

UTILITY BILL DISCOUNTS

UTILITY DISCOUNT PROGRAMS (UDP)

The District of Columbia offers programs to help residents pay their **gas, water, electric, and telephone** utility bills.



Program Descriptions:

Residential Essential Service (RES)

Eligible Washington Gas customers in the District may qualify for a discount on a portion of the natural gas they use during the winter heating season from November to April.

To participate in RES, District residents must use natural gas as the principal source for home heating.

RES eligible customers will receive an approximate 25% discount on the total bill.

Residential Aid Discount (RAD)

Eligible Pepco customers in the District may qualify for the Residential Aid Credit (RAC) for the full customer and energy charges for energy distribution, in addition to the following surcharges: the Residential Aid Discount Surcharge, the Sustainable Energy Trust Fund, and the Energy Assistance Trust Fund Surcharge.

Potential savings of \$300-475 annually.

Customer Assistance Program (CAP)

Eligible residential DC Water customers in the District may qualify for a discount of up to 400 cubic feet (4ccf or approx. 3,000 gallons) of water and sewer services used each month.

Eligible households will receive an additional credit of fifty percent (50%) off of the monthly Clean Rivers Impervious Surface Area Charge (CRIAC) bill.

Potential discount could be over \$480.00 annually.

Lifeline Services

Economy II Service, also known as "Voice Lifeline" is an assistance program offered by Verizon. It offers discounted at home local telephone service to qualified DC customers. Voice Lifeline Service is available for \$3.00 per month to customers under 65 years of age, and \$1.00 for seniors 65 years of age and older.

For eligibility and other questions and/or to obtain an application, please call the DC Lifeline Administrator at 1-800-837-4966.

Please see back for enrollment process, income eligibility, and documentation requirements.



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Enrollment Process and Income Eligibility Requirements

New CAP, RAD, RES Applicants:

1. Apply online at : doee.dc.gov/udp
2. Call 311 to make an appointment.
3. Visit one of the following locations:
 - Wards 1-6: 1207 Taylor Street NW
 - Wards 6-8: 2100 Martin Luther King Jr Ave SEMonday-Friday 9AM-4PM

Existing UDP Participants:

1. DOEE will mail application packets to current CAP, RAD, and RES participants. Participants will have 30 days to respond. Late or incomplete applications may result in an interruption in discounted service.
2. To check on the status of your CAP, RAD, and/or RES application, call 311.

New Lifeline Participants:

Lifeline income eligibility requirements are different from those stated above. You must receive Medicaid; Supplemental Nutrition Assistance Program ("SNAP"); Supplemental Security Income ("SSI"); Federal Public Housing Assistance; Veterans of Survivors Pension Benefit; or have income less than 135% of the federal poverty level.

For more information and to apply, call 1-800-837-4966.



Income Eligibility Requirements FY 2021 (Oct. 1, 2020 - Sept. 30, 2021)

# of People in Household	Maximum Annual Income
1	\$37,575
2	\$49,137
3	\$60,698
4	\$72,260
5	\$83,822
6	\$95,383

Required Documents

Your most recent utility bills

A government-issued photo ID

Proof of income for everyone in your home who receives income

Social Security cards for everyone in your home

For more information about the UDP, call **311** or visit doee.dc.gov

Video Relay Services (VRS) users must call 202-727-1000