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Consumer Advisory

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District Consumers Should Be Aware of Utility Scammers

(WASHINGTON, D.C.) – The Public Service Commission of the District of Columbia has received complaints from Pepco customers about receiving calls from individuals falsely claiming their electric service will be disconnected unless payment is made. Scammers are utilizing a tactic called “spoofing,” when a number different from the caller is displayed on the caller ID to make the consumer believe a utility or other entity, is calling. Scammers are often requesting that a consumer buy a prepaid credit card or other means of cash payment to prevent disconnection of service.

The Commission is strongly advising District utility consumers against either making payments of any type over the phone to prevent a utility disconnection or providing any type of account or personal information to a caller. A utility representative will never call you to ask you for cash or request that you purchase a prepaid credit card to make a payment on your bill. If you have concerns about the legitimacy of such a call or the status of your account, please hang up immediately and contact your utility:

- Pepco Customer Service: 202-833-7500
- Verizon Customer Service: 1-800-837-4966 (residential) or 1-800-275-2355 (business)
- Washington Gas Customer Service: 703-750-1000

If you believe you have been the target of a scam, please contact the Commission’s Office of Consumer Services at 202-626-5120 to file a complaint.

For more information about utility scams, visit the Commission’s website at www.dcpsc.org

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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