



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

(via Microsoft teams 202-753-6714 Conf ID 398078695#

*Tuesday, April 28, 2020
9:30 a.m.*

1. **Call to Order** **Rachna Bhatt, Chairperson**
2. **Roll Call**..... **Linda Manley**
3. **Extend Comment Period on Proposed FY 2021 (Attachment A) & FY 2022 Rates, Charges & Fees Rulemaking and Public Hearing Date**.....**Matthew Brown**
4. **Amend Bill Challenge Regulations to be Consistent (Attachment B) with Current Practice**..... **Carolyn Mackool**
5. **Action Items (Attachment C)****Matthew Brown**
 - **Proposal to Extend Comment Period on Proposed FY 2021 & FY 2022 Rates, Charges & Fees Rulemaking and Public Hearing Date (Action Item 1)**
 - **Proposal to Amend Bill Challenge Regulations to be Consistent with Current Practice (Action Item 2)**
6. **Update on DC Water & Sewer Authority Transparency (Attachment D) Amendment Act 2020**..... **Vincent Morris**
7. **DC Retail Water and Sewer Rates Committee Workplan (Attachment E)**.....**Matthew Brown**
 - **FY 2020 Proposed DC Retail Rates Committee Workplan**
8. **Agenda for May 26, 2020 Committee Meeting (Attachment F)****Rachna Bhatt, Chairperson**
9. **Other Business****Matthew Brown**
10. **Executive Session***
11. **Adjournment**

*The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2- 575(b)(10); proprietary matters under D.C. Official Code § 2-575(b)(11); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.

Attachment A



**Extend Comment Period for FY 2021 and FY 2022 Rates, Charges & Fees Rulemaking and Public Hearing Date
Presentation to Retail Rates Committee, April 28, 2020**

District of Columbia Water and Sewer Authority



Blue Plains Advanced Wastewater Treatment Plant



Purpose

- Seek the Committee's recommendation to the full board regarding a proposal to change the public hearing date and extend the public comment period for the FY 2021 & FY 2022 rates, charges and fees rulemaking
- Proposal is in response to Mayor's Order 2020-063, which extended the declaration of a public health emergency to May 15, 2020 due to the COVID-19 pandemic



Establishment of Rates

- The Board of Directors approves the Budget and the Financial Plan that determines the revenue requirements to operate and maintain water and sewer infrastructure, upgrade our facilities, and improve the environment
- DC Water's rates are established by the Board of Directors after:
 - Presentation of Operating and Capital Costs for the applicable rate period to the Environmental Quality and Operations, Finance and Budget, and Retail Rate Committee;
 - Presentation of the Cost of Service Study, which is published on DC Water's website;
 - Publication of the rate proposal in the *D.C. Register* for public comment;
 - Holding a Public Hearing to receive comments on the rate proposal, held 45 days after publication of the rate proposal in the *D.C. Register*;
 - Review of comments received during the public comment period and during the Public Hearing, which are published on DC Water's website; and
 - Recommendation from the DC Retail Water and Sewer Rates Committee



The FY2021 Budget

💧 The rate proposal supports the Approved FY2021 Budget that:

- Fully funds the Clean Rivers Program
- Doubles DC Water's current investment in water and sewer infrastructure by FY 2022 to reach a one percent replacement cycle, and triples the investment by FY 2027 to reach a 1.5 percent replacement cycle
- Adds five positions for the DC Water Consumer Protection Amendment Act of 2018
- Increases funds for fleet purchases by \$4 million to ensure crews have the equipment they need
- Continues the shift of a portion of Clean Rivers costs from the Impervious Area Charge to the sewer volumetric rate, bringing more equity to Clean Rivers funding
- Invests \$0.5 million in the Apprenticeship Program to support fifteen entry level positions
- Makes the CAP2 program permanent and expands CAP benefits to 75% of the CRIAC
- DC Takes advantage of low interest rates and current year savings to deliver rate increases that are smaller than previously forecasted
- Applies \$13 million in Rate Stabilization Funds over FY 2021 and FY 2022 to benefit customers



Revised Plan for FY 2021 & FY 2022 Ratemaking

💧 **Delay ratemaking activities**

- Additional time for public outreach and public input
- Delay the activities in the ratemaking process by approximately 60 days, implement the planned rate increase on October 1
- Announcement after Retail Rates Committee (April) and Board approval (May)

💧 **Public Outreach Plans**

- Seek input, particularly on Town Halls and other public outreach
- Publicize Ratemaking website
 - Share initiatives for FY2021, including water and sewer infrastructure rehabilitation plans
 - Rate calculator

💧 **Board Public Hearing**

- Rescheduled for August 5





Revised Plan for FY 2021 & FY 2022 Ratemaking

💧 Town Hall Meetings

- Working with Ward Councilmembers to reschedule meetings in June
- Assessing options for holding virtual meetings, such as telephone town halls, in addition or instead of traditional in-person meetings
- At least one Business Town Hall

💧 Expanded Outreach Plan

- Includes direct communication to customers like robocalls, print and digital advertising, social media, PSA on DC Cable TV, Nextdoor, and notices distributed to Council offices, ANCs, churches, community groups, DC agencies and other partners
- Additionally, solicit public input on rate proposal via email
- Public Comments to be posted on-line





Proposed Amended Committee Workplan Timelines

DC Retail Water & Sewer Rates Committee Reviews, Recommendations, and Actions	Dates	Amended Dates
Updated Committee on Proposed FY 2021 & FY 2022 Rates	January 28, 2020	
Committee Recommendation on Proposed FY 2021 & FY 2022 Rates	February 25, 2020	
Board Approval of Notice of Proposed Rulemaking (NOPR) for Proposed FY 2021 & FY 2022 Rates	March 5, 2020	
Published NOPR in D.C. Register for Proposed Rates	March 20, 2020	
Committee Recommendation to Extend Public Comment Period	n/a	April 28, 2020
Board Approval of Extension of Public Comment Period	n/a	May 7, 2020
Publish Notice Extending Comment Period and New Public Hearing Date	n/a	May 22, 2020
Outreach and Public Comment Period	March 20 – June 15, 2020	March 20 – August 10, 2020
Public Hearing	June 10, 2020	August 5, 2020
Comment Period Closes	June 15, 2020	August 10, 2020
Committee Recommendation on Final FY 2021 & FY 2022 Rates	June 23, 2020	August 25, 2020
Board Approval of Notice of Final Rulemaking (NOFR) for Proposed FY 2021 & FY 2022 Rates	July 2, 2020	September 3, 2020
Rates go-live	October 1, 2020 (FY 2021) October 1, 2021 (FY 2022)	



Recommendation

Recommendation to move to full Board DC Water's proposal to

- Change date of the Public Hearing to August 5, 2020, from June 10, 2020
- Extend public comment period for the proposed FY 2021 & FY 2022 rates, charges and fees rulemaking to August 10, 2020



Amend Bill Challenge Regulations Attachment B to be Consistent with Current Practice

Presentation to the DC Retail Water and Sewer Rates Committee

April 28, 2020

District of Columbia Water and Sewer Authority



Blue Plains Advanced Wastewater Treatment Plant

Purpose

- 💧 Seek the Committee's recommendation to the full board on a proposal to revise regulations to be consistent with DC Water's practice with regard to bill challenges

Current Regulations

- 💧 DC Municipal Regulations § 402 governs bill challenges made by customers:

402.1	<p>An owner or occupant may challenge the most recent charges assessed by WASA for water, sewer and groundwater sewer service by either:</p> <ul style="list-style-type: none">(a) Paying the bill, and notifying WASA in writing that he or she believes the bill to be incorrect and is paying under protest; or(b) Not paying the current charges contained in the bill and notifying WASA in writing, within ten (10) working days after receipt of the bill of the reason(s) why the bill is believed to be incorrect.
402.2	<p>Challenges received after the ten-day (10) period stated in § 402.1 will be deemed to have been filed in an untimely manner and will not stop the imposition of a penalty for nonpayment of charges or the possibility of termination of service for nonpayment.</p>

DC Water's Practice

- 💧 DC Water routinely works with customers so that they can pay their bills:
 - Refer customers to the District Department of Energy and the Environment for the Customer Assistance Programs (CAP)
 - Refer customers to S.P.L.A.S.H. for one-time assistance, through a program administered by the Greater Washington Urban League
 - Refer customers to District of Columbia Health and Human Services programs, like Strong Families for bill payment assistance
- 💧 DC Water may make payment arrangements over time, temporarily suppress interest charges or place a customer on hold from collection activities while they seek assistance
- 💧 DC Water reviews all circumstances around receipt of the bill and may extend dispute flexibility up to the bill due date or about 30 days after bill issuance

Proposed Regulations

Proposed changes to codify DC Water's current practice:

Redlined version:

402.1 An owner or occupant may challenge the most recent charges assessed by WASA for water, sewer and groundwater sewer service by either:

(a) Paying the **current charges in the bill**, and notifying WASA in writing, **within thirty (30) calendar days after the bill date, the reason(s) why the bill is** ~~that he or she believed~~**ds the bill** to be incorrect and **that the bill is being** ~~paying~~ **paid** under protest; or

(b) Not paying the current charges ~~contained~~ in the bill and notifying WASA in writing, within ~~ten (10) working days~~ **thirty (30) calendar days after receipt of the bill** ~~the bill date~~, of the reason(s) why the bill is believed to be incorrect.

402.2 Challenges received after the ~~ten-day (10)~~ **thirty-day (30)** period as stated in § 402.1 will be deemed to have been filed in an untimely manner and will not stop the imposition of a penalty for nonpayment of charges or the possibility of termination of service for nonpayment.

Proposed Regulations

Clean version of proposed revised regulations:

402.1 An owner or occupant may challenge the most recent charges assessed by WASA for water, sewer and groundwater sewer service by either:

(a) Paying the current charges in the bill and notifying WASA in writing, within thirty (30) calendar days after the bill date, the reason(s) why the bill is believed to be incorrect and that the bill is being paid under protest; or

(b) Not paying the current charges in the bill and notifying WASA in writing, within thirty (30) calendar days after the bill date, the reason(s) why the bill is believed to be incorrect.

402.2 Challenges received after the thirty-day (30) period as stated in § 402.1 will be deemed to have been filed in an untimely manner and will not stop the imposition of a penalty for nonpayment of charges or the possibility of termination of service for nonpayment.

Recommendation

- 💧 Recommend to the full board the proposal to revise the regulations to be consistent with current DC Water practice
 - 💧 Clarify the date when a customer may pay a bill under protest and notify DC Water of the reason the customer believes the bill is incorrect to “within 30 calendar days of the bill date”
 - 💧 Modify the date when a customer must notify DC Water of a bill challenge and not making payment from “10 business days” to “within 30 calendar days after the bill date”

Attachment C

DC Retail Water and Sewer Rates Committee

Action Items

1. Proposal to Extend Comment Period on Proposed FY 2021 & FY 2022 Rates, Charges and Fees Rulemaking and Public Hearing Date
2. Proposal to Amend Bill Challenge Regulations to be Consistent with Current Practice

Action Item 1

Extend Comment Period on Proposed FY 2021 & FY 2022 Rates, Charges and Fees Rulemaking and Public Hearing Date

Proposal to extend comment period on Proposed FY 2021 & FY 2022 Rates, Charges and Fees Rulemaking and Public Hearing Date:

Propose and Establish Retail Rates for FY 2021 & FY 2022	Comment Period for FY 2021 & FY 2022 Rulemaking	Extended Comment Period for FY 2021 & FY 2022 Rulemaking
Published NOPR in D.C Register for Proposed Rates	March 20, 2020	May 22, 2020
Outreach and Public Comment Period	March 20 – June 15, 2020	March 20 – August 10, 2020
Public Hearing	June 10, 2020	August 5, 2020
Public Record Closes	June 15, 2020	August 10, 2020

Action Item 2

Amend Bill Challenge Regulations to be Consistent with Current Practice

Proposal to revise the regulations to be consistent with the current DC Water practice:

- a) Clarify the date when a customer may pay a bill under protest and notify DC Water of the reason the customer believes the bill is incorrect within 30 calendar days of the bill date
- b) Modify the date when a customer must notify DC Water of a bill challenge and not making payment from “10 business days” to “within 30 calendar days after the bill date”

Attachment D



DC Water and Sewer Authority Transparency Amendment Act 2020

Presentation to Retail Rates Committee, April 28, 2020

District of Columbia Water and Sewer Authority



Blue Plains Advanced Wastewater Treatment Plant



Purpose

- Update the Committee on the Water and Sewer Authority Transparency Amendment Act of 2020



Previous Legislation

- 💧 DC Water has complied with all provisions of the DC Water Consumer Protection Amendment Act of 2018
 - Publishes information on website about customer inquiries received throughout the year
 - Works with Office of Peoples Council (OPC) as they represent ratepayers
 - Developed a Consumer Bill of Rights
 - Provided responses to OPC written comments on proposed rates
- 💧 The legislation required OPC to prepare a study for the Mayor and Council regarding recommendations to improve billing activities, meter reading accuracy, and customer service operations



The Legislation

- 💧 Water and Sewer Authority Transparency Amendment Act of 2020
 - Sponsored by Ward 3 Councilmember Mary Cheh
 - Co-Sponsored by CMs Todd, Silverman, R. White, Grosso, Nadeau, Allen, and Bonds
- 💧 Ten provisions



Legislative Update

I. Public Comments shall be considered in acting upon the establishment of rates

...This provision is self-evident. All Board members always consider comments, testimony and other information from a wide range of individuals and organizations prior to voting on rates for the year. After the water and sewer rate proposal is recommended by the DC Water and Sewer Rates Committee and approved by the Board for publication in the DC Register, DC Water receives comments from the public during the public comment period, public meetings, and a Public Hearing. The Board considers all comments prior to voting on the final rate proposal for the year.



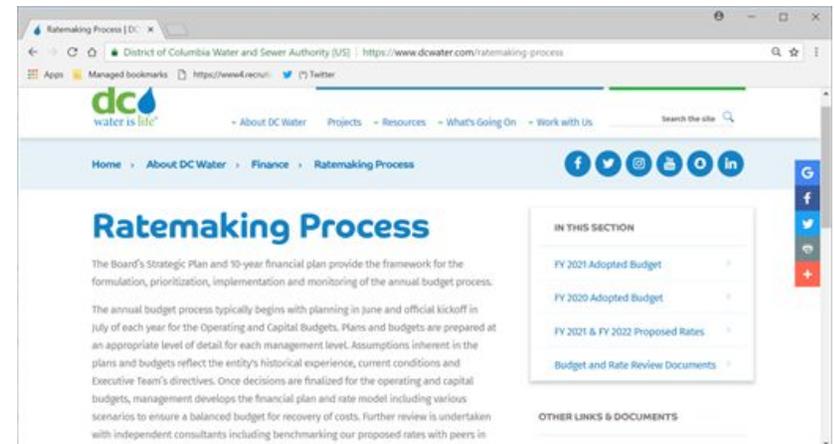


Legislative Update

2. Post comments from the public regarding rates

...Already current practice. DC Water agreed to this recommendation from OPC earlier this year and created a new section on the DC Water's website back in December 2019 to post all of this information:
<https://www.dewater.com/ratemaking-process>

The new website will also include all public comments regarding proposed rates and this will be available to anyone, anywhere at any time.



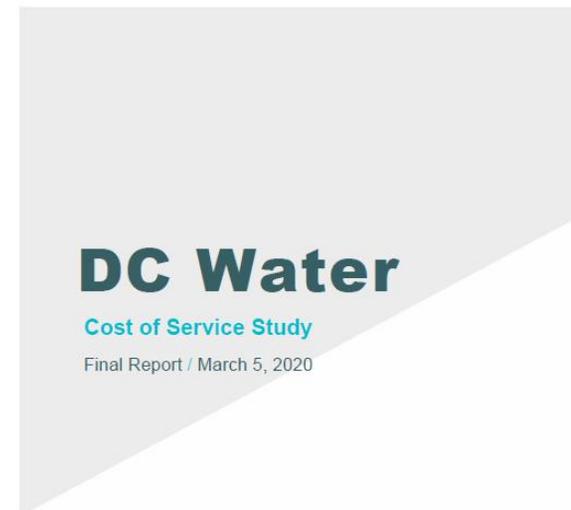


Legislative Update

3. Post Cost of Service Study

...This is also current practice. Starting this past winter, the 2018 and the 2021 Cost of Service Study were posted on the website at <https://www.dewater.com/ratemaking-process>

DC Water intends to share this study with the public going forward, and making it widely available via the website





Legislative Update

4. Lead Replacement Assistance and Reporting

- * **List all approved contractors on website**
- * **Help customers who replace pipes with an unapproved contractor**
- * **Reporting on all lead assistance programs**
- * **Publicize lead assistance programs**

...All of this is underway: DC Water is currently working to publish a list of LPRAP Approved Contractors in July. Contractors will be required to submit an application and documentation, and attend a training session to qualify. All data about the program and our publicity around will be published on our website each year.





Legislative Update

5. Accept public comments beginning on the date of publication until 30 days after the public hearing

...This could lead to confusion and unnecessarily complicate the ratemaking process for the public. DC Water already provides all comments that are submitted to the Board, and that process typically starts several months in advance of the vote on rates. Under current law, DC Water is already required to publish notice 45 day's ahead of the Public Hearing and we posted a rate calculator on our website for several months before the hearing to help our customers see the impact the rate proposal will have on their bills.



Legislative Update

6. If a customer contacts the authority in a way other than in writing, the customer will be notified of the written requirement

...This provision states what is already the authority's method for assisting customers. That is, if a customer calls the authority, DC Water staff will let that customer know that any dispute of their bill must be put in writing. This guidance has been standard for a long time. DC Water also has this information on the back of the bill.

BILLING DISPUTES

An owner or occupant may challenge the most recent bill by either: (a) paying the bill under protest and notifying DC Water in writing that he or she believes the bill to be incorrect; or, (b) not paying the current charges contained in the bill and notifying DC Water in writing, within ten (10) working days after receipt of the bill of the reason(s) why the bill is believed to be incorrect. Challenges received after the ten-day (10) period will be deemed untimely and will not stop the imposition of a penalty for nonpayment of charges or the possibility of termination of service for nonpayment. DC Water will investigate and suspend an owner or occupant's obligation to pay the disputed bill until he/she has been provided written results of the investigation and the date that the bill should be paid. If it is determined that the bill is erroneous, DC Water shall adjust the bill accordingly and refund any overcharges paid. If the owner/occupant is not satisfied with DC Water's decision, then he/she may request in writing an administrative hearing within fifteen (15) calendar days of the date of the decision. The owner or occupant is not relieved of the responsibility for paying all previously or subsequently rendered, uncontested service charges, penalties, interest, and administrative costs. For more information on your rights please visit us at dcwater.com/disputing-bill.



Legislative Update

7. Publish information on the DC Water website indicating the local complaint telephone number and email address

...DC Water's only has one customer assistance number and that number serves as the conduit for all complaints, compliments, questions or other issues. That DC Water customer assistance phone number is (202)-354-3600 and the email address is Customer.Service@dcwater.com. We also have a 'report a problem' section on our website.

Contact Information

General Inquiries

Main Office	1385 Canal Street, SE Washington, DC 20003
Phone	202-787-2000 (M-F 8 a.m. to 5 p.m.)
Fax	202-787-2333
E-mail	customer.service@dcwater.com
Twitter	@dcwater





Legislative Update

8. Publish OPC contact information on bills

...Some DC Water customers have previously told the Authority that the font and language on their bill is hard to decipher or understand.

For that reason, we are extremely careful about adding language or data that could exacerbate the situation. There is already extensive information listed on the back of the bill and more than 800 words on the back of bills (not counting the front) but DC Water will add contact information for OPC: (202) 727-3071



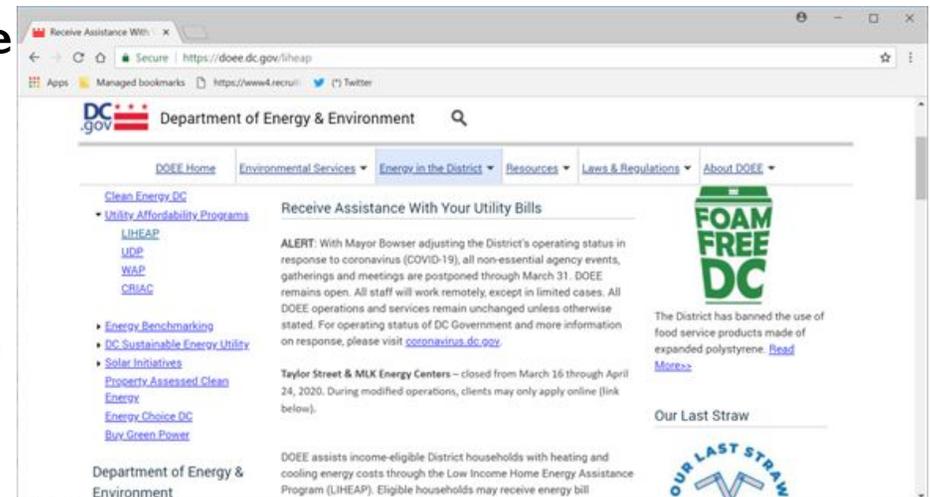
Legislative Update

9. Transmit information on amount of funding in CRIAC Fund; Stats on number of customers who applied for relief; Average impervious area charge; Stats on IAC relief by income level; Average days to process request; Efforts to publicize relief

...this data is compiled by DOEE

However, DC Water will implement a plan for housing all CRIAC relief statistics on our website each year

All programs continue to be extensively promoted by DOEE and DC Water





Legislative Update

10. Challenges to residential customers bills made within 30 business days are “timely”

...While regulations state that a bill must be contested within 10 days, the Customer Service team accepts challenge within 30 days of the bill date. Regulations are being revised to reflect that practice.

Other District utility customers are required to provide 20 calendar days to file an inquiry or complaint about their bill to avoid late charges.





Next Steps

- Council outreach
- Hearing on legislation has been postponed, likely after COVID-19
- Continue DC Water efforts to ensure transparency
- Improve Lead Program reporting and assistance
- Continue to improve relationship with OPC



Questions?

Attachment E

FY 2020 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
1. Propose and Establish Retail Rates for FY 2021 & FY 2022			
a. <i>Present FY 21 & FY 22 Budget to Board</i>	January 2, 2020	√	EVP F&P
b. <i>Present FY 21 & FY 22 Proposed Rates, Charges & Fees to RRC</i>	January 28, 2020	√	Rates and Revenue
c. <i>RRC recommendation on Proposed FY 21 & FY 22 Rates, etc.</i>	February 25, 2020	√	Rates and Revenue
d. <i>Board approves Notice of Proposed Rulemaking (NOPR) for Proposed FY 21 & FY 22 Rates, etc.</i>	March 5, 2020	√	Board of Directors
e. <i>Publish NOPR in D.C. Register for Proposed Rates, etc.</i>	March 20, 2020	√	Legal Affairs
f. <i>Outreach and Public Comment Period</i>	March 20 - August 10, 2020		Marketing & Comm.
g. <i>RRC recommendation to extend public comment period to 8/10/20 and change Public Hearing date to 8/05/20</i>	April 28, 2020		Rates and Revenue
h. <i>Board approves extension of public comment period to 8/10/20 and changing Public Hearing date to 8/5/20</i>	May 7, 2020		Board of Directors
i. <i>Publish Notice extending public comment period and Notice of Public Hearing changing date to 8/5/20</i>	May 22, 2020		Legal Affairs
j. <i>Public Hearing</i>	August 5, 2020		Board of Directors
k. <i>Public Hearing Record Closes</i>	August 10, 2020		Board Secretary
l. <i>Present final FY 21 & FY 22 Rates, etc. to RRC for recommendation to Board</i>	August 25, 2020		Rates and Revenue
m. <i>Board approves Notice of Final Rulemaking (NOFR) for FY 21 & FY 22 Rates, Charges & Fees</i>	September 3, 2020		Board of Directors
n. <i>Publish NOFR in D.C. Register for Amended Rates, etc.</i>	September 18, 2020		Legal Affairs
o. <i>Amended Rates, etc. Go-Live</i>	October 1, 2020 (FY 2021) October 1, 2021 (FY 2022)		Rates and Revenue
2. 2021 Cost of Service Study (COS) for Water, Sewer and CRIAC			
a. <i>Present COS to RRC</i>	November 19, 2019	√	Rates and Revenue
b. <i>Post final COS on DC Water's website</i>	March 5, 2020	√	

Attachment E

FY 2020 Proposed RRC Committee Workplan

Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department
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3. Independent Review of Rate Structure and Customer Assistance Programs (CAP)			
a. Presentation to RRC on Independent Review of Rate Structure <i>and Customer Assistance Programs (CAP)</i>	November 19, 2019	√	Rates and Revenue
b. <i>Post final Independent Review of Rate Structure and Customer Assistance Programs (CAP) on DC Water's website</i>	March 5, 2020	√	

4. Amend Regulations for Engineering Review and Miscellaneous Fees			
a. <i>Present COS Update and Recommendation on Proposed Amendment to Miscellaneous Fees & Charges to RRC</i>	October 22, 2019	√	Rates & Revenue
b. <i>Board Approval of Notice of Proposed Rulemaking (NOPR) to Amend Regulations for Engineering Review and Miscellaneous Fees</i>	November 7, 2019	√	
c. <i>Publish NOPR in D.C. Register</i>	November 22, 2019	√	Legal Affairs
d. <i>Public Comment Period</i>	November 23 – December 23, 2019	√	Board Secretary
e. <i>RRC Final Recommendation to Approve Amendment of Regulations for Engineering Review and Miscellaneous Fees</i>	January 28, 2020	√	Rates & Revenue
f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i>	February 6, 2020	√	
g. <i>Publish NOFR in D.C. Register</i>	February 21, 2020	√	Legal Affairs
h. <i>Amend Regulations for Engineering Review and Miscellaneous Go-Live</i>	March 2, 2020	√	Rates and Revenue

5. CAP2 Outreach Plan Update			
a. <i>CAP2 Outreach Plan Update</i>	Monthly, as needed		Office of Marketing and Communications (OMAC)

6. Delinquent Accounts			
a. <i>Soldiers Home Negotiations</i>	Monthly, as needed		Legal Affairs

Attachment E

FY 2020 Proposed RRC Committee Workplan			
Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department

7. Rate Stabilization Fund			
a. Rate Stabilization Fund	Monthly, as needed		Rates & Revenue

8. Amend Bill Dispute Rules			
a. Present proposed revisions to regulations for customers challenging their bills to RRC	April 28, 2020		Customer Service
b. Board Approval to Publish Notice of Proposed Rulemaking (NOPR) to Amend Bill Dispute Rules	May 7, 2020		
c. Publish NOPR in DC Register	May 22, 2020		Legal Affairs
d. Outreach and Public Comment Period	May 22 – June 22, 2020		OMAC & Board Secretary
e. Present Comments and Final Proposed Rule to RRC for Final Recommendation to Approve Amendment of Regulations for Bill Disputes	June 23, 2020		Customer Service
f. Board Approval of Notice of Final Rulemaking (NOFR) to Amend Bill Dispute Rules	July 2, 2020		
g. Publish NOFR in DC Register	July 17, 2020		Legal Affairs
h. Bill Dispute Rules and Billing System – Go Live	XXXX X, 2020		Customer Service

* Dates subject to change



Attachment F

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

**Tuesday, May 26, 2020; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for June 23, 2020 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