



**Your Energy. Your Voice.**

**Willie L. Phillips**  
**Chairman**

April 21, 2020

**VIA ELECTRONIC DELIVERY**

District of Columbia Competitive Energy Suppliers

Re: Telemarketing Practices

Dear Energy Supplier:

The District of Columbia Public Service Commission (DC PSC) is committed to caring for the health and well-being of our District residents and consumers. Accordingly, DC PSC has requested that all energy suppliers and their third-party marketing companies immediately discontinue all Door-to-Door solicitation and marketing efforts during the COVID-19 public health emergency and for 15 days thereafter.

However, we have received several reports of telemarketing practices that appear to be inappropriate and deceptive. These allegations are alarming to hear, especially during this difficult time when residents are required to stay at home. I am calling upon any supplier who has engaged in these practices to cease and desist immediately. Specifically, the activities at issue include:

- Multiple telemarketing calls to a resident in a day/week;
- Robocalling devices used;
- Agents representing themselves as being associated with the local utility; and
- Agents making exaggerated claims as to the savings to be realized from switching.

As a reminder, a single, periodic call with a call back message should be sufficient to gauge a consumer's interest in an offer. The activities described above are unacceptable and may lead to further regulatory action.

The Commission continues to support utility choice in the District, and I understand that many energy suppliers continue to satisfactorily serve customers. And so, I anticipate and appreciate your cooperation. If you have any questions or concerns regarding this matter, please reach out to my office, or contact the Director of the DC PSC's Office of Consumer Services, Maurice Smith, at 202-316-3714.

Sincerely,

A handwritten signature in black ink that reads "Willie L. Phillips". The signature is written in a cursive style.

Willie L. Phillips