



## DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

### Board of Directors

#### *DC Retail Water and Sewer Rates Committee*

*Tuesday, January 28<sup>th</sup>, 2025*  
*9:30 a.m.*

### Microsoft Teams

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Phone conference ID: 235 343 557#

1. Call to Order .....Rachna Bhatt, Chairperson
2. Roll Call.....Michelle Rhodd
3. [Monthly Report to DC Retail Water & Sewer Rates Committee \(Attachment A\)](#) ..... Matthew Brown
4. [DC Retail Water and Sewer Rates Committee Workplan \(Attachment B\)](#) ..... Matthew Brown
  - FY 2025 Proposed DC Retail Rates Committee Workplan
5. [Agenda for February 25, 2025, Committee Meeting \(Attachment C\)](#) ..... Rachna Bhatt, Chairperson
6. Other Business..... Matthew Brown
7. Executive Session\*.....Rachna Bhatt, Chairperson
8. Adjournment.....Rachna Bhatt, Chairperson

***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](mailto: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 2025

# Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending November 30, 2024

**DEPARTMENT OF FINANCE**

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

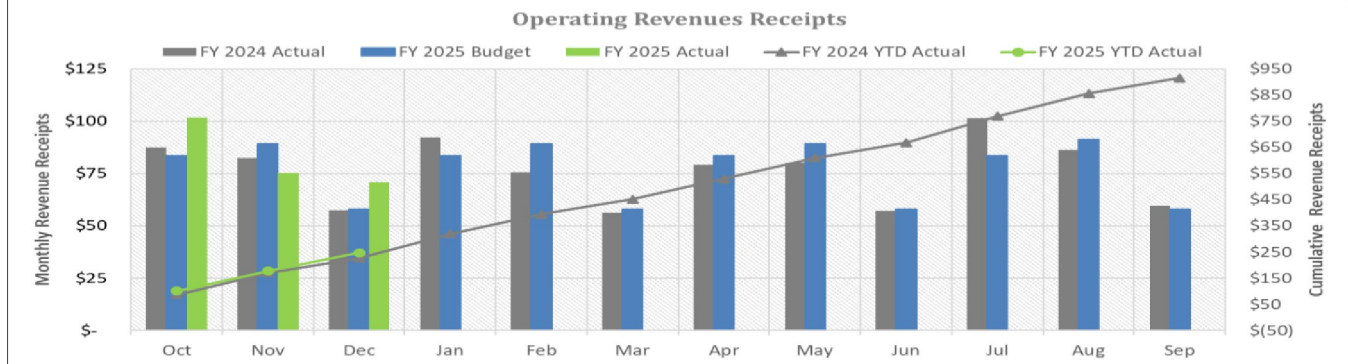
**Syed Khalil**, Vice President, Rates & Revenue

## Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date  
As of December 31, 2024

### Operating Revenues (\$000's)

FY 2024			FY 2025					
Actual			Year-to-Date Performance					
Total Annual	YTD December		Annual Budget	YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
CATEGORY								
\$532,156	\$133,159	Residential / Commercial / Multi-Family*	\$533,758	\$133,439	\$146,854	27.5%	\$13,415	10.1%
91,338	23,497	Federal	91,696	22,924	23,847	26.0%	923	4.0%
24,739	6,310	Municipal (DC Govt. )	24,612	6,153	8,816	35.8%	2,663	43.3%
16,358	4,180	DC Housing Authority	16,777	4,194	2,495	14.9%	(1,699)	(40.5%)
24,439	6,094	Metering Fee	24,083	6,021	5,961	24.8%	(60)	(1.0%)
43,192	10,774	Water System Replacement Fee (WSRF)	40,717	10,179	10,503	25.8%	324	3.2%
106,757	26,734	Wholesale	114,248	28,562	28,089	24.6%	(473)	(1.7%)
25,601	6,511	PILOT/ROW	23,813	5,953	6,449	27.1%	496	8.3%
50,291	9,966	All Other	56,557	13,637	14,604	25.8%	967	7.1%
\$914,871	\$227,225	TOTAL	\$926,261	\$231,062	\$247,618	26.7%	\$16,556	7.2%



At the end of December 2024, cash receipts totaled \$247.6 million, or 26.7 percent of the FY 2025 Budget. The YTD budgeted receipts were \$231.1 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their first quarterly payment in October 2024), and wholesale customers (which made their first quarterly payment in November 2024).

<b>Favorable</b>	<b>Unfavorable</b>
<p><u><b>Residential, Commercial, and Multi-Family</b></u> – Receipts for this category are favorable at \$146.9 million or 27.5 percent of the budget. The higher receipts are partly due to higher consumption and CRIAC in the Residential, Commercial and Multi-family categories as compared to the budget. The December 2024 receipts were higher by \$9.9 million, as compared to the monthly budget of \$44.5 million.</p> <p><u><b>Federal</b></u> - Actual receipts through December 2024 totaled \$23.8 million or 26.0 percent of the budget. The Federal government made its first quarter payment in October 2024.</p> <p><u><b>District Government</b></u> – Receipts are higher at \$8.8 million or 35.8 percent of the budget. The December 2024 receipts are higher by \$3.3 million as compared to the monthly budget because of the November and December payments received from the District Government in December.</p> <p><u><b>PILOT/ROW</b></u> – The receipts for PILOT/ROW are favorable at \$6.4 million or 27.1 percent of the budget. December 2024 receipts are at \$1.7 million, which is the same amount budgeted.</p> <p><u><b>Other Revenue</b></u> – Receipts are higher at \$14.6 million or 25.8 percent of the budget mainly due to higher DC Fire Protection Fee, Interest Earnings, and Washington Aqueduct Backwash.</p>	<p><u><b>DC Housing Authority</b></u> – Receipts are lower at \$2.5 million or 14.9 percent of the budget, mainly because the DC Housing Authority did not make their December 2024 payment for November 2024 billing. The December 2024 receipts are lower by \$0.2 million as compared to the monthly budget.</p> <p><u><b>Wholesale</b></u> – At the end of December 31, 2024, the actual receipts for this category totaled \$28.1 million or 24.6 percent of the budget. Wholesale customers made their first quarterly payment in October and November 2024.</p>

## Monthly Report to DC Retail Water and Sewer Rates Committee

As of December 31, 2024

(\$ in millions)

Revenue Category	FY 2025 Budget	YTD Budget	Actual	Variance Favorable / (Unfavorable)		Actual % of Budget
Residential, Commercial, and Multi-family	\$533.8	\$133.4	\$146.9	\$13.5	10.1%	27.5%
Federal	\$91.7	\$22.9	\$23.8	\$0.9	4.0%	26.0%
District Government	\$24.6	\$6.2	\$8.8	\$2.6	43.3%	35.8%
DC Housing Authority	\$16.8	\$4.2	\$2.5	(\$1.7)	-40.5%	14.9%
Customer Metering Fee	\$24.1	\$6.0	\$6.0	\$0.0	0.0%	24.8%
Water System Replacement Fee (WSRF)	\$40.7	\$10.2	\$10.5	\$0.3	3.2%	25.8%
Wholesale	\$114.2	\$28.6	\$28.1	(\$0.5)	-1.7%	24.6%
Right-of-Way Fee/PILOT	\$23.8	\$6.0	\$6.4	\$0.4	8.3%	27.1%
<b>Subtotal (before Other Revenues)</b>	<b>\$869.7</b>	<b>\$217.5</b>	<b>\$233.0</b>	<b>\$15.5</b>	<b>7.1%</b>	<b>26.8%</b>
IMA Indirect Cost Reimb. For Capital Projects	7.2	1.8	1.8	0.0	0.0%	25.0%
DC Fire Protection Fee	10.8	2.7	4.4	1.7	63.0%	40.7%
Stormwater (MS4)	1.1	0.3	0.3	0.0	0.0%	27.3%
Interest	9.5	2.4	3.4	1.0	42.1%	35.8%
Developer Fees (Water & Sewer)	9.0	2.2	1.5	(0.7)	-31.3%	16.7%
System Availability Fee (SAF)	7.7	1.9	1.0	(0.9)	-46.8%	13.0%
Washington Aqueduct Backwash	2.6	0.6	1.2	0.6	92.4%	46.2%
Others	6.7	1.7	1.0	(0.7)	-41.8%	14.9%
<b>Subtotal</b>	<b>\$54.6</b>	<b>\$13.6</b>	<b>14.6</b>	<b>\$1.0</b>	<b>7.1%</b>	<b>26.7%</b>
Rate Stabilization Fund Transfer	\$2.0	\$0.0	\$0.0	\$0.0	0.0%	0.0%
<b>Other Revenue Subtotal</b>	<b>\$56.6</b>	<b>\$13.6</b>	<b>\$14.6</b>	<b>\$1.0</b>	<b>7.1%</b>	<b>25.8%</b>
<b>Grand Total</b>	<b>\$926.3</b>	<b>\$231.1</b>	<b>\$247.6</b>	<b>\$16.5</b>	<b>7.2%</b>	<b>26.7%</b>

### BREAKDOWN OF RETAIL RECEIPTS BY CUSTOMER CATEGORY

(\$ in 000's)

Customer Category	Water	Sewer	Clean Rivers IAC	Metering Fee	WSRF	Total
Residential	\$12,579	\$19,841	\$7,562	\$2,696	\$2,436	\$45,114
Commercial	25,478	28,846	9,006	1,735	4,084	69,149
Multi-family	15,814	24,323	3,406	873	1,949	46,365
Federal	8,652	9,835	5,360	384	1,417	25,649
District Govt	2,789	3,773	2,255	208	515	9,540
DC Housing Authority	887	1,314	294	64	102	2,661
<b>Total:</b>	<b>\$66,198</b>	<b>\$87,931</b>	<b>\$27,883</b>	<b>\$5,961</b>	<b>\$10,503</b>	<b>\$198,477</b>

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	FY2025 Budget	Year-To-Date Budget	Actual Received	Variance Favorable / <Unfavorable>	Variance % of YTD Budget	Actual % of Budget
Residential	\$28,226	\$7,057	\$7,562	505	7%	27%
Commercial	33,518	8,380	9,006	627	7%	27%
Multi-family	13,649	3,412	3,406	(6)	0%	25%
Federal	21,441	5,360	5,360	0	0%	25%
District Govt	8,988	2,247	2,255	8	0%	25%
DC Housing Authority	1,177	294	294	0	0%	25%
<b>Total:</b>	<b>\$106,999</b>	<b>\$26,750</b>	<b>\$27,883</b>	<b>\$1,134</b>	<b>4%</b>	<b>26%</b>

## Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date  
As of December 31, 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
March 31, 2020	\$12.8	9,933
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
September 30, 2024	\$33.9	11,832
October 31, 2024	\$34.1	11,815
November 30, 2024	\$35.4	11,854
December 31, 2024	\$36.4	12,161

#### Greater Than 90 Days by Customer

Notes: The temporary suspension of collection procedures in order to carry out the upgrade of the billing system to VertexOne in December 2017 was the cause of the increase in accounts receivable over 90 days (from the billing date) for September 2018. 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 Dec (All Categories)				Total Delinquent				
				Active		Inactive		Nov		Dec		
W & S	Impervious Only	Total No. of	No. of	Amount	No. of	Amount	No. of	Amount	No. of	Amount		
a/c	a/c	a/c	a/c	(\$)	a/c	(\$)	a/c	(\$)	a/c	(\$)	%	
Commercial	8,967	1,914	10,881	959	6,497,288	110	\$502,192	1,029	\$6,920,003	1,069	\$6,999,480	19%
Multi-family	8,823	303	9,126	1,362	18,899,525	40	\$1,137,181	1,362	\$19,407,541	1,402	\$20,036,706	55%
Single-Family Residential	107,535	1,939	109,474	9,566	9,209,156	124	\$201,473	9,463	\$9,064,876	9,690	\$9,410,630	26%
Total	125,325	4,156	129,481	11,887	\$34,605,969	274	\$1,840,847	11,854	\$35,392,419	12,161	\$36,446,815	100%

Notes: Included in the above \$36.4M (or 12,161 accounts) of the DC Water Over 90 days delinquent accounts, \$4,395,235.69 (or 1,149 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 (12,161) as a percentage of total accounts (129,481) is 9.4 percent.

-Delinquent impervious only accounts (1,149) as a percentage of total accounts (129,481) is 0.9 percent.

-Delinquent impervious only accounts (1,149) as a percentage of total delinquent accounts (12,161) are 9.4 percent.

-Delinquent impervious only accounts (1,149) as a percentage of total impervious only accounts (4,156) are 27.6 percent.

## Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date  
As of December 31, 2024

### Customer Arrears Data

#### Arrears by Customer Category:

Category	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
Commercial	2,028	\$10,487,422	1,295	\$7,869,427	1,069	\$6,999,480
Multi Family	2,202	24,935,237	1,587	21,959,981	1,402	20,036,706
Residential	20,999	12,989,710	12,761	10,698,179	9,690	9,410,630
<b>Total</b>	<b>25,229</b>	<b>\$48,412,369</b>	<b>15,643</b>	<b>\$40,527,587</b>	<b>12,161</b>	<b>\$36,446,815</b>

#### Arrears by WARD for Residential Category:

Ward	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
1	1,256	\$748,789	725	\$603,877	540	\$515,353
2	584	221,260	276	156,445	194	132,463
3	730	332,429	308	224,497	228	190,291
4	3,678	2,004,596	1,993	1,568,944	1,429	1,364,630
5	4,314	2,398,356	2,604	1,944,926	1,945	1,690,000
6	1,251	659,717	700	524,361	534	457,463
7	5,863	4,351,284	3,861	3,710,578	3,000	3,335,859
8	3,323	2,273,279	2,294	1,964,551	1,820	1,724,571
<b>Total</b>	<b>20,999</b>	<b>\$12,989,710</b>	<b>12,761</b>	<b>\$10,698,179</b>	<b>9,690</b>	<b>\$9,410,630</b>

#### CAP+, CAP, CAP2 and CAP3 Customers in Arrears\*

Ward	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
CAP+	491	345,814	424	286,997	379	229,042
CAP	364	184,840	279	148,078	231	118,709
CAP2	23	5,465	11	4,089	9	3,159
CAP3	2	247	1	116	0	0
<b>Total</b>	<b>880</b>	<b>\$536,366</b>	<b>715</b>	<b>\$439,280</b>	<b>619</b>	<b>\$350,910</b>

\* Based on number of accounts that have been given credit in Dec 2024

#### CAP+ Customer Arrears by Ward\*

Ward	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
1	23	\$23,779	22	\$21,670	20	\$17,012
2	0	0	0	0	0	0
3	6	2,213	3	1,791	3	1,229
4	65	37,995	55	29,547	46	21,182
5	108	61,916	92	48,983	77	38,851
6	23	14,667	19	11,265	18	9,173
7	162	124,370	149	103,093	138	80,529
8	104	80,874	84	70,649	77	61,064
<b>Total</b>	<b>491</b>	<b>\$345,814</b>	<b>424</b>	<b>\$286,997</b>	<b>379</b>	<b>\$229,042</b>

\* Based on number of accounts that have been given credit in Dec 2024

## Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date  
As of December 31, 2024

### Customer Arrears Data

#### CAP Customer Arrears by Ward\*

Ward	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
1	7	\$4,901	3	\$4,208	3	\$3,972
2	2	440	2	208	1	123
3	2	804	2	535	2	305
4	54	28,970	39	22,294	31	17,819
5	78	37,292	57	30,579	49	25,559
6	15	13,101	13	11,215	9	9,087
7	123	56,580	100	43,224	80	33,458
8	83	42,753	63	35,816	56	28,388
<b>Total</b>	<b>364</b>	<b>\$184,840</b>	<b>279</b>	<b>\$148,078</b>	<b>231</b>	<b>\$118,709</b>

\* Based on number of accounts that have been given credit in Dec 2024

#### CAP2 Customer Arrears by Ward\*

Ward	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
1	0	\$0	0	\$0	0	\$0
2	0	0	0	0	0	0
3	0	0	0	0	0	0
4	1	82	0	0	0	0
5	6	1,914	4	1,459	3	1,031
6	0	0	0	0	0	0
7	13	2,893	5	2,087	5	1,786
8	3	577	2	543	1	342
<b>Total</b>	<b>23</b>	<b>\$5,465</b>	<b>11</b>	<b>\$4,089</b>	<b>9</b>	<b>\$3,159</b>

\* Based on number of accounts that have been given credit in Dec 2024

#### CAP3 Customer Arrears by Ward\*

Ward	> 30 Days		> 60 Days		> 90 Days	
	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount	No. of Accounts	Delinquent Amount
1	0	\$0	0	\$0	0	\$0
2	0	0	0	0	0	0
3	0	0	0	0	0	0
4	0	0	0	0	0	0
5	2	247	1	116	0	0
6	0	0	0	0	0	0
7	0	0	0	0	0	0
8	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>\$247</b>	<b>1</b>	<b>\$116</b>	<b>0</b>	<b>\$0</b>

\* Based on number of accounts that have been given credit in Dec 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 estimated 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 December 31, 2024, developer deposits had \$37.29 million in credit balances (liability) and \$10.98 million in debit balances (receivable).

#### Balances by Year as of December 31, 2024

		Credit Balances (Liability)	Debit Balances (Receivables)		
		\$37.29 million	\$10.98 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	\$ -	-	\$ 9,066.08	6	\$ 9,066.08
2005	\$ (335,050.00)	77	\$ 268,327.91	89	\$ (66,722.09)
2006	\$ (274,269.36)	27	\$ 277,716.02	75	\$ 3,446.66
2007	\$ (124,482.12)	25	\$ 143,876.99	49	\$ 19,394.87
2008	\$ (279,907.97)	30	\$ 193,358.72	49	\$ (86,549.25)
2009	\$ (132,129.92)	19	\$ 169,806.93	45	\$ 37,677.01
2010	\$ (130,612.23)	33	\$ 182,557.02	38	\$ 51,944.79
2011	\$ (246,629.33)	54	\$ 473,355.01	54	\$ 226,725.68
2012	\$ (604,939.81)	136	\$ 458,155.71	89	\$ (146,784.10)
2013	\$ (618,477.70)	110	\$ 253,228.00	78	\$ (365,249.70)
2014	\$ (1,176,822.22)	175	\$ 953,295.59	61	\$ (223,526.63)
Subtotal - 2001 through 2014	\$ (3,923,320.66)	686	\$ 4,344,744.03	636	\$ 421,423.37
2015	\$ (1,438,778.27)	272	\$ 269,720.47	36	\$ (1,169,057.80)
2016	\$ (2,274,884.70)	313	\$ 506,480.41	61	\$ (1,768,404.29)
2017	\$ (2,038,488.86)	382	\$ 417,699.36	116	\$ (1,620,789.50)
2018	\$ (2,747,897.47)	442	\$ 826,232.41	118	\$ (1,921,665.06)
2019	\$ (4,074,502.57)	401	\$ 1,560,120.86	156	\$ (2,514,381.71)
2020	\$ (4,231,594.24)	255	\$ 537,544.95	126	\$ (3,694,049.29)
2021	\$ (4,359,864.48)	308	\$ 605,626.57	147	\$ (3,754,237.91)
2022	\$ (5,455,054.29)	304	\$ 920,669.73	174	\$ (4,534,384.56)
2023	\$ (3,617,754.78)	180	\$ 721,177.05	114	\$ (2,896,577.73)
2024	\$ (3,125,368.13)	157	\$ 268,165.72	128	\$ (2,857,202.41)
Subtotal - 2015 through 2024	\$ (33,364,187.79)	3,014	\$ 6,633,437.53	1,176	\$ (26,730,750.26)
Total	\$ (37,287,508.45)	3,700	\$ 10,978,181.56	1,812	\$ (26,309,326.89)

#### 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 Forfeited on March 26, 2024	(1,621,242.25)	262
Accounts Forfeited on September 27, 2024	(764,105.79)	113
Accounts pending forfeiture determination and execution.	(3,923,320.66)	686



## 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 March 26, 2024, April 28, 2023, and January 25, 2022.

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 period, 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 to customers on August 16, 2021, September 21, 2022, March 26, 2024, and September 27, 2024.

#### Refund Requests and Forfeiture Disputes

Following the distribution of annual account statements to customers in March 2024, it has been determined that submitted refund requests affect 2,048 accounts. The accompanying table outlines the progress made to date.

#### Construction Inspection Refund Data

	Number of Accounts	Amount (\$)
Refund request received to date	2048	
Refunded this month	7	\$76,110.29
Refunded last month	9	\$37,443.58
Refunded in FY25	25	\$150,580.00
Refunded in FY24 (Oct 23 - Sept 24)	369	\$6,931,447.14
Refunded in FY23 (Oct 22 – Sept 23)	105	\$1,756,574.39
Refund requests that are debits (\$0 balance or owe DC Water)	111	\$(149,095.75)
<i>Number of Refund Accounts Reviewed, Awaiting Information from Developers*</i>	<i>107</i>	<i>\$896,991.83</i>
<i>Number of Refund Account Requested after forfeiture date**</i>	<i>12</i>	<i>\$75,583.58</i>

\*Documentation required to process the refund accounts has been thoroughly examined and assembled. DC Water is in the process of obtaining address verification and/or proof of payment from the developers to complete the refund issuance. Request for this information has already been communicated to the developers.

\*\*These accounts were forfeited, and zero balance statements were sent to the developers before they requested a refund. As a result, these accounts are not eligible for a refund.

## Monthly Report to DC Retail Water and Sewer Rates Committee

### Payment Plan and Disconnection Report

Fiscal Year-to-Date  
As of December 31, 2024

Zip Code	Residential					Commercial					Multifamily				
	30-Day A/R	Active Plans	Plans Create d	Plans Defaulte d	Non- Pay Discon.	30-Day A/R	Active Plans	Plans Create d	Plans Defaulte d	Non- Pay Discon.	30-Day A/R	Active Plans	Plans Create d	Plans Defaulte d	Non- Pay Discon. *
	12,709	3,053	1,555	788	730	1,258	107	32	20	74	1,579	313	74	51	1
20001	213	56	33	9	23	37	7	2		6	8				
20009	121	23	16	8	15	36	5			4	32	2		2	
20010	387	95	50	16	23	39	5		1	8	29	4	1		
20001	71	21	11	5	6	26	5			5	10	2	1		
20004						5									
20005	7	1			2	23				1	1				
20006						12			1	1					
20007	125	8	4	1	14	39	3	1	1	5	2				
20008	13	1				13	1	1			1				
20009	47	7	2	1	3	7	1	1		1	8	2			
20011	1														
20036	1					23	5	2		2	3	1	1		
20037	8	2		1	1	12	3	1			2	1	1		
20418						1									
20007	74	7	4	5	7	5	1				18	1			
20008	53	10	4	1	7	17	3	1		2	4	1			
20015	44	4	1	4	7	8	2	2			2				
20016	136	22	9	5	21	103	1			2	2				
20010	26	3	3	2	3	2					3				
20011	1,570	396	197	89	149	122	14	3	4	9	128	29	5	1	
20012	325	76	41	22	35	29	3	2	1	2	11	1	1	1	
20015	63	16	7	4	4										
20001	194	56	18	16	11	15	3	1		4	7	1			
20002	623	155	82	25	23	90	7	3	2	1	209	42	7	4	1
20010						1									
20011	225	59	29	16	11	3	2				13	1			
20017	661	140	64	33	9	37	4	2	2	1	24	5	2	2	
20018	894	202	98	46	19	95	4		1	2	29	4	1	1	
20036											1	1			
20001	20	9	3		3	11				1	3				
20002	414	85	39	22	14	70	1	1	3	9	17	1	1	1	
20003	205	27	14	8	11	50	2			2	15	1		1	
20024	49	11	6	7	4	14					12	4	4		
20032	1														
20001	3	1	1												
20002	233	60	29	15	12	13	1	1	1		23	4		2	
20003	93	13	8	4	4	24	1	1			7	1			
20016	2			2											
20019	2931	693	391	231	119	116	14	3	2	2	370	58	13	12	
20020	590	115	65	39	22	10	1				73	42	4	2	
20000	1														
20002	3	2													
20003	20	4	1		3	6									
20020	1,283	369	188	76	75	58	4	2	1	3	250	49	17	8	
20023	1														
20032	978	304	137	75	70	86	4	2		1	262	55	15	14	

\*Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 327, Com. 125 and MF 112

\*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 2025 Proposed RRC Committee Workplan**

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
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<b>1. Propose and Establish Retail Rates for FY 2025 &amp; FY 2026</b>	Date of Activity	Completed	Responsible Department
a. <i>Present FY 25 &amp; FY 26 Budget to Board</i>	January 4, 2024	√	Rates and Revenue
b. <i>Present FY 25 &amp; FY 26 Proposed Rates, Fees &amp; 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 &amp; FY 26 Rates, Fees &amp; 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 &amp; FY 26 Rates, Fees &amp; Charges</i>	March 7, 2024	√	
g. <i>Publish NOPR in D.C. Register for Proposed FY 25&amp; FY 26 Rates, Fees &amp; 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 &amp; FY 26 Rates, Fees &amp; 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 &amp; FY 26 Rates, Charges &amp; Fees</i>	July 3, 2024	√	
n. <i>Publish NOFR in D.C. Register for Amended Rates, Fees &amp; Charges</i>	July 19, 2024	√	DGLA
o. <i>Amended Rates, Fees &amp; Charges Go-Live</i>	October 1, 2024 (FY '25) October 1, 2025 (FY '26)	√	Customer Care

<b>2. Establish new DC Water's Customer Assistance Program, CAP Plus (CAP+)</b>	Date of Activity	Completed	Responsible Department
a. <i>RRC recommend proposal to Amend regulations to add new Customer Assistance Program, CAP Plus (CAP+)</i>	February 27, 2024	√	Rates and Revenue
b. <i>Board approves Notice of Proposed Rulemaking (NOPR) for new CAP+</i>	March 7, 2024	√	
c. <i>Publish NOPR in D.C. Register for Proposed new CAP+</i>	March 22, 2024	√	DGLA
d. <i>Outreach and Public Comment Period</i>	March 22 - May 16, 2024	√	Marketing & Comm.

**Attachment B**

<b>2. Establish new DC Water's Customer Assistance Program, CAP Plus (CAP+)</b>	Date of Activity	Completed	Responsible Department
e. <i>Public Hearing</i>	May 9, 2024	√	Rates and Revenue
f. <i>Public Hearing Record Closes</i>	May 16, 2024	√	
g. <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	√	
h. <i>Present final new CAP+ to RRC for recommendation to Board</i>	June 25, 2024	√	
i. <i>Board approves Notice of Final Rulemaking (NOFR) for new CAP+</i>	July 3, 2024	√	DGLA
j. <i>Publish NOFR in D.C. Register for new CAP+</i>	July 19, 2024	√	
k. <i>New CAP+ – Go Live</i>	October 1, 2024	√	Customer Care

<b>3. Fire Protection Service Fee for FY 2025, FY 2026, and FY 2027</b>			
a. <i>RRC recommend proposal for Fire Protection Service Fee</i>	April 23, 2024	√	Rates and Revenue
b. <i>Board approval of Notice of Proposed Rulemaking (NOPR)</i>	May 2, 2024	√	DGLA Marketing & Comm. Rates and Revenue
c. <i>Publish NOPR in D.C Register</i>	May 17, 2024	√	
d. <i>Public Comment and Outreach</i>	May 17 – June 16, 2024	√	
e. <i>Presentation of Final Proposal of Fire Protection Service Fee to RRC</i>	June 25, 2024	√	
f. <i>Board approval of Notice of Final Rulemaking (NOFR)</i>	July 3, 2024	√	DGLA Rates & Revenue
g. <i>Publish NOFR in D.C. Register</i>	July 19, 2024	√	
h. <i>Fire Protection Service Fee Go-Live</i>	October 1, 2024	√	

<b>4. FY 2025 Revised and FY 2026 Proposed Revenue Budget and Financial Plan</b>			
a. <i>Present FY 25 Revised &amp; Proposed FY 26 Revenue Budget and Financial Plan to Board in DC Water Budget Workshop</i>	January 13, 2025	√	Rates and Revenue
b. <i>Present FY 25 Revised &amp; Proposed FY 26 Revenue Budget and Financial Plan to Joint RRC and F&amp;B Committees</i>	January 28, 2025		Rates and Revenue
c. <i>RRC recommendation on FY 25 Revised &amp; Proposed FY 26 Revenue Budget and Financial Plan to Board for approval</i>	February 25, 2025		Rates and Revenue
d. <i>Board approves FY 25 Revised &amp; Proposed FY 26 Revenue Budget and Financial Plan</i>	March 6, 2025		

<b>5. 2025 Potomac Interceptor Cost of Service Study (FY 2026 – FY 2028)</b>			
a. <i>Present 2025 Potomac Interceptor Cost of Service Study for FY 2026 – FY 2028 rates to RRC</i>	April 22, 2025		Rates & Revenue

**Attachment B**

<b>6. 2025 Cost of Service Study to Establish Miscellaneous Fees and Charges</b>			
<i>a. Present COS Update and Proposed Amendments to Miscellaneous Fees &amp; Charges for RRC Recommendation</i>	April 22, 2025		Rates & Revenue
<i>b. Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees &amp; Charges</i>	May 1, 2025		Board of Directors
<i>c. Publish NOPR in DC Register</i>	May 16, 2025		DGLA
<i>d. Public Comment period</i>	May 16 – June 16, 2025		Marketing & Comm.
<i>e. RRC Final Recommendation to Approve Amendments for Miscellaneous Fees &amp; Charges</i>	June 24, 2025		Rates & Revenue/ Customer Care
<i>f. Board Approval of Notice of Final Rulemaking (NOFR)</i>	July 3, 2025		Board of Directors
<i>g. Publish NOFR in DC Register</i>	July 18, 2025		DGLA
<i>h. Miscellaneous Fees &amp; Charges including Engineering and Permitting Fees Go-Live</i>	October 1, 2025		Rates & Revenue/ Customer Care

<b>7. 2025 COS for Water, Sewer and CRIAC</b>			
<i>a. Present 2025 Cost of Service Study for Water, Sewer and CRIAC to RRC</i>	January 26, 2026		Rates and Revenue
<i>b. Post Final COS on DC Water's website</i>	TBD		

<b>8. Delinquent Accounts</b>			
<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, February 25, 2025; 9:30 a.m.  
AGENDA**

<b>Call to Order</b>	Committee Chairman
<b>Monthly Updates</b>	Chief Financial Officer
<b>Committee Workplan</b>	Chief Financial Officer
<b>Agenda for March 25, 2025 Committee Meeting</b>	Committee Chairman
<b>Other Business</b>	Chief Financial Officer
<b>Adjournment</b>	

\*Detailed agenda can be found on DC Water's website at [www.dewater.com/about/board\\_agendas.cfm](http://www.dewater.com/about/board_agendas.cfm)