

01/2019


**PUBLIC SERVICE
COMMISSION**
District of Columbia
Your Energy. Your Voice.

**PUBLIC SERVICE COMMISSION
OF THE DISTRICT OF COLUMBIA**

1325 G STREET N.W., SUITE 800
WASHINGTON, D.C. 20005
202-626-5100 / WWW.DCPSC.ORG



The Public Service Commission of the District of Columbia (DCPSC) is an independent agency of the District of Columbia Government established by Congress in 1913 to regulate electric, natural gas, and telephone companies in the District of Columbia. The Commission is composed of three members: a Chairman and two Commissioners. Each member is appointed to four-year terms by the Mayor and confirmed by the D.C. Council.

The mission of the DCPSC is to **serve the public interest by ensuring that financially healthy electric, natural gas and telecommunications companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia residential, business, and government customers.**

We serve those areas through:



UTILITY COMPLAINTS
AND MEDIATION



UTILITY DISCOUNT PROGRAMS



ELECTRIC, NATURAL GAS &
TELECOMMUNICATION
CUSTOMER CHOICE



COMMUNITY
OUTREACH

Yards Park Bridge



Utility Complaints and Mediation

The Office of Consumer Services (OCS) core functions include:

- Investigating and resolving utility complaints,
- Answering inquiries from consumers,
- Mediating disputes between consumers and utility service providers, and
- Scheduling and witnessing utility meter tests to certify accuracy in measuring usage.

Our trained staff of consumer specialists will research complaints to help consumers resolve their issue. Consumer specialists can also help consumers with understanding their utility bill. English and Spanish-speaking Consumer Specialists are available, and any language can be translated through our translation vendors.

Consumers experiencing problems or having questions about a utility service provider should contact OCS.



CONTACT OCS:

 Call us at 202-626-5120

 Email us at www.dcpssc.org

 Visit us Monday through Friday from 9:00 a.m. to 5:30 p.m.

 Mail us at 1325 G Street N.W., Street, Suite 800, Washington, D.C. 20005



Utility Discount Programs

The DCPSC requires Pepco, Washington Gas, and Verizon DC to offer discounted rates to income qualifying residential customers. These discounts offer eligible consumers substantial reductions off electric and natural gas distribution rates, and local telephone service rates. The discounted rates are available to electricity and natural gas customers regardless of whether they choose a competitive energy supplier, or purchase their energy supply from Pepco or Washington Gas.

- Pepco's Residential Aid Discount [RAD] — Consumers receive a credit for the cost of distribution service, which equals about 30% of a typical bill.
- Washington Gas' Residential Essential Service [RES] — Consumers receive a discount on the distribution portion of their bill during the winter heating season (November through April), which equals about a 25% reduction in the total bill.
- Verizon DC's Economy II Lifeline Service — Consumers receive discounts on wireline local telephone service for \$3.00 a month; Eligible Seniors 65 years of age or older pay \$1.00 a month.

The application process for these discounts is administered by the District's Department of Energy and the Environment (DOEE), which can be contacted by calling 311.



Retail Choice

District of Columbia residents can choose a competitive provider for electricity and natural gas supply service, and for local exchange telephone service. Consumers can make choices based upon competitive price offerings, such as wind power, solar, geothermal, etc. For more information regarding Retail Choice and eligible providers of competitive services, visit our website at www.dcpsc.org.



Community Outreach

As part of the DCPSC's mission to educate and inform the public, the Office of Consumer Services conducts numerous outreach activities throughout the District. This includes speaking before Advisory Neighborhood Commissions (ANCs), Civic and Neighborhood Associations, Town Halls, and other community meetings. Please call 202-626-5120 to request an outreach, or to make a request online, please fill out an Outreach Request Form on our website at www.dcpsc.org.

CONTACT DCPSC

Answers to your questions are always just a phone call or email away.

Consumers can visit our offices Monday through Friday (except holidays) between 9:00 a.m. and 5:30 p.m.

Main Line: 202-626-5100 | District of Columbia Relay: 711
TTY: 1-800-643-3768

Visit us on the web at www.dcpsc.org

Receive news from the DCPSC by following us on:

