



Public Service Commission of the District of Columbia
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Consumer Advisory

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Pepco Notifies Public Service Commission of Two Billing Errors

Pepco filed two billing error notifications (BEN) with the Public Service Commission of the District of Columbia on [July 23, 2015](#) and [July 24, 2015](#).

Pepco has indicated that the first billing error was discovered on July 22, 2015. The error involves assessing and collecting deposits from some small, commercial customers (Rate Schedules GS-ND and T) that exceed the maximum amount established by Commission rule. According to Pepco, approximately 6,000 small commercial customers are affected in the District of Columbia. A total of approximately \$2.5 million in paid deposits was over collected due to this billing error.

Pepco is correcting this error by notifying the affected customers via letter, and will process a full refund as a credit to the affected customer's bill. Any interest that has accrued due to the error will also be refunded as a credit. Pepco expects to have this error corrected within the next 60 days. In the interim, customers should pay in full any bills received from Pepco. Customers who have questions regarding this matter may contact Pepco at 202-872-2000.

The second billing error was discovered on July 23, 2015. The error involves the Procurement Cost Adjustment (PCA) rate for the July 2015 billing month. The PCA was entered incorrectly into the billing system. Pepco used the incorrect rate of \$0.003556 per kWh to calculate July 2015 bills. The correct rate should have been \$0.0003556 per kWh. Pepco reports that the error affects approximately 218,000 District of Columbia residential Standard Offer Service (SOS) customers. A total of approximately \$603,705.23 was over collected due to this billing error. For an SOS customer with a typical monthly usage of 750 kilowatt-hours, the impact of this error is approximately \$2.40.

Pepco will correct this error by making an adjustment to the PCA rate for the September, 2015 billing month and crediting the corresponding overcharge back to consumers. Consumers should see a credit on their September 2015 bill. In the interim, consumers should pay in full any bills received from Pepco. Consumers who have questions regarding this matter may contact Pepco at 202-872-2000.

For more information about Pepco's BEN, 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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