



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

PUBLIC HEARING ON

Proposed Amendments to Customer Assistance Programs Regulations to Extend DC Water Cares Residential Assistance Program for FY 2024

Tuesday, December 5, 2023

6:30 p.m.

via Microsoft Teams

[Click here to join the meeting](#)

Meeting ID: 280 806 587 146

Passcode: yNBYdR

Or call in (audio only)

[+1 202-753-6714,,225923217#](#)

Phone Conference ID: 225 923 217#

AGENDA

1. Call to Order.....Rachna Butani-Bhatt, Acting Chair
2. Roll Call.....Michelle Rhodd, Board Secretary
3. Opening StatementRachna Butani-Bhatt, Acting Chair
4. DC Water Management Presentation Meisha Lorick, Director Customer Care
 - [Proposed Amendments to CAP Regulations to Extend DC Water Cares Residential Program for FY 2024](#)
5. Public Witnesses.....Michelle Rhodd, Board Secretary
 - Pre-registered Speakers
 - Other comments (time permitting)
6. Closing Statement.....Rachna Butani-Bhatt, Acting Chair
7. AdjournmentRachna Butani-Bhatt, Acting Chair

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 www.opengovoffice@dc.gov.

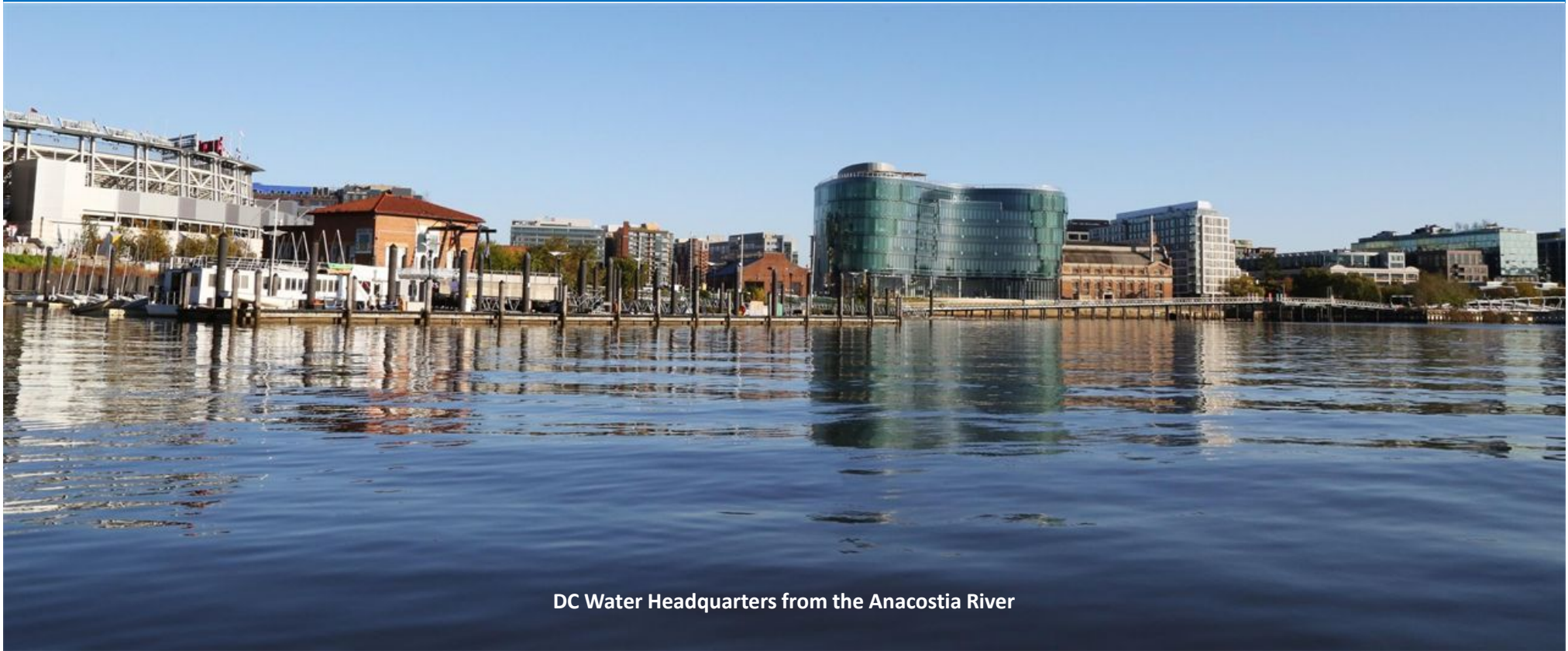


DC Water Cares Program Update

Presentation for Public Hearing to Extend RAP into FY24, December 5, 2023

Meisha Thomas, Director of Customer Care

District of Columbia Water and Sewer Authority



DC Water Headquarters from the Anacostia River



Purpose

Public Hearing to:

1. Rollover the FY 2023 RAP and MAP Program's year-end balance to the budget for the FY 2024 RAP Program
2. Rollover the FY 2023 RAP, MAP, and CAP Program's Administrative costs funds year-end balance to transfer 12% to the RAP and CAP administrative costs budget and the remaining 88% to the RAP program for additional customer support.



FY2023 Assistance Distribution

- Due to Federal funding through the Homeowner Assistance Fund (HAF) and additional LIHWAP funding RAP funding was not exhausted in FY23.
- MAP participation has been slow. Though the funding has been exhausted, the administrative work to maintain the program outweighs the participation.

Program	FY22 Enrolled	FY22 Dollars	FY23 Enrolled	FY23 Dollars	FY23 Budget
Customer Assistance Program	6,949	\$4,871,357	4,744	\$2,399,001	\$2,500,000
Customer Assistance Program 2	679	\$338,362	351	\$139,714	\$400,000
Customer Assistance Program 3 (District funded)	204	\$33,026	36	\$6,342	\$50,000
Non-Profit CRIAC Relief (District funded)	186	\$866,375	182	\$875,585	\$905,608
DC Water Cares Residential	1,690	\$1,318,242	2,816	\$2,930,302	\$3,779,649
DC Water Cares Multifamily (units)	4,313	\$1,880,830	3,038	\$2,137,750	\$2,245,115
Low Income Household Water Assistance Program	3,393	\$2,380,005	0	\$0	
Homeowners Assistance Program	N/A	N/A	293	\$256,835	



History

- 💧 In FY 2022, due to remaining RAP and MAP budget funds, these programs were extended in FY 2023, anticipating that funding would be exhausted in FY 2023.
- 💧 In November 2022, Board rolled over remaining balances of \$1,681,758 for RAP and \$4,343,006.48 for MAP for FY 2023.
- 💧 Customer Care resumed normal disconnection thresholds at \$200 or greater in delinquency 30 days past the due date. The RAP program funding was exhausted in May 2023.
- 💧 In June 2023, the Board approved the transfer of \$2,097,891 from MAP to RAP.
- 💧 The calculation of the administrative costs for RAP, MAP and CAP are lower than expected due to in-house processing. This allows us to transfer more funding to the RAP program.



FY 2023 Projected Unexpended Balance

	RAP	MAP
Funding Source	DC Water	DC Water
Funding for Benefits	\$3.0 million	\$6.2 million
Assistance Provided - FY22	\$1.3 million	\$1.9 million
Ending Balance - FY22	\$1.7 million	\$4.3 million
Funding Transfer Balance - June 2023	\$3.8 million	\$2.2 million
Assistance Provided FY23	\$2.9 million	\$2.1 million
Ending Balance - FY23	\$0.8 million	\$0.1 million
Actual Enrollment – FY23	2,816	3,038



FY24 Program Funding

Funds Transfer	RAP
Unexpended RAP and MAP Balance FY23	\$0.95 million
Funding transfer from CAP, RAP and MAP Program Administration to FY24 RAP	\$0.15 million
Total FY24 RAP funding – FY24	\$1.10 million



DC Water Cares RAP Program Rulemaking Timeline

Date	Action
9/26/2023	Presentation to RRC on proposal to amend Customer Assistance Program (CAP) regulations for DC Water Cares Residential Assistance Program extension to FY 2024
9/26/2023	RRC recommends Board approval to amend the CAP regulations for DC Water Cares Residential Program extension
10/5/2023	Board approval and adoption Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for DC Water Cares Residential Assistance Program extension to FY 2024
10/20/2023	Publish NOEPR in D.C. Register
10/20/2023	Public comment period begins
12/5/2023	Public Hearing
12/12/2023	Public comment period closes
12/19/2023	RRC approves final proposal to amend CAP regulations for DC Water Cares Residential Assistance Program extension
1/04/2024	Board approval and adoption of Notice of Final Rulemaking (NOFR) for publication in D.C. Register
1/19/2024	Publish NOFR in D.C Register

Thank You!