How to Choose a Retail Energy Supplier

Choosing a retail energy supplier can be confusing and time consuming. However, if you take the time to research and ask the right questions, you can better understand and navigate the process, and make a choice that best fits your needs (e.g., lowering your rates and bills and/or supporting green energy). The following is a list of steps and tools to help you make an informed decision about choosing a retail energy supplier.

**Step 1:** Review your current Pepco and WGL bills to determine how much you pay for energy supply and your monthly usage.

**Step 2:** Check the Commission’s website at dpsc.org or contact the Office of Consumer Services on 202-626-5120 to obtain a list of approved suppliers to verify that the supplier is licensed and certified by the Commission.

List of Electric Retail Suppliers: https://dcpsc.org/PSCDC/media/PDFFiles/Electric/EGTS_Approved.pdf

List of Natural Gas Retail Suppliers: https://dcpsc.org/PSCDC/media/PDFFiles/NaturalGas/NaturalGasSuppliers_ApprovedContacts.pdf

**Step 3:** Check price offerings and contact information for each licensed supplier serving the District from the Commission’s website and check the website of any supplier you are considering.


Natural Gas Retail Price Offerings: http://www.dcpsc.org/PSCDC/media/PDFFiles/NaturalGas/Compare_NGSuppliers_Offers.pdf

**Step 4:** Use the Commission’s bill calculator to compare price offerings between your current supplier and other retail suppliers to determine potential savings.


People Selecting & Choosing!
Questions for Electric & Natural Gas Retail Suppliers

- Do I have to sign a contract? If yes, what are the terms and conditions of your contract?
- Does the price vary month to month?
- If the price is fixed, for how long?
- Is there a minimum charge?
- What kind of billing and payment options are available?
- Is there a penalty for switching suppliers before the end of the contract? If yes, how much is the fee?
- How will I be billed? Separately by the supplier, by Pepco, or by WGL?

Questions for Electric Retail Suppliers - https://dcpsc.org/ElectricFAQ

- What is your generation and transmission rate?

Questions for Natural Gas Retail Suppliers - https://dcpsc.org/NaturalGasFAQ

- What is your generation and transmission rate?
- Are renewable resources used and to what extent?

Step 5: Ask the right questions to learn about each supplier’s terms and conditions. The Commission has compiled a list of “Frequently Asked Questions” consumers should ask when choosing a retail energy supplier.

Questions for Electric & Natural Gas Retail Suppliers

- Does this price include a “balancing charge?” If yes, how much is the balancing charge?

About your supplier


Washington Gas is regulated by the Public Service Commission of the District of Columbia, Washington Gas will furnish rate schedule and bill calculation data upon request.

Please send all inquiries to: 1325 Pennsylvania Ave, NW, Washington, DC 20004;

Questions? Any inquiries about this bill should be made prior to the due date. Refer to the office listed above for further information.

Need to change your information? If you are a new customer, please visit our web site at: washingtongas.com or call 1-844-4ASK-WGL (1-844-427-5945). For all other inquiries, please contact WGL Energy Services:

WGL Energy Services:

- Natural Gas supply service
- WGL Energy Services subtotal
- Actual Monthly Distribution and
- slab

Other Contacts

- Bill Inquiries: 703-750-1000
- 711 or TTY/TDD voice relay

Useful Information

QCC: A unit of measurement for the amount of gas used. One CCF is roughly the amount of gas used by a family with a gas stove, water heater, and clothes dryer.

Natural Gas supply service

1 CCF of gas is $0.4368 this month, which includes a balancing charge.

Natural Gas energy charges

Natural
gas
energy
charges

Natural Gas supply service

WGL Energy Services subtotal

Actual Monthly Distribution and

Ways to pay

Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges: Get more information, or sign up today at washingtongas.com.

Q Online

Pay your bill online anytime, any day, at washingtongas.com. Follow the instructions to receive bill notifications and ask for services.

Phone

Pay your gas bill over the phone any time before 4 p.m. weekdays. Call 703-750-7844.

Need to change your information? If you are a new customer, please visit our web site at: washingtongas.com or call 1-844-4ASK-WGL (1-844-427-5945).

Budget Plan

Spread Rather water heating bills over the entire year to avoid late payment charges. Washington Gas protects customer account information. It is shared only with the person whose name appears on the account.

Payment locations

1100 H Street, NE, Washington DC 20002
1800 N Market St, Frederick, MD
1101 Constitution Avenue, NW, Washington DC 20004
4300 Forestville Rd, Forestville MD

Multiple Global Express locations listed at washingtongas.com/pages/UnderstandingYourBill

October 1, 2019