

Consumer Alert

No Pepco Bill? High Pepco Bill? Call OPC Today!

During the 2015 calendar year, the Office of the People's Counsel for the District of Columbia ("OPC" or "Office") has received complaints from numerous Potomac Electric Power Company ("Pepco") customers claiming one or more of the following:

- (1) they have not received a monthly bill from Pepco since January 2015;
- (2) they have received unusually high bills; or,
- (3) they have received bills reflecting an extended billing period.

OPC is actively investigating these matters and is aware that Pepco customers are still affected by these problems.

We urge you to contact our Consumer Services Division staff at (202) 727-3071 if you are experiencing Pepco billing issues. Also, if you are having difficulty paying your electric bill, OPC may be able to help you negotiate a Time Payment Arrangement (TPA) plan with Pepco.