFR in D.C. Register for new CAP+</i>	July 19, 2024		DGLA
<i>k. New CAP+ – Go Live</i>	October 1, 2024		Customer Care

7. Fire Protection Service Fee for FY 2025, FY 2026, and FY 2027			
<i>a. RRC recommend proposal for Fire Protection Service Fee</i>	April 23, 2024		Rates and Revenue
<i>b. Board approval of Notice of Proposed Rulemaking (NOPR)</i>	May 2, 2024		
<i>c. Publish NOPR in D.C Register</i>	May 17, 2024		DGLA
<i>d. Public Comment and Outreach</i>	May 17 – June 18, 2024		Marketing & Comm.
<i>e. Presentation of Final Proposal of Fire Protection Service Fee to RRC</i>	June 25, 2024		Rates and Revenue
<i>f. Board approval of Notice of Final Rulemaking (NOFR)</i>	July 3, 2024		
<i>g. Publish NOFR in D.C. Register</i>	July 19, 2024		DGLA
<i>h. Fire Protection Service Fee Go-Live</i>	October 1, 2024		Rates & Revenue

8. Delinquent Accounts			
<i>a. Soldiers Home Negotiations</i>	Monthly, as needed		DGLA



Attachment C

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

**Tuesday, April 23, 2024; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for May 28, 2024 Committee Meeting	Committee Chairman
Other Business	Chief Financial Officer
Adjournment	

*Detailed agenda can be found on DC Water's website at www.dewater.com/about/board_agendas.cfm