



District of Columbia Water and Sewer Authority Board of Directors

DC Retail Water and Sewer Rates Committee March 25, 2025 / 9:30am

Microsoft Teams meeting

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Meeting ID: 245 307 867 247 Passcode: 9zR7Zd9m

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

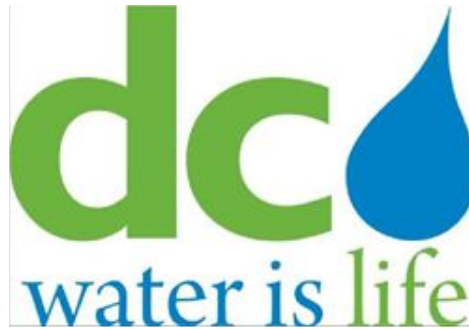
Phone Conference ID: 724 950 686#

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 \(Attachment A\)](#)Matthew T. Brown
4. [DC Water Cares Leak Assessment and Repair Program Update \(Attachment B\)](#) Meisha Thomas
5. [DC Retail Water and Sewer Rates Committee Workplan \(Attachment C\)](#)Matthew T. Brown
 - FY 2025 Proposed DC Retail Rates Committee Workplan
6. [Agenda for April 22, 2025, Committee Meeting \(Attachment D\)](#)Howard Gibbs, Vice-Chair
7. **Other Business**Matthew T. Brown
8. **Executive Session***Howard Gibbs
9. **Adjournment**Howard Gibbs

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

1The 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 February 28, 2025

DEPARTMENT OF FINANCE

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

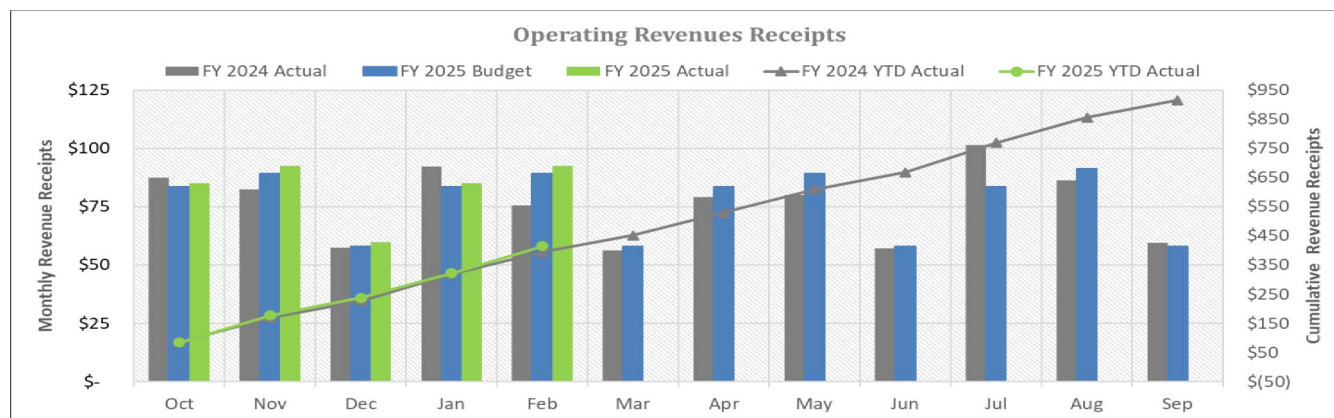
Syed Khalil, Vice President, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 28, 2025

Operating Revenues (\$000's)

Revised Budget	Actual		CATEGORY	Year-to-Date Performance					
	Total Annual	YTD February		Annual Budget	YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
\$510,581	\$532,156	\$219,408	Residential / Commercial / Multi-Family*	\$547,903	\$228,294	\$231,593	42.3%	\$3,299	1.4%
90,273	91,338	46,994	Federal	91,696	45,848	46,773	51.0%	925	2.0%
23,784	24,739	9,888	Municipal (DC Govt.)	26,388	10,995	11,045	41.9%	50	0.5%
15,925	16,358	5,494	DC Housing Authority	17,027	7,094	6,679	39.2%	(415)	(5.8%)
24,083	24,439	10,331	Metering Fee	24,083	10,163	10,294	42.7%	131	1.3%
40,717	43,192	18,530	Water System Replacement Fee (WSRF)	40,717	17,437	18,505	45.4%	1,068	6.1%
106,519	106,757	52,913	Wholesale	114,248	57,124	58,118	50.9%	994	1.7%
23,430	25,601	10,521	PILOT/ROW	23,813	10,158	10,715	45.0%	557	5.5%
55,248	50,291	20,864	All Other	65,988	28,125	31,674	48.0%	3,549	12.6%
\$890,560	\$914,871	\$394,943	TOTAL	\$951,863	\$415,238	\$425,396	44.7%	\$10,158	2.4%



At the end of February 2025, cash receipts totaled \$425.4 million, or 44.7 percent of the FY 2025 revised Budget. The YTD budgeted receipts were \$415.2 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their second quarterly payments in January 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 \$231.6 million or 42.3 percent of the revised budget. The higher receipts are partly due to CRIAC in the Residential, Commercial and Multi-family categories as compared to the revised budget. The February 2025 receipts were lower by \$3.2 million, as compared to the revised monthly budget of \$45.7 million.</p> <p><u>Federal</u> - Actual receipts through February 2025 totaled \$46.8 million or 51.0 percent of the revised budget. The Federal government made its second quarter payment in January 2025.</p> <p><u>District Government</u> – Receipts are higher at \$11.0 million or 41.9 percent of the revised budget. February 2025 receipts are slightly lower by \$0.2 million as compared to the revised budget.</p> <p><u>Wholesale</u> – At the end of February 28, 2025, the actual receipts for this category totaled \$58.1 million or 50.9 percent of the revised budget.</p> <p><u>PILOT/ROW</u> – The receipts for PILOT/ROW are favorable at \$10.7 million or 45.0 percent of the budget. February 2025 receipts are at \$1.8 million, which is slightly higher by two thousand dollars as compared to the revised budget.</p> <p><u>Other Revenue</u> – Receipts are higher at \$31.7 million or 48.0 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.</p>	<p><u>DC Housing Authority</u> – Receipts are lower at \$6.7 million or 39.2 percent of the revised budget. The \$0.4 million unfavorable variance is due to slightly lower consumption as compared to the revised budget.</p>

Monthly Report to DC Retail Water and Sewer Rates Committee

As of February 28, 2025

(\$ in millions)

Revenue Category	FY 2025 Budget	YTD Budget	Actual	Variance Favorable / (Unfavorable)		Actual % of Budget
Residential, Commercial, and Multi-family	\$547.9	\$228.2	\$231.6	\$3.4	1.5%	42.3%
Federal	\$91.7	\$45.8	\$46.8	\$1.0	2.2%	51.0%
District Government	\$26.4	\$11.0	\$11.1	\$0.1	0.9%	41.9%
DC Housing Authority	\$17.0	\$7.1	\$6.7	(\$0.4)	-5.6%	39.2%
Customer Metering Fee	\$24.2	\$10.2	\$10.3	\$0.1	1.0%	42.7%
Water System Replacement Fee (WSRF)	\$40.7	\$17.4	\$18.4	\$1.0	5.7%	45.4%
Wholesale	\$114.2	\$57.1	\$58.1	\$1.0	1.8%	50.9%
Right-of-Way Fee/PILOT	\$23.8	\$10.2	\$10.7	\$0.5	4.9%	45.0%
Subtotal (before Other Revenues)	\$885.9	\$387.0	\$393.7	\$6.7	1.7%	44.4%
IMA Indirect Cost Reimb. For Capital Projects	9.9	4.1	3.6	(0.5)	-13.3%	36.4%
DC Fire Protection Fee	17.6	8.8	8.8	(0.0)	0.0%	50.0%
Stormwater (MS4)	1.0	0.4	0.5	0.1	29.2%	50.0%
Interest	9.5	4.0	6.0	2.0	51.5%	63.2%
Developer Fees (Water & Sewer)	9.0	3.8	2.6	(1.2)	-30.7%	28.9%
System Availability Fee (SAF)	7.7	3.2	1.4	(1.8)	-55.1%	18.2%
Washington Aqueduct Backwash	2.6	1.1	2.1	1.0	89.7%	80.8%
Others	6.7	2.8	6.7	3.9	140.9%	100.0%
Subtotal	\$64.0	28.2	31.7	\$3.5	12.6%	49.5%
Rate Stabilization Fund Transfer	\$2.0	\$0.0	\$0.0	\$0.0	0.0%	0.0%
Other Revenue Subtotal	\$66.0	\$28.2	\$31.7	\$3.5	12.6%	48.0%
Grand Total	\$951.9	\$415.2	\$425.4	\$10.2	2.4%	44.7%

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

Customer Category	Water	Sewer	Clean Rivers IAC	Metering Fee	WSRF	Total
Residential	\$19,399	\$30,599	\$12,541	\$4,533	\$4,107	\$71,179
Commercial	38,200	43,250	15,263	3,018	7,127	106,859
Multi-family	26,175	40,260	5,905	1,521	3,411	77,273
Federal	16,872	19,180	10,721	769	2,834	50,376
District Govt	3,102	4,197	3,746	347	855	12,247
DC Housing Authority	2,495	3,696	488	107	170	6,956
Total:	\$106,244	\$141,181	\$48,664	\$10,294	\$18,505	\$324,888

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	\$11,761	\$12,541	780	7%	44%
Commercial	33,518	13,966	15,263	1,297	9%	46%
Multi-family	13,649	5,687	5,905	218	4%	43%
Federal	21,441	10,721	10,721	0	0%	50%
District Govt	8,988	3,745	3,746	1	0%	42%
DC Housing Authority	1,177	490	488	(2)	0%	41%
Total:	\$106,999	\$46,370	\$48,664	\$2,295	5%	45%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 28, 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
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
January 31, 2025	\$35.5	11,709
February 28, 2025	\$35.2	11,839

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 Feb (All Categories)				Total Delinquent			
				Active		Inactive		Jan		Feb	
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	8,415	1,871	10,286	908	6,321,006	113	\$514,601	1,037	\$6,928,854	1,021	\$6,835,607 19%
Multi-family	9,030	309	9,339	1,330	18,240,154	55	\$691,798	1,375	\$19,046,100	1,385	\$18,931,953 54%
Single-Family Residential	107,923	1,936	109,859	9,307	9,271,374	126	\$202,150	9,297	\$9,537,530	9,433	\$9,473,524 27%
Total	125,368	4,116	129,484	11,545	\$33,832,534	294	\$1,408,550	11,709	\$35,512,484	11,839	\$35,241,084 100%

Notes: Included in the above \$35.2M (or 11,839 accounts) of the DC Water Over 90 days delinquent accounts, \$4,401,595.20 (or 1,086 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 (11,839) as a percentage of total accounts (129,484) is 9.1 percent.
 -Delinquent impervious only accounts (1,086) as a percentage of total accounts (129,484) is 0.8 percent.
 -Delinquent impervious only accounts (1,086) as a percentage of total delinquent accounts (11,839) are 9.2 percent.
 -Delinquent impervious only accounts (1,086) as a percentage of total impervious only accounts (4,116) are 26.4 percent

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 28, 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	2,082	\$10,676,154	1,341	\$8,008,673	1,021	\$6,835,607
Multi Family	2,180	24,369,894	1,663	21,009,231	1,385	18,931,953
Residential	20,661	13,240,668	12,557	10,806,283	9,433	9,473,524
Total	24,923	\$48,286,717	15,561	\$39,824,187	11,839	\$35,241,083

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	1,257	\$728,462	669	\$545,349	482	\$446,083
2	488	219,930	292	166,842	183	139,549
3	668	330,090	311	240,820	208	199,485
4	3,613	2,004,300	1,984	1,569,051	1,448	1,371,982
5	4,193	2,443,758	2,550	1,971,325	1,919	1,706,738
6	1,220	646,214	708	526,829	513	459,282
7	5,879	4,502,201	3,821	3,805,095	2,992	3,449,994
8	3,343	2,365,713	2,222	1,980,973	1,688	1,700,412
Total	20,661	\$13,240,668	12,557	\$10,806,283	9,433	\$9,473,524

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+	789	583,252	674	498,907	599	416,089
CAP	566	310,429	465	250,932	383	199,589
CAP2	36	14,247	26	10,057	20	7,950
CAP3	0	0	0	0	0	0
Total	1,391	\$907,928	1,165	\$759,896	1,002	\$623,629

* Based on number of accounts that have been given credit in Feb 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	40	\$35,164	33	\$29,964	28	\$23,654
2	6	3,359	5	2,648	4	2,221
3	4	2,457	4	2,055	4	1,563
4	108	95,292	91	83,858	76	73,259
5	182	138,506	158	118,958	142	97,429
6	39	24,310	33	22,261	29	19,349
7	265	186,352	227	154,029	205	128,801
8	145	97,812	123	85,134	111	69,813
Total	789	\$583,252	674	\$498,907	599	\$416,089

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

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 28, 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	11	\$7,362	9	\$6,099	6	\$4,760
2	5	4,512	4	4,290	4	4,026
3	2	338	1	192	1	163
4	95	53,371	80	44,796	65	36,888
5	121	66,316	98	53,747	84	43,149
6	24	12,394	18	10,074	14	8,269
7	187	108,519	156	87,915	136	69,533
8	121	57,618	99	43,819	73	32,801
Total	566	\$310,429	465	\$250,932	383	\$199,589

* Based on number of accounts that have been given credit in Feb 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	\$84	0	\$0	0	\$0
2	0	0	0	0	0	0
3	2	119	0	0	0	0
4	8	2,207	6	1,409	5	1,040
5	1	281	1	209	1	82
6	15	8,124	12	6,276	9	5,493
7	9	3,433	7	2,164	5	1,335
8	7	2,563	5	1,579	4	1,453
Total	43	\$16,810	31	\$11,636	24	\$9,404

* Based on number of accounts that have been given credit in Jan2025

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	0	0	0	0	0	0
6	0	0	0	0	0	0
7	0	0	0	0	0	0
8	0	0	0	0	0	0
Total	0	\$0	0	\$0	0	\$0

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

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of February 28, 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 February 28, 2025, developer deposits had \$37.04 million in credit balances (liability) and \$11.22 million in debt balances (receivable).

Balances by Year as of February 28, 2025

		Credit Balances (Liability)	Debit Balances (Receivables)		
		\$37.04 million	\$11.22 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	\$ (274,269.36)	27	\$ 277,716.02	75	\$ 3,446.66
2007	\$ (124,482.12)	25	\$ 143,876.99	49	\$ 19,394.87
2008	\$ (242,907.97)	29	\$ 193,358.72	49	\$ (49,549.25)
2009	\$ (132,354.06)	20	\$ 167,158.28	43	\$ 34,804.22
2010	\$ (132,013.63)	34	\$ 142,460.64	37	\$ 10,447.01
2011	\$ (246,629.33)	54	\$ 501,287.31	54	\$ 254,657.98
2012	\$ (588,780.48)	133	\$ 466,548.84	89	\$ (122,231.64)
2013	\$ (618,477.70)	110	\$ 251,974.80	77	\$ (366,502.90)
2014	\$ (1,175,222.22)	174	\$ 960,163.99	61	\$ (215,058.23)
2015	\$ (1,416,733.97)	267	\$ 264,376.29	36	\$ (1,152,357.68)
Subtotal - 2001 through 2015	\$ (5,286,920.84)	950	\$ 4,608,196.26	667	\$ (678,724.58)
2016	\$ (2,258,244.75)	308	\$ 508,745.73	59	\$ (1,749,499.02)
2017	\$ (2,027,181.66)	379	\$ 449,352.29	111	\$ (1,577,829.37)
2018	\$ (2,744,438.84)	440	\$ 823,674.52	117	\$ (1,920,764.32)
2019	\$ (3,798,138.82)	382	\$ 1,560,357.25	158	\$ (2,237,781.57)
2020	\$ (4,217,638.39)	250	\$ 550,544.17	122	\$ (3,667,094.22)
2021	\$ (4,354,686.98)	308	\$ 628,648.58	149	\$ (3,726,038.40)
2022	\$ (5,579,702.33)	304	\$ 939,809.03	174	\$ (4,639,893.30)
2023	\$ (3,442,915.00)	175	\$ 794,843.33	119	\$ (2,648,071.67)
2024	\$ (3,037,618.99)	158	\$ 314,850.03	108	\$ (2,722,768.96)
2025	\$ (289,245.00)	27	\$ 41,645.00	42	\$ (247,600.00)
Subtotal - 2016 through 2025	\$ (31,749,810.76)	2,731	\$ 6,612,469.93	1,159	\$ (25,137,340.83)
Total	\$ (37,036,731.60)	3,681	\$ 11,220,666.19	1,826	\$ (25,816,065.41)

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.	(3,870,186.87)	683

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 1,827 accounts. The accompanying table outlines the progress made to date.

Construction Inspection Refund Data

	Number of Accounts	Amount (\$)
Refund request received to date	1827	
Refunded this month	27	342,135.96
Refunded last month	17	\$95,782.16
Refunded in FY25	69	\$588,498.12
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)	94	\$(149,095.75)
<i>Number of Refund Accounts Reviewed, Awaiting Information from Developers*</i>	101	\$836,250.36
<i>Number of Refund Account Requested after forfeiture date**</i>	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

Payment Plan and Disconnection Report

Fiscal Year-to-Date
As of February 28, 2025

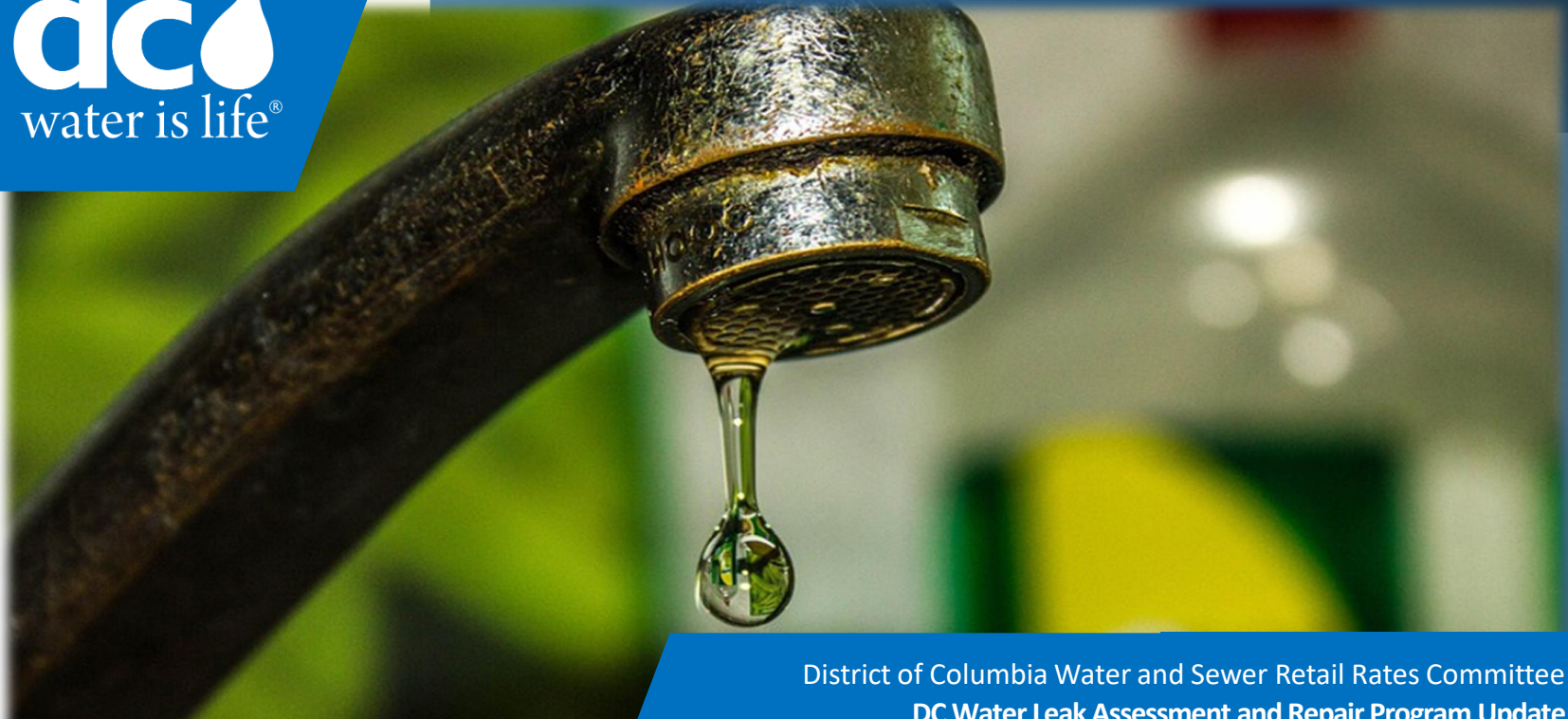
Zip Code	Residential					Commercial					Multifamily				
	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.	30-Day A/R	Active Plans	Plans Created	Plans Defaulted	Non-Pay Discon.*
Total	12,528	3,332	1,410	611	856	1,259	118	38	20	41	1,669	335	99	43	2
20001	208	54	21	6	17	101	7	2		3	10				
20009	100	22	8	1	6	31	6		1	2	30	4			
20010	359	121	48	8	38	43	7	2		1	26	4	1		
20059						3									
20001	98	19	9	5	7	27	6	1		1	20	2			
20004						2	1								
20005	7	2	1			13	2	2							
20006						7	2	2							
20007	128	10	3	1	12	55	1		1	1	6				
20008	10	1			1	17	1	1	1		1				
20009	36	6	2	1	4	7	1			1	11	2	1	1	
20036	1					12	2				3			1	
20037	10	1		1		8	2		1		6	1			
20057						3									
20007	68	5	1	3	8	9	1			2	14	1	1		
20008	53	7	3	1	8	24	3	2	2		4				
20015	52	6	2	1	2	7	1	1	1						
20016	138	23	9	4	10	103	1			1	3	1			
20010	25	4	1		1	2					3				
20011	1,556	425	172	70	112	101	15	5	2	6	133	28	11	5	
20012	340	76	34	19	22	22	2		2	2	5			1	
20015	58	10	4	2	9										
20001	189	50	22	15	14	15	1				4	3	1		
20002	640	168	76	42	49	71	9	3	1	6	211	43	16	6	
20011	219	71	26	5	9	5	1				14	1			
20017	644	160	71	19	29	46	4		2	4	27	4	1	1	1
20018	852	246	113	55	70	102	8	4		2	33	5	2	1	
20036											1			1	
20001	13	4	2	5	1	10					3				
20002	409	90	34	22	22	77	8	5	2	1	17	1			
20003	225	29	11	8	15	43	3	1	1	1	14	2	1		
20024	54	12	3	4	8	12					13	4			
20032	1														
20534						1									
20001	2	1	1												
20002	233	67	33	16	11	11	3	2	1	1	19	2		1	
20003	88	19	11	3	7	25	1			1	7	2	1		
20016	2	2	1		1										
20019	2,920	775	369	184	201	107	12	4	1	3	382	77	27	12	
20020	571	127	53	27	27	13	1				90	27	10		
20000	1														
20002	3	2													
20003	18	4			1	7					2				
20020	1,237	390	148	37	81	47	4	1	1	1	295	66	10	4	
20023	2														
20032	958	323	118	46	53	70	2			1	262	55	16	9	1

*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



District of Columbia Water and Sewer Retail Rates Committee
DC Water Leak Assessment and Repair Program Update
Meisha Thomas, Director, Customer Care
Presentation to the Retail Rates Committee on March 25, 2025



Purpose



To provide an overview of the new FY25 Residential Leak Assessment Assistance Program (RLAAP) and the Residential Leak Repair Assistance Program (RLRAP).

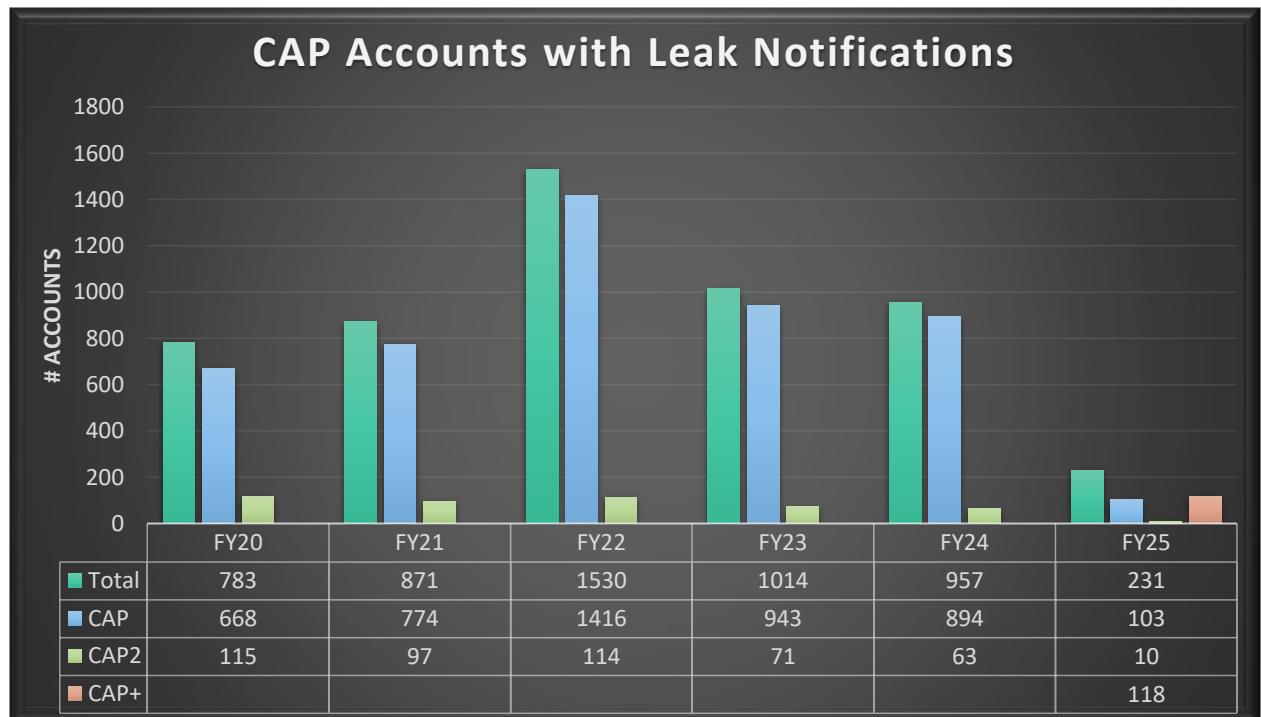
Topics:

- Identifying the Need
- Programs and Funding
- The Process Flow
- Eligible and Ineligible Repairs
- Program Findings
- Current Status
- Feedback
- Conclusion & Next Steps



Identifying the Need

- From FY20 to FY24, an average of 1000 CAP accounts experienced leaks, with some customers not making the necessary repairs.
- As of 2/28/2025, 231 accounts are eligible for support to identify and address leaks at their properties.





Programs & Funding

Program	Funding by	Funding Total	Eligible Customer	Program Trigger	Cost
RLAAP*	DC Water	\$500,000	CAP+, CAP, CAP2	Usage alert	\$750 per completed assessment
RLRAP+	DC Government	\$125,000	CAP+, CAP, CAP2	Completed assessment with water line leak	Negotiated listed of approved costs

* Residential Leak Assessment Assistance Program (RLAAP)

+ Residential Leak Repair Assistance Program (RLRAP)



Customer Care

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Process Flow



DC Water

Assessment
Plumber

Customer

Repair
Plumber



Eligible & Ineligible Repairs



Leak Assistance Repair Program Approved Reasonable Maximum Cost

Leak Repair (costs include time & material)	Cost	Max Cost
Toilet Leak (general, flapper, ball, supply line) includes grout for toilet removal	\$ 100.00	\$ 300.00
Toilet Leak (Connector, spud washer)	\$ 150.00	\$ 550.00
Bathroom Sink Faucet Replacement (4 inch spread); call DCW for other approvals	\$ 100.00	\$ 450.00
Kitchen Sink Faucet Replacement (replacement with single deck plate)	\$ 300.00	\$ 600.00
Shower Cartridge/Valve (2 - 3 handle)	\$ 200.00	\$ 550.00
Shower Cartridge/Valve (single handle)	\$ 200.00	\$ 450.00
Pipe Leak Repair (General - crawl space or basement, easily accessible)	\$ 200.00	\$ 750.00
Pipe Leak Repair (Inside the wall)	\$ 350.00	\$ 650.00
Pipe Leak Repair (Inside the wall behind the kitchen cabinet)	\$ 500.00	\$ 750.00
Pipe Leak Repair (In Ceiling)	\$ 700.00	\$ 1,500.00
Outdoor Irrigation	\$ 300.00	\$ 1,200.00
Hose Bib (Outdoor Spigots) (may be under the porch); includes insulation if needed	\$ 300.00	\$ 650.00
Appliances Water Line Connections (Dishwasher, Ice and Water Dispensers, Washing Machine, Automatic Humidifier, Water Heater, etc.)	\$ 200.00	\$ 450.00
Boiler (overflow & feed valve)	\$ 250.00	\$ 750.00
Under the slab between the meter and basement (will restore the basement floor if we cannot pull through the current pipe.)	\$ 1,000.00	\$ 5,500.00

Restriction List - DC Water will not cover these items)

Toilet Replacement

No main fixture replacements, i.e. toilet, sinks

Floor Replacement

Showerhead Replacement (Cartridge and Valve is approved)

Bathtub or Shower drain replacement

We will not replace lead pipes (Customer may be LPRAP eligible)

Will not repair underground service line leaks

Water damage clean-up - pre- repair

Sewer Repairs

Restoring drywall

Pools & Jacuzzi Tubs

Water Heater Replacement

Meter Pit

Appliance Repair or Replacement



Contractor will perform minimal restoration, leaving no open holes. The customer will be responsible for permanent restoration.

Customer Care

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Program Findings

- Some customers have leaks but are not receiving alerts because their alert threshold is too high.
- Some customers leaks have persisted so long that the system considers it normal usage.
- Advised assessment plumbers that they need to ensure they are taking pictures of the leaks with special emphasis on the make, model, and size of the leaking item.
- Improved email “Subject” to address concerns about the program being a scam.
- Revised the Approved Repair List based on best practices (e.g., replacing a faucet is cheaper than repairing it).
- One vendor was receiving more of the work. Encouraged repair vendors to be more responsive.





Current Status

as of 2/28/2025

Program	Eligible	Participants	Decline	% Participating	% Decline	Estimated Assessment Cost*	Estimated Repair Cost**	Actual Repair Cost	Estimated Total Per Program
CAP+	118	40	5	34%	4%	\$30,000	\$18,500	\$3,725	\$48,500
CAP	103	41	9	40%	9%	\$30,750	\$33,250	\$250	\$64,000
CAP2	10	4	4	40%	40%	\$3,000	\$-	\$-	\$3,000
Total	231	85	18	37%	8%	\$63,750	\$51,750	\$3,975	\$115,500

RLAAP – DCW Funds

Program	Completed Assessment	Budget	Remaining Balance
CAP+	\$ 18,750		
CAP	\$ 18,000		
CAP2	\$ 750		
Total	\$ 37,500	\$ 500,000	\$ 462,500

RLRAP – DCG Funds

Program	Actual Repair Costs	Budget	Remaining Balance
CAP+	\$ 3,725		
CAP	\$ 250		
CAP2	\$ 0		
Total	\$ 3,975	\$ 125,000	\$ 121,025

*Paid Assessment Cost - \$37,500 (50 participants)

** Estimated based on approved cost agreement & additional approvals

Customer Care

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Program Feedback - Vendors

"This is Great! I am thankful that DC Water came up with this program. It helps customers and small businesses."



"Homeowners are happy that DC Water came up with this program."

"This program is working well. Your team is easy to work with and very responsive I thought it would be harder to get in contact with you.."

"I am thankful. This helps with jobs and funds."



Customer Care

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Program Feedback - Customers

Mrs. Simmons said she appreciated the prompt response from the program. She stated the Assessor plumbers were professional and knowledgeable, and the Repair plumbers were professional as well and did quality work. She was satisfied and pleased with the program. She suggests the program be open to everyone in the District.

Mrs. White stated the program was organized, and the process was efficient. They were unaware they had leaks and glad the assessors were able to identify and address the issues.



“Well, I think the idea of the program is great however I haven’t finished the program.”





Conclusion & Next Steps

Conclusion

The RLAAP and RLRAP programs are vital initiatives that address critical needs in our community. By providing financial assistance and promoting water conservation, these programs enhance customer satisfaction and support DC Water's commitment to sustainability and equity.

Next Steps

- Continue to encourage eligible customers to take advantage of the program.
- Use HUNA data as a marketing audience.
- Continue to monitor the program and track ROI relative to usage decline after the repair.
- Contemplate future program changes based on data from FY25 program.
- Request additional funding to continue the program in FY26 and future.

Attachment C**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 C

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 C

6. 2025 Cost of Service Study to Establish Miscellaneous Fees and Charges			
<i>a. Present COS Update and Proposed Amendments to Miscellaneous Fees & Charges for RRC Recommendation</i>	April 22, 2025		Rates & Revenue
<i>b. Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees & 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 & 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 & Charges including Engineering and Permitting Fees Go-Live</i>	October 1, 2025		Rates & Revenue/ Customer Care

7. 2025 COS for Water, Sewer and CRIAC			
<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		

8. Delinquent Accounts			
<i>a. 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**

**Thursday, April 22, 2025; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for May 27, 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