## Sample Bills

<table>
<thead>
<tr>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample bill before rate change with SPLASH contribution and EFT</td>
<td>2</td>
</tr>
<tr>
<td>Sample bill with proration across rate change</td>
<td>4</td>
</tr>
<tr>
<td>Sample complex bill with cooling tower adjustment and prorated water system replacement fee</td>
<td>6</td>
</tr>
</tbody>
</table>
Take the opportunity to help your neighbor. Make a SPLASH by signing up for bill roundup. We will automatically roundup your bill each month to the next highest dollar. Your pennies will help those in need to pay their water bills. This program is administered by the Greater Washington Urban League for DC Water. See reverse for more details.

"WATER IS LIFE"

Customer Service / Servicio Al Cliente: (202) 354-3600
Emergencies / Emergencia: (202) 612-3400

Customer name
### Street name NE
WASHINGTON DC 20002-5923

DO NOT PAY
Balance will be automatically deducted on the due date.
EXPLANATION OF TERMS
ACT  Actual Meter Reading  CAP  Customer Assistance Program  CUST  Customer Meter Reading
EST  Estimated Meter Reading  CCF  100 cubic feet = 748 gallons  NSF  Payment returned by your bank or financial institution
ERU  Equivalent Residential Unit = 1,000 Square Feet of Impervious Area

FINAL BILL
If you are planning to move or wish to close your account please contact Customer Service for a FINAL BILL within five (5) business days of your planned move. DC Water holds the owner of the property responsible for payment of all bills.

PAYMENT INFORMATION AND OPTIONS
For automated account access or to pay by phone or online, visit our website at www.dcwater.com or call us at (202) 354-3600. If you pay by mail, please write your account number on your check or money order and make the check payable to District of Columbia Water and Sewer Authority.

PAYMENT CENTERS
DC Water Business Office 810 First Street NE, Monday through Friday 8:30 AM to 5:00 PM. Your payment must be made at least 3 business days before the due date to avoid late charges.

FEES AND CHARGES
Late fees, where applicable: 10% additional charge will be assessed on any bill not paid by the stated due date. An additional 1% interest, compounded monthly, is assessed for any charges outstanding for sixty (60) days or more.
Returned payments fee: $25.00 for returned checks; up to $35 for returned credit card payments; $20 for returned electronic funds payments.
Service suspension/restoration $50.00 fee for suspension and/or restoration of service due to non-payment (separate fees for suspension and restoration).
On without authorization fee: $245.00 fee when water is turned on without authorization. $700 fee for a broken bypass seal.
Customer Metering fee relates to the use, maintenance and repair of DC Water owned meters. It is based on the size of the meter.

CLEAN RIVERS IMPERVIOUS AREA CHARGE (IAC)
The Clean Rivers IAC is based on the surface area on your property that impedes water from going into the ground as it would under natural conditions. This type of surface, called an impervious surface, causes water to run off into the combined sewers and sanitary sewers at an increased rate of flow relative to the flow under natural conditions. The fee is designed so property parcel owners pay a fair share of the costs of a long term combined sewer overflow control plan. The fee structure uses the term Equivalent Residential Unit, or ERU, representing 1,000 square feet of impervious surface. Residential properties are categorized into tiered ranges based on the amount of impervious area on their property, and owners are charged an amount equal to the average ERU value for their range. The ranges are:
Less than 700 square feet = 0.6 ERU.  700 to 2,099 square feet = 1.0 ERU.
2,100 to 3,099 square feet = 2.4 ERU.  3,100 to 7,099 square feet = 3.8 ERU.
7,100 to 11,099 square feet = 8.6 ERU and 11,100 square feet or more = 13.5 ERU.
Non-residential properties are charged an amount equal to the impervious surface on their property, truncated to the closest 100 square feet.

RIGHT OF WAY FEE and PILOT FEE
DC Water pays the District of Columbia a right of way fee to build, operate and maintain water and sewer infrastructure and facilities that serve you. DC Water pays the District of Columbia a payment in lieu of taxes (PILOT) to compensate the District of Columbia for tax revenue it loses from DC Water’s infrastructure and facilities located in public space.

STORMWATER FEE
The District of Columbia’s Department of the Environment establishes the storm water fee to fund the stormwater management program.

BILLING QUESTIONS
Call Customer Service at (202)354-3600, or by TTY at (202)354-3677, or email us at custserv@dcwater.com. We are open Monday through Friday 8:00 AM to 5:00 PM. Please provide your phone number and email address so we may serve you better. If you think your bill is incorrect, please contact our Customer Service Department at (202) 354-3600 or email us at custserv@dcwater.com. You may dispute your bill by submitting a written challenge within ten (10) business days of receipt of the bill, or you may pay the bill and submit a written challenge before receipt of the following month’s bill. You must file a separate bill dispute for each bill that you challenge. You are responsible for all other charges not under dispute. Please send your challenge to: District of Columbia Water and Sewer Authority, Customer Service Department, 810 First Street NE, 11th Floor, Washington, DC 20002.

CUSTOMER ASSISTANCE PROGRAM (CAP)
Low-income residents may qualify for a discount. Contact the DC Department of the Environment Energy Office at (202) 673-6750 to apply.

SERVING THE PUBLIC LENDING A SUPPORTING HAND (SPLASH) PROGRAM
SPLASH helps residents most in need pay their water bills. Your donations fund SPLASH and all donations go to needy DC residents. Just add the amount of your donation to your payment and fill in the amount on the payment form. With the SPLASH ROUNDUP PROGRAM we can automatically roundup your bill to the next highest dollar as a SPLASH contribution. For example, a $25.62 bill is rounded up to $26.00, and the extra 38 cents is donated to SPLASH. You may also add $1.00 or $2.00 to this amount. To contribute to the roundup program, please check the appropriate box. The monthly roundup contribution will be made automatically. PLEASE BE SURE YOUR ACCOUNT BALANCE IS CURRENT BEFORE CONTRIBUTING.
Take the opportunity to help your neighbor. Make a SPLASH by signing up for bill roundup. We will automatically round up your bill each month to the next highest dollar. Your pennies will help those in need to pay their water bills. This program is administered by the Greater Washington Urban League for DC Water. See reverse for more details.

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**Bill Summary**

- **Billing Date**: 10/16/15
- **Previous Balance**: $97.28
- **Payments as of 10/15/15**: $97.28 CR
- **Late Fees From Prior Balance**: $0.00
- **Outstanding Amount Due**: $0.00
- **Total Current Bill**: $124.40
- **Total Amount Due - Please Pay by 11/10/15**: $124.40

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**CURRENT WATER AND SEWER CHARGES - RESIDENTIAL**

<table>
<thead>
<tr>
<th>Metering Fee</th>
<th>Water Services 5 CCF x $3.88</th>
<th>Metering Fee</th>
<th>Water Services 2 CCF x $3.08</th>
<th>Water Services 3 CCF x $3.87</th>
<th>Sewer Services 5 CCF x $4.74</th>
<th>Sewer Services 5 CCF x $5.44</th>
<th>Clean Rivers IAC 1 ERU x $20.30</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.06</td>
<td>$19.40</td>
<td>$1.80</td>
<td>$6.16</td>
<td>$11.61</td>
<td>$23.70</td>
<td>$27.20</td>
<td>$20.30</td>
</tr>
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</table>

**CURRENT CHARGES AND CREDITS**

<table>
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<tr>
<th>DC Government PILOT Fee 5 CCF x $.46</th>
<th>DC Government Right of Way Fee 5 CCF x $.17</th>
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<tr>
<td>$2.30</td>
<td>$0.85</td>
</tr>
<tr>
<td>DC Government PILOT Fee 5 CCF x $.47</td>
<td>DC Government Right of Way Fee 5 CCF x $.17</td>
</tr>
<tr>
<td>$2.35</td>
<td>$0.85</td>
</tr>
<tr>
<td>DC Govt Stormwater Fee 1 ERU x $2.67</td>
<td>Water System Replacement Fee 5/8</td>
</tr>
<tr>
<td>$2.67</td>
<td>$3.15</td>
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**TOTAL CURRENT CHARGES**: $124.40

**TOTAL CURRENT BILL**: $124.40

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**"WATER IS LIFE"**

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**Account Number**: 0
**Please Pay By 11/10/15**: $0.00
**Amount Due after 11/16/15**: $0.00
**1-Time SPLASH Donation Amount Enclosed**: ______

Pay online at [www.dcwater.com](http://www.dcwater.com)
Pay By Telephone (202)354-3600

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**Explanation of Terms**

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<td>Water System Replacement Fee</td>
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<tr>
<td>CCF</td>
<td>100 cubic feet = 748 gallons</td>
<td>ERU</td>
<td>Equivalent Residential Unit = 1,000 Square Feet of Impervious Area</td>
<td></td>
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**Customer Classifications**

- **Residential:** a single-family dwelling used for domestic purposes; a condominium or apartment unit where each unit is served by a separate service line and is individually metered and the unit is used for domestic purposes; or a Multi-Family structure of less than four apartment units where all the units are served by a single service line that is master metered.
- **Multi-Family:** a Multi-Family structure (such as a condominium or apartment dwelling) used for domestic purposes, with four or more units.
- **Non-Residential or Commercial:** all customers not within either the residential or Multi-Family class.

**Final Bill**

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- **Service Suspension/Restoration:** $50.00 fee for suspension and/or restoration of service due to non-payment (separate fees per suspension and restoration).
- **On Without Authorization:** $245.00 is assessed when water is turned on without being authorized by DC Water.
- **Metering Fee:** relates to the use, maintenance and repair of the DC Water-owned meters. It is based on the meter size, which services your property.
- **Water System Replacement:** designed to recover 1% annually of the renewal and replacement of aging water infrastructure for residential, multi-family and non-residential customers. This fee is based on meter size and average flow and is separate from ROW, PILOT and STORMWATER fees.

**Clean Rivers Impervious Area Charge (CRIAC)**

The Clean Rivers IAC is based on the impervious surface area on your property that impedes rainfall from going into the ground as it would under natural conditions. This type of surface causes water to run off into the combined sewers and storm sewers at an increased rate of flow relative to the flow under natural conditions. The fee is designed so property parcel owners pay a fair share of the cost of the long term combined sewer overflow control plan. The fee structure uses the term Equivalent Residential Unit or ERU, representing 1,000 square feet of impervious area surface. Residential properties are categorized into tiered ranges and all remaining properties are charged an amount equal to the average ERU value for their range.

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Non-residential properties are charged an amount proportional to the impervious surface on their property, truncated to the nearest 100 square feet.

**Right-of-Way, PILOT and Stormwater Fees:**

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- **PILOT:** DC Water pays the District of Columbia PILOT fees to reimburse the District for services benefiting DC Water facilities and personnel, including but not limited to police and fire protection.
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- □ Roundup
- □ Roundup plus $1.00
- □ Roundup plus $2.00

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