

Office of the People's Counsel for the District of Columbia • 1133 15<sup>th</sup> Street,  
N.W. • Suite 500 • Washington, D.C. 20005 • (202) 727-3071 • Fax (202) 727-1014  
• TTY/TDD (202) 727-2876 • [www.opc-dc.gov](http://www.opc-dc.gov)

# CONSUMER ADVISORY

Contact: Consumer Services Division • (202) 727-3071 • email: [ccceo@opc-dc.gov](mailto:ccceo@opc-dc.gov)

Sandra Mattavous Frye,  
People's Counsel

## Questions About Pepco Energy Wise Rewards Participation

The D.C. Office of the People's Counsel has been contacted by consumers complaining of solicitations from individuals who claim to be representatives of Pepco's Energy Wise Rewards Program. Thus far, consumers who are seniors appear to be the primary targets of the signup campaign. Some of these consumers have told OPC that they were misled regarding the requirement to sign up for the program or were not informed that the program is voluntary.

People's Counsel Sandra Mattavous-Frye has sent a letter to Pepco President Thomas Graham seeking more details about the company's activities around the Energy Wise Rewards program. At this time OPC does not know whether these are Pepco employees or contractors working for another company, whether these workers have asked for signatures without thoroughly and properly explaining the nature of the program, or whether consumers have the right to cancel participation at no additional cost.

### **Pepco's Energy Wise Rewards program is described on Pepco's website as:**

*...a tool for District of Columbia customers to take more control over their energy usage, save money on their energy costs, and take a big step towards a more sustainable lifestyle.*

Based on reports from consumers who have contacted OPC, and information available from Pepco, homeowners who sign up for this program are agreeing to allow Pepco to put a device on their air conditioning units that will let the company control the operation of the a/c unit during times of peak energy usage. With the control installed, Pepco can remotely limit the running time of your a/c unit to reduce demand on the electrical system.

