



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

Microsoft Teams Meeting

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Phone Conference ID: 632 434 696#

Tuesday, June 22, 2021

9:30 a.m.

1. **Call to Order** **Rachna Bhatt, Chairperson**
2. **Roll Call** **Linda Manley**
3. **Monthly Report to DC Retail Water & Sewer Rates Committee (Attachment A)** **Matthew Brown**
4. **FY 2021 Fire Protection Fee Cost of Service Update (Attachment B)** **Matthew Brown**
5. **Update on DC Water Cares: Residential Assistance Program (Attachment C)** **Armon Curd and DC Water Cares: Multifamily Assistance Program**
- assistance provided to-date, trends, and future assumptions/uncertainties
6. **Action Item (Attachment D)** **Matthew Brown**
 - **Approval of Revised District of Columbia Fire Protection Service Fee for FY 2022 – FY 2024 (Action Item 1)**
7. **DC Retail Water and Sewer Rates Committee Workplan** **Matthew Brown**
 - **FY 2021 Proposed DC Retail Rates Committee Workplan (Attachment E)**
8. **Agenda for July 27, 2021 Committee Meeting (Attachment F)** **Rachna Bhatt, Chairperson**
9. **Other Business** **Matthew Brown**
10. **Executive Session***
11. **Adjournment** **Rachna Bhatt, Chairperson**

*The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2- 575(b)(10); proprietary matters under D.C. Official Code § 2-575(b)(11); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.



Fiscal Year 2021

Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending May 31, 2021

DEPARTMENT OF FINANCE

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

Syed Khalil, Director, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of May 31, 2021

Operating Revenues (\$000's)

FY 2020 Actual		CATEGORY	FY 2021						Projections	
Total Annual	YTD May		Year-to-Date Performance				Year-End Projections	% of Budget		
			Annual Budget	YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)		
\$396,884	\$267,101	Residential / Commercial / Multi-Family*	\$421,633	\$281,089	\$250,500	59.4%	(\$30,589)	(10.9%)	\$381,971	90.6%
71,954	54,729	Federal	77,571	58,179	57,637	74.3%	(541)	(0.9%)	76,689	98.9%
18,067	9,993	Municipal (DC Govt.)	18,377	12,251	13,519	73.6%	1,268	10.4%	20,324	110.6%
10,998	7,345	DC Housing Authority	11,941	7,961	8,185	68.5%	224	2.8%	12,533	105.0%
11,829	7,992	Metering Fee	15,405	10,338	9,810	63.7%	(528)	(5.1%)	14,780	95.9%
41,456	28,332	Water System Replacement Fee (WSRF)	39,717	26,983	28,725	72.3%	1,742	6.5%	41,423	104.3%
79,157	61,298	Wholesale	81,986	61,489	61,439	74.9%	(50)	(0.1%)	81,986	100.0%
21,546	14,638	PILOT/ROW	22,463	15,207	14,084	62.7%	(1,123)	(7.4%)	20,738	92.3%
58,206	30,762	All Other	44,645	29,141	24,705	55.3%	(4,436)	(15.2%)	38,200	85.6%
\$710,097	\$482,190	TOTAL	\$733,738	\$502,637	\$468,604	63.9%	(\$34,033)	(6.8%)	\$688,644	93.9%

* Residential, Commercial & Multi-family receipts include credits for October 2020 through March 2021 for District's ERRP (\$873,466.18), DC Water Cares Residential (\$441,697.35) and DC Water Cares Multi-family (\$1,998,557.94).



VARIANCE ANALYSIS FOR MAJOR REPORTED ITEMS

At the end of May 2021, cash receipts totaled \$468.6 million, or 63.9 percent of the FY 2021 budget. The lower YTD receipts are mainly due to decline in consumption on account of the impact of COVID-19. The total receipts for May were \$60.8 million as compared to the budgeted \$69.4 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their third quarterly payment in April), and wholesale customers (which made their third quarter payment in May).

Areas of Overcollection	Areas of Undercollection
<p><u>District Government</u> – Receipts are slightly higher at \$13.5 million or 73.6 percent of the budget. The May receipts are at \$1.4 million. The May 2021 receipts are lower by \$0.14 million as compared to the monthly budget of \$1.5 million.</p> <p><u>DC Housing</u> - Receipts are slightly higher at \$8.2 million or 68.5 percent of the budget. The May 2021 receipts are slightly higher by fifty six thousand dollars as compared to the monthly budget of \$1.0 million.</p> <p><u>Wholesale</u> – The wholesale customers actual receipts through May 2021 total \$61.4 million or 74.9 percent of FY 2021 budget. The wholesale customers made their third quarter payment of \$19.9 million in May 2021.</p>	<p><u>Residential, Commercial and Multi-Family</u> – Receipts for this category are lower at \$250.5 million or 59.4 percent of the budget. The lower receipts are mainly due to decline in consumption in Commercial category on account of the impact of COVID-19. The May 2021 receipts were lower by \$6.1 million or 17.4 percent as compared to the monthly budget of \$35.1 million.</p> <p><u>Federal</u> - Actual receipts through May 2021 total \$57.6 million or 74.3 percent of the budget. The Federal government made their third quarter payment in April 2021.</p> <p><u>PILOT/ROW</u> – The YTD receipts for PILOT/ROW are slightly lower at \$14.1 million or 62.7 percent of the budget. The May 2021 receipts are slightly lower by \$0.14 million as compared to the monthly budget.</p> <p><u>Other Revenue</u> - Receipts are lower at \$24.7 million or 55.3 percent of the budget. The \$4.4 million lower receipts are primarily due to (i) \$1.6 million lower receipts from System Availability Fee, (ii) \$3.1 million lower miscellaneous receipts, and (iii) \$0.3 million lower Developer Contractor Fees (water and sewer). The May 2021 receipts were \$1.9 million lower than the monthly budget primarily due to the \$3.1 million Fire Protection Services Fee payment received early in April for third quarter FY 2021 from the District Government, which was scheduled to be received in May 2021.</p>

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of May 31, 2021

Operating Revenues Detail

(\$ in millions)

Revenue Category	FY 2021 Budget	YTD Budget	Actual	Variance		Actual % of Budget	Year-End Projections	Variance Proj vs Budg	% of Budget
				Favorable /	(Unfavorable)				
Residential, Commercial, and Multi-family	\$421.6	\$281.1	\$250.5	(\$30.6)	-10.9%	59.4%	\$382.0	(\$39.7)	90.6%
Federal	77.6	58.2	57.6	(0.5)	-0.9%	74.3%	76.7	(0.9)	98.9%
District Government	18.4	12.3	13.5	1.3	10.4%	73.6%	20.3	1.9	110.6%
DC Housing Authority	11.9	8.0	8.2	0.2	2.8%	68.5%	12.5	0.6	105.0%
Customer Metering Fee	15.4	10.3	9.8	(0.5)	-5.1%	63.7%	14.8	-0.6	95.9%
Water System Replacement Fee (WSRF)	39.7	27.0	28.7	1.7	6.5%	72.3%	41.4	1.7	104.3%
Wholesale	82.0	61.5	61.4	(0.1)	-0.1%	74.9%	82.0	0.0	100.0%
Right-of-Way Fee/PILOT	22.5	15.2	14.1	(1.1)	-7.4%	62.7%	20.7	(1.7)	92.3%
Subtotal (before Other Revenues)	\$689.1	\$473.5	\$443.9	(\$29.6)	-6.3%	64.4%	\$650.4	(\$38.6)	94.4%
IMA Indirect Cost Reimb. For Capital Projects	5.1	3.4	3.4	0.0	0.0%	66.7%	4.5	(0.6)	88.2%
DC Fire Protection Fee	12.5	9.4	9.4	0.0	0.0%	75.2%	12.5	0.0	100.0%
Stormwater (MS4)	1.0	0.7	0.9	0.2	28.6%	90.0%	1.1	0.1	110.0%
Interest	3.4	2.3	2.6	0.3	13.0%	76.5%	3.4	0.0	100.0%
Developer Fees (Water & Sewer)	6.0	4.0	3.7	(0.3)	-7.5%	61.7%	5.0	(1.0)	83.3%
System Availability Fee (SAF)	7.7	5.1	3.5	(1.6)	-31.4%	45.5%	5.4	(2.3)	70.1%
Others	6.4	4.3	1.2	(3.1)	-72.1%	18.8%	3.7	(2.7)	57.8%
Subtotal	\$42.1	\$29.1	\$24.7	(\$4.4)	-15.2%	58.6%	\$35.7	(\$6.4)	84.7%
Rate Stabilization Fund Transfer	\$2.5	\$0.0	\$0.0	\$0.0	0.0%	0.0%	\$2.5	\$0.0	100.0%
Other Revenue Subtotal	\$44.6	\$29.1	\$24.7	(\$4.4)	-15.2%	58.6%	\$38.2	(\$6.4)	85.6%
Grand Total	\$733.7	\$502.6	\$468.6	(\$34.0)	-6.8%	63.9%	\$688.6	(\$45.1)	93.9%

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

Customer Category	Water	Sewer	Clean Rivers			Total
			IAC	Metering Fee	WSRF	
Residential	\$22,433	\$35,384	\$18,386	\$4,361	\$6,347	\$86,912
Commercial	\$34,768	\$39,364	\$22,456	\$2,980	\$11,248	\$110,816
Multi-family	\$27,310	\$42,004	\$8,393	\$1,413	\$5,076	\$84,196
Federal	\$19,193	\$21,818	\$16,626	\$603	\$4,548	\$62,788
District Govt	\$3,228	\$4,368	\$5,923	\$345	\$1,227	\$15,092
DC Housing Authority	\$2,990	\$4,429	\$766	\$107	\$279	\$8,571
Total:	\$109,922	\$147,367	\$72,551	\$9,810	\$28,725	\$368,376

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	FY2021 Budget	Year-To-Date Budget	Actual Received	Variance	
				Favorable / <Unfavorable>	Variance % of YTD Budget
Residential	\$24,793	\$16,529	\$18,386	\$1,858	11%
Commercial	\$28,102	\$18,735	\$22,456	\$3,722	20%
Multi-family	\$11,370	\$7,580	\$8,393	\$813	11%
Federal	\$21,541	\$16,156	\$16,626	\$470	3%
District Govt	\$7,663	\$5,109	\$5,923	\$815	16%
DC Housing Authority	\$1,135	\$757	\$766	\$9	1%
Total:	\$94,604	\$64,864	\$72,551	\$7,687	12%

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of May 31, 2021

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
October 31, 2020	\$18.9	14,276
November 30, 2020	\$19.8	14,772
December 31, 2020	\$22.7	15,605
January 31, 2021	\$23.4	15,444
February 28, 2021	\$24.0	14,973
March 31, 2021	\$23.6	14,613
April 30, 2021	\$24.0	14,707
May 31, 2021	\$25.0	14,672

Notes: The increase in the accounts receivable over 90 days (from the billing date) is due to the temporary suspension of collections procedures because of the new billing system VertexOne, which was implemented in December 2017. The increase in accounts receivable from March 2020 to May 2021 is primarily due to increased delinquencies and deferred payments due to the impact of COVID-19.

Greater Than 90 Days by Customer

	Number of Accounts			Month of May (All Categories)				Total Delinquent				
	W & S	Impervious Only		Active		Inactive		April		May		
		a/c	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	9,020	2,224	11,244	1,425	\$5,505,959	47	\$115,001	1,503	\$5,578,528	1,472	\$5,620,960	23%
Multi-family	8,480	344	8,824	1,336	\$9,008,741	17	\$93,433	1,295	\$8,420,538	1,353	\$9,102,174	36%
Single-Family Residential	106,786	2,249	109,035	11,707	\$10,127,577	140	\$112,888	11,909	\$10,003,065	11,847	\$10,240,465	41%
Total	124,286	4,817	129,103	14,468	\$24,642,277	204	\$321,321	14,707	\$24,002,131	14,672	\$24,963,598	100%

Notes: Included in the above \$25.0 million (or 14,672 accounts) of the DC Water over 90 days delinquent accounts, \$4,145,269.70 (or 1,423 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 (14,672) as a percentage of total accounts (129,103) is 11.4 percent.

Monthly Report to DC Retail Water and Sewer Rates Committee

Customer Arrears Data

Arrears by Customer Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Commercial	2,478	\$ 8,820,855.00	1,758	\$ 6,589,326.93	1,472	\$ 5,620,959.58
Multi-family	2,050	\$ 12,898,849.69	1,537	\$ 10,517,923.50	1,353	\$ 9,102,173.62
Residential	21,626	\$ 13,594,136.96	14,434	\$ 11,523,187.20	11,847	\$ 10,240,464.87

Arrears by WARD for Residential Category

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1	1,573	\$ 1,117,695.32	1,015	\$ 932,860.61	854	\$ 826,566.68
Ward 2	814	\$ 540,243.02	592	\$ 465,003.79	427	\$ 415,582.11
Ward 3	997	\$ 610,641.24	615	\$ 490,912.53	486	\$ 413,802.56
Ward 4	3,836	\$ 2,412,157.87	2,481	\$ 2,029,479.37	2,051	\$ 1,788,882.51
Ward 5	4,258	\$ 2,563,888.27	2,894	\$ 2,163,960.62	2,376	\$ 1,922,255.58
Ward 6	1,891	\$ 1,008,253.56	1,288	\$ 857,815.85	1,041	\$ 746,249.79
Ward 7	5,267	\$ 3,252,996.85	3,627	\$ 2,812,551.83	2,956	\$ 2,519,560.41
Ward 8	2,990	\$ 2,088,260.83	1,922	\$ 1,770,602.60	1,656	\$ 1,607,565.23
Total	21,626	\$ 13,594,136.96	14,434	\$ 11,523,187.20	11,847	\$ 10,240,464.87

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Developer Deposits are funds paid to DC Water for plans that are approved by the Permit Operations Department. They include:

- Flat fees for taps, abandonments, sewer connections, etc.
- Reimbursable 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 June 9, 2021, developer deposits had \$44.5 million in credit balances (liability) and \$9.4 million in debit balances (receivable).

Balances as of June 9, 2021

Credit Balances (Liability)	Debit Balances (Receivables)
\$44.5 million	\$9.4 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	\$ (2,648.33)	6	\$ 9,066.08	6	\$ 6,417.75
2005	\$ (1,935,934.61)	587	\$ 269,202.91	90	\$ (1,666,731.70)
2006	\$ (966,544.44)	153	\$ 284,522.42	78	\$ (682,022.02)
2007	\$ (745,894.51)	155	\$ 150,176.99	50	\$ (595,717.52)
2008	\$ (1,219,825.02)	184	\$ 192,952.22	50	\$ (1,026,872.80)
2009	\$ (660,822.51)	149	\$ 224,439.36	49	\$ (436,383.15)
2010	\$ (909,624.81)	180	\$ 124,688.85	41	\$ (784,935.96)
2011	\$ (1,439,693.18)	237	\$ 398,976.25	56	\$ (1,040,716.93)
2012	\$ (2,429,898.12)	349	\$ 469,272.73	97	\$ (1,960,625.39)
2013	\$ (2,149,258.60)	284	\$ 250,880.68	82	\$ (1,898,377.92)
2014	\$ (2,095,108.29)	285	\$ 954,338.39	66	\$ (1,140,769.90)
2015	\$ (1,630,794.22)	299	\$ 250,895.29	40	\$ (1,379,898.93)
2016	\$ (3,123,728.25)	367	\$ 510,195.98	64	\$ (2,613,532.27)
2017	\$ (2,775,633.30)	461	\$ 467,035.23	122	\$ (2,308,598.07)
2018	\$ (6,024,670.78)	577	\$ 1,413,514.15	126	\$ (4,611,156.63)
2019	\$ (8,590,931.40)	511	\$ 1,629,388.53	181	\$ (6,961,542.87)
2020	\$ (5,421,896.54)	402	\$ 477,357.55	176	\$ (4,944,538.99)
2021	\$ (2,415,201.38)	177	\$ 356,851.64	138	\$ (2,058,349.74)
Total	\$ (44,538,108.29)	5,363	\$ 9,395,755.30	1,515	\$ (35,142,352.99)

Forfeiture Action

Total 2001 to 2011	(7,880,987.41)	1,651
Less: Accounts Identified for Forfeiture	(6,138,750.58)	1,183
Accounts with Refund Requests or Non-Merch Accounts	(1,742,236.83)	468

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 balances, invoices will be mailed to all customers annually and on February 25, 2021 statements were mailed to all customers.

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 time frame, 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.

Refund Requests

In response to the notification by DC Water, more than 250 customers have submitted refund requests (impacting approximately 1,000 accounts) as of June 1, 2021. Time is required to research and process the refund requests, and the Permit Operations staff are working through these requests now.

The Authority needs to reserve funds to maintain 250 days of cash to comply with the Board Policy. Currently, there is \$4 million set aside for refund of older deposits. We are determining if additional cash needs to be set for refund requests as part of the mid-year forecasting process.



Fire Protection Cost of Service Fee

Presentation to DC Retail Water and Sewer Rates Committee, June 22, 2021

Matthew Brown, CFO & EVP Finance and Procurement

District of Columbia Water and Sewer Authority



Purpose

- Request the Committee's recommendation to the Board to approve the final proposal of the Fire Protection Service Fee for FY 2022 – FY 2024

FY 2021 Fire Protection Service Fee COS Update

- 💧 RRC recommended approval of proposed Fire Protection Fee – March 23, 2021
- 💧 Board approved Notice of Proposed Rulemaking (NOPR) – April 1, 2021
- 💧 No Comments were received as of May 24, 2021
- 💧 Today's proposed action:
 - RRC to recommend approval of final Fire Protection Fee – June 22, 2021
- 💧 Board to approve Notice of Final Rulemaking (NOFR) for final Fire Protection Fee – July 1, 2021
- 💧 Publish NOFR in DC Register – July 16, 2021
- 💧 Fire Protection Service Fee Go-Live October 1, 2021 (FY 2022)

Next Steps

- 3/23/21 – Presentation to RRC on proposal for Fire Protection Service Fee
- 3/23/21 – RRC recommend approval of proposal to Board to for Fire Protection Service Fee
- 4/01/21 – Board approval of Notice of Proposed Rulemaking (NOPR)
- 4/23/21 – Publish NOPR in D.C. Register
- 4/23/21 – Public Comment Period Begins
- 5/24/21 – Public Comment Period Ends
- 6/22/21 – **RRC recommend approval of final proposal of Fire Protection Service Fee**
- 7/01/21 – Board approval of Notice of Final Rulemaking (NOFR)
- 7/16/21 – Publish NOFR in D.C. Register
- 10/01/21 – Fire Protection Service Fee Go-Live (FY 2022)

Recommendation

- Management recommends to Board to adopt and approve the final proposal of the Fire Protection Service Fee for FY 2022 – FY 2024

Appendix

Attachment B



Retail Water & Sewer Rates Committee

Fire Protection Cost of Service Fees

March 23, 2021

Background

- DC Water assesses a fire protection fee to the District based on Title 21 DCMR, Chapter 21, Section 4103 Fire Protection Service Fee (April 2000).
- The purpose of this presentation is to review the findings of the 2021 Cost of Service (COS) Study and recommend the appropriate fees for recovering fire protection costs from the District.

2013 Fire Protection MOU

DC Water and the District FEMS executed an MOU that required DC Water to perform the following:

- ❑ Inspect all public fire hydrants once per year in accordance with National Fire Protection Association (NFPA) guidelines
- ❑ Identify and install new hydrants as part of its ongoing CIP
- ❑ Develop manuals and protocols for hydrant inspection and inspection data management
- ❑ Ensure that the required preventative maintenance is performed on each hydrant as required by the manufacturer
- ❑ Flow test all hydrants every 6 years
- ❑ Provide water supply personnel on scene to FEMS when requested for 2 alarm fires or greater

Methodology

- Reviewed and tabulated historical fire service costs of DC Water (FY 2016-20)
- Compared recent DC Water costs with the revenues received from the District for fire protection services
- Developed projections of DC Water costs under the most recent MOU for FY 2021-24
- Developed cost recovery options for consideration by DC Water, recognizing that prior annual charges have reflected the capitalization of certain costs of service
- No changes to the Methodology since the prior report

Changes Since the Prior Report, Part 1

- DC Water personnel advise that hydrant repair and replacement has reached relatively stable annual levels; the level of service should continue in future years
- The District paid \$10.796 million annually from FY 2015 through FY 2018, and \$12.527 million per year from FY 2019 through the current year.
- The preceding payments have enabled the District to catch-up on its prior obligations to DC Water for fire protection; the net credit due to the District at the end of FY 2021 is estimated to be about \$2.4 million, assuming the continued capitalization of certain construction costs.

Changes Since the Prior Report, Part 2

- The fire protection work performed and actual costs incurred during FY 2020 reflect DC Water's experience during approximately six months of the COVID-19 outbreak. The experience of working in the pandemic continues thus far in FY 2021.
- DC Water has advised that there has been some impact on fire hydrant replacement and maintenance; however, the actual and anticipated effects on performance and operating and capital spending due to COVID-19 remain uncertain through the pandemic.
- The projections presented in this Report do not assume potential operating expense or capital cost adjustments due to impacts from COVID-19.

Cost of Service - Historical and Projected

Cost Category	2016	2017	2018	2019	2020	2021	2022	2023	2024
	Historical					Projected			
Direct Fire Costs									
1 Full time assigned personnel costs	928,964	1,014,998	1,034,526	1,289,095	1,206,274	1,242,463	1,279,736	1,318,129	1,357,672
2 Hydrant Parts	67,608	67,154	85,926	52,551	41,571	54,127	55,751	57,423	59,146
3 Material & Equipment (Fire Hydrant Program)	160,256	511,096	660,368	500,460	416,168	515,474	530,938	546,866	563,272
4 Hydrant Installation and Restoration	200,886	956,607	914,512	768,017	1,098,077	1,131,020	1,164,950	1,199,899	1,235,896
5 Personnel loaned from other departments (documented via WO)	1,054,792	1,847,677	1,640,246	1,847,942	2,042,592	2,103,870	2,166,986	2,231,996	2,298,956
6 DDOT Open Space Permits	435,591	377,858	496,714	371,249	329,148	339,023	349,193	359,669	370,459
7 Paid to Fire Department for Inspection Services (NTE)	0	0	0	0	0	0	0	0	0
8 Fire Protection Cost of Service Study			42,727			42,946			42,946
9 Burden applied to DC Water personnel costs	1,059,019	1,157,098	1,282,813	1,598,478	1,495,780	1,279,736	1,318,129	1,357,672	1,398,403
10 Burden applies to Personnel loaned (Hourly Rate, Salary Rate & OH)	1,202,463	2,106,352	2,033,905	2,291,448	2,532,815	2,166,986	2,231,996	2,298,956	2,367,924
11 Burden applied to Parts	32,452	32,234	53,274	32,581	25,774	25,981	26,760	27,563	28,390
12 Burden applied to Material & Equipment	76,923	245,326	409,428	310,285	258,024	247,427	254,850	262,496	270,371
13 Subtotal Direct Costs	5,218,955	8,316,402	8,654,439	9,062,108	9,446,224	9,149,053	9,379,291	9,660,669	9,993,436
Allocated Fire Costs									
14 Fire Share of Water Base Costs @ 0.5%	530,766	513,113	550,519	574,719	638,030	771,519	794,664	818,504	843,059
15 Fire Share of Peak Costs @ 1.64% for 2016, decreasing to 1.58% by 2019	<u>282,220</u>	<u>247,738</u>	<u>276,977</u>	<u>272,756</u>	<u>292,908</u>	<u>347,636</u>	<u>358,066</u>	<u>368,808</u>	<u>379,872</u>
16 Subtotal	812,986	760,850	827,495	847,475	930,938	1,119,155	1,152,730	1,187,312	1,222,931
17 Allocated Public Fire Costs	612,362	573,596	629,493	643,459	700,197	841,763	867,016	893,026	919,817
18 Total Direct and Allocated Fire Costs	5,831,317	8,889,998	9,283,931	9,705,567	10,146,422	9,990,817	10,246,307	10,553,696	10,913,253
19 PAYGO %	12%	19%	19%	60%	24%	24%	26%	28%	41%
20 Less: Construction Costs not Paid via PAYGO	176,643	773,291	742,055	306,167	832,281	862,889	863,500	861,061	728,961
21 Expense- Related Fire Costs	5,654,674	8,116,707	8,541,876	9,399,401	9,314,141	9,127,928	9,382,807	9,692,635	10,184,291
22 Capital Costs to be Amortized	176,643	773,291	742,055	306,167	832,281	862,889	863,500	861,061	728,961
23 Debt Service Allocation Ratio Based on Cumulative Costs	1.77%	1.76%	1.57%	1.42%	1.43%	1.34%	1.25%	1.19%	1.13%
24 Debt Service to be Allocated (Excludes Issuances Prior to 2007)	110,152,741	122,666,429	139,838,768	160,754,197	173,095,643	190,230,822	208,460,060	225,418,550	244,665,611
25 Fire Share of Debt Service	1,951,366	2,159,151	2,196,750	2,275,688	2,467,892	2,544,521	2,605,502	2,674,219	2,767,002
26 Total Annual Costs	7,606,040	10,275,858	10,738,626	11,675,089	11,782,033	11,672,449	11,988,309	12,366,854	12,951,294
19 District Payment	10,796,000	10,796,000	10,796,000	12,527,000	12,527,000	12,527,000	12,527,000	12,527,000	12,527,000
27 Annual Difference	3,189,960	520,142	57,374	851,911	744,967	854,551			
28 2006-21 Cumulative Difference (Payments vs.Costs)	-592,958	-72,817	-15,443	836,469	1,581,435	2,435,987			
29 Level charges (2022-24) including catch-up							11,535,000	11,535,000	11,535,000

Please see the Report Regarding Fire Service Charges for applicable assumptions and notes ¹³

Cost Recovery: Recommendations

- From FY 2006 through FY 2021 (the current year is estimated), DC Water expended about \$118.4 million to provide fire protection services to the District.
- The District has reimbursed DC Water approximately \$120.8 million for the same period, including the anticipated FY 2021 payment, resulting in a calculated \$2.4 million credit.
- It is recommended that the “true-up” of the credit in District reimbursements be spread over the next three years (FY 2022 – FY 2024) which, when applied to the projected costs, results in a proposed fire protection service fee of approximately \$11.535 million per year, paid quarterly.



DC Water Cares Program Progress Update

Presentation to DC Retail Water and Sewer Rates Committee, June 22, 2021

Armon Curd, Executive Vice President Customer Experience

District of Columbia Water and Sewer Authority



Purpose

- 💧 Provide an update to the Committee on DC Water Cares Program progress, trends, and assumptions for FY 2022
- 💧 Topics will cover:
 - 💧 DC Water Cares - Residential Assistance Program (RAP)
 - RAP Overview
 - All Residential Programs
 - Impact to Accounts Receivable
 - 💧 DC Water Cares - Multifamily Assistance Program (MAP)
 - MAP Overview
 - Impact to Accounts Relievable
 - 💧 Customer Outreach
 - 💧 FY 2022 Program Extension

DC Water Cares - Residential Assistance Program (RAP)

RAP Overview

Program Details

- DC Water Cares – Residential Assistance Program (RAP) provides on-going emergency assistance to cover past due, low-income residential balances, up to \$2,000 per household. DC Water Board approved \$3 million for use in FY 2021.
- Eligible households must have income levels equal to or below eighty percent (80%) of the Area Median Income (AMI) to qualify, which equates to CAP and CAP2 program levels.

FY 2021 Program Performance

- RAP assistance was first issued in February 2021. As of May 2021, the program has provided \$612,048 in assistance, reducing past due balances for 1,204 CAP and CAP2 customers.

FY 2021 RAP Assistance (YTD)

	Feb-21	Mar-21	Apr-21	May-21	Total
\$ Assisted	\$324,611	\$117,086	\$87,083	\$83,268	\$612,048
# Assisted	733	209	136	126	1,204
% Assisted 1x					54%
% Assisted 2x					30%
% Assisted >2x					16%
% Assisted rec'd ERRP					85%

- Anticipate issuing \$0.9 - \$1.2 million of the \$3 million allocation by fiscal year end, assuming no collection activities through September 2021.

All Residential Programs

- Across all residential programs, by FY 2021 yearend, anticipate assistance will increase 248% as compared to pre-COVID levels

FY 2019 – FY 2021 Assistance Dollars

	FY 2019	FY 2020	FY 2021	FY 2021-Proj ⁽¹⁾⁽³⁾	FY 2021
			Oct - May	Jun - Sep	Total
CAP	\$1,290,797	\$1,584,808	\$1,307,796	\$1,104,000	\$2,411,796
CAP2	\$47,490	\$173,837	\$146,967	\$112,000	\$258,967
CAP3	\$9,436	\$25,863	\$22,457	\$15,000	\$37,457
CRIAC-ERRP ⁽²⁾	N/A	\$884,388	\$1,073,964	\$15	\$1,073,979
DCW Cares-RAP	N/A	N/A	\$612,048	\$300,000	\$912,048
Total	\$1,347,723	\$2,668,896	\$3,163,232	\$1,531,015	\$4,694,247

FY 2019 – FY 2021 Enrollment Numbers

	FY 2019	FY 2020	FY 2021	FY 2021-Proj	FY 2021
			Oct – May	Jun - Sep	Total
CAP	3,249	3,818	3,689	700	4,389
CAP2	260	624	474	150	624
CAP3	48	133	160	32	192
Total	3,557	4,575	4,323	882	5,205
CRIAC-ERRP	N/A	2,098	1,821	1	1,822
DCW Cares-RAP	N/A	N/A	1,204	600	1,804

- NOTES:
- (1) Projections do not include new or upcoming Federally-funded programs: Stronger Together by Assisting You (STAY DC) for renters or Low Income Household Water Assistance Program (LIHWAP) grants.
 - (2) CRIAC-ERRP funds have been exhausted as of May 2021.
 - (3) Projections assume no collections activities during FY 2021.

Impact to Accounts Receivable

- Despite the increase in assistance provided to residential customers, accounts receivable continues to grow since start of COVID.

Month Ending	Over 90 Days			Over 30 Days		
	# of Accounts	\$ Amount	Avg Account Balance	# of Accounts	\$ Amount	Avg Account Balance
5/31/2021	11,847	\$10,240,465	\$864	21,626	\$13,594,137	\$629
9/30/2020	11,245	\$6,639,584	\$590	21,899	\$10,142,444	\$463
2/28/2020	7,793	\$4,074,036	\$523	20,375	\$6,878,553	\$338
9/30/2019	7,086	\$3,756,655	\$530	20,289	\$6,387,771	\$315

- While the number of past due accounts has generally plateaued since the end of FY 2020, balances over 90 days outstanding have increased 54% since FY 2020 and 151% since pre-COVID levels.
- Without resuming collection activities, anticipate continued increase in arrearages.

DCW Cares - Multifamily Assistance Program (MAP)

MAP Overview

Program Details

- DC Water Cares – Multifamily Assistance Program (MAP) provides one-time emergency assistance to low income multifamily units, up to \$2,000 per household. DC Water Board approved \$7 million for use in FY 2021.
- Program requires application by owner for property participation. Tenants qualify one of four ways:
 - Resides in affordable housing unit (AHU)
 - Enrolls in SNAP or TANF
 - Enrolls in LIHEAP
 - Applies via MAP/DOEE application process (80% AMI)

FY 2021 Program Performance

- MAP assistance was first issued in February 2021. As of May 2021, the program has provided \$2,188,039 in assistance, benefiting 5,174 units across 154 accounts.

FY 2021 MAP Assistance (YTD)

	Feb-21	Mar-21	Apr-21	May-21	Total
\$ Assisted	\$14,311	\$1,984,247	\$164,360	\$25,121	\$2,188,039
# Assisted Properties					154
# Assisted Units	122	4,642	350	60	5,174
Avg Unit Assistance	\$117	\$427	\$470	\$419	\$423

MAP Overview, cont

Property Participation Challenges

- Of the 10,031 eligible multifamily and mixed-use properties, only 2.5% or 254 properties are participating in the program as of May 2021.
- There are over 4,500 categorically eligible units at properties that are not yet participating, equating to an additional \$2 million in potential assistance.
- Property owner/landlord feedback for not participating includes
 - Their tenants prefer the new STAY DC program, which covers rent and utilities
 - Their tenants are not behind on rent/utility payments
 - Their property does not have affordable housing units and do not want to encourage tenants to apply

Impact to Accounts Receivable

- Despite the increase in assistance provided to multifamily customer, accounts receivable continues to grow since start of COVID

Month Ending	Over 90 Days			Over 30 Days		
	# of Accounts	\$ Amount	Avg Account Balance	# of Accounts	\$ Amount	Avg Account Balance
5/31/2021	1,353	\$9,102,174	\$6,727	2,050	\$12,898,850	\$6,292
9/30/2020	1,139	\$6,178,045	\$5,424	1,956	\$9,287,843	\$4,748
2/28/2020	785	\$3,978,412	\$5,068	1,622	\$6,480,806	\$3,996
9/30/2019	772	\$3,537,791	\$4,583	1,565	\$5,882,804	\$3,759

- Balances over 90 days outstanding have increased 47% since FY 2020 and 129% since pre-COVID levels.

Customer Outreach

Customer Outreach to Date

Community events for all customer assistance programs

- 3/16/2021: All Ward MOCRS
- 3/30/2021: Washington Seniors Wellness Center
- 3/31/2021: New Samaritan Baptist Church Senior Ministry
- 4/22/2021: Legacy Collaborative Senior Village's Leadership Academy and OPC
- 5/5/2021: Small Multifamily Owners Association
- 5/21/2021: East River Family Strengthening Collaborative Ward 7 Seniors Program
- 5/24/2021: Department of Aging and Community Living and Congress Heights Senior Wellness Center
- 6/8/2021: DC Office of the Tenant Advocate Stakeholder Group
- 6/10/2021: Office of the Attorney General Stakeholder Group
- 6/12/2021: EOM/DMPED's "Saint Elizabeth's East-Get Moving Again" Event
- 6/12/2021: DC KinCare Alliance Community Board
- 6/21/2021: OPC's Virtual Community Partnership Meeting

Press releases & media pitches for MAP from February to May 2021

Paid advertising on Facebook and Instagram for CAP, ERRP, RAP & MAP

Social media posts on Facebook, Twitter, Instagram and Nextdoor for CAP, ERRP & MAP

Article in What's on Tap bill insert for Spring 2021 for all assistance programs

Flyers distributed to Bread for the City, DC Central Kitchen & Martha's Table for RAP & MAP

Customer Outreach to Date, cont.

Bill messages for ERRP, RAP and MAP

- May 2020 to May 2021: Ran monthly CRIAC-ERRP bill message on all residential, non-CAP bills. Switched to monthly DCW Cares–RAP bill message as of mid-May 2021.
- May 2021: Started monthly DCW Cares–MAP bill message on all multifamily bills

Direct customer engagement for all customer assistance programs

- April to May 2021: Past due notification robocalls for residential & commercial customers, which includes options for recipient to listen to more information about payment arrangements or payment assistance
- March to May 2021: Promotional emails, robocalls, and letters for all assistance programs
- March to May 2021: Manual outbound calls for MAP assistance

Direct Customer Engagement to Date

Month	Customer Group	Outreach Method	Population
March 2021	Residential Non-CAP Past Due (>30 days outstanding; >\$100)	Assistance Promo Emails & Robocalls Assistance Promo Robocalls Assistance Promo Letters	10,711 6,320 1,024
	Churches	Assistance Promo Emails	126
	Multifamily Highest Past Due	Assistance Manual Calls	200
April 2021	Residential & Commercial Past Due (>30 days outstanding; >\$100)	Past Due Notification Robocalls	8,790
	Residential Non-CAP Past Due (>90 days outstanding; >\$100)	Assistance Promo Robocalls Assistance Promo Emails Assistance Promo Letters	7,363 986 913
	Churches	Assistance Promo Robocalls	234
	Multifamily	Assistance Promo Emails	3,188
	Multifamily Highest Past Due	Assistance Manual Calls	200
May 2021	Residential & Commercial Past Due (>30 days outstanding; >\$100)	Past Due Notification Robocalls	10,462
	Residential Non-CAP Past Due (>90 days outstanding; >\$100)	Assistance Promo Robocalls	8,000
	Multifamily & Mixed-Use MAP (Non-Participating)	Assistance Promo Robocalls Assistance Promo Emails Assistance Promo Letters	2,862 2,867 525
	Multifamily Highest Past Due	Assistance Manual Calls	200

Planned Future Outreach

- The marketing of the assistance programs is on-going. The following outreach methods will continue through the fiscal year.
 - Community Events
 - Paid Advertising: local newspapers and popular digital sites
 - Bill Messages
 - Bill Inserts: What's on Tap and reminder notices
 - Flyers/Newsletters
 - Direct Customer Engagement

FY22 Program Extension

FY 2022 Program Extension

- 💧 Extending DC Water Cares programs into FY 2022 requires
 - Rulemaking process to update program dates in the Customer Assistance Program (CAP) regulations, DCMR Section 4102 (4-month timeline)*
 - Approval from the Board to utilize the \$5 million earmarked in Board Resolution 20-65
 - Approval from the Board to rollover the unspent FY 2021 funding to FY 2022 (tentative)
- 💧 Propose to pause DC Water Cares after FY 2021 to reassess program to better serve customers
 - Impact of new, Federally-funded assistance programs on customer need is unknown
 - Stronger Together by Assisting You (STAY DC) for renters, \$352 million, May 2021 program start
 - Low Income Household Water Assistance Program (LIHWAP), \$2.4 million, TBD program start
 - Per CAP regulations, MAP is not available to customers who are currently receiving Federal or District assistance
 - Potential extension of disconnect moratorium could continue inaction by some customers in arrears from seeking assistance

*If structure of the existing DCW Cares programs is modified, rulemaking process will be 5 months. Emergency rulemaking process only available during the public health emergency

Proposed Extension Timeline

- 06/22/21 – Update to RRC on DC Water Cares Multifamily and Residential Assistance Programs
- 09/01/21 – Assess customer need for FY 2022 emergency assistance
- 10/26/21 – Presentation to RRC on proposal to amend Customer Assistance Program (CAP) regulations for DC Water Cares Multifamily and Residential Assistance Programs extension
- 10/26/21 – RRC recommend approval of proposal to Board to amend the CAP regulations for DC Water Cares Multifamily and Residential Assistance Programs extension
- 11/04/21 – Board approval to publish Notice of Proposed Rulemaking (NOPR) to amend the CAP regulations for DC Water Cares Multifamily and Residential Assistance Programs extension
- 11/19/21 – Publish NOPR in D.C. Register
- 11/19/21 – Public comment period begins
- 12/20/21 – Public comment period closes
- 12/28/21 – RCC approves final proposal to amend CAP regulations for DC Water Cares Multifamily and Residential Assistance Programs extension
- 01/06/22 – Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)
- 01/21/22 – Publish NOFR in D.C Register
- 02/01/22 – FY 2022 program restart

Attachment D

DC Retail Water and Sewer Rates Committee

Action Item

1. Approval of Revised District of Columbia Fire Protection Service Fee for FY 2022 – FY 2024 (Action item 1)

Action Item 1

DC RETAIL WATER AND SEWER RATES COMMITTEE APPROVAL OF REVISED DISTRICT OF COLUMBIA FIRE PROTECTION SERVICE FEE FOR FISCAL YEARS 2022 THROUGH 2024

DC Water requests that the DC Retail Water and Sewer Rates Committee recommend to the Board of Directors the publication of the proposed amendment to the Fire Protection Service Fee charged to the District of Columbia consist with the Cost of Service Study, dated February 11, 2021, as shown below:

Section 4103, FIRE PROTECTION SERVICE FEE, of Chapter 41, RETAIL WATER AND SEWER RATES, of Title 21 DCMR, WATER AND SANITATION, shall be amended as follows:

4103 FIRE PROTECTION SERVICE FEE

- 4103.1.1 The charge to the District of Columbia for fire protection service, including, but not limited to the delivery of water flows for firefighting as well as maintaining and upgrading public fire hydrants in the District of Columbia, (plus the cost of fire hydrant inspections performed by the DC Fire and Emergency Medical Services) shall be Twelve Million Five Hundred Twenty Seven Thousand Dollars (\$12,527,000) per Fiscal Year (FY) for FY 2021, and Eleven Million Five Hundred Thirty Five Thousand Dollars (\$11,535,000) per Fiscal Year for FY 2022, FY 2023, and FY 2024.
- 4103.2 The fee may be examined every three years to determine if the fee is sufficient to recoup the actual costs for providing this service.
- 4103.3 In the event the actual costs are not being recouped, the District of Columbia shall pay the difference and the fee will be appropriately adjusted pursuant to the rulemaking process.
- 4103.4 In the event the costs paid by the District of Columbia exceed DC Water's actual costs, the fee shall be adjusted pursuant to the rulemaking process.

This rulemaking will be effective upon publication of the Notice of Final Rulemaking in the *D.C. Register*.

The proposed rulemaking schedule shall be as follows:

March 23, 2021	Presentation of proposal to Rates Committee
April 1, 2021	BOD Approval of NOPR
April 23, 2021	Publish NOPR in the <i>D.C. Register</i>
April 23 - May 24, 2021	Public Comment period
June 22, 2021	Presentation of final proposal to Rates Committee
July 1, 2021	BOD Approval of NOFR
July 16, 2021	Publish NOFR in the <i>D.C. Register</i>
October 1, 2021 (FY2022)	Fire Protection Fee Go-live

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. Fire Protection Service Fee for FY 2022, FY 2023, and FY 2024			
a. RRC recommend proposal for Fire Protection Service Fee	March 23, 2021	√	Rates and Revenue
b. Board approval of Notice of Proposed Rulemaking (NOPR)	April 1, 2021	√	
c. Publish NOPR in D.C Register	April 23, 2021	√	DGLA
d. Public Comment and Outreach	April 23 – May 24, 2021	√	Marketing & Comm.
e. RRC approval of final proposed Fire Protection Service Fee	June 22, 2021		Rates and Revenue
f. Board approval of Notice of Final Rulemaking (NOFR)	July 1, 2021		
g. Publish NOFR in D.C. Register	July 16, 2021		DGLA
h. Fire Protection Service Fee go-live	October 1, 2021 (FY 2022)		Rates & Revenue
2. Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, and Emergency Residential Relief Program for Low-Income Residential (CAP and CAP2) Customers			
a. Presentation to RRC on proposal to amend Customer Assistance Program (CAP) regulations for Residential Emergency Relief Program	October 20, 2020	√	Customer Service
b. RRC recommend approval of proposal to amend the CAP regulations for residential emergency relief program in FY2021	October 20, 2020	√	Customer Service
c. Board approval to publish Notice of Emergenct and Proposed Rulemaking (NOERP) to amend the CAP regulations for residential emergency relief program – Go-Live	November 5, 2020	√	Board of Directors
d. Publish NOERP and Notice of Public Hearing in D.C. Register	November 20, 2020	√	DGLA
e. Public Comment Period	November 20, 2020 - January 5, 2021	√	Marketing & Comm.
f. Public Hearing*	January 13, 2021*	√	RRC
g. Public Comment Closes	January 18, 2021	√	Board Secretary
h. RRC approves final proposal to amend CAP regulations for residential emergency relief program	January 26, 2021	√	Customer Service
i. Board approval to publish Notice of Final Rulemaking (NOFR)	February 4, 2021	√	Board of Directors
j. Publish NOFR in D.C. Register	February 19, 2021	√	
k. Continue implementation under Final Emergency Relief Program Rules	February 19, 2021	√	DGLA Customer Service

* Date subject to change

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<p>3. New Program to Provide Assistance to Tenants in Multi-Family Buildings where Occupants have been Negatively Impacted by COVID and Payment Plans are Established and Adhered to; Assistance Amount to be Determined and Provided per Affordable Unit, and will be on a Matching Basis</p>			
<p>a. Presentation to RRC on update to amend Customer Assistance Program (CAP) regulations for Multi-Family Emergency Relief Program</p>	November 17, 2020	√	Customer Service
<p>b. RRC recommend approval of proposal to amend the CAP regulations for multi-family emergency relief program</p>	January 26, 2021	√	Customer Service
<p>c. Board approval to publish Notice of Emergency and Proposed Rulemaking (NOERP) to amend the CAP regulations for Multi-Family Emergency Relief Program</p>	February 4, 2021	√	Board of Director
<p>d. Publish NOERP and Notice of Public Hearing in D.C. Register</p>	February 19, 2021	√	DGLA
<p>e. Public Comment Period</p>	February 19 – April 12, 2021	√	Marketing & Comm.
<p>f. Public Hearing*</p>	April 7, 2021	√	RRC
<p>g. Public Comment Period Closes</p>	April 12, 2021	√	Board Secretary
<p>h. Post on DC Water website Report of Response to Comments received during public comment period</p>	April 27, 2021	√	OMAC
<p>i. RRC approves final proposal to amend CAP regulations for Multi-Family Emergency Relief Program</p>	April 27, 2021	√	Customer Service
<p>j. Board approval to publish Notice of Final Rulemaking (NOFR)</p>	May 6, 2021	√	Board of Directors
<p>k. Publish NOFR in D.C. Register</p>	May 21, 2021	√	DGLA
<p>l. Continue Implementation under Final Multi-Family Emergency Relief Program</p>	May 21, 2021	√	Customer Service

* Date subject to change

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
4. New Filter Backwash Sewer Service Rate			
<i>a. Presentation to RRC amend Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	July 27, 2021		Customer Service
<i>b. RRC recommend approval of proposal to amend the Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	July 27, 2021		Customer Service
<i>c. Board approval to publish Notice of Proposed Rulemaking (NOPR) to amend the Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	September 2, 2021		Board of Director
<i>d. Publish NOPR and Notice of Public Hearing in D.C. Register</i>	September 17, 2021		DGLA
<i>e. Public Comment Period</i>	September 17 – November 15, 2021		
<i>f. Public Hearing*</i>	TBD		Marketing & Comm.
<i>g. Public Comment Period Closes</i>	November 15, 2021		RRC
<i>h. Post on DC Water website Report of Response to Comments received during public comment period</i>	November 23, 2021		Board Secretary OMAC
<i>i. RRC approves final proposal to amend Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	November 16, 2021		Customer Service
<i>j. Board approval to publish Notice of Final Rulemaking (NOFR)</i>	December 2, 2021		Board of Directors
<i>k. Publish NOFR in D.C. Register</i>	December 17, 2021		DGLA
<i>l. Implementation the new Filter Backwash Sewer Rate</i>	December 17, 2021		Customer Service
5. Establish Separate Sewer Area Backwater Reimbursement Program			
<i>a. RRC Proposes to the Board the Proposal to Implement Separate Sewer Area Backwater Reimbursement Program</i>	January 26, 2021	√	DETS
<i>b. Board Approval to Implement Separate Sewer Area Backwater Reimbursement Program</i>	February 4, 2021	√	Board of Director

* Date subject to change

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department
6. 2022 Cost of Service Study (COS) for Water, Sewer and CRIAC			
<i>a. Present COS to RRC</i>	January 25, 2022		Rates & Revenue
<i>b. Post Final COS on DC Water's website</i>	January 31, 2022		
7. Delinquent Accounts			
<i>a. Soldiers Home Negotiations</i>	Monthly, as needed		DGLA
8. Rate Stabilization Fund			
<i>a. Rate Stabilization Fund</i>	Monthly, as needed		Rates & Revenue

* Date subject to change



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

**Tuesday, July 27, 2021; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for September 28, 2021 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