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## **Consumer Advisory**

**For Immediate Release: January 9, 2024**

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### **DCPSC Urges District Residents to Stay Informed: Know How to Reach Your Utility in Winter Storm Outages**

**(WASHINGTON, D.C.)** – Today, the National Weather Service has issued a severe weather warning, forecasting heavy rains, winds, and potential disruptions throughout the day. The safety and well-being of District residents remain the top priority for the Public Service Commission of the District of Columbia (Commission).

As a precautionary measure, the Commission urges residents to prepare for service outages. 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 “OUT” to 48710 to report an outage. You must first text “ADD OUTAGE” to 48710 to sign up for the service.
- **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)**

- Sign into 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**

- If you suspect a natural gas leak or other emergency:

- 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: Call 911 and then the Washington Gas Emergency Leak Line at 844-WASHGAS (927-4427), selecting option 1. Emergency responders and Washington Gas will take action 24/7 to make sure you and the community stay safe.

## ADDITIONAL RESOURCES

- [AlertDC](#) is the official communications system for the District that allows you to pick the type of emergency alerts, notifications, and updates you receive directly from D.C. public safety officials. [View current alerts.](#)
- [ReadyDC](#) ensures the District is prepared to meet a variety of hazards, including manmade and natural disasters.
- Stay updated with real-time weather advisories and official announcements from local authorities via trusted news channels or official social media accounts.

District consumers with questions should contact the Commission's Office of Consumer Services at 202-626-5120. For additional tips on how to prepare for winter storms, visit our [WinterReadyDC](#) webpage.

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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