



DC WATER CARES



Expanded financial assistance available for customers

SERVICE DISCONNECTIONS RESUME ON DECEMBER 1, 2021

DC Water resumed late fees on past due balances beginning September 1 and will resume disconnections for some customers with past dues balances on December 1. Customers may be exempt from disconnection if they meet certain requirements:

- **have a past due balance below \$600,**
- **are participating in a payment plan and are not in default; or**
- **the Mayor certified the customer or the customer provided documents to show they qualify for temporary utility disconnection relief.¹**

DC Water urges customers to contact cares@dcwater.com or 202-354-3600 to let us help knock down past due balances to avoid late fees and/or disconnections, or establish payment arrangements.

Customers may contact the Office of People’s Counsel (OPC) for assistance negotiating a payment plan on the customer’s behalf. OPC can be reached at: **202-727-3071** or by emailing **info@opc-dc.gov**.

DC Water and the District have a number of assistance programs to help customers. We can guide you through the options that are listed on the back of this page. We will continue to look for ways to make water and sewer bills more affordable. Visit **dcwater.com/cares**.

¹ Customers may be certified by the Mayor for utility disconnection relief if they are eligible or receiving assistance under: 1) Stronger Together by Assisting You (STAYDC), 2) Utility Discount Program (UDP), 3) DC Water’s Customer Assistance Program (CAP), 4) Low Income Home Energy Assistance Program (LIHEAP), 5) Supplemental Nutrition Assistance Program (SNAP), 6) Temporary Assistance for Needy Families (TANF), 7) Medicaid or 8) DC Healthcare Alliance.

PROGRAM	DESCRIPTION	ELIGIBILITY	HOW TO APPLY
Residential Assistance Program (Emergency Residential Relief)	<ul style="list-style-type: none"> - Up to \$2,000 to help income-eligible customers eliminate their past due balance. 	<ul style="list-style-type: none"> - Income eligible customers verified by DOEE. 	Call DOEE at 202-350-9649, email criac.residential@dc.gov or visit doee.dc.gov/udp .
Customer Assistance Program (Monthly Discounts for Residential Customers)	<ul style="list-style-type: none"> - Eligible households receive discounts on water and sewer services and/or discounts on some fees. (CAP 1, CAP 2, CAP 3) - Discounts range from \$166 to \$962 annually. 	<ul style="list-style-type: none"> - Income eligible customers verified by DOEE. 	Call DOEE at 202-350-9649, email criac.residential@dc.gov or visit doee.dc.gov/udp .
Multifamily Assistance Program (for Renters and Multifamily Occupants)	<ul style="list-style-type: none"> - Up to \$2,000. - Those whose water bill is paid through rent or to an HOA/condo association. 	<ul style="list-style-type: none"> - Property owner/manager participation. - Income eligible customers verified by DOEE or DHS. 	Property owners/managers: dcwater.com/map Renters/occupants: 202-350-9649 or criac.residential@dc.gov .
STAY DC (applications closed October 27, 2021)	<ul style="list-style-type: none"> - Money to help pay rent, gas, water, and electricity. 	<ul style="list-style-type: none"> - Income eligible customers. - Customers financially impacted by the pandemic. 	Visit stay.dc.gov or call 833-4-STAYDC.
CRIAC Relief for Non-profit Organizations	<ul style="list-style-type: none"> - Credits of up to 90% of the CRIAC portion of a non-profit's water bill. 	<ul style="list-style-type: none"> - Income eligible non-profit organizations, verified by DOEE. 	Visit doee.dc.gov or call 311. Visit dcwater.com/cares .
Extended Payment Plans	<ul style="list-style-type: none"> - Repay past due balances over time. More flexible options now available. No late fees accrue while meeting payment plan obligations. 	<ul style="list-style-type: none"> - All customers with a past due balance are eligible. 	Call DC Water at 202-354-3600 or email cares@dcwater.com . Or contact OPC at 202-727-3071 or info@opc-dc.gov .
SPLASH (One-time Emergency Assistance)	<ul style="list-style-type: none"> - Up to \$350. - DC Water employees, customers and others donate to this one-time assistance fund for those facing disconnection. 	<ul style="list-style-type: none"> - Income eligible customers, verified by Greater Washington Urban League. 	Call the Greater Washington Urban League Mon-Fri 9am-5pm at 202-265-8200.

