



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

1385 Canal Street SE, Washington, DC 20003

*Tuesday, July 23, 2019
9:30 a.m.*

- 1. **Call to Order** **Rachna Bhatt, Chairperson**
- 2. **AMI Meter Project Update (Attachment A)**.....**April Bingham**
- 3. **CAP Program Update (Attachment B)**..... **John Lisle**
- 4. **DC Retail Water and Sewer Rates Committee Workplan****Matthew Brown**
 - **FY 2019 Proposed DC Retail Rates Committee Workplan (Attachment C)**
- 5. **Agenda for August 27, 2019 Committee Meeting (Attachment D)**.....**Rachna Bhatt, Chairperson**
- 6. **Other Business****Matthew Brown**
- 7. **Executive Session***
- 8. **Adjournment**

* 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.



Automated Metering Infrastructure

“It’s More Than a Reading”



July 2019



AMI Program Update **AGENDA**

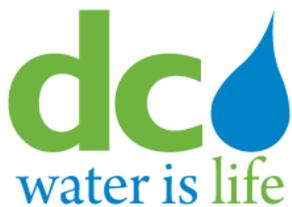
- **Project Charter**
- **AMI @ DC Water**
- **Project Accomplishments**
- **High Usage Alerts**
- **Lessons Learned**
- **Project Cost**
- **Next Steps**



AMI Program Update
AMI – Project Charter

Goal: To successfully replace 85,000 meters and associated transmitting units while managing reputational risk.

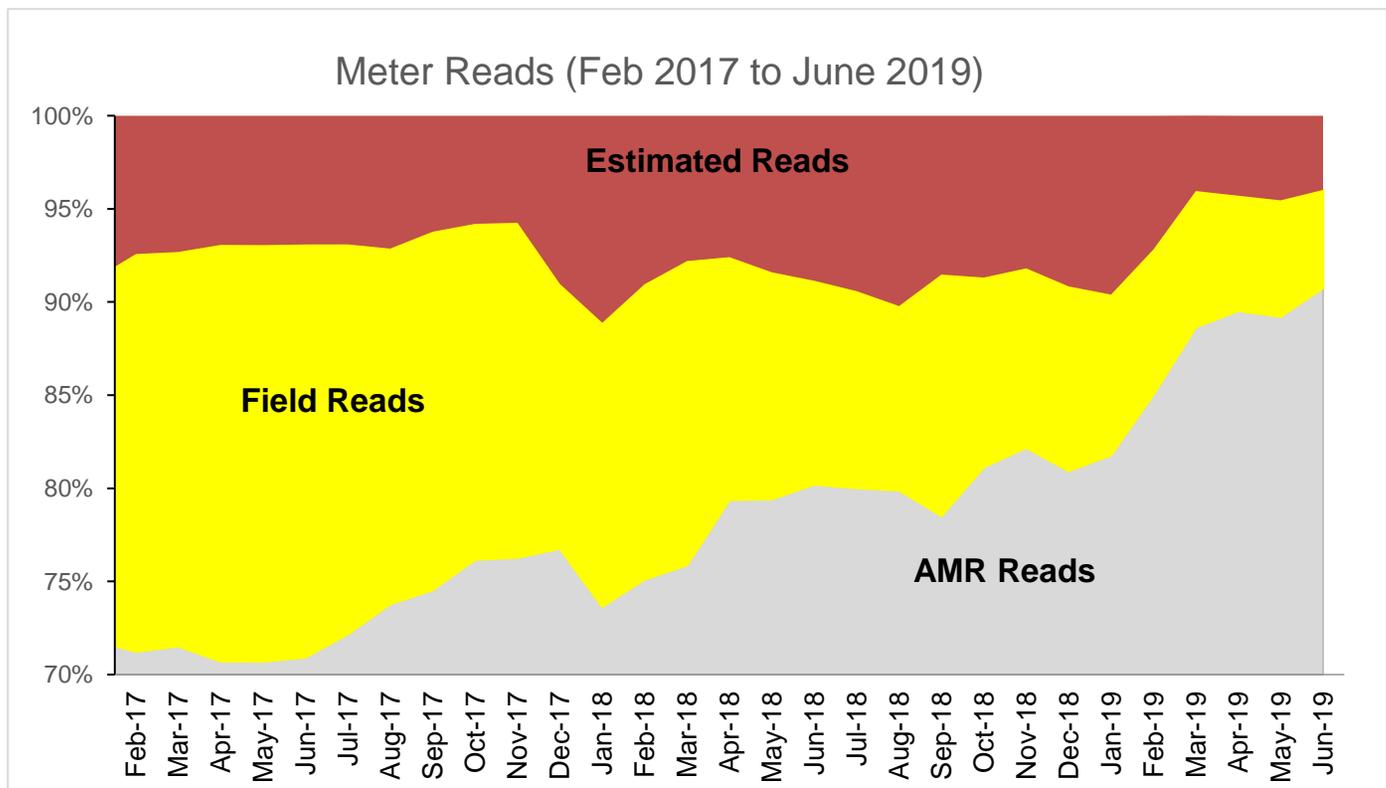
- Timeline from: June 2016-October 2018
- Address the end of useful life meters and MTU's
- Increase the % of meters transmitting
- Reduce the volume of estimates



AMI Program Update Project Accomplishments

Installed 84,534 Meters and Meter Transmitting Units

- Increased the overall AMI transmission rate from 70% to 92.4%
- Reduced estimated bills from project start date
- Improved transmission & redundancy efforts through 90 upgraded Data Collection Units





AMI Program Update Project Accomplishments

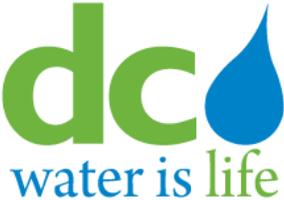
Minimal customer inquiries

- Approximately 1% of the replacements
- Secondary adjustments less than \$417K over the life of the program

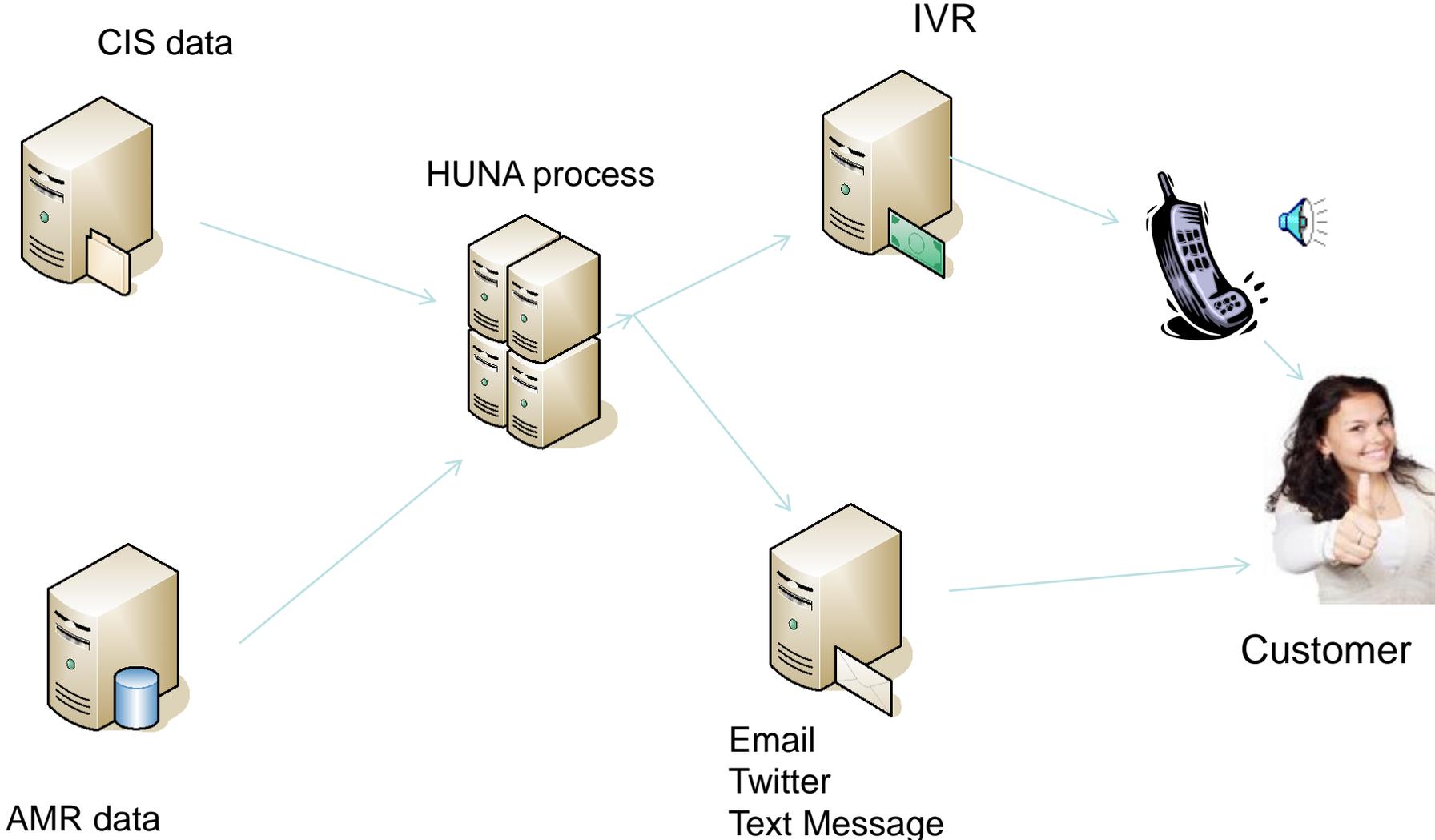
Low number of potential risk management claims (25 total or 0.03% of WOs)

Expanded insight into customer usage

- More frequent reads
- Improved communication on leak issues
- Enhanced & customized alerts to customers



Leading Edge... High Use Notification Application





High Usage Notification Alert

DC Water's High Usage Notification Application (HUNA) leverages AMI data to enhance the customer experience. Usage can be viewed hourly, daily or monthly and download detailed read data for offline analysis.

- Customer can customize their own notification level about 1 year ago

Features coming within the next 60 days

- Customers can compare their usage against their neighbors (on the block, zip code or ward) or the entire rate class.
- A feature that notifies customers of continuous usage in the event of a broken pipe or a significant leak. Customers will set the number of hours (6, 12 or 24) to monitor the usage and if we detect usage greater than that amount in each hour we will send an alert.

HUNA also analyzes new reads as they are collected against individual customer historical usage patterns and if it detects high usage conditions it will call, text and/or email customers an alert. Customers can set their own usage thresholds and can set up to 4 text, phone and/or email addresses to be notified when usage anomalies are detected. This is especially useful for rental properties when an owner, tenant and/or management company needs to be contacted.



AMI Program Update
AMI - Lessons Learned

What worked well?

Proper Advanced Planning

- Startup Workshops
- Ramp Period
- Separate Inventory Tracking

Blended Program Management

- Dedicated staffing
- Cost effective resourcing
- Reduced response time
- Field oversight (mitigating issues)

Executive Oversight Committee

- Monthly reporting
- Cross functional insight

Customer Outreach Efforts

- Minimal complaints
- Reduced long standing estimates



AMI Program Update

AMI - Lessons Learned

What Opportunities Were Revealed?

- Unplanned Escalations

| Type | # | Description |
|-------------------------------|-------|---|
| Vacant, Razed or Construction | 588 | Building observed to be vacant, demolished or under construction / redevelopment. |
| Access Obstructed* | 1,292 | No access for various reasons (tree roots, buried pit, collapsed pit, etc.) |
| Inoperable Valve* | 894 | Shut off valve broke or not operable. Resolution varies based on RES vs. NON-RES |
| Mismatches | 892 | Size or serial number changes performed by DCW prior to project |
| Previously Replaced | 671 | New meter / MTU observed |
| Others | 791 | Confined space permit and miscellaneous other reasons. Resolution varies |

- Alignment with DDOT re: Public Space Tripping Hazards (18,274 Locations)
 - Loose cover, gap observed and pit/frame/cover is not broken
 - ¼ “ above grade or ½ “ below grade in sidewalk, road or driveway
 - 2” tree space or yard



AMI Program Update **AMI - Lessons Learned**

- **Single Contractor Responsibility**
 - Single contractor (purchase & install) be used for future projects.
 - Goods & Services contract is not recommended for construction work.
- **Data / Workflow Processes**
 - Base scope vs. non-base scope
 - Exception Processing Remodeling
- **Inside Meters / Unresponsive Customers Process Design**
- **Annual Replacement Program (Long Term)**

10 Year Plan - \$28.68M

| | |
|-----------|----------|
| FY2019-20 | \$2,618K |
| FY2021-28 | \$2,930K |



AMI Program Update **AMI - Next Steps**

- We are in close out with the selected vendor
- Resolve 1,500 certified/paid locations not transmitting
- Develop a process to address the hard to resolve accounts through use of an AMI consultant & new installation vendor
 - Seasoned in AMI project close outs
 - Ability to complete complex and unresolved work orders and replacement of legacy equipment
 - Contract will follow a performance base pay module
- Continue the ongoing replacement of remainder of small meters & large meters not transmitting



APPENDIX

Appendix 1 - High Usage Alert Sample Email



High Usage Alert Email

From: Customer Service
Sent: Sunday, December 24, 2017 12:15 PM
To: dcarrillo@vidarealestateproperties.com
Subject: High Usage Detected at your Address - 3415 13th St NW

Dear Valued Customer:

The District of Columbia Water and Sewer Authority (DC Water) implemented an automated meter reading (AMR) system to improve its service delivery to you. DC Water collects daily AMR readings, which helps us monitor and track usage across the entire distribution system. One extended feature of AMR is our ability to trend your usage to help detect potential problems. Few, if any water utilities are doing this today so we are treading new ground in providing value added services to our customers. Between 12/19/2017 and 12/22/2017, we have observed a significant increase in your daily usage that may be indicative of a problem with your internal plumbing or higher weekend usage. We strongly urge you to check your internal fixtures such as a toilet, sink, or water heater to ensure there are no leaks. You should also check your outside hose bib for leaks. This email message is not meant to alarm you; however, leaking fixtures left undetected can cost consumers hundreds of dollars over the course of a month. If you have any questions please contact our customer service professionals at (202) 354-3600, Monday through Friday from 8:00 AM - 5:00 PM, and they will gladly assist you. Please reference premise number "3029899" (or address - 3415 13th St NW) when calling.

Thank you,
DC Water Customer Service

To stop notifications like this or to change your preferred method of notification, please go to <https://www.dewater.com/> and login to your account. Click on 'Water Usage History' and then 'AMR Usage History'. You may choose not to receive notifications or choose to be called instead.



Attachment B

CAP Program Update

John Lisle

Vice President, Marketing and Communications, DC Water



October 23, 2018 - Presentation to RRC on CAP Expansion Implementation, including planned customer outreach

| Customer Outreach Method |
|--|
| <u>All Programs</u> <ul style="list-style-type: none">Information on all new programs will be available on both DOEE's and DC Water's websites starting in January 2019. |
| <u>Residential</u> <ul style="list-style-type: none">DC Water will provide a bill insert in January 2019 explaining all the residential CAP programs (CAP, CAP2, & CAP3).DC Water will conduct targeted outreach via bill messaging and phone calling to residential customer who have a past due balance.DC Water will target the CAP bill insert to customers receiving a disconnect notice in January 2019. |
| <u>Nonprofit</u> <ul style="list-style-type: none">DOEE will send mailings to roughly 1100 organizations that may qualify for the nonprofit program based on tax records. Estimated to be January 2019-Timing to be finalized by DOEEDC Water will place messages on the customers' bills based on list provided by DOEE. Estimated to be January 2019-Timing to be finalized by DOEE |



December 2018 – NBC 4 I-Team Coverage of CAP Expansion and non-profit relief program, and Washington Post coverage of Board deliberations

DC's \$13M Water Bill Relief: Who's Eligible, How to Apply

Some of the District's hardest hit water customers will share \$3.4 million in relief as government leaders begin to roll out a new program to offset the Clean Rivers Impervious Area Charge. [Read More](#)

SHARE:  



DC backs away from special water rate relief for ... - Washington Post

<https://www.washingtonpost.com/.../dc.../dc...water.../519979a2-fd66-11e8-ad40-cdfd0e...>

Dec 11, 2018 - By **Peter Jamison** ... a letter to the **D.C. Water** board saying the previous policy may have violated the First Amendment's establishment clause, ...



December 19, 2018 – Board approval to publish final rulemaking. Press release issued to announce expansion of CAP program and nonprofit relief program

NEWS DECEMBER 20, 2018

DC Water Board Votes to Offer New Hardship Fund to Customers

More than 20,000 DC Water customers will have access to assistance with their water bills beginning in January 2019.



 [News](#) [Traffic](#) [Weather](#) [Listen](#) 

[Home](#) » [Washington, DC News](#) » Relief program to provide...

Relief program to provide \$13M for DC Water customers

 [Melissa Howell](#)
December 26, 2018, 2:33 PM

WASHINGTON — A new relief program will provide a total of \$13 million to help D.C. nonprofits and residents struggling to pay the Clean Rivers Impervious Area Charge, a fee used to help fund the District’s Clean Rivers Project.

The money includes \$7 million from D.C. and an additional \$6 million from DC Water. Churches, cemeteries, charities and residential customers are among those who can apply. But \$3.4 million has been specifically designated for nonprofits.

To qualify, churches must show that the clean rivers fee accounts for 0.75 percent of the organization’s total revenue after expenses. Charities can apply for assistance if the clean rivers fee account for at least 5 percent of their revenue after expenses. Nonprofit organizations with storm mitigation improvements on site will qualify to have up to 90 percent of their fees paid.

The application process will be handled by the Department of Energy and Environment and will begin Jan. 1.



January 4, 2019 - DC Government Press Release announcing CAP expansion and nonprofit relief program

| | |
|--|---|
| <p>★ ★ ★ DEPARTMENT OF ENERGY & ENVIRONMENT</p> | <p>Mayor Bowser Launches \$7 Million Relief Program to Assist Residents and Nonprofits with Clean River Fees</p> |
| <p>Office Hours Monday to Friday, 9 am to 5 pm</p> | <p>Friday, January 4, 2019</p> <p>(Washington, DC) – Today, Mayor Muriel Bowser announced the launch of two new relief programs to assist eligible residents and nonprofit organizations with paying their DC Water Clean Rivers Impervious Area Charge (CRIAC). With \$7 million set aside in the Fiscal Year 2019 Budget Support Act, the Mayor prioritized the establishment of new financial relief programs to benefit those being disproportionately affected by increases in the CRIAC.</p> |
| <p>Connect With Us 1200 First Street NE, Washington, DC 20002 Phone: (202) 535-2600 Fax: (202) 535-2881</p> | |



December – February - Multiple Community meetings hosted by DOEE and attended by DC Water staff.

December 7: DOEE public meeting on CRIAC Nonprofit Relief Program
December 04, 2018 Anacostia Park and Community Collaborative



**DEPARTMENT
OF ENERGY &
ENVIRONMENT**

GOVERNMENT OF THE DISTRICT OF COLUMBIA

The Department of Energy and Environment (DOEE) is holding a public meeting on the the Clean Rivers Impervious Area Charge (CRIAC) Relief Program for Nonprofit Organizations (CRIAC Nonprofit Relief Program) **Friday, December 7, 9:30-11:00 am.** All nonprofits are welcome and encouraged to attend.



December 2018 – Present - Social media messaging from both DOEE and DC Water

DC Water @dcwater · Apr 4

We have expanded our assistance program to help more customers with their water bills. Learn more, and see if you qualify.

We're helping more people pay their water bill.

Can we help you too?

SEE IF YOU QUALIFY

dc water is life

DEPARTMENT OF ENERGY & ENVIRONMENT
GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

DC Water's Expanded Assistance Program is Taking Applications

dcwater.com

Department of Energy & Environ... @DOEE_DC

Following

Offering residents 3 levels of discounts on @dcwater Clean Rivers Impervious Area Charge (CRIAC) fees. Customer Assistance Programs offer relief ranging from approx. \$210-\$760. See if you are eligible and submit your application [▶](#)

[doee.dc.gov/service/reside ...](https://doee.dc.gov/service/reside...)

**CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC)
RESIDENTIAL RELIEF PROGRAM**

Income Guidelines
Below are dollar figures for each program's income limits by household size.

| Size | Household Income Limits for Expansion of the Customer Assistance Program (CAP) | | |
|------|--|---------------------|-------------------|
| | CAP 1 60% of AMI | CAP 2 80% of AMI | CAP 3 100% AMI |
| 1 | \$35,718 | \$48,950 | \$65,000 |
| 2 | \$48,431 | \$75,000 | \$99,750 |
| 3 | \$67,944 | \$84,400 | \$108,900 |
| 4 | \$94,437 | \$93,750 | \$117,300 |
| 5 | \$68,970 | \$101,250 | \$117,300* |
| 6 | \$78,483 | \$108,750 | \$117,300* |
| 7 | \$88,267 | \$116,250 | \$117,300* |
| 8 | \$88,001 | \$117,300* | \$117,300* |

*Figures are capped based on language from the Budget Support Act.

The CRIAC Residential Relief Program provides three levels of relief for income-eligible DC Water customers, once per fiscal year. Applications require a copy of your photo identification, your most recent tax return and DC Water bill.

Apply online at doee.dc.gov/criac.

Questions?
Call 311 or email criac.residential@dc.gov.

dc water is life
GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



January 10 - DC Water website updated with information about new CAP programs:
<https://www.dewater.com/customer-assistance>

A screenshot of the DC Water website's 'Customer Assistance Programs' page. The page features a blue navigation bar with links for 'My Accounts', 'Pay Your Bill', 'Report a Problem', 'Find a Job', 'Get a Permit', and 'Contact Us'. A green button labeled 'View Customer Center' is on the right. Below the navigation bar is a search bar and a menu with options like 'About DC Water', 'Projects', 'Resources', 'What's Going On', and 'Work with Us'. The main content area has a blue header for 'DC Water and District Government Customer Assistance Programs'. Underneath, there is a section for 'Residential Relief Programs' which explains that the programs are administered by the Energy Administration at the District of Columbia's Department of Energy and Environment (DOEE). It then details two programs: the original CAP, which provides a discount on the first 400 cubic feet of water and sewer services, and CAP2, which provides a discount on the first 300 cubic feet of water and sewer services, with some exceptions.



January 11 – Fully executed MOU with DOEE. Obligations for DC Water include:

“Provide program information to DC Water customers in the form of bill messages and/or mailed inserts addressing the customer benefit that this MOU provides.”



ROLES AND RESPONSIBILITIES - DOEE

Promulgate regulations establishing the nonprofit relief program and CAP 3

Timely review DC Water materials, including bill insert and targeted bill messages

Estimate participation in each program and communicate estimates.

Develop application process & documentation requirement

Provide funds to support the program to DC Water

Process applications on a rolling basis

Determine which assistance program the customer qualifies for and amount of assistance

Respond to customer inquiries about the program or application status

Communicate eligibility decision to customer

Marketing and communication about the program

Send qualified accounts and amounts to DC Water for processing by 3rd to last work day

Resolve processing exceptions



ROLES AND RESPONSIBILITIES – DC WATER

Provide to DOEE an interface with customer account information so they can determine eligibility (IT)

System implementation in Vertex One for processing of rate change for CAP 2 & credits for CAP3 & nonprofit based on DOEE file (Customer Service)

Exception reporting to DOEE (Customer Service)

Participation & monthly credit amount reporting (Customer Service)

Sending DOEE monthly balance & forecast information (Customer Service)

DOEE funding and monthly cash application in dedicated accounts (Finance)

Accounting Recognition of DOEE \$ (Finance)

Operational/capital budget & tracking of \$500k for CAP admin. (Finance)

Financial reporting (Liability & posting & revenue impact), as well as, spend forecasting of \$6.7 million (Finance)

Regulations, NOPR and MOU (OGC)

Customer communication/bill message & bill insert (OMAC)

Purchase orders for Vertex CAP work (Purchasing)



Operational Effort:

- **September 2018** – Three initial working sessions with DOEE to discuss the new CAP2, CAP3 and nonprofit relief programs. Also started working with vendor (Vertex) to accommodate new programs. Internal and external coordination continued through launch of new programs.
- **January 2019** - DC Water changed its existing approach to accept the file format from DOEE for new enrollments in CAP2 and CAP3. Also impacted existing CAP program.
- **January 2019**- Customer Service staff worked overtime to ensure customers were not impacted by error in funding for programs. (DOEE notified DC Water that they initially sent an incorrect amount, \$6,000 versus \$600,000.)
- **March - April, 2019** – Customer Service staff quickly processed delayed enrollment files to ensure customers were not impacted.
- **April 2019** – Customer Service staff detected errors in CAP files and manually corrected account numbers to ensure changes were made to the right customer bills.



Customer Outreach:

- **March 4 - April 4, 2019 - Bill message** (a message directly on the bill itself) to all residential and non-residential customers
- **March 14, 2019** – Outbound robocalling started announcing the program and encouraging enrollment, to 11,000 residential customers with past due balances.



Bill Inserts:

- **February 4, 2019** – Requirements communicated to vendor:
 - For 1 full bill cycle, send the CAP bill insert to all residential customers only.
 - Insert a CAP bill insert to any residential customer who is receiving a non-pay disconnect notice. These inserts would continue to run until we run out of inserts.

- **March 12, 2019** - Bill inserts were delivered to vendor.



Bill Inserts:

- **March 25, 2019** – Customer Service received an email from DOEE at 11:05 am saying they had received a bill without the insert.
- **March 25, 2019** – Contacted vendor. They acknowledged mistake and corrected it by 5:49 pm. Shared details with DOEE.
- **March 26, 2019** – Email from Board Chair inquiring about the bill inserts.
- **March 28, 2019** – Response explaining the vendor error and the corrective action taken.



Bill Inserts:

- **March 18 , 2019 - Bill inserts** for residential customers receiving a Disconnect Notice started with the March 18 disconnect notice batch, to run until the inserts were depleted.
- **March 25, 2019 - Bill inserts** for all residential customers started with the March 25 bill batch and continued for one month until all residential customers received the insert.

New Customer Assistance Programs!

dc water is life **Need help with water bills? A new program is available.**

Expanded Customer Assistance Programs bring financial relief to income-eligible DC Water customers

Customer Assistance Program I
The original Customer Assistance Program (CAP1) provides eligible DC Water customers an annual discount of approximately \$760. Eligible households receive a fifty percent (50%) reduction in the monthly CRIAC (Clean Rivers Impervious Area Charge) and a Water Service Replacement Fee waiver. This discount program is administered by the District Department of Energy and Environment (DOEE). For more information, please call **311**.

continued



Additional Outreach:

- **April 3, 2019** - New **Press Release** distributed to media contacts and customers signed up for DC Water news.

NEWS APRIL 04, 2019

Struggling with Water Bills? DC Water's Expanded Assistance Program is Taking Applications

District Government & DC Water partner to help non-profits and low/moderate income customers DC Water is encouraging...



Additional Outreach:

- **April 4, 2019 - Present** - Posted prominently in the **dcwater.com** homepage hero images with link to new press release
- **April 9, 2019** – Started posting message on every **listserv** in the District that allows DC Water to post.

Struggling with Water Bills? Expanded Assistance Program is Taking Applications

DC Water is encouraging residents and non-profits to take advantage of the new assistance programs that went into effect this year and which offer significant new opportunities for savings.

The new expanded relief programs can help with water bills, including the increased costs of paying for the federally mandated cleanup of the Anacostia and Potomac River, along with Rock Creek. The Clean Rivers Impervious Area Charge (CRIAC) appears on water bills and is earmarked specifically to cover the costs of a deep underground tunnel system to prevent sewage from overflowing into District waterways.

Some residents may not realize they qualify for the new CRIAC relief program. DC Water is encouraging residents and non-profits to take a moment to review the income guidelines to determine if they are eligible, and if so, to apply.

To find out if you qualify and to apply, please visit <https://doee.dc.gov/node/1368991>, or call 311.



Additional Outreach:

- **April 19, 2019** - Posted message on **Nextdoor** with approximately 85,000 subscribers across the District (4,873 impressions)
- **June 25, 2019** – Posted message again on **Nextdoor** (11,479)

Chief, Marketing and Communications at DC Water John Lisle, DC Gover...

You may qualify for a discount on your water bill

DC Water is partnering with the District Government to expand the assistance programs available to help customers pay their water bills with a \$13 million assistance package. Together we are offering new assistance to low and moderate income residents as well as non-profits, including churches and cemeteries. To find out if you qualify and to apply, please visit the Clean Rivers Impervious Area Charge Relief page on DOEE's website at <https://doee.dc.gov/service/criacrelief>.

Help us help you.

SEE IF YOU QUALIFY FOR CLEAN RIVERS IMPERVIOUS AREA CHARGE RELIEF

dc water is life | DEPARTMENT OF ENERGY & ENVIRONMENT | DC

Clean Rivers Impervious Area Charge Relief | ddoe

Over the past 10 years, the Clean Rivers Impervious Area Charge (CRIAC) rates have increased to [DOEE.DC.GOV](https://doee.dc.gov)

6 days ago · Subscribers of DC Government

Reply 21 14,114,79 Impressions



Additional Outreach:

- **April 2019 - Digital Advertising Campaign** - Two different ads were placed on **Facebook and Instagram**. The campaign ran for four weeks, garnering approximately 100,000 impressions and about 200 hits per week where people clicked on the link to the DOEE page with information about how to apply. The total cost was \$1,000.





Additional Outreach:

- **April 2019** - Display ads placed in *The Informer* and *East of the River* (same creative as the Facebook ads)

Water Bill Assistance: We're helping more people pay their water bill. Can we help you too? TO SEE IF YOU QUALIFY, PLEASE VISIT DCR.DC.GOV/SERVICES/CHARGES/UBF OR CALL 311.

100 Youth Photographers: In collaboration with National Geographic, the Kennedy Center is an exciting 100 youth photography contest on National Geographic Photo Contest through World Water Day. June 20, featuring photography from Mexico, Canada, Cuba and more. The contest is an excellent opportunity for students to showcase their talent and creativity. The grand prize is an opportunity to win a scholarship and to work a summer of high-end photography in the world.

Discovery Theater on the Mall: (w/ April 23 and 24, 10 and 11 a.m. and more, open House! Dinner in the Stage Garden, Children's Earth Month and step into the Stage Garden with her character from Discovery Center. Discover how all things things are connected by organisms in the beautiful biosphere cell tower. For ages 7-10.

Discovery Theater at the Southwestern High Center, 1100 Johnson Dr SW, on the National Mall, tickets are \$5 per child, \$3 for under two and \$2 for adults. The beautiful biosphere cell tower is the heart of the biosphere cell tower. For ages 7-10.

Animal Clinic of Anacostia: Candace A. Ashley, DVM 30 years of serving East of the River 2019 Health Fair on May 16, 10 a.m. - 2:00 p.m. 202.889.8900

BE A HERO! Volunteer on Capitol Hill as a tutor for Homework Club or Reading and Math Heroes!

THE RAINBOW FISH: The Academy Programs presents The Rainbow Fish Musical, written by Rachel Sussman, and directed by Lisa Hest. On April 21, 22 and 23, at 7:00 p.m., and April 27 and 28 at 2 p.m. This is a charming musical about a fish who shares his scales with other fish who have none. The show is a beautiful story about sharing and kindness. Tickets are \$10 for adults, \$5 for children. The show is a beautiful story about sharing and kindness. Tickets are \$10 for adults, \$5 for children.

KID'S Break & Dine! Watch, learn, and have a helping hand as the dynamic chef of Puff Puffin and her team lead you through the kitchen and into the dining room. Children will be amazed by the way ingredients are transformed into delicious dishes. Tickets are \$10 for adults, \$5 for children.

Play at the National Center of Theater Arts: National Center of Theater Arts, May 3, 10 a.m. to 2 p.m. and May 4, 10 a.m. to 2 p.m. Tickets are \$10 for adults, \$5 for children.

Revolutionary War Weekend at Mount Vernon: On May 4 and 5, from 10 a.m. to 5 p.m., Mount Vernon's annual 12-acre field transforms into a battlefield and hundreds of Continental soldiers will reenact the battle of the Clouds. Tickets are \$10 for adults, \$5 for children.

International Baccalaureate Programme for All: Fluency in a Second Language Student Agency dciinternationalschool.org

NURTURING EXCELLENCE: WASHINGTON YU YING PUBLIC DIETETIC SCHOOLS ATTEND AN INFO SESSION! www.wyyschools.org



Additional Outreach:

- **April 2019** - Covered in *East of the River* April Issue



Help for DC Water Customers

Take advantage of the new DC Water assistance programs. These programs can help with the increases in customer water bills associated with the federally mandated clean-up of the Anacostia and Potomac Rivers. Many will find a Clean Rivers Impervious Area Charge (CRIAC) appearing for the first time on their water bills. This charge is earmarked specifically to cover the costs of a deep underground tunnel system to prevent sewage from overflowing into district waterways. The tunnel system has already diverted nearly 5 billion gallons of stormwater and sewage in its first year. To apply, visit doee.dc.gov/node/1375571.

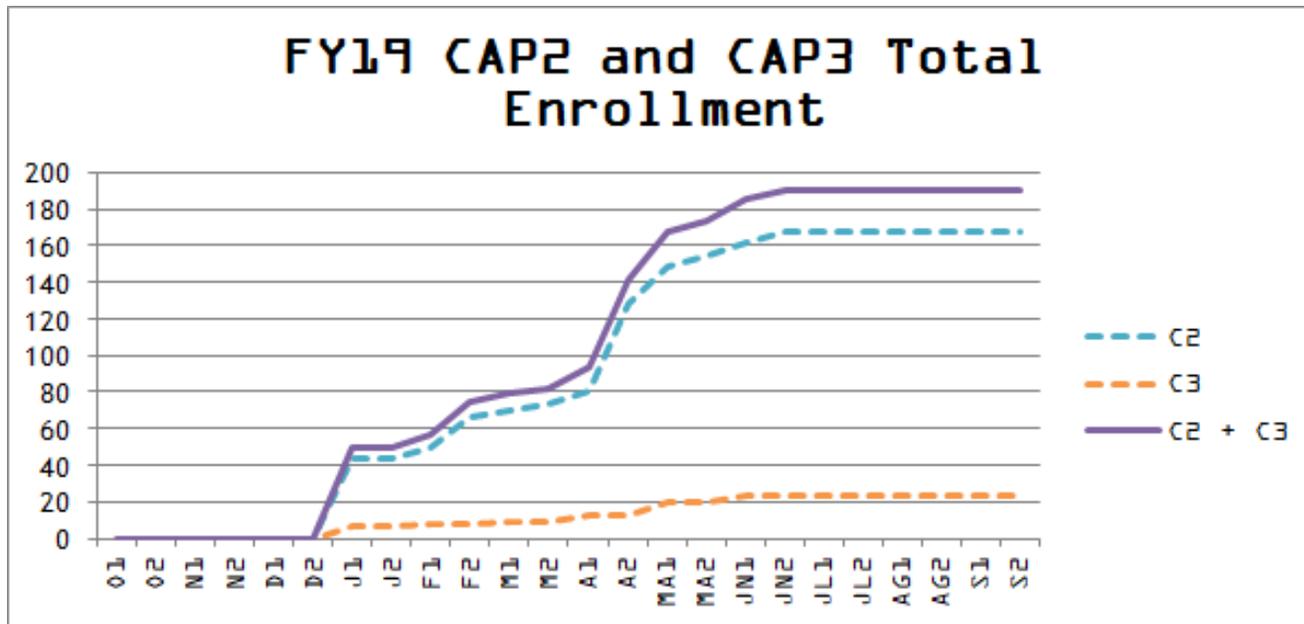


Additional Outreach:

- **April 2019** - Electronic and hard copies of Bill insert provided to DC Office on Aging, DC Department on Disability Services, and the DC Office of Religious Affairs for distribution in their offices
- **April 2019** - Information distributed to all Councilmember offices for inclusion in their newsletters, as well as the Mayor's Office of Community Relations, and ANCs in the District.
- **April 2019** - Information was shared with the CEO's Stakeholder Alliance



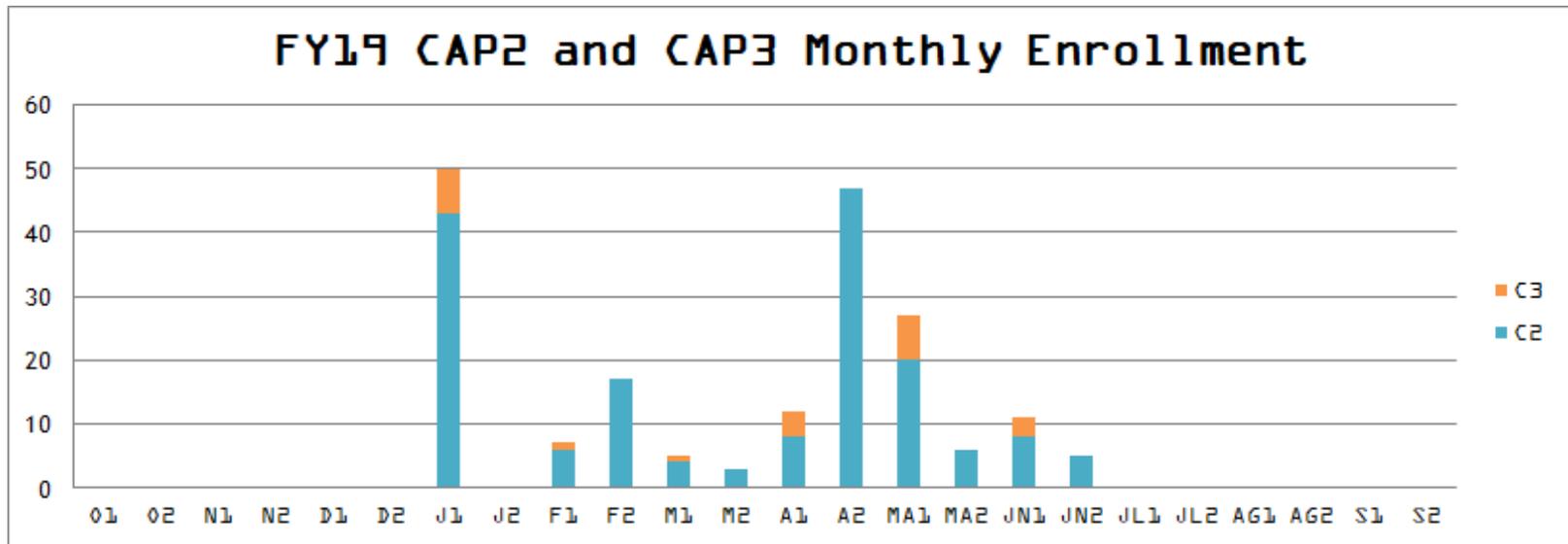
Enrollment:



DOEE data provided July 17, 2019



Enrollment:



DOEE data provided July 17, 2019



Comparison of Estimated and Actual Enrollment:

| | Estimated Participants | Actual Participants |
|------|------------------------|---------------------|
| CAP2 | 13,750 | 168 |
| CAP3 | 6,600 | 22 |



Additional Outreach:

- **May – June 2019** - Included information about the CRIAC Relief Programs in the 8 **Town Hall Meetings** (May – June)



To find out if you qualify and to apply, please visit the Clean Rivers Impervious Area Charge Relief page on DOEE's website:
doee.dc.gov/service/criacrelief
or call 3-1-1

The bottom section of the graphic features three logos: the 'dc water is life' logo, the Department of Energy & Environment logo (with three stars and the text 'DEPARTMENT OF ENERGY & ENVIRONMENT GOVERNMENT OF THE DISTRICT OF COLUMBIA'), and the 'WE ARE DC' logo.



Additional Outreach:

DC Water used a **digital advertising campaign**, marketed to customers in all 8 wards of the District, to help publicize the Town Hall Meetings.

The ad campaign ran in late May and early June.

It cost \$10,000 and generated 1,463,556 impressions and 3,526 clicks.

dc water is life[®] **Town Hall Meetings** **WARD 5**
 Tuesday, June 4, 2019 • 6:30 p.m.
 Trinidad Recreation Center • 1310 Childress Street NE
 Light refreshments provided • dcwater.com

dc water is life[®] **2019 Town Hall Meetings** **WARD 6**
 Wednesday
 June 5 • 6:30 p.m.
 Kennedy Recreation Center
 1401 7th St NW
 Light refreshments provided
dcwater.com

dc water is life[®] **2019 Town Hall Meetings** **WARD 7**
 Thursday, June 6 • 6:30 p.m.
 Deanwood Recreation Center
 1350 49th Street NE
 Free locally-made food and drinks provided by Goodies
 Frozen Custard and Treats, Roaming Rooster and DC Water.

dc water is life[®] **2019 Town Hall Meetings** **WARD 8**
 Monday, June 10 • 6:30 p.m.
 Bald Eagle Recreation Center
 185 Joliet Street SW
 THE FULL SCHEDULE BELOW:

| | |
|--|---|
| WARD 1 - 5/23 Columbia Heights Community Center 1480 Girard St NW | WARD 5 - 6/4 Trinidad Recreation Center 1310 Childress St NE |
| WARD 2 - 5/28 Jelleff Recreation Center 3265 S St NW | WARD 6 - 6/5 Kennedy Recreation Center 1401 7th St NW |
| WARD 3 - 5/29 Palisades Recreation Center and Playground 5200 Sherier Pl NW | WARD 7 - 6/6 Deanwood Recreation Center 1350 49th St NE |
| WARD 4 - 6/3 Emory Heights Community Center 5701 Georgia Ave NW | Light refreshments provided dcwater.com |



Additional Outreach:

June 28, 2019 - Partnered with DOEE at the **Mayor's Senior Fest** to distribute information and applications for the CRIAC Relief Programs.





DOEE Outreach:

Public Events

- Manor Park Citizens' Association Meeting – February 17
- Public hearing on proposed rulemaking at DOEE – April 4
- Interfaith meeting of religious leaders in Ward 4 – April 15
- Fairlawn Citizens' Association Meeting at the Anacostia Public Library – May 21
 - Dept. of Aging and Community Living attending this meeting and collected outreach materials, expressed interest in reaching out to us for more events
- Senior Fest at Oxon Run – June 28
- ANC 4D Meeting – July 17th



DOEE Outreach:

Materials

- Application and rack cards have been generated and distributed to WAP and CRIAC Nonprofit colleagues who attend community events
- Outreach materials were delivered to Ward 4's outreach office at the Wilson Building for distribution at community events, following a request at the interfaith meeting in Ward 4

Other Entry Points

- DOEE website
- DOEE social media
- Email
- Mail (we send and receive paper applications for CRIAC)
- For CAP residents, in-person energy centers process CAP and offer home visits for homebound applicants
- For CAP residents, yearly mailing reminders are sent out every summer
- Ongoing reviews of denied CAP clients for enrollment in CAP2 and CAP3



Phase II Marketing and Outreach Plan

Objectives:

- Inform customers about the expanded customer assistance programs.
- Publicize the different tiers of assistance available.
- Reach District residents who may not realize they are eligible for a discount on their water bill.
- Publicize the extension of the expanded CAP programs into FY2020.
- Increase the number of customers who apply for assistance.
- Increase participation in the CAP programs.



Phase II Marketing and Outreach Plan

Key Messages:

- DC Water and the District Government are helping more customers pay their water bills.
- Eligible customers can save up to \$760 a year.
- Various levels of assistance are available.
- Families with household incomes up to \$117,200 may be eligible for a discount.
- Signing up is easy.



Phase II Marketing and Outreach Plan

Audiences:

- Low-to-moderate income residential customers.
- Seniors on a fixed income.
- Social services organizations, religious institutions, government agencies and other entities that work with residents that might need help paying their water bills.



Phase II Marketing and Outreach Plan

Direct Customer Engagement: Attend meetings and create other opportunities to engage with customers, disseminate information and potentially help customers sign up for the programs.

- **Metro station pop-ups:** stage outside Metro Stations in the District on a regular basis to hand out information and engage with customers about CAP programs.
- **Senior Wellness Centers:** Visit centers to hand out information about the CAP programs and engage with seniors who are DC Water customers.
- **Outreach Events:** Promote CAP programs at all public events DC Water participates in.
- **Bill inserts:** create and distribute another bill insert about the CAP programs and put a message on the envelope alerting customers.
- **Email:** Send information about expanded CAP programs to all customers with email addresses on file.
- **Direct Mail:** Mail a letter and a copy of the application to every residential customer.



Phase II Marketing and Outreach Plan

Direct Customer Engagement (Continued): Attend meetings and create other opportunities to engage with customers, disseminate information and potentially help customers sign up for the programs.

- **Website:** create a new landing page on dcwater.com to direct customers. Page will have easy to follow instructions and links to DOEE application. We will also be able to track engagement.
- **Social Media:** continue to create and post content to inform customers about CAP programs and the extension to FY2020.
- **Listserves:** Post information again on local listservs.
- **Libraries and Recreation Centers:** Post or place informational flyers in libraries and recreation centers to publicize programs.
- **Video:** Create a short video to show how easy it is to apply for CAP assistance and use that video across our website and social media platforms.



Phase II Marketing and Outreach Plan

Partnerships: Use existing and creative new ways to team with outside partners and reach potential new audiences.

- **DOEE:** Strategize with DOEE to develop additional ways to promote the program.
- **Community workshops:** partner with faith-based organizations and other non-profits to host and publicize workshops to share information with customers and help them apply.
- **ANC and Civic Association Meetings:** Offer presentations to share information and explain application process.
- **Other agencies:** Work with DC Office on Religious Affairs, DC Office on Aging and other agencies to help reach customers and disseminate information.
- **Financial Planning Groups:** Explore potential to participate in seminars and workshops or have information disseminated.



Phase II Marketing and Outreach Plan

Media Campaign: Paid exposure to broader audiences, creating high visibility messaging to customers and stakeholders. Recommend a preliminary budget of \$30,000-35,000.

- **Outdoor advertising:** Use transit shelter ads along select bus routes and outdoor placement at Metrorail stations and on Metrobuses. (\$17,000 – 34,000)
- **Digital advertising:** Use targeted digital advertising to reach likely customers in the District. (\$18,750 for 1 month)
- **Print Advertising:** place large advertisements in local print publications including the Hill Rag, Informer and Express newspapers.



Phase II Marketing and Outreach Plan

Earned Media: Amplify the marketing collateral, outreach and media campaign with an aggressive effort to garner earned media coverage.

- **Press release:** Issue another press release to publicize the CAP programs and the extension into FY 2020
- **Media Pitches:** contact local TV and radio news outlets, blogs and DC TV to generate news stories and on-set interviews to publicize the programs.



 **Stops!**






Questions?

Attachment C

| FY 2019 Proposed RRC Committee Workplan | | | |
|---|---------------------------|-----------|-------------------------|
| Objective/Activities/Task | Date of Activity | Completed | Responsible Department |
| 1. Propose and Establish Retail Rates for FY 2020 | | | |
| a. FY 2020 Budget presentation to Board | February 7, 2019 | √ | Chief Financial Officer |
| b. FY 2020 Proposed Rates, Charges & Fees presented to RRC | February 28, 2019 | √ | Rates and Revenue |
| c. RRC recommendation on proposed FY 2020 rates | March 26, 2019 | √ | Rates and Revenue |
| d. Board approves proposed FY 2020 rates | April 4, 2019 | √ | |
| e. Publish Proposed Rates and Fees in <i>D.C. Register</i> | April 26, 2019 | √ | Legal Affairs |
| f. Public Comment (Consumer Protection Act 45-day Public Notice) | April 26 – June 17, 2019 | √ | Marketing & Comm. |
| g. Public Hearing | June 12, 2019 | √ | RRC |
| h. Public Hearing Record Closes | June 17, 2019 | √ | Board Secretary |
| i. RRC final recommendation to approve FY 2020 rates | June 25, 2019 | √ | Rates and Revenue |
| j. Board approves FY 2020 rates | July 11, 2019 | √ | |
| k. Publish Final Rates and Fees in <i>D.C. Register</i> | July 26, 2019 | | Legal Affairs |
| l. Rates Go-Live | October 1, 2019 (FY 2020) | | Rates and Revenue |
| 2. Conduct a Review of the Impact of the CRIAC on Various Customer Segments (on-going) <i>including low-income customers who do not qualify for CAP, non-profit organizations and small businesses owners</i> | | | |
| a. CRIAC overview to RRC | November 15, 2016 | √ | Rates and Revenue |
| b. Discuss the CRIAC restructuring of various segments including low-income customers who do not qualify for CAP, non-profit, charitable and religious organizations and small businesses. | February 21, 2017 | √ | |
| c. Comparison of how other utilities with impervious area charges segment non-residential customers and provide discounts/credits/ exemptions | November 14, 2017 | √ | |
| d. Stakeholder Alliance “Clean Rivers Reformulation Strategies” meeting | September 20, 2018 | √ | |
| | October 11, 2018 | √ | |
| | December 13, 2018 | √ | |
| | January 10, 2019 | √ | |
| | April 11, 2019 | √ | |

Attachment C

| FY 2019 Proposed RRC Committee Workplan | | | |
|---|--------------------------------|-----------|------------------------|
| Objective/ <i>Activities</i> /Task | Date of Activity | Completed | Responsible Department |
| 3. Delinquent Accounts | | | |
| a. <i>Soldiers Home Negotiations</i> | Monthly, as needed | | Legal Affairs |
| 4. Establish CAP2 Program and Rules to Implement District CAP3 and CRIAC Nonprofit Relief Programs to Mitigate Impacts of DC Water Rates, Fees and Charges on Low-Income Residents Currently not Eligible for CAP and District of Columbia Identified Customers | | | |
| a. <i>Regulations to Establish CAP2 Program and Rules for Implementing District CAP3 and CRIAC Nonprofit Relief Programs</i> | | | |
| 1) Presentation to RRC on Rate Policy Options and the RSF | April 24, 2018 | √ | Rates & Revenue |
| 2) Presentation to Joint RRC & F&B Committees on one-time transfer of \$6 Million from the RSF to FY 2019 Budget | June 26, 2018 | √ | |
| 3) F&B Committee recommends one-time transfer of \$6 Million from the RSF to FY 2019 Budget | June 26, 2018 | √ | Rates & Revenue |
| 4) Board approved one-time transfer from RSF in FY 2019 | July 5, 2018 | √ | |
| 5) RRC update and approval of proposed CAP2 Program and rules implementing District CAP3 and CRIAC Nonprofit Relief Programs | September 25, 2018 | √ | Rates & Revenue |
| 6) Board approval of CAP2 Program and rules implementing District CAP3 Nonprofit Relief Programs | October 4, 2018 | √ | |
| 7) Publish NOPR for CAP2 Program and rules implementing District CAP3 and Nonprofit Relief Programs in <i>D.C. Register</i> | October 19, 2018 | √ | Legal Affairs |
| 8) Publish NOPH for Public Hearing | October 19, 2018 | √ | Legal Affairs |
| 9) Public Comment Period | October 19 – November 19, 2018 | √ | Marketing & Comm. |
| 10) Update the RRC on the CAP expansion communication plan & system implementation | October 23, 2018 | √ | Rates & Revenue |
| 11) Public Hearing | October 30, 2018 | √ | RRC |

Attachment C

| FY 2019 Proposed RRC Committee Workplan | | | |
|--|---------------------------------|-----------|-------------------------------------|
| Objective/ <i>Activities/Task</i> | Date of Activity | Completed | Responsible Department |
| 4. Establish CAP2 Program and Rules to Implement District CAP3 and CRIAC Nonprofit Relief Programs to Mitigate Impacts of DC Water Rates, Fees and Charges on Low-Income Residents Currently not Eligible for CAP and District of Columbia Identified Customers, (Continued) | | | |
| 12) Special RRC meeting to recommend final CAP2 Program and rules implementing District CAP3 Program and reserve action on CRIAC Nonprofit Relief Program | November 29, 2018 | √ | Rates & Revenue |
| 13) Board approval of CAP2 Program and rules implementing District CAP3 Program | December 6, 2018 | √ | |
| 14) Publish final NOFR for CAP2 Program and rules implementing District CAP3 Program in D.C. Register | December 21, 2018 | √ | Legal Affairs |
| 15) Go-Live | January 1, 2019 | √ | Rates and Revenue and Customer Care |
| 16) RRC meeting to recommend final action on rules implementing District CRIAC Nonprofit Relief Program | December 18, 2018 | √ | Rates and Revenue |
| 17) Board approval of rules implementing District CRIAC Nonprofit Relief Program | December 19, 2018 | √ | |
| 18) Publish final NOFR for rules implementing District CRIAC Nonprofit Relief Program in <i>D.C. Register</i> | December 28, 2018 | √ | Legal Affairs |
| 19) Go-Live | January 1, 2019 | √ | Rates and Revenue and Customer Care |
| 4a. <u>Amend Regulations to Extend CAP2 Program to FY 2020</u> | | | |
| 1) Presentation to RRC to Extend CAP2 Program to FY 2020 | May 28, 2019 | √ | Rates & Revenue |
| 2) Board Approval to Extend CAP2 Program to FY 2020 | June 6, 2019 | √ | |
| 3) Publish NOPR to Extend CAP2 Program to FY 2020 and NOPH for Public Hearing in <i>D.C. Register</i> | June 21, 2019 | √ | Legal Affairs |
| 4) Public Comment Period (Consumer Protection Act 45-day Public Notice) | June 21, 2019 – August 19, 2019 | | Board Secretary |
| 5) Public Hearing | August 14, 2019 | | RRC |
| 6) Public Hearing Record Closes | August 19, 2019 | | Board Secretary |

Attachment C

| FY 2019 Proposed RRC Committee Workplan | | | |
|--|---------------------------------|-----------|--|
| Objective/Activities/Task | Date of Activity | Completed | Responsible Department |
| 4a. Amend Regulations to Extend CAP2 Program to FY 2020 | | | |
| 7) Special RRC Meeting to Recommend Final CAP2 Program Extension to FY 2020 | August 27, 2019 | | Rates & Revenue |
| 8) Board Approval of Final CAP2 Program Extension to FY 2020 | September 5, 2019 | | Legal Affairs |
| 9) Publish NOFR to Extend CAP2 Program to FY 2020 in <i>D.C. Register</i> | September 20, 2019 | | |
| 10) Go-Live | October 1, 2019 (FY 2020) | | Rates and Revenue and Customer Care |
| 5. 2018 Cost of Service Miscellaneous Fees and Charges | | | |
| a. <i>RRC COS Update and Recommendation on Proposed Amendments to Miscellaneous Fees & Charges</i> | October 23, 2018 | √ | Rates & Revenue |
| b. <i>Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees & Charges</i> | November 1, 2018 | √ | |
| c. <i>Publish NOPR in DC Register</i> | November 23, 2018 | √ | Legal Affairs |
| d. <i>Public Comment period</i> | November 23 – December 24, 2018 | √ | Board Secretary |
| e. <i>RRC Final Recommendation to Approve Amendments for Miscellaneous Fees & Charges</i> | January 22, 2019 | √ | Rates & Revenue |
| f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i> | February 7, 2019 | √ | |
| g. <i>Publish NOFR in DC Register</i> | February 22, 2019 | √ | Legal Affairs |
| h. <i>Miscellaneous Fees & Charges Go-Live</i> | June 3, 2019 (FY 2019) | | Rates and Revenue/ Customer Care/Permit |
| i. <i>Permitting & Engineering Fees Go-Live</i> | August 1, 2019 (FY 2019) | | Operations/Pretreatment Legal Affairs |
| 5a. <u>Adopt Regulations to Implement New FOG and CCC-BPA Fees</u> | | | |
| a. <i>Present Proposed Implementation Regulations to EQ&O Committee for New FOG and CCC-BFP Fees</i> | April 18, 2019 | √ | |
| b. <i>Board Approval of Notice of Proposed Rulemaking for Implementing New FOG and CCC-BFP Fees</i> | May 2, 2019 | √ | |
| c. <i>Publish NOPR in D.C. Register</i> | May 17, 2019 | √ | Legal Affairs |
| d. <i>Public Comment Period</i> | May 17– June 17, 2019 | √ | Board Secretary |
| e. <i>Present Final Rulemaking to EQ&O Committee to Implement New FOG and CCC-BFP Fees</i> | June 20, 2019 | √ | |

Attachment C

| FY 2019 Proposed RRC Committee Workplan | | | |
|--|---------------------------------|-----------|-------------------------------------|
| Objective/Activities/Task | Date of Activity | Completed | Responsible Department |
| 5a. Adopt Regulations to Implement New FOG and CCC-BPA Fees | | | |
| f. Board Approval of Notice of Final Rulemaking (NOFR) to Implement New FOG and CCC-BFP Fees | July 11, 2019 | | Legal Affairs |
| g. Publish NOFR in D.C. Register | July 26, 2019 | | |
| h. Implement New FOG and CCC-BFP Fees Go-Live | August 1, 2019 | | |
| 6. Retail Groundwater Sewer Rate Ratemaking | | | |
| a. RRC Update and Recommendation on Proposed Retail Groundwater Sewer Rate | October 23, 2018 | √ | Rates & Revenue |
| b. Board Approval of Proposed Notice of Proposed Rulemaking (NOPR) for Retail Groundwater Sewer Rate | November 1, 2018 | √ | |
| c. Publish NOPR in DC Register | November 16, 2018 | √ | Legal Affairs |
| d. Public Comment period | November 16 – December 17, 2018 | √ | Marketing & Comm. |
| e. Public Hearing | August 14, 2019 | | RRC |
| f. Public Hearing Record Closes | August 19, 2019 | | Board Secretary |
| g. RRC Final Recommendation to Approve Amendments for Retail Groundwater Sewer Rate | August 27, 2019 | | Rates & Revenue |
| h. Board Approval of NOFR | September 5, 2019 | | |
| i. Publish NOFR in DC Register | September 20, 2019 | | Legal Affairs |
| j. Retail Groundwater Sewer Charge Go-live | October 1, 2019 (FY 2020) | | Rates and Revenue/ Customer Care |
| 7. Amend District of Columbia Clean Rivers Impervious Area Charge Incentive Program from 4% to 20% | | | |
| a. FY 2020 Budget presentation to Board | February 7, 2019 | √ | Rates & Revenue |
| b. RRC update on Proposed Amendments for CRIAC Incentive Program | February 28, 2019 | √ | Rates and Revenue |
| c. RRC recommendation on proposed FY 2020 CRIAC Incentive | March 26, 2019 | √ | Rates and Revenue |
| d. Board approval of proposed Amendments for CRIAC Incentive program | April 4, 2019 | √ | |
| e. Publish proposed Amendments to CRIAC Incentive Program in D.C. Register | April 26, 2019 | √ | Legal Affairs |
| f. Public Comment | April 26 – May 27, 2019 | √ | Marketing & Comm. |

Attachment C

| FY 2019 Proposed RRC Committee Workplan | | | |
|---|--------------------------------------|-----------|-------------------------------------|
| Objective/Activities/Task | Date of Activity | Completed | Responsible Department |
| 7. Amend District of Columbia Clean Rivers Impervious Area Charge Incentive Program | | | |
| g. RRC final recommendation for approval of Amendments to <i>CRIAC Incentive program</i> | June 25, 2019 | √ | Rates and Revenue |
| h. Board approval of Amendments for <i>CRIAC Incentive program</i> | July 11, 2019 | √ | Rates & Revenue |
| i. Publish NOPR for CRIAC Incentive program in <i>D.C. Register</i> | July 26, 2019 | | Legal Affairs |
| j. Amended CRIAC Incentive program Go-Live | October 1, 2019 (FY 2020) | | Rates and Revenue/ Customer Care |
| 8. 2019 Potomac Interceptor Cost of Service Study | | | |
| a. <i>2019 Potomac Interceptor Cost of Service Study (FY 2020 – FY 2022 rates are proposed)</i> | May 28, 2019 | √ | Rates & Revenue |
| 9. Path to Achieve Asset Management | | | |
| a. <i>Path to Achieve Asset Management Update</i> | October 23, 2018 December 6, 2018 | √ √ | Rates & Revenue |
| 10. FY2020 Budget Considerations | | | |
| a. <i>FY2020 Budget Considerations</i> | December 6, 2018 | √ | Rates & Revenue |
| 11. Cost of Service Studies | | | |
| a. <i>Cost of Service Studies Update</i> | TBD | | Rates & Revenue |

* Dates subject to change



Attachment D

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

**Tuesday, August 27, 2019; 9:30 a.m.
AGENDA**

| | |
|--|-------------------------|
| Call to Order | Committee Chairman |
| Monthly Updates | Chief Financial Officer |
| Committee Workplan | Chief Financial Officer |
| Agenda for September 24, 2019 Committee Meeting | Committee Chairman |
| Other Business | Chief Financial Officer |
| Adjournment | |

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