



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY
Board of Directors**

DC Retail Water and Sewer Rates Committee

*Tuesday, January 26, 2021
9:30 a.m.*

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 202-753-6714,,993436832#](#)

Phone Conference ID: 993 436 832#

1. Call to Order Rachna Bhatt, Chairperson
2. Roll Call Linda Manley
3. [Approval of Final Proposal to Amend Customer Assistance \(Attachment A\)](#) Carolyn MacKool
Program Regulations to Establish “DC Water Cares”, an Emergency Residential
Relief Program for Low-Income Residential (CAP and CAP2) Customers
4. [Proposal to Amend Customer Assistance Program \(CAP\) \(Attachment B\)](#) Carolyn MacKool
Regulations to Establish Multi-Family Emergency Relief Program
5. [Proposal to Establish Separate Sewer Area Backwater \(Attachment C\)](#) Salil Kharkar
Reimbursement Program
6. [Action Items \(Attachment D\)](#)Matthew Brown
 - [Approval of Final Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, an Emergency Residential Relief Program for Low-Income Residential \(CAP and CAP2\) Customers \(Action Item 1\)](#)
 - [Proposal to Amend Customer Assistance Program \(CAP\) Regulations to Establish Multi-Family Emergency Relief Program \(Action Item 2\)](#)
 - [Proposal to Establish Separate Sewer Area Backwater Reimbursement Program \(Action Item 3\)](#)
7. [DC Retail Water and Sewer Rates Committee Workplan](#)Matthew Brown
 - [FY 2021 Proposed DC Retail Rates Committee Workplan \(Attachment E\)](#)
8. [Agenda for February 23, 2021 Committee Meeting \(Attachment F\)](#)Rachna Bhatt, Chairperson
9. Other BusinessMatthew Brown
10. Executive Session*
11. 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)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); 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); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); 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.



Residential Emergency Assistance Program

Presentation to DC Retail Water and Sewer Rates Committee, January 26, 2021
Carolyn MacKool, Director Customer Care

District of Columbia Water and Sewer Authority



Blue Plains Advanced Wastewater Treatment Plant

Purpose

- Request the Committee’s recommendation to the Board to adopt and approve the publication of the Notice of Final Rulemaking, Section 4102, Customer Assistance Programs, to enact emergency regulations for the “DC Water Cares Program” the residential emergency assistance approved in DC Water Board Resolution 20-65 on November 5, 2020

Overview of Proposed Regulations

Modify DC Water's Customer Assistance to include emergency assistance to COVID impacted residential customers for payment of past due balances up to \$2,000

- Customer is responsible for paying a DC Water bill for the water and sewer bill with a past due balance
- The location is identified as a single-family or individually-metered low-income residential customer
- The household income is equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit. This is equal to the CAP and CAP2 programs offered by DC Water.
- Upon receipt of the initial valid enrollment apply a credit of the past due water and sewer balance on the account, not to exceed \$2,000 in FY 2021
- On a regular basis for the remainder of the fiscal year, DC Water will review the previously approved accounts to determine if the account remains in good standing. If the account reaches a balance that could result in collection action DC Water will apply an additional credit up to yearly \$2,000 max.

Public Hearing & Written Comments

The Office of People’s Council (OPC) was the only organization who provided testimony or written comments and indicated that this proposal is a positive development. A summary of the feedback & DC Water’s response

Summary of Comment	DC Water Response
Clarify communication to say middle income customers qualify	DC Water will make sure eligibility requirements are clear
Engage Community-Based Organizations for outreach & education efforts	DC Water has a history of partnering with Community-Based Organization and will continue to promote awareness. DC Water welcomes OPC involvement in expanding outreach to the additional partners
<p>Report arrearage data for commercial & residential customers to OPC to include:</p> <ol style="list-style-type: none"> 1. # of accounts in arrears > 90 days 2. # of accounts in arrears < 90days 3. Residential by Ward & by CAP income level 	DC Water believes in transparency and already reports delinquency data in the monthly finance report to the Board, and on the website. We’re determining if we have the ability to report the CAP information requested, if so we’ll report on the website for all stakeholders. We currently do not track data by Ward and are unable to report that information.
Provide OPC arrearage data sent to DOEE to assist customers	The files requested contain detailed customer information not appropriate to share except for the sole purpose of providing direct emergency assistance to customers. We will collaborate during regular meetings about data needs

Customer Outreach

Customer Service will partner with Marketing & Communications to publicize to low- and middle-income customers, building on current efforts to promote the existing ERRP and CAP programs.

Direct Customer Outreach

- Customer Bill Messages
- Customer Call Campaign
- Customer Letter campaign
- Customer referral to program when they contact DC Water

Advertising

- Paid print advertising in Washington Post, Washington Informer, Afro American, Mid-City DC, Hill Rag and East of the River papers
- Talking to other utilities about partnering on a regional PSA to promote assistance programs.

Social Media

- Paid digital advertising targeting District residents on Facebook and Instagram
- Postings on Nextdoor in neighborhoods across the District

On- line materials

- DC Water website
- Mayor's coronavirus website now includes information for utility customers:
<https://coronavirus.dc.gov/utilityhelp>

Grass Roots Community Outreach

DC Water outreach groups:

- Office of the Deputy Mayor for Health and Human Services
- DC Department of Housing and Community Development
- Advisory Neighborhood Commissioners
- Mayor's Office of Community Relations and Services,
- Mayor's Office on Latino Affairs
- HSEMA's **BEMOC (Business Emergency Management Operations Center)**

Grass Roots Communication

- Distributing and hanging posters in grocery stores and pharmacies targeted Wards 7 and 8
- Outreach to the Restaurant Association of Washington for members and employees
- Outreach to foodbanks
- Engage pastors asking they share information with their congregants.

In addition, we welcome partnering our outreach effort with OPC to reach the eight community-based organizations they identified.

Proposed Regulations

4102 CUSTOMER ASSISTANCE PROGRAMS

4102.9 DC WATER CARES EMERGENCY RELIEF PROGRAM FOR LOW-INCOME RESIDENTIAL CUSTOMERS

- (a) Participation in the DC Water Cares Emergency Relief Program (DC Water Cares) shall be limited to a single-family or individually metered low-income Residential Customer that meets the following eligibility requirements:
- 1) The applicant maintains an active DC Water account and is responsible for paying for water and sewer services; and
 - 2) DOEE has determined that the applicant's annual household income is equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit.
- (b) An approved customer shall receive the following benefits:
- 1) Credit of one hundred percent (100%) off of the past due water and sewer bill balance; and
 - 2) The total amount of credits provides shall not exceed Two Thousand dollars during Fiscal Year 2021;

Proposed Regulations (continued)

- c) Upon DC Water's receipt of notice from DOEE that the applicant meets the financial eligibility requirements, DC Water shall provide the credits to the customer's account from the date that DOEE accepts a completed application and for future qualifying events that may lead to collection activity to the end of the fiscal year in which the application was submitted.
- d) The DC Water Cares program shall continue in Fiscal Year 2022 if authorized by the DC Water Board.
- e) To continue receiving DC Water Cares benefits in Fiscal Year 2022 without interruptions, the customer must submit a renewal CAP or CAP2 application to DOEE in accordance with the Utility Discount Program renewal deadline. A customer that submits their renewal CAP or CAP2 application after this period, and is subsequently approved by DOEE, will receive benefits as of the date of the application.
- f) If DC Water determines that the remaining budgeted funds are insufficient to provide DC Water Cares benefits, DC Water may:
 - 1) Suspend the process for accepting DC Water Cares applicants; or
 - 2) Suspend or adjust providing DC Water Cares benefits to eligible recipients.

Timeline Scenario

Residential Emergency Implementation

- 09/03/20 – Board approved one-time transfer from Rate Stabilization Fund (RSF) in FY 2021
- 10/20/20 – **RRC** to update and recommend proposed “DC Water Cares” regulations
- 11/05/20 – **Board approval** of Notice of Emergent and Proposed rulemaking for regulations
- 11/05/20 – **Go- Live of program**
- 11/20/20 – Publish Notice of Emergent and Proposed rulemaking (NOEPR) for “DC Water Cares” regulations
- 11/20/20 – Publish Notice of Public Hearing (NOPH) for “DC Water Cares” regulations
- 11/20/20 – Public Comment Period
- 01/5/21 – End of Public Comment Period
- 01/13/21 – **Public Hearing**
- 01/18/21 – **Public Comment Closes**
- 01/26/21 – **RRC** approvals final proposal for “DC Water Cares”
- 02/4/21 – **Board approval** of final “DC Water Cares” regulations
- 02/19/21 – Publish Notice of Final Rulemaking (NOFR) for “DC Water Cares” regulations
- 02/19/21 – Continue Implementation under final rulemaking for “DC Water Cares”

Recommendation

- 💧 Recommendation to the Board to adopt and approve the publication of the Notice of Final Rulemaking, Section 4102, Customer Assistance Programs, to enact emergency regulations for the “DC Water Cares Program” the residential emergency assistance approved in DC Water Board Resolution 20-65 on November 5, 2020



Multi-family Emergency Assistance Program

Presentation to DC Retail Water and Sewer Rates Committee, January 26, 2021

Carolyn MacKool, Director Customer Care

District of Columbia Water and Sewer Authority



Purpose

- Request the Committee's recommendation to the Board to adopt and approve the publication of the Notice of Emergent and Proposed Rulemaking, amending Section 4102, Customer Assistance Programs, to create regulations for the "DC Water Cares Program" the multifamily emergency assistance approved in DC Water Board Resolution 20-65

Program Design

DC Water's intent was to assist tenants living in multi-family dwellings (4+ units), not owned by District or Federal government, facing financial risk; due to COVID-19 with a two-pronged program design to serve those tenants in need. This program includes master metered condominium and cooperative housing.

- “Affordable Housing Unit” owner program based on the DC Housing Department approved and completed projects, as well as the Housing & Urban Development Low-Income Housing Tax Credit locations
- Qualified tenants (less than or equal to 80% AMI) who do not live-in affordable housing units or are not fully subsidized by other programs

Program benefits are calculated per unit based on the higher of average 3 months of the water bills or the past due balance as of 12/31/2020. Other benefit elements include:

- One-time flat amount benefit per unit based on the higher of 3 months of the water bills or the past due balance as of 12/31/2020 divided by the total number of units in the building. Capped at \$2,000 per unit.
- 90% of the benefit amount provided will be provided as a rent credit to the tenant and the owner will retain 10% of the benefit.

DC Water's will require self-certification of the COVID-19 impact by the household. This certification would be subject to audit and assistance would be removed if found to be unsupported.

Owners will enter an agreement with DC Water to comply with required program obligations.

Benefit Calculation

Total Maximum per Account

DC Water identified all multi-family locations and determine the maximum credit allowed per account. The credit will be based on the greater of the average water bill for **3-month Covid period or the past due balance** as of 12/31/2020. Actual unit credits will be confirmed once the Owner signs up for the program.

Water	Sewer	Other	Current	Delinquent	Prior Read	Current Read	Usage (CCF)	Usage (Gallons)	Read Date
100	100	100	100	100	100	100	100	100	100

BILL SUMMARY	
Bill Date	12/31/2020
Previous Balance	\$0.00
Payments as of 12/31/20	\$0.00
Outstanding Amount Due	\$0.00
Current Charges	\$112.00
Other Charges and Credits	\$0.00
Total Amount Due by 1/15/21	\$112.00

CURRENT CHARGES - RESIDENTIAL	
Meter Fee 5/8"	\$3.86
Water System Replacement Fee 5/8"	\$4.30
Water Services 4 CCF X \$3.39	\$13.56
Water Services 3 CCF X \$4.26	\$12.78
Sewer Services 7 CCF X \$6.00	\$42.00
Clean Rivers SAC 1 ERU X \$25.18	\$25.18
DC GOVERNMENT FEES	
DC Government PILOT Fee 7 CCF X \$0.49	\$3.43
DC Government ROW Fee 7 CCF X \$0.18	\$1.26
DC Government Stormwater Fee 1 ERU X \$2.67	\$2.67
SPLASH Contribution	\$0.96
Total Current Charges	\$112.00
TOTAL CURRENT BILL	\$112.00

Greater value



Maximum Account Credit

DC Water Total average bill from April to December x 3 months
\$200 (ave. April-Dec) x 3=\$600

Past Due Amount on the account at 12/31/2020
(i.e. Past due \$1,500)

Past Due amount \$1,500

Per Unit Account Credit

Maximum Account Credit



Unit Account Credit

Total= \$1,500

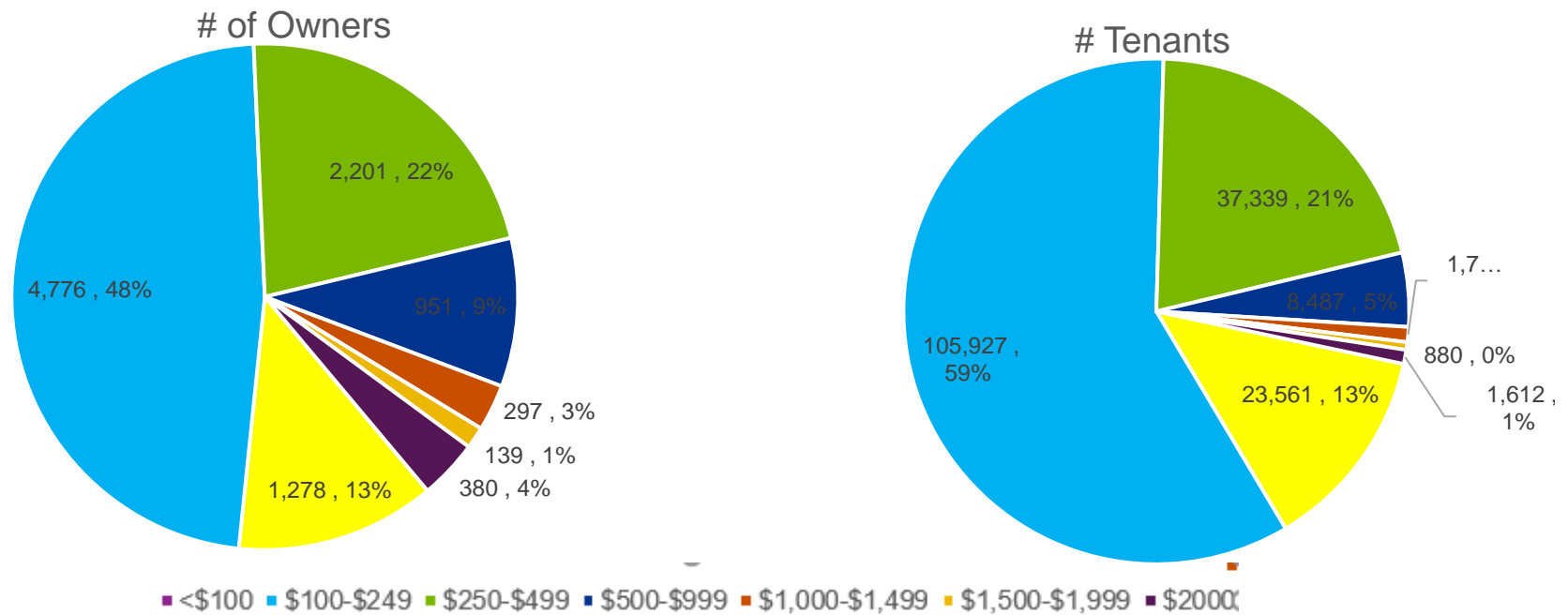
Number of Units at the location, adjusted for mixed use if applicable

Total Units = 5

Unit Credit = \$300, not to exceed \$2,000 per unit

Benefit Credit Population

- Using historical data and housing data, DC Water has identified just over 10,000 potential multifamily and commercial mixed-use accounts in our billing system with associated units of almost 180,000
- DC Water estimates that roughly one-third of these units would meet the income guidelines for an eligible pool of about \$16.8 million in assistance. This program will be on a first come first serve basis up to the total funding allocation.
- Over 72% of tenants and 61% of the owners per unit credit who apply would be less than \$250
- Only 1% tenants and 4% of the owner population will receive the maximum credit of \$2,000



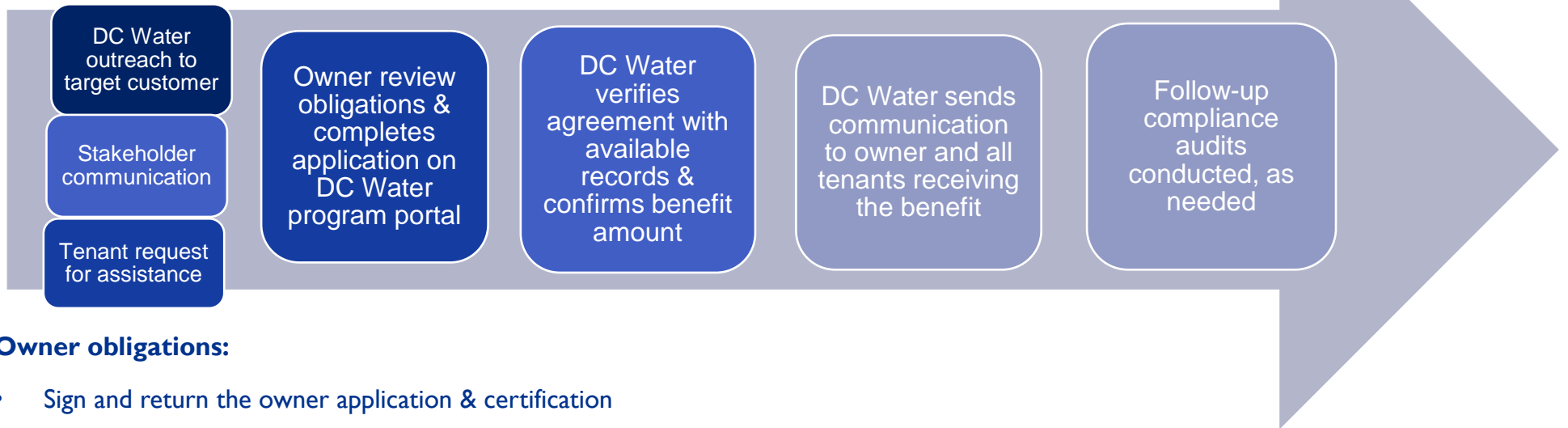
Estimated Participation

Expected participation is forecasted between 12% to 19% of eligible tenants; this translates to between 7,000 to 12,000 with estimated assistance delivered of about between \$2.4 - \$4 million. This is roughly 600 to 1,000 property owners. Key factors in determination:

- Historically only 14% of individuals not responsible for paying the bill sought assistance
- LIHEAP assistance decreased 22% in FY 2020, believed to be because of suspension of collection activity
- Owner participation and compliance is required, this has negatively impact rental assistance program
- Estimated per unit assistance may not be viewed as worth the effort (72% are less than \$250)
- Federal and district funds available for water assistance are becoming available. Disqualification for already subsidized water bill assistance will decrease participation

Actual performance will depend on owner participation, utilization of other assistance programs, and when collection activity begins.

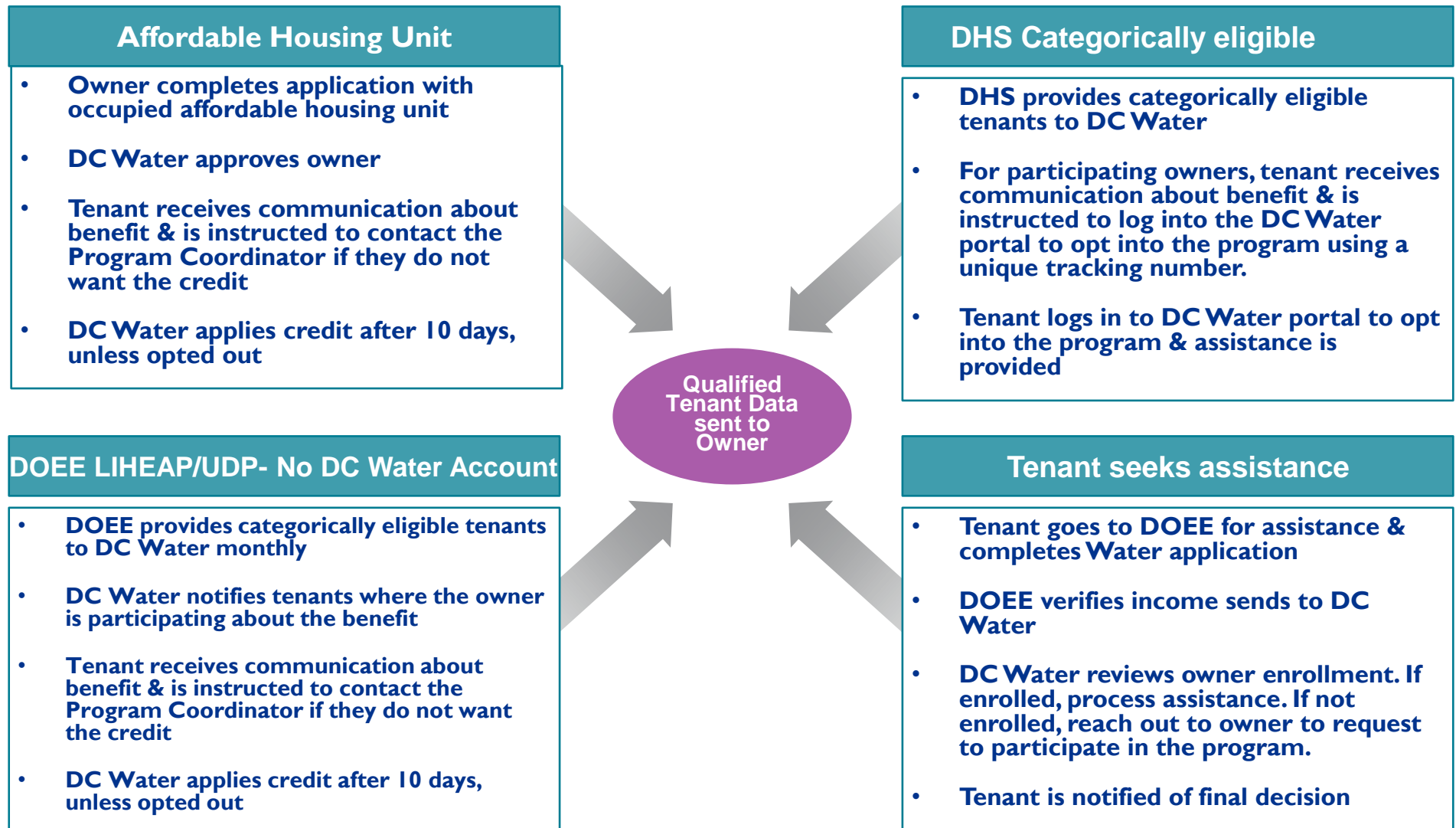
Owner Enrollment & Obligation



Owner obligations:

- Sign and return the owner application & certification
- Communicate tenant specific assistance details with the tenant and DC Water including statement about COVID-19 impact and that it has not been covered through other federal or District assistance programs, such as the federal Paycheck Protection Program.
- Apply assistance credit to the tenant rental account for 90% of the credit within 30 days of receipt of credit
- Establish payment terms for any remaining account balance (where applicable)
- Owners agree that credits will remain on the account through FY 2021 or change in ownership/ tenancy of the DC Water account
- Provide proof of rental credit posting to the tenant and DC Water, upon request
- Agree to partner with DC Water on ensuring on-going transmission of the automated meter reads and if not possible, will provide picture reads to ensure accurate billing

Tenant Program Design



Customer Facing System Enhancements

DC Water wanted to make it easier for both the owners & tenants so several enhancements were developed to provide easy 24 hour a day access to information they need. This includes:

- Tenants or owner's ability to check the status can credit amount for the property
- Owners easy online applications with ability to upload & request AHU credits
- Tracking number and portal to allow categorically eligible DHS customers to accept assistance

Feature to check Property status

Address

Property Status

- 80 M Street NE (includes 82, 84, 86)
- 80 M Street NW
- 80 M Street SE (includes 82)
- 80 M Street SW

Address:

Property Status: **Participating**

Unit Credit: \$100.00 Owner Credit (10%): \$10.00 Tenant Credit (90%): \$90.00

[If you are a tenant seeking assistance, please visit the DC Government Department of Energy & Environment's website at xxxxxxxx](#)

Owner online application

DC Water Cares – Multifamily Program
Owner Enrollment Form

This application is for owners of multifamily properties in the District of Columbia who are seeking water bill assistance. You must be a property owner or authorized designee to apply.

If you are a tenant seeking assistance, please visit the DC Government Department of Energy & Environment's website at xxxxxxxx

New Application

Enter your DC Water contract account number and property house number

Contract Account Number - House Number

Confirmation of Ownership & Program Terms

Please verify the owner name and service address for this DC Water Contract Account Number

Owner Name Service Address

By selecting the checkbox, you confirm the owner name and property address are correct for this contract account number. You are also confirming you are the owner or authorized designee to perform the enrollment. Provide phone number if issues xxxxxx

Financial Impact Statement
By selecting this checkbox, you are confirming that any financial impact from COVID-19 has not been covered through other federal or District assistance programs, such as the federal Paycheck Protection Program

Agreement & Terms
Please be advised, this application may require submission of occupancy or affordable housing unit documentation

Customer Complaint Management Process

There will be a multi-tiered approach depending on nature of the complaint

1. Owner declines participation.

- An owner / landlord is not required to participate.
- Tenants will be notified of property's participation status and advised of other potential assistance avenues.

2. Owner accepts participation but does not receive account credit.

- Credit posting may be delayed for a number of reasons.
- Tenants will be notified of the pending status and advised to continue paying the required rental amount until notice of the credit posting is received.

3. Owner accepts participation, receives account credit, but does not post or post partial rental credit. DC Water will:

- Issue a demand notice to the owner to post the appropriate credit to the account within 10 business days.
- Revoke the account credit for failure to remedy the demand notice by 10th business day.
- Update the property participation status to Non-Compliance.

No further account credits will be granted to a property deemed non-compliant for the current fiscal year. The property may reapply pending program availability in the following fiscal year.

Administrative Cost for the Program

DC Water recommends **\$720,000** out of the total to pay for the program administration with \$170,000 in fixed fees and \$232,000 in already funded headcount.

Expense	Description	Time charging	Estimated Cost
DC Water internal labor, excluding IT	1 FTE Collection Program Coordinator to run the day-to-day operations of the program 2 FTE to respond to inquires and complaints	Built into current headcount allocation	\$ 232,000
Agency administrative cost	Fee from DOEE to complete tenant applications	Variable based on # of applications (1-2 FTE)	\$ 100,000
System changes			\$ 170,000
*Vertex Change request	Changes to V1 to update financial reporting, bill messaging, interface files from portal, creation of interaction records & posting payments	\$ 20,650	
* Stellar invoice for Portal	Create the customer portal for tenants & owners	\$ 70,000	
* Internal IT resources	Licenses, IT project management, web development, internal IT resource file & project development, as well as testing	\$ 29,350	
* Future changes/contingency	Future changes/contingency, possible IVR change for tenant questions	\$ 50,000	
Outside promotion and outreach costs			\$ 118,000
* Advertising	Radio spots and advertising	\$ 50,000	
* Direct Mailer to Tenants	Direct mailer to tenants of approved owners	\$ 68,000	
Postage for customer/owner application communication,			\$ 40,000
Other TBD/Contingency (10%)			\$ 60,000
	Grand total		<u>\$ 720,000</u>

Next Steps- Operational

DC Water will be rolling out the program in a multi-phased approach to ensure the appropriate agreements are in place with associated agencies, targeting assistance, and effective management of expectations between owners and tenants.

1. Phase I-Multifamily owner enrollment & Affordable Housing Unit tenants(February 8-28)

- a. Start accepting application from any qualified owner in the District
- b. Begin owner outreach and ensure program information is updated on the website
- c. Accept and process tenant applications for those households in an affordable housing unit
- d. Finalize data sharing agreements with DHS & DOEE

2. Phase 2 –DHS & DOEE categorically eligible enrollment (March)

- a. Begin outreach to categorically eligible tenants where the owner has agreed to participate
- b. Continue accepting owner enrollment
- c. Finalize DOEE enrollment application & agreement for handling income verification for tenants that do not qualify under the above categories.

3. Phase 3-Tenants who are not covered above (April)

- a. DOEE application available for tenants not applying through other channels

NOTE: Categorically eligible individuals are in our lower income population at the CAP level of 60% of SMI.

Next Steps- Regulatory

- 1/26/21 – Presentation to RRC on proposal to amend Customer Assistance Program (CAP) Regulations for Multi-family Emergency Relief Programs
- 1/26/21 – RRC recommend approval of proposal to Board to amend the CAP regulations for multi-Family emergency relief program
- 2/04/21 – Board approval to publish Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for multi-family emergency relief program
Implement Emergency Relief Program Go-Live
- 2/19/21 – Publish NOEPR in D.C. Register
- 2/19/21 – Public Comment Period Begins
- 4/7/21 – Public Hearing
- 4/12/21 – Public Comment Period Closes
- 4/27/21 – RRC approves final proposal to amend CAP regulations for multi-family emergency relief program
- 5/06/21 – Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)
- 5/21/21 – Publish NOFR in D.C. Register
- 5/21/21 – Implement Emergency Relief Program Go-Live

Recommendation

- 💧 **Recommendation to adopt and approve the publication of the Notice of Emergent and Proposed Rulemaking, amending Section 4102, Customer Assistance Programs, to create regulations for the “DC Water Cares Program” the multi-family emergency assistance approved in DC Water Board Resolution 20-65**



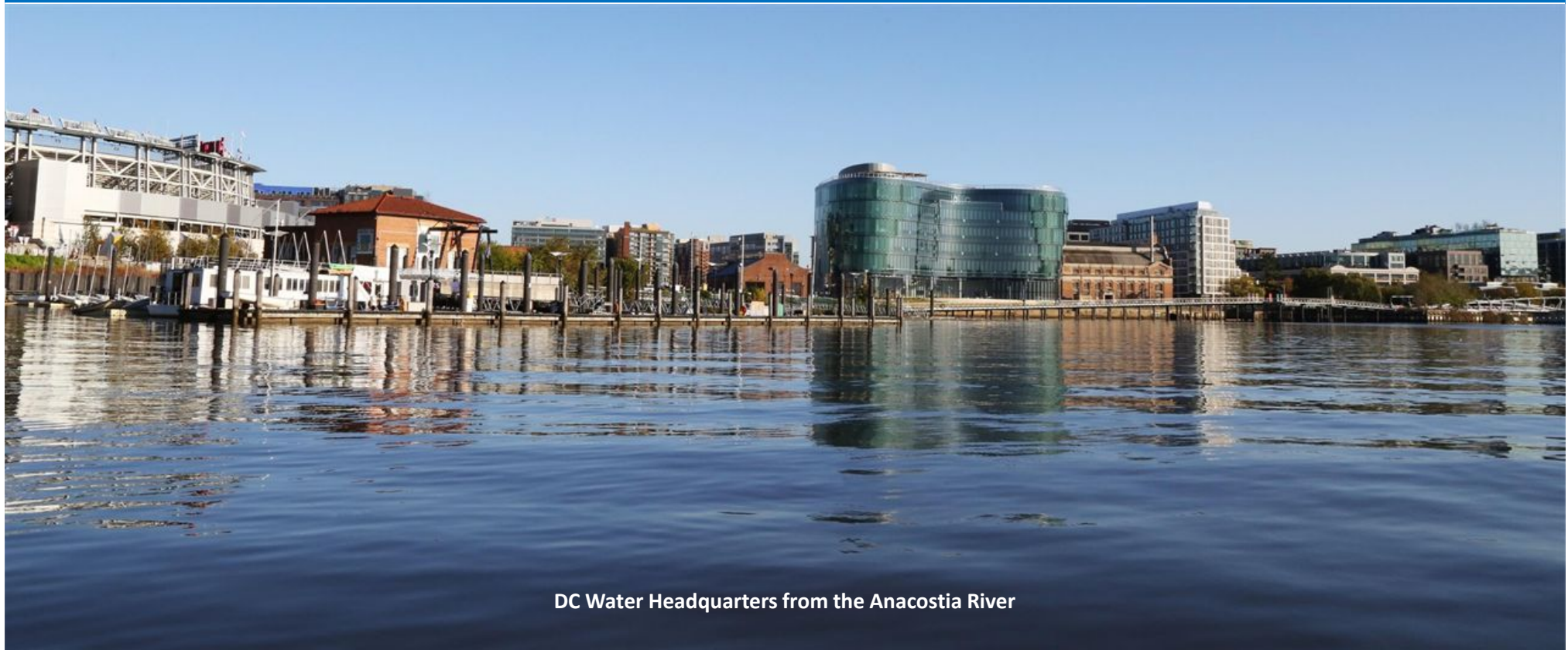
Attachment C

Separate Sewer Area Backwater Valve Reimbursement Program

Presentation to Retail Water & Sewer Rates Committee, January 26, 2021

Salil Kharkar, Senior VP Operations and Engineering

District of Columbia Water and Sewer Authority



DC Water Headquarters from the Anacostia River



Purpose

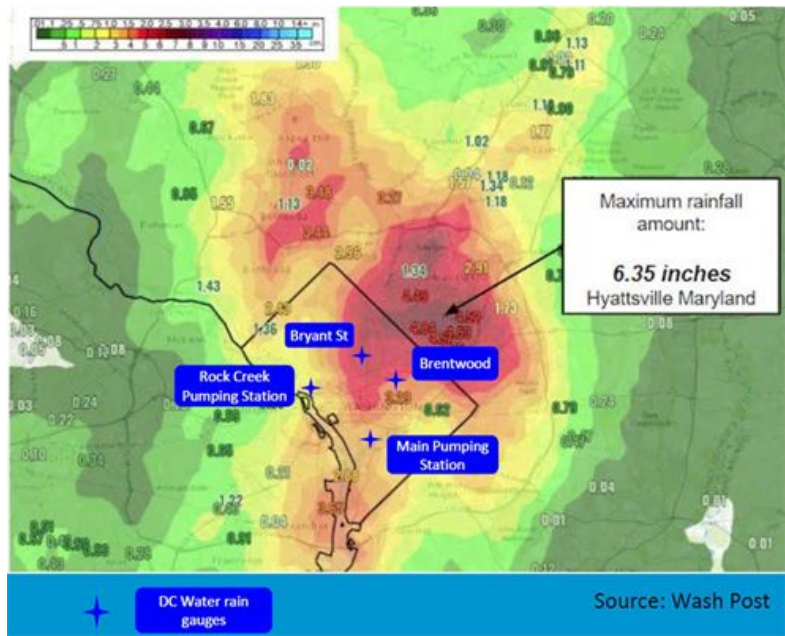
- Request the Committee's recommendation to the Board to adopt and approve expansion of the existing Backwater Valve Rebate Program to include separate sewer areas where the installation of backwater valves would prevent reverse flow of raw sewage into basements due to anticipated increased frequency of intense rainfall events exceeding the collection system capacity



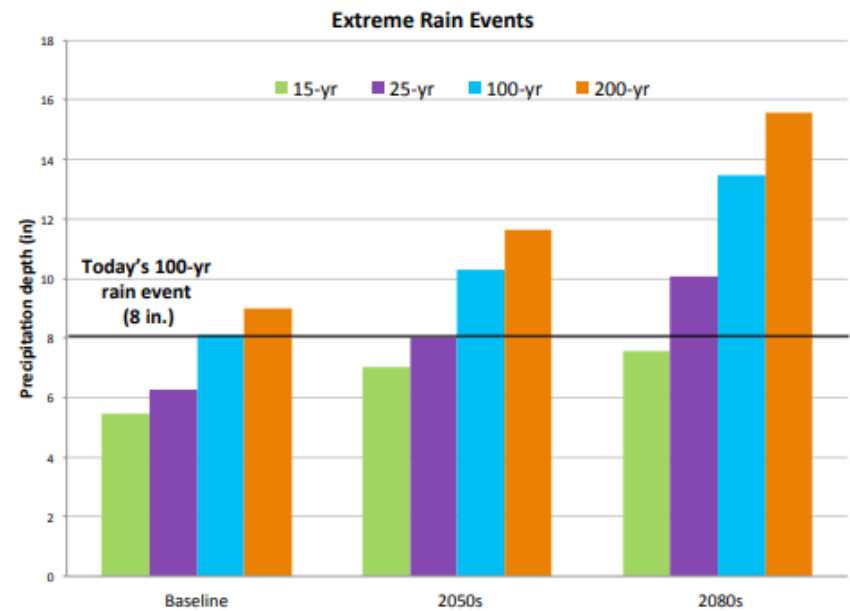
- 💧 On September 10, 2020, an intense weather event resulted in high precipitation accumulation within a short period, in parts of the separate sewer areas of the District of Columbia
- 💧 This caused surcharging of the sewers resulting in reverse sewage flow into the basement for residents in parts of separate sewer areas
 - *DC Water provided affected customers up to \$5,000 assistance for clean up costs*
- 💧 Encouraging installation of backwater valves where appropriate, through the proposed Separate Sewer Area Backwater Valve Reimbursement program would help mitigate similar damage caused by future intense rain events

dc **Precipitation Events**

The frequency and intensity of storms are predicted to increase.



- 2012 Bloomingdale Flooding – 10-year storm
- 2020 Unnamed Storm – 10-25 year in combined area
- 2020 Unnamed Storm – 25+ year in separate area in NE



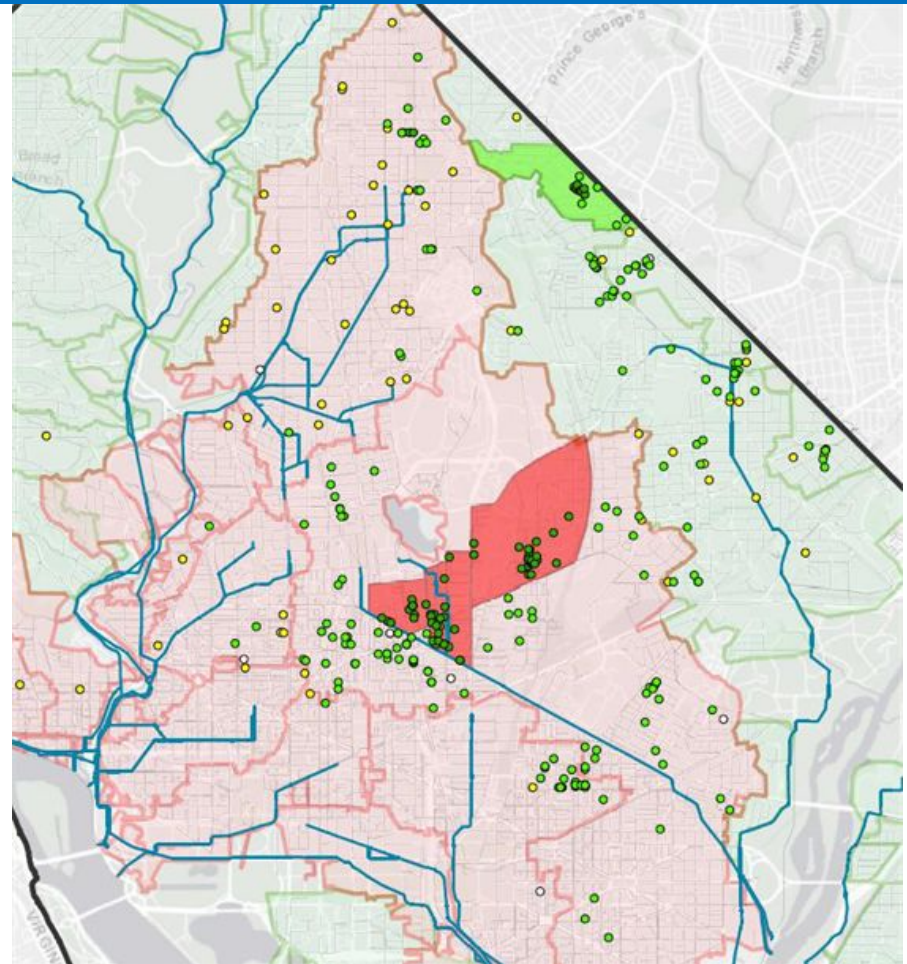
Source: DOEE – Climate Ready DC



Flooded Homes Requesting Backwater Valves

382 Requests to date
Related to September 10,
2020 Event

- Do Not Meet Criteria for BWV
- Meet Criteria for BWV Installation





Eligibility Evaluation Process

- The following criteria need to be met in order to be eligible for the expanded backwater valve program:
 - Backup event should be coincident with the September 10th storm
 - Home should have picture documentation or clean up invoices related to the reverse flow from sewers into the basement
 - Hydraulic grade evaluation should support reverse flow potential
 - Past backups and complaint records in Maximo are taken into consideration for eligibility



Description of Process

- Once eligibility is determined, the homeowner is provided with an information packet on how to proceed including a DC Water contact in case they need assistance or have additional questions.
- Package of information includes;
 - Reminder that the maximum reimbursement for the Backwater Valve is \$6,000.
 - Work restricted to installation of the valve and backfill.
 - Restoration of basement, re-direction of sump pump discharges, roof or area drains are not covered by this reimbursement.
 - Two Reimbursement Options
 - Homeowner pays plumber and gets reimbursed by DC Water
 - Plumber gets directly reimbursed by DC Water



Requirements for Reimbursement

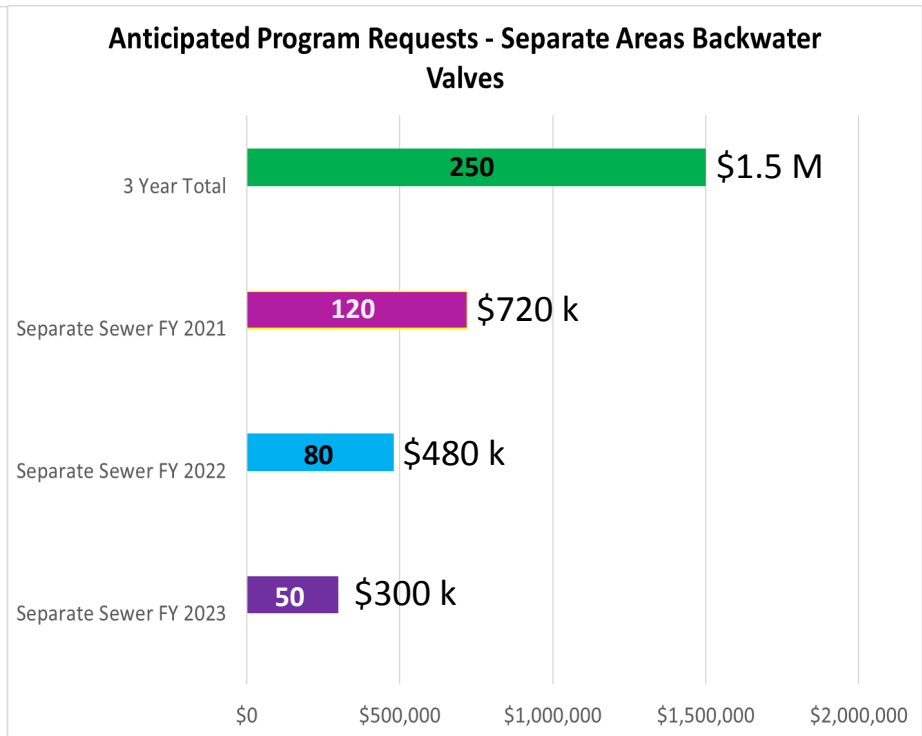
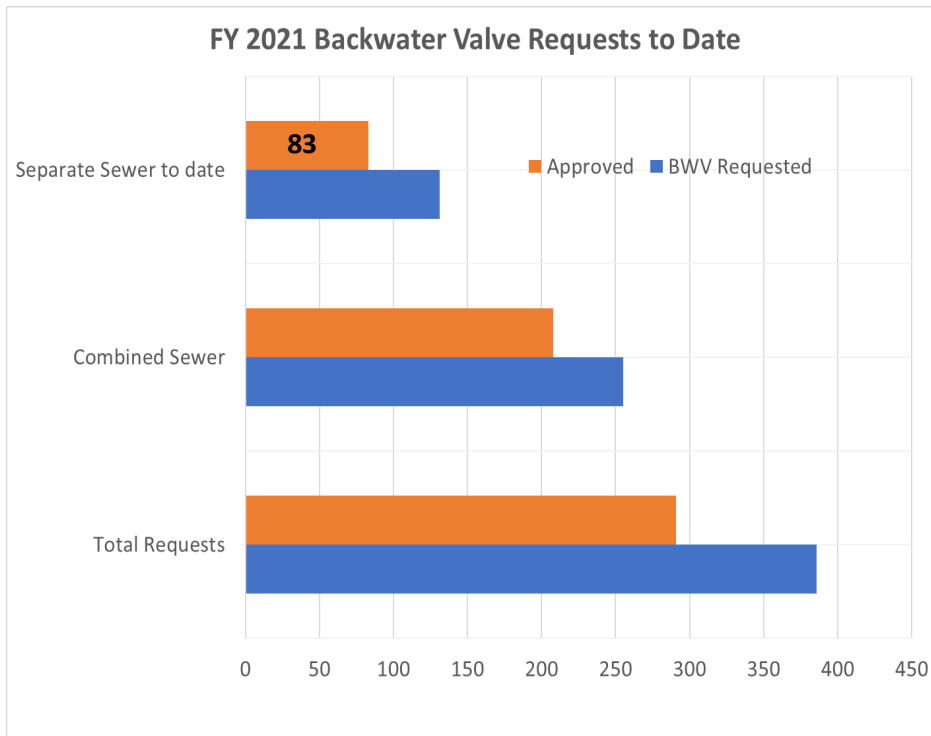
💧 Plumber Qualifications and Permits:

- Use of a DCRA licensed Master Plumber
- Obtain DCRA Construction Permit and final DCRA Inspection Report

💧 Submittal Requirements for Reimbursement:

- Pictures of backwater valve installation
- Itemized Plumber's Invoice for the work including Plumbers license number and DCRA permit number
- Copy of the DCRA Inspection Report
- Waiver signed by homeowner if homeowner pays plumber and then files for reimbursement
- Waiver signed by homeowner and plumber if DC Water reimburses the plumber

dc Participation Requests to date and through FY 2023





Management Recommendations

Management recommends that the committee recommend the following to the full Board for approval:

- **Separate Sewer Area Backwater Valve Reimbursement Program**
 - Allocate \$1.5 Million for FY 2021-2023
 - Approximately 250 backwater valve installations reimbursed



Action Item

- Committee votes on recommending the approval of the Separate Sewer Area Backwater Valve Reimbursement Program to the Board:
- Separate Sewer Area Backwater Valve Reimbursement Program
 - Allocating \$1.5 Million for FY 2021-2023
 - Approximately 250 backwater valve installations reimbursed

DC Retail Water and Sewer Rates Committee

Action Items

1. Approval of Final Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, an Emergency Residential Relief Program for Low-Income Residential (CAP and CAP2) Customers (Action Item 1)
2. Proposal to Amend Customer Assistance Program Regulations to Establish Multi-Family Emergency Relief Program (Action Item 2)
3. Proposal to Establish Separate Sewer Area Backwater Reimbursement Program (Action Item 3)

Action Item 1

Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, an Emergency Residential Relief Program for Low-Income Residential (CAP and CAP2) Customers

Proposal to revise the regulations to add 21 DCMR § 4102.9 as follows:

4102 CUSTOMER ASSISTANCE PROGRAMS

4102.9 DC WATER CARES EMERGENCY RELIEF PROGRAM FOR LOW-INCOME RESIDENTIAL CUSTOMERS

- (a) Participation in the DC Water Cares Emergency Relief Program (DC Water Cares) shall be limited to a single-family or individually metered low-income Residential Customer that meets the following eligibility requirements:
 - (1) The applicant maintains an active DC Water account and is responsible for paying for water and sewer services; and
 - (2) DOEE has determined that the applicant’s annual household income is equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit.
- (b) An approved customer shall receive the following benefits:
 - (1) Credit of one hundred percent (100%) off of the past due water and sewer bill balance; and
 - (2) The total amount of credits provides shall not exceed Two Thousand dollars during Fiscal Year 2021;
- (c) Upon DC Water’s receipt of notice from DOEE that the applicant meets the financial eligibility requirements, DC Water shall provide the credits to the customer’s account from the date that DOEE accepts a completed application and for future qualifying events that may lead to collection activity to the end of the fiscal year in which the application was submitted.

- (d) The DC Water Cares program shall continue in Fiscal Year 2022 if authorized by the DC Water Board.
- (e) To continue receiving DC Water Cares benefits in Fiscal Year 2022 without interruptions, the customer must submit a renewal CAP or CAP2 application to DOEE in accordance with the Utility Discount Program renewal deadline. A customer that submits their renewal CAP or CAP2 application after this period, and is subsequently approved by DOEE, will receive benefits as of the date of the application.
- (f) If DC Water determines that the remaining budgeted funds are insufficient to provide DC Water Cares benefits, DC Water may:
 - (1) Suspend the process for accepting DC Water Cares applicants; or
 - (2) Suspend or adjust providing DC Water Cares benefits to eligible recipients.

Action Item 2

Amend Customer Assistance Program Regulations to Establish “DC Water Cares: Multifamily Assistance Program for Low- Income Multifamily Tenants

Proposal to revise the regulations to add 21 DCMR § 4102.10 as follows:

4102.10 DC WATER CARES: MULTIFAMILY ASSISTANCE PROGRAM (MAP)

- (a) The DC Water Cares: Multifamily Assistance Program (MAP) provides up to two thousand (\$2,000) of emergency relief to eligible tenant(s) residing in a participating Multi-family Customer’s premises.
- (b) For purposes of this subsection, Non-Residential Customers whose premises has four or more dwelling units, are deemed Multi-family Customers and eligible to participate in the MAP program.
- (c) Multi-family Customers and their tenants may participate in MAP by complying with the requirements in this subsection.
- (d) To participate in the MAP, a Multi-family Customer shall:
 - (1) Maintain an active DC Water account and be responsible for paying for water and sewer services at a Multi-family Customer’s property that is:
 - i. Not owned or operated by the District of Columbia or the Federal Government; or
 - ii. Not currently receiving federal assistance to pay for water and sewer services, including, but not limited to District or federally funded COVID-19 rental assistance.
 - (2) Have one or more eligible tenant(s) in an active lease or rental agreement to reside in their premises;
 - (3) Complete and submit a DC Water Cares: Multifamily Assistance Program Terms and Conditions Application and comply with DC Water requests for information and access to the premises as necessary to determine compliance with the MAP requirements;

- (4) Upon receipt of MAP Credits, apply ninety percent (90%) of the MAP Credits to the DC Water approved eligible tenant's rental account within thirty (30) days of receipt of the MAP Credit;
 - (5) Notify the tenant in writing that the credits were applied to their rental account within thirty (30) days of the date of the Statement of Credits from DC Water;
 - (6) Enter a payment plan agreement with DC Water for any remaining arrears outstanding on the DC Water account within 60 days of receipt of the first MAP Credits;
 - (7) Notify DC Water within thirty (30) days of any change in ownership or the eligible tenant's tenancy.
- (e) To be eligible to participate in the MAP, a tenant shall:
- (1) Be named on the lease or rental agreement in a Multi-family Customer's property that is master metered and approved to participate in the MAP;
 - (2) Reside in an Affordable Housing Unit, provided the tenant does not notify DC Water to be excluded from receiving MAP assistance within ten (10) days of receipt of notice of eligibility from DC Water; or
 - (3) Meet the annual household income limits equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit as follows:
 - i. Tenant submits a Customer Assistance Program Application to the District of Columbia Department of Energy and Environment (DOEE) and DOEE determines that the applicant meets the annual household income requirements;
 - ii. Tenant that is eligible to receive Low-Income Energy Assistance Program (LIHEAP) or Utility Discount Program (UDP) assistance as determined by DOEE shall be categorically eligible to participate in the MAP, provided they do not notify DC Water to be excluded from participating within ten (10) days of receipt of the notice of eligibility from DC Water;

- iii. Tenant that is eligible to receive assistance for public benefits programs, including, but not limited to, the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), or medical assistance programs, through Medicaid, Alliance and DC Healthy Families programs as determined by the District of Columbia Department of Human Services, shall be categorically eligible to participate in the MAP, provided they notify DC Water that they agree to participate in MAP within ten (10) days of receipt of the notice of eligibility, but not later than September 21, 2021.
- (4) Tenant is not eligible to receive MAP assistance if they:
- i. Reside in a dwelling unit that is 100% subsidized; or
 - ii. Receive emergency rental assistance for water and sewer charges.
- (f) DC Water shall apply up to two thousand dollars (\$2,000) in MAP Credits per eligible tenant unit during Fiscal Year 2021 on an approved Multi-family Customer's DC Water account that has one or more eligible tenant(s) as follows:
- (1) The MAP Credits provided per eligible unit shall be calculated based on the greater of A. or B. divided by the total number of dwelling units in the premises:
 - A. The average of the Multi-family Customer's DC Water charges billed from April 1, 2020 to December 31, 2020 subtracting any amount of water and sewer charges applicable to any retail/commercial units and that result is multiplied by three (3); or
 - B. Total amount of the outstanding balance on the Multi-family Customer's DC Water account as of December 31, 2020 subtracting any water and sewer charges applicable to any retail/commercial units.
 - (2) DC Water shall revoke the amount of the MAP Credits applied to a Multi-family Customer's DC Water account and charge the customer's account the full amount of the MAP Credits, if one or more of the following violations is not corrected within 10 days of the date of the notice of violation from DC Water:
 - (a) Failure to comply with the MAP Terms and Conditions;

- (b) Failure to enter into a payment plan agreement within sixty (60) days of the receipt of the first MAP Credits to establish a payment schedule for any remaining outstanding charges;
 - (c) Failure to apply the MAP Credits to the tenant's rental account within thirty (30) days of receipt of the MAP Credits; or
 - (d) Multi-family Customer or tenant commits fraud or makes false statements in connection with the MAP.
- (g) Multi-family Customer that receives MAP Credits on their DC Water account shall:
- (1) Apply ninety percent (90%) of the total MAP Credit for the approved tenant on their rental account within thirty (30) days of the date of Statement of Credits from DC Water;
 - (2) Notify the approved tenant, in a rental statement or separate writing, that the credit has been applied to their rental account within thirty (30) days of the date of Statement of Credits from DC Water;
 - (3) Notify DC Water within thirty (30) days of any change in ownership if the MAP Credits have not been applied to the Multifamily Customer's DC Water account;
 - (4) Notify DC Water within thirty (30) days of any change in the tenant's tenancy if the MAP Credits have not been applied to the tenant's rental account;
 - (5) Provide the tenant any MAP Credits remaining in their tenant account if the tenant terminates their tenancy;
 - (6) Provide, upon DC Water's request, documentation confirming that the MAP Credits have been applied to the tenant's rental account;
 - (7) Provide DC Water access to the premises and records to conduct an audit to determine compliance with these regulations and the MAP Terms and Conditions;
 - (8) Maintain all documents related to the MAP Terms and Conditions Application, receipt and handling of MAP Credits, and notices to approved tenant(s).

- (h) The DC Water Cares MAP shall continue in Fiscal Year 2022 if authorized by the DC Water Board.
- (i) To continue receiving MAP Credits in Fiscal Year 2022 without interruptions, the Multifamily Customer must submit a renewal DC Water Cares: Multifamily Assistance Program Terms and Conditions Application to DC Water in accordance with the renewal deadline. A Multifamily Customer that submits their renewal DC Water Cares: Multifamily Assistance Program Terms and Condition Application after this period, and is subsequently approved by DC Water, will receive benefits as of the date of receipt of the Application.
- (j) If DC Water determines that budgeted funds are insufficient to provide DC Water Cares MAP Credits, DC Water may:
 - (1) Suspend the process for accepting DC Water Cares MAP applications; or
 - (2) Suspend or adjust providing DC Water Cares MAP Credits to eligible Multi-family Customer's DC Water account.

Action Item 3

Board approval to expand existing Backwater Valve Rebate Program to include separate sewer areas where the installation of backwater valves would prevent reverse flow of raw sewage into basements due to intense rainfall events exceeding the collection system capacity

Separate Sewer Area Backwater Valve Reimbursement Program:

- Allocate \$1.5 Million for FY 2021-2023
- Approximately 250 backwater valve reimbursements

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. Fire Protection Service Fee for FY 2022, FY 2023, and FY 2024			
a. <i>RRC recommend proposal for Fire Protection Service Fee</i>	March 23, 2021		Rates and Revenue
b. <i>Board approval of Notice of Proposed Rulemaking (NOPR)</i>	April 1, 2021		
c. <i>Publish NOPR in D.C Register</i>	April 23, 2021		DGLA
d. <i>Public Comment and Outreach</i>	April 23 – May 24, 2021		Marketing & Comm.
e. <i>RRC approval of final proposed Fire Protection Service Fee</i>	May 25, 2021		Rates and Revenue
f. <i>Board approval of Notice of Final Rulemaking (NOFR)</i>	June 3, 2021		
g. <i>Publish NOFR in D.C. Register</i>	June 18, 2021		DGLA
h. <i>Fire Protection Service Fee go-live</i>	October 1, 2021 (FY 2022)		Rates & Revenue
2. Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, and Emergency Residential Relief Program for Low-Income Residential (CAP and CAP2) Customers			
a. <i>Presentation to RRC on proposal to amend Customer Assistance Program (CAP) regulations for Residential Emergency Relief Program</i>	October 20, 2020	√	Customer Service
b. <i>RRC recommend approval of proposal to amend the CAP regulations for residential emergency relief program in FY2021</i>	October 20, 2020	√	Customer Service
c. <i>Board approval to publish Notice of Emergenct and Proposed Rulemaking (NOERP) to amend the CAP regulations for residential emergency relief program – Go-Live</i>	November 5, 2020	√	Board of Directors
d. <i>Publish NOERP and Notice of Public Hearing in D.C. Register</i>	November 20, 2020	√	DGLA
e. <i>Public Comment Period</i>	November 20, 2020 - January 5, 2021	√	Marketing & Comm.
f. <i>Public Hearing*</i>	January 13, 2021*	√	RRC
g. <i>Public Comment Closes</i>	January 18, 2021	√	Board Secretary
h. <i>RRC approves final proposal to amend CAP regulations for residential emergency relief program</i>	January 26, 2021	√	Customer Service
i. <i>Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)</i>	February 4, 2021		Board of Directors
j. <i>Publish NOFR in D.C. Register</i>	February 19, 2021		DGLA
k. <i>Continue implementation under Final Emergency Relief Program Rules</i>	February 19, 2021		Customer Service

* Date subject to change

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<p>3. New Program to Provide Assistance to Tenants in Multi-Family Buildings where Occupants have been Negatively Impacted by COVID and Payment Plans are Established and Adhered to; Assistance Amount to be Determined and Provided per Affordable Unit, and will be on a Matching Basis</p>			
<p>a. Presentation to RRC on update to amend Customer Assistance Program (CAP) regulations for Multi-Family Emergency Relief Program</p>	November 17, 2020	√	Customer Service
<p>b. RRC recommend approval of proposal to amend the CAP regulations for multi-family emergency relief program</p>	January 26, 2021		Customer Service
<p>c. Board approval to publish Notice of Emergency and Proposed Rulemaking (NOERP) to amend the CAP regulations for Multi-Family Emergency Relief Program</p>	February 4, 2021		Board of Director
<p>d. Publish NOERP and Notice of Public Hearing in D.C. Register</p>	February 19, 2021		DGLA
<p>e. Public Comment Period</p>	February 19 – April 12, 2021		Marketing & Comm.
<p>f. Public Hearing*</p>	April 7, 2021		RRC
<p>g. Public Comment Period Closes</p>	April 12, 2021		Board Secretary
<p>h. RRC approves final proposal to amend CAP regulations for Multi-Family Emergency Relief Program</p>	April 27, 2021		Customer Service
<p>i. Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)</p>	May 6, 2021		Board of Directors
<p>j. Publish NOFR in D.C. Register</p>	May 21, 2021		DGLA
<p>k. Continue Implementation under Final Multi-Family Emergency Relief Program</p>	May 21, 2021		Customer Service

* Date subject to change

Attachment E

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
4. Establish Separate Sewer Area Backwater Reimbursement Program			
<i>a. RRC Proposes to the Board the Proposal to Implement Separate Sewer Area Backwater Reimbursement Program</i>	January 26, 2021		DETS
<i>b. Board Approval to Implement Separate Sewer Area Backwater Reimbursement Program</i>	February 4, 2021		Board of Director
5. 2022 Cost of Service Study (COS) for Water, Sewer and CRIAC			
<i>a. Present COS to RRC</i>	June 1, 2021		Rates & Revenue
<i>b. Post Final OCS on DC Water's website</i>	January 31, 2022		
6. Delinquent Accounts			
<i>c. Soldiers Home Negotiations</i>	Monthly, as needed		DGLA
7. Rate Stabilization Fund			
<i>a. Rate Stabilization Fund</i>	Monthly, as needed		Rates & Revenue

* Date subject to change



Attachment F

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

**Tuesday, February 23, 2021; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for March 23, 2021 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