

**DPW Implementation Overview of Water Accountability and Equity Act
Section – by – Section Overview**

Article	Subtitle	Section(s)	Description	Status
13. Housing and Urban Renewal	7. Residential Lease Requirements	7-3 Information Required	Payment of water and wastewater services and inclusion of provisions in leases	
24. Water	1. Director Public Works	1-11 Definitions	Definitions of terms	
	2. Bills	2-1. Collection; 2.3 Cut-off for arrearage	Specifications on collections of bills and limitations on turning water off under certain conditions	
		2-6 Water-for-All-Program - Overview	Overview of the Water-for-All Program, including eligibility	
		2-7 Water-for-All-Program – Application for Program	Application requirements, including requisites for completing an application as well as certification and verification of applications	
		2-8 Water-for-All-Program – Grant of Credit	Specifications on the credit, including the formula and the method for calculating income	
		2-9 Water-for-All-Program – Distribution of Credit	Specifications on how to distribute the credit, including distributing checks to account holders or tenants behind a master meter	

Key:

Grey Shade = DPW not responsible for implementation

Green Shade = Implementation expected by effective date

Yellow Shade = Implementation possible by effective date, with resources

Red Shade = Implementation NOT expected by effective date

5/4/2020

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Article	Subtitle	Section(s)	Description	Status
		2-10 Water-for-All-Program – Program Denials	Specifications on program ineligibility, mid-year ineligibility	Green Shade
		2-11 Water-for-All-Program – Mid-year Ineligibility	Requiring that DPW cease providing the credit if ineligibility is discovered mid-year	Yellow Shade
		2-12 Water-for-All-Program – Enrollment Confirmation	Requiring certain information be provided to enrollees once their eligibility is confirmed	Green Shade
		2-13 Water-for-All-Program – Program Arrears	Provisions regarding enrollees who fall into arrears	Green Shade
		2-14 Water-for-All-Program – Annual Recertification of Eligibility	Provisions regarding annual recertification to continue in the program	Green Shade
		2-15 Water-for-All-Program – Program Disputes	Providing for the mechanism to dispute eligibility	Green Shade
		2-17 Office of Water-Customer Advocacy and Appeals – Office Established; Nature, Purpose, Primary Functions	Specifying the purpose and functions of the Office of Water-Customer Advocacy	Green Shade

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		2-18 Office of Water-Customer Advocacy and Appeals – Administration	Specifying the administration of the Office of Water-Customer Advocacy	
		2-19 Office of Water-Customer Advocacy and Appeals – Request for Assistance	Specifying how a customer may seek assistance from the Office	
		2-20 Office of Water-Customer Advocacy and Appeals – Customer Advocacy Services	Specifying the services the Office may provide	
		2-21 Office of Water-Customer Advocacy and Appeals – Appeals	Specifying the appeals process for disputes by water customers	
		2-22 Office of Water-Customer Advocacy and Appeals – No Interruption of Services or Rights Pending Reviews	Prohibiting service interruption while disputes are being adjudicated	
		2-23 Office of Water-Customer Advocacy and Appeals – Committee for Office Oversight	Establishing an oversight committee, including specifying officers and meeting requirements	
	4. Collection of Charges	4-2 Metered water charges and fire supply service inspection charges	Limits the application of penalties for delinquent bills for customers enrolled in the Water for All Program	

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		4-3 Cut-off for nonpayment	Alerts the manner by which water service may be turned off, including requiring certain notifications and methods of notification	Green Shade
		4-5 Installment payment agreement	Specifying the terms requirements for installment plans that must be offered	Green Shade
28. Taxes	4. Collections	4-4. Warning of lien and potential foreclosure	Alters provisions for warning customers that certain bills, invoices, and other statements issued by or for the City to collect a tax, fee, or other charge constitutes a lien	Grey Shade
8. Ethics	7. Financial Disclosure	7-8. Personal required to file – Agency officials and staff	Requires the Administrator of the Water-Customer Advocacy and Appeals Office as well as all customer advocates and all non-clerical employees in the office to file financial disclosures	Grey Shade
Uncodified Section 5. Specifying that DPW conduct a study of alerting the manner by which the infrastructure charges are applied				Green Shade

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