



CONSUMER ADVISORY

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DCPSC Announces New Consumer Relationship Management System for Handling Complaints

Washington, DC – The Public Service Commission of the District of Columbia (DCPSC) has developed and implemented a new consumer relationship management system to help the DCPSC Office of Consumer Services (OCS) better process consumer utility complaints and inquiries. The new system includes a complaint management hub as well as a consumer complaint portal, both built to improve efficiency and accessibility for consumers and DCPSC staff alike.

The complaint management hub is an internal tool used exclusively by OCS staff to effectively manage and resolve consumer complaints. The hub streamlines the complaint handling process, ensuring that each complaint is addressed promptly and thoroughly. On the consumer-facing side, the complaint portal allows residents to file complaints and inquiries with ease. Those submitting complaints can also translate the form into any of the seven languages covered by the District's Language Access Program which helps promote inclusivity and accessibility. Residents can also track the status of their submissions within the portal to stay informed about the progress and resolution.

The DCPSC values consumer feedback and encourages consumers to use the new complaint portal online at <https://dcpsc.org/help>.

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.