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Press Release

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DCPSC maintains measures to help District consumers impacted by the COVID-19 pandemic

WASHINGTON, D.C. – In 2020 and 2021, the Public Service Commission of the District of Columbia (“Commission”) adopted safeguard measures to help provide relief to District consumers during the COVID-19 pandemic public health emergency. Now that the public health emergency has been lifted, several of these safeguards are approaching their termination date. After soliciting input from stakeholders, the Commission has decided to maintain certain measures to mitigate the continuing economic impact that COVID-19 has had on the ability of District ratepayers to pay their energy bills. Today, the Commission adopted an order that among other things:

- Maintains the Utility Discount Programs Income Threshold at 80% Area Median Income
- Requires utilities to continue to offer Deferred Payment Agreements of at least twelve (12) months
- Extends Washington Gas Light Company’s (WGL) Arrearage Management Program (AMP) for two (2) years
- Permits WGL to automatically enroll customers into AMP, while giving customers an opportunity to opt-out

The Commission continues to help District consumers with complaints and questions about their utility bills. District consumers in need of assistance should contact the Commission’s Office of Consumer Services at 202-626-5120. District consumers can also visit the [Here2HelpDC website](#) for assistance programs.

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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