



# DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

## Board of Directors

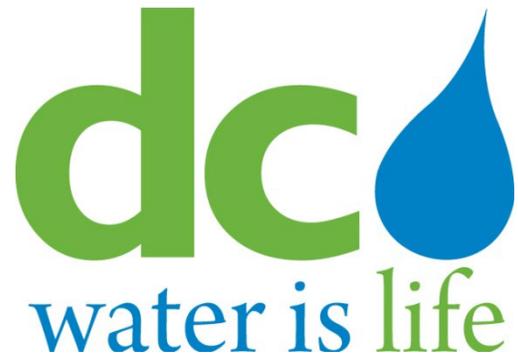
*DC Retail Water and Sewer Rates Committee*

*1385 Canal Street SE, Washington, DC 20003*

*September 2022*

- 1. September 2022 Monthly Report to DC Retail Water & Sewer Rates Committee (Attachment A)**
- 2. DC Retail Water and Sewer Rates Committee Workplan (Attachment B)**
  - FY 2022 Proposed DC Retail Rates Committee Workplan
- 3. Agenda for November 15, 2022, Committee Meeting (Attachment C)**

\*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.



Fiscal Year 2022

# Monthly Report to DC Retail Water and Sewer Rates Committee

Period Ending September 30, 2022

**DEPARTMENT OF FINANCE**

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

**Syed Khalil**, Director, Rates & Revenue

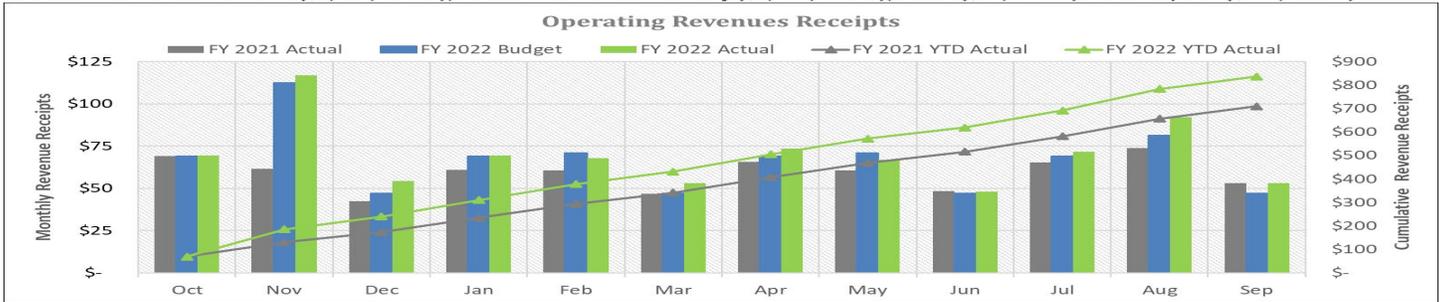
# Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date  
As of September 30, 2022

## Operating Revenues (\$000's)

FY 2021 Actual Total Annual	CATEGORY	FY 2022 Year-to-Date Performance				
		YTD Budget	Actual	% of Budget	Variance \$ Fav(Unfav)	Variance % Fav(Unfav)
\$396,892	Residential / Commercial / Multi-Family	\$427,771	451,336	105.5%	\$23,565	5.5%
76,206	Federal	77,746	77,112	99.2%	(634)	(0.8%)
20,933	Municipal (DC Govt.)	18,668	21,055	112.8%	2,386	12.8%
12,173	DC Housing Authority	12,592	13,210	104.9%	619	4.9%
14,862	Metering Fee	24,083	23,134	96.1%	(949)	(3.9%)
42,212	Water System Replacement Fee (WSRF)	39,717	42,079	105.9%	2,362	5.9%
82,986	Wholesale	84,669	84,899	100.3%	230	0.3%
21,612	PILOT/ROW	21,588	22,630	104.8%	1,041	4.8%
41,694	All Other	93,253	98,140	105.2%	4,887	5.2%
<b>\$709,569</b>	<b>TOTAL</b>	<b>\$800,087</b>	<b>\$833,595</b>	<b>104.2%</b>	<b>\$33,508</b>	<b>4.2%</b>

\* Residential, Commercial & Multi-family receipts include credits for October 2021 through September 2022 for District's ERRP (\$27,492.68), DC Water Cares Residential (\$1,318,242.00), DC Water Cares Multi-family (\$1,880,830.34), CAP3 (\$33,025.88) and Non-profit (\$866,374.60).



### VARIANCE ANALYSIS FOR MAJOR REPORTED ITEMS

At the end of September 2022, cash receipts totaled \$833.6 million, or 104.2 percent of the FY 2022 budget. The total receipts for September were \$49.8 million as compared to the budgeted \$47.0 million. Several categories of customers make payments on a quarterly basis, including the Federal Government (which made their fourth quarterly payment in July), and wholesale customers (which made their fourth quarterly payment in August 2022). The FY2022 Revenue Budget was formulated during COVID and prior to the release of the vaccine. At the time there was much uncertainty about economic recovery as overall water usage was down, especially the commercial category. Delinquencies were increasing at about \$1 million a month and DC Water had discontinued disconnections and late charges. Despite all of the unknowns when the forecast was developed, ultimately it was within four percent of actual results for FY2022.

Areas of Over-collection	Areas of Under-collection
<p><b><u>Residential, Commercial and Multi-Family</u></b> – Receipts for this category are higher at \$451.3 million or 105.5 percent of the budget. The higher receipts are mainly due to higher consumption as compared to the budget. The September 2022 receipts were higher by \$2.0 million, or 5.7 percent as compared to the monthly budget of \$35.6 million.</p> <p><b><u>District Government</u></b> – Receipts are slightly higher at \$21.1 million or 112.8 percent of the budget. The September 2022 receipts of \$1.8 million are slightly higher by \$0.3 million as compared to the monthly budget.</p> <p><b><u>DC Housing</u></b> - Receipts are slightly higher at \$13.2 million or 104.9 percent of the budget. The September 2022 receipts are slightly higher by one hundred eleven thousand dollars as compared to the monthly budget of \$1.0 million.</p> <p><b><u>Wholesale</u></b> – The wholesale customers actual receipts through September 2022 totaled \$84.9 million or 100.3 percent of FY 2022 budget.</p> <p><b><u>PILOT/ROW</u></b> – The receipts for PILOT/ROW are slightly higher at \$22.6 million or 104.8 percent of the budget. The September 2022 receipts are slightly higher by \$0.3 million as compared to the monthly budget of \$1.6 million.</p> <p><b><u>Other Revenue</u></b> - Receipts are slightly higher at \$98.1 million or 105.2 percent of the budget. This includes \$41.6 million transfer from the Rate Stabilization Fund to the ending cash balance in November 2021. Another \$10.5 million of RSF was utilized in August 2022. Actual receipts for Developer Fees and SAF were higher by \$5.2 million and \$1.5 million respectively as compared to the budget. The September 2022 receipts were lower by \$0.1 million than the monthly budget of \$2.5 million.</p>	<p><b><u>Federal</u></b> - Actual receipts through September 2022 total \$77.1 million or 99.2 percent of the budget. The Federal government made their fourth quarter payment in July 2022. The lower actual Federal receipt is due to Union Station account, which was moved from Federal to Commercial.</p>

## Monthly Report to DC Retail Water and Sewer Rates Committee

As of September 30, 2022

### Operating Revenues Detail

(\$ in millions)

Revenue Category	FY 2022 Budget	YTD Budget	Actual	Variance Favorable /		Actual % of Budget	Year-End Projections	Variance Proj vs Budg	% of Budget
Residential, Commercial, and Multi-family	\$427.8	\$427.8	\$451.3	\$23.6	5.5%	105.5%	\$448.4	\$20.7	104.8%
Federal	77.7	77.7	77.1	(0.6)	-0.8%	99.2%	77.1	(0.6)	99.2%
District Government	18.7	18.7	21.1	2.4	12.8%	112.8%	19.7	1.1	105.7%
DC Housing Authority	12.6	12.6	13.2	0.6	4.9%	104.9%	13.0	0.4	103.2%
Customer Metering Fee	24.1	24.1	23.1	(0.9)	-3.9%	96.1%	23.0	-1.1	95.4%
Water System Replacement Fee (WSRF)	39.7	39.7	42.1	2.4	5.9%	105.9%	41.6	1.9	104.7%
Wholesale	84.7	84.7	84.9	0.2	0.3%	100.3%	84.7	0.0	100.0%
Right-of-Way Fee/PILOT	21.6	21.6	22.6	1.0	4.8%	104.8%	21.7	0.1	100.3%
<b>Subtotal (before Other Revenues)</b>	<b>\$706.8</b>	<b>\$706.8</b>	<b>\$735.5</b>	<b>\$28.6</b>	<b>4.0%</b>	<b>104.1%</b>	<b>\$729.2</b>	<b>\$22.3</b>	<b>103.2%</b>
IMA Indirect Cost Reimb. For Capital Projects	5.8	5.8	4.9	(0.9)	-15.5%	84.5%	4.7	(1.1)	81.0%
DC Fire Protection Fee	10.8	10.8	11.5	0.7	6.5%	106.5%	11.5	0.7	106.5%
Stormwater (MS4)	1.0	1.0	1.1	0.1	10.0%	110.0%	1.1	0.1	110.0%
Interest	3.4	3.4	1.1	(2.3)	-67.6%	32.4%	2.2	(1.2)	64.7%
Developer Fees (Water & Sewer)	6.0	6.0	11.2	5.2	86.7%	186.7%	8.5	2.5	141.7%
System Availability Fee (SAF)	7.7	7.7	9.2	1.5	19.5%	119.5%	7.5	(0.2)	97.4%
Others	6.4	6.4	7.0	0.6	9.4%	109.4%	6.8	0.4	106.3%
<b>Subtotal</b>	<b>\$41.2</b>	<b>\$41.2</b>	<b>\$46.0</b>	<b>\$4.9</b>	<b>11.9%</b>	<b>111.9%</b>	<b>\$42.2</b>	<b>\$1.0</b>	<b>102.6%</b>
Rate Stabilization Fund Transfer	\$52.1	\$52.1	\$52.1	\$0.0	0.0%	100.0%	\$52.1	\$0.0	100.0%
<b>Other Revenue Subtotal</b>	<b>\$93.3</b>	<b>\$93.3</b>	<b>\$98.1</b>	<b>\$4.9</b>	<b>5.2%</b>	<b>105.2%</b>	<b>\$94.3</b>	<b>\$1.0</b>	<b>101.2%</b>
<b>Grand Total</b>	<b>\$800.1</b>	<b>\$800.1</b>	<b>\$833.6</b>	<b>\$33.5</b>	<b>4.2%</b>	<b>104.2%</b>	<b>\$823.5</b>	<b>\$23.4</b>	<b>102.9%</b>

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

Customer Category	Clean Rivers					Total
	Water	Sewer	IAC	Metering Fee	WSRF	
Residential	\$38,386	\$60,548	\$25,224	\$10,237	\$9,284	\$143,680
Commercial	73,529	83,249	31,820	6,949	16,820	212,367
Multi-family	49,963	76,847	11,768	3,286	7,648	149,513
Federal	27,120	30,829	19,162	1,603	6,027	84,742
District Govt	5,624	7,609	7,821	809	1,885	23,749
DC Housing Authority	4,898	7,255	1,058	249	414	13,874
<b>Total:</b>	<b>\$199,521</b>	<b>\$266,338</b>	<b>\$96,854</b>	<b>\$23,134</b>	<b>\$42,079</b>	<b>\$627,926</b>

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	FY2022 Budget	Year-To-Date Budget	Actual Received	Variance	Variance % of YTD Budget	Actual % of Budget
				Favorable / <Unfavorable>		
Residential	\$23,608	\$23,608	\$25,224	\$1,616	7%	107%
Commercial	27,191.00	27,191.00	31,820	4,629	17%	117%
Multi-family	10,847.00	10,847.00	11,768	921	8%	108%
Federal	19,239.00	19,239.00	19,162	(77)	0%	100%
District Govt	7,224.00	7,224.00	7,821	597	8%	108%
DC Housing Authority	1,070.00	1,070.00	1,058	(12)	-1%	99%
<b>Total:</b>	<b>\$89,179</b>	<b>\$89,179</b>	<b>\$96,854</b>	<b>\$7,675</b>	<b>9%</b>	<b>109%</b>

## Monthly Report to DC Retail Water and Sewer Rates Committee

Fiscal Year-to-Date  
As of September 30, 2022

### Retail Accounts Receivable (Delinquent Accounts)

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

#### Greater Than 90 Days by Month

	\$ in millions	# of accounts
September 30, 2012	\$5.5	13,063
September 30, 2013	\$4.9	11,920
September 30, 2014	\$5.3	12,442
September 30, 2015	\$6.5	11,981
September 30, 2016	\$7.7	12,406
September 30, 2017	\$8.4	11,526
September 30, 2018	\$13.4	16,273
September 30, 2019	\$10.6	8,744
September 30, 2020	\$17.9	13,775
September 30, 2021	\$26.3	13,065
October 31, 2021	\$27.1	13,054
November 30, 2021	\$27.2	12,823
December 31, 2021	\$27.6	13,942
January 31, 2022	\$28.0	13,501
February 28, 2022	\$27.0	13,621
March 31, 2022	\$28.3	13,225
April 30, 2022	\$28.6	13,300
May 31, 2022	\$29.2	13,007
Jun 30, 2022	\$29.6	13,131
Jul 31, 2022	\$29.4	13,223
Aug 31, 2022	\$29.3	12,488
Sep 30, 2022	\$29.1	12,168

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

#### Greater Than 90 Days by Customer

	Number of Accounts			Month of Sep (All Categories)				Total Delinquent				
	W & S	Impervious Only	Total No. of	Active		Inactive		Aug		Sep		
				No. of	Amount	No. of	Amount	No. of	Amount	No. of	Amount	%
a/c	a/c	a/c	a/c	(\$)	a/c	(\$)	a/c	(\$)	a/c	(\$)		
Commercial	9,092	2,159	11,251	1,192	7,031,403	56	\$195,109	1,274	\$7,110,105	1,248	\$7,226,512	25%
Multi-family	8,600	359	8,959	1,252	11,505,546	17	\$83,910	1,229	\$11,189,699	1,269	\$11,589,456	40%
Single-Family Residential	107,082	2,098	109,180	9,510	10,085,579	141	\$157,312	9,985	\$10,961,765	9,651	\$10,242,890	35%
<b>Total</b>	<b>124,774</b>	<b>4,616</b>	<b>129,390</b>	<b>11,954</b>	<b>\$28,622,528</b>	<b>214</b>	<b>\$436,330</b>	<b>12,488</b>	<b>\$29,261,570</b>	<b>12,168</b>	<b>\$29,058,858</b>	<b>100%</b>

notes: Included in the above \$29.1 million (or 12,168 accounts) of the DC Water Over 90 days delinquent accounts, \$4,783,919.49 (or 1,267 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 (12,168) as a percentage of total accounts (129,390) are 9.4 percent.
- Delinquent Impervious Only accounts (1,267) as a percentage of total accounts (129,390) are 1.0 percent.
- Delinquent Impervious Only accounts (1,267) as a percentage of total delinquent accounts (12,488) are 10.1 percent.

**Monthly Report to DC Retail Water and Sewer Rates Committee**

Fiscal Year-to-Date  
As of September 30, 2022

**Arrears by Customer Category**

	<u>Over 30 Days</u>		<u>Over 60 Days</u>		<u>Over 90 Days</u>	
	<u>No. of Accts</u>	<u>(\$)</u>	<u>No. of Accts</u>	<u>(\$)</u>	<u>No. of Accts</u>	<u>(\$)</u>
Commercial	2,153	\$ 10,320,900.10	1,520	\$ 8,232,792.18	1,248	\$ 7,226,511.64
Multi-family	1,879	\$ 15,151,683.13	1,463	\$ 13,132,245.73	1,269	\$ 11,589,455.77
Residential	19,084	\$ 13,265,088.46	12,411	\$ 11,495,645.14	9,651	\$ 10,242,890.49

**Arrears by WARD for Residential Category**

	<u>Over 30 Days</u>		<u>Over 60 Days</u>		<u>Over 90 Days</u>	
	<u>No. of Accts</u>	<u>(\$)</u>	<u>No. of Accts</u>	<u>(\$)</u>	<u>No. of Accts</u>	<u>(\$)</u>
Ward 1	1,322	\$ 979,019.18	853	\$ 845,109.37	624	\$ 751,742.51
Ward 2	581	\$ 324,701.61	342	\$ 269,397.44	270	\$ 240,659.79
Ward 3	737	\$ 378,064.40	373	\$ 293,870.64	247	\$ 248,617.34
Ward 4	3,431	\$ 2,403,211.61	2,114	\$ 2,071,761.14	1,587	\$ 1,828,094.41
Ward 5	3,786	\$ 2,398,158.55	2,499	\$ 2,065,970.33	1,944	\$ 1,810,899.22
Ward 6	1,588	\$ 903,059.52	958	\$ 772,130.68	742	\$ 683,696.74
Ward 7	4,887	\$ 3,646,043.29	3,357	\$ 3,232,918.57	2,677	\$ 2,913,280.66
Ward 8	2,752	\$ 2,232,830.30	1,915	\$ 1,944,486.97	1,560	\$ 1,765,899.82
<b>Total</b>	<b>19,084</b>	<b>\$ 13,265,088.46</b>	<b>12,411</b>	<b>\$ 11,495,645.14</b>	<b>9,651</b>	<b>\$ 10,242,890.49</b>

**CAP, CAP2 and CAP3 Customers in Arrears\***

	<u>Over 30 Days</u>		<u>Over 60 Days</u>		<u>Over 90 Days</u>	
	<u>No. of Accts</u>	<u>(\$)</u>	<u>No. of Accts</u>	<u>(\$)</u>	<u>No. of Accts</u>	<u>(\$)</u>
CAP	2,199	\$ 943,716.34	1,320	\$ 788,399.33	974	\$ 672,991.32
CAP2	195	\$ 115,476.97	142	\$ 102,451.68	114	\$ 89,356.41
CAP3	1	\$ 1,782.86	1	\$ 1,673.19	1	\$ 1,592.81

\*Based on number of accounts that have been given credit in Sep 2022.

**Customer Arrears Data**

**CAP Customer Arrears by Ward\***

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1	100	\$ 52,134.88	61	\$ 42,462.99	37	\$ 37,259.21
Ward 2	19	\$ 2,402.06	10	\$ 1,224.75	5	\$ 766.85
Ward 3	16	\$ 3,797.16	6	\$ 2,870.40	4	\$ 2,107.93
Ward 4	336	\$ 186,133.14	200	\$ 161,129.12	149	\$ 139,627.50
Ward 5	418	\$ 183,230.27	256	\$ 154,636.11	185	\$ 129,948.52
Ward 6	132	\$ 23,661.50	64	\$ 17,698.05	44	\$ 13,094.15
Ward 7	701	\$ 257,587.26	409	\$ 212,299.35	314	\$ 181,771.08
Ward 8	477	\$ 234,770.07	314	\$ 196,078.56	236	\$ 168,416.08
<b>Total</b>	<b>2,199</b>	<b>\$ 943,716.34</b>	<b>1,320</b>	<b>\$ 788,399.33</b>	<b>974</b>	<b>\$ 672,991.32</b>

\*Based on number of accounts that have been given credit in Sep 2022.

**CAP2 Customer Arrears by Ward\***

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1	3	\$ 778.96	3	\$ 639.81	2	\$ 441.58
Ward 2						
Ward 3	3	\$ 388.75	2	\$ 282.60	1	\$ 140.02
Ward 4	32	\$ 36,307.81	28	\$ 32,471.37	21	\$ 28,347.74
Ward 5	38	\$ 24,720.56	28	\$ 23,311.24	24	\$ 21,848.70
Ward 6	7	\$ 1,922.62	4	\$ 1,595.02	2	\$ 1,313.10
Ward 7	70	\$ 23,546.49	44	\$ 19,390.42	36	\$ 14,993.96
Ward 8	42	\$ 27,811.78	33	\$ 24,761.22	28	\$ 22,271.31
<b>Total</b>	<b>195</b>	<b>\$115,476.97</b>	<b>142</b>	<b>\$ 102,451.68</b>	<b>114</b>	<b>\$ 89,356.41</b>

\*Based on number of accounts that have been given credit in Sep 2022.

**CAP3 Customer Arrears by Ward\***

	Over 30 Days		Over 60 Days		Over 90 Days	
	No. of Accts	(\$)	No. of Accts	(\$)	No. of Accts	(\$)
Ward 1						
Ward 2						
Ward 3						
Ward 4						
Ward 5						
Ward 6						
Ward 7	1	\$ 1,782.86	1	\$ 1,673.19	1	\$ 1,592.81
Ward 8						
<b>Total</b>	<b>1</b>	<b>\$ 1,782.86</b>	<b>1</b>	<b>\$ 1,673.19</b>	<b>1</b>	<b>\$ 1,592.81</b>

\*Based on number of accounts that have been given credit in Sep 2022.

## Developer Deposits

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

- Flat fees for taps, abandonments, sewer connections, etc.
- Reimbursable fees for inspection labor hours charged to the account
- Deposits held as security against damage and uncharged accounts.
- Miscellaneous non-commercial account items (hydrant use, groundwater dewatering, waste hauler fees, etc.)
- As of September 30, 2022, developer deposits had \$43.4 million in credit balances (liability) and \$10.5 million in debit balances (receivable).

### Balances by Year as of September 30, 2022

Credit Balances (Liability)	Debit Balances (Receivables)
\$43.4 million	\$10.5 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	\$ (749.61)	1	\$ 9,066.08	6	\$ 8,316.47
2005	\$ (389,745.13)	90	\$ 269,202.91	90	\$ (120,542.22)
2006	\$ (283,990.18)	32	\$ 284,522.42	78	\$ 532.24
2007	\$ (151,559.96)	31	\$ 150,176.99	50	\$ (1,382.97)
2008	\$ (348,658.90)	41	\$ 192,952.22	50	\$ (155,706.68)
2009	\$ (183,867.44)	30	\$ 206,104.79	48	\$ 22,237.35
2010	\$ (372,187.29)	49	\$ 128,959.36	40	\$ (243,227.93)
2011	\$ (481,578.67)	90	\$ 406,184.59	56	\$ (75,394.08)
2012	\$ (1,254,932.32)	253	\$ 470,184.11	95	\$ (784,748.21)
2013	\$ (2,144,878.50)	280	\$ 264,550.40	82	\$ (1,880,328.10)
2014	\$ (2,092,381.03)	283	\$ 956,628.91	64	\$ (1,135,752.12)
2015	\$ (1,627,451.17)	296	\$ 264,519.03	40	\$ (1,362,932.14)
2016	\$ (3,120,464.94)	365	\$ 526,472.30	65	\$ (2,593,992.64)
2017	\$ (2,359,629.55)	435	\$ 484,046.53	119	\$ (1,875,583.02)
2018	\$ (5,462,059.36)	555	\$ 1,424,173.93	125	\$ (4,037,885.43)
2019	\$ (7,433,132.91)	490	\$ 1,601,832.75	181	\$ (5,831,300.16)
2020	\$ (5,029,228.43)	369	\$ 775,675.80	183	\$ (4,253,552.63)
2021	\$ (5,439,121.01)	383	\$ 419,748.57	167	\$ (5,019,372.44)
2022	\$ (5,217,623.57)	328	\$ 685,957.82	222	\$ (4,531,665.75)
<b>Total</b>	<b>\$ (43,393,239.97)</b>	<b>4,401</b>	<b>\$ 10,482,959.56</b>	<b>1,764</b>	<b>\$ (32,910,280.41)</b>
<b>Forfeiture Action</b>					
<b>Accounts Forfeited on August 16, 2021</b>	<b>(4,838,938.52)</b>	<b>1,011</b>			
<b>Accounts Forfeited on September 23, 2022</b>	<b>(1,286,705.10)</b>	<b>348</b>			
<b>Accounts with refund requests, or activities within the last 10 years or pending analysis for forfeiture action.</b>	<b>(3,467,269.50)</b>	<b>617</b>			

## 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. During 2022 and 2021, annual statements were mailed to customers on January 25, 2022, and February 25, 2021.

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 time frame, 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 out on Monday, August 16, 2021, and September 21, 2022.

### Refund Requests and Forfeiture Disputes

At present (9/30/2022) we have in the refund log 1,127 accounts with an estimated total refund amount of \$6,189,000. Over the last 3 months we have processed and submitted to Accounts Receivable refund requests totaling: 8 projects, for 16 accounts and \$411,000 in refunds.

After the forfeiture action in August of 2021, 75 accounts totaling \$335,000 have disputed their forfeitures via emails or phone calls. The Authority is processing these disputes with established guidelines and an appeals process. At present 11 accounts have been verified as legitimate disputes totaling approximately \$50,000 in refunds, Accounting is working thru a process to reinstate these accounts so that refunds can be processed.

**Disconnection Moratorium Legislation Reporting Requirement**

Fiscal Year-to-Date  
As of September 30, 2022

**Number of Active Accounts by Zip Code & Customer Class**

Zip Code	Residential					Commercial					Multifamily				
	As of September 30, 2022		As of September 30, 2022			As of September 30, 2022		As of September 30, 2022			As of September 30, 2022		As of September 30, 2022		
	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.*
20000	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20001	596	82	36	17	16	133	15	7	2	7	34	2	0	0	0
20002	1,248	160	59	52	16	217	16	4	0	3	230	37	15	8	0
20004	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
20003	332	40	18	9	6	83	7	1	0	3	31	8	1	0	0
20005	8	1	0	0	0	15	0	0	0	0	3	0	0	0	0
20006	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0
20007	193	18	4	4	3	43	7	2	1	0	23	0	0	0	0
20008	71	10	5	1	1	27	5	0	0	0	10	0	0	0	0
20009	255	20	9	7	9	60	13	5	2	4	37	5	1	1	0
20010	452	51	22	9	17	55	7	0	2	1	30	6	4	0	0
20011	1,818	266	112	67	62	154	11	4	2	5	125	23	3	1	0
20012	391	63	23	21	11	37	7	1	1	1	9	1	1	0	0
20015	105	12	5	4	3	13	0	0	0	0	2	0	0	0	0
20016	167	19	5	5	5	28	3	2	1	0	1	0	0	0	0
20017	599	94	34	23	8	31	2	0	1	3	27	5	1	0	0
20018	849	106	49	36	22	107	11	2	1	3	27	8	0	0	0
20019	2,645	303	133	76	50	139	10	4	2	3	285	48	13	6	0
20020	1,679	177	82	43	52	67	5	3	0	2	306	38	16	5	0
20023	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20024	46	4	1	1	1	14	2	0	0	0	14	1	0	0	0
20032	887	117	59	20	12	89	2	1	2	0	219	34	9	8	0
20036	3	1	1	1	0	24	6	1	0	0	4	0	0	0	0
20037	16	1	0	0	0	10	2	0	0	0	4	0	0	0	0
20057	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20059	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20064	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20080	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20117	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20260	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20306	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20332	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20429	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20431	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20433	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20534	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>12,363</b>	<b>1,545</b>	<b>657</b>	<b>396</b>	<b>294</b>	<b>1,350</b>	<b>131</b>	<b>37</b>	<b>17</b>	<b>35</b>	<b>1,422</b>	<b>216</b>	<b>64</b>	<b>29</b>	<b>0</b>

\*Note: inactive accounts in arrears are not included in the above and the accounts by customer class are as follows: Res. 493, Com. 104 and MF 42

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

## FY 2022 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>1. Adjust Retail Rates for FY 2023 &amp; FY 2024</b>			
a. Present FY 23 & FY 24 Budget to Board	January 6, 2022	√	EVP F&P
b. Present Proposed FY 23 & FY 24 Rates, Fees & Charges in the Joint Meeting of RRC and F&B Committees	January 25, 2022	√	Rates and Revenue
c. Independent Review of Rates – Presentation by Consultant	February 22, 2022	√	Rates and Revenue
d. RRC recommendation on Proposed FY 23 & FY 24 Rates, Fees and Charges	February 22, 2022	√	Rates and Revenue
e. Submit Independent Review of Proposed Rates and 2022 Cost of Service Study to Mayor and Council and post both on DC Water's website	February 28, 2022	√	Rates and Revenue
f. Board approves Notice of Proposed Rulemaking (NOPR) for Proposed FY 23 & FY 24 Rates, Fees and Charges.	March 3, 2022	√	Board of Directors
g. Publish NOPR in D.C. Register for Proposed FY 23 & FY 24 Rates, Fees and Charges	March 18, 2022	√	DGLA
h. Outreach and Public Comment Period	March 18 - May 16, 2022	√	OMAC & Board Secretary
i. Public Hearing	May 11, 2022	√	Board of Directors
j. Public Hearing Record Closes	May 16, 2022	√	Board Secretary
k. Submit Response to Public Comments report to Board and post on DC Water website	May 31, 2022	√	Rates and Revenue
l. Present final FY 23 & FY 24 Rates, Fees and Charges to RRC for recommendation to Board	June 28, 2022	√	Rates and Revenue
m. Board approves Notice of Final Rulemaking (NOFR) for FY 23 & FY 24 Rates, Charges & Fees	July 7, 2022	√	Board of Directors
n. Publish NOFR in D.C. Register for Amended Rates, Fees and Charges	July 22, 2022	√	DGLA
o. Amended Rates, Fees and Charges Go-Live	October 1, 2022 (FY 2023) October 1, 2023 (FY 2024)	√	Rates and Revenue

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>2. 2022 Cost of Service Study (COS) for Water, Sewer and CRIAC</b>			
a. Present COS to RRC	January 25, 2022	√	Rates & Revenue
b. Post Final COS on DC Water's website	February 25, 2022	√	Rates & Revenue

FY 2022 Proposed RRC Committee Workplan
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<b>3. 2022 Potomac Interceptor Cost of Service Study (FY 2023 – FY 2025)</b>			
a. <i>Present 2022 Potomac Interceptor Cost of Service Study for FY 2023 – FY 2025 rates to RRC</i>	April 26, 2022	√	Rates & Revenue

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>4. New High Flow Filter Backwash Sewer Service Rate</b>			
a. <i>Presentation to RRC amend Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	July 27, 2021	√	Clean Water Quality and Technology
b. <i>RRC recommend approval of proposal to amend the Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	July 27, 2021	√	RRC
c. <i>Board approval to publish Notice of Proposed Rulemaking (NOPR) to amend the Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	September 2, 2021	√	Board of Directors
d. <i>Post COS on website</i>	September 14, 2021	√	Rates & Revenue
e. <i>Publish NOPR and Notice of Public Hearing in D.C. Register</i>	September 17, 2021	√	DGLA
f. <i>Outreach and Public Comment Period</i>	Sept. 17 – Nov. 15, 2021	√	Marketing & Comm.
g. <i>Submit Cost of Service study to Mayor and Council and post on DC website</i>	September 20, 2021	√	Rates and Revenue
h. <i>Submit Independent Review of Proposed Rates to Mayor and Council and post on website</i>	October 6, 2021	√	Rates and Revenue
i. <i>Public Hearing</i>	November 10, 2021	√	Board of Directors
j. <i>Public Comment Period Closes</i>	November 15, 2021	√	Board Secretary
k. <i>Present Response to Comments Report to RRC and post on DC Water website</i>	November 16, 2021	√	Rates and Revenue/Pretreatment
l. <i>RRC approves final proposal to amend Retail Sewer Rates Regulations to Establish new Filter Backwash Sewer Rate</i>	November 16, 2021	√	RRC
m. <i>Board approval to publish Notice of Final Rulemaking (NOFR)</i>	December 2, 2021	√	Board of Directors
n. <i>Publish NOFR in D.C. Register</i>	December 17, 2021	√	DGLA
o. <i>Implementation of the new High Flow Filter Backwash Sewer Rate</i>	December 17, 2021	√	CWQT

## FY 2022 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>5. Proposal to Amend CAP Regulations to Extend DC Water Cares Residential and Multi-family Programs for FY 2022 and Waive FY 2021 CAP2 Customer Recertification Requirement for FY 2022</b>			
a. <i>Update to RRC on DC Water Cares Residential and Multi-family Assistance Programs (RAP and MAP Programs for FY 2022)</i>	June 22, 2021	√	Customer Service
b. <i>Presentation of Proposal to RRC to Amend CAP Regulations to Extend DC Water Cares RAP and MAP Programs for FY 2022 and publication of NOEPR</i>	July 27, 2021	√	Customer Service
c. <i>RRC Recommends Approval of Proposal to Board to Amend the CAP Regulations to Extend DC Water Cares RAP and MAP Programs for FY 2022</i>	July 27, 2021	√	RRC
d. <i>Update RRC to recommend CAP amendments to waive FY 2021 CAP2 Customer's Recertification requirements for FY 2022</i>	August 31, 2021	√	Customer Service/ DGLA
e. <i>RRC recommends Approval of Proposal to Board to Amend te CAP Regulations to waive FY 2021 CAP2 Customer's Recertification Requirement for FY 2022 with other CAP amendments</i>	August 31, 2021	√	Customer Service/ DGLA
f. <i>Board Approval to Publish Notice of Emergency and Proposed Rulemaking (NOEPR) to Amend CAP Regulations to Extend DC Water Cares RAP and MAP Programs for FY 2022 and Waive FY 2021 CAP2 Customer's Recertification Requirement for FY 2022</i>	September 2, 2021	√	Board of Directors
g. <i>Publish NOEPR and Notice of Public Hearing in D.C. Register</i>	September 17, 2021	√	DGLA
h. <i>Public Comment Period Begins</i>	Sept. 17 – Nov. 15, 2021	√	Marketing & Comm.
i. <i>Implement extended DC Water Cares RAP and MAP Programs for FY 2022 and Waiver of FY 2021 CAP2 Customer's Recertification Requirement for FY 2022</i>	October 1, 2021	√	Customer Service
j. <i>Public Hearing</i>	November 10, 2021	√	RRC
k. <i>Public Comment Period Closes</i>	November 15, 2021	√	Board Secretary
l. <i>Present proposal to RRC for Notice of Final Rulemaking (NOFR) for DC Water Cares RAP, MAP and CAP2 including responses to comments</i>	November 16, 2021	√	RRC

## FY 2022 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>5. Proposal to Amend CAP Regulations to Extend DC Water Cares Residential and Multi-family Programs for FY 2022 and Waive FY 2021 CAP2 Customer Recertification Requirement for FY 2022 (Continued)</b>			
<i>m. RRC recommendation for Board to approve and adopt for publication of NOFR for DC Water Cares RAP and MAP Programs and Waiver of CAP2 Recertification for FY 2022</i>	November 16, 2021	√	RRC
<i>n. Board approval and adoption for publication of NOFR for DC Water Cares RAP and MAP Programs and Waiver of CAP2 Recertification for FY 2022</i>	December 2, 2021	√	Board of Directors
<i>o. Publish NOFR in the D.C. Register</i>	December 17, 2021	√	DGLA
<i>p. Continue Implementing DC Water Cares RAP and MAP Programs and Waiver of FY 2021 CAP2 Customer's Recertification Requirement for FY 2022</i>	December 17, 2021	√	Customer Service

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>6. Amend 21 DCMR Chapter 4</b>			
<i>a. Present Proposed Revisions to Regulations for Customers Challenging their Bills to RRC</i>	July 27, 2021	√	Customer Service
<i>b. RRC recommendations for Board approval for of proposal proposed to amendments to 21 DCMR Chapter 4 regulations</i>	July 27, 2021	√	RRC
<i>c. Board Approval to Publish Notice of Proposed Rulemaking (NOPR) to Amend 21 DCMR Chapter 4 regulations</i>	September 2, 2021	√	Board of Directors
<i>d. Publish NOPR in DC Register</i>	September 17, 2021	√	Legal Affairs
<i>e. Outreach and Public Comment Period</i>	Sept. 17 – Oct. 18, 2021	√	OMAC & Board Secretary
<i>f. RRC recommendation for Board approval and adoption of final amendments to 21 DCMR Chapter 4 regulations</i>	November 16, 2021	√	RRC
<i>g. Board Approval and Adoption of Notice of Final Rulemaking (NOFR) to Amend 21 DCMR Chapter 4 regulations</i>	December 2, 2021	√	Board of Directors
<i>h. Publish NOFR in the DC Register</i>	December 17, 2021	√	DGLA
<i>i. Chapter 4 Rules and Billing System – Go Live</i>	December 17, 2021	√	Customer Service

FY 2022 Proposed RRC Committee Workplan
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Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>7. 2022 Cost of Service Miscellaneous Fees and Charges</b>			
a. <i>Present COS Update and Proposed Amendments to Miscellaneous Fees &amp; Charges for RRC Recommendation</i>	April 26, 2022	√	Rates & Revenue
b. <i>Board Approval of Notice of Proposed Rulemaking (NOPR) for Miscellaneous Fees &amp; Charges</i>	May 5, 2022	√	Board of Directors
c. <i>Publish NOPR in DC Register</i>	May 20, 2022	√	DGLA
d. <i>Public Comment period</i>	May 20–June 20, 2022	√	Board Secretary
e. <i>RRC Final Recommendation to Approve Amendments for Miscellaneous Fees &amp; Charges</i>	June 28, 2022	√	Rates & Revenue
f. <i>Board Approval of Notice of Final Rulemaking (NOFR)</i>	July 7, 2022	√	Board of Directors
g. <i>Publish NOFR in DC Register</i>	July 22, 2022	√	DGLA
h. <i>Miscellaneous Fees &amp; Charges other than Engineering and Permitting Fees Go-Live</i>	July 22, 2022	√	Rates & Revenue / Customer Care
i. <i>Engineering and Permitting Fees Go-Live</i>	October 1, 2022	√	Permitting/Customer Care

## FY 2022 Proposed RRC Committee Workplan

Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<b>8. Proposal to 1) Remove FY 2022 CAP2 Recertification Requirements Language; and 2) Extend DC Water Cares: Residential Assistance Program and Multifamily Assistance Program for FY 2023</b>			
a. <i>Presentation to RRC on proposal to amend Customer Assistance Program (CAP)</i>	June 28, 2022	√	Customer Service
b. <i>RRC recommends Board approval to amend the CAP regulations for CAP2, and extension of DC</i>	June 28, 2022	√	RRC
c. <i>Board approval to publish Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for CAAP2, and DC Water Cares Residential and Multifamily Assistance Programs extension</i>	July 7, 2022	√	Board of Directors
d. <i>Publish NOEPR and Notice of Public Hearing in DC Register</i>	July 22, 2022	√	DGLA
e. <i>Public comment period</i>	July 22 – September 19, 2022	√	OMAC & Board Secretary
f. <i>Public Hearing</i>	September 14, 2022	√	Board of Directors
g. <i>Public comment period closes</i>	September 19, 2022	√	Board Secretary
h. <i>RCC approves final proposal to amend CAP regulations for CAP2 and DC Water Cares Residential and Multifamily Assistance Programs extension</i>	September 27, 2022	√	RRC
i. <i>Implement extended DC Water Cares RAP and MAP in FY 2023</i>	October 1, 2022	√	Customer Care
j. <i>Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)</i>	October 6, 2022	√	Board of Directors
k. <i>Publish NOFR in D.C Register</i>	October 21, 2022		DGLA
l. <i>Continue Implementing DC Water Cares RAP and MAP Programs in FY 2023</i>	October 21, 2022		Customer Care

**FY 2022 Proposed RRC Committee Workplan**

Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department
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<b>9. Delinquent Accounts</b>			
a. <i>Soldiers Home Negotiations</i>	Monthly, as needed		DGLA

Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department
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<b>10. Rate Stabilization Fund</b>			
a. Rate Stabilization Fund	Monthly, as needed		Rates & Revenue



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

**Tuesday, November 15, 2022; 9:30 a.m.**

**AGENDA**

<b>Call to Order</b>	Committee Chairman
<b>Monthly Updates</b>	Chief Financial Officer
<b>Committee Workplan</b>	Chief Financial Officer
<b>Agenda for December 20, 2022 Committee Meeting</b>	Committee Chairman
<b>Other Business</b>	Chief Financial Officer
<b>Adjournment</b>	