



District of Columbia Water and Sewer Authority Board of Directors

Retail Water and Sewer Rates Committee

May 27, 2025 / 9:30am

Microsoft Teams meeting

[Click here to join the meeting](#)

Meeting ID: 245 307 867 247 Passcode: 9zR7Zd9m

Call in (audio only) [202-753-6714](tel:202-753-6714), [724950686](tel:724950686)#

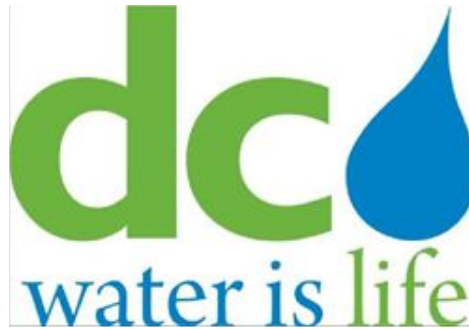
Phone Conference ID: 724 950 686#

1. **Call to Order**..... Rachna Bhatt, Chairperson
2. **Roll Call** Michelle Rhodd, Board Secretary
3. [Monthly Report to DC Retail Water & Sewer Rates Committee \(Attachment A\)](#) Matthew T. Brown
4. [Extend the Payment Plan Incentive Program until 9/30/2026 \(Attachment B\)](#) Meisha D. Thomas
5. [Customer Payments and Fees Update \(Attachment C\)](#) Henok Getahun
6. [DC Retail Water and Sewer Rates Committee Workplan \(Attachment D\)](#)Matthew Brown
 - FY 2025 Proposed DC Retail Rates Committee Workplan
7. [Agenda for June 24, 2025, Committee Meeting \(Attachment E\)](#) Rachna Bhatt, Chairperson
8. **Other Business**.....Matthew T. Brown
9. **Executive Session***Rachna Bhatt
10. **Adjournment**Rachna Bhatt

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 April 30, 2025

DEPARTMENT OF FINANCE

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

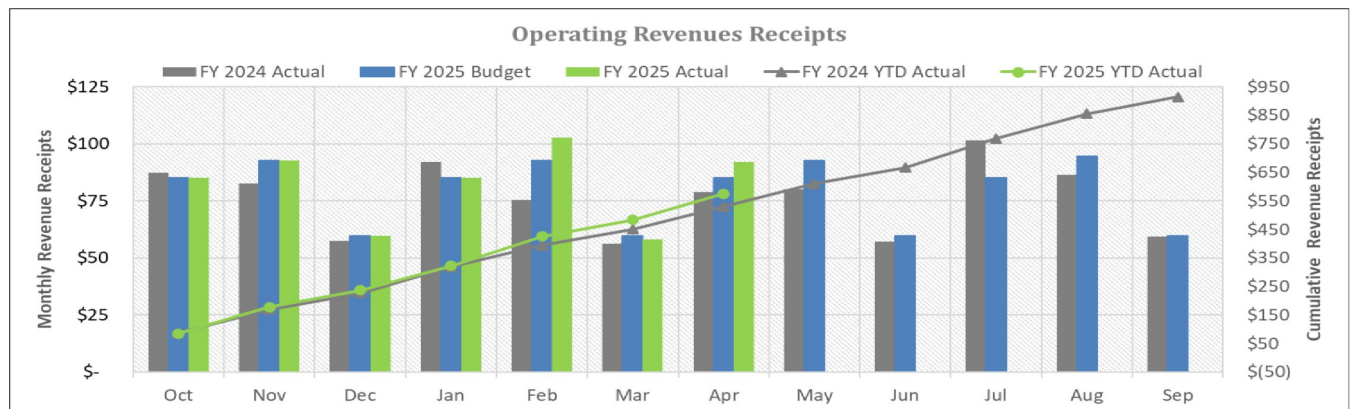
Syed Khalil, Vice President, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

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

Operating Revenues (\$000's)

FY 2024 Actual		CATEGORY	FY 2025 Year-to-Date Performance					
Total Annual	YTD April		Annual Budget	YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
\$532,156	\$301,679	Residential / Commercial / Multi-Family*	\$547,903	\$319,612	\$326,082	59.5%	\$6,470	2.0%
91,338	\$68,504	Federal	91,696	68,772	69,699	76.0%	927	1.3%
24,739	\$13,477	Municipal (DC Govt.)	26,388	15,393	14,477	54.9%	(916)	(6.0%)
16,358	\$9,651	DC Housing Authority	17,027	9,932	7,880	46.3%	(2,052)	(20.7%)
24,439	\$14,520	Metering Fee	24,083	14,305	14,488	60.2%	183	1.3%
43,192	\$26,201	Water System Replacement Fee (WSRF)	40,717	24,696	26,184	64.3%	1,488	6.0%
106,757	\$55,723	Wholesale	114,248	57,124	65,916	57.7%	8,792	15.4%
25,801	\$14,981	PILOT/ROW	23,813	14,363	14,587	61.3%	224	1.6%
50,291	\$25,586	All Other	65,988	35,860	36,401	55.2%	541	1.5%
\$914,871	\$530,323	TOTAL	\$951,863	\$560,057	\$575,714	60.5%	\$15,657	2.8%



At the end of April 2025, cash receipts totaled \$575.7 million, or 60.5 percent of the FY 2025 revised Budget. The YTD budgeted receipts were \$560.1 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their third quarterly payments in April 2025), and wholesale customers (which made their second quarterly payments in January and February 2025).

Favorable	Unfavorable
<p><u>Residential, Commercial, and Multi-Family</u> – Receipts for this category are favorable at \$326.1 million or 59.5 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 April 2025 receipts were higher by \$0.8 million, as compared to the revised monthly budget of \$45.7 million.</p> <p><u>Federal</u> – Actual receipts through April 2025 totaled \$69.7 million or 76.0 percent of the revised budget. The Federal government made its second quarter payment in January 2025.</p> <p><u>Wholesale</u> – At the end of April 30, 2025, the actual receipts for this category totaled \$65.9 million or 57.7 percent of the revised budget. Fairfax and Loudoun County made their third quarterly payment of \$7.8 million early in April 2025 instead of scheduled payment in May 2025.</p> <p><u>PILOT/ROW</u> – The receipts for PILOT/ROW are favorable at \$14.6 million or 61.3 percent of the revised budget. April 2025 receipts are at \$2.3 million, which is slightly lower by \$0.2 million as compared to the revised budget.</p> <p><u>Other Revenue</u> – Receipts are higher at \$36.4 million or 55.2 percent of the revised budget mainly due to higher Interest Earnings and Washington Aqueduct Backwash. The receipts also include Blue Drop contribution of District's share of \$4.9 million. The receipts for Developer Fees, System Availability Fee (SAF), and Indirect Cost Reimbursement for Capital Projects are lower than the revised budget.</p>	<p><u>District Government</u> – Receipts are lower at \$14.5 million or 54.9 percent of the revised budget. April 2025 receipts are slightly lower by \$0.7 million as compared to the revised budget of \$2.2 million.</p> <p><u>DC Housing Authority</u> – Receipts are lower at \$7.9 million or 46.3 percent of the revised budget. DC Housing Authority did not make their payment in April 2025 for March billing. The payment was received on May 2, 2025, which will be reflected in next month's report.</p>

Monthly Report to DC Retail Water and Sewer Rates Committee

As of April 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	\$319.6	\$326.1	\$6.5	2.0%	59.5%
Federal	\$91.7	\$68.8	\$69.7	\$0.9	1.3%	76.0%
District Government	\$26.4	\$15.4	\$14.4	(\$1.0)	-6.0%	54.9%
DC Housing Authority	\$17.0	\$9.9	\$7.9	(\$2.0)	-20.7%	46.3%
Customer Metering Fee	\$24.2	\$14.3	\$14.5	\$0.2	1.3%	60.2%
Water System Replacement Fee (WSRF)	\$40.7	\$24.7	\$26.2	\$1.5	6.0%	64.3%
Wholesale	\$114.2	\$57.1	\$65.9	\$8.8	15.4%	57.7%
Right-of-Way Fee/PILLOT	\$23.8	\$14.4	\$14.6	\$0.2	1.6%	61.3%
Subtotal (before Other Revenues)	\$885.9	\$524.2	\$539.3	\$15.1	2.9%	60.9%
IMA Indirect Cost Reimb. For Capital Projects	9.9	5.8	3.7	(2.1)	-36.0%	37.4%
DC Fire Protection Fee	17.6	8.8	8.8	0.0	0.0%	50.0%
Stormwater (MS4)	1.0	0.6	0.5	(0.1)	-24.7%	50.0%
Interest	9.5	5.5	8.5	3.0	53.8%	89.5%
Developer Fees (Water & Sewer)	9.0	5.3	3.6	(1.7)	-31.5%	40.0%
System Availability Fee (SAF)	7.7	4.5	1.6	(2.9)	-63.9%	20.8%
Washington Aqueduct Backwash	2.6	1.5	2.2	0.7	46.5%	84.6%
Others	6.7	3.9	7.5	3.6	91.8%	111.9%
Subtotal	\$64.0	\$35.9	\$36.4	\$0.5	1.5%	56.9%
Rate Stabilization Fund Transfer	\$2.0	\$0.0	\$0.0	\$0.0	0.0%	0.0%
Other Revenue Subtotal	\$66.0	\$35.9	\$36.4	\$0.5	1.5%	55.2%
Grand Total	\$951.9	\$560.1	\$575.7	\$15.6	2.8%	60.5%

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

Customer Category	Water	Sewer	Clean Rivers IAC	Metering Fee	WSRF	Total
Residential	\$27,799	\$43,847	\$17,634	\$6,354	\$5,748	\$101,382
Commercial	52,915	59,910	21,356	4,207	9,955	148,343
Multi-family	37,156	57,149	8,317	2,140	4,796	109,558
Federal	25,093	28,525	16,081	1,153	4,251	75,103
District Govt	3,921	5,305	5,251	485	1,197	16,159
DC Housing Authority	2,901	4,298	682	149	237	8,266
Total:	\$149,785	\$199,033	\$69,320	\$14,488	\$26,185	\$458,811

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	\$16,465	\$17,634	1,169	7%	62%
Commercial	33,518	19,552	21,356	1,804	9%	64%
Multi-family	13,649	7,962	8,317	355	4%	61%
Federal	21,441	16,081	16,081	0	0%	75%
District Govt	8,988	5,243	5,251	8	0%	58%
DC Housing Authority	1,177	687	682	(5)	-1%	58%
Total:	\$106,999	\$65,990	\$69,320	\$3,331	5%	65%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of April 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

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 April (All Categories)				Total Delinquent				
W & S	Impervious Only	Total No. of	Active		Inactive		Mar		Apr		
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	8,409	1,857	10,266	884	6,370,538	118	\$558,204	973	\$6,847,848	1,002	\$6,928,742 19%
Multi-family	9,047	308	9,355	1,307	18,464,640	59	\$727,688	1,444	\$19,371,107	1,366	\$19,192,328 54%
Single-Family Residential	108,006	1,917	109,923	8,853	9,273,143	139	\$205,220	9,191	\$9,442,125	8,992	\$9,478,363 27%
Total	125,462	4,082	129,544	11,044	\$34,108,321	316	\$1,491,112	11,608	\$35,661,080	11,360	\$35,599,433 100%

Notes: Included in the above \$35.6M (or 11,360 accounts) of the DC Water Over 90 days delinquent accounts, \$4,530,676.01 (or 1,006 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 (11,360) as a percentage of total accounts (129,544) is 8.8 percent.

• Delinquent impervious only accounts (1,006) as a percentage of total accounts (129,544) is 0.8 percent.

• Delinquent impervious only accounts (1,006) as a percentage of total delinquent accounts (11,360) are 8.8 percent.

• Delinquent impervious only accounts (1,006) as a percentage of total impervious only accounts (4,082) are 24.6 percent.

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of April 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	1,990	\$9,909,457	1,179	\$7,834,832	1,002	\$6,928,742
Multi Family	2,129	23,731,826	1,596	21,128,381	1,366	19,192,328
Residential	19,101	13,044,621	12,008	10,822,954	8,992	9,478,363
Total	23,220	\$46,685,905	14,783	\$39,786,167	11,360	\$35,599,433

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	1,209	\$759,465.77	685	\$594,935.53	488	\$492,296.84
2	505	244,469.16	297	181,135.79	210	135,998.49
3	632	316,776.75	285	239,641.97	188	198,001.33
4	3,273	1,893,567.00	1,944	1,536,405.36	1,427	1,325,979.12
5	3,787	2,398,170.04	2,349	1,961,263.74	1,749	1,690,806.90
6	1,129	617,702.41	647	499,218.34	457	438,483.48
7	5,391	4,404,757.43	3,700	3,838,856.53	2,840	3,462,158.29
8	3,175	2,409,712.78	2,101	1,971,496.44	1,633	1,734,638.45
Total	19,101	\$13,044,621.34	12,008	\$10,822,953.70	8,992	\$9,478,362.90

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+	1,040	\$816,712.97	916	\$720,130.80	826	\$618,449.66
CAP	742	532,980.29	611	450,315.24	528	380,896.34
CAP2	40	16,689.44	31	13,617.91	21	11,242.18
CAP3	8	4,058.87	7	3,472.01	5	2,603.59
Total	1,830	\$1,370,441.57	1,565	\$1,187,535.96	1,380	\$1,013,191.77

* Based on number of accounts that have been given credit in Apr 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	45	\$42,683.32	41	\$37,236.41	39	\$32,450.14
2	8	4,399.28	8	3,891.87	8	3,342.92
3	6	2,318.36	5	2,056.91	4	1,573.33
4	147	123,261.87	129	111,018.48	113	98,643.75
5	237	176,470.36	208	158,106.40	192	134,752.32
6	43	32,907.68	38	27,186.55	35	24,069.80
7	324	252,636.12	293	226,566.13	264	194,337.96
8	230	182,035.98	194	154,068.05	171	129,279.44
Total	1,040	\$816,712.97	916	\$720,130.80	826	\$618,449.66

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

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of April 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	23	\$14,367.85	16	\$10,031.55	12	\$8,342.09
2	4	5,527.97	4	5,249.86	4	4,983.17
3	2	709.13	2	676.14	2	445.97
4	109	59,947.19	88	53,587.97	76	45,434.24
5	137	74,164.54	110	64,994.08	96	55,862.35
6	23	12,651.54	19	11,187.26	18	10,184.73
7	256	152,573.86	216	133,798.71	187	115,328.22
8	188	213,038.21	156	170,789.67	133	140,315.57
Total	742	\$532,980.29	611	\$450,315.24	528	\$380,896.34

* Based on number of accounts that have been given credit in Apr 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	0	\$0.00	0	\$0.00	0	\$0.00
2	1	102.39	1	25.00	0	0.00
3	0	0.00	0	0.00	0	0.00
4	2	203.46	1	76.53	0	0.00
5	7	1,568.23	4	1,227.71	3	858.60
6	0	0.00	0	0.00	0	0.00
7	20	9,202.78	17	8,116.43	11	7,166.37
8	10	5,612.58	8	4,172.24	7	3,217.21
Total	40	\$16,689.44	31	\$13,617.91	21	\$11,242.18

* Based on number of accounts that have been given credit in Apr 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	\$0.00	0	\$0.00	0	\$0.00
2	0	0.00	0	0.00	0	0.00
3	2	1,313.86	2	1,203.58	1	589.86
4	1	1,771.76	1	1,656.60	1	1,590.06
5	1	159.22	1	65.41	0	0.00
6	0	0.00	0	0.00	0	0.00
7	3	734.80	2	467.19	2	344.44
8	1	79.23	1	79.23	1	79.23
Total	8	\$4,058.87	7	\$3,472.01	5	\$2,603.59

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

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of April 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 April 30, 2025, developer deposits had \$36.89 million in credit balances (liability) and \$11.12 million in debit balances (receivable).

Balances by Year as of April 30, 2025

		Credit Balances (Liability)	Debit Balances (Receivables)
		\$36.89 million	\$11.12 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	\$ 268,208.25	88	\$ (66,841.75)
2006	\$ (267,855.30)	22	\$ 277,716.02	75	\$ 9,860.72
2007	\$ (114,482.12)	24	\$ 141,076.99	48	\$ 26,594.87
2008	\$ (242,907.97)	29	\$ 193,358.72	49	\$ (49,549.25)
2009	\$ (132,354.06)	20	\$ 168,529.73	44	\$ 36,175.67
2010	\$ (131,131.98)	34	\$ 152,032.52	37	\$ 20,900.54
2011	\$ (246,229.33)	53	\$ 431,973.94	54	\$ 185,744.61
2012	\$ (588,780.48)	133	\$ 459,152.08	89	\$ (129,628.40)
2013	\$ (618,235.50)	109	\$ 251,974.80	77	\$ (366,260.70)
2014	\$ (1,172,765.44)	172	\$ 950,773.74	61	\$ (221,991.70)
2015	\$ (1,401,173.05)	264	\$ 268,064.06	36	\$ (1,133,108.99)
Subtotal - 2001 through 2015	\$ (5,250,965.23)	937	\$ 4,533,926.98	667	\$ (717,038.25)
2016	\$ (2,241,094.44)	305	\$ 517,852.73	59	\$ (1,723,241.71)
2017	\$ (2,034,622.26)	379	\$ 385,597.60	106	\$ (1,649,024.66)
2018	\$ (2,726,282.80)	432	\$ 823,337.64	115	\$ (1,902,945.16)
2019	\$ (3,770,786.36)	374	\$ 1,557,796.72	158	\$ (2,212,989.64)
2020	\$ (4,214,538.53)	249	\$ 525,834.13	120	\$ (3,688,704.40)
2021	\$ (4,192,030.23)	301	\$ 613,643.49	147	\$ (3,578,386.74)
2022	\$ (5,490,763.94)	297	\$ 941,175.58	174	\$ (4,549,588.36)
2023	\$ (3,342,170.55)	174	\$ 852,044.32	120	\$ (2,490,126.23)
2024	\$ (2,942,280.30)	158	\$ 275,106.04	104	\$ (2,667,174.26)
2025	\$ (683,096.00)	62	\$ 90,761.50	56	\$ (592,334.50)
Subtotal - 2016 through 2025	\$ (31,637,665.41)	2,731	\$ 6,583,149.75	1,159	\$ (25,054,515.66)
Total	\$ (36,888,630.64)	3,668	\$ 11,117,076.73	1,826	\$ (25,771,553.91)

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.	(5,250,965.23)	937

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date

As of April 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 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 1,869 accounts. The accompanying table outlines the progress made to date.

Construction Inspection Refund Data

	Number of Accounts	Amount (\$)
Refund request received to date	1869	
Refunded this month	17	\$57,613.23
Refunded last month	30	\$244,691.19
Refunded FY25	116	\$890,802.54
Refunded in FY24	369	\$6,935,582.14
Refunded in FY23 (Oct 22 - Sept 23)	105	\$1,756,574.39
Refund requests that are debits (\$0 balance or owe DC Water)	113	\$(58,634.78)
Number of Refund Accounts Reviewed, Awaiting Information from Developers*	179	\$1,914,351.84
Number of Refund Account Requested after forfeiture date**	12	\$75,583.58

*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 April 30, 2025

Payment Plan and Disconnection Report

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	11,958	3,627	1,613	1,228	1,441	1,111	111	39	37	91	1,588	397	134	64	33
20001	207	46	24	23	29	87	4	1	3	4	7				
20009	104	19	10	13	10	20	5	2	3	4	26	3	1	1	1
20010	367	105	50	45	34	30	4	2	1	6	36	6	1		2
20059						3									
20001	98	21	7	6	3	23	5	1	1	2	25				
20004						1				1					
20005	9	2				16	2		1	3					
20006						5	1		1	1	1				
20007	135	8	1		16	52	2	1		2	4				
20008	15	1			1	14			1	1					
20009	25	6	1		4	10	2	1		3	12	3	1		
20036	1				1	8	2	2			3	1	1		
20037	11	1				6	2				3	1			
20057						2									
20007	63	15	4	1	11	9	2	1		1	10	1			
20008	42	6	2	1	7	25	3	1	1	1	4	1			
20015	45	6	1		3	6			1	1	1				
20016	135	23	10	4	20	92	2		1	2	1		1		
20008						1									
20010	23	2	1	3	4	5	1	1		2	3				
20011	1,535	459	196	138	133	99	16	4	6	6	124	35	14	2	1
20012	335	97	34	19	30	23	7	3		3	12	1			
20015	44	11	3	4	10										
20001	180	66	29	12	25	14	1			1	3	1		1	
20002	574	185	81	59	100	71	9	1	1	8	192	42	13	7	2
20011	203	49	25	41	29	1			1		11	1			
20017	605	199	94	64	83	34	5	2	4	3	26	7	1		
20018	781	275	128	100	138	86	6	4	2	8	26	8	4	1	1
20036											1				
20001	12	8	1		1	8					3				
20002	389	107	43	20	53	66	8	2	4	8	19	3	1		
20003	190	29	11	5	14	38	3	2		4	17	2	1		
20024	45	14	4	3	5	11	1	1			13	6	2		
20032					1										
20001	3				1										
20002	219	78	31	14	16	10	2	1	1		24	9	5		
20003	101	18	8	7	11	22					7				
20013	1														
20016	2	1	1	2	1										
20019	2,847	943	444	254	355	89	9	4	4	8	399	95	35	7	4
20020	514	135	61	59	58	8				2	85	51	5	7	2
20002	3	1	1	1											
20003	8	5	1	1	1	6	1				1				
20009	1														
20020	1,179	350	161	206	124	39	3	1		3	241	65	25	22	6
20023	1	1													
20032	906	335	145	123	109	71	3	1		3	248	55	23	16	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



Payment Plan Incentive Program Extension

Attachment B

Presentation to DC Water and Sewer Retail Rates Committee, May 27, 2025

Meisha Thomas, Director, Department of Customer Care

District of Columbia Water and Sewer Authority





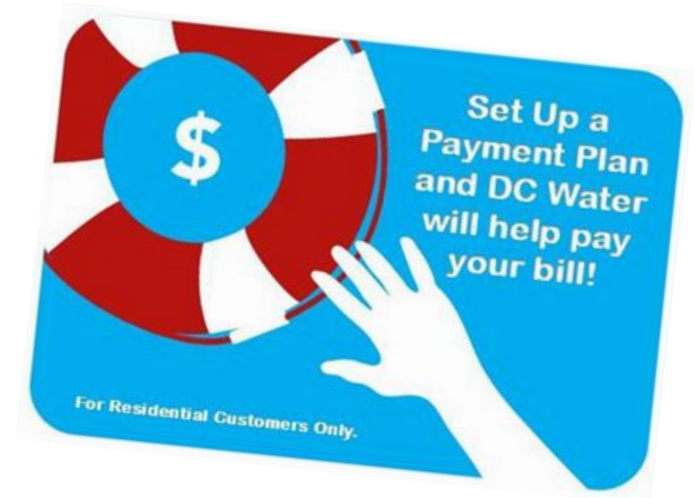
Purpose

- Request the DC Retail Water and Sewer Rates Committee recommend Board for approval to:
 - Extend the Payment Plan Incentive Program through 9/30/2026.
 - Increase assistance from 40% to 50% credit of the payments made towards the delinquent balance.
 - Fund FY26 at \$1,000,000 from the Rate Stabilization Fund.



Overview

- The Payment Plan Incentive Program was launched on June 1, 2024, to assist residential customers with outstanding balances of \$500 or more that is aged 60 days.
- The program offers a 40% credit on the amount paid to reduce delinquent balance faster.
- Credits are applied every fourth month after three consecutive months of on-time payments.
- The program budget was \$2M each year (FY24 & 25 using the Rate Stabilization Fund)





Benefits

- **Extends Benefits to New Participants:** Customers who establish a payment plan after June 2025 will be eligible to benefit from the program
- **Increased Assistance from 40% to 50%:** This will help customers reduce their outstanding balance faster, while encouraging them to maintain their plans.
- **Prevents Physical Disconnections:** Minimizes the need for service disconnections by incentivizing customers to adhere to their payment plans
- **Promotes Regular Payments:** Encourages consistent bill payments and offers equitable assistance to help all residential customers manage their outstanding balances.



Progress

Payment Plan Incentive Program (YOY)

Adjustment Year	No. Accounts that Received Credits*	Adjustments
FY 2024	470	\$122,307
FY 2025	1,375	\$382,263

*This is the total number of distributions.
(New accounts no previous credits - 181.)

Residential Payment Plan Data

	Active Plans	Plans Created	Plans Defaulted	% Maintained
Oct-25	2,711	1,296	966	64%
Nov-25	2,804	1,262	744	72%
Dec-25	3,053	1,555	788	74%
Jan-25	2,954	1,495	1,049	64%
Feb-25	3,332	1,410	611	82%
Mar-25	3,746	1,673	825	78%
Apr-25	3,626	1,613	1,228	66%

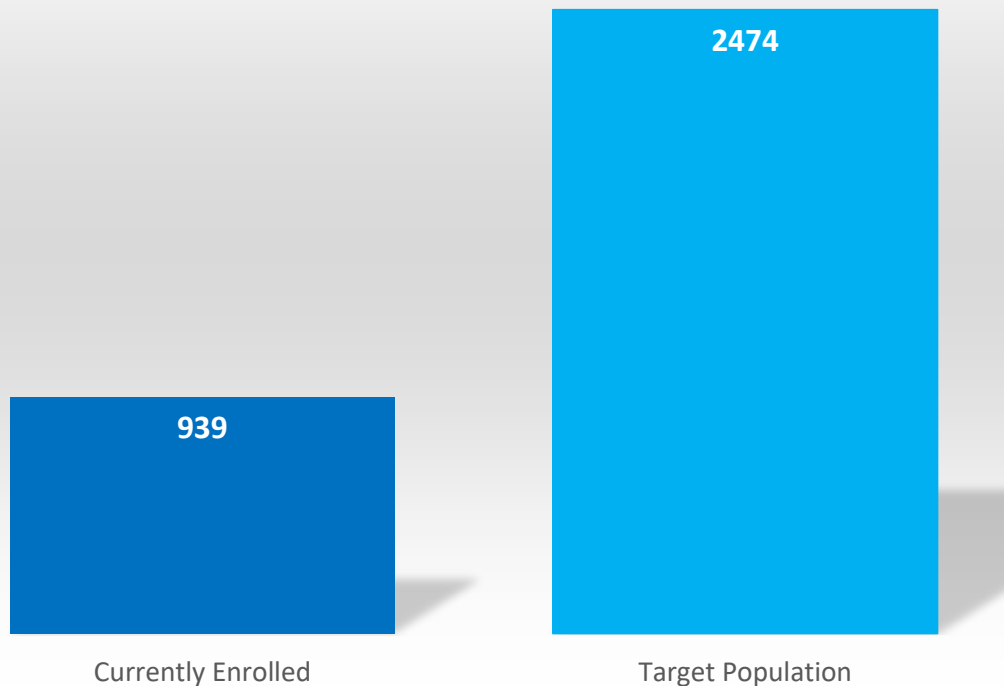
FY 2025 Payment Plan Incentive Program

Adjustment Month	No. Accounts that Received Credits*	Adjustments
October 2024	147	\$36,068
November 2024	129	\$34,498
December 2024	157	\$51,866
January 2025	141	\$36,606
February 2025	247	\$72,556
March 2025	142	\$39,228
April 2025	204	\$56,952
May 2025	208	\$54,489
FY25 Distribution	1,375	\$382,263



Target Customers

Customer Payment Plan Participation



Out of the total delinquent residential population (8,996*):

- 3413 have delinquencies over \$500 and aged greater than 60 days.

We will target the 2474 that are not participating in a payment plan.

*Residential delinquency total as of 4/30/2025.



Funding Transfer

Payment Plan Incentive Program (YOY)					
Adjustment Year	No. Accounts that Received Credits*	Adjustments	Budget	Remaining Budget	% Spend
FY 2024	470	\$122,307	\$2,000,000	\$1,877,693	6%
FY 2025 (Apr)	1375	\$328,263	\$2,000,000	\$1,671,737	16%

- DC Water planned to use Rate Stabilization Funds (RSF) for the program adjustments in FY24 but due to the lower than anticipated participation, RSF was not used and \$2M was transferred back to the fund.
- We are monitoring expenditure in FY25 to determine if \$2M will be transferred back to RSF and the funds can be absorbed in 2025 Revenue. The projected expenditure is approximately \$650K.
- In FY26, we are requesting the program be funded at \$1M using the RSF. We anticipate with increased assistance (50% adjustment) and reminders; customers will maintain the plan to receive the benefit.



Management Recommendations

Management requests the Retail Rates Committee recommend Board approval to:

- Extend the Payment Plan Incentive Program until 9/30/2026.
- Increase assistance from 40% to 50% credit of the payments made towards the delinquent balance.
- Fund the program at \$1,000,000 from the Rate Stabilization Fund.



Questions





Customer Payments and Fees Update

Presentation to the D.C. Retail Water and Sewer Rates Committee, May 27, 2025
Finance Department: Manager, Treasury and Debt, Henok Getahun

District of Columbia Water and Sewer Authority

Attachment C





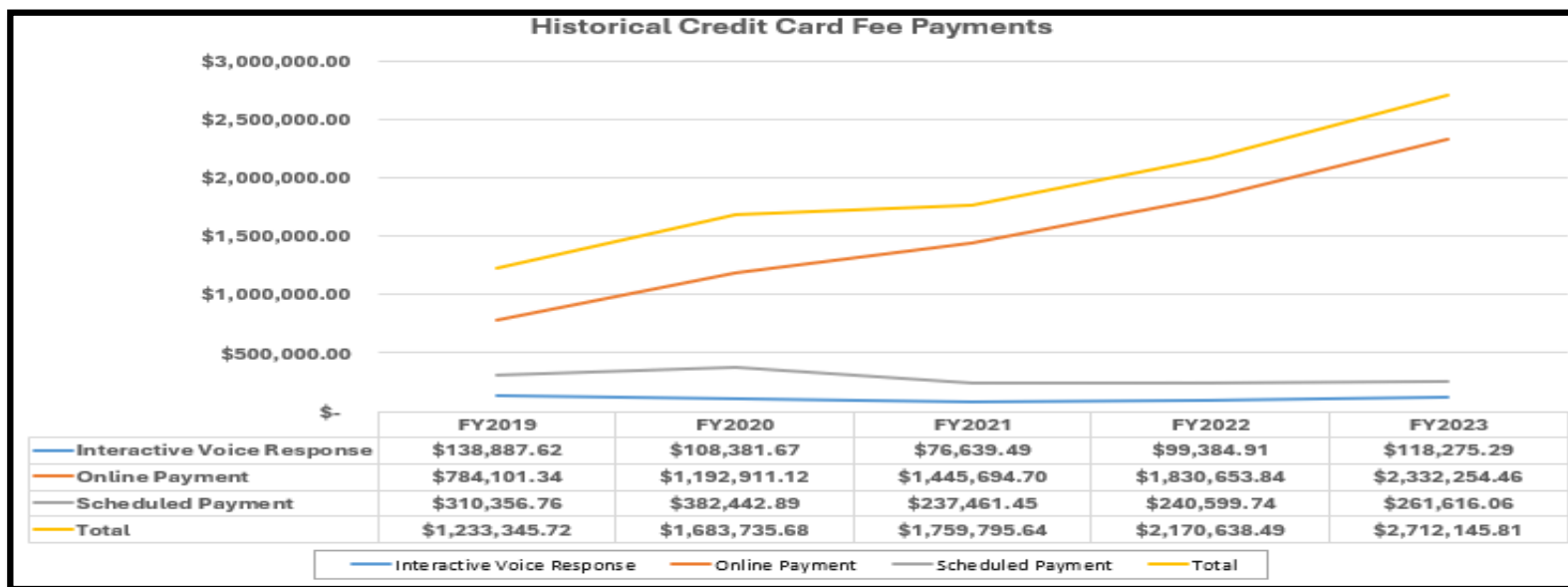
Purpose

- 💧 Update the committee on DC Water's retail payments following the implementation of credit card fees



Historical Credit Card Fees

- DC Water's credit card fees increased from \$1.2 million in FY2019 to \$2.7 million in FY2023, primarily driven by an increase in web-based credit card transactions





DC Water Merchant Cards Accepted

- As of February 2024, DC Water went live with a new payment platform and began accepting American Express credit card payments

WE ACCEPT





Merchant Card Fee Options for Retail Customers

💧 Credit Card fees for customers beginning February 2024:

- Residential credit card fee is \$1.95
 - No credit card fee for CAP and CAP2 customers
- Non-Residential credit card fee is 2.65%

💧 Free payment option: ACH payments are \$0.00

Credit Card Fee Charge for Residential

Customer Type	FEE	Max Amount
Residential CC	\$1.95	Up to \$1,000

** No CC Fee for CAP1 and CAP2 Customers*

Credit Card Fee Charge for Non-Residential Customers

Customer Type	FEE	Max Amount
Non-Residential CC Fee (Com/ MF)	2.65%	Up to \$100,000

***Non-Residential customers include Commercial and Multi-Family customers*

ACH Fee Charge for Residential and Non-Residential Customers

Customer Type	FEE	Max Amount
Residential ACH	\$0.00	Up to \$100,000
Non-Residential ACH	\$0.00	Up to \$100,000



Customer Payment Matrix

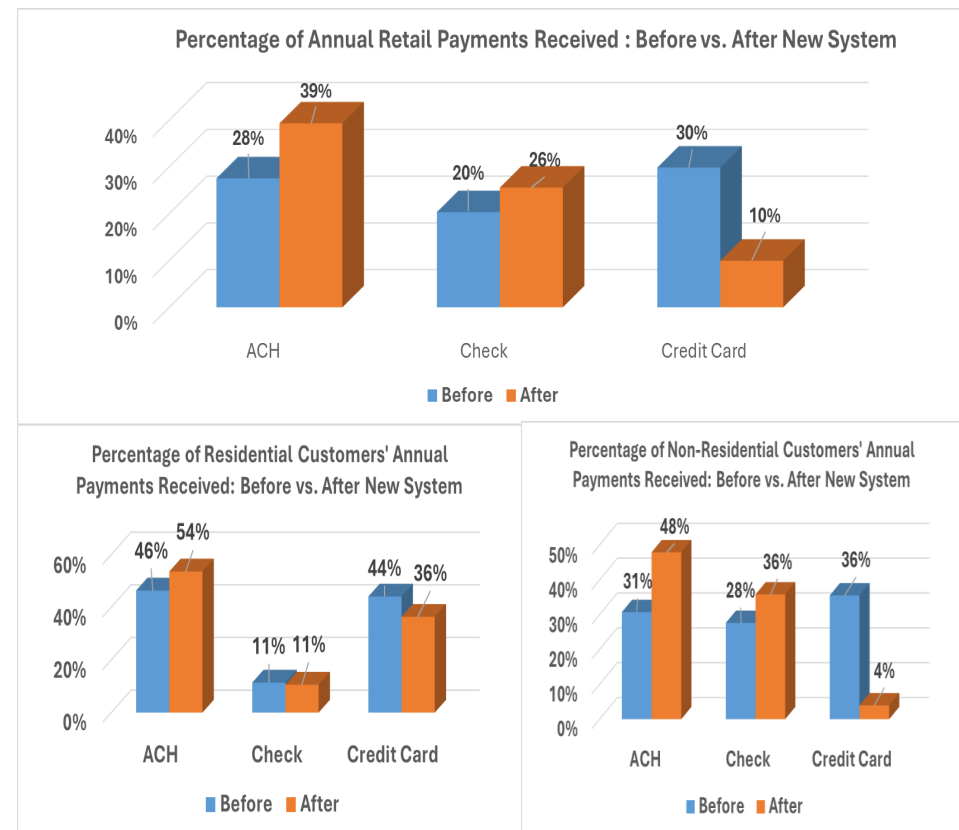
DC Water payment methods a Retail customer may choose

Credit Card Payment Options		
Interactive Voice Response (IVR)	One-Time payment	Customers cover the fees
Online Payment (WEB)	One-Time payment	Customers cover the fees
Recurring Credit Card (RCC)	Automated monthly credit card debit	Customers cover the fees
ACH Payment Options		
Electronic Check (E-Check)	One-Time payment	DC Water cover the fees
Electronic Funds Transfer (EFT)	Automated monthly bank debit	DC Water cover the fees
Direct ACH (Manual Process by Staff)	One-Time payment	DC Water cover the fees
Check Payment Options		
Lockbox Processed by Bank	One-Time payment	DC Water cover the fees
Checks Mailed to DC Water	One-Time payment	DC Water cover the fees



Credit Card Payments After February 2024

- Annually, retail credit card payments decreased from 30% to 10%, dropping from \$222M before implementation to \$79M
- Residential customers saw a slight shift to ACH (18%), while non-residential customers moved significantly to ACH and check payments (89%)





Merchant Card Fee Summary

- 💧 After February 2024, the Authority has saved approximately \$2.7 million annually in credit card fees
- 💧 Residential customers to pay \$1.95 flat fee up to \$1,000 per transaction
- 💧 Non-Residential customers to pay 2.65% up to \$100,000 per transaction
- 💧 *There is a free option for customers:*
 - ACH transactions will be free (\$0.00) for both Residential and Non-Residential customers paying via electronic check (E-Check/ACH)
- 💧 Following the implementation of the merchant card fee, residential customers reduced credit card payments by 18%, shifting toward the free ACH payment option. Non-residential customers showed a more significant shift, reducing credit card payments by 89%

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

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
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1. Propose and Establish Retail Rates for FY 2025 & FY 2026	Date of Activity	Completed	Responsible Department
<i>a. Present FY 25 & FY 26 Budget to Board</i>	January 4, 2024	√	Rates and Revenue
<i>b. Present FY 25 & FY 26 Proposed Rates, Fees & Charges to RRC</i>	January 23, 2024	√	
<i>c. Independent Review of Rates- Presentation by Consultants</i>	February 27, 2024	√	
<i>d. RRC recommendation on Proposed FY 25 & FY 26 Rates, Fees & Charges</i>	February 27, 2024	√	Rates and Revenue
<i>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</i>	March 15, 2024	√	
<i>f. Board approves Notice of Proposed Rulemaking (NOPR) for Proposed FY 25 & FY 26 Rates, Fees & Charges</i>	March 7, 2024	√	
<i>g. Publish NOPR in D.C. Register for Proposed FY 25& FY 26 Rates, Fees & Charges</i>	March 22, 2024	√	DGLA
<i>h. Outreach and Public Comment Period</i>	March 22 - May 16, 2024	√	Marketing & Comm.
<i>i. Public Hearing</i>	May 9, 2024	√	
<i>j. Public Hearing Record Closes</i>	May 16, 2024	√	
<i>k. 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>l. Present final FY 25 & FY 26 Rates, Fees & Charges to RRC for recommendation to Board</i>	June 25, 2024	√	Rates and Revenue
<i>m. Board approves Notice of Final Rulemaking (NOFR) for FY 25 & FY 26 Rates, Charges & Fees</i>	July 3, 2024	√	
<i>n. Publish NOFR in D.C. Register for Amended Rates, Fees & Charges</i>	July 19, 2024	√	DGLA
<i>o. Amended Rates, Fees & Charges Go-Live</i>	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
<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.

Attachment D

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

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

4. FY 2025 Revised and FY 2026 Proposed Revenue Budget and Financial Plan			
<i>a. 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
<i>b. 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
<i>c. 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
<i>d. 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)			
<i>a. Present 2025 Potomac Interceptor Cost of Service Study for FY 2026 – FY 2028 rates to RRC</i>	April 22, 2025	√	Rates & Revenue

Attachment D

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 18, 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 E

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

**Thursday, June 24, 2025; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for July 22, 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