



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

DC Retail Water and Sewer Rates Committee

Tuesday February 23, 2016

9:30am

- 1. **Call to Order** Rachna Butani Bhatt, Vice Chairperson
- 2. **Retail Rate Implementation - Audit Review (Attachment A)**..... Dan Whelan, RSM
- 3. **System Availability Fee - Public Comments** Brian McDermott
- 4. **Action Item (Attachment B)** Mark Kim
Approval of New System Availability Fee Effective April 1, 2016 (Action Item 1)
- 5. **Water System Replacement Fee 1.5” Meter Update (Attachment C)**..... Brian McDermott
- 6. **Blue Horizon 2020 Strategic Plan (Attachment D)** Sarah Neiderer
- 7. **DC Retail Water and Sewer Rates Committee Workplan**..... Mark Kim
 - **FY 2016 Proposed DC Retail Rates Committee Workplan (Attachment E)**
- 8. **Other Business**..... Mark Kim
- 9. **Executive Session**
- 10. **Agenda for March 22, 2016 Committee Meeting (Attachment F)**
..... Rachna Butani Bhatt, Vice Chairperson
- 11. **Adjournment**

FOLLOW-UP-ITEMS – DC Retail Water and Sewer Rates Committee Meeting (December 18, 2015)

- 1. The Board request comments on these proposed regulations and comments on whether DC Water should consider exemptions for charitable organizations and affordable housing and if so, the nature and extent of such exemptions. (Mr. Roth) Status: Completed

* 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)(1); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4); 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); 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.

DC WATER

Retail Rates Implementation Review



February 23, 2016

Retail Rates Implementation Review - Pre-Implementation Progress Update

The purpose of this review was to obtain an understanding of the proposed FY16 retail rates and related proposed rate structure changes and assist management with facilitation of the rates implementation plan execution for completeness and accuracy. The project scope was based on the following objectives:

- To obtain and review the Rate Design Implementation Plan, including monitoring and reporting on the status of the plan.
- To assess the data clean-up process, including:
 - Proper classification of property type (identification of premise changes)
 - Validating meter size accuracy
- To review existing business rules (not system requirements) established for the rates implementation and make recommendations, as applicable.
- Identify any additional requirements for the rate design implementation.
- To evaluate the design, completeness and effectiveness of the Retail Rates Implementation (RRI) User Acceptance Testing (UAT) approach.

We performed detailed testing and validation of data clean-up efforts, including premise and meter size validation and changes; as well as performed customer site visits and independent premise validation on a sample basis, and traced changes to eCIS.

We also re-performed and observed user acceptance testing procedures, as well as monitored that any testing exceptions noted were researched, analyzed and corrected, where applicable.

No material exceptions were noted in data clean-up validation or UAT validation. We provided management with recommendations for post-implementation activities, including additional data clean-up documentation requirements and updating Standard Operating Procedures.

Retail Rates Implementation Review - Post-Implementation Progress Update

The post-implementation audit scope was based on the following objectives:

- To assess the data clean-up process, including proper classification of property type (identification of premise changes)
- Invoice testing to recalculate and verify that bills sent to customers are accurate;
- Review of billing adjustments made during October – December 2015.

We performed detailed testing and validation of data clean-up efforts, including premise validation and changes; as well as performed customer site visits and independent premise validation on a sample basis, and traced changes to eCIS.

Additionally, we re-calculated a sample of customer invoices to validate that the correct billing rates were utilized post-implementation, which occurred October 1, 2015. No exceptions were noted during Internal Audit’s testing of 200 invoices between 10/01/2015 and 11/12/2015.

Sample Bill Calculation					
Choose Customer Type	Residential				
# of CCF Total	6				
# of CCF - old rate					
Rate Step 1 <=, # of CCF Life Rate	4				
# of CCF - new rate (if MF/Nonres)	2				Use if MF or Non res or for CCF on res above 4 lifeline allow
Enter Meter Size	3	\$4.56	Meter Fee Cost		
Enter ERU Value	3				
# of CCF (CAP) <=4					CAP is all 2015 rate bcs new program starts 10/1
Choose WSRF Type	WSRF Fee Res	\$9.67	WSRF Fee Cost		
# of Days Meter Fee in Old Bill Period					
# of Days Meter Fee in New Bill Period	34				
Total # of Days in Bill Period	34				
Total # of Days in WSRF Period (if >25 days, enter 30 days because proration rule considers bill a full month)	30				
		2015 rates	2016 rates - Res	2016 rates - MF	2016 rates-NR
Meter Fee					
Water <=4		3.88	3.08	3.43	3.99
Water >4		3.88	3.87	3.43	3.99
Sewer		4.74	5.44	5.44	5.44
ROW		0.17	0.17	0.17	0.17
Pilot		0.46	0.47	0.47	0.47
CRAC		16.75	20.3	20.3	20.3
Stormwater		2.67	2.67	2.67	2.67
WSRF					
* Spreadsheet not formatted for CRAC and Stormwater outside 25-35 day bill parameters. Do this section by hand instead.					

Bill Calculation			
	Residential	MultiFamily	NonResidential
Meter Fee old	4.56	4.56	4.56
Meter fee new			
Water fee old	12.32	NA	NA
Water fee lifeline	7.74	6.90	7.98
Sewer fee old			
Sewer fee new	10.44	10.88	10.88
ROW old			
ROW new	1.02	0.34	0.34
Pilot Old			
Pilot New	2.82	2.82	2.82
CRAC * only 25-35 days	20.30	20.30	20.30
Stormwater *	2.67	2.67	2.67
CAP credit			
WSRF	\$9.67	\$9.67	\$9.67
Total Current Charges	\$83.74	\$68.14	\$58.22

Retail Rates Implementation Review - Post-Implementation Progress Update, cont.

The Customer Service team will continue to ensure that system updates are operating effectively and the customer data is accurate. Other tasks that the customer service team has completed or are in-process include:

- Continuing data clean-up efforts and validation;
- Formalizing a process for meter downsizing, which requires approval from the permitting department;
- Analysis of Account Receivable collection and aging as a results of the rate changes; and
- Updating of SOPs, as needed.

Additionally, Customer Service has issued a Request for Proposal (RFP) for a CIS solution and implementation services. The RFP was issued on November 3, 2015 and responses were due by January 13, 2016. It is estimated that a firm will be selected and contract finalized by May 2016 and the project will begin in August 2016.

A Customer Billing & Collection Internal Audit is scheduled for FY 2016.

RSM US LLP

1501 M St. NW, Suite 340
Washington, D.C. 20005
202.370.8200

+1 800 274 3978
www.rsmus.com

This document contains general information, may be based on authorities that are subject to change, and is not a substitute for professional advice or services. This document does not constitute audit, tax, consulting, business, financial, investment, legal or other professional advice, and you should consult a qualified professional advisor before taking any action based on the information herein. RSM US LLP, its affiliates and related entities are not responsible for any loss resulting from or relating to reliance on this document by any person. Internal Revenue Service rules require us to inform you that this communication may be deemed a solicitation to provide tax services. This communication is being sent to individuals who have subscribed to receive it or who we believe would have an interest in the topics discussed.

RSM US LLP is a limited liability partnership and the U.S. member firm of RSM International, a global network of independent audit, tax and consulting firms. The member firms of RSM International collaborate to provide services to global clients, but are separate and distinct legal entities that cannot obligate each other. Each member firm is responsible only for its own acts and omissions, and not those of any other party. Visit rsmus.com/aboutus for more information regarding RSM US LLP and RSM International.

RSM® and the RSM logo are registered trademarks of RSM International Association. *The power of being understood®* is a registered trademark of RSM US LLP.

© 2015 RSM US LLP. All Rights Reserved.

Attachment B

DC Retail Water and Sewer Rates Committee

Action Items

1. Approval of New System Availability Fee

Action Item 1

APPROVAL OF NEW SYSTEM AVAILABILITY FEE (Effective April 1, 2016)

ACTION ITEM 1: APPROVAL OF NEW SYSTEM AVAILABILITY FEE (SAF)

DC Water requests that the DC Retail Water and Sewer Rates Committee recommend to the Board of Directors the amendment to the District of Columbia Municipal Regulations pertaining to the System Availability Fee as shown below:

A. To add a new subsection to establish the System Availability Fee (SAF) set forth in section 112 (Fees) of Chapter 1 (Water Supply) of the District of Columbia Municipal Regulations, as follows:

112.11 Effective April 1, 2016, DCRA Construction Permit Applicants and federal facilities shall be assessed a System Availability Fee (SAF) for new water and sewer connections and renovation or redevelopment projects for existing connections to the District's potable water and sanitary sewer systems based on the SAF meter size in accordance with the following fee schedule and requirements:

(a) Residential customers shall be charged a System Availability Fee based on the SAF meter size as listed below:

SAF Meter Size (inches)	Water System Availability Fee	Sewer System Availability Fee	Total System Availability Fee
5/8"	\$ 1,135	\$ 2,809	\$ 3,944
3/4"	\$ 1,135	\$ 2,809	\$ 3,944
1"	\$ 1,135	\$ 2,809	\$ 3,944
1"x1.25"	\$ 2,047	\$ 5,066	\$ 7,113
1.5"	\$ 5,491	\$ 13,591	\$ 19,082
2"	\$ 11,125	\$ 27,536	\$ 38,661

- (b) Multi-Family and all Non-Residential customers shall be charged a System Availability Fee based on the SAF meter size as listed below:

SAF Meter Size (inches)	Water System Availability Fee	Sewer System Availability Fee	Total System Availability Fee
1" or smaller	\$ 1,282	\$ 3,173	\$ 4,455
1"x1.25"	\$ 2,047	\$ 5,066	\$ 7,113
1.5"	\$ 5,491	\$ 13,591	\$ 19,082
2"	\$ 11,125	\$ 27,536	\$ 38,661
3"	\$ 32,500	\$ 80,442	\$ 112,942
4"	\$ 83,388	\$ 206,394	\$ 289,782
6"	\$ 229,246	\$ 567,408	\$ 796,654
8"	\$ 229,246	\$ 567,408	\$ 796,654
8"x2"	\$ 229,246	\$ 567,408	\$ 796,654
8"x4"x1"	\$ 229,246	\$ 567,408	\$ 796,654
10"	\$ 229,246	\$ 567,408	\$ 796,654
12"	\$ 229,246	\$ 567,408	\$ 796,654
16"	\$ 229,246	\$ 567,408	\$ 796,654

- (c) The SAF meter size shall be computed for the peak water demand, excluding fire demand in accordance with DC Construction Codes Supplement, as amended, Chapter 3 (Water Meters) of this title, and DC Water Standard Details and Guideline Masters.
- (d) The System Availability Fee shall be assessed for any new premises, building or structure that requires a metered water service connection to the District's potable water and/or sanitary sewer systems.
- (e) The System Availability Fee shall be assessed for renovation or redevelopment projects for any premises, building or structure that requires a metered water service connection to the District's potable water and/or sanitary sewer systems.
- (f) For a renovation or redevelopment project on a property that already had/has a DC Water meter(s) and account(s), DC Water shall determine the net System Availability Fee based on the difference between the property's new System Availability Fee determined by the SAF meter size(s) and the System Availability Fee determined by the old meter size(s) for the meters(s) being removed from the system.
- (g) If the net System Availability Fee is zero or less, no System Availability Fee shall be charged.

- (h) If the net System Availability Fee is greater than zero, DC Water shall provide System Availability Fee credits for the removed capacity and assess the net System Availability Fee.
- (i) Properties under renovation or redevelopment shall not receive a System Availability Fee credit for the DC Water account(s) that are/have been inactive during the twelve month period prior to DC Water's issuance of the Certificate of Approval.
- (j) For DCRA Construction Permit applicants, payment of the System Availability Fee shall be a condition for DC Water's issuance of the Certificate of Approval.
- (k) DCRA Construction Permit applicants that submitted plans and specifications to DC Water prior to the effective date of these regulations, shall not be subject to the System Availability Fee provided:
 - (1) The DC Water Engineering Review fee(s) has been paid;
 - (2) The plans, specifications and other information conform to the requirements of the DC Construction Codes Supplement, as amended, and are sufficiently complete to allow DC Water to complete its Engineering Review without substantial changes or revisions; and
 - (3) DC Water issues the Certificate of Approval within one year after the effective date of these regulations.
- (l) For federal facilities, payment of the System Availability Fee shall be a condition of DC Water's issuance of the Certificate of Approval.
- (m) After the effective date of these regulations to December 31, 2019, the property owner may request to pay the System Availability Fee in four equal installments, with the final payment due on or before one year after the execution date of a Payment Plan Agreement. Execution of a Payment Plan Agreement and payment of the first installment payment, shall be a condition of DC Water's issuance of the Certificate of Approval.
- (n) In the case that the DCRA Construction Permit is not issued or is revoked or the construction project is abandoned or discontinued, upon written request from the property owner, DC Water shall issue the property owner a refund of the System Availability Fee.

Section 199 is amended by adding the following terms and definitions to read as follows:

Development – the construction of a premises, building or structure that establishes a new water and/or sewer connection.

Redevelopment – the renovation or alteration of a premises, building or structure or reconstruction of a property that increases or decreases the water supply demand or drainage, waste, and vent (DWV) system load. Redevelopment shall not include the up-sizing of a water service or sewer lateral to comply with the D.C. Construction Codes Supplement, provided the water supply demand and DMV system load remain the same.

System Availability Fee – A one-time fee assessed to a property owner of any premises, building or structure to recover the cost of system capacity put in place to serve all metered water service and sanitary sewer connections and renovation or redevelopment projects that require an upsized meter service connection to the District’s potable water system. The fee is assessed based on the peak water demand, excluding fire demand, for new meter water service connection and renovation or redevelopment projects that increase the peak water demand and associated SAF meter size for the property.

Upon publication of the Notice of Final Rulemaking in the *D.C. Register*, this rulemaking will be effective on April 1, 2016.

- December 18th – RRC recommendation on proposed System Availability Fee
- January 7th – Board approval of the SAF Notice of Proposed Rulemaking (NOPR)
- January 22nd – Publish SAF NOPR in DC Register
- January 22nd – Public Outreach
- January 22nd to February 22nd – Public comment period
- February 23rd – RRC discuss comments and recommendation on SAF
- March 3rd – Board approval of SAF NOFR
- March 18th – Publish SAF NOFR in DC Register
- April 1, 2016 – Go-live



Water System Replacement Fee 1.5” Residential Meter Update

**Presentation to:
DC Retail Water and Sewer Rates Committee**

February 23, 2016



WSRF Background

- On July 2, 2015, the District members of the DC Water Board of Directors (BOARD) adopted Resolution No. 15-67 establishing FY 2016 rates, fees and charges, as well as Resolution No. 15-68 amending the Water System Replacement Fee (WSRF) for residential customers served by a single two inch (2") meter for demand flow and fire flow to be charged the equivalent one and one-half inch (1.5") meter fee.
- On September 3, 2015, the District members of the DC Water Board of Directors (BOARD) adopted Resolution No. 15-72 to amend the Water System Replacement Fee for residential customers whose premises is served by a meter that is larger than one inch (1"), shall be charged a monthly Water System Replacement Fee for a one inch (1") meter.
- The DC Retail Water and Sewer Rates Committee directed staff to evaluate the data on the approximately 1,500 residential customers with a one and one-half inch (1.5") meter to determine how many have fire suppression systems and asked staff to provide quarterly update on the progress of the analysis.

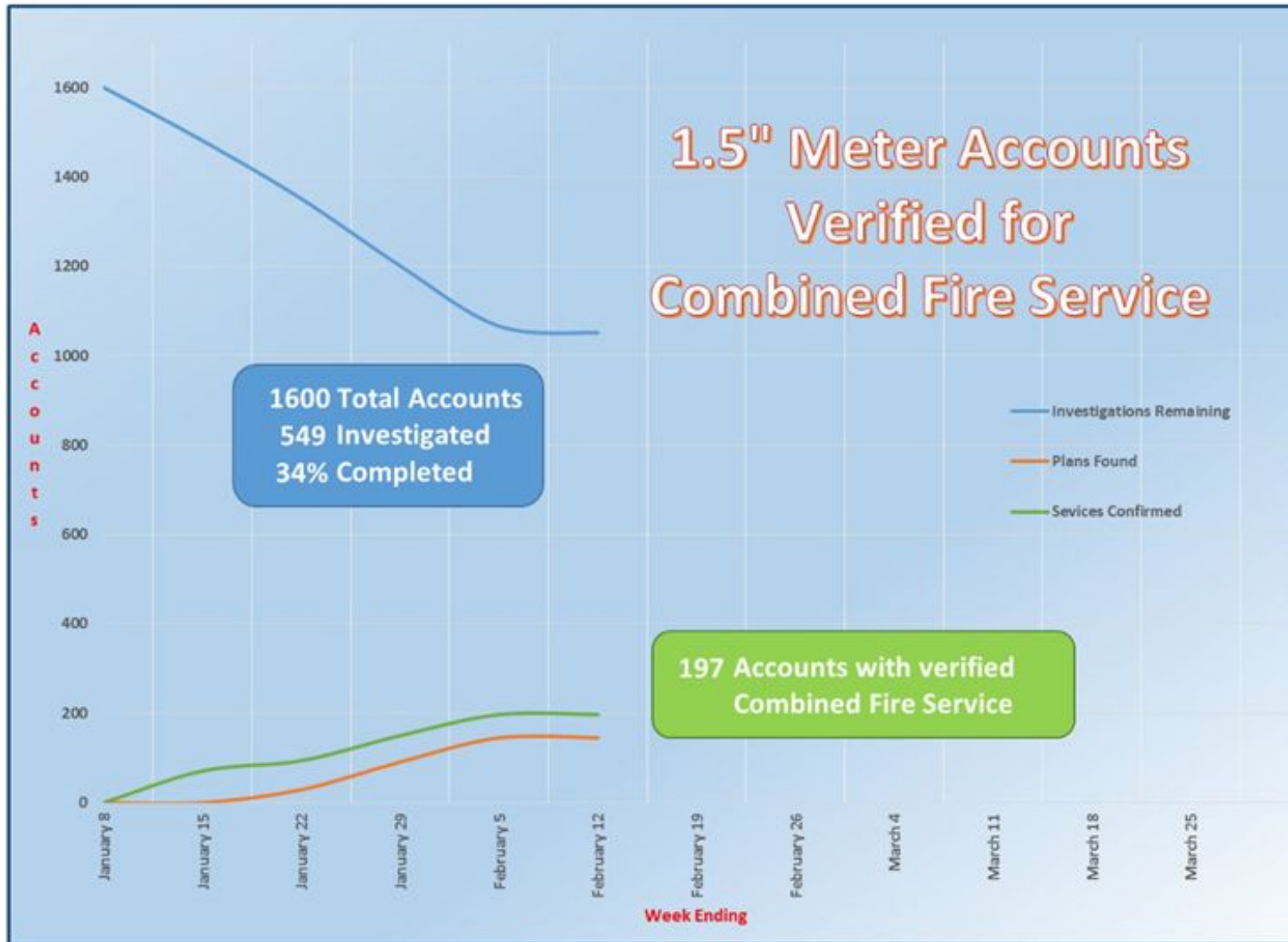


WSRF 1.5" Residential Customer Meter Analysis

- Data analysis:
 - To date staff has reviewed 549 out of 1,600 1.5" residential customers meters
 - 197 are confirmed to be Combined (36%)
 - Out of the 549 addresses investigated we found scanned plans for approximately 145 addresses and ECIS data notes for about 70 more
 - Of the 145 plans sets 127 (87%) showed combined fire and domestic
- We have investigated about 34% of the addresses and found that 36% of those were confirmed as combined domestic and fire suppression services.
- It may be too soon to say that there is a high correlation between 1.5" service having fire suppression systems but preliminary numbers indicate there is.
- Anticipate completion of the data analysis by end of March 2016.



Conclusion



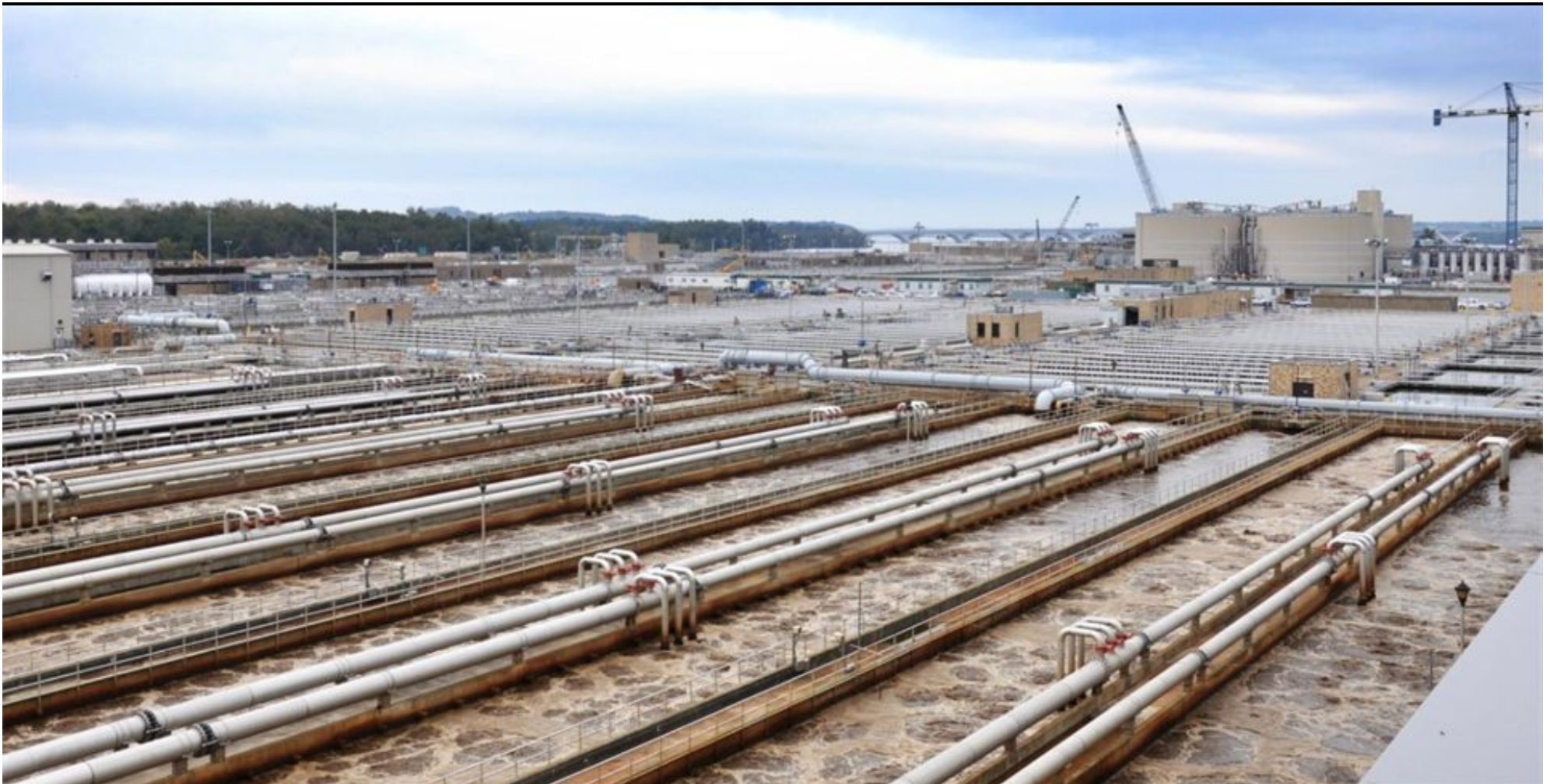


BLUE HORIZON 2020 STRATEGIC PLAN

Implementation Progress Report and Revisions

Presentation to the DC Retail Water and Sewer Rates Committee

February 23, 2016





Agenda

- Blue Horizon 2020 Overview
- Goal 5: Implementation Progress
- Goal 5: Revisions



DC Water's Strategic Direction

Vision

To be a world-class utility

Values

Respect, Ethics, Vigilance and Accountability

Mission

Exceed expectations by providing high quality water services in a safe, environmentally friendly, and efficient manner



LEADERSHIP



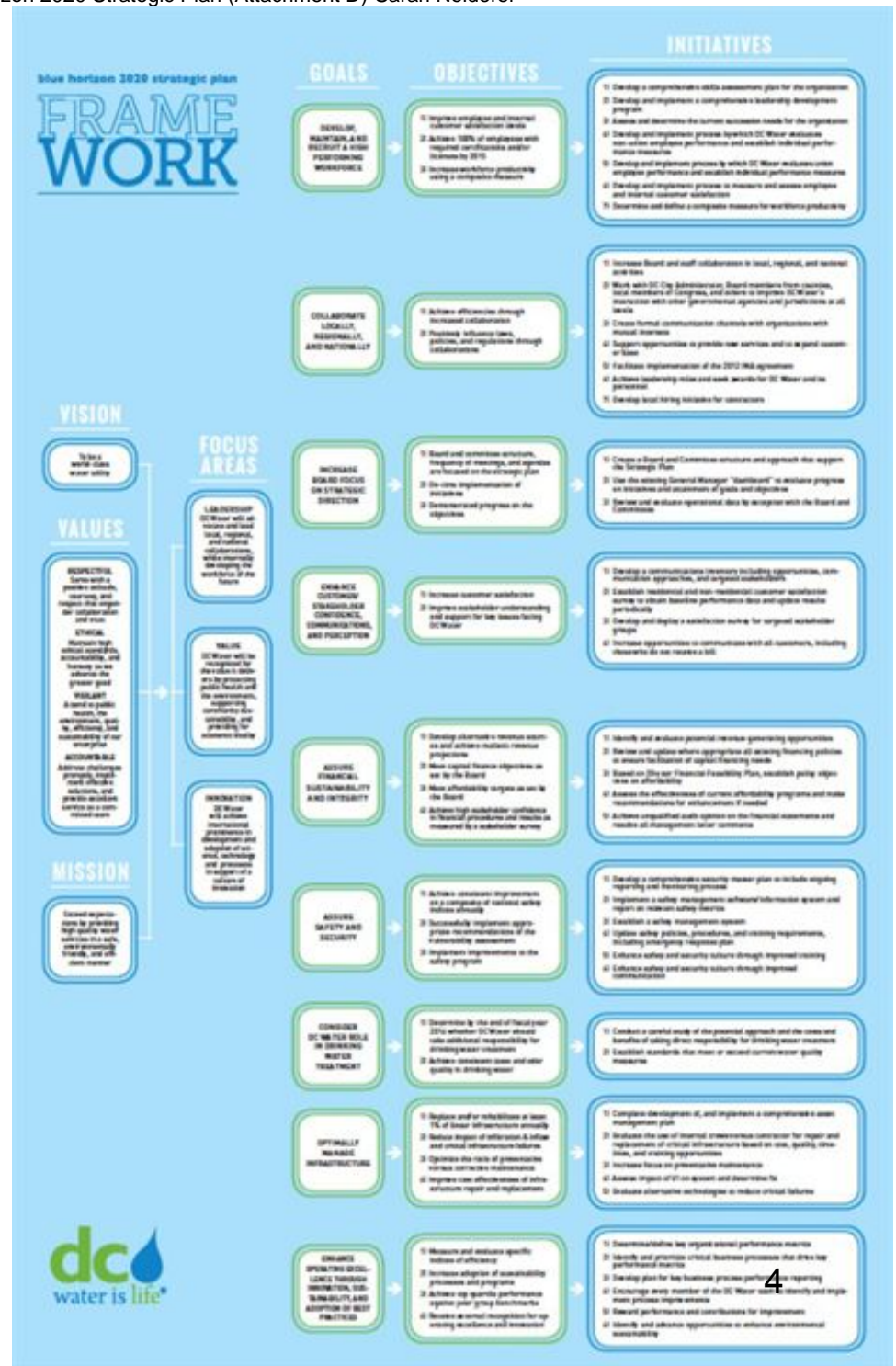
VALUE



INNOVATION



- 9 Goals
- 27 Objectives
- 44 Initiatives
- 146 Milestones





Blue Horizon 2020 Goals

GOAL		COMMITTEE	GOAL CHAMPION
1	Develop, Maintain and Recruit a High Performing Workforce	Human Resources/Labor Relations	Rosalind Inge
2	Collaborate Locally, Regionally, and Nationally	Governance	John Lisle
3	Increase Board Focus on Strategic Direction	Strategic Planning	Randy Hayman
4	Enhance Customer/Stakeholder Confidence, Communications, and Perception	Water Quality and Water Services	Charlie Kiely
5	Assure Financial Sustainability and Integrity	Finance and Budget/DC Retail Water and Sewer Rates	Mark Kim
6	Assure Safety and Security	Human Resources/Labor Relations	Aklile Tesfaye
7	Consider DC Water Role in Drinking Water Treatment	Water Quality and Water Services	Charlie Kiely
8	Optimally Manage Infrastructure	Environmental Quality and Sewerage Services	Len Benson
9	Enhance Operating Excellence Through Innovation, Sustainability, and Adoption of Best Practices	Audit	Biju George



Implementation Progress

Goal 5

Assure Financial Sustainability and Integrity

5	Assure Financial Sustainability and Integrity	% COMPLETE
5.1	Develop alternative revenue sources and achieve realistic revenue projections	
5.1.1	Identify and evaluate potential revenue-generating opportunities	85
5.2	Meet capital finance objectives as set by the Board	
5.2.1	Review and update where appropriate all existing financing policies to ensure facilitation of capital financing needs	100
5.3	Meet affordability targets as set by the Board	
5.3.1	Based on the 20-year Financial Feasibility Plan, establish policy objectives on affordability	100
5.3.2	Assess the effectiveness of current affordability programs and make recommendations for enhancement if needed	100
5.4	Achieve high stakeholder confidence in financial procedures and results as measured by a stakeholder survey	
5.4.1	Achieve unqualified audit opinion on the financial statements and resolve all management letter comments	100



Revisions

Goal 5

Assure Financial Sustainability and Integrity



Goal 5

Adopted in 2013

- **Goal**
 - Assure Financial Sustainability and Integrity
- **Objectives**
 - Develop alternative revenue sources and achieve realistic revenue projections
 - Meet capital finance objectives as set by the Board
 - Meet affordability targets as set by the Board
 - Achieve high stakeholder confidence in financial procedures and results as measured by a stakeholder survey

Revisions

- **Goal**
 - Promote Financial Sustainability, Integrity and Responsible Resource Allocation
- **Objectives**
 - Achieve treasury, debt and risk management objectives
 - Achieve an affordable and fair rate structure
 - Ensure robust internal controls at DC Water
 - Ensure timely preparation, adoption and administration of DC Water's operating and capital budgets
 - Ensure integrity of DC Water's Financial Systems



Goal 5 Initiatives

5.1 Achieve treasury, debt and risk management objectives

- Maintain financial policies
- Ensure adequate liquidity
- Ensure access to capital markets
- Ensure adequate risk management
- Ensure bond indenture requirements are satisfied

5.2 Achieve an affordable and fair rate structure

- Establish rate structure that achieves policy goals and objectives
- Develop and maintain effective affordability programs and initiatives

5.3 Ensure robust internal controls at DC Water

- Achieve unqualified audit opinion on the financial statements and A-133 single audit
- Manage and oversee internal audit program
- Maintain accounting policies

5.4 Ensure timely preparation, adoption and administration of DC Water's operating and capital budgets

- Develop fiscally responsible and prudent annual operating and capital budgets.
- Maintain budget policies
- Design, develop and implement budget reporting tools and capabilities for DC Water management.

5.5 Ensure integrity of DC Water's Financial Systems

- Maintain and support integrity of Financial Systems (Infor Lawson and related software) and interfaces with other technology systems and applications at DC Water
- Design, develop, and implement strategic enhancements and upgrades to improve internal controls and functionality of Financial Systems
- Maintain financial system policies



Questions?

Attachment E

FY 2016 Proposed Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. Develop Realistic Retail Rate Revenue Projections and Alternative Retail Revenue Sources			
<ul style="list-style-type: none"> a. <i>Propose and establish Retail Rates in FY 2017 & FY 2018</i> <ul style="list-style-type: none"> i. RRC FY 2017 & FY 2018 Budget presentation to Board ii. RRC recommendation on proposed FY 2017 & FY 2018 rates iii. Board approval on proposed FY 2017 & FY 2018 rates iv. Publish Proposed Rates in DCMR v. Public Outreach vi. Public Hearing vii. Public comment period ends viii. RRC final recommendation to approve FY 2017 & FY 2018 rates ix. Board Approval on FY 2017 & FY2018 rates x. Publish Final Rates in DCMR 	<ul style="list-style-type: none"> November 5, 2015 November 17, 2015 December 3, 2015 January 1, 2016 April 2016 May 11, 2016 June 13, 2016 June 28, 2016 July 7, 2016 July 22, 2016 	<ul style="list-style-type: none"> √ √ √ √ 	<ul style="list-style-type: none"> Rates and Revenue General Counsel External Affairs Board Secretary General Counsel
2. Alternative Charges (Carry over item from FY 2015)			
<ul style="list-style-type: none"> a. <i>System Availability Fee (SAF)</i> <ul style="list-style-type: none"> i. RRC recommendation on proposed System Availability Fee ii. BOD approval of SAF NOPR iii. Publish SAF NOPR in DC Register iv. Public Outreach v. Public comment period vi. RRC discuss comments and recommendation on SAF vii. BOD approval of SAF NOFR viii. Publish SAF NOFR in DC Register ix. Go-live 	<ul style="list-style-type: none"> December 18, 2015 January 7, 2016 January 22, 2016 January 22, 2016 Jan. 22, – Feb. 22, 2016 February 23, 2016 March 3, 2016 March 18, 2016 April 1, 2016 	<ul style="list-style-type: none"> √ √ √ √ √ √ 	<ul style="list-style-type: none"> Rates and Revenue General Counsel External Affairs General Counsel
3. Delinquent Accounts			
<ul style="list-style-type: none"> a. <i>Soldiers Home Negotiations</i> 	<ul style="list-style-type: none"> Monthly, as needed 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> General Counsel

FY 2016 Proposed Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
4. Water System Replacement Fee			
a. <i>Evaluate data on the 1,500 residential customers with 1.5" meters including how many have fire suppression meters and reassess the WSRF in FY 2016.</i>	Quarterly		Customer Service/ Permitting
5. Potomac Interceptor Cost of Service			
a. <i>Potomac Interceptor Cost of Service (FY 2017 – FY 2019 rates are proposed)</i>	April 2016		Rates & Revenue
6. Strategic Plan			
a. <i>Develop Alternative Revenue Sources and Achieve Realistic Revenue Projections (DC Water Strategic Plan Framework)</i> i. Identify and evaluate potential revenue generating initiatives annually	On-going updates to Committee		Rates and Revenue
7. DCGIS FY 2014 Flyover			
a. <i>Update Committee on FY 2014 Flyover</i>	TBD		Customer Service

Attachment E



Attachment F

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

**TUESDAY, March 22, 2016; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Other Business	Chief Financial Officer
Agenda for April 26, 2016 Committee Meeting	Committee Chairman
Adjournment	

*Detailed agenda can be found on DC Water's website at www.dewater.com/about/board_agendas.cfm