



**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
276th MEETING OF THE BOARD OF DIRECTORS
Thursday, June 3, 2021
9:30 a.m.**

The board meeting can be live-streamed at <https://dcwater.com/watch-board-meetings>

- I. Call to Order (Chairperson Tommy Wells)**
- II. Roll Call (Linda Manley, Board Secretary)**
- III. Approval of the May 6, 2021 Meeting Minutes**
- IV. Chairman's Overview**
- V. Committee Reports**
 - 1. [Human Resource and Labor Relations Committee](#) (Adriana Hochberg)
 - 2. [Environmental Quality and Operations Committee](#) (Adam Ortiz)
 - 3. [Finance and Budget Committee](#) (Anthony Giancola)
- 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 Contract No. 17-PR-CFO-20A, 20B, 20C, Alliant Insurance Services, Aon Risk Solutions, Inc. of Washington, DC and Willis of Maryland, Inc. – Resolution No. 21-45](#) (Recommended by the Finance and Budget Committee 05/27/21)
- X. Consent Item (Non-Joint Use)**
 - 1. [Approval of the Lead Service Line Replacement Policy – Resolution No. 21-46](#) (Recommended by the Environmental Quality and Operations Committee 05/20/21)
- XI. Executive Session**
- XII. Adjournment (Chairperson 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)

- Environmental Quality and Operations Committee – Thursday, June 17, 2021 @ 9:30 a.m.
- DC Retail Water and Sewer Rates Committee – Tuesday, June 22, 2021 @ 9:30 a.m.
- Finance and Budget Committee – Thursday, June 24, 2021 @ 9:30 a.m.



**D.C WATER AND SEWER AUTHORITY
BOARD OF DIRECTORS**

**HUMAN RESOURCES AND LABOR RELATIONS
COMMITTEE MEETING
WEDNESDAY, MAY 12, 2021**

MEETING MINUTES

Members Present

Adrianna Hochberg, Chairperson
Jed Ross
Lavinia Baxter
Sarah Motsch
Rev. Kendrick Curry
Steve Shofar
Tara Jackson

Staff Present

David Gadis, CEO/General Manager
Marc Battle, Chief Legal Officer and EVP, Government Affairs
Kishia Powell, Executive Vice President, Chief Operating Officer
Lisa Stone, Executive Vice-President, Chief People and Inclusion
George Spears, Director, Labor Relations and Compliance
Ron Lewis, Manager Benefits, People and Talent
Linda Manley, Secretary to the Board

Union Presidents Present

Barry Carey, President, AFSCME Local 2091
Michelle Hunter, President, NAGE
Barbara Milton, President, AFGE Local 631
Jonathan Shanks, President, AFGE Local 872
Calvin Wilson, President, President, AFGE 2553

Call to Order and Roll Call

The meeting was called to order at 11:01 a.m., May 12, 2021, via Microsoft Team. Ms. Hochberg asked Ms. Manley to call the roll. She welcomed a new Committee member, Tara Jackson, Prince George's County and provided a recap for her of what the Board's role was in human resources and labor relations matters. Chair Hochberg emphasized that the Board gets involved in policy setting, vision setting, strategic planning, and policy oversight. It does not get

involved in employee issues, personnel matters, grievances and appeals that might modify or detract from the collective bargaining agreement.

Union Matters

I. Goals Requiring Foremen to Meet a Certain Number of Jobs

Jonathan Shanks, President of AFGE Local 872, addressed this issue and stated that it is related to safety for his members. Mr. Shanks asserted that Management is pressuring the foremen to accomplish a certain number of jobs per month, and this determines whether employees get raises and how much. He stated that it may be 100 degrees or 12 degrees outside and a major snowstorm, but employees are required to complete non-emergency jobs. The employees are first-line workers who must come to work every day and take a chance of being exposed to the COVID-19 virus. Emergency work is considered when customers do not have water, water is doing damage or water is causing a hazard to the public. He emphasized that the workers ability to take care of their families is based on earnings and they might do unsafe things to ensure a bonus or raise that they would not normally do.

CEO Gadis provided a response to Mr. Shanks. He stated that they do not put any employees in danger when there is excessive heat or cold. Management pulls employees off the street and bring them back in. They have exhibited this during COVID. Mr. Gadis emphasized that D.C. Water is an organization that is about employees, about the place, and about pay. They make sure employees are safe. D.C. Water is data driven and must report to the EPA and other agencies that oversee the Authority's performance. He stated that goals must be set, and many things must be achieved under the Clean Water Act and other requirements. Mr. Gadis noted that Mr. Shanks had asked that all goals be abolished and that this is not possible. They strive to reach goals and they make every effort to identify why they did not reach goals, and how Management can do better if there were extenuating circumstances. They work with employees as a team in achieving goals. He indicated that there are many more goals besides performance such as training and development goals. Mr. Gadis stated that not just one issue prevents employees from getting raises and bonuses. Goal setting and working to achieve them is under Management's control and part of the day-to-day operation.

Mr. Shanks said he used the wrong word of goal and should say that there is a point system that they use to cover up. As far as COVID goes, he stated that it is a bad situation because there have been positives that they have been informed about, but they cannot tell the employee's name. This is bad in the tracing process and exposes employees to the virus. Mr. Shanks admitted that Management has tried hard to protect employees, but it is very difficult. Mr. Gadis replied that they have a Heat Index Policy in place and will share it with the Board. It talks about the conditions and taking employees out of harm's way. Mr. Shanks feels that this policy is not adhered to always but should be. Mr. Gadis stressed that Management will continue to work with the unions. He knows what happens in the field because he came up through the ranks in these types of positions. Chairperson Hochberg stated that safety is Number 1 and that everyone agrees.

II. CDL Waiver Program

Mr. Shanks stated that the last time this issue was on the agenda they agreed that the unions would get a copy of the proposed policy with suggested changes that were discussed. They did not get an updated copy. He thanked Management for proposing the policy because under the CDL policy older employees with diabetes or heart disease may be at risk of being prevented from driving and lose their jobs. The CDL and driving is only one part of their jobs and employees are very qualified and have years and years of technical experience. Mr. Shanks stressed that this needs to move forward.

George Spears, Director of Labor Relations and Compliance, indicated that Mr. Gadis had instructed that they pull together a waiver program. He explained that this is a negotiable topic and must be negotiated with all five union locals. Mr. Spears reported that when they previously met four of the locals agreed to the terms of the program, but Mr. Shanks did not. He said that they tabled it because all five locals must agree. Mr. Spears reported that he could not speak on it further because it is a mandatory negotiable topic, and this is D.C. Water's position at this time.

Mr. Shanks spoke about his employees and how serious he is about this proposed waiver policy. He further stressed that an employee's health often has nothing to do with an employee's ability to physically do their job and use all their knowledge gained over years and years of service. Mr. Shanks indicated that in a pandemic, business cannot go on as usual. Everything has changed.

Barbara Milton, President of AFGE Local 631, commented on the issue. She stated that the four unions agreed to continue negotiations on the policy and that they would get an updated proposed policy and they have not due to the COVID-19 pandemic this topic was on hold and should be revisited. She asked Mr. Gadis and Mr. Spears if they were willing to continue to discuss or negotiate now. Mr. Spears replied that they put a generous proposal on the table, and it was rejected. So, they moved on to other pressing issues. They are amenable to going back to the issue soon. Mr. Gadis stated that they agreed at the last meeting to give them a couple of months and they would come back to it. He noted that he would be happy to come back later. Ms. Milton thanked him.

III. Update on COVID Relief and Health Care Flexible Spending Benefits

Ron Lewis provided an update on the Flex Spending Benefits accounts. He indicated that in 2020 a lot of employees had medical appointments that they could not keep and childcare needs that changed. As a result, a lot of money was not spent. COVID relief has allowed the funds to be moved from 2020 to 2021. This is voluntary but D.C. does not want employees to lose their money. April 30 was the deadline for submitting a claim. Mr. Lewis reported that they now have \$62,484 in the account. There is now a new Dependent Care Flexible Spending Plan vendor, Connecture Care. As many as 203 employees may benefit from these efforts.

Board Member Lavinia Baxter wanted the name of the previous contractor. Mr. Lewis indicated it was Wage Works.

Chairperson Hochberg indicated that there was no need for an Executive Session. The meeting was adjourned at 11:30 a.m.



**District of Columbia
Water and Sewer Authority**

Board of Directors

**Environmental Quality and Operations
Meeting**

Thursday, May 20, 2021

9:30 a.m.

MEETING SUMMARY

Committee Members

Adam Ortiz, Chairperson
Steven Shofar
Howard Gibbs
Ivan Frishberg
Ellie Coddling
Jared McCarthy

DC Water Staff Present

David Gadis, CEO & General Manager
Gregory Hope, Deputy General Counsel
Kishia Powell, Chief Operating Officer & EVP
Matthew Brown, Chief Financial Officer & EVP for Finance
and Procurement
Leonard Benson, SVP, CIP Project Delivery
Linda Manley, Secretary to the Board

I. CALL TO ORDER

Mr. Adam Ortiz called the meeting to order at 9:30 a.m. The meeting was conducted via Microsoft Teams.

II. ROLL CALL

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

III. AWTP STATUS UPDATE

1. BPAWTP PERFORMANCE

Mr. Aklile Tesfaye, VP, Wastewater Operations, DC Water, briefed the Committee on the performance of the Blue Plains Advanced Wastewater Treatment Plant (BPAWTP). Mr. Tesfaye stated that all performance parameters were excellent, and all permit requirements were met. He also reported that since the commissioning of the Anacostia River Tunnel in March 2018, over 10 billion gallons of combined sewage has been captured and sent to Blue Plains for treatment, with an impressive 90.2% capture rate.

Mr. Elkin Hernandez, Director, Maintenance Services, DC Water, highlighted the accomplishments of staff in the Department of Maintenance Services. The Anacostia River Tunnel network of diversion structures, drop shafts, and tunnels is supported by a complex instrumentation system. The instrumentation allows for remote monitoring of the tunnel system and includes open channel flow meters, rainfall gauges, and level sensors – all reporting to

operations at Blue Plains regarding wet weather events. In late 2020, DC Water's WWT Maintenance team noticed issues with some flow meters. Around the same time, the reporting systems started to lose communication with the open channel flow meters. There were 10 sites across the city that were affected, totaling 14 sensors. These instruments are installed at different tunnel related locations such as diversion structures and CSO channels. DC Water staff conducted troubleshooting, visual inspections of the instrumentation and engaged with the manufacturer and SME as part of the process. After discussions with the manufacturer, the meters were determined to have suffered 'early mortality' and despite them being outside of warranty period, the discussions lead to the manufacturer agreeing to replace the units for upgraded versions at no cost to DC Water. Installation of the upgraded sensors was completed in April 2021 and was a successful collaboration between staff in Wastewater Treatment (Lead), DC Clean Rivers, the Department of Wastewater Engineering, Department of Health and Safety, Procurement and the Department of Pumping and Sewer Operations.

Mr. Tesfaye reported that the quality of the plant effluent for April 2021 was excellent, with all effluent parameters well below the seven-day and monthly NPDES permit requirements. In 2021, a total of 486 million gallons (MG) of combined wet weather flow has been captured in the tunnel system to date through April 2021 and 1,050 tons of residuals have been removed that would have otherwise been discharged to the Anacostia River.

Mr. Tesfaye discussed electricity use at BPAWTP. In April 2021, the combined heat and power (CHP) system generated 6.8 MW of electricity, which is almost 25% of the total use (27.7 MW) at BPAWTP for the month. The goal for the CHP system is to produce greater than 20% of energy use at BPAWTP. Starting April 2021, the solar panels installed as part of Phase 1 of the Solar Power Project at Blue Plains started generating electricity. In April, the solar panels generated approximately 0.3 MW which is approximately 1% of the total electricity use at BPAWTP for the month.

Biosolids hauling during April 2021 averaged 470 wet tons per day and all 14,100 wet tons of biosolids produced during the month met Class A Exceptional Quality (EQ) requirements required by the EPA. Mr. Tesfaye reported that Blue Drop marketed 7,128 wet tons of Bloom during April 2021 and the remaining 6,972 wet tons not sold into the market were land applied.

The Committee inquired about the warranty period for the replacement instrumentation installed in the Anacostia River Tunnel and whether DC Water should expect to receive seven years of useful life from the instrumentation if it previously lasted for less than 2 years. Mr. Hernandez noted that the warranty period for the replacement equipment is one year. It was noted that the manufacturer provided replacement equipment at no cost and that the replacement equipment has been upgraded and is expected to perform closer to the expected service life of seven years. The reason for failure of the equipment is not known, but maintenance staff believe the cause to be early failure of the electronics due to intrusion of moisture.

IV. CIP QUARTERLY UPDATE

Mr. Paul Guttridge, Director, CIP Infrastructure Management, DC Water, provided an update to the Committee on the Capital Improvement Program (CIP) Report for the 2nd Quarter of FY2021. Mr. Guttridge gave a high-level update on CIP spending for FY2021.

Mr. Guttridge reported that disbursements in five of the six service areas are projected to be less than the baseline and one service area is showing spending projected to be in excess of the baseline.

Mr. Guttridge gave an update on Significant Contract Actions – six month look ahead:

- Project G500 – Soapstone Valley Creek bed Sewer Rehab
- Multiple Projects – Miscellaneous Facilities Upgrade 7
- Project CZ00 – Potomac River Tunnel Contract A – Advanced Utility Construction

Mr. Guttridge briefly discussed schedule Key Performance Indicators (KPIs) for the CIP. There are 33 total KPIs due in FY2021. Nine KPIs have been completed to date within the 90-day threshold and he discussed the four that will be completed outside of the 90-day threshold:

V. LEAD FREE DC PROGRAM

Mr. John Deignan, Program Manager, Lead Services, DC Water provided an update to the Committee on the status of the Lead-Free DC (LFDC) program and plans to increase replacement of lead service lines (LSLs). Mr. Deignan summarized the current status of the programs, noting that COVID impacts to the CIP budget resulted in the deferral of some projects planned to address LSL replacements. Based on current progress, LSL programs are on track to complete 800 LSL replacements in FY2021, more than any year in the past decade (2011-2020). Since the receipt of lead assistance funds from the District government in October 2019, approximately 350 LSL replacements have been completed resulting in direct savings for customers in excess of \$1 million for replacement costs for private LSLs.

Mr. Deignan discussed the current board policy for LSL replacements, noting that the policy established customer-initiated LSL replacement programs, called Voluntary Full Replacement Program (VFRP) for full LSL replacements. The policy caps the budget for this program at \$3.5 million per year. Due to the large customer participation in the program, the demand for participation exceeds the current budget for the program. To continue to serve customer participation in the program, an action item was presented to the Committee for consideration to increase the annual budget for this program from \$3.5 million to \$10 million per year.

Mr. Deignan noted that DC Water lead programs have been working to reduce the number of partial LSL replacements (where only the public side of the LSL is replaced, and the private side of the LSL remains in service). Through work with the District government, a law was passed to establish funding to help customers pay for the costs of private side LSL replacements. This funding went into effect in October 2019. In March 2021, eligibility for participation in this funding was expanded to include galvanized iron service lines in addition to LSLs. This expansion allows for the replacement of galvanized iron service lines downstream of LSLs.

Mr. Deignan discussed that the EPA's revised lead and copper rule would require DC Water to have a plan to replace all LSLs. Mr. Deignan noted that the Lead-Free DC plan must comply with the requirements of this proposed federal legislation. The Lead-Free DC program aims to eliminate all LSLs, including both public and private LSLs, in the District by 2030.

Mr. Deignan discussed the inventory of LSLs in the DC system, noting that there are approximately 10,400 Full LSLs (Public and Private Side LSLs), 11,200 Private Side-only LSLs and approximately 14,700 service lines of unknown material across the system. The Lead-Free DC program is working to classify the material of these unknown service lines by reviewing historic records, conducting water quality testing, establishing service line material during CIP projects

and conducting community outreach in areas likely to have LSLs based on the age of water mains in the area. The strategy for community outreach will look to prioritize historically underserved areas of DC to ensure equitable participation in all LSL replacement programs.

Mr. Deignan noted that the Lead-Free DC program is divided into the following three program areas:

- Lead Pipe Replacement Assistance Program (LPRAP),
- Voluntary Full Replacement Program (VFRP),
- Capital Improvement Projects & Emergency Repairs (CIPERR)

Mr. Deignan described that a model has been built as a method to prioritize the planning LSL replacements across the Lead-Free DC programs. The model incorporates both system improvement and social impact criteria to ensure equitable replacement of LSLs across the system. System improvement looks at factors such as water quality and water main integrity whilst social impact criteria review factors such as underserved areas (measured by the Area Deprivation Index) and vulnerable populations (measured by the density of children per the U.S. Census American Community Survey) within the system as means to determining areas to prioritize. The model will be applied in planning for block-by-block LSL replacements in the CIPERR program.

Mr. Deignan presented plans to increase the LSL replacements, noting that during the next phase of Lead-Free DC (Phase II - FY2022 through FY2023), approximately 7,000 LSL replacements are planned. Of the 7,000, around 5,000 are planned to be replaced through the CIPERR program area. It was noted that the cost to complete LSL replacements in Phase II would be approximately \$130 million. Mr. Deignan discussed the inter-agency coordination and stakeholder engagement required to execute LSL replacement programs and work towards the 2030 goal. DC Water continues to work with partner agencies, advisory groups, community groups and District government officials to ensure the continued success of the Lead-Free DC programs.

The Committee noted their appreciation for the diligence shown towards incorporating social impacts into the planning of the LSL replacement programs and making the programs more equitable for all DC Water customers.

The Committee inquired how customers can find out when their block will be included for LSL replacement as part of the block-by-block replacements in CIPERR program. Mr. Deignan noted that schedules will be rolled out through ANCs, community engagement outreach and mailings sent out to customers. Ms. Kishia Powell, Chief Operating Officer & EVP further noted that maps of prioritized blocks will be published online on an annual basis for customer use.

The Committee inquired if the marketing of the LSL replacement programs is creating confusion because the programs are not only for LSLs, but have also been expanded to include galvanized iron service lines. Ms. Maureen Schmelling, Director, Water Quality, DC Water noted that Lead Free DC programs are marketed as lead replacement as that is the predominant source of contamination. Galvanized iron service lines and plumbing are mostly a source of lead contamination when installed downstream of a lead service line.

The Committee inquired if there are any further water quality requirements associated with the EPA's revised lead and copper rule that could be an issue going forward and if there are any

emerging health standards proposed by the Department of Health.

The Committee inquired if funding for the \$10 million in annual funding being requested in the Revised Lead Service Line Replacement Policy will be from ratepayers given the loss in revenue currently being projected. Mr. Matthew Brown, Chief Financial Officer & EVP, DC Water explained that in the short term, funding for the immediate needs of the program is proposed to be allocated from a surplus of funding currently available. This will be discussed at the Finance and Budget Committee meeting on May 27th, 2021. Beyond the short term, funding may need to be built into the rates or alternative sources of funding may need to be identified.

Mr. John Deignan, Program Manager, Lead Services, DC Water presented an Action Item to approve the Revised Lead Service Line Replacement Policy.

The Committee recommended the Action Item to the full Board.

VI. BLUE PLAINS SOLAR STATUS UPDATE – FOLLOW-UP

David Parker, Director, Wastewater Engineering, DC Water provided an update on the estimated power generation and consumption at BPAWTP, including details on renewable energy. The status update was in response to questions from the Committee raised during the March 2021 Environmental Quality and Operations Meeting.

Mr. Parker provided details of the types and locations of solar panel arrays currently installed at BPAWTP. Arrays installed at the dock along the Potomac River are currently undergoing final testing and are anticipated to be online by the end of May 2021. For April, the peak output from the solar panels was 2.6 MW and the average for the month was 0.6 MW. Once the arrays at the dock are online, they are anticipated to add an additional 25% to the solar output.

Mr. Parker discussed the power consumption at BPAWTP, noting that for December 2020 a total of 48% of consumption was from renewable energy sources. Renewable sources include solar energy generated onsite, renewable energy purchased from the grid and both electricity and steam generated from the CHP system. Steam is classified as a renewable energy source in DC. At BPAWTP the steam from the CHP system is used to heat the digesters.

Mr. Chris Peot, Director, Resource Recovery, DC Water discussed future projected power consumption at BPAWTP. For 2021, up to 53% of consumption at BPAWTP is projected to be from renewable energy sources, based on projected production and use. Beyond 2021, Mr. Peot discussed projected progress if proposed projects are undertaken to increase renewable energy use at BPAWTP. Possible initiatives include increasing the amount of renewable energy purchased from the grid, completion of Phase II of the Solar Power Purchase Agreement project and possible completion of offsite solar net metered back to BPAWTP. Up to 78% of consumption at BPAWTP could be from renewable energy sources by 2027 if these projects are implemented.

Mr. Peot noted that revenue is being generated from current projects through the sale of renewable energy credits and that DC Water is reducing its' carbon footprint by committing to these projects. DC Water is in a good position and is prepared should any future requirements emerge that require a reduction in carbon footprint.

The Committee inquired about the constraints preventing DC Water from committing to more renewable energy initiatives, given that these projects can generate revenue and result in savings

on operational costs. It was noted that these projects are evaluated during the prioritization process for the CIP budget, but are also weighed against other projects that may be determined to have greater needs. Mr. Matthew Brown, Chief Financial Officer & EVP, DC Water noted that a framework to fund these projects is being developed in the financial plan to allocate funding for these projects when there is a payback period associated with the project.

The Committee inquired about the cost implications associated with increasing the amount of renewable energy purchased from the grid as an alternative to non-renewable energy purchased from the grid. It was noted that unit costs would increase because Pepco would have to purchase the renewable energy credits, it is anticipated that the unit costs for energy purchase from Pepco will increase as the demand for renewable energy increases.

VII. WATER OPERATIONS UPDATES

FIRE HYDRANTS

Ms. Marlee Franzen, Senior Manager, Water Operations, DC Water, briefed the Committee on the status of DC Water's fire hydrants. Ms. Franzen presented a map of public out-of-service fire hydrants and noted that there are no obvious areas of concern based on the distribution of out-of-service hydrants across the DC Water system. Ms. Franzen noted that hydrants coded as temporarily out-of-service are out of service due to ongoing construction activity.

DC Water is below the 1% out-of-service service level established in the Memorandum of Understanding (MOU) between the District of Columbia Fire and Emergency Medical Services Department (DC FEMS) and DC Water.

WATER QUALITY

Ms. Maureen Schmelling, Director, Water Quality, DC Water, briefed the Committee on the status of EPA Drinking Water Regulated Monitoring for April 2021. Ms. Schmelling reported that there were zero positive total coliform results from samples collected as part of the EPA total coliform sampling for April and none from samples collected for May to date. Ms. Schmelling noted that results for the Lead and Copper rule sampling remain low at 2 ppb for the 90th percentile for the first draw.

VIII. OTHER BUSINESS / EMERGING ISSUES

None.

IX. EXECUTIVE SESSION

No Executive Session Held.

X. ADJOURNMENT

Meeting was adjourned at 10:53 AM.



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

Finance and Budget Committee

Thursday, May 27, 2021

9:30 a.m.

MEETING MINUTES VIA MICROSOFT TEAMS

Committee Members

Anthony Giancola, Chairperson
Rev. Kendrick Curry
David Franco
Adriana Hochberg
Jared McCarthy
Sarah Motsch

Other Board Members

Tommy Wells, Board Chair

DC Water Staff

David L. Gadis, CEO & General Manager
Matthew T. Brown, CFO & EVP, Finance and Procurement
Marc Battle, Chief Legal Officer & EVP, Legal Affairs
Lola Oyeyemi, Director, Budget
Paul Guttridge, Director, CIP Infrastructure Management
Tanya DeLeon, Manager, Risk
Joel Grosser, Director of Procurement, Goods & Services
Linda Manley, Secretary to the Board

Other Presenters and Guests

Joe Underwood, Albert Risk Management

Call to Order

Chairperson Anthony Giancola called the meeting to order at 9:30 a.m.

April 2021 Financial Report

Ms. Lola Oyeyemi, Director, Budget, provided the monthly financial report. As of the end of April 2021, with 58 percent of the fiscal year completed, operating revenues were \$407.8 million, or 55.6 percent of budget, operating expenditures were \$325.8 million, or 50.7 percent of budget, and capital disbursements were \$221.7 million, or 47.0 percent of budget. She highlighted the ongoing implementation of the Oracle Cloud ERP system mainly for Human Capital Management & Payroll and Budgeting & Planning functions. Staff will provide a progress report on the project during the summer months after go-live of the Budgeting system.

Ms. Oyeyemi explained that the total revenue receipts of \$407.8 million, were \$25.4 million below the year-to-date budget, mainly in the Residential and Commercial categories. She informed the Committee that revenue receipts include the credits applied to customer bills for the Emergency Relief Residential Program and DC Water Cares Residential and Multi-family Programs.

Mr. Matthew T. Brown, Chief Financial Officer & Executive Vice President, Finance and Procurement, noted that the revenue report includes \$3.3 million for the customer assistance programs, and that amount is included as revenue in the report. A footnote has been added in the report to ensure this is visible to the Committee and stakeholders going forward.

Next, Ms. Oyeyemi provided a brief overview of the operating expenditures for the month. Total operating expenditures were \$325.8 million or 50.7 percent of budget. She emphasized that the area of underspending in chemicals is due to the lower than budgeted unit prices and staff will continue to monitor the market for any significant changes in unit prices of major chemicals as well as impacts of the reopening efforts in the region for the remainder of the fiscal year.

Ms. Oyeyemi went on to review the capital disbursements which are at \$221.7 million, or 47.0 percent of budget. She stated that the year-to-date underspending is mainly for the capital construction projects, delays in procurement and delivery of Fleet and other equipment and lower utilization of capital equipment reserves funds.

Ms. Oyeyemi provided an update on cash investments which comprise of the operating reserve, including the Rate Stabilization Fund (RSF) of \$90.2 million, and the remaining balances of the unrestricted and restricted reserve accounts. She noted that the appendix contained detailed information on the operating revenues, overtime spending, and capital disbursement details. Ms. Oyeyemi highlighted that the delinquent accounts were at \$24.0 million for 14,707 accounts, or 11.4 percent of the total accounts as of April 2021.

Chairperson Giancola's asked about DC Water's strategy for customer payment plans and available customer programs for the various delinquent accounts. Mr. Brown responded that DC Water will eventually start phasing in the various collection activities for the suspended fees during the Public Health Emergency. He noted that DC Water currently offers payment plans to customers and DC Water continues to advertise the various assistance relief programs available to customers. Additional information on the plan of action and new assistance programs will be provided at a future Retail Water & Sewer Rates Committee.

Capital Improvement Program (CIP) Quarterly Report Update

Mr. Paul Guttridge, Director, CIP Infrastructure Management, provided the FY 2021 Second Quarter CIP report by exception. He stated that management projects capital disbursements of \$397.1 million by the end of the fiscal year and is on track to meet the approved budget baseline of \$419.7 million for capital construction projects.

Mr. Guttridge provided an overview of the actual and projected disbursements by service area. He explained the significant project variances were mainly due to the underspending in Project IZ – Replace Influent Screens due to delays in installation of new screen equipment; Project FQ – Main & O Pump Stations Intermediate Upgrades associated with Miscellaneous Contract 7, which is proceeding later than expected; Project NG - Storm Pump Stations Rehabilitation due to the Kenilworth DDOT construction contract procurement being delayed; and Project RD – Major Sewer Rehab 2 which will now be executed in partnership with DOEE and other agencies to create a holistic improvement to Oxon Run, the sewers, the adjacent park land, and other infrastructure. Mr. Guttridge also noted Project BW – Lead Free DC Project is \$1.9 million above the baseline due to the higher-than-expected participation by homeowners to replace their lead services under the voluntary program.

Next, Mr. Guttridge reviewed the significant contract actions anticipated in the upcoming six months and reviewed the Key Performance Indicators (KPIs) for the second quarter. In response to Mr. Giancola's previous question regarding Building Modifications and Seawall Restoration

capital projects, Mr. Guttridge stated that these projects were delayed due to the extended time needed to finalize the Program/Design Management contract for the Non-process Service Area.

FY 2021 Year-End Projections

Mr. Brown provided the preliminary year-end revenue and expenditure projections for FY 2021. He highlighted the impacts of COVID-19 that include reduced consumption, increased customer delinquencies. He also discussed the Authority's response to its customers' needs during the pandemic including reconnecting service to customers and waiving late fees, and expanding customer assistance programs. New programs for customers are the multi-family program, and District and DC Water emergency assistance programs. DC Water also paused placing liens during the Public Health Emergency and is arranging payment plans for customers. He stated that the Authority was able to achieve budget savings protect employees and operations and to maintain a strong financial position by implementing operating budget reductions to align with the projected revenues and delaying \$170 million in capital projects. The CIP maintains the previously approved level of projected capital spending over the ten-year period as projects were deferred.

Next, Mr. Brown reviewed the forecasts for the operating revenue, operating expenditures and capital disbursements in the financial plan and the adopted budgets. He noted the year-end projections are determined against the financial plan rather than the approved budget. The Board-adopted financial plan included anticipated reductions in operating revenue of \$41.4 million, operating budget of \$20.2 million, debt service of \$4.4 million and capital projects of \$36.3 million for FY 2021. The preliminary year-end forecasts include additional revenue reductions of \$3.7 million, operating budget reductions of \$6 million, debt service reductions of \$12.5 million and capital spending of \$40.1 million compared to the financial plan forecasts.

The current estimate is that overall FY 2021 operating revenues will have a shortfall of \$45.1 million below the adopted level of \$733.7 million. Mr. Brown reviewed the assumptions for the various revenue categories. He explained that the anticipated revenue shortfall is mainly in the Commercial, Residential and Multi-Family revenue categories due to 25 percent decline in commercial consumption and 2 percent increase for residential and multi-family customers. Other areas of lower revenues include the \$600 thousand monthly reduction from not charging late fees, increased delinquencies, and lower than anticipated receipts for metering fee, System Availability Fee and other revenues.

Next Mr. Brown explained that the projected favorable variance of \$43.0 million for the operating budget includes the previously reported \$20 million reductions for core operations and maintenance. There is an additional \$3.3 million for the Environmental Impact Bond fee no longer required based on the performance of Green Infrastructure, and additional savings in fixed costs for chemicals and utilities. Debt service is projected at \$16.9 million below the financial plan due to refinancing earlier in the year and the delay in new bonds issuance until next fiscal year.

Mr. Brown went on to review the capital budget projections which includes a favorable variance of \$40.1 million compared to the revised budget. The projected underspending includes \$22.5 million for capital projects, \$14.6 million for capital equipment and \$3.0 million for Washington Aqueduct's capital projects. In response to Mr. Giancola's inquiry on lower spending for construction projects, Mr. Guttridge stated there is not an across-the-board trend on the delays

for capital projects and that each project has its own individual cause for delay. He reminded the Committee that the overall Board-adopted CIP was revised by delaying \$160 million in the near term for capital project spending to align with the projected revenues.

Next, Mr. Brown reviewed the below items for the Federal true-up, jurisdictional reconciliation and project billing refunds that impact the cash flow. He reported that the FY 2021 projected net cash position is \$12.9 million. This includes the projected revenue shortfall of \$3.6 million, lower expenses of \$20.4 million, and the variance from Prior Year's Federal Billing Reconciliation of \$3.9 million.

Mr. Brown then reviewed the options available to the Board for the allocation of the projected year-end surplus. These include the Board Resolutions for Rate Stabilization Fund Policy, Paygo Policy and previous actions undertaken in previous years.

Next, Mr. Brown presented considerations for the use of the projected FY 2021 year-end surplus totaling \$11.2 million for carry forward to FY 2022. These include \$4.5 million for purchase of vehicles due to delays in the review, prioritization, specifications and procurement process for specialized vehicles some of which are anticipated for Board approval in July 2021 and delivery in FY 2022. There is an immediate need of \$4 million in FY 2021 for the Voluntary Full Replacement Program above the ceiling of \$3.5 million allocated in the Board resolution based on increased customer requests. The LeadFree DC Program has an immediate need of \$2.7 million in FY 2021 for the project management costs including planning for the Block-by-Block program. Mr. Brown stated that management continues to work to identify additional funds anticipated for the Voluntary Full Replacement and LeadFree DC Programs in FY 2022.

In closing, Mr. Brown stated that updated forecasts and recommendations for the projected net cash position will be presented to the Committee at the June 24th Committee meeting with anticipated Board action in July.

July 1, 2021 Insurance Renewals

Ms. Tanya DeLeon, Risk Manager, presented the insurance renewal terms available to DC Water covering the period of July 1, 2021 to July 1, 2022. She provided background information on the renewal process, the extraordinarily difficult insurance market conditions faced at this time and the impacts of catastrophes and disturbance losses within the last year in property values.

Next, Ms. DeLeon provided detailed information about the market conditions for property, liability, management lines and premium rating bases. She explained that most of the premium increases are attributable to industrywide property and liability losses. She noted that insurance buyers are presently experiencing one of the worst insurance markets since the period following 9/11. She indicated one significant factor on DC Water's property insurance is that most of Blue Plains is within a 100-year flood zone and insurers are aware of the loss preventative measures in place, but pricing models still must treat the risk-level as high hazard. Dramatic premium rate increases are still occurring in the excess liability insurance market and insurers are insisting upon premium rate increases for low hazard accounts in the 15 to 25 percent range, such for accounts with heavy vehicle exposures. Another significant factor on insurance costs is that premiums trend

upwards in line with exposure increases. A minor portion of the increase in premium is due to increase in cost of construction plus DC Water's revenue and payroll growth.

Ms. DeLeon presented management's request for Board authorization to bind the Authority's insurance renewal coverage at not-to-exceed amount of \$4.4 million. She noted that negotiations are still underway with terms being evaluated and final insurance results will be presented at the June 24th committee meeting.

Mr. Tommy Wells commended management for their stewardship of funds especially for not facing a major deficit or having to make tough choices. He also reiterated the reality of climate change and the impact on the utility's budget including insurance, storms and required hardening of assets.

Action Items

The Committee members agreed to move the following action item to the full Board:

- Recommendation for Approval of Funding for Annual Property & Casualty Insurance Renewals

Follow-up Items

1. Provide a plan for outreach to inform/remind customers of the assistance programs available to them and ultimately how to apply. **(Mr. Giancola)**
2. Provide the number of active vs. non-active accounts within the delinquent accounts report. **(Mr. Franco)**
3. Provide information about how many customers could be eligible for assistance, and the number of customers participating in the relief programs due to the events of the past year. **(Ms. Motsch)**
4. Provide DC Water's plan for electric vehicles (EV) in the fleet, and any information about plans to purchase electric vehicles in the future. **(Mr. Franco)**
5. Provide details of changes in construction bid prices, if any, due to the economy over the last year. **(Ms. Motsch)**

Adjournment

Hearing no further business, Chairperson Anthony Giancola adjourned the meeting at 10:25 a.m.



CEO's Report

JUNE
2021



ACCOUNTABILITY TRUST TEAMWORK CUSTOMER FOCUS SAFETY WELL-BEING

Inside

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dc Highlights

Chairman Wells and members of the Board, it is my pleasure to update you on the performance and progress of the team at DC Water over the past month. The most significant news to share is our plan for a phased return to work sites for employees who have been working remotely over the course of the past 14 months due to the pandemic. In addition, some of you have asked about our new Fleet Management and Sewer Services facilities, and I have included an update on the construction of both buildings, along with other highlights and performance data from across the Authority.



High Performing Team

Recovery and Return to Work

Over the past 14 months, DC Water employees have navigated the unprecedented challenges of the COVID pandemic, while also demonstrating leadership and a commitment to public health and water equity that has reverberated across our industry. Their dedication and performance throughout has been inspiring and it has been my honor to lead such a committed team through the worst of this global crisis.

With the number of new cases on the decline and more and more people getting vaccinated, it is a relief to see the nation and the District now moving towards recovery and a return to normalcy. I have tasked the DC Water Recovery Team - led by **Kishia Powell** (Chief Operating Officer and Executive Vice President) - with delivering a recovery plan that will safely return employees to DC Water work sites over the summer.

On May 17, I updated our entire workforce on the timetable for a phased recovery. The plan calls for directors and above to return to work sites on June 7, 2021, with remaining non-union personnel returning on July 12, 2021. The Authority continues to work with union leadership to establish a date for the return of represented staff.



Communications with employees throughout this process is a key component of the Recovery Plan. In the coming weeks, the team will share additional details on a wide range of topics related to the return to work, including daily health self-check screenings, expanded cleaning of Authority facilities, and other changes implemented as a result of the pandemic.

COVID Vaccination Campaign

In addition to our focus on recovery messaging, the Authority continues to encourage employees to complete a vaccine regimen. Last month, I sent a message to all employees to encourage them to complete a survey on vaccinations and described my own decision to receive the vaccine.

We followed that communication with two training opportunities for employees, presented by Kaiser Permanente but open to all employees regardless of their health care provider. A Kaiser physician joined these sessions to answer staff questions on common misperceptions of the vaccine and the benefits of completing vaccination.

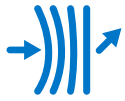
While the Authority is not requiring employees to complete vaccination, we have made a concerted effort to educate employees that receiving the vaccine protects their loved ones, their colleagues, and the community we serve.

DC Water Honored as COVID-19 Hero

In May, I was honored by the Md. Washington Minority Companies Association (MWMCA) as a COVID-19 hero for demonstrating bravery and commitment throughout the pandemic. The recognition was part of the Association's 18th Annual Spring Breakfast, which was held virtually. Eight other regional leaders (CEOs and government officials) were honored, including Calvin Butler (Exelon Utilities), Ronald Daniels (Johns Hopkins University), Laura Gamble (PNC Bank) and Jay Grauberger (Clark Construction Group).

In bestowing the award, the MWMCA specified that I was recognized for my "continued leadership and commitment to do business with diverse suppliers during the worldwide pandemic, while simultaneously supporting affirmative hiring practices, implementing social distancing practices, remote and flexible work arrangements and new hygiene and cleaning procedures in the workplace."





Resilience and Readiness

Update on New Facilities

As you know, we are in the process of constructing new work sites for some of our staff. Work has begun on both the new Fleet Management and Sewer Services facilities, for the teams who will be vacating the O Street compound to make way for new construction. Here is the latest information about both projects:

NEW Fleet Management Facility

6020 Walker Mill Road, Prince George's County, MD

- An unknown debris in-fill placed by the previous owner delayed construction while permits on soil stabilization were amended. The available history on permits in Prince George's County indicated Class I and II fill, but the actual fill has a fair amount of construction debris mixed in.
- Most of current work is in excavation-site prep stage, including building a retaining wall. The focus will then shift to footings for the building pad, and installing site utilities.
- Project is underway and is now on track to be completed in February 2022.



New fleet facility

NEW Sewer Service Facility

3101 Ames Place NE Washington

- Project is well underway and construction is near 80 percent complete.
- Site work and utilities have been completed. The contractor is currently pouring concrete slabs on parking lots and installing perimeter fencing.
- The vacuum truck shed has been erected and the material bins completed.
- Substantial Completion is scheduled to occur first part of August 2021



New sewer services facility

Infrastructure Week

It was refreshing to see water systems get equal billing with roads and bridges during National Infrastructure Week (May 10-14). Water was the sole focus of at least two sessions in the packed schedule of events, including one on "Water Infrastructure as a Driver of Economic Recovery, Equity, and Resilience." The distinguished panel for that discussion included our own Kishia Powell who said, "We have to invest in a way that allows us to improve the value of our infrastructure. If we don't invest in the right way, we're not able to achieve outcomes that allow communities to thrive on equal footing."

DC Water also joined the broad national United for Infrastructure coalition in highlighting the need for greater federal investment in infrastructure with a series of posts across our social media channels.

United For 
Infrastructure



#LeadWithInfrastructure

dc Highlights



Stakeholder Engagement

Lead Free DC Council Roundtable

On Monday, May 3, I attended a public roundtable, hosted by District Councilmember Mary Cheh (Ward 3), to provide a strategic overview of the Lead Free DC (LFDC) program. Ms. Powell, Matt Brown (Chief Financial Officer and EVP / Finance and Procurement) and Marc Battle (Chief Legal Officer and EVP / Government and Legal Affairs) joined me for this forum to provide additional subject matter expertise. The team shared that DC Water has completed more than 350 free or discounted replacements through the District-funded assistance programs, saving customers a collective

\$1 million in private-side expenses. We also communicated that the Authority's projects are replacing more than 800 lead service lines this year, roughly 60% higher than average replacement rates over the past decade.

Councilmembers and District stakeholders applauded our progress and expressed support for an equity-based plan that will require enhanced interagency coordination and potential legislation to facilitate accelerated lead removal. Funding opportunities and budget requests will be discussed at the next roundtable event, currently scheduled for June 8, 2021.



Multifamily Assistance Program Launches

Armon Curd (Executive Vice President / Customer Experience) informed me that the Multifamily Assistance Program (MAP) has reached another milestone, with the launch of the application for the general public. The launch of the application marks the third and final phase of initial outreach on the program. Previously, the team targeted those residing in affordable housing units, or those families who already receive other benefits, such as TANF or SNAP.

I would like to share my appreciation of the fine work of Mr. Curd in leading this effort, **Sarah Mandli** (Manager, Customer Service / Customer Experience), for coordinating technical requirements with Information Technology as well as **Geneva Parker** (Manager, Customer Service and CIS Support / Customer Experience) and her collections team for their support and assistance.

Customer Experience and the Office of Marketing and Communications continue to collaborate on outreach and marketing efforts to promote MAP and all of DC Water's other customer assistance and emergency relief programs.

Multifamily Assistance Program

Is your water bill included in your rent or HOA payment?

We can help you pay the water and sewer portion of your bills.



DC Water has created a unique program that will help pay the water and sewer portion of your payments to your landlord or HOA. If your water and sewer service is included in your rent or HOA fee, and you are struggling to pay rent or the HOA, let us help.

Your property owner, landlord or HOA must sign up for the program for you to participate. Once approved, they are paid the funding, 90 percent of which is to be credited back to eligible tenants. We encourage those tenants who do not pay a water bill directly to DC Water, and who have lost income due to the pandemic, or have an annual household income below \$126,000, to check if they are eligible.

If you already receive assistance such as SNAP, TANF, LIHEAP assistance or reside in affordable housing, you may already be enrolled. If not, please visit dcwater.com/MAP for more information and to check the participation status for your address.

Contact DC Water at **202-354-3750** or Cares@dcwater.com for help with assistance programs or to set up a flexible payment plan.





Divisions

New to the CEO report are the addition of service level based key performance indicators for our operations divisions. These are indicators for which the teams have established or confirmed response and resolution times in which to perform the related work. This is assisting us in identifying productivity impacts related to COVID-19 and resource needs as well as benchmarking ourselves against other utilities. It is important to note that where teams may not meet the Service Level Targets set for a specific metric, it does not mean the work is not getting accomplished. The teams are doing a tremendous job despite the pandemic and continue to strive to meet a high bar of performance.



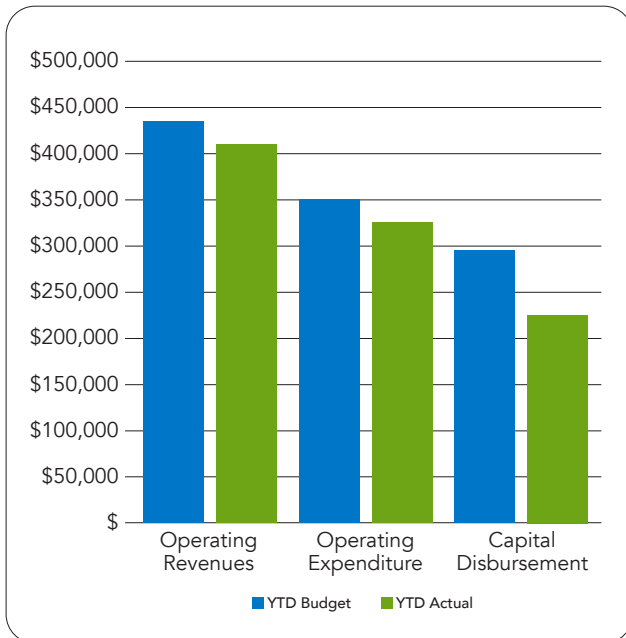
Finance and Procurement Division

Finance Highlights

FY 2021 Financial Performance YTD

As of the end of April 2021, with 58 percent of the fiscal year completed, both revenues and expenditures are below budget. Revenues are below budget by \$25.4 million as compared to the year-to-date (YTD) budget mainly due to the Residential, Commercial and Multi-Family categories. DC Water is working to align expenditures with revenues, and as a result operation and maintenance, including debt service, expenditures are below the YTD budget by \$26.9 million.

FY 2021 Year to Date Performance Budget vs. Actuals (\$000's)



Preliminary FY 2021 Year-End Projections

At the onset of the pandemic we worked to align expenses with reduced revenue receipts, and spending target reductions were implemented to achieve \$20 million in operational savings. Overall operating expenditures are projected to be \$43 million below the Board-adopted FY 2021 budget. This includes the identified spending reductions of \$20 million, plus an additional \$6 million from contractual services, chemicals, and utilities, and \$16.9 million from debt service due to refinancing at lower interest rates and delay in new bonds issuance until next year.

The FY 2021 capital disbursements are projected to be \$40.1 million below the revised budget across the various service areas except for Wastewater Treatment which is due to the Gravity Thickener Upgrades Phase II project progressing faster than planned. The projected underspending for capital equipment is due to delays in purchase of fleet vehicles, delayed activities for the on-going meter replacement program and lower than planned use of Authority-wide reserves.

The FY 2021 operating revenues are projected to be \$45.1 million below the adopted budget mainly for the commercial, residential, and multi-family customer category due to the decline in consumption. The overall FY 2021 projected net cash position is \$12.873 million, and management reviewed options for year-end allocation for consideration by the Finance and Budget Committee. Management will provide updated forecasts in June with recommendations by the Committee anticipated in June and Board action in July.

Procurement and Compliance Highlights

Business Diversity and Inclusion Highlights

Events participated:

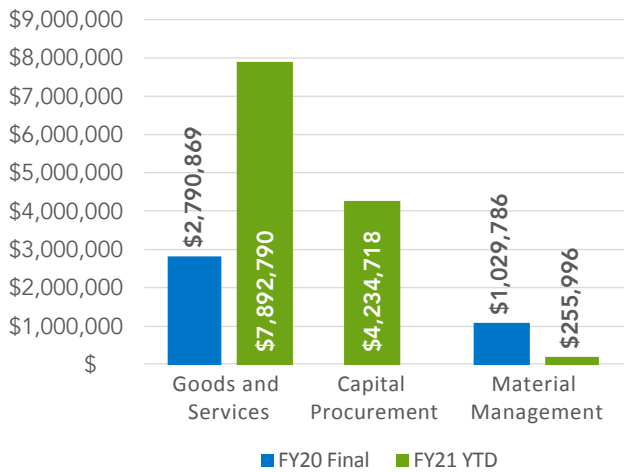
- Workforce Investment Council Board
- National Utility Diversity Council Advisory Board
- Workforce Investment Council
- District of Columbia's National Leadership Panel of the DAWN Initiative Meeting
- Judge for the Capital Region Minority Supplier Development Council's Pitch mania
- Washington Hispanic Contractors Association Quarterly Roundtable
- University of North Carolina – Government Purchasing Symposium
- DDOT DBE Summit Run of Show Preparation for May

Procurement and Compliance – continued

Cost Savings (negotiated savings and cost avoidance)

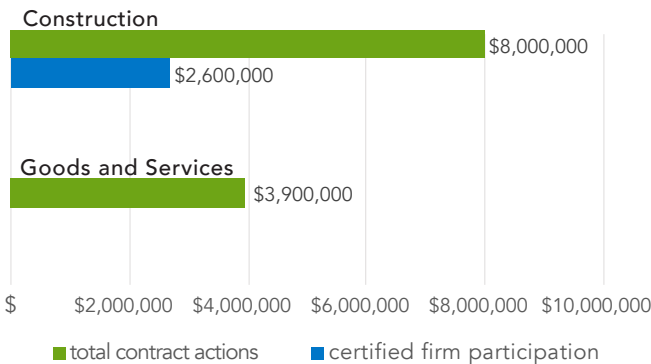
The chart shows the FY20 total cost savings and FY21 year-to-date cost savings achieved by Procurement through the competitive solicitation process in the Capital Project and Goods/Service solicitations and the cost avoidance achieved in the Materials Management through the inventory optimization. The cost savings for Capital Procurement was not tracked in FY20.

Cost Savings (cumulative 10/1/20 - 4/30/21)



Total Contract Actions and Certified Firm Participation in April 2021

April 2021 Contract Actions



Upcoming Business Opportunities

All current and planned solicitations are available at dcwater.com/procurement. Those upcoming in the next two months are shown below:

Capital Procurement:

Planned Solicitation	Project Title	Solicitation Type	Estimated Total Contract Value	Delivery Type	Eligible Inclusion Program
May 2021	Public Space Restoration Contract for FY 21 - FY 24	RFP	> \$10M	Construction Contract	DBE/WBE
May 2021	SDWMR 15A	IFB	> \$10M	Construction Contract	DBE/WBE
Jun 2021	Constitution & SDWMR 14D	IFB	\$5-\$10M	Construction Contract	DBE/WBE
Jun 2021	Potomac River Tunnel Project (Tunnel)	RFP	> \$10M	Master Service Agreement	DBE/WBE

Goods and Services Procurement:

Planned Solicitation	Project Title	Solicitation Type	Estimated Total Contract Value	Eligible Inclusion Program
May 2021	Document Management Services	RFP	\$1-\$5M	DBE/WBE
May 2021	Annual Maintenance and Repair of Industrial Electrical Control Equipment & Other Systems (low voltage)	RFP	\$1-\$5M	DBE/WBE
May 2021	Temporary Staffing	RFP	\$1-\$5M	DBE/WBE
May 2021	Financial Staff Augmentation	RFP	< \$1M	LSBE
May 2021	Calcium Hydroxide	RFP	\$1-\$5M	DBE/WBE
May 2021	Elevator Maintenance and Repair	RFP	< \$1M	LSBE
May 2021	Financial Consultant Services	RFP	< \$1M	LSBE

COVID-19 Recovery

The Office of Emergency Management coordinated the facilitation of DC Water's IMT COVID-19 After Action Conference (AAC) on April 27th, with 73 participants. The AAC provided a forum for members of the Incident Management Team to review the performance of the unprecedented COVID-19 activation and make recommendations for the Recovery Team to consider as DC Water looks to return to a new normal. OEM also worked with DC Health to offer 100 appointments of COVID-19 vaccinations to staff and provided appointment reminders to staff that signed up.

Accomplishments

DC Water was ranked 100 Best Fleets in the Americas (#68) by the National Association for Fleet Administrators (NAFA). Director of Fleet Management, Timothy Fitzgerald, was recently elected to Chevron Fleet Solutions' Advisory Board for the Fleet Management Information System (Fleetwave) and named Vice Chair for NAFA's National Capitol Region. Mr. Fitzgerald also was on the panel for Greater Indiana's webinar, "Building a Biobased Fleet: Saving Money and Boosting Performance".

Department of Facilities Management started the pilot on-call program to provide weekend and holiday on-call coverage for emergency response for DC Water facility issues.

The Office of Emergency Management presented at Everbridge's webinar Proactive Communications for Utility Companies on April 14th, FEMA and HSEMA sponsored Risk Reduction Consultation for Washington DC on April 15th, and Global Resilience Foundation's Mid Atlantic Regional kickoff meeting on April 22nd.

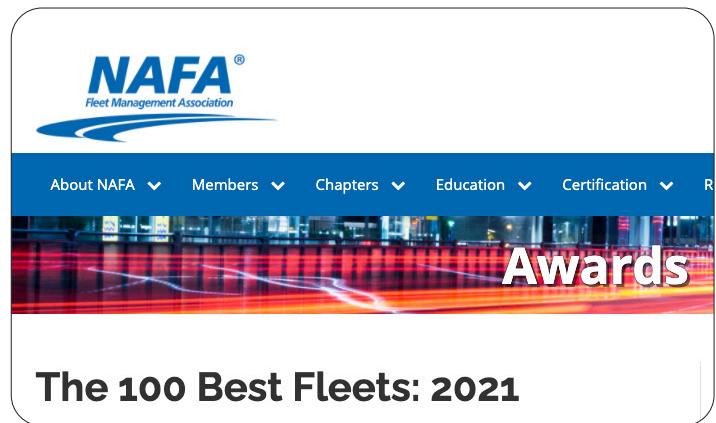
Facility Projects

- Kitchen renovations were completed at CMF (Instrumentation and Small Equipment shops) and at the Multimedia Building.

Upcoming Priorities

Leading Indicator Scorecard

The Department of Occupational Safety and Health (DOSH) continues with the implementation of the Leading Indicator Scorecard. Blue Plains, Pumping & Sewer Operations, Water Operations and Customer Experience have all engaged in the program. Leading Indicator Performance continues to be tracked by DOSH & communicated to all four (4) participating departments. DOSH to begin preliminary discussion with Clean Rivers & Rolling Owner Controlled Insurance Program on implementing Leading Indicators for the entire program.



Administration Metrics

Metric	Target	Jan-21	Feb-21	Mar-21	April-21
Security: Camera operational uptime	90%	95%	94%	96%	95%
Security: Smart card readers operational uptime	90%	99%	99%	99%	99%
Security: Percent of security investigations completed within 21 days	95%	100%	100%	100%	100%
Facilities: Preventive Maintenance Completion Rate	90%	40%	46%	21%	28%
Facilities: Service Request Completion Rate	90%	22%	27%	40%	20%
Fleet: Preventive Maintenance (PM) on Schedule	96%	19%	27%	43%	38%
Fleet: Priority Vehicles/Equipment (In-Service)	96%	83%	83%	79%	85%
Safety: DC Water Employee Recordable Incident Rate (RIR) (CY)	< 5.3	3.6	4.2	5.1	4.8
Safety: DC Water Employee Lost Time Incident (LTI) (CY)	< 2.1	2.3	1.4	2.3	2.6
Safety: Contractor/ROCIIP Recordable Incident Rate (RIR) (CY)	< 2.8	1.42	1.9	1.6	1
Safety: Contractor/ROCIIP Lost Time Incident (LTI) (CY)	< 1.1	0.14	0	0	0

Facilities and Fleet continue to struggle to meet preventative maintenance and service request benchmarks due to the reductions in services and activities related to COVID-19. The good news is that fleet availability for priority#1 vehicles is back above 80% and expected to rise as staffing pressures have eased.

Two Safety metrics continue to rise: DC Water LTI – Team Blue been above our benchmark for this all year. The same issues continue to exist from COVID-19 impacts on Alternative Work Duty (AWD) options, lack of regular in-person communication (toolbox talks, etc.), to delays in implementing leading indicators which will better track assessments/inspections and training. ROCIP RIR – One or two potential recordable injuries came in, final determinations pending doctor's recommendations. Team Blue continues to perform at an exceptional level, so this is not an area of immediate concern.



Customer Care and Information Technology

Customer Experience’s answer rate has been sustained with the addition of our new hires. Our talk time increased due to turning on collection reminders for past due and delinquent accounts.

Customer are calling to discuss bills and get resource information on assistance and payment arrangements. Command Center was below target by 2% due to reduced staff (vacation/sick leave). Staffing level is stable at full compliment. Our DC Water Multifamily Program has identified about \$2 million in pending units for property owners who haven’t signed up yet. We’re reaching out to them directly over the next few months to get them enrolled in our program. We will continue focusing on guiding our customers to assistance programs as they contact us in the call center as well as offering flexible payment arrangements.

DC Water Cares: Residential Assistance Program

We can help you pay your water bill



District residents can apply to get their past due water bills (up to \$2,000 paid from emergency funding provided by DC Water. The District Department of Energy and the Environment processes the applications for the **Residential Assistance Program** among other utility programs.

Those who already received assistance from the District-funded program may be eligible for the additional assistance. Also, once approved, customers may continue to draw on the assistance until they reach the \$2,000 maximum or the program ends.

If you have lost income due to the pandemic, or if your household income is below \$126,000, we encourage you to apply for this program. You may even qualify for additional, ongoing discounts. DC Water has several financial assistance programs and can set up monthly payments plans. Please reach out if you are struggling to pay your water bill.

Let us help!

STAY DC
The District has more financial assistance programs for D.C. renters and housing providers to help cover housing and utility expenses. Apply to **STAY DC** for money you can use to help pay rent, gas, water, and electricity. stay-dc.gov #33-4-STAYDC

call: **311 or (202) 350-9649** to apply for the emergency residential assistance program.

Contact DC Water at **202-354-3750** or **Cares@dcwater.com** for help with assistance programs or to set up a flexible payment plan.

Scan this for more information and an application:



dc water is life®

5/2021

Customer Assistance Programs (CAP)

Program	FY2020 Enrolled	FY2020 Dollars	April. # Enrolled	April. Dollars	# FY21 Enrolled	FY2021 Dollars	FY2021 Budget
CAP I	3,818	\$1,584,808	274	\$214,240	3,469	\$1,075,483	\$2,200,000
CAP II	624	\$173,837	27	\$20,390	444	\$124,795	\$200,000
CAP III	133	\$25,863	6	\$2,929	149	\$18,693	\$200,000
Non Residential CRIAC Relief	171	\$1,028,753	10	\$79,212	120	\$534,746	\$2,747,591
Emergency Relief Program	2,098	\$884,388	85	\$71,027	1,684	\$944,493	\$1,073,979
DC Water Cares Residential	N/A	N/A	136	\$87,083	1,078	\$528,780	\$3,000,000
DC Water Cares Multifamily (units)	N/A	N/A	350	\$164,360	5,114	\$2,165,679	\$6,280,000

IT Monthly Report

SR/WO Type	SL Target/ SLA	July 2020	Aug 2020	Sept 2020	Oct 2021	Nov 2020	Dec 2020	Jan 2021	Feb 2021	March 2021	April 2021
Number of tickets submitted	Trend only	1,606	1,026	1,028	937	825	930	863	880	1,142	737
Number of open tickets	Trend only	57	24	99	31	7	108	33	72	94	71
Helpdesk SLA	96%	98%	96%	97%	95%	96%	100%	98%	99%	98%	99%
Number of active projects	Trend only	9	9	11	18	20	21	20	20	20	20
Number of completed projects	Trend only	19	22	23	0	0	3	4	7	7	9
On schedule performance	90%	74%	75%	94%	94%	91%	95%	87%	83%	83%	83%
On budget performance	90%	100%	96%	100%	100%	100%	91%	96%	90%	92%	75%

dc Customer Experience Division

Customer Care and Information Technology

Key Performance Indicators

Metric	Target/ Service Level	Jan-21	Feb-21	March-21	April-21
% of Bills issued on time (w/in 5 days)	95%	97%	96%	97%	96%
Estimated bills as a percent of meters read	3%	5%	5%	5%	4.2%
Number of High Bill Complaints	trend only	239	253	269	189
% of OPC inquiries resolved within 14 days	90%	100%	100%	100%	100%
% of calls answered in 40 seconds (call center)	85%	83%	97%	92%	96%
Monthly Call Volume Served (Call Center)	trend only	5,799	5,769	6,767	6,237
Average Talk Time (minutes)	3:30	5:54	5:53	5:45	6:29
Average Wait Time (minutes)	1:30	4:11	0:11	0:24	0:20
Abandoned Calls (%)	6%	3%	1%	1%	1%



dc operations and Engineering Division

Water Services, Sewer and Pumping Operations, Wastewater Treatment, Engineering, DC Clean Rivers

Featured Department of the Month – Wastewater Engineering

Featured Projects

Installation of Floodwall Segment C is significantly underway. Pre-cast panels and CIP concrete foundations are being installed as well as the new floodgate crossing North-South Road. With 60% of the floodwall constructed, the Department anticipates final completion to be sometime in July.

Gravity Thickener Upgrades is approximately 44% complete and on schedule. Gravity thickeners (GT) -8 and GT-10 began operational demonstrations in May. The tank cover and structural frame at GT-7 is anticipated to be completed in May. Focus remains on demolition, wet well concrete restoration and preparation needed before installation of the new equipment.

Filter Influent Pumps 1-10 Rehabilitation continues. The project remains on schedule and is close to halfway completed with Pump 6 delivery and installation scheduled to be completed later this month.



Blue Plains floodwall installation



Gravity thickener upgrades

Key Performance Indicators

Metric	Target/Service Level	Jan-21	Feb-21	Mar-21	Apr-21
Wastewater Operations					
NPDES Permit Compliance	100%	100%	100%	100%	100%
Air Permit Compliance	100%	100%	100%	100%	100%
Biosolids Class A	100%	100%	100%	100%	100%
Tunnel Dewatering	100%	100%	100%	100%	100%
Combined Heat and Power	>20%	23%	19%	20%	26%
Reactive Maintenance	<20%	35%	34%	31%	31%
Critical Asset Availability	>95%	97%	97%	98%	98%
Sewer Operations					
CSS Structures Inspection	100%	100%	100%	100%	100%
MS4 Area Catch basins Cleaning/Inspections	100%	9%	14%	30%	48%
CSS Area Catch basins to Anacostia – Cleaning/Inspections	100%	0%	13%	36%	52%
Non-Anacostia CSS Area Catch Basins – Cleaning/Inspections	87%	0%	0%	1%	3%
Sewer Cleaning and Inspection (Miles)	>12	4.6	16.5	29.9	4.4
Sewer Backup (Investigation to Resolution)	>95%	100%	100%	100%	100%
Sanitary Sewer Overflow	1.4 per 100 Miles	0.15	.23	.52	.52
Combined Sewer Overflow	0	0	0	0	0

dc Operations and Engineering Division

Water Services, Sewer and Pumping Operations, Wastewater Treatment, Engineering, DC Clean Rivers

Key Performance Indicators continued

Metric	Target/Service Level	Jan-21	Feb-21	Mar-21	Apr-21
Pumping Operations					
Firm Pumping Capacity Maintained	100%	100%	100%	100%	100%
Reactive Maintenance	<20%	34%	42%	38%	40%
Critical Asset Availability	95%	97%	96%	97%	98%
Water Operations					
Safe Drinking Water Compliance	100%	100%	100%	100%	100%
Replace Non-Standard Hydrants	>21/Month	2	8	10	31
Hydrant Flow Tests (Non-Winter Months)	>180	23	44	70	84
Fire Hydrants Operational	99%	99.5%	99.6%	99.59%	99.75%
Emergency Water Service Orders Completed	>90%	92%	73%	100%	100%
Water Quality Complaint Resolution (within 48 hours)	>90%	58%	67%	57%	72%
Water Main Breaks	<28/Month	80	82	25	25
Water Main Break Rate /100 Miles (National Average is 25)	25	54	58	52	48
% of Hydrant Leaks in Inventory that are not leaking	>90%	99.2%	99%	99%	99%
Permit Operations					
Overall On-time completion of Permit Reviews	90%	87%	86%	83%	96%



dc **operations and Engineering Division**

Water Services, Sewer and Pumping Operations, Wastewater Treatment, Engineering, DC Clean Rivers

Explanation of Missed Targets

Wastewater Operations Reactive Maintenance (<20%)

DC Water has adopted industry best practice benchmark of less than 20% reactive maintenance hours as a percent of total maintenance hours. Based on experience from leading Industries, it will require 3-5 years to transform to a culture of proactive maintenance and effectively implement proven skills to eliminate or reduce failures that lead to reactive maintenance.

MS4 Area Catch Basin Cleaning/Inspection (100%)

The Department has an annual goal of 100% and expects to achieve this goal by year end.

CSS Area Catch basins to Anacostia (100%) and Non-Anacostia CSS Area Catch Basins (85%)

Our next goal is to complete cleaning the entire MS4 for compliance period July 1, 2020 – June 30, 2021. We also have a non-compliance goal for 1st time inspections of the CSS Anacostia between January 1, 2021 -June 30, 2021. Our compliance period for cleaning the Non-Anacostia CSS is January 1, 2021 - December 31, 2021

Pumping Operations Reactive Maintenance (<20%)

The slight increase in reactive maintenance can be assigned to several miscellaneous items – alarms, replacement of lights, exhaust fan not working among others.

Hydrant Flow Tests (Non-Winter Months) (>180)

The Department did not meet the monthly target due to fleet availability and prioritization of other emergency field work

Water Quality Complaint Resolution (within 48 Hours)

The percent of Water Quality complaint to resolution was higher in April but remains lower than the target due a decrease in staff availability. Our response to customer complaints follow this progression: Phone consultation, water testing, flushing, water testing 1-2 weeks after flush to ensure water quality has maintained improvement, and repeat flushing and testing as necessary. WQ&T currently has 4 of 6 WQ technicians employed, therefore we are not able to complete much of the non-compliance activities which for this program is the water testing after flushing to ensure the flushing activity resolved the complaint.



dc DC Water Capital Improvement Program

Water, Sewer, Blue Plains, Lead Free DC and DC Clean Rivers

Water Service Area Projects

Update on projects and priorities

- Engineering is working with the Lead Free DC Project Team on prioritization of water mains and lead service line replacements
- Planning and Design of Phase II has started using the existing Water Program Management Contract
- The Engineering team is working with a Contractor to resolve challenges with the interior coating in the storage tank at the St. Elizabeth's Water Tower.
- The Department of Engineering and Technical Services (DETS) continues to focus on the construction and planning of at least 20 small diameter water main replacement projects.

History in the Making

Six of the 34 buildings located on the grounds of the Blue Plains Advanced Wastewater Treatment Facility are at least 50 years or older and are deemed eligible for listing in the National Register of Historic Places and the DC Inventory of Historic Sites. These buildings were established as part of the original construction of Blue Plains between 1934-1938. The Blue Plains Advanced Wastewater Treatment Plant was a significant development in the attempt to limit the discharge of raw sewage into the Potomac River and adjacent tributaries. Although Blue Plains has drastically evolved and many buildings have been renovated over time, they retained their location, association, and meaningful purpose.



Aerial view of Blue Plains, ca. 1937



DC Water detailed the strategy of the Lead-Free DC program to the Stakeholder Alliance on 4/22 and at a Public Roundtable hosted by Councilmember Mary Cheh on 5/3/21. DC Water will meet again with Councilmember Cheh for another Public Roundtable on 6/8/21 to discuss funding needs for the planned lead replacement projects beginning in FY22.

Fiscal Year	LPRAP (Assistance Program)	Voluntary Full	CIP Full	CIP Partials	Emergency Full	Emergency Partials	Total LSRs	FY21 Goal	Total Partials	Partials %	Goal %
FY2021	114	333	13	7	50	1	518	500	8	1.5%	2.10%

Updates on Current Projects:

Tunnel Boring Machine "Chris" broke through the drop shaft at the R Street NW construction site, on April 21st at 4:00AM. This marks completion of the Northeast Boundary Tunnel excavation; the longest segment and final portion of the Anacostia River Tunnel system.

The Northeast Boundary Tunnel Project is scheduled to be placed in operation some time in 2023.

CSO 025/026 Sewer Separation has entered the construction phase. DC Water is reviewing the construction submittals and the contractor is working on securing necessary the permits before mobilizing.



Tunnel Boring Machine "Chris"



High Risk Audit Findings

Open High Risk Prior Audit Findings

	Audit FY	Issue Date	Audit Report	High Risk Open Finding	Original Target Date	New Target Date	# Extensions
1	2016	7/28/2016	Training, Licensing, and Certification	Identification and monitoring of training requirements by position <i>Status notes: Two of three training buckets (safety and compliance) have been configured in LMS. Coordination underway with HRBPs to complete final training bucket (technical training).</i>	9/30/2017	1/1/2022	4
2	2017	4/27/2017	Data Privacy Assessment	Finding Issued in Executive Session	5/1/2017	11/30/2021	7
3	2017	10/26/2017	Entity Level Assessment	Lack of a comprehensive risk management function to evaluate entity-wide risk	10/1/2018	3/31/2022	3
4				Lack of Authority-wide policy and procedure management function <i>Status notes: EPMO is in the process of developing an Enterprise Risk Management (ERM) Policy to be institutionalized across the enterprise. EPMO is also developing a policy regarding policy and procedure administration to address Authority-wide policy development, issuance, and maintenance. A DC Water Policy Administrator position will be created.</i>	9/30/2018	2/28/2022	3
5	2018	1/24/2019	Enterprise Work Order Management Assessment	DWO – Inadequate capture of labor and materials cost data in Maximo work orders <i>Status notes: Pilot for hydrant program is complete. Roll out of valve application is anticipated by the end of the fiscal year.</i>	9/30/2020	9/30/2021	1
6	2019	4/25/2019	Legal Operations Assessment	Lack of definition of Office of Legal Affairs' role in matters across the Authority <i>Status notes: Milestones provided by Legal regarding closure of this item. Meetings have been held with Division Chiefs to discuss the process of drafting a service level agreement (SLA) to formalize the role Legal Affairs will play and how and when Divisions should reach out to Legal for counsel.</i>	9/30/2020	9/30/2021	1

Open High Risk Prior Audit Findings

	Audit FY	Issue Date	Audit Report	High Risk Open Finding	Original Target Date	New Target Date	# Extensions
7	2019	4/25/2019	Occupational Safety and Health Internal Audit	Outdated comprehensive safety plan for the Authority <i>Status notes: Safety policies are now going through the process of leadership review and communicating to the various Unions for feedback and discussion.</i>	3/1/2020	9/30/2021	4
8	2019	7/25/2019	Purchasing Card Internal Audit	Non-compliance with documented PCard and TCard policies <i>Status notes: PCard policy has been updated and updated training conducted for all cardholders. TCard policy updates are on-hold given other COVID-19 response priorities and limited TCard usage.</i>	5/25/2020	On hold	0
9	2019	1/23/2020	Asset Management Assessment	Inaccurate data captured in GIS map and data table <i>Status notes: GIS team has made progress identifying required fields and missing data. PowerBI dashboard created to monitor linear asset attributes.</i>	7/31/2020	7/31/2021	1
10	2020	4/23/2020	Facilities Management Internal Audit	Utilization of Maximo – Inconsistent Entry of Materials & Labor	6/15/2020	8/31/2021	2
11				Work Order Monitoring – Lack of Supervisor Review & KPIs <i>Status notes: Facilities will be working in coordination with IT and Materials Management to facilitate the capture of materials on individual work orders, along with training personnel on the use of new mobile tablets for work order completion, including Foreman review requirements.</i>	6/15/2020	8/31/2021	2

Legend	
	Past due
	Original target date has not yet come due





CEO Report Dashboard

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ORGANIZATIONAL PERFORMANCE DASHBOARD (Apr 2021)


Financial Highlights

Net Operating Cash (\$m)		Operating Revenue (\$m)		Operating Expenses (\$m)		Capital Disbursement (\$m)		Operating Cash Bal (\$m)	
Actual	87.68	Actual	407.80	Actual	325.80	Actual	221.70	Actual	215.30
Target	67.11	Target	433.20	Target	352.70	Target	292.00	Target	185.00

Core Invest Yield (%)		Short Term Invest Yield (%)		Delinquent Acct Receivables (%)		On-time Vendor Payments (%)	
Actual	0.83	Actual	0.12	Actual	4.23	Actual	92.00
Target	0.18	Target	0.01	Target	3.00	Target	97.00

Operations and Engineering Highlights

Lead Concentration (ppb)	Total Coliform Rule (%)	Biosolids Production (wet tons)	Total Nitrogen (lbs/yr mil)
		Actual 471	

Plant Effluent Flow (gal mil)	Excess Flow (gal mil)	Water Main Leaks	Water Valve Leaks
	0	25	1

Fire Hydrants Insps. And Maint.	Fire Hydrants out of Service	Fire Hydrants Replaced (YTD)
1096	25	35

Sewer Main Backups	Sewer Lateral Backups	Dry Weather CSO	Permits Processed within SLA (%)	Electricity Usage (Kwh)
9	95	0	96	19700

Customer Experience Highlights

Call Center Performance		Command Center Performance		Emergency Response Time	
Actual	96%	Actual	83%	Actual	100%
Target	85% 	Target	85% 	Target	90%  (% of calls Received)

Low Income Assistance Program Highlights

SPLASH Contributions (\$tho)		Customer Assist. Program (\$tho)	
Actual	42.31	Current	214.24
Target	46.67	Previous	158.45

People and Talents Highlights

Recruitment Activity	
Filled	2
Open	31

Administration Highlights

Employee Lost Time Incidence Rate	
	2.60%

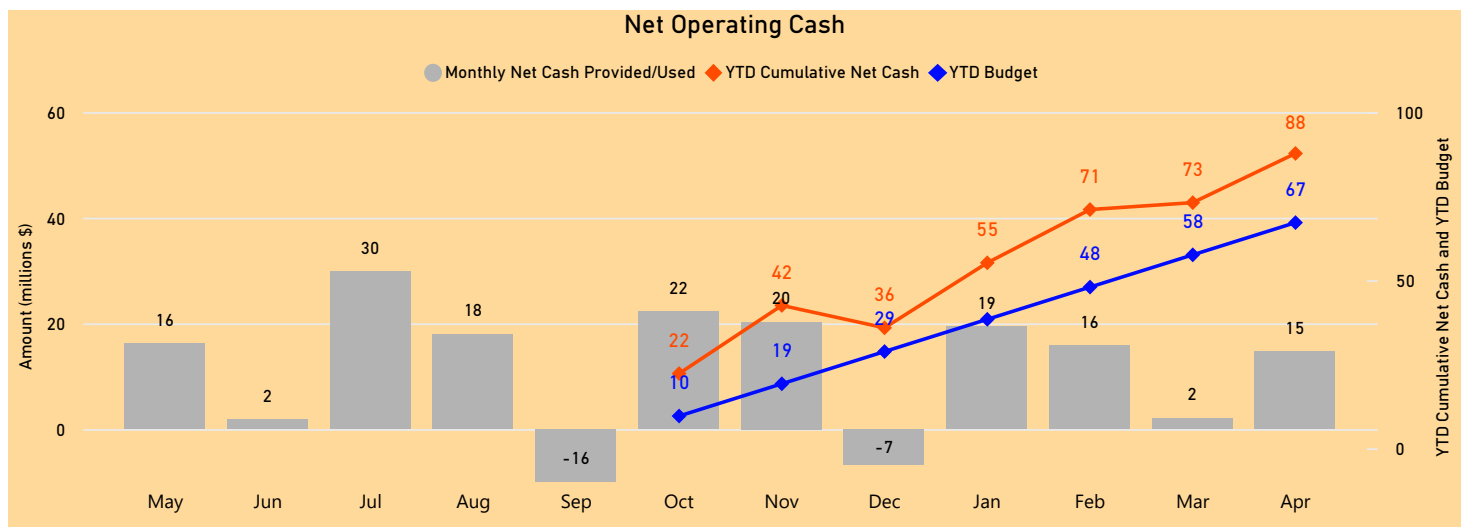
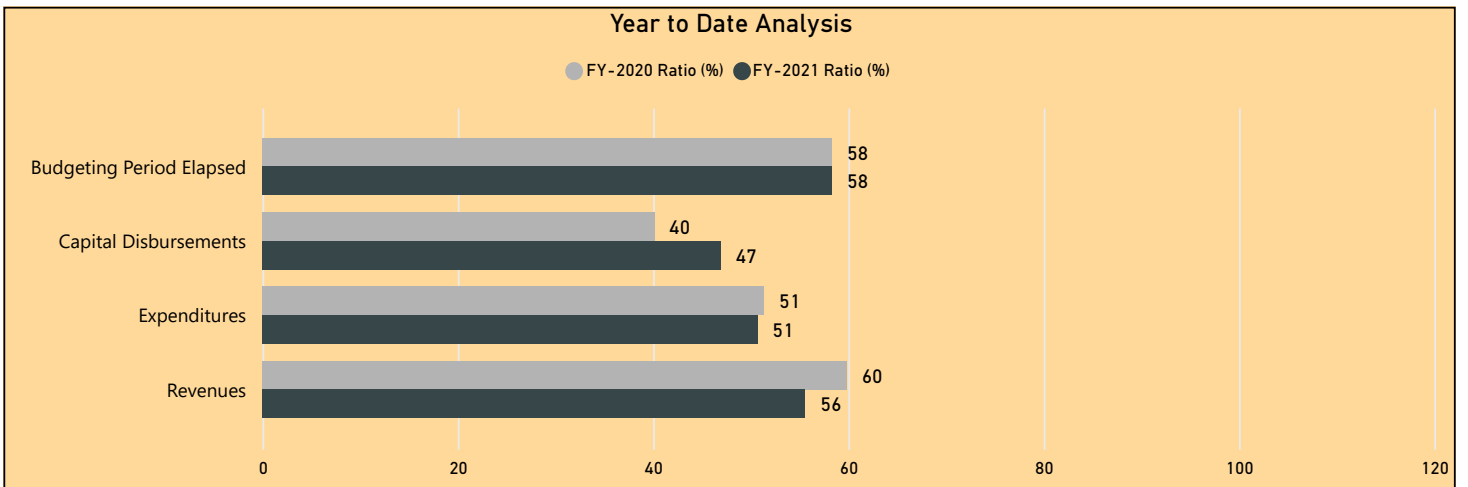
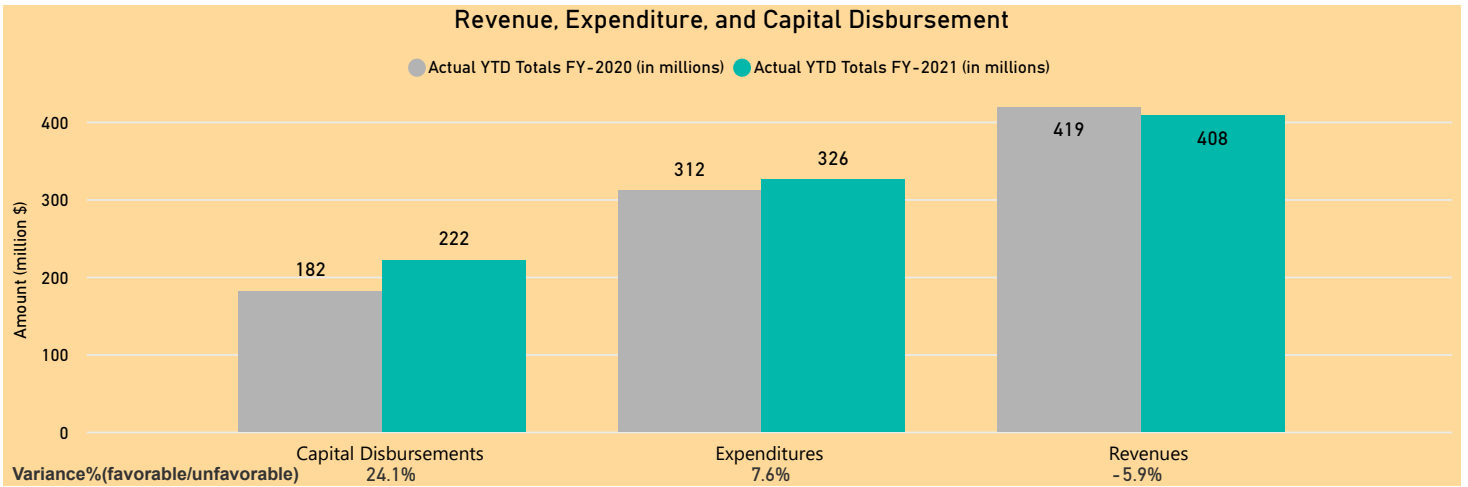
Interpretation of Charts A

Color Key

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

FINANCIAL HIGHLIGHTS

Financial Performance Summary

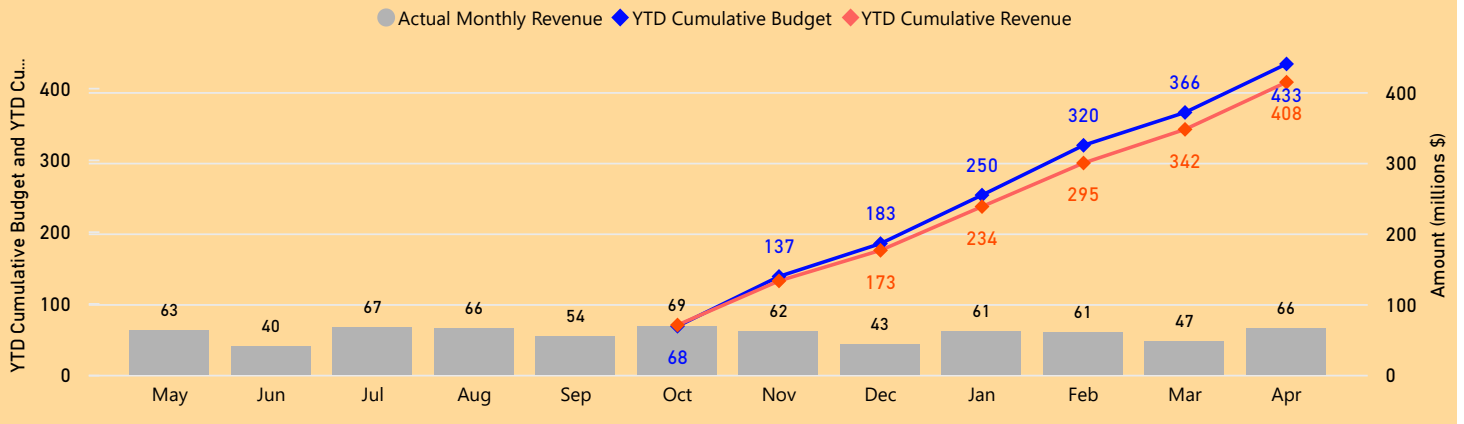


Net cash to date for April was above budget by \$20.6 Million

FINANCIAL HIGHLIGHTS

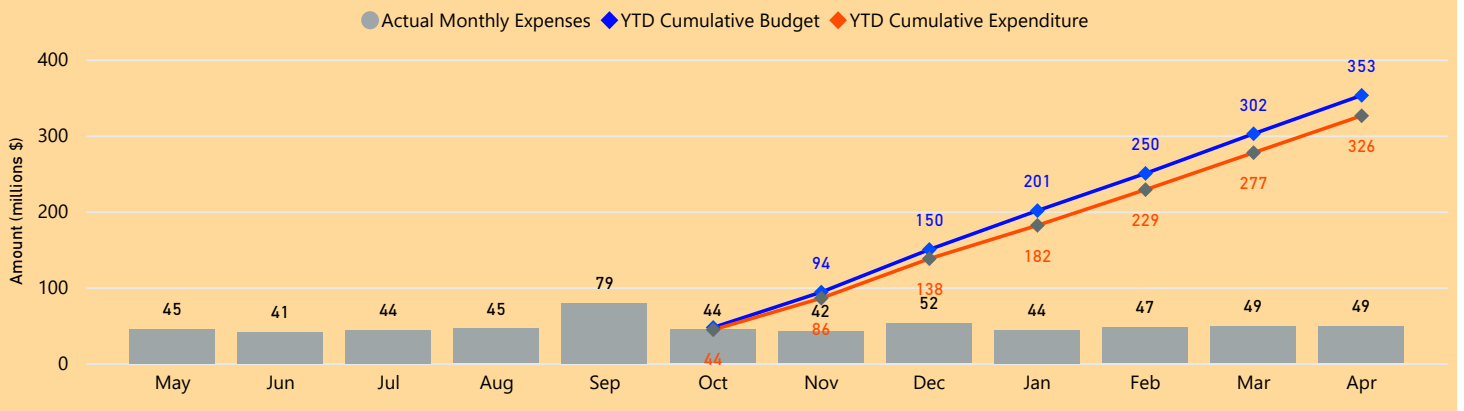
Revenues & Operating Expenses

Operating Revenues



Revenue to date for April was below budget by \$25.4 Million

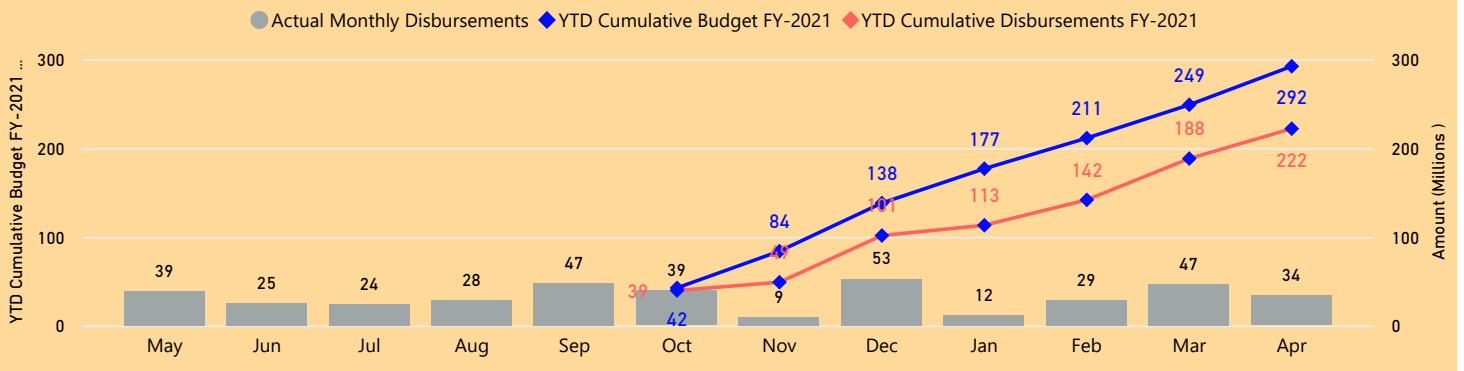
Operating Expenses



Expenditure to date for April was below budget by \$26.9 Million

Capital Spending

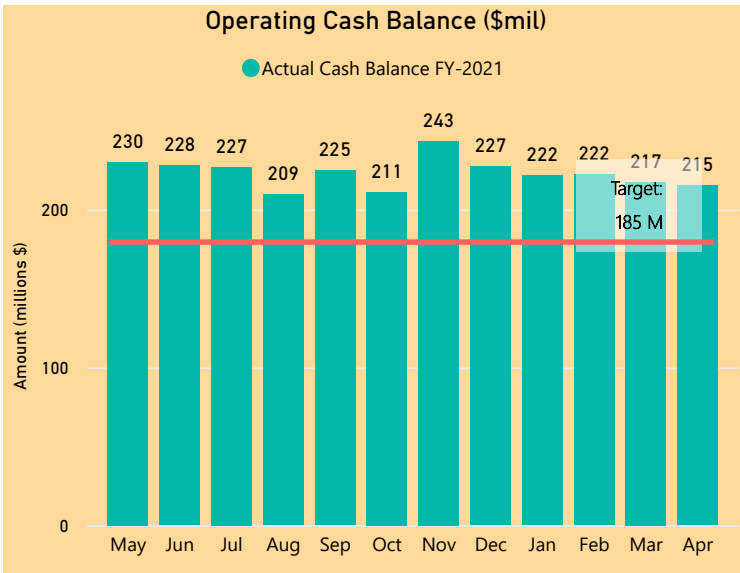
Capital Disbursement



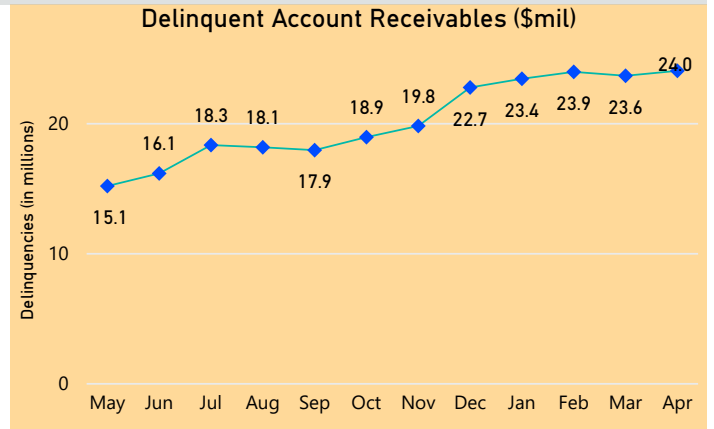
Disbursements to date for April was below budget by \$70.3 Million. YTD spending reflects comparison to the revised budget.

FINANCIAL HIGHLIGHTS

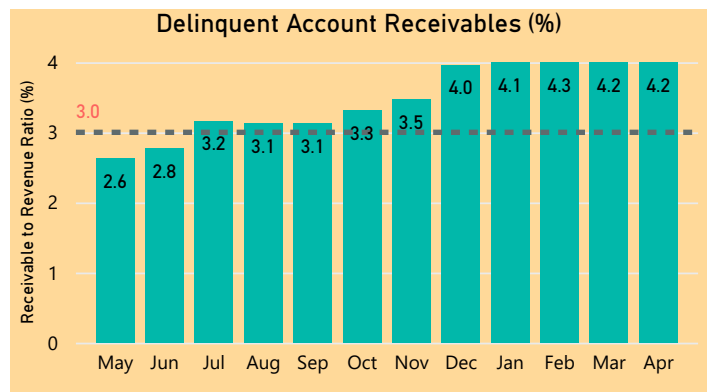
Operating Cash & Receivables



Cash Balance for April was above target by \$30.3 million

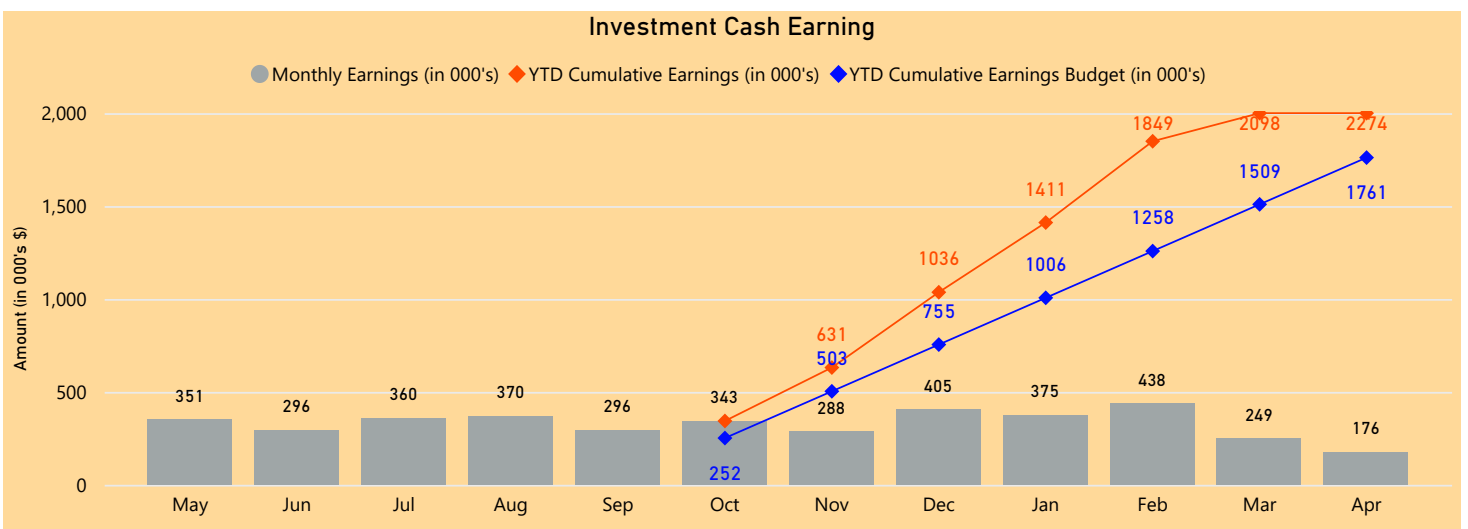


Starting March, the increase is primarily due to increased delinquencies and deferred payments resulting from the COVID-19 pandemic



April Receivables to Revenue Ratio is 4.23, Delinquency is \$24.00 million.

Investment Earnings

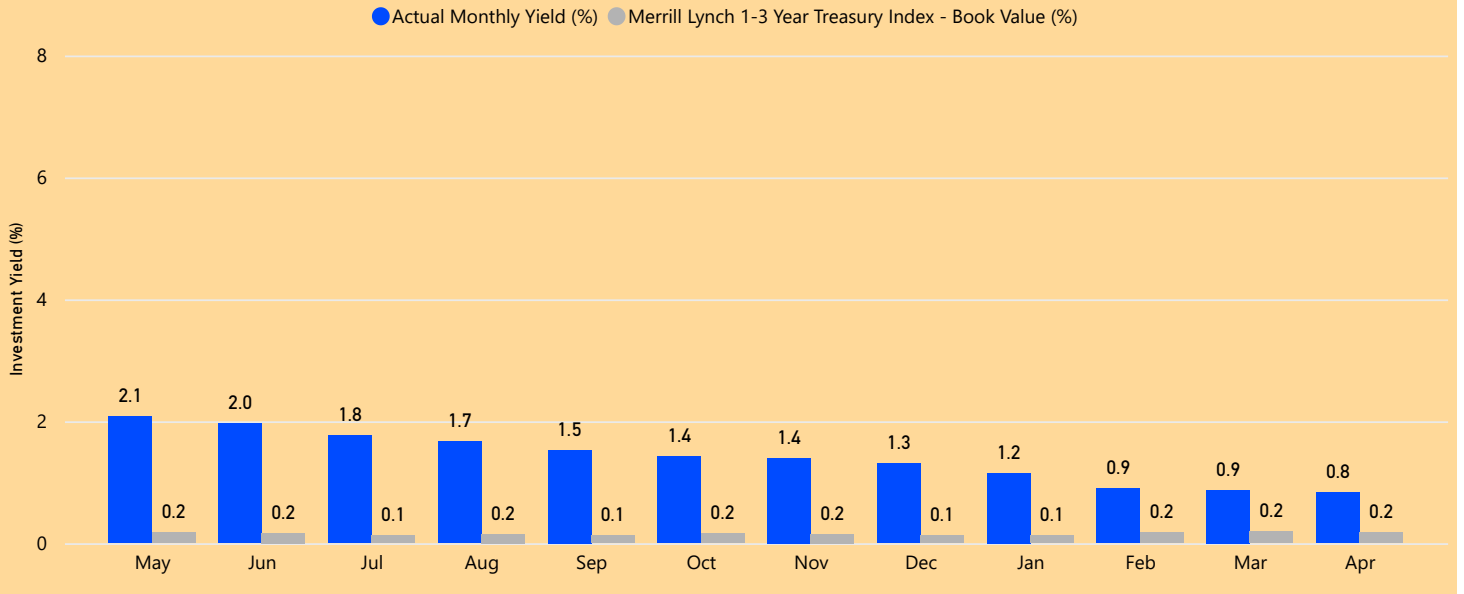


Earnings to date for April were above Projected Budget by \$513,217.

FINANCIAL HIGHLIGHTS

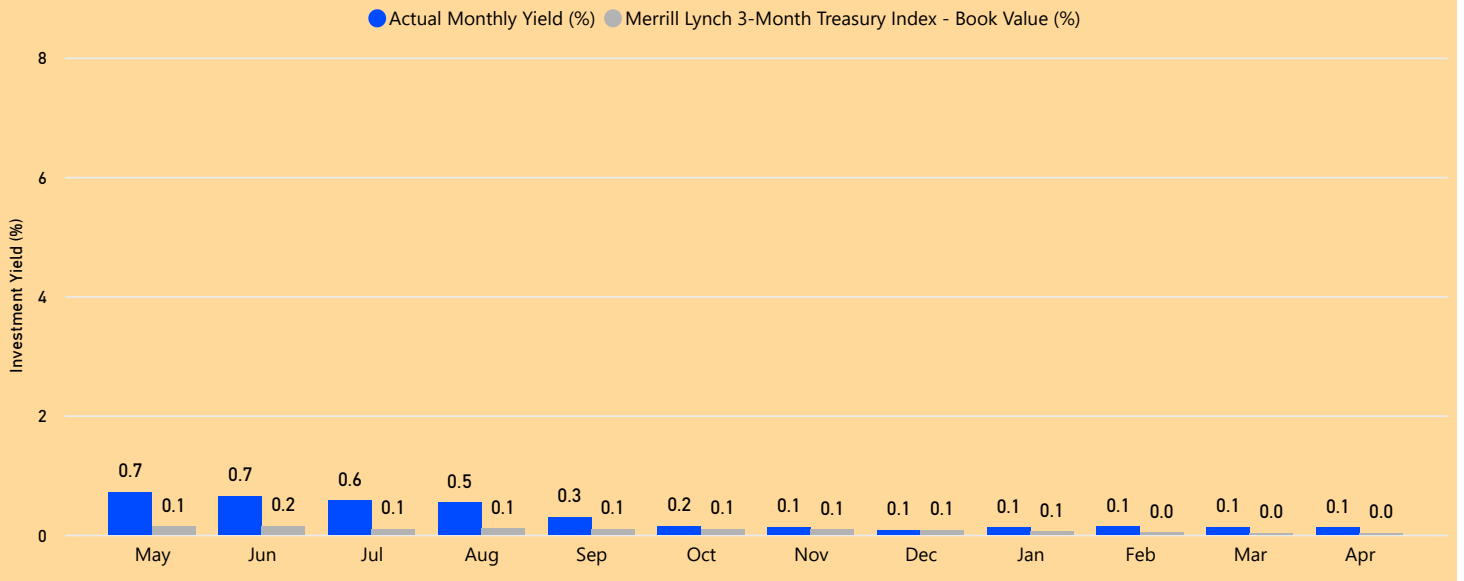
Investment Yields

Core Investment Yield



Yield for April was more than the treasury index by 0.65%

Short Term Investment Yield

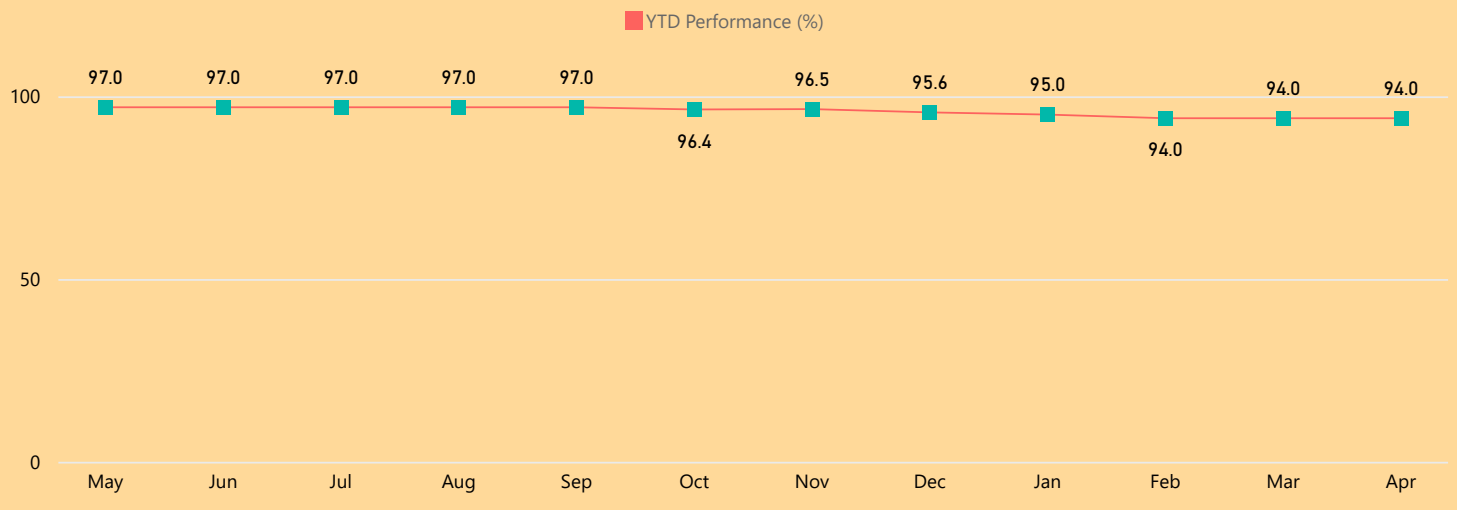


Short Term Yield for April was more than the Merrill Lynch yield by 0.11%

FINANCIAL HIGHLIGHTS

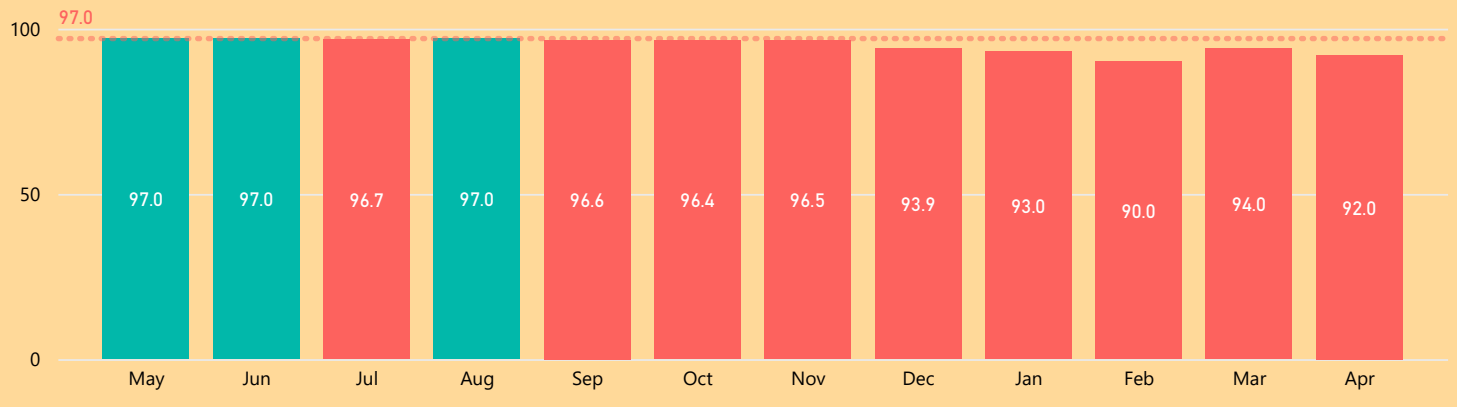
Vendor Payments

YTD Performance



Monthly Performance (%)

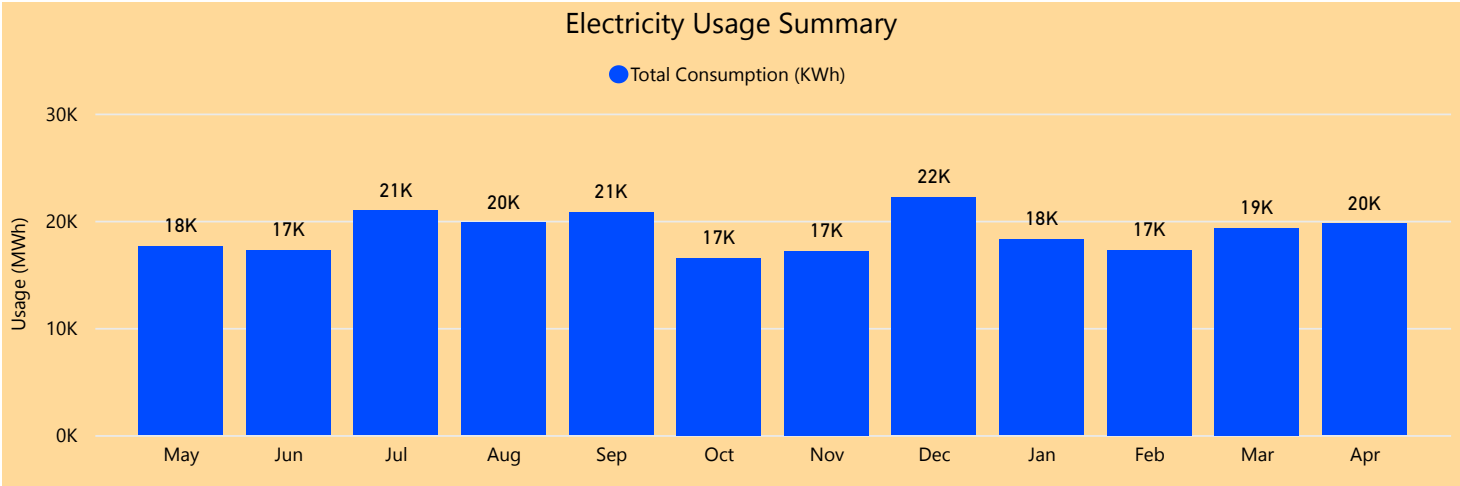
Target: 97%



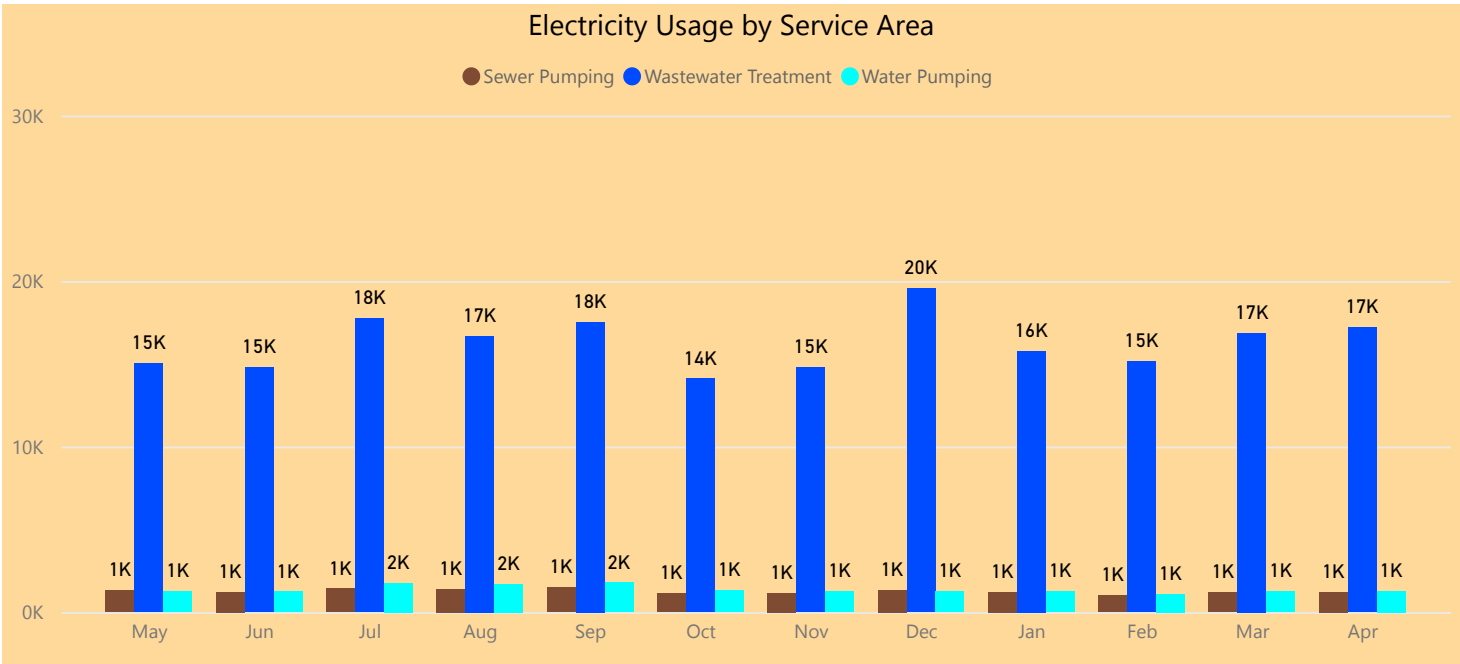
Performance for April was 5.0% below the monthly target of 97.0%

OPERATIONS AND ENGINEERING

Energy Consumption



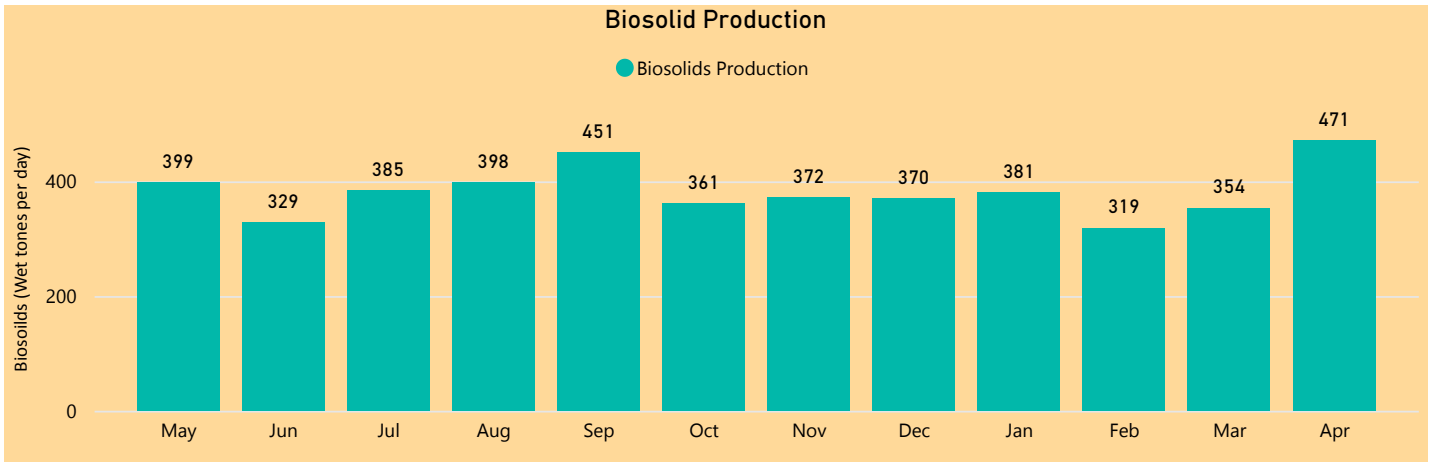
Electricity consumption in Apr 2021 was 19700 KWh.



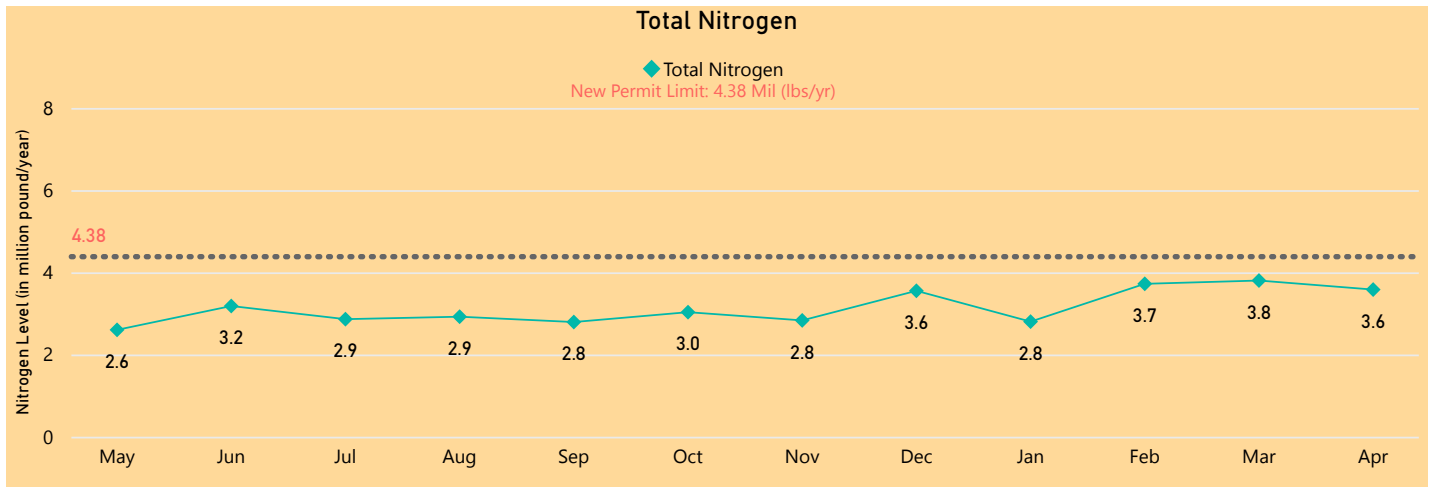
Wastewater treatment has the highest electricity consumption in Apr 2021 at 17206 KWh.

OPERATIONS AND ENGINEERING

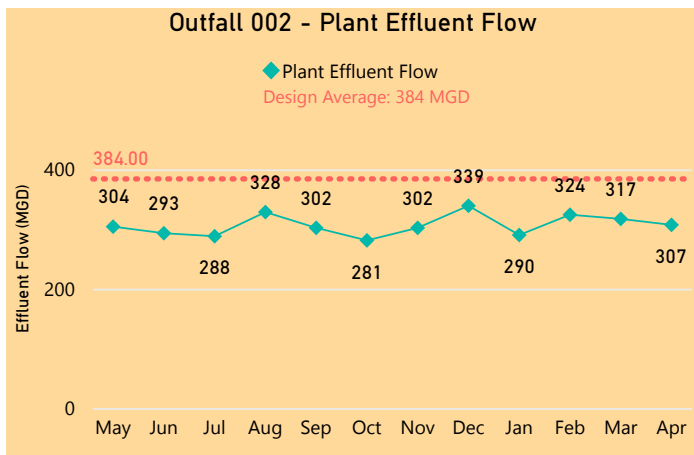
Wastewater Treatment



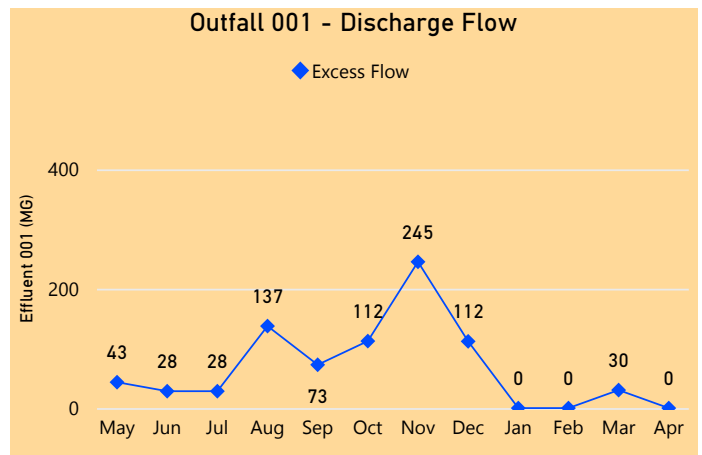
Biosolids daily production for Apr 2021 was 471 wet ton per day.



Nitrogen level for Apr 2021 was below permit by 0.8 million lbs/yr.



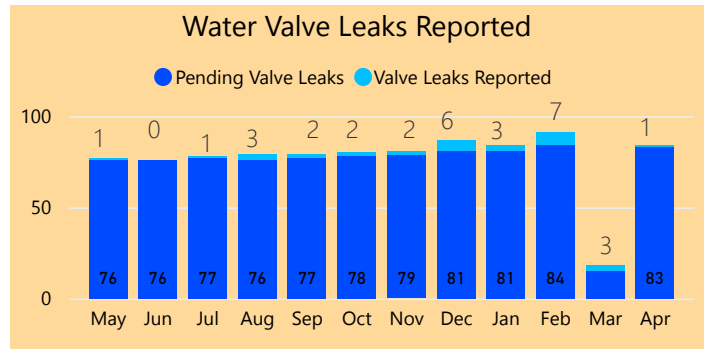
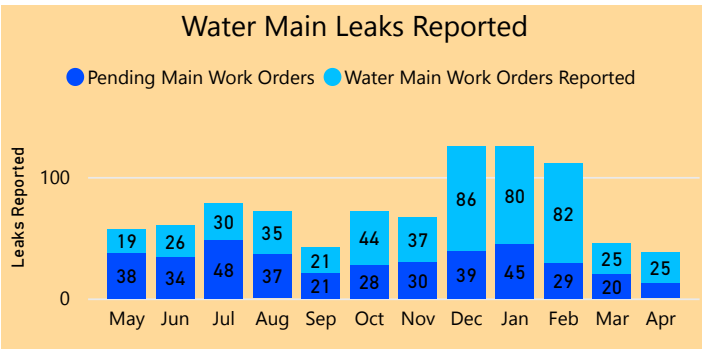
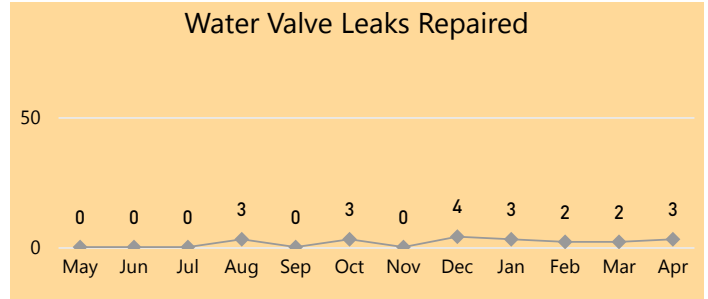
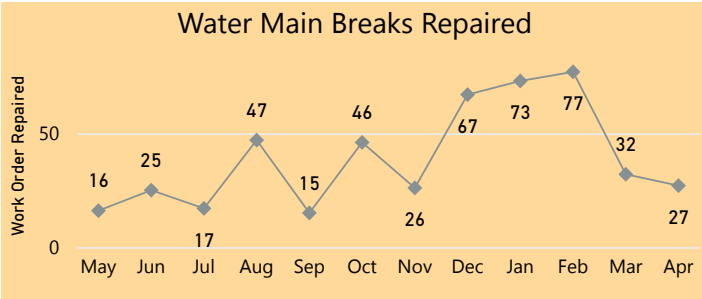
In Apr 2021 effluent flow was below permit by 77 MGD.



Excess flow events were recorded at 0 MG in Apr 2021.

OPERATIONS AND ENGINEERING

Water Distribution Operations



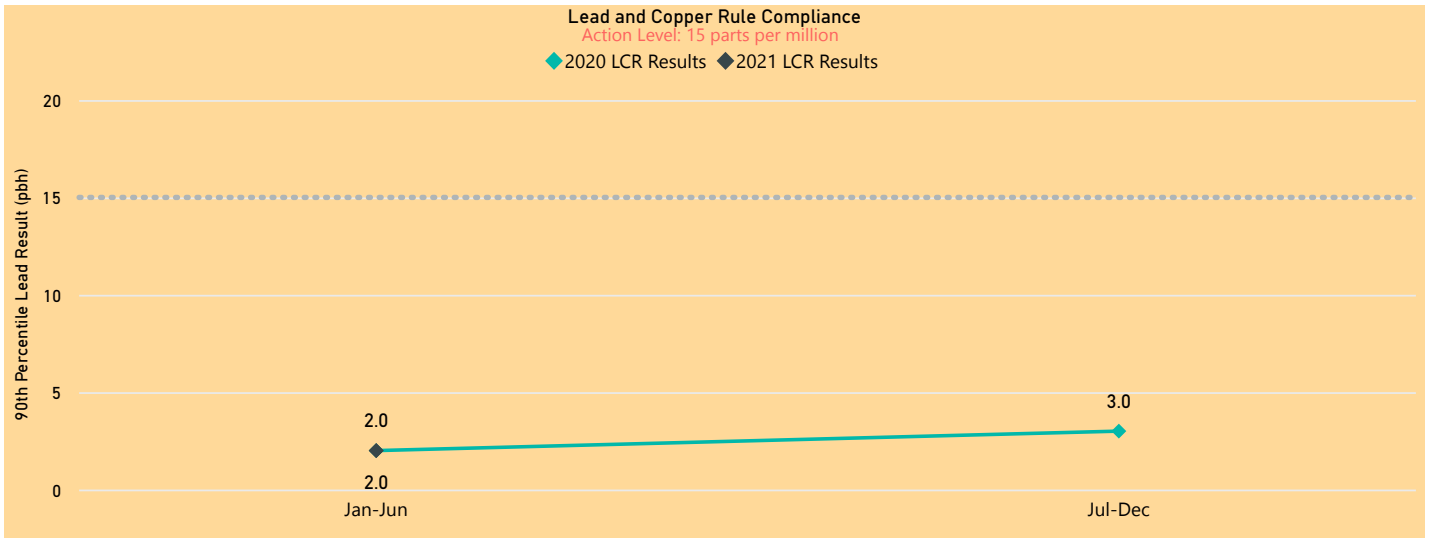
There were 25 Water Main Work Orders reported in April.

3 leaks were reported in March.

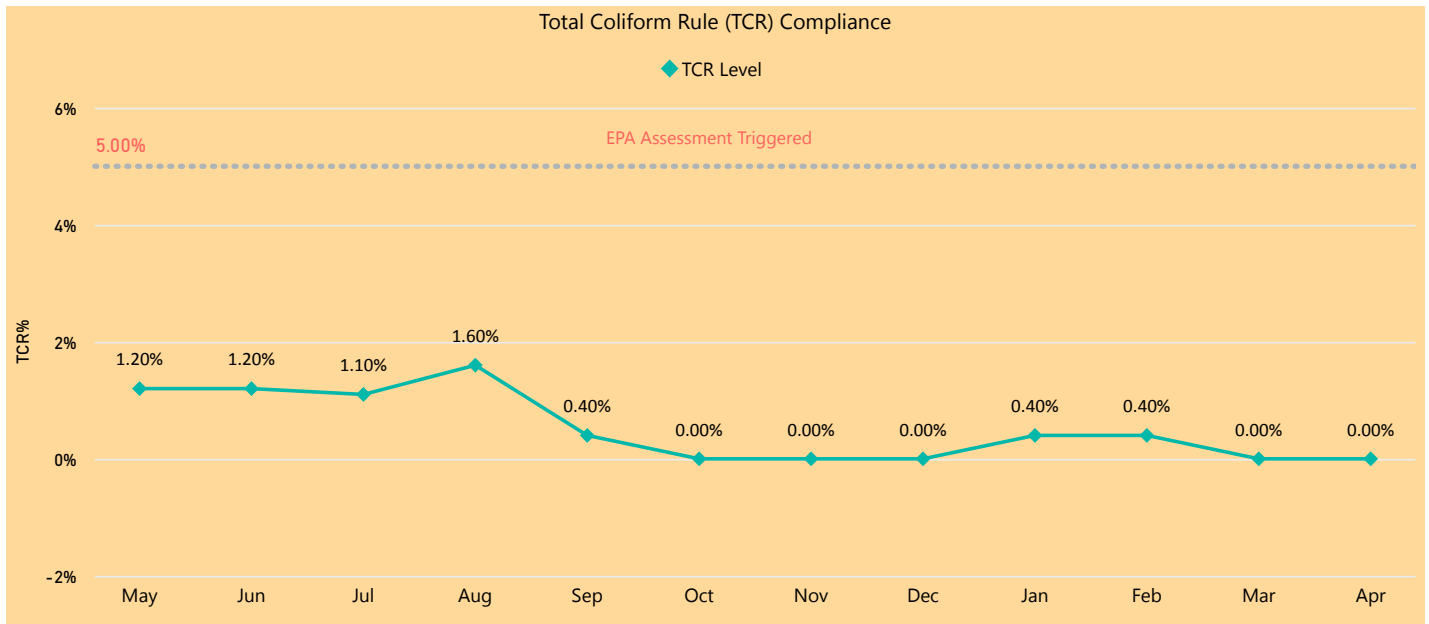
Water Balance

OPERATIONS AND ENGINEERING

Drinking Water Quality



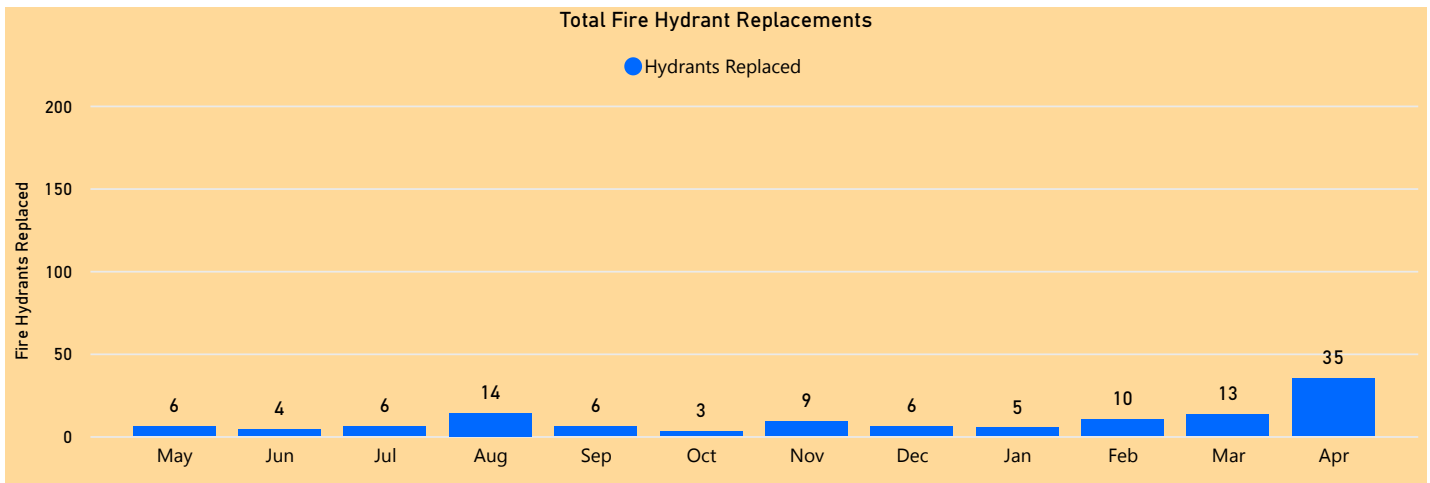
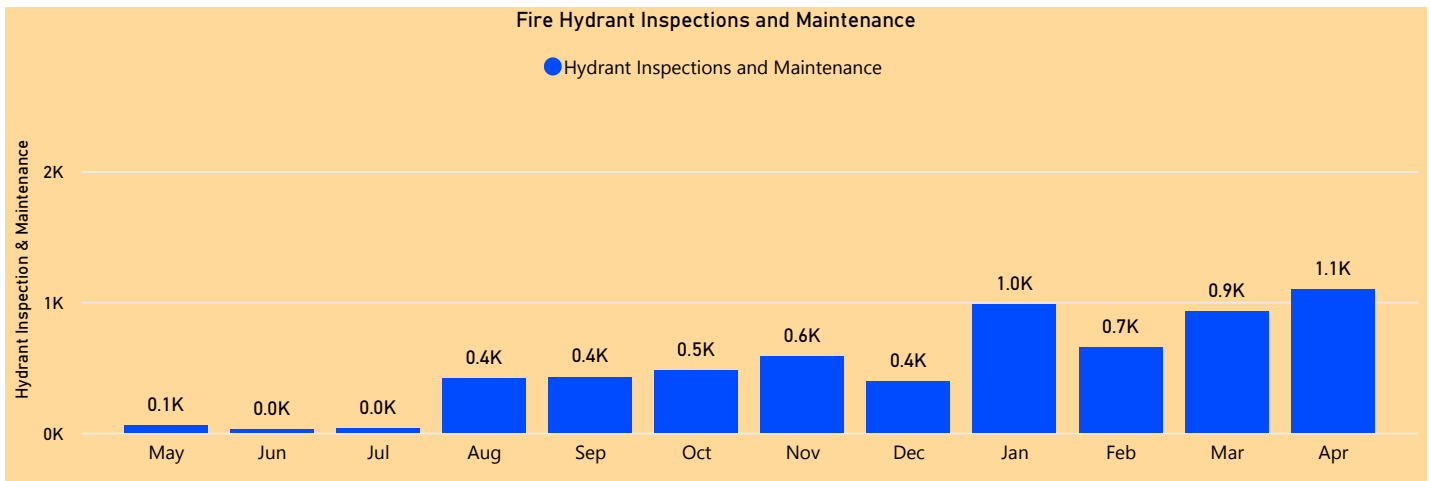
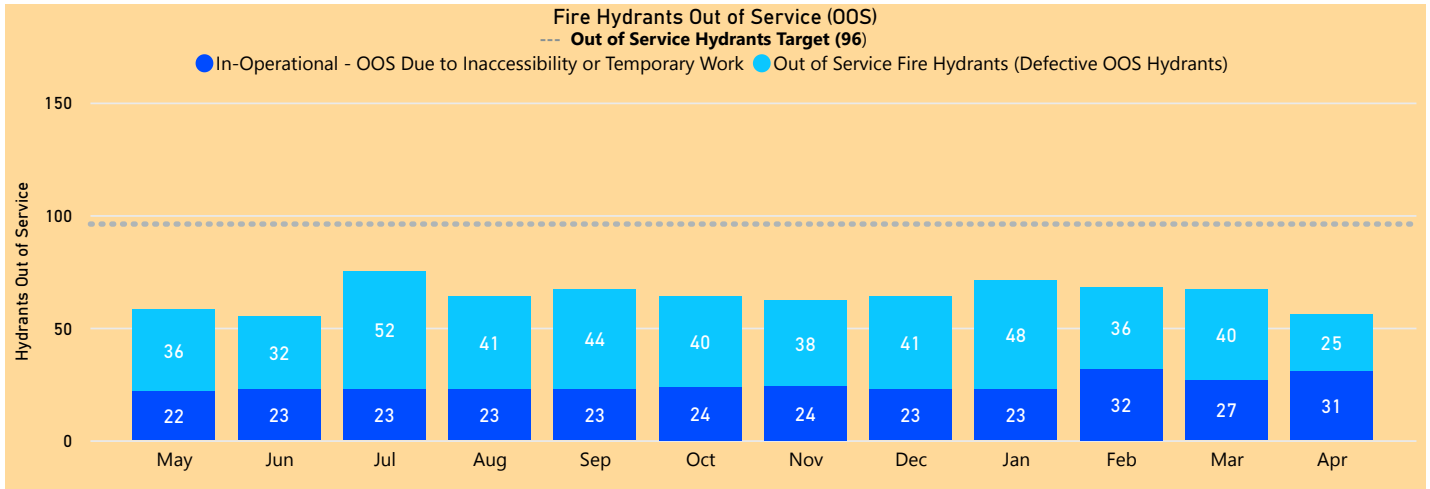
90th percentile of lead results for 1st semester 2021 is 2.3 ppb



Coliform Positive was recorded at 0% for Apr 2021

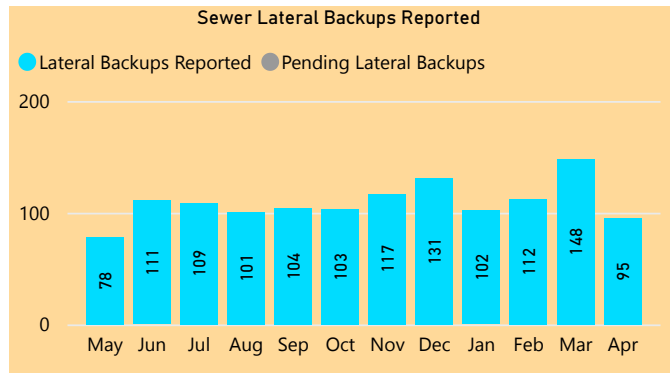
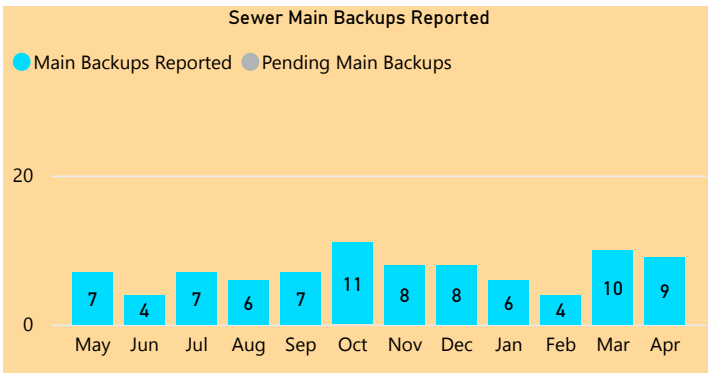
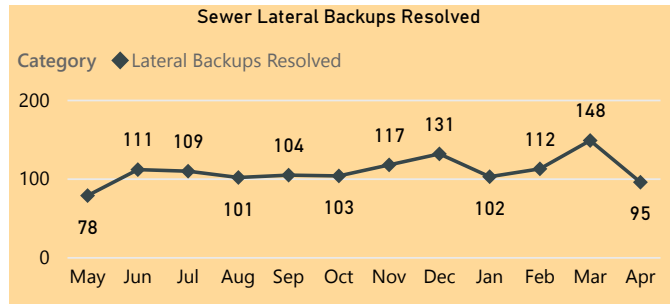
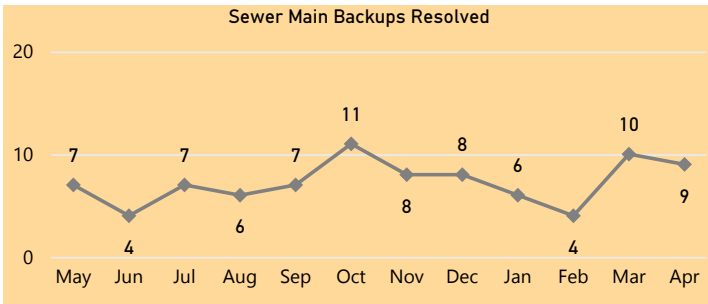
OPERATIONS AND ENGINEERING

Fire Hydrants



OPERATIONS AND ENGINEERING

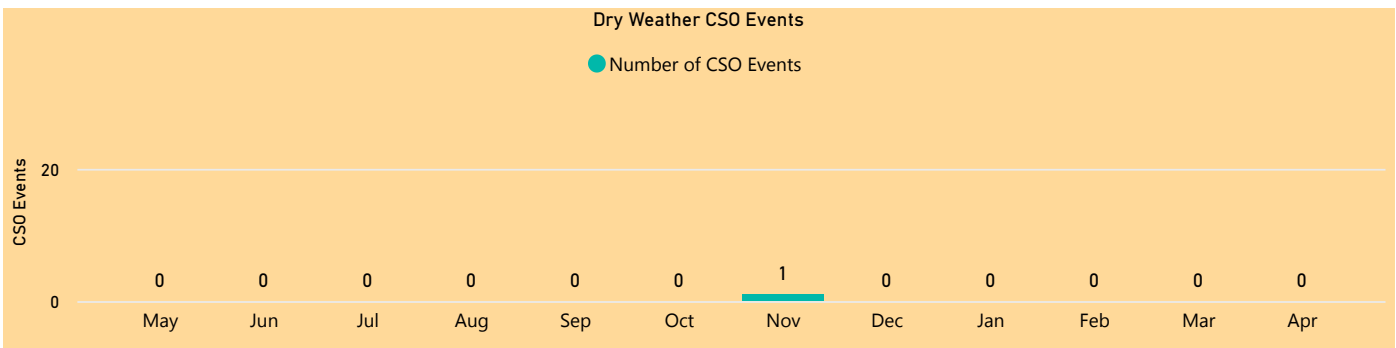
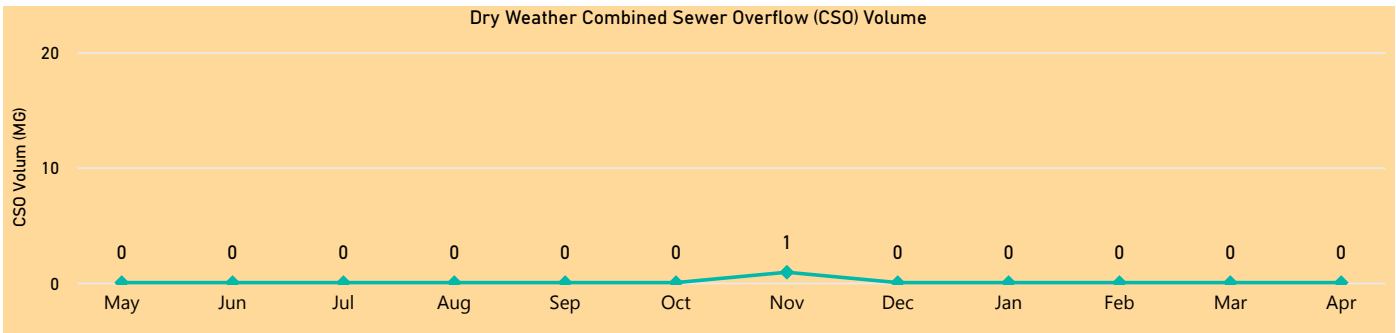
Sewer System Operations



0 pending main backup(s) reported

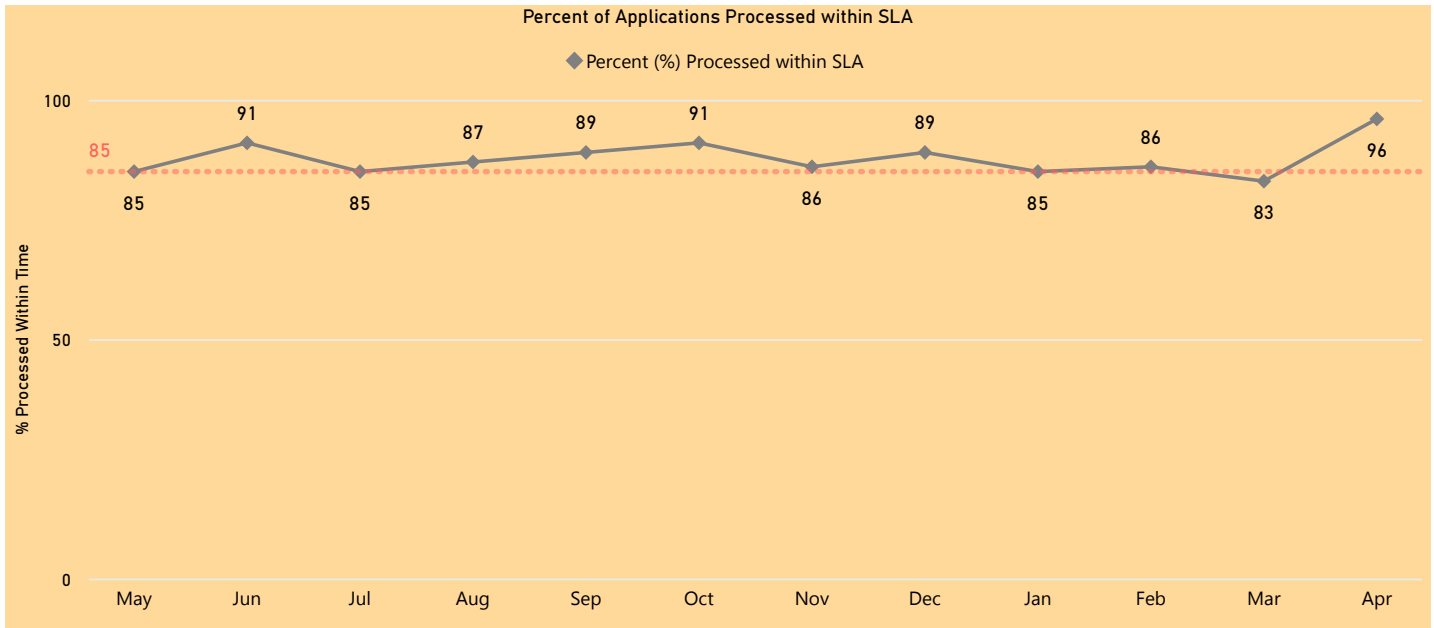
0 pending lateral backup(s) reported

Combined Sewer System

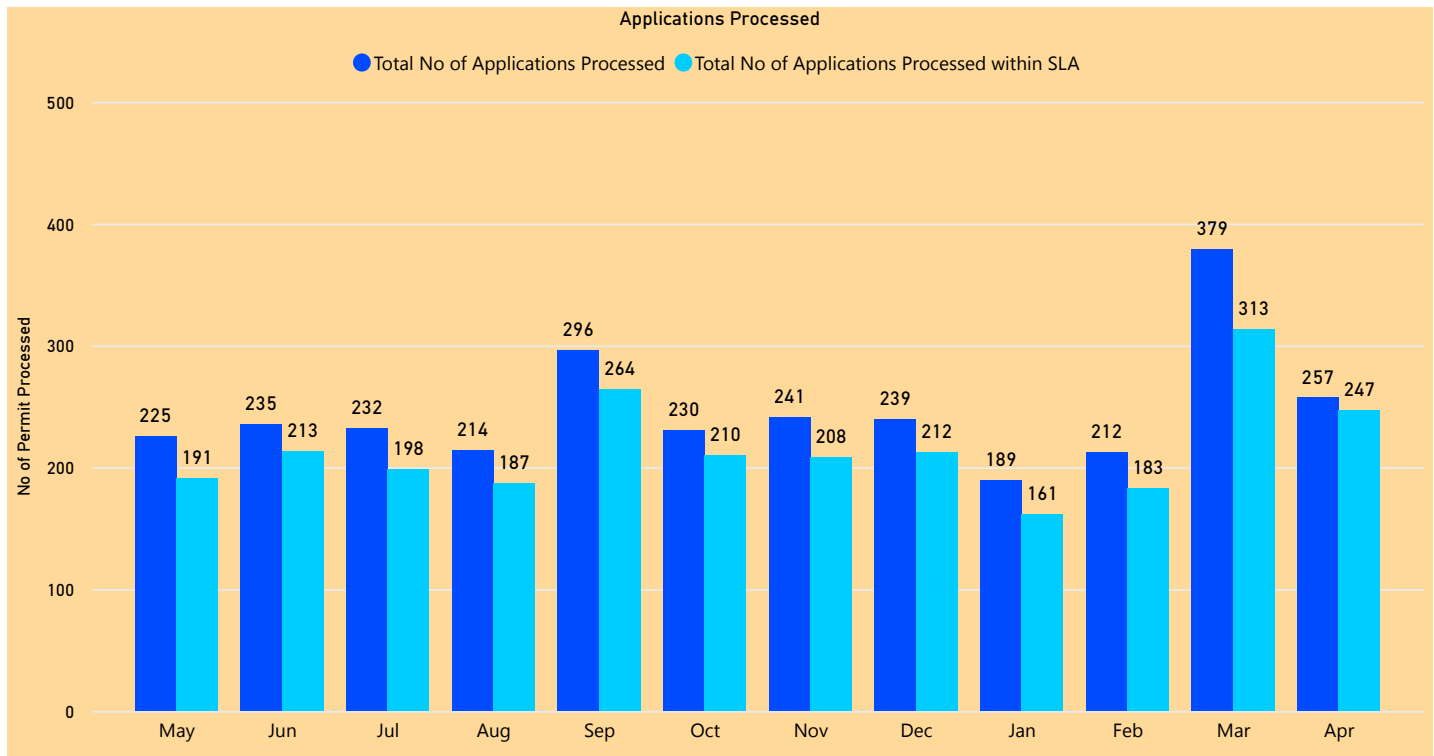


OPERATIONS AND ENGINEERING

Permit Processing

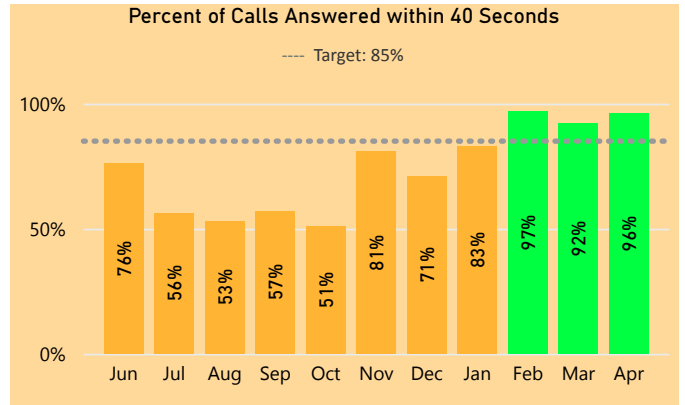
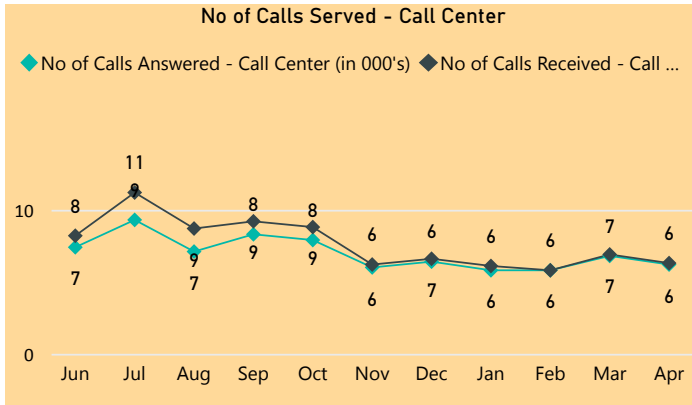


Permits processed in Apr 2021 were 11% above the SLA target 85%



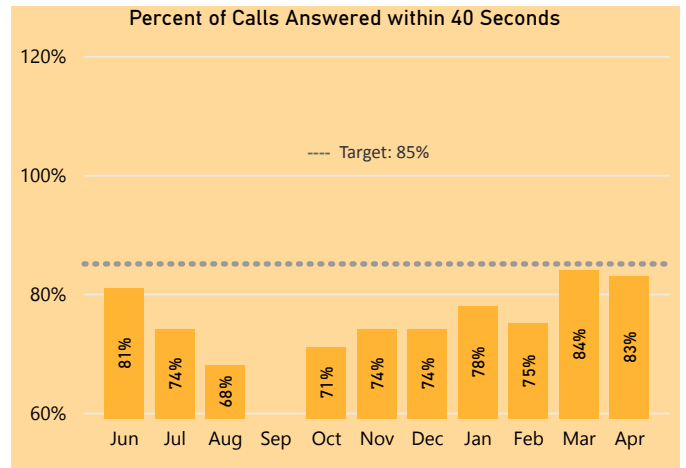
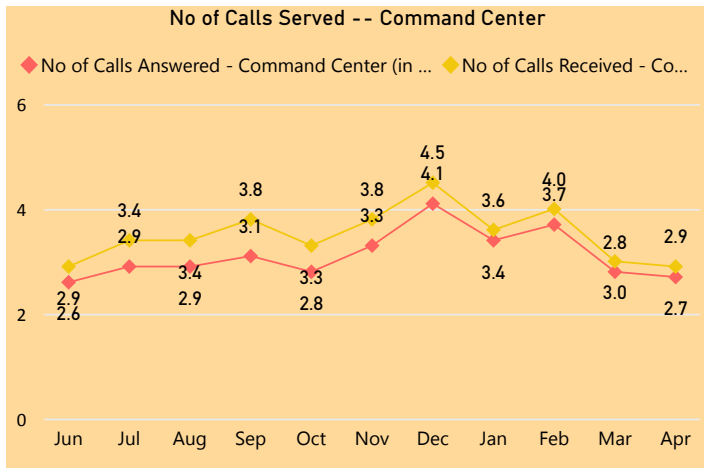
CUSTOMER EXPERIENCE

Customer Care - Call Center Performance



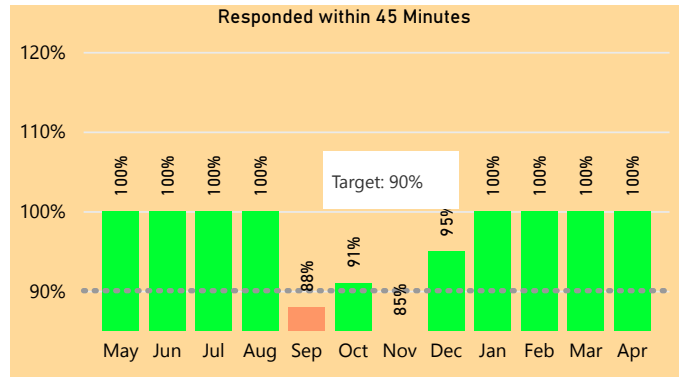
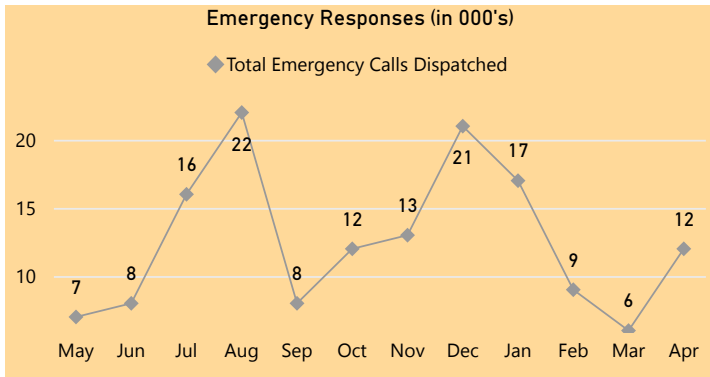
Call Center was above target by 11%.

Customer Care - Command Center Performance



Command Center was below target by 2% due to reduced staff. Staff I...

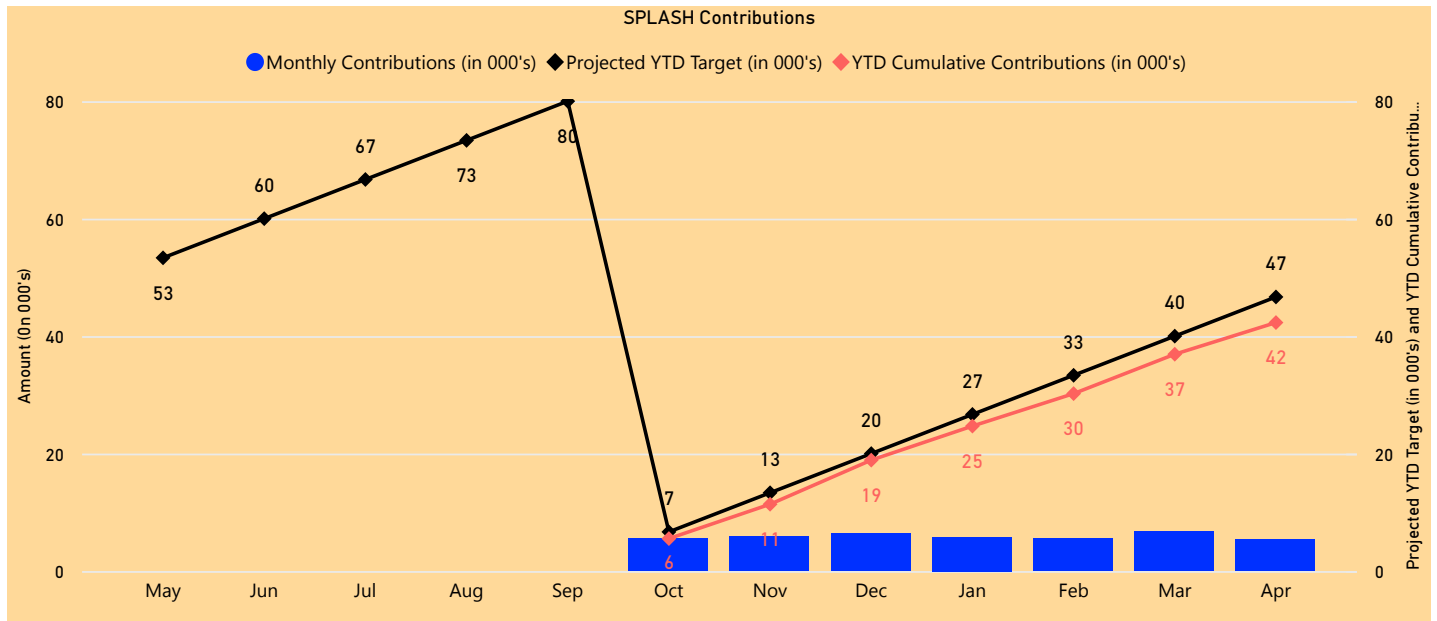
Customer Care - Emergency Response Time



Performance for Apr 2021 was above target by 10%.

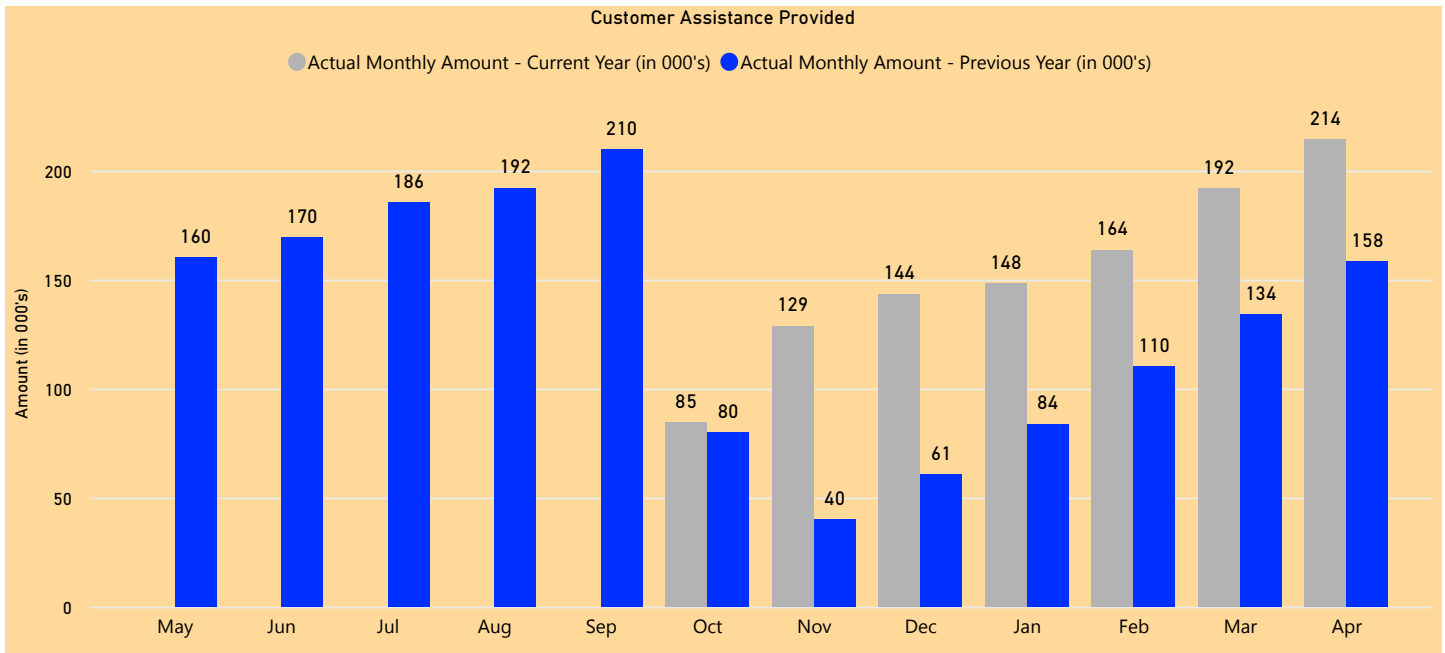
LOW INCOME ASSISTANCE PROGRAM

SPLASH Program



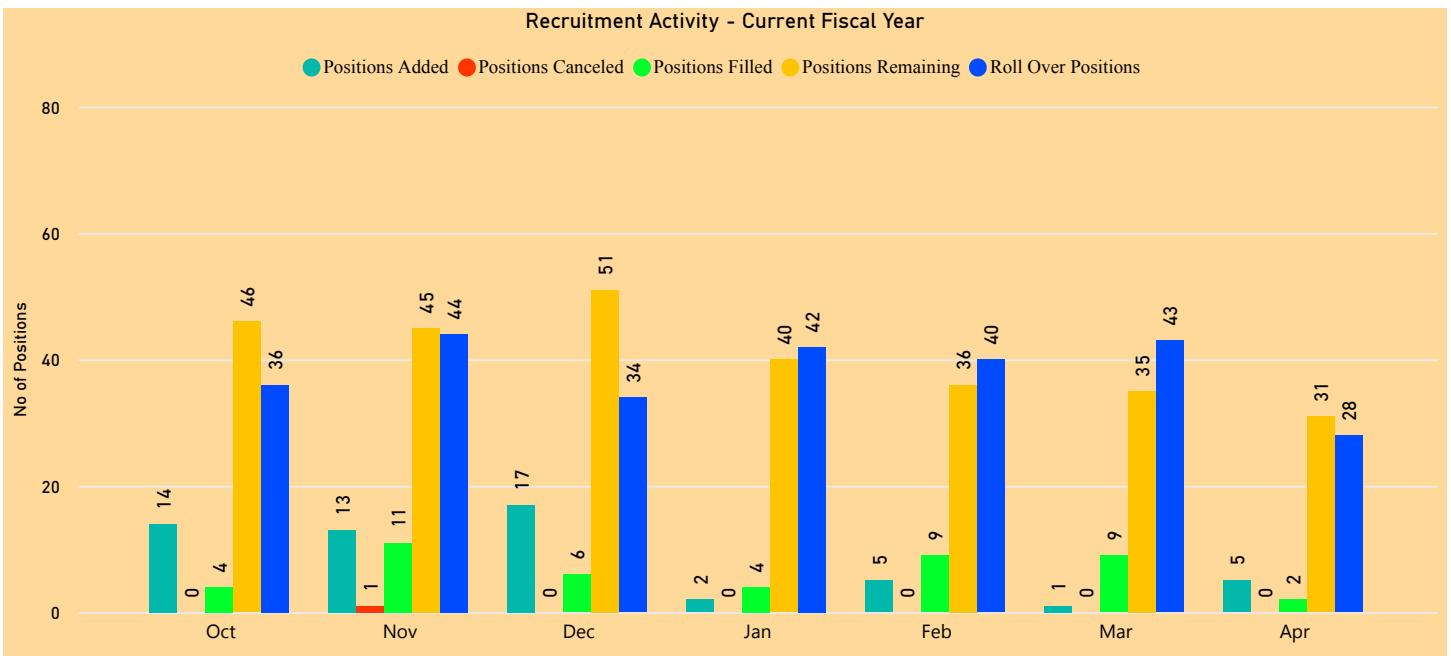
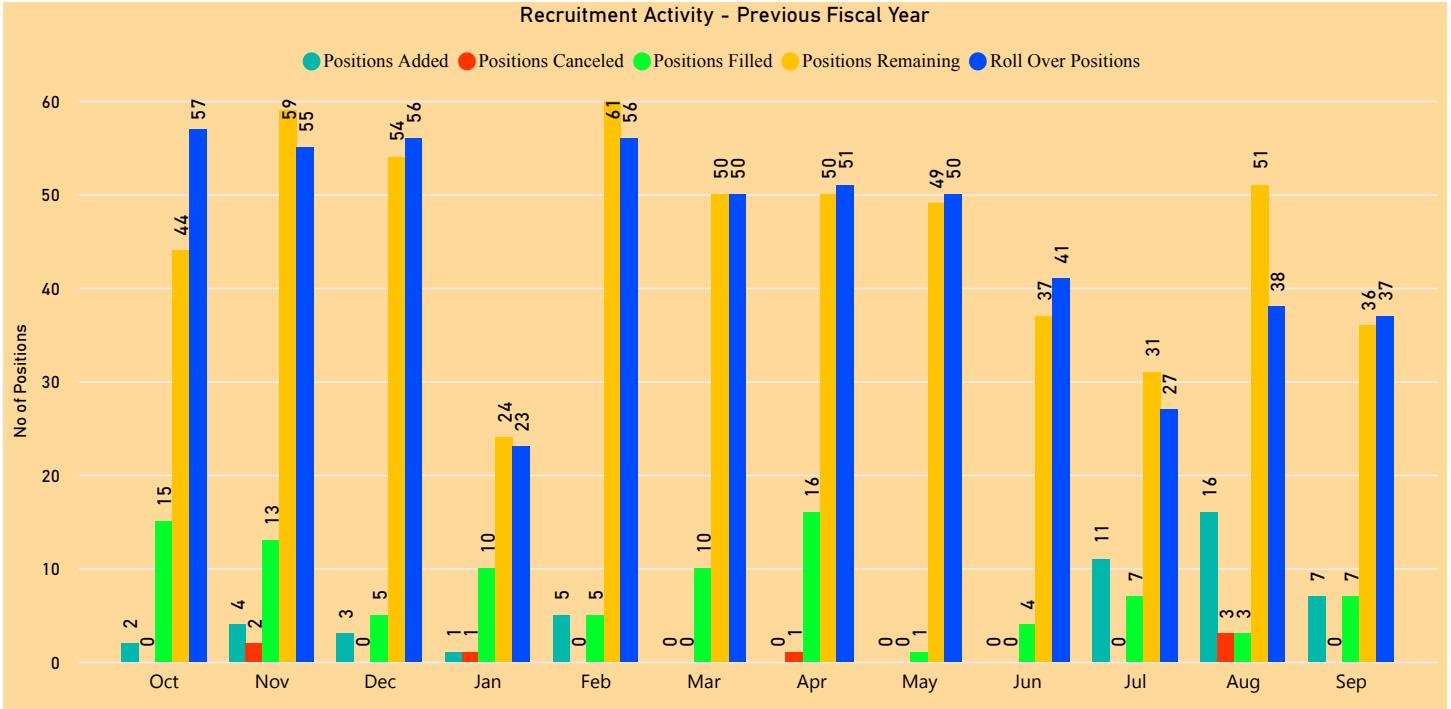
Total SPASH contribution to date for Apr 2021 was under target by \$4360.

Customer Assistance Program (CAP)



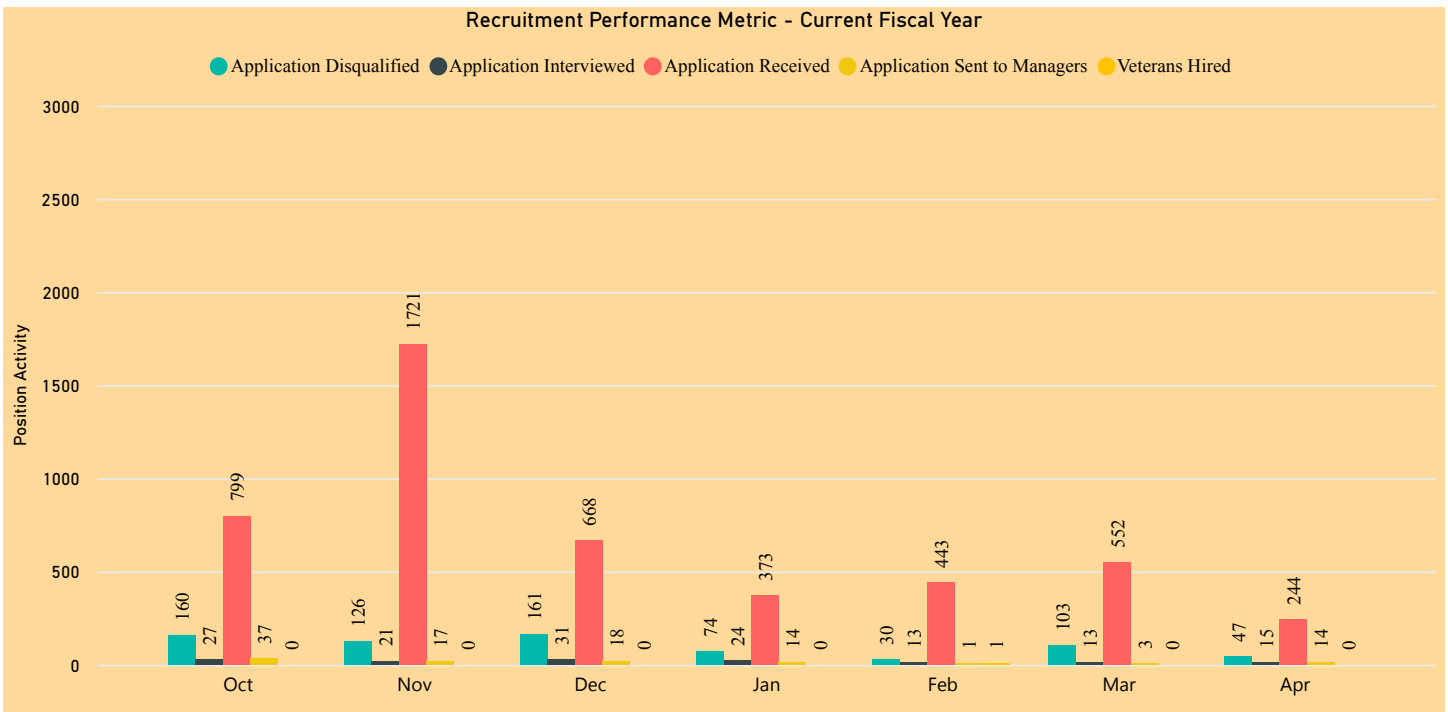
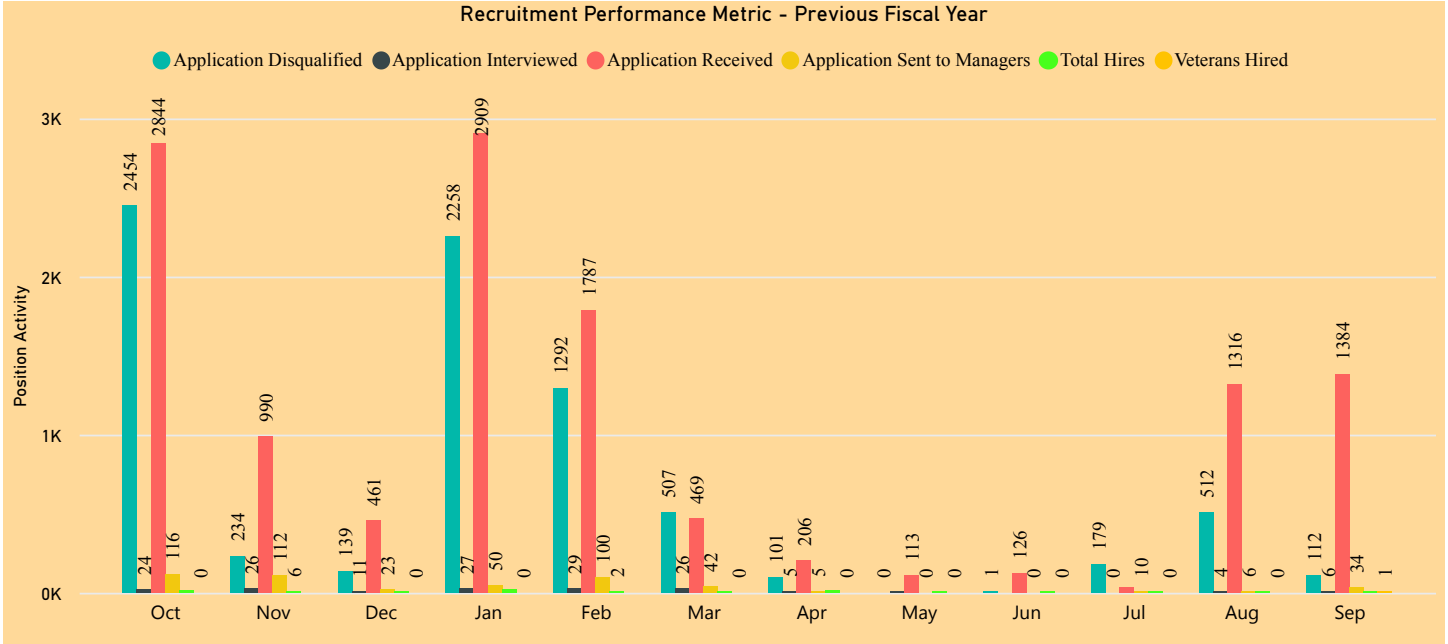
PEOPLE AND TALENT

Human Resources



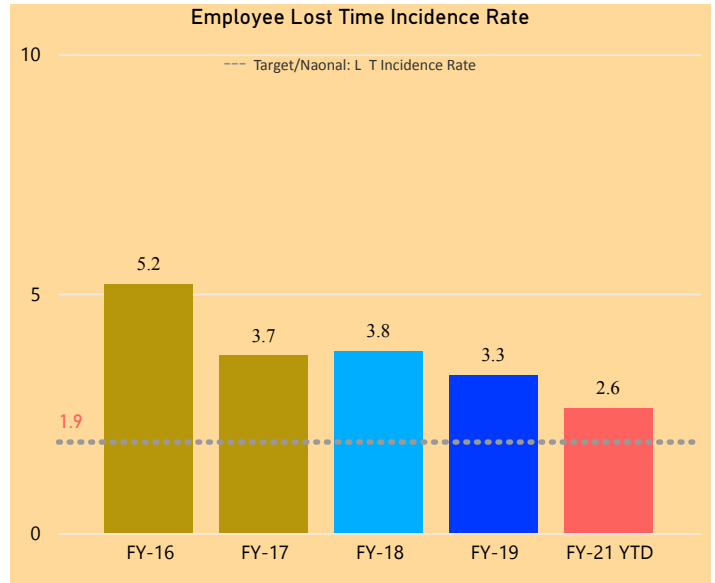
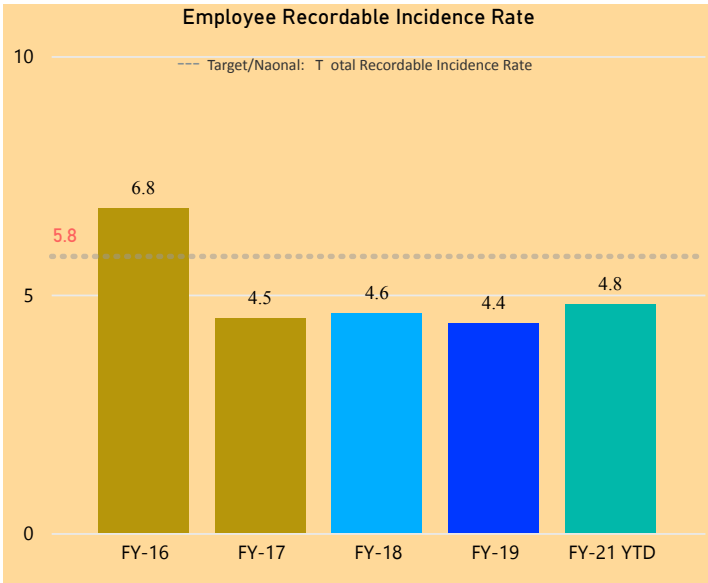
PEOPLE AND TALENT

Human Resources



ADMINISTRATION

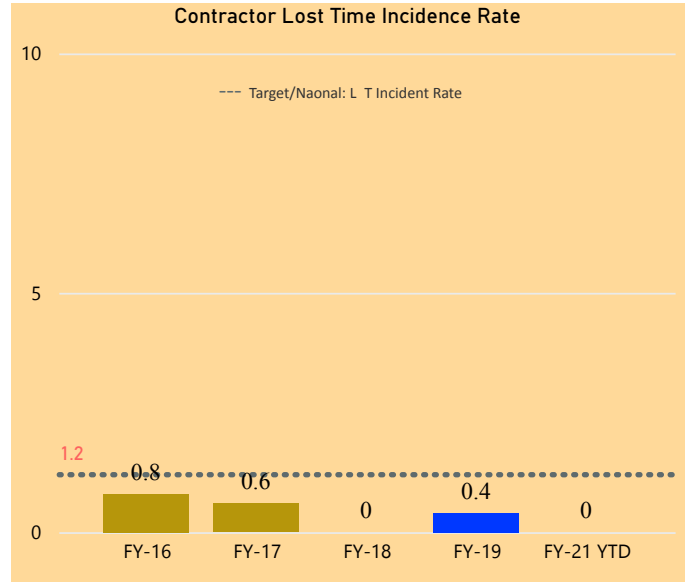
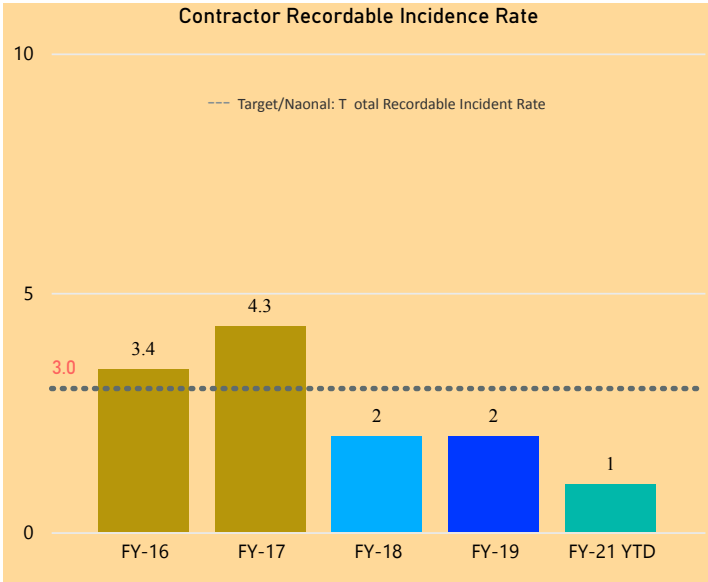
Safety



There have been 17 lost time incidents in FY 2021 YTD.

ADMINISTRATION

Safety



There have been 0 lost time incidents in FY 2021 YTD.

INTERPRETATION OF CHARTS:

FINANCIAL HIGHLIGHTS

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

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

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

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

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

CUSTOMER EXPERIENCE

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

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

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

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

ADMINISTRATION

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

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



**Summary of Contracts on Consent Agenda
276th Meeting of the DC Water Board of Directors
Thursday, June 3, 2021**

Joint-Use Contract

Resolution No. 21-45 - execute Contract No. 17-PR-CFO-20A,20B,20C, Alliant Insurance Services, Aon Risk Solutions of Washington, DC and Willis of Maryland, Inc. The purpose of the contract is to secure and obtain property and casualty insurances for DC Water. The coverages includes Property, Flood, Cyber, Pollution, Excess Liability, Excess Worker's Compensation, Employment Practice, Public Officials, Crime and Fidelity and Fiduciary insurances. The total contract amount is \$4,400,000. (Recommended by the Finance and Budget Committee 05/27/21)

Presented and Approved: June 3, 2021

SUBJECT: Approval to Execute Contract No. 17-PR-CFO-20A,20B,20C, Alliant Insurance Services, Aon Risk Solutions of Washington, DC and Willis of Maryland, Inc.

**#21-45
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 June 3, 2021 upon consideration of a joint use matter, decided by a vote of _ in favor and _ opposed to execute Contract No. 17-PR-CFO-20A,20B,20C, Alliant Insurance Services, Aon Risk Solutions of Washington, DC and Willis of Maryland, Inc.

Be it resolved that:

The Board of Directors hereby authorizes the CEO/General Manager to execute Contract No. 17-PR-CFO-20A,20B,20C, Alliant Insurance Services, Aon Risk Solutions of Washington, DC and Willis of Maryland, Inc. The purpose of the contract is to secure and obtain property and casualty insurances for DC Water. The coverages includes Property, Flood, Cyber, Pollution, Excess Liability, Excess Worker's Compensation, Employment Practice, Public Officials, Crime and Fidelity and Fiduciary insurances. The total contract amount is \$4,400,000.

Secretary to the Board of Directors

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

ACTION REQUESTED

**GOODS AND SERVICES CONTRACT MODIFICATION
Property and Casualty Insurance Premiums
(Joint Use-Indirect)**

Approval to pay property and casualty insurance premiums through DC Water's brokers of record in the total amount not to exceed \$4,400,000.00.

CONTRACTOR/SUB/VENDOR INFORMATION

PRIME:	SUBS:	PARTICIPATION:
Alliant Insurance Services 100 Pine Street, 11 th Floor San Francisco, CA 94111	N/A	N/A
Aon Risk Solutions, Inc., of Washington, DC 1120 20 th Street, NW Washington, DC 20036	N/A	N/A
Willis of Maryland, Inc. 12505 Park Potomac Avenue, Suite 300 Potomac, MD 20854	N/A	N/A

DESCRIPTION AND PURPOSE

Year 1 Premium Values:	\$2,906,599.00
Year 1 Premium Dates:	07-01-2017 - 06-30-2018
Year 2 Premium Values:	\$3,220,000.00
Year 2 Premium Dates:	07-01-2018 - 06-30-2019
Year 3 Premium Values:	\$3,303,841.00
Year 3 Premium Dates:	07-01-2019 - 06-30-2020
Contract Extension 1 Premium Values:	\$3,537,025.00
Contract Extension 1 Extension Premium Dates:	07-01-2020 - 06-30-2021
Contract Extension 2 Premium Values:	\$4,400,000.00
Contract Extension 2 Premium Dates:	07-01-2021 - 06-30-2022

Purpose of the Contract:

Obtain DC Water property and casualty insurances.

Scope of Broker Services:

Secure insurance coverages from one of the three contracted commercial insurance brokers on DC Water's behalf. The coverages includes Property, Flood, Cyber, Pollution, Excess Liability, Excess Worker's Compensation, Employment Practices, Public Officials, Crime and Fidelity and Fiduciary insurances. The brokers are assigned markets based on their relationships, expertise and ability to ensure DC Water gets the best premium rates and coverage. Brokers are responsible for marketing DC Water's programs and seeking insurance carrier proposals. The broker presenting the best proposal is awarded that coverage placement.

Spending Previous Year:

Cumulative Premium Values: 07-01-2017 - 06-30-2021: \$12,967,465.00
 Cumulative Premium Spending: 07-01-2017 - 05-27-2021: \$12,169,412.00

Contractor's Past Performance:

According to the COTR, the Contractor's quality of services; timeliness of responses; conformance to DC Water's policies, procedures and contract terms; and invoicing all meet expectations.

No LBE/LSBE participation

PROCUREMENT INFORMATION

Contract Type:	Fixed Unit Price	Award Based On:	Highest Ranked Offerors
Commodity:	Services	Contract Number:	17-PR-CFO-20A, 20B, 20C
Contractor Market:	Open Market with Preference for LBE and LSBE Participation		

BUDGET INFORMATION

Funding:	Operating	Department:	Finance
Service Area:	DC Water Wide	Department Head:	Ivan Boykin

ESTIMATED USER SHARE INFORMATION

User	Share %	Dollar Amount
District of Columbia	87.73%	\$3,860,120.00
Washington Suburban Sanitary Commission	9.22%	\$405,680.00
Fairfax County	1.76%	\$77,440.00
Loudoun Water	.80%	\$35,200.00
Other (PI)	.49%	\$21,560.00
TOTAL ESTIMATED DOLLAR AMOUNT	100 %	\$4,400,000.00


 Digitally signed by Ivan A. Boykin
 DN: cn=Ivan A. Boykin, o=DC Water and Sewer Authority, ou=Finance and Procurement,
 email=ivan.boykin@dcwater.com, c=US
 Date: 2021.05.13 16:48:55 -04'00'

 Ivan Boykin Date
 Director of Finance


 Digitally signed by Dan Bae
 DN: cn=US,
 E=dan.bae@dcwater.com, O=District of Columbia Water and Sewer Authority, OU=VP of Procurement & Compliance, CN=Dan Bae
 Date: 2021.05.14 09:31:58 -04'00'

 Dan Bae Date
 VP of Procurement and Compliance

Matthew T. Brown
 Digitally signed by Matthew T. Brown
 Date: 2021.05.19 11:43:52 -04'00'

 Matthew T. Brown Date
 CFO and EVP of Finance and Procurement


 Digitally signed by David Gadis
 DN: cn=David Gadis, o, ou,
 email=David.Gadis@dcwater.com, c=US
 Date: 2021.05.27 10:23:27 -04'00'

 David L. Gadis
 CEO and General Manager

Presented and Adopted: June 3, 2021

Subject: Approval to Revise the Lead Service Line Replacement Policy to Implement the Lead Free DC Program

**#21-46
RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY**

The District members of the Board of Directors (“the Board”) of the District of Columbia Water and Sewer Authority (“DC Water”) at the Board meeting held on June 3, 2021, upon consideration of a non-joint use matter, decided by a vote of six (6) in favor and none (0) opposed, to take the following action with respect to revising the Lead Service Line Replacement Policy to Implement the Lead-Free DC Program.

WHEREAS, on July 1, 2004, the Board through Resolution #04-60, approved the Lead Service Line Replacement (LSLR) Policy to cost effectively remove and replace all known lead service lines (LSL) from public space in conjunction with the replacement of deteriorating water supply infrastructure by the end of FY 2010, replace all unknown service lines that are confirmed lead within 90 days of discovery, and encourage homeowners to replace at DC Water’s actual costs at the same time; and

WHEREAS, on February 1, 2006, the Board through Resolution #06-27, revised the LSLR Policy, maintaining the requirement to replace all know LSLs by the end of FY 2010 and setting the deadline for identifying all unknown service lines by FY 2015, and replacing all unknown service lines that are identified as lead by the end of FY 2016; and

WHEREAS, on September 4, 2008, the Board, through Resolution # 08-75, after extensive public outreach, review of new data showing a temporary spike in lead levels after a partial replacement (only replacing the LSL in public space), the lack of customer participation to pay for the LSLR on private property (resulting in a partial replacement), the effectiveness of the Washington Aqueduct’s optimal corrosion control treatment, and the cost impacts to DC Water budget, revised the LSLR Policy indefinitely suspending Resolutions #04-60 and #06-27, permitting LSLRs in conjunction with water main rehabilitation/ replacement projects and lead service line repairs, DDOT repaving projects, or customer initiated voluntary replacements, subject to Board approved allocation of funds in the budget, and continued identification of unknown service lines without a deadline for completion; and

WHEREAS, on January 8, 2009, the Board through Resolution #09-37, further revised the LSLR Policy, terminating the requirement to identify unknown service lines, but continued the LSLR in conjunction with water main rehabilitation/replacement projects, DDOT repaving projects, or customer initiated voluntary LSLRs, subject expenditure cap of \$2 Million per year; and

WHEREAS, from 2009 to 2019, the Board through Resolutions #09-37, 09-102, 10-111, 16-47, and 19-36, revised the LSLR Policy adjusting the amount of the expenditure cap to its current limit of \$3.5 Million for customers participating in DC Water's Voluntary Full Replacement Program (VFRP) that voluntarily agree to pay to replace their LSL on their private property, and LSLRs in conjunction with water main rehabilitation/replacement projects and DDOT repaving projects; and

WHEREAS, on March 13, 2019, the Council for the District of Columbia enacted D.C. Law 22-0241, the "Lead Water Service Line Replacement and Disclosure Amendment Act of 2018", which established the customer-initiated Lead Pipe Replacement Program (LPRAP) that provides District funds to property owners to pay for the costs to replace the LSL on their private property when the service line in public space is nonlead; supported the Capital Improvement Project and Emergency Repair Replacement (CIPERR) program by providing District funds to pay for the costs to replace the LSL on private property when DC Water conducts work on the service line in public space; and prohibited partial LSLRs with limited exceptions that include where the property owner does not consent to work on their property or where District funds are insufficient and the property owner does not agree to pay the costs of the LSLR on private property; and

WHEREAS, in response to requirements of D.C. Law 22-0241, and subsequent amendments in D.C. Law 23-0229, effective March 16, 2021 that expanded District's financial assistance to pay for the replacement of galvanized iron and brass (brass is not currently funded by the District) service lines and other requirements, and the ongoing risks of potential lead exposure, the General Manager directed staff to develop a Lead Free DC plan to accelerate the replacement of all lead service lines in the District of Columbia within ten years; and

WHEREAS, on May 20, 2021, the Environmental Quality and Operations Committee met to review and consider revising the LSLR Policy to implement the General Manager's Lead Free DC (LFDC) Program – Accelerating Lead Service Line Replacement and replace all lead service lines by 2030; and

WHEREAS, the General Manager summarized the current Board LSLR Policy, and reported the status of the number of replacements completed in FY 2020 at 533 and anticipated in FY 2021 at 800 under the three replacement programs: 1) Lead Pipe Replacement Assistance Program (LPRAP), a customer-initiated replacement program which the District funds 50%, 80%, or 100% of the costs to replace the portion of the lead and galvanized iron and brass (when funded) service line on private property due to a past partial replacement; 2) Capital Improvement Project and Emergency Repair Replacement (CIPERR) program where the District pays 100% of the costs to replace the lead, galvanized and brass (when funded) service line on private property when DC Water replaces the lead, galvanized iron, brass (when funded), or nonlead service lines in public space during a CIP (e.g. small diameter water main replacement) or emergency service line replacement; and 3) Voluntary Full Replacement Program (VFRP), a customer-initiated replacement program that the property owner agrees to pay the cost to replace

the lead service line on private property, and DC Water replaces the portion in public space at the same time; and

WHEREAS, the General Manager presented the LFDC Program, including the current inventory, ten-year replacement schedule, and planning level cost estimates to complete all replacements through the three replacement programs by 2030; and

WHEREAS, the General Manager discussed the DC Water initiated replacements performed under DC Water CIPERR program, which will focus on block-by-block replacement projects in coordination with small diameter water main replacements and during emergency repairs based on system improvements, (water quality and water main integrity), and social impact (equity factors) while prioritizing historically underserved areas and vulnerable populations (e.g. children and pregnant individuals); and

WHEREAS, the General Manager presented a high level planning cost estimate to complete the lead and galvanized iron replacements in public space at \$857 Million to \$997 Million, of which \$632 Million is currently in the capital improvement program (CIP), resulting in a \$225 Million to \$365 Million funding gap; and the estimated costs to complete the replacements in private property range from \$87 Million to \$142 Million, which will need to be funded by the District, property owner or other non DC Water funds; and

WHEREAS, to develop the LFDC Program, the General Manager discussed the stakeholder engagement activities, including engagement with the Stakeholder Alliance and other advisory groups, D.C. Council, including the Council Office of Racial Equity (CORE), District agencies, community organizations, and community partners; and

WHEREAS, the General Manager presented enhancement opportunities to achieve the goal of replacing all lead and galvanized iron service lines by 2030, through enhancing interagency coordination with the Department of Consumer and Regulatory Affairs (DCRA), the Department of Energy and Environment (DOEE), and the District Department of Transportation (DDOT), legislative and policy measures through D.C. Council to implement and incentivize LSLR and other legislative action, and efforts to pursue District and Federal funding opportunities to reduce the funding gap; and

WHEREAS, the Environmental Quality & Operations Committee, after consideration of the planning, financing, coordination activities, and enhancement opportunities, recommended that the Board approve the revision of the LSLR Policy to implement the LFDC Program to replace all lead, galvanized iron and brass (if funded) service lines by 2030.

NOW THEREFORE BE IT RESOLVED THAT:

The Board approves the Lead Free DC Plan as proposed subject to approval of any contracts necessary to implement the program and replace all lead, galvanized iron and

brass (if funded) service lines by 2030. The General Manager is directed to perform the following:

1. Implement the Lead Free DC Plan as proposed to replace all lead, galvanized iron and brass service lines in public space and private property (if funded) by 2030.
2. Replace lead, galvanized iron and brass service lines on private property paid for by funds provided by the property owner, District or federal funds, or from other non-DC Water sources to replace public portion if the owner voluntarily pays for replacement on their property through the Voluntary Full Replacement Program (VFRP).
3. Total Discretionary Funds for the replacement of lead, galvanized iron and brass service line in public space when the property owner voluntarily agrees to pay for the private side replacement through the VFRP, shall not exceed \$10 Million in a budget year without the approval of the Board of Directors.
4. Implement the requirements in the Lead Water Service Line Replacement and Disclosure Amendment Act of 2018, as amended.
5. Seek and advocate for funding to assist property owners to pay for the replacement of lead, galvanized iron and brass service lines on private property.
6. Work with DDOT and private developers (if applicable) to replace lead, galvanized iron, and brass service lines in conjunction with their replacement of small diameter water mains.
7. Implement programs to identify all unknown service lines and replace identified lead service lines.
8. Provide information about the risks related to a partial lead, galvanized iron or brass service line to property owners that have partial lead service lines or do not consent to replace the lead, galvanized iron or brass service lines and the additional mitigation efforts they need to perform to reduce the risks of lead.
9. Report to the Board annually on the status of the lead, galvanized iron and brass service line replacement, funding efforts for private replacements and any identified impediments to replacing all lead, galvanized iron and brass service lines in public space by 2030.

This resolution shall be effective immediately.

Secretary to the Board of Directors