



Consumer Alert

OPC Warns Consumers of Upcoming Utility Service Disconnections

September 1, 2022

Act Now to Keep Your Service On!

The Office of the People's Counsel for the District of Columbia has heard from increasing numbers of utility company customers whose service has been disconnected during July and August. This is because moratoriums that were in place due to the COVID-19 pandemic have ended. In addition, the rate of disconnections was reduced due to the seasonal temperature laws prohibiting shutoffs when the heat index is 95 degrees or above, and for those customers that OPC was able to assist. However, the pace of disconnections is expected to significantly increase as we enter periods of cooler temperatures.

Consumers need to act now. If you have received notice of intent to disconnect, or have fallen behind on bill payments, you need to act immediately to avoid service shutoff.

OPC recommends consumers facing disconnection take the following steps:

Contact your utility immediately to learn whether a bill payment plan can be made.

Inform the utility if there are severe or special circumstances such as a resident with medical equipment needs in the home.

If you cannot reach an agreement, call OPC immediately at (202) 727-3071. We will make all reasonable efforts to prevent termination of service.

DO NOT wait until your service is disconnected. It is far more difficult to resolve complaints once service has been shutoff.

It is very important to make whatever payment you can, because the utility companies take your payment history into account when negotiating.

If you dispute what you have been billed, you must make an official complaint, with the utility, OPC or the Public Service Commission, just calling will not ensure your service stays on.

Contact OPC or these utilities:

Office of the People's Counsel 202-727-3071 opc-dc.gov

Pepco Customer Service 202-833-7500 Servicio en Espanol: 202-872-4641 www.pepco.com

Washington Gas Customer Service 703-750-1000 (Includes Spanish Language Option) www.washingtongas.com

DC Water Customer Service 202-787-2000

online: customer.service@dcwater.com www.dewater.com/contact
