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Consumer Advisory

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DCPSC resumes walk-ins for District consumers

Office of Consumer Services to receive in-person complaints after being closed for three years due to the COVID-19 pandemic

(WASHINGTON, D.C.) – The Public Service Commission of the District of Columbia (Commission) will resume accepting walk-ins for consumer complaints through its Office of Consumer Services (OCS). District consumers can request assistance with resolving issues with their utility company or competitive supplier. Walk-ins should come to the 8th floor, at 1325 G Street, NW, Washington D.C. 20005 on Tuesdays, Wednesdays, and Thursdays between 10:00 a.m. and 4:00 p.m.

The walk-in schedule is phase one of a more permanent plan to officially re-open the Commission to consumers daily. During this transition, OCS staff will accommodate in-person complaints after being closed to the public for almost three years, due to the COVID-19 pandemic.

Consumers can continue to submit a complaint, by calling, 202-626-5120 or by submitting a complaint through our [website](#).

For any additional questions and concerns, contact OCS at 202-626-5120.