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Press Release

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Contact: Kellie Didigu, kdidigu@psc.dc.gov, 202-626-5124

DCPSC prohibits Washington Gas disconnections until customer call center fix

(Washington, D.C.) The Public Service Commission of the District of Columbia (Commission) directed Washington Gas Light Company (WGL) to submit a corrective action plan to address long customer call center wait times ([Formal Case No. 977](#), [Formal Case 1142](#)). WGL must submit the corrective action plan within ten days of the date of the Order to immediately bring the company into compliance with the Commission's [Natural Gas Quality of Service Standards](#) (NGQSS). Additionally, WGL cannot disconnect customers for non-payment and the moratorium on customer disconnections by WGL will continue until the Commission has determined that WGL is in full compliance with the NGQSS. WGL must also provide updates on its call center operations to the Commission and the Office of the People's Counsel.

WGL consumers who are experiencing long wait times should request assistance from the Commission's Office of Consumer Services at 202-626-5100 or through our [website](#).

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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