



Office of the People's Counsel

for the District of Columbia

Representing, Educating and Advocating for DC Utility Consumers

RESIDENTIAL BILLS: WHAT'S IN IT, WHAT ARE YOUR RIGHTS, WHAT ARE YOUR CHOICES?





What is the Office of the People's Counsel ?

OPC:

- Is a statutory party of right in gas, electric and telephone utility proceedings before the D.C. Public Service Commission
- Advocates for District consumers before Federal agencies
- Authorized to investigate the operation of utility companies independently of any pending proceeding
- Assists individual consumers in disputes with local utility companies
- Educates consumers and conducts community outreach regarding utility issues



Topics for Discussion

- What are the charges on utility bills?
- Basic utility terms and how they affect customers' bills?
- How to read and understand your utility bill
 - Electric, Gas and Telephone
- Customer rights
- What are customer choices for utility service?



What are the charges on utility bills?

Electric rates include: Generation + Transmission + Distribution (+ Taxes + Fees)

- **Generation**: cost to produce electricity at a power plant or to purchase from energy supplier
- **Transmission**: cost to deliver electricity over power lines or conduits to the local energy companies, such as Pepco
- **Distribution**: cost to deliver electricity from the energy companies to the customer's home or business
- **Taxes**: governmental taxes, surcharges and fees





What are the charges on utility bills?



Gas

Gas rates include: Distribution + Commodity Cost
(+Taxes, Surcharges and Fees)

- **Distribution**: the cost to deliver natural gas to homes and businesses
- **Commodity cost**: the wholesale cost to purchase natural gas
- **Taxes**: governmental taxes and surcharges and fees





What are the charges on utility bills?

Telephone



Local telephone rates include: Various rate plans for basic, and optional calling features provided by the local telecommunications carriers.

- Basic service includes voice service (dial tone and usage)
 - optional features include discretionary services such as call forwarding and voice mail.
- Taxes and Surcharges



Long distance service is provided by long distance carriers.



Who sets utility rates?

The Public Service Commission (PSC) is required by law to set the rates charged for local utility service. The PSC's jurisdiction varies by utility.

Electricity: PSC only sets local distribution rates. Generation and Transmission rates are set by the Federal Energy Regulatory Commission (FERC).

Gas: PSC only sets the local distribution rates. The cost of the gas, also known as the “commodity cost,” is based on the wholesale cost of gas purchased from producers.

Telephone: PSC has approved a Rate Price Plan provided by the local communications carrier (Verizon) for basic voice service. Long distance service is a competitive unregulated service provided by long distance carriers.



Your electricity bill



1. Minimum charge for meter, reading and bill preparation
2. Cost of delivering electricity to your home
3. Surcharge that funds low-income, renewable and energy efficiency programs
4. Surcharge for use of public space
5. Proceeds go to DC Treasury
6. Reflects a varying credit depending on the SOS
7. Surcharge to fund low-income programs
8. Annual average based on generation & transmission charges and your electricity use. Used to compare suppliers

Additional Contact Information

PEPSCO CUSTOMER SERVICE CENTERS

Washington, DC
701 Ninth Street, NW
2806 Martin Luther King, Jr. Ave., S.E.

Hours
8:30 am - 5:15 pm
9:00 am - 5:00 pm

Maryland
200 West Gude Drive
Rockville, Maryland
8300 Old Marlboro Pike*
Forestville, Maryland

10:00 am - 2:00 pm
10:00 am - 2:00 pm

* The cashier's window at this location is open to receive payments on Mondays, Wednesdays and Fridays only.
Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

PAYMENTS

Pepco
P.O. Box 4863
Trenton, NJ 08650-4863

WRITTEN INQUIRIES

Pepco, Correspondence Section
701 Ninth Street, NW
Washington, DC 20068-0001

Notice About Electronic Check Conversion: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Pepco is regulated by the Public Service Commission of the District of Columbia. You may contact the commission regarding your inquiries at (202) 626-5100 or on their website at www.dcpcc.org.

Public Service Commission
1333 H Street NW
2nd Floor, West Tower
Washington, DC 20005

Office of People's Counsel
(202) 727-3071

Contact OPC

Pepco's Taxpayer Identification No. 53-0127880
Visit our website at: www.pepco.com

Account Details

Services for May 14, 2008 to Jun 13, 2008:

Summer rates in effect

Distribution Services:

1 Customer Charge		2.00
2 Energy Charge	First 400 KWH x 0.0094500	3.78
	Next 54 KWH x 0.0279600	1.51
3 Reliability Energy Trust Fund	at 0.0011100 per KWH	0.50
4 Public Space Occupancy Surcharge	at 0.0016100 per KWH	0.73
5 Delivery Tax	at 0.0070000 per KWH	3.18
6 Administrative Credit	at 0.0024888 per KWH	1.13 CR
7 Residential Aid Discount Surcharge	at 0.0000500 per KWH	0.02
Total Charges - Distribution		10.59

Generation Services:

Minimum Charge	Includes First 30 KWH	2.93
Energy Charge	Next 370 KWH x 0.1081500	35.14
	Next 54 KWH x 0.1081500	5.28
Procurement Cost Adjustment	at 0.0015130 per KWH	0.69
Total Charges - Generation		45.04

Transmission Services:

Minimum Charge	Includes First 30 KWH	0.12
Energy Charge	Next 370 KWH x 0.0041300	1.53
	Next 54 KWH x 0.0041300	0.22
Total Charges - Transmission		1.87

CURRENT CHARGES THIS PERIOD

\$57.50

Energy Usage History

8 Price To Compare (Generation and Transmission Services)
Based on actual monthly usage

	Jun 07*	Jul 07*	Aug 07*	Sep 07*	Oct 07*	Nov 07	Dec 07	Jan 08*	Feb 08	Mar 08	Apr 08	May 08	Jun 08
DAYS	30	32	29	30	32	29	35	29	30	31	28	30	30
KWH	421	567	615	547	430	419	407	370	429	319	223	210	454

Usage History:
Tracks Monthly energy usage for comparison



Your natural gas bill



Usage History:
Tracks monthly energy usage for comparison purposes

Usage: Calculates the amount of natural gas used in the current billing period

Charges:
Reflects amount due and when

ACCOUNT INFORMATION

Service Address:
 Mailed 01/15/09
 Account Number 0315095026
 Meter ID No. 881168
 Rate Class RESIDENTIAL HEAT/COOL
 Level 1
 Next Meter Reading Date 02/12/09
 Days in This Billing Period 32

Gas Use	Reading	Date	Method
Current Reading	2699	01/12/09	READ BY CO.
Previous Reading	- 2481	12/11/08	READ BY CO.
CCF of Gas Used	218		
Unmetered Gas Light (CCF)	+		
Total CCF of Gas Used	218		
Conversion Factor	X 1.028		
Total Therms (TH) Used	224.1		

12-MONTH ENERGY USE HISTORY

Mo/Yr	HDD	Th	Mo/Yr	HDD	Th
12/08	761	193	06/08	69	17
11/08	246	62	05/08	126	30
10/08	21	11	04/08	415	103
09/08	0	10	03/08	693	189
08/08	0	11	02/08	775	238
07/08	0	12	01/08	664	213
Total TH					1,089

BUDGET PLAN INFORMATION

Monthly Installment \$144.00
 Used to Date \$773.81
 Installments Billed to Date 3
 Paid to Date \$288.00

Budget Plan:
Provides Budget Plan customers with their account status

GAS USAGE DETAIL

TOTAL THERMS USED	224.1
DISTRIBUTION SERVICE	
DISTRIBUTION CHARGE	
224.1 TH @ \$.3278	73.46
CUSTOMER CHARGE	7.95
DC RIGHTS-OF-WAY FEE	7.15
NATURAL GAS SUPPLY SERVICE	
PGC @ \$1.0702	239.83
SUSTAINABLE ENERGY TRUST FUND	2.47
ENERGY ASSISTANCE TRUST FUND	1.34
STATE & LOCAL DELIVERY TAX @.070700	15.84
TOTAL GAS CHARGES	\$ 348.04

CHARGES

PREVIOUS BILL AMOUNT	39.73
PAYMENTS RECEIVED	84.73
CHARGES THIS PERIOD	
BUDGET INSTALLMENT	144.00
OVERPAYMENT	-45.00
TOTAL THIS PERIOD	99.00
TOTAL DUE	\$ 99.00

TO AVOID LATE PAYMENT CHARGES, FULL PAYMENT MUST BE RECEIVED BY 02/04/09.

Usage Detail: Calculates charges for actual cost of gas (PGC), delivering gas (Distribution and Customer Charges) and adds tariff & fees imposed by local gov't



Your telephone bill



New Charges: Dec 5 - Jan 4

Voice Services

1	Residence DialTone & Local Usq Monthly Flat Sys	\$12.78
2	Non-Published Service	1.34
3	Non-Published Service Nov 19 - Dec 4	.09
4	Inside Wire Maintenance	5.99
Total Voice Services		\$20.20

Questions?

Visit verizon.com
or call 1-800-VERIZON (1-800-837-4966)

Taxes, Fees & Other Charges

Voice

5	Federal	\$.52
6	DC Federal Universal Service Fund Surcharge	.44
7	DC E911/311 Fee	.76
8	DC Universal Service Trust Fund	.26
9	DC Public Rights-of-Way Use Fee	1.91
10	DC Gross Receipts Tax Surcharge	1.42
11	Federal Subscriber Line Charge	3.88
Total Taxes, Fees & Other Charges		\$9.27

Taxes

Rate Plan



Questions? Call: (800) 800-2525

This portion of your bill is provided as a service to eBill.it.

Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill. If you fail to pay these charges, the service provider may pursue collections independently.

Miscellaneous Charges and Credits

• Billed on Behalf of AOL 1-888-839-8458

• Other Charges and Credits

Date	Description	Amount
12 - 11/28	AOL ONLINE SERVICE	32.90
Total Miscellaneous Charges and Credits		\$32.90

- A 3% tax mandated by Congress
- Pays for a federal program that provides affordable telephone service to low-income consumers and others.
- Pays for free 911 calls and emergency services
- Surcharge to pay for DC program that provides affordable telephone service to low-income consumers and others.
- Fee imposed by DC gov't on utility companies using public rights-of-way to provide utility service
- Tax applied to revenue from the sale of DC telecom services
- Charge to compensate local phone company for costs associated with providing long distance service. The amount goes to the phone company not the gov't

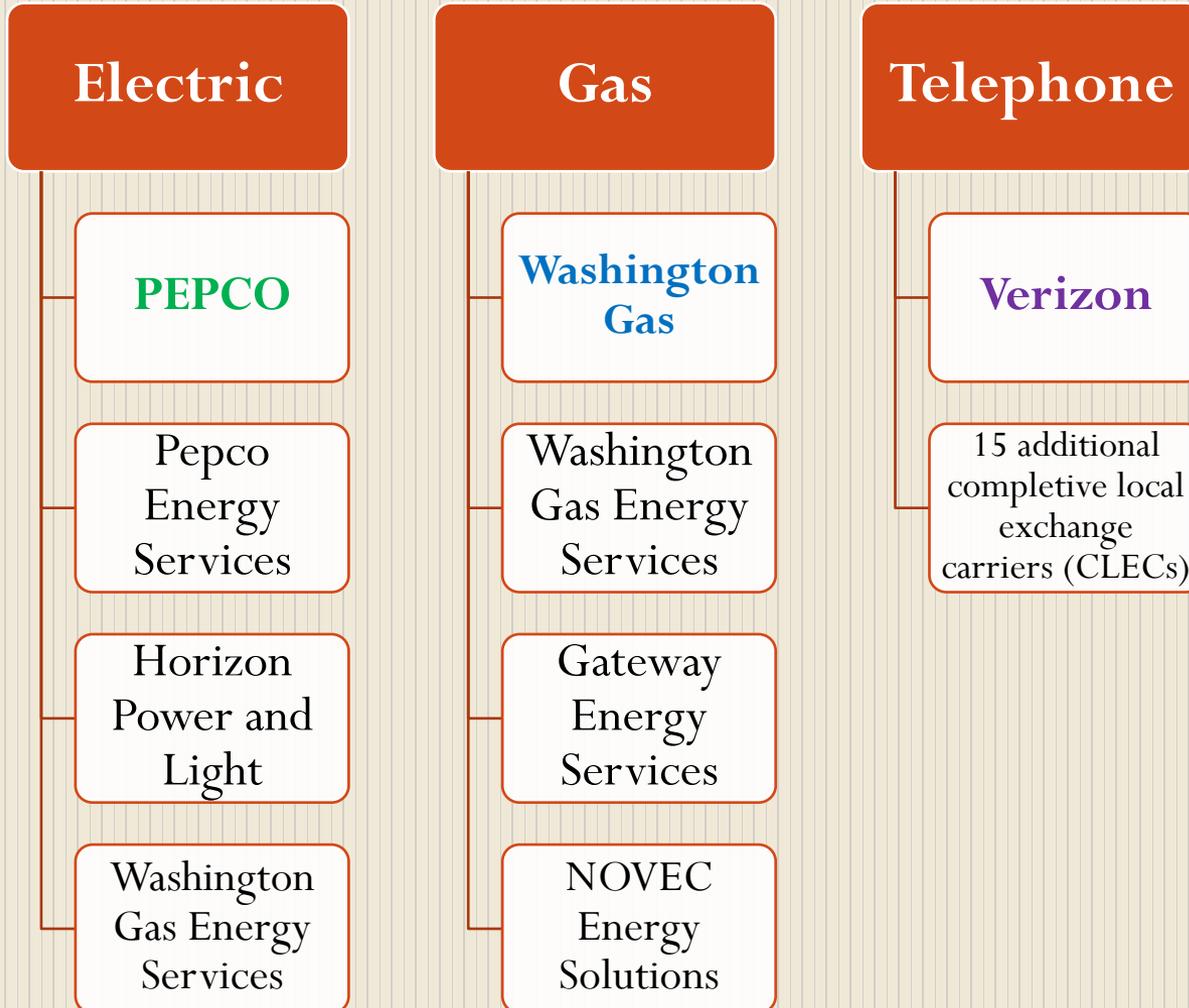


What are my rights?

- **The Utility Consumer Bill of Rights (UCBOR) sets forth the rights and obligations of D.C. ratepayers.**
- **Sections 304-307 cover utility billing concerning matters such as:**
 - **Right to actual vs. estimated bills**
 - **Payment plans**
 - **Billing components**
 - **Security deposits**



Who are my utility supplier options?





Produced by the

DC Office of the People's Counsel

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For more information regarding educational materials
available from

the Office of the People's Counsel

Call (202) 727-3071 or Visit us on the web

www.opc-dc.gov

An Independent Agency of the District of Columbia Government

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