



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
264th MEETING OF THE BOARD OF DIRECTORS  
Thursday, May 7, 2020  
9:30 a.m.  
(via Microsoft teams)  
202-753-6714 Conf. ID 232 720 323#**

- I. **Call to Order (Chairman Tommy Wells)**
- II. **Roll Call (Linda Manley, Board Secretary)**
- III. **Approval of April 2, 2020 Meeting Minutes**
- IV. **Chairman's Overview**
- V. **Committee Reports**
  1. [Environmental Quality and Operations Committee](#) (Adam Ortiz)
  2. [DC Retail Water and Sewer Rates Committee](#) (Rachna Bhatt)
- VI. **Issues of General Interest**
- VII. **[CEO/General Manager's Report](#) (David Gadis)**
- VIII. **[Contract Summary](#) (FYI)**
- IX. **Consent Item (Joint Use)**
  1. [Approval to Execute Change Order No. 001 of Contract No. 170180, Ulliman Schutte Construction – Resolution No. 20-38](#) (Recommended by the Environmental Quality and Operations Committee 04/16/20)
- X. **Consent Items (Non-Joint Use)**
  1. [Approval to Execute Supplemental Agreement No. 2 of Contract No. DCFA #459-WSA, O'Brien and Gere/Arcadis- Resolution No, 20-39](#) (Recommended by the Environmental Quality and Operations Committee 04/16/20)
  2. [Approval to Publish Notice of Proposed Rulemaking for Proposed Amendment of Bill Challenge Regulations – Resolution No. 20-40](#) (Recommended by the DC Retail Water and Sewer Rates Committee 04/28/20)

3. [Approval to Change Date for the Public Hearing and Extend Comment Period for the Proposed FY 2021 & FY 2022 Rates, Charges and Fees Rulemaking – Resolution No. 20-41](#) (Recommended by the DC Retail Water and Sewer Rates Committee 04/28/20)

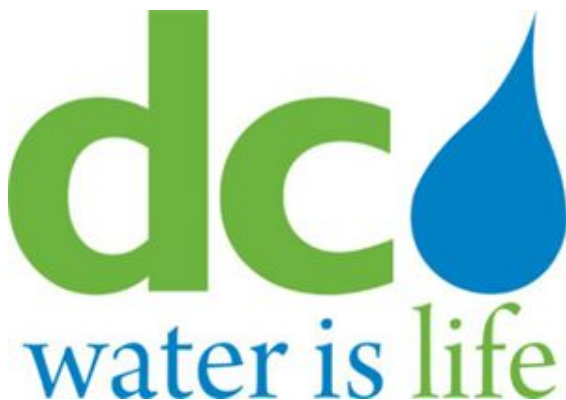
#### **XI. Executive Session**

#### **XII. Adjournment (Chairman Tommy Wells)**

1 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.

#### **Upcoming Committee Meetings – (via Microsoft Teams)**

- Governance Committee – Wednesday, May 13, 2020 @ 9:00 a.m.
- Human Resource and Labor Relations Committee with Union Presidents- Wednesday, May 13, 2020 @ 11:00 a.m.
- Environmental Quality and Operations Committee – Thursday, May 21, 2020 @ 9:30 a.m.
- DC Retail Water and Sewer Rates Committee – Tuesday, May 25, 2020 @ 9:30 a.m.
- Finance and Budget Committee – Thursday, May 28, 2020 @ 11:00 a.m.



**District of Columbia  
Water and Sewer Authority**

**Board of Directors**

**Environmental Quality and Operations  
Meeting**

*Thursday, April 16, 2020*

9:32 a.m.

**MEETING SUMMARY**

**Committee Members**

Adam Ortiz, Chairperson  
Randy Bartlett  
Steven Shofar  
Howard Gibbs  
Tommy Wells, Board Chair  
Ivan Frishberg  
David Franco

**DC Water Staff Present**

David Gadis, CEO/General Manager  
Matthew Brown, EVP Finance & Procurement  
Marc Battle, EVP, Legal Affairs  
Leonard Benson, SVP, CIP Project Delivery  
Linda Manley, Board Secretary

**I. CALL TO ORDER**

Mr. Ortiz called the meeting to order at 9:32 a.m.. The meeting was conducted via teleconference (TEAMS).

**II. ROLL CALL**

Ms. Linda Manley, Board Secretary, conducted a roll-call of the Committee members present for the meeting.

**III. ACTION ITEMS**

Mr. Len Benson, SVP, CIP Project Delivery - DC Water, presented the Joint Use and Non-Joint Use Action Items.

**JOINT USE**

- 1. Contract No.: 170180 – Miscellaneous Facilities Upgrades Phase 6, Ulliman Schutte

**NON-JOINT USE**

- 1. Contract No.: DCFA 459 – Construction Management Services-4E, O'Brien & Gere and Arcadis (Joint Venture)

In reference to Contract No.: DCFA 459 – Construction Management Services-4E, O'Brien & Gere and Arcadis (Joint Venture), the Committee inquired whether the Contractor has the authority to decide when and how DC Water funds are disbursed through this contract. Mr. Benson replied that the Contractor makes suggestions and recommendations but that all decisions are made through DC Water employees. He added that the Contractor is also managed by a DC Water employee(s) at all times.

The Committee also inquired if this contract was sole-sourced. Mr. Benson replied that the Basic Ordering Agreement (BOA), on which this supplemental agreement is drawn from, was competitively procured to provide engineering and consulting services to DC Water and so is not considered sole-sourced. The Committee further inquired as to how DC Water ensures individual task orders from the BOA are price-wise competitive. Mr. Benson replied that DC Water conducts independent engineer's estimates for all task orders prior to negotiation and procurement to ensure proposed prices reflect current and competitive market conditions.

The Committee recommended the two Action Items to the full Board.

#### **IV. EXECUTIVE SESSION**

The Committee entered into an Executive Session at 9:51 a.m., and reconvened into open session at 10:43 a.m.

#### **V. ADJOURNMENT**

The meeting adjourned at 10:43 a.m.



**DISTRICT OF COLUMBIA  
WATER AND SEWER AUTHORITY**

**Board of Directors**

*DC Retail Water and Sewer Rates Committee*

Tuesday, April 28, 2020

9:30 a.m.

**MEETING MINUTES**

**Committee Members Via Teleconference**

Rachna Bhatt, Chairperson  
Tommy Wells, Chairman  
Ivan Frishberg  
Howard Gibbs  
Ellen O. Boardman  
David Franco  
Emile Thompson  
Anthony Giancola  
Jedd Ross  
Krystal J. Brumfield  
Reverend Dr. Kendrick Curry  
Joe Leonard

**DC Water Staff Via Teleconference**

David L. Gadis, CEO/General Manager  
Matthew Brown, CFO/EVP, Finance & Procurement  
Gregory Hope, Deputy General Counsel  
Marc Battle, EVP, Office of Legal Affairs  
Linda Manley, Secretary to the Board  
Carolyn Mackool, Director of Customer Service  
John Lisle, Vice President, Marketing and  
Communications  
Vincent Morris, Manager, Communications and  
Government Relations

**Call to Order**

Chairperson Rachna Bhatt called the meeting (via teleconference) to order at 9:33 a.m.

**Roll Call**

Linda Manley, Board Secretary conducted a roll call for the Committee members. It was determined after the roll call that there was a quorum.

Mr. Brown, CFO/EVP Finance and Procurement, greeted the Committee and stated that there are three presentations and two action items on the agenda. Mr. Brown stated that the presentations include: (i) Extend Comment Period on Proposed FY 2021 & FY 2022 Rates, Charges & Fees Rulemaking and Public Hearing Date; (ii) Amend Bill Challenge Regulations to be Consistent with Current Practice; and (iii) Update on DC Water & Sewer Authority Transparency Amendment Act 2020.

Ms. Carolyn Mackool, Director of Customer Service, provided an update to the Committee on the Advanced Metering Infrastructure (AMI) project and also the new program that DC Water is working with the District to provide assistance to customers in arrears. Ms. Mackool stated that the AMI project is on hold temporarily to ensure the execution of the proper social distancing. Ms. Mackool noted that DC Water has been working with the District and there will be an availability of \$2.175 million worth of Emergency Energy Assistance that will be available to residential customers and the assistance is targeting customers who meet the criteria in one of the three customer assistance programs. Mr. Franco inquired what mechanism will be used to get the information out about the program. Ms. Mackool stated that DC Water is going to update its webpages and there will be releases through the press and social media outlets. Ms. Mackool mentioned that there will be outbound communication in the form of bill messages, calling, and possibly letters.

**Extend Comment Period on Proposed FY 2021 & FY 2022 Rates, Charges & Fees Rulemaking and Public Hearing Date (Attachment A)**

Mr. Brown stated that DC Water is seeking 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 and FY 2022 rates, charges and fees rulemaking process. Mr. Brown mentioned that this change proposal is in response to the Mayor's Order 2020-063, which extended the declaration of a public health emergency to May 15, 2020 due to the COVID-19 pandemic.

Mr. Brown noted that DC Water Board of Directors determines the rates based on the Approved Budget and Financial Plan. Mr. Brown stated that the FY 2021 budget and FY 2020 to FY 2029 Ten-Year Financial Plan were approved on March 5, 2020. Mr. Brown mentioned that the rate proposal supports the Approved FY 2021 budget that: (i) fully funds the Clean Rivers Program; (ii) 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; (iii) adding five positions for the DC Water Consumer Protection Amendment Act of 2018; (iv) increasing funds for fleet purchases by \$4 million to ensure crews have the equipment they need; (v) continuing 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; (vi) investing \$0.5 million in the Apprenticeship Program to support fifteen entry level positions; (vii) making the CAP2 program permanent and expands CAP benefits to 75% of the CRIAC; (viii) taking advantage of low interest rates and current year savings to deliver rate increases that are smaller than previously forecasted; and (ix) applying \$13 million in Rate Stabilization Funds over FY 2021 and FY 2022 to benefit customers.

Mr. Brown introduced John Lisle, Vice President, Marketing and Communications, to provide an update regarding the revised plan for the FY 2021 and FY 2022 ratemaking process given the current pandemic condition. Mr. Lisle stated that DC Water is planning to hold town hall meetings as well as other public outreach programs to solicit feedback from customers. Mr. Lisle mentioned that DC Water already established a ratemaking webpage so that customers can see the ratemaking process and related documents. Mr. Lisle stated that DC Water has rescheduled the Board Public Hearing date to August 5, 2020 instead of June 10, 2020. Mr. Lisle mentioned that DC Water is working with the ward Councilmembers to reschedule the town hall meeting and assessing the options for holding virtual meetings, such as telephone townhalls, in addition or instead of traditional in-person meetings.

Mr. Brown mentioned that DC Water's recommendation is to move to the full Board DC Water's proposal to change the date of the Public Hearing to August 5, 2020, from June 10, 2020 and to extend the public

comment period for the proposed FY 2021 & FY 2022 rates, charges and fees rulemaking to August 10, 2020 from June 15, 2020.

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

Ms. Mackool stated that the current regulation is that a customer can pay and notify DC Water in writing or not to pay and notify DC Water in writing within ten working days after receipt of the bill. Ms. Mackool mentioned that the most common issue with customers that challenge bills is the ability to pay rather than the accuracy of the bill. Ms. Mackool noted that DC Water works with customers so they can pay their bill including referring them to Customer Assistance Programs and making payment arrangements. Ms. Mackool stated that 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. Ms. Mackool mentioned that proposed changes are to codify DC Water's current practice and to refine the current regulations. Ms. Mackool stated that DC Water seeks the Committee's recommendation to the full Board on the proposal to revise the regulations to be consistent with current DC Water practice to: (i) 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"; and (ii) 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". Mrs. Carolyn noted that the current bill challenge practice of peer utilities is in 20 days of the bill issue date.

**Update on DC Water & Sewer Authority Transparency Amendment Act 2020 (Attachment D)**

Mr. Vincent Morris, Manager, Communications and Government Relations, stated that DC Water has complied with all provisions of the DC Water Consumer Protection Amendment Act of 2018. Mr. Morris mentioned that DC Water is working closely with the Office of People's Counsel (OPC) and provided responses to OPC's written comments. Mr. Morris stated that the DC Water & Sewer Authority Transparency Amendment Act 2020 has ten provisions. Mr. Morris briefed the Committee on each of the ten provisions in the legislation. Mr. Gadis said that DC Water already complies with most of the legislative provisions. Chairman Wells stated that DC Water has to be vigilant to ensure that the Council legislation does not contradict with the intent of Congress when DC Water was created. Mr. Battle, EVP, Office of Legal Affairs stated that DC Water will review the legislation language to make sure that the District Council does not step in to an area that could affect DC Water's independence or something that may lead to any financial liability.

**Action Items (Attachment C)**

Mr. Brown mentioned that the Committee is asked to recommend the following action items to the Full Board.

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

The Committee had a conversation about the proposal to extend the time that customers had to contest their bills. Mr. Brown indicated that he would be discussion the proposal with staff from the Office of People's Council later in the week.

Chairperson Bhatt asked the Committee members was there any opposition to move the action items to the full Board, hearing none, the actions items were moved.

**FY 2020 Proposed DC Retail Water and Sewer Rates Committee Workplan (Attachment E)**

Mr. Brown provided a brief overview on the FY 2020 proposed Committee Workplan.

**Agenda for May 26, 2020 Committee Meeting (Attachment F)**

There was no discussion on the agenda for the May 26, 2020 Committee meeting.

**Other Business**

None

**Executive Session**

There was no executive session.

**Adjournment**

Chairperson Rachna Bhatt adjourned the meeting at 10:40 a.m.

**FOLLOW-UP ITEMS – DC Retail Water and Sewer Rates Committee Meeting (April 28, 2020)**

There were no follow up items





## CEO'S REPORT

David L. Gadis

May 2020



**Table of Contents**

**Message from the CEO/GM.....I**

**Organizational Performance Dashboard .....i**

**Financial Highlights .....1**

    Financial Performance Summary ..... 1

    Revenues and Operating Expenses ..... 2

    Capital Spending..... 2

    Operating Cash and Receivables ..... 3

    Delinquent Account Receivables..... 3

    Investment Yields ..... 4

    Vendor Payments ..... 5

**Operations & Engineering .....6**

    Electricity Usage Summary..... 6

    Electricity Usage by Service Area ..... 6

    Waste Water Treatment ..... 7

    Water Distribution Operations..... 8

    Water Balance ..... 8

    Drinking Water Quality..... 9

    Fire Hydrants ..... 10

    Sewer System Operations ..... 11

    Combined Sewer System..... 11

    Permit Processing..... 12

**Customer Experience .....13**

    Customer Care..... 13

**Low Income Assistance Program.....14**

    SPLASH Program..... 14

    Customer Assistance Program(CAP) ..... 14

**People & Talent .....15**

    Human Resources ..... 15

    Recruitment Activity..... 15

    Recruitment Performance Metrics..... 16

**Administration.....17**

    Safety ..... 17

    Employee Lost Time Incident Rate ..... 17

    Contractor Lost Time Incident Rate ..... 18

**Interpretation of Charts ..... A**

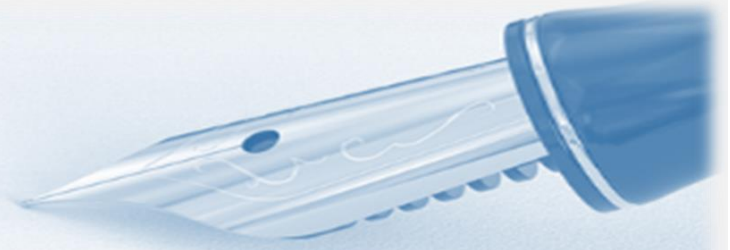
**Color Key**

<b>Red</b>	<b>Did not meet Target</b>
<b>Yellow</b>	<b>Missed Target but within acceptable range</b>
<b>Green</b>	<b>Met/Exceeded Target</b>
<b>Gray</b>	<b>Budget/Target Value</b>
<b>&lt;transparent&gt;</b>	<b>Green/Yellow/Red based on comparison</b>



*From the desk of the CEO*

**David L. Gadis**



May 2020

## April Highlights:

- **Delivering our levels of service.** As you can see in the details that follow, Team Blue has been doing our best to keep up with our operational targets, even with new A/B shifts and social distancing protocols in place. In some cases, we are slightly below our targeted levels of service but importantly, we have continued to meet all regulatory requirements, delivering clean drinking water, treating wastewater, and managing our CSO system. In some cases we are adding services such as restoring water connections. Most importantly, we have done all of this without compromising the health and safety of our most valued resource, our workforce, consistent with my approach to the 3P's: People, Place, and Pay.
- **IT staff enabling remote working and Call Center migration.** A month ago I reported that we had just completed our enterprise-wide migration from Skype for Business to Microsoft Teams (Teams). This was a year ahead of when Microsoft will discontinue Skype for Business. Since then, we've transitioned into our remote-working reality for those who can work from remotely. In the beginning of March, we had 430 staff active on Teams. Today, we have about 1300 people (staff and contractors) actively using Teams and in the past 30 days, we've hosted over 6,700 Teams meetings. A sincere thank you to our IT staff who have enabled Team Blue to continue our operations, engage with our customers, and stay connected despite not being together at DC Water facilities.

Additionally, while many of our staff were working remotely in the past month, IT, along with our vendor partners, accelerated the rollout of the new Automatic Call Distribution (ACD) system, Genesys. While our Customer Service Call Center agents are working remotely, we were able to deliver a portion of the new system to them via a web-based interface on any device. After user acceptance testing is complete, Phase 1 will be deployed and Customer Service will gain back features such as: call monitoring, recording, consulting, etc., all while working remotely. Phase 2, coming in July, will integrate the new ACD with our Vertex billing system, giving a full customer experience with all the call features, regardless of whether our agents are working in the office or working remotely.

- **Learning from and sharing with others on COVID-19 response.** While much of our efforts are focused internally on continuity of operations, we are also frequently engaging external partners on this continually-changing situation. This engagement is a two-way street. It's been clear from the beginning of both the planning and execution stages that DC Water remains a leader in our response to the COVID-19 pandemic. Nevertheless, we also continue to learn from others and improve our response as is warranted. This engagement is happening on multiple levels with both me and our leaders as we meaningfully interact with others. Some examples include:
  - Internally: Bi-weekly Incident Management Team meetings and weekly Operations Briefs; YouTube video from CEO for Team Blue
  - Locally: District's Coordination and Support Plan (CSP) weekly brief by HSEMA; Online resources for parents and teachers; YouTube video from CEO for DC Water customers
  - Regionally: Metropolitan Washington Council of Governments weekly utility coordination call; Low Flow Allocation Agreement utility/government engagement
  - Nationally: Meeting with EPA Administrator; Water Environment Federation and U.S. Water Alliance webinar presenters; American Water Works Association Emergency Preparedness & Security Committee
  - Internationally: International Water Association Utility Leaders' webinar presenter
  
- **COVID-19 staff impacts.** I provided a similar table in my April 17 Weekly Highlights. We update this information daily and continue to refine the process. We are able to include a new column for our reporting, closed cases, now that enough time has passed since we started tracking this data. Overall, the precautions we've taken, including remote working, PPE, and modified operations, have been successful and enabled us to continue our operations.

*This data is accurate as of May 1, 2020.*

### Employees

<b>Incident</b>	<b>Closed</b>	<b>Open</b>	<b>Grand Total</b>
Tested positive for COVID-19	1	2	3
Close Contact with Positive COVID19 Person	19	3	22
Close Contact with Possible Positive COVID19 Person	1		1
Travel	4	2	6
Exhibiting Symptoms		1	1
<b>Grand Total</b>	<b>25</b>	<b>8</b>	<b>33</b>

### Contractors

<b>Incident</b>	<b>Closed</b>	<b>Open</b>	<b>Grand Total</b>
Tested positive for COVID-19	1		1
Close Contact with Positive COVID19 Person	4	1	5
Exhibiting Symptoms		1	1
<b>Grand Total</b>	<b>5</b>	<b>2</b>	<b>7</b>

### Separated Employees

<b>Number of Employees</b>	<b>Column Labels</b>	
<b>Incident</b>	<b>Closed</b>	<b>Grand Total</b>
Tested positive for COVID-19	1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>

## Department of Operations and Engineering

### Water Operations and Water Quality & Technology

#### Accomplishment(s)

- The table below shows the amounts billed for Food Service Establishments/Fats, Oils and Grease (FSE/FOG) and Backflow Prevention Assemblies (BPA) fees and collected from Fire Hydrant Use Permit & Equipment Fees. Note: The Fire Hydrant Use & Equipment Fees include prepaid fees and deposits that are not realized as revenue until equipment is returned or meter reading submitted.

Program	March 2020	FY20 (cumulative)
Fire Hydrant Use Permit & Equipment Fees collected	\$24,525	\$157,572
BPA	\$83,964	\$499,659
FSE/FOG	\$43,689	\$260,684

#### Operational Performance

- The Department responded to 87% of the emergency investigative calls within the 45-minute response time in March 2020. The measured target is 90% per month.
- There were 15 (13.33) Water main breaks per 100 miles of pipe for the month of March. The accepted national average is 25 breaks per 100 miles.
- The Department replaced 18 hydrants in March with a monthly target of 21 per month.

#### Progress Report

##### Water Quality & Technology (WQ&T)

- Water Quality & Technology (WQ&T)**
  - Total Coliform Rule** – DC Water collected 241 samples in March 2020 for compliance with the Total Coliform Rule (TCR). DC Water met the TCR standards for March with 0 (zero) sample testing positive for total coliform. The federal regulatory trigger for further system evaluation is 5 percent positive for each month.
  - Lead and Copper Rule** - DC Water distributed 102 sample kits to customers in January and February 2020. Among the distributed kits, we received and submitted samples from 59 homes to the laboratory for analysis. 90 percentiles lead levels are 2.7 ppb (1st draw) and 3.3 ppb (2nd draw).



### **Progress Report(Cont'd)**

- **Cross-Connection Control Compliance**-1014 Backflow Prevention Assembly Annual Inspections by DC Water Approved Inspectors were received through the DC Water Third-Party Portal in March 2020. Approximately, 63% of all backflow preventers tracked are compliant as of March 31st. Compliant means the backflow prevention assembly passed inspection within 365 days of March 31st.
- **Construction Contract Management Branch (CCMB)**
  - CCMB managed the completion of 65 water distribution system and 74 sewer/storm collection system rehabilitations and replacements with contracted resources in the month of March.
  - The Public Space Restoration team successfully completed the restoration of 142 (119 water and 23 sewer) sites in support of water and sewer system operational activities.
  - The Work Control group processed 372 District Department of Transportation permits in support of operational activities on behalf of Water and Sewer Operations. Operational permits include Emergency Work Requests (EWR's), Construction Permits, and Occupancy Permits.
- **Lead Service Replacement (LSR)**
  - LSR Voluntary Program supported the replacement of 33 lead service lines in the month of March.

### **News and Events**

- Compliance Team and DC Department of General Services completed joint inspections of 22 DC Splash Parks for compliance with DC Plumbing code on backflow preventers. Backflow preventers are installed to protect water quality.

#### **Backflow Preventer at a DC Splash Park**





## **Sewer Operations**

### **Accomplishment(s)**

Staff participated in on-going planning meetings with Region III EPA staff regarding continuing critical sewer operations during COVID 19.

### **Operational Performance**

- **Strategic Program #4:** Driving Performance (NPDES Regulatory requirement)
  - Crews cleaned 2490 catch basins in March 2020. Calendar year total - 7275
  - 5 tons of floatable debris was removed from the Anacostia River in March 2020. Calendar year total – 45 tons.
  - March 2020, crews responded and resolved – 111 lateral complaints and 6 main line sewer backups.

### **Progress Report**

#### **SEWER ONGOING PROJECTS:**

- Under our sewer emergency contract, crews continue cleaning the 9' 6" x 7' 7" concrete and brick West Rock Creek Diversion sewer on the grounds of the Georgetown Plaza Hotel at 2800 Pennsylvania Ave., NW near Rock Creek Parkway. So far, we have removed 210 tons of heavy silt and debris buildup from the sewer for the conditional pipe assessment. There is an additional 85 feet or two weeks of cleaning prior to involving DETS for the structural assessment.
- Sewer repair at Foundry Branch (Bulkhead/Leak Repair) location on the Potomac Interceptor was started the week of March 2, 2020. The contractor injected 22 cubic yards of floatable fill through cores of an existing bulkhead. The fill was directed into the abandoned portion of the old UPI pipe near a walkway tunnel on Foundry Branch to completely seal that pipe and prevent any possible seepages from the abandoned pipe into the tunnel walls.
- The end of pipe netting system at CSO #018 was completely dismantled and removed from operations. The system was developed as a demonstration project to address Long-Term Control Plans for solids and floatable removal on combined sewers. This month's abandonment was made possible because of changes at an upstream diversion structure which now redirects the additional combined sewer flow from discharging into the Anacostia River into the recently serviceable portion of the Anacostia River Tunnel to Blue Plains. The outfall now discharges only storm flow from surface run-off.

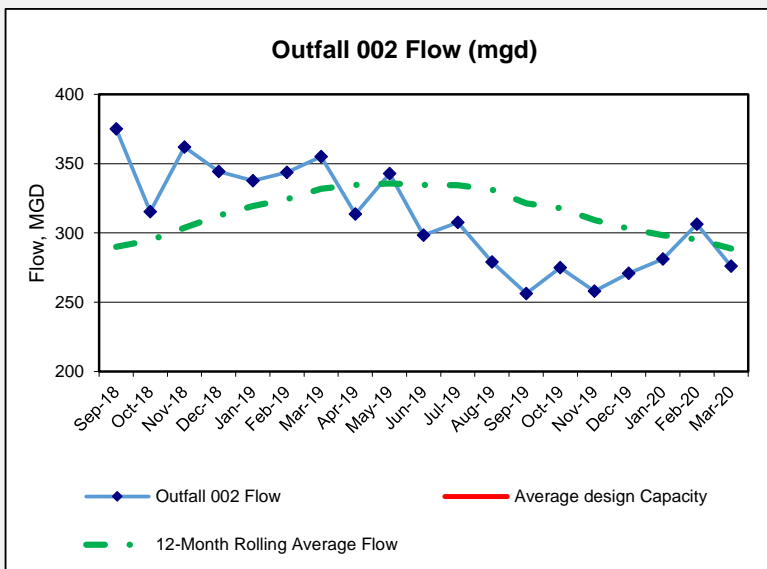
### **News and Events**

- No work was started as planned on the base support for the roof covering at DPWs Benning Road Transfer Station.

## Wastewater Operations Operational Performance

### Blue Plains Complete Treatment Performance:

- Average plant performance for the month of March 2020 was excellent with all effluent parameters well below the seven-day and monthly NPDES permit requirements.
- The 12-month rolling average flow ending March 2020 is 289 MGD. Plant influent flow rates have declined to levels observed prior to 2018, the wettest calendar year on record.

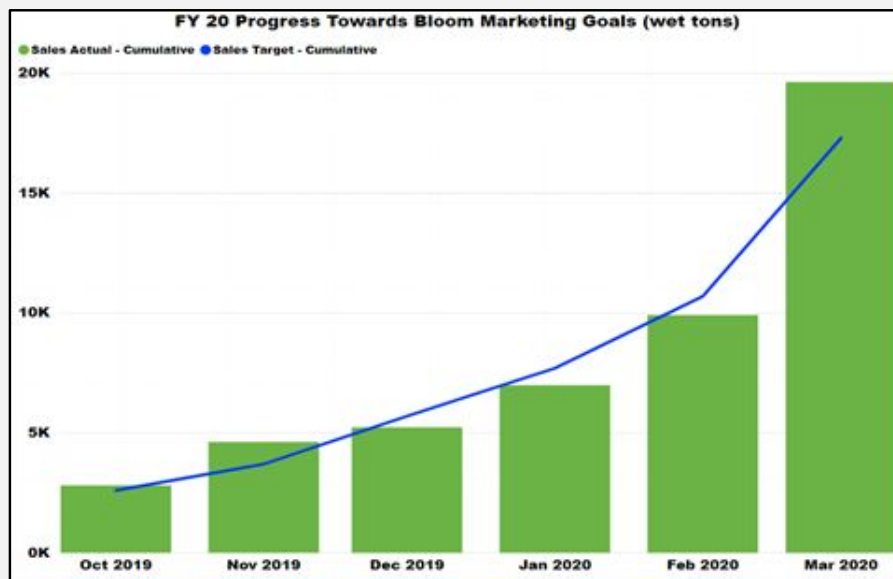


- **Wet Weather Treatment Facility (WWTF) Performance:** In March, a total of 38 million gallons (MG) of combined wet weather flows, captured in the tunnel system, were treated through the WWTF and directed to the main plant to maximize the complete treatment. There were no measured overflows and no discharge of treated captured combined flows to the wet weather treatment outfall (Outfall 001).

	March 2020**	Calendar Year 2020 (through end of March 2020)
Total Precipitation, inches (DCA gauge)	2.19	8.19
Total Volume Captured in the Anacostia River Tunnel System and Treated, MG*	38	331
➤ Directed to Complete Treatment, MG	38	331
➤ Discharged to Outfall 001, MG	0	0
Measured Overflow, MG	0	0.6
Percent Captured, %	100	99.8

\*MG = Million Gallons; includes volume pumped from tunnel to head of Blue Plains Advanced Wastewater Treatment Plant  
\*\*Draft – data verification QA/QC in progress

- Class A Biosolids Quality:** All biosolids produced during the month of March 2020 met Class A Exceptional Quality (EQ) requirements. Fecal coliform values in daily biosolids cake samples, analyzed by DC Water Laboratory, have remained below 10 MPN/gram and well below the 1,000 MPN/gram requirement for Class A certification.
- Bloom Marketing:** The total tons of Bloom marketed through the end of March 2020 is approximately 19,995 wet tons and met the cumulative sales target for the period. The goal for the current fiscal year is 60,000 tons or approximately 40 percent of anticipated total Class A biosolids production.



**Progress Report**

- Employee Training – On-line Training
- The Department of Maintenance Services has offered on-line mechanical and electrical maintenance courses to employees. The department will expand on-line training to include other topics such as Reliability Centered Maintenance (RCM), etc.

## **Engineering and Technical Services**

### **Accomplishment(s)**

- Advertised Small Diameter Water Main Replacement (SDWMR) 14A for construction on 3/29/20.
- Conducted Pre-Bid Conference for SDWMR 14A on 4/9/20.
- Completed Fact Sheet for the Kenilworth Storm water Pump Station Project MOU for Board approval.
- Implemented COVID-19 related changes to facilitate social distancing and protect staff:
  - Teleworking for all employees that are eligible
  - Reporting and social distancing guidance for employees that cannot telework
  - Revised procedures for inspection of precast products and CCTV inspections.
- Permitting process changes within DDOT, DOEE, and DCRA.
- The Interagency Permitting Section assisted the Department of Sewer Services to correct two sanitary sewer overflows on NPS property near 37<sup>th</sup> Street NW and Huidekoper Place NW.

### **Operational Performance**

- Training provided to Operation Departments on the newly updated reservoir and pressure zone operations and maintenance manuals.
- Continued updating of the Combined Sewer Operations and Maintenance Manual.
- Submitted final Main Pumping Station SOP updates.
- Submitted final Potomac Pumping Station SOP updates.
- Worked closely with Procurement to ensure DC Water permits continued to get paid.
- Completed the following tasks for Small Diameter Water Main Replacement (SDWMR)15D Kentucky Ave SE:
  - Created the 2d base map.
  - Created the existing survey sheets.
  - Completed GIS base map.
- Completed the following task for SDWMR 15B Seward Square:
  - Completed field survey.
- Completed the following tasks for SDWMR 15B Division Ave:
  - Started 2D base.
  - Updated all missing line work and points.
- Completed Training and Workshops for:
  - Base Map Sheet Creation Standard Operating Procedures (SOP).
  - Water Service Table Workshop.

### **Operational Performance(Cont'd)**

- Developed a prototype of an as-built locator tool using GIS.
- Started using new tool (Cyclomedia) to improve GIS asset location.
- Completed as-built research for the following DDOT projects:
  - Kenney Street, NW (16th Street to Georgia Avenue).
  - Canal Road. Culvert Replacement Project.
  - East Capitol Street, NE.
- Conducted DDOT plan review:
  - 16th St. NW Bus Lanes (100% design).
  - Benning Rd. (existing utilities review).
- Submitted Preliminary Design for the DDOT Florida Avenue project.
- Submitted final design drawings and project specifications for the 1st and D project.
- Conducted kickoff meeting for design of Anacostia Elevated Tank No. 1 (Good Hope Tank) & Anacostia Elevated Tank No. 2 (Boulevard Tank).
- Conducted SDWM 16B Kickoff and Risk Assessment Meeting on 04/07/20.
- Conducted Kickoff Meeting for Task Order #11 (Engineering Services for Survey, CAD Services, Permitting and Maintenance of Traffic).
- Conducted training session for all design project managers called, "P6 for Design PMs (Part 1 and 2)" including CEUs for staff who are licensed engineers.
- Continued planning and pre-design for the following CIP Projects:
  - RD03 Oxon Run Rehabilitation.
  - QS02 Local Sewer Rehab Project 5-2.
  - RC01 Rehabilitation of Rock Creek Main Interceptor & Beach Drive Sewers.
  - IL02 Creek bed Rehabilitation at Dumbarton Oaks.
  - IM04 Creek bed Rehabilitation at Fort Dupont.
  - G204 Rehab Gate Structure 5A, 5B, 5C, & Poplar Point PS Junction.
  - IK01, PJ01 & QX01 – Procurement and Planning for the Assessment of Potomac Force Main.
  - Local Sewers.

### **Operational Performance(Cont'd)**

- Completed the Concept Design Report for SDWMR 16B&C and transitioned to Design Branch.
- Continued updating Info Asset Planner (Info Master) to reflect the GIS sewer model updates and integrating all major Pipeline Assessment Certification Program (PACP) data.
- Continued contract procurement for the design-build team for LZ07 Rehabilitation of the PI between MH31 and MH30.
- Continued working on Potomac Interceptor laterals identification
- Continued working on 2020/2021 PI Pipe and manhole inspection priorities.
- PI Cabin John Repairs - Started developing the Concept Design Report (CDR) to transfer the project to the Design Branch.
- Continue to help with the Lead Pipe Replacement Assistance Program (LPRAP).
- Continued the business case evaluation for 3rd St and Constitution Ave NW Pumping Station to determine the need for rehabilitation.
- Continued the development of a high-level dashboard to track the Small Diameter Water Main Renewal Program (SDWMR) and the Local Sewer Main Rehabilitation Program (LSMR).
- Continued negotiations with inspection contractor for the inspection of 10-miles of local sewer and rock creek siphon.
- NTP issued for the assessment of Franklin St 30-in & 36-in PCCP water main. Working on the traffic control plan for DDOT permit.
- Working with DPO to start the inspection of AFM high points.
- The Interagency Permitting Section continued to work closely with NPS to address permits and emergencies.
- Continued to identify issues and process changes within permitting agencies during the COVID-19 pandemic. Such information is passed to DC Water stakeholders.
- Continued discussions with the EPA to identify opportunities to collaborate and test new technologies. EPA briefed DC Water on preliminary results of the ISL on small diameter water main decontamination testing (unlined CI pipes).

## **Wastewater Engineering**

### **Operational Performance**

- Departments of Wastewater Engineering, Process Engineering, Wastewater Treatment and Maintenance Services met via Microsoft Teams to review ongoing and upcoming construction work to identify critical work and discuss mitigation strategies for potential impact of restrictions and illness due to COVID19 on ongoing and upcoming construction work.
- Departments of Wastewater Engineering, Process Engineering, Wastewater Treatment and Maintenance Services utilized asset management principles to update asset risk rankings for Blue Plains to inform prioritization of capital projects.
- Departments of Wastewater Engineering, Process Engineering, Wastewater Treatment and Maintenance Services conducted a workshop on lessons learned and methods to improve coordination and quality on construction projects.

### **Progress Report**

- Continued participation in the Capital Program Procurement Leadership Council, whose mission is to establish a smooth transition of key processes from engineering to procurement.
- Continued planning for procurement of a power monitoring and control design at Blue Plains.
- Continued designs for Headworks Influent Structures, Reclaimed Final Effluent Pump Station Upgrade and COF Electrical Upgrade.
- Continued procurement for design of a solar-topped curing pad at Blue Plains.
- Continued design to improve data exchange between Washington Aqueduct and DC Water's SCADA systems.
- Completed negotiations for Design/Build project to upgrade instruments, controls, and interface for nine storm water pump stations to the SCADA system. This is a FEMA funded resiliency improvement project.
- Continued in-house design for 12<sup>th</sup> & Maine SW Storm Water Pump Station upgrades. This is also a FEMA funded resiliency improvement project.
- Continued construction at Blue Plains for the Raw Wastewater Pump Station No. 2, Gravity Thickeners Upgrades, and Filter Influent Pump Station upgrades.
- Design is underway for the Blue Plains Floodwall Segment C.
- Design is complete and construction is about to commence for the Blue Plains Solar Energy project.
- MFU-6 construction contract is underway with upgrades to the heating and ventilation systems for the O-Street Pump Station.

### **News and Event(s)**

- DC Water and the District of Columbia Historic Preservation Office signed a Memorandum of Agreement that allowed DC Water to install solar arrays in the parking lot in front of the Laboratory Building at Blue Plains and requires DC Water to survey buildings at Blue Plains for eligibility for listing on the DC Inventory of Historic Places.

### **Pumping Operations**

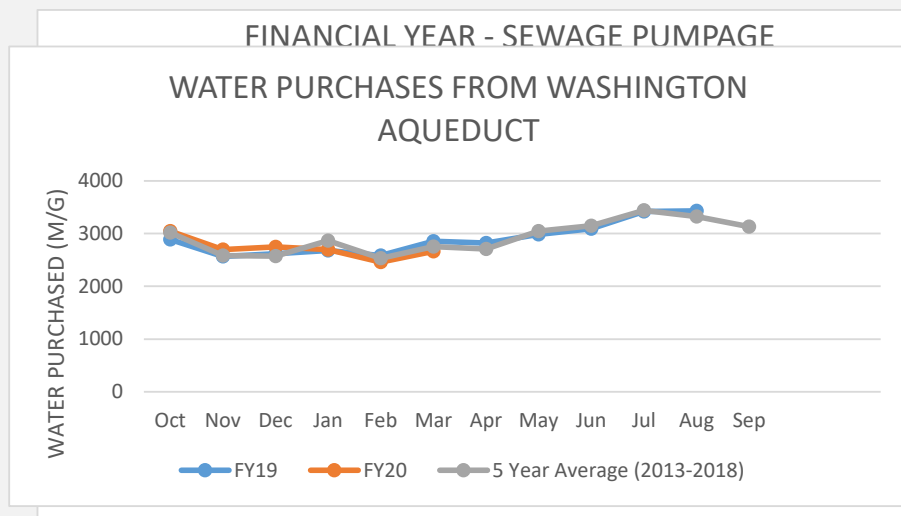
#### **Accomplishment(s)**

- The Operations team has begun training all wastewater operators at Potomac Pumping Station on the operation of the Water Distribution System. All shifts are being trained on the operation of the Water Distribution System
- Industrial cleaning of sewer, wastewater and water stations are in progress
- Screens 1 and 2 have been installed at Main Pump Station and are functional
- DPO now has 7 Certified Reliability Leaders and we are continuing the road toward world class reliability
- Fort Reno Pump Station pump replacement project is underway
- O Street Pump Station Screen replacement submittal phase underway
- Fabridam PLC programs upgraded and graphics changed to high performance graphs
- SCADA Audible Alarms at Main PS and Potomac PS
- RFP for media change out for all the PI facilities has been sent out and potential vendors attended for kickoff meeting
- Sole Sourcing for the best performing odor removal media has been implemented to buy media directly from the manufacture, which will increase media life by at least 10%
- Emergency repair work at the PI exposed segment at cabin john has been repaired
- MJUF FY20 Bill presented to Finance Chief, and Bill sent to Jurisdiction before the deadline



### Operational Performance

- The water purchases for the month of March 2020 was 2662.24 MG which is down 3% of the 5-year average. For the past 2 years, there has been a downward trend of Water Purchases from WAD.



- There is has been a significant decrease in the amount of sewage pumpage over the past 2 years. This is due to the decrease in rain events we have had over the past several months. This month we pumped 5715.69 MG of sewage.
- Potomac Interceptor team has had zero odor complaints from residents at five odor control sites as well as all pump station odor control facilities.
- Site 17 media has been changed with fresh media and is operational
- The Tunnel VCV's are being inspected weekly and no major issues
- VCV air permit has been submitted and being followed u
- Maximo training has been completed by all PI technicians
- Tremble software initialization – Asset management/tracking software to be installed for the PI to streamline work orders and improve the efficiency of maintenance
- Provided and analyzed reports (including Alarm, Fabridam, Main PS rain events) and supported users with data requests
- Conducted SCADA Monthly Training to Operators
- Set up Operators remote access if required due to COVID19 emergency
- Maintenance's work order backlog total is 89. See below:

Age	Count	%
< 30 Days	35	39%
30 - 60 Days	21	24%
60 - 90 Days	9	10%
> 90 Days	24	27%
<b>Total</b>	<b>89</b>	

### Progress Report

- Asset Verification in process at 6 PI Odor Control Facilities
- Eastside Pump Station PLC and HIMI programming upgrade – 30%
- Fort Reno Pump Station and Reservoir PLC and HIMI Programming upgrade – 30%
- 16<sup>th</sup> and Alaska Pump Station PLC and HIMI programming upgrade – 20%
- Anacostia Pump Station Vibration and Temperature Monitoring Panels – 70%
- PI Odor Control Facilities PLC and HIMI Programming upgrade – 20%
- SCADA Tier 2 Historian Upgrades – 100%
- Historian Insight – 95% complete – This is a data trending tool that allows users to access data on the business network via Citrix

### Progress Report (Cont'd)

- Dream Reports – 70% complete – This is a SCADA reporting tool that allows users to view predefined reports such as Water Pressure Reports, Vibration Reports, Fabridam Reports and Alarm Reports
- Flow meter quote is underway (Possible solar panels at some locations to save electricity cost and will be connected to SCADA to better monitor the flow rates at the PI)
- Odor Survey and frequent odor samples are being taken from all the odor control facilities to measure the saturation of the media
- Permitting and PO has been granted for the Manhole reinforcement of the manhole which causes SSO at Potomac Interceptor in 2019. This work is pushed by a month due to emergency, and NPS approved the permit extension
- To ensure that we remain a cohesive team during this pandemic, there are daily calls to check on the health and wellbeing of the workforce

## News and Events

- On March 12, the impact of the Coronavirus reached DC Water. With cases on the rise in the Washington metropolitan area, CEO David Gadis issued a communication to staff advising of the steps already in motion to protect employees and ensure continuity of operations during the crises.

## Permits

### Accomplishment(s)

Implemented changes to adhere to Coronavirus social distancing guidelines including:

- All staff successfully teleworking
- Established an alternate office location at Blue Plains established to accommodate customers
- Implemented an email submission process for customer ease and social distancing.

### Operational Performance

- Permit Operations processed **210** permit application tasks, 182 were completed on-time for a monthly KPI average of 87% (See table below) **(Prior Avg. = 236 reviews for 88%) (89% of avg.)**
- Permit Ops. Collected approximately \$99,300 in plan review fees **(Prior Avg. of \$210,000) (47%)**

### Operational Performance(Cont'd)

- Permit Ops. collected approximately \$266,000.00 in new SAF Fees
- Permit Operations collected approximately
  - \$38,135.00 in Flat and Reimbursable Water Services Inspection fees
  - \$11,876 in Flat and Reimbursable Sewer Services inspection fees
  - \$60,000 in Flat and Reimbursable Construction Inspection fees
- **March 15 – April 15** (When Covid-19 Telework started in Permit Ops)
- Permit Operations processed **212** permit application tasks, 152 were completed on-time for a monthly KPI average of 72% (See table below) **(Prior Avg. = 236 reviews for 88%)**

- Permit Ops. collected approximately \$81,000 in plan review fees (**Prior Avg. of \$210,000**) (39%)



**Completed Applications Summary**  
Application Type: ALL  
From: 03/01/2020 To: 03/31/2020

Month	Application Code	Application Type	# Processed	# Processed Within Time	% Processed Within Time	Avg Time to Completed (days)
<b>March 2020</b>						
	APR	Approved Plan Revision Request	5	5	100%	25
	HOME	Single Family Home Permit App	49	43	88%	10
	PPRL	Preliminary Plan Review - Large	28	27	96%	20
	PPRS	Preliminary Plan Review - Small	47	40	85%	14
	RAZE	Raze Permit	19	16	84%	9
	SHEET	Sheeting and Shoring Permit	6	3	50%	25
	WSAC	Water & Sewer Avail Cert	55	47	85%	49
	WSAL	Water and Sewer Avail Letter	1	1	100%	13
<b>Totals:</b>			<b>210</b>	<b>182</b>	<b>87%</b>	



**Completed Applications Summary**  
Application Type: ALL  
From: 03/15/2020 To: 04/16/2020

Month	Application Code	Application Type	# Processed	# Processed Within Time	% Processed Within Time	Avg Time to Completed (days)
<b>March 2020</b>						
	APR	Approved Plan Revision Request	3	3	100%	25
	HOME	Single Family Home Permit App	19	14	74%	13
	PPRL	Preliminary Plan Review - Large	8	8	100%	21
	PPRS	Preliminary Plan Review - Small	22	17	77%	17
	RAZE	Raze Permit	12	11	92%	9
	SHEET	Sheeting and Shoring Permit	3	0	0%	34
	WSAC	Water & Sewer Avail Cert	17	15	88%	19
	WSAL	Water and Sewer Avail Letter	1	1	100%	13
<b>Totals:</b>			<b>85</b>	<b>69</b>	<b>81%</b>	
<b>April 2020</b>						
	APR	Approved Plan Revision Request	3	2	67%	173
	HOME	Single Family Home Permit App	27	13	48%	32
	PPRL	Preliminary Plan Review - Large	34	26	76%	38
	PPRS	Preliminary Plan Review - Small	26	16	62%	28
	RAZE	Raze Permit	5	4	80%	14
	SHEET	Sheeting and Shoring Permit	7	4	57%	64
	WSAC	Water & Sewer Avail Cert	25	16	72%	34
<b>Totals:</b>			<b>127</b>	<b>83</b>	<b>65%</b>	

- Permit Ops. collected approximately \$38,000 in new SAF Fees Permit Operations collected approximately \$130,000 in combined inspection fees.

### News and Events

- Coronavirus makes critical impact on operations
- Permit Operations Department at 100% telework participation
- Review Production remains at 88% of average
- Number of New projects drops off
- New Review Fees drop by just over 50%
- Opened alternate office at Blue Plains to accommodate Public

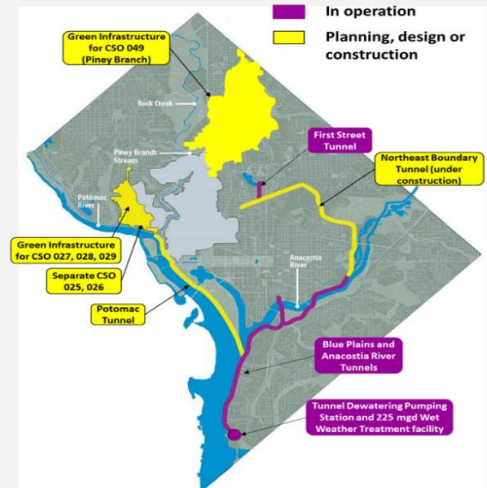
## Clean Rivers

### Accomplishment(s)

Achieving 90% overall capture rate, exceeding the projected 80% capture rate at this stage of implementation.

### Operational Performance

- Performance of Anacostia River Tunnel System**  
 Captured over 7.4 billion gallons of combined sewer overflows and over 3,700 tons of trash, debris, and other solids (March 20, 2018—April 15, 2020) that would otherwise



### Progress Report

- Drain the Rain (Downspout Disconnection) 2020 Phase**
  - Completed first round of canvassing at 205 homes.
  - Began to call/email 140 potentially eligible residents from call/email list.
  - Informed Councilmember Todd and ANC 4C and 4D Commissioners of safety protocols for program during COVID-19.
  - Reviewed and coordinated submittal of contractor's invoice.
- Northeast Boundary Tunnel Project (NEBT) – Design**
  - Reviewing Northeast Boundary Tunnel In-Line Connection 60% Design Package.
  - Reviewing Florida Avenue Permeation Grouting work plan.
  - Reviewing Rhode Island Ave. Permanent Adit Liner and Northeast Boundary Tunnel Connection.
  - Reviewing updated tunnel boring machine (TBM) cutterhead shop drawings.
  - Reviewing T Street Permanent Adit Liner and Northeast Boundary Tunnel Connection.
  - Reviewing W Street TBM breakout facilitation.
  - Reviewing Florida Permanent Adit Liner and Northeast Boundary Tunnel Connection
  - Reviewing Mt. Olivet Road Diversion Sewer using Earth Pressure Balance Tunnel Boring Machine specification.

### Progress Report(Cont'd)

- Over-the-shoulder reviews for jet grout layout at First Street Connector Tunnel (FSCT), FSCT CSO Sewer Sleeve work plan, 4<sup>th</sup> Street Adit Excavation work plan.
- Prepared construction management response letters to the Contractor for design related issues: FSCT jet grouting, R Street rock grouting schedule

- **Northeast Boundary Tunnel Project – Construction**
  - Tunneling
    - TBM Chris mined to Sta. 167+21.2 (Ring 2611) and completed 58.9% of the alignment as of April 14, 2020.
    - TBM Chris broke into the W Street shaft on April 8, 2020
  - Mount Olivet Road Construction Site
    - Shaft final liner, seventh pour completed on April 13, 2020.
  - W Street Construction Site
    - Shaft final liner, second pour completed on March 14, 2020.
    - Shaft prepared for TBM reception.
  - Rhode Island Avenue Construction Site
    - Jet grout work for adit continues, completed 114 out of 120 columns.
  - 4th Street Construction Site
    - Ground freezing for adit started on March 19, 2020.
    - Near surface structure excavation is 4-ft down.
  - First Street Construction Site
    - Verification coring for jet grouting finished on April 10, 2020.
    - Preparatory work for sewer penetration started on April 13, 2020.
  - T Street Construction Site
    - Mobilization to the site started on March 16, 2020.
    - Median removal finished on April 15, 2020.
  - Florida Avenue Construction Site
    - Shaft excavation completed April 2, 2020.
    - Jet grout work for invert plug continues, completed 31 out of 204 columns.
  - R Street Construction Site
    - Cement bentonite wall construction for TBM break-in completed on April 1, 2020.
    - Cement bentonite wall construction for near surface structure continues, 13 out of 30 panels completed.
- **CSO 025/026 Sewer Separation Project**
  - Unanticipated discovery document submitted to DC Historic Preservation Office on March 28, 2020. Awaiting response.
  - District Department of Transportation (DDOT) construction permit approved on April 13, 2020.

### **Progress Report(Cont'd)**

- Erosion and Sediment Control permit request submitted to Department of Environment and Energy (DOEE) on March 13, 2020. Contacted DOEE several times and awaiting permit approval.
- Comments received on Public Tree permit review. Updated plans addressing DDOT comments were resubmitted, awaiting DDOT approval.
- Addendum 1 to RFQ/P stating extended Statement of Qualification submittal date and responses to questions received was issued on March 25, 2020.
- Addendum 2 to RFQ/P stating revised process for Statement of Qualification submittal and responses to questions received was issued on April 9, 2020.
- Work plan from Washington Gas was approved and signed by DC Water. Payment was transmitted to Washington Gas on April 6, 2020.
- **Potomac River Tunnel**
  - Received approved Finding of No Significant Impact from the National Park Service (NPS), concluding the National Environmental Policy Act compliance process and confirming NPS's approval of the project and its Environmental Assessment.
  - Preparing Request for Proposal documents for Potomac River Tunnel construction contract and early utility relocation contract.
  - Geotechnical borings ongoing in the Potomac River near the 14<sup>th</sup> Street Bridge to investigate subsurface conditions along the tunnel alignment. Permits for additional land borings to be drilled in FY2020 being coordinated with NPS, DDOT, and DOEE.
- **Potomac River Project A**
  - Final project close-out is ongoing and expected to be completed by the end of April 2020.
- **National Green Infrastructure Certification Program (NGICP)**
  - Preliminary discussions with University of the District of Columbia are ongoing regarding the transition to remote learning.
- **Environmental Impact Bond Reporting**
  - Monthly reporting is ongoing. February 2020 report was sent to investors on April 9, 2020.
- **Public Outreach Activities**
  - Potomac River Green Infrastructure (GI) Project 1/ Rock Creek Green Infrastructure Project 1/Green Alley Partnership
    - Reviewed completed GI Surveys from additional 74 residents adjacent to GI facilities from email of survey. Survey is now closed.
    - Summarized results of GI Survey for Practicability Report.
    - Continued discussion with resident of 600 Hamilton ST NW regarding noise complaint from alley.

### Progress Report(Cont'd)

- CSO 025/026 Sewer Separation
  - Continued to respond to action items developed from March 12, 2020 meeting with ANC 2E05 Commissioner Palmer and Georgetown BID.
- **NEBT Business Impact Mitigation Plan (BIMP)**
  - As a result of General Manager Gadis meeting with Councilmember McDuffie last month, the NEBT BIMP is being changed to allow greater flexibility to the Rhode Island Avenue Main Street NE and North Capitol Main Street directors to provide direct assistance/grants to impacted small businesses near the NEBT construction sites in their areas. Memoranda of Agreement are being amended to allow this change.
  - North Capitol Main Street provided \$70,000 to 11 businesses at Florida Ave., NW and First Street/ T Street, NW construction sites. Rhode Island Avenue Main Street NE to follow shortly.
- **NEBT Outreach**
  - Continued to respond to residents' emails concerning NEBT construction impacts and schedule.
  - Canceled the planning of Community Day #2 due to the coronavirus outbreak. Planning will resume later in the year.
  - Canceled the T Street Block Meeting scheduled for March 14, 2020. Distributed an informative presentation as a door hanger to T Street residents.
  - Canceled the Tunnel Forum Meeting scheduled for March 19, 2020.
  - Updated NEBT website to include COVID-19 messaging, Community Day video, TBM breakthrough video.
  - Held Zoom conference meeting with Commissioner Linehan to discuss Mount Olivet Road NE construction site on March 18, 2020 and uploaded the presentation to the NEBT website.
  - Distributed notification for Saturday work at Florida Avenue NW Construction Site on April 10, 2020.
  - Distributed notification announcing TBM breakthrough at W Street NE construction site on April 9, 2020.
  - Distributed notification discussing Rhode Island Ave NW median removal and T Street update on April 6, 2020.
  - Distributed notification for Saturday work at Florida Avenue NW construction Site on April 3, 2020.
  - Distributed notification for Instrument Installation on Rhode Island Ave NE on April 2, 2020.
  - Distributed notification for the relocation of the drill rig to T Street NW construction Site on April 1, 2020.
  - Distributed notification of MOT change at R Street NW construction site on March 19, 2020.



### **Progress Report(Cont'd)**

- Coordinated trash collection with DPW on closed street at R Street NW construction site.
- Distributed Northeast Boundary Tunnel Project Tunnel Forum Presentation on March 19, 2020.
- Distributed notification for Instrument Installation on Brentwood Road NE on March 20, 2020.
- Distributed 4th Street NE Construction Site Newsletter on March 20, 2020.

### **News and Events**

- Press release for Potomac River Tunnel FONSI on April 14, 2020.
- Press release for Tunnel Boring Machine breakthrough at W Street NE Construction Site on April 15, 2020

## **Department of CIP Information Management**

### **Accomplishment(s)**

- Completed initial set up of the new department and conducted change management. CIPIM department story released in Focus February edition

### **Operational Performance**

- Presented the 1<sup>st</sup> Quarter Board report to EQ and Ops committee.
- CIP Program Services in collaboration with Capital Procurement Director, Rudy Gonzalez, have identified roles and responsibilities for the Engineering and Procurement Departments. SOPs are being updated to reflect the identifications and current/future state practice.
- A pilot is underway to transform traditional hardcopy review of invoices (AE and Construction) to be digital with electronic signatures. This is a stopgap measure during COVID-19 crisis and while Engineering implements the AE Agreement SharePoint as part of the Brown Folder optimization initiative.
- The Brown Folder optimization SharePoint initiative since going Live in February 2019 for CA and October 2020 respectively has processed 11 new Construction Award (CA) contracts (8 completed and 3 in—process), 6 Change Orders (4 completed and 2 in-process), and 18 Work Change Directives (17 completed and 1 in-process).

### **Progress Report**

- Continued development of cost estimating SOPs and manual with Black and Veatch, held discovery meetings with B&V and specifications & standards, planning, design and construction team members.
- Continued development of a financial planning model with Black and Veatch
- Continued leading implementation of Oracle Primavera Unifier to replace the current Construction Management Software (CM14) for the benefit of 400+ users. Consultant Foresee providing integration services, held discovery meetings with core CM14 user team. Met with extended user group to review Solution Architecture Document (SAD)
- Prepared budget materials for 10-year CIP (FY20-29) BOD approval on March 5.
- Finalizing the CIP Section of the Budget Book FY20-29 and preparing the detailed project pages for Budget Book
- Finalizing the CIP Budget Load file for Finance
- Continued to participate in ERP development Sprint 1 sessions for projects, grants, and billing as well as Req to PO procurement process
- Continued management of Technical Information Archive digitization project, involving the scanning of over 8 million records.
- The remaining 3 Brown Folder optimization modules: AE Agreements, Task Orders, and Supplemental Agreement, are pending implementation in SharePoint. It is anticipated if funding is approved to make necessary corrections that it will go Live by August 2020, which will also include version updates based on lessons learned with the Construction Award and Change Order modules currently being utilized. Continue to provide project information to EPA in support of WIFIA funding application.
- Provided data for NUCA anniversary presentation

### **News and Events**

- Kathleen Kharkar and Getachew Melsew participated in the Utility Analysis & Improvement Methodology workshop in Anaheim, CA. Led discussions on Business Case Evaluation and CIP Prioritization, and participated in CIP Delivery discussions as well.

## Office of Administration

The Authority’s Incident Management Team (IMT) currently consists of 61 lead staff members under the guidance of Maureen Holman who serves as Incident Commander. DC Water has established a weekly battle rhythm for setting and reevaluating objectives, planning, and implementation. The robust plans being utilized are the DC Water Emergency Management Plan, Continuity of Operations Plan, Pandemic Procedure, and Confirmed Close Contact Procedure with incident tracking. We remain in constant communication with staff and have recently provided updates to Team Blue on a range of topics – from face coverings to the proper use of liquid sanitizers.

While the focus is on all things Covid-19, we continue to highlight the hardworking members of Team Blue by awarding Safety Teamwork Awards to our employees across the Authority. In April 2020 pins were given to Thomas Sescoe of Facilities and Kevin Jhingory of Sewer Services for outstanding Safety Performance at DC Water. The previous report also omitted a Safety Pin Award, given to Michelle Butts of Wastewater Treatment by Maureen Holman on March 13, 2020 – for outstanding safety performance as well as courage to speak up to an EVP who was not acting safely (walking while staring at cell phone). Kudos to Thomas, Kevin and Michelle!!

## Fleet

### **Accomplishments**

- Tim was Tim was nominated by Government Fleet Magazine for Public Fleet Hall of Fame receiving “honorable mention”

### **Operational Performance**

- Vehicles/Equipment overall availability 92% month of February 2020
  - Priority #1 units – 89%
  - Priority #2 units – 92%
  - Priority #3 units – 97%



### **Progress Report**

- During the COVID-19 pandemic, Fleet is fully staffed and operational; working on priority equipment and seasonal units; addressing emergencies and road calls.
- Fleet continuing to pursue highly skilled automotive technicians with KLSL Consulting (Temp Staff) LLC,
- Continue working with managing departments CFO-Budget, People/Talent to process approved (6) FTEs in-sourcing fleet maintenance FY2020-2021 process
- Automotive Parts Technician onboarded
- The Department of Fleet Management continues to collaborate with REG Marketing & Logistics Group, (REG) and Optimus Technologies have agreed to a Pilot Project for funding up to \$200K for B100 (neat biodiesel) for (9) units.
- Fleet has applied for the Department of Energy Diesel Emissions Reduction Act (DERA) Grant
- Fleet is continuing to prepare equipment for spring/summer season
- Fleet has begun the placement holder process for acquisition on engines for ordering heavy equipment

### **News and Events**

- National Association of Fleet Administration 2020 Conference -postponed due to COVID-19 pandemic. However, DC Water Fleet awarded #67 in 100 Best Fleets recognition”
- 2020 Government Fleet Expo & Conference application submitted February 14<sup>th</sup> for “Leading Fleets” recognitions May 18-21, 2020-postponed due to COVID-19 pandemic.

### **Facilities**

#### **Operational Performance**

- Facilities has shifted to crew rotations and telework in response to COVID-19 social distancing.
- Facilities is actively supporting COVID-19 response with enhanced cleaning, sanitizer and hand washing supplies.
- Facilities has coordinated cleaning and disinfection for locations with COVID-19 close contact cases and potential close contact cases. Coordination was made with 9 Departments for cleaning and disinfection of 14 locations. The planning, coordination and cleaning has taken place during regular working hours as well as evenings, weekends and holidays.
- Facilities is working in coordination with Procurement on a new A/E basic ordering agreement contract for program management, design and construction management services to support land use and non-process capital projects.

### **Operational Performance (Cont'd)**

- Facilities, in coordination with Safety is preparing for safety, health and hygiene observations, collecting baseline data for all of DC Water's non-regularly occupied facilities. Phase I data for regularly occupied has been recorded and 134 work orders were generated based on issues identified during the inspections. Phase II inspections of non-regularly occupied spaces was scheduled to start late in March or early April 2020. This is being delayed due to COVID-19 social distancing related resource restrictions.

### **Progress Report**

#### **Some of the Projects Completed:**

- Completed COVID-19 close contact case and potential close contact case cleaning and disinfection for 9 departments at 14 locations.
- Supported COOP/COVID-19 related move of Permit Operations department from their offices at 4th Street to a temporary office location at Blue Plains FCCC building.
- Completed CMF mezzanine bulkhead mold remediation project.
- Completed CMF Building roof support system repair.
- Completed 1ST & D PS sewage drain check valves replacement & scaffolding
- Completed Grit Chamber & Sec Blower Building Roof Repairs

#### **Active projects:**

- Cleaning and painting pipes in the Multimedia Gallery at Blue Plains WWTP (On hold for COVID-19)
- Cleaning and painting pipes in the sub gallery at Main Pump Station (On hold for COVID-19)
- Installed new chiller on COF HVAC system
- Renovating one kitchen at Main Pump Station
- Renovating kitchen in CMF Switchgear Shop
- HQ Pilot compost program (On hold for COVID-19)
- FT Reno Trailers (Permit pending)
- DSLF Roof Replacement, Blue Plains (On hold for COVID-19)
- Elevator car upgrades at Blue Plains Secondary Control Building
- Upgrades to Fleet Building at O Street Campus (note, this work is a result of information obtained in the Health & Hygiene Assessment)
- Fort Reno PS Tank Roof replacement and lightning protection system installation

### **Upcoming projects**

- Replace safety rails at Deanwood Pump Station
- Resurface bathroom floor at Nitrification Blower Building, Blue Plains
- Renovate kitchen in Multimedia Building, Blue Plains
- Solids Building Elev 107' Roof Coating
- HQ campus flag poles installation and CSO light move
- HQ campus elevated crosswalk at N Place & Canal intersection
- CMF Mezzanine level roof/window flashing upgrades (note, this work is a result of information obtained in the Health & Hygiene Assessment)
- CMF HVAC piping insulation replacement (note, this work is a result of information obtained in the Health & Hygiene Assessment)

### **Emergency Management**

#### **Accomplishment(s)**

- On March 27, 2020, FEMA provided a final review and approval of DC Water's Hazard Mitigation Plan. This was an Authority-wide effort lead by the Department of Emergency Management.
- Presented an overview of DC Water's Continuity of Operation Plan and COVID-19 response efforts during WEF's Pandemic Webcast on March 19, 2020 which was recorded.
- Achieved compliance with the first phase of the America's Water Infrastructure Act by submitting DC Water's Risk and Resilience Assessment (RRA) certification to the EPA's website on March 27, 2020. This was an Authority-wide effort lead by the Department of Emergency Management.

#### **Operational Performance**

- Activated the Authority's Incident Management Team (IMT) on March 16th to assist in managing the responses efforts and to establish a common operating picture for Coronavirus – COVID 19 pandemic efforts. The Planning Section and Liaison efforts for the IMT are facilitated by the Office of Emergency Management. A battle rhythm for planning meetings, operations briefs, and document facilitation continue to be facilitated within a weekly cycle. From March 19th to April 17th, eight planning meeting for the incident management team and five operations briefs for the senior leadership and union representatives have been facilitated and summarized to support the development of updated policies, procedures, guidance, and incident management documentation. The incident action plan is reviewed and revised during each weekly cycle and five versions of the plan have been generated.

**Operational Performance (Cont'd)**

- Continue to communicate and support external partners across the National Capital Region throughout the response to COVID-19. DC Water weekly updates are provided to response partner agencies and several staff participate in weekly briefs held by HSEMA for District coordination and by MWCOG for regional water utility coordination.

**Progress Report**

- On March 23, 2020, onboarded two new Emergency Planning Coordinators – Adam Baron and Alexandra Lampson.
- Participated in Water Sector Coordination Council and Water Critical Infrastructure Partnership Advisory Council meetings on March 23 and 24, 2020
- Six quarterly FEMA hazard mitigation grant reports and tracking documents were compiled and submitted to HSEMA for review.
- Developed and assisted in several revisions of the COVID-19 Confirmed and Close Contact Case Procedure which assists the Authority in managing notifications of confirmed positive cases in employees and contractors, in facilitating the need for cleaning and disinfection, and in assessing and notifying who may have had close contact to a confirmed case.

**News and Events**

- Coronavirus pandemic response efforts are likely going to continue through the first half of May as the Mayor's Stay at Home order was extended to May 15th. Resources and efforts will continue to shift throughout the Authority as many departments and programs work to continue to respond to social distancing efforts and facilitate critical services within the Authority and for our customers.

**Security****Operational Performance**

- Security Services– 49 (incidents/accidents/support services)
- Locksmith Services – 20
- Blue Drop - 0
- Training Topics – 1 ICS Refresher

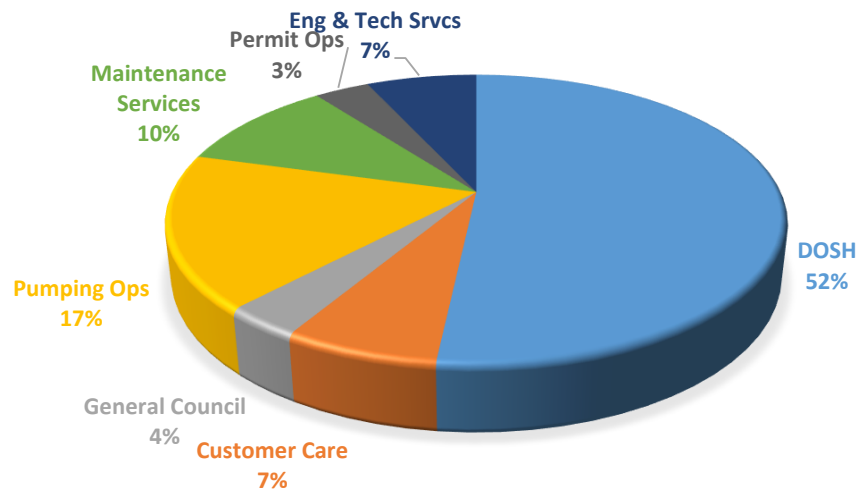
Visitors	February	March	% Increase / Decrease
Bryant St	73	0	-100%
BPL Gate A	895	734	-18%
HQO Visitor Desk	494	227	-54%
BPL Visitor Center	1158	720	-38%

## Safety

### Accomplishment(s)

- Conducted refresher training for the Sewer Services Department.
- Conducted safety briefing during New Employee Orientation.
- Conducted Confined Space Training to the Engineering Group.
- Conducted OSHA 10 Training for the Apprentice Program.
- Renewed Haz Waste Generator Fees and filed the Tier II report for the year.
- Reviewed and approved Safety Plans, AHAs and lift plans for the various departments (Crane lift plan, Check Valve Replacement agreement, Environmental Plan Door and Frame Replacement-Warehouse Master Plan, Crane Lift with EMC in Anacostia wet well.
- Conducted and attended various Safety meetings with departments on COVID-19 and provided information on the use of PPE, Disinfection Solution and Cleaning Tools and Respirator use.
- Prepared a memo on the Health Insurance Portability and Accountability Act (HIPAA)

### MONTHLY DEPARTMENT PERFORMANCE - FY 2020 (COMPLETED - 180)





## Operational Performance

- DOSH in conjunction w/ OEM (Incident Management Team - IMT) continues to lead our COVID-19 response team. We have coordinated jointly to develop various information for distribution related to PPE, Hand Washing, CDC & WHO Guidance, various staff responses, etc.
- Staffers attended regular weekly meetings with those in their area of responsibility and/or follow-up on projects to include the creation of Safety plans and acceptance prior to work begins.
- Housekeeping inspection reports entered into SRS by departments.
- Investigated a report of mold on the ceiling in the bathroom of the Main DDCCS Office at Bryant Street as water was coming in from outside when it rains and worked with Facilities to get the repair completed.
- Team worked together to investigate an oil spill incident at the DC Eater Boat Yard.
- Received and reviewed Silica monitoring results that was performed by Salut, our contractor.
- Collected environmental readings as well as hydrogen sulfide, oxygen, carbon monoxide and LEL levels at the Main Pumping Station in regards to query from the Manager of the Potomac Interceptor Office on whether it was safe to reoccupy the area. Consequently, we have created a checklist for non-occupied areas to be used for the second part of the Health and Safety Survey being conducted by Facilities.
- Reviewed and approved a waste profile for Bay Associates regarding the disposal of non-hazardous dirt from the tunnel project that required disposal.
- Worked with Clean Ventures to categorize and characterize Hazardous Waste that will be picked up from Blue Plains.
- Conducted monthly inspection of the Hazardous Waste and Used Oil Storage areas.
- Coordinated Clean Venture and Fleet for work that is required for the cleanout of the oil/separator unit in the Fleet garage area.

## Progress Report

- **Major System Creations and testing**
  - New Restroom Checklist (COVID-19)
  - Mobile Forms Application update and communication sent (Safety, Risk, ROCIP)
  - OSHA Log Recordation – Removed old recordation (Worker Compensation) and provided updates to Risk for review.
  - Continue to update the General User guide and Mobile application for general users.
- **Team Training**
  - Held Sewer Service training
  - Mandatory training was scheduled but cancelled due to Coronavirus pandemic
  - Mobile guides issued to light users
  - Staffers attended SRS Training team sessions with Tameca Miles.

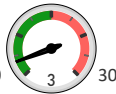
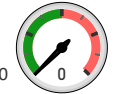




## ORGANIZATIONAL PERFORMANCE DASHBOARD (March 2020)

### Financial Highlights





Net Operating Cash (\$tho)		Operating Revenue (\$m)		Operating Expenses (\$m)		Capital Disbursement (\$m)		Operating Cash Bal (\$m)	
Actual	90,442.00	Actual	354.60	Actual	266.60	Actual	153.10	Actual	227.00
Target	55,898.00	Target	349.50	Target	287.10	Target	232.90	Target	180.00

Core Invest Yield (%)		Short Term Invest Yield (%)		Delinquent Acct Receivables (%)		On-time Vendor Payments (%)	
Actual	2.22	Actual	1.22	Actual	2.23	Actual	96.60
Target	0.20	Target	0.07	Target	3.00	Target	97.00

### Operations and Engineering Highlights

<b>Lead Concentration (ppb)</b> 	<b>Total Coliform Rule (%)</b> 	<b>Biosolids Production (wet tons)</b> Actual      432	<b>Total Nitrogen (lbs/yr mil)</b> 	
<b>Plant Influent Flow (gal mil)</b> 	<b>Excess Flow (gal mil)</b> 0	<b>Water Main Leaks</b> 15	<b>Water Valve Leaks</b> 1	
<b>Fire Hydrants Insps. And Maint.</b> 96	<b>Fire Hydrants out of Service</b> 48 	<b>Fire Hydrants Replaced (YTD)</b> 18 	<b>Non-revenue Water (CCF Mil)</b> Purchased    10.45 Sold            7.73	
<b>Sewer Main Backups</b> 6	<b>Sewer Lateral Backups</b> 111	<b>Dry Weather CSO</b> 0	<b>Permits Processed within SLA (%)</b> 87	<b>Electricity Usage (Kwh)</b> 18506

### Customer Experience Highlights

<b>Call Center Performance</b> Actual      79%  Target      85%	<b>Command Center Performance</b> Actual      92%  Target      85%	<b>First Call Resolution</b> Actual      68%  Target      75%	<b>Emergency Response Time</b> Actual      -3%  Target      90% (% of calls received)
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### Low Income Assistance Program Highlights

<b>SPLASH Contributions (\$tho)</b> Actual      35.40 Target      40.02	<b>Customer Assist. Program (\$tho)</b> Current      134.12 Previous      110.58
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### People and Talents Highlights

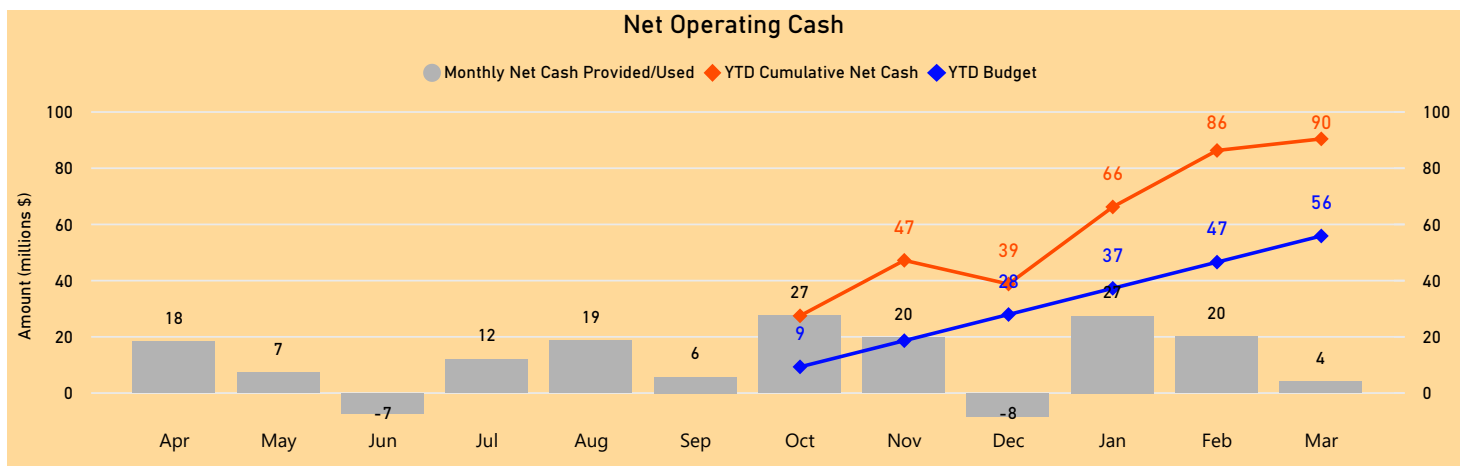
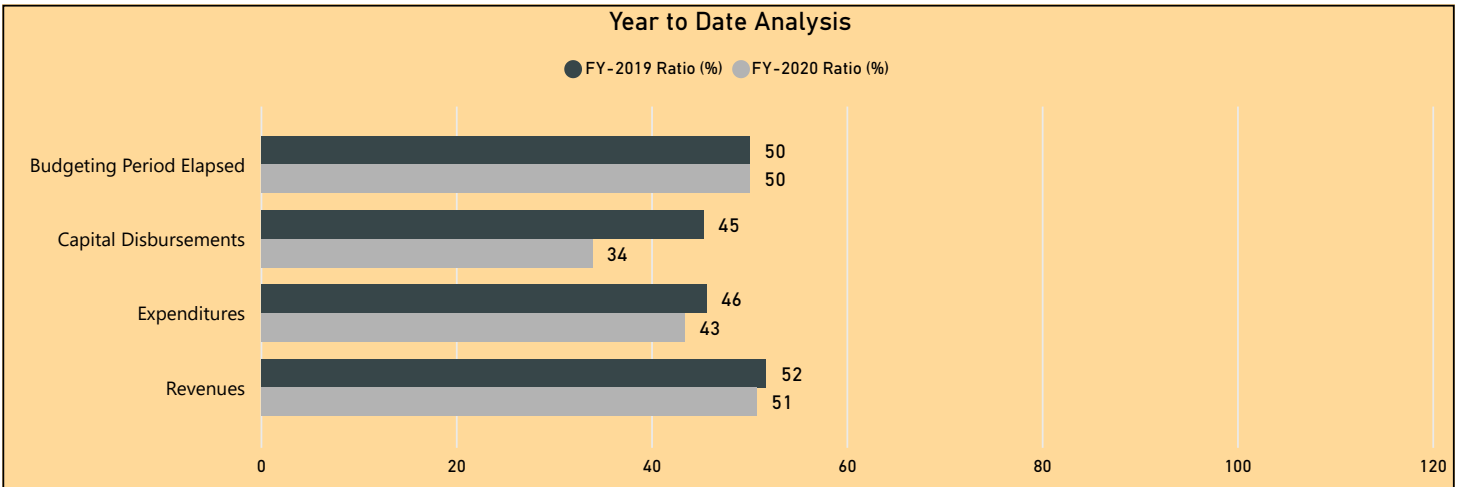
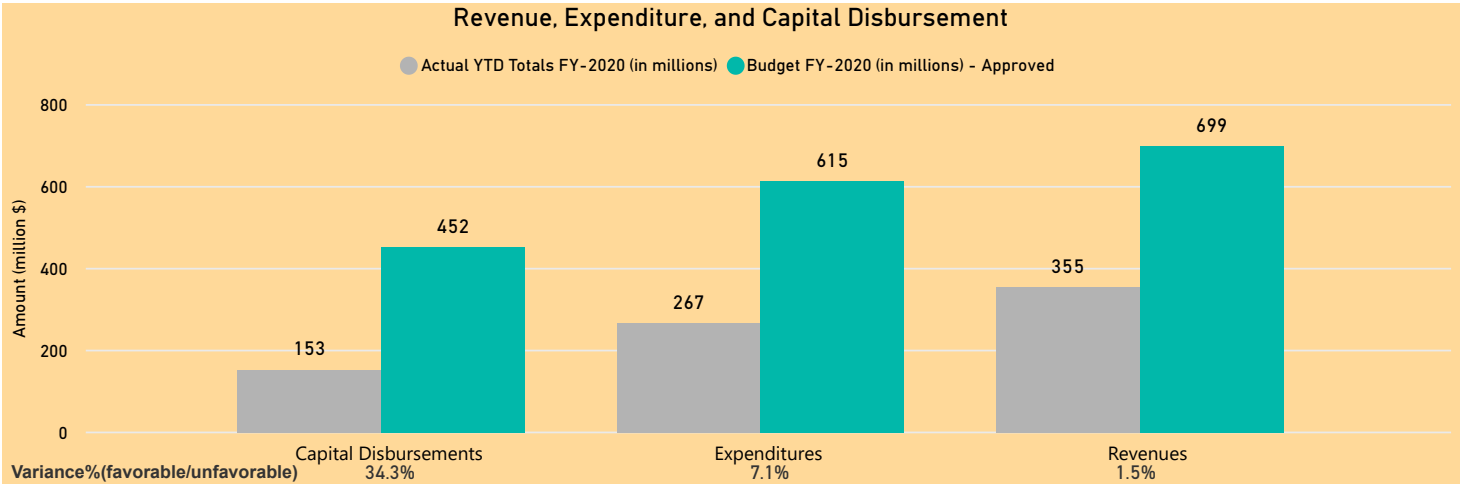
<b>Recruitment Activity</b>	
Filled	10
Open	50

### Administration Highlights

<b>Employee Lost Time Incidence Rate</b>	
	0.50%

## FINANCIAL HIGHLIGHTS

### Financial Performance Summary

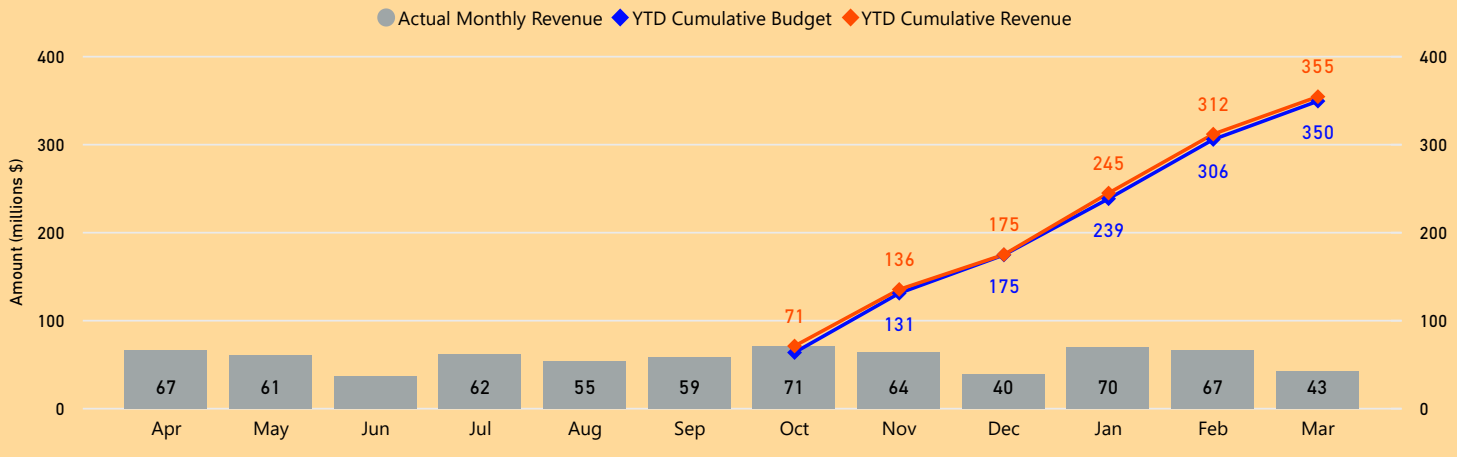


**Net cash to date for March was above budget by \$34.5 Million**

## FINANCIAL HIGHLIGHTS

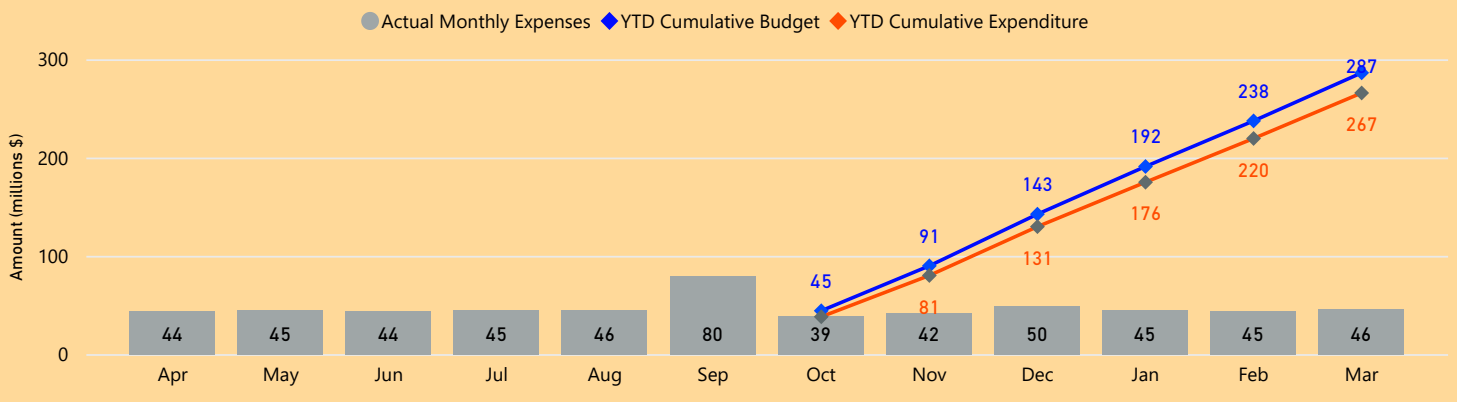
### Revenues & Operating Expenses

#### Operating Revenues



Revenue to date for March was above budget by \$5.1 Million

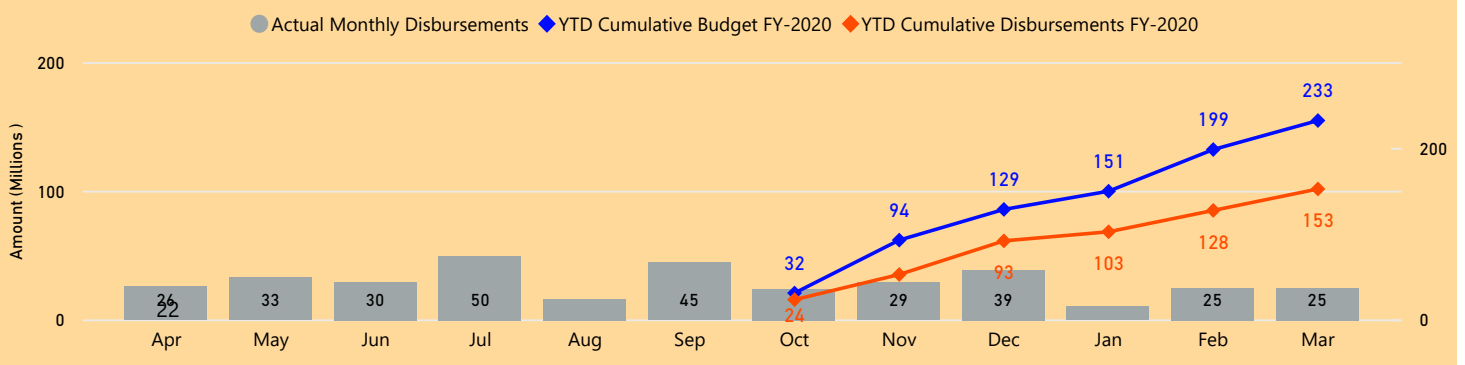
#### Operating Expenses



Expenditure to date for March was below budget by \$20.5 Million

### Capital Spending

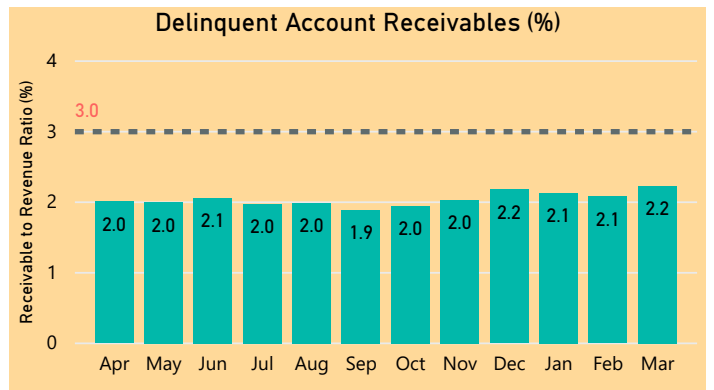
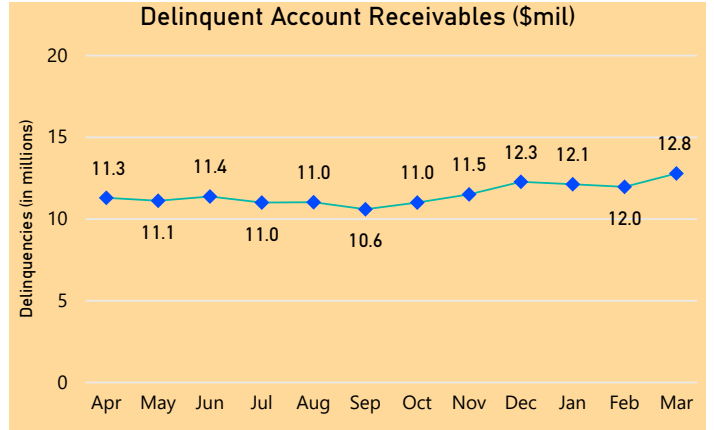
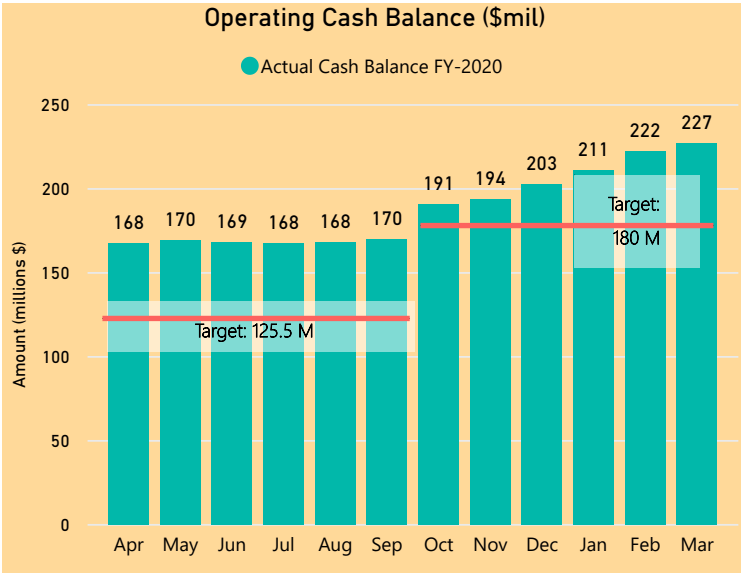
#### Capital Disbursement



Disbursements to date for March was below budget by \$79.8 Million. YTD spending reflects comparison to the revised budget.

## FINANCIAL HIGHLIGHTS

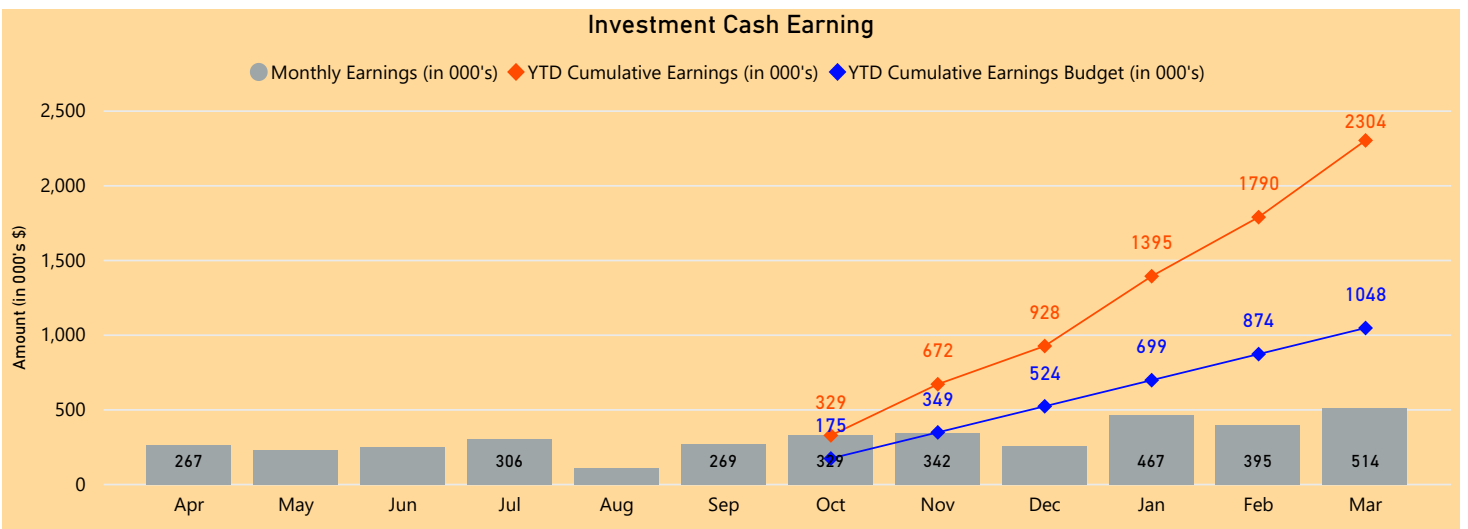
### Operating Cash & Receivables



Cash Balance for March was above target by \$47.0 million

March Receivables to Revenue Ratio is 2.23, Delinquency is \$12.79 million.

### Investment Earnings

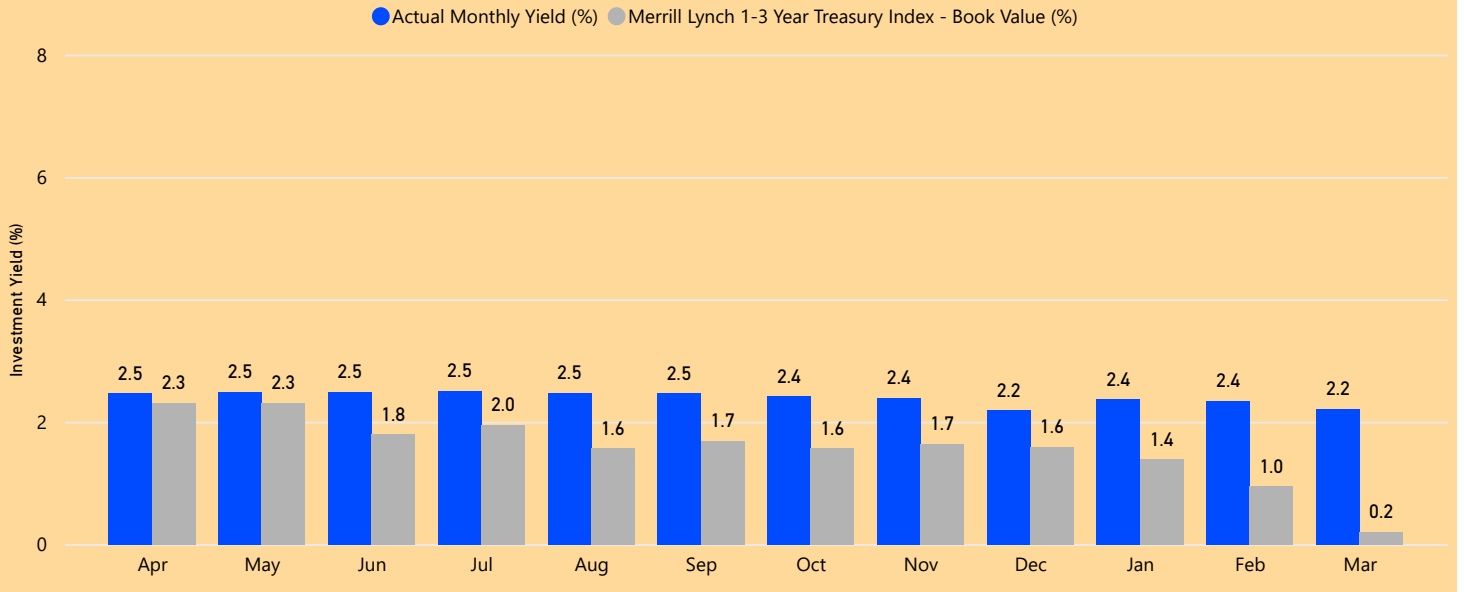


Earnings to date for March were above Projected Budget by \$1,255,909.

## FINANCIAL HIGHLIGHTS

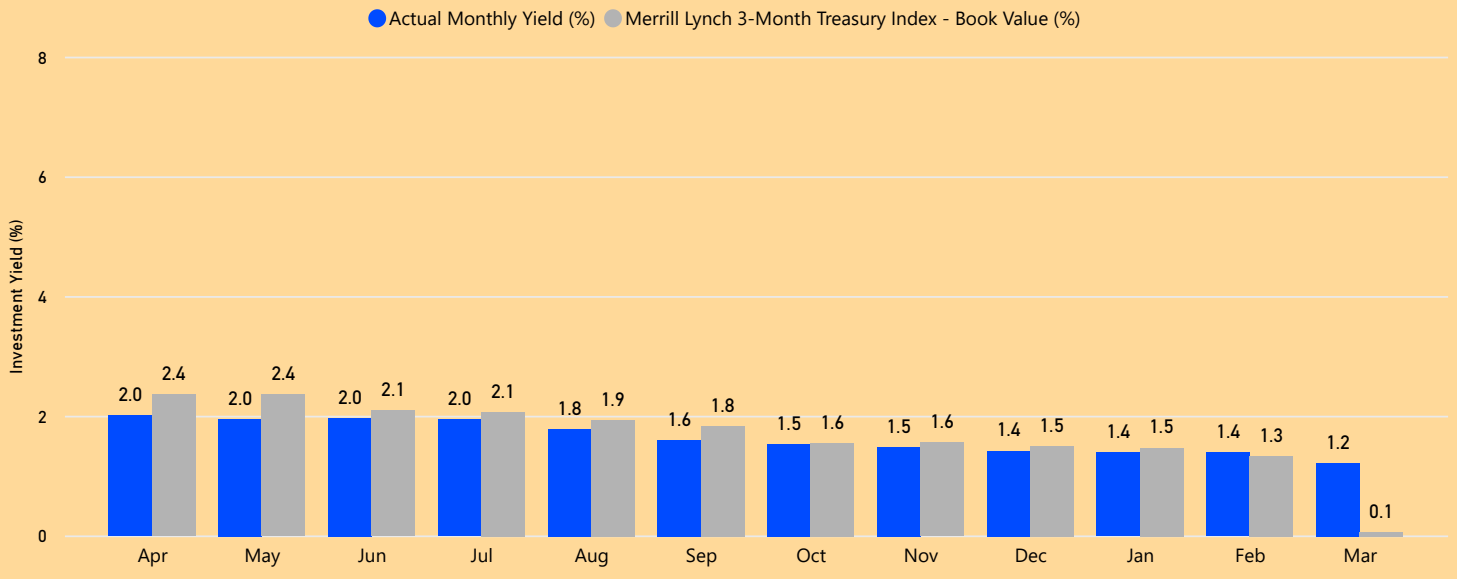
### Investment Yields

#### Core Investment Yield



**Yield for March was more than the treasury index by 2.02%**

#### Short Term Investment Yield

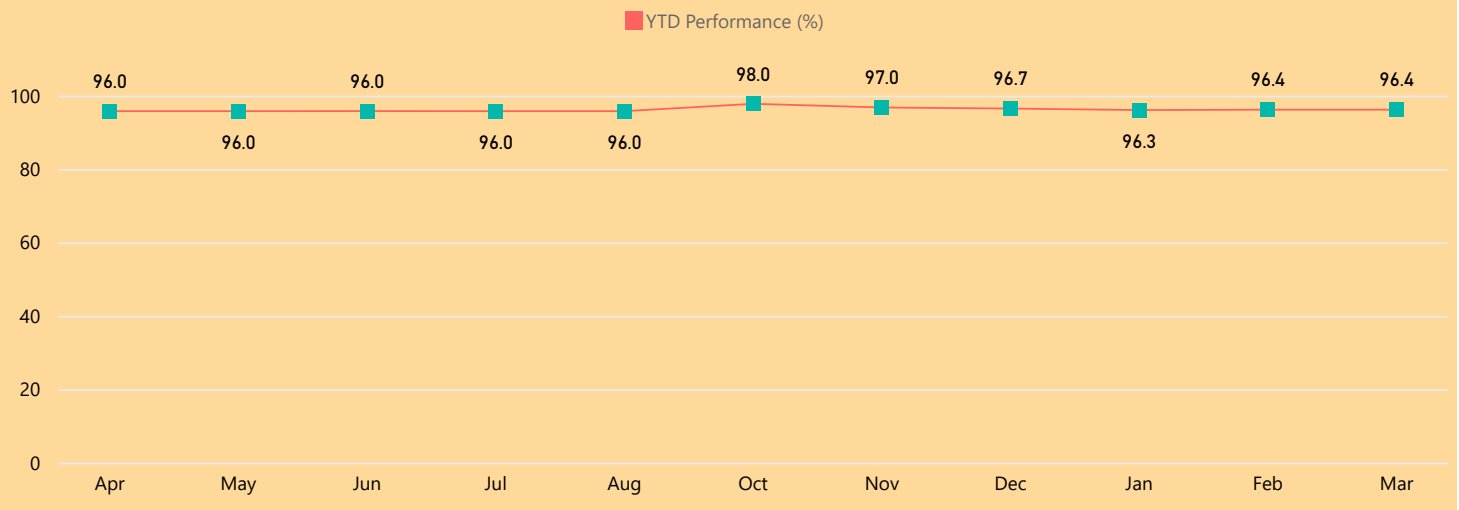


**Short Term Yield for March was more than the Merrill Lynch yield by 1.15%**

## FINANCIAL HIGHLIGHTS

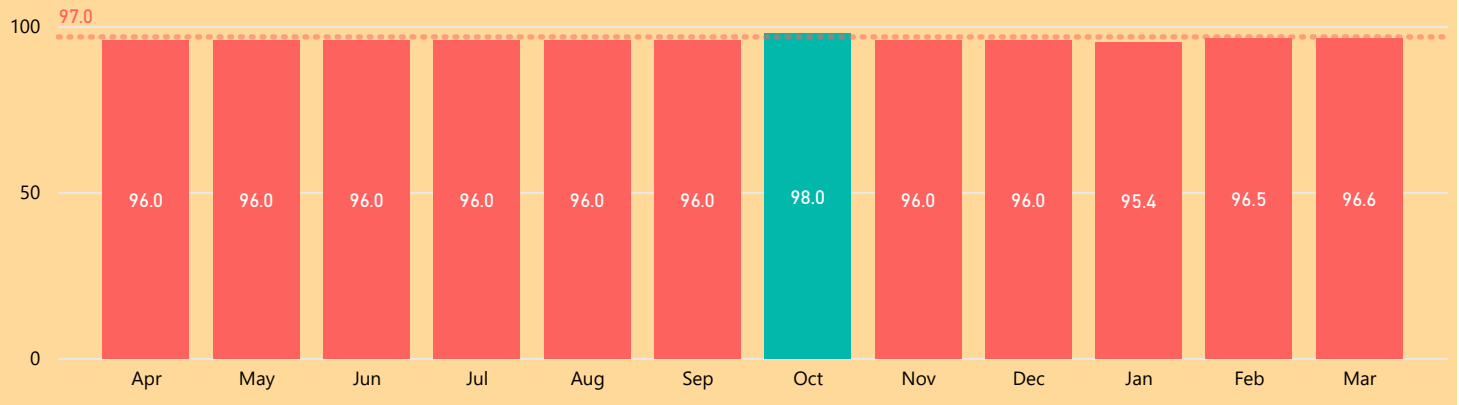
### Vendor Payments

#### YTD Performance



#### Monthly Performance (%)

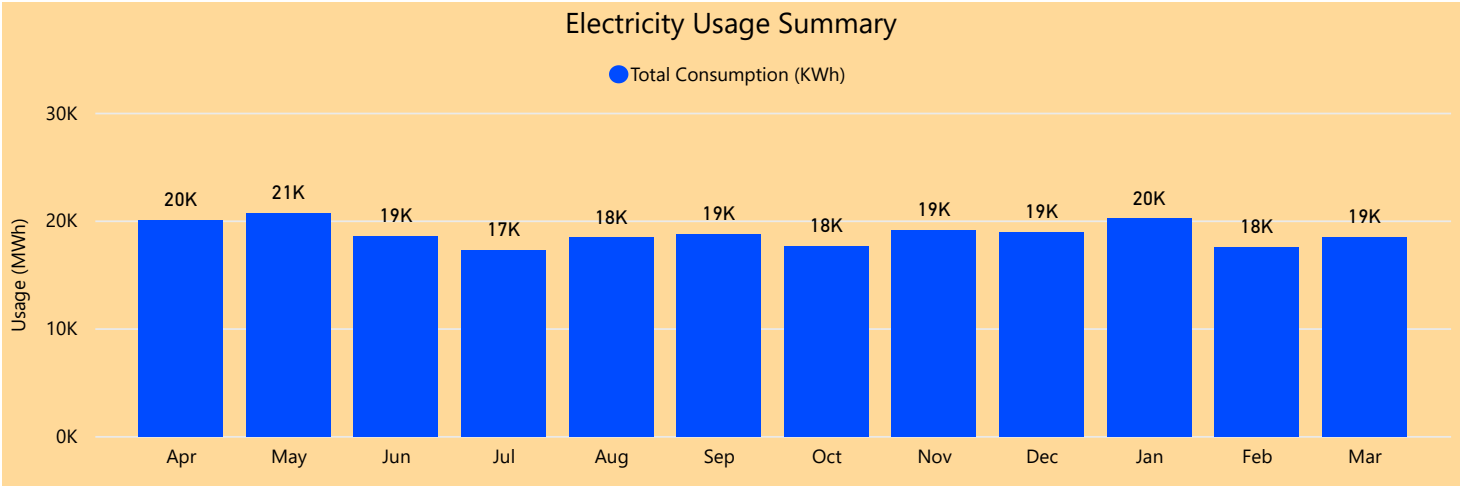
Target: 97%



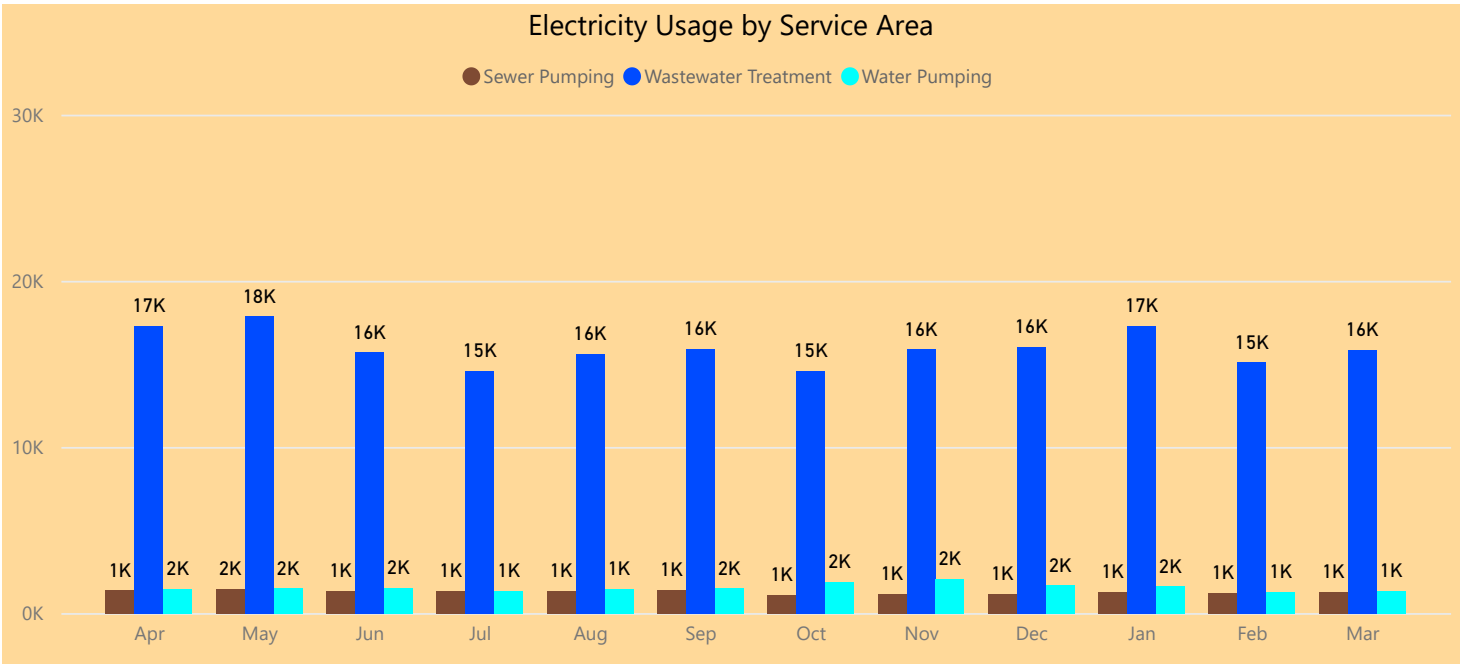
Performance for March was below the monthly target by 0.4%

**OPERATIONS AND ENGINEERING**

**Energy Consumption**



**Electricity Consumption in March was 18,506 KWh**

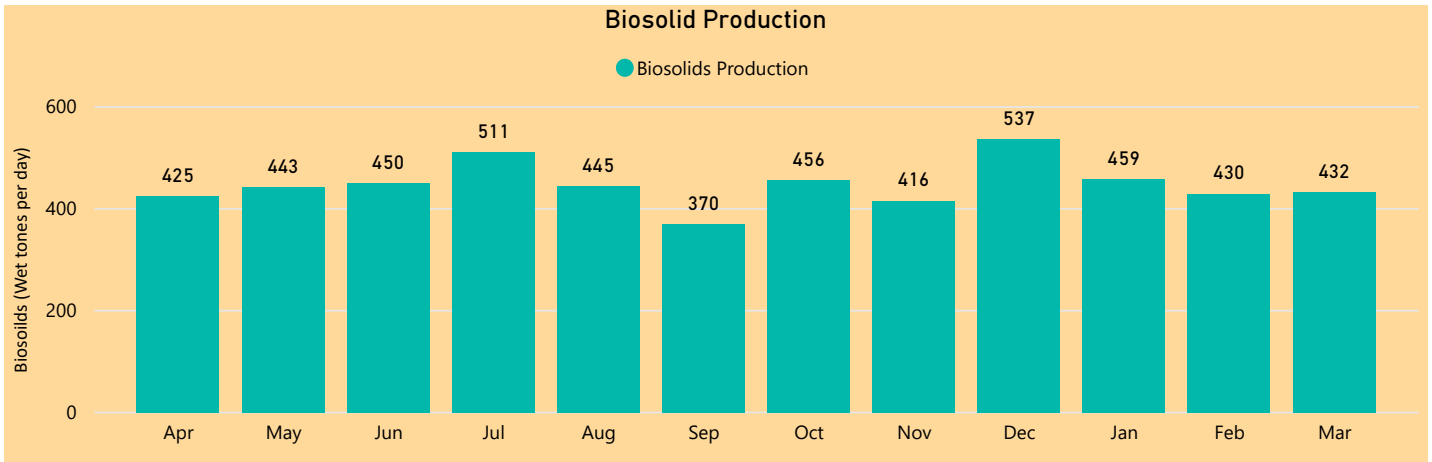


**Wastewater Treatment had the highest electricity consumption in March at 15,865 KWh**

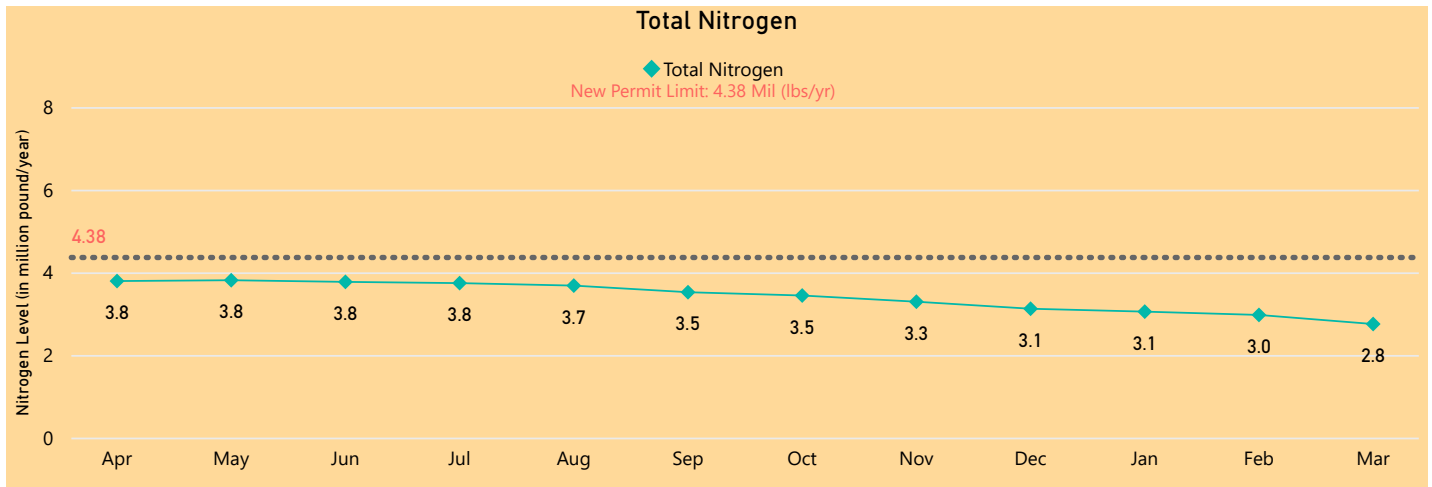


**OPERATIONS AND ENGINEERING**

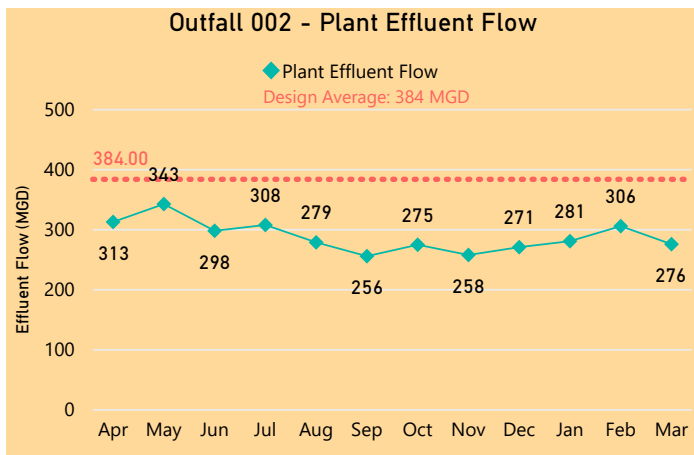
**Wastewater Treatment**



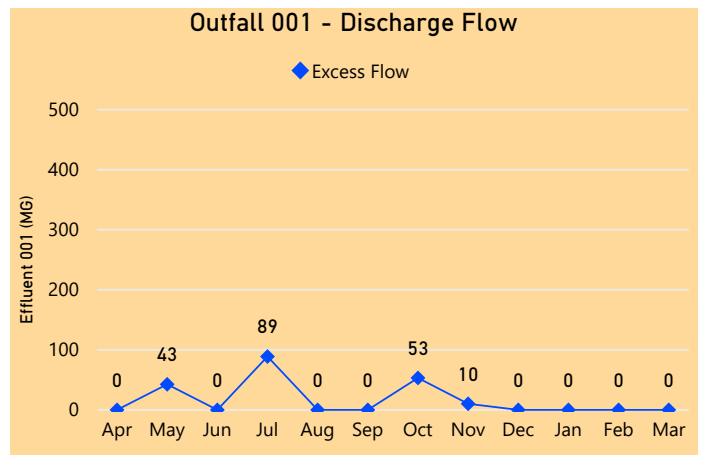
Biosolids Daily Production for March were 432 wet tons per day



Nitrogen level for March were below permit by 1.39 million lbs/yr



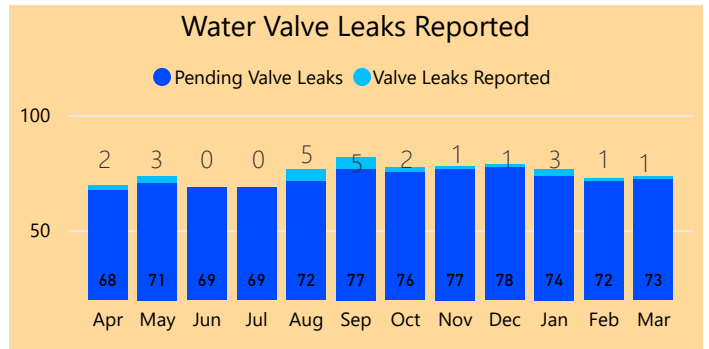
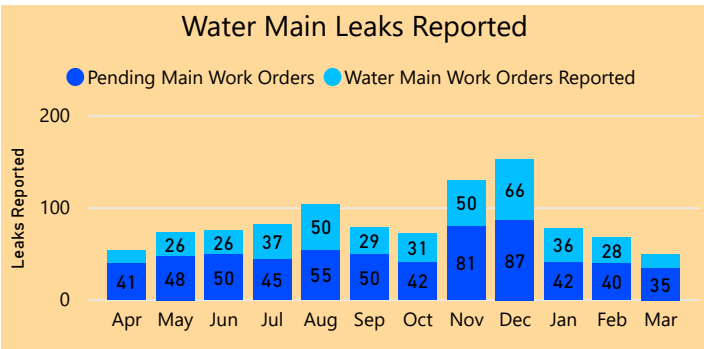
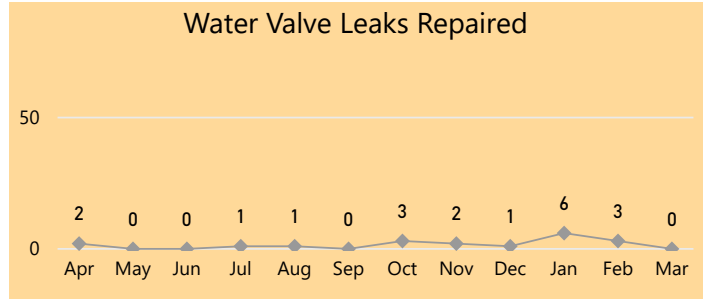
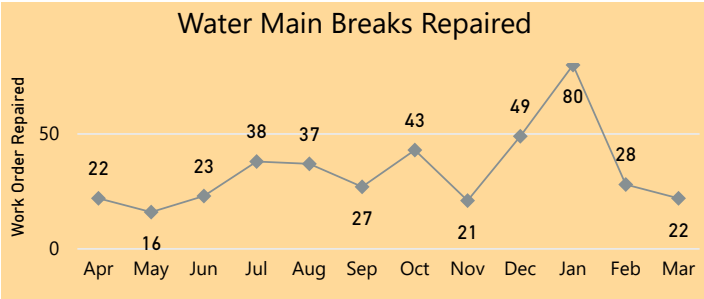
In March effluent flow was below design by 108 MGD



Excess flow events were recorded at 0 MG in March

**OPERATIONS AND ENGINEERING**

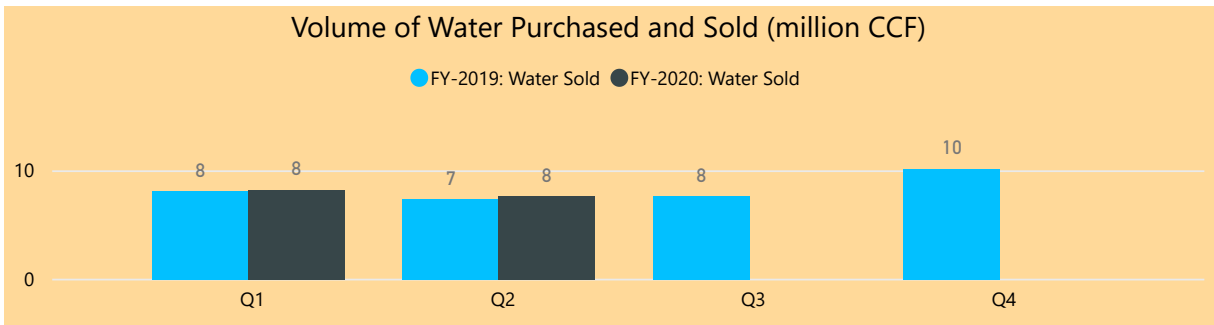
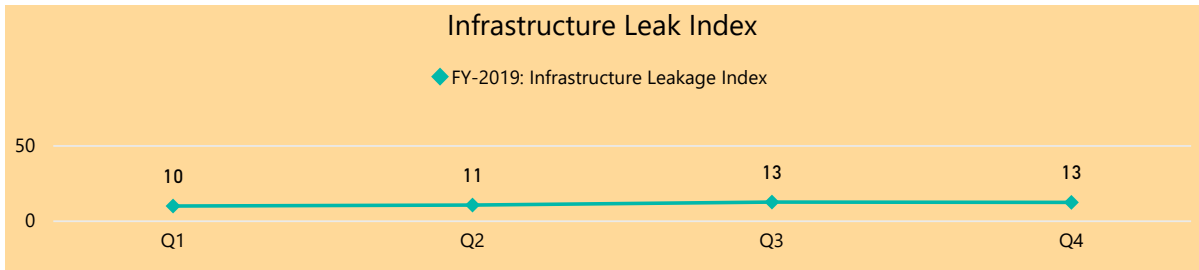
**Water Distribution Operations**



There were 15 Water Main Work Orders reported in March.

0 leak was resolved in March.

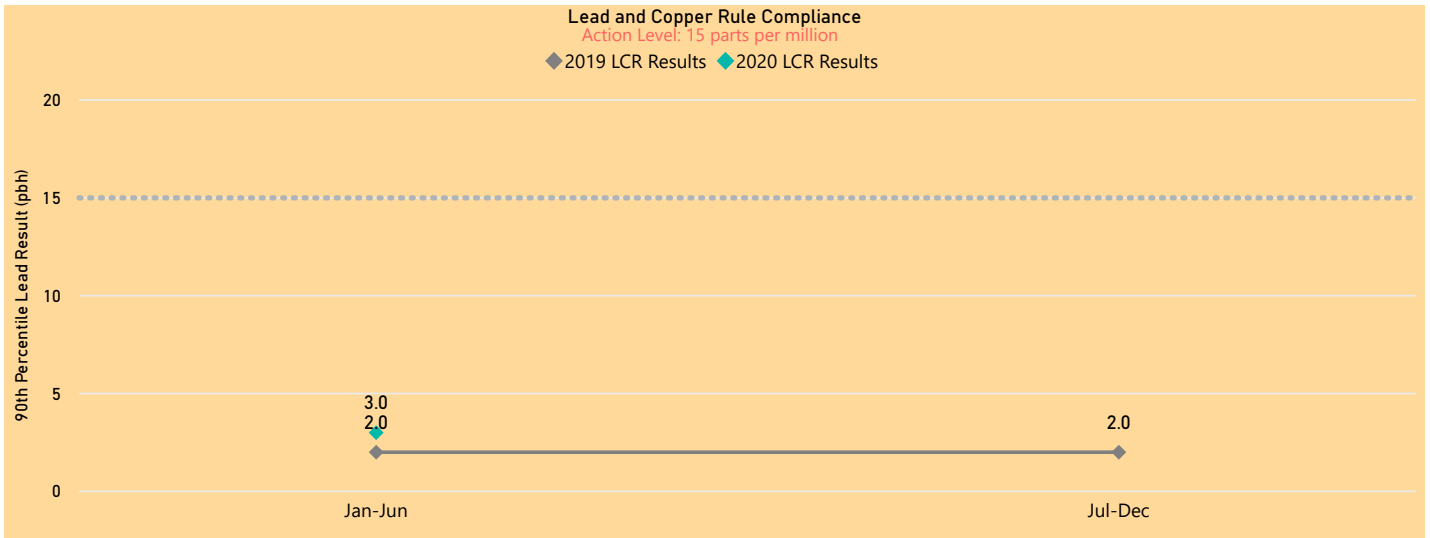
**Water Balance**



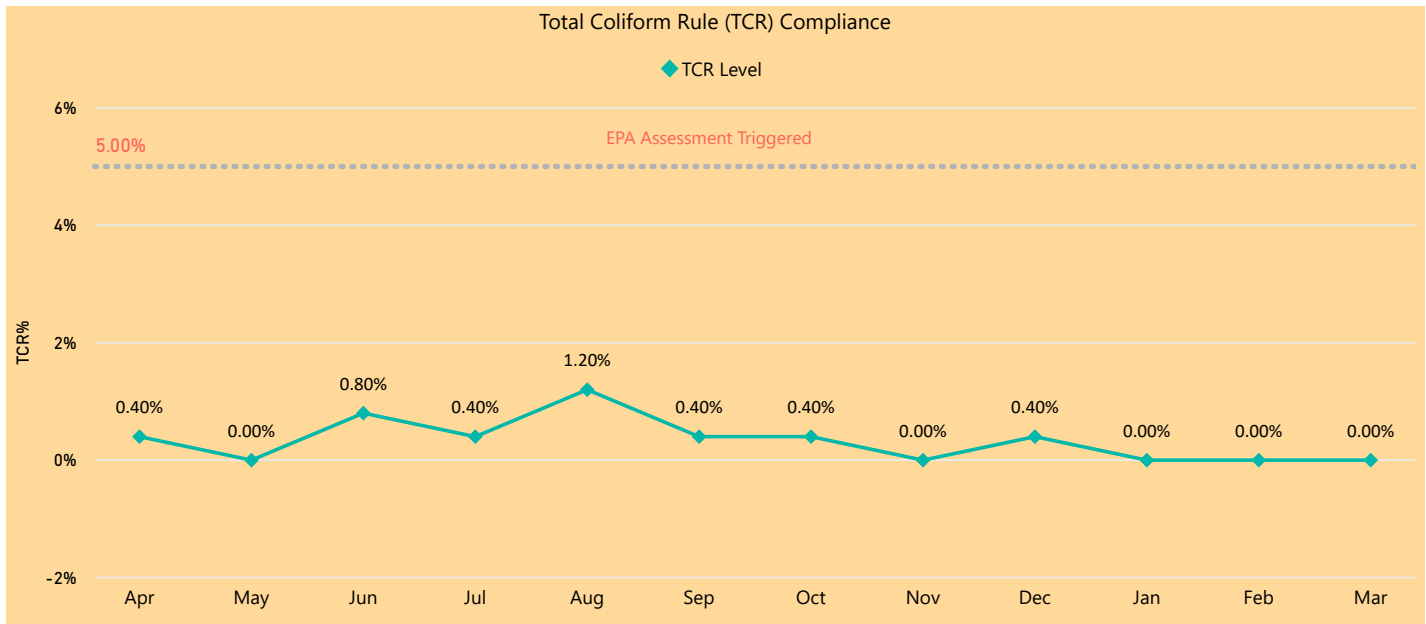
In the 2nd quarter of FY 2020, 7.73 out of 10.45 million cubic feet of water was sold

## OPERATIONS AND ENGINEERING

### Drinking Water Quality



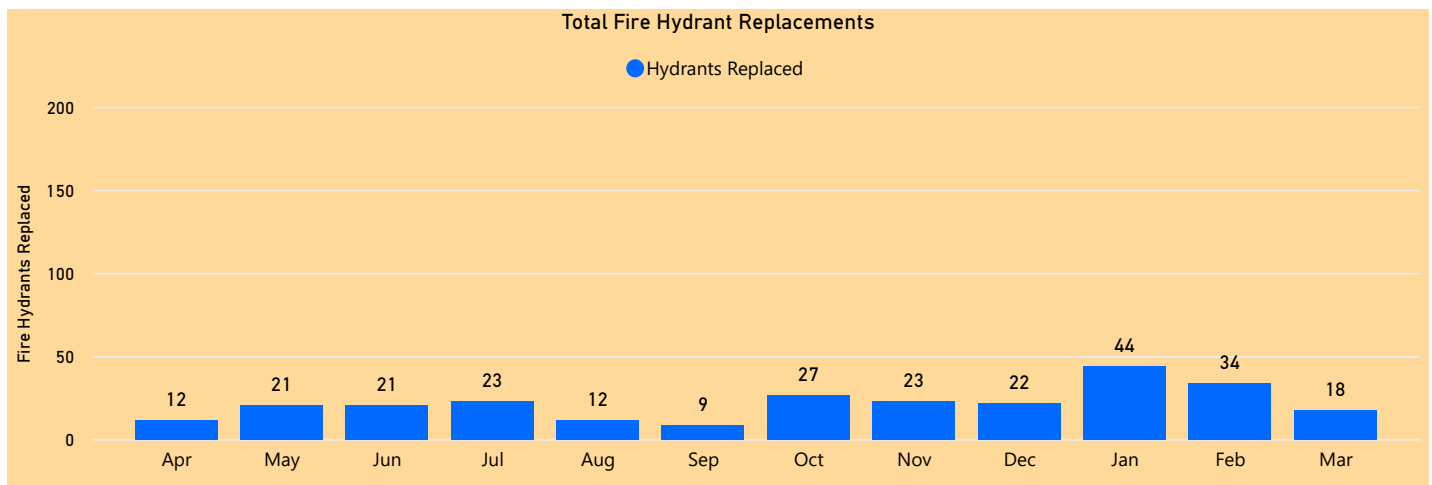
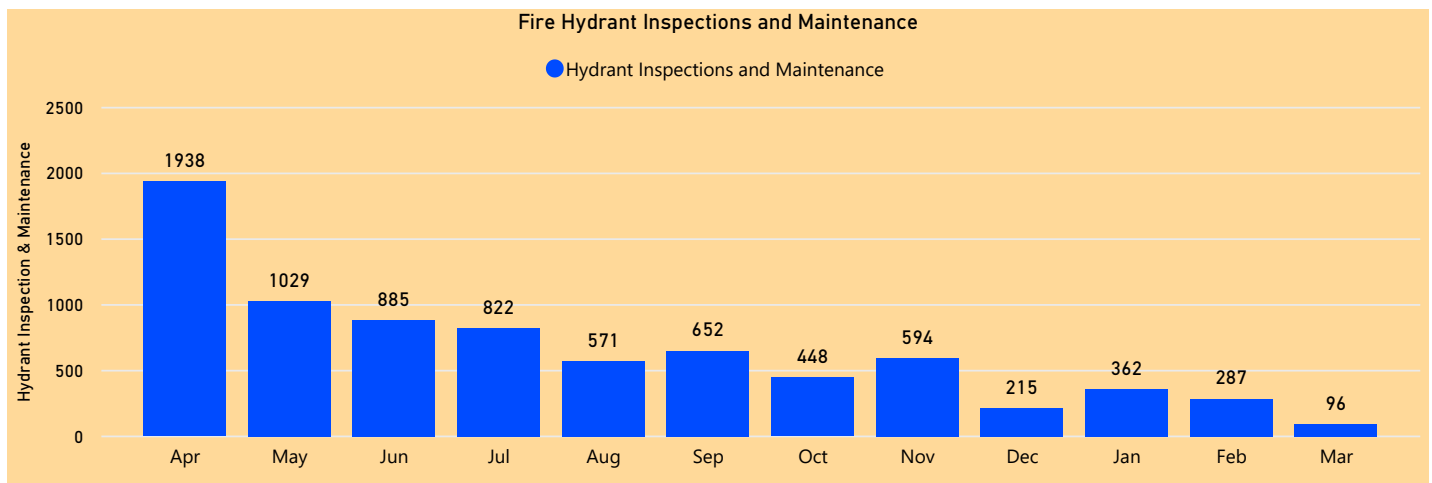
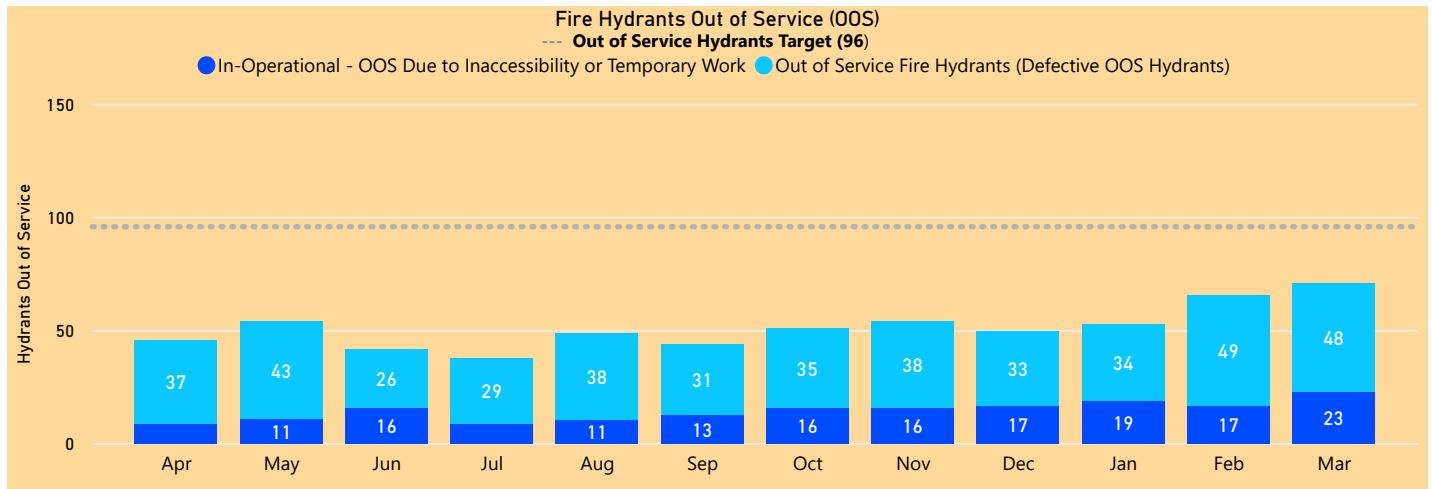
90th percentile for 1st semester 2020 is 2.7 ppb



Coliform Positive was recorded at 0% for March, 2020

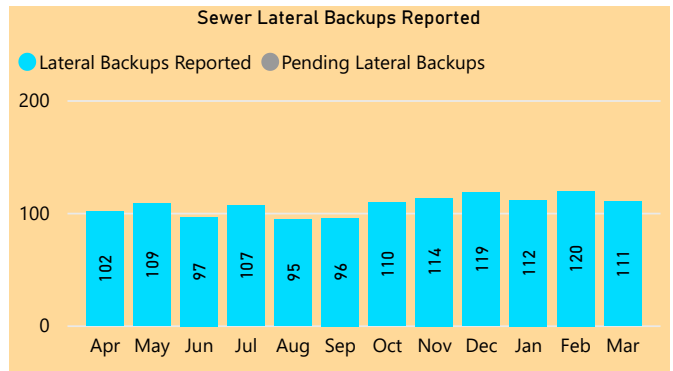
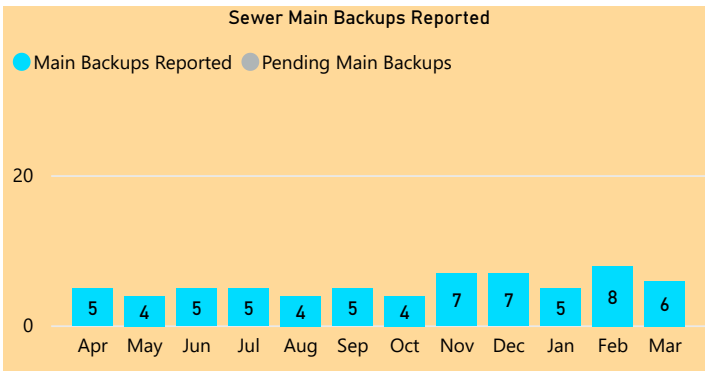
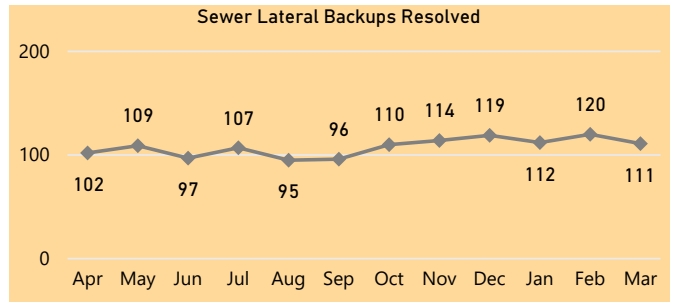
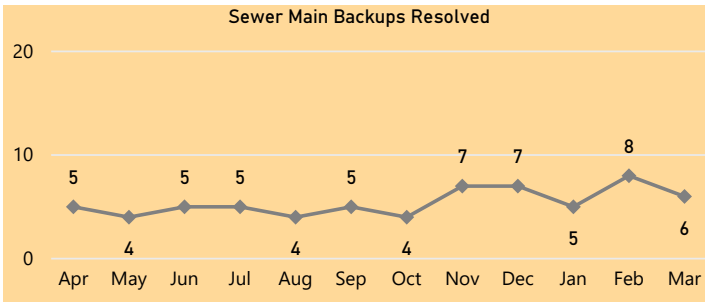
## OPERATIONS AND ENGINEERING

### Fire Hydrants



## OPERATIONS AND ENGINEERING

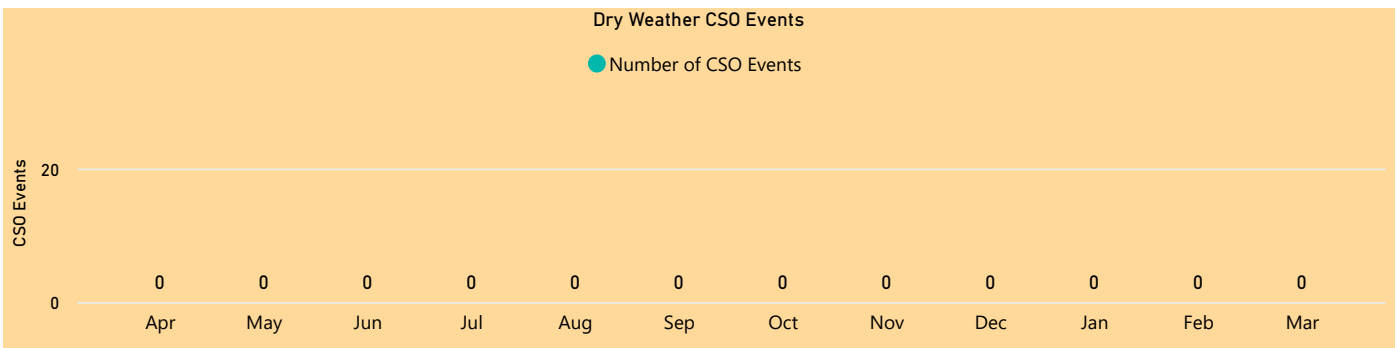
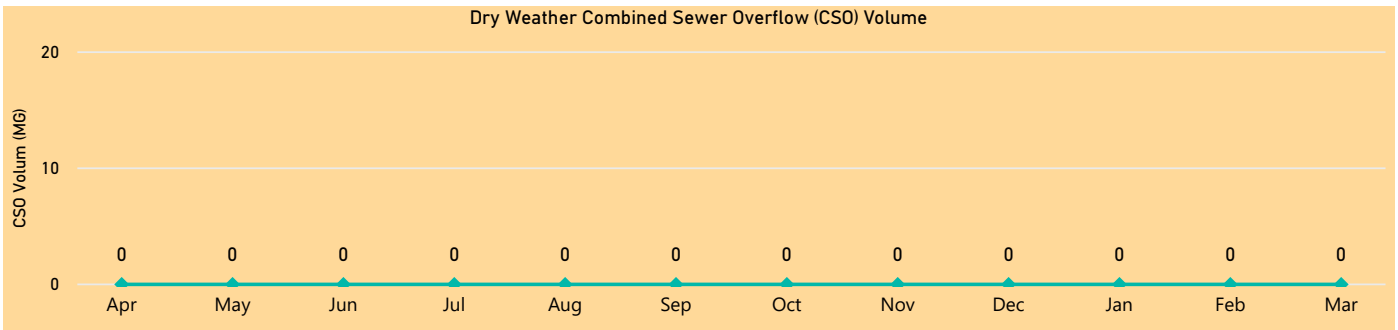
### Sewer System Operations



No pending main backups reported

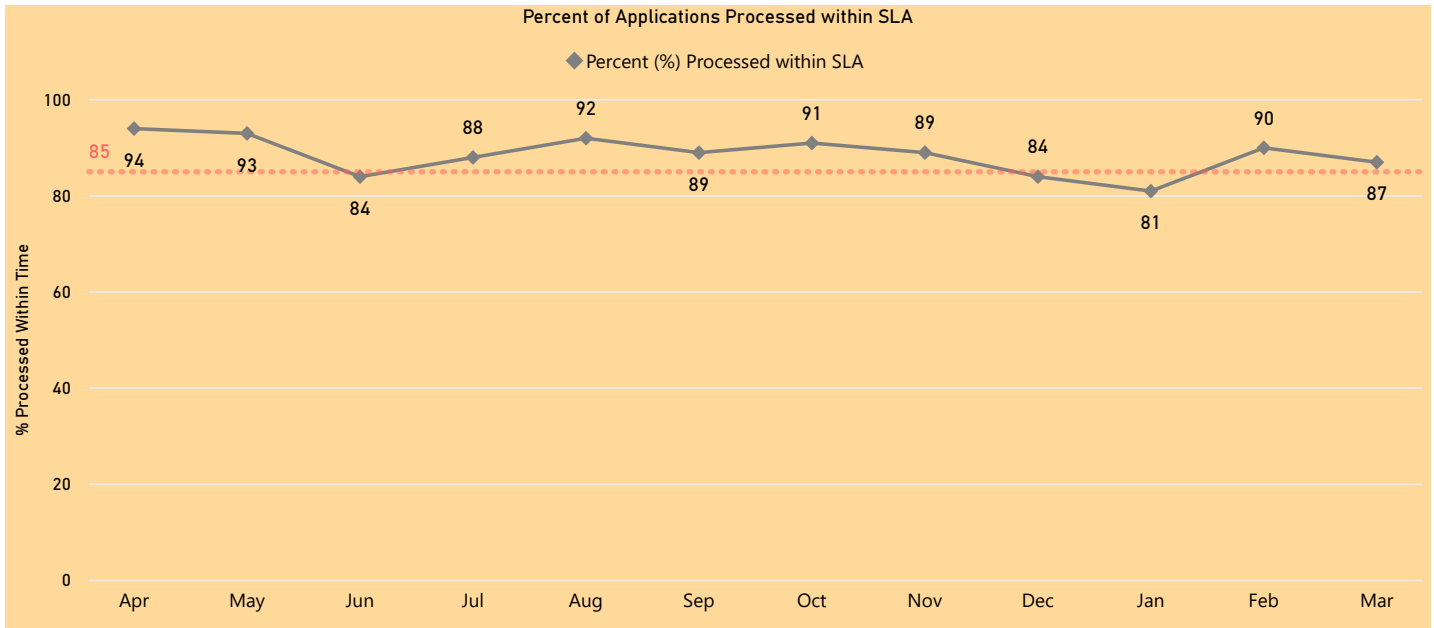
No pending lateral backups reported

### Combined Sewer System

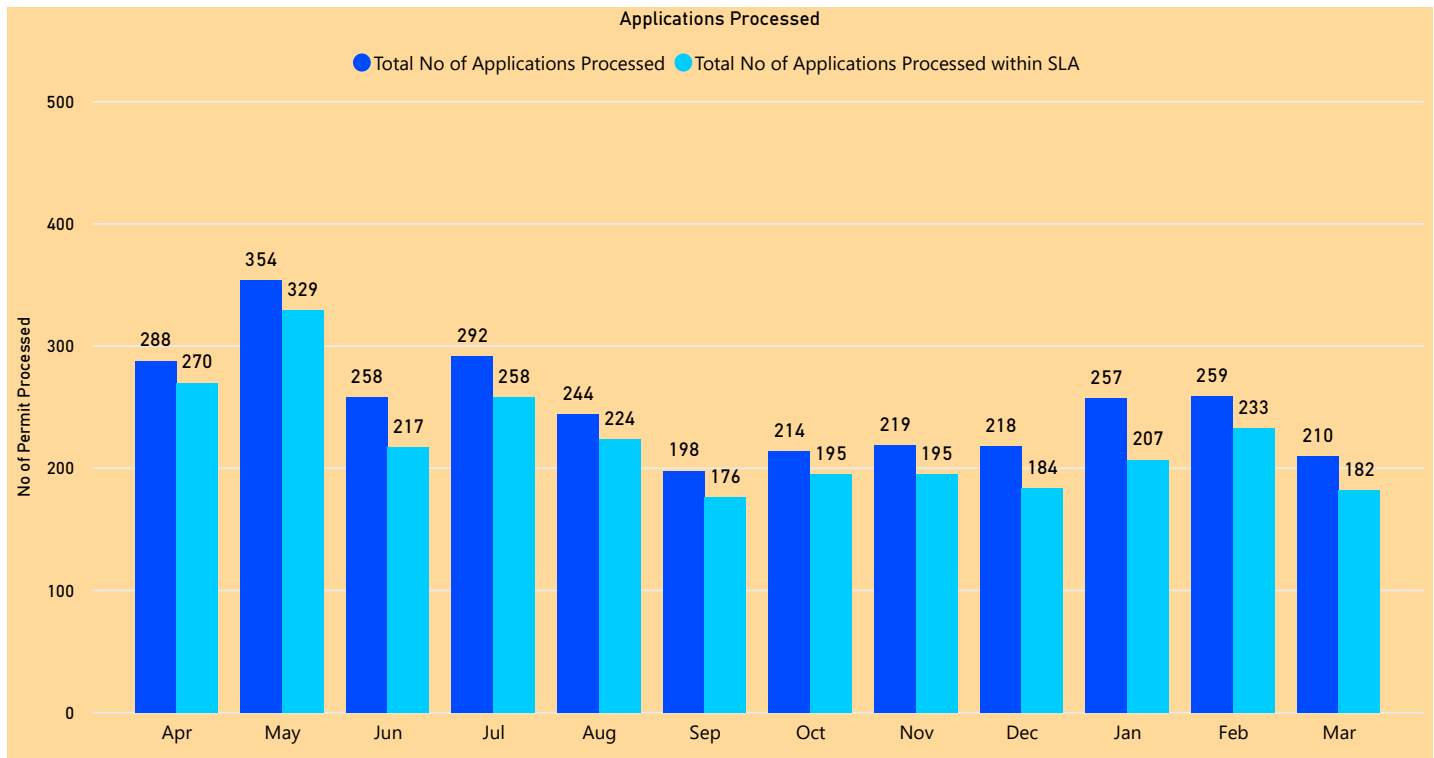


## OPERATIONS AND ENGINEERING

### Permit Processing

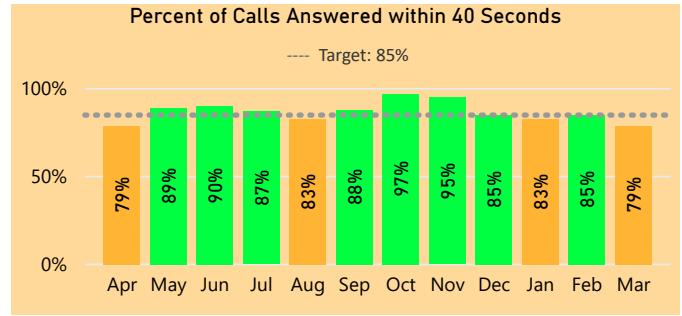
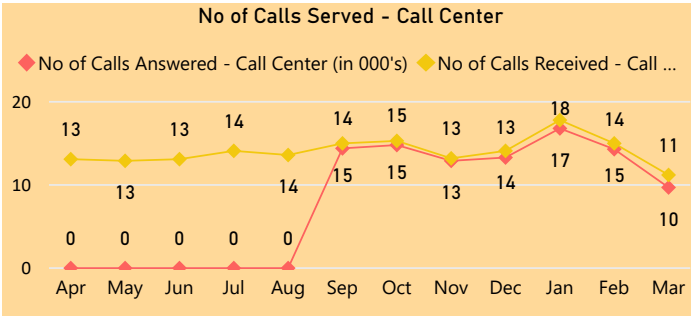


Permits processed in March were 2% above the SLA target of 85%



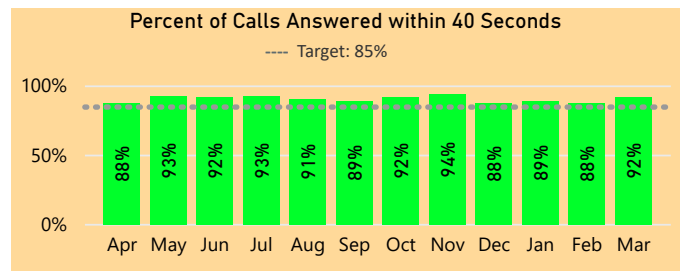
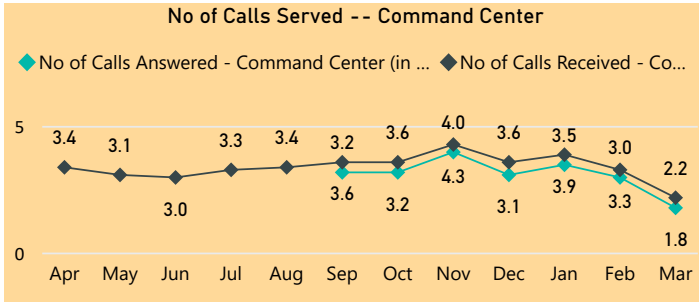
## CUSTOMER EXPERIENCE

### Customer Care - Call Center Performance



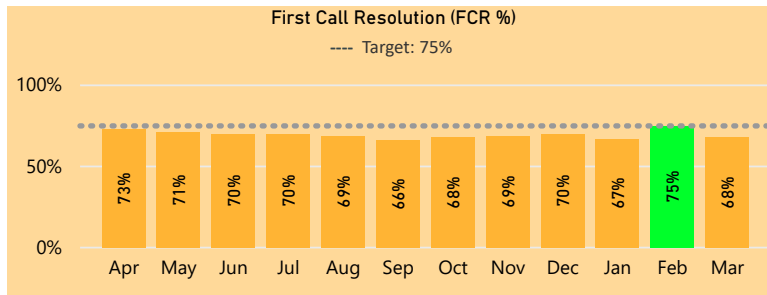
Performance for March was under target by 6%.

### Customer Care - Command Center Performance



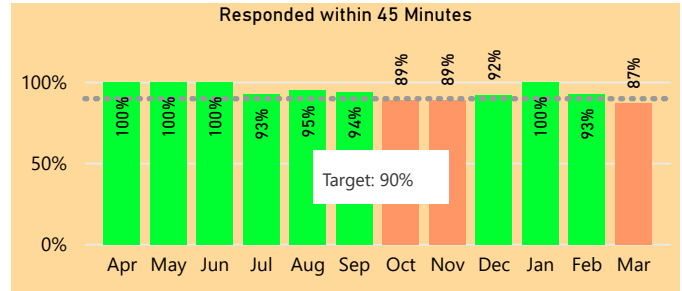
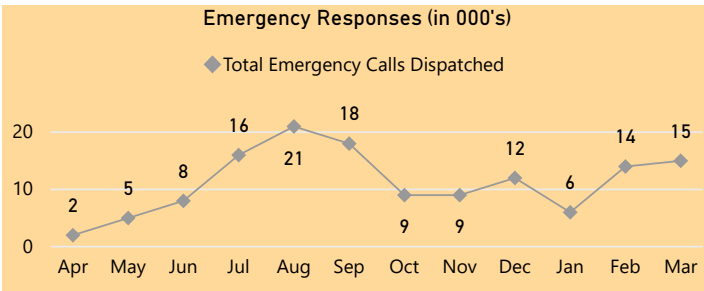
Performance for March was above target by 7%.

### Customer Care - First Call Resolution



FCR could not be calculated due to COVID19. Mid M...

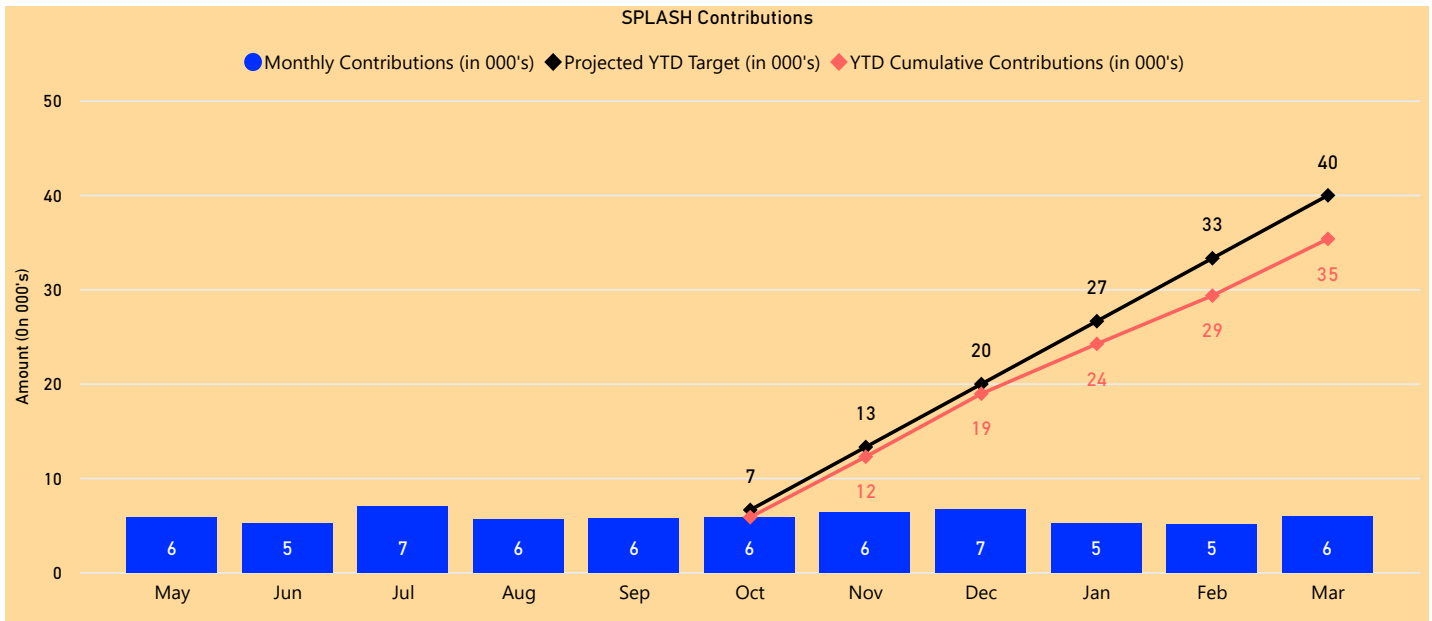
### Customer Care - Emergency Response Time



Performance for March was below target by 3%

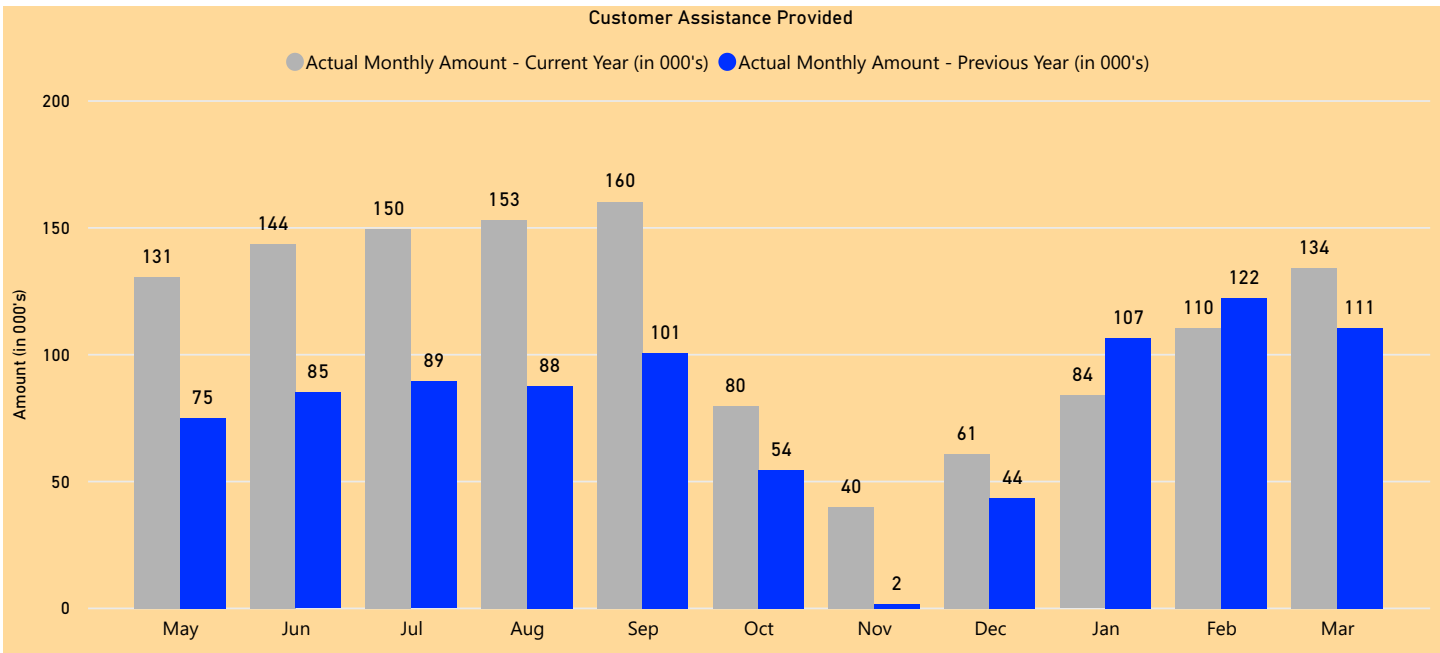
## LOW INCOME ASSISTANCE PROGRAM

### SPLASH Program



Total SPLASH Contributions to date for March was below target by 4.62

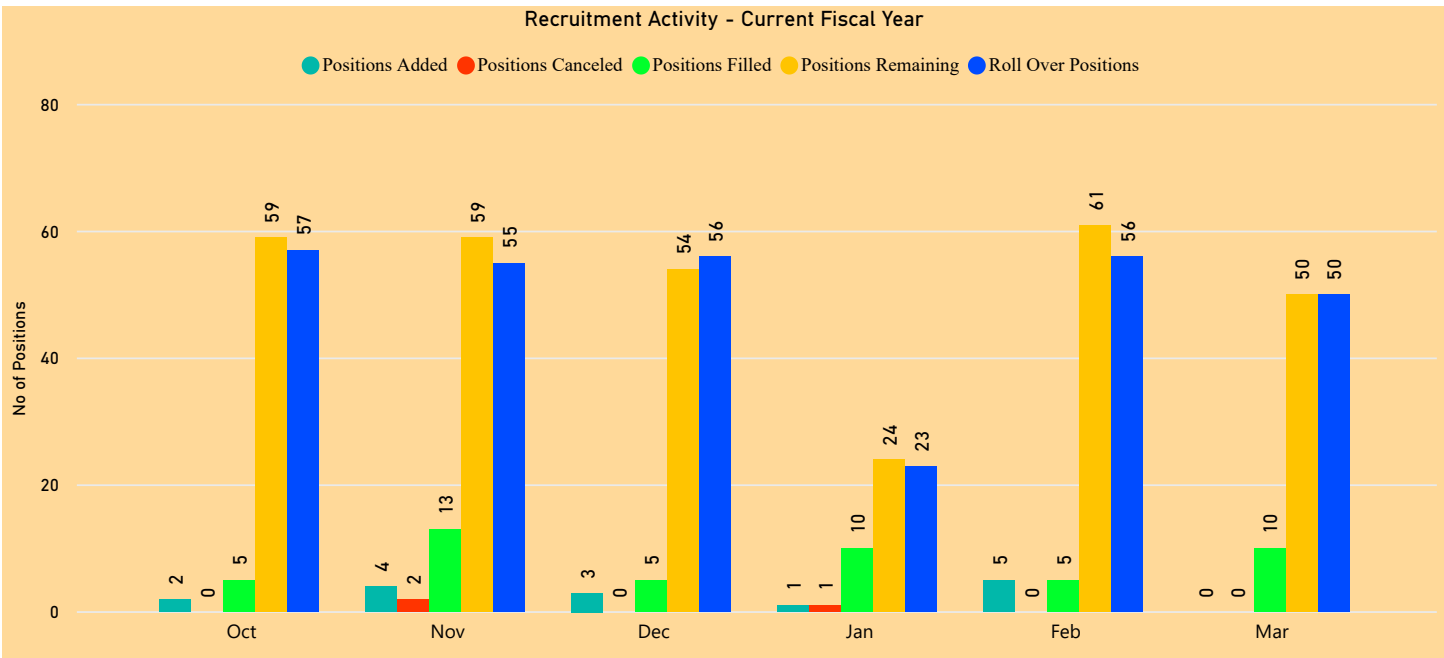
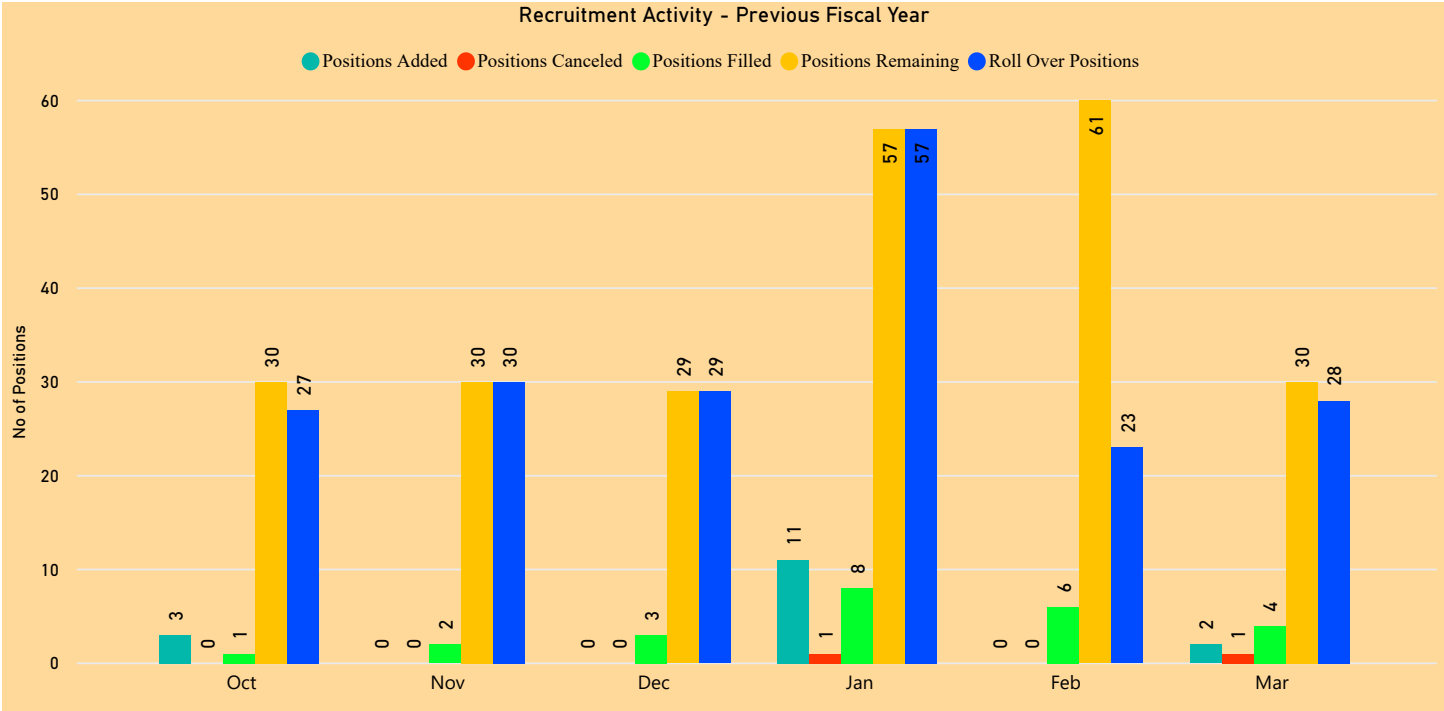
### Customer Assistance Program (CAP)





**PEOPLE AND TALENT**

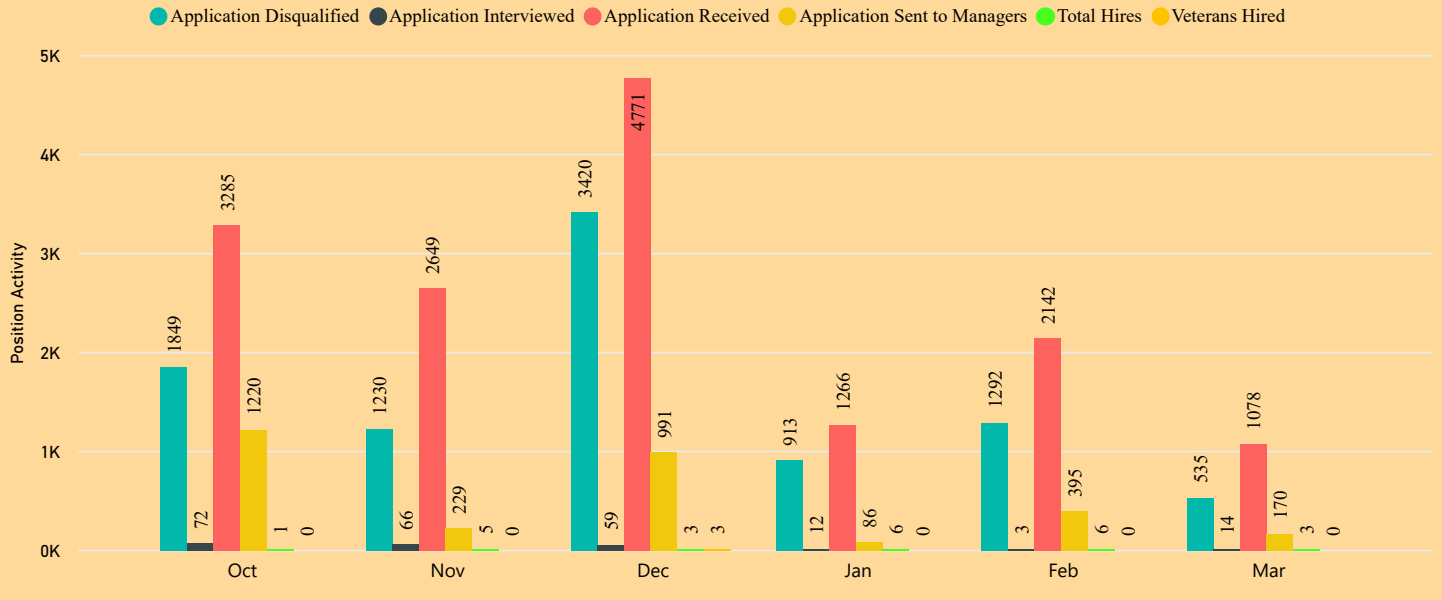
**Human Resources**



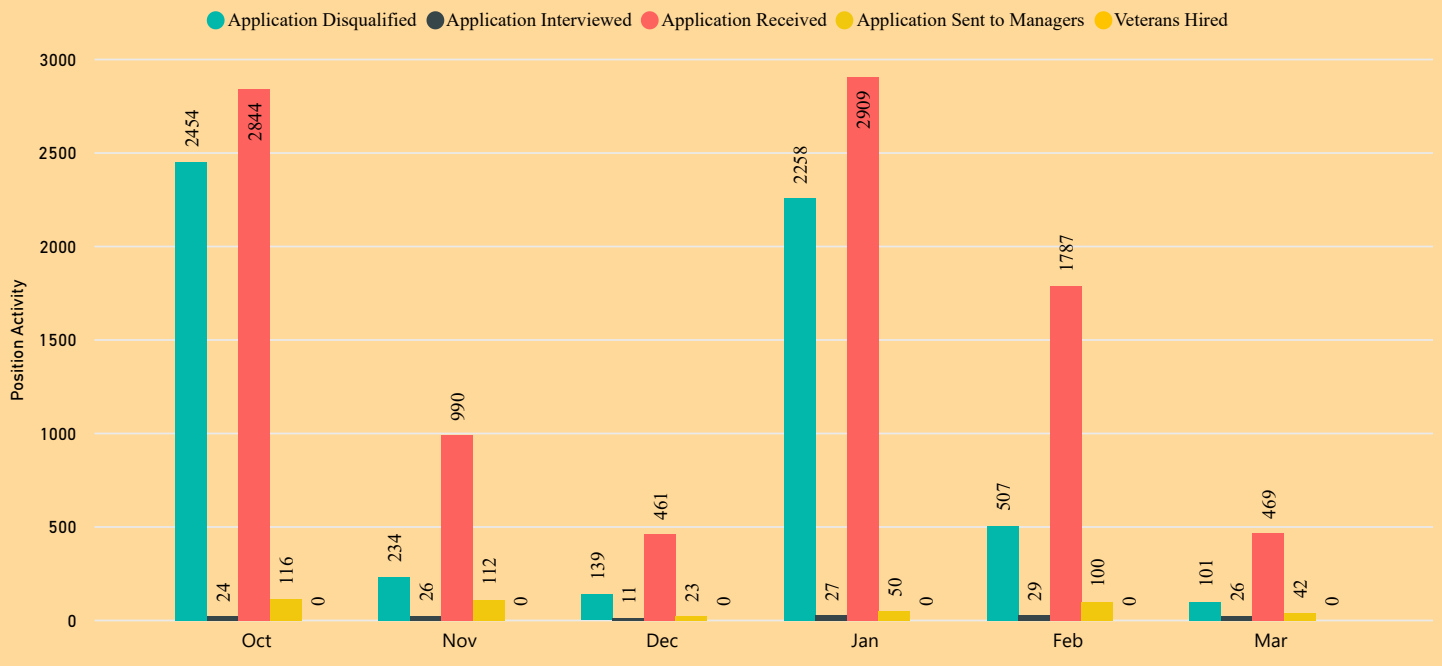
**PEOPLE AND TALENT**

**Human Resources**

**Recruitment Performance Metric - Previous Fiscal Year**

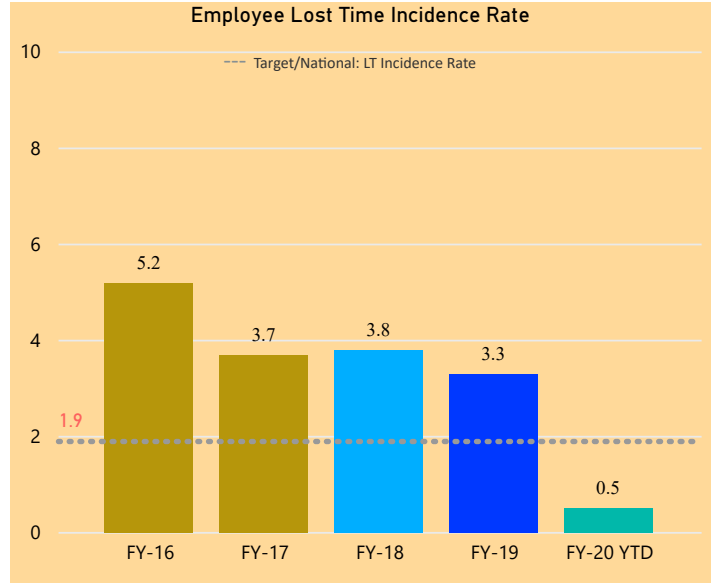
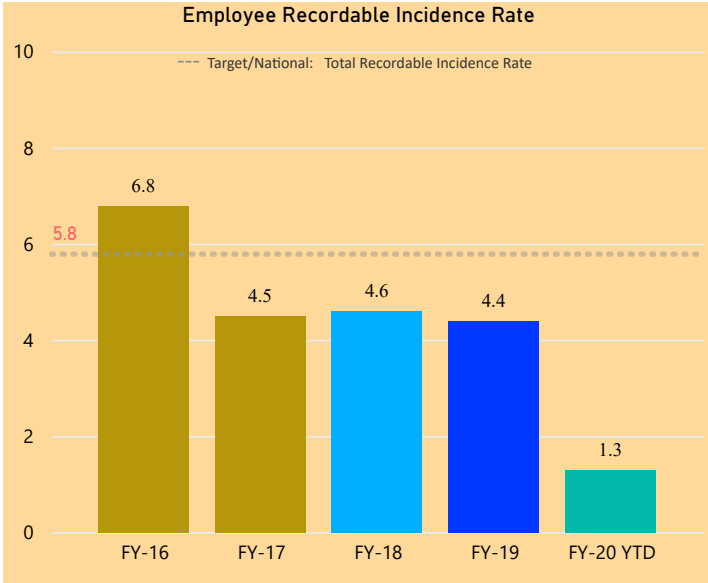


**Recruitment Performance Metric - Current Fiscal Year**



## ADMINISTRATION

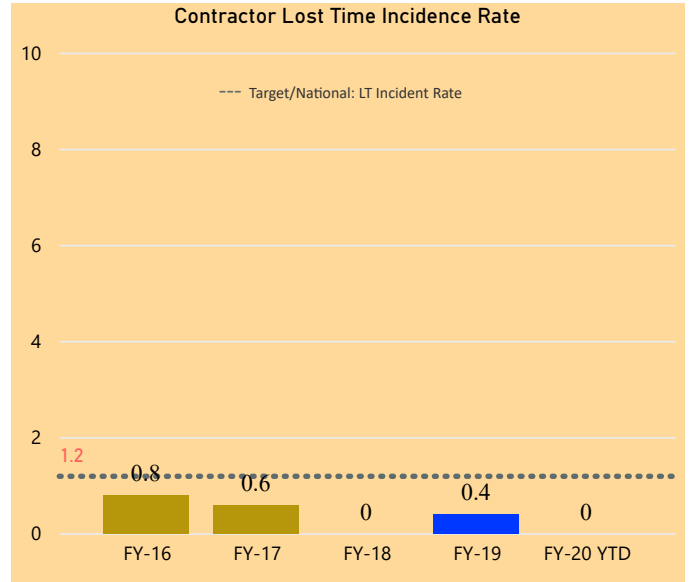
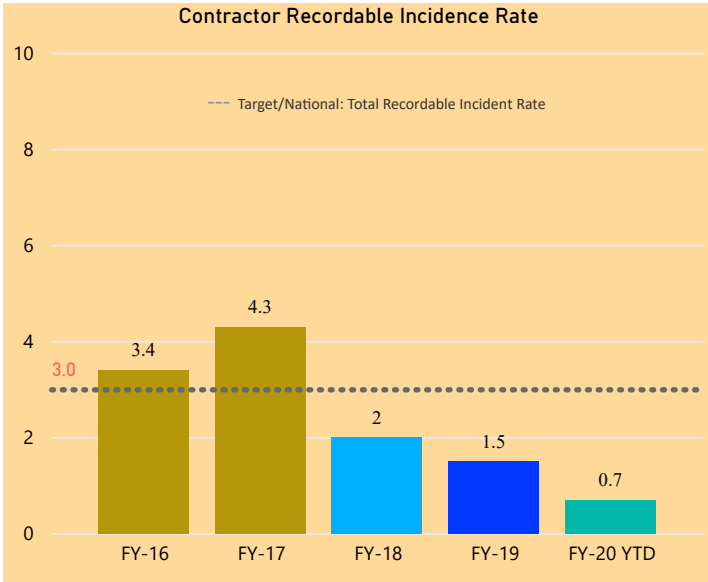
### Safety



**There have been 5 lost time incidents in FY 2020 YTD.**

**ADMINISTRATION**

**Safety**



**There have been 0 lost time incidents in FY 2020 YTD.**

**INTERPRETATION OF CHARTS:**

**FINANCIAL HIGHLIGHTS**

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**Revenue, Expenditure, Capital Disbursement**

- Bulls eye shows the variance for YTD budget against actual for revenues, expenditures and capital disbursements
- Bar graph shows **total** for the fiscal year budgeted(grey)-revenues, expenditures and capital disbursements against YTD actual(blue)
- Horizontal line graph shows a YTD progress analysis as compared to the previous year

**Net Operating Cash**

- Bar graph shows monthly net operating cash provided/used
- Line graph denoted by (Δ) compares YTD actual against budget (O). This element is dynamically color coded\*

**Operating Revenues**

- Bar graph shows monthly operating revenues
- Line graph denoted by (Δ) compares YTD revenue against budget (O). This element is dynamically color coded\*

**Operating Expenses**

- Bar graph shows monthly operating expenses
- Line graph denoted by (Δ) compares YTD expenditure against budget (O). This element is dynamically color coded\*\*

**Capital Disbursements**

- Bar graph shows monthly capital disbursements
- Line graph denoted by (Δ) compares YTD disbursements against budget (O). This element is dynamically color coded\*\*

**Operating Cash Balance**

- Bar graph shows monthly average cash balance compared to the target of \$125 million; indicated by grey dotted line

**Delinquent Account Receivables**

- Bar graph shows monthly Receivables to Revenue ratio against target of 3%; indicated by grey dotted line. This element is dynamically color coded\*\*
- Line graph denoted by (Δ) shows delinquency in actual dollars

**Investment Cash Earnings**

- Bar graph shows monthly investment cash earnings
- Line graph denoted by (Δ) compares the YTD earnings against budget (O). This element is dynamically color coded\*

**Core Investments Yield**

- Bar graph shows the monthly investment yield compared to the monthly target (grey) benchmark as set by the US Treasury Bill. This element is dynamically color coded\*

**Short Term Investment Yield**

- Bar graph shows the monthly short term investment yield compared to the monthly short term target (grey) benchmark as set by the US Treasury Bill. This element is dynamically color coded\*

Dynamic Color Coding Legend

*	**
<p><b>Red</b> - when the actual is <b>lower</b> than 3% of budget or target</p> <p><b>Yellow</b> - when the actual is <b>within</b> 3% of budget or target</p> <p><b>Green</b> - when the actual is <b>equal to or higher</b> than budget or target</p>	<p><b>Red</b> - when the actual is <b>higher</b> than 3% of budget or target</p> <p><b>Yellow</b> - when the actual is <b>within</b> 3% of budget or target</p> <p><b>Green</b> - when the actual is <b>equal to or lower</b> than budget or target</p>

Symbols where the color code applies- (Δ, □)

A

**Vendor Payment Performance**

- Bar graph shows monthly Vendor Payment Performance percentage against monthly target of 97%; indicated by grey dotted line. This element is dynamically color coded\*\*
- Line graph denoted by (O) shows the YTD vendor payment performance %.

**OPERATIONS & ENGINEERING**

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**Electricity Usage Summary**

- Bar graph shows total electricity consumption per month

**Electricity Usage by Service Area**

- Shows a monthly breakdown by service area of electricity usage
- Dark blue shows for Waste Water Treatment Service Area
- Light blue shows Water Pumping Service Area
- Brown shows Sewer Pumping Service Area

**Biosolids Production**

- Bar graph shows monthly average daily biosolids production

**Total Nitrogen**

- Line graph denoted by (Δ) shows monthly total nitrogen level against the current permit (dark grey) and 2015 permit (light grey) levels. This element is color coded\*\*\*\*

**Plant Effluent Flow**

- Line graph denoted by (Δ) shows monthly influent flow against the plant design average limit of 370MGD. This element is color coded\*\*\*\*

**Excess Flow**

- Line graph denoted by (Δ) shows monthly excess flow

**Non-Revenue Water**

- Bar graph shows the volume of water purchased (dark blue) and water sold (light blue) per quarter
- Line graph denoted by (Δ, O) shows the Infrastructure Leakage Index(ILI) for the current and previous year

**Lead and Copper Rule (LCR) Compliance**

- Line graph denoted by (Δ, O) shows semi-annual LCR monitoring results against target of 15ppb; indicated by grey dotted line. This element is color coded\*\*\*\*

**Total Coliform Rule (TCR)**

- Line graph denoted by (Δ) shows total coliform positives against the EPA maximum contaminant level of 5%. This element is color coded\*\*\*\*

**Water Main Leaks**

- Bar graph shows the water main leaks reported
- The bar graph is stacked (dark blue) to show the pending leaks carried over from the previous month if any; bar graph(light blue) shows new water main leaks reported for the given month

Dynamic Color Coding Legend

***	****
Red- when the actual is <b>lower</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or higher</b> than budget or target	Red- when the actual is <b>higher</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or lower</b> than budget or target

Symbols where the color code applies- (Δ, □)

- Line graph denoted by (O) shows the number of main leaks repaired per month

**Water Valve Leaks**

- Bar graph shows the water valve leaks reported
- The bar graph is stacked (dark blue) to show the pending leaks carried over from the previous month if any; bar graph(light blue) shows new water valve leaks reported for the given month
- Line graph denoted by (O) shows the number of valve leaks repaired per month

**Fire Hydrants Out of Service (OOS)**

- Bar graph shows total hydrants not available for use against target of 91; indicated by grey dotted line. This element is dynamically color coded\*\*\*\*
- The bar graph is stacked (blue) to show hydrants that are inaccessible. Inaccessible hydrants are not measured against the target of 91

**Fire Hydrant Inspections and Maintenance**

- Bar graph shows the total number of fire hydrants repaired per month

**Fire Hydrant Replacements Per Month**

- Bar graph shows the total number of hydrants replaced per month against target of 21; indicated by grey dotted line. This element is dynamically color coded\*\*\*

**Sewer Main Backups**

- Bar graph shows the sewer main backups reported
- The bar graph is stacked (dark blue) to show the pending backups carried over from the previous month if any; bar graph(light blue) shows new sewer main backups reported for the given month
- Line graph denoted by (O) shows the number of main backups resolved per month

**Sewer Lateral Backups**

- Bar graph shows the sewer lateral backups reported
- The bar graph is stacked (dark blue) to show the pending backups carried over from the previous month if any; bar graph(light blue) shows new sewer laterals backups reported for the given month
- Line graph denoted by (O) shows the number of lateral backups resolved per month

**Combined Sewer dry weather Overflow (CSO) Events**

- Bar graph shows dry weather CSO events per month
- Line graph denoted by (O) shows the volume in Million Gallons(MG) per dry weather CSO event

**Total Applications Processed within Service Level Agreement (SLA)**

- Bar graph shows
  - the number of permits processed per month (dark blue)
  - the number of permits processed within SLA per month (light blue)
- Line graph denoted by (O) shows the percentage of permits processed vs. processed within SLA

Dynamic Color Coding Legend

***	****
Red- when the actual is <b>lower</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or higher</b> than budget or target	Red- when the actual is <b>higher</b> than 5% of budget or target Yellow- when the actual is <b>within</b> 5% of budget or target Green- when the actual is <b>equal to or lower</b> than budget or target

Symbols where the color code applies- (Δ, □)

**CUSTOMER EXPERIENCE**

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**CUSTOMER CARE**

**Call Center Performance**

- Bar graph shows monthly percentage of calls answered within 40 seconds against target of 85%; indicated by grey dotted line. This element is dynamically color coded\*\*\*
- Line graph denoted by (O) shows the number of calls received by the call center every month

**Command Center Performance**

- Bar graph shows monthly percentage of calls answered within 40 seconds against target of 85%; indicated by grey dotted line. This element is dynamically color coded\*\*\*
- Line graph denoted by (O) shows the number of calls received by the command center every month

**First Call Resolution (FCR)**

- Bar graph shows monthly percentage of calls resolved on first contact against target of 75%; indicated by grey dotted line. This element is color dynamically coded\*\*\*

**Emergency Response Time**

- Bar graph shows the percentage of emergency calls responded to within 45 minutes against target of 90%; indicated by grey dotted line. This element is dynamically color coded\*\*\*
- Line graph denoted by (O) shows the total calls dispatched per month

**LOW INCOME ASSISTANCE PROGRAM**

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**SPLASH Contributions**

- Bar graph shows monthly SPLASH contributions
- Line graph denoted by (Δ) shows the YTD contributions against target (O). This element is color coded\*\*\*

**Customer Assistance Program (CAP)**

- Bar graph shows monthly CAP assistance
- Line graph denoted by (Δ) shows the YTD contributions against budget (O). This element is color coded\*\*\*

**PEOPLE AND TALENT**

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**HUMAN RESOURCES**

**Open Positions**

- Bar graph (dark blue) shows open positions carried over from the previous month.
- Bar graph (light blue) shows new positions added in the given month.
- Bar graph (olive green) shows positions filled in the given month.
- Bar graph (orange) shows positions cancelled in the given month.
- Bar graph (light green) shows net remaining open positions at the end of the given month.

Dynamic Color Coding Legend

***	****
Red- when the actual is <b>lower</b> than 5% of budget or target	Red- when the actual is <b>higher</b> than 5% of budget or target
Yellow- when the actual is <b>within</b> 5% of budget or target	Yellow- when the actual is <b>within</b> 5% of budget or target
Green- when the actual is <b>equal to or higher</b> than budget or target	Green- when the actual is <b>equal to or lower</b> than budget or target

Symbols where the color code applies- (Δ, □)



ADMINISTRATION

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**SAFETY**

**Employee Lost Time Incidence Rate**

- Bar graph shows quarterly Employee Lost Time (LT) incidence rate as compared to the National average LT rate of 2.0; indicated by grey dotted line. Light blue represents the previous year, brown represents the year before previous and dark blue the current fiscal year.
- Scatter graph denoted by (Δ, O) shows the number of Lost Time accidents and comparison is also made between the current year and the previous years.

**Contractor Lost Time Incidence Rate**

- Bar graph shows quarterly Contractor Lost Time (LT) incidence rate. Light blue represents the previous year, brown represents the year before previous and dark blue the current fiscal year.
- Scatter graph denoted by (Δ, O) shows the number of Lost Time accidents and comparison is also made between the current year and the previous years.

Dynamic Color Coding Legend

***	****
<p><b>Red-</b> when the actual is <b>lower</b> than 5% of budget or target</p> <p><b>Yellow-</b> when the actual is <b>within</b> 5% of budget or target</p> <p><b>Green-</b> when the actual is <b>equal to or higher</b> than budget or target</p>	<p><b>Red-</b> when the actual is <b>higher</b> than 5% of budget or target</p> <p><b>Yellow-</b> when the actual is <b>within</b> 5% of budget or target</p> <p><b>Green-</b> when the actual is <b>equal to or lower</b> than budget or target</p>

Symbols where the color code applies- (Δ, □)



**Summary of Contracts on Consent Agenda**  
**264th Meeting of the DC Water Board of Directors**  
**Thursday, May 7, 2020**

**Joint-Use Contract**

Resolution No. 20-38 - Execute Change Order No. 1 of Contract No. 170180, Ulliman Schutte Construction. The purpose of the change order is to continue to have a contractor available to perform emergency and non-emergency repairs on existing process equipment which is beyond routine, preventive and corrective maintenance to avoid potential violations of its National Pollutant Discharge Elimination System (NPDES) permit. The change order amount is \$1,660,000.

**Non-Joint Use Contract**

Resolution No. 20-39 - Execute Supplemental Agreement No.2 of DCFA #459-WSA , O'Brien and Gere/Arcadis. The purpose of the supplemental agreement is to provide construction management services to supplement in house resources as needed for DC Water's Lead Service Replacement Programs throughout the end of 2021. The supplemental agreement amount is \$1,350,385.

**Presented and Approved: May 7, 2020**

**SUBJECT: Approval to Execute Change Order No. 001 of Contract No. 170180, Ulliman Schutte Construction**

**#20-38  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
D.C. WATER AND SEWER AUTHORITY**

The Board of Directors ("Board") of the District of Columbia Water and Sewer Authority ("the Authority") at its meeting on May 7, 2020 upon consideration of a joint use matter, decided by a vote of \_\_\_() in favor and \_\_\_() opposed to approve Change Order No. 001 of Contract No. 170180, Ulliman Schutte Construction.

**Be it resolved that:**

The Board of Directors hereby authorizes the General Manager to execute Change Order No. 1 of Contract No. 170180, Ulliman Schutte Construction. The purpose of the change order is to continue to have a contractor available to perform emergency and non-emergency repairs on existing process equipment which is beyond routine, preventive and corrective maintenance to avoid potential violations of its National Pollutant Discharge Elimination System (NPDES) permit. The change order amount is \$1,660,000.

\_\_\_\_\_  
Secretary to the Board of Directors

**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

**ACTION REQUESTED**

**CONSTRUCTION CONTRACT CHANGE ORDER:**

**Miscellaneous Facilities Upgrades Phase 6  
(Joint Use)**

Approval to execute Change Order No. 001 for \$1,660,000.00. The modification exceeds the General Manager's approval authority.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b>	<b>SUBS:</b>	<b>PARTICIPATION:</b>
Ulliman Schutte Construction 7615 Standish Place Rockville, MD 20855	Hi-Mark Construction Group Franklin, OH	MBE 23.4%
<u>Headquarters</u> Miamisburg, OH 45342	G.E. Frisco Company, Inc. Upper Marlboro, MD	MBE 8.5%
	Ideal Electric Supply Group Washington, DC	WBE 6.0%

**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$27,090,000.00
Value of this Change Order:	\$1,660,000.00
Cumulative CO Amount, including this CO:	\$1,660,000.00
Total Contract Value, including this CO:	\$28,750,000.00
Original Contract Time:	1500 Calendar Days (4 Years 1 Month)
Time extension, this CO:	0 Calendar Days
Total CO contract time extension:	0 Calendar Days
Contract Start Date (NTP):	04-01-2019
Contract Completion Date:	05-10-2023
Cumulative CO % of Original Contract:	6.13%
Contract completion %:	7%

**Purpose of the Contract:**

DC Water has a reoccurring need to have a contractor available to perform emergency and non-emergency repairs on existing process equipment which is beyond routine, preventive and corrective maintenance to avoid potential violations of its National Pollutant Discharge Elimination System (NPDES) permit

**Original Contract Scope:**

Blue Plains AWTP Influent Screening Equipment, Nitrification Blower PLC Replacement, Implementation of Sync Check on existing switchgear, Secondary Main Breakers and Tie Breakers, Replacement of two motor control centers in Chlorine Building; O-Street Pumping Station Heating and Ventilation Reinstatement; and Main Pump Station Flood Protection.

**Previous Change Order Scope:**

N/A

**Current Change Order Scope:**

- West Grit Effluent Channel Repairs: Due to severe concrete degradation from hydrogen sulfide exposure, urgent repairs are needed for the West Grit Effluent Channel. This channel conveys flow to the west primary sedimentation basins, and must be repaired to maintain adequate hydraulic and treatment capacity to the Blue Plains AWTP. Degradation was identified from an inspection following repairs to the west grit basins. Several inches of concrete and associated rebar in some areas were compromised or eroded away. The scope of work for the repairs includes removal of deteriorated concrete, replacement of corroded rebar, and restoration of the concrete using shotcrete with calcium aluminate for future corrosion resistance.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Fixed Price	<b>Award Based On:</b>	Lowest responsive, responsible bidder
<b>Commodity:</b>	Construction	<b>Contract Number:</b>	170180
<b>Contractor Market:</b>	Open Market		

**BUDGET INFORMATION**

<b>Funding:</b>	Capital	<b>Department:</b>	Wastewater Engineering
<b>Service Area:</b>	Water	<b>Department Head:</b>	David Parker
<b>Project:</b>	BC		

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	41.22%	\$684,252.00
Federal Funds	0.00%	\$0.00
Washington Suburban Sanitary Commission	45.84%	\$760,944.00
Fairfax County	8.38%	\$139,108.00
Loudoun County & Potomac Interceptor	4.56%	\$75,696.00
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$1,660,000.00</b>

*Leonard R. Benson* / April 6, 2020  
 Leonard R. Benson / Date  
 SVP, CIP Project Delivery

*Dan Bae* / April 8, 2020  
 Dan Bae, VP / Date  
 Procurement and Compliance

*Matthew T. Brown* / April 9, 2020  
 Matthew T. Brown / Date  
 CFO and EVP  
 Finance and Procurement

*D.L. Gadis* / April 27, 2020  
 David L. Gadis / Date  
 CEO and General Manager

**Presented and Approved: May 7, 2020**  
**SUBJECT: Approval to Execute Supplemental Agreement No. 2 of**  
**DCFA #459-WSA, O'Brien and Gere/Arcadis**

**#20-39**  
**RESOLUTION**  
**OF THE**  
**BOARD OF DIRECTORS**  
**OF THE**  
**D.C. WATER AND SEWER AUTHORITY**

The Board of Directors ("Board") of the District of Columbia Water and Sewer Authority ("the Authority") at its meeting on May 7, 2020 upon consideration of a non-joint use matter, decided by a vote of \_\_\_() in favor and \_\_\_() opposed to approve Supplemental Agreement No. 2 of DCFA #459-WSA, O'Brien and Gere/Arcadis.

**Be it resolved that:**

The Board of Directors hereby authorizes the General Manager to execute Supplemental Agreement No.2 of DCFA #459-WSA , O'Brien and Gere/Arcadis. The purpose of the supplemental agreement is to provide construction management services to supplement in house resources as needed for DC Water's Lead Service Replacement Programs throughout the end of 2021. The supplemental agreement amount is \$1,350,385.

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Secretary to the Board of Directors



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY  
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

**ACTION REQUESTED**

**ENGINEERING SERVICES SUPPLEMENTAL AGREEMENT:**

**Construction Management Services - 4E  
(Non-Joint Use)**

Approval to execute Supplemental Agreement No. 2 for \$1,350,385.00. The modification exceeds the General Manager's approval authority.

**CONTRACTOR/SUB/VENDOR INFORMATION**

<b>PRIME:</b>	<b>SUBS:</b>	<b>PARTICIPATION:</b>
Joint Venture: O'Brien & Gere / Arcadis 8201 Corporate Drive, Suite 280 Landover, MD 20785	Bryant Associates, Inc. Landover, MD                      MBE	37.9%
	DP Consultants Washington, DC                      WBE	16.9%

**DESCRIPTION AND PURPOSE**

Original Contract Value:	\$15,000,000.00
Value of this Supplemental Agreement:	\$ 1,350,385.00
Cumulative SA Value, including this SA:	\$ 1,498,913.00
Current Contract Value, Including this SA:	\$16,498,913.00
Original Contract Time:	1461 Days      (4 Years, 0 Months)
Time extension, this SA:	503 Days
Total SA contract time extension:	1235 Days      (3 Years, 4 Months)
Contract Start Date:	08-15-2014
Contract Completion Date:	12-31-2021

**Purpose of the Contract:**

To provide professional engineering and related services pertaining to construction management services for the management of a construction program consisting of multiple construction contracts to rehabilitate and/or replace water and sewer pipelines, pumping stations, and storage facilities.

**Original Contract Scope:**

- To provide construction management and related services for the management of multiple construction contracts throughout DC Water's water distribution and sewer collection service areas and includes, but is not limited to, the following:
  - Design reviews including constructability, cost estimates and schedules
  - Office Engineering including review of all shop drawings, schedules, and other construction contractor submittals
  - Change management process; including preparation and negotiation of change orders, task orders and agreements, and claims avoidance/mitigation procedures
  - Resident engineering, inspection services, and materials testing
  - Inter-agency, intra-agency, utility coordination and public relations program support

**Previous Supplemental Agreement Scope:**

- The Department of Water Services requested construction management support from DETS for the emergency repairs required for the UPI Rehab (Phase II) project. CM Support included daily schedules, coordination with the National Park Service, inspection oversight, progress meetings/minutes, submittal review, pay application review, and weekly sight visits.

**Current Supplemental Agreement Scope:**

- This Supplemental Agreement provides construction management services to supplement in house resources as needed for DC Water’s Lead Service Replacement (LSR) Programs through the end of 2021. Services include: data management activities (e.g. processing field data, updating network databases, etc.); management of the Voluntary Full Lead Replacement (VFLR) Program; coordination of LSR outreach efforts for DETS CIP and DDOT/Private-developer Projects; managing service orders for private-side replacements under the various programs; administering LSR mitigation policies and procedures; and field inspection support. The original scope of work for the current agreement did not include lead service support services.

**Future Supplemental Agreement Scope:**

- No future supplemental agreement is anticipated at this time.
- Note: This Supplemental Agreement is necessary to ensure that adequate resources are available to meet the needs of the various ongoing DC Water Lead-Free DC initiatives. These needs have evolved very quickly over the last few months and this Supplemental Agreement was the most expeditious way to ensure that adequate resources are in place to meet demand until a new Construction Management contract can be procured.

**PROCUREMENT INFORMATION**

<b>Contract Type:</b>	Cost Plus Fixed Fee	<b>Award Based On:</b>	Highest Ranking Score
<b>Commodity:</b>	CM Services – 4E	<b>Contract Number:</b>	DCFA #459-WSA
<b>Contractor Market:</b>	Open Market		

**BUDGET INFORMATION**

<b>Funding:</b>	Capital	<b>Department:</b>	Engineering and Technical Services
<b>Service Area:</b>	Water	<b>Department Head:</b>	Craig Fricke
<b>Project:</b>	BW		

**ESTIMATED USER SHARE INFORMATION**

User	Share %	Dollar Amount
District of Columbia	100.00%	\$1,350,385.00
Washington Suburban Sanitary Commission	0.00%	\$0
Fairfax County	0.00%	\$0
Loudoun County & Potomac Interceptor	0.00%	\$0
<b>Total Estimated Dollar Amount</b>	<b>100.00%</b>	<b>\$1,350,385.00</b>

Leonard Benson  
 Digitally signed by Leonard Benson  
 DN: dc=com, dc=dcwasa, ou=WASA Users, ou=Engineering, cn=Leonard Benson, email=Leonard.Benson@dcwater.com  
 Date: 2020.04.03 16:51:24 -04'00'

Leonard R. Benson  
 SVP, CIP Project Delivery  
 \_\_\_\_\_  
 Date

Matthew T. Brown  
 Digitally signed by Matthew T. Brown  
 Date: 2020.04.08 17:48:10 -04'00'

Matthew T. Brown  
 CFO and EVP  
 Finance & Procurement  
 \_\_\_\_\_  
 Date

  
 Digitally signed by Dan Bae  
 DN: c=US, E=dan.bae@dcwater.com, O=District of Columbia Water and Sewer Authority, OU=VP of Procurement & Compliance, CN=Dan Bae  
 Date: 2020.04.08 16:17:36 -04'00'

Dan Bae, VP  
 Procurement & Compliance  
 \_\_\_\_\_  
 Date

David Gadis  
 Digitally signed by David Gadis  
 DN: cn=David Gadis, o, ou, email=David.Gadis@dcwater.com, c=US  
 Date: 2020.04.27 10:14:45 -04'00'

David L. Gadis  
 CEO & General Manager  
 \_\_\_\_\_  
 Date



**Presented and Adopted: May 7, 2020**  
**SUBJECT: Approval to Publish Notice of Proposed Rulemaking for**  
**Proposed Amendment of Bill Challenge Regulations**

**#20-40**  
**RESOLUTION**  
**OF THE**  
**BOARD OF DIRECTORS**  
**OF THE**  
**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors (“Board”) of the District of Columbia Water and Sewer Authority (“DC Water”) at the Board meeting held on May 7, 2020 upon consideration of a non-joint use matter, decided by a vote of \_\_\_ ( ) in favor and \_\_\_ ( ) opposed, to approve the following action with respect to the proposal to amend the bill challenge regulations.

**WHEREAS**, on April 28, 2020, the DC Retail Water and Sewer Rates Committee met to consider amending the bill challenge regulations codified in 21 DC MR §§ 402.1 and 402.2, as proposed by the General Manager; and

**WHEREAS**, in accordance with 21 DCMR §§ 402.1 and 402.2, if a customer believes their bill is incorrect, they may challenge their bill and either: 1) pay their bill under protest and notify DC Water why they believe the bill is incorrect or 2) not pay the current charges in the bill and notify “[DC Water] in writing, within 10 working days after receipt of the bill of the reasons(s) why the bill is believed to be incorrect;” and

**WHEREAS**, in accordance with DC Water’s current procedures, Customer Service exercises discretion in the enforcement of the 10-day notice requirement because of the uncertainties when a customer in fact received their bill and may extend the notice period up to the bill due date or 30 days after bill issuance after reviewing the circumstances around receipt of the bill; and

**WHEREAS**, the General Manager recommends amending the bill challenge regulations to be consistent with DC Water’s current procedures; and

**WHEREAS**, the amendments to the regulations will: 1) clarify which bill the customer can pay under protest, “the current charges in the bill”; 2) clarify when a customer must pay their bill under protest, “within 30 days after the bill date;” 3) provide additional time for a customer to not pay their bill and notify DC Water that the bill is incorrect, revised from “10 working days after receipt of the bill” to “within 30 days after the bill date;” and 4) make other grammatical revisions; and

**WHEREAS**, this proposal to increase the time period when DC Water customers can challenge their bill from 10 working days after bill receipt to 30 days after the bill date is more than the 20 days other District utilities customers are provided under 15 DCMR §§ 305.1 and 304.7(l); and

**WHEREAS**, on April 28, 2020, upon further discussion and consideration of the General Manager’s recommendation, the DC Retail Water and Sewer Rates Committee recommended to the Board amending the bill challenge regulations codified in 21 DCMR §§ 402.1 and 402.2.

**NOW THEREFORE BE IT RESOLVED THAT:**

1. The Board approves the publication of the Notice of Proposed Rulemaking to amend the bill challenge regulations codified in 21 DCMR §§ 402.1 and 402.2 as provided in Attachment A.
2. The General Manager is authorized to take all steps necessary in his judgment and as otherwise required, to initiate the public comment process as required by the District of Columbia’s Administrative Procedures.

This resolution is effective immediately.

\_\_\_\_\_  
Secretary to the Board of Directors

Attachment A

Proposed Amendment to Bill Challenge 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.

**Presented and Adopted: May 7, 2020**

**SUBJECT: Approval to Change Date for the Public Hearing and Extend Comment Period for the Proposed FY 2021 & FY 2022 Rates, Charges & Fees Rulemaking**

**#20-41  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors (“Board”) of the District of Columbia Water and Sewer Authority (“DC Water”) at the Board meeting held on May 7, 2020 upon consideration of a non-joint use matter, decided by a vote of \_\_\_ ( ) in favor and \_\_\_ ( ) opposed, to approve the following action with respect to the proposal to change the date for the Public Hearing and extend the Public Comment period for the Proposed FY 2021 & FY 2022 Rates, Charges and Fees Rulemaking.

**WHEREAS**, on March 5, 2020, the Board approved Resolution 20-19 authorizing the General Manager to publish a Notice of Proposed Rulemaking to initiate the public comment process in accordance with D.C. Official Code § 34-2202.16(b), 21 DCMR Chapter 40 and the District of Columbia’s Administrative Procedures for the proposed FY 2021 and FY 2022 metered water and sewer service rates, right-of-way (ROW) fee, payment-in-lieu of taxes (PILOT) fee, customer metering fees, clean rivers impervious area charge (CRIAC) discount and amendments to CAP2 regulations; and

**WHEREAS**, on March 20, 2020, DC Water published a Notice of Proposed Rulemaking (NOPR) in the D.C. Register (DCR) for the proposed FY 2021 and FY 2022 Rates and Fees, at 67 DCR 3282, and published a Notice of Public Hearing for that NOPR at 67 DCR 3248 for the scheduled public hearing on June 10, 2020; and

**WHEREAS**, on March 11, 2020, Mayor Bowser issued Mayor’s Order 2020-045, Declaration of Public Health Emergency: Coronavirus (COVID-19), the World Health Organization declared the COVID-19 outbreak a pandemic; and on March 13, 2020, the President of the United States declared a national emergency in response to the spread of COVID-19; and

**WHEREAS**, on March 24, 2020, Mayor Bowser issued Mayor’s Order 2020-053, Closure of Non-Essential Businesses and Prohibition on Large Gatherings During Public Health Emergency for the 2019 Novel Coronavirus (COVID-19), which ordered the closure of all non-essential businesses in the District of Columbia, of which water and wastewater operations were deemed essential; and

**WHEREAS**, March 30, 2020, Mayor Bowser issued Mayor's Order 2020-054, Stay at Home Order, which ordered all individuals living in Washington, DC to stay at their place of residence, except as specified in the Order, and issued Mayor's Order 2020-063 on April 15, 2020 extending the period for the public health emergency to May 15, 2020; and

**WHEREAS**, on April 28, 2020, the DC Retail Water and Sewer Committee met to consider changing the date for the public hearing and extending the public comment period for FY 2021 and FY 2022, rates, charges and fees rulemaking due to the social distancing requirements provided in Mayor's declaration of a public health emergency in response to the COVID-19 pandemic; and

**WHEREAS**, on April 28, 2020, the General Manager proposed changing the date of the public hearing from June 10, 2020 to August 5, 2020, revising the dates for Town Hall meetings and other outreach activities, and extending the public comment period from June 15, 2020 to end on August 10, 2020 for the proposed FY 2021 and FY 2022 rates, charges and fees rulemaking; and

**WHEREAS**, on April 28, 2020, upon further discussion and consideration of the General Manager's recommendation, the DC Retail Water and Sewer Rates Committee recommended to the Board changing the date of the public hearing to August 5, 2020 and extending public comment period to end on August 10, 2020 for the proposed FY 2021 and FY 2022 rates, charges and fees rulemaking.

**NOW THEREFORE BE IT RESOLVED THAT:**

1. The Board approves the change in the date for the public hearing and extension of the public comment period for proposed FY 2021 and FY 2022 rates, charges and fees rulemaking due to the social distancing requirements provided in Mayor's declaration of a public health emergency in response to the COVID-19 pandemic.
2. The General Manager is authorized to take all steps necessary in his judgment and as otherwise required, to initiate the public comment process and shall provide notice of the proposed rate adjustments and fees in the manner provided by DC Official Code § 34-2202.16(b), 21 DCMR Chapter 40, and the District of Columbia's Administrative Procedures.

This resolution is effective immediately.

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Secretary to the Board of Directors