



**MINUTES OF THE MEETING  
DC RETAIL WATER AND SEWER RATES COMMITTEE  
MARCH 25, 2025  
(via Microsoft Teams)**

---

**COMMITTEE MEMBERS PRESENT**

1. Howard Gibbs, Vice-Chairperson
2. Anthony Giancola, Principal
3. Unique Morris-Hughes, Principal
4. Richard Jackson, Principal

**DC WATER STAFF**

1. David L. Gadis, Chief Executive Officer and General Manager
2. Matthew Brown, Chief Financial Officer and EVP, Finance, Procurement and Compliance
3. Kristin Williams, Chief Administration Officer and EVP
4. Jeffrey Thompson, Chief Operating Officer and EVP
5. Gregory Hope, Vice President, Deputy General Counsel, Legal and Government Affairs
6. Michelle Rhodd, Secretary to the Board

The DC Retail Water and Sewer Rates Committee meeting was called to order by Howard Gibbs, Vice Chairperson, at 9:30 AM. Board Secretary Michelle Rhodd called the roll.

**I. MONTHLY REPORT TO THE DC RETAIL WATER AND SEWER RATES COMMITTEE**

Matthew Brown, CFO and EVP presented the monthly report for the period ending February 28, 2025, noting that the Authority's revenue was favorable to the revised budget approved in March 2025 by approximately 2.4 percent. Revenue in the Residential, Commercial, and Multi-Family categories was higher than budgeted, driven by CRIAC. The Water System Replacement Fee was ahead of budget by approximately \$1 million. The All Other category was ahead of budget primarily due to a Blue Drop payment. Mr. Brown noted that the Authority will discuss how to allocate the District of Columbia's share of the Blue Drop contribution.

Delinquent accounts slightly decreased in dollar value but slightly increased in number of accounts. The Multifamily category accounted for 54 percent of the balance owing.

Mr. Brown reviewed the Developer Deposits report, noting continued progress toward clearing the backlog of deposits with 27 accounts processed a total of approximately \$342,000 in refunds during the month.

Mr. Brown also emphasized that the payment incentive plan to help delinquent residential customers get back on track is ongoing. Under this program, if customers make three consecutive payments on time, the Authority will match 40% of the amount paid as a credit to the past due amount. Vice Chairperson Howard Gibbs asked for a comprehensive report on the number of people who use the payment incentive program, and how many continue to use the program to complete repayment. Mr. Brown will provide the report.

Committee member Anthony Giancola asked for an update on the federal funding allocated to the Authority. Mr. Brown stated that the Senate had passed a bill to restore the Authority's FY2025 funding levels, amounting to approximately \$51 million, but that legislation had not yet passed the U.S. House of Representatives. Reimbursements for grant awards will continue to be paid through federal grant funds, and a notice of available funds has been received for some of DC Water's grants while others are pending.

## **II. DC WATER CARES LEAK ASSESSMENT AND REPAIR PROGRAM UPDATE**

Meisha Thomas, Director of Customer Care, provided an update on the FY25 Residential Leak Assessment Assistance Program (RLAAP) and the Residential Leak Repair Assistance Program (RLRAP), which were developed to identify customers in need of leak repairs and provide cost-free repairs to eligible infrastructure.

From FY20 to FY24, an average of 1,000 customers enrolled in an eligible Customer Assistance Program, experienced leaks. However, it was noted that some customers were not making the necessary repairs and appeared on the list over multiple years. As of February 28, 2024, 231 accounts were eligible for support to identify and address leaks on their properties.

Funding for the program, eligible for CAP+, CAP and CAP2 customer accounts, is provided by two sources. For RLAAP, \$500,000 is provided by DC Water to perform assessments that are triggered by high usage alerts on CAP customer accounts. For RLRAP, \$125,000 is provided by the DC government to fund repairs of leaks identified by completed assessments.

Mr. Gibbs asked whether \$125,000 was sufficient to cover the costs of needed repairs. Ms. Thomas explained that the only leaks eligible for the program were those within

homes, and most of these repairs were to toilets leaks and faucets. She noted that many were under \$1,000 and the highest cost to date was \$2,150. She also noted that this is a new program and as customer feedback is collected, there may be an opportunity for increased funding.

Mr. Giancola referred to the chart tracking the number of CAP accounts with leak notifications by year and noted that the FY25 numbers appeared to be tracking much lower than in prior years. He asked whether this was because the program was identifying and correcting many of the leaks, leaving fewer to be addressed in the current year. Ms. Thomas agreed that this was a factor and provided an overview of some additional factors affecting the number of identified leaks. In some cases, customers may opt to set their alert level higher to avoid receiving alerts while in others, customers may have ongoing leaks for such a long period that their usage becomes normalized and no longer triggers an unusual usage alert.

In response to a further question from Mr. Giancola, Ms. Thomas confirmed that the program only applied to CAP customers but there are customers outside of the CAP programs that also have leaks in need of repair. She agreed to look into the number of non-CAP customers who may have unaddressed leaks.

Ms. Thomas clarified that the program only provides funding to repair items causing leaks; it does not cover non-leak repairs, such as basic toilet repairs. She reviewed the process flow of identifying and confirming the need for repairs under the program, and the responsibility of contractors in completing the repairs.

In response to a question from Mr. Gibbs, Ms. Thomas stated that only eligible repairs would be covered under the program. She reviewed the list of eligible and ineligible repairs.

Mr. Giancola expressed appreciation for the list of allowable repairs and the average and maximum cost estimates, noting that it would be very helpful for customers to understand the cost of these repairs. Ms. Thomas clarified that the costs are shared with vendors and but not with customers; however, providing them to customers could be considered for the future.

A key program finding to date is that some customers have undetected leaks due to high alert thresholds or persistent leaks that are no longer detected as unusual. Assessment plumbers have been advised document leaks with photos, including make, model, and size. E-mail subject lines were adjusted to reduce scam concerns, and repair list was updated for cost-effective solutions. To balance work distribution, vendors were encouraged to improve responsiveness in order.

As of the current date [March 25, 2025], 289 repairs were deemed eligible, with 87 customers participating and 23 declining. Customer Service is investigating possible reasons for declines. The assessment program completed 59 assessments at a cost of

\$444,250, while the repair program completed 17 repairs for \$14,600. The average repair cost is approximately \$859 per location, with a maximum of \$2,150.

Vendors highlighted the program's benefits for customers and small businesses, noting positive homeowner experiences and DC Water's responsiveness.

Customer feedback praised the program's prompt response, organization, and the professionalism of repair plumbers. One customer appreciated discovering and fixing unknown leaks. Ms. Thomas confirmed to Mr. Giancola that no negative feedback had been received.

Next steps for the program are to continue to encourage eligible customers to take advantage of the program, utilize the usage data as a marketing audience, continue to monitor the program and track the return on investment relative to usage decline after a repair, evaluate program adjustments based on data from FY25, and seeking additional funding to continue the program in FY26 and the future.

Mr. Gibbs stated that he would like to see whether the program impacts the ability of delinquent customers to catch up on their payments. Ms. Thomas noted that Customer Service was circling back to customers with high bills and offering them a payment plan.

### **III. DC RETAIL WATER AND SEWER RATES COMMITTEE WORKPLAN**

Mr. Brown reviewed the Committee workplan.

Work on the Potomac Interceptor Cost of Service Study is ongoing. The draft report from the consultant is under review by engineering and finance.

The Cost of Service Study to Establish Miscellaneous Fees and Charges was drafted by the consultant and comments were provided by the Authority. It is on track for presentation to this Committee on April 22, 2025.

Work is beginning on the Cost of Service Study for the rate proposal in January 2026.

Mr. Giancola requested an update on the Soldiers Home Negotiations project, noting that it has been ongoing for several years. Mr. Hope will provide an update at the next meeting.

### **IV. AGENDA FOR APRIL 22, 2025, COMMITTEE MEETING**

The April 22, 2025 meeting will include the monthly update, committee work plan, and any other items the committee wishes to discuss.

### **V. ADJOURNMENT**

The meeting adjourned at 10:01 AM.

**Follow-up Actions:**

1. Ms. Thomas will provide a comprehensive report on the number of people who use the payment incentive program, and how many continue to use the program to complete repayment, at the next meeting.
2. Ms. Thomas will update the Committee on the number of non-CAP customers who may have unaddressed leaks.
3. Mr. Hope will provide an update on the Soldiers Home Negotiations at the next meeting.