

A Caring Approach

We wish we could say COVID-19 is behind us, but unfortunately, we're still in the grips of a pandemic that has upended our lives and created financial hardships for many District residents. In response, DC Water partnered with the District Government to create new relief programs to help customers who have fallen behind on their bills. We also started a unique new program to help tenants who pay for their utilities as part of their rent.

As we begin a new fiscal year, our commitment to helping customers in need remains unchanged. We will continue to offer millions of dollars in assistance – in the form of monthly discounts and one-time credits – to aid those who have been negatively impacted by the pandemic. To learn more visit dcwater.com/cares, call **202-354-3600** or email cares@dcwater.com.

DC Water's revenue has also been impacted over the past 18 months, leading us to tighten our belt, prioritize expenditures, pause some capital projects and restrict hiring except for critical vacancies. We will continue to operate with restraint in FY 2022, which began October 1, 2021, while ensuring we can provide life sustaining water and wastewater services. With the new approved rates, the average household will see about a \$7 increase in their monthly bill.

In 2022 we will:

- Provide more than \$2.4 million in discounts to help customers pay their monthly water bills
- Extend emergency relief programs for residential customers and tenants who fall behind on their bills
- Invest \$476 million in the water and sewer systems and wastewater treatment plant to improve water quality and prevent failures
- Advance Lead Free DC program with addition of two new inspectors
- Continue to invest in the community by providing 14 jobs in the Apprentice Program
- Fully fund the Clean Rivers Program to reduce combined sewer overflows and flooding
- Provide \$720K for the installation of backwater valves to prevent sewer backups in customers' homes



Approved Average Monthly Residential Water and Sewer Bills for FY 2022*

DC Water Retail Rates*	\$78.92
Clean Rivers Impervious Area Charge	\$18.40
DC Water Customer Metering Fee**	\$7.75
DC Water Water System Replacement Fee***	\$6.30
Subtotal: DC Water Rates & Charges	\$111.37
Increase Over Prior Year	\$7.29
District of Columbia PILOT Fee*†	\$3.04
District of Columbia Right-of-Way Fee*†	\$1.03
District of Columbia Stormwater Fee †	\$2.67
Subtotal: District of Columbia Charges	\$6.74
Total Amount Appearing on DC Water Bill	\$118.11
Increase Over Prior Year	\$7.40

RATE SHIFT FOR THE CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC)

This year, DC Water will complete a three-year shift in how the Clean Rivers project is funded. The change will provide more relief to customers who consume less water. The CRIAC fee, which is based on a property’s impervious area, is now combined with volumetric charge for the water used on the property. In 2022 the CRIAC charge declines from \$19.52 to \$18.40, while the sewer rate rises. Most customers will see minimal change in the amount that they contribute to the Clean Rivers Project. More info: dcwater.com/rates.

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

