

Office of the People's Counsel for the District of Columbia

Seniors Utility Resource Guide



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About OPC's Seniors Resource Guide



Sandra Mattavous-Frye, People's Counsel

The Office of the People's Counsel recognizes that seniors are a vital part of the District of Columbia's diverse population. Understanding the vital role that District seniors play in our communities has led OPC to create a "Seniors Utility Resource Guide." The guide serves as a quick reference resource for District seniors to help them find important telephone numbers and locations for services and assistance they may need. The Resource Guide includes utility company phone numbers, highlights to help understand utility bills, home energy efficiency tips and social service agency contact information.



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How OPC Works for You

The Office of the People's Counsel is the public advocate for natural gas, electric, and telecommunications ratepayers in the District of Columbia. By law, the Office represents DC utility ratepayers' interests before the Public Service Commission (PSC), Federal Energy Regulatory Commission (FERC), Federal Communications Commission (FCC), other utility regulatory bodies and the courts. The Office is mandated to conduct consumer education and outreach and may represent individual consumers with complaints related to their utility service and bills.



The Office is headed by the People's Counsel, Sandra Mattavous-Frye, an attorney appointed to a four-year term by the Mayor with the advice and consent of the District of Columbia Council. The Office works for DC ratepayers in the following ways:

Litigation: OPC's attorneys manage and present cases involving utility companies before the PSC, federal regulatory agencies and the DC Court of Appeals. This work includes developing overall litigation strategies, preparing aspects of each case, coordinating outside counsel, and marshalling various expert technical witnesses.

Consumer Complaints: If you have a problem with your utility bill or service, OPC may be able to help you. Staff is available to contact the utility on your behalf to address the problem informally. If your complaint cannot be resolved informally, OPC may provide you with a staff attorney who will represent you at a hearing before the PSC.

Community Outreach: OPC encourages public participation in the regulatory process and provides general information and technical assistance to DC consumers. Staff speaks at ANCs, civic and citizens associations and other community group meetings throughout the District to educate the public about current utility issues and trends. OPC also serves as a technical resource for these organizations.

How to File a Utility Complaint with OPC

Below is a brief description of OPC's consumer complaint process:

1. OPC staff receives utility consumer complaints by phone, email, fax, walk-in visits or online.
2. OPC staff interviews you to obtain information and provides you with an overview of the complaint resolution process and time frame for follow up with you.
3. OPC staff then forwards a detailed description of the complaint to the utility company. If the complaint involves billing or question of meter accuracy, a referee meter test can be performed. This test measures the accuracy of the meter serving your home. It is conducted on the consumer's premises by a utility company representative and witnessed by a representative of the PSC at the consumer's request.
4. When OPC receives the utility company's report, a staff member will contact you to review the report and discuss proposed next steps.
5. The next steps may include:
 - Requesting additional information from the utility company or you;
 - Negotiating further with the utility company to resolve the complaint;
 - If negotiations are unsuccessful, then seeking an informal hearing before the PSC;
 - Or closing your file.
 - When the complaint file is closed, a "close out" letter is sent to you. The "close out" letter provides a summary of actions taken by OPC staff during the informal resolution phase, the complainant's statements and the utility's response. The "close out" letter also outlines any decision reached during the informal resolution and the consumer's right to request a hearing before the PSC.

For further information or to file a complaint, contact OPC at 202.727.3071.

Understanding Your Electricity Charges

RAD CUSTOMER NAME
Account number: 1234 5678 901

Your electric bill for the period
July 22, 2016 to August 21, 2016

Details of your Electric Charges

Residential-R RAD - service number 1234 5678 9012 3456 7890 12
Electricity you used this period

Meter Number	Current Reading	Previous Reading	Difference	Multiplier	Total Use
Energy Type	Aug 21	Jul 22			
1ABC12345678	006999	006837	162	1	162
Use (kWh)	(actual)	(actual)			

Your next meter reading is scheduled for September 19, 2016

Delivery Charges: These charges reflect the cost of bringing electricity to you.
Current charges for 30 days, summer rates in effect.

Type of charge	How we calculate this charge	Amount(\$)
Distribution Services:		
Customer Charge		13.00
Energy Charge	162 kWh X \$0.0077150 per kWh	1.25
Residential Aid Discount		
Surcharge	162 kWh X \$0.0001590 per kWh	0.03
Administrative Credit	162 kWh X \$0.0022559- per kWh	0.37-
Subtotal (Set by DC PSC)		13.91
Energy Assistance Trust Fund	162 kWh X \$0.0000607 per kWh	0.01
Sustain Energy Trust Fund	162 kWh X \$0.0015000 per kWh	0.24
Public Space Occupancy Surcharge	162 kWh X \$0.0020400 per kWh	0.33
Delivery Tax	162 kWh X \$0.0070000 per kWh	1.13
Subtotal (Not set by DC PSC)		1.71
RAC - Distribution		14.25-
RAC - Surcharges		0.28-
Subtotal RAC		14.53-
Total Electric Delivery Charges		1.09

Electric Distribution and SOS Supply Summary - Pepco

Balance from your last bill	\$31.15
Payment Aug 14	\$31.15-
Total Payments	\$31.15-
Electric Charges (Residential-R RAD)	\$14.24
New electric charges	\$14.24
Total amount due by September 12, 2016	\$14.24

Distribution Services are provided by the energy utility to deliver electricity safely and reliably to your home. Distribution rates pay for the power poles, lines, meters, linemen and customer service representatives who serve you. You pay Pepco for distribution. This portion is regulated by the DC Public Service Commission.

Electric Supply Charges are the costs of producing power. You may obtain these services from the energy supplier of your choice.

Transmission Services refers to the cost of transmitting electricity from power plants outside the District over high-voltage lines to Pepco's distribution system. While Pepco owns some transmission facilities, all transmission in the region is operated by a regional transmission operator (RTO). This portion of your bill is regulated by the Federal Energy Regulatory Commission.

Understanding Your Electricity Charges

RAD CUSTOMER NAME
Account number: 1234 5678 901

12 34567890 123456789

Your electric bill for the period
July 22, 2016 to August 21, 2016



The Residential Aid Credit (RAC) - Distribution reduces your bill by the total amount of the Customer Charge and the Energy Charges.
The RAC - Surcharges reduces your bill by the total amount of the Residential Aid Discount Surcharge, Energy Assistance Trust Fund, and Sustain Energy Trust Fund Charges.

Supply Charges: These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Your electricity is supplied by the standard offer service (SOS) administered by Pepco - call 202-833-7500 or visit pepco.com.

Based on billed use, your average annual price to compare is 8.17 cents per kwh.

Type of charge	How we calculate this charge	Amount(\$)
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	132 kWh X \$0.0073100 per kWh	0.96
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.20
Energy Charge	132 kWh X \$0.0732300 per kWh	9.67
Procurement Cost Adjustment	162 kWh X \$0.0012393 per kWh	0.20
Total Electric Supply Charges		13.15
Total Electric Charges - Residential-R RAD		14.24

Energy Usage History

	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16
Temp	81°	79°	74°	58°	53°	48°	42°	36°	50°	56°	60°	74°	79°
Days	31	31	30	31	30	22	32	28	31	31	29	32	30
kWh	0	0	0	0	0	726	2123	1749	730	389	233	203	162

Data for your daily energy use graph for meter 1ABC12345678 was not available at the time your bill was prepared. Please visit My Account at pepco.com to view your daily and hourly energy used during this billing period.

Surcharges refer to the taxes and other charges that Pepco is required to include on customers' bills. Those funds are paid to the appropriate government agency. Examples include the Gross Receipt Tax, Environmental Surcharge and Delivery Tax.

Detail of Electric Charges includes your monthly meter reading information; number of kilowatt-hours (KWH) used during the billing period, your rate classification, date of your next scheduled meter reading and whether your current bill is actual or estimated.

Understanding Your Telephone Charges

Breakdown of Charges

Aug 23 – Sep 22

Voice Services

Residence DialTone & Local Usq Monthly Flat Svc	12.78
Total Voice Services	\$12.78

Change in Service and Partial Month

Residence DialTone & Local Usq Monthly Flat Svc	10.65
Economy II Senior Upgrade Service	-.83
Total Change in Service and Partial Month	\$9.82

Taxes, Fees & Other Charges

Voice

DC Universal Service Trust Fund	.39
DC Public Rights-of-Way Use Fee	2.27
DC Gross Receipts Tax Surcharge	2.26
DC E911/311 Fee	.76
DC Federal Universal Service Fund Surcharge	.53
Federal Excise Tax	.90
Federal Subscriber Line Charge	3.87
Total Taxes, Fees & Other Charges	\$10.98

Voice Services -

Make sure that these are the features that you have approved and use regularly or often.

Taxes, Fees and Other Charges are approved by federal government and DC City Council.

Bundled Services allow you to receive telephone, cable television and internet services provided by one company. Please note: Only local telephone service is regulated by the DC Public Service Commission and falls under the jurisdiction of OPC.

DC Universal Service Fund is a surcharge used to pay for Lifeline (telephone discount program) and Telecommunications Relay Service (telephone service for deaf consumers).

Federal Excise Tax is mandated by Congress and is imposed on all telecommunications services. This charge appears on local and long distance bills.

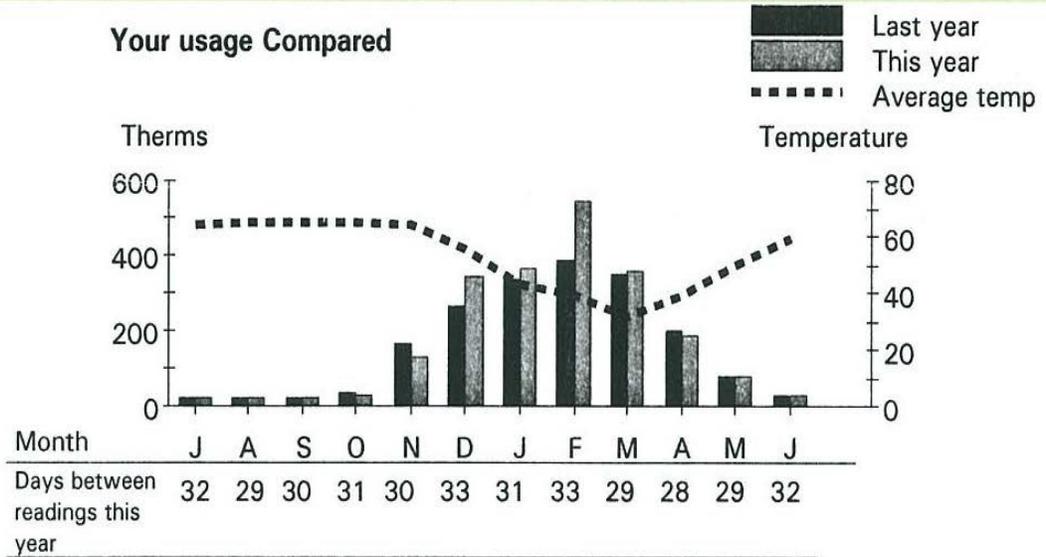
Federal Subscriber Line Charge is required by federal law and assists with providing telecommunication services to low-income and rural consumers, as well as eligible schools and libraries.

Gross Receipts Tax Surcharge is required of all District public utilities, payable to the District government.

Understanding Your Natural Gas Charges

12-Month Energy Use History Tracks monthly energy use patterns.

Thanks for being a valuable customer of Washington Gas.
Your next meter reading date is **July 16**



For energy advice visit washingtongasliving.com

Days in This Billing Period

Pay close attention to this section because it affects the amount of your total bill.

Bill date: June 18
Period: May 15 - Jun 16 (32 days)
Service address:
 WASHINGTON DC 20011

Your account

Balance on your last bill	\$1,002.50
Payments/Credits	\$-885.28
Balance brought forward	\$117.22
Current Gas Charges	\$43.73
Other Charges	\$1.23
Total Charges This Period	\$44.96
Total to pay	\$162.18

See over for details >

CCF of Gas Used is the unit of measurement on your meter of the amount of natural gas used. One CCF is equal to 100 cubic feet of gas. There is a conversion factor for the heating value of the fuel and a converted usage figure, which is Total Therms.

Purchased Gas Charge includes the cost of the natural gas and transporting the gas to the Washington Gas system.

Understanding Your Natural Gas Charges

Charges Look at this section to ensure your previous month's payment has been correctly posted to your account.

Your charges in detail

Rate Class: Residential Heating
Meter number: Next read date:

Gas you've used this period

Jun 16	Actual Meter Reading	9668
May 15	Actual Meter Reading	9640
Total CCF used		28
Total Therms (TH) used for 32 days		29.0
total CCF x 1.034		

Charges this period	Previous Bill Amount	\$ 1,002.50
	You paid on May 30	\$ -632.10
	You paid on May 21	\$ -253.18
	Thank you	
	Balance brought forward	\$ 117.22
	DISTRIBUTION SERVICE	
	Distribution Charge 29.0 TH x .3424	\$ 9.93
	Customer Charge	\$ 9.90
	NATURAL GAS SUPPLY SERVICE	
	PGC 29.0 TH x .7051	\$ 20.45
	TAXES	
	DC Rights-of-Way Fee	\$ 0.82
	Sustainable Energy Trust Fund 29.0 TH x .014000	\$ 0.41
	Energy Assistance Trust Fund 29.0 TH x .006000	\$ 0.17
	Delivery Tax 29.0 TH x .070700	\$ 2.05
	Total Current Washington Gas Charges	\$ 43.73
	OTHER CHARGES	
	Late Payment Charge Assessed	\$ 1.23
	Total Other Charges	\$ 1.23
	Total Washington Gas Charges This Period	\$ 162.18

Distribution Charge is the cost of delivering the natural gas through the Washington Gas system to your residence.

System Charges cover some costs of providing your service, including depreciation, taxes, maintenance and repair of gas lines, along with customer-related expenses, such as meter reading and billing.

Taxes are imposed by the federal and District governments, and are collected and remitted to the appropriate taxing authorities.

Important Questions to Ask Before Selecting a Third Party Energy Supplier (TPS)

Many consumers are not aware that they have the choice to purchase electricity and natural gas from companies other than Pepco or Washington Gas. Perhaps you have already been contacted by an energy supply company, but have questions. OPC can help.

Under DC consumer choice law, consumers who choose to receive service from a third party supplier have the option to take advantage of various electricity rates, purchase custom services or choose environmentally focused energy products.

It is important to fully understand that you are entering into a private contract with an independent utility provider and that some of the consumer protections available under regulated utility service may not apply.

You are not required to make a choice. You will still receive electric or natural gas service at a rate quoted to you by your local distribution company. If you choose another supplier, the same wires will be used to transmit electricity into your home and the same pipes will deliver your natural gas. In the event of an emergency or if the power goes out, you will still contact Pepco. Should you smell gas or have a service outage, you should contact WGL directly.

Below are questions to ask before selecting a TPS.

⇒ Is the company licensed by the PSC to do business in the District of Columbia?

⇒ What is the price per kilowatt hour for this offer?

⇒ Is it a fixed or variable price?

⇒ How does the supplier's price compare with Pepco's or WGL's price?

- ⇒ Are there any automatic price increases or decreases?
- ⇒ Is this a limited time offer?
- ⇒ Are there any first time customer start-up fees?
- ⇒ What are the terms and conditions of the contract?
- ⇒ Are there other fees included in the price offered?
- ⇒ What information do I need to provide the supplier?

Sample Competitive Energy Supplier (CES*) Bill		
Account Details (continued)		
Generation and Transmission Services by CES* for May 29 to Jun 27		
Total Use: 762 kwh at \$0.0855 per kwh		65.15
Charges This Period CES*		\$65.15
Account Details		
Services for May 29 to Jun 27		
Summer rates in effect		
Distribution Services:		
Customer Charge		9.25
Energy Charge	First 400 KWH x 0.0073250	2.93
	Next 362 KWH x 0.0213535	7.73
Energy Assistance Trust Fund	at 0.0000607 per KWH	0.05
Sustainable Energy Trust Fund	at 0.0015000 per KWH	1.14
Public Space Occupancy Surcharge	at 0.0019900 per KWH	1.52
Delivery Tax	at 0.0070000 per KWH	5.33
Administrative Credit Res	at 0.0019324 per KWH	1.47 CR
Residential Aid Discount Surcharge	at 0.0005150 per KWH	0.39
Total Charges - Distribution		26.87
CURRENT CHARGES THIS PERIOD		\$26.87

Important Questions to Ask Before Selecting a Third Party Energy Supplier (TPS)

⇒ How long is the contract for the offer price?

⇒ Does the contract automatically renew? If so, what is the renewal rate?

⇒ How do I cancel my contract?

⇒ Is there a fee if I cancel the contract early? If so, how much is it?

⇒ Under what conditions can I end the contract early?

Sample Third Party Energy Supplier (TPS) Bill*

THIS BILL CONTAINS YOUR CHARGES FROM BOTH PEPSCO AND YOUR ELECTRIC ENERGY SUPPLIER.

Account Summary

Prior Balance Pepco	\$15.06
Payments Received Pepco	\$15.06 CR
Balance Forward Pepco	\$0.00
Current Charges This Period Pepco	\$26.87
Total Pepco	\$26.87
Prior Balance CES	\$45.91
Payments Received CES	\$46.06 CR
Balance Forward CES	\$0.15 CR
Current Charges CES	\$65.15
Total CES	\$65.00
TOTAL AMOUNT DUE	\$91.87

After Jul 22, a Late Payment Charge of \$0.27 will be added, increasing the amount due to \$92.14.

⇒ Can I review a copy of the contract before signing?

⇒ After signing, can I opt out of the contract?

⇒ If I switch, will I receive one bill or two bills?

⇒ How soon will service start after I sign a contract?



Contact OPC at (202)727-3071 with any questions you may have regarding Third Party Energy Suppliers

⇒ What fuels are used to produce the electricity?

⇒ What is your company's customer service phone number and email address?

⇒ What is the salesperson's name?



Utility Consumer Bill of Rights (CBOR)

Consumer Bill of Rights Highlights

The CBOR provides safeguards for utility consumers that use natural gas, electricity and telecommunications services in the District's competitive utility markets. It defines the relationship and responsibilities of utility service providers and consumers. Following are highlights of several of the CBOR's most important sections:

Energy Meter Locations describes the meters' location, the responsible party for meter relocation costs and meter accessibility;

Disconnection and Reconnection of Utility Services describes procedures for disconnection, policies regarding consumers' health and safety if service is to be disconnected, disconnection notices and time frame for reconnecting services; and

Customer Inquiries and Complaints describes the procedures for utility consumers to make inquiries or lodge complaints about their utility services, the companies' customer service representatives responsibilities regarding complaints and consumer rights concerning resolution of their complaints.

Billing describes the billing cycles, meter readings as the basis for energy bill amounts, estimated bills, and information that must be included in energy and telecommunications bills.

Payments describes when consumer's bills are due and when late charges can be applied to accounts.

Copies of the CBOR are available at the Public Service Commission of the District of Columbia, 1325 G Street, NW, or at www.dcpssc.org or www.opc-dc.gov.



Quick Facts about Energy Efficiency

- **Set your water heater temperature** at 120°F which can reduce your water bill by 10%. Water heating can account for 14% to 25% of the energy consumed in your home.
- **Insulate your electric water heater** which can reduce heat loss by an appreciable 25% to 40%, representing a savings of around 9% on your annual water heating costs.



- **Seal tiny cracks and gaps** around doors, windows and baseboards to prevent air from leaking into your home. Sealing these areas can save you up to 10% on your utility bill

- **Tape a heavy-duty, clear plastic sheet** to the inside of your window frames during the cold winter months to stop leaks. Remember, the plastic must be sealed tightly to the frame to help reduce infiltration.

- **Install exterior or interior storm windows** which can reduce heat loss through windows by 25% to 50%. Storm windows should have weatherstripping at all movable joints, be made of strong durable materials and have interlocking or overlapping joints.
- **Use controls such as timers and photo cells** to save electricity by turning off lights when they are not in use. Dimmers can also save electricity when used to lower light levels.
- **Use Light Emitting Diode (LED) or Compact Fluorescent Lightbulbs (CFL) bulbs** which will save about \$30 over their lifetime. CFLs use 75 percent less energy and last about 10 times longer than an incandescent bulb.
- **Install a programmable thermostat** which can save you about \$180 a year in energy costs.
- **Purchase multi-function electronic devices** that combine several capabilities. All In One Printers (print, fax, copy, scan), computers, and TV/DVD combinations save energy and reduce clutter.



- **Buy ENERGY STAR** electronics which use 70% less electricity than electronics without this designation. They spend a large portion of time in low-power mode which not only saves energy, but helps equipment run cooler and last longer.



- **Avoid the Phantom** load that many appliances continue to draw when switched off. These “phantom” loads occur in most appliances that use electricity, such as televisions, stereos, and items with a digital display. Phantom loads can be



avoided by unplugging the electronics or using a power strip to cut them off.

- **Repair leaky faucets promptly** because they waste gallons of water in a short period or time.

- **Use rechargeable batteries** for products like cordless phones and PDAs. They are more cost effective than throwaway batteries. If you must use throwaways, check with your trash removal company about safe disposal options.

Source: U.S. Department of Energy, Office of Energy Efficiency & Renewable Energy

Department of Energy & Environment (DOEE) has a variety of programs that can assist you with your utility costs and help make your home more energy efficient.

Seniors can apply for the **Low Income Home Energy Assistance** (LIHEAP) and **Utility Discount Programs** (UDP) to assist with reducing electricity, natural gas, water, sewer, and basic telephone services. DOEE also manages a variety of weatherization programs which include energy audits, heating system repairs and installation on energy saving measures for qualified applicants. For more information, please contact **311** or online at www.green.dc.gov.

See page 16 for additional discount program information.

Utility Discount Programs (UDP)

Residential Essential Service (RES) Program



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 the RES Program, District residents must use natural gas as the principal source for home heating. The maximum potential annual savings through the RES program is \$276.

**In order to qualify, applicants must apply for the RES Program during the winter heating season, which runs November to April.*

Residential Aid Discount (RAD) Program

Pepco's Residential Aid Discount (RAD) program for eligible District of Columbia customers is funded by District of Columbia electric distribution customers through a surcharge approved by the PSC.



The RAD program was updated June 1, 2016 to reflect the new Residential Aid Credit, which replaces previous discounts that were applied to eligible RAD customers' generation and transmission charges on their accounts.

Customer Assistance Program (CAP)



Eligible residential DC Water customers in the District of Columbia may qualify for a discount on the first 400 cubic feet (4ccf or 3,000 gallons) of water and sewer services used each month.

Lifeline Program

The Lifeline program by Verizon, DC, offers discounted telephone service to qualified District residents for \$3.00 a month. Seniors age 65 and older will receive a monthly discounted rate of \$1.00. Lifeline customers will be provided with unlimited calling in the Washington metropolitan area. Other Verizon services such as call waiting, return call and three-way calling are available at the normal rates. The service is non-transferrable and the program is limited to only one discount per household.



DC residents may be eligible if a member of their household is participating in one of the following programs: LIHEAP, Medicaid, Food Stamps, SSI, TANF, Section 8 or the National School Lunch Program.

**To apply, please call 1-800-253-0846. Customers must recertify each year.*

Qualified DC residents can apply for discounted rates on their natural gas, electric and water by visiting one of the [Department of the Energy & Environment](#) locations between 8:30 a.m. - 4:00 p.m.

Wards 1-6: 1207 Taylor Street, NW (no appointment is necessary)

Wards 6-8: 2100 Martin Luther King Avenue, SE (no appointment is necessary)

***To apply for Lifeline, the District's telephone discount program, please call 1-800-253-0846.**

ENROLLMENT PROCESS (RAD, RES & CAP)

New UDP Applicants:

1. Consumers not currently enrolled in UDP may apply by mail or by visiting a DOEE center.
2. UDP and Lifeline applications may be downloaded from the DOEE website at www.doe.dc.gov.

RECERTIFICATION PROCESS

Existing UDP Participants:

1. DOEE will mail application packets to current participants during August and follow up with a reminder notice during September.
2. Applicants may call 311 to obtain the status of their utility discount application.

What Do You Need To Apply?

You MUST bring all of the following:

1. Government issued identification (applicant only);
2. Proof of household income (all household members);
3. Recent utility bills; and
4. Social Security Card (all household members)

INCOME ELIGIBILITY REQUIREMENTS FY 2016	
# of Persons in Household	Maximum Annual Income
1	\$30,776
2	\$40,245
3	\$49,715
4	\$59,184
5	\$68,653
6	\$78,123

****For more information about DC's Utility Discount Programs, please call 311 or visit doee.dc.gov.***

Resources

Pepco

Pepco Customer Service Centers:

701 9th Street, NW,

Hours: Monday - Friday, 8:30 a.m. to 5:15 p.m.

2306 Martin Luther King Jr. Avenue, S.E.

Hours: Monday - Friday, 9:00 a.m. to 5:00 p.m.

Pepco's Customer Service Centers are closed on Saturdays and Sundays.

By Telephone:

(202) 833-7500 – Customer Service

(202) 872-2369 - TTY/TDD

(202) 872-4641 - Habla Español

(202) 872-3432 – Pepco Safety Emergency, to report down wires

(877) 737-2662 – 24-hour outage report hotline

(202) 872-2126 – Meter Reading Department

(202) 872-2445 – Pepco Claims Office

By Web:

Website: www.pepco.com

Email: correspondence@pepco.com

Verizon

1300 L Street, NW

Washington, DC 20005

By Telephone:

(800) 837-496 - Customer Service

(800) 937-6066 - TTY

By Web:

www.verizondc.com

Lifeline Program

Solix

30 Lanidex Plaza West
Parcippany, New Jersey 07054

By Telephone: (800) 253-0846

By Web:

www.solixinc.com

District of Columbia telephone discount program.

FCC “Do Not Call” Registry

By Telephone:

(888) 382-1222

(866) 290-4236 - TTY

By Web:

www.donotcall.gov

Washington Gas

Washington Gas Customer Service Centers:

1100 H Street, NW, First Floor

3101 Martin Luther King Jr. Avenue, SE,
Hours: Monday - Friday, 8:00 a.m. to 4:00 p.m.

Washington Gas' Customer Service Centers are closed on Saturdays and Sundays.

By Telephone:

(703) 750-1000 - Customer Service

(703) 750-7975 - TTY/TDD

(703) 750-1000 - Habla Español

(703) 750-1400 - Gas leaks or emergencies

By Web:

Website: www.washgas.com

Email: custsrv@washgas.com

Resources

DC Public Service Commission

1325 G Street, NW, Suite 800 | Washington, DC 20005

By Telephone:

(202) 626-5100

By Fax:

(202) 393-1389

By Web:

www.dcpsc.org

The mission of the District of Columbia Public Service Commission 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.

DC Office of Cable Television

1899 9th Street, NE
Washington, DC 20018

By Telephone:

(202) 671-0066

9:00 a.m. to 5:30 p.m., Monday - Friday,

By Fax:

(202) 332-7020

By Web:

Website: www.oct.dc.gov

Email: comments.OCT@dc.gov

DC Office of Cable Television administers the cable franchise contracts and is the cable customer advocate, holding cable companies to the highest levels of customer and technical service.

DC Water and Sewer Authority

5000 Overlook Avenue, SW
Washington, DC 20032

By Telephone:

Customer Service - (202) 354-3600

8:00 a.m. to 5:00 p.m., Monday - Friday

Water and Sewer Emergency Number (24 hour) - 202-612-3400

Credit and Collections - 202-354-3750

Meter Operations - (202) 612-3485 (9 a.m. to 5 p.m.),

(202) 612-3487 (24 hours a day, 7 days a week)

Water Quality Division - (202) 612-3440

TDD-TYY Hearing Impaired - (202) 787-2339

By Web:

Website: www.dewater.com

Email: info@dewater.com

custserv@dewater.com

By Mail:

District of Columbia Water and Sewer Authority - Customer Service Department

P.O. Box 97200

Washington, DC 20090

DC Water distributes drinking water and collects and treats wastewater for more than 600,000 residential, commercial and governmental customers in the District of Columbia. To distribute drinking water, DC Water operates more than 1,300 miles of pipes, four pumping stations, five reservoirs, four elevated water storage tanks, 36,000 valves and 9,100 public hydrants.

Resources

DC Department of Human Services

Administrative Office:

64 New York Avenue NE, 6th Floor
Washington, DC 20002

To apply for benefits please visit:

645 H Street, NE
Washington, DC 20002

By Telephone:

Monday - Friday, 8:00 a.m. to 6:00 p.m.
(202) 671-4200 - Administration
(202) 698-4350 - Benefits

By Fax:

(202) 671-4325 - Administration
(202) 724-8964 - Benefits

By Web:

www.dhs.dc.gov
Email: dhs@dc.gov

The mission of the Department of Human Services (DHS), in collaboration with the community, assists low-income individuals and families to maximize their potential for economic security and self-sufficiency.

Miss Utility

By Telephone: (800) 257-7777
Calling from Washington, DC: 811

The Washington Metropolitan area (DC, Maryland) operates a One Call Notification System, which is "Miss Utility." Call "Miss Utility", at 1-800-257-7777 or the national Call Before You Dig telephone number - 811, AT LEAST two (2) working days before you start digging. This will give utility companies an opportunity to identify and mark the approximate locations of buried gas lines and other utilities in your project area BEFORE you start digging.

DC Office on Aging

500 K Street NE
Washington, DC 20002

By Telephone:

(202) 724-5622

Phone 2: (202) 724-5626

TTY: (202) 724-8925

By Fax:

(202) 727-4979

By Web:

Website: www.dcoa.dc.gov

Email: dcoa@dc.gov



DC Office on Aging develops and carries out a comprehensive and coordinated system of health, education, employment and social services for the District's elderly, persons with disabilities and caregivers.

DC Office of the Tenant Advocate

2000 14th Street, NW, Suite 300 N
Washington, DC 20009

By Telephone:

(202) 719-6560

By Fax:

(202) 719-6585

By Web:

www.ota.dc.gov

The Office of the Tenant Advocate (OTA) advocates for, educates and provides outreach for tenants in the District of Columbia.

Resources

Department of Energy & Environment

1200 First Street, NE, 5th Floor
Washington, DC 20002

Energy Assistance:

Serving Wards 1, 2, 3, 4 and 5
1207 Taylor Street, NW, First Floor Washington, DC 20011

Serving Wards 6, 7 and 8
2100 MLK Jr. Avenue, SE, Suite 404 Washington, DC 20020

By Telephone:

Main Line - (202) 535-2600
Energy Assistance - 311
8:30 p.m. to 3:30 p.m., Monday - Friday

By Web:

Website: <http://doee.dc.gov>
Email: doee@dc.gov

The Department of Energy & Environment (DOEE) is the leading authority on energy and environmental issues affecting the District. Among DOEE's many responsibilities is issuing permits, monitoring environmental conditions, providing funding and technical assistance and informing and educating the public on local environmental trends and their benefits.

DC Sustainable Energy Utility

80 M Street, SE, Suite 310
Washington DC 20003

By Telephone:

202-479-2222
Toll Free: 855-MY-DCSEU (855-693-2738)

By Fax:

202-683-6748

By Web:

Website: www.dcseu.com
Email: info@dcseu.com

The District of Columbia Sustainable Energy Utility (DC SEU) helps District residents, businesses, and institutions save energy and money through energy efficiency and renewable energy programs.

DC Department of Transportation

2000 14th Street, NW, 6th Floor
Washington, DC 20009

By Telephone:
(202) 673-6813

By Fax:
(202) 671-0127

By Web:
Website: <http://ddot.dc.gov>
Email: ddot@dc.gov

To report fallen trees or request street/alley light repair, contact the Mayor's Citywide Center at 311 or complete a service request online at www.dc.gov.

DC Department of Parks and Recreation

3149 16th Street, NW
Washington, DC 20010

Senior Services Division - DC Golden Olympics
Columbia Heights Community Center
1480 Girard Street, NW, Suite 420
Washington, DC 20009

By Telephone:
(202) 673-7647
(202) 664-7153 - Senior Division

By Fax:
(202) 673-2087
(202) 671-2596 - Senior Division

By Web:
Website: <http://dpr.dc.gov>
Email: dpr@dc.gov

The DC Department of Parks and Recreation (DPR) provides quality urban recreation and leisure services for residents and visitors of the District of Columbia.

Resources

AARP/Legal Counsel for the Elderly

601 E Street, NW
Washington DC 20049

By Telephone:

(202) 434-2120
Toll-Free Nationwide - (888)-687-2277
Toll-Free TTY - (877) 434-7589
Toll-Free Spanish - (877)-627-3350

By Web:

Website: www.aarp.org/dc
Email: member@aarp.org

Legal Counsel for the Elderly champions the dignity and rights of Washington, D.C.'s elderly by providing free legal and social work services to those in need.

Lead Agencies for Senior Services

The Office on Aging funds 'Lead Agencies' throughout the eight wards of the city that provide a wide range of social and health services. These agencies act as community satellite offices that continually strengthen our link to senior Washingtonians.

Ward 1

Terrific Inc.

1222 T Street, NW | Washington, DC 20009
Phone: (202) 387-9000
Website: www.terrificinc.org

Ward 2

Terrific Inc.

1507 9th Street, NW | Washington, DC 20001
Phone:(202) 595-1990
Website: www.terrificinc.org

Wards 2 & 3 (Georgetown-Foggy Bottom)

IONA Senior Services

4125 Albemarle Street, NW | Washington, DC 20016
Phone: (202) 966-1055
Website: www.iona.org

Lead Agencies for Senior Services (cont.)**Ward 4****Terrific Inc.**

418 Missouri Avenue, NW | Washington, DC 20011

Phone: (202) 882-1824

Website: www.terrificinc.org

Ward 5**Seabury Ward 5 Aging Services**

2900 Newton Street, NE | Washington, DC 20018

Phone: (202) 529-8701

Website: www.seaburyresources.org

Ward 6**Seabury Ward 6 Aging Services**

901 A Street, NE | Washington, DC 20002

Phone: (202) 397-1725

Website: www.seaburyresources.org

Ward 7**East River Family Strengthening Collaborative KEEN Seniors Program**

3732 Minnesota Avenue, NE | Washington, DC 20019

Phone: (202) 534-4880

Website: www.erfsc.org

Ward 8**Family Matters of Greater Washington**

4301 9th Street, SE | Washington, DC 20032

(202) 562-6860

Website: www.familymattersdc.org



The Office of the People's Counsel is the public advocate for natural gas, electric, and telecommunications ratepayers in the District of Columbia. By law, the Office represents D.C. utility ratepayers' interests before the Public Service Commission, FERC, FCC, other utility regulatory bodies and the courts. The Office is mandated to conduct consumer education and outreach and may represent individual consumers with complaints related to their utility service and bills.



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1133 15th Street, NW, Suite 500 | Washington, DC 20005 | **Phone:** 202.727.3071

Fax: 202.727.1014 | **TTY/TDD:** 202.727.2876 | **Website:** www.opc-dc.gov | **Email:** info@opc-dc.gov