



# **District of Columbia Water and Sewer Authority**

*Fiscal Year 2024 CRIAC Report*

December 23, 2024

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## ***FY 2024 CRIAC Report***

### ***Requirement***

This report is required by the District of Columbia Water and Sewer Authority Omnibus Amendment Act of 2020. The Transparency Act requires DC Water to publish a report of the average Clean Rivers Impervious Area Charge (CRIAC) for residential customers in the District and the average residential charge in each Ward as well as efforts to publicize customer assistance programs.

### ***The Clean Rivers Impervious Area Charge***

The Clean Rivers Project is DC Water's ongoing program to reduce combined sewer overflows (CSO's) into the District's waterways - the Anacostia and Potomac Rivers and Rock Creek. The Project is a massive infrastructure and support program designed to capture and clean wastewater during rainfalls before it ever reaches our rivers. The \$3.27 billion project that will be completed in 2030 has been primarily funded from the Clean Rivers Impervious Area Charge (CRIAC).

The Clean Rivers Impervious Area Charge (CRIAC) is a fair way to distribute the cost of maintaining storm sewers and protecting area waterways because it is based on a property's contribution of rainwater to the District's sewer system. Because charges are based on the amount of impervious area on a property, owners of large office buildings, shopping centers and parking lots are charged more than owners of modest residential dwellings.

All residential, multi-family and non-residential customers are billed a CRIAC. The charge is based on an Equivalent Residential Unit (ERU). An ERU is a statistical median of the amount of impervious surface area in a single-family residential property, measured in square feet. The approved monthly ERU values for FY 2024 was \$21.86. The approved monthly ERU values for FY 2025 and FY 2026 are \$21.23 and \$24.23 respectively.

## ***Residential CRIAC Charges for Fiscal Year 2024***

The average residential CRIAC charge in FY 2024 was \$23.83 per month or \$285.96 per year. The average charge per Ward is provided in the table below.

<b>WARD</b>	<b>Average ERUs</b>	<b>Average Monthly Charge</b>	<b>Average Annual Charge</b>
1	0.95	20.77	249.24
2	1.07	23.39	280.68
3	1.63	35.63	427.56
4	1.18	25.79	309.48
5	0.99	21.64	259.68
6	0.92	20.11	241.32
7	0.92	20.11	241.32
8	0.89	19.46	233.52
District-Wide	1.09	23.83	285.96

## ***Customer Discounts***

DC Water has a tradition of lending a helping hand to customers in financial need who struggle to pay their water bills. In FY 2024, we continued to offer a full suite of assistance programs under the DC Water Cares umbrella, including monthly discounts and emergency relief to help customers pay off past due balances. In addition, we built our own system to offer emergency assistance to people who rent in multi-family buildings — a unique program in the region.

DC Water offers the following assistance programs. For more information, please see <https://www.dewater.com/customer-assistance>.

- **Customer Assistance Program (CAP)** provides a discount on the first 400 cubic feet (3,000 gallons) of water and sewer services used each month. Eligible households will receive a 75 percent reduction in the monthly CRIAC fee and a Water Service Replacement Fee waiver. The monthly discount is approximately \$90 a month.
- **Customer Assistance Program II (CAP2)** provides a discount on the first 300 cubic feet (2,250 gallons) of water and sewer services used each month (with the exception of PILOT and ROW fees) and a 50 percent reduction in the monthly CRIAC fee. The monthly discount is approximately \$59 a month.
- **Customer Assistance Program III (CAP3)** provides a discount of 75 percent off of the monthly CRIAC. The monthly discount is approximately \$16 a month.

- **Residential Assistance Program (Emergency Residential Relief)** - Up to \$2,000 to help income-eligible customers eliminate their past due balance.
- **CRIAC Relief for Nonprofit Organizations** - Credits of up to 90% of the CRIAC portion of a nonprofit's water bill.
- **Extended Payment Plans** - Repay past due balances over time. More flexible options now available. No late fees accrue while meeting payment plan obligations.
- **SPLASH (One-time Emergency Assistance)** - DC Water employees, customers and others donate to this one-time assistance fund for those facing disconnection.

### ***Publication of Assistance Programs***

DC Water utilizes a number of different communications channels to ensure customers are aware financial assistance is available to help them pay their bills. Information is shared directly with customers, and also through the Executive Office of the Mayor, DOEE and other partner agencies and organizations.

Specifically:

- In FY 2024, DC Water hosted and/or attended approximately 184 outreach events and provided information about the assistance programs at 95 of those events. Our outreach activities included:
  - 27 virtual/in-person Meetings for high visibility construction projects such as the Soapstone Valley Park Sewer Rehabilitation Project; Small Diameter Water Main Replacement Projects; Northeast Boundary Trunk Sewer Rehabilitation Project; DC Clean Rivers; and the Potomac Interceptor Rehabilitation Project
  - 46 virtual/in-person presentations and community workshops for the Lead Free DC Program
  - 4 virtual/in-person Community Town Hall Meetings with the CEO and Senior Executive Leadership Team
  - 3 virtual Rate Adjustment Briefings to non-profit partners, business community partners and Council/MOCRS
  - 79 in-person public outreach events and educational lessons
  - 9 education outreach tours of HQO and Main Pumping Station

- 3 large-scale media events including the ‘Toast to Team Blue’ statue unveiling and Workforce of the Future roundtable; Potomac River Tunnel Groundbreaking Ceremony; and the Completion Ceremony for the Northeast Boundary Tunnel (NEBT)
- 9 events supporting interagency collaboration such as OPC’s ‘Staying Connected: A Social Services Discussion’; District Government’s Emancipation Day Festival; DOEE’s Resource Fair; Pepco’s Capital Grid Project Ribbon-Cutting Ceremony; Summer Youth Tour organized by the Office of the Chief of Staff; DC Council’s Utility and Multi-Agency Resource and Job/Career Fair; DOEE’s Kingman Island Family and Friends Day; Women and Environment Forum, Hosted by Mayor Bowser and the DC Lead Collaborative; Work in Water Open House, sponsored by DC Water, Xylem, WSSC and other partners of the Reservoir Center for Water Solutions
- Other special events and meetings, including DC Water Critical Customer Event Planning Meeting, and the promotional pop-up event in support of the national ‘Imagine A Day Without Water’ campaign
- Worked with MOCRS and Council staff to provide information about available resources for constituents struggling to pay their bills.
- Included information about DC Water Cares in all customer newsletters, bill inserts and bill messages.
- Updated our website with information and promoted DC Water Cares across our social media platforms.
- Promoted DC Water Cares in Paid Marketing Campaigns (\$267,000):
  - Print and digital ads in the Washington Post, Washington Informer, Hill Rag, East of the River, Mid-City, Afro-American and El Tiempo Latino.
  - Multifaceted campaigns, including Billboards, Metrobus ads, Bus shelter ads, Metrorail ads, PSA’s and banners in local movie theatres.
  - Scrolling banners on ATMs in seven 7 – Eleven stores and poster campaign at neighborhood convenience stores.