



Public Service Commission of the District of Columbia
1325 G Street N.W., Suite 800
Washington, D.C. 20005
202-626-5120
www.dcpsc.org

Consumer Advisory

For Immediate Release: May 16, 2016

Contact: Kellie Armstead Didigu, Media Relations Specialist
Email: kdidigu@psc.dc.gov
Office: 202-626-5124

Washington Gas Notifies Public Service Commission of Consumer Complaints about Online Billing and Payment Portal

On December 17, 2015, Washington Gas (WG) implemented changes to its eService portal with the intent of improving online account navigation, access, and account security. Since implementation, the Commission has received complaints of billing problems and an inability to access accounts. WG estimates that 3% of its customers are affected. The Commission has been monitoring WG's progress in addressing the problem and is working with both customers and WG on reasonable payment arrangements, where necessary.

If you have experienced a problem with the eService portal and need help making a payment arrangement or with other issues, please contact the Commission's Office of Consumer Services at (202) 626-5120.

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.

###