

CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC) RELIEF PROGRAMS

DC Water Bill Relief

★ ★ ★ DEPARTMENT
OF ENERGY &
ENVIRONMENT

WE ARE
WASHINGTON
DC GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



QUESTIONS?

Please leave your questions and comments in the chat.

Responses will be posted to DOEE's CRIAC website within 2 weeks.

UTILITY ASSISTANCE

Utility Discount Program

- PEPCO
- Wash Gas
- DC Water
 - CAP 1
 - CAP 2
 - CAP 3

LIHEAP

Weatherization


Solar for All

CRIAC

CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC)

- Assessed on the monthly DC Water bill
- CRIAC collections are used to fund [DC Water's Clean Rivers Project](#)
- Based on the amount of impervious surface
 - Equivalent Residential Unit (ERU)
 - 1 ERU = 1,000 sq ft of impervious area
 - FY24 ERU rate = \$21.86 per ERU

Sample Monthly DC Water Bill



Account Number: 1234567-1
 Service Address: 1234 #TH Street SE
 Square/Suffix/Lot: #####/####
 Impervious Sq. Ft.: 10,800

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

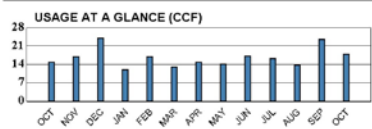
Meter Number	Meter Size	Prior Read Date	Current Read Date	Number of Days	Prior Read	Current Read	Usage (CCF)	Usage (Gallons)	Read Type
#####	2"	9/28/23	10/23/23	28	73,820	75,620	18.00	13464.00	ACT

BILL SUMMARY		CURRENT CHARGES - COMMERCIAL	
Bill Date	10/23/23	Metering Fee 2"	\$7.54
Previous Balance	\$654.43	Water System Replacement Fee 2"	\$83.75
Payments as of 10/23/23	\$654.43 cr	Water Services 3.21 CCF X \$4.40	\$14.12
Outstanding Amount Due	\$0.00	Water Services 14.79 CCF X \$4.05	\$59.90
Other Charges and Credits Current	\$0.00	Sewer Services 3.21 CCF X \$6.00	\$19.26
Charges	\$538.96	Sewer Services 14.79 CCF X \$7.75	\$114.62
Total Amount Due by 11/17/23	\$576.33	Clean Rivers IAC 10.80 ERU X \$21.86	\$238.09
		DC GOVERNMENT FEES	
		DC Government PILOT Fee 3.21 CCF X \$0.49	\$1.57
		DC Government PILOT Fee 14.79 CCF X \$0.50	\$7.40
		DC Government ROW Fee 18.00 CCF X \$0.18	\$3.24
		DC Govt Stormwater Fee 10.80 ERU X \$2.67	\$28.84
		Total Current Charges	\$576.33
		TOTAL CURRENT BILL	\$576.33


IMPORTANT MESSAGES
 New rates went into effect October 1. This month's bill includes a line for the water used before October 1 (at the old rates) and another line for water used October 1 and after (at the new rates). To learn more about the rate change, visit our website at www.DCWater.com/approved-rates.

With paperless billing, you can receive and pay your bill online. Log into My DC Water for more information.

USAGE AT A GLANCE (CCF)



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

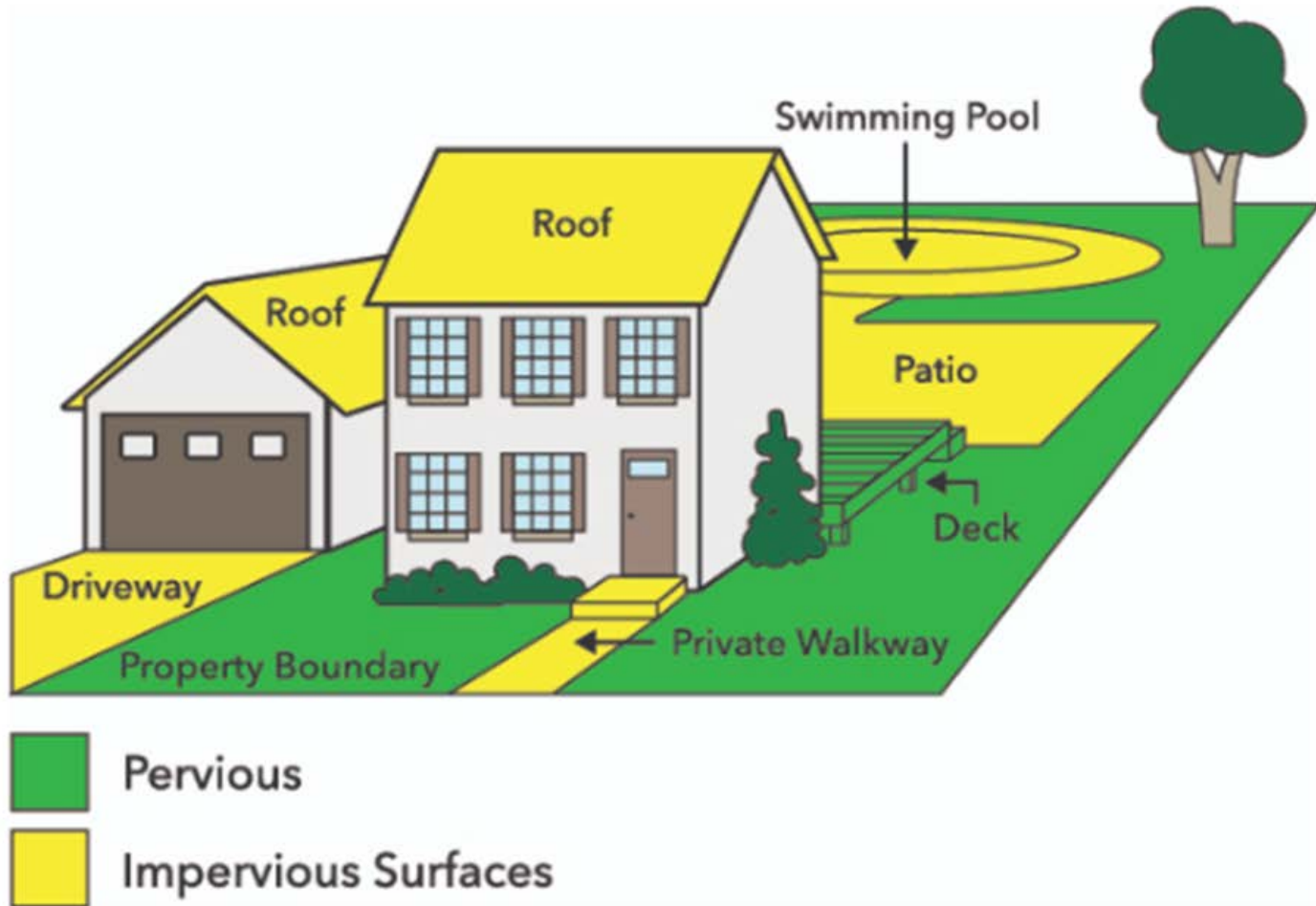
	Make a SPLASH to help those in need pay their water bill	Account Number	1234567-1
	Enroll in recurring Round Up by logging into MyDCWater.com.	Total Amount Due: 11/17/23	\$576.33
		Amount Due After: 11/22/23	\$647.50
		Amount Enclosed	\$
		Please allow time for your payment to reach us.	

NONPROFIT ORGANIZATION 1234 #TH ST SE WASHINGTON DC 20020	ENROLLED IN AUTO PAY BALANCE WILL BE AUTOMATICALLY DEDUCTED ON THE DUE DATE.
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012345678910 0 0123456789 012345678

Sample Monthly DC Water Bill

WHAT IS AN IMPERVIOUS AREA?



CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC) RELIEF PROGRAMS

The Clean Rivers Impervious Area Charge (CRIAC) Relief Programs provide DC Water bill relief to **low- and moderate-income residents** and **eligible nonprofit organizations**.

Residential

CAP 1

CAP 2

CAP 3

Nonprofit

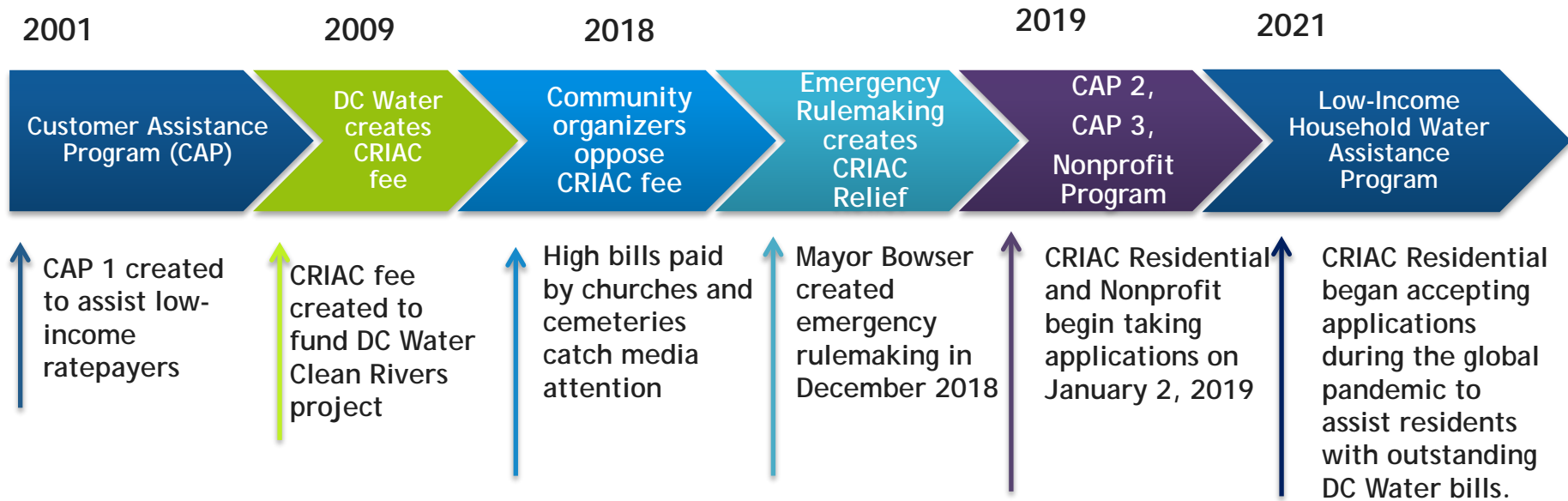
Charitable Organization

House of Worship

Cemetery

Continuing Care Facility

TIMELINE OF THE EXPANSION OF CAP



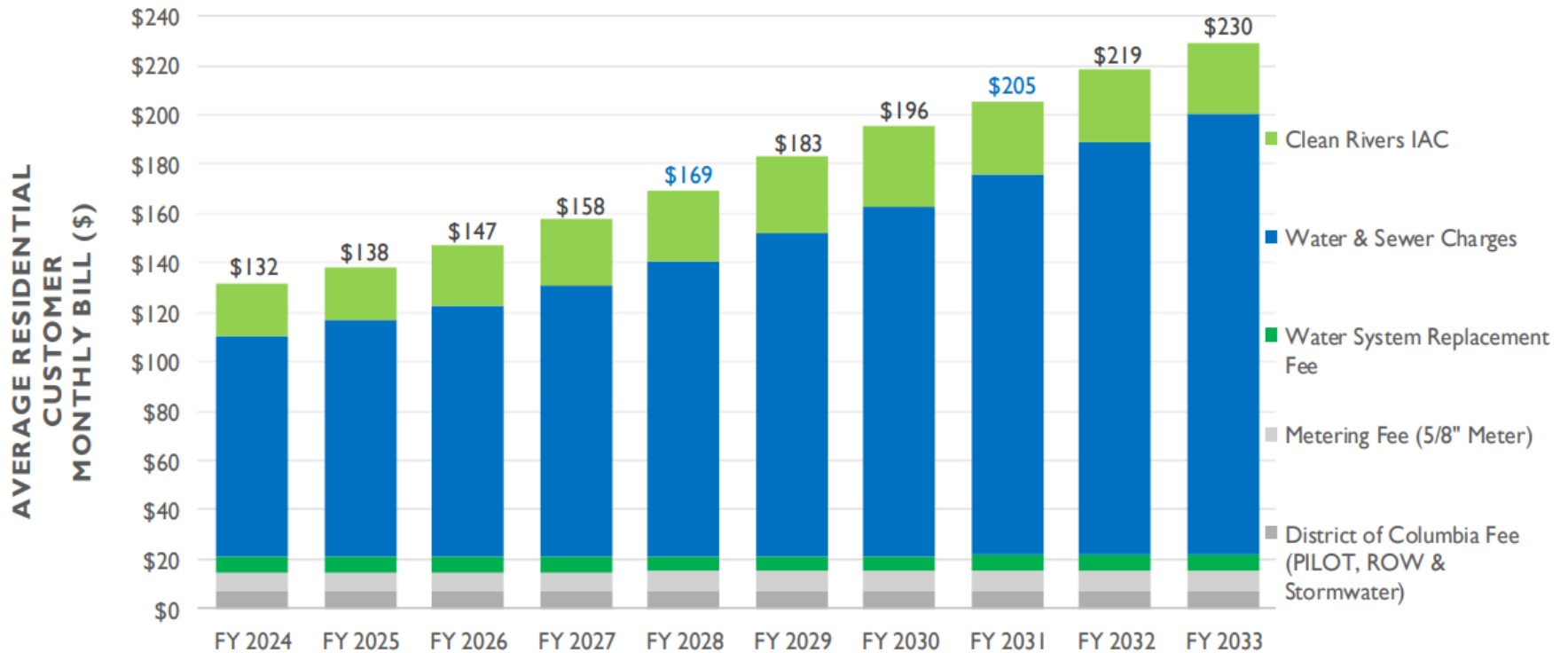
MONTHLY CRIAC FEE FOR AVERAGE RESIDENTIAL CUSTOMER (2009 TO 2024)



Source: District of Columbia Water and Sewer Authority, March 2024

DC WATER EXPECTED BILL PROJECTIONS (2024 TO 2033)

Projected average monthly residential customer bill ranges from \$132 in FY 2024 to \$230 in FY 2033



* Assumes average residential consumption of 5.42 Ccf, or 4,054 gallons, per month. Ccf = hundred cubic feet, or 748 gallons

Source: DC Water Proposed Rates as of February 27, 2024

CRIAC RESIDENTIAL FY 24 INCOME ELIGIBILITY

Household Size	CAP	CAP 2	CAP 3
1	\$49,814	\$84,400	\$106,500
2	\$65,141	\$96,450	\$121,700
3	\$80,469	\$108,500	\$136,900
4	\$95,797	\$120,550	\$152,100
5	\$111,124	\$132,650	\$164,300
6	\$126,452	\$144,700	\$176,400
7	\$129,325	\$156,750	\$188,600
8	\$132,199	\$168,800	\$200,800

Figures are capped at \$200,800 based on language from the Budget Support Act.

CRIAC RESIDENTIAL

CRIAC Residential consists of three levels of relief.

Residential

CAP 1 = \$85/mo

CAP 2 = \$56/mo

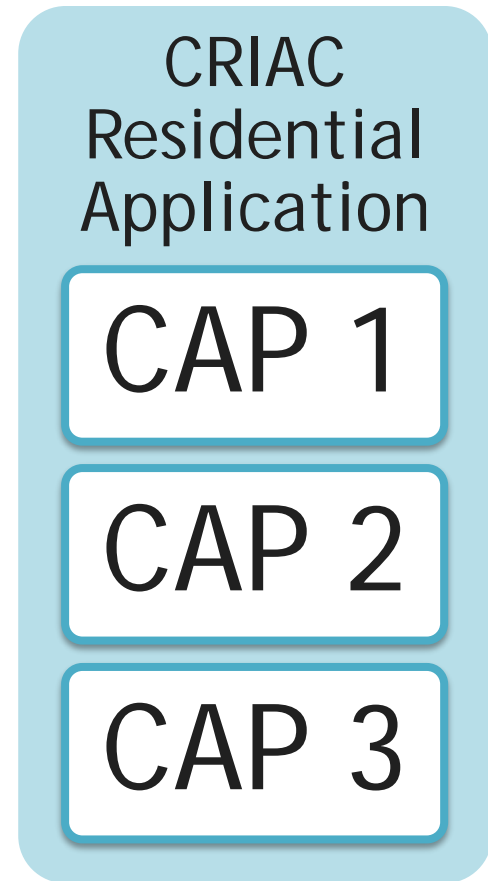
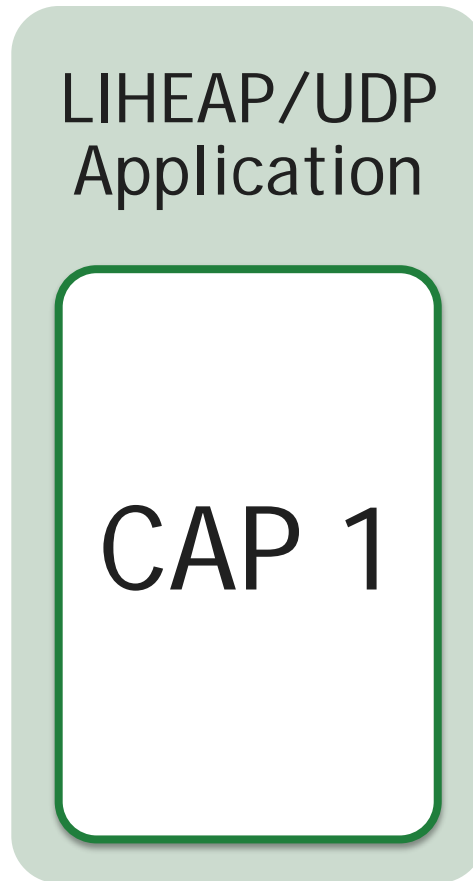
CAP 3 = \$14/mo

CRIAC RESIDENTIAL ASSISTANCE LEVELS

	CRIAC	Water/Sewer Services	PILOT	ROW	WSRF
CAP	75% Reduction	Exempt from first 400 CCF	Exempt	Exempt	Exempt
CAP 2	50% Reduction	Exempt from first 300 CCF	-	-	-
CAP 3	75% Reduction	-	-	-	-

APPLICATION PROCESS

There are two applications that can enroll a resident into CRIAC.



CRIAC RESIDENTIAL APPLICATION MATERIALS

- Complete and signed application
- Applicant's photo ID
- Recent proof of income for all income earners
- Social Security cards for all household members.
- Recent DC Water bill (must show proof of responsibility for the bill)

Water Assistance Application
Clean Rivers Impervious Area Charge (CRIAC) Residential Relief Program,
Customer Assistance Program (CAP), &
Low Income Household Water Assistance Program (LIHWAP)

The **Clean Rivers Impervious Area Charge (CRIAC)** Residential Relief Program provides financial relief to eligible renters and homeowners, significantly reducing their CRIAC costs.
The **Low-Income Household Water Assistance Program (LIHWAP)**, eligible households will receive a one-time water assistance benefit towards their DC Water bill.
The **Customer Assistance Program (CAP)** discounts water and sewer services each month and reduces the CRIAC fee by 50 to 75%.

Please complete the information below. Incomplete or missing information may result in denial or delay of your application. Please submit this application, **along with copies of photo identification, household proof of income, social security cards for all household members, and a recent water bill.**

Application Date: / / 1. Social Security # 2. Date of Birth 3. Citizenship 4. Gender

5. Applicant Last Name 6. Applicant First Name 7. M.I. 8. Contact Number

9. Street Address 10. Apt # 11. Zip Code 12. Ward 13. ANC

14. Is this a temporary address? Yes No 15. Email _____

16. Type of dwelling: () Single Family () Multi-Family 17. Are you the homeowner? () Yes () No

18. Do you identify as Hispanic, Latina, or Spanish? (Choose one)
 Yes No Other _____

19. How would you describe yourself? (Choose one)
 American Indian or Alaska Native Asian Black or African American Native Hawaiian or Other Pacific Islander
 White Other _____

20. DC Water Account Number: _____

21. Total Household Size: _____ 22. Total Household Income: _____
 Weekly Bi-Weekly Monthly Semi-Monthly Annually

23a. Household member SSN DOB Disabled? Income Citizenship

23b. Household member SSN DOB Disabled? Income Citizenship

23c. Household member SSN DOB Disabled? Income Citizenship

See back to include additional household members.

See back to complete application, provide signature, and for mailing address.

Version 001 | 2023-03-10 DC Water Reference #: 3046-10153

WHAT IS “PROOF OF INCOME?”

- Pay stub(within 30-60 days)
- Social security statement (current years statement)
- Pension statement (current years statement)
- Unemployment benefits (unemployment balance)
- Notarized Zero Income Statement (self-employed)
- Not sure? Call DOEE

RESIDENTIAL APPLICATION PROCESS

Residents can apply to CRIAC Residential:

- **Online** at doee.dc.gov/service/criacrelief
- **Email** to waterassistance@dc.gov
- **Mail to:**
CRIAC Residential
1200 First St NE, 5th floor
Washington, DC 20002

Residents can apply to LIHEAP/UDP:

- **In-person** by calling 3-1-1, set up an “energy assistance appointment”
- **Online** at doee.dc.gov/liheap

RESIDENTIAL ENROLLMENT PROCESS

DOEE Utility
Affordability
Administration
determines
Residential
eligibility

DOEE Natural
Resources
Administration
determines
Nonprofit
eligibility

DC Water
applies
discounts

RESIDENTIAL APPLICATION OF BENEFITS

- Benefits may take up to two billing cycles to appear on the resident's bill but are applied as of the application date
- Assistance is available once per fiscal year
- Residents must reapply on October 1st for the new fiscal year

DISCONNECTIONS

- The CRIAC Residential Relief program is a monthly discount, which can improve the affordability of water services, but cannot delay or reverse a disconnection.
- Disconnection assistance
 - Greater Washington Urban League's SPLASH
 - DHS's Strong Families
 - Salvation Army
 - Office of People's Counsel

CRIAC NONPROFIT RELIEF PROGRAM

To receive relief, organizations must meet all three criteria:

1. Maintain eligible tax exemption as determined by the District's Office of Tax and Revenue (OTR):
 - House of worship (E-1)
 - Charitable organization (E-3)
 - Cemetery (E-7)
 - Continuing care facility (certain E-8)
2. Demonstrate financial hardship paying the CRIAC assessed on DC Water bill
3. Select an eligible stormwater mitigation option for your property
 - Participate in alternative stormwater mitigation project "off-site" or install and maintain green infrastructure (GI) "on-site"
 - Organizations can receive approval for previously installed GI

CRIAC NONPROFIT RELIEF PROGRAM

- The maximum FY24 CRIAC Nonprofit Program relief rate is 80%
- 12-months of relief available upon approval.
- Organizations must reapply each year to continue receiving relief on water bill.
- Additional discounts available for installed green infrastructure.

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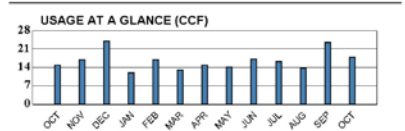
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 Visit Us Online: DCWater.com

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 With paperless billing, you can receive and pay your bill online. Log into My DC Water for more information.



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Make a SPLASH to help those in need pay their water bill
 Enroll in recurring Round Up by logging into MyDCWater.com.

Account Number: 1234567-1
Total Amount Due: 11/17/23 \$576.33
 Amount Due After: 11/22/23 \$647.50
 Amount Enclosed \$ _____
 Please allow time for your payment to reach us.

NONPROFIT ORGANIZATION
 1234 #1TH ST SE
 WASHINGTON DC 20020

ENROLLED IN AUTO PAY
 BALANCE WILL BE AUTOMATICALLY
 DEDUCTED ON THE DUE DATE.

012345678910 0 0123456789 012345678

Sample Monthly DC Water Bill

NONPROFIT APPLICATION PROCESS

Organizations can apply to CRIAC Nonprofit:

- Online at doee.dc.gov/service/criacrelief
- Email to criac.nonprofit@dc.gov
- Mail to:
CRIAC Non-Profit
1200 First St NE, 5th floor
Washington, DC 20002
- Contact (202) 844-5880 for additional information

**CLEAN RIVERS IMPERVIOUS AREA CHARGE (CRIAC) NONPROFIT RELIEF PROGRAM
FISCAL YEAR 2024 APPLICATION**

BACKGROUND In recent years, the Clean Rivers Impervious Area Charge (CRIAC) rates have increased to help pay for a \$2.7 billion project to significantly reduce the discharge of raw sewage and stormwater runoff into the Anacostia and Potomac Rivers and Rock Creek. The District recognizes that these increases have imposed a burden on local nonprofits, particularly charitable organizations, cemeteries, and houses of worship. The CRIAC Nonprofit Relief Program provides financial relief to eligible nonprofits, significantly reducing their CRIAC.

STEP 1: Determine if your nonprofit property is eligible for relief.
To qualify, your organization must meet all three criteria below.

1. Be a District nonprofit with a real property tax or possessory interest tax exemption as a local charitable organization, cemetery, religious house-of-worship, or continuing care facility (as determined by the [District's Office of Tax and Revenue \(OTR\)](#)).
2. Demonstrate financial hardship in paying the CRIAC. [SEE STEP 4.](#)
3. Agree to reduce the harmful effects of stormwater runoff through a DOEE approved mitigation method. [SEE STEP 5.](#)


STEP 2: Tell us about the nonprofit property applying for relief and provide supporting documentation (SELECT ONE)

Nonprofit Tax Exemption Status: Charitable Organization Cemetery House of Worship Continuing Care Facility

- Continuing Care Facilities must also attach their [Department of Insurance, Securities, and Banking](#) issued license.
- All organizations must attach their most recent [FP-161 Exempt Property Use Report](#) for each of their eligible properties.
- Visit [Water.DC.gov](#) to retrieve a copy of your previously filed FP-161 Exempt Property Use Report.

Is any portion of the property used for a purpose other than the exemption status selected above? Yes No
If yes, please describe, in detail, all uses of the property: _____

Organization Name: _____ Organization's EIN: _____
Organization Point of Contact: _____ Title: _____
Email: _____ Phone: _____
Mailing Address on DC Water Bill: _____ Washington, DC ZIP: _____
Service Address on DC Water Bill (if different from above): _____ Washington, DC ZIP: _____
DC Water Account Number(s): _____

 Account Number: 12345678
Service Address: 1234 45TH Street SE
Phone: 800-388-8888
Impervious Sq. Ft.: 15,000

NOTE: Your account number and service address are located in the top left corner of your DC Water bill. For properties with more than one water bill, include all account numbers. A sample DC Water bill is included at the end of this application.

STEP 3: Calculate your nonprofit's annual CRIAC using your billed Equivalent Residential Units (ERUs)

Number of ERUs: _____ X \$21.86 (FY24 monthly CRIAC rate) = _____ X 12 (months in a year) = Annual CRIAC \$ _____



Find your number of ERUs on DC Water bill, under Current Charges. **→**

The billed ERUs will be on the "Clean Rivers IAC" line.

NOTE: For properties with more than one water bill, please sum all billed ERUs to use the formula above.

CURRENT CHARGES - COMMERCIAL	
Metering Fee 2"	\$7.54
Water System Replacement Fee 2"	\$63.75
Water Services 3.21 CCF X \$4.40	\$14.12
Water Services 14.79 CCF X \$4.05	\$59.90
Sewer Services 3.21 CCF X \$6.00	\$19.26
Sewer Services 14.79 CCF X \$7.78	\$114.42
Clean Rivers IAC 10.80 ERU X \$21.86	\$236.02

A sample DC Water Bill is included at the end of this application.

 DEPARTMENT OF ENERGY & ENVIRONMENT
 GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

PAGE 1 OF 5 | PLEASE COMPLETE ENTIRE APPLICATION
Version 015 | 09-01-2023

APPEALS

Application determinations can be appealed to Richard Jackson, Director of DOEE

dcforms.dc.gov/webform/department-energy-environment-ask-director

The screenshot shows the DC Forms website interface. At the top right, there are links for "311 Online", "Agency Directory", "Online Services", and "Accessibility". The DC.gov logo is on the left, and a search bar with the placeholder text "What are you looking for today?" is on the right. Below the search bar, there are radio buttons for "DC.gov" and "dcforms.dc.gov". The main heading is "DC Forms" under "Mayor Muriel Bowser". A "Listen" button is visible. The page title is "Department of Energy & Environment - Ask the Director". A message reads: "Thank you for visiting the Department of Department of Energy & Environment website. We welcome your comments." The "Contact Information" section includes fields for Prefix (dropdown menu with "- None -"), First Name, Middle Initial, Last Name, Suffix (dropdown menu with "- None -"), Company, Address, City, and State.

MORE INFORMATION

Joy Harris (Residential Program)

waterassistance@dc.gov

(202) 253-2972

Beatrice Ohene-Okae (Nonprofit Program)

criac.nonprofit@dc.gov

(202) 844-5880

DOEE CRIAC Program

doee.dc.gov/service/criacrelief

CRIAC Residential Relief Program

doee.dc.gov/node/1375571

CRIAC Nonprofit Relief Program

doee.dc.gov/node/1375751

CRIAC Residential Hotline

(202) 350-9649



GOVERNMENT OF THE DISTRICT OF COLUMBIA