



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

DC Retail Water and Sewer Rates Committee

1385 Canal Street SE, Washington, DC 20003

*Tuesday, November 17, 2020
9:30 a.m.*

Microsoft Teams meeting

[Click here to join the meeting](#)

Or call in (audio only)

[+1 202-753-6714,,380113300#](#)

Phone Conference ID: 380 113 300#

- 1. Call to Order **Rachna Bhatt, Chairperson**
- 2. Roll Call **Linda Manley**
- 3. **Assessing COVID Impact on Revenues Update (Attachment A)**.....**Matthew Brown**
- 4. **Amend Customer Assistance Program (CAP) (Attachment B)** **Carolyn MacKool**
Regulations to Establish Multi-Family Emergency Relief Program Update
- 5. **DC Retail Water and Sewer Rates Committee Workplan****Matthew Brown**
 - **FY 2021 Proposed DC Retail Rates Committee Workplan (Attachment C)**
- 6. **Agenda for December 15, 2020 Committee Meeting (Attachment D)** ...**Rachna Bhatt, Chairperson**
- 7. **Other Business****Matthew Brown**
- 8. **Executive Session***
- 9. **Adjournment**

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



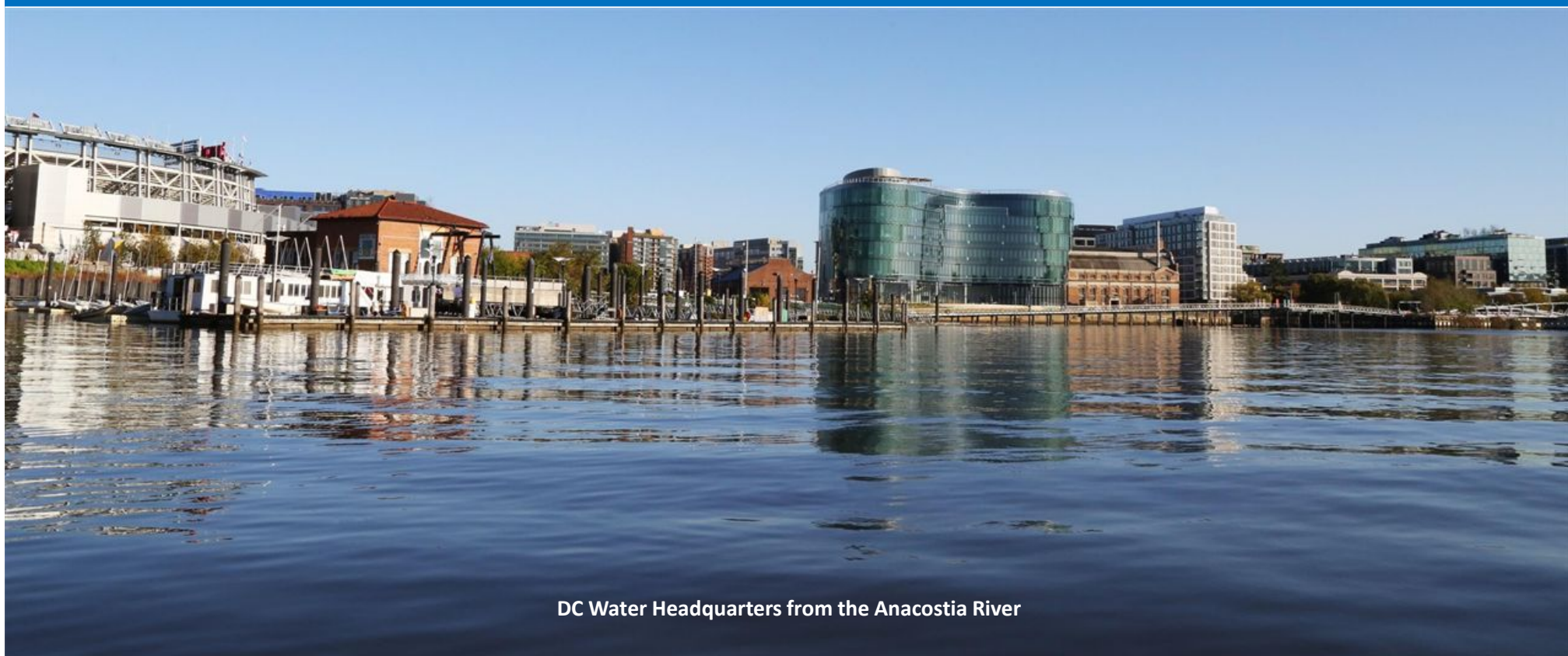
Assessing COVID Impact on Revenues

Attachment A

Presentation to Retail Rates Committee, November 17, 2020

Matthew Brown, CFP and EVP Finance and Procurement

District of Columbia Water and Sewer Authority



DC Water Headquarters from the Anacostia River



Purpose

- Discuss impacts of COVID-19 on consumption, customer payments, and overall revenue



Data



Water Purchases

- Typically reported monthly
- Not all water that is purchased is sold



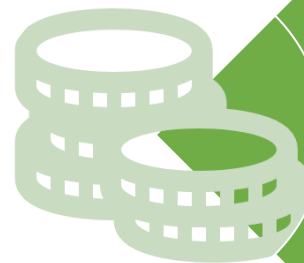
Billed Consumption

- Billing system rejects reads that are outside of certain tolerances
- Some bills are estimated



Meter Data (STAR)

- Available Daily
- Some large meters do not have AMI



Cash receipts

- Daily
- Significant fluctuations

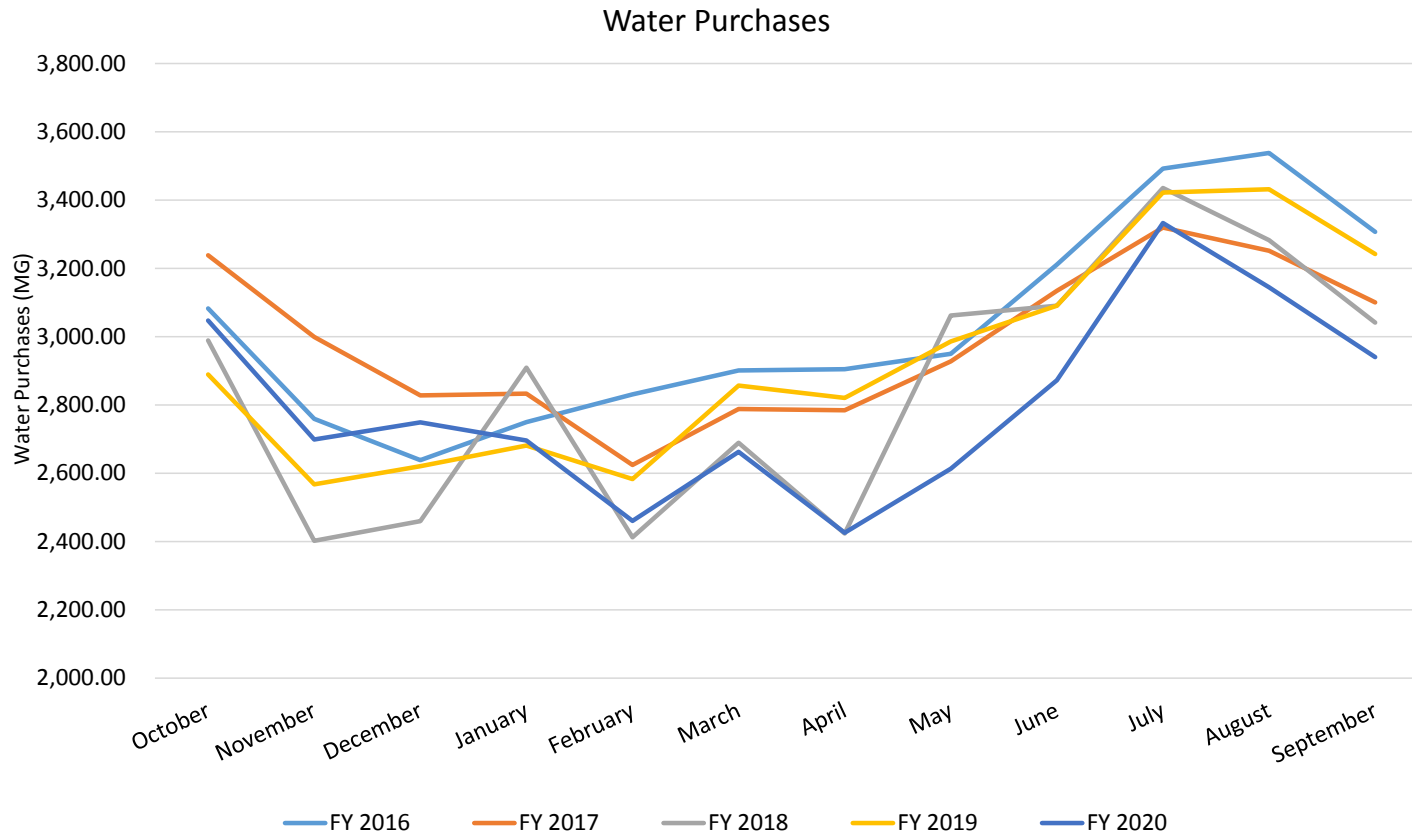


FY2020

- DC Water ended the fiscal year at revenues of \$710.1 million, about 1.6 percent over budget
 - Rates increased by 5.7%, and budget anticipated revenue growth of 4.3 percent
 - Increase in customer billings in August and September produced higher than anticipated revenue in October for FY2020
 - Without the transfer of \$5.6 million from CAP2 fund to Other Revenue, year-over-year revenue growth would have been 1.5%
 - Year-over-year actual total revenue increased by only 2.3 percent despite the rate increase in FY 2020



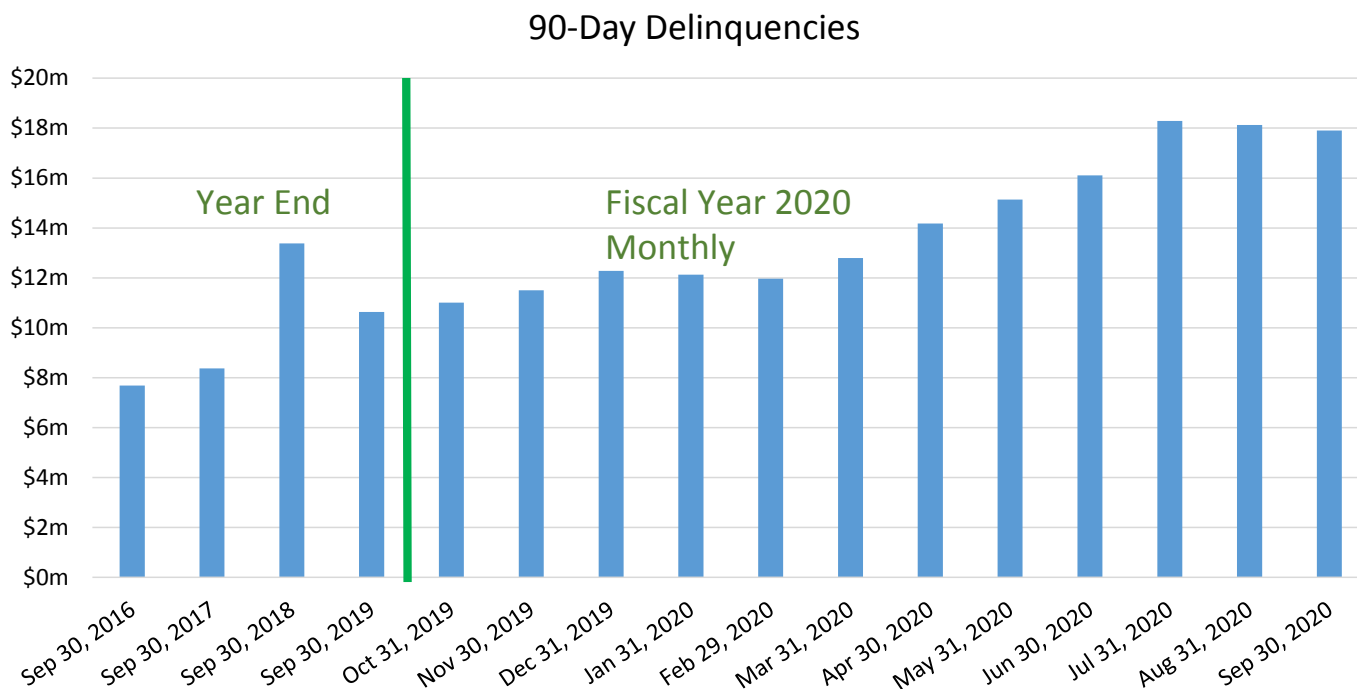
Monthly Water Purchases



- Since March, purchases from the Aqueduct are lower each month in the last four years, with the exception of July
- While not all water purchased is billed, purchased water is a good indicator of changes in consumption



Growth of Delinquent Accounts



- ▾ Since March delinquent accounts have increased from \$12.8 million to \$17.9 million due to the impact of COVID
- ▾ Since March, delinquent number of accounts have increased from 9,933 to 13,775



Delinquent Accounts > 90 Days

- From March through September delinquent accounts greater than 90 days have increased from \$12.8 million (9,933 accounts) to \$17.9 million (13,775 accounts)

	Percentage Change	Dollar Increase	Accounts
Residential	59%	\$2.5 million	3,145
Multi-family	39%	\$1.7 million	311
Commercial	22%	\$0.9 million	386



Looking Ahead

- Overall consumption (Star) declined overall by 12.0% in October 2020 (FY 2021) compared to October 2019 (FY 2020)
 - Residential declined 4.1%
 - Commercial declined 32.4%
 - Municipal declined 31.4%
 - Federal declined 5.4%
 - Multi-Family increased 8.1%
 - Housing increased 8.5%
- October Residential / Commercial / Multi-family revenues are 4.7% or \$1.6 million below the monthly budget
 - DC Water rates are a combination of fixed and volumetric fees



Looking Ahead

- The FY 2021 budget assumes revenue of \$733.7 million from consumption of 32,436,000 million Ccf
- Current forecast is that overall consumption will be lower by 7.4 percent at 30,025,915 Ccf as compared to budget
- Impact on revenue could be a shortfall of \$30 to \$60 million for FY2021, major assumption are:
 - For the first six months of FY 2021, a 25 percent decline in consumption (versus budget) for Commercial customers, a 20 percent decline for Municipal customers, and a 15 percent decline for Federal customers
 - For the next six months of FY 2021, a 20 percent decline in consumption for the Commercial category, a 15 percent decline for Municipal, and 10 percent decline for Federal customers
 - A four percent increase in consumption for Residential, six percent for Multifamily, and three percent for D.C. Housing Authority
 - A decrease in late fees and turn-on / turn-off fees and an increase in delinquencies
- For FY 2022 and beyond, projected that the Commercial consumption decline of 15 percent would continue



Looking Ahead

- Assist our customers
- Continue to monitor and forecast revenues
- Respond to revenue forecasts
 - FY2021 departmental spending plan reductions will generate \$20 million in savings
 - Deliberate hiring process
 - Contractual services reductions
 - Delaying some capital projects
 - Leverage current market prices for major chemicals and electricity
 - Additional spending reductions possible
 - Uncertainty remains for FY2022
 - Current revenue forecast assumes some improvement in consumption and revenues



Appendix





Average Residential Customer Monthly Bill

	Units	Current FY 2020	Proposed FY 2021	Proposed FY 2022
DC Water Water and Sewer Retail Rates ⁽¹⁾	Ccf	\$ 66.25	\$ 73.30	\$ 78.92
DC Water Clean Rivers IAC ⁽²⁾	ERU	20.94	19.52	18.40
DC Water Customer Metering Fee	5/8"	3.86	4.96	7.75
DC Water Water System Replacement Fee ⁽⁴⁾	5/8"	6.30	6.30	6.30
Subtotal DC Water Rates & Charges		\$ 97.35	\$ 104.08	\$ 111.37
Increase / Decrease		\$ 5.01	\$ 6.73	\$ 7.29
District of Columbia PILOT Fee ⁽¹⁾	Ccf	\$ 2.76	\$ 2.93	\$ 3.04
District of Columbia Right-of-Way Fee ⁽¹⁾	Ccf	1.03	1.03	1.03
District of Columbia Stormwater Fee ⁽³⁾	ERU	2.67	2.67	2.67
Subtotal District of Columbia Charges		\$ 6.46	\$ 6.63	\$ 6.74
Total Amount Appearing on DC Water Bill		\$ 103.81	\$ 110.71	\$ 118.11
Increase / Decrease Over Prior Year		\$ 5.11	\$ 6.90	\$ 7.40
Percent Increase in Total Bill		5.2%	6.6%	6.7%

(1) Assumes average monthly consumption of 5.42 Ccf, or (4,054 gallons)

(2) Assumes average 1 Equivalent Residential Unit (ERU)

(3) District Department of the Environment stormwater fee of \$2.67 effective November 1, 2010

(4) DC Water "Water System Replacement Fee" of \$6.30 for 5/8" meter size effective October 1, 2015



Multi-Family Emergency Assistance Program

Presentation to Retail Rates Committee, November 17, 2020

Carolyn MacKool, Director Customer Care

District of Columbia Water and Sewer Authority



Purpose

Share the program design for expanding the “DC Water Cares” program to include Multi-family Emergency Assistance Program.

Topics will cover:

- 💧 Background
- 💧 Design Principles
- 💧 Stakeholder Outreach
- 💧 Program Eligibility
- 💧 Program Design (Affordable Housing Program & Low-Income Qualified Tenants)
- 💧 Benefit Calculation
- 💧 Target Population & Program Participation
- 💧 Customer Outreach & Communications
- 💧 Timeline

Background

- DC Water Board Resolution 20-65* approved \$7 million in Multi-family emergency funding for households impacted by COVID-19 in FY 2021
 - Targeted towards tenants of multi-family affordable housing units, which would be categorically eligible
 - Assistance was on a one-time basis
 - Matching element to the program design



7,115 multi-family accounts are \$9.3 million past due

Up 43% since the end of February 2020

- DC Water will be cutting edge in the delivery of this new program. There are no known utility emergency assistance programs for multi-family tenants.



Design Principles

- 💧 Align the program benefits with the residential emergency program, when applicable
- 💧 Owners need to pass benefits provided by DC Water to assist the “qualifying tenant”
- 💧 Assistance would be provided a flat amount one time per beneficiary and can not already be covered by another program (i.e. PPP loan forgiveness)
- 💧 DC Water is not the expert in “affordable housing”* & will solicit stakeholder feedback
Program design needs to be easy to administer, using existing methods or validations
- 💧 Establish checks to minimize the risk of funds mis-use
- 💧 Ensure program design does not penalize people who do the right thing

*Affordable housing – a housing unit that is offered for rent or for sale for residential occupancy and as a result of a federal or District subsidy, incentive or benefit, and is made available and affordable to households whose income limit requirements are established by a federal or District program or agency or the Council for the District of Columbia . Multi-family can be an apartment building or master meter condominiums

Stakeholder Outreach

Stakeholder outreach included a combination of **non-profit and District agency leaders** over the past month. Stakeholders assisted DCW address common and nuanced issues identified while creating the **Multi-family emergency program**. **The outreach effort represents 10 hours of strategy and discussion about successful implementation of the program.**

Stakeholders assisted DCW identify and resolve several potential operational issues including the following:

1. Guarantee the benefit/credit is **applied directly to the tenant's** account/rent.
2. Weigh whether DCW should create a method to **apportion the tenant's rent** to the DCW bill, where utilities are included, and the building is master metered.
3. Create a **manageable enforcement/audit structure**, for incompliant landlords.
4. Suggest a useful way to **gather data for affordable housing units and income qualifying tenants** across the District.
5. Provide useful **templates from other existing** and similar utility relief program documents.

Many of the Stakeholders also agreed to remain partners with DCW by publicizing the new program and informing their respective clients/constituents when it begins.

Stakeholder Outreach Entities, Offices, and Agencies

David Franco, DC Water Board Member

Councilmember Cheh (DC Water oversight Chair for the Council of the District of Columbia)

Councilmember Bonds (Housing oversight Chair for the Council of the District of Columbia)

Deputy Mayor of Planning and Economic Development

Deputy Mayor of Operations and Infrastructure

Department of Energy and Environment

Department of Housing and Community Development

Office of the Tenant Advocate

Apartment and Office Building Association of Metropolitan Washington

Department of Human Services

District of Columbia Housing Authority

Office of the People's Counsel

Manna, Inc

Housing Up

Wesley House

Program Eligibility

Issue:

Initial proposal targeted only affordable housing unit residents. While the original proposal to target affordable housing units made the process efficient because they could be categorically screened, it potentially excluded many low-income residents who may live in “naturally” affordable housing or those individuals who have faced hard times because of COVID-19 impacts that are now needing assistance but don’t live in an affordable unit.

Recommendation:

DC Water’s intent was to assist those tenants living in multi-family dwellings facing financial risk; therefore, we proposed a two-pronged program design to serve those tenants in need.

- 1) “Affordable Housing Unit” owner program based on the DC Housing Department approved and completed projects, as well as the Housing & Urban Development Low-Income Housing Tax Credit locations
- 2) Low Income qualified tenants (less than or equal to 80% AMI) who do not live-in affordable housing units

Issue:

Documentation of COVID-19 impact

Recommendation:

DC Water’s will adopt best practices identified during stakeholder interviews, which require self-certification of the COVID-19 impact by the household. This certification would be subject to audit by tenant and assistance would be removed if found to be unsupported. Owners will enter an agreement with DC Water to comply with required program obligations.

Benefit Calculation

Total Maximum per Account

DC Water already identified all multi-family locations within our service territory and determine the maximum credit allowed per account based on the number of units within the location. The credit will be based on the total water bill for the 6-month period plus the amount past due as of 10/31/2020.

Water	Meter	Price	Current	Number	Prior Read	Current Read	Usage (CCF)	Usage (Gallons)	Rate
10/2020	5/8"	CCF	Actual	30	30	30	3,000	3,000	3.75

BILL SUMMARY	
Bill Date	10/31/20
Previous Balance	\$0.00
Payments as of 10/31/20	\$0.00
Outstanding Amount Due	\$112.00
Current Charges	\$112.00
Other Charges and Credits	\$0.00
Total Amount Due by 11/15/20	\$112.00

CURRENT CHARGES - RESIDENTIAL	
Meter Fee 5/8"	\$3.56
Water System Replacement Fee 5/8"	\$4.30
Water Services 4 CCF X \$3.39	\$13.56
Water Services 3 CCF X \$4.26	\$12.78
Sewer Services 7 CCF X \$4.00	\$28.00
Clean Rivers SAC 1 ERU X \$25.18	\$25.18
DC GOVERNMENT FEES	
DC Government PLOF Fee 7 CCF X \$0.49	\$3.43
DC Government ROW Fee 7 CCF X \$0.18	\$1.26
DC Government Stormwater Fee 1 ERU X \$2.67	\$2.67
SPLASH Contribution	\$0.96
Total Current Charges	\$112.00
TOTAL CURRENT BILL	\$112.00



Maximum Account Credit

DC Water Total current bill from April to October (6 months) (i.e. \$112 x 6)

Past Due Amount on the account at 10/31/2020 (i.e. Past due \$1,078)

Total= \$672+ \$1,078= \$1,750

Per Unit Account Credit

Maximum Account Credit



Unit Account Credit

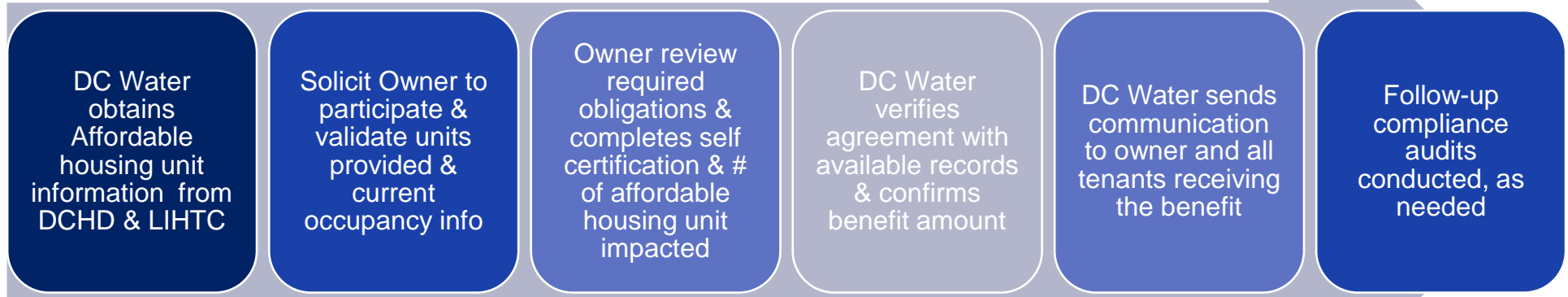
Total= \$1,750

Number of Units at the location, adjusted, mixed use

Total Units = 7

Unit Credit = \$250, not to exceed \$2,000 per unit

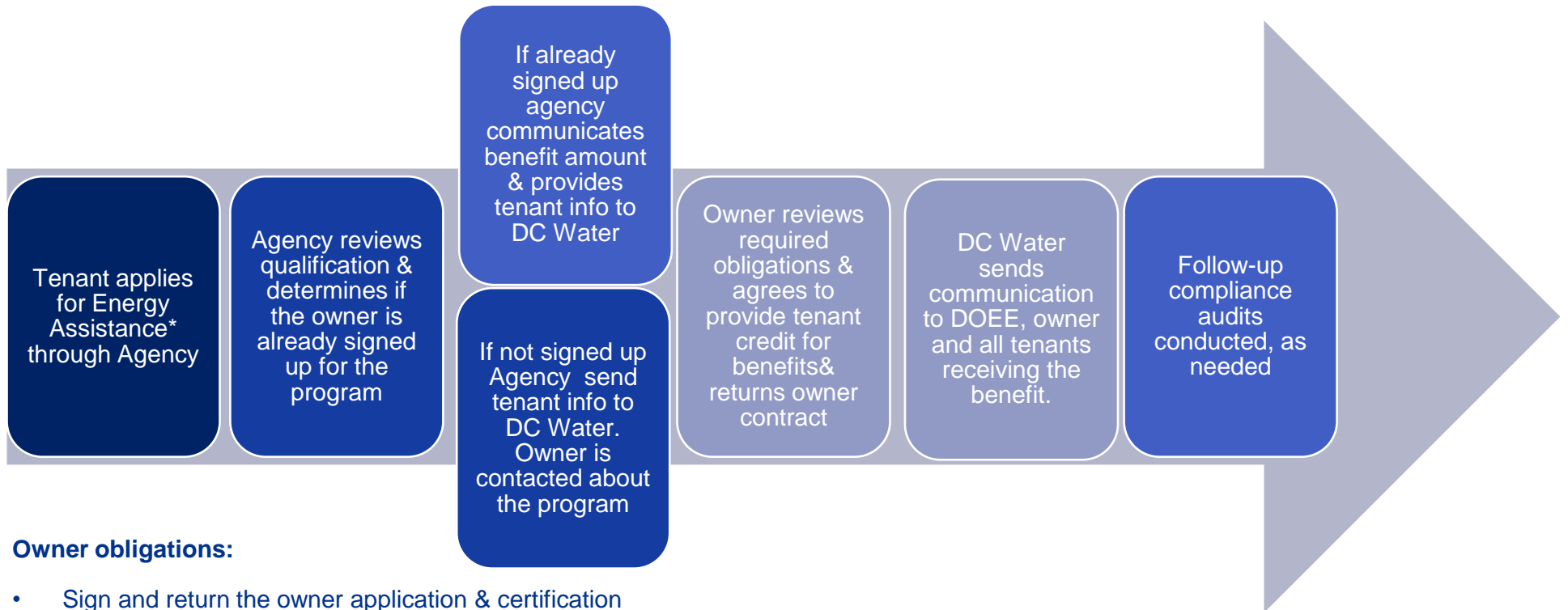
Affordable Housing Program Design



Owner obligations:

- Sign and return the owner application & certification
- Communicate tenant specific assistance details with the tenant and DC Water including statement about COVID-19 impact and that it has not been covered through other federal or District assistance programs, such as the federal Paycheck Protection Program.
- Apply assistance credit to the tenant rental account for the designated percentage of the credit
- Establish payment terms for any remaining account balance (where applicable)
- Owners agree that credits will remain on the account through FY 2021 or change in ownership/ tenancy of the DC Water account
- Provide proof of credit application to the tenant and DC Water, upon request
- Agree to partner with DC Water on ensuring on-going transmission of the automated meter reads and if not possible, will provide picture reads to ensure accurate billing

Low Income Qualified Tenant Program Design



Owner obligations:

- Sign and return the owner application & certification
- Communicate tenant specific assistance details with the tenant and DC Water including statement about COVID-19 impact and that it has not been covered through other federal or District assistance programs, such as the federal Paycheck Protection Program.
- Apply assistance credit to the tenant rental account for the designated percentage of the credit
- Establish payment terms for any remaining account balance (where applicable)
- Owners agree that credits will remain on the account through FY 2021 or change in ownership of the DC Water account
- Provide proof of credit application to the tenant and DC Water, upon request
- Agree to partner with DC Water on ensuring on-going transmission of the automated meter reads and if not possible, will provide picture reads to ensure accurate billing

Target Population

Affordable Housing Units

- DC Water has leveraged certain affordable housing databases, surveys, and reports to identify the number of affordable housing units in the District
- American Community Survey reported 303,950 total housing units in the District of Columbia
- DCHD Data shows that the total number of completed affordable housing units are 11,081

	# of Accounts	Number of Affordable Units by AMI				Total Units
		0 to 30% AMI	31 to 50% AMI	51 to 60% AMI	61 to 80% AMI	
COM	65	339	356	477	537	1,709
MF	136	940	1,131	2,839	479	5,389
MUNI	1	-	10	-	14	24
RES	27	34	23	65	57	179
#N/A	48	946	978	1,620	236	3,780
Grand Total	277	2,259	2,498	5,001	1,323	11,081

Database Analysis

- Reconciliation between DHCD affordable housing property open database and DC Water's Customer Service database (Vertex-One) to match street addresses to identify population
- Cross-checked number of units from the DC Water's premise extract database to the American Community Survey (ACS) and U.S. Census Bureau quick facts for reasonableness
- Matched OTR database with DC Water's premise extract file on Square Suffix Lot (SSL) to extract use codes to identify proper customer categories

Participation Rates

DC Water is still working to quantify the participation, forecasted currently at 25%, we will provide an update in December

Current Data on Participation

- An estimated one-quarter (24%) of those eligible for the Customer Assistance Program are enrolled.
- LIHEAP participation is also about one-quarter (26%); however, when the participant direct pays the utility participation rate goes up to 47%.
- 64% of low-income population lives in large, 5+ unit buildings.

Estimated LIHEAP Participation Rates - FY 2019

Source: 2014-2018 ACS / FY 2019 Household Report (all sources); vulnerability status was unknown for 37 recipient households; poverty level was unknown for one recipient household.

Group This	Income Eligible Households	LIHEAP Recipient Households	Estimated Participation Rate
All Households	78,309	20,231	26%
Vulnerable Households			
Elderly Households	29,456	7,231	25%
Disabled Household	32,414	1,414	4%
Young Child Households	9,581	3,728	39%
Poverty Group			
<=100% of Poverty	37,804	13,984	37%
101% - 125% of Poverty	8,615	2,039	24%
126% - 150% of Poverty	7,348	1,383	19%
151% or More	24,542	2,824	12%

Administrative Cost for the Program

As the program evolved, we have identified administrative cost to conduct this program may be needed:

- DC Water can absorb the internal labor as part of the existing operations cost; however, we will be tracking the information to identify the cost of the program
- DOEE indicated that they will require administrative cost to run the program if selected. Amount to be determined.
- DC Water will also need to use a portion of the allocated \$7 million to pay for:
 - System changes
 - Outside promotion and outreach costs
 - Postage for customer communication
 - Other TBD

Customer Outreach & Communication

Customer Service will partner with the Legal Affairs and Marketing & Communications teams to publicize the DC Water Cares program to owners and tenants in the targeted multifamily customer population, District agencies, social service organizations, religious institutions and other stakeholders.

The Communications Plan will include multiple tactics including direct outreach to owners of multifamily properties with account balances in arrears, paid traditional and social media advertising, bill messages and inserts, public outreach and earned media.

The intent is to ensure eligible owners and tenants are aware of the assistance available, publicize the application process, and drive-up participation using these **key messages**:

- DC Water is now offering one-time assistance to renters and tenants of multifamily dwellings.
- Eligible residents can receive up to \$2,000 per unit to help pay outstanding water bills.
- This is one-time assistance for residents impacted financially by the pandemic.
- DC Water is one of the first water utilities in the nation to offer financial assistance to tenants of multifamily properties.

Timeline Scenario

Multi-family Emergency Implementation

- 11/17/20 – Presentation to RRC on proposal to amend Customer Assistance Program (CAP) Regulations for Multi-family Emergency Relief Programs
- 12/15/20 – RRC recommend approval of proposal to Board to amend the CAP regulations for multi-Family emergency relief program
- 01/07/21 – Board approval to publish Notice of Emergency and Proposed Rulemaking (NOEPR) to amend the CAP regulations for multi-family emergency relief program
Implement Emergency Relief Program Go-Live
- 01/22/21 – Publish NOEPR in D.C. Register
- 01/22/21 – Public Comment Period Begins
- 03/10/21 – Public Hearing
- 03/15/21 – Public Comment Period Closes
- 03/23/21 – RRC approves final proposal to amend CAP regulations for multi-family emergency relief program
- 04/01/21 – Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)
- 04/23/21 – Publish NOFR in D.C. Register
- 04/23/21 – Implement Emergency Relief Program Go-Live

Appendix

Resolution 20-65 Approval to Direct

NOW THEREFORE BE IT RESOLVED THAT:

1. The Board approves directing \$15.0 Million from the Authority's projected net cash surplus for FY 2020 to the Customer Assistance Program low-income customers: 1) \$3 million to continue the Emergency Residential Relief Program in FY 2021 to provide one-time assistance to customers impacted by COVID; Assistance up to \$2,000 per residential customer 2) \$7 million for a new program to provide one-time assistance to multi-family buildings where occupants have been negatively impacted by COVID and payment plans are established and adhered to; assistance amount to be determined and provided per affordable unit, and will be on a matching basis; 3) \$5 million held for FY 2022 targeted assistance for customers in need.
2. The Board approves the transfer of the remaining balance of approximately \$4.894 Million to the Rate Stabilization Fund to provide operational flexibility to address any contingencies in FY 2021. This transfer, plus the transfer of the \$10,313,312 ROCIP billing, will bring the total balance in the Rate Stabilization Fund to \$90.256 Million.
3. The Board directs the General Manager to allocate the funds as approved in 1. and 2. no later than September 30, 2020 and propose rules to implement these Customer Assistance Programs.
4. This resolution is effective immediately.


Secretary to the Board of Directors

Income Limits for Customer Programs

Persons	CAP Income Limit	CAP 2 Income Limit	CAP 3 Income Limit
	60% of SMI	80% of AMI	100% AMI
1	\$37,575	\$70,600	\$88,200
2	\$49,137	\$80,650	\$100,800
3	\$60,698	\$90,750	\$113,400
4	\$72,260	\$100,800	\$126,000*
5	\$83,822	\$110,900	\$126,000*
6	\$95,383	\$121,000	\$126,000*
7	\$97,551	\$126,000 *	\$126,000*
8	\$99,719	\$126,000*	\$126,000*

Affordable Housing Units in the District of Columbia Data Sources:

- Housing of Urban Development (HUD) – Low Income Housing Tax Credit (LIHTC)
- Apartment Office Building Association of Metropolitan Washington DC (AOBA)
- District Housing and Community Development (DHCD) – Housing Insights Tool
- DC Executive Office of the Mayor (EOM)
- DC Office of Planning
- Office of Tax and Revenue (OTR)
- Open Data DC
- American Community Survey (ACS)
- DC Policy Center
- U.S. Census Bureau

Target Population Source Data & Definitions

DC Policy Center Report with Data from American Community Survey

Family	Affordable Units @ <=80% AMI	Total Units
1	97,064	303,910
2	65,870	218,200
3	40,000	149,300
4	25,100	95,170
5	13,700	32,930

Source: American Community Survey

- Total estimating housing units in the District is about 319,800
- Total available for residents is about 303,950 units excluding housing stock belong to foreign governments, the U.S. government, or are otherwise not available to residents because they are a part of educational, religious, or medical complexes.
- Total of 121,101 families in the District
- 70,000 families have incomes under \$110,000
- 51,000 families make less than 80% AMI
- 41,500 families make less than 60% AMI

Source: U.S. Census Bureau: 2019 ACS 1-Year Estimates

- Total number of households in the District is approximately 291,570
- Family households of 124,978
- Nonfamily households of 166,592

Definitions

- 💧 Family- A family is a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family
- 💧 Family Household- A family household is a household maintained by a householder who is in a family (as defined above), and includes any unrelated people (unrelated subfamily members and/or secondary individuals) who may be residing there
- 💧 Non-family Households- A householder living alone or with nonrelatives only

Attachment C

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department

1. Fire Protection Service Fee for FY 2022, FY 2023, and FY 2024			
a. RRC recommend proposal for Fire Protection Service Fee	March 23, 2021		Rates and Revenue
b. Board approval of Notice of Proposed Rulemaking (NOPR)	April 1, 2021		
c. Publish NOPR in D.C Register	April 23, 2021		DGLA
d. Public Comment and Outreach	April 23 – May 24, 2021		Marketing & Comm.
e. RRC approval of final proposed Fire Protection Service Fee	May 25, 2021		Rates and Revenue
f. Board approval of Notice of Final Rulemaking (NOFR)	June 3, 2021		
g. Publish NOFR in D.C. Register	June 18, 2021		DGLA
h. Fire Protection Service Fee go-live	October 1, 2021 (FY 2022)		Rates & Revenue

2. Proposal to Amend Customer Assistance Program Regulations to Establish “DC Water Cares”, and Emergency Residential Relief Program for Low-Income Residential (CAP and CAP2) Customers			
a. Presentation to RRC on proposal to amend Customer Assistance Program (CAP) regulations for Residential Emergency Relief Program	October 20, 2020	√	Customer Service
b. RRC recommend approval of proposal to amend the CAP regulations for residential emergency relief program in FY2021	October 20, 2020	√	Customer Service
c. Board approval to publish Notice of Emergenct and Proposed Rulemaking (NOERP) to amend the CAP regulations for residential emergency relief program – Go-Live	November 5, 2020	√	Board of Directors
d. Publish NOEPR and Notice of Public Hearing in D.C. Register	November 20, 2020		DGLA
e. Public Comment Period	November 20, 2020 - January 5, 2021		Marketing & Comm.
f. Public Hearing*	January 13, 2021*		RRC
g. Public Comment Closes	January 18, 2021		Board Secretary
h. RRC approves final proposal to amend CAP regulations for residential emergency relief program	January 26, 2021		Customer Service
i. Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)	February 4, 2021		Board of Directors
j. Publish NOFR in D.C. Register	February 19, 2021		DGLA
k. Continue implementation under Final Emergency Relief Program Rules	February 19, 2021		Customer Service

* Date subject to change

Attachment C

FY 2021 Proposed RRC Committee Workplan			
Objective/Activities/Task	Date of Activity	Completed	Responsible Department
<p>3. New Program to Provide Assistance to Tenants in Multi-Family Buildings where Occupants have been Negatively Impacted by COVID and Payment Plans are Established and Adhered to; Assistance Amount to be Determined and Provided per Affordable Unit, and will be on a Matching Basis</p>			
<p>a. Presentation to RRC on update to amend Customer Assistance Program (CAP) regulations for Multi-Family Emergency Relief Program</p>	November 17, 2020		Customer Service
<p>b. RRC recommend approval of proposal to amend the CAP regulations for multi-family emergency relief program</p>	December 15, 2020		Customer Service
<p>c. Board approval to publish Notice of Emergency and Proposed Rulemaking (NOERP) to amend the CAP regulations for Multi-Family Emergency Relief Program</p>	January 7, 2021		Board of Director
<p>d. Publish NOERP and Notice of Public Hearing in D.C. Register</p>	January 22, 2021		DGLA
<p>e. Public Comment Period</p>	January 22 - March 15, 2021		Marketing & Comm.
<p>f. Public Hearing*</p>	March 10, 2021*		RRC
<p>g. Public Comment Closes</p>	March 15, 2021		Board Secretary
<p>h. RRC approves final proposal to amend CAP regulations for Multi-Family Emergency Relief Program</p>	March 23, 2021		Customer Service
<p>i. Board approval to publish Notice of Final Rulemaking to Approval of Notice of Final Rulemaking (NOFR)</p>	April 1, 2021		Board of Directors
<p>j. Publish NOFR in D.C. Register</p>	April 23, 2021		DGLA
<p>k. Continue Implementation under Final Multi-Family Emergency Relief Program</p>	April 23, 2021		Customer Service

* Date subject to change

Attachment C

FY 2021 Proposed RRC Committee Workplan			
Objective/ <i>Activities</i> /Task	Date of Activity	Completed	Responsible Department
4. Delinquent Accounts			
a. <i>Soldiers Home Negotiations</i>	Monthly, as needed		DGLA
5. Rate Stabilization Fund			
a. Rate Stabilization Fund	Monthly, as needed		Rates & Revenue

* Date subject to change



Attachment D

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

**Tuesday, December 15, 2020; 9:30 a.m.
AGENDA**

Call to Order	Committee Chairman
Monthly Updates	Chief Financial Officer
Committee Workplan	Chief Financial Officer
Agenda for January 26, 2021 Committee Meeting	Committee Chairman
Other Business	Chief Financial Officer
Adjournment	

*Detailed agenda can be found on DC Water's website at www.dewater.com/about/board_agendas.cfm