

Tuesday, December 16, 2025 – 6:00 p.m.

Regular Board of Directors Meeting Agenda

In-person: AlexRenew Environmental Center (1800 Limerick St)
Ed Semonian Boardroom, Room 600

Virtual: [AlexRenew Board of Directors Meeting | Meeting-Join | Microsoft Teams](#)

If you wish to provide public comment or a written statement, please contact Lorna Huff, Board Executive Assistant, at (703) 721-3500 ext. 2260 or lorna.huff@alexrenew.com in advance of the meeting. If you need an interpreter, translator, materials in alternate format or other accommodation, contact the Board Executive Assistant at least three business days prior to the meeting. A recording of the meeting will be posted on alexrenew.com following its conclusion.

No.	Time	Item	Presenter	Action
1.	6:00 p.m.	Call to Order	Chair	
2.	6:02 p.m.	Approval of Agenda	Chair	Motion
3.	6:05 p.m.	Public Comment Period	Chair	
4.	6:10 p.m.	Consent Agenda	Chair	Motion
		a. Minutes from November 18, 2025 meeting (Tab 1)		
5.	6:15 p.m.	Board Administrative Items	Chair	Information
		a. Board Calendar (Tab 2)		
		b. Finance and Audit Committee		
		c. Governance Committee		
		d. Board Retreat – February 20-21, 2026		
6.	6:30 p.m.	Unfinished Business	CEO	Information
		a. Draft Base Charge Communications Plan (Tab 3)		
7.	7:15 p.m.	New Business	CEO	Information
		a. Update on Nutrient Reduction Project (Tab 4)		
8.	7:50 p.m.	AlexRenew Monthly Report (Tab 5)	CEO	Information
9.	8:00 p.m.	Adjourn	Chair	

Times shown are approximate start times and serve as guidelines.

Minutes of the 934th Meeting
AlexRenew Board of Directors
6:00 p.m., Tuesday, November 18, 2025

On Tuesday, November 18, 2025, the AlexRenew Board of Directors held its regular meeting in the Ed Semonian Board Room at 1800 Limerick Street, and broadcast via Microsoft Teams, with the following present:

Members: Mr. John Hill, Chair
Mr. James Beall, Vice Chair
Ms. Becky Hammer, Secretary-Treasurer
Mr. Mark Jinks, Member
Dr. Moussa Wone, Member

Staff: Mr. Justin Carl, General Manager/CEO
Ms. Amanda Waters, General Counsel/Deputy GM
Ms. Allison Deines, Chief Water Quality Officer
Ms. Caitlin Feehan, Chief Administrative Officer
Mr. Lake Akinkugbe, Director of Finance
Mr. Matt Robertson, Director of Communications
Ms. Mallory Orme, Sustainability and Resilience Manager
Ms. Lorna Huff, Executive Assistant to the Board and CEO

Fairfax County Representative: Mr. Bill Barrack, Director
Wastewater Planning and Monitoring Division

City Representatives: Ms. Erin Bevis-Carver, Division Chief
T&ES/Sanitary Infrastructure Division

Consultants: Mr. Laurens Van der Tak, Jacobs Engineering
Ms. Jennifer Hatchett, Jacobs Engineering
Mr. Rick Vincent, Schnabel Engineering
Mr. Thierry Boveri, Vice President, Raftelis via Microsoft Teams
Ms. Diana Ling, Senior Consultant, Raftelis via Microsoft Teams

1. Call to Order

The Chair called the meeting to order at 6:02 p.m.

2. Approval of Agenda

Motion by Mr. Beall/Second by Dr. Wone to approve the agenda. Passed unanimously.

3. Staff Introductions

Staff and consultants introduced themselves, including Ms. Orme, Mr. Dennis, Ms. Kerr, Mr. Van der Tak, Ms. Hatchett, and Mr. Vincent

4. Green Folder Attachment

Mr. Carl referenced hardcopies of the new policies approved at the October Board meeting were provided to members to update their AlexRenew's Board manuals.

5. Public Comment Period

No public speakers. Comment period closed.

6. Consent Agenda

Minutes: October 21, 2025

Motion by Dr. Wone/Second by Ms. Hammer. Passed unanimously.

7. Board Administrative Items

Mr. Jinks reported his appointment to serve, without compensation, as Chair of the Alexandria Redevelopment and Housing Authority (ARHA) Board of Commissioners, which is a political subdivision of the Commonwealth.

a. Board Calendar

The calendar has been updated to include Alexandria Civic Association meetings. 2026 Board Retreat will be added.

b. Finance and Audit Committee– Mr. Jinks, chair

The Committee met on November 12 to receive the Annual Comprehensive Financial Report (ACFR). AlexRenew received a clean, unmodified opinion. The Single Audit Report Draft is expected to also receive a clean, unmodified opinion. Final approval is pending the reopening of the Federal Government. Mr. Akinkugbe reviewed the final audit summary. Mr. Jinks moved that the Board receives the FY2025 audited financial statements and accepts the FY2025 Single Audit Report contingent on receiving a clean/unmodified financial audit.

Motion by Mr. Jinks/Second by Dr. Wone. Passed unanimously.

c. Board Retreat – February 20-21, 2026

No updates to report.

d. Governance Committee – Mr. Beall, Chair

No updates to report.

8. Unfinished Business

a. Volumetric Base Charge Implementation Plan

Ms. Feehan discussed AlexRenew's proposed plan for phasing in changes to AlexRenew's rate structure. She reviewed the impacts across customer categories and discussed preliminary messaging to the customer base. The minimum base charge would be equal to one single family home (3,500 gallons). This would be implemented over 5 years. Most customers, 97%, would see either a bill decrease or smaller annual increases over 5 years. The remaining 3% will see an annual 5-10% increase over the same period.

Members discussed staff assumptions, winter quarter average, customer impacts, and provided feedback on messaging and customer bill samples and agreed upon a 5-year timeline.

b. Climate Study Update

Ms. Orme and Mr. Van der Tak updated the Board on AlexRenew's climate study. They reviewed the climate study approach and identified impacts to the plant, staff, and assets as well as mitigation of risks associated with climate change at AlexRenew.

Members discussed the impacts to the plant, personnel, and regulatory environment as well as past flooding. Members commended staff on the presentation and plan.

9. New Business

a. Review and Approve a Contract for Community Outreach and Communications Services.

Mr. Robertson provided an overview of staff's recommended contractor, ICF Incorporated, L.L.C. (ICF), to provide community outreach and communications services. ICF was selected following the evaluation of 28 proposals received in response to AlexRenew's request for proposals. ICF's scope will include the redesign and support of AlexRenew's website, outreach and communications support of our capital projects and programs, and general communications, marketing, and outreach support.

Motion by Mr. Jinks/Second by Mr. Beall to approve award of the Community Outreach and Communications Services contract to ICF and authorize the CEO to execute a contract not to exceed \$916,188. Passed unanimously.

10. Monthly Outcomes Update

Mr. Carl reviewed the highlights from the mailed monthly report.

Delinquencies

Mr. Robertson noted a decrease in delinquent accounts month over month. Discussions with Virginia American Water (VAW) streamlined the disconnection process resulting in 57 disconnections for the month. Payment plans and LEAP disbursements increased for the month.

Community Engagement

Mr. Robertson thanked members for attending the RiverRenew Promenade opening. AlexRenew along with other local water utilities hosted 150 Girl Scouts on the sixth floor for STEM activities.

LEAP Dashboard.

Mr. Robertson noted that 29 customers were assisted for the month with \$24,000 disbursed, which is the highest number of customers assisted in one month to-date. Staff attributed this to diversification of communication efforts via NextDoor, targeted communications, and word of mouth.

RiverRenew Dashboard

Mr. Carl reported that RiverRenew is nearing 90% completion. Board Retreat will include a deep dive into RiverRenew with separate guests to discuss operations of similar tunnel systems and training of staff.

PhaseForward Dashboard

Mr. Carl reported that demolition of the existing digester heat exchangers is underway to make space for new digester heat exchangers that arrived last month.

There being no additional business, the Chair requested a motion to adjourn.
Motion by Ms. Hammer/Second by Mr. Jinks. Passed unanimously.

The meeting adjourned at 8:31 p.m.

Approved:

*Becky Hammer, Secretary-
Treasurer*

December 2025							January 2026							February 2026						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					

March 2026							April 2026							May 2026						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7				1	2	3	4						1	2
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
29	30	31					26	27	28	29	30	31		24	25	26	27	28	29	30
														31						

Board of Directors Meeting
AlexRenew Observed Holidays
Board Committee Meeting
AlexRenew Events
Conference
HOA, Civic Association, & Commision Meetings
Community/Business Community Events

	December
	10: AFCA Meeting
	16: Regular Meeting
	24/25: Christmas Holiday
	January
	1: New Years Day
	16: COG CBPC Meeting
	19: Martin Luther King Jr. Day
	20: Regular Meeting
	28: AFCA Meeting
	February
	17: Regular Meeting
	20-21: Board Retreat
	25: AFCA Meeting
	March
	3: Finance and Audit Committee
	17: Regular Meeting
	20: COG CBPC Meeting
	24-27: Utility Management Conference
	25: AFCA Meeting
	TBD: City Manager Breakfast
	TBD: General Assembly Breakfast
	April
	21: Regular Meeting
	29: AFCA Meeting
	TBD: Governance Meeting
	May
	15: COG CBPC Meeting
	16: Public Hearing
	19: Regular Meeting
	25: Memorial Day
	27: AFCA Meeting
	TBD: City Counsel Breakfaast



Board Calendar of Events

June 2026						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July 2026						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August 2026						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2026						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2026						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November 2026						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June
16: Regular Meeting
19: Juneteenth
24: AFCA Meeting
July
3: July 4 (Observed)
17: COG CBPC Meeting
21: Regular Meeting
August
No meetings
September
7: Labor Day
15: Regular Meeting
18: COG CBPC Meeting
30: AFCA Meeting
TBD: ALX Chanber Legislative Reception
October
20: Regular Meeting
28: AFCA Meeting
TBD: Governance Meeting
November
11: Veterans Day
17: Regular Meeting
20: AFCA Meeting
26/27: Thanksgiving
TBD: Finance and Audit Meeting

Legend

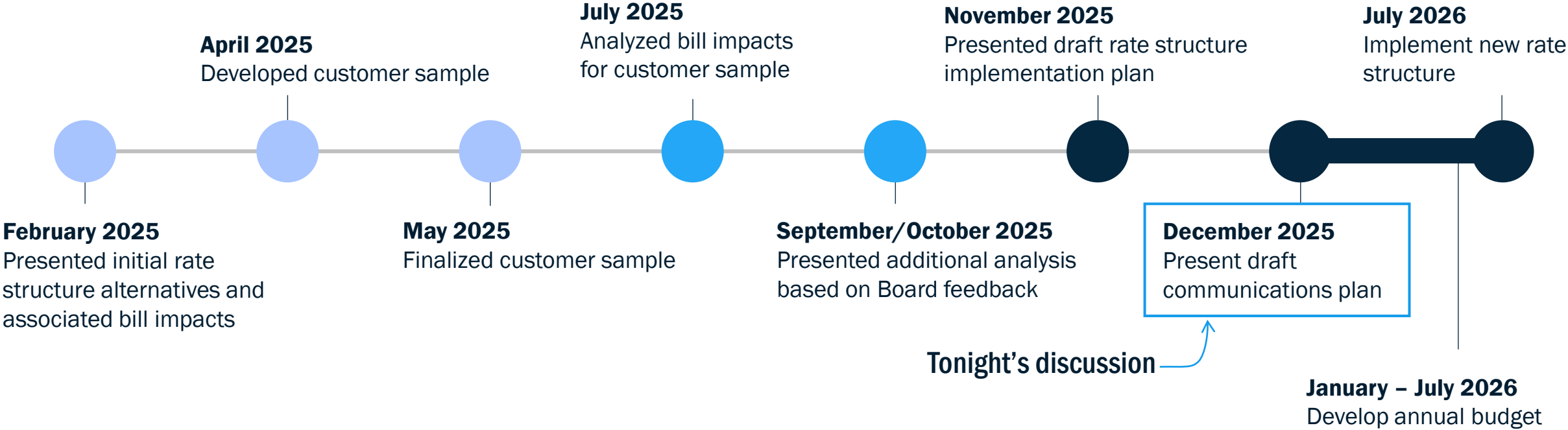
	Board of Directors Meeting
	AlexRenew Observed Holidays
	Board Committee Meeting
	AlexRenew Events
	Conference
	HOA, Civic Association, & Commision Meetings
	Community/Business Events



BASE CHARGE COMMUNICATIONS PLAN

BOARD OF DIRECTORS MEETING | DECEMBER 16, 2025

Rate Structure Alternatives Evaluation Timeline





Alexandria's Wastewater Authority

Current Charges

Bill Date: 7/25/26

Wastewater Treatment Charge \$45.52

Base Charge \$14.72

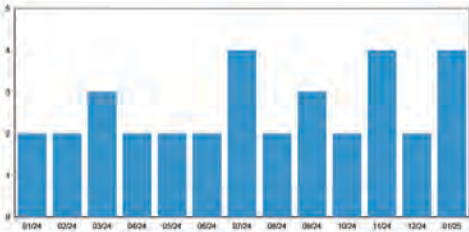
Wastewater Treatment and Base Charges cover equipment, buildings and their major repair and replacement, and the water professionals, energy and other resources to treat wastewater.

City Sanitary Sewer System Capital Investment and Maintenance Fee \$9.12

Current Charges \$69.36

Find bill details on the back side of your statement

Water Usage X1000 gallons



Account Summary

Customer Name
Account Number
Service Address
Previous Bill Amount \$61.05
Payments Received -\$61.05

Total Current Charges \$69.36

Amount Due \$69.36

Your current charges are due on 8/15/26

Each year, AlexRenew processes approximately 13 billion gallons of wastewater from area homes, schools, and businesses before safely returning it to local waterways.

Lifetime Emergency Assistance Program (LEAP) Donations

With your help, AlexRenew's Lifeline Emergency Assistance Program (LEAP) will distribute financial aid to customers in need of assistance with their wastewater bills. Support your neighbors today by making a tax-deductible contribution, and rest assured that 100% of your donation goes directly to AlexRenew customers in need. To learn more, visit alexrenew.com/LEAP.

Billing questions? Call 1-703-721-3500 Monday - Friday 6:00am - 6:00pm

RETAIN THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



AlexRenew
PO Box 26428
Alexandria, VA 22313-6428

Account #:
Service Location:
Amount Due: \$69.36 Draft Date: XX/XX/26

LEAP DONATION FORM

By selecting a frequency and donation amount in the boxes below, you authorize AlexRenew to collect the non-refundable donation amount, which will appear as "donated" on your next bill.

☐ One Time ☐ Recurring ☐ Cancel
☐ \$5 ☐ \$3 ☐ \$1

Please make checks and money orders payable to AlexRenew

DO NOT PAY

Thank you for being an AutoPay Customer!

AXR0123A
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Current Bill Details

Wastewater Treatment Charge \$45.52
(11.38 x 4,000 thousands of gallons)

Base Charge \$14.72

City Sanitary Sewer System Capital Investment and Maintenance Fee \$9.12

(\$2.28 x 4,000 thousands of gallons) remitted to the City of Alexandria

Transfer Amount \$0.00

Previous Bill Amount \$61.05

Payments Received -\$61.05

Total Charges \$69.36



Alexandria's Wastewater Authority

Bill Date: 7/25/26

Wastewater Treatment Charge \$798.31

Base Charge \$242.37

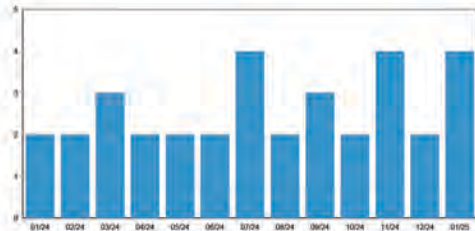
Wastewater Treatment and Base Charges cover equipment, buildings and their major repair and replacement, and the water professionals, energy and other resources to treat wastewater.

City Sanitary Sewer System Capital Investment and Maintenance Fee \$159.94

Current Charges \$1,200.69

Find bill details on the back side of your statement

Water Usage X1000 gallons



Account Summary

Customer Name
Account Number
Service Address
Previous Bill Amount \$1,050.85
Payments Received -1,050.85

Total Current Charges \$1,200.69

Amount Due \$1,200.69

Your current charges are due on 8/15/26

Each year, AlexRenew processes approximately 13 billion gallons of wastewater from area homes, schools, and businesses before safely returning it to local waterways.



Current Bill Details

Wastewater Treatment Charge (\$11.38 x 70,1500 thousands of gallons) \$798.31

Base Charge (see box to the right) \$242.37

City Sanitary Sewer System Capital Investment and Maintenance Fee (\$2.28 x 70,1500 thousands of gallons) remitted to the City of Alexandria \$159.94

Transfer Amount \$0.00

Previous Bill Amount \$1,050.85

Payments Received -1,050.85

Total Charges \$1,200.69

How is your new base charge calculated?

Starting July 1, 2026, your base charge will be set by comparing your average monthly water use to that of a typical household. The minimum charge is 1 unit (3,500 gallons), the average use of a typical home. The table below shows your current # of units, calculated based on your past 12 months of water use.

Your average water use	70,150 gal
# of units	20.0
Base charge per unit*	\$12.12
Total base charge	\$242.37

*AlexRenew is phasing in its new base charge calculation over five years to ensure a smooth transition. During this period, your account will have a unique **base charge per unit**. After five years, the base charge per unit will be the same for all customer calculations.



Learn more about AlexRenew's new base charge

Lifetime Emergency Assistance Program (LEAP) Donations

With your help, AlexRenew's Lifeline Emergency Assistance Program (LEAP) will distribute financial aid to customers in need of assistance with their wastewater bills. Support your neighbors today by making a tax-deductible contribution, and rest assured that 100% of your donation goes directly to AlexRenew customers in need. To learn more, visit alexrenew.com/LEAP.

Billing questions? Call 1-703-721-3500 Monday - Friday 6:00am - 6:00pm

RETAIN THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



AlexRenew
PO Box 26428
Alexandria, VA 22313-6428

Account #:
Service Location:
Amount Due: \$1,200.69 Draft Date: 8/15/25

LEAP DONATION FORM

By selecting a frequency and donation amount in the boxes below, you authorize AlexRenew to collect the non-refundable donation amount, which will appear as "donated" on your next bill.

☐ One Time ☐ Recurring ☐ Cancel
☐ \$5 ☐ \$3 ☐ \$1

Please make checks and money orders payable to AlexRenew

DO NOT PAY

Thank you for being an AutoPay Customer!

AXR0123A
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Use Less Water, Save More Money.

Small changes can make a big difference to your bottom line and the environment. Here are a few easy ways to cut water costs every month:

- Upgrade Fixtures – Install low-flow toilets and faucet aerators in restrooms.
- Fix Leaks Fast – Even a slow drip adds up to thousands of gallons wasted each year.
- Optimize Cleaning Processes – Train staff on conservation practices and use high-efficiency equipment

Start saving today — your business, wallet, and community will thank you!

Learn more conservation tips at amwater.com

Draft Base Charge Talking Points (see handout)



TALKING POINTS

Changes to AlexRenew's Base Charge

December 18, 2025

AlexRenew is updating its base charge to better match how much wastewater each customer sends to the system. For most customers, this change will lead to a lower and more accurate base charge, and a stronger, more reliable wastewater system for the whole community.

Base Charge Change

Starting July 1, 2026, AlexRenew is proposing an update to how the base charge is calculated.

Key points

1. The base charge will be determined by a customer's average monthly water use compared to the use of a typical household
2. In the past, the base charge was based on a customer's water meter size
 - a. A common method used by utilities to estimate a customer's demand
 - b. Showed how much water could be used, but not how much was actually used
3. New metering and billing tools now make it possible to calculate the base charge more accurately
4. The base charge is a fixed monthly fee that pays for the pipes, pumps, and treatment systems that have to be ready and working all the time — no matter how much wastewater is generated

Benefits

The new base charge ensures that all customers are billed equally for the amount of wastewater they generate.

Key points

1. Base charges will be tied to use of the wastewater system, regardless of meter size
2. This is a more balanced approach for all AlexRenew customers — each customer contributes the same cost per gallon of wastewater treated
3. 97% of customers will see savings on their wastewater bill

Base Charge Calculation

A customer's base charge will be set using a unit (determined by the volume of water a typical household uses in Alexandria)

Key points

1. The minimum base charge is 3,500 gallons per month or 1 unit
 - a. 3,500 gallons is the average use of a typical household over a 10-year period
2. All single-family residential customers will be set at 1 unit
3. The base charge per unit is anticipated to be \$14.48 for all customers by 2031
4. Commercial, industrial, and other public agency customers' will be based on their calculated # of units:
 - a. # of units = average monthly use (12-month rolling average) divided by 3,500 gallons
 - b. For example, a commercial customer with an average monthly use of 35,000 gallons would represent 10 units
 - c. The commercial customer using 35,000 gallons would have a base charge of \$144.80

December 16, 2025

Base Charge Talking Points

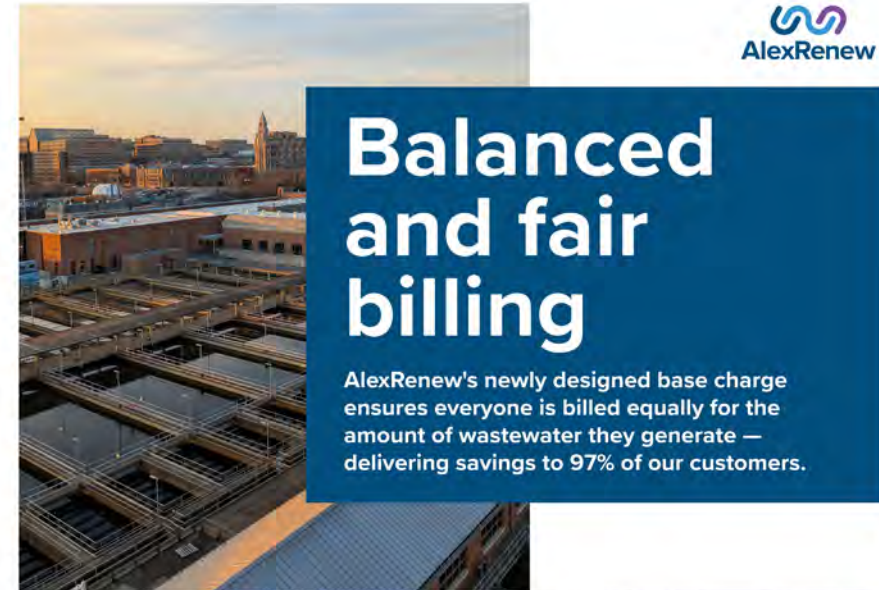
Customer Impacts

97% of customers will see a base charge decrease, while a small number of customers with meters inadequately sized for their demand of the wastewater system will see an increase in their base charge.

Key points

1. All single-family residential and 75% of commercial customers will see a decrease in their monthly bill
2. About 3% of customers in the commercial, industrial, and other public agency classes will see an increase in their monthly bill (approximately 790). To minimize impacts, AlexRenew will
 - a. Phase-in changes to the base charge over 5 years
 - b. Communicate directly with customers most impacted by these changes
 - c. Work to offer bill credits through the Lifeline Emergency Assistance Program (LEAP)

Draft Base Charge Flyer (see handout)



Starting **July 1, 2026**, AlexRenew is proposing an update to how the base charge is calculated:

- The base charge will be calculated using a customer's **average monthly water** use compared to the use of a **typical household**.
- In the past, the base charge was based on water meter size, which showed how much water could be used, but not how much was actually used.
- New metering and billing tools now make it possible to calculate this charge more accurately.
- The base charge is a fixed monthly fee that pays for the pipes, pumps, and treatment systems that have to be ready and working all the time — no matter how much wastewater is generated.

What this means for you:

For most customers, this change will lead to a lower and more accurate base charge, and a stronger, more reliable wastewater system for the whole community.



Learn more about
AlexRenew's new
base charge

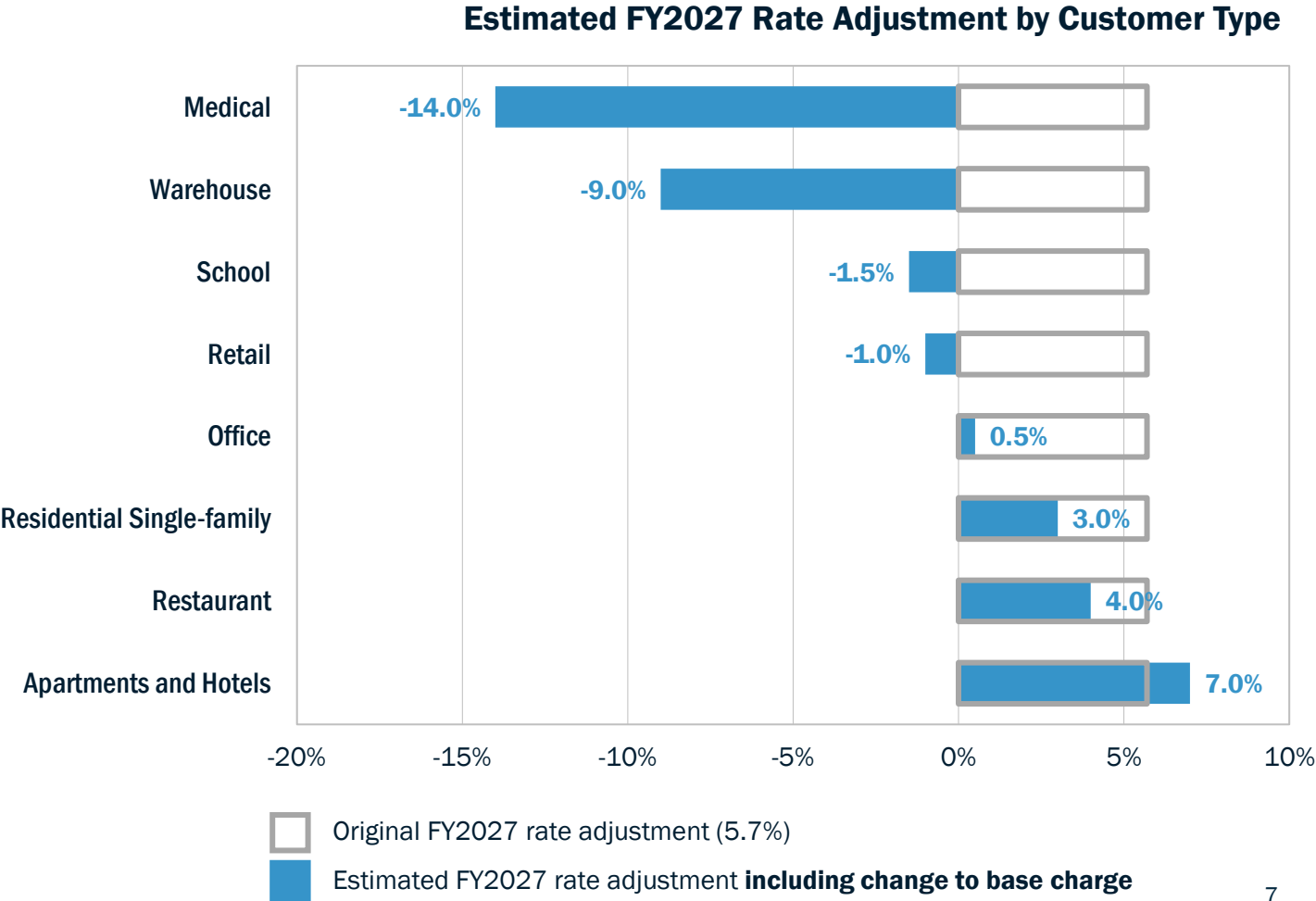
Proposed FY2027 Rate Adjustment

Commercial Customers

In June 2025, AlexRenew adopted a two-year rate adjustment to support ongoing investments in the \$615 million RiverRenew program, which will prevent millions of gallons of sewage from polluting Alexandria’s rivers and streams each year.

This two-year rate adjustment included a 5.7% rate increase beginning July 1, 2026 (Fiscal Year 2027). For most customers, the new base charge change will effectively lower this rate increase, as illustrated in the graph. The white boxes represent the originally proposed 5.7% rate increase, while the light blue boxes represent the updated rate adjustment, which takes the new base charge into account.

Note: Customer types and estimated rate adjustments are examples only – your rate adjustment may differ based on your actual monthly water usage.



Proposed FY2027 Rate Adjustment

Residential Customers

In June 2025, AlexRenew adopted a two-year rate adjustment, which includes a 5.7% rate increase effective July 1, 2026. The increase will support ongoing investments in the \$615 million RiverRenew program, designed to prevent millions of gallons of sewage from polluting Alexandria’s rivers and streams each year.

Good News for Residential Customers!

For residential customers, the new base charge adjustment (explained on the opposite side of this insert) will result in a lower 2026 rate increase of 3.0%.

Previous FY2027
rate increase

5.7%

New FY2027
rate increase

3.0%

FY2027 Rate increase for Residential Customers including Base Charge adjustment



Example Base Charge Calculation for Various Customer Types

Please note that these are examples only – your base charge will be calculated from your actual monthly water usage.

Instead of using meter size to set base charges, AlexRenew is proposing to use a customer’s average amount of water used each month to set the base charge. For a single-family home, this represents 3,500 gallons per month or 1 unit. For commercial and industrial accounts, the customer’s average volume used will be converted to units in relation to a single-family home’s usage to set the base charge. This helps to ensure that customers are charged more equitably based on how much they use the wastewater system.

We know that any billing change—no matter how positive—requires time to adjust. That’s why we’re introducing this update gradually over five years. During this transition, your base charge per unit will adjust slowly over time. The examples below reflect how your base charge will be calculated at the end of the phase-in period.

AlexRenew is proposing to set its base charge using a customer’s average monthly volume used in relation to a single-family home (1 unit = 3,500 gallons)



Residential Single-family



Small Apartment Building



Large Apartment Building/Hotel



Restaurant

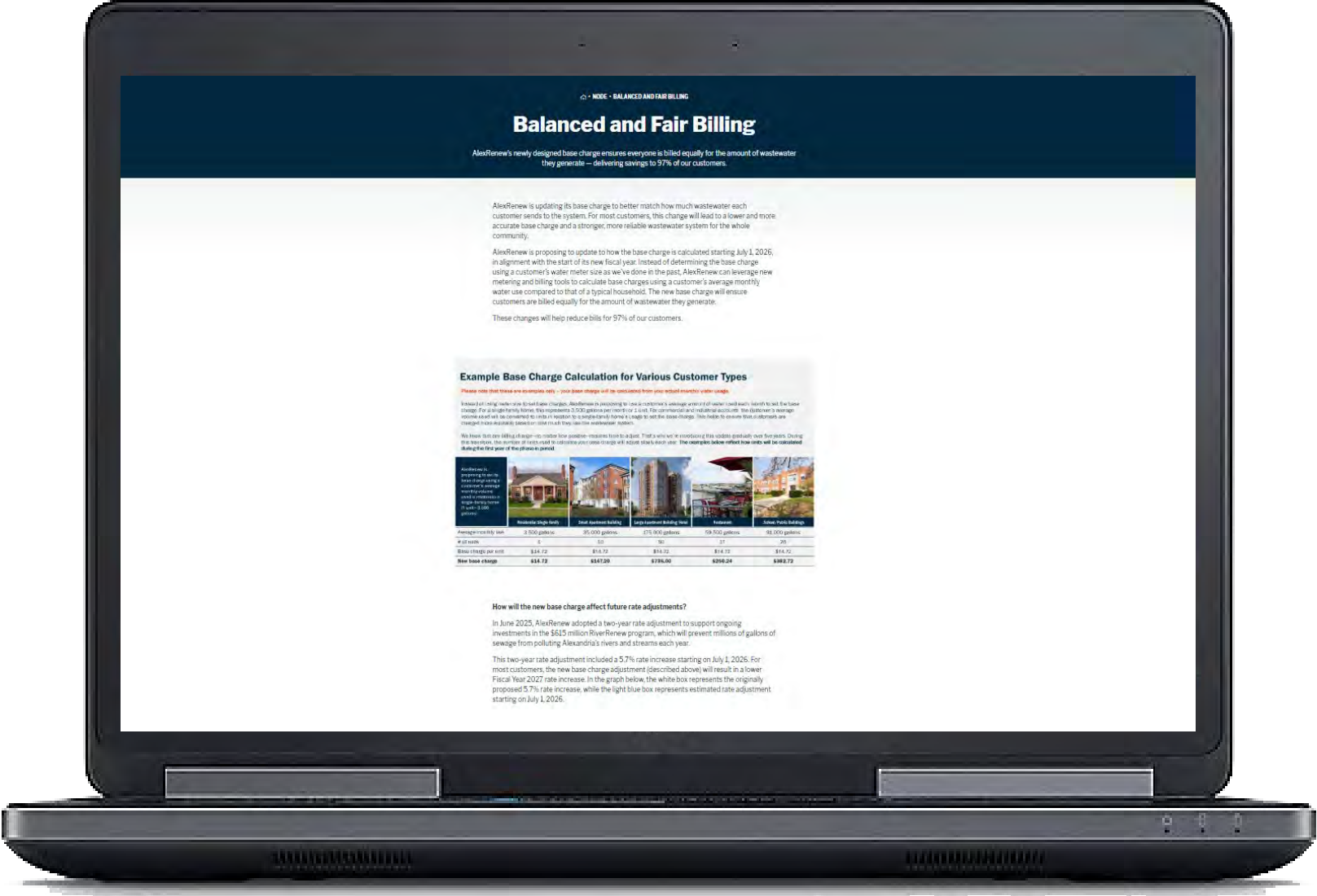


School/Public Buildings

Average monthly use	3,500 gallons	35,000 gallons	175,000 gallons	59,500 gallons	91,000 gallons
# of units	1	10	50	17	26
Base charge per unit	\$14.48*	\$14.48*	\$14.48*	\$14.48*	\$14.48*
New base charge	\$14.48	\$144.80	\$724.00	\$246.16	\$382.72

**Note: the base charge per unit listed in this graphic is an example only, and is subject to change*

AlexRenew.com /BaseCharge



Targeted meetings for most impacted commercial customers

- Customers most impacted by the base charge adjustment will be contacted for in-person open house meetings
- These meetings will take place from March through May 2026
- Each meeting will include a presentation and supporting materials about the change, including tips to lower monthly water usage
- Staff will be available to assist with billing estimates and questions
- For customers unable to attend, support will be made available digitally and by phone



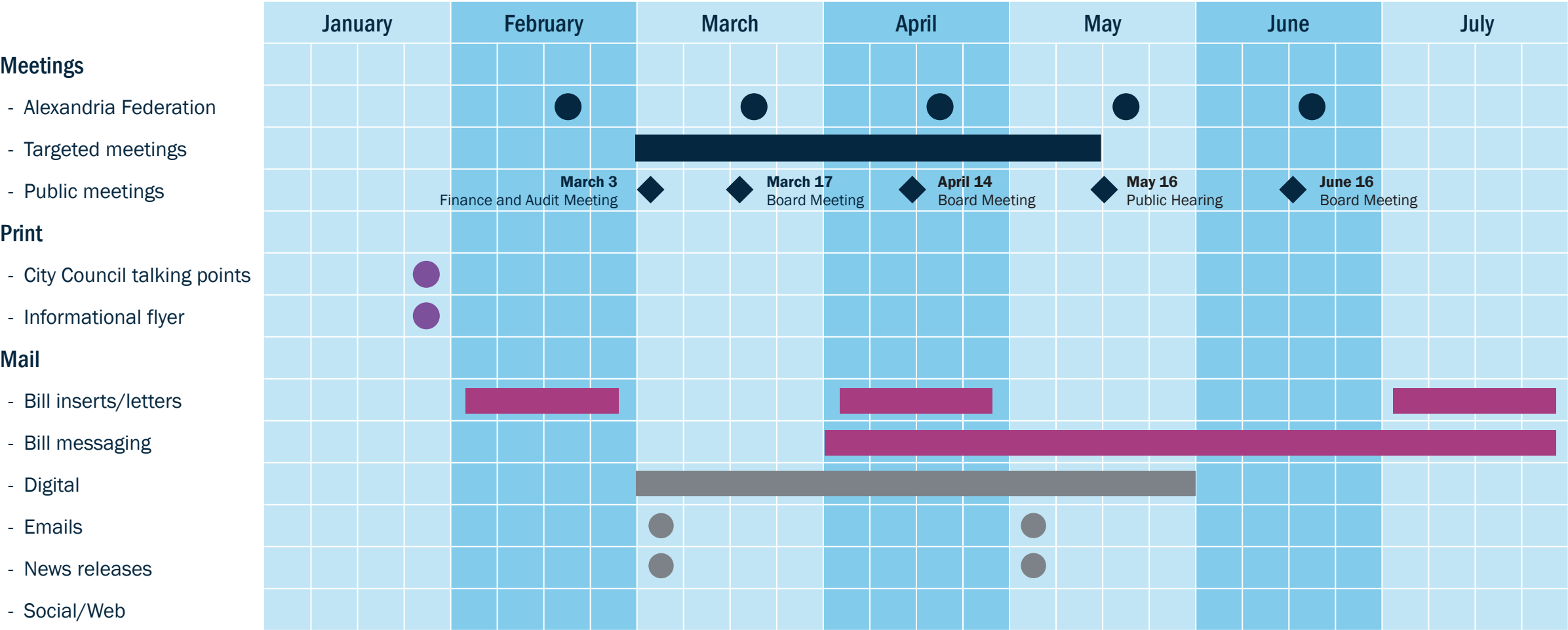
Stakeholders and Communications Channels for Volumetric Base Charge

The table below shows the key stakeholders and recommended communications channels to inform customers about the proposed change to AlexRenew's base charge.

Communications Channel	Customers		Nonprofits	City Council and Staff
	Residential	Commercial and Industrial-Other		
Meetings	<ul style="list-style-type: none"> - Public Hearing - Alexandria Federation of Civic Associations 	<ul style="list-style-type: none"> - Same as residential - Targeted meetings with multi-family properties, ARHA, Alexandria Hotel Association, Northern Virginia Apartment Association, others - Targeted calls to most-impacted customers 	<ul style="list-style-type: none"> - Public Hearing - Targeted meetings 	<ul style="list-style-type: none"> - Briefing(s), if requested
Print	<ul style="list-style-type: none"> - Informational flyer 	<ul style="list-style-type: none"> - Targeted informational flyer 	<ul style="list-style-type: none"> - Informational flyer 	<ul style="list-style-type: none"> - Talking points - Informational flyer
Mail	<ul style="list-style-type: none"> - Bill inserts - Bill messages 	<ul style="list-style-type: none"> - Targeted bill inserts - Custom bill messages - Certified letters 	<ul style="list-style-type: none"> - N/A 	<ul style="list-style-type: none"> - N/A
Digital	<ul style="list-style-type: none"> - General portal message - Customer email - News releases - AlexRenew.com - Social Media - Google Ads 	<ul style="list-style-type: none"> - Custom portal messages - Targeted emails - Same as residential 	<ul style="list-style-type: none"> - News releases - AlexRenew.com - Social Media - Google Ads 	<ul style="list-style-type: none"> - News releases - Email

Draft Base Charge Communications Plan

Staff’s draft communications plan is illustrated below, with activities planned over the next seven months, through to implementation of the base charge change on July 1.





Balanced and fair billing

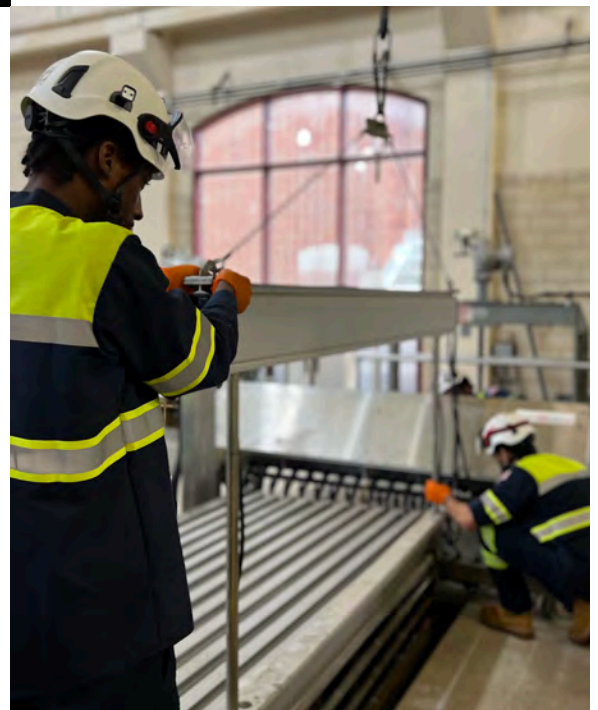
AlexRenew's newly designed base charge ensures everyone is billed equally for the amount of wastewater they generate — delivering savings to 97% of our customers.

Starting **July 1, 2026**, AlexRenew is proposing an update to how the base charge is calculated:

- The base charge will be calculated using a customer's **average monthly water** use compared to the use of a **typical household**.
- In the past, the base charge was based on pipe size, which showed how much water could be used, but not how much was actually used.
- New metering and billing tools now make it possible to calculate this charge more accurately.
- The base charge is a fixed monthly fee that pays for the pipes, pumps, and treatment systems that have to be ready and working all the time — no matter how much wastewater is generated.

What this means for you:

For most customers, this change will lead to a lower and more accurate base charge, and a stronger, more reliable wastewater system for the whole community.



Learn more about
AlexRenew's new
base charge



TALKING POINTS

Changes to AlexRenew's Base Charge

December 16, 2025

AlexRenew is updating its base charge to better match how much wastewater each customer sends to the system. For most customers, this change will lead to a lower and more accurate base charge, and a stronger, more reliable wastewater system for the whole community.

Base Charge Change

Starting July 1, 2026, AlexRenew is proposing an update to how the base charge is calculated.

Key points

1. The base charge will be determined by a customer's average monthly water use compared to the use of a typical household
2. In the past, the base charge was based on a customer's water meter size
 - a. A common method used by utilities to estimate a customer's demand
 - b. Showed how much water could be used, but not how much was actually used
3. New metering and billing tools now make it possible to calculate the base charge more accurately
4. The base charge is a fixed monthly fee that pays for the pipes, pumps, and treatment systems that have to be ready and working all the time — no matter how much wastewater is generated

Benefits

The new base charge ensures that all customers are billed equally for the amount of wastewater they generate.

Key points

1. Base charges will be tied to use of the wastewater system, regardless of meter size
2. This is a more balanced approach for all AlexRenew customers – each customer contributes the same cost per gallon of wastewater treated
3. 97% of customers will see savings on their wastewater bill

Base Charge Calculation

A customer's base charge will be set using a unit (determined by the volume of water a typical household uses in Alexandria)

Key points

1. The minimum base charge is 3,500 gallons per month or 1 unit
 - a. 3,500 gallons is the average use of a typical household over a 10-year period
2. All single-family residential customers will be set at 1 unit
3. The base charge per unit is anticipated to be \$14.48 for all customers by 2031
4. Commercial, industrial, and other public agency customers' will be based on their calculated # of units:
 - a. # of units = average monthly use (12-month rolling average) *divided by* 3,500 gallons
 - b. For example, a commercial customer with an average monthly use of 35,000 gallons would represent 10 units
 - c. The commercial customer using 35,000 gallons would have a base charge of \$144.80

Customer Impacts

97% of customers will see a base charge decrease, while a small number of customers with meters inadequately sized for their demand of the wastewater system will see an increase in their base charge.

Key points

1. All single-family residential and 75% of commercial customers will see a decrease in their monthly bill
2. About 3% of customers in the commercial, industrial, and other public agency classes will see an increase in their monthly bill (approximately 790). To minimize impacts, AlexRenew will:
 - a. Phase-in changes to the base charge over 5 years
 - b. Communicate directly with customers most impacted by these changes
 - c. Work to offer bill credits through the Lifeline Emergency Assistance Program (LEAP)



AlexRenew

NUTRIENT REDUCTION PROJECT UPDATE

BOARD OF DIRECTORS MEETING | DECEMBER 16, 2025



Presentation Outline

01 Project Background

AlexRenew flow trends and drivers for the Nutrient Reduction Project

02 Project Overview

Details of the Nutrient Reduction Project's components and anticipated scope

03 Procurement Update

Review of the selected project delivery method for the Nutrient Reduction Project and update on its procurement

phaseforward

Building a Resilient Wastewater Future



Biosolids Diversification

Upgrades to meet emerging regulations, increase bioenergy production, and realize alternative beneficial end uses for biosolids



Headworks Renewal

Improvements to aging equipment that provides initial screening of debris larger than a pea and settling solids as small as a grain of sand



Process Optimization

Installation of new equipment to enhance our nutrient removal processes and continue to improve water quality in the Chesapeake Bay and its tributaries



Nutrient Reduction

Rehabilitation of processes providing the final settling and filtration of wastewater to further reduce nutrient loads and allow for continued growth in our community

AlexRenew VPDES Permit Requirements

Permit Requirements	Monthly Average				Yearly	
	Biochemical Oxygen Demand	Total Suspended Solids	Ammonia (Apr - Oct)	Total Phosphorus	Total Phosphorus	Total Nitrogen
Load Limits	1,000 kg/d	1,200 kg/d	200 kg/d	81 lb/d	29,603 lb/yr	493,381 lb/yr
Concentration Limits at 54 MGD	5.0 mg/L	6.0 mg/L	1.0 mg/L	0.18 mg/L	0.18 mg/L	3.0 mg/L

AlexRenew’s Virginia Pollutant Discharge Elimination System (VPDES) permit includes both concentration limits and load limits based on the Chesapeake Bay Total Maximum Daily Load (TMDL).

AlexRenew WRRF Capacity Allocations

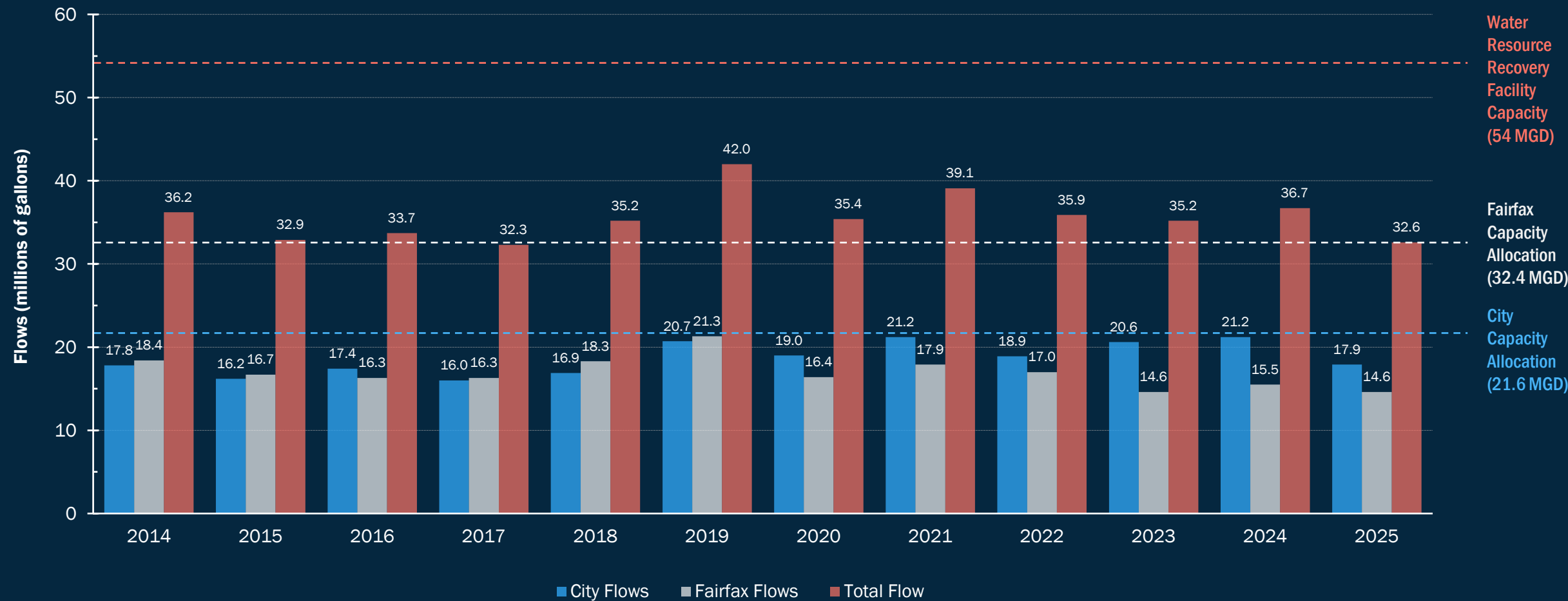
Current capacity allocations at the AlexRenew WRRF are defined in the Fairfax Service Agreement and Alexandria Service Agreement. Fairfax has a capacity share of 32.4 MGD, while Alexandria has a capacity share of 21.6 MGD, of the plant's total permitted capacity of 54 MGD.

Fairfax Share
32.4 MGD (60%)

City Share
21.6 MGD (40%)

AlexRenew Flow Trends

Wastewater flows delivered to the AlexRenew Water Resource Recovery Facility (2014-2025)

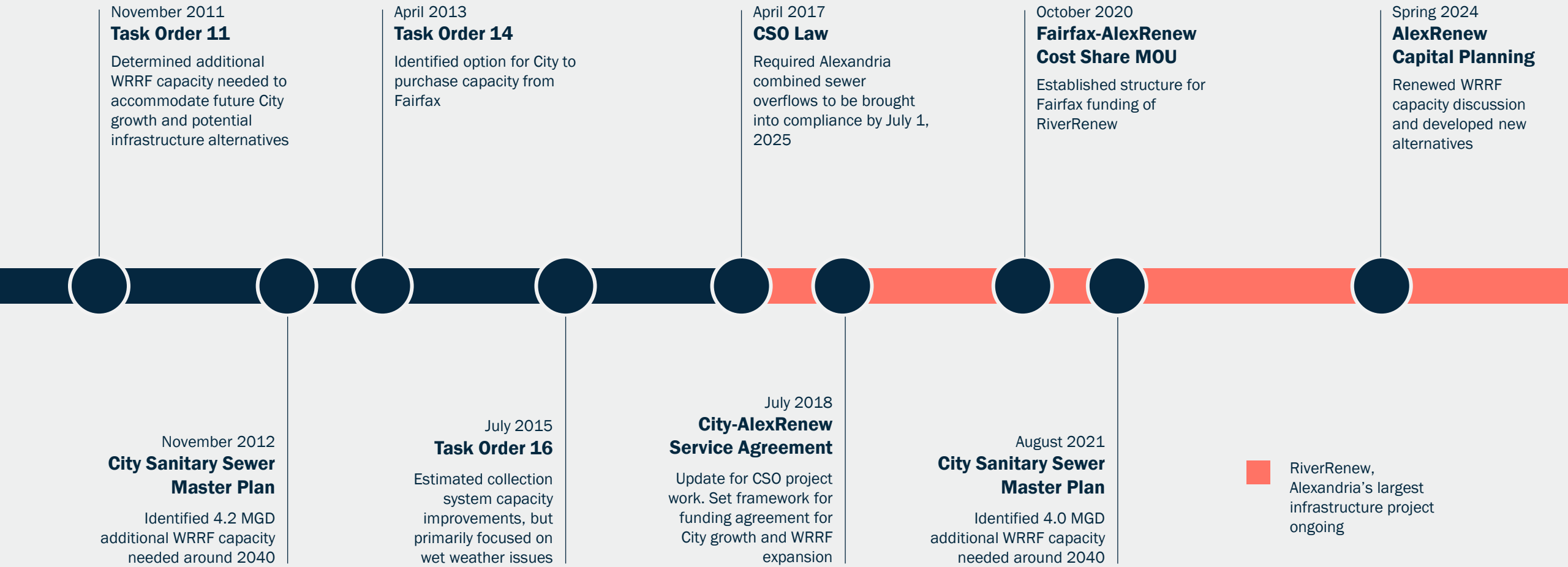


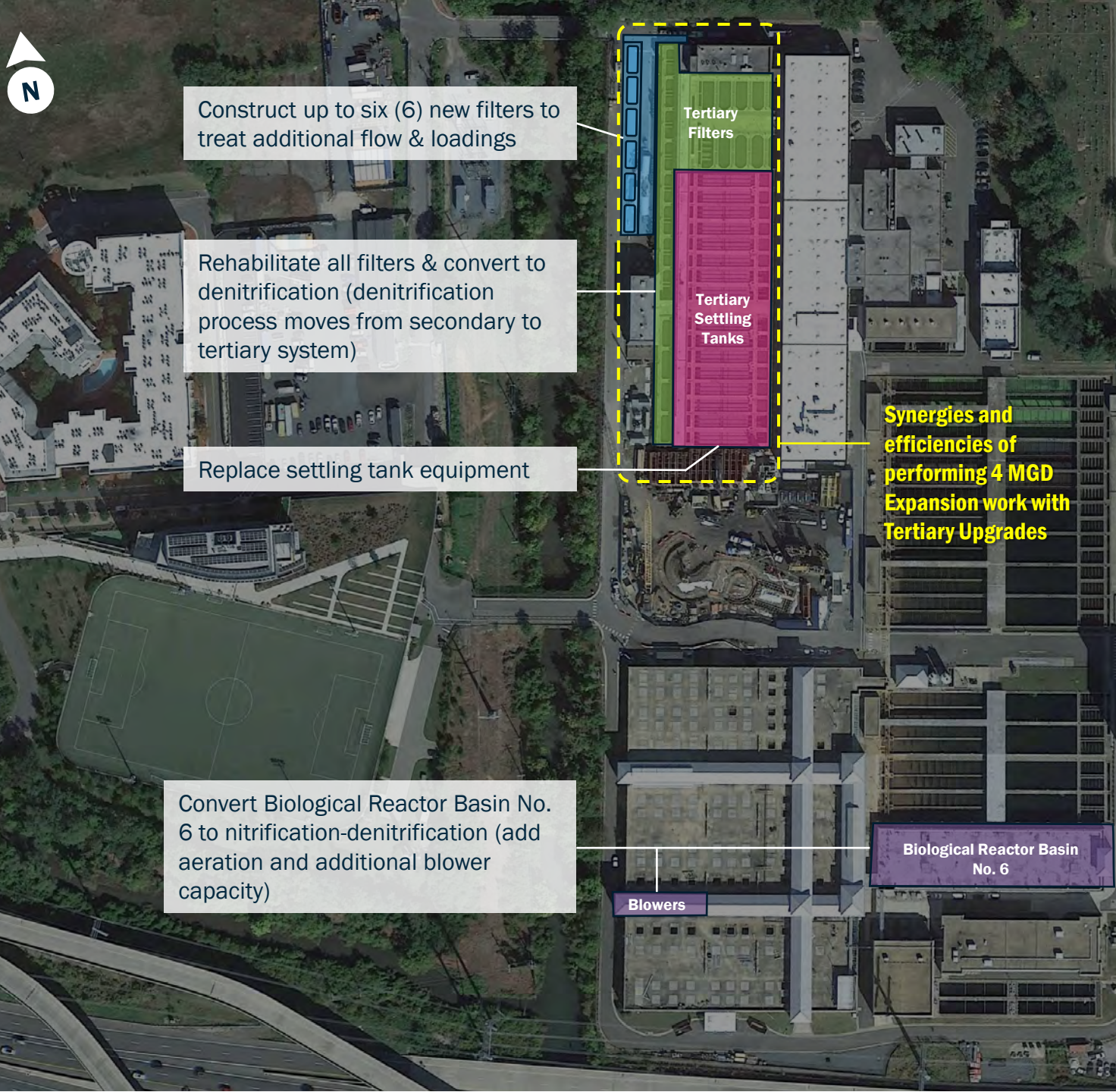
AlexRenew VPDES Permit Requirements

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Load Limits	1,000 kg/d	1,200 kg/d	200 kg/d	81 lb/d	29,603 lb/yr	493,381 lb/yr
Concentration Limits at 54 MGD	5.0 mg/L	6.0 mg/L	1.0 mg/L	0.18 mg/L	0.18 mg/L	3.0 mg/L
Concentration Limits at 58 MGD	4.6 mg/L	5.5 mg/L	0.9 mg/L	0.17 mg/L	0.17 mg/L	2.79 mg/L

Load limits for AlexRenew’s individual permit requirements are constant, even with an increase in WRRF capacity from 54 MGD to 58 MGD. Therefore, AlexRenew must design its facilities to meet lower concentration limits to comply with its load limits.

City, Fairfax, and AlexRenew 4 MGD Capacity Coordination History





Nutrient Reduction Project Overview

Tertiary & Filter Upgrades

Needs identified through studies starting in 2020

- Perform structural repairs & improvements
- Replace all filter media
- Replace pumps, blowers, sodium hypochlorite system, valves, air piping, and associated equipment
- Replace settling tank equipment

4 MGD Expansion

Reduce nitrogen to accommodate future loads

- Upgrade existing filters for denitrification
- Construct new filters for additional loadings
- Convert Biological Reactor Basin No. 6 to nitrification-denitrification
- Add additional blower capacity

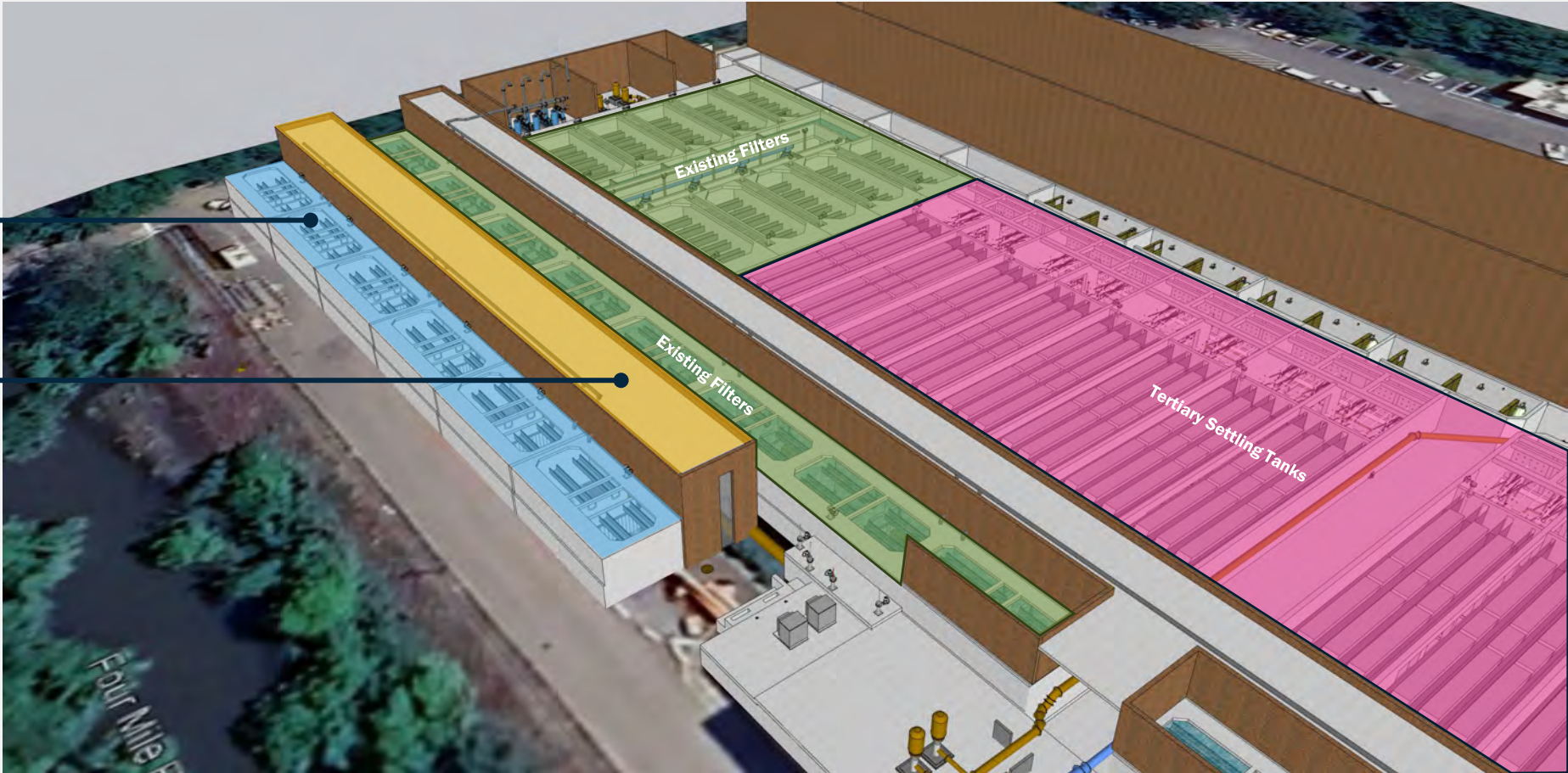
AlexRenew WRRF process areas to be upgraded as part of the Nutrient Reduction Project

Denitrification Filters Concept

AlexRenew’s existing filters are designed to remove phosphorous and solids. The Nutrient Reduction Project will convert AlexRenew’s existing filters to support nitrogen removal. Based on projected nitrogen loads, the concept includes converting existing filters to denitrification filters and adding up to six (6) additional denitrification filters.

Conceptual location
of new denitrification
filters, if needed

New pipe gallery to
support new
denitrification filters



Conceptual illustration of six (6) new denitrification filters

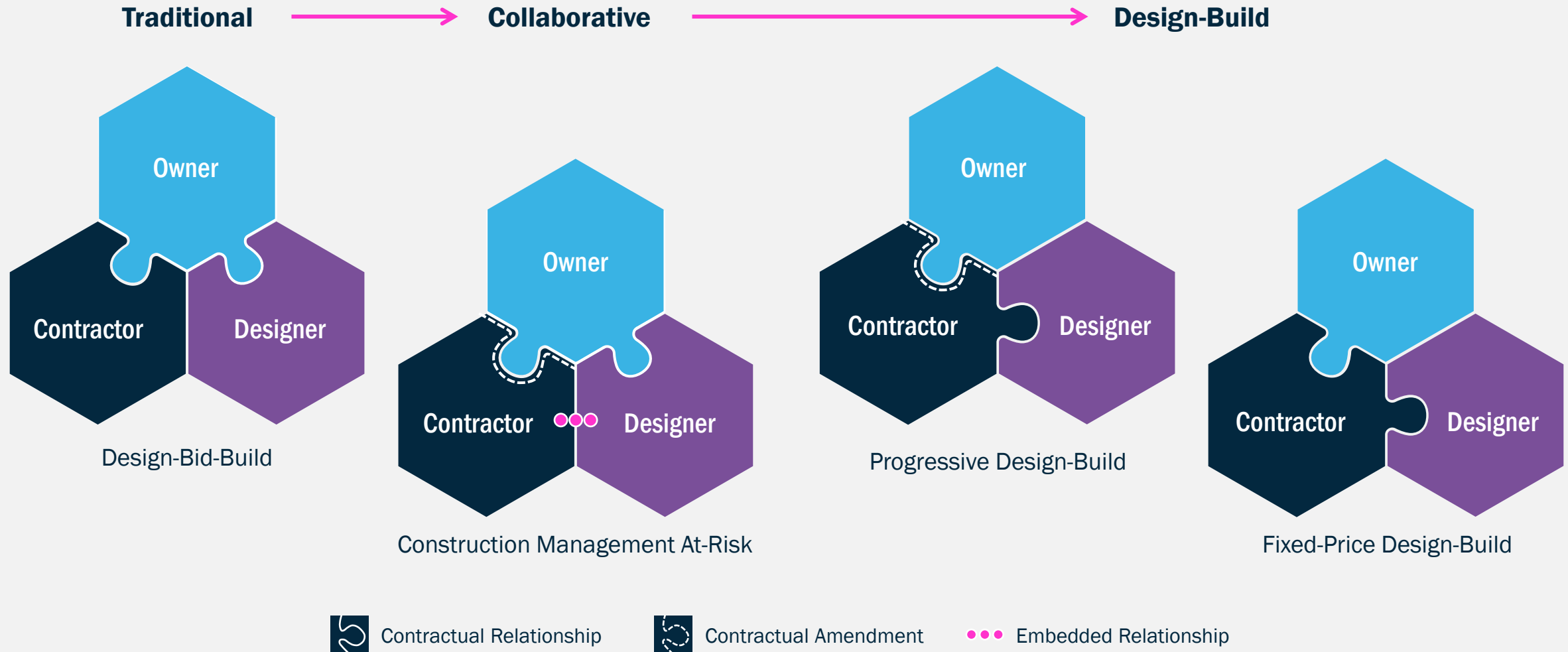
Synergies of Tertiary Upgrades and 4 MGD Expansion



AlexRenew's Tertiary Settling Tanks

- Significant savings in capital costs when the projects are completed together
- Operational & maintenance benefits of single replacement of media
- One-time mobilization, demobilization, and site restoration
- Minimized risk of permit noncompliance due to coordinated efforts for maintenance of flow, plant outages, and operations
- Less procurement burden by completing the work through a single progressive design-build contract
- Single point of design ownership to enhance the efficacy of AlexRenew's biological nutrient removal facilities

Traditional and Collaborative Project Delivery Methods



Board Resolution Approving Design-Build

In compliance with the Virginia Public Procurement Act and AlexRenew's Procedures for the Procurement of Construction Management At-Risk and Design-Build, the Board approved a resolution authorizing the use of design-build for the Nutrient Reduction Project in September 2024.

Benefits of progressive design-build

- ☑ Contractor collaboration and input during design
- ☑ Single point of accountability
- ☑ Single procurement process
- ☑ Accelerated schedule
- ☑ Non-price factors considered in selection
- ☑ Open book cost estimating
- ☑ Cost certainty prior to design completion
- ☑ Construction can be executed in discrete phases

How does Progressive Design-Build Delivery Benefit the Nutrient Reduction Project?

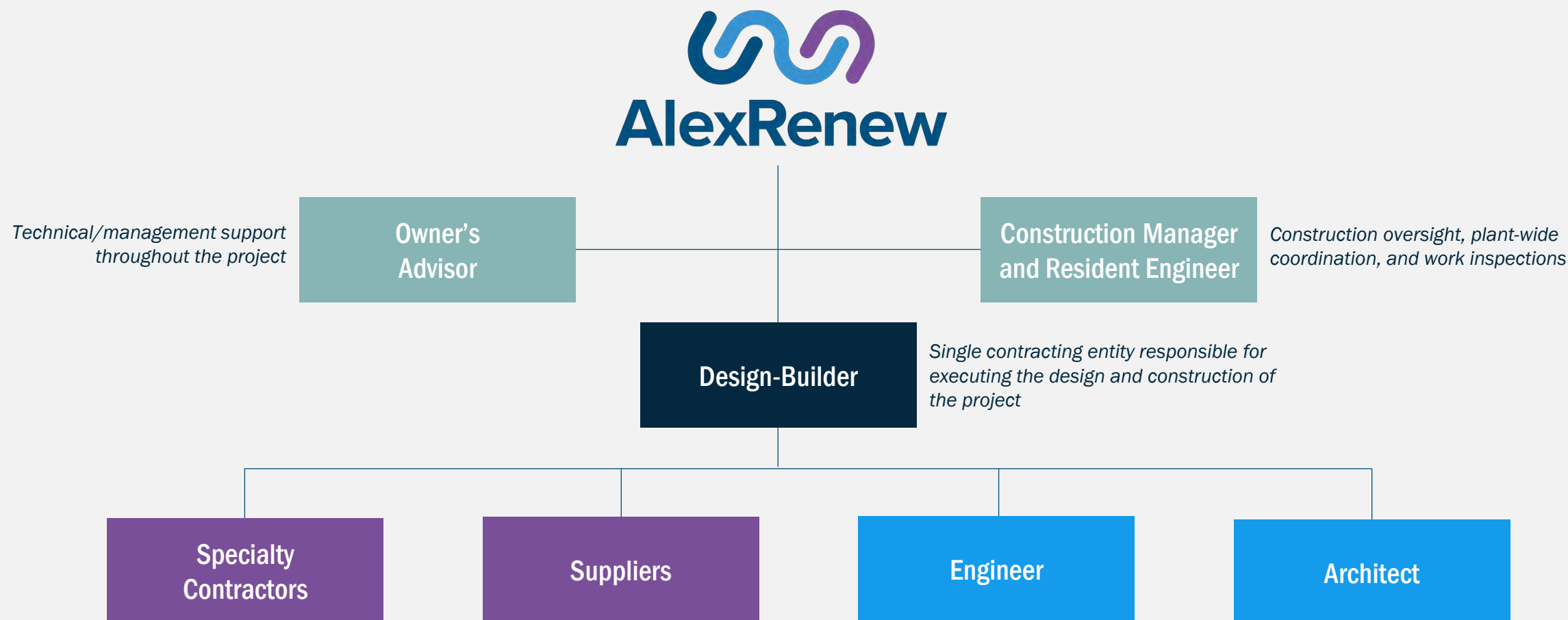
- Experience-based selection for highly specialized work
- Early contractor involvement to develop strategies to reliably maintain plant operations during construction
- Needed upgrades can be advanced while 4 MGD Expansion scope is refined
- Single ownership of design from concept through construction
- Provides collaborative environment to build culture and camaraderie around project goals and safety



AlexRenew's Biological Reactor Basins

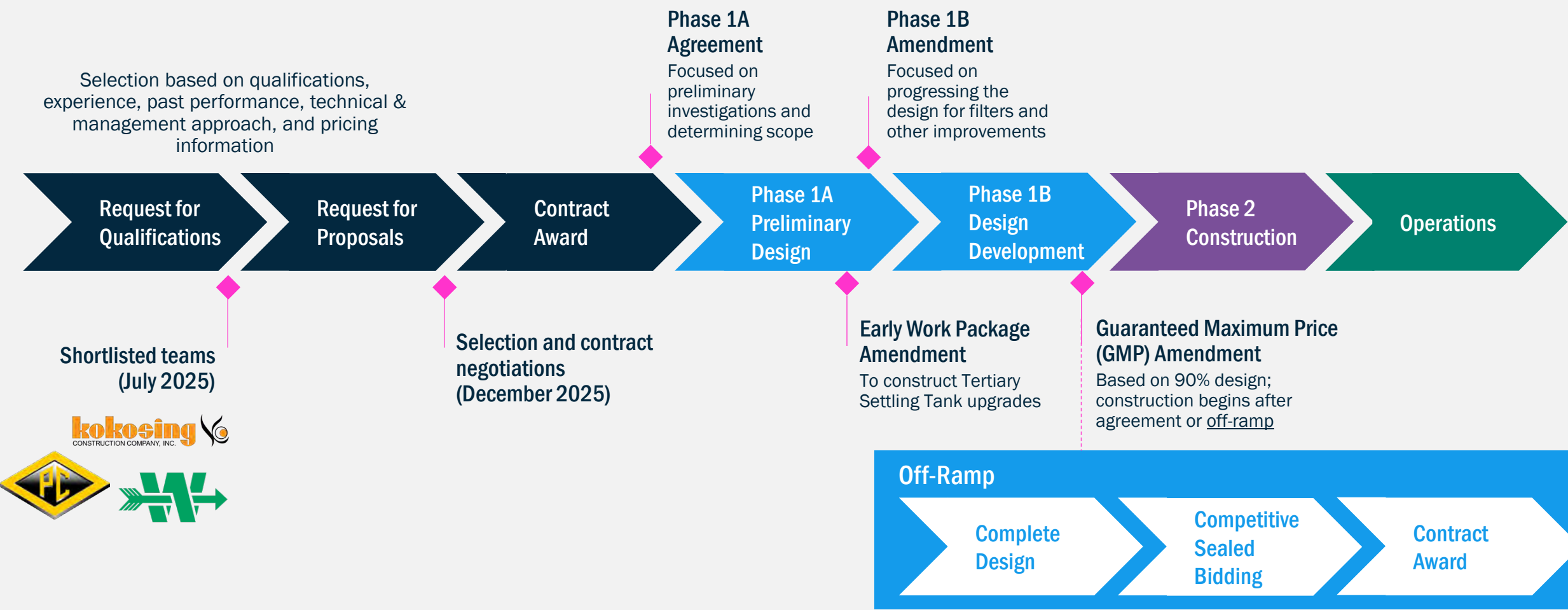
Nutrient Reduction Project Structure

In a progressive design-build model, AlexRenew contracts with a design-builder who manages the various entities necessary to design and construct the project. AlexRenew will be supported by an Owner's Advisor and construction management team to aid in design and construction oversight.



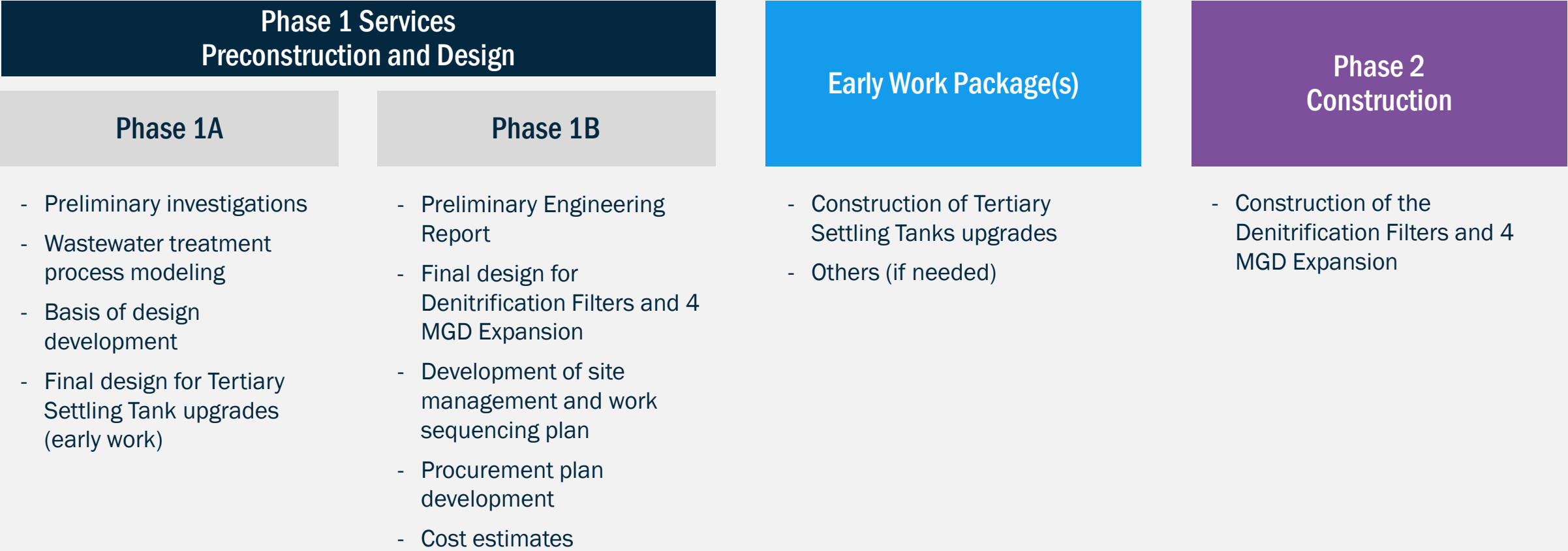
Major Phases of the Nutrient Reduction Project

Following a two-step procurement process, the major phases of the Nutrient Reduction Project are projected to be preliminary design development, final design, and construction. AlexRenew may employ an off-ramp if it a Guaranteed Maximum Price cannot be agreed upon at the 90% design phase.



Nutrient Reduction Project Scope Elements

To support scope definition, Phase 1 will be split into two phases – Phase 1A to define the scope through preliminary investigations and modeling and Phase 1B to progress design.



Nutrient Reduction Project Preliminary Schedule

Estimated durations and sequencing for the Nutrient Reduction Project phases. Schedule is preliminary and subject to change. Additional early work packages and amendments to be determined as scope is further defined.

Activity	2025		2026				2027				2028				2029				2030				2031				2032			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Procurement																														
Design																														
Construction																														

Phase 1A

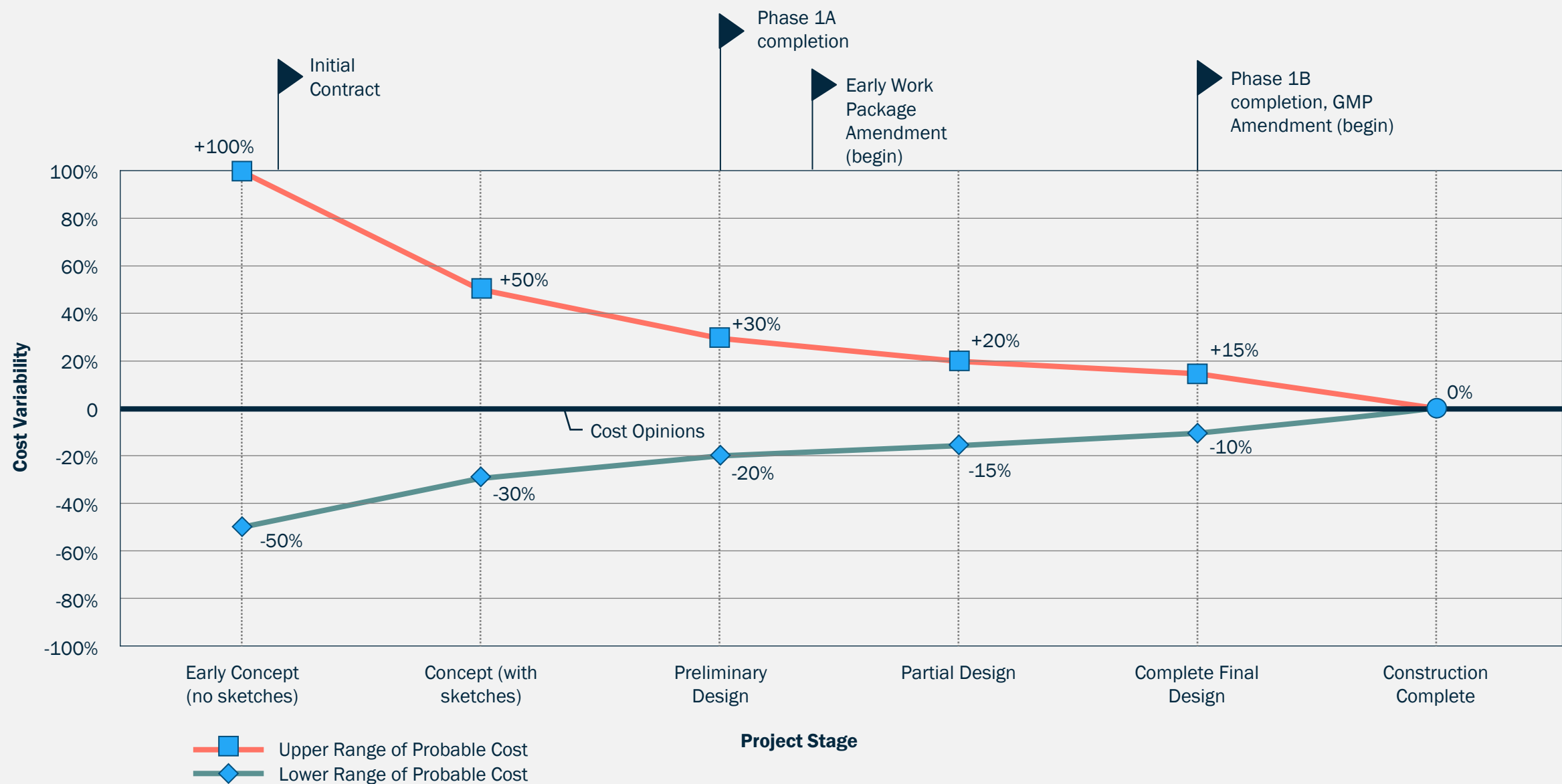
Phase 1B

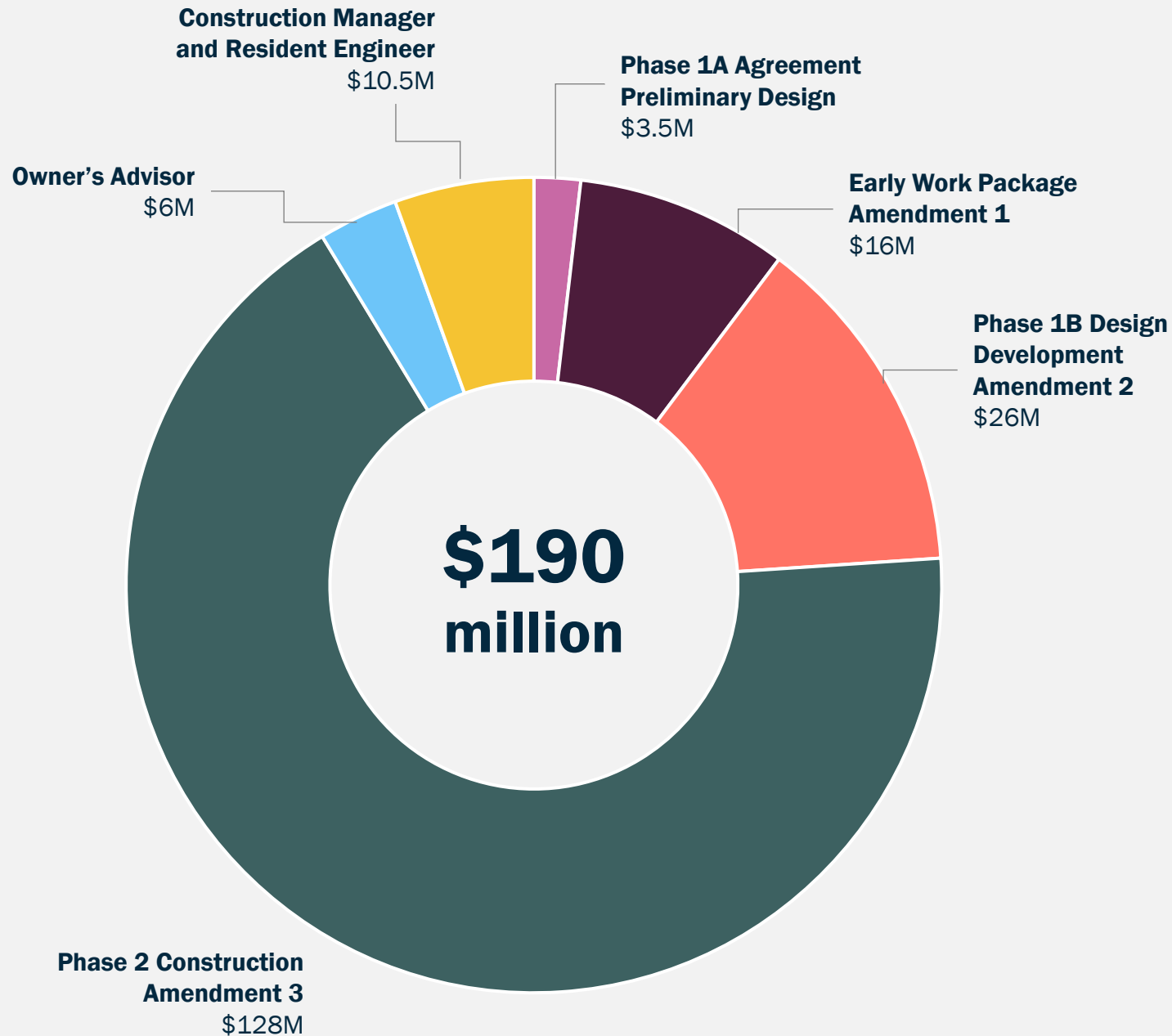
Tertiary Settling Tank Improvements Construction

Filter Improvements & 4MGD Expansion Construction

Early Work Package
Amendment for Tertiary
Settling Tanks

Evolution of Nutrient Reduction Project Capital Costs





Nutrient Reduction Project Preliminary Capital Cost Breakdown

Estimated capital cost as of December 1, 2025, based on the following assumptions:

- Owner's Advisor: Rough Order of Magnitude
- Construction Manager and Resident Engineer: Rough Order of Magnitude
- Phase 1A Agreement Preliminary Design: Design-Builder's conceptual estimate
- Amendment 1: Rough Order of Magnitude
- Amendment 2: Rough Order of Magnitude
- Amendment 3: Rough Order of Magnitude

Nutrient Reduction Project Next Steps

- Finalize negotiations with Design-Builder (now)
- Board Approval in January 2026
- Award Contract and Issue Notice-to-Proceed by February 2026
- Begin Phase 1A preliminary design services



AlexRenew's Process Air Compressors



Monthly Report

November 2025

This report represents a summary of AlexRenew's progress toward its strategic goals – Operational Excellence, Thriving Workforce, Strategic Partnerships, Environmental Sustainability, and Commitment to the Community for November 2025.

1 Operational Excellence

Performance of AlexRenew's operations is reviewed and evaluated monthly to oversee operational excellence and the proactive steps to meet current and future challenges.

1.1 Water Resource Recovery Facility (WRRF) Performance

Precipitation for November 2025 was 0.92 inches of rain and trace amounts of snow which is less than the monthly average precipitation of 2.91 inches of rain and 0.1 inches of snow for the month.

AlexRenew met all Virginia Pollutant Discharge Elimination System (VPDES) effluent parameters for November 2025 as outlined in Table 1.1.

Table 1.1. Summary of VPDES Permit VA0025160 Effluent Parameters

	Average Flow	Carbonaceous Biochemical Oxygen Demand	Total Suspended Solids	Ammonia (as N)	Total Phosphorus	Dissolved Oxygen	Total Nitrogen	Total Nitrogen Load	Total Phosphorus Load
	MGD	Monthly Average (mg/L)	Monthly Average (mg/L)	Monthly Average (mg/L)	Monthly Average (mg/L)	Minimum (mg/L)	Annual Average (mg/L)	Year-to-Date (lb)	Year-to-Date (lb)
Permit	54.0	5.0	6.0	Seasonal (1)	0.18	6.0	3.0	493,381	29,603
Reported	27.7	<QL	1.3	0.03	0.11	8.3	1.9	179,337	8,971

Notes: (1) Ammonia seasonal limit for November – January : 8.4 mg/L

1.2 Capital Improvement Program

Specific projects within AlexRenew's Capital Improvement Program (CIP) are highlighted monthly to support operational excellence.

In June 2025, the Board approved four (4) Job Order Contracts (JOC) to support AlexRenew's ongoing construction and maintenance needs. To date in Fiscal Year 2026, a total of \$3.9 million of work has been issued under the contracts through individual task orders. Table 1.2 summarizes the status of JOC task orders issued since July 2025.

Table 1.2. Summary of JOC Task Orders issued since July 2025

Facility	Number of Task Orders	Value
WRRF Headworks Systems	-	\$-
WRRF Biological Treatment Systems	1	\$640,000
WRRF Solids Treatment Systems	3	\$420,000
WRRF Tertiary Treatment Systems	2	\$1,480,000
WRRF Disinfection Systems	-	\$-
WRRF Miscellaneous – HVAC, Electrical, Building, etc.	7	\$1,320,000
Pumping Stations	-	\$-
Interceptors	-	\$-
Environmental Center	-	\$-
Total	13	\$3,860,000

1.3 RiverRenew

Updates on RiverRenew are outlined in the RiverRenew Dashboard.

1.4 PhaseForward

Updates on PhaseForward are outlined in the PhaseForward Dashboard.

1.5 Additional Capital Projects

In April 2025, AlexRenew issued a Request for Qualifications (RFQ) for the Nutrient Reduction Project, which is the first step in the procurement of a design-builder. The Statements of Qualifications (SOQ) in response to the RFQ were submitted to AlexRenew on May 20. In June, staff shortlisted three (3) respondents that received the RFP on July 8. Proposals were received on September 16 and contract negotiations are underway. A contract is anticipated for Board review in January 2026. An update on this item is presented in this month's Board package.

In September 2025, AlexRenew issued an invitation to apply for prequalification (IPQ) for contractors to upgrade AlexRenew's low pressure steam system through the Low Pressure Steam System Improvements Project. Three (3) prequalification applications were received on November 4 in response to the IPQ and three (3) contractors were prequalified. The invitation to bid (ITB) is anticipated to be released on January 6 with bids from the prequalified contractors due on February 10. A contract is anticipated for Board review in March 2026.

1.6 Basic Ordering Agreement Task Orders

In December 2024, the Board approved five (5) basic ordering agreements (BOA) to support AlexRenew's planning, design, and implementation of projects as part of AlexRenew's CIP. Table 1.3 summarizes the status of BOA task orders issued during Fiscal Year 2026.

Table 1.3. Summary of BOA Task Orders issued in Fiscal Year 2026

Type/Facility	Number of Task Orders	Value
WRRF Headworks Systems	0	\$-
WRRF Biological Treatment Systems	0	\$-
WRRF Solids Treatment Systems	0	\$-
WRRF Tertiary Treatment Systems	1	\$350,000
WRRF Disinfection Systems	0	\$-
WRRF Miscellaneous – HVAC, Electrical, Building, etc.	2	\$300,000
Pumping Stations	0	\$-
Interceptors	0	\$-
Environmental Center	0	\$-
Plans, Studies, and Training	4	\$600,000
Professional Services Support	4	\$760,000
Total	11	\$2,010,000

1.7 Sole Source and Emergency Contracts

There were no sole source or emergency contracts executed in November.

2 Thriving Workforce

Efforts toward the thriving workforce strategic goal are highlighted monthly to report progress in investing in our staff and fostering a culture of belonging.

Staff continued their SafeStart training throughout the month of November with a new educational unit highlighting ways to predict and prevent accidents.

Staff training on the new RiverRenew systems started at the end of November with a focus on electrical and odor control equipment. This training will be nearly weekly to cover the various components of the tunnel system, lasting through Summer 2026.

Since September 2025, AlexRenew has logged 43,736 hours without a lost time accident.

3 Strategic Partnerships

AlexRenew continues to foster strategic partnerships that promote watershed-level thinking through collaboration and advocacy. AlexRenew provided a tour of our wastewater treatment plant and educational lobby to the Northern Virginia Regional Commission on December 2.

2.1 2026 Virginia General Assembly Session

The 2026 Virginia General Assembly Session is scheduled for January 14 through March 15, 2026. Staff will monitor, advocate for, and engage on legislation that may affect AlexRenew. Key items include:

- **Biosolids and PFAS.** AlexRenew supports addressing areas of per- and polyfluoroalkyl substances (PFAS) concern through a statewide sampling program to identify and mitigate PFAS at the source, while allowing continued operations of permitted biosolids programs.

- **Public Project Apprenticeship Requirements.** During the 2025 session, legislation was passed, but subsequently vetoed by the Governor, that would have required eight (8) percent of total labor hours on any public project to be performed by apprentices. AlexRenew opposed the legislation. If a similar bill is enacted in 2026, such a requirement could affect AlexRenew's procurement practices, contractor pool, and capital project cost and schedule.
- **RiverRenew.** RiverRenew is in its final year of construction with a regulatory requirement to be operational by July 1, 2026. Since this project is a legislatively driven mandate, staff will provide updates to the General Assembly as needed.

4 Environmental Sustainability

Each month, progress is reported on AlexRenew's work toward environmental sustainability, with the goal of being good stewards of our resources and minimizing our impact on the environment.

AlexRenew's use of renewable energy is tracked monthly. This month, plant processes used approximately 961,000 standard cubic feet of biogas that was produced onsite in the anaerobic digesters. 6,320 kilowatt hours of energy were generated from onsite solar panels. In addition, AlexRenew launched a plant-wide solar feasibility assessment to identify additional potential opportunities to leverage solar energy.

AlexRenew's use of reclaimed water is tracked monthly. This month AlexRenew recycled 106 million gallons of water to support its operations. In coordination with the ongoing water reuse assessment, AlexRenew initiated a feasibility study to identify potential opportunities to leverage reclaimed water in the Eisenhower corridor.

5 Commitment to the Community

Each month, progress is reported on AlexRenew's work toward strengthening connections with the public and providing affordable service.

5.1 Financial Update

The performance of AlexRenew's annual approved budget is reviewed and evaluated monthly to ensure overall organizational financial stability.

Table 5.1 summarizes AlexRenew revenues and expenditures for this period, including the following major takeaways:

- Wastewater Treatment Charge revenues (\$27.5 million) are trending in line with budget;
- Operating and maintenance expenses (\$15.4 million) are trending slightly under budget; and
- Total expenses (\$73.2 million) are currently trending lower than the budgeted expenses primarily due to capital spending. This timing also impacts debt proceed revenues (\$25.1 million), which are lower than budgeted since most capital expenses are funded through debt.

Table 5.1. Revenues and Expenses through November 2025

Revenues and Expenses	FY2026 Budget (\$)	FY2026 To-Date (\$)	% of Budget To-Date	% of FY2026 Completed	Total FY2026 Projected (\$)
Revenues					
Wastewater Treatment Charge	64,941,337	27,506,071	42	42	65,000,000
Fairfax Operating Charge	14,662,764	6,109,485	42	42	15,700,000
Fairfax Capital Contributions	59,378,095	14,423,967	24	42	45,000,000
Debt Proceeds and Other Sources	119,336,317	25,131,416	21	42	86,800,000
Total Revenues	258,318,513	73,170,939	28	42	212,500,000
Expenses					
Operating and Maintenance	40,925,755	15,403,392	38	42	39,200,000
Parity Debt Service	20,220,975	9,757,720	48	42	20,300,000
IRR (1)	12,664,560	4,536,952	36	42	13,000,000
Capital	184,507,223	43,472,875	24	42	140,000,000
Total Expenses	258,318,513	73,170,939	28	42	212,500,000

Notes: (1) Improvement, Renewal, and Replacement is the program for routine investments to maintain and repair equipment. The IRR program funds capital improvements under \$1 million and not part of major upgrade projects.

Cash Reserves and Debt Service Coverage

AlexRenew monitors two metrics to ensure sufficient cash reserves – Operating & Capital Days Cash on Hand and Total Days Cash on Hand. Days cash on hand or “days cash” is calculated by dividing the amount of unrestricted cash by the annual operating expenses, times 365 (total days in any given fiscal year). Operating & Capital Days Cash includes only a portion of AlexRenew’s unrestricted operating cash, while Total Days Cash includes all AlexRenew unrestricted cash and represents the days cash benchmark typically reviewed by rating agencies. Minimums required by the Financial Policy for Operating & Capital and Total Days Cash are 120 and 270 days, respectively.

AlexRenew’s Financial Policy also requires a debt service coverage of 1.6 times. Debt service coverage is calculated by dividing net revenue by annual debt service. This metric indicates AlexRenew’s ability to pay off its annual debt service payments.

AlexRenew’s current estimate exceeds its Financial Policy cash reserves and debt service coverage requirements as indicated in Tables 5.2 and 5.3.

Table 5.2. Cash Reserves

Days Cash on Hand	Minimum	FY2026 Annualized	Percentage of Goal
Operating and Capital Days Cash on Hand	120	135	127%
Total Days Cash on Hand	270	765	283%

Table 5.3. Debt Service Coverage

Item	FY2026 Budget	FY2026 Annualized
Total Revenues	\$81,304,102	82,700,000
Less Operating Expenses	(\$40,925,755)	(\$39,200,000)
Net Revenue	\$40,378,347	\$43,500,000
Annual Debt Service	\$20,220,975	\$20,300,000
Calculated Coverage	2.00 times	2.14 times

5.2 Status of Customer Delinquencies

Figure 5.1 illustrates active AlexRenew accounts 60 or more days delinquent and total delinquent dollar amount owed over the last three (3) years. Major takeaways for this period include:

- The number of accounts delinquent by more than 60 days was 813, an increase of 60 accounts month-over-month;
- The total dollar amount owed to AlexRenew from these accounts was \$819,643, a decrease of \$11,078 month-over-month;
- 393 accounts are enrolled in payment plans, representing \$624,387 in the total dollar amount (76 percent) owed to AlexRenew; and
- Approximately 56 percent of the delinquency value is from residential accounts.

AlexRenew has continued its communications campaign around the Lifeline Emergency Assistance Program (LEAP). Over this period, 16 accounts received a total of \$11,451. Additional updates on LEAP are outlined in the LEAP Dashboard.

On behalf of AlexRenew, Virginia American Water disconnected 23 customers for nonpayment of their sewer bill in November. Of the customers who were disconnected, eight (8) paid their balance in full, six (6) enrolled in a payment plan, one (1) account was closed, and eight (8) applied for a LEAP disbursement. Since July 2024, there have been 399 disconnections, of these, 48 accounts received a total of \$40,663 in LEAP disbursements.

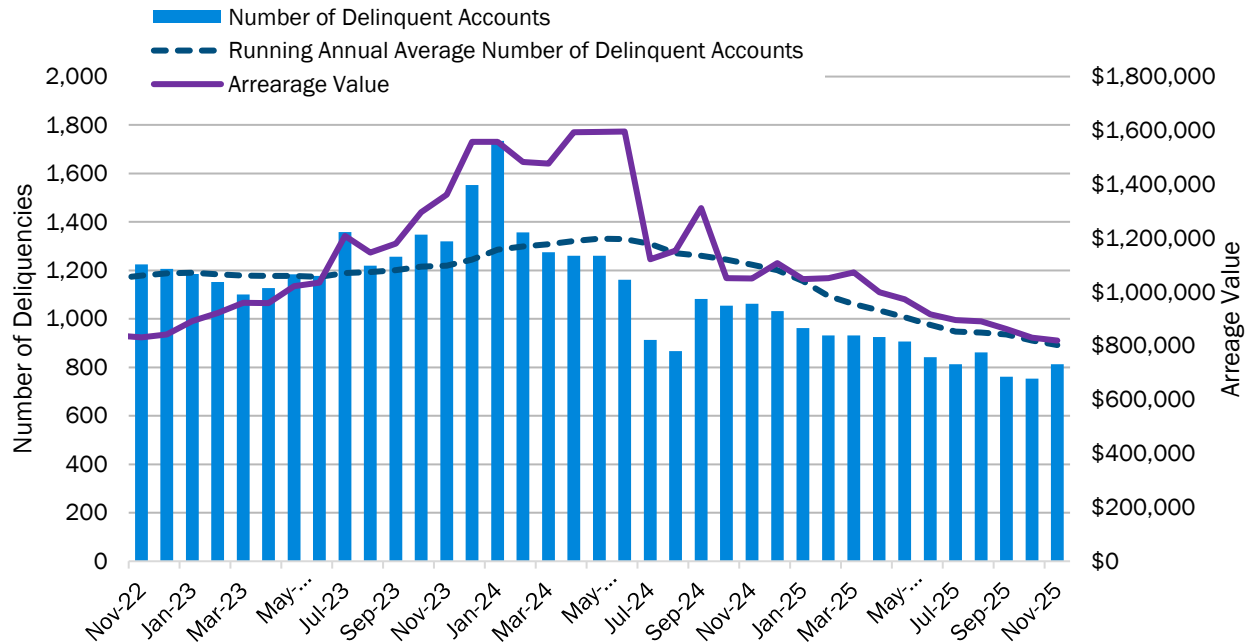


Figure 5.1. Active Accounts 60 or more days Delinquent

5.3 Customer Service and Community Engagement

AlexRenew shares a monthly summary of its community engagement and customer service statistics to highlight its contributions toward its commitment to engagement and trust.

AlexRenew staff have collected several boxes of toys to donate to Volunteer Alexandria. The drive officially ends on December 10.

Leading up to Giving Tuesday on December 2, AlexRenew shared information across its social media channels about LEAP and how customers can support the program.

AlexRenew welcomed an estimated total of 520 visitors from the following organizations that hosted meetings on the 6th floor of the Environmental Center in November: Alexandria Soccer Association (120), Alexandria Symphony Orchestra (30), Jack and Jill of America (30), Girl Scouts (60), Alexandria City Public Schools (100), Alexandria Chamber of Commerce (40), Alexandria A Capella Collective (100), NASPA Scrabble (40), and Volunteer Alexandria (100).

AlexRenew customer service received a total of 569 calls. The average wait time before calls were answered was 43 seconds. Call center staff answered 250 emails.



\$143,411
Disbursed To-Date
\$11,451 disbursed this period



176 Customers Assisted
16 customers assisted this period



399 Service Disconnections for Nonpayment
23 customers disconnected this period

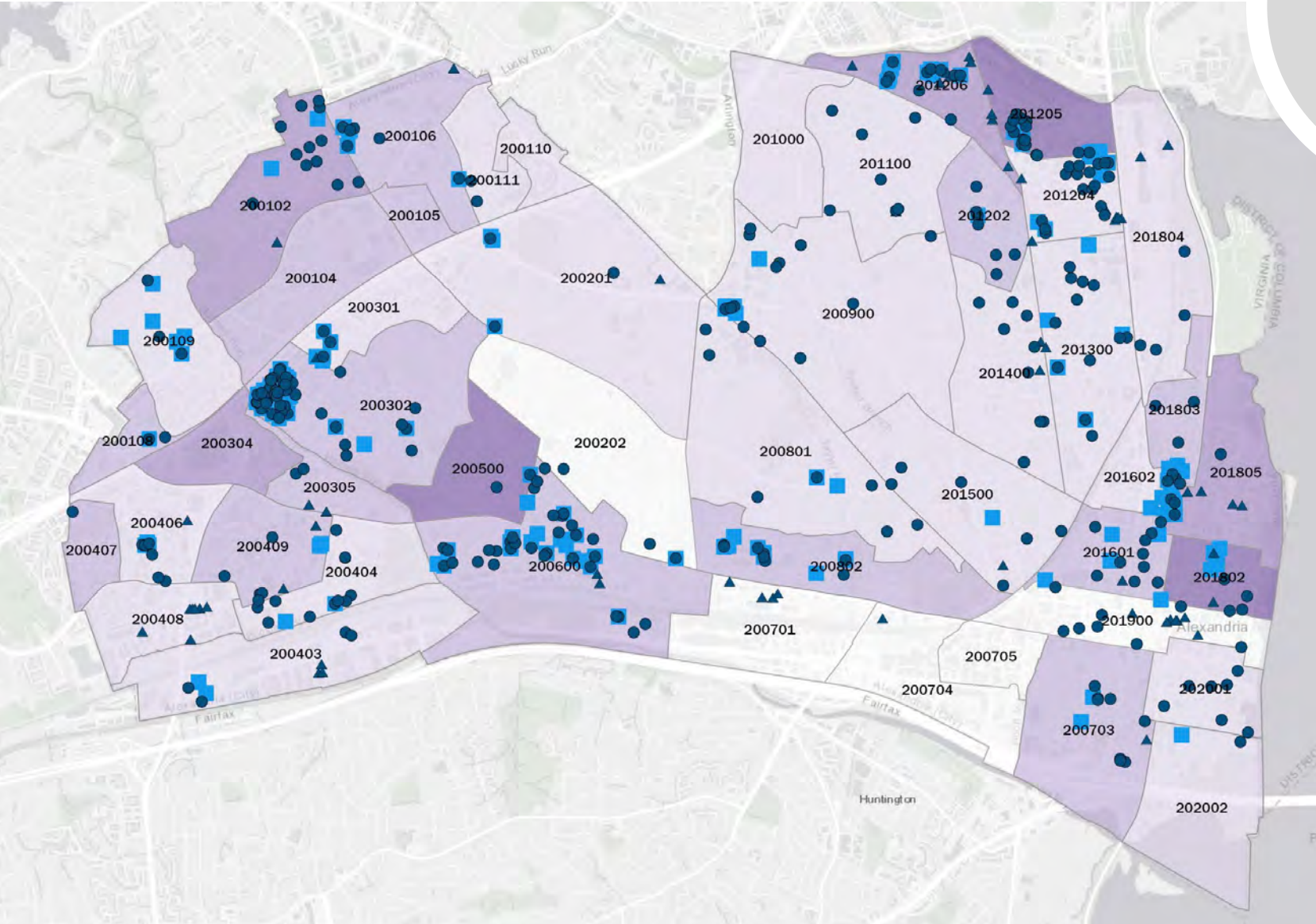
Legend

Percentage of Households Receiving SNAP

- 0
- 0 - 2.0%
- 2.0 - 4.0%
- 4.0 - 6.0%
- 6.0 - 8.0%

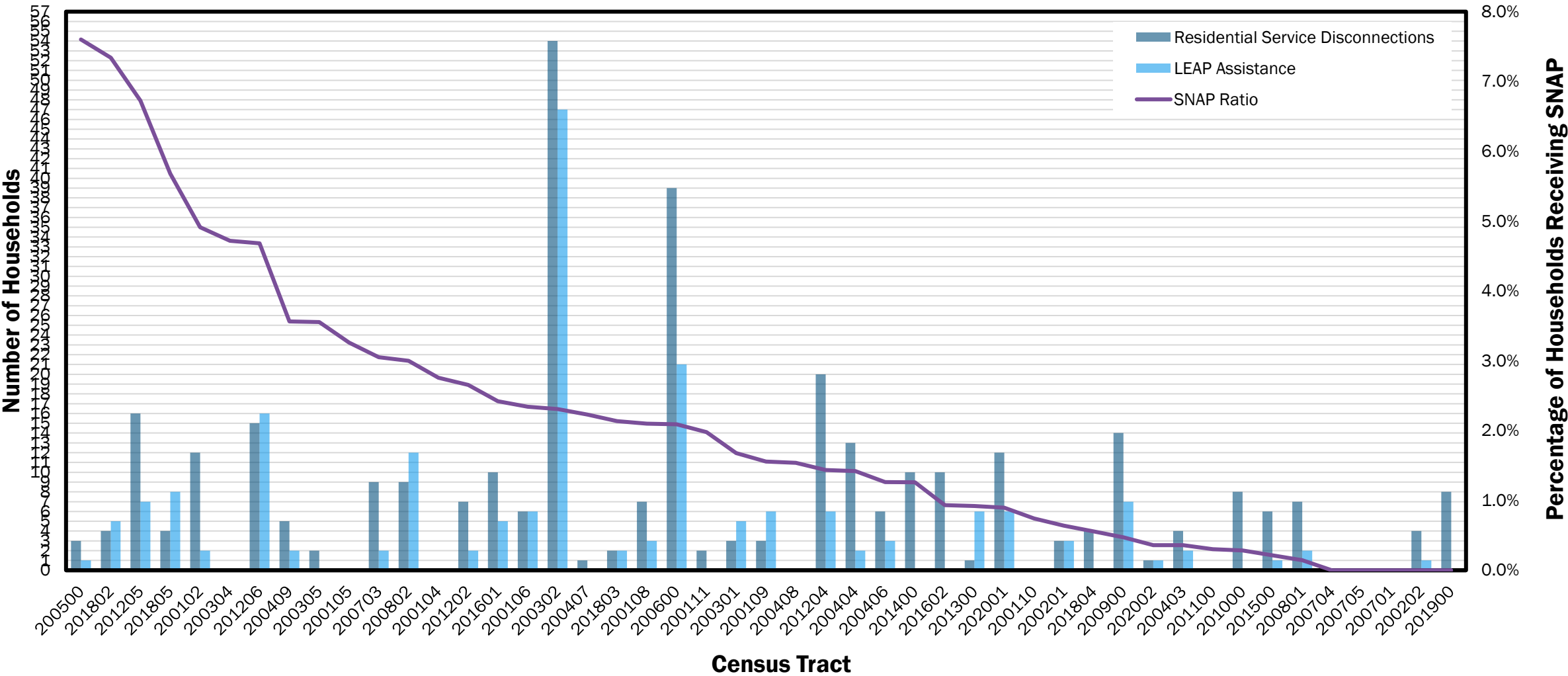
Averages: U.S. (12.5%); Virginia (3.0%); Alexandria (2.2%)

- Residential disconnections
- ▲ Commercial disconnections
- Residential customers receiving LEAP assistance



LEAP Assistance, Service Disconnections, and SNAP Ratio by Census Tract

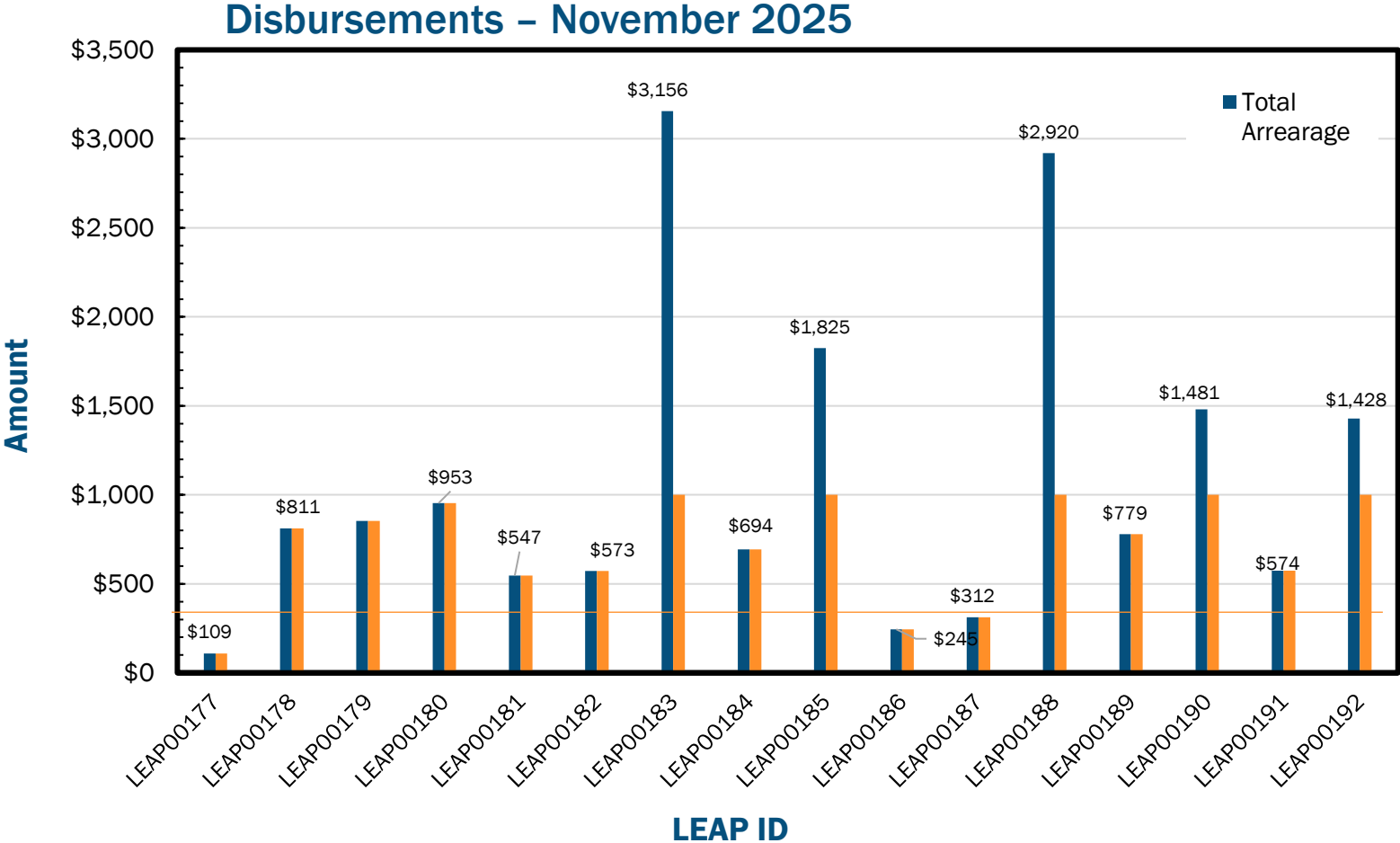
November 30, 2025



LEAP Disbursements and Remaining Arrearage by Account

November 30, 2025

(November 2025)



Disbursed	Arrearage	% of Arrearage
\$1,000.00	\$3,156.00	31.69%
\$1,000.00	\$2,920.00	34.25%
\$1,000.00	\$1,825.00	54.79%
\$1,000.00	\$1,481.00	67.52%
\$1,000.00	\$1,428.00	70.03%
\$953.00	\$953.00	100.00%
\$854.00	\$854.00	100.00%
\$811.00	\$811.00	100.00%
\$779.00	\$779.00	100.00%
\$694.00	\$694.00	100.00%
\$574.00	\$574.00	100.00%
\$573.00	\$573.00	100.00%
\$547.00	\$547.00	100.00%
\$312.00	\$312.00	100.00%
\$245.00	\$245.00	100.00%
\$109.00	\$109.00	100.00%
Average: \$716	\$1,079	84.89%
Median: \$779	\$811	100.00%

phaseforward

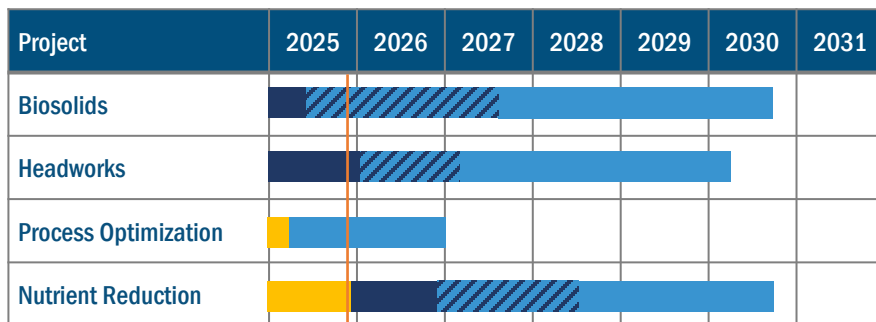
To support our evolving community, AlexRenew is making a significant investments to improve the resiliency of its infrastructure

DASHBOARD | NOVEMBER 2025

The PhaseForward program includes a series of significant upgrades to critical wastewater processes that will allow us to meet evolving regulatory requirements and continue to improve the resilience of our infrastructure. PhaseForward includes four (4) major projects:

- Biosolids Diversification:** Upgrades to meet emerging regulations, increase bioenergy production, and realize alternative beneficial end uses for biosolids
- Headworks Renewal:** Improvements to aging equipment that provides initial screening of debris larger than a pea and settling for solids as small as a grain of sand. New pumping systems to ensure wastewater flows from the community through our wastewater treatment processes
- Process Optimization:** Installation of new equipment to enhance our nutrient removal processes and continue to improve water quality in the Chesapeake Bay and its tributaries
- Nutrient Reduction:** Rehabilitation of processes providing the final settling and filtration of wastewater to further reduce nutrient loads and allow for continued growth in our community

PhaseForward schedule



Procurement Design Design and Construction Construction

PhaseForward spending (to date)

Project	Estimate (1)	Design	Construction	Total	% Local (2)
Biosolids	\$315M	\$10.5M	\$2.4M	\$13.0M	82%
Headworks	\$120M	\$8.0M	\$-	\$8.0M	94%
Process Optimization	\$9.4M	\$1.7M	\$2.1M	\$3.8M	92%
Nutrient Reduction	\$120M	\$1.8M	\$-	\$1.8M	100%
Total	\$564.4M	\$22.0M	\$4.5M	\$26.5M	88%

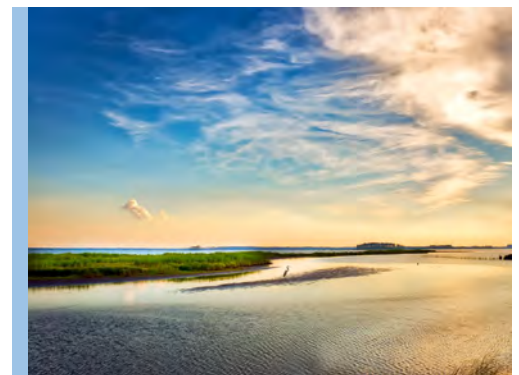
Notes: (1) Current capital cost estimates (2) % Local spending from Alexandria, Northern Virginia, Maryland, and Washington, DC



BIOSOLIDS



HEADWORKS



PROCESS OPTIMIZATION



NUTRIENT REDUCTION



Biosolids Diversification

Crews installed the new digester heat exchangers and began installation of temporary hot water lines that will enable the testing and startup of the new units without impacting other plant processes. This work involves assembling and setting the new units in place, installing new hot water lines, replacing valves, and cutting in new connections to the existing hot water lines.

Other PhaseForward Projects

The **Process Optimization** contractor completed the removal of existing equipment, repaired treatment tank access doors, and repaired concrete surfaces in preparation for receipt and installation of new equipment. On the **Headworks Renewal** project, the engineer submitted their 60% design package for construction of remaining fine screens, grit separators, conveyers, and truck loading. On the **Nutrient Reduction** project, staff completed the evaluation of the shortlisted design-builders' proposals and held interviews with each of the shortlisted teams.

RiverRenew Board of Directors Dashboard



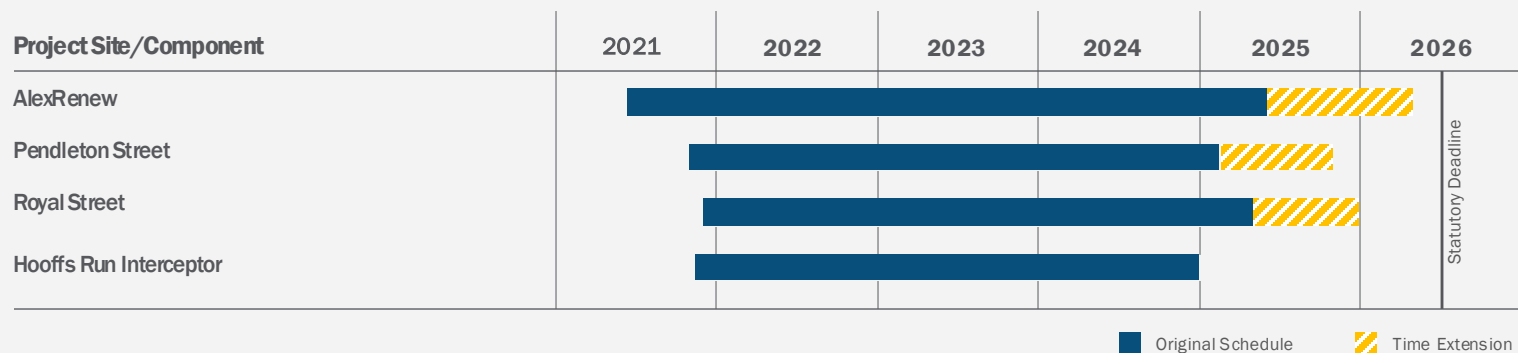
MONTH ENDING: NOVEMBER 30, 2025

RiverRenew is a program owned and implemented by AlexRenew, Alexandria's wastewater treatment authority.

RiverRenew Overview

To improve the waterways that connect us, AlexRenew is implementing RiverRenew to prevent millions of gallons of combined sewage from polluting Alexandria's local rivers and streams each year. Three of the four RiverRenew projects are complete. The remaining Tunnel Project includes the construction of a new tunnel to connect AlexRenew's wastewater treatment plant to the four existing combined sewer outfalls, as illustrated on Page 2 of this dashboard. The phases of construction for the four remaining primary construction sites are illustrated in the schedule below.

RiverRenew Tunnel Project Schedule



Summary of Major Tunnel Project Delays

Date:	Activity:
12/2021	Monitoring potential supply chain issues due to ongoing pandemic.
12/2021	COVID outbreak at tunnel segment mold plant in Slovenia. Manufacturing for tunnel segment molds relocated to Turkey. Anticipated one-month delay on tunnel segment molds.
1/2022	Concrete for shaft slurry walls delayed due to weather, COVID impacts, shortage of CDL drivers due to Omicron spike, and lack of concrete materials in the Greater Metro D.C. area. Monitoring schedule impacts to critical path.
2/2022	TBM fabrication and delivery delayed by three weeks. Monitoring schedule impacts to critical path.
4/2023	Due to the events in January and February 2022 (noted above), the Tunnel Project is currently 60 days behind schedule. The delay will primarily impact scheduled work at the AlexRenew site.
9/2023	Due to the delays noted above, the Tunnel Project is currently 90 days behind schedule. The delay will primarily impact scheduled work at the AlexRenew site.
3/2024	Legislation to extend the project's statutory deadline by one year to July 1, 2026, signed into law on 3/8/24 (SB372) and 3/20/2024 (HB71).
12/2024	Extended contractual deadline to July 1, 2026.

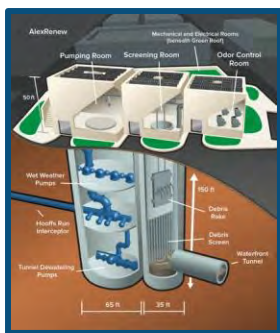
RiverRenew Tunnel Project Snapshot

The Tunnel Project includes the following major components: a two-mile-long, 12-foot-wide, 100-foot-deep tunnel; a six-foot-wide sanitary sewer interceptor; diversion facilities to capture combined sewer discharges; and two pumping stations.



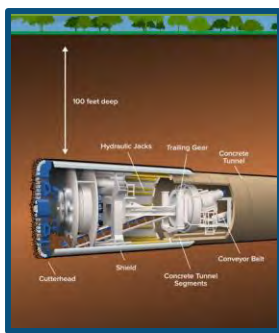
Hoofts Run Interceptor

Complete! Click [here](#) for a timelapse of construction.



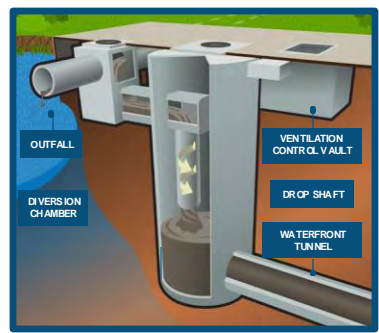
Pumping Station

Click [here](#) to take a 3D tour of RiverRenew's future pumping station.



Waterfront Tunnel

Complete! Click [here](#) to watch Hazel's journey.



Diversion Facility

Click [here](#) for an overview about diversion facilities.

RiverRenew Tunnel Project Highlights

Overall Project Progress*

(Design and Construction)

Actual

86%

Planned

86%

Royal Street Site



Ongoing

- Concrete shaft cover
- Diversion chamber connection to existing combined sewer

Upcoming

- Electrical duct banks and sanitary sewer installation
- Site grading and restoration

Pendleton Street Site



Ongoing

- Permanent lighting
- Miscellaneous final punch list items

Upcoming

- Turnover of Pendleton Promenade to the City
- Site demobilization

Hooffs Run Site



Ongoing

- Pocket park restoration at Duke Street

Upcoming

- Pocket park turnover to the City

AlexRenew Site



Ongoing

- Superstructure concrete work and exterior façade
- Pumping station mechanical, electrical, and plumbing work
- Staff training

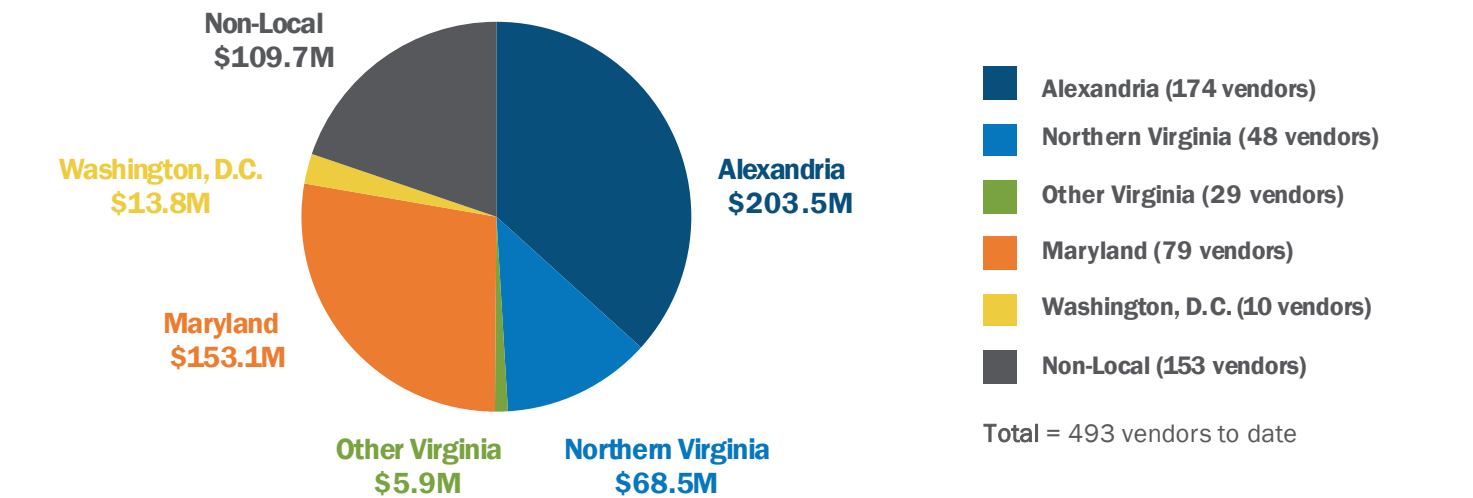
Upcoming

- Superstructure build-out
- Pump plumbing and fit-up
- Operational demonstration and commissioning

***Note:** Schedule and cash flow are based on Design-Builder's revised schedule and schedule of values, which have been updated to reflect the one-year extension of the Scheduled Substantial Completion date to July 1, 2026.

RiverRenew Program Costs to Date

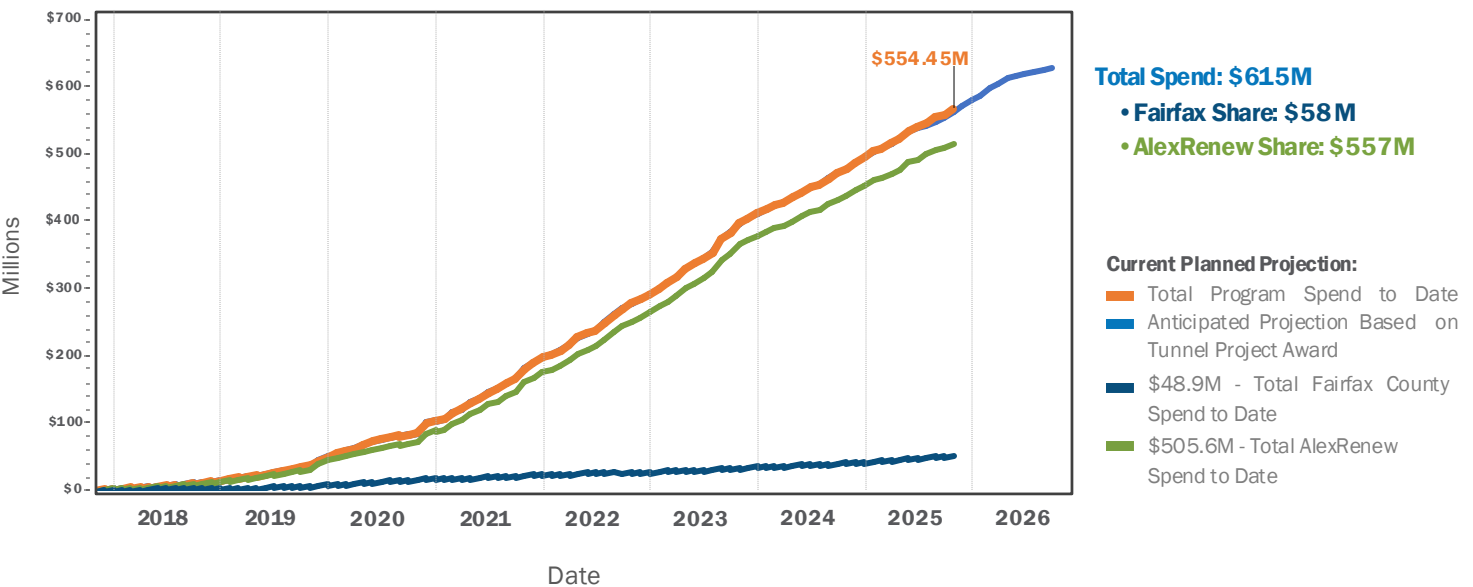
RiverRenew Spend to Date by Locality



RiverRenew Tunnel Project Contracts

Vendor	Role	Contract Type	Contract No.	Contract Date	Spent to Date (\$ millions)
Traylor-Shea Joint Venture	Design-Builder Tunnel System Project	Design-Build	19-079	Dec 2020	\$380.8
Brown and Caldwell	Owner's Advisor	Professional Services	17-022	Nov 2017	\$88.7
EPC	Resident Engineering & Inspection Tunnel System Project	Professional Services	20-013	Apr 2020	\$31.7
Completed RiverRenew Wastewater Projects To Pave the Way for the Tunnel Project					\$53.6

RiverRenew Cash Flow Analysis*



Note: As of November 25, 2025.

**Note:* Schedule and cash flow are based on Design-Builder's revised schedule and schedule of values, which have been updated to reflect the one-year extension of the Scheduled Substantial Completion date to July 1, 2026.

RiverRenew Community Outreach



Digital Programming

Digital programming keeps the community connected to RiverRenew with program updates on RiverRenew.com and through AlexRenew's social media pages.

Highlights:

- A [social post](#) celebrating Mayor Gaskins's visit to AlexRenew! Mayor Gaskins toured plant facilities and the pump station.



Education

Education initiatives are intended to engage audiences of all ages and help them learn more about RiverRenew and its technical components.

Discover all RiverRenew educational content on Cloe's Corner! RiverRenew.com/cloes-corner

Highlights:

- A [#ThrowbackThursday](#) post showcasing the technological advancements made in wastewater infrastructure between 1955 and today, featuring the drop shaft at Royal Street.



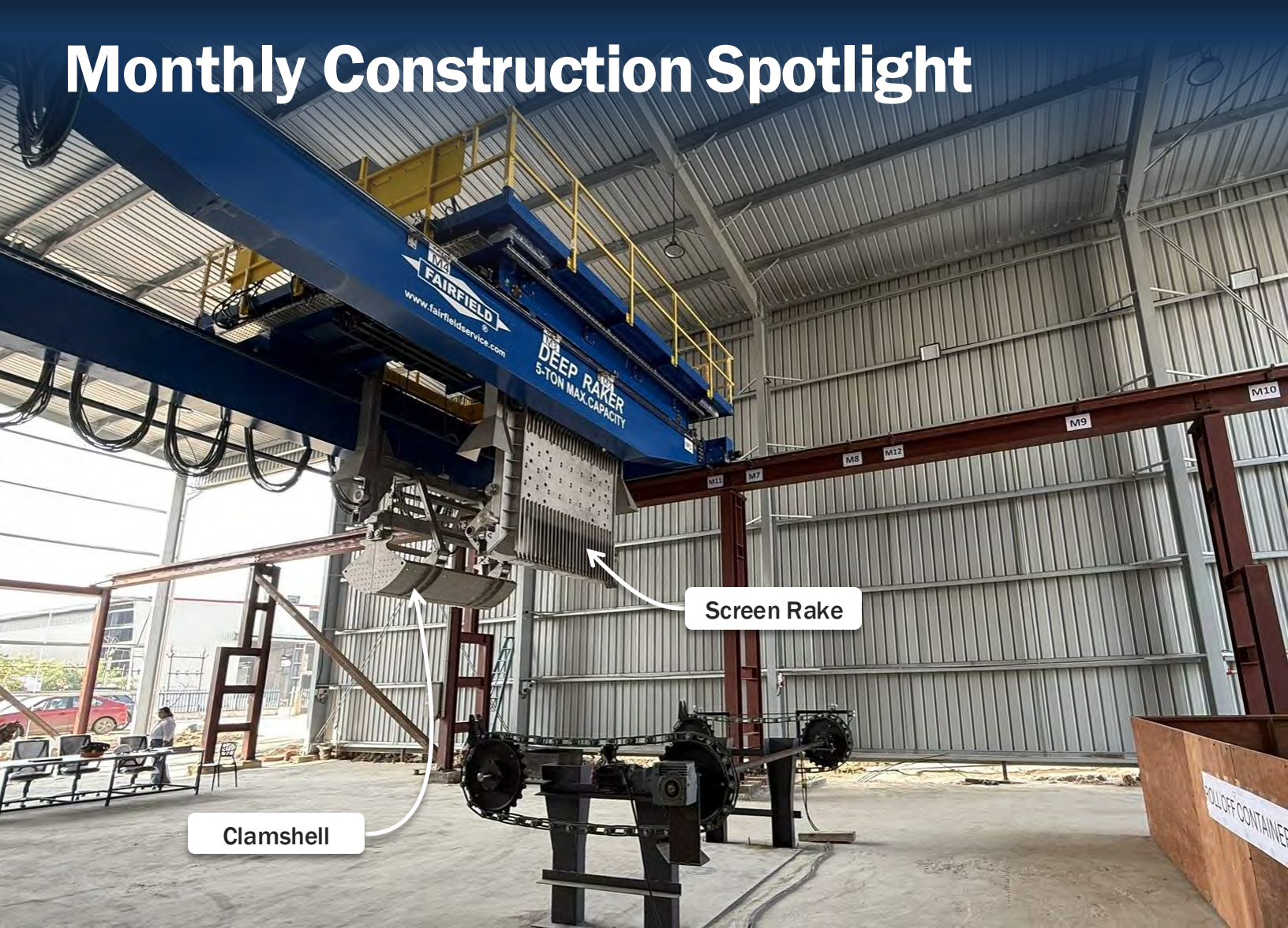
Community Days & Events

Community days feature project-specific events to celebrate construction progress on the Tunnel Project and engage the community along the way. Participating in or co-sponsoring **community events** strengthens AlexRenew's relationship with its water and community partners.

Looking Ahead:

- **No upcoming events**

Monthly Construction Spotlight



Behind the Scenes: Screen Rake and Clamshell Factory Testing

This month, RiverRenew team members witnessed factory testing of the screen rake and clamshell system that will be used to remove debris in the Screening Shaft. Over three days, the team oversaw multiple successful tests of the screen rake and clamshell system in automatic and manual modes.

When the Tunnel System is live, the rake and clamshell will operate after wet weather events. Together, the screen rake and clamshell clean and remove material that is stopped by the bar screen in the Screening Shaft. Removed debris will then be lifted to the surface and placed in a roll-off container at the surface for safe disposal. With factory testing now successfully completed, the screen rake and clamshell will be shipped and delivered to the site. Once this essential equipment arrives at AlexRenew, we will be one step closer to delivering healthier waterways to our community.

Building for the Future of Alexandria's Waterways

To learn more, visit www.RiverRenew.com

