



FREQUENTLY ASKED QUESTIONS ABOUT e-ASSESSMENTS

1. *Is the Order number the EA/GA case number?*

Answer: No, only your case number will begin with EA, GA or TA. The Order number is five digits and can be found on the Order that approved your company to do business in the District of Columbia.

2. *Where can I locate my license renewal date?*

Answer: On the Commission website, please click on "[Become a Supplier](#)" under the Retail Choice heading. Here you will find the rules and the answers to frequently asked questions about electric and natural gas renewal applications. If you need additional guidance please email eAssessmentsAssist@psc.dc.gov

3. *When are the 2020 Assessments due?*

Answer: Assessments are due back to the Commission on or before April 1, 2020.

4. *My password is not working, how can I correct the issue?*

Answer: On the eDocket login page, click on "Forgot Password." You will receive an email from eDocket after confirming your username, with instructions to reset your password. Please be sure to check your spam folder for the email.

5. *How do I change the contact person?*

Answer: To change/update your company's contact information, please submit a filing through eDocket with the updated information. If you have additional questions, you can send an email to: PSC-CommissionSecretary@dc.gov or call 202-626-5150.

6. *Why do I need different logins for each company?*

Answer: Each of your logins are associated with a different company that you have been listed as the contact for. Each user's login can only be associated with one company at this time. Therefore, if you are the contact person for five companies, you will need to have five separate login credentials.

7. *Why was my old eDocket account deleted/deactivated?*

Answer: In preparation for the 2020 Assessment cycle, it was found that several users had duplicate accounts under the same company. In these instances, one account was deactivated, and one was maintained. Unfortunately, this may have caused a change in the username and password that you are accustomed to using to login in eDocket. If you need additional guidance please email eAssessmentsAssist@psc.dc.gov