



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

*Tuesday, September 24, 2024
9:30 a.m.*

Microsoft Teams

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Meeting ID: 289 955 193 96

Passcode: RYwsFR

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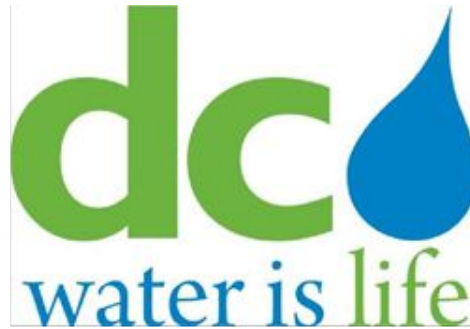
Phone Conference ID: 963 394 513#

- 1. Call to OrderHoward Gibbs, Chairperson
- 2. Roll CallMichelle Rhodd
- 3. [Monthly Report to DC Retail Water & Sewer Rates Committee \(Attachment A\)](#) Matthew Brown
- 4. DC Retail Water and Sewer Rates Committee Workplan (Attachment B) Matthew Brown
 - [FY 2024/2025 Proposed DC Retail Rates Committee Workplan](#)
- 5. [Agenda for October 22, 2024, Committee Meeting \(Attachment C\)](#)Howard Gibbs, Chairperson
- 6. Other Business Matthew Brown
- 7. Executive Session*
- 8. Adjournment Howard Gibbs, Chairperson

This meeting is governed by the Open Meetings Act. Please address any questions or complaints arising under this meeting to the Office of Open Government at opengovoffice@dc.gov

*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.

ATTACHMENT A



Fiscal Year 2024

Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending August 31, 2024

DEPARTMENT OF FINANCE

Matthew T. Brown, CFO & Executive Vice President, Finance, Procurement and Compliance

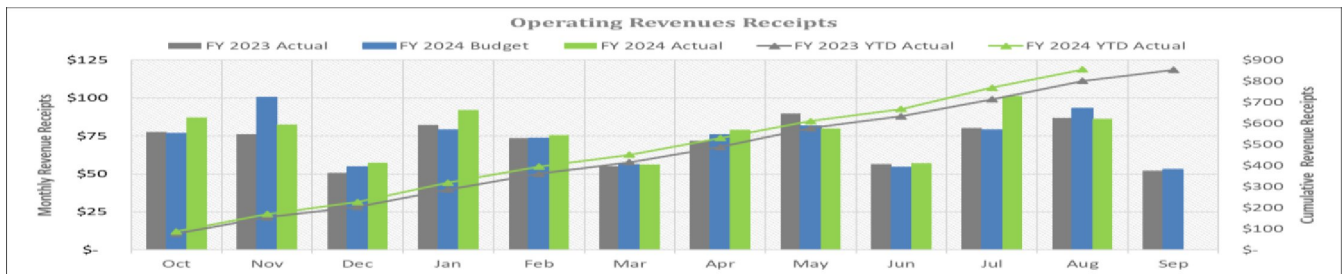
Syed Khalil, Vice President, Rates & Revenue

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of August 31, 2024

Operating Revenues (\$000's)

| FY 2023 | | CATEGORY | FY 2024 | | | | | | Projections | |
|------------------|------------------|--|--------------------------|------------------|------------------|--------------|------------------------|-----------------------|------------------|---------------|
| Actual | | | Year-to-Date Performance | | | | | | Year-End | |
| Total Annual | YTD August | | Annual Budget | YTD Budget | Actual | % of Budget | Variance \$ Fav(Unfav) | Variance % Fav(Unfav) | Projections | % of Budget |
| \$490,822 | \$451,876 | Residential / Commercial / Multi-Family* | \$510,581 | \$468,033 | \$487,752 | 95.5% | \$19,719 | 4.2% | \$517,108 | 101.3% |
| 83,839 | 83,839 | Federal | 90,273 | 90,273 | 91,338 | 101.2% | 1,065 | 1.2% | 90,804 | 100.6% |
| 21,495 | 19,324 | Municipal (DC Govt.) | 23,784 | 21,802 | 22,153 | 93.1% | 351 | 1.6% | 23,189 | 97.5% |
| 15,801 | 14,614 | DC Housing Authority | 15,925 | 14,598 | 14,994 | 94.2% | 396 | 2.7% | 16,643 | 104.5% |
| 24,104 | 22,204 | Metering Fee | 24,083 | 22,205 | 22,539 | 93.6% | 334 | 1.5% | 24,385 | 101.3% |
| 42,407 | 39,289 | Water System Replacement Fee (WSRF) | 40,717 | 37,795 | 40,086 | 98.5% | 2,291 | 6.1% | 42,939 | 105.5% |
| 105,250 | 105,249 | Wholesale | 106,519 | 106,519 | 106,757 | 100.2% | 238 | 0.2% | 106,712 | 100.2% |
| 23,760 | 21,935 | PILOT/ROW | 23,430 | 21,731 | 23,429 | 100.0% | 1,698 | 7.8% | 24,474 | 104.5% |
| 45,856 | 42,894 | All Other | 55,248 | 51,772 | 46,321 | 83.8% | (5,451) | (10.5%) | 50,115 | 90.7% |
| \$853,333 | \$801,223 | TOTAL | \$890,560 | \$834,728 | \$855,369 | 96.0% | \$20,641 | 2.5% | \$896,369 | 100.7% |



At the end of August 2024, cash receipts totaled \$855.4 million, or 96.0 percent of the FY 2024 Revised Budget. The YTD budgeted receipts were \$834.7 million. The total receipts for August were \$86.4 million as compared to the budgeted \$87.3 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their fourth quarterly payment in July 2024), and wholesale customers (who made their fourth quarterly payment in August 2024).

| Favorable | Unfavorable |
|--|--|
| <p><u>Residential, Commercial, and Multi-Family</u> – Receipts for this category are favorable at \$487.8 million or 95.5 percent of the revised budget. The higher receipts are partly due to slightly higher CRIAC and higher consumption in Commercial category as compared to the budget. The August 2024 receipts were higher by \$6.9 million, as compared to the monthly budget of \$42.5 million.</p> <p><u>Federal</u> - Actual receipts through August 2024 totaled \$91.3 million or 101.2 percent of the revised budget. The Federal government made its fourth quarter payment in July 2024.</p> <p><u>District Government</u> – Receipts are slightly higher at \$22.2 million or 93.1 percent of the budget mainly due to higher consumption as compared to the revised budget. The August 2024 receipts are higher by \$0.5 million as compared to the monthly budget of \$2.0 million.</p> <p><u>DC Housing Authority</u> – Receipts are slightly higher at \$15.0 million or 94.2 percent of the revised budget. The August 2024 receipts are higher by \$1.5 million as compared to the monthly budget of \$1.3 million because, DC Housing Authority paid \$2.8 million for both July and August 2024. It may be mentioned that July payment was not made on time and was received in August 2024.</p> <p><u>Wholesale</u> – Actual receipts for this category totaled \$106.8 million or 100.2 percent of the revised budget. August 2024 receipts were lower by \$7.0 million as compared to the monthly budget due to early payments by Fairfax and Loudon Counties in July although these were due in August.</p> <p><u>PILOT/ROW</u> – The receipts for PILOT/ROW are favorable at \$23.4 million or 100.0 percent of the revised budget. The August 2024 receipts are slightly higher by \$0.4 million as compared to the monthly budget of \$1.7 million.</p> | <p><u>Other Revenue</u> – Receipts are lower at \$46.3 million or 83.8 percent of the budget mainly due to lower Developer Fees, System Availability Fee, and Washington Aqueduct Backwash as compared to the revised budget. Also, Rate Stabilization Fund was not utilized due to less than anticipated credits given under Payment Plan Incentive Program.</p> |

Monthly Report to DC Retail Water and Sewer Rates Committee

As of August 31, 2024

(\$ in millions)

| Revenue Category | FY 2024 Budget | YTD Budget | Actual | Variance | | Actual % of Budget | Year-End Projections | Variance Proj vs Budg | % of Budget |
|---|-------------------|----------------|----------------|---------------------------|---------------|-----------------------|-------------------------|--------------------------|----------------|
| | | | | Favorable / (Unfavorable) | | | | | |
| Residential, Commercial, and Multi-family | \$510.6 | \$468.0 | \$487.8 | \$19.8 | 4.2% | 95.5% | \$517.1 | \$6.5 | 101.3% |
| Federal | \$90.3 | \$90.3 | \$91.3 | \$1.0 | 1.2% | 101.2% | \$90.8 | \$0.5 | 100.6% |
| District Government | \$23.8 | \$21.8 | \$22.2 | \$0.4 | 1.6% | 93.1% | \$23.2 | (\$0.6) | 97.5% |
| DC Housing Authority | \$15.9 | \$14.6 | \$15.0 | \$0.4 | 2.7% | 94.2% | \$16.6 | \$0.7 | 104.5% |
| Customer Metering Fee | \$24.1 | \$22.2 | \$22.5 | \$0.3 | 1.5% | 93.6% | \$24.4 | \$0.3 | 101.3% |
| Water System Replacement Fee (WSRF) | \$40.7 | \$37.8 | \$40.1 | \$2.3 | 6.1% | 98.5% | \$43.0 | \$2.3 | 105.7% |
| Wholesale | \$106.5 | \$106.5 | \$106.8 | \$0.3 | 0.2% | 100.2% | \$106.7 | \$0.2 | 100.2% |
| Right-of-Way Fee/PILOT | \$23.4 | \$21.7 | \$23.4 | \$1.7 | 7.8% | 100.0% | \$24.5 | \$1.0 | 104.5% |
| Subtotal (before Other Revenues) | \$835.3 | \$782.9 | \$809.0 | \$26.1 | 3.3% | 96.9% | \$846.3 | \$10.9 | 101.3% |
| IMA Indirect Cost Reimb. For Capital Projects | 6.1 | 5.6 | 5.2 | (0.4) | -7.2% | 85.2% | 5.2 | (0.9) | 85.2% |
| DC Fire Protection Fee | 11.5 | 11.5 | 11.5 | 0.0 | 0.0% | 100.0% | 11.5 | 0.0 | 100.0% |
| Stormwater (MS4) | 1.1 | 1.0 | 1.0 | 0.0 | 0.0% | 90.9% | 1.0 | (0.1) | 90.9% |
| Interest | 8.5 | 7.8 | 11.0 | 3.2 | 40.9% | 129.4% | 11.4 | 2.9 | 134.1% |
| Developer Fees (Water & Sewer) | 9.0 | 8.3 | 5.1 | (3.2) | -38.8% | 56.7% | 6.5 | (2.5) | 72.2% |
| System Availability Fee (SAF) | 7.7 | 7.1 | 2.0 | (5.1) | -72.2% | 26.0% | 3.0 | (4.7) | 39.0% |
| Washington Aqueduct Backwash | 2.6 | 2.4 | 1.9 | (0.5) | -21.0% | 73.1% | 2.4 | (0.2) | 92.3% |
| Others | 6.7 | 6.1 | 8.6 | 2.5 | 40.7% | 128.4% | 7.1 | 0.4 | 106.0% |
| Subtotal | \$53.2 | \$49.8 | \$46.3 | (\$3.5) | -7.0% | 87.0% | \$48.1 | (\$5.1) | 90.4% |
| Rate Stabilization Fund Transfer | \$2.0 | \$2.0 | \$0.0 | (\$2.0) | -100.0% | 0.0% | \$2.0 | \$0.0 | 100.0% |
| Other Revenue Subtotal | \$55.2 | \$51.8 | \$46.3 | (\$5.5) | -10.5% | 83.8% | \$50.1 | (\$5.1) | 90.7% |
| Grand Total | \$890.6 | \$834.7 | \$855.4 | \$20.6 | 2.5% | 96.0% | \$896.4 | \$5.8 | 100.7% |

BREAKDOWN OF RETAIL RECEIPTS BY CUSTOMER CATEGORY (\$ in 000's)

| Customer Category | Water | Sewer | Clean Rivers | | | Total |
|----------------------|------------------|------------------|------------------|-----------------|-----------------|------------------|
| | | | IAC | Metering Fee | WSRF | |
| Residential | \$40,893 | \$64,501 | \$27,611 | \$9,952 | \$8,922 | \$151,878 |
| Commercial | 81,229 | 91,968 | 33,886 | 6,724 | 15,847 | 229,654 |
| Multi-family | 53,088 | 81,652 | 12,925 | 3,304 | 7,394 | 158,364 |
| Federal | 33,228 | 37,772 | 20,338 | 1,557 | 5,661 | 98,556 |
| District Govt | 5,919 | 8,008 | 8,225 | 766 | 1,886 | 24,805 |
| DC Housing Authority | 5,600 | 8,296 | 1,097 | 236 | 376 | 15,606 |
| Total: | \$219,957 | \$292,198 | \$104,082 | \$22,539 | \$40,086 | \$678,862 |

Note: The breakdown of Collections into Residential, Commercial, & Multi-family and Water and sewer is approximate as it is based on percentages of historical data and does not take into account adjustments and timing differences

Clean Rivers IAC - Actual vs Budget (\$ in 000's)

| Customer Category | FY2024 Budget | Year-To-Date Budget | Actual Received | Variance | |
|----------------------|------------------|------------------------|--------------------|------------------------------|-----------------------------|
| | | | | Favorable / <Unfavorable> | Variance % of YTD Budget |
| Residential | \$29,527 | \$27,066 | \$27,611 | 544 | 2% |
| Commercial | 35,697 | 32,722 | 33,886 | 1,164 | 4% |
| Multi-family | 14,147 | 12,968 | 12,925 | (43) | 0% |
| Federal | 20,338 | 20,338 | 20,338 | (0) | 0% |
| District Govt | 9,255 | 8,484 | 8,225 | (259) | -3% |
| DC Housing Authority | 1,212 | 1,111 | 1,097 | (14) | -1% |
| Total: | \$110,176 | \$102,690 | \$104,082 | \$1,393 | 1% |

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of August 31, 2024

Retail Accounts Receivable (Delinquent Accounts)

The following tables show retail accounts receivable over 90 days (from the billing date) including a breakdown by customer class.

Greater Than 90 Days by Month

| | \$ in millions | # of accounts |
|--------------------|----------------|---------------|
| September 30, 2012 | \$5.5 | 13,063 |
| September 30, 2013 | \$4.9 | 11,920 |
| September 30, 2014 | \$5.3 | 12,442 |
| September 30, 2015 | \$6.5 | 11,981 |
| September 30, 2016 | \$7.7 | 12,406 |
| September 30, 2017 | \$8.4 | 11,526 |
| September 30, 2018 | \$13.4 | 16,273 |
| September 30, 2019 | \$10.6 | 8,744 |
| September 30, 2020 | \$17.9 | 13,775 |
| October 31, 2023 | \$28.3 | 10,540 |
| November 30, 2023 | \$28.5 | 10,099 |
| December 31, 2023 | \$29.9 | 10,536 |
| January 31, 2024 | \$30.8 | 10,322 |
| February 29, 2024 | \$31.7 | 10,472 |
| March 31, 2024 | \$32.4 | 10,720 |
| April 30, 2024 | \$32.6 | 10,912 |
| May 31, 2024 | \$32.1 | 11,104 |
| June 30, 2024 | \$31.8 | 11,400 |
| July 31, 2024 | \$31.8 | 11,573 |
| August 31, 2024 | \$32.6 | 11,555 |

Greater Than 90 Days by Customer

Notes: The increase in the accounts receivable over 90 days (from the billing date) is due to the temporary suspension of collections procedures because of the new billing system VertexOne, which was implemented in December 2017. The increase in accounts receivable from March 2020 to September 2022 is primarily due to increased delinquencies and deferred payments due to the impact of COVID-19.

| Number of Accounts | | | Month of Aug (All Categories) | | | | Total Delinquent | | | | | |
|----------------------------------|-----------------|--------------|-------------------------------|---------------|---------------------|------------|------------------|---------------|---------------------|---------------|---------------------|-------------|
| | | | Active | | Inactive | | Jul | | Aug | | | |
| W & S | Impervious Only | Total No. of | No. of | Amount | No. of | Amount | No. of | Amount | No. of | Amount | % | |
| a/c | a/c | a/c | a/c | (\$) | a/c | (\$) | a/c | (\$) | a/c | (\$) | | |
| Commercial | 9,016 | 1,942 | 10,958 | 905 | \$5,687,496 | 109 | \$496,341 | 1,031 | \$5,957,184 | 1,014 | \$6,183,836 | 19% |
| Multi-family | 8,780 | 307 | 9,087 | 1,376 | \$17,699,764 | 35 | \$159,239 | 1,387 | \$17,335,242 | 1,411 | \$17,859,004 | 55% |
| Single-Family Residential | 107,456 | 2,001 | 109,457 | 9,005 | \$8,405,071 | 125 | \$199,785 | 9,155 | \$8,460,941 | 9,130 | \$8,604,856 | 26% |
| Total | 125,252 | 4,250 | 129,502 | 11,286 | \$31,792,331 | 269 | \$855,365 | 11,573 | \$31,753,368 | 11,555 | \$32,647,696 | 100% |

Notes: Included in the above \$32.6 million (or 11,555 accounts) of the DC Water Over 90 days delinquent accounts, \$4,185,483.14 (or 1,109 accounts) represents Impervious only accounts over 90 days delinquent.

- Reportable delinquencies do not include balances associated with a long-standing dispute between DC Water and a large commercial customer.
- Delinquent accounts (11,555) as a percentage of total accounts (129,502) is 8.9 percent.
- Delinquent impervious only accounts (1,109) as a percentage of total accounts (129,502) is 0.9 percent.
- Delinquent impervious only accounts (1,109) as a percentage of total delinquent accounts (11,555) are 9.6 percent.
- Delinquent impervious only accounts (1,109) as a percentage of total impervious only accounts (4,250) are 26.1 percent.

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of August 31, 2024

Customer Arrears Data

Arrears by Customer Category:

| Category | > 30 Days | | > 60 Days | | > 90 Days | |
|--------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|
| | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount |
| Commercial | 1,974 | \$9,462,984 | 1,269 | \$7,382,181 | 1,014 | \$6,183,836 |
| Multi Family | 2,115 | 22,594,578 | 1,634 | 19,767,101 | 1,411 | 17,859,004 |
| Residential | 20,289 | 11,929,884 | 12,607 | 9,845,848 | 9,130 | 8,604,856 |
| Total | 24,378 | \$43,987,445 | 15,510 | \$36,995,129 | 11,555 | \$32,647,696 |

Arrears by WARD for Residential Category:

| Ward | > 30 Days | | > 60 Days | | > 90 Days | |
|--------------|-----------------|---------------------|-----------------|--------------------|-----------------|--------------------|
| | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount |
| 1 | 1,322 | \$709,660 | 745 | \$558,376 | 498 | \$482,422 |
| 2 | 580 | 202,630 | 253 | 148,329 | 179 | 121,435 |
| 3 | 720 | 311,870 | 289 | 209,384 | 180 | 179,012 |
| 4 | 3,526 | 1,871,411 | 2,007 | 1,472,155 | 1,376 | 1,267,737 |
| 5 | 4,057 | 2,154,751 | 2,527 | 1,746,138 | 1,824 | 1,486,149 |
| 6 | 1,235 | 576,151 | 667 | 467,226 | 477 | 409,105 |
| 7 | 5,617 | 3,979,472 | 3,846 | 3,456,896 | 2,875 | 3,097,334 |
| 8 | 3,232 | 2,123,939 | 2,273 | 1,787,344 | 1,721 | 1,561,663 |
| Total | 20,289 | \$11,929,884 | 12,607 | \$9,845,848 | 9,130 | \$8,604,856 |

CAP, CAP2 and CAP3 Customers in Arrears*

| | > 30 Days | | > 60 Days | | > 90 Days | |
|--------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|
| | No. of Accts | Delinquent Amount | No. of Accts | Delinquent Amount | No. of Accts | Delinquent Amount |
| CAP | 1,972 | \$940,811 | 1,645 | \$775,956 | 1,413 | \$630,358 |
| CAP2 | 98 | 36,389 | 77 | 28,712 | 58 | 22,236 |
| CAP3 | 5 | 2,242 | 4 | 2,002 | 3 | 1,801 |
| Total | 2,075 | \$979,441 | 1,726 | \$806,669 | 1,474 | \$654,394 |

* Based on number of accounts that have been given credit in August 2024

Monthly Report to DC Retail Water and Sewer Rates Committee

Customer Arrears Data

CAP Customer Arrears by Ward*

| Ward | > 30 Days | | > 60 Days | | > 90 Days | |
|--------------|-----------------|-------------------|-----------------|-------------------|-----------------|-------------------|
| | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount |
| 1 | 94 | \$61,221 | 80 | \$53,312 | 71 | \$45,484 |
| 2 | 12 | 6,726 | 10 | 6,180 | 7 | 5,461 |
| 3 | 10 | 1,998 | 6 | 1,186 | 5 | 679 |
| 4 | 275 | 95,520 | 218 | 74,970 | 182 | 56,909 |
| 5 | 371 | 178,147 | 312 | 145,192 | 269 | 115,365 |
| 6 | 68 | 32,642 | 56 | 26,316 | 48 | 21,990 |
| 7 | 654 | 309,192 | 557 | 260,043 | 479 | 215,891 |
| 8 | 488 | 255,365 | 406 | 208,757 | 352 | 168,580 |
| Total | 1,972 | \$940,811 | 1,645 | \$775,956 | 1,413 | \$630,358 |

* Based on number of accounts that have been given credit in August 2024

CAP2 Customer Arrears by Ward*

| Ward | > 30 Days | | > 60 Days | | > 90 Days | |
|--------------|-----------------|-------------------|-----------------|-------------------|-----------------|-------------------|
| | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount |
| 1 | 4 | \$359 | 3 | \$164 | 1 | \$64 |
| 2 | 1 | 171 | 1 | 171 | 1 | 137 |
| 3 | 1 | 84 | 0 | 0 | 0 | 0 |
| 4 | 13 | 8,509 | 9 | 7,680 | 8 | 7,076 |
| 5 | 12 | 4,391 | 9 | 3,209 | 6 | 2,499 |
| 6 | 3 | 604 | 3 | 506 | 1 | 401 |
| 7 | 39 | 13,359 | 33 | 10,509 | 27 | 7,922 |
| 8 | 25 | 8,911 | 19 | 6,473 | 14 | 4,136 |
| Total | 98 | \$36,389 | 77 | \$28,712 | 58 | \$22,236 |

* Based on number of accounts that have been given credit in August 2024

CAP3 Customer Arrears by Ward*

| Ward | > 30 Days | | > 60 Days | | > 90 Days | |
|--------------|-----------------|-------------------|-----------------|-------------------|-----------------|-------------------|
| | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount | No. of Accounts | Delinquent Amount |
| 1 | 1 | \$1,695 | 1 | \$1,695 | 1 | \$1,695 |
| 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 1 | 44 | 1 | 8 | 0 | 0 |
| 5 | 1 | 177 | 1 | 101 | 1 | 36 |
| 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | 1 | 255 | 1 | 197 | 1 | 70 |
| 8 | 1 | 72 | 0 | 0 | 0 | 0 |
| Total | 5 | \$2,242 | 4 | \$2,002 | 3 | \$1,801 |

* Based on number of accounts that have been given credit in August 2024

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Developer Deposits are funds paid to DC Water for plans that are approved by the Permit Operations Department. They include:

- Flat fees for taps, abandonments, sewer connections, etc.
- Reimbursable fees for inspection labor hours charged to the account.
- Deposits held as security against damage and uncharged accounts.
- Miscellaneous non-commercial account items (hydrant use, groundwater dewatering, waste hauler fees, etc.)
- As of August 31, 2024, developer deposits had \$38.10 million in credit balances (liability) and \$11.20 million in debit balances (receivable).

Balances by Year as of August 31, 2024

| | |
|--|---|
| Credit Balances (Liability) | Debit Balances (Receivables) |
| \$38.1 million | \$11.2 million |

| Year | Credit Balances | Number of Accounts with Credit Balances | Debit Balances | Number of Accounts with Debit Balances | Net Balance |
|--------------|---------------------------|---|-------------------------|--|---------------------------|
| 2001 | \$ - | - | \$ 960,164.05 | 1 | \$ 960,164.05 |
| 2002 | \$ - | - | \$ 1,836.00 | 2 | \$ 1,836.00 |
| 2004 | \$ - | - | \$ 9,066.08 | 6 | \$ 9,066.08 |
| 2005 | \$ (382,889.24) | 84 | \$ 268,327.91 | 89 | \$ (114,561.33) |
| 2006 | \$ (277,569.36) | 30 | \$ 283,122.42 | 77 | \$ 5,553.06 |
| 2007 | \$ (148,340.89) | 28 | \$ 143,094.49 | 49 | \$ (5,246.40) |
| 2008 | \$ (295,931.07) | 32 | \$ 193,358.72 | 49 | \$ (102,572.35) |
| 2009 | \$ (147,456.59) | 23 | \$ 193,157.15 | 45 | \$ 45,700.56 |
| 2010 | \$ (151,949.35) | 36 | \$ 129,296.14 | 38 | \$ (22,653.21) |
| 2011 | \$ (247,339.41) | 55 | \$ 410,354.10 | 54 | \$ 163,014.69 |
| 2012 | \$ (636,800.39) | 151 | \$ 445,849.78 | 89 | \$ (190,950.61) |
| 2013 | \$ (977,134.21) | 138 | \$ 253,228.00 | 78 | \$ (723,906.21) |
| 2014 | \$ (1,500,524.04) | 237 | \$ 954,720.09 | 61 | \$ (545,803.95) |
| 2015 | \$ (1,462,675.20) | 278 | \$ 263,533.38 | 36 | \$ (1,199,141.82) |
| 2016 | \$ (2,276,884.70) | 315 | \$ 516,606.43 | 61 | \$ (1,760,278.27) |
| 2017 | \$ (2,114,875.76) | 390 | \$ 498,050.46 | 112 | \$ (1,616,825.30) |
| 2018 | \$ (2,950,043.35) | 456 | \$ 794,651.53 | 117 | \$ (2,155,391.82) |
| 2019 | \$ (4,669,686.50) | 411 | \$ 1,641,201.01 | 161 | \$ (3,028,485.49) |
| 2020 | \$ (4,318,041.75) | 283 | \$ 548,177.93 | 141 | \$ (3,769,863.82) |
| 2021 | \$ (4,394,098.64) | 314 | \$ 621,425.41 | 149 | \$ (3,772,673.23) |
| 2022 | \$ (5,579,983.12) | 319 | \$ 843,250.64 | 179 | \$ (4,736,732.48) |
| 2023 | \$ (3,809,061.07) | 184 | \$ 661,952.33 | 126 | \$ (3,147,108.74) |
| 2024 | \$ (1,757,431.48) | 92 | \$ 564,620.17 | 71 | \$ (1,192,811.31) |
| Total | \$ (38,098,716.12) | 3,856 | \$ 11,199,044.22 | 1,791 | \$ (26,899,671.90) |

Forfeiture Action

| | | |
|--|----------------|-------|
| Accounts Forfeited on August 16, 2021 | (4,838,938.52) | 1,011 |
| Accounts Forfeited on September 23, 2022 | (1,286,705.10) | 348 |
| Accounts Forfeited on March 26, 2024 | (1,621,242.25) | 262 |
| Accounts pending forfeiture determination and execution. | (4,765,934.55) | 814 |

Monthly Report to DC Retail Water and Sewer Rates Committee

Developer Deposits

Customer Communication

Statements are provided to customers when there is activity on the account. To ensure that all customers are aware of the balances, statements are also mailed annually irrespective of whether there is an activity on the account. For the last three years, annual statements were mailed to customers on March 26, 2024, April 28, 2023, and January 25, 2022.

By law, refunds are to be requested by the account owner within two years of completion (DC Code § 34–2401.10). If not requested in that period, these accounts can be forfeited and closed. DC Water has placed a statement on invoices beginning in November 2019 notifying customers of the District law and that funds would be forfeited unless a refund is requested within two years of project completion or account inactivity. A notification to customers that is posted on our website indicates that unless a refund was requested, funds would be forfeited for projects without activity for ten years. AOBA and DCBIA have been asked to notify their membership to examine the invoices.

For accounts that were forfeited, zero balance statements were mailed to customers on August 16, 2021, September 21, 2022, and March 26, 2024.

Refund Requests and Forfeiture Disputes

Following the distribution of annual account statements to customers in March 2024, it has been determined that submitted refund requests affect 2,025 accounts. The accompanying table outlines the progress made to date.

Construction Inspection Refund Data

| | Number of Accounts | Amount (\$) |
|--|--------------------|----------------|
| Refund request received to date | 2025 | |
| Refunded this month | 7 | \$13,973.01 |
| Refunded last month | 12 | \$165,658.36 |
| Refunded in FY24 | 350 | \$6,156,158.66 |
| Refunded in FY23 (Oct 22 - Sept 23) | 105 | \$1,756,574.39 |
| Refund requests that are debits (\$0 balance or owe DC Water) | 61 | \$(149,095.75) |
| <i>Number of Refund Accounts Reviewed, Awaiting Information from Developers*</i> | 76 | \$719,705.55 |

*Documentation required to process the refund accounts has been thoroughly examined and assembled. DC Water is in the process of obtaining address verification and/or proof of payment from the developers to complete the refund issuance. It should be noted that a request for this information has already been communicated to the developers.

Monthly Report to DC Retail Water and Sewer Rates Committee

Payment Plan and Disconnection Report

Fiscal Year-to-Date
As of August 31, 2024

Number of Active Accounts by Zip Code & Customer Class
As of Aug 31, 2024

| Zip Code | Residential | | | | | Commercial | | | | | Multifamily | | | | |
|----------|-------------|--------------|---------------|-----------------|-----------------|------------|--------------|---------------|-----------------|-----------------|-------------|--------------|---------------|-----------------|------------------|
| | 30-Day A/R | Active Plans | Plans Created | Plans Defaulted | Non-Pay Discon. | 30-Day A/R | Active Plans | Plans Created | Plans Defaulted | Non-Pay Discon. | 30-Day A/R | Active Plans | Plans Created | Plans Defaulted | Non-Pay Discon.* |
| | 12,543 | 2,703 | 1,256 | 681 | 589 | 1,228 | 120 | 41 | 28 | 61 | 1,629 | 295 | 113 | 41 | 2 |
| 20001 | 222 | 50 | 25 | 9 | 21 | 44 | 5 | 1 | 2 | 3 | 9 | | | | |
| 20009 | 139 | 15 | 6 | 1 | 9 | 33 | 6 | 3 | 1 | 6 | 37 | 7 | | 2 | |
| 20010 | 382 | 88 | 42 | 17 | 40 | 51 | 10 | 5 | 2 | 2 | 28 | 2 | 1 | 1 | |
| 20001 | 69 | 13 | 3 | 4 | 12 | 36 | 6 | 2 | 1 | 5 | 10 | 2 | | 1 | |
| 20004 | | | | | | 4 | 1 | | | | | | | | |
| 20005 | 7 | 2 | | | 1 | 12 | | 1 | | 1 | 1 | | | | |
| 20006 | | | | | | 8 | | | | | | | | | |
| 20007 | 116 | 8 | 1 | 1 | 3 | 39 | 3 | 1 | | 1 | 3 | | | | |
| 20008 | 9 | | | | 3 | 18 | 1 | | | | 2 | | | | |
| 20009 | 39 | 5 | | 2 | 2 | 10 | 1 | | | | 10 | 3 | | | |
| 20036 | 1 | | | | | 17 | 3 | | | | 3 | | | | |
| 20037 | 9 | 4 | 3 | | | 9 | 2 | | | | 4 | 1 | | | |
| 20418 | | | | | | 1 | | | | | | | | | |
| 20007 | 65 | 7 | 5 | 2 | 5 | 8 | 2 | | | 1 | 19 | 1 | 1 | 1 | |
| 20008 | 50 | 9 | 2 | 1 | 6 | 14 | 1 | 1 | | 2 | 6 | 1 | 1 | | |
| 20015 | 37 | 7 | 3 | 1 | 4 | 5 | 2 | 1 | | | 1 | | | | |
| 20016 | 132 | 23 | 7 | 1 | 13 | 87 | 1 | | | 3 | 4 | 1 | 1 | | |
| 20010 | 26 | 4 | 1 | 1 | 1 | 1 | | | | 1 | | | | | |
| 20011 | 1,571 | 386 | 166 | 92 | 94 | 126 | 18 | 7 | 3 | 5 | 119 | 19 | 10 | 3 | |
| 20012 | 333 | 73 | 32 | 20 | 28 | 21 | 3 | 1 | 2 | 2 | 13 | 1 | | | |
| 20015 | 68 | 14 | 8 | 2 | 9 | | | | | | | | | | |
| 20001 | 199 | 52 | 18 | 11 | 11 | 22 | 2 | | 2 | 1 | 4 | | | | |
| 20002 | 611 | 136 | 66 | 39 | 30 | 81 | 9 | 2 | 5 | 5 | 191 | 33 | 11 | 1 | |
| 20010 | | | | | | 1 | | | | | | | | | |
| 20011 | 210 | 48 | 16 | 4 | 5 | 2 | 1 | | | | 6 | 1 | | | |
| 20017 | 629 | 126 | 70 | 44 | 22 | 29 | 6 | 1 | 2 | 4 | 24 | 4 | 1 | | |
| 20018 | 869 | 191 | 98 | 52 | 23 | 87 | 4 | | 3 | 3 | 18 | 5 | 3 | 1 | |
| 20036 | | | | | | | | | | | 1 | 1 | 1 | | |
| 20001 | 17 | 7 | 4 | 3 | 2 | 9 | | | | 1 | 4 | | | | |
| 20002 | 397 | 73 | 23 | 16 | 15 | 68 | 6 | 4 | | 6 | 16 | 1 | | | |
| 20003 | 204 | 28 | 10 | 7 | 11 | 47 | 3 | 2 | | 2 | 19 | 1 | 1 | 1 | |
| 20024 | 37 | 6 | 2 | 3 | 4 | 14 | | | | | 12 | | | | |
| 20032 | 1 | | | | | | | | | | | | | | |
| 20001 | 4 | | | | | | | | | | | | | | |
| 20002 | 233 | 54 | 16 | 12 | 4 | 12 | 2 | 1 | 1 | | 30 | 10 | 2 | | |
| 20003 | 97 | 14 | 9 | 5 | 4 | 25 | | | 1 | | 6 | 3 | 1 | | |
| 20016 | 1 | | 2 | 1 | | | | | | | | | | | |
| 20019 | 2,917 | 589 | 300 | 199 | 87 | 134 | 12 | 4 | 1 | 2 | 396 | 67 | 31 | 5 | |
| 20020 | 580 | 94 | 43 | 23 | 13 | 11 | 3 | 1 | | 1 | 82 | 42 | 7 | 3 | |
| 20000 | 1 | | | | | | | | | | | | | | |
| 20002 | 3 | 1 | | | | | | | | | | | | | |
| 20003 | 19 | 5 | 3 | 3 | | 7 | | | | | 3 | | | | |
| 20020 | 1,296 | 290 | 159 | 61 | 66 | 58 | 3 | 2 | | 3 | 267 | 40 | 14 | 10 | 1 |
| 20023 | 1 | | | | | | | | | | | | | | |
| 20032 | 942 | 281 | 113 | 44 | 41 | 77 | 4 | 1 | 2 | 1 | 281 | 49 | 27 | 12 | 1 |

*Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 316, Com. 130 and MF 122

*Note: Disconnect Work Orders for Multi-Family Properties were created and not assigned for field completion but are manually managed for further collection actions

Attachment B

FY 2024 Proposed RRC Committee Workplan

| Objective/Activities/Task | Date of Activity | Completed | Responsible Department |
|---|-------------------|-----------|--------------------------------------|
| 1. 2023 COS for Engineering Inspection | | | |
| a. Present 2023 Cost of Service Study for Engineering Inspection for FY 2024 – FY 2028 to the Board | September 7, 2023 | √ | Engineering |
| b. Post Final COS on DC Water’s website | October 31, 2023 | √ | |
| 2. 2023 COS for Stormwater Charges and Recovery Methodology | | | |
| a. Present 2023 Cost of Service Study for Stormwater Charges and Recovery Methodology to RRC | October 24, 2023 | √ | Rates and Revenue |
| b. Post Final COS on DC Water’s website | March 14, 2024 | √ | |
| 3. DC Water Cares RAP Program Extension to FY 2024 | | | |
| a. Presentation to RRC on proposal to amend (CAP) regulations for DC Water Cares RAP extension to FY 2024 | 9/26/2023 | √ | Rates and Revenue |
| b. RRC recommends Board approval to amend the CAP regulations for RAP extension | 9/26/2023 | √ | |
| c. F&B Recommends Board approval to (1) Rollover the FY 2023 RAP and MAP Program’s year-end balance ~\$924,942.94 to the budget for the FY 2024 RAP Program | 9/28/2023 | √ | |
| d. Board approval and adoption of Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for extension to FY 2024 | 10/5/2023 | √ | |
| e. DC Cares RAP for FY 24 – Go-Live | 10/5/2023 | √ | |
| f. Publish NOEPR in D.C. Register | 10/20/2023 | √ | DGLA |
| g. Public comment period begins | 10/20/2023 | √ | Marketing & Comm. |
| h. Public Hearing | 12/5/2023 | √ | |
| i. Public comment period closes | 12/12/2023 | √ | |
| j. RRC recommends to board final proposal to amend CAP regulations for extension | 12/19/2023 | | Board Secretary Rates and Revenue |
| k. Board approval of Notice of Final Rulemaking (NOFR) for publication in D.C. Register | 1/04/2024 | √ | |
| l. Publish NOFR in the D.C Register | | | |
| m. DC Cares RAP Program continues | 1/19/2024 | √ | DGLA |

FY 2024 Proposed RRC Committee Workplan

| 4. Propose and Establish Retail Rates for FY 2025 & FY 2026 | Date of Activity | Completed | Responsible Department |
|---|--|------------------|-------------------------------|
| <i>a. Present FY 25 & FY 26 Budget to Board</i> | January 4, 2024 | √ | Rates and Revenue |
| <i>b. Present FY 25 & FY 26 Proposed Rates, Fees & Charges to RRC</i> | January 23, 2024 | √ | |
| <i>c. Independent Review of Rates- Presentation by Consultants</i> | February 27, 2024 | √ | |
| <i>d. RRC recommendation on Proposed FY 25 & FY 26 Rates, Fees & Charges</i> | February 27, 2024 | √ | Rates and Revenue |
| <i>e. Submit Independent Review of Proposed Rates and 2023 Cost of Service Study to Mayor and Council and post both on DC Water's website</i> | March 15, 2024 | √ | |
| <i>f. Board approves Notice of Proposed Rulemaking (NOPR) for Proposed FY 25 & FY 26 Rates, Fees & Charges</i> | March 7, 2024 | √ | |
| <i>g. Publish NOPR in D.C. Register for Proposed FY 25& FY 26 Rates, Fees & Charges</i> | March 22, 2024 | √ | DGLA |
| <i>h. Outreach and Public Comment Period</i> | March 22 - May 16, 2024 | √ | Marketing & Comm. |
| <i>i. Public Hearing</i> | May 9, 2024 | √ | |
| <i>j. Public Hearing Record Closes</i> | May 16, 2024 | √ | |
| <i>k. Submit Response to Public Comments report to Board and post on DC Water website and respond to OPC Comments, if applicable</i> | May 31, 2024 | √ | |
| <i>l. Present final FY 25 & FY 26 Rates, Fees & Charges to RRC for recommendation to Board</i> | June 25, 2024 | √ | Rates and Revenue |
| <i>m. Board approves Notice of Final Rulemaking (NOFR) for FY 25 & FY 26 Rates, Charges & Fees</i> | July 3, 2024 | √ | |
| <i>n. Publish NOFR in D.C. Register for Amended Rates, Fees & Charges</i> | July 19, 2024 | √ | DGLA |
| <i>o. Amended Rates, Fees & Charges Go-Live</i> | October 1, 2024 (FY '25) October 1, 2025 (FY '26) | | Customer Care |

| 5. 2023 COS for Water, Sewer and CRIAC | | | |
|--|------------------|---|-------------------|
| <i>a. Present 2023 Cost of Service Study for Water, Sewer and CRIAC to RRC</i> | January 23, 2024 | √ | Rates and Revenue |
| <i>b. Post Final COS on DC Water's website</i> | March 15, 2024 | √ | |

Attachment B

| 6. Establish new DC Water’s Customer Assistance Program, CAP Plus (CAP+) | Date of Activity | Completed | Responsible Department |
|---|-------------------------|-----------|------------------------|
| a. RRC recommend proposal to Amend regulations to add new Customer Assistance Program, CAP Plus (CAP+) | February 27, 2024 | √ | Rates and Revenue |
| b. Board approves Notice of Proposed Rulemaking (NOPR) for new CAP+ | March 7, 2024 | √ | |
| c. Publish NOPR in D.C. Register for Proposed new CAP+ | March 22, 2024 | √ | DGLA |
| d. Outreach and Public Comment Period | March 22 - May 16, 2024 | √ | Marketing & Comm. |
| e. Public Hearing | May 9, 2024 | √ | |
| f. Public Hearing Record Closes | May 16, 2024 | √ | |
| g. Submit Response to Public Comments report to Board and post on DC Water website and respond to OPC Comments, if applicable | May 31, 2024 | √ | |
| h. Present final new CAP+ to RRC for recommendation to Board | June 25, 2024 | √ | Rates and Revenue |
| i. Board approves Notice of Final Rulemaking (NOFR) for new CAP+ | July 3, 2024 | √ | |
| j. Publish NOFR in D.C. Register for new CAP+ | July 19, 2024 | √ | DGLA |
| k. New CAP+ – Go Live | October 1, 2024 | | Customer Care |

| 7. Fire Protection Service Fee for FY 2025, FY 2026, and FY 2027 | | | |
|---|------------------------|---|-------------------|
| a. RRC recommend proposal for Fire Protection Service Fee | April 23, 2024 | √ | Rates and Revenue |
| b. Board approval of Notice of Proposed Rulemaking (NOPR) | May 2, 2024 | √ | |
| c. Publish NOPR in D.C Register | May 17, 2024 | √ | DGLA |
| d. Public Comment and Outreach | May 17 – June 16, 2024 | √ | Marketing & Comm. |
| e. Presentation of Final Proposal of Fire Protection Service Fee to RRC | June 25, 2024 | √ | Rates and Revenue |
| f. Board approval of Notice of Final Rulemaking (NOFR) | July 3, 2024 | √ | |
| g. Publish NOFR in D.C. Register | July 19, 2024 | √ | DGLA |
| h. Fire Protection Service Fee Go-Live | October 1, 2024 | | Rates & Revenue |

| 8. Delinquent Accounts | | | |
|-------------------------------|--------------------|--|------|
| a. Soldiers Home Negotiations | Monthly, as needed | | DGLA |



Attachment C

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

**Tuesday, October 22, 2024; 9:30 a.m.
AGENDA**

| | |
|---|-------------------------|
| Call to Order | Committee Chairman |
| Monthly Updates | Chief Financial Officer |
| Committee Workplan | Chief Financial Officer |
| Agenda for November 19, 2024 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