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## Consumer Advisory

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### District Residents Urged to Stay Alert as Severe Storms Move Through the Region

*DCPSC reminds residents to reduce electricity use during severe weather to help ease strain on the power system and support faster restoration if outages occur.*

(WASHINGTON, D.C.) – The National Weather Service has issued a severe weather warning as multiple rounds of storms are expected to move through the region this evening, potentially bringing scattered to widespread damaging winds and a few strong tornadoes from the Carolinas into the Mid-Atlantic states. The Public Service Commission of the District of Columbia (DCPSC) reminds residents that safety remains the top priority during severe weather events. District residents and visitors are encouraged to take precautions to protect themselves, their families, and their homes as hazardous conditions develop.

In the event of an outage, please contact the following utility companies for immediate assistance:

#### Pepco

- **PHONE:** To report power outages and downed wires, consumers should call 877-PEPCO-62 (877-737-2662).
- **ONLINE:** Go to [pepco.com/Outages](https://pepco.com/Outages) so you can report an outage quickly and get the latest news, access outage maps of your area, get estimates for when power will be restored, and enroll to receive outage alerts and updates.
- **TEXT:** Text “ADD OUTAGE” to 48710 to sign up for the service, then text “OUT” to 48710 to report an outage.
- **MOBILE DEVICES:** The Pepco mobile app allows you to get the latest news, report an outage, receive notifications for outage restoration progress, and use interactive outage maps to check the status of outages in your area. Visit [pepco.com/MobileApp](https://pepco.com/MobileApp) or your app store today.

## Verizon (Landline)

- **PHONE:** For assistance, consumers should call 1-800-VERIZON (1-800-837-4966).
- **ONLINE:** Sign in to your [Verizon account](#) to determine if you're affected by a Verizon outage. You'll see a Network Notification alert at the top of your screen if Verizon knows of a network outage in your area.

## Washington Gas

- **RECOGNIZE:** Natural gas smells like sulfur or rotten eggs. If you sense that, it may be a sign of a leak.
- **REACT:** Upon smelling natural gas, leave your building or location immediately.
- **RESPOND:** To report gas leaks or emergencies, call 911 and 844-WASHGAS (844-927-4427). Select option 1 for Emergency Leak Line.
- **ONLINE:** Go to <https://activitymaps.washingtongas.com/Maps> to see where outages are found.

Due to high demand, there may be delays in power, natural gas, and/or landline phone service restoration, so please be patient and stay informed.

During a storm, conserving energy helps reduce strain on the power grid and can make it easier for utilities to restore service if outages occur. It can also help households stay comfortable longer if power is disrupted. Here are practical ways to conserve energy during severe weather:

### Before the Storm

- **Charge essential devices** such as phones, laptops, and portable battery packs ahead of time so you won't need to draw power later.
- **Lower thermostat demand** slightly so the HVAC system runs less during the storm.
- **Do laundry, dishwashing, and other high-energy tasks early** so they are completed before peak storm conditions.

### During the Storm

- **Turn off unnecessary lights and electronics.** Use only the lighting and devices you need.
- **Unplug nonessential appliances and electronics** to both save energy and protect them from potential power surges.
- **Limit use of large appliances** such as washers, dryers, dishwashers, and electric ovens.
- **Keep refrigerator and freezer doors closed** to maintain temperature and reduce the need for the appliance to cycle more often.
- **Adjust your thermostat by a few degrees** to reduce energy demand.

## If Power Goes Out

- **Use flashlights instead of candles** for safety.
- **Use battery-powered devices sparingly** to preserve battery life.
- **Unplug sensitive electronics** to protect them from power surges when electricity is restored.
- **If using a generator, operate it safely outdoors and only power essential appliances.**

## Remember

- **Be informed:** Stay updated with real-time weather advisories and official announcements from local authorities via trusted news channels or official social media accounts.
- **Check on vulnerable neighbors:** Residents are encouraged to check on elderly or vulnerable neighbors and ensure they have access to warm shelter and resources.
- **Sign up for AlertDC:** Residents are encouraged to sign up for AlertDC, the city's emergency notification system, to receive real-time alerts about weather updates, power outages, and other critical information. Sign up at [www.alertdc.dc.gov](http://www.alertdc.dc.gov).

District residents can find additional tips and resources through the Commission's [Winter Ready DC campaign](#).

The DCPSC's Office of Consumer Services assists District residents with any problems, issues, or concerns they may have with a utility company or competitive provider. The fastest way to receive assistance is by [filing a complaint](#) or by calling (202) 626-5120.

Stay safe and take the necessary steps to protect yourself and your loved ones during this extreme weather.

*The Public Service Commission of the District of Columbia is an independent agency established by Congress in 1913 to regulate electric, natural gas, and telecommunications companies in the District of Columbia.*

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