

Account Number: [REDACTED]
 Service Address: [REDACTED]
 Square/Suffix/Lot: [REDACTED]
 Impervious Sq. Ft.: 1,400

Questions/Preguntas: (202) 354-3600
 Emergencies/Emergencia: (202) 612-3400
 Visit Us Online: DCWater.com

Meter Number	Meter Size	Prior Read Date	Current Read Date	Number of Days	Prior Read	Current Read	Usage (CCF)	Usage (Gallons)	Read Type
[REDACTED]	1"	12/7/21	1/6/22	31	31,727	32,344	6.17	4615.16	ACT

BILL SUMMARY

Bill Date 1/6/22
 Previous Balance \$124.35
 Payments as of 1/6/22 \$124.35 cr
 Outstanding Amount Due \$0.00
 Other Charges and Credits \$0.00
 Current Charges \$134.99
Total Amount Due by 1/31/22 \$134.99

Dispute Deadline for Current Bill: 2/5/22

IMPORTANT MESSAGES

Need help paying your water bill? DC Water has authorized funding to provide emergency payment assistance to residents impacted by COVID. To apply for this bill credit, visit dcwater.com/CAP or call 311.

As of December 1, DC Water resumed service disconnections for accounts with past due balances greater than \$600.

Need help paying your water bill? DC Water has authorized funding to provide emergency payment assistance to residents impacted by COVID. To apply for this bill credit, visit dcwater.com/CAP or call 311.

CURRENT CHARGES - RESIDENTIAL

Metering Fee 1" \$9.16
 Water System Replacement Fee 1" \$9.67
 Water Services 4.00 CCF X \$3.63 \$14.52
 Water Services 2.17 CCF X \$4.74 \$10.29
 Sewer Services 6.17 CCF X \$10.64 \$65.65
 Clean Rivers IAC 1.00 ERU X \$18.40 \$18.40

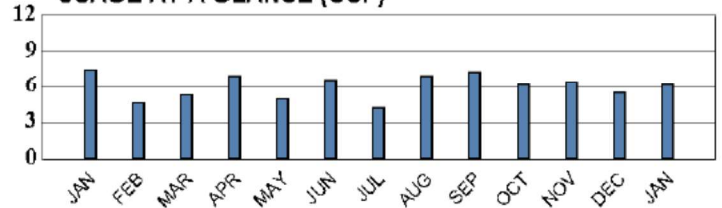
DC GOVERNMENT FEES

DC Government PILOT Fee 6.17 CCF X \$0.56 \$3.46
 DC Government ROW Fee 6.17 CCF X \$0.19 \$1.17
 DC Govt Stormwater Fee 1.00 ERU X \$2.67 \$2.67

Total Current Charges \$134.99

TOTAL CURRENT BILL \$134.99

USAGE AT A GLANCE (CCF)



Please return the portion below with your payment to ensure proper credit to your account.



Make a SPLASH to help those in need pay their water bill

Enroll in recurring Round Up by logging into MyDCWater.com.

Account Number [REDACTED]
Total Amount Due: 1/31/22 \$134.99
 Amount Due After: 2/5/22 \$148.49
Amount Enclosed \$ _____

Please allow time for your payment to reach us.





ENROLLED IN AUTO PAY

BALANCE WILL BE AUTOMATICALLY DEDUCTED ON THE DUE DATE.

000024132350 1 0000134996 0000148496

Account Number: [REDACTED]

EXPLANATION OF TERMS

ACT	ACTUAL METER READING	CUST	CUSTOMER METER READING	ERU	EQUIVALENT RESIDENTIAL UNIT
CAP	CUSTOMER ASSISTANCE PROGRAM	EST	ESTIMATED METER READING	NSF	INSUFFICIENT FUNDS
CCF	CENTUM CUBIC FEET (100)		1 CCF = 748 GALLONS 		

CUSTOMER CLASSIFICATION

DESCRIPTION – Please see 21 DCMR § 4104 for full description of the customer classifications.

RESIDENTIAL	A single-family dwelling used for domestic purposes, within a single-family home, apartment building, condominium or cooperative housing association where each unit is served by a separate service line and is individually metered, or a multi-family structure or development used for domestic purposes (less than 4 units) served by a single service line that is master metered. See 21 DCMR § 4104 for excluded premises.
MULTI-FAMILY	A multi-family structure or development used for domestic purposes, with four or more residential dwelling units, including single-family, apartment, condominium, or cooperative housing association served by the same service line that is master metered. See 21 DCMR § 4104 for excluded premises.
NON-RESIDENTIAL OR COMMERCIAL	All customers not referenced within the Residential or Multi-Family class including premises where one or more units are not used for domestic purposes and all units are served by the same master metered service line.

SERVICE FEES & CHARGES

REASON

AMOUNT

LATE FEE	Bill is not paid within 30 calendar days after bill date Bill is not paid 60 or more days after bill date	10% 1% Interest, compounded monthly
SERVICE DISCONNECTION/RESTORATION	Disconnection of service Restoration of service	\$50 \$50
UNAUTHORIZED TURN-ON	Water is illegally turned on without authorization after water service is disconnected	\$245
METERING FEE	Installation, operation and repair of DC Water-owned meters	Based on meter size
CHECK RETURN FEE (CUSTOMER BAD CHECK FEE)	Returned electronic funds transfer (EFT) Returned check charge	\$20 \$25
CHARGEBACK FEE (DECLINED CREDIT CARD FEE)	Returned credit card charge	\$35
WATER SYSTEM REPLACEMENT FEE	Funds replacement of aging water infrastructure	Based on meter size and average water flow
MANUAL METER READING FEE	A \$20 fee charged if customer refuses or does not respond to install Automatic Meter Reader or if the meter transmission unit is not transmitting due to the customer's failure to provide appropriate transmission requirements.	
NEW CUSTOMER ACCOUNT INITIATION FEE (SERVICE INITIATION FEE)	A \$50 fee for new account setup. If you are a property owner in the District of Columbia and need to start water service, have your title company contact DC Water and provide a copy of your settlement statement. Tenants are unable to start service.	
CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC)	This charge is based on the impervious area of a property and was designed so that property owners pay a fair share towards the cost of the Long Term Combined Sewer Overflow Control Plan. The charge structure uses the term equivalent residential unit or ERU to measure the impervious area. Residential properties are categorized into tiered ranges. Multi-family and non-residential properties are charged based on square footage of impervious area. For more information, please visit us at dcwater.com/impervious-area-faq .	

DC GOVERNMENT CHARGES

PURPOSE

STORMWATER	Set by DC Dept. of Energy & Environment per amount of impervious area, funds DC stormwater management program.
ROW (RIGHT-OF-WAY)	Payment made to DC government for DC Water's sewer and water mains that occupy the Public Right-of-Way.
PILOT (PAYMENT IN LIEU OF TAXES)	Payment made to DC government for services, like public safety, that are provided to DC Water.

BILLING & PAYMENT

ACTION

PAYING BY MAIL	Write your account number on your check or money order and make it payable to DC Water.
SELLING PROPERTY / FINAL BILL REQUEST	If you are selling your property in the District of Columbia and need to close your account, have your title company contact DC Water and provide a copy of your settlement statement. DC Water holds the owner of the property responsible for payment of the final bill. Listed tenants vacating the property are encouraged to contact DC Water to be removed from the account.
CAP (CUSTOMER ASSISTANCE PROGRAM)	DC Water assistance program for low-income residents that may qualify for discounts on water and sewer charges and CRIAC. Contact the DC Department of Energy & Environment (DOEE) at (202) 673-6750 or 311 to apply for assistance.
SPLASH (SERVING PEOPLE BY LENDING A SUPPORTING HAND)	SPLASH is a DC Water customer assistance program designed to provide emergency assistance to financially challenged District residential owner/tenant customers pay their water and sewer bill. For assistance, contact the Greater Washington Urban League at 202-265-8200. To support his program, please round your bill up to the next dollar or two, and donate the difference to a DC resident in need. To automatically contribute to the roundup program, please check the appropriate box on the payment stub. The monthly roundup contribution will be made automatically. Please be sure your account balance is current before contributing.

BILLING DISPUTES

An owner or occupant may challenge the most recent charges on the bill by either: (a) paying the current charges in the bill and notifying DC Water in writing within 30 calendar days after the bill date, the reason(s) why the bill is believed to be incorrect and that he bill is being paid under protest; or, (b) not paying the current charges in the bill and notifying DC Water in writing, within 30 calendar days after the bill date, the reason(s) why the bill is believed to be incorrect. Challenges received after the 30 day period, will be deemed untimely and will not stop the imposition of a penalty for nonpayment of charges or the possibility of termination of service for nonpayment. DC Water will investigate and suspend an owner or occupant's obligation to pay the disputed bill until they have been provided written results of the investigation and the date that the bill should be paid. If it is determined that the bill is erroneous, DC Water shall adjust the bill accordingly and refund any overcharges paid. If the owner/occupant is not satisfied with DC Water's decision, then they may request in writing an administrative hearing within fifteen (15) calendar days of the date of the decision. The owner or occupant is not relieved of the responsibility for paying all previously or subsequently rendered bill(s), uncontested service charges, penalties, interest, and administrative costs. For more information on your rights please visit us at dcwater.com/disputing-bill.