



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY
Board of Directors**

*Wednesday, January 13, 2021
6:30 p.m.*

Microsoft Teams meeting

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**PUBLIC HEARING ON
Amendments to Customer Assistance Program (CAP) Regulations to Establish
“DC Water Cares” Emergency Residential Relief Program for
Low-Income Residential (CAP and CAP2) Customers**

Wednesday, January 13, 2021

6:30 p.m.

AGENDA

1. Call to Order.....Tommy Wells, Chairman
2. [Opening Statement](#).....Tommy Wells, Chairman
3. [DC Water Management Presentation](#)..... Carolyn Mackool, Director
“DC Water Cares” Emergency Residential Relief Customer Care
Program for Low-Income Residential (CAP and CAP2) Customers
4. Public Witnesses
 - Pre-registered Speakers
 - Other comments (time permitting)
5. Closing StatementTommy Wells, Chairman
6. AdjournmentTommy Wells, Chairman



Residential Emergency Assistance Program Public Hearing Presentation, January 13, 2021

District of Columbia Water and Sewer Authority
Presented by Carolyn MacKool



- Provide information and hear from our customers on our amendment to Section 4102, Customer Assistance Programs, to enact emergency regulations for the “DC Water Cares Program” the residential emergency assistance approved in DC Water Board Resolution 20-65 on November 5, 2020

Background

- DC Water Board Resolution 20-65* approved \$3 million in residential emergency funding for households impacted by COVID in FY 2021 and an additional \$5 million in customer assistance in FY2022.
- DC Water recognized that “Water is Life”, especially in a pandemic. This resulted in DC Water quickly responding to the public health emergency by restoring services to disconnected customers, suspending nonpayment disconnects, halting assessment of late fees, partnering with the Mayor & DOEE on development of an emergency program, and allowing customers extended payment arrangements without down payment.
- Customer use of assistance has increased as a result of the pandemic
 - Number of those assisted has increased more than 90 percent to 6,673 in FY2020
 - Amount of assistance provided increased by \$1.5 million, to \$2.7 million in FY 2020
 - To help those in need, DC Water has allocated a total of \$15 million to assist customers in need; this program is part of that assistance
- The amount of residential customer delinquencies has increased from \$12.8 million in March 2020 to \$19.8 million in November, and the number of delinquent accounts has increased from 9,933 to 14,772

Customer Assistance Programs

- Customer Assistance Program (CAP) provides a discount on the first 400 cubic feet (3,000 gallons) of water and sewer services used each month. Eligible households will receive a 75 percent reduction in the monthly CRIAC fee and a Water Service Replacement Fee waiver. The monthly discount is approximately \$77 a month.
- Customer Assistance Program II (CAP2) provides a discount on the first 300 cubic feet (2,250 gallons) of water and sewer services used each month (with the exception of PILOT and ROW fees) and a 50 percent reduction in the monthly CRIAC fee. The monthly discount is approximately \$50 a month
- Customer Assistance Program III (CAP3) provides a discount of 75 percent off of the monthly CRIAC. The monthly discount is approximately \$15 a month.
- Emergency Relief - Under the leadership of Mayor Muriel Bowser, the Council for the District of Columbia and the District Government, have authorized financial assistance to provide emergency relief to District residents struggling with unpaid DC Water bills during the coronavirus (COVID-19) public health emergency and 105 days thereafter. Eligible households may receive bill assistance up to \$2,000 as a one-time emergency benefit.

For more information please see: <https://www.dewater.com/customer-assistance>

Eligibility Requirements & Application Process

Eligibility Requirements

- Customer is responsible for paying a DC Water bill for the water and sewer bill with a past due balance
- The location is identified as a single-family or individually-metered low-income residential customer
- The household income is equal to or below eighty percent (80%) of the Area Median Income (AMI) for the District of Columbia, not capped by the United States median low-income limit. This is equal to the CAP and CAP2 programs offered by DC Water.

Application Process

- Apply online on the DOEE website <https://doee.dc.gov/service/criacrelief>
- Email your application and documentation to criac.residential@dc.gov
- Mail you application to DOEE, Attn: CRIAC Residential Relief Program, 1200 First Street NE, 5th Floor, Washington DC 20002
- The application requires proof of income, photo identification, a DC Water bill, and signed application.

DC Water Cares: Benefit Calculation

- 💧 Upon receipt of the initial valid enrollment apply a credit of the past due water and sewer balance on the account, not to exceed \$2,000 in FY 2021
- 💧 On a regular basis for the remainder of the fiscal year, DC Water will review the previously approved accounts to determine if the account remains in good standing. If the account reaches a balance that could result in collection action DC Water will apply an additional credit up to yearly \$2,000 max.
- 💧 If the customer has received two assistance payments and continues to be past due, the household will be contacted by the Collection team to discuss the circumstance and determine whether application of additional assistance is prudent and develop a payment plan or share info about potential household usage problems (i.e. leaks,) going forward

DC Water Residential Emergency Program Summary

	DC Water Program
Program Start Date	District Funded Customers – January 2021 New Customers – Upon Use of All District Funds
Funding	DC Water
Income Eligibility	Up 80% AMI (see appendix)
Emergency Assistance Amount	Max of \$2,000 per account in FY 21
Timing of assistance availability	FY2021*
Frequency of assistance	Multiple Capped at \$2k Max Payout in FY 2021*
Funds available	\$3 million*

* This program can continue in FY2022 using all or a portion of the \$5 million of emergency funds allocated if authorized by the DC Water Board. However, they must reapply.

- Public Comment Period - November 20, 2020 – January 18, 2021
- Present Public Comments and Final Proposal to Retail Rates Committee on January 26, 2021
- Retail Rates Committee final review and recommendation to Board on January 26, 2021
- Continue providing assistance for previously approved CAP & CAP2 customers with past due balances
- Board Review and Approval on February 4, 2021
- Publish Final Rulemaking and continue implementation on February 19, 2021

Appendix

Income Limits for Customer Programs

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