



We're In This Together

The challenges we have all faced this year highlight the important role water plays in protecting public health. At DC Water we are proud we have continued to provide life sustaining water and wastewater services throughout the COVID-19 pandemic. In the process we took unprecedented steps to keep our employees safe and to provide support to our most vulnerable customers.

We suspended late payments and disconnections for non-payment. We also partnered with the District to offer more financial assistance. We tightened our belt too, prioritized expenditures, paused some capital projects and restricted hiring except for the most critical vacancies.

That restraint and focus on the customer continues into the new fiscal year which began October 1, 2020. The rate increases approved are lower than previously forecast and the average household will see about a \$7 increase in their monthly bill.

In 2021 we will:

- Continue to invest in the water and sewer system to improve water quality and prevent failures
- Fully fund the Clean Rivers Program to reduce combined sewer overflows and flooding
- Make the expanded Customer Assistance Program (CAP2) permanent
- Expand CAP benefits to provide a 75% discount on the CRIAC charge
- Use money from the Rate Stabilization Fund to benefit customers
- Increase funds for fleet purchases to ensure crews have the equipment they need
- Commission a large-scale solar power program to generate clean energy, reduce electricity costs and our dependence on the grid



Approved Average Monthly Residential Water and Sewer Bills for FY 2021*

	FY 2021
DC Water Retail Rates*	\$73.30
Clean Rivers Impervious Area Charge	\$19.52
DC Water Customer Metering Fee**	\$4.96
DC Water Water System Replacement Fee***	\$6.30
Subtotal: DC Water Rates & Charges	\$104.08
Increase Over Prior Year	\$6.73
District of Columbia PILOT Fee†	\$2.93
District of Columbia Right-of-Way Fee†	\$1.03
District of Columbia Stormwater Fee †	\$2.67
Subtotal: District of Columbia Charges	\$6.63
Total Amount Appearing on DC Water Bill	\$110.71
Increase Over Prior Year	\$6.90

† DC Water bills and collects the PILOT, ROW, and Stormwater fees on behalf of the District. * Assumes average monthly consumption of 5.42 Ccf or 4,054 gallons. ** The DC Water Customer Metering Fee varies by meter size. The fee given here is the lowest fee and operates as a baseline. *** The DC Water System Replacement Fee varies by meter size. The fee given here is the lowest fee and operates as a baseline.

Rate Shift for the Clean Rivers Impervious Area Charge (CRIAC)



This year, DC Water will continue the shift in how the Clean Rivers project is funded. The change will provide more relief to customers who consume less water. The CRIAC fee, which is based on a property's impervious area, is now combined with a volumetric charge for the water used on the property. In 2021 the CRIAC charge declines from \$20.94 to \$19.52, while the sewer rate rises. Most customers will see minimal change in their bills as a result. More info: dcwater.com/rates.

Times are Tough – Let us help with your water bill



The District government under the leadership of Mayor Muriel Bowser, Department of Energy and the Environment (DOEE) and DC Water have teamed up to help. District residents can apply to get their past due water bills paid from emergency funding.

If your annual household income is below \$126,000, or if you have lost income this year, we encourage you to apply. You may even qualify for ongoing discounts.

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email:
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website:
doee.dc.gov/service/criac

scan:

