



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

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

Microsoft Teams

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Meeting ID: 289 955 193 96

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1. Call to OrderHoward Gibbs, Chairperson
2. Roll Call.....Michelle Rhodd
3. [Monthly Report to DC Retail Water & Sewer Rates Committee \(Attachment A\)](#) Matthew Brown
4. [Voice of the Customer \(Attachment B\)](#) Meisha Thomas
5. DC Retail Water and Sewer Rates Committee Workplan (Attachment C) Matthew Brown
 - [FY 2025 Proposed DC Retail Rates Committee Workplan](#)
6. [Agenda for November 19, 2024, Committee Meeting \(Attachment D\)](#) Howard Gibbs, Chairperson
7. Other Business..... Matthew Brown
8. Executive Session*Howard Gibbs, Chairperson
 - To discuss legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A)
9. 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 September 30, 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 September 30, 2024

Operating Revenues (\$000's)

| FY 2023 Actual | CATEGORY | FY 2024 | | | | | |
|-------------------|--|--------------------------|------------------|------------------|----------------|---------------------------|--------------------------|
| Total Annual | | Year-to-Date Performance | | | | | |
| | | Annual Budget | YTD Budget | Actual | % of Budget | Variance \$ Fav(Unfav) | Variance % Fav(Unfav) |
| \$490,822 | Residential / Commercial / Multi-Family* | \$510,581 | \$510,581 | \$532,156 | 104.2% | \$21,575 | 4.2% |
| 83,839 | Federal | 90,273 | 90,273 | 91,338 | 101.2% | 1,065 | 1.2% |
| 21,495 | Municipal (DC Govt.) | 23,784 | 23,784 | 24,739 | 104.0% | 955 | 4.0% |
| 15,801 | DC Housing Authority | 15,925 | 15,925 | 16,358 | 102.7% | 433 | 2.7% |
| 24,104 | Metering Fee | 24,083 | 24,083 | 24,439 | 101.5% | 356 | 1.5% |
| 42,407 | Water System Replacement Fee (WSRF) | 40,717 | 40,717 | 43,192 | 106.1% | 2,475 | 6.1% |
| 105,250 | Wholesale | 106,519 | 106,519 | 106,757 | 100.2% | 238 | 0.2% |
| 23,760 | PILOT/ROW | 23,430 | 23,430 | 25,601 | 109.3% | 2,171 | 9.3% |
| 45,856 | All Other | 55,248 | 55,248 | 50,291 | 91.0% | (4,957) | (9.0%) |
| \$853,333 | TOTAL | \$890,560 | \$890,560 | \$914,871 | 102.7% | \$24,311 | 2.7% |

* Residential, Commercial & Multi-family receipts include credits for October 2023 through September 2024 for DC Water Cares Residential (\$1,105,135), and District's CAP3 (\$4,714) and Non-profit (1,011,864).



At the end of September 2024, cash receipts totaled \$914.9 million, or 102.7 percent of the FY 2024 Revised Budget. The YTD budgeted receipts were \$890.6 million. The total receipts for September were \$59.5 million as compared to the budgeted \$55.8 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>Residential, Commercial, and Multi-Family – Receipts for this category are favorable at \$532.2 million or 104.2 percent of the revised budget. The higher receipts are partly due to slightly higher CRIAC in Residential and Commercial categories, and higher consumption in the Residential, Commercial and Multi-family categories as compared to the budget. The September 2024 receipts were higher by \$1.9 million, as compared to the monthly budget of \$42.5 million.</p> <p>Federal – Actual receipts through September 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>District Government – Receipts are slightly higher at \$24.7 million or 104.0 percent of the budget mainly due to higher consumption as compared to the revised budget. The September 2024 receipts are higher by \$0.6 million as compared to the monthly budget of \$2.0 million.</p> <p>DC Housing Authority – Receipts are slightly higher at \$16.4 million or 102.7 percent of the revised budget. The September 2024 receipts are higher by \$0.04 million as compared to the monthly budget of \$1.3 million.</p> <p>Wholesale – At the end of September 30, 2024, the actual receipts for this category totaled \$106.8 million or 100.2 percent of the revised budget.</p> <p>PILOT/ROW – The receipts for PILOT/ROW are favorable at \$25.6 million or 109.3 percent of the revised budget. The September 2024 receipts are slightly higher by \$0.5 million as compared to the monthly budget of \$1.7 million.</p> | <p>Other Revenue – Receipts are lower at \$50.3 million or 91.0 percent of the budget mainly due to lower Developer Fees and System Availability Fee. Also, Rate Stabilization Fund was not utilized due to less than anticipated credits given under Payment Plan Incentive Program. Interest earnings are higher by \$3.9 million as compared to the revised budget.</p> |

Monthly Report to DC Retail Water and Sewer Rates Committee

As of September 30, 2024

(\$ in millions)

| Revenue Category | FY 2024 Budget | YTD Budget | Actual | Variance Favorable / (Unfavorable) | | Actual % of Budget | Year-End Projections | Variance Proj vs Budg | % of Budget |
|---|----------------|----------------|----------------|------------------------------------|--------------|--------------------|----------------------|-----------------------|---------------|
| Residential, Commercial, and Multi-family | \$510.6 | \$510.6 | \$532.2 | \$21.6 | 4.2% | 104.2% | \$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 | \$23.8 | \$24.7 | \$0.9 | 3.6% | 104.0% | \$23.2 | (\$0.6) | 97.5% |
| DC Housing Authority | \$15.9 | \$15.9 | \$16.4 | \$0.5 | 3.1% | 102.7% | \$16.6 | \$0.7 | 104.5% |
| Customer Metering Fee | \$24.1 | \$24.1 | \$24.4 | \$0.3 | 1.3% | 101.5% | \$24.4 | \$0.3 | 101.3% |
| Water System Replacement Fee (WSRF) | \$40.7 | \$40.7 | \$43.2 | \$2.5 | 6.1% | 106.1% | \$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 | \$23.4 | \$25.6 | \$2.2 | 9.4% | 109.3% | \$24.5 | \$1.0 | 104.5% |
| Subtotal (before Other Revenues) | \$835.3 | \$835.3 | \$864.6 | \$29.3 | 3.5% | 103.5% | \$846.3 | \$10.9 | 101.3% |
| IMA Indirect Cost Reimb. For Capital Projects | 6.1 | 6.1 | 5.2 | (0.9) | -14.8% | 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 | 1.1 | 1.0 | (0.1) | -9.0% | 90.9% | 1.0 | (0.1) | 90.9% |
| Interest | 8.5 | 8.5 | 12.4 | 3.9 | 45.9% | 145.9% | 11.4 | 2.9 | 134.1% |
| Developer Fees (Water & Sewer) | 9.0 | 9.0 | 5.9 | (3.1) | -34.4% | 65.6% | 6.5 | (2.5) | 72.2% |
| System Availability Fee (SAF) | 7.7 | 7.7 | 2.6 | (5.1) | -66.2% | 33.8% | 3.0 | (4.7) | 39.0% |
| Washington Aqueduct Backwash | 2.6 | 2.6 | 2.8 | 0.2 | 7.7% | 107.7% | 2.4 | (0.2) | 92.3% |
| Others | 6.8 | 6.8 | 8.9 | 2.1 | 30.9% | 130.9% | 7.1 | 0.3 | 104.4% |
| Subtotal | \$53.3 | \$53.3 | \$50.3 | (\$3.0) | -5.6% | 94.4% | \$48.1 | (\$5.2) | 90.2% |
| 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 | \$55.3 | \$55.3 | \$50.3 | (\$5.0) | -9.0% | 91.0% | \$50.1 | (\$5.2) | 90.6% |
| Grand Total | \$890.6 | \$890.6 | \$914.9 | \$24.3 | 2.7% | 102.7% | \$896.4 | \$5.7 | 100.7% |

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

| Customer Category | Water | Sewer | Clean Rivers IAC | Metering Fee | WSRF | Total |
|----------------------|------------------|------------------|------------------|-----------------|-----------------|------------------|
| Residential | \$44,567 | \$70,296 | \$30,104 | \$10,859 | \$9,726 | \$165,551 |
| Commercial | 88,829 | 100,571 | 36,965 | 7,327 | 17,275 | 250,967 |
| Multi-family | 57,804 | 88,906 | 14,115 | 3,604 | 8,064 | 172,492 |
| Federal | 33,228 | 37,772 | 20,338 | 1,557 | 5,661 | 98,556 |
| District Govt | 6,696 | 9,059 | 8,984 | 835 | 2,057 | 27,631 |
| DC Housing Authority | 6,110 | 9,051 | 1,197 | 257 | 410 | 17,025 |
| Total: | \$237,233 | \$315,656 | \$111,704 | \$24,439 | \$43,192 | \$732,223 |

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 | Actual % of Budget |
|----------------------|------------------|---------------------|------------------|------------------------------------|--------------------------|--------------------|
| Residential | \$29,527 | \$29,527 | \$30,104 | 577 | 2% | 102% |
| Commercial | 35,697 | 35,697 | 36,965 | 1,268 | 4% | 104% |
| Multi-family | 14,147 | 14,147 | 14,115 | (32) | 0% | 100% |
| Federal | 20,338 | 20,338 | 20,338 | (0) | 0% | 100% |
| District Govt | 9,255 | 9,255 | 8,984 | (271) | -3% | 97% |
| DC Housing Authority | 1,212 | 1,212 | 1,197 | (15) | -1% | 99% |
| Total: | \$110,176 | \$110,176 | \$111,704 | \$1,528 | 1% | 101% |

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 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

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 |
| December 31, 2017 | \$9.4 | 14,238 |
| September 30, 2018 | \$13.4 | 16,273 |
| September 30, 2019 | \$10.6 | 8,744 |
| March 31, 2020 | \$12.8 | 9,933 |
| September 30, 2020 | \$17.9 | 13,775 |
| September 30, 2021 | \$26.3 | 13,065 |
| September 30, 2022 | \$29.1 | 12,168 |
| September 30, 2023 | \$28.0 | 10,420 |
| 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 |
| September 30, 2024 | \$33.9 | 11,832 |

Greater Than 90 Days by Customer

Notes: The temporary suspension of collection procedures in order to carry out the upgrade of the billing system to VertexOne in December 2017 was the cause of the increase in accounts receivable over 90 days (from the billing date) for September 2018. 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 | | | | |
|----------------------------------|--------------------|------------------------|---------------------|-------------------------------|---------------------|---------------|------------------|------------------|---------------------|---------------|---------------------|-------------|
| | W & S a/c | Impervious Only a/c | Total No. of a/c | Active | | Inactive | | Aug | | Sep | | |
| | | | | No. of a/c | Amount (\$) | No. of a/c | Amount (\$) | No. of a/c | Amount (\$) | No. of a/c | Amount (\$) | % |
| Commercial | 9,011 | 1,935 | 10,946 | 922 | \$6,418,693 | 105 | \$486,940 | 1,014 | \$6,183,836 | 1,027 | \$6,905,633 | 20% |
| Multi-family | 8,785 | 309 | 9,094 | 1,383 | \$18,107,522 | 33 | \$159,075 | 1,411 | \$17,859,004 | 1,416 | \$18,266,597 | 54% |
| Single-Family Residential | 107,491 | 1,973 | 109,464 | 9,269 | \$8,548,290 | 120 | \$195,330 | 9,130 | \$8,604,856 | 9,389 | \$8,743,620 | 26% |
| Total | 125,287 | 4,217 | 129,504 | 11,574 | \$33,074,504 | 258 | \$841,345 | 11,555 | \$32,647,696 | 11,832 | \$33,915,850 | 100% |

Notes: Included in the above \$33.9M (or 11,832 accounts) of the DC Water Over 90 days delinquent accounts, \$4,198,733.85 (or 1,080 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 (11,832) as a percentage of total accounts (129,504) is 9.1 percent.

-Delinquent impervious only accounts (1,080) as a percentage of total accounts (129,504) is 0.8 percent.

-Delinquent impervious only accounts (1,080) as a percentage of total delinquent accounts (11,832) are 9.1 percent.

-Delinquent impervious only accounts (1,080) as a percentage of total impervious only accounts (4,217) are 25.6 percent

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 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 | 1,988 | \$10,401,553 | 1,272 | \$7,810,256 | 1,027 | \$6,905,633 |
| Multi Family | 2,094 | 23,333,433 | 1,619 | 20,157,492 | 1,416 | 18,266,597 |
| Residential | 20,380 | 12,117,013 | 12,663 | 9,907,553 | 9,389 | 8,743,620 |
| Total | 24,462 | \$45,851,998 | 15,554 | \$37,875,301 | 11,832 | \$33,915,850 |

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 | 1,317 | \$731,425 | 746 | \$571,456 | 524 | \$495,907 |
| 2 | 550 | 202,129 | 346 | 151,970 | 185 | 123,484 |
| 3 | 686 | 310,146 | 295 | 199,986 | 175 | 164,361 |
| 4 | 3,513 | 1,855,359 | 2,011 | 1,449,110 | 1,411 | 1,249,177 |
| 5 | 4,019 | 2,203,115 | 2,535 | 1,758,062 | 1,865 | 1,519,563 |
| 6 | 1,242 | 588,509 | 694 | 467,290 | 486 | 413,214 |
| 7 | 5,791 | 4,051,434 | 3,798 | 3,483,612 | 2,940 | 3,156,188 |
| 8 | 3,262 | 2,174,895 | 2,238 | 1,826,066 | 1,803 | 1,621,725 |
| Total | 20,380 | \$12,117,013 | 12,663 | \$9,907,553 | 9,389 | \$8,743,620 |

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 | 1,963 | \$992,605 | 1,633 | \$813,387 | 1,422 | \$674,947 |
| CAP2 | 94 | 35,754.50 | 76 | 28,945.63 | 63 | 23,111.53 |
| CAP3 | 7 | 2,284 | 3 | 1,732 | 3 | 1,599 |
| Total | 2,064 | \$1,030,644 | 1,712 | \$844,065 | 1,488 | \$699,658 |

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

Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date
As of September 30, 2024

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 | 91 | \$66,680 | 79 | \$54,862 | 68 | \$47,714 |
| 2 | 12 | 7,170 | 12 | 6,449 | 10 | 5,903 |
| 3 | 8 | 2,017 | 5 | 1,511 | 4 | 993 |
| 4 | 259 | 95,564 | 213 | 76,563 | 179 | 59,600 |
| 5 | 374 | 194,189 | 310 | 151,337 | 274 | 122,891 |
| 6 | 69 | 36,014 | 57 | 30,425 | 51 | 24,710 |
| 7 | 681 | 319,972 | 557 | 269,709 | 483 | 227,331 |
| 8 | 469 | 271,000 | 400 | 222,531 | 353 | 185,806 |
| Total | 1,963 | \$992,605 | 1,633 | \$813,387 | 1,422 | \$674,947 |

* Based on number of accounts that have been given credit in Sep 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 | 2 | \$206 | 2 | \$133 | 2 | \$74 |
| 2 | 2 | 138 | 1 | 103 | 1 | 103 |
| 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 11 | 8,816 | 8 | 7,448 | 7 | 6,958 |
| 5 | 14 | 4,182 | 9 | 2,887 | 7 | 1,880 |
| 6 | 3 | 717 | 3 | 604 | 3 | 506 |
| 7 | 40 | 13,232 | 33 | 10,787 | 26 | 8,389 |
| 8 | 22 | 8,464 | 20 | 6,984 | 17 | 5,203 |
| Total | 94 | \$35,755 | 76 | \$28,946 | 63 | \$23,112 |

* Based on number of accounts that have been given credit in Sep 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 | \$1,387 | 1 | \$1,387 | 1 | \$1,387 |
| 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 1 | 65 | 0 | 0 | 0 | 0 |
| 5 | 1 | 224 | 1 | 160 | 1 | 85 |
| 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | 3 | 521 | 1 | 185 | 1 | 128 |
| 8 | 1 | 88 | 0 | 0 | 0 | 0 |
| Total | 7 | \$2,284 | 3 | \$1,732 | 3 | \$1,599 |

* Based on number of accounts that have been given credit in Sep 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 estimated 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 September 30, 2024, developer deposits had \$37.25 million in credit balances (liability) and \$10.77 million in debt balances (receivable).

Balances by Year as of September 30, 2024

| | |
|--------------------------------|---------------------------------|
| Credit Balances (Liability) | Debit Balances (Receivables) |
| \$37.25 million | \$10.77 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 | \$ (335,050.00) | 77 | \$ 268,327.91 | 89 | \$ (66,722.09) |
| 2006 | \$ (277,569.36) | 30 | \$ 279,516.02 | 76 | \$ 1,946.66 |
| 2007 | \$ (124,482.12) | 25 | \$ 143,094.49 | 49 | \$ 18,612.37 |
| 2008 | \$ (279,907.97) | 30 | \$ 193,358.72 | 49 | \$ (86,549.25) |
| 2009 | \$ (132,129.92) | 19 | \$ 169,853.13 | 45 | \$ 37,723.21 |
| 2010 | \$ (151,949.35) | 36 | \$ 115,320.64 | 38 | \$ (36,628.71) |
| 2011 | \$ (246,635.52) | 54 | \$ 458,253.34 | 54 | \$ 211,617.82 |
| 2012 | \$ (604,939.81) | 136 | \$ 440,163.67 | 88 | \$ (164,776.14) |
| 2013 | \$ (618,477.70) | 110 | \$ 253,228.00 | 78 | \$ (365,249.70) |
| 2014 | \$ (1,177,837.22) | 176 | \$ 950,692.99 | 61 | \$ (227,144.23) |
| Subtotal - 2001 through 2014 | \$ (3,948,978.97) | 693 | \$ 4,242,875.04 | 636 | \$ 293,896.07 |
| 2015 | \$ (1,462,675.20) | 278 | \$ 263,959.96 | 36 | \$ (1,198,715.24) |
| 2016 | \$ (2,276,884.70) | 315 | \$ 511,043.44 | 61 | \$ (1,765,841.26) |
| 2017 | \$ (2,053,588.05) | 386 | \$ 403,359.23 | 107 | \$ (1,650,228.82) |
| 2018 | \$ (2,790,921.43) | 451 | \$ 799,068.04 | 116 | \$ (1,991,853.39) |
| 2019 | \$ (4,147,011.50) | 406 | \$ 1,560,702.59 | 156 | \$ (2,586,308.91) |
| 2020 | \$ (4,310,447.75) | 274 | \$ 543,200.23 | 136 | \$ (3,767,247.52) |
| 2021 | \$ (4,394,098.64) | 314 | \$ 612,637.89 | 148 | \$ (3,781,460.75) |
| 2022 | \$ (5,579,983.12) | 319 | \$ 839,360.85 | 179 | \$ (4,740,622.27) |
| 2023 | \$ (3,809,046.07) | 184 | \$ 647,096.28 | 125 | \$ (3,161,949.79) |
| 2024 | \$ (2,473,405.48) | 115 | \$ 341,893.08 | 76 | \$ (2,131,512.40) |
| Subtotal - 2015 through 2024 | \$ (33,298,061.94) | 3,042 | \$ 6,522,321.59 | 1,140 | \$ (26,775,740.35) |
| Total | \$ (37,247,040.91) | 3,735 | \$ 10,765,196.63 | 1,776 | \$ (26,481,844.28) |

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 Forfeited on September 27, 2024 | (764,105.79) | 113 |
| Accounts pending forfeiture determination and execution. | (3,948,978.97) | 693 |

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, March 26, 2024, and September 27, 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 2,039 accounts. The accompanying table outlines the progress made to date.

Construction Inspection Refund Data

| | Number of Accounts | Amount (\$) |
|--|--------------------|----------------|
| Refund request received to date | 2039 | |
| Refunded this month | 19 | \$775,288.48 |
| Refunded last month | 7 | \$13,973.01 |
| Refunded in FY24 | 369 | \$6,935,582.14 |
| Refunded in FY23 (Oct 22 - Sept 23) | 105 | \$1,756,574.39 |
| Refund requests that are debits (\$0 balance or owe DC Water) | 94 | \$(149,095.75) |
| <i>Number of Refund Accounts Reviewed, Awaiting Information from Developers*</i> | 125 | \$896,508.52 |

*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. 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 September 30, 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.* |
| Total | 12,592 | 2,754 | 1,304 | 709 | 594 | 1,227 | 113 | 38 | 29 | 47 | 1,611 | 300 | 81 | 56 | - |
| 20001 | 208 | 51 | 21 | 11 | 21 | 53 | 5 | 1 | 1 | 2 | 6 | | | | |
| 20009 | 143 | 19 | 10 | 3 | 5 | 29 | 6 | | | 1 | 31 | 6 | 1 | 2 | |
| 20010 | 391 | 81 | 38 | 24 | 28 | 48 | 7 | 3 | 3 | 3 | 29 | 4 | 2 | | |
| 20001 | 72 | 16 | 7 | 2 | 3 | 37 | 6 | 1 | 1 | 2 | 12 | 4 | 2 | | |
| 20004 | | | | | | 3 | 1 | | | 1 | | | | | |
| 20005 | 10 | 2 | 1 | 1 | | 16 | | 1 | | | 3 | | | | |
| 20006 | | | | | | 6 | | | | | | | | | |
| 20007 | 199 | 7 | 2 | 2 | 14 | 39 | 4 | 3 | 1 | 2 | 3 | | | | |
| 20008 | 9 | | | | | 18 | | 1 | 1 | 1 | 1 | | | | |
| 20009 | 38 | 4 | 3 | 2 | 3 | 5 | | | | | 9 | 3 | 1 | 1 | |
| 20036 | 1 | | | | | 20 | 2 | | 1 | | 3 | | | | |
| 20037 | 12 | 3 | | | 1 | 9 | 2 | | | | 3 | 1 | | | |
| 20418 | | | | | | 1 | | | | | | | | | |
| 20007 | 66 | 9 | 4 | 1 | 13 | 8 | 2 | | | 1 | 23 | 1 | 1 | | |
| 20008 | 53 | 10 | 7 | 2 | 3 | 15 | 1 | | | | 4 | 1 | | | |
| 20015 | 47 | 6 | 1 | 2 | 6 | 9 | 1 | | 1 | | 1 | | | | |
| 20016 | 128 | 22 | 4 | 1 | 20 | 92 | | | 1 | 2 | 3 | 1 | | | |
| 20008 | | | | | | | | | | 1 | | | | | |
| 20010 | 29 | 7 | 5 | | 2 | 1 | | | | | | | | | |
| 20011 | 1,581 | 367 | 159 | 97 | 113 | 111 | 15 | 5 | 6 | 4 | 124 | 17 | 7 | 6 | |
| 20012 | 325 | 65 | 31 | 19 | 27 | 27 | 2 | 1 | 2 | 2 | 9 | 6 | 6 | | |
| 20015 | 66 | 15 | 5 | 2 | 5 | | | | | | | | | | |
| 20306 | | | | | | 1 | | | | | | | | | |
| 20001 | 206 | 53 | 31 | 15 | 11 | 17 | 2 | | | 1 | 3 | | | | |
| 20002 | 606 | 145 | 70 | 37 | 47 | 82 | 10 | 3 | 2 | 5 | 195 | 27 | 5 | 8 | |
| 20011 | 221 | 48 | 22 | 15 | 16 | 3 | 2 | 1 | | | 7 | 1 | | | |
| 20017 | 621 | 139 | 68 | 30 | 25 | 25 | 5 | 2 | 1 | 1 | 27 | 3 | 1 | 2 | |
| 20018 | 874 | 193 | 98 | 56 | 39 | 82 | 4 | 3 | 3 | 3 | 19 | 5 | 1 | | |
| 20036 | | | | | | | | | | | 1 | 1 | | | |
| 20001 | 17 | 5 | 1 | 1 | | 17 | | | | | 3 | | | | |
| 20002 | 406 | 73 | 33 | 24 | 7 | 67 | 5 | 1 | 1 | 3 | 15 | 2 | 1 | | |
| 20003 | 214 | 28 | 13 | 5 | 12 | 41 | 3 | 1 | 1 | 2 | 14 | 1 | 1 | | |
| 20024 | 42 | 7 | 3 | 1 | 3 | 15 | | | | | 10 | | | | |
| 20032 | 1 | | | | | | | | | | | | | | |
| 20001 | 2 | | | | | | | | | | | | | | |
| 20002 | 231 | 55 | 26 | 17 | 9 | 10 | 1 | | | 2 | 29 | 10 | | | |
| 20003 | 90 | 12 | 5 | 4 | 3 | 24 | 1 | 1 | | | 5 | 2 | 1 | | |
| 20016 | 2 | 1 | 1 | | | | | | | | | | | | |
| 20019 | 2,893 | 622 | 315 | 167 | 68 | 128 | 12 | 3 | 1 | 3 | 411 | 72 | 19 | 13 | |
| 20020 | 564 | 104 | 56 | 22 | 9 | 13 | 2 | | 1 | 1 | 79 | 45 | 7 | 2 | |
| 20000 | 1 | | | | | | | | | | | | | | |
| 20002 | 3 | 1 | 1 | 1 | 1 | | | | | | | | | | |
| 20003 | 21 | 5 | 3 | 2 | 2 | 7 | 1 | 1 | | | 1 | | | | |
| 20020 | 1,253 | 297 | 138 | 72 | 32 | 65 | 4 | 2 | 1 | 2 | 272 | 33 | 8 | 14 | |
| 20032 | 946 | 282 | 122 | 71 | 46 | 83 | 7 | 4 | | 2 | 256 | 54 | 17 | 8 | |

**Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 317, Com. 121 and MF 108*

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



FY24 Voice of the Customer Satisfaction Survey Results Attachment B

Presentation to Water and Sewer Retail Rates Committee, October 22, 2024
Meisha Thomas, Director of Customer Care and Walker Information Inc.

District of Columbia Water and Sewer Authority





Purpose

- To present to the Committee the results of the FY24 Voice of the Customer Satisfaction Survey.
 - We will compare the FY22 survey to the FY24 survey
 - Provide updates on the initiatives from the FY22 survey
 - Identify and offer action items for the feedback provided in the FY24 survey



Elliott Moran with Walker Information Systems

Walker Information is a Qualtrics certified full-service Experience Management (XM) firm.

We believe everyone deserves an amazing experience. Our team of experts provides technology implementation, end-to-end managed services, and expert strategic consulting – all to deliver better results for our clients

Walker was retained to support deployment and analysis of DC Water Customer Experience Listening.



QUALIFIED
Qualtrics & XM certified consultants



TRUSTED
#1 North American Partner



SPECIALIZED
30+ years in CX and EX



EXPERIENCED
80 years serving clients

Exclusive partner to Qualtrics

Largest service delivery partner in North America

2019 Partner of the Year



1st

QPN
Charter member

1st

XM Solution
One of the first partners to develop an XM solution

1st

Advisory Solutions
One of four selected to deliver new advisory solutions

50+

Certifications
CX/EX/Research Core

Agenda

- 01 Program Roadmap
- 02 Distribution Overview
- 03 Executive Summary
- 04 Strategic Imperative Analysis & Actions
- 05 Demographics
- 06 Next Steps



Voice of Customer Evolution & Roadmap



Conducted survey using Blueprint 2.0 as the basis for questions and result compilation.

Executed wave 2 of the VOC survey with successive waves approximately every 18 months.

Ongoing execution of process and system improvements identified during waves 1 & 2 of the VOC survey.

Revisit Blueprint 2.0 and implement wave 3 of the VOC survey to continue monitoring progress and opportunities.

Implement updated CX model (e.g., Blueprint 2.0) and revise CX strategy as needed.



Relational Survey Overview

Objectives

- Overall Experience
- Customer Feedback
- Strengths
- Improvement Opportunities



Targeted Participants

- Current customers



Online Survey

- Data collection: 07/1/24 to 8/13/24



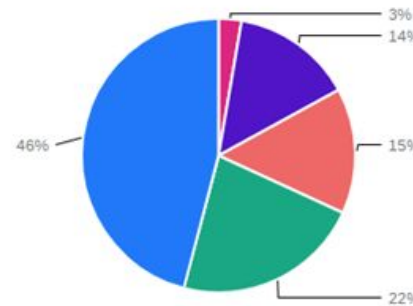
Demographics



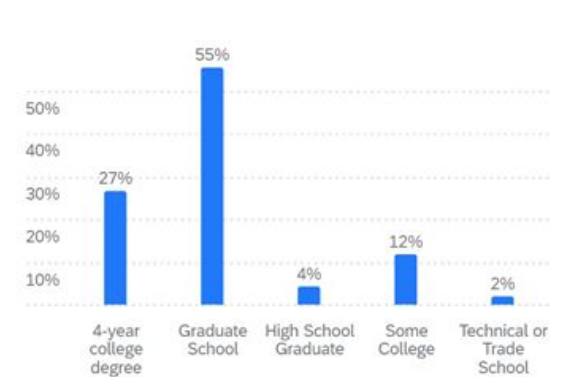
Respondents

- 83,645 survey invitations were successfully sent
- In total 5,875 customers completed the survey
 - 2,637 respondents opted to take extended survey
 - 13 responses were collected via QR code
 - 81 responses were collected anonymously

Age Ranges



Level of Education



■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+



Executive Summary



Overall Experience declined by 3 points since 2022, though key imperatives remain relatively stable. Rate increase communications, boiled water advisories, payment processor change, and understanding the bill are likely driving overall experience measures.

Sustainability scores remain flat since 2022 and are significantly lower than all other imperatives. Customers do not associate sustainability with affordability; consider refining messages so that customers better understand what their water rates pay for, the impact they have on sustaining the utility.



Overall Experience & Imperative scores are generally strong, despite minor declines, with most top 3 box scores surpassing 70% T3B. Resilience, Equity, Reliability, and Healthy Safe and Well all score above 80% T3B.

Communications continue to score well at 86% T3B. Multiple projects are underway to increase customer awareness and communications. Continue efforts to close the loop with customers.

Follow-up Requests were added to the survey in 2024 where customers can actively request assistance with any issues they are facing.

Assistance Program Awareness has shown improvement for SPLASH and LIHWAP.



Overall Reliability dipped by 2 points since 2022 and system reliability is the leading negative driver of service quality scores. Aging infrastructure, taste/odor, low pressure, and slow progress on infrastructure projects are top concerns. Increase transparency to scheduling and progress, mobilize customers with good impressions around completed infrastructure projects.

Water Quality scores have stayed flat since 2022, but safety of drinking water has increased by 4pts as a negative driver of healthy, safe, and well scores. Boiled water advisories are not understood as a safety measure or commitment to community health.

Bill Format continues to be a significant pain point, with scores decreasing since 2022. Layout and cost definitions are specifically mentioned by survey respondents. A bill layout and readability research project and bill redesign project are planned for 2025.



Overall Experience

Overall Experience – Top 3 Box



(n=4,517)

I've been told from other people about the several 'boil water' alerts we have gotten in the last calendar year. I find it to be too frequent for a metropolis, and quite alarming. It just seems incomprehensible, especially given the cost, that I have to just 'buy' water b/c I can't trust DCW.

No issues or problems with DC Water. I appreciate the running water notices as one of my toilets was leaking and it has since been fixed.

I can't understand why my water bill is so high. Initially, we were told that there was an increase due to the lead pipes being replaced. However, that was years ago, and the price continues to increase. It's really a shame that DC residents are payment so much for water.

Good programs and good quality given challenges and age of infrastructure

Overall Experience Breakdown – %

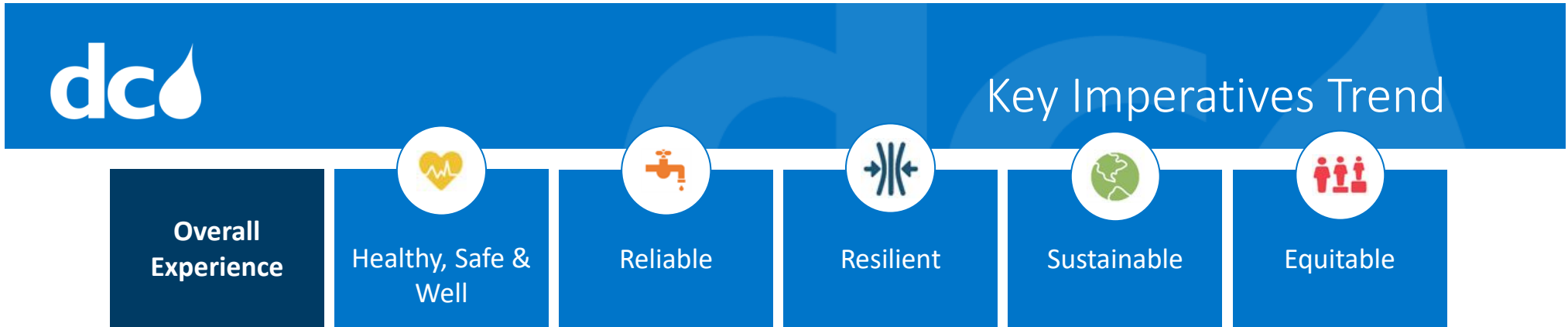
How would you rate your overall experience with DC Water?



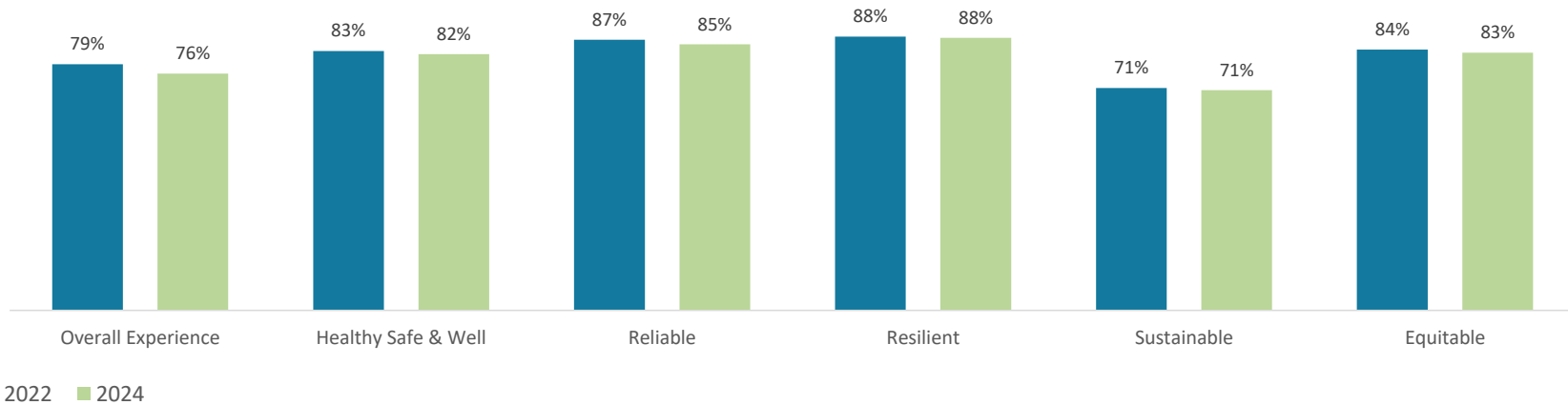
Customer Care

*Difference between distribution percentages and Top 3 Box dial due rounding.

8



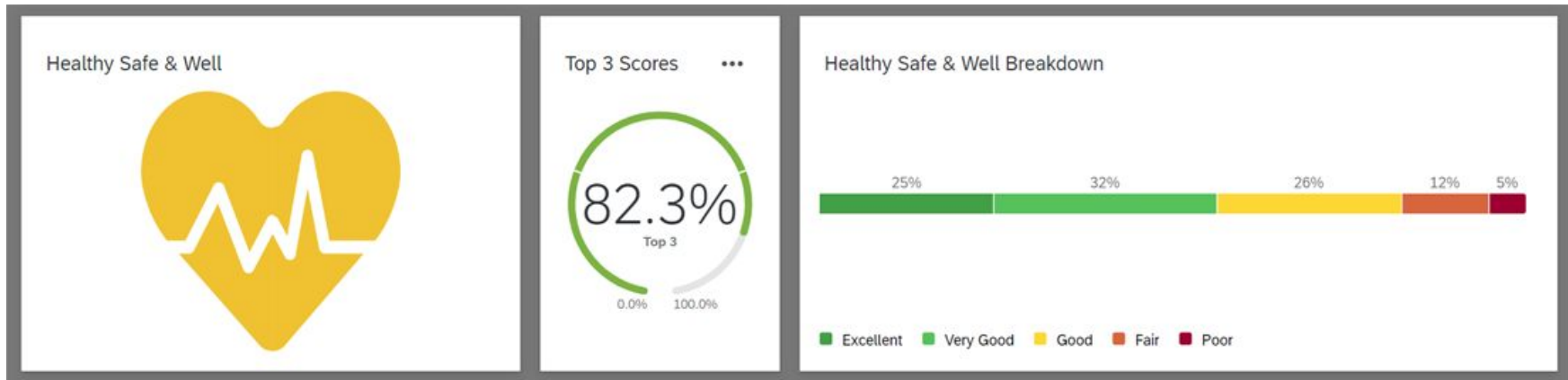
Top 3 Box Scores (% Excellent/Very Good/Good)



Although Overall Experience has declined 3 points since 2022, Key Imperatives have remained relatively stable. Minor declines were observed for Equitable, Healthy Safe & Well, and Reliability.



Healthy, Safe, and Well Deep Dive



Customer Care

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Healthy, Safe, & Well Drivers



Water Quality



(n=4,506)

Commitment to Healthy & Safe Environment



(n=2,442)

2022
Project
Status



1. OMAC marketing plan to incorporate customer education

ONGOING

- Various media used to share what DC Water is doing to support a healthy environment.
- Major impact through social media and WOT.
- Includes Lead-Free DC Activators going door-to-door and webpage updates "What's Going On"



Healthy, Safe, and Well Imperative Actions



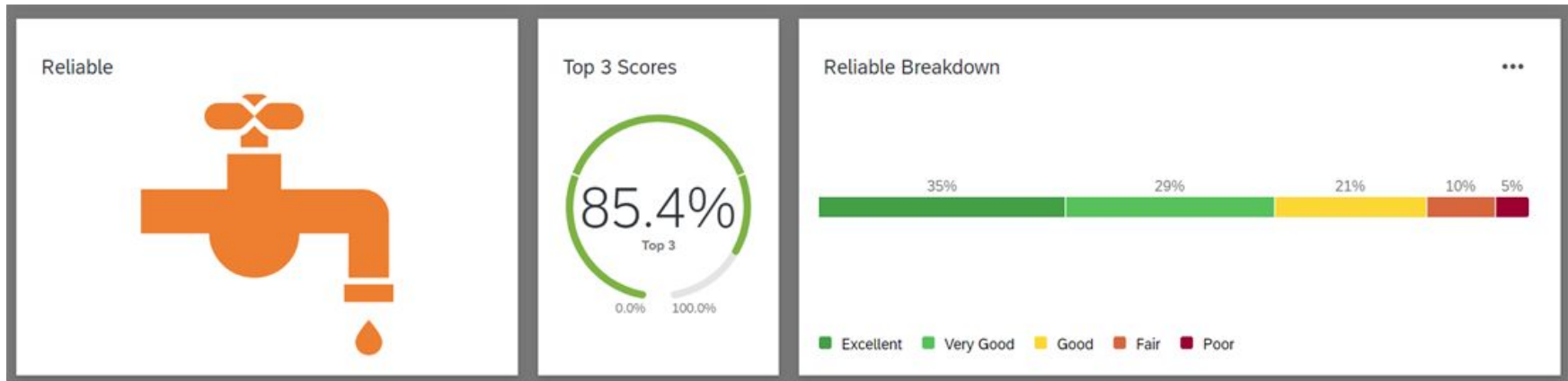
Expedite Main and Sewer pipe replacement projects



1. Increase visibility to project scheduling / speed
2. Mobilize promoters to spread positive messages around pipe replacement success
3. Target improvement projects to disaffected segments / locations
4. Address related customer concerns over sediment, PFAS, lead, etc.



Reliability Deep Dive





Reliability Drivers



Reliability of Service



(n=4,511)

Quality of Service



(n=2,442)

Customer Service



(n=2,353)

Billing Statements



(n=2,401)

Emergency Responsiveness



(n=2,393)



- 1. Genesys Upgrade **COMPLETE**
Currently working on AI ChatBot initiative
- 2. Expanding Everbridge Use **ONGOING**
Increased Everbridge alerts and faster mapping and communications related to outages and emergencies.

- 1. Bill Payment and Bill Print Vendor Contract **COMPLETE**

- 1. DCW Website Enhancement **COMPLETE**
- 2. DCW Website Instructional Videos **ONGOING**



Reliable Imperative Actions



Continue efforts to close the loop with customers



1. Maintain efforts on Genesys and Field Work Management system development
2. Enhance digital channels to capture and triage last-resort customer outreach
3. Consider post-interaction survey to support customer service efforts

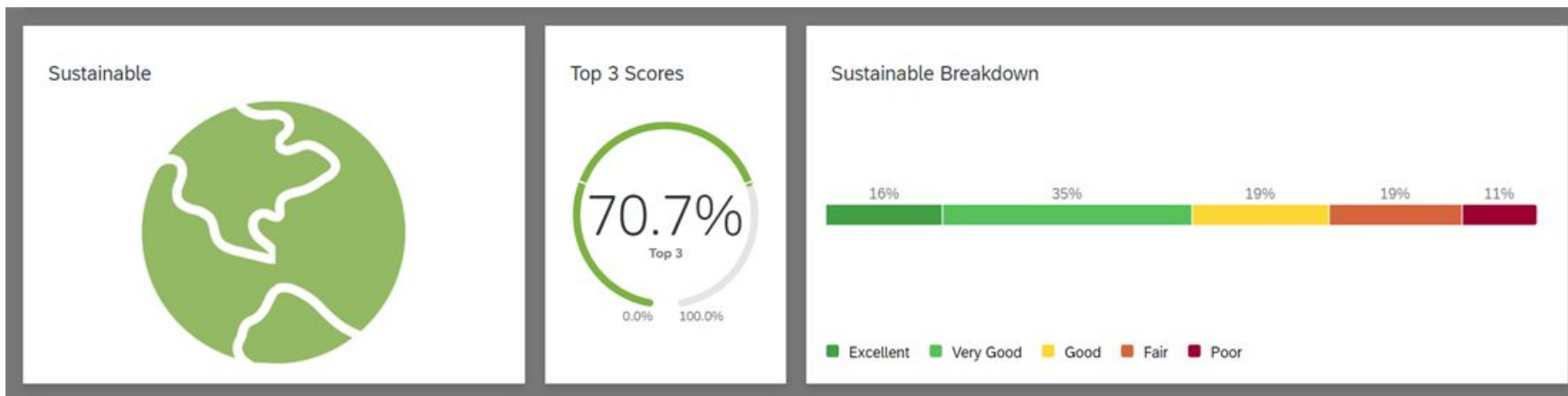
Continue Bill Format Improvement Project



1. Starting new bill reformatting project in FY25
 - Survey for customer insight for bill formatting.



Sustainability Deep Dive





Sustainability Drivers



Affordability



(n=2,436)



- 1. Low Income Survey **COMPLETE**
- 2. OMAC marketing plan to incorporate customer education **ONGOING**
- 3. Various Assistance Programs **ONGOING**



Sustainable Imperative Actions



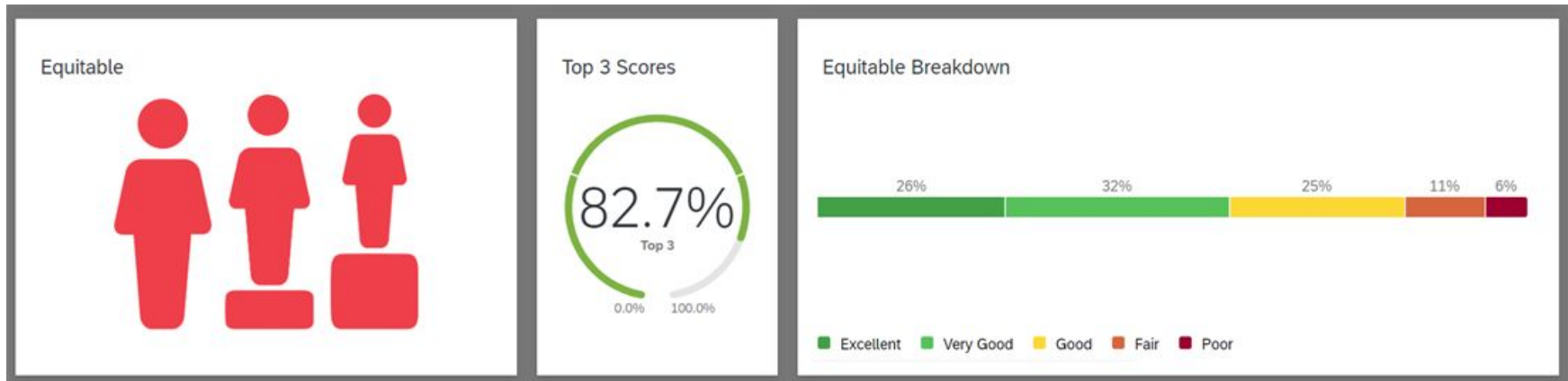
Refine messaging around sustainability



1. Further define sustainability as customer's sustainment of utility/service
2. Deepen messaging around what customer rates support: lead free DC, main and sewer infrastructure projects, service alerts and field visits, emergency repairs, general water quality
3. Consider marketing tagline to address sustainment of utility through rate-payment
4. Reduce perception of regionally higher costs



Equitable Deep Dive





Equitable Drivers



Commitment to Community



(n=4,497)

Communications



(n=2,435)



- 1. DCW Website Enhancement **COMPLETE**
- 2. Increased Feedback and Training to improve Employee performance **ONGOING**
- 3. SharePoint Upgrade and Enhancement **ONGOING**

- 1. Exploring Texting Options for various Customer interactions, including field updates **ONGOING**
- Looking to AI as a foundational starting point

- 1. Catch Up Offer **COMPLETE**
- 2. Customer Assistance Survey **COMPLETE**
- 3. Continual outreach **ONGOING**
- 4. Customer Assistance Videos **ONGOING**
- 5. Various Calling/Mailing Campaigns **ONGOING**



Equitable Imperative Actions



2024
Insight 

**Deepen messaging around
commitment to community**

**Finalize deployment of VXField system to
enhance customer communications
regarding technician visits**

**Maintain customer communications
regarding DCW financial assistance
programs**



2024
Projects 

1. Frame Boiled Water Advisories as a safety measure/system action
2. Lead pipe replacement status
3. Main and sewer infrastructure projects
4. Customer contribution to improvement projects on bill messages

1. VXField - STARTING FY25

1. Expanded Assistance Programs
STARTING 10/1/2024
2. Leak Assessment & Repair Program
STARTING 10/1/2024



Recommendations Summary & Prioritization

- **Continue efforts to close the loop with customers**
 - Maintain efforts on Genesys and Field Work Management system development
 - Enhance digital channels to capture and triage last-resort customer outreach
 - Consider post-interaction survey to support customer service efforts
- **Deepen messaging around commitment to community**
 - Frame Boiled Water Advisories as a safety measure/system action
 - Lead pipe replacement status
 - Main and sewer infrastructure projects
 - Customer contribution to improvement projects on bill messages
- **Expedite main and sewer line replacements**
 - Increase visibility to project scheduling / speed
 - Mobilize promoters to spread positive messages around pipe replacement success
 - Target improvement projects to disaffected segments / locations
 - Address related customer concerns over sediment, PFAS, lead, etc.
- **Refine messaging around Sustainability**
 - Further define sustainability as customer's sustainment of utility/service
 - Deepen messaging around what customer rates support: lead free DC, main and sewer infrastructure projects, service alerts and field visits, emergency repairs, general water quality
 - Consider marketing tagline to address sustainment of utility through rate-payment
 - Reduce perception of regionally higher costs



Key Findings – Demographics



Income

Affordability is rated lower amongst **higher income** level respondents, similar to 2022.

Higher income respondents often reference **monthly charges and additional fees**.



Education

Affordability is rated low for most education levels; however, **lower education** respondents (trade school) had the lowest rating of all.



Age

Respondents aged **35-44** rate **overall experience lower** than other age groups and rate **all imperatives lower** except for healthy, safe & well.

Respondents age **65+** rate all **imperatives higher** as compared to other age groups.



Gender

Reliability across genders is rated very high (95%).

Respondents seem confident in the ability to service. However, many mentioned **water quality** as an area of opportunity.



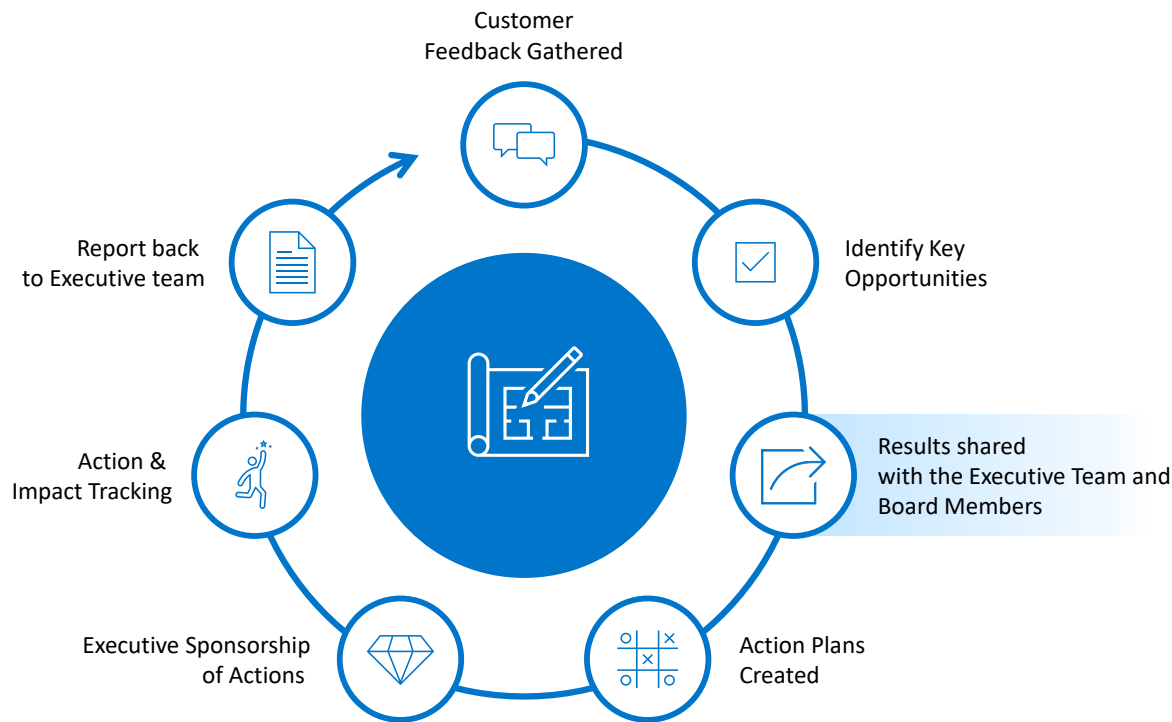
Ethnicity

Asian and Native American respondents have the lowest rating for **affordability** (67% and 60%). Asian respondents also had the lowest affordability score of 67%

Both mentioned the consistent **price increases** and lack of **communications** around bills.



Next Steps



Customer Care



*Voice of Customer is about much more than scores ...
.....it is about implementing actions to improve customer experiences with DC Water.*

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Thank You!



Appendix



Overall Reliability Scoring



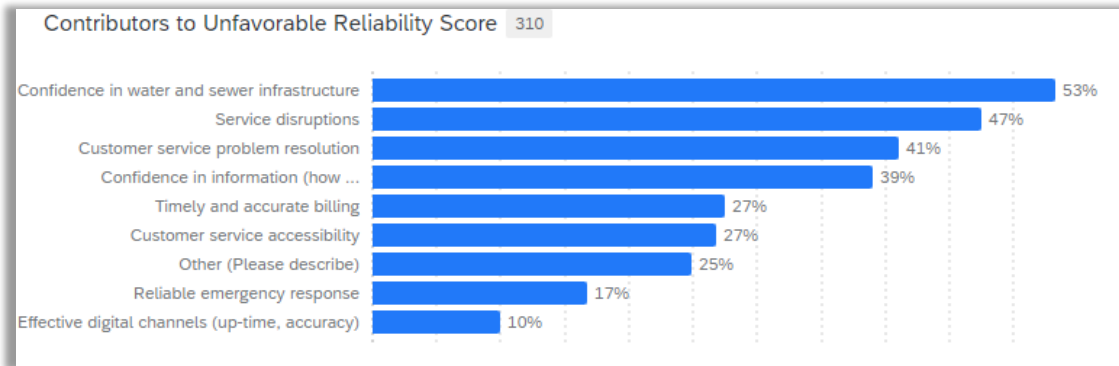
I certainly have seen improvement over the last several years. I think there is a commitment to a higher performance. I am encouraged.

Happy to be automatically alerted to potential leaks or open faucets .. glad you are building the tunnels to capture sewer/storm overflows - and keep Potomac clean ..

Just a big thank you!

Our water frequently has a strong smell of chlorine and other chemicals. It makes me nervous and I worry about water quality due to several times when "boil advisories" have been issued in our services area.

water pressure often is weak and varies



- Confidence in water and sewer infrastructure is an increasing customer concern, followed closely by service disruptions.
- Poor water pressure is a consistent theme in 'other' responses, with boiled water advisories and smell/taste issues as often repeated themes.
- Relatively few customers express frustration with digital channels, but experience scores plummet when problems go unresolved after contacting customer support.

Customer Care

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dc Quality of Service

*Quality of Service Score (Top 3) 2,442



DC Water must contend with an aging infrastructure and significant increase in demand. Add in an increase in pedestrian and vehicle traffic making working space very tight...not to mention people ignoring no parking signs....in spite of it all 99.9% of the time there's water when the tap is turned on. Thanks!

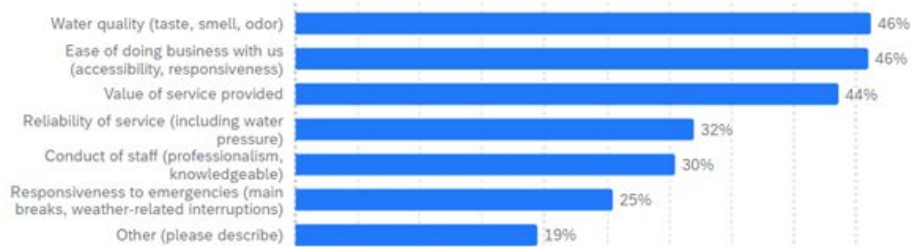
Rust in the water - I had to spend \$1,000 to get a whole house water filter that doesn't fully filter out all the rust your water main is pumping into my house.

Service is much better than years ago!!

I appreciate the outreach when there is a boil water advisory. It shows they care about informing us.

No compensation for mandatory running of water before using due to contamination.

Contributors to Unfavorable Quality of Service Score 381



- Quality of Service has dropped 1% since 2022
- The top unfavorable score water quality sentiment has seen a statically significant increase of 8% since 2022
- The greatest movement in scores was seen in the reliability of service which saw a statistically significant increase of 12% since 2022
- Consider focusing in on the top 3 scores, especially the water quality, but also look at the reliability of service

Customer Care

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Customer Service Contact Score



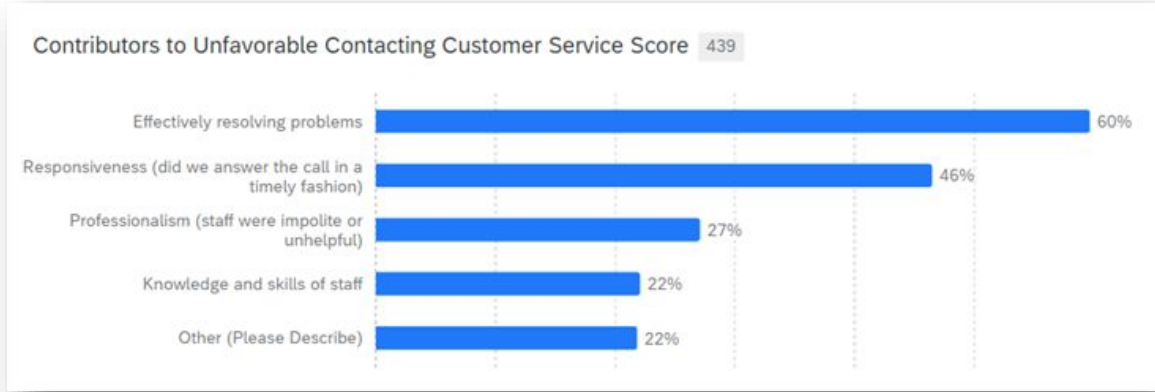
Never had a problem but once and it was well handled.

I have always encountered professional representatives that very knowledgeable about the company policy and also understand my situation.

Customer service reps never have updates, impossible to get a supervisor to call back, non-response on disputes for months. I reached out to local politicians to see which entity has oversight of DC Water because your customer service is severely deficient and almost non-existent.

Had concerns about lead pipe and staff was dismissive

I don't even try to call as it's hopeless - on hold forever and then only stock answers.



- Contacting Customer Service Team Score has remained a constant 81% since 2022
- Effectively resolving problems is a new option in 2024, but has risen to be the top contributor of unfavorable score with over half of the respondents selecting it
- Respondents seem to feel more favorably towards the he knowledge and skills of the staff as their unfavorable score has dropped a statistically significant 6% since 2022
- Consider honing how to more effectively resolve problems and being more responsive to customers

Customer Care

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Ease of Understanding Billing Statement



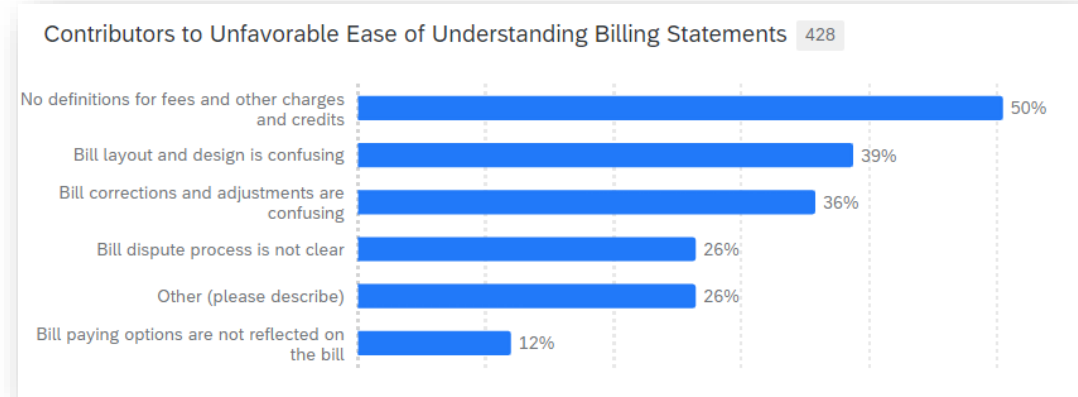
The current statement and what I have to pay is very confusing. It is also hard to understand some of the abbreviations right away.

It's hard to compare year on year, CCF is not meaningfully reflected on the bill, average use statistics are confusing, most of the bill is 'not actually the water you use' and really poorly explained.

Just keep up the good work and thank you for asking for customer feedback.

Saw that water quality results have to be linked to and weren't actually discussed in the recent bill insert. ...

For low income families, the reduced fixed fees and taxes could be a little more transparent and easier to obtain.



- Ease of Understanding Billing Statements has had a statically significant drop of 4% since 2022
- Respondents not seeing definitions for the billing fees & other charges on statements remains the top reason for misunderstanding and has increased 7% since 2022
- The bill's layout being confusing has grown a statistically significant 8% since 2022
- Consider changing tactics and focus in on providing definitions for fees and charges, changing the layout, and describing the corrections and adjustments more plainly

Customer Care

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Emergency Responsiveness Score

*Emergency Responsiveness Score (Top 3) 2,393



During the emergency period that I experienced DC water schedule was kept and returned to normal as stated.

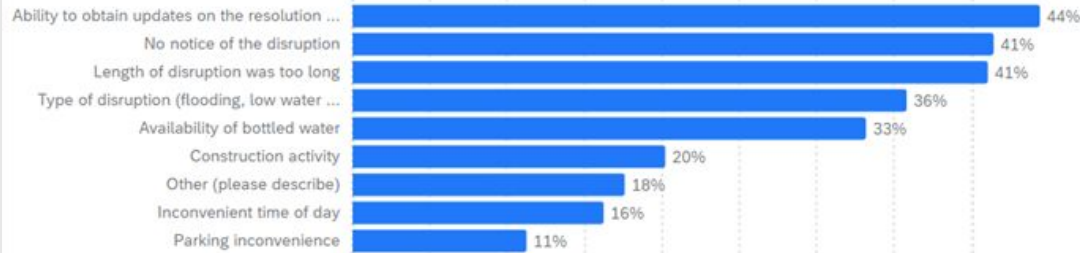
DC Water was rather slow to responding to repairing the underground meter in front of my house. Initially, they recommended I hire a plumber to take care of the problem, it took my calling my Councilman to get service...[and] took 15 days to send out a team to do the repair.

No communications, so I don't know if there's an emergency or scheduled repair service.

No experience with loss of water and needed restoration of service.

Haven't had to deal with no water problem so couldn't give informed answer on that. Ditto on environmental issues -- no idea what they have or Haven't done.

Contributors to Unfavorable Emergency Responsiveness Score 302



- Emergency Responsiveness Score has increased 1% since 2022
- Ability to obtain updates remains the top unfavorable score.
- No notice of disruption, length of disruption, and availability of bottled water all statistically significant jumps in scores.
- Consider focusing on how to keep customers better informed on updates and timelines and provided for during emergency services

Customer Care

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dc Commitment to Community

Commitment to the Community (Top 3) 4,497



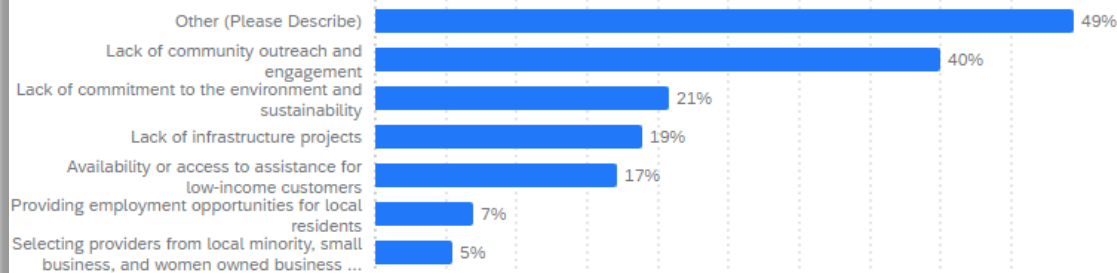
The company is working for the betterment of the citizens of the District of Columbia

The lead replacement project is taking too long and communication is poor.

During the leadline replacement project, a long, complicated undertaking in my case, I found everyone I contacted, even the contractor, working to help me get answers. ... While this all took longer than I expected, and often there were no ready answers, I never felt frustrated or dismissed. In fact, I felt respected and that my situation and needs were important. and that everyone I dealt with was interested in a happy ending. It was.

I think it would be good for DC Water to publicize what it's doing in the community. I also think more "helpful hints" to conserve water would be good (similar to what California communities do).

Contributors to Unfavorable Commitment to the Community Score 905



- Many of the 'other' responses are related to personal concerns; respondents appear to be reading commitment to the community as commitment to their own issues.
- Right actions at the wrong pace also appears to be a common theme. Customers see the cost of infrastructure projects in their bills but are not aware of progress or outcomes, leading to confusion.
- Communications is the overarching theme for both of these issues. When customers do not receive follow-up or do not understand how DC Water is serving the community, the experience suffers.

dc Communications Ratings

*DC Water Communications Rating (Top 3) 2,435



Increased notifications time for maintenance work and shut off work- Add electronic email/ text to customer feature along with door tags

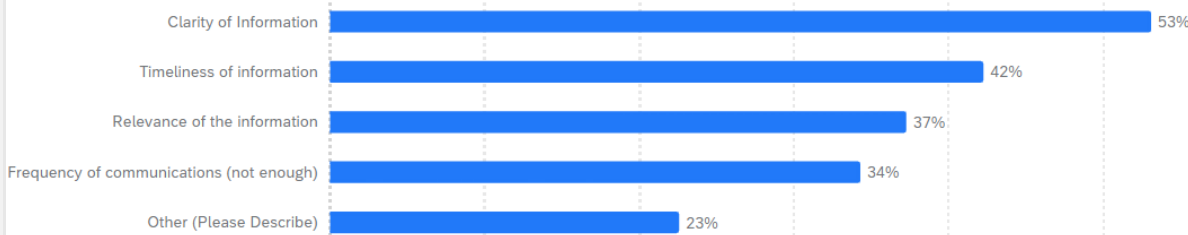
The pamphlet that comes with the bill is very interesting and informative.

No issues or problems with DC Water. I appreciate the running water notices as one of my toilets was leaking and it has since been fixed.

Hard to answer the environmental impact question. I am not informed about what their efforts are, so I don't know.

Ambiguity. We may be in your yard digging; we may not be. Just tell me what the plans are so I can plan around it.

*Contributors to Unfavorable Communications Rating Score 341



- DC Water Communications Rating remains at 86% since 2022
- Clarity of information remains the top concern when it comes to communicating with DC Waters; all other options have shifted slightly, but not in a statistically significant manner.
- The favorability for relevance of information has improved by 3% since 2022.
- Consider changing strategies with the clarity of information and continuing to move the needle on the relevance of information and move

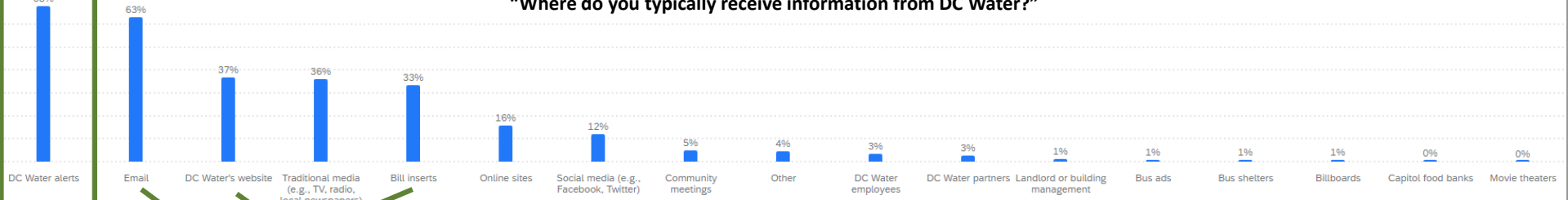
Customer Care

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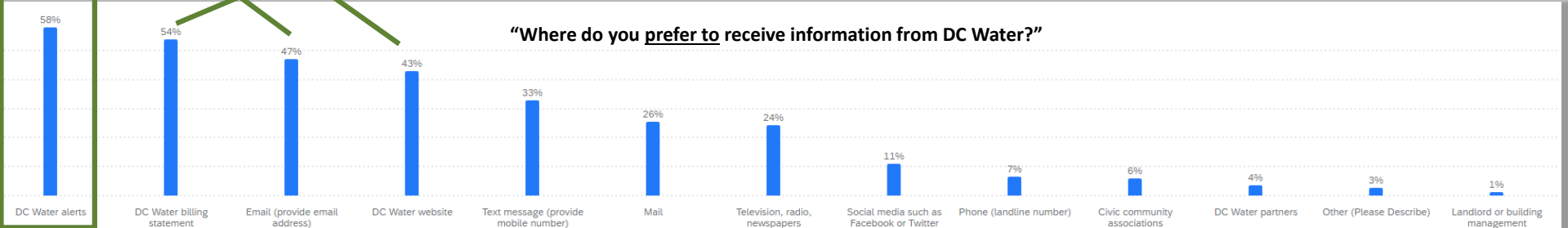
dc Communications Channels

The places where people receive information from DC Water generally align with the channel where they prefer to receive information. DC Water Alerts are especially effective, followed by Email, then the DC Water Website. It appears that customers would prefer to receive more information through Bill Inserts.

“Where do you typically receive information from DC Water?”



“Where do you prefer to receive information from DC Water?”



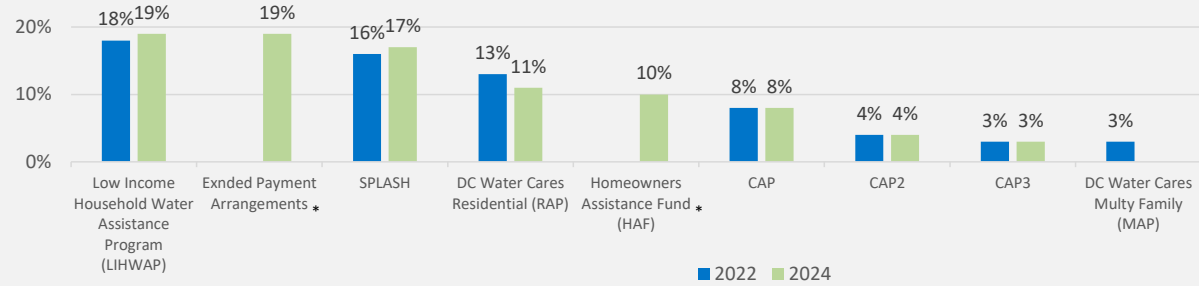


Key Findings – Low Income Assistance



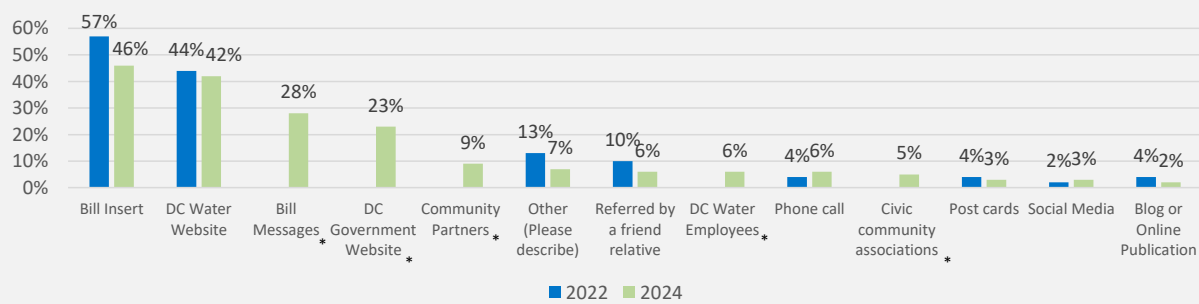
We offer several customer assistance programs for low to middle income customers. Are you aware of the following programs?

Low Income Program Assistance – Which programs are you aware of? (2,367)



How did you hear about these programs?

How did you hear about these programs? (921)



dc Healthy, Safe, & Well Deep Dive



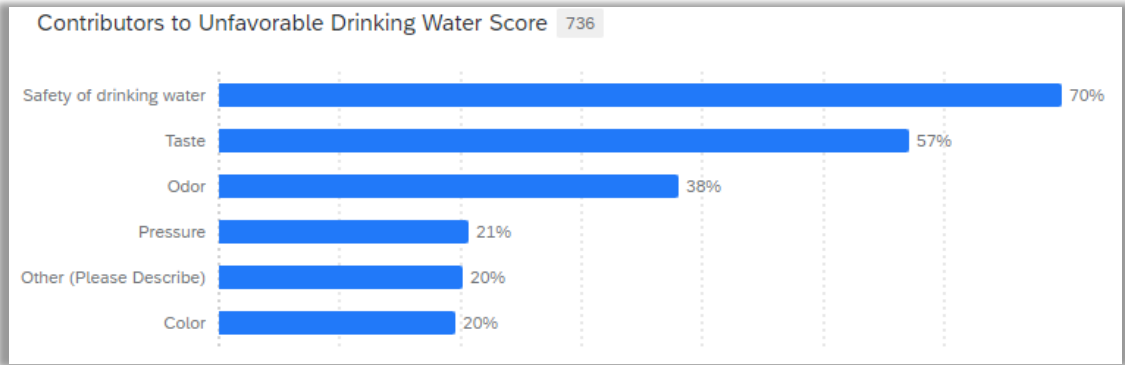
Do not trust it... I have already had 1-2 boil notices and still have concerns about lead pipes

Live on the edge of Georgetown and the water is very chlorinated to the point it was destroying gaskets and quite hard. Needed to install our own filtration system.

I appreciate the information that flows about the quality and notice of any problem arising about our drinking water. ...

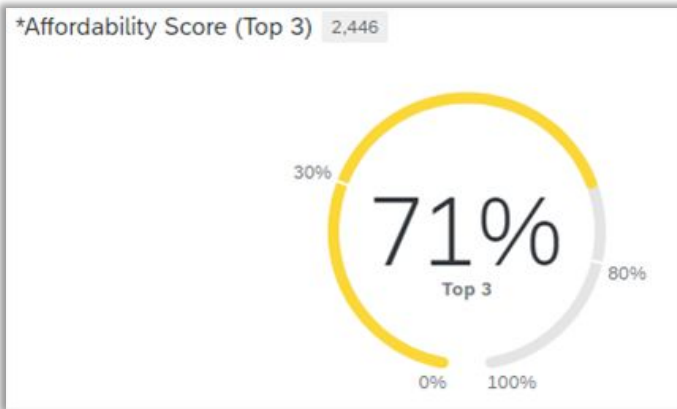
You did a great job of sending notice to the community when we had to boil our water. The alert system worked well. The recorded phone calls we helpful also. Fox 5 news had a emergency report too. My neighbors in Fort Lincoln's senior apartment didn't get the information. It would be nice if you could check into their situation. Thank you

As a Senior Citizen I have to pay for water in fear of bad contaminated DC Water



- Negative sentiment centers on boiled water advisories and general water safety.
- Fear of lead contaminants and frustration over delayed replacement projects are both common.
- Hardness, reddish sediment, stained sinks and toilets drive some to filter water for drinking.
- Chemical odor and taste, and an annual change in profile is cited somewhat regularly.
- Many with the above concerns bear the added cost of purchasing or filtering water.

dc Sustainability Deep Dive



Outraged we have to pay for infrastructure improvements.

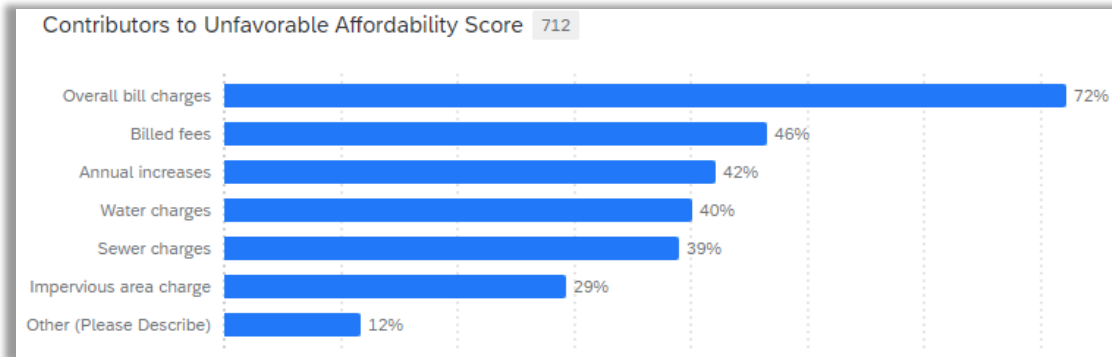
Your rates are just way too high and going up every year. You are now my most expensive utility (more than electric, gas, heating)

DC Water is not regulated by the Public Service Commission, and thus, the Board gets away with imposing all sorts of fees and increases that I believe they would not be able to impose if they were regulated.

Please remove handling fee for paying online so I can go back to paying my bill online instead of writing a check.

Keep up the good work, including the new DC Water Bloom soil amendment which was honored by Casey Trees with the 2024 Canopy Award for Sustainability. I am an enthusiastic supporter of Casey Trees!

I've lived in many cities and DC Water is the most expensive.



- Affordability scores lower than all other imperatives, with a full 30% of respondents rating fair or poor.
- Negative price comparisons to other metro areas are common.
- There is a relatively consistent thread around governmental regulation and tax subsidies to offset costs.
- Confusion over added fees is common.

Customer Care

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Survey Updates

SHORT SURVEY

1. How would you rate your overall experience with DC Water? Why do you say that? (Open text)
2. (REL) Overall, how would you rate the reliability of DC Water services (e.g., water pressure, available water)
3. Which of the following contributed to your response? Select all that apply.
4. Would you like for us to contact you concerning your problem?
5. Please describe your issue and enter your preferred contact information below
6. (EQU) Overall how would you rate DC Water's commitment to the community?
7. Which of the following contributed to your rating? Select all that apply.
8. (HSW) Overall, how satisfied are you with the quality of the drinking water in your area?
9. Which of the following contributed to your response?
10. (SUS) Overall, how would you rate DC Water's efforts to improve minimize its impact on the environment?
11. Which of the following contributed to your rating? Select all that apply.
12. (RES) Overall, how would you rate DC Water's ability to restore customers to their normal state of service after an unforeseen emergency?
13. Which of the following contributed to your rating? Select all that apply
14. Is there any other feedback you would like to provide to DC Water ? (open text)

EXTENDED SURVEY QUESTIONS

15. (REL) Overall, how would you rate the quality of the service you receive from DC Water?
16. Which of the following contributed to your rating? Select all that apply.
17. (REL) How would you rate your experience when contacting DC Water's Customer Service Team?
18. Which of the following contributed to your rating? Select all that apply.
19. (REL) Overall, how would you rate DC Water's billing statements for being easy to understand?
20. Which of the following contributed to your rating? Select all that apply.
21. (RES) How would you rate DC Water's response to water and sewer emergencies ?
22. Which of the following contributed to your rating? Select all that apply.
23. (EQU) How do you usually obtain information about DC Water? Select all that apply.
24. (EQU) Please describe the last communication you received from DC Water . (Open text)
25. (EQU) Considering all the ways you receive information from DC Water, how would you rate our communications overall?
26. (EQU) Which of the following contributed to your rating? Select all that apply.
27. (EQU) Among this list, which of the following ways would you like to receive ongoing communications about DC Water? Select all that apply .
28. (EQU) We offer several customer assistance programs for qualifying customers. Are you aware of the following programs? Select all that apply.
29. How did you hear about these programs? Please select all that apply.
30. (HSW) Do you drink tap water at home? (Yes/No)
31. Do you filter your tap water? (Yes/No)
32. Why did you say that?
33. (SUS) Intro text: For this section, please recall that DC Water is a non-profit rate payer funded organization. All of the funds obtained through rates are used to distribute safe drinking water and collect and clean wastewater. DC Water is charged to sustain financial viability and to maintain, upgrade, and replace infrastructure while meeting more stringent, unfunded federal mandates. Understanding that the water rates are calculated with consideration to affordability,
34. (SUS) How affordable are the costs of the water and sewer services provided to you by DC Water?
35. Which of the following contributed to your rating? Select all that apply.
36. (SUS) What global issues are you concerned with ?
37. (SUS) Do you feel that the communications concerning these issues are: (Choose one, button)
38. Demographic Questions: Age/Education/Household Income/ Gender Description/Ward/Ethnicity/Language

Attachment C

FY 2025 Proposed RRC Committee Workplan

| Objective/Activities/Task | Date of Activity | Completed | Responsible Department |
|---------------------------|------------------|-----------|------------------------|
|---------------------------|------------------|-----------|------------------------|

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

| 2. 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. |

Attachment C

| 2. Establish new DC Water’s Customer Assistance Program, CAP Plus (CAP+) | Date of Activity | Completed | Responsible Department |
|--|------------------|-----------|------------------------|
| <i>e. Public Hearing</i> | May 9, 2024 | √ | Rates and Revenue |
| <i>f. Public Hearing Record Closes</i> | May 16, 2024 | √ | |
| <i>g. 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>h. Present final new CAP+ to RRC for recommendation to Board</i> | June 25, 2024 | √ | DGLA |
| <i>i. Board approves Notice of Final Rulemaking (NOFR) for new CAP+</i> | July 3, 2024 | √ | |
| <i>j. Publish NOFR in D.C. Register for new CAP+</i> | July 19, 2024 | √ | |
| <i>k. New CAP+ – Go Live</i> | October 1, 2024 | √ | |
| | | | Customer Care |

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

| 4. 2025 Potomac Interceptor Cost of Service Study (FY 2026 – FY 2028) | | | |
|---|----------------|--|-----------------|
| <i>a. Present 2025 Potomac Interceptor Cost of Service Study for FY 2026 – FY 2028 rates to RRC</i> | April 22, 2025 | | Rates & Revenue |

| 5. 2025 Cost of Service Study to Establish Miscellaneous Fees and Charges | | | |
|---|------------------------|--|--|
| <i>a. Present COS Update and Proposed Amendments to Miscellaneous Fees & Charges for RRC Recommendation</i> | April 22, 2025 | | Rates & Revenue |
| <i>b. Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees & Charges</i> | May 1, 2025 | | Board of Directors |
| <i>c. Publish NOPR in DC Register</i> | May 16, 2025 | | DGLA Marketing & Comm. Rates & Revenue/ Customer Care |
| <i>d. Public Comment period</i> | May 16 – June 16, 2025 | | |
| <i>e. RRC Final Recommendation to Approve Amendments for Miscellaneous Fees & Charges</i> | June 24, 2025 | | |

Attachment C

| | | | |
|--|-----------------|--|-----------------------------------|
| f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i> | July 3, 2025 | | Board of Directors |
| g. <i>Publish NOFR in DC Register</i> | July 18, 2025 | | DGLA |
| h. <i>Miscellaneous Fees & Charges including Engineering and Permitting Fees Go-Live</i> | October 1, 2025 | | Rates & Revenue/ Customer Care |

| | | | |
|--|------------------|--|-------------------|
| 6. 2025 COS for Water, Sewer and CRIAC | | | |
| a. <i>Present 2025 Cost of Service Study for Water, Sewer and CRIAC to RRC</i> | January 26, 2026 | | Rates and Revenue |
| b. <i>Post Final COS on DC Water's website</i> | TBD | | |

| | | | |
|--------------------------------------|--------------------|--|------|
| 7. Delinquent Accounts | | | |
| a. <i>Soldiers Home Negotiations</i> | Monthly, as needed | | DGLA |



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

**Tuesday, November 19, 2024; 9:30 a.m.
AGENDA**

| | |
|---|-------------------------|
| Call to Order | Committee Chairman |
| Monthly Updates | Chief Financial Officer |
| Committee Workplan | Chief Financial Officer |
| Agenda for December 17, 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