



District of Columbia Water and Sewer Authority Board of Directors

Retail Water and Sewer Rates Committee

October 28, 2025 / 9:30am

Microsoft Teams meeting

[Click here to join the meeting](#)

Meeting ID: 268 009 378 545 Passcode: tG2Gg3DZ

Call in (audio only) +1 202-753-6714,,38386691#

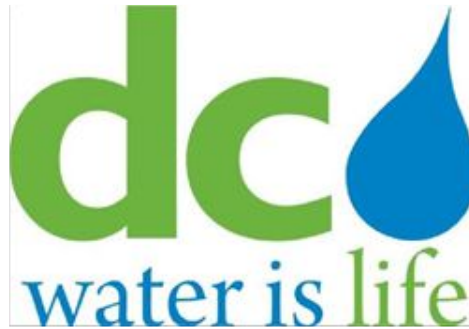
Phone Conference ID: 383 866 91#

1. **Call to Order**..... Howard Gibbs, Vice-Chair
2. **Roll Call** Michelle Rhodd, Board Secretary
3. **[Monthly Report to DC Retail Water & Sewer Rates Committee \(Attachment A\)](#)** [Syed Khalil](#)
4. **[DC Water Cares Program Update \(Attachment B\)](#)**..... [Meisha Thomas](#)
5. **DC Retail Water and Sewer Rates Committee Workplan (Attachment C)** Syed Khalil
 - [FY 2025 Proposed DC Retail Rates Committee Workplan](#)
 - [FY 2026 Proposed DC Retail Rates Committee Workplan](#)
6. **[Agenda for November 18, 2025, Committee Meeting \(Attachment D\)](#)**..... [Howard Gibbs, Vice-Chair](#)
7. **Other Business**..... Syed Khalil
8. **Executive Session***
9. **Adjournment** Howard Gibbs, Vice-Chair

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 certain matters, including but not limited to: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); terms for negotiating a contract, including an employment contract, under D.C. Official Code § 2-575(b)(2); obtain legal advice and preserve attorney-client privilege or settlement terms under D.C. Official Code § 2-575(b)(4)(A); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security matters 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); third-party proprietary matters under D.C. Official Code § 2-575(b)(11); train and develop Board members and staff under D.C. Official Codes § 2- 575(b)(12); adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters or violations of laws or regulations where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14); and other matters provided under the Act.

ATTACHMENT A



Fiscal Year 2025

Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending September 30, 2025

DEPARTMENT OF FINANCE

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

Syed Khalil, Vice President, Rates & Revenue

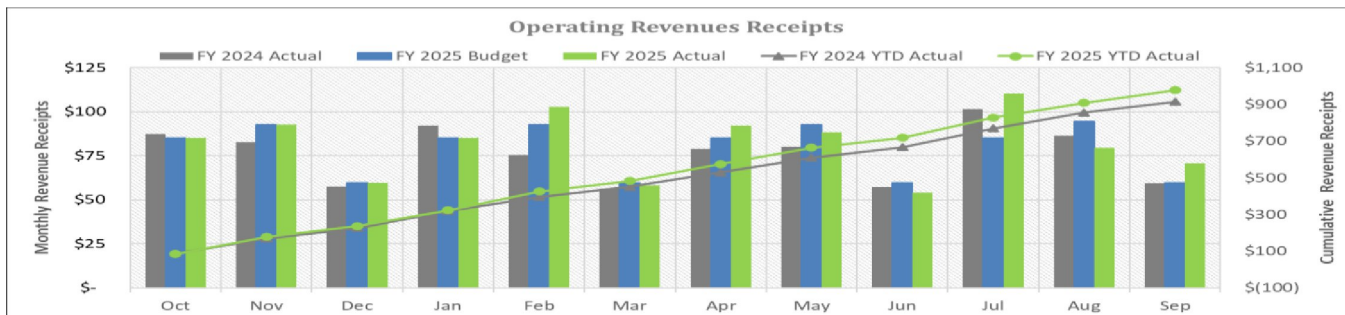
Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2025

Operating Revenues (\$000's)

FY 2024		FY 2025					
Actual		Year-to-Date Performance					
Total Annual	CATEGORY	Annual Budget	YTD Budget	YTD Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
\$532,156	Residential / Commercial / Multi-Family*	\$547,903	\$547,903	\$576,751	105.3%	\$28,848	5.3%
91,338	Federal	91,696	91,696	92,625	101.0%	929	1.0%
24,739	Municipal (DC Govt.)	26,388	26,388	25,727	97.5%	(661)	(2.5%)
16,358	DC Housing Authority	17,027	17,027	14,990	88.0%	(2,037)	(12.0%)
24,439	Metering Fee	24,083	24,083	24,479	101.6%	396	1.6%
43,192	Water System Replacement Fee (WSRF)	40,717	40,717	43,382	106.5%	2,665	6.5%
106,757	Wholesale	114,248	114,248	114,341	100.1%	93	0.1%
25,601	PILOT/ROW	23,813	23,813	24,989	104.9%	1,176	4.9%
50,291	All Other	65,988	65,988	61,225	92.8%	(4,763)	(7.2%)
\$914,871	TOTAL	\$951,863	\$951,863	978,509	102.8%	\$26,646	2.8%

* Residential, Commercial & Multi-family receipts include credits for October 2024 through September 2025 for District's CAP3 (\$5,748.76) and Non-profit Relief Program (\$900,901.95).



At the end of September 2025, cash receipts totaled \$978.5 million, or 102.8 percent of the FY 2025 revised Budget. The FY 2025 budgeted receipts were \$951.9 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their fourth quarterly payments in July 2025), and wholesale customers (which made their fourth quarterly payments in August 2025).

Favorable Variances	Unfavorable Variances
Residential, Commercial, and Multi-Family – Receipts for this category are favorable at \$576.8 million or 105.3 percent of the revised budget. The higher receipts are partly due to higher CRIAC in the Residential, Commercial and Multi-family categories as compared to the revised budget. The Multi-family consumption is also higher than budget. The September 2025 receipts were higher by \$11.3 million, as compared to the revised monthly budget of \$45.7 million. Federal - Actual receipts through September 2025 totaled \$92.6 million or 101.0 percent of the revised budget. The Federal government made its fourth quarter payment in July 2025. Wholesale – At the end of September 30, 2025, the actual receipts for this category totaled \$114.3 million or 100.1 percent of the revised budget. Wholesale customers made their quarterly payment in August 2025. PILOT/ROW – The receipts for PILOT/ROW are favorable at \$25.0 million or 104.9 percent of the revised budget. September 2025 receipts are at \$2.1 million, which is \$0.3 million higher as compared to the revised budget.	District Government – Receipts are lower at \$25.7 million or 97.5 percent of the revised budget. The receipts are lower mainly due to lower consumption as compared to the budget. The September 2025 receipts are higher by \$0.4 million as compared to the revised budget of \$2.2 million. DC Housing Authority – Receipts are lower at \$15.0 million or 88.0 percent of the revised budget. The receipts are lower mainly due to lower consumption as compared to the budget. The September 2025 receipts are slightly lower by \$0.2 million as compared to the revised budget of \$1.4 million. Other Revenue – Receipts are lower at \$61.2 million or 92.8 percent of the revised budget. Interest Earnings (\$5.4 million) and Washington Aqueduct Backwash (\$0.7 million) are higher than the revised budget. The receipts also include Blue Drop contribution of District's share of \$4.9 million. The receipts for Developer Fees (\$2.2 million), System Availability Fee (SAF- \$4.3 million), and Indirect Cost Reimbursement for Capital Projects (\$2.8 million) are lower than the revised budget.

Monthly Report to DC Retail Water and Sewer Rates Committee

As of September 30, 2025
(\$ in millions)

Revenue Category	FY 2025 Budget	YTD Budget	Actual	Variance Favorable / (Unfavorable)		Actual % of Budget
Residential, Commercial, and Multi-family	\$547.9	\$547.9	\$576.8	\$28.9	5.3%	105.3%
Federal	\$91.7	\$91.7	\$92.6	\$0.9	1.0%	101.1%
District Government	\$26.4	\$26.4	\$25.7	(\$0.7)	-2.5%	97.5%
DC Housing Authority	\$17.0	\$17.0	\$15.0	(\$2.0)	-12.0%	88.0%
Customer Metering Fee	\$24.2	\$24.2	\$24.5	\$0.3	1.6%	101.6%
Water System Replacement Fee (WSRF)	\$40.7	\$40.7	\$43.4	\$2.7	6.5%	106.5%
Wholesale	\$114.2	\$114.2	\$114.3	\$0.1	0.1%	100.1%
Right-of-Way Fee/PILOT	\$23.8	\$23.8	\$25.0	\$1.2	4.9%	104.9%
Subtotal (before Other Revenues)	\$885.9	\$885.9	\$917.3	\$31.4	3.5%	103.5%
IMA Indirect Cost Reimb. For Capital Projects	9.9	9.9	7.2	(2.8)	-28.3%	72.7%
DC Fire Protection Fee	17.6	17.6	17.5	(0.0)	0.0%	99.4%
Stormwater (MS4)	1.0	1.0	1.0	(0.0)	0.0%	100.0%
Interest	9.5	9.5	14.9	5.4	56.8%	156.8%
Developer Fees (Water & Sewer)	9.0	9.0	6.9	(2.2)	-24.4%	76.7%
System Availability Fee (SAF)	7.7	7.7	3.5	(4.3)	-55.8%	45.5%
Washington Aqueduct Backwash	2.6	2.6	3.3	0.7	26.9%	126.9%
Others	6.7	6.7	6.9	0.2	3.0%	103.0%
Subtotal	\$64.0	\$64.0	\$61.2	-\$2.8	-4.4%	95.6%
Rate Stabilization Fund Transfer	\$2.0	\$2.0	\$0.0	(\$2.0)	-100.0%	0.0%
Other Revenue Subtotal	\$66.0	\$66.0	\$61.2	-\$4.8	-7.2%	92.8%
Grand Total	\$951.9	\$951.9	\$978.5	\$26.6	2.8%	102.8%

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

Customer Category	Water	Sewer	Clean Rivers IAC	Metering Fee	WSRF	Total
Residential	47,890	75,538	29,895	10,927	9,831	174,081
Commercial	95,722	108,376	36,141	7,214	17,091	264,543
Multi-family	66,535	102,335	14,320	3,714	8,308	195,212
Federal	33,314	37,869	21,441	1,537	5,668	99,830
District Govt	7,100	9,606	9,021	835	2,083	28,645
DC Housing Authority	5,574	8,258	1,158	252	401	15,643
Total:	256,135	341,982	111,976	24,479	43,382	777,954

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	28,226	29,895	1,669	6%	106%
Commercial	33,518	33,518	36,141	2,623	8%	108%
Multi-family	13,649	13,649	14,320	671	5%	105%
Federal	21,441	21,441	21,441	0	0%	100%
District Govt	8,988	8,988	9,021	33	0%	100%
DC Housing Authority	1,177	1,177	1,158	(19)	-2%	98%
Total:	106,999	106,999	111,976	4,977	5%	105%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2025

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
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
January 31, 2025	\$35.5	11,709
February 28, 2025	\$35.2	11,839
March 31, 2025	\$35.7	11,608
April 30, 2025	\$35.6	11,360
May 31, 2025	\$34.6	11,111
June 30, 2025	\$34.7	11,566
July 31, 2025	\$33.2	11,436
August 31, 2025	\$32.6	11,398
September 30, 2025	\$33.4	11,414

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 Sep (All Categories)				Total Delinquent				
				Active		Inactive		Aug		Sep		
	W & S a/c	Impervious Only a/c	Total No. of a/c	No. of a/c	Amount (\$)	No. of a/c	Amount (\$)	No. of a/c	Amount (\$)	No. of a/c	Amount (\$)	%
Commercial	8,409	1,830	10,239	830	7,645,523	124	\$775,279	946	\$6,556,362	954	\$8,420,802	25%
Multi-family	9,093	302	9,395	1,186	14,924,987	47	\$539,860	1,237	\$16,446,763	1,233	\$15,464,847	46%
Single-Family Residential	108,090	1,881	109,971	9,083	9,285,278	144	\$210,724	9,215	\$9,603,194	9,227	\$9,496,001	28%
Total	125,592	4,013	129,605	11,099	\$31,855,787	315	\$1,525,863	11,398	\$32,606,318	11,414	\$33,381,650	100%

Notes: Included in the above \$33.4M (or 11,414 accounts) of the DC Water Over 90 days delinquent accounts, \$4,571,828.51 (or 999 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 (11,414) as a percentage of total accounts (129,605) is 8.8 percent.

-Delinquent impervious only accounts (999) as a percentage of total accounts (129,605) is 0.8 percent.

-Delinquent impervious only accounts (999) as a percentage of total delinquent accounts (11,414) are 8.8 percent.

-Delinquent impervious only accounts (999) as a percentage of total impervious only accounts (4,013) are 24.9 percent

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2025

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	1,908	\$11,800,301	1,186	\$9,421,150	954	\$8,420,802
Multi Family	1,936	19,200,149	1,460	16,790,333	1,233	15,464,847
Residential	19,112	12,569,190	12,073	10,569,993	9,227	9,496,001
Total	22,956	\$43,569,641	14,719	\$36,781,476	11,414	\$33,381,650

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	1,165	\$743,404	680	\$597,850	478	\$530,368
2	449	173,657	251	125,840	174	110,379
3	613	295,578	295	219,980	206	189,978
4	3,239	1,867,745	1,896	1,512,219	1,398	1,331,477
5	3,862	2,420,037	2,403	2,008,937	1,826	1,782,222
6	1,098	568,544	645	455,334	453	403,079
7	5,552	4,096,732	3,734	3,562,268	2,925	3,250,684
8	3,134	2,403,495	2,169	2,087,565	1,767	1,897,813
Total	19,112	\$12,569,190	12,073	\$10,569,993	9,227	\$9,496,001

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+	1,217	\$830,835	1,070	\$752,867	982	\$683,156
CAP	868	559,470	708	496,389	624	450,474
CAP2	65	21,729	45	17,648	35	15,230
CAP3	9	4,616	6	4,010	5	3,044
Total	2,159	1,416,649	1,829	1,270,914	1,646	1,151,905

* Based on number of accounts that have been given credit in Sep 2025

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	48	\$36,463	45	\$33,712	39	\$31,176
2	7	3,784	7	3,491	7	3,110
3	9	4,623	8	4,108	5	3,836
4	164	101,519	144	89,942	125	78,476
5	274	187,461	245	169,873	229	154,340
6	53	36,464	48	32,700	44	29,062
7	389	249,579	329	226,246	309	206,395
8	273	210,942	244	192,794	224	176,761
Total	1,217	\$830,835	1,070	\$752,867	982	\$683,156

* Based on number of accounts that have been given credit in Sep 2025

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2025

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	31	\$27,095	23	\$21,525	21	\$18,116
2	4	4,834	4	4,451	4	4,312
3	4	1,007	4	883	3	834
4	111	56,957	85	49,741	77	44,932
5	165	78,696	132	64,958	114	56,269
6	27	11,369	22	10,235	17	9,470
7	295	146,220	246	127,867	215	112,803
8	231	233,291	192	216,730	173	203,738
Total	868	\$559,470	708	\$496,389	624	\$450,474

* Based on number of accounts that have been given credit in Sep 2025

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	1	\$28	\$0	\$0	\$0	\$0
2	1	30	1	30	1	30
3	0	0	0	0	0	0
4	7	1,970	5	1,598	3	1,301
5	8	2,060	6	1,340	5	855
6	1	147	1	66	0	0
7	30	10,213	19	8,322	14	7,330
8	17	7,282	13	6,292	12	5,715
Total	65	\$21,729	45	\$17,648	35	\$15,230

* Based on number of accounts that have been given credit in Sep 2025

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	1	2,161	1	2,094	1	2,017
5	1	297	1	254	1	173
6	0	0	0	0	0	0
7	5	2,040	4	1,662	3	854
8	2	118	0	0	0	0
Total	9	\$4,616	6	\$4,010	5	\$3,044

* Based on number of accounts that have been given credit in Sep 2025

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2025

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 September 30, 2025, developer deposits had \$34.32 million in credit balances (liability) and \$11.30 million in debt balances (receivable).

Balances by Year as of September 30, 2025

Credit Balances (Liability)	Debit Balances (Receivables)
\$34.32 million	\$11.3 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	\$ (282,698.64)	74	\$ 260,270.23	86	\$ (22,428.41)
2006	\$ (267,855.30)	22	\$ 271,416.02	74	\$ 3,560.72
2007	\$ (114,482.12)	24	\$ 141,076.99	48	\$ 26,594.87
2008	\$ (239,007.97)	29	\$ 189,458.72	48	\$ (49,549.25)
2009	\$ (135,490.53)	19	\$ 167,050.08	42	\$ 31,559.55
2010	\$ (97,788.42)	25	\$ 129,842.75	37	\$ 32,054.33
2011	\$ (238,662.63)	49	\$ 465,134.96	54	\$ 226,472.33
2012	\$ (533,156.29)	114	\$ 453,542.97	87	\$ (79,613.32)
2013	\$ (552,321.36)	88	\$ 245,969.44	76	\$ (306,351.92)
2014	\$ (797,117.87)	88	\$ 952,972.19	61	\$ 155,854.32
2015	\$ (908,558.80)	200	\$ 258,106.04	36	\$ (650,452.76)
Subtotal - 2001 through 2015	\$ (4,167,139.93)	732	\$ 4,505,906.52	658	\$ 338,766.59
2016	\$ (2,227,970.94)	300	\$ 497,244.05	55	\$ (1,730,726.89)
2017	\$ (1,877,698.68)	362	\$ 392,426.69	107	\$ (1,485,271.99)
2018	\$ (2,256,465.44)	403	\$ 808,689.82	112	\$ (1,447,775.62)
2019	\$ (3,314,352.44)	354	\$ 1,575,303.78	154	\$ (1,739,048.66)
2020	\$ (3,937,847.35)	238	\$ 526,140.11	119	\$ (3,411,707.24)
2021	\$ (3,476,151.22)	282	\$ 643,201.96	143	\$ (2,832,949.26)
2022	\$ (5,338,495.81)	286	\$ 920,766.02	166	\$ (4,417,729.79)
2023	\$ (3,097,842.11)	170	\$ 891,403.99	119	\$ (2,206,438.12)
2024	\$ (2,713,585.14)	155	\$ 365,073.11	93	\$ (2,348,512.03)
2025	\$ (1,907,882.08)	140	\$ 172,011.13	121	\$ (1,735,870.95)
Subtotal - 2016 through 2025	\$ (30,148,291.21)	2,690	\$ 6,792,260.66	1,189	\$ (23,356,030.55)
Total	\$ (34,315,431.14)	3,422	\$ 11,298,167.18	1,847	\$ (23,017,263.96)

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 Forfeited on September 28, 2025	(969,992.94)	182
Subtotal forfeiture executed:	(9,480,984.60)	1,916
Accounts under review (on hold) with Permits	(621,638.69)	138
Accounts pending forfeiture determination and execution.	(3,545,501.24)	594
Subtotal account under review for forfeiture determination and execution:	(4,167,139.93)	732
Total Forfeiture	(13,648,124.53)	2,648

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2025

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 activity on the account. For the last four years, annual statements were mailed to customers on June 20, 2025, 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 is requested, funds will 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, September 27, 2024, and September 28, 2025.

Refund Requests and Forfeiture Disputes

Following the distribution of annual account statements to customers on June 20, 2025, it was determined that refund requests impact a total of 2,033 accounts. The table below provides a summary of the progress made to date.

Construction Inspection Refund Data

	Number of Accounts	Amount (\$)
Refund request received to date	2033	
Refunded this month	12	\$54,520.61
Refunded last month	24	\$763,644.28
Refunded FY25	250	\$3,127,116.31
Refunded in FY24	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)	150	(\$63,548.59)
Number of Refund Accounts Reviewed, Awaiting Information from Developers*	357	\$2,104,480.51
Number of Refund Account Requested after forfeiture date**	33	\$159,241.56

*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

Fiscal Year-to-Date
As of September 30, 2025

Payment Plan and Disconnection Report

		Residential					Commercial					Multifamily				
Ward	Zip Code	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		12,012	3,591	1,494	1,056	1,167	1,150	92	25	20	33	1,447	432	147	68	21
1	20001	196	55	22	9	23	38	6	1	1		7	1	1		
	20009	115	25	10	4	15	27	5	3	1	1	27	10	4	2	2
	20010	362	86	36	27	34	35	1	1			25	4	1	2	1
2	20001	69	22	7	5	6	33	5	1	1	2	8	3	1		
	20004						2									
	20005	6	1		1		22				1	2				
	20006						7				1					
	20007	123	9	3	1	7	52	3	1		6	5				
	20008	8	1				12	2				1				
	20009	32	9	2	2	3	10	4				15	3	1	1	
	20036	3					9	3	1	1		2	1	1		
	20037	10	2		1	1	7	2				4	1			
	20057						3									
	3	20007	69	12	1		5	10	3	1		1	17	1		
20008		50	9	1	2	12	22	2	1			4	3	1		
20015		51	7	3		7	5					1				
20016		123	14	5	11	22	101	2	1	3	3	2				
4	20001	1														
	20010	27	8	5	2	3	3	1				2	2	2		
	20011	1,490	447	171	125	162	91	11	2	4	2	109	38	13	3	6
	20012	325	100	43	28	28	25	4	2			6	2	1		1
5	20015	47	13	5	7	6										
	20001	187	60	22	7	18	14	1			2	5	1	1		
	20002	598	185	69	68	70	86	5	2		3	170	41	15	13	1
	20011	198	65	32	20	17	1					6	3	2		
	20017	595	182	70	50	62	35	3	1			31	7	1		
	20018	816	268	115	68	74	97	7	2	4	1	20	3		2	2
	20036						1					1	1	1		
6	20001	12	11	3	1	3	8					4				
	20002	390	84	23	26	18	71	3		1	5	12	7	4		
	20003	186	41	18	8	16	38	3	2	1		15	1	1		1
	20024	47	14	4	6	9	9	1	1		1	6	6			
	20032	1				1	1									
7	20001	3			1											
	20002	226	80	32	26	17	14	3	1		2	29	11	2	2	
	20003	95	20	9	5	8	22					9				
	20016	2	1	1	1											
	20019	2,865	894	410	287	253	102	8	1	1	1	334	98	31	15	2
	20020	525	143	67	46	55	9	1				68	35	6	4	
	20032			1												
8	20002	3														
	20003	17	5		1	1	12			1	1					
	20020	1,193	362	164	110	127	48			1		255	75	27	14	2
	20023	1	1	1	1											
	20032	945	355	139	99	84	69	3				245	74	30	10	3

*Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 399, Com. 138 and MF 90

*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



District of Columbia Water and Sewer Authority
Retail Rates Committee
FY25 DC Water Cares Program and Collections Update
Tuesday, October 28, 2025
Meisha Thomas, Director of Customer Care



PURPOSE

- 💧 To present to the Committee an overview of the FY25 DC Water Cares Assistance Programs and collection activity performance.



CUSTOMER PROGRAMS RECOGNIZED BY EPA

Bill Discount

- DC Water offers programs with incomes up to 100% AMI
- **NEW** – **CAP+** programs offers even more robust assistance to households up to 20% MHI

Flexible Terms

- DC Water offers payment plans
- **NEW** – **Payment Plan Incentive Program** - Customers who meet the terms of their payment plans receive a credit to their arrears

Lifeline Rate

- **Lifeline Rate** provides a discount for the first four CCFs of water
- Customer can save money a month if they can conserve water



Temporary Assistance

- **SPLASH** program, paid for with customer, employee, and Board member contributions
- The **Payment Plan Incentive Program**

Water Efficiency

- **NEW** – **Leak Assessment** program will provide water audits to help customers identify the source of leaks and high bills



CUSTOMER ASSISTANCE PROGRAMS

CAP+

Discount of 6CCF of water and sewer usage; 75% discount on CRIAC; 100% WSRF

CAP1

Discount of 4CCF of water and sewer usage; 75% off CRIAC ; 100% off WSRF

CAP2

Discount of 3CCF of water and sewer usage; 50% off CRIAC

CAP3

Discount of 75% off CRIAC

CRIAC

Discount of 90% off CRIAC for non-profit organizations

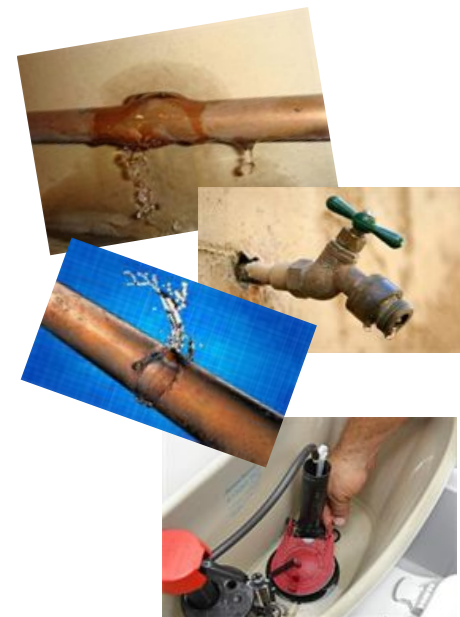
Program	# FY24 Enrolled	FY2024 Dollars	# FY25 Enrolled	FY2025 Dollars	FY2025 Budget	Remaining Budget
CAP+	0	\$ -	2,174	\$ 1,537,636	\$ 1,700,000	\$ 162,364
CAP1	4,411	\$ 2,586,698	1,863	\$ 1,225,594	\$ 3,000,000	\$ 1,774,406
CAP2	360	\$ 160,586	238	\$ 102,654	\$ 300,000	\$ 197,346
CAP3	29	\$ 4,714	54	\$ 5,749	\$ 5,570	\$ (179)
CRIAC NP	185	\$ 997,487	174	\$ 900,902	\$ 900,902	\$ 0
Total	4,985	\$ 3,749,485	4,503	\$ 3,772,534		

Assistance eligibility is determined by DOEE.



RESIDENTIAL LEAK ASSESSMENT & REPAIR

Program	RLAAP Paid Assessments	Paid Assessment Cost	RLRAP Paid Repairs	Paid Repair Costs
*CAP+	138	\$106,500	53	\$51,725
CAP	130	\$97,500	54	\$48,385
CAP2	11	\$8,250	6	\$3,750
**CAP3	1	\$750	0	\$0
Total	281	\$213,000	113	\$103,860
*Multi-family (4 unit) property received an assessment in error due to rate classification. Repair not completed.				
**Completed CAP3 customer assessment in error. Repair was not completed.				
- DC Water funds the Leak Assessment Program at \$500,000 Remaining balance - \$287,000 - FY26 funding - \$500,000		- DC Government funds the Leak Repair Program at \$125,000 Remaining balance after 15% overhead cost - \$5,561 - FY26 funding - \$126,000		
FY 2026 - We are set to restart the programs in FY26. We are waiting for DOEE to open CAP enrollment. - We will issue an RFP for the FY27 program to expand vendor participation and reduce costs by leveraging economies of scale.				





PAYMENT PLAN INCENTIVE PROGRAM

Residential Payment Plan Enrollment

Fiscal Year	Active Plans	Plans Created	Plans Defaulted	% Maintained	% Defaulted
2024	26,783	10,957	6,733	75%	25%
2025	40,175	17,526	11,330	72%	28%



Payment Plan Incentive Program

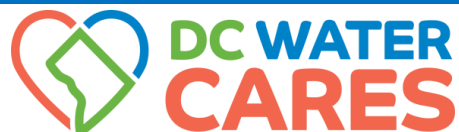
Adjustment Year	No. Accounts that Received Credits	Adjustments	Budget*	Remaining Budget
FY 2024	470	\$122,307	\$2,000,000	\$1,877,693
FY 2025	2250	\$601,461	\$2,000,000	\$1,398,539
FY 2026	114	\$35,091	\$1,000,000	\$964,909

- In FY25, participation in the Payment Plan Incentive Program was 12% higher than in FY24.
- FY26 adjustments reflect the conclusion of a 3-month payment cycle that ended in September but was adjusted in October. This 40 % incentive adjustment.
- In June 2025, the Board approved incentive increases from 40% to 50% starting FY26.

*Budget funding through the Rate Stabilization Fund.



SPLASH



SPLASH Disbursements

Fiscal Year	Donation Year End Total	# Assisted	Total Disbursement
2024	\$58,611	339	\$111,820
2025	\$67,129	240	\$81,007

Your donation can make a difference for someone in need.



SPLASH Donations





COLLECTION ACTIVITIES 30+ DAYS

Past Due (after due date)	Action
Day 1	10% late fee on monthly charges billed and not paid in full by due date.
Day 2	Reminder Call for monthly charges billed and not paid
Day 4	Reminder Notice for monthly charges billed and not paid
Day 9	Disconnect Notice by mail and by PNC Call; (Multifamily Notice Posting)
Day 30	1% penalty fee on monthly charges billed and not paid in full 60 days after due date
Day 35	Intent to Lien Notice by mail and PNC call.
Day 39**	Disconnect Service Order created. Service can be disconnected anytime after this date.
Day 50	Placement of property lien, 15 days after issuance of Intent to Lien Call and Notice. Lien is mailed to the customer via certified mail by the Collections department. (Liens are released when the account balance is paid.)
Day 60 & Greater	Accounts that remain delinquent following the complete dunning cycle fall under the review of the Collections team for additional non-Dunning action. The Dunning cycle continues for all monthly charges that continue to be billed on the account

- CIS System Activities (Automated Process)
- Manual Review for additional actions

**All rate classes will be moved to 30-day notice before disconnection in line with the multifamily legislature.



YEAR END COLLECTIONS REPORT

- 💧 The team uses various strategies to collect delinquent accounts and in FY25 resolved \$9,544,511.60 across 5320 accounts.

Collections Activities (All Rate Classes)

Description	FY24	FY25
Installment Plans Established	12,140	19,170
Installment Plans Defaulted	7,538	12,704
Past Due Reminders	161,054	162,475
Disconnect Notices	56,986	54,125
Disconnects Field Complete	6,635	12,695
Liens Recorded	56,998	69,786
# of Accounts included in Tax Sale	211	399
Tax Sale Dollars Collected	\$1,121,853	\$1,887,801
60+ Arrears Resolved	\$1,986,584	\$9,544,511

60+ Delinquencies (FY25 Target Accounts)

	Start No. Accounts	End No. Accounts	Total Resolved
Commercial	999	570	(\$1,656,764)
Multifamily	1,418	835	(\$5,746,700)
Residential	9,373	5,065	(\$2,141,048)
TOTAL	11,790	6,470	(\$9,544,511)

Cost to Collect

	FY25 Cost
Contractual Services (Liens, Receivership)	\$ 61,044
System Collection	\$ 378,000
Personnel Cost (16 FTE)	\$ 1,494,835
Contractor Cost (2 FTE - MF Posting)	\$ 79,040
Total	\$ 2,012,919



TOP 3 COLLECTION STRATEGIES

FY25	TOTAL	TOTAL COLLECTED	DESCRIPTION
Disconnection	12,695	\$3,572,917	Collection strategy that interrupts water service. In most cases customers pay entire balance or creates payment terms with a downpayment.
Payment Plan	19,170	\$6,376,638.42	Allows customer to pay down their outstanding balance over a period of time. In most cases customers pay a down payment thus reducing arrears before the payment plan begins.
*Tax Sale	354	\$1,887,801	DC Water participates by invitation from DC Office of Tax and Revenue. The delinquent amount is added to the customer's property tax bill. Payment is received by OTR and forwarded to DC Water.

*Accounts in tax sale at the end of the fiscal year.
Tax Sale is initiated by DC's Office of tax and Revenue.



MULTIFAMILY DISCONNECTION SUMMARY

	Disc Notice Posted	Total Disconnected	Still Disconnected 9/30/2025	Restored Without Authorization
All Rate Classes		12,695	338	355
Multifamily Total	197	143	46	11

- 💧 FY24 – Resumed disconnections for condominium multifamily properties.
- 💧 FY25 – Initiated a tiered approach for multifamily apartment properties:
 - March 2025 - began disconnections for 4–6-unit properties.
 - June 2025 - expanded to larger apartment complexes
 - July 2025 - paused multifamily disconnections due to Council legislation.
 - August and September 2025 - resumed multifamily disconnections.
- 💧 Ongoing – collaboration and coordination with District advocacy groups to increase tenant notification.



PLAN FOR FY26

Customer Assistance

- 💧 Restart all assistance programs (CAP+, CAP1, CAP2, CAP3, CRIAC, Residential Leak Assessment and Assistance and SPLASH)
- 💧 Continue assistance awareness, including:
 - 💧 Collaborating with DC Lead-Free Activators
 - 💧 Target previous participants
 - 💧 Survey customers to gain insight into enrollment experience
 - 💧 Increasing social media awareness

Collections

- 💧 Use collection strategies to reduce delinquencies
- 💧 Continue to track and report success of strategies
- 💧 Continue collaboration with District agencies and advocacy groups to increase tenant awareness and notification



QUESTIONS



Attachment C**FY 2025 Proposed RRC Committee Workplan**

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
---------------------------	------------------	-----------	------------------------

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

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

Attachment C

2. Establish new DC Water's Customer Assistance Program, CAP Plus (CAP+)	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

3. Fire Protection Service Fee for FY 2025, FY 2026, and FY 2027			
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	√	

4. FY 2025 Revised and FY 2026 Proposed Revenue Budget and Financial Plan			
a. <i>Present FY 25 Revised & 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 & Proposed FY 26 Revenue Budget and Financial Plan to Joint RRC and F&B Committees</i>	January 28, 2025	√	Rates and Revenue
c. <i>RRC recommendation on FY 25 Revised & Proposed FY 26 Revenue Budget and Financial Plan to Board for approval</i>	February 24, 2025	√	Rates and Revenue
d. <i>Board approves FY 25 Revised & Proposed FY 26 Revenue Budget and Financial Plan</i>	March 6, 2025	√	

5. 2025 Potomac Interceptor Cost of Service Study (FY 2026 – FY 2028)			
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 C

6. 2025 Cost of Service Study to Establish Miscellaneous Fees and Charges			
a. <i>Present COS Update and Proposed Amendments to Miscellaneous Fees & Charges for RRC Recommendation</i>	April 22, 2025	√	Rates & Revenue
b. <i>Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees & Charges</i>	May 1, 2025	√	Board of Directors
c. <i>Publish NOPR in DC Register</i>	May 16, 2025	√	DGLA
d. <i>Public Comment period</i>	May 16 – June 16, 2025	√	Marketing & Comm.
e. <i>RRC Final Recommendation to Approve Amendments for Miscellaneous Fees & Charges</i>	June 24, 2025	√	Rates & Revenue/ Customer Care
f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i>	July 3, 2025	√	Board of Directors
g. <i>Publish NOFR in DC Register</i>	July 25, 2025	√	DGLA
h. <i>Miscellaneous Fees & Charges including Engineering and Permitting Fees Go-Live</i>	October 1, 2025	√	Rates & Revenue/ Customer Care

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

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

Attachment C**FY 2026 Proposed RRC Committee Workplan**

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. Establish Retail Rates, Fees & Charges for FY 2027 & FY 2028	Date of Activity	Completed	Responsible Department
a. <i>Present FY 27 & FY 28 Budget to Board</i>	January 8, 2026		Rates and Revenue
b. <i>Present FY 27 & FY 28 Proposed Rates, Fees & Charges to RRC</i>	January 27, 2026		
c. <i>Present Independent Review of Rates-by Consultants</i>	February 24, 2026		
d. <i>RRC recommendation on Proposed FY 27 & FY 28 Rates, Fees & Charges</i>	February 24, 2026		Rates and Revenue
e. <i>Board approves Notice of Proposed Rulemaking (NOPR) for Proposed FY 27 & FY 28 Rates, Fees & Charges</i>	March 5, 2026		
f. <i>Submit Independent Review of Proposed Rates and 2025 Cost of Service Study to Mayor and Council and post both on DC Water's website</i>	March 17, 2026		Rates and Revenue
g. <i>Publish NOPR in D.C. Register for Proposed FY 27 & FY 28 Rates, Fees & Charges</i>	March 20, 2026		DGLA
h. <i>Outreach and Public Comment Period</i>	March 20 - May 21, 2026		Marketing & Comm.
i. <i>Public Hearing</i>	May 14, 2026		
j. <i>Public Hearing Record Closes</i>	May 21, 2026		
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, 2026		
l. <i>Present final FY 27 & FY 28 Rates, Fees & Charges to RRC for recommendation to Board</i>	June 23, 2026		Rates and Revenue
m. <i>Board approves Notice of Final Rulemaking (NOFR) for FY 27 & FY 28 Rates, Charges & Fees</i>	July 2, 2026		
n. <i>Publish NOFR in D.C. Register for Amended Rates, Fees & Charges</i>	July 17, 2026		DGLA
o. <i>Amended Rates, Fees & Charges Go-Live</i>	October 1, 2026 (FY '27) October 1, 2027 (FY '28)		Customer Care
2. 2025 Cost of Service Study (COS) for Water, Sewer and CRIAC			
a. <i>Present 2025 Cost of Service Study for Water, Sewer and CRIAC to RRC</i>	January 27, 2026		Rates & Revenue
b. <i>Post Final COS on DC Water's website</i>	March 17, 2026		Rates & Revenue
3. 2026 Cost of Service Study to Amend System Availability Fee (SAF)			
a. <i>Present COS Update and Propose Amendments to SAF for RRC Recommendation</i>	March 24, 2026		Rates & Revenue/ Permit Operations
b. <i>Board Approval of Notice of Proposed Rulemaking (NOPR) for SAF</i>	April 2, 2026		Board of Directors

Attachment C

c. <i>Publish NOPR in DC Register</i>	April 17, 2026		DGLA
d. <i>Public Comment period</i>	April 17 – May 18, 2026		Marketing & Comm.
e. <i>RRC Final Recommendation to Approve Amendments for SAF</i>	May 26, 2026		Rates & Revenue/ Permit Operations
f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i>	June 4, 2026		Board of Directors
g. <i>Publish NOFR in DC Register</i>	June 18, 2026		DGLA
h. <i>SAF Go-Live</i>	October 1, 2026		Rates & Revenue/ Permit Operations

4. 2025 Cost of Service Study to Establish Miscellaneous Fees and Charges			
a. <i>Present COS Update and Proposed Amendments to Miscellaneous Fees & Charges for RRC Recommendation</i>	April 22, 2025	√	Rates & Revenue
b. <i>Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees & Charges</i>	May 1, 2025	√	Board of Directors
c. <i>Publish NOPR in DC Register</i>	May 16, 2025	√	DGLA
d. <i>Public Comment period</i>	May 16 – June 16, 2025	√	Marketing & Comm.
e. <i>RRC Final Recommendation to Approve Amendments for Miscellaneous Fees & Charges</i>	June 24, 2025	√	Rates & Revenue/ Customer Care Board of Directors
f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i>	July 3, 2025	√	
g. <i>Publish NOFR in DC Register</i>	July 25, 2025	√	DGLA
h. <i>Miscellaneous Fees & Charges including Engineering and Permitting Fees Go-Live</i>	October 1, 2025	√	Rates & Revenue/ Customer Care

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



Attachment D

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

**Tuesday, November 18, 2025; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for December 16, 2025 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