



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

*Wednesday, September 14, 2022
6:30 p.m.*

Microsoft Teams

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Phone Conference ID: 872 576 613#

**PUBLIC HEARING ON
Proposed Amendments to Customer Assistance Programs Regulations to
Extend DC Water Cares Residential & Multifamily Assistance Programs for FY 2023 and
Waive FY 2022 CAP2 Customer’s Recertification waiver language.**

AGENDA

- 1. Call to OrderTommy Wells, Chairman
- 2. Roll Call Linda Manley, Board Secretary
- 3. [Opening Statement](#).....Tommy Wells, Chairman
- 4. [DC Water Management Presentation](#).....Meisha Lorick, Acting Director Customer Care
 - Proposed Amendments to CAP Regulations to Extend DC Water Cares Residential and Multifamily Assistance Programs for FY 2023 and remove FY 2022 CAP2 Customer Recertification waiver language

Public Witnesses

- [Pre-registered Speakers](#)
- Other comments (time permitting)

- 5. Closing StatementTommy Wells, Chairman
- 6. AdjournmentTommy Wells, Chairman



**STATEMENT OF TOMMY WELLS
CHAIRMAN OF THE BOARD OF DIRECTORS
DISTRICT OF COLUMBIA WATER AND SEWER
AUTHORITY**

**SEPTEMBER 14, 2022 6:30 P.M.
1385 CANAL STREET, SE
WASHINGTON, DC 20003**

Good evening. My name is Tommy Wells and I'm the Chairman of the Board of Directors of the District of Columbia Water and Sewer Authority, more commonly known as DC Water.

As some of you know, I wear two hats in that I also serve as director of the District's Department of Energy and Environment.

Tonight, I have the privilege to conduct this public hearing on behalf of the Board of Directors as we seek to extend the DC Water Cares Emergency Relief programs and waive the recertification requirements to ease customers' abilities to receive these funds.

DC Water has a long history of lending a helping hand to customers in financial need who are having trouble paying their water bills. We were among the first utilities in the country to immediately cease disconnections of service at the start of the coronavirus pandemic, moving to protect vital drinking water in the early days of this crisis. We also provided flexible payment plans to customers, regardless of income or arrearage.

Now as we begin to turn the corner, we still know that there are many families, seniors and others in this community who are struggling. The need is even greater due to the economic toll of the pandemic.

In response, DC Water implemented two new emergency customer assistance programs under the DC Water Cares umbrella, even offering emergency assistance to people who rent in multi-family buildings. This is one of the most progressive and proactive policies of any water utility in the country, and I am proud we continue to expand our assistance based on the needs of the community.

Most people watching this hearing know that DC Water is a non-profit, essentially an agency of the DC government. Unlike for-profit utilities, we raise only the amount of money we need to carry out our mission – not a penny more. We are proposing in this hearing to continue and in fact expand our customer assistance programs and we're proud of the various ways we help customers afford water service.

Our entire budget and all the customer assistance initiatives we pursue are sustained by the revenue we raise. This is an important point to note, as part of our responsibility at DC Water is showing customers that we are sensitive to the cost of

water service, but also that this Board is open minded about ways in which we can best balance the burden of the cost.

For the record, DC Water was established by the Council of the District of Columbia in 1996 as an independent authority with a separate legal existence apart from the District Government. DC Water operates the world's largest advanced wastewater treatment plant at Blue Plains and provides water and sewer services to all residents, visitors, institutions and businesses in the District of Columbia. In addition, DC Water treats wastewater for approximately 1.6 million people in neighboring jurisdictions, including Montgomery and Prince George's counties in Maryland and Fairfax and Loudoun counties in Virginia. Our drinking water comes from the Potomac River.

Joining me this evening are Board members (**state their names**).

Board secretary, will you please call the roll to establish the required quorum for tonight's hearing.

(Ms. Manley calls roll.)

The proposal-before us this evening has been published for comment, and as always, all our information is posted to the DC Water website.

Now, I will review the ground rules for this hearing:

- Individuals presenting testimony have up to five (5) minutes to speak.
- Representatives of an organization or group have a total of ten (10) minutes to address this committee.
- Those testifying should clearly state their name, name of organization (if any) and their address.
- Witnesses representing an organization should give a brief description of the organization, its services and its location.

The Board gives equal consideration and weight to written comments if anyone opts to submit a statement in writing. Written comments can be submitted to the Office of the Board Secretary, DC Water, 1385 Canal Street SE, Washington, DC 20003. You may also e-mail comments to lmanley@dcwater.com.

Thank you and we will now hear from our witnesses, beginning with **X**.

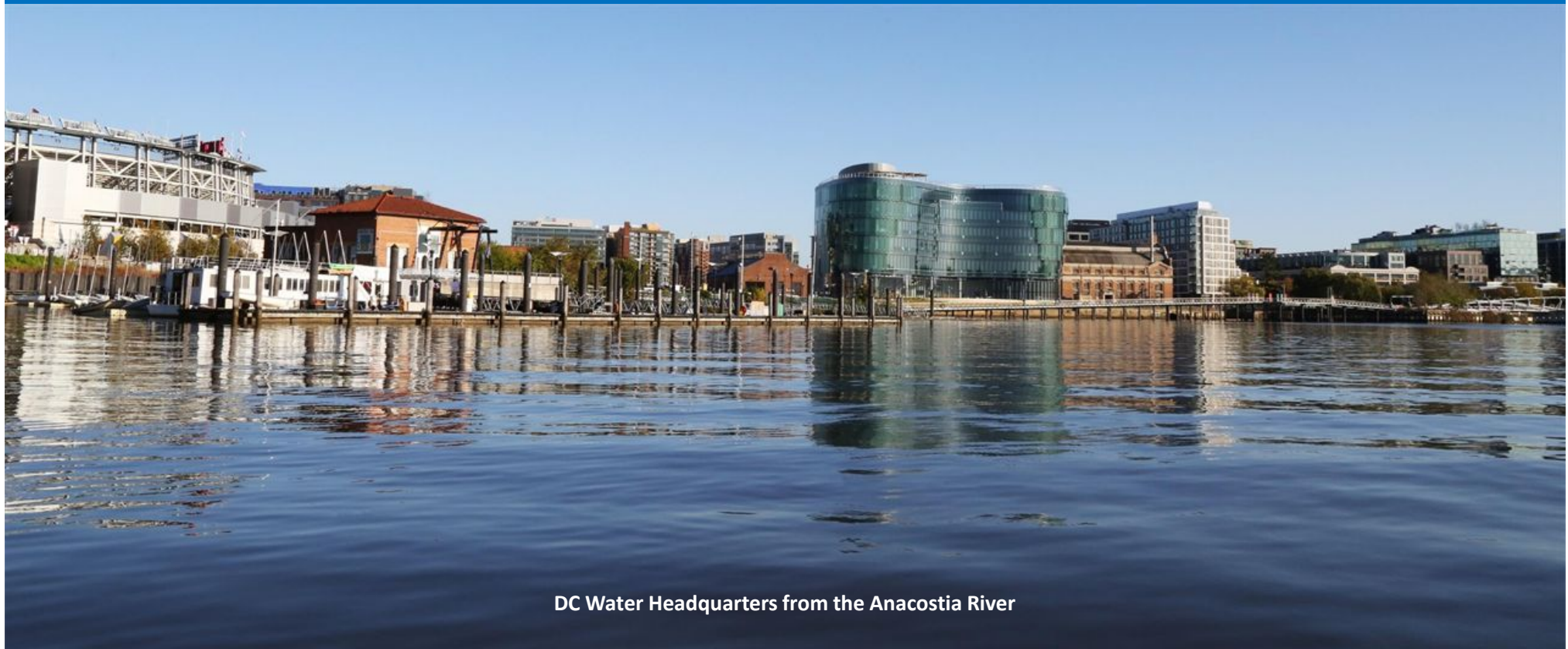


DC Water Cares Program Update

Attachment B

Public Hearing to Amend Customer Assistance Programs Regulations, September 14, 2022
Meisha Lorick, Interim Director of Customer Care

District of Columbia Water and Sewer Authority



DC Water Headquarters from the Anacostia River



Purpose

💧 To amend Customer Assistance Program regulations by:

1. Removing FY2022 CAP2 recertification waiver language
2. Extending the DC Water Cares: Residential Assistance Program (RAP) and Multifamily Program (MAP) into FY2023 with calculation changes to MAP.



History

- In FY2022, DC Water as a member of Utility Discount Programs (UDP) waived the recertification requirements for CAP2 that allowed all 2021 customers to maintain their assistance in 2022
- Residential Assistance Program (RAP) and Multi-family Assistance Program (MAP) were not covered in the assistance waiver and customers were required to recertify to receive the additional benefits.
 - The recertification waiver and the introduction of Low-Income Household Water Assistance Program (LIHWAP) caused a decrease in the distribution of RAP funding in FY2022
 - Owners requested more financial support as an incentive to participate in the Multi-Family Assistance Program, and therefore FY22 funding was not exhausted.



FY2022 Assistance Distribution

- 💧 FY2022 CAP2 is anticipated to be over budget, due to increased outreach and waiving recertification
- 💧 Due to waiving recertification and the introduction of LIHWAP, FY2022 RAP funding will not be exhausted. Without LIHWAP in FY23 we anticipate increased participation in RAP.
- 💧 With owner education and an increased owner incentives, MAP owner participation has the potential to increase in FY2023

Program	FY21 Enrolled	FY21 Dollars	FY22 Enrolled (July 2022)	FY22 Dollars (July 2022)	FY22 Budget
Customer Assistance Program	4,453	\$2,378,326	6,713	\$3,972,853	\$2,737,865
Customer Assistance Program 2	538	\$245,637	655	\$278,042	\$296,536
Customer Assistance Program 3 (District funded)	191	\$36,059	203	\$30,259	\$100,000
Non-Profit CRIAC Relief (District funded)	189	\$955,707	124	\$632,152	\$1,260,000
DC Water Cares Residential	2,842	\$1,892,843	570	\$432,671	\$3,000,000
DC Water Cares Multifamily (units)	5,978	\$2,507,484	4,238	\$1,839,323	\$6,223,837
Low Income Household Water Assistance Program	N/A	N/A	2,814	\$1,795,508	\$2,000,000



FY 2022 Projected Unexpended Balance

	RAP	MAP
Fundng Source	DC Water	DC Water
FY22 Funding Budget	\$3.0 million	\$6.2 million
Assistance Provided as of July 31, 2022	\$0.4 million	\$1.8 million
Ending Balance as of July 31, 2022	\$2.6 million	\$4.4 million
Projected Unexpended Balance FY2022	\$1.6 million	\$4.3 million
Actual Enrollment as of July 31, 2022	570	4238
Projected Enrollment FY2022	2400	4300



Amendment Overview

- 💧 Proposing to revise 21 DCMR, Section 4102 as follows
 - For CAP2
 - Update fiscal year references from FY2022 to FY2023
 - Clarify language for program renewals to annual customer reapplication each year for CAP2 benefits, consistent with the CAP and CAP3 programs

FY2022 Language	FY2023 Language
Customer that received DC Water Cares benefits in FY 2021 must submit a renewal application to receive DC Water Cares benefits in Fiscal Year 2022.	Customers shall reapply each year for CAP 2 benefits to receive CAP 2 benefits.



Amendment Overview

Proposing to revise 21 DCMR, Section 4102 as follows

For RAP & MAP

- Update fiscal year references from FY2022 to FY2023
- Update benefit calculation multiplier from 3 to 6 (MAP ONLY)
- Update the credit distribution from 90% to the tenant and 10% to the owner to 80% to the tenant and 20% to the owner

FY2022 Language	FY2023 Language
... subtracting any amount of water and sewer charges applicable to any retail/commercial units and that result is multiplied by three (3) ; or	... subtracting any amount of water and sewer charges applicable to any retail/commercial units and that result is multiplied by six (6) ; or
FY2022 Language	FY2023 Language
Upon receipt of MAP Credits, apply ninety percent (90%) of the MAP Credits to the DC Water approved eligible Occupant’s account within thirty (30) days of receipt of the MAP Credit, and the remaining ten percent (10%) shall be maintained as a credit on the DC Water account;	Upon receipt of MAP Credits, apply eighty percent (80%) of the MAP Credits to the DC Water approved eligible Occupant’s account within thirty (30) days of receipt of the MAP Credit, and the remaining twenty percent (20%) shall be maintained as a credit on the DC Water account;



FY2023 Program Design

- 🔹 FY2023 DC Water Cares program RAP will not deviate from FY2022 design
- 🔹 FY2023 DC Water Cares program MAP will be modified to increase owner incentive and participation

	RAP	MAP
Property Eligibility	Residential (single-family or individually metered)	Multifamily (4+ units) -AND- property owner participation
Household Income Eligibility	80% AMI (CAP or CAP2)	80% AMI (SNAP, TANF, LIHEAP, AHU, or applies directly)
Benefit Occurrence	On-going throughout fiscal year	One-time per fiscal year
Benefit Calculation	Current past due balance, up to \$2,000 per fiscal year	Lesser of, but not to exceed \$2,000 per fiscal year: 1) 6-month average from 10/1/21 to 9/30/22 2) Past due balance as of 9/30/22
Credits	Up to \$2,000 per fiscal year	80% to Tenants Account 20% on Owner's DC Water Account
Fiscal Year Benefit Renewal Process	Reapply for CAP or CAP2 via DOEE	Tenant: Reapply for programs listed under Household Income Eligibility above -AND- Owner: Reapply for property participation

AMI=Area Median Income
SNAP=Suppl. Nutrition Assist. Pgrm.

TANF=Temp Assist. for Needy Families
LIHEAP=Low Income HH Energy Assist.

AHU=Affordable Housing Unit



Public Comments



Public Questions & Answers



**DC WATER PUBLIC HEARING
Sign-in Sheet**

Proposed Amendments to Customer Assistance Programs Regulations to
Extend DC Water Cares Residential & Multifamily Assistance Programs for FY 2023 and
Waive FY 2022 CAP2 Customer's Recertification waiver language
via Microsoft Teams
September 14, 2022
6:30 PM

Name	Individual or Organization	Date Rec'd