



## Consumer Advisory

January 7, 2022

### The Moratorium on Utility Disconnections for Low-income Utility Consumers Ends on Monday, January 10, 2022

Financial assistance is available to help customers maintain utility service and pay down bills.

**If you are behind on your utility bill, received a disconnection notice or are disconnected:**

#### Contact your utility company:

Pepco: (202) 833-7500  
Washington Gas: (703) 750-1000  
DC Water: (202) 354-3750  
Verizon: 1-800-837-4966 (1-800-Verizon)

#### Ask for a deferred payment:

A deferred payment arrangement allows you to pay your bills in installments.

#### Contact OPC to help negotiate a payment plan:

When a company and customer have been unable to agree on terms of a payment arrangement, the customer may contact OPC to negotiate a payment plan on the customer's behalf.

#### Seek financial assistance:

**DC Department of Energy and Environment:** Low-Income Home Energy Assistance Program (LIHEAP) (202) 535-2600 or 311.

**DC Water Multifamily Assistance Program:** (202) 354-3750

**DC Water Cares:** (202) 354-3600

Additional resources and help may be found at [opc-dc.gov](http://opc-dc.gov).

**Contact OPC @ (202) 727-3071**

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