



Water Services Division

Updates to the Process for Challenging a DC Water Bill

On March 16, 2021, the District of Columbia Water and Sewer Authority Omnibus Amendment Act of 2020 came into effect. The law includes changes to the process and timeline for challenging a DC Water residential customer bill, as enumerated below:

- **Challenging a Bill**

The new law changed the requirements and process for a consumer challenging a bill. The consumer should be aware of the following:

- DC Water's residential consumers must challenge a bill in WRITING and within 20 calendar days from the bill issue date.
- On the front of the residential consumers' bills, DC Water shall identify the date when a consumer must make a challenge.
- If a consumer contacts DC Water in any manner other than in writing, DC Water representatives shall inform the customer of the requirement that a challenge to a residential customer's bill must be made in writing and received within 20 calendar days of the bill issue date.
- If a customer's challenge to a bill is timely, the DC Water shall suspend the customer's obligation to pay the disputed bill until the customer has received the result of the DC Water investigation of the challenge in writing.
- DC Water shall post the following contact information on residential consumers' bills and on the DC Water website:
 - DC Water complaint line and email address
 - The Office of the People's Counsel address and phone number