



Consumer Advisory

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Severe Storms Batter D.C. Region Overnight with Additional Strong Storms Expected Friday Afternoon

The Public Service Commission of the District of Columbia Urges Residents to Prioritize Safety as Hazardous Weather Continues

WASHINGTON, D.C. — With another round of severe weather forecast for Friday afternoon, the Public Service Commission of the District of Columbia (Commission) is reminding District residents and visitors that safety must remain the top priority as hazardous conditions redevelop. According to the National Weather Service, showers and thunderstorms are likely again on September 4, mainly after 4 p.m., with the greatest activity expected before 10 p.m.

"As of 9 a.m., [Pepco reports](#) that over 15,000 customers in the District of Columbia and over 25,000 customers in Prince George's County, Maryland, are without power. Severe weather can develop quickly and create dangerous conditions for our community," stated Commission Interim Chairman Ted Trabue. "We urge all District residents and visitors to take precautions to protect themselves, their families, and their homes as this next round of storms approaches," he added.

Safety Reminders for Residents

The Commission encourages the public to:

- Stay indoors and away from windows during active thunderstorms.
- Avoid downed power lines and report them immediately.
- Charge mobile devices and prepare emergency supplies in advance.
- Lower thermostat demand slightly so HVAC systems run less during the storm.
- Secure outdoor furniture and loose objects that could become projectiles in high winds.

In the Event of a Power Outage

Residents experiencing a power outage should contact their utility company directly for immediate assistance and restoration updates.

Pepco

- **PHONE:** To report power outages and downed wires, consumers should call 877-PEPCO-62 (877-737-2662).
- **ONLINE:** Visit pepco.com/outages to quick view and report outages, get the latest news, get estimates for when power will be restored, and to 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 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 the Emergency Leak Line.
- **ONLINE:** Visit <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 the Storm

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

- 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 alertdc.dc.gov.

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

The Commission'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 an online 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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