



## Consumer Advisory

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### DCPSC Advises District Residents to Prepare for Major Winter Snow This Weekend

(WASHINGTON, D.C.) – The National Weather Service has issued a severe weather warning as significant snow and ice are expected to impact the region from late Saturday, January 24, through Sunday, January 25, followed by extremely cold temperatures and sub-zero wind chills into the middle of next week. The safety and well-being of District residents remain the top priority for the Public Service Commission of the District of Columbia (Commission). Local residents and visitors are urged to take precautions to protect themselves, their families, and their homes from the potentially hazardous cold.

In the event of an outage, please contact the following utility companies for immediate assistance:

#### Pepco

- **PHONE:** To report power outages and downed wires, consumers should call 877-PEPCO-62 (877-737-2662).
- **ONLINE:** Go to [pepco.com/Outages](https://pepco.com/Outages) so you can report an outage quickly and get the latest news, access outage maps of your area, get estimates for when power will be restored, and enroll to receive outage alerts and updates.
- **TEXT:** Text "ADD OUTAGE" to 48710 to sign up for the service, then text "OUT" to 48710 to report an outage.
- **MOBILE DEVICES:** The Pepco mobile app allows you to get the latest news, report an outage, receive notifications for outage restoration progress, and use interactive outage maps to check the status of outages in your area. Visit [pepco.com/MobileApp](https://pepco.com/MobileApp) or your app store today.

#### Verizon (Landline)

- **PHONE:** For assistance, consumers should call 1-800-VERIZON (1-800-837-4966).
- **ONLINE:** Sign in to your [Verizon account](#) to determine if you're affected by a Verizon outage. You'll see a Network Notification alert at the top of your screen if Verizon knows of a network outage in your area.

#### Washington Gas

- **RECOGNIZE:** Natural gas smells like sulfur or rotten eggs. If you sense that, it may be a sign of a leak.
- **REACT:** Upon smelling natural gas, leave your building or location immediately.
- **RESPOND:** To report gas leaks or emergencies, call 911 and 844-WASHGAS (844-927-4427). Select option 1 for Emergency Leak Line.
- **ONLINE:** Go to <https://activitymaps.washingtongas.com/Maps> to see where outages are found.

Due to high demand, there may be delays in power, natural gas, and/or landline phone service restoration, so please be patient and stay informed.

The following tips are recommended for District residents:

- **Conserve energy:** Set thermostats between 68°F to 70°F and use blinds or curtains to help retain heat. Seal drafts around windows and doors to keep warmth in. If using space heaters, ensure they are placed at least three feet away from anything flammable and never leave them unattended.
- **Prepare an emergency kit:** Keep flashlights, extra batteries, blankets, and a battery-powered radio on hand. Unplug sensitive electronics to protect them from power surges when electricity is restored.
- **Be informed:** Stay updated with real-time weather advisories and official announcements from local authorities via trusted news channels or official social media accounts.
- **Check on vulnerable neighbors:** With the extreme cold, residents are encouraged to check on elderly or vulnerable neighbors and ensure they have access to warm shelter and resources.
- **Find hypothermia and overnight warming sites:** The District has designated hypothermia sites for residents who may need shelter from the extreme cold. A full list of sites can be found at [COLD.DC.GOV](https://cold.dc.gov), or by calling 311.
- **Sign up for AlertDC:** Residents are encouraged to sign up for AlertDC, the city's emergency notification system, to receive real-time alerts about weather updates, power outages, and other critical information. Sign up at [www.alertdc.dc.gov](https://www.alertdc.dc.gov).

District residents can find additional tips and resources through the Commission's [Winter Ready DC campaign](#).

The Commission's Office of Consumer Services assists District residents with any problems, issues, or concerns they may have with a utility company or competitive provider. The fastest way to receive assistance is by [filing a complaint](#) or by calling (202) 626-5120.

Stay safe and take the necessary steps to protect yourself and your loved ones during this extreme weather.

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