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Press Release

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DCPSC increases income limits to expand assistance programs to more DC ratepayers impacted by the COVID-19 pandemic

Customers may reapply for utility assistance under new income guidelines

(WASHINGTON, D.C.) – The Public Service Commission of the District of Columbia (Commission) has approved an increase in the income eligibility threshold for ratepayer participation in current electric and gas utility discount programs (UDPs) ([Formal Case No. 1164, Order No. 20749](#)). The Commission directed Pepco and Washington Gas Light Company (WGL) to increase the income threshold from 75% of the state median income level to 80% area median income to increase participation in utility discount programs. The new eligibility requirements are for Pepco’s Residential Aid Discount (RAD) program and WGL’s Residential Essential Service (RES) program. The Commission also directed the Department of Energy and Environment to inform customers who were denied under the previous income threshold that they may reapply for assistance and to develop an awareness program to inform customers, who have never applied for UDPs, of the new eligibility requirements. The Commission also plans to issue a public notice and convene a technical conference within 20 days from the date of the Order to discuss WGL’s Arrearage Management Program (AMP) proposal.

Commission Chairman, Willie L. Phillips stated, “The Commission is concerned about the financial hardships of utility consumers who are unable to pay their utility bills after the moratorium on utility shut offs are lifted. By increasing the UDP income guidelines, more customers will benefit from utility assistance programs. Residential customers who may have temporarily or permanently lost jobs and did not qualify under current UDP income eligibility thresholds will now be able to take advantage of assistance programs from Pepco and Washington Gas.”

Customers facing a shutoff should first contact their utility to ask about deferred payment plans, budget billing or other programs to avoid service termination. District consumers may also contact the Commission’s Office of Consumer Services at 202-626-5120 or visit the [#Here2HelpDC website](#) to learn about utility assistance programs.

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