

Office of the People's Counsel for the District of Columbia

Seniors Resource Guide



Office of the People's Counsel

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About OPC's Seniors Resource Guide

Seniors are a vital part of the District of Columbia's diverse population. The Office of the People's Counsel's "Seniors Resource Guide" is a quick reference resource for District seniors to help them find important telephone numbers and the locations for services and assistance they may need. Included in the Resource Guide are utility company phone numbers, highlights to help understand utility bills, home energy efficiency tips and social service agencies contact information.



How to File a Utility Complaint with OPC

As the statutory representative of the District's utility consumers, a consumer can file an individual complaint with OPC.

Below is a brief description of OPC's consumer complaint process:

1. OPC staff receives utility consumer complaints by phone, email, fax, walk-in visits or online.
2. OPC staff interviews you to obtain information and provides you with an overview of the complaint resolution process and time frame for follow up with you.
3. OPC staff then forwards a detailed description of the complaint to the utility company. If the complaint involves billing or question of meter accuracy, a referee meter test can be performed. This test measures the accuracy of the meter serving your home. It is conducted on the consumer's premises by a utility company representative and witnessed by a representative of the PSC at the consumer's request.
4. When OPC receives the utility company's report, a staff member will contact you to review the report and discuss proposed next steps;
5. The next steps may include:
 - Requesting additional information from the utility company or you;
 - Negotiating further with the utility company to resolve the complaint;
 - If negotiations are unsuccessful, then seeking an informal hearing before the PSC;
 - Or closing your file.
 - When your complaint file is closed, a "close out" letter is sent to the consumer. The "close out" letter provides a summary of actions taken by OPC staff during the informal resolution phase, the complainant's statements and the utility's response. The "close out" letter also outlines any decision reached during the informal resolution and the consumer's right to request a hearing before the PSC.

For further information or to file a complaint, contact OPC at 202.727.3071.

Understanding Your Electricity Charges

Distribution charges are regulated by the D.C. Public Service Commission.

Account Details

Services for Jan 27, 2012 to Feb 28, 2012:

Winter rates in effect

Distribution Services:

Customer Charge		6.65
Energy Charge	First 400 KWH x 0.0066250	2.65
	Next 243 KWH x 0.0141152	3.43
	at 0.0000607 per KWH	0.04
Energy Assistance Trust Fund	at 0.0015000 per KWH	0.96
Sustainable Energy Trust Fund	at 0.0019400 per KWH	1.25
Public Space Occupancy Surcharge	at 0.0070000 per KWH	4.50
Delivery Tax	at 0.0023294 per KWH	1.50 CR
Administrative Credit Res	at 0.0006910 per KWH	0.44
Residential Aid Discount Surcharge		
Total Charges - Distribution		18.42

Generation Services:

Minimum Charge	Includes First 30 KWH	2.75
Energy Charge	Next 613 KWH x 0.0915400	56.11
Procurement Cost Adj Res	at 0.0003180 per KWH	0.20
Total Charges - Generation		59.06

Transmission Services:

Minimum Charge	Includes First 30 KWH	0.12
	Next 613 KWH x 0.0045400	2.78
Total Charges - Transmission		2.90

CURRENT CHARGES THIS PERIOD

\$80.38

Distribution is the service provide by the energy utility to deliver electricity safely and reliably to your electric meter. Distribution rates pay for the power poles, lines, meters, linemen and customer service representatives who serve you. You pay Pepco for distribution. This portion is regulated by the D.C. Public Service Commission.

Generation is the cost of producing power. You may obtain these services from the energy supplier of your choice.

Transmission refers to the cost of transmitting electricity from power plants outside the District over high-voltage lines to Pepco's distribution system. While Pepco owns some transmission facilities, all transmission in the region is operated by a regional transmission operator (RTO). This portion of your bill is regulated by the Federal Energy Regulatory Commission.

Understanding Your Electricity Charges

Energy Usage History - Tracks monthly energy usage for comparison.

Monthly Usage - Make sure you read your bill to ensure it's an actual reading instead of an estimated reading.

Energy Usage History

Price To Compare (Generation and Transmission Services)

Based on billed usage

10.23 cents per kwh

	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12
DAYS	28	32	29	29	32	31	28	33	29	33	31	29	32
KWH	680	610	580	540	1200	1530	1110	880	573	716	711	687	643

Meter Summary

Meter Reading Information					
Meter No.	Description	Previous Reading	Present Reading	Multiplier	KWH Used
	Residential-R	2357	3000	1	643

The present reading is an actual reading.

Your next scheduled meter reading is March 28, 2012.

Meter Summary includes your monthly meter reading information: number of kilowatt-hours (KWH) used during the billing period, your rate classification, date of your next scheduled meter reading and whether your current bill is actual or estimated.

Surcharges refer to the taxes and other charges that Pepco is required to include on customers' bills. Those funds are paid to the appropriate government agency. Examples include the Gross Receipt Tax, Environmental Surcharge and Delivery Tax.

Meter Summary includes your monthly meter reading information; number of kilowatt-hours (KWH) used during the billing period, your rate classification, date of your next scheduled meter reading and whether your current bill is actual or estimated.

Price to Compare is the average cost per kilowatt-hour for generation and transmission service, based on your rate classification. Use this to compare your Pepco costs with offers you may receive from other electricity suppliers. This figure will fluctuate monthly depending on your usage and rates.

Understanding Your Natural Gas Charges

12-Month Energy Use History

Tracks monthly energy use patterns.

12-MONTH ENERGY USE HISTORY

Mo/Yr	HDD	Th	Mo/Yr	HDD	Th
01/12	839	299	07/11	0	25
12/11	594	181	06/11	6	27
11/11	329	128	05/11	120	40
10/11	78	33	04/11	429	159
09/11	0	22	03/11	572	215
08/11	0	22	02/11	836	347
Total TH					1,498

Gas Use	Reading	Date	Method
Current Reading	5360	02/15/12	READ BY CO.
Previous Reading	- 5086	01/17/12	READ BY CO.
CCF of Gas Used	274		
Unmetered Gas Light (CCF) +			
Total CCF of Gas Used	274		
Conversion Factor	X 1.022		
Total Therms (TH) Used	280.0		

CCF of Gas Used is the unit of measurement on your meter of the amount of natural gas used. One CCF is equal to 100 cubic feet of gas. There is a conversion factor for the heating value of the fuel and a converted usage figure, which is Total Therms.

Purchased Gas Charge includes the cost of the natural gas and transporting the gas to the Washington Gas system.

Understanding Your Natural Gas Charges

Charges - Look at this section to ensure your previous month's payment has been correctly posted to your account.

GAS USAGE DETAIL		CHARGES	
TOTAL THERMS USED	280.0	PREVIOUS BILL AMOUNT	591.97
DISTRIBUTION SERVICE		PAYMENTS RECEIVED	591.97
DISTRIBUTION CHARGE		CHARGES THIS PERIOD	
280.0 TH @ \$.3216	90.04	GAS USAGE	317.57
CUSTOMER CHARGE	7.95	TOTAL THIS PERIOD	317.57
DC RIGHTS-OF-WAY FEE	8.57		
NATURAL GAS SUPPLY SERVICE		TOTAL DUE	\$ 317.57
PGC @ \$.6629	185.61		
SUSTAINABLE ENERGY TRUST FUND	3.92	TO AVOID LATE PAYMENT CHARGES, FULL	
ENERGY ASSISTANCE TRUST FUND	1.68	PAYMENT MUST BE RECEIVED BY 03/12/12.	
STATE & LOCAL			
DELIVERY TAX @ .070700	19.80		
TOTAL GAS CHARGES	\$ 317.57		

ACCOUNT INFORMATION

Service Address:

Mailed 02/21/12
 Account Number
 Meter ID No.
 Rate Class RESIDENTIAL HEAT/COOL
 Level 1
 Next Meter Reading Date 03/16/12
 Days in This Billing period 29

Days in This Billing Period

Pay close attention to this section because it affects the amount of your total bill.

Distribution Charges are the cost of delivering the natural gas through Washington Gas' system to your residence.

System Charges cover some costs of providing your service, including depreciation, taxes, maintenance and repair of gas lines, along with customer-related expenses, such as meter reading and billing.

Taxes are imposed by your Federal and District governments, and are collected and remitted to the appropriate taxing authorities.

Understanding Your Telephone Charges

Breakdown of Charges

Aug 23 – Sep 22

Voice Services

Residence DialTone & Local Usq Monthly Flat Svc	12.78
Total Voice Services	\$12.78

Change in Service and Partial Month

Residence DialTone & Local Usq Monthly Flat Svc	10.65
Economy II Senior Upgrade Service	-.83
Total Change in Service and Partial Month	\$9.82

Taxes, Fees & Other Charges

Voice

DC Universal Service Trust Fund	.39
DC Public Rights-of-Way Use Fee	2.27
DC Gross Receipts Tax Surcharge	2.26
DC E911/311 Fee	.76
DC Federal Universal Service Fund Surcharge	.53
Federal Excise Tax	.90
Federal Subscriber Line Charge	3.87
Total Taxes, Fees & Other Charges	\$10.98

Voice Services -

Make sure that these are the features that you have approved and use regularly or often.

Taxes, Fees and Other Charges

are approved by Federal government and D.C. City Council.

Bundled Services allow you to receive telephone, cable television, and internet services provided by one company. Please note: Only local telephone service is regulated by the D.C. Public Service Commission and falls under the jurisdiction of OPC.

DC Universal Service Fund is a surcharge used to pay for Economy II and Telecommunications Relay Service (telephone service for deaf consumers).

Federal Excise Tax is mandated by Congress and is imposed on all telecommunications services. This charge appears on local and long distance bills.

Federal Subscriber Line Charge is required by federal law and assists with providing telecommunication services to low-income and rural consumers, as well as eligible schools and libraries.

Gross Receipts Tax Surcharge is required of all District public utilities. They are required to pay this tax to the District government.

What to Do if Your Power Goes Out

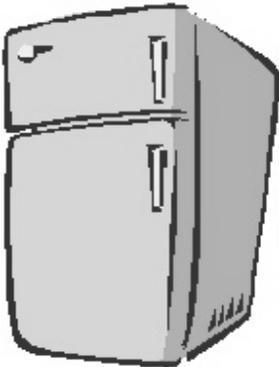
Assess the Situation

- Check to see if neighbors have power.
- Stay away from fallen power lines and trees.



Take Precautionary Steps

- Turn off all appliances to prevent an overload when the power returns.
- Keep freezer and refrigerator doors closed. Without power, a closed refrigerator can keep food cold for a day or two.
- Have a communication plan. The plan should include checking on neighbors and having neighbors check on you.
- Have a plan to store medicines that require refrigeration.



During the Outage

- Eat foods that spoil quickly first.
- Do not refreeze seafood, poultry or dairy products.
- During the winter, have everyone stay in one well-lit room during the day and wear layers of clothing.
- Use battery-operated flashlights and radios.
- Avoid using candles and kerosene. Instead, use battery powered flashlights and lanterns.
- Place generators or other fuel-powered machines **OUTSIDE** the home. Carbon monoxide (CO) fumes are odorless and can quickly overwhelm you indoors.



Important Questions to Ask to Before Selecting an Alternative Energy Supplier

It is important to fully understand that you are entering into a private contract with an independent utility provider and that some of the consumer protections available under regulated utility service may not apply.

Why am I considering an alternative energy supplier?

Is your goal is to save money, to be environmentally conscious, to choose a renewable energy option or to take advantage of new features offered by the supplier?

Determining the reasons for considering an alternative supplier is critical in making the right decision for you.

Do you feel unwanted pressure to switch?

Any legitimate offer of utility service should not rely upon pressure sales tactics. OPC recommends that you ask to be provided a full

copy of the contract to review, including details of all charges and penalty provisions before making a decision to sign or agree to service over the telephone.

What personal information can a supplier require as a condition of service?

Under no circumstances should you be required to provide your social security number, bank account numbers, drivers license or credit card information before a contract offer is made. If asked for these items up front, OPC recommends that you take extreme caution. Use of your credit cards or bank accounts should only be an option for your convenience in making payment. You should also ask whether the company will run a credit report on your application.

Will my customer data remain private?

OPC also recommends that you ask whether your personal information will remain private or will the company have the right to resell its customer list to businesses such as bulk mailers and telemarketers.

Has the alternative provider been authorized to operate in D.C.?

For any offer you receive, ask whether the provider is approved by the Public Service Commission to conduct business in the District of Columbia. You can check the list of authorized providers at the Public Service Commission website: www.dcpsc.org.

What is the actual rate being offered?

Whether your goal is to save money or to secure a specific type of service, you must not lose sight of the rate for the service. Can the provider guarantee in writing the rate you are quoted for the entire length of the contract?

Is assistance available to compare your existing rates with your current utility with those of the alternative energy provider?

Utilities bills and the charges, taxes and fees outlined on them can be very intimidating. Most consumers will find that they need an impartial third party help to break down the many items on the bill for comparison. OPC can assist you with this. A sample utility bill comparison can be found at www.opc-dc.gov.

Sample Alternative Energy Supplier (AES*) Bill

Account Details (continued)

Generation and Transmission

Services by AES* for May 29, 2013 to Jun 27, 2013:

Total Use: 762 kwh at \$0.0855 per kwh	65.15
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Charges This Period AES*	\$65.15
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Account Details

Services for May 29, 2013 to Jun 27, 2013:

Summer rates in effect

Distribution Services:

Customer Charge		9.25
Energy Charge	First 400 KWH x 0.0073250	2.93
	Next 362 KWH x 0.0213535	7.73
Energy Assistance Trust Fund	at 0.0000607 per KWH	0.05
Sustainable Energy Trust Fund	at 0.0015000 per KWH	1.14
Public Space Occupancy Surcharge	at 0.0019900 per KWH	1.52
Delivery Tax	at 0.0070000 per KWH	5.33
Administrative Credit Res	at 0.0019324 per KWH	1.47 CR
Residential Aid Discount Surcharge	at 0.0005150 per KWH	0.39
Total Charges - Distribution		26.87

CURRENT CHARGES THIS PERIOD	\$26.87
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Important Questions to Ask to Selecting an Alternative Energy Supplier

Did you know that even if you change to an alternative energy supplier, your local utility will still get the energy supply to your home?

In most cases, regardless of which supplier you choose, you will also remain a customer of the local utility for the purpose of service delivery. Therefore you must learn in advance how you will be billed, when the bill will arrive and when will it be due. It is your responsibility to be sure both companies are being paid in a timely manner.

Sample Alternative Energy Supplier (AES) Bill*

THIS BILL CONTAINS YOUR CHARGES FROM BOTH PEPSCO AND YOUR ELECTRIC ENERGY SUPPLIER.

Account Summary

Prior Balance Pepco	\$15.06
Payments Received Pepco	\$15.06 CR
Balance Forward Pepco	\$0.00
Current Charges This Period Pepco	\$26.87
Total Pepco	\$26.87
Prior Balance AES	\$45.91
Payments Received AES	\$46.06 CR
Balance Forward AES	\$0.15 CR
Current Charges AES	\$65.15
Total AES	\$65.00
TOTAL AMOUNT DUE	\$91.87

After Jul 22, 2013, a Late Payment Charge of \$0.27 will be added, increasing the amount due to \$92.14.

Will customer service be satisfactory?

Quality of service is another key decision in selecting an energy supplier. An important measure is whether the utility supplier will provide customer service assistance at a local business office that is open to the public and if a local telephone number is provided for customer service inquiries.



What are the terms for cancelling a new energy service provider?

Finally, OPC recommends that you carefully consider whether you have the option to cancel the contract upon request for any reason within the first few weeks, or at any other time during the contract term. Before signing or giving verbal consent, you should ask if there is a rescission period, and what penalties apply for early cancellation.



Utility Consumer Bill of Rights

The Consumer Bill of Rights (CBOR) was revised in 2009. As stated in the CBOR Introduction, its purpose is as follows:

Technological changes, new federal and District of Columbia laws, and the actions of the Public Service Commission have created competitive natural gas, electricity and telecommunications service markets in the District of Columbia, providing residential consumers with new choices.

Consumers have access to an array of Competitive Service Provider services as well as continued access to the regulated services of utilities. The purpose of this chapter is to set forth residential consumer rights, responsibilities and rules for the initiation and acquisition of services, such as, but not limited to, Meter reading, Billing, Deposits, Disconnections and Reconnections of service and the resolution of Complaints between residential consumers and a Utility, Energy Supplier or Telecommunications Service Provider.

“The Consumer Bill of Rights defines the relationship and responsibilities of utility service providers and consumers.”

Consumer Bill of Rights Highlights

The CBOR provides safeguards for utility consumers that use natural gas, electricity and telecommunications services in the District's competitive utility markets. It defines the relationship and responsibilities of utility service providers and consumers. Following are highlights of several of the CBOR's most important sections:

Energy Meter Locations describes the meters' location, the responsible party for meter relocation costs and meter accessibility;

Disconnection and Reconnection of Utility Services

describes procedures for disconnection, policies regarding consumers' health and safety if service is to be disconnected, disconnection notices and time frame for reconnecting services; and

Customer Inquiries and Complaints describes the procedures for utility consumers to make inquiries or lodge complaints about their utility services, the companies' customer service representatives responsibilities regarding complaints and consumers rights concerning resolution of their complaints.

Copies of the CBOR are available at the Public Service Commission of the District of Columbia, 1333 H Street, NW, or on line at www.dcpssc.org or www.opc-dc.gov.



Quick Facts about Energy Efficiency

- **Set your water heater temperature** at 120°F which can reduce your water bill by 10%. Water heating can account for 14% to 25% of the energy consumed in your home.
- **Insulate your electric water heater** which can reduce heat loss by an appreciable 25% to 40%, representing a savings of around 9% on your annual water heating costs.



- **Seal tiny cracks and gaps** around doors, windows and baseboards to prevent air from leaking into your home. Sealing these areas can save you up to 10% on your utility bill

- **Tape a heavy-duty, clear plastic sheet** to the inside of your window frames during the cold winter months to stop leaks. Remember, the plastic must be sealed tightly to the frame

to help reduce infiltration.

- **Install exterior or interior storm windows** which can reduce heat loss through windows by 25% to 50%. Storm windows should have weatherstripping at all movable joints, be made of strong durable materials and have interlocking or overlapping joints.
- **Use controls such as timers and photo cells** to save electricity by turning off lights when they are not in use. Dimmers can also save electricity when used to lower light levels.
- **Use Compact Fluorescent Lightbulbs (CFL)** which will save about \$30 over their lifetime. CFLs use 75 percent less energy and last about 10 times longer than an incandescent bulb.
- **Install a programmable thermostat** which can save you about \$180 a year in energy costs.
- **Purchase multi-function electronic devices** that combine several capabilities. All In One Printers (print, fax, copy, scan), computers, and TV/DVD combinations save energy and reduce clutter.



- **Buy ENERGY STAR** electronics which use 70% less electricity than electronics without this designation. They spend a large portion of time in low-power mode which not only saves energy, but helps equipment run cooler and last longer.



- **Avoid the Phantom** load that many appliances continue to draw when switched off. These “phantom” loads occur in most appliances that use electricity, such as televisions, stereos, and items with a digital display. Phantom loads can be



avoided by unplugging the electronics or using a power strip to cut them off.

- **Repair leaky faucets promptly** because they waste gallons of water in a short period or time.

- **Use rechargeable batteries** for products like cordless phones and PDAs. They are more cost effective than throwaway batteries. If you must use throwaways, check with your trash removal company about safe disposal options.

Source: U.S. Department of Energy, Office of Energy Efficiency & Renewable Energy

The District of Columbia Department of the Environment Energy Office (DDOE) has a variety of programs that can assist you with your utility costs and help make your home more energy efficient. For example, DDOE offers energy audits to single-family homeowners. DDOE’s **Home Energy Rating System** (HERS) program identifies a home’s energy deficiencies and provides homeowners with cost-effective, energy improvement recommendations. There are no income requirements for the HERS program.

Seniors can apply for DDOE’s **Low Income Home Energy Assistance** (LIHEAP) and **Utility Discount Programs** (UDP) to assist with reducing electricity, natural gas water and sewer services and basic telephone services. DDOE also manages a variety of weatherization programs which include energy audits, heating system repairs and installation on energy saving measures for qualified applicants. For more information, please contact **DDOE at (202) 535-2600** or online at www.green.dc.gov.

See page 18 for additional DDOE information.

Utility Discount Programs (UDP)

Residential Essential Service (RES) Program



**Washington
Gas**

Eligible Washington Gas customers in the District of Columbia may qualify for a discount on a portion of the natural gas they use during the winter heating season from November to April. To participate in the RES Program, District residents must use natural gas as the principal source for home heating. The maximum potential annual savings through the RES program is \$276.

***In order to qualify applications must apply for the RES Program during the winter heating season, which runs November to April.**

Residential Aid Discount (RAD) Program

Eligible Pepco customers in the District of Columbia may qualify for a discount on a portion of the electricity they use. RAD customers receive a monthly discount on the first 400 kilowatt hours of electricity used. The potential savings are about \$28 per month or \$336 annually. Electric heating customers save approximately \$44 per month or \$528 annually.



Customer Assistance Program (CAP)



Eligible residential DC Water customers in the District of Columbia may qualify for a discount on the first 400 cubic feet (4ccf or 3,000 gallons) of water and sewer services used each month. The potential discount could be up to \$372 annually.

Lifeline Program

The Lifeline program by Verizon, DC, offers discounted telephone service to qualified District residents for \$3.00 a month. Seniors age 65 and older will receive a monthly discounted rate of \$1.00.

Lifeline customers will be provided with unlimited calling in the Washington metropolitan area. Other Verizon services such as call waiting, return call and three-way calling are available at the normal rates. The service is non-transferrable and the program is limited to only one discount per household.



D.C. Residents may be eligible if a member of their household is participating in one of the following programs: LIHEAP, Medicaid, Food Stamps, SSI, TANF, Section 8 or the National School Lunch Program.

***To apply, please call 1-800-253-0846. Customers must recertify each year.**

Qualified D.C. residents can apply for Discounted Rates on their natural gas, electric, water and telephone bills by visiting one of the [District Department of the Environment Energy Administration](#) centers between 8:30 a.m. - 4:00 p.m. at one of the following locations:

Wards 1-6: 1207 Taylor Street, NW (no appointment is necessary)

Wards 7-8: 2100 Martin Luther King Avenue, SE (no appointment is necessary)

***To apply for Lifeline, the District's telephone discount program, please call 1-800-253-0846.**

ENROLLMENT PROCESS (RAD, RES & CAP)

New UDP Applicants:

1. Consumers not currently enrolled in UDP may apply by mail or by visiting one of the District Department of the Environment's Energy Administration centers.
2. UDP and Lifeline applications may be downloaded from the DDOE website at www.ddoe.dc.gov.

RECERTIFICATION PROCESS

Existing UDP Participants:

1. DDOE will mail application packets to current participants during August and follow up with a reminder notice during September.
2. Applicants may call 311 to obtain the status of their utility discount application(s).

What Do You Need To Apply?

You MUST bring all of the following:

1. Government issued identification (applicant only);
2. Proof of household income (all household members);
3. Recent utility bills; and
4. Social Security Card (all household members)

INCOME ELIGIBILITY REQUIREMENTS	
Fiscal Year 2014	
# of Persons in Household	Maximum Annual Income
1	\$27,425
2	\$35,864
3	\$44,302
4	\$52,741
5	\$60,652
6	\$69,618

**For more information about DC's Utility Discount Programs, please call 311 or visit ddoe.dc.gov.*

Phone Numbers and Contacts For You . . .

Pepco

Pepco Customer Service Centers:

701 9th Street, NW, 8:30 a.m. to 5:15 p.m., Monday - Friday

2306 Martin Luther King Jr. Avenue, S.E., 9:00 a.m. to 5:00 p.m., Monday - Friday

By Telephone:

(202) 833-7500 – Customer Service

(202) 872-2369 - TTY/TDD

(202) 872-4641 - Habla Español

(202) 872-3432 – Pepco Safety Emergency, to report down wires

(877) 737-2662 – 24-hour outage report hotline

(202) 872-2126 – Meter Reading Department

(202) 872-2445 – Pepco Claims Office

By Web:

Website: www.pepco.com

Email: correspondence@pepco.com

Washington Gas

Washington Gas Customer Service Centers:

1100 H Street, NW, First Floor

Hours: 8:30 a.m. to 4:30 p.m., Monday - Friday.

***The center is closed on Saturday and Sunday.*

3101 Martin Luther King Jr. Avenue, SE,

Hours: 8:00 a.m. to 4:00 p.m. Monday - Friday.

***The center is closed on Saturday and Sunday.*

By Telephone:

(703) 750-1000 - Customer Service

(703) 750-7975 - TTY/TDD

(703) 750-1000 - Habla Español

(703) 750-1400 - Gas leaks or emergencies

By Web:

Website: www.washgas.com

Email: custsrv@washgas.com

Verizon

By Telephone:

(800) 837-496 - Customer Service

(800) 937-6066 - TTY

By Web:

www.verizondc.com

DC Public Service Commission

1333 H Street, NW, Suite 200, West Tower | Washington, DC 20005

By Telephone:

(202) 626-5100

By Fax:

(202) 393-1389

By Web:

www.dcpssc.org

The mission of the District of Columbia Public Service Commission is to serve the public interest by ensuring that financially healthy electric, natural gas and telecommunications companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia residential, business and government customers.

DC Department of Transportation

55 M Street, SE, Suite 400 | Washington, DC 20005

By Telephone:

(202) 673-6813

By Fax:

(202) 671-0127

By Web:

www.ddot.dc.gov

To report fallen trees or request street/alley light repair, please contact at 311 or complete a service request online at www.311.dc.gov.

Phone Numbers and Contacts For You . . .

DC Water and Sewer Authority

5000 Overlook Avenue, SW
Washington, DC 20032

By Telephone:

Customer Service - (202) 354-3600

8:00 a.m. to 5:00 p.m., Monday - Friday

Water and Sewer Emergency Number (24 hour) - 202-612-3400

Credit and Collections - 202-354-3750

Meter Operations - (202) 612-3485 (9 a.m. to 5 p.m.),

(202) 612-3487 (24 hours a day, 7 days a week)

Water Quality Division - (202) 612-3440

TDD-TYY Hearing Impaired - (202) 787-2339

By Web:

Website: www.dewater.com

Email: info@dewater.com
custserv@dewater.com

By Mail:

District of Columbia Water and Sewer Authority - Customer Service Department

P.O. Box 97200

Washington, DC 20090

DC Office of the Tenant Advocate

2000 14th Street, NW, Suite 300 N
Washington, DC 20009

By Telephone:

(202) 719-6560

By Fax:

(202) 719-6585

By Web:

www.ota.dc.gov

The Office of the Tenant Advocate (OTA) advocates for, educates and provides outreach for tenants in the District of Columbia.

DC Office of Cable Television

3007 Tilden Street, NW, Pod P
Washington, DC 20008

By Telephone:

(202) 671-0066

9:00 a.m. to 5:30 p.m., Monday - Friday,

By Fax:

(202) 332-7020

By Web:

Website: www.oct.dc.gov

Email: comments.OCT@dc.gov

DC Office of Cable Television administers the cable franchise contracts and is the cable customers advocate, holding cable companies to the highest levels of customer and technical service.

DC Department of Human Services

Administrative Office:

64 New York Avenue NE, 6th Floor
Washington, DC 20002

To apply for benefits please visit:

645 H Street, NE
Washington, DC 20002

By Telephone:

Monday - Friday, 8:00 a.m. to 6:00 p.m.

(202) 671-4200 - Administration

(202) 698-4350 - Benefits

By Fax:

(202) 671-4325 - Administration

(202) 724-8964 - Benefits

By Web:

Website: www.dhs.dc.gov

Phone Numbers and Contacts For You . . .

DC Office on Aging

500 K Street NE
Washington, DC 20002

By Telephone:

(202) 724-5622
Phone 2: (202) 724-5626
TTY - (202) 724-8925

By Fax:

(202) 727-4979

By Web:

Website: www.dcoa.dc.gov
Email: dcoa@dc.gov

Lead Agencies for Senior Services

“The Office on Aging funds ‘Lead Agencies’ throughout the eight wards of the city that provide a wide range of social and health services. These agencies act as community satellites that continually strengthen our link to older Washingtonians.

Wards 1

Terrific Inc.

1222 T Street, NW | Washington, DC 20019
Phone: (202) 234-4128
Website: www.terrificinc.com

Ward 2

Family Matters of Greater Washington

1507 9th Street, NW | Washington, DC 20001
Phone: (202) 232-4202
Website: www.familymattersdc.org

Wards 2 & 3 (Georgetown-Foggy Bottom)

IONA Senior Services

4125 Albermarle Street, NW | Washington, DC 20016
Phone: (202) 966-1055
Website: www.iona.org

Ward 4**Terrific Inc.**

910 Westminster Street, NW | Washington, DC 20001

Phone: (202) 387-9000

Website: www.terrificin.com

Ward 5**Seabury Ward 5 Aging Services**

2900 Newton Street, NE | Washington, DC 20018

Phone: (202) 529-8701

Website: www.seaburyresources.org

Ward 6**Family Matters Aging Services**

1309 H Street, NE | Washington, DC 20019

Phone: (202) 547-7502

Website: www.familymattersdc.org

Ward 7**East River Family Strengthening Collaborative KEEN Seniors Program**

3732 Minnesota Avenue, NE | Washington, DC 20019

Phone: (202) 534-4880

Website: www.erfsc.org

Ward 8**Family Matters of Greater Washington**

4301 9th Street, SE | Washington, DC 20032

(202) 562-6860

Website: www.familymattersdc.org

Phone: (202) 562-6860

AARP/Legal Counsel for the Elderly

601 E Street, NW

Washington DC 20049

By Telephone:

(202) 434-2120

Toll-Free Nationwide - (888)-687-2277

Toll-Free TTY - (877) 434-7589

Toll-Free Spanish - (877)-627-3350

By Web:

Website: www.aarp.org

Email: member@aarp.org

Phone Numbers and Contacts For You . . .

DC Department of the Environment

1200 First Street, NE, 5th Floor
Washington, DC 20002

Energy Assistance:

Serving Wards 1, 2, 3, 4 and 5
1207 Taylor Street, NW, First Floor Washington, DC 20011

Serving Wards 6, 7 and 8
2100 MLK Jr. Avenue, SE, Suite 404 Washington, DC 20020

By Telephone:

Main Line - (202) 535-2600
Energy Assistance - 311
8:30 p.m. to 3:30 p.m., Monday - Friday

By Web:

Website: <http://ddoe.dc.gov>
Email: ddoe@dc.gov

DC Department of Transportation

2000 14th Street, NW, 6th Floor
Washington, DC 20009

By Telephone:

(202) 673-6813

By Fax:

(202) 671-0127

By Web:

Website: <http://ddot.dc.gov>
Email: ddot@dc.gov

To report fallen trees or request street/alley light repair, contact the Mayor's Citywide Center at 311 or complete a service request online at www.dc.gov.

DC Department of Parks and Recreation

3149 16th Street, NW
Washington, DC 20010

Senior Services Division - DC Golden Olympics
Columbia Heights Community Center
1480 Girard Street, NW, Suite 420
Washington, DC 20009

By Telephone:

(202) 673-7647
(202) 664-7153 - Senior Division

By Fax:

(202) 673-2087
(202) 671-2596 - Senior Division

By Web:

Website: <http://dpr.dc.gov>
Email: dpr@dc.gov



The Office of the People's Counsel is the public advocate for natural gas, electric, and telecommunications ratepayers in the District of Columbia. By law, the Office represents D.C. utility ratepayers' interests before the Public Service Commission, FERC, FCC, other utility regulatory bodies and the courts. The Office is mandated to conduct consumer education and outreach and may represent individual consumers with complaints related to their utility service and bills.



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1133 15th Street, NW, Suite 500 | Washington, DC 20005 | Phone: 202.727.3071

Fax: 202.727.1014 | TTY/TDD: 202.727.2876 www.opc-dc.gov | email: ccceo@opc-dc.gov