CONSUMER ADVISORY

For Immediate Release: June 20, 2024
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Extreme Heat Advisory for District Residents

The Public Service Commission of the District of Columbia wants to remind District residents to stay safe and informed as extreme heat continues to affect the District. Please review the following important information and resources available to help during this period.

Prohibition of Disconnections:
- Per DC Code, §34-1506.01, utility disconnections for non-payment during extreme weather are prohibited. Residents will continue to have access to utility services, including electricity and gas, during this time.
- Please reference the DCPSC Consumer Bill of Rights for additional information.

Cooling Centers and Public Pools:
- Cooling centers are open throughout the city to provide a safe and cool environment for those in need.
- Public pools are available for residents to cool off. Please check the DC Department of Parks and Recreation website for locations and hours of operation.

Summer Ready DC Energy Efficiency Giveaway:
- Sign up to receive a free item to boost your home's energy efficiency at six DC Library locations this July.
- Learn the simple and inexpensive actions you can take to help save energy and reduce utility bills during the summer months.

Utility Contact Information for Bill Payment Plans:
- Pepco: 202-833-7500
- DC Water: 202-354-3600
- Washington Gas: 844-WASHGAS (927-4427)

DCPSC Office of Consumer Services:
- The DCPSC Office of Consumer Services provides resources and assistance for residents facing financial hardship. Call 202-626-5120 or get help online.

DC Alert Information:
- Learn more about the District's Heat Emergency Plan.
- Sign up for AlertDC to receive real-time alerts and updates on extreme weather, cooling center locations, and other important information.

Remember to take the necessary precautions to protect yourself and your family during extreme heat.