

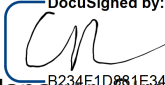


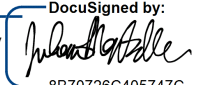


COMMISSION SUMMARY

AGENDA CATEGORY: Other Reports

ITEM NUMBER:

DATE: November 18, 2020

SUBJECT	Briefing on expansion of pay plans for customers
SUMMARY	The purpose of this briefing is to update Commissioners on our continued efforts to monitor the impact of the COVID-19 pandemic and to seek Commission approval for the expansion of pay plans to customers.
SPECIAL COMMENTS	This is a follow-up to the briefing provided by the Customer Affordability and Engagement Subcommittee on August 19, 2020.
CONTRACT NO./ REFERENCE NO.	N/A
COSTS	N/A
AMENDMENT/ CHANGE ORDER NO. AMOUNT	N/A
MBE PARTICIPATION	N/A
PRIOR STAFF/ COMMITTEE REVIEW	<p>DocuSigned by: Carla A. Reid, General Manager/CEO </p> <p>B234E1D81E3480 Monica J. Johnson, Deputy General Manager, Strategy & Partnerships </p>
PRIOR STAFF/ COMMITTEE APPROVALS	<p>Crystal Knight-Lee, Director, Customer Service </p> <p>DocuSigned by: Julianne Montes De Oca, Acting Corporate Secretary  8B70726C405747C...</p>
RECOMMENDATION TO COMMISSION	Vote
COMMISSION ACTION	

RESOLUTION NO.: 2021-2270

Adopted: November __, 2020

Effective Date: January 4, 2021

WASHINGTON SUBURBAN SANITARY COMMISSION

Subject: A RESOLUTION adopting revisions to Chapter 3.25 of the WSSC Code of Regulations 2020 (“Code”), Billing and Collecting Water/Sewer Use Charges.

WHEREAS, the Washington Suburban Sanitary Commission (“Commission”) is authorized and empowered to adopt regulations pursuant to § 17-403 of the Public Utilities Article, Annotated Code of Maryland; and

WHEREAS, the Commission desires to revise § 3.25.140(a)(2) of Chapter 3.25 of the Code to increase the maximum length of a customer payment plan from 24 months to 36 months.

NOW, THEREFORE, BE IT RESOLVED, this ____ day of November, 2020, that the Commission hereby adopts this revision to Chapter 3.25 of Title 3, Customer Management, Subtitle II, Customer Account Management, of the Code; and

BE IT FURTHER RESOLVED, that the revision shall be effective on January 4, 2021; and

BE IT FURTHER RESOLVED, that notice of this resolution and the actions taken hereunder shall be published in at least one (1) newspaper published in each county of the Washington Suburban Sanitary District for thirty (30) days prior to the effective date.

A True Copy.

Julianne M. Montes de Oca
Acting Corporate Secretary

WSSC CODE OF REGULATIONS 2020

Title 3. Customer Management

Subtitle 3. Customer Service

Chapter 3.25. Billing and Collecting Water and Sewer Use Charges and Related Fees

3.25.140 Payment and bill arrangements.

- (a) (1) WSSC may offer payment arrangements to customers.
 - (2) Except for CAP customers, as set forth in WSSC [3.45.100](#), payment arrangements may not exceed [24] **36** months.
 - (3) If a customer fails to make the scheduled payments under a payment arrangement, the payment arrangement shall be automatically canceled and the full delinquent amount shall be due.
 - (4) Payment arrangements may not be offered to tenants unless the property owner submits written authorization allowing payment arrangements.
 - (5) When extending payment arrangements, WSSC may consider:
 - (i) Payment history;
 - (ii) Prior payment arrangements;
 - (iii) The account's history of turnoffs; and
 - (iv) Any other relevant account or customer information.
- (b) (1) WSSC offers bill arrangements through its automated interactive voice response system to customers that may include:
 - (2) A seven-day hold for the current bill; or
 - (3) Splitting the current bill into two payments.
- (c) Customers may also receive assistance through:
 - (1) Referral to the administrator for the WSSC water fund; and
 - (2) Application to the customer assistance program.

Legal Review of Regulation

As requested, a proposed amendment to the following Regulation has been reviewed as required by Chapter 1.42 of the WSSC Manual of Standard Procedures:

1. Code of Regulations

Title 3. Customer Management

Subtitle III. Customer Service

Chapter 3.25 Billing and Collection of Water and Sewer Use Charges and Related Fees

1. Legal Sufficiency Review:

This regulation has been reviewed and determined to be legally sufficient.

If not legally sufficient, details provided below

N/A

2. Approval Authority

The Commission has the authority to adopt this Regulation.

DocuSigned by:

Heather Ashbury

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Heather L. Ashbury
Associate Counsel II

Oct 8, 2020 | 10:11 AM EDT

Date