

UTILITY DISCOUNT PROGRAMS (UDP)



For more information about the UDP, call 311 or visit doee.dc.gov

UTILITY DISCOUNT PROGRAM (UDP) DESCRIPTIONS

Please see the back of flyer for UDP enrollment process, Income Eligibility Requirements and documentation information.

Residential Essential Service (RES) Program



Washington Gas
A WGL Company

Eligible Washington Gas customers in the District of Columbia may qualify for a discount on a portion of the natural gas they use during the winter heating season from November to April.

To participate in RES, District residents must use natural gas as the principal source for home heating. RES eligible customers will receive an approximate 25% discount on the total bill.

Residential Aid Discount (RAD) Program



An Exelon Company

Eligible Pepco customers in the District may qualify for the Residential Aid Credit (RAC) for the full customer and energy charges for energy distribution, in addition to the following surcharges: the Residential Aid Discount Surcharge, the Sustainable Energy Trust Fund, and the Energy Assistance Trust Fund Surcharge.

Potential savings of \$300-475 annually.

Customer Assistance program (CAP)

Eligible residential DC Water customers in the District may qualify for a discount of up to 400 cubic feet (4ccf or approx. 3,000 gallons) of water and sewer services used each month. Potential discount could be over \$480.00 annually.



Eligible households and tenants will receive an additional credit of fifty percent (50%) off of the monthly Clean Rivers Impervious Surface Area Charge (CRIAC) bill.

Lifeline Services



Economy II Service, also known as "Voice Lifeline" is a government assistance program offered by Verizon in the District that provides discounted at home local telephone service to qualified DC customers. Voice Lifeline Service is available for \$3.00 per month to qualified DC customers under 65 years of age, and \$1.00 for qualified seniors 65 years of age or older.

Voice Lifeline is a non-transferable benefit and only one discount is available per household, consisting of at home, broadband or wireless. Only eligible customers may enroll in the Voice Lifeline programs.

For eligibility and other questions and/or to obtain an application, please call the DC Lifeline Administrator at 800-253-0846. DOEE does not accept Voice Lifeline.

Video Relay Services (VRS) users must call **202-727-1000**



UTILITY DISCOUNT PROGRAMS (UDP)

ENROLLMENT PROCESS AND INCOME ELIGIBILITY REQUIREMENTS

Lifeline income eligibility requirements are different from those stated below.

For more information on the Lifeline program, call 800-253-0846.

For information about the RAD, RES or CAP programs, call 311 or visit doee.dc.gov

Enrollment Process

New CAP, RAD, RES Applicants:

1. Apply online at: doee.dc.gov/udp
2. Call **311** to make an appointment.
3. Visit one of the following locations Monday-Friday 9AM-4PM (NOTE: Priority is given to emergency and existing energy assistance appointments):
Wards 1-6: 1207 Taylor Street NW
Wards 6-8: 2100 Martin Luther King Jr Ave SE

Lifeline Applicants must call the new DC Lifeline Administrator at 800-253-0846 to apply.

Existing UDP Participants:

1. DOEE will mail application packets to current CAP, RAD, and RES participants. Participants will have 30 days to respond. Late or incomplete applications may result in an interruption in discounted service.
2. To check on the status of your CAP, RAD and/or RES application, call **311**.

New Lifeline Participants:

Lifeline income eligibility requirements are different from those stated above. You must receive Medicaid; Supplemental Nutrition Assistance Program ("SNAP"); Supplemental Security Income ("SSI"); Federal Public Housing Assistance; Veterans of Survivors Pension Benefit; or have income less than 135% of the federal poverty level.

For more information and to apply, call 800-253-0846.

Income Eligibility Requirements

FY 2019 (Oct. 1, 2018 - Sept. 30, 2019)

# of Persons in Household	Maximum Annual Income
1	\$30,918
2	\$40,431
3	\$49,944
4	\$59,457
5	\$68,970
6	\$78,483

Required Documentation

Proof of Household Income
OR

DOEE Proof of Income Form

Social Security Card
for all household members

Recent Utility Bills (Copies)

* Natural Gas

* Electric

* Water