

# OFFICE OF THE PEOPLE'S COUNSEL





Dear Consumers,

As People's Counsel for the District of Columbia, I lead a staff dedicated to helping District of Columbia residents get safe and reliable utility service at a price you can afford. The Office of the People's Counsel is an independent agency of the District government that was created to advocate, educate and protect utility consumers of natural gas, electricity, local telephone service and more recently, water services. Best of all, our services are free.

We work to assist utility consumers resolve consumer complaints about billing and other issues, we provide legal representation for all ratepayers before the DC Public Service Commission when a utility company seeks to change the rates or services it offers, and we conduct consumer education and outreach to inform you of your rights as a utility ratepayer, new technology, and important service issues and alerts.

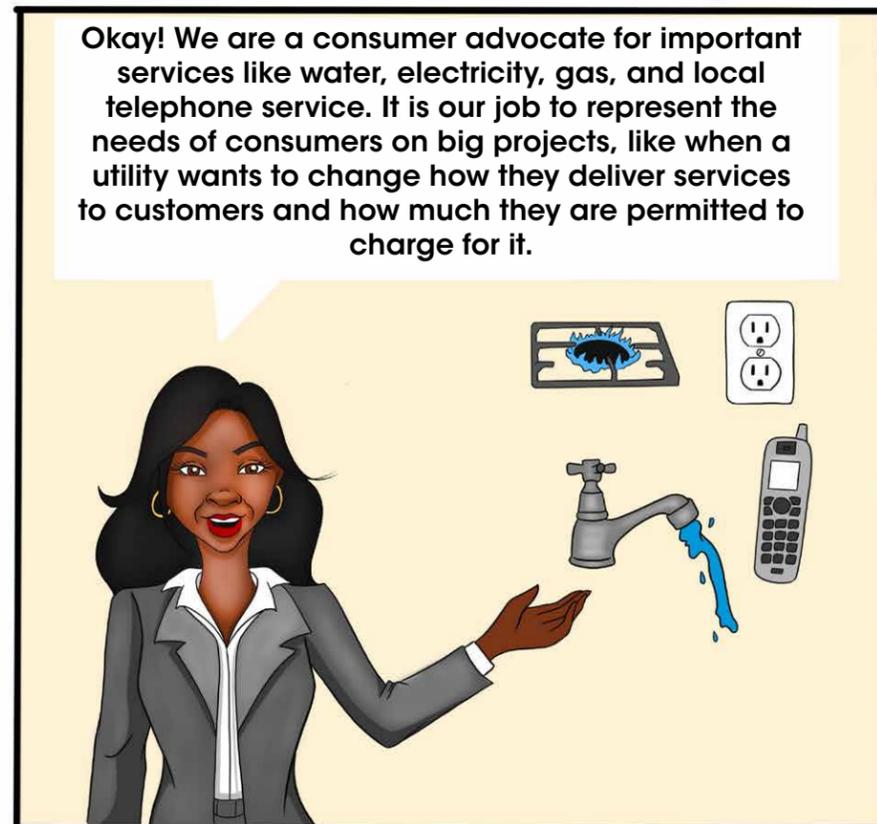
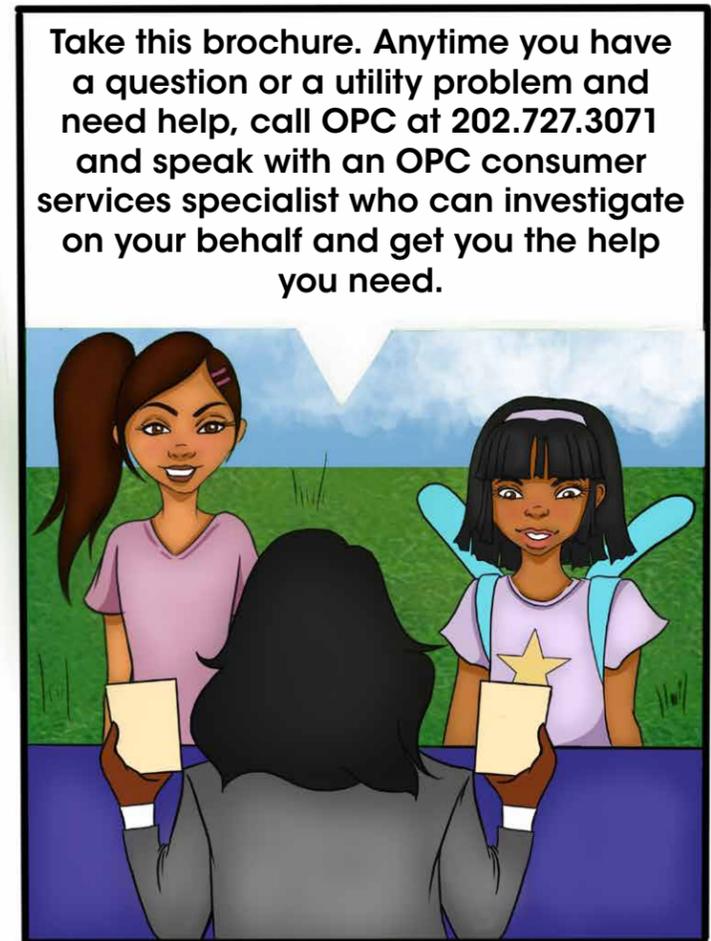
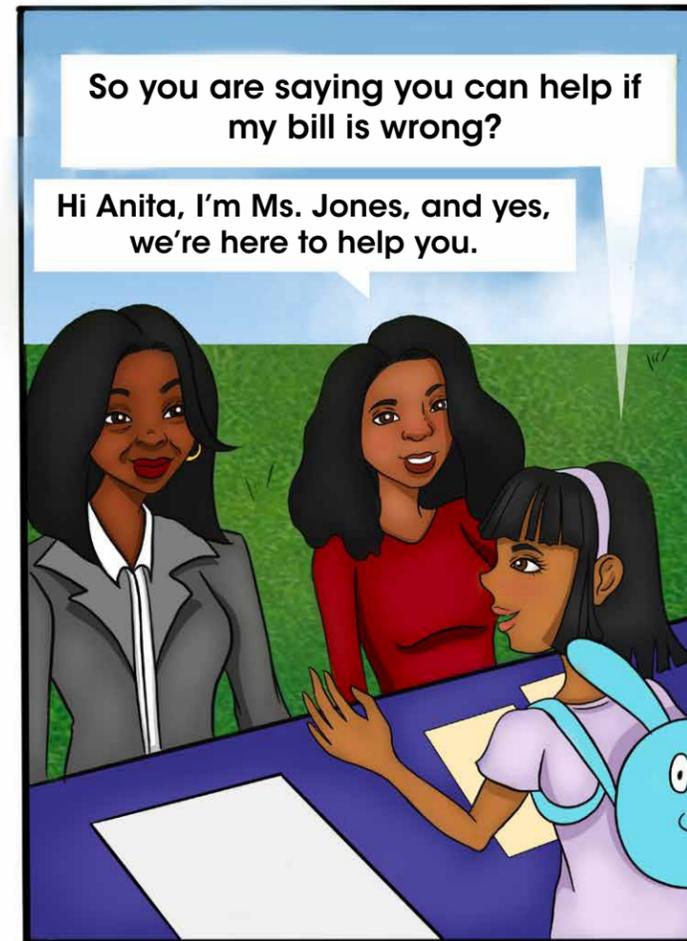
This comic has been created as a fun way to include the entire family in thinking about utility service. We hope you will enjoy following along as our young heroine Anita shares what she learns about how OPC can help!

Sincerely,

Sandra Mattavous-Frye  
People's Counsel

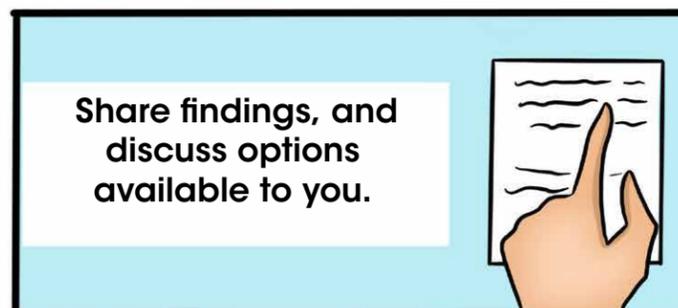
The Office of the People's Counsel (OPC) attends events across the District of Columbia. It's a great way to discuss resident's concerns, inform people about OPC's Mission, and talk about ways that consumers can receive help.

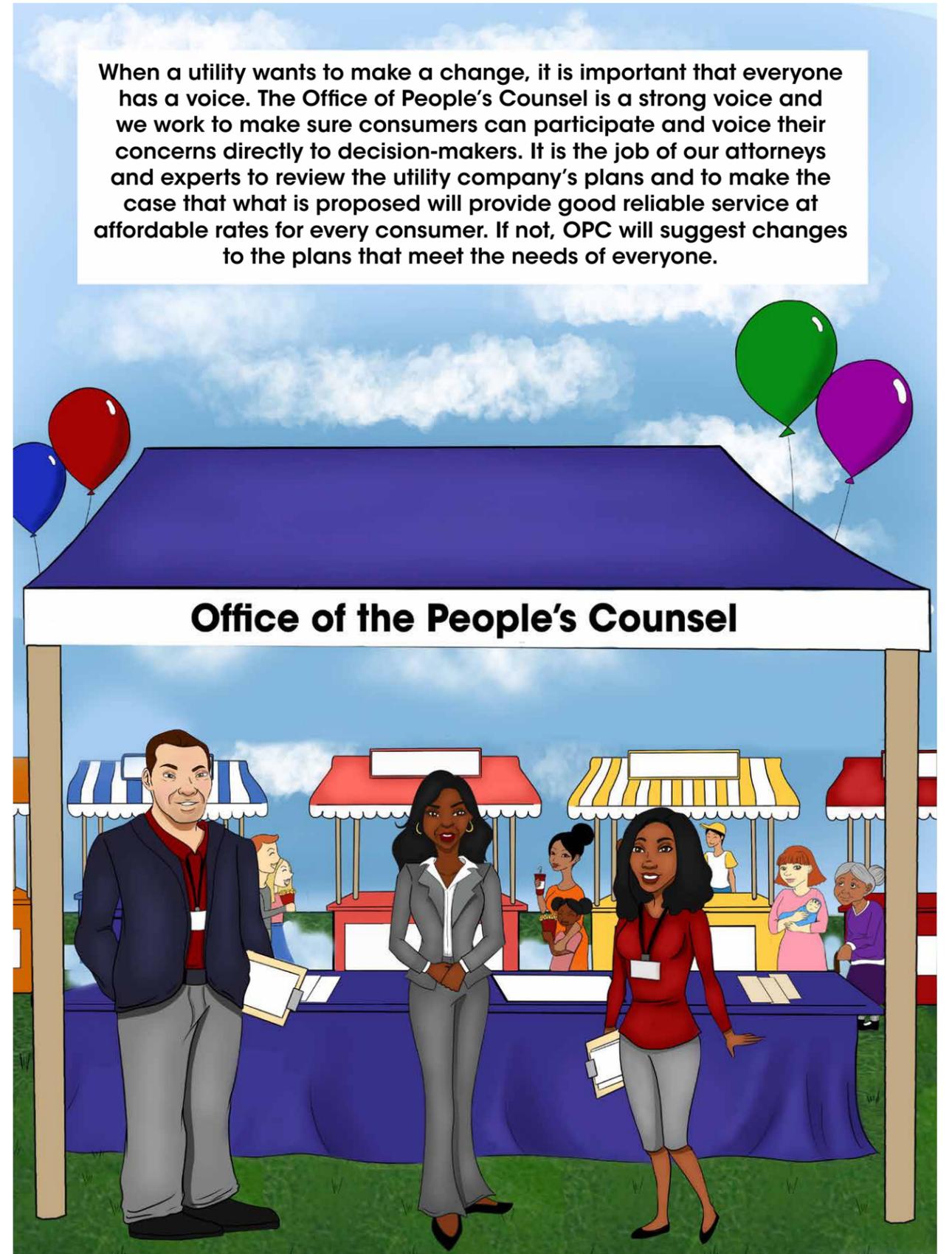
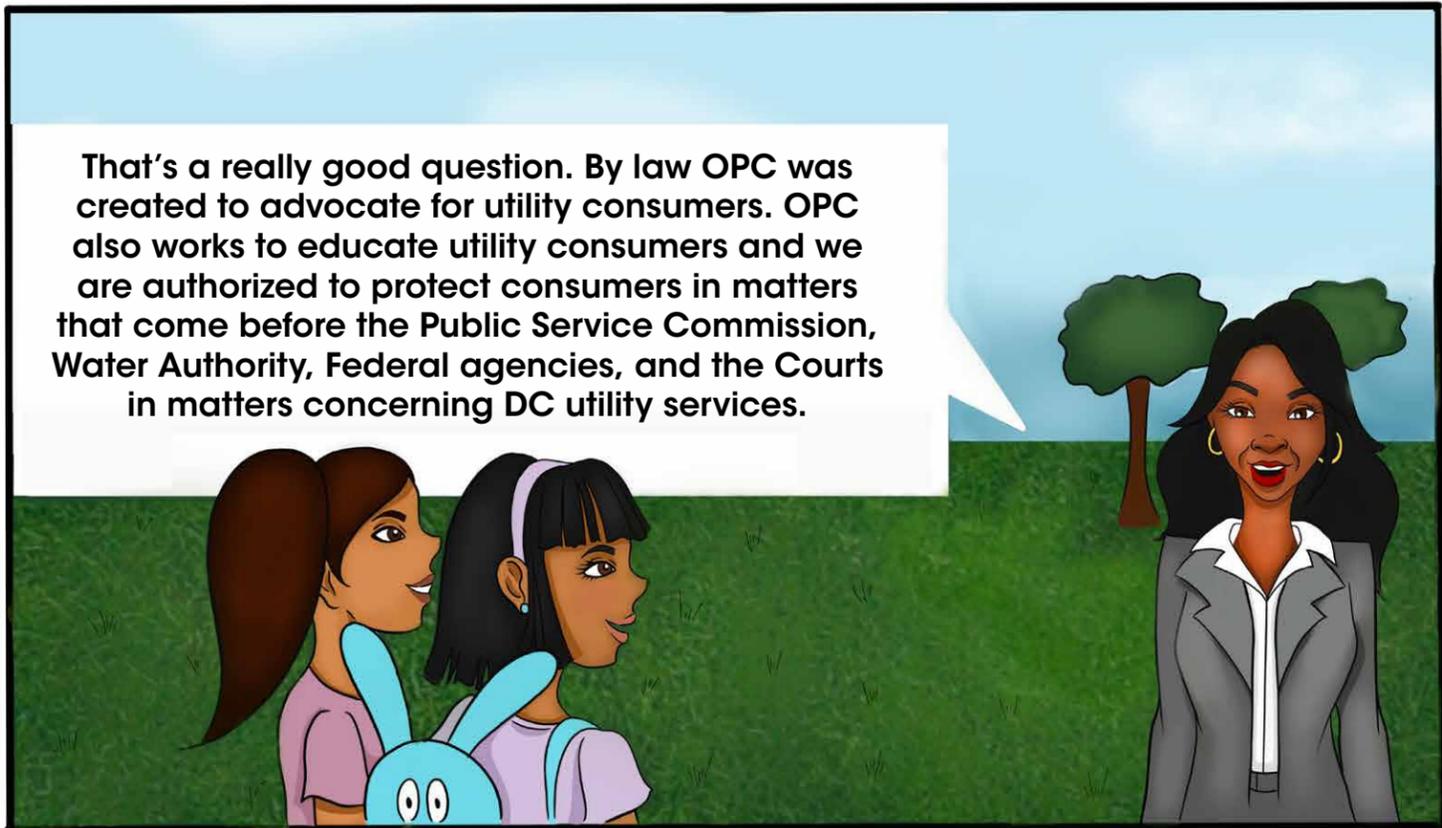




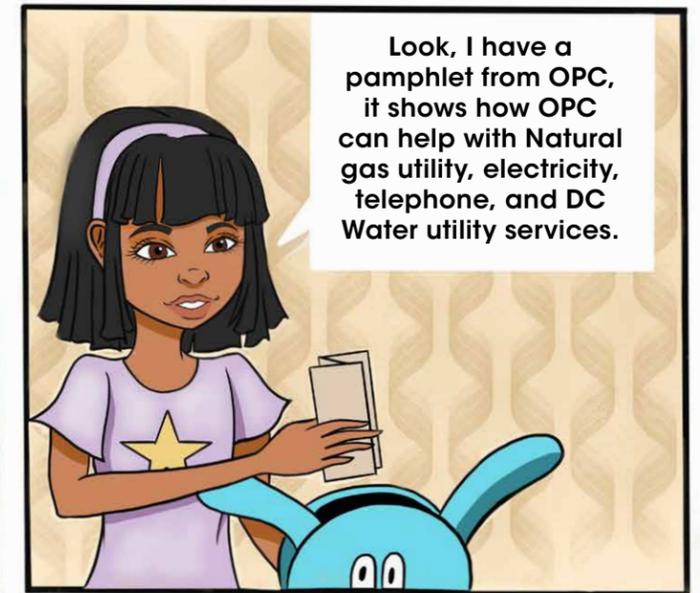
We can also ensure your rights are protected when there is an issue with your bill, an issue with payment, or the "quality" of your utility service, such as frequent power outages.

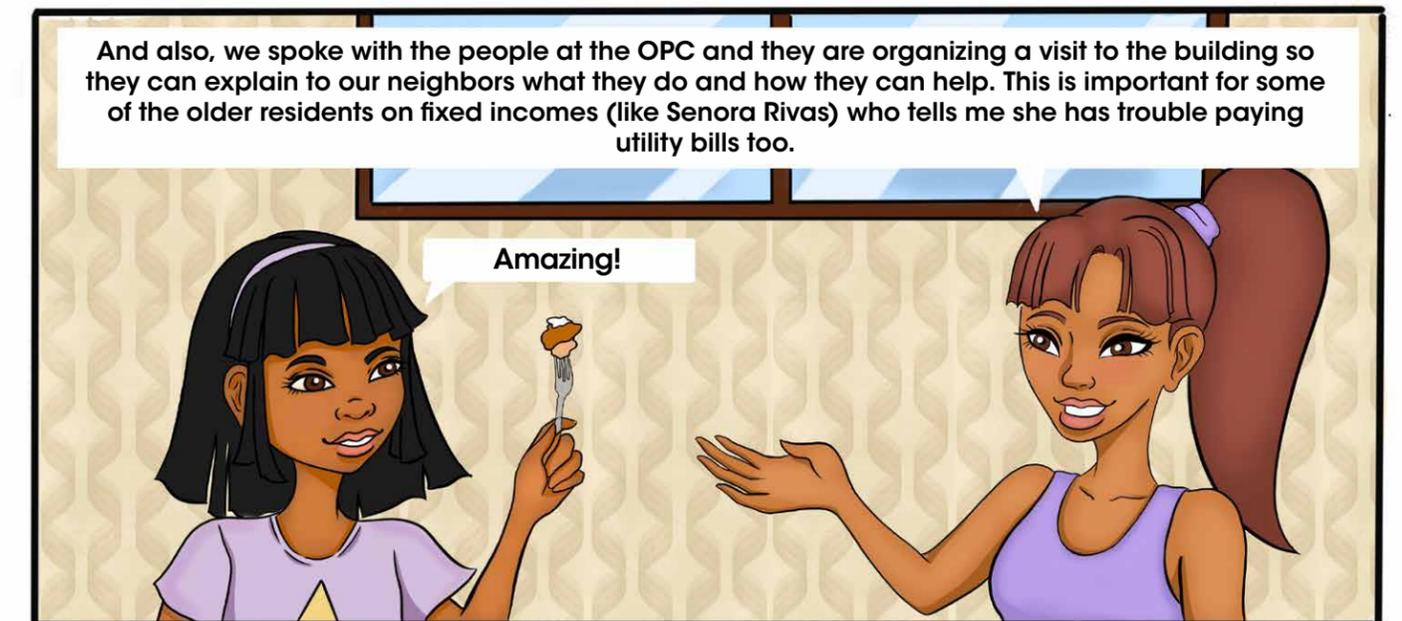
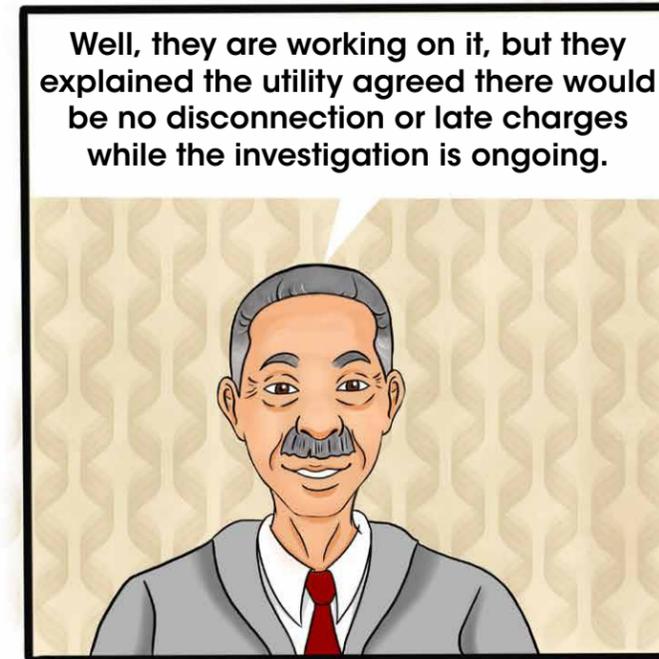
**The Office of the People's Counsel Can:**





A FEW DAYS LATER...





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