



As People's Counsel for the District of Columbia, I lead a staff dedicated to helping District of Columbia residents get safe Dear Consumers, 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

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 a run way to include the issues and alerts. entire tamily in minking about utility service. we nope you will enjoy following along as our young heroine Anita shares what she learns about how OPC can help!

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.











Okay! We are a consumer advocate for important services like water, electricity, gas, and local telephone service. It is our job to represent the needs of consumers on big projects, like when a utility wants to change how they deliver services to customers and how much they are permitted to charge for it.





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.

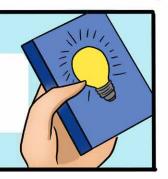


Take this brochure. Anytime you have a question or a utility problem and need help, call OPC at 202.727.3071 and speak with an OPC consumer services specialist who can investigate on your behalf and get you the help you need.



The Office of the People's Counsel Can:

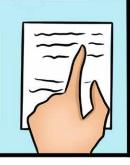
Advise you of your rights as a utility customer.



Begin an investigation on your behalf with the utility company.

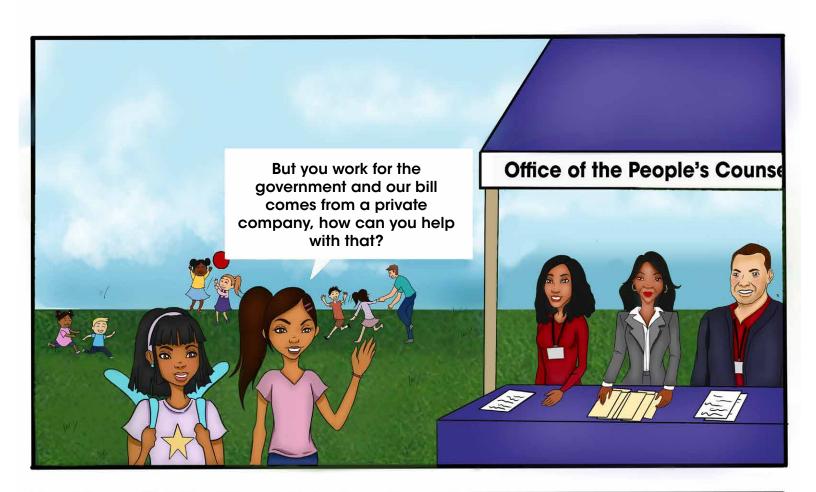


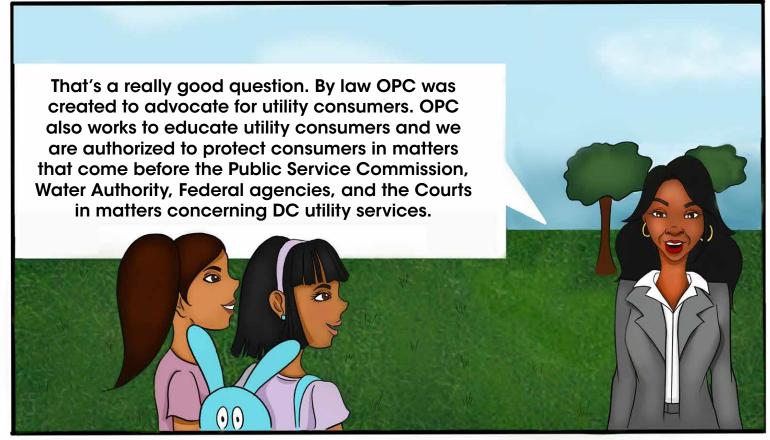
Share findings, and discuss options available to you.

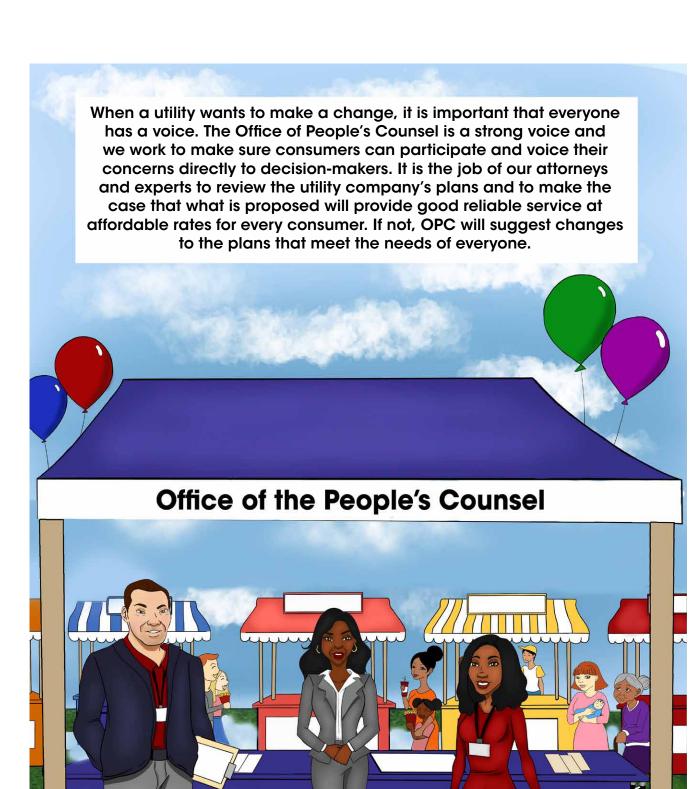


If necessary, negotiate a payment arrangement or other resolution.







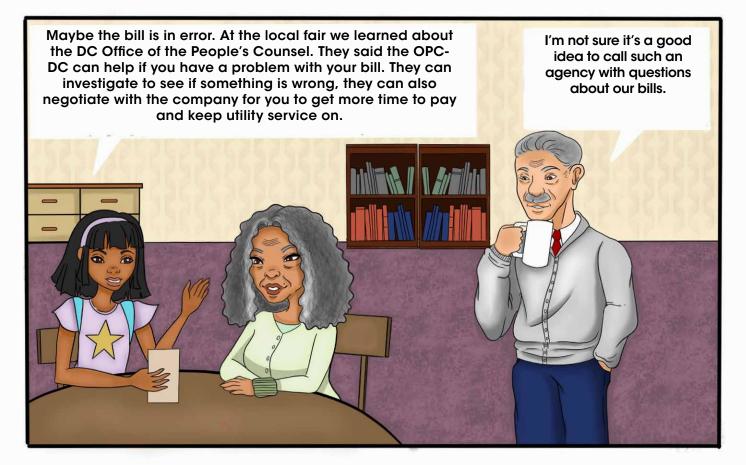


A FEW DAYS LATER...

















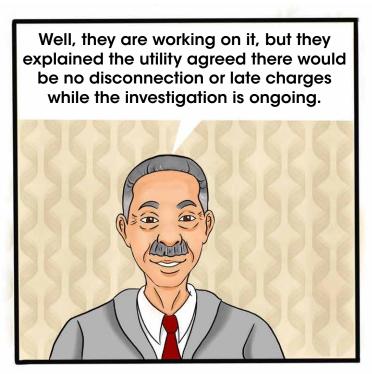


















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