



Public Service Commission of the District of Columbia
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Consumer Advisory

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Pepco Notifies Public Service Commission of Billing Error

Pepco filed a billing error notification with the Public Service Commission of the District of Columbia on [August 28, 2015](#).

Pepco has indicated that the billing error was discovered on August 27, 2015. The error involves assessing and collecting deposits for new residential customers (Rate Schedule R). According to Pepco, approximately 12,000 residential customers are affected. These customers were incorrectly assessed a deposit upon moving into a new residence when they should not have been. According to Pepco, approximately \$1 million was assessed in deposits.

Pepco is correcting this error by notifying the affected customers by letter, cancelling the assessed deposits, and processing a full refund as a credit to the affected customer's bill. Any interest that has accrued due to the error will also be credited. If a customer prefers a refund by check, Pepco will honor the request through its Call Center, which can be reached at 202-872-2000.

Affected customers do not need to take any additional action at this time but should contact Pepco at the number above if they have any questions regarding this matter.

For more information about Pepco's billing error notification, 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.

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