



Public Service Commission of the District of Columbia
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Press Release

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DCPSC Expands Consumer Protections for DC Utility Customers

(Washington, D.C.) Today, the Public Service Commission of the District of Columbia (Commission) has issued the revised and expanded Consumer Bill of Rights (CBOR) in the D.C. Register, providing enhanced protection for the District's utility consumers ([RM3-2014-01/ Formal Case No. 712, Order No. 19759](#)). Established in 1979, the CBOR establishes the rights and responsibilities of consumers and service providers in the natural gas, electric, and local telephone services, as well as enforcement authority to ensure District residents are adequately protected.

The Commission was prompted to initiate this rule review after investigating the business and solicitation practices of retail energy suppliers in the District due to allegations of slamming, misrepresentation and rate confusion from consumers.

The Commission hosted a technical conference and workshop for stakeholders to discuss the Commission's consumer complaint process, requirements for licensed suppliers, and the proposed rule changes. The Commission also proposed review of various requirements for energy suppliers including: customer information, privacy protection policy, grounds for disconnection of services, field service identification and payment procedures, publication of consumer pamphlets, formal hearing procedures, decisions and appeals, and customer protection standards.

After the workshop, the stakeholders filed a report providing consensus provisions on the proposed rules. The Commission reviewed that report and incorporated many of the modifications suggested into the new rules issued today.

For more information, visit the www.dcpssc.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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