District of Columbia
Public Service Commission

Understanding Your Residential Utility Bills, Choices, & Rights

PSC...People Serving the Community!
The mission of the DC Public Service Commission is to serve the public interest by ensuring that financially healthy electric, natural gas and local telecommunications companies provide safe, reliable and quality services at reasonable rates for DC residential, business and government consumers.
The DC Public Service Commission was established by Congress in 1913 with authority to function as a quasi-judicial agency which regulates:

- **Electric**
- **Natural Gas**
- **Local Telephone Services**

The PSC tracks and analyzes energy and local telephone prices & activities, monitors compliance, conducts investigations, and enforces the Commission’s rules and procedures.
The PSC is comprised of a Chairman, two Commissioners, and 73 staff positions*. Currently, there is a vacant commissioner position.

Betty Ann Kane
Chairman

Joanne Doddy Fort
Commissioner
Formal Case Hearings

The Chair & Commissioners preside over formal case hearings. There are several types of formal case hearings:

(1) **Formal Evidentiary Hearings:** Fact finding proceedings in which the parties’ attorneys cross examine witnesses on pre-filed testimony. Commissioners may also ask questions (Example: Formal Rate Case Hearings)

(2) **Public Interest Hearings:** Legislative-style hearings where the Commissioners ask the attorneys questions (Example: Formal Case Settlements)

(3) **Sunshine Hearings:** Held by the PSC after a rate case or major proceeding to announce the results of its decision

(4) **Community Hearings:** Citizens have an opportunity to provide their thoughts and concerns; Usually held in different wards of the city

All PSC decisions are rendered through written orders.
The PSC has several key offices to accomplish its mission.
What We Do

The PSC serves residential, business, & government consumers through Public Safety, Utility Regulation, and Consumer Education.

- Residential & Business Complaints & Mediation
- Pay Telephone Complaints & Inspections
- Utility Discount Programs
- Natural Gas Pipeline Safety Program
- Refereed Meter Tests
- Telecommunications Relay Services
- One-Call Natural Gas Grant Program
- Electric, Natural Gas & Telecommunications Customer Choice Programs
Community Outreach

The PSC has an extensive outreach program to educate District consumers about the PSC, their choices, and energy efficiency measures to keep their bills affordable.
Understanding Your Residential Utility Bills, Choices, & Rights
Which Rates Do the PSC Regulate:

- The PSC sets the rates for the distribution portion of Washington Gas’ bills through rate cases.
- The PSC audits Washington Gas’ commodity gas costs called the Purchased Gas Costs (“PGC”) on customers’ bills.
- The PSC sets the rates for the distribution portion of Pepco’s bills through rate cases.
- The PSC oversees Pepco’s competitive bidding procurement for generation rates serving Standard Offer Service “SOS” customers who do not choose an alternative supplier.
- The PSC sets the rates for Verizon’s Basic Residential Services: Unlimited Flat Rate Service, Message Rate “B” Service, Economy I Service, Economy II Service/Lifeline, Flat Rate Message Rate Service, & Basic Business Service through Price Cap Plans.
Residential consumers should be aware that they can choose between:

• Washington Gas & three alternative natural gas suppliers,
• Pepco & eight alternative electric generation & transmission suppliers and,
• Verizon & 17 Competitive Local Exchange Carriers (CLECs).

Consumers have the opportunity to learn and compare their options to determine which suppliers works best for them.

The CHOICE is Yours!
Your *Natural Gas* bill is composed of the following:

### Distribution Service
- **Distribution**: Cost to deliver natural gas to homes and businesses (Rates set by the PSC)

### Natural Gas Supply Service
- **Cost of the Commodity Natural Gas**: Market-Based; Audited by the PSC & consumers can choose supplier

### Taxes
- **Taxes & Surcharges**: (Set By DC Council)

### Usage
- **Calculates the amount of natural gas the consumer used in the current billing period**
There are three alternative suppliers and Washington Gas.

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
<th>Accepting Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washington Gas</td>
<td>703-750-1000</td>
<td>Yes</td>
</tr>
<tr>
<td>Gateway Energy Services</td>
<td>1-877-893-6374</td>
<td>Yes</td>
</tr>
<tr>
<td>NOVEC Energy Solutions</td>
<td>1-888-627-7283</td>
<td>Yes</td>
</tr>
<tr>
<td>Washington Gas Energy Services</td>
<td>1-888-884-9437</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Usage History: Tracks energy usage for the year for comparison purposes.

Contact the PSC
(On back of Washington Gas bill)

Natural Gas Supply Service

Taxes & Surcharges

GAS USAGE DETAIL

CHARGES

REGULATORY AGENCY NOTICE:
Washington Gas is regulated by the Public Service Commission of the District of Columbia and will furnish rate schedules and bill data upon request. Visit the Public Service Commission’s Web site at www.dpscc.org or write to: 1533 H Street, NW, Suite 200, West Tower, Washington, DC 20005. Tel: 202-626-5100.
Alternative Commodity Natural Gas Supplier Bill

**Usage**

**Distribution Service from Washington Gas**

**Taxes & Surcharges**

**Contact the PSC**

**Natural Gas Supply Service from alternative supplier**

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**Usage History:** Tracks energy usage for the year for comparison.

**Gas Use Profile**

<table>
<thead>
<tr>
<th>Period</th>
<th>06/2012</th>
<th>05/2012</th>
<th>06/2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated Reading</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Total Thems</td>
<td>25</td>
<td>42</td>
<td>28</td>
</tr>
<tr>
<td>Days</td>
<td>30</td>
<td>31</td>
<td>39</td>
</tr>
<tr>
<td>Thems/Day</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Avg Temp</td>
<td>not available</td>
<td>not available</td>
<td>not available</td>
</tr>
</tbody>
</table>

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**Distribution Service**

Rate Class: RESIDENTIAL HEAT/COOL

**DISTRIBUTION CHARGE:**

25.4 therms @ $0.3217/therm .......................... $8.17

Customer Charge ....................................... $7.46

DC Sustainable Energy Trust Fund ...................... $0.36

DC Energy Assistance Trust Fund ........................ $0.15

DC Right of Way Fees .................................. $0.09

DC Delivery Tax @ $0.079/1000 .......................... $1.00

Washington Gas Sub Total ................................ $19.32

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**Natural Gas Supply Service**

25.4 therms @ $0.57000/therm .......................... $14.48

Balancing 25.4 therms @ $0.01830/therm .............. $0.46

WGES Total .................................................. $14.94

Actual Monthly Distribution and Natural Gas Supply Service Charges .......... $34.26
How to Keep Your Natural Gas Bills Affordable

To minimize your usage:

- Lower thermostat to 68° during the day if the home is occupied. Dress warmly when at home.
- Setback the thermostat at night and when not at home.
- Fix leaky faucets and radiators. Seal leaks around windows, doors & other openings.
- Change and clean furnace filters on a monthly basis or per manual.
- Turn gas water heater down to 120 degrees.
- Install a programmable thermostat.
- Install high efficiency windows and doors.
- Install high efficiency natural gas boiler or furnace.
Discount Program

Residential Essential Service (RES)

- RES offers discount natural gas rates during the winter months from November through April to qualify low-income households.

- The amount of the discount is based on household size and income level. Eligible consumers may receive a total discount of $142.02, $151.03 or $189.08.

To qualify:

- You must be a DC resident,
- The utility bill must be in your name, and
- You must meet the income guidelines.

For more information call the District’s Department of the Environment (DDOE) at 311.

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Maximum Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$16,245</td>
</tr>
<tr>
<td>2</td>
<td>$21,855</td>
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<tr>
<td>3</td>
<td>$27,465</td>
</tr>
<tr>
<td>4</td>
<td>$33,075</td>
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<tr>
<td>5</td>
<td>$38,685</td>
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<tr>
<td>6</td>
<td>$44,295</td>
</tr>
<tr>
<td>7</td>
<td>$49,905</td>
</tr>
<tr>
<td>8</td>
<td>$55,515</td>
</tr>
</tbody>
</table>
Your *Electricity* bill is composed of the following:

**Distribution**
- Distribution: Cost to deliver electricity to homes and businesses through Pepco’s power lines, transformers, substations & other equipment (Rates set by PSC)

**Transmission**
- Transmission: Cost to deliver electricity over power lines from generation companies to Pepco (Set by Federal Energy Regulatory Commission/ FERC)

**Generation**
- Generation: Cost to produce electricity at power plants, and cost to buy electricity from another supplier (Market-Based)
  - Customer can choose supplier

**Taxes & Surcharges**
- (Set By DC Council)

**Usage**
- Calculates the amount of electricity the consumer used in the current billing period
There are eight alternative electric suppliers and Pepco.

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
<th>Accepting Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pepco</td>
<td>202-833-7500</td>
<td>Yes</td>
</tr>
<tr>
<td>Consolidated Edison Solutions</td>
<td>1-888-210-8899</td>
<td></td>
</tr>
<tr>
<td>Constellation NewEnergy</td>
<td>1-888-638-8900</td>
<td></td>
</tr>
<tr>
<td>Gexa Energy</td>
<td>1-866-961-9399</td>
<td></td>
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<tr>
<td>Glacial Energy</td>
<td>1-877-569-2841</td>
<td></td>
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<tr>
<td>Horizon Power and Light</td>
<td>1-866-727-5658</td>
<td>Yes</td>
</tr>
<tr>
<td>Liberty Power</td>
<td>1-866-769-3799</td>
<td></td>
</tr>
<tr>
<td>Pepco Energy Services</td>
<td>1-800-363-7499</td>
<td></td>
</tr>
<tr>
<td>Washington Gas Energy Services</td>
<td>1-888-884-9437</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Usage History: Tracks energy usage for a yearly comparison

Account Details
Services for Feb 20, 2013 to Mar 22, 2013:
Winter rates in effect

Distribution Services:
- Customary Charge: $9.25
- Energy Charge: 3,920 KWH x $0.059889 = $234.16
- Energy Assistance Trust Fund: at 0.0000507 per KWH
- Sustainable Energy Trust Fund: at 0.000150 per KWH
- Public Service Company Surcharge: at 0.0000105 per KWH
- Delivery Fee: at 0.000700 per KWH
- Administrative Credit: at 0.0010740 per KWH
- Residential Act Discount: at 0.0025360 per KWH
- Total Charges - Distribution: $16.80

Generation Services:
- Minimum Charge: Includes First 30 KWH
- Energy Charge: Next 360 KWH x 0.095710 = $34.86
- Procurement Cost Adj Res: at 0.0007910 per KWH
- Total Charges - Generation: $33.71

Transmission Services:
- Minimum Charge: Includes First 30 KWH
- Energy Charge: Next 360 KWH x 0.0626600 = $22.33
- Total Charges - Transmission: $2.85

CURRENT CHARGES THIS PERIOD: $52.86

Energy Usage History

<table>
<thead>
<tr>
<th></th>
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</tr>
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<tbody>
<tr>
<td>KWH</td>
<td>294</td>
<td>247</td>
<td>286</td>
<td>333</td>
<td>685</td>
<td>528</td>
<td>448</td>
<td>240</td>
<td>311</td>
<td>286</td>
<td>404</td>
<td>373</td>
<td>390</td>
</tr>
</tbody>
</table>

Price To Compare (Generation and Transmission Services): Based on billed usage: 9.19 cents per KWH
Alternative Electric Supplier Bill

Account Details

Services for Oct 28, 2012 to Nov 26, 2012:
Writer rates as affect

Distribution Services:

Customer Charge:
Energy Charge:

First 400 KWH x 0.0080250  9.25

Next 400 KWH x 0.0157079  3.79

Sustainable Energy Fund:
at 0.0005079 per KWH  0.05

Public Service Company Surcharge:
at 0.0019460 per KWH  0.48

Delivery Tax:
at 0.0007000 per KWH  0.19

Administrative Credit Rent:
at 0.0005079 per KWH  0.19

Residential or All Discount Surcharge:
at 0.0005079 per KWH  0.00

Total Charges - Distribution  28.84

Generation and Transmission:

Services by YEGS for Oct 26, 2012 to Nov 26, 2012:

Total Disc. $85 Dues or 0.00 per kWh  99.99

Charges This Period YEGS  $65.44

TOTAL AMOUNT DUE:  $98.28

After Dec 26, 2012, a Late Payment Charge of $0.29 will be added, increasing the amount due to $98.57.

Contact the PSC

Usage History: Tracks energy usage for the year for comparison

Additional Contact Information

PEPCO CUSTOMER SERVICE CENTERS
Washington, DC
701 Ninth Street, N.W.
2300 Martin Luther King Jr. Ave., S.E.
8:30 am - 5:15 pm
9:00 am - 5:00 pm

Maryland
201 West Gadsby Drive
Rockville, Maryland
8:00 Old Matthews Pike
Paxtonville, Maryland

* The cashier’s window at this location is open to receive payments on Mondays, Wednesdays, and Fridays only. Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

PAYMENTS

Written Inquiries

Peepo, Correspondence Section
701 Ninth Street, N.W.
Washington, DC 20001-3001

Notice About Electronic Check Conversion: When you provide a
check as payment, you authorize us either to use information from
your check to make a one-time electronic fund transfer from your
account or to process the payment as a check transaction. When we
use information from your check to make an electronic fund transfer,
funds may be withdrawn from your account at any time, and your bank will have no way of recovering your check back from
your financial institution.

Washington Gas Energy Services
A Washington Gas Affiliate Company
How to Keep Your Electric Bills Affordable

To minimize your usage:

• Seal leaks around doors, windows, and other openings such as pipes or ducts with caulking and weatherstripping.

• Replace incandescent bulbs with compact fluorescent bulbs (CFLs).

• Clean or replace furnace, air conditioner, and heat-pump filters.

• Assess your heating and cooling systems to determine if replacements are necessary.

• Purchase high efficiency appliances and water heaters.

• Schedule a free energy audit for more expert advice on your home with the District’s Department of the Environment (DDOE) at 202-671-3304 or 202-673-6733.
Discount Program

Residential Aid Discount (RAD)

• RAD provides income eligible resident’s without all-electric heating a 32% discount on the first 400 kilowatt-hours used in the winter months (November to May) & a 63% discount on the first 400 kilowatt-hours used in the summer months (June to October).

• For income eligible residents who have all-electric heating, the discount is 38% on the first 700 kilowatt-hours of electricity used in summer months (June to October) and a 51% discount on the first 700 kilowatt-hours in winter months (November to May).

To qualify:

• You must be a DC resident,

• The utility bill must be in your name, and

• You must meet the income guidelines.

For more information, call the District’s Department of the Environment (DDOE) at 311.

Current Income Guidelines

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Maximum Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$23,915</td>
</tr>
<tr>
<td>2</td>
<td>$31,274</td>
</tr>
<tr>
<td>3</td>
<td>$38,362</td>
</tr>
<tr>
<td>4</td>
<td>$45,991</td>
</tr>
<tr>
<td>5</td>
<td>$53,350</td>
</tr>
<tr>
<td>6</td>
<td>$60,708</td>
</tr>
</tbody>
</table>
Your Local Telephone bill is composed of the following:

**Rate Plans**

Bills may cover one or more of the following services: Basic, Optional Calling Features, Regional Toll, Long Distance, International, Cable, Internet & Wireless.

The Commission only regulates Basic & Optional Calling Features.

**Taxes**

Federal and D.C. Government Imposed Taxes, Surcharges & Fees.
Competitive Local Exchange Carrier’s (CLEC’s) Bill

XFINITY Bundled Services

Preferred Bundle
03/05 - 04/04 $63.99
Includes:
Standard Service
Digital Preferred Plus
Economy
Includes HBO, STARZ, Showtime
Performance Internet Service
Comcast Unlimited
Rate-Lock Guarantee
Digital Starter w/OnDemand
Your promotion ends on 06/04/10

Premier Bundle
03/05 - 04/04 $33.00
Includes:
Standard Service
Digital Premier w/OnDemand
Includes HBO, STARZ, Showtime
Cinemax and TMC
Sports Entertainment Pkg
Performance Plus Internet Svc
Comcast Unlimited
Triple Play Discount Included
Your promotion ends on 06/04/11

Total XFINITY Bundled Services $96.99

Additional XFINITY TV Services

Digital TV
03/05 - 04/04 $6.95
Digital Converter
03/05 - 04/04 $3.70
Digital Remote
03/05 - 04/04 $0.25

Additional XFINITY TV Services, cont.

SPP Protection
03/05 - 04/04 $3.95
Total Additional XFINITY TV Services $14.35

Additional XFINITY Internet Services

Wireless Router
03/05 - 04/04 $0.00
Total Additional XFINITY Internet Services $2.00

XFINITY Voice

Comcast Unlimited Promo
03/05 - 04/04 $33.00
Voice Services Includes All the Popular Calling Features and Enhanced Voice Mail
Your promotion ends on 06/04/10

Rental Fee
03/05 - 04/04 $0.00
Universal Connectivity Charge
03/05 - 04/04 $1.03
Regulatory Recovery Fee
03/05 - 04/04 $3.48

The Regulatory Recovery Fee is not a tax or government-mandated charge. It defrays regulatory costs such as state universal service, relay services, and certain state and local utility fees. See Voice Details at www.comcast.com/viewbills

Total XFINITY Voice $37.51

Contact the Office of Cable Television

Franchise Authority
Government of the District of Columbia
Office of Cable Television
3007 36th Street NW POD-P
Washington, D.C. 20007
(202) 671-0065 Mon-Fri 9am - 5pm
after 5pm HOTLINE (202) 671-1037
www.odc.dc.gov

Late Charge
Customers will be assessed a late fee of $5.95 per month for any balance that has not been paid in full, after 45 days from the date the cable invoice was sent.

Non-Sufficient Fund Charge
Applies to all checks that are returned by the bank. This $35.00 fee covers Comcast’s costs associated with these transactions.

Lobby Location
900 Michigan Avenue NE
Washington, DC 20017
Monday - Friday 8am - 6:30pm, Tuesday & Thursday 8am - 8pm, Saturday 8:30am - 5pm

Hearing Impaired/Speech Impaired Call 711
For all inquiries/questions concerning your cable TV or internet service, please call (202) 635-8100.
Please send all written correspondence to:
900 Michigan Avenue NE, Washington, DC 20047
Your FCC Community Code is DC0002

Total Taxes, Surcharges & Fees $15.48
### Account Detail

#### Bundled Services
- **CPI Bundle**
  - 2012 Phone Discount, Basic Cable Service, Cable Modem Rental, Mach 25 Modern Service 25Mb/2Mb, PromotionDiscount, Signature Cable Service, Unlimited Nationwide Calling
  - Your package includes a savings of $75.00 off retail pricing!

- **Additional Services**
  - **Cable TV**
    - 1 - High Definition Converter Box: $9.95
    - 4 - High Definition Converter Box: $39.80
    - 1 - Premier Total Pack: $16.95
  - **Internet**
    - 1 - Customer Owned Modem: $5.99 CR
  - **Telephone**
    - 1 - Cid Calling: $0.00
    - 1 - Block 900S (900,920,940,976,846): $0.00

#### Taxes & Fees
- **$23.78**
  - This section includes the total taxes and fees on both your monthly and non-monthly charges/credits. For a list of these taxes, visit our website: www.rcn.com.
  - **Cable**
    - Gross Receipts Tax: $11.60
    - OVS Fee: $6.38
  - **Telephone**
    - PEG Access Fee: $1.15
    - Public Access Corporation Fee: $4.16
    - Federal Universal Service Fund: $1.03
    - Gross Receipts Tax: $1.72
    - Top Telecommunications Tax: $0.34
    - State E 911 Tax: $0.76
    - DC Universal Service Trust Fund: $0.11

#### Payments
- **$200.00 CR**
  - The payments listed were received prior to that statement date at the top of the page. All payments received after this date will appear on your next statement.
  - 06/13 Payment Received: $200.00 CR

#### Telephone Usage Summary
- **$2.00**
  - Per Use Features
    - 2 minutes: $0.00

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### Contact the Office of Cable Television

**Right to Dispute Your Bill**

If you have been unsuccessful in resolving your complaint or question, please contact your franchise authority:
- Office of Cable Television and Telecommunications
- 3007 Tilden Street, NW
- Washington, DC 20008
- 202-671-0066
- www.occt.dc.gov
There are 17 Competitive Local Exchange Carriers (CLECs) and Verizon.

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone No.</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Point, Inc.</td>
<td>1-800-957-6468</td>
<td><a href="http://www.accesspointinc.com">www.accesspointinc.com</a></td>
</tr>
<tr>
<td>ACN Communication Services, Inc.</td>
<td>1-888-226-9013</td>
<td><a href="http://www.acninc.com">www.acninc.com</a></td>
</tr>
<tr>
<td>Broadview Networks, Inc.</td>
<td>1-800-276-2384</td>
<td><a href="http://www.broadviewnet.com">www.broadviewnet.com</a></td>
</tr>
<tr>
<td>Budget PrePay, Inc. d/b/a Budget Phone</td>
<td>1-888-424-5588</td>
<td><a href="http://www.budgetprepay.com">www.budgetprepay.com</a></td>
</tr>
<tr>
<td>Cavalier Telephone Mid-Atlantic, LLC</td>
<td>1-877-474-4926</td>
<td><a href="http://www.cavtel.com">www.cavtel.com</a></td>
</tr>
<tr>
<td>Comcast Phone of DC</td>
<td>1-800-266-2278</td>
<td><a href="http://www.comcast.com">www.comcast.com</a></td>
</tr>
<tr>
<td>Comtech 21, LLC</td>
<td>1-877-312-5564</td>
<td><a href="http://www.comtech21.com">www.comtech21.com</a></td>
</tr>
<tr>
<td>Comtel Telcom Assets LP d/b/a Excel Telecommunications</td>
<td>1-888-407-3649</td>
<td><a href="http://www.excel.com">www.excel.com</a></td>
</tr>
<tr>
<td>Covista, Inc.</td>
<td>423-648-9529</td>
<td><a href="http://www.covista.com">www.covista.com</a></td>
</tr>
<tr>
<td>DSCI Corporation</td>
<td>1-877-344-7441</td>
<td><a href="http://www.dscicorp.com">www.dscicorp.com</a></td>
</tr>
</tbody>
</table>
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<tr>
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<th>Phone No.</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Communications Services, Inc.</td>
<td>1-866-577-1166</td>
<td><a href="http://www.gatewaycsi.com">www.gatewaycsi.com</a></td>
</tr>
<tr>
<td>Matrix Telecom Inc. d/b/a Trinsic</td>
<td>1-214-432-1489</td>
<td><a href="http://www.matrixbt.com">www.matrixbt.com</a></td>
</tr>
<tr>
<td>MCI/ Metro Access Transmission Service LLC d/b/a Verizon Access</td>
<td>1-800-444-2222</td>
<td><a href="http://www.verizon.com">www.verizon.com</a></td>
</tr>
<tr>
<td>NOS Communication</td>
<td>1-800-569-4667</td>
<td><a href="http://www.nos.com">www.nos.com</a></td>
</tr>
<tr>
<td>Starpower d/b/a RCN</td>
<td>1-800-746-4726</td>
<td><a href="http://www.rcn.com">www.rcn.com</a></td>
</tr>
<tr>
<td>UCN, Inc.</td>
<td>1-866-541-0000</td>
<td><a href="http://www.ucn.net">www.ucn.net</a></td>
</tr>
<tr>
<td>VerizonWashington, DC Inc.</td>
<td>1-800-826-2355</td>
<td><a href="http://www.verizon.com">www.verizon.com</a></td>
</tr>
</tbody>
</table>
How to Keep Telephone Bills Affordable

Shop & Compare

• Find out the rates for local and long distance service

• Find out your approximate taxes, fees and surcharges

• Know how frequently bills are mailed to customers

• Find rate plans that fit your calling patterns
Economy II Service (also known as Lifeline)

- Economy II Service is a discounted telephone service available to income-qualified D.C. residents.

- Residents who meet the income eligibility guidelines can receive Economy II Service for $3.00 a month, plus applicable taxes and surcharges, including free unlimited local calling.

- Income qualified Seniors 65 years of age and over pay only $1.00 per month, plus applicable taxes and surcharges.

- For additional information on how to qualify, please contact the District Department of the Environment / Energy Office on 311.
Call 711 for District of Columbia (DC) Relay

• DC Relay is a free public service that enables people with hearing or speech loss to communicate with telephone users through the use of a text telephone (TTY) or other assistive device.

• DC Relay is available 24 hours a day, 365 days per year, with no limit on the number or length of calls a user may make.

• DC Relay offers voice carry-over (VCO), hearing carry-over (HCO), speech-to-speech (STS) relay, and Spanish speaking relay services for people who are speech challenged, deaf or hard of hearing.
The PSC is responsible for protecting consumers and resolving disputes among consumers and utility service providers. To do this, there are several consumer protections in place to assist consumers.

- Consumer Bill of Rights
- Consumer Complaint Mediation
- Refereed Meter Tests
The PSC adopted a Consumer Bill of Rights (CBOR) in 1979 to protect utility consumers’ interests. The CBOR established uniform rules and policies to govern the conduct and practices of the three utility companies, C&P (now Verizon), Pepco, and Washington Gas, that provided service to District consumers.

The PSC revised the CBOR in 2009 to cover not only the three utility companies, but also the Competitive Local Exchange Carriers (CLECs) and alternative electric and natural gas suppliers that now serve the District.

The CBOR protects residential and non-residential consumers and their rights re: billing procedures, security deposits, termination and reconnection services, complaint handling procedures, customer payment standards and policies.
New Consumer Protection Standards – Prohibit Disconnects for Non-Payment (DNP)

• Disconnects for Non-Payment (DNP) occur when a telephone company disconnects customers’ basic local service for non-payment of long distance or other bills. Even when the customers pay in full for their local service, they can still be disconnected.

• In February 2010, the PSC issued an order prohibiting DNP and it required telephone companies to discontinue the practice.

• In April 2010, the PSC issued an order allowing the companies to disconnect for bundled services. However, consumers must be given the opportunity to change services so as to allow basic service to continue without interruption.

These actions are part of the PSC’s efforts to protect District consumers against unreasonable telephone company practices.
Consumers may request a meter test if they believe the meter is inaccurately recording usage.

The utility company will send a technician and a customer service representative to the test.

The PSC will send a representative from the Office of Consumer Services (OCS) and an engineer from the Office of Technical & Regulatory Analysis (OTRA). The engineer will witness the meter test and certify the accuracy of the results.

Most meter tests are associated with high bill complaints. OCS will answer questions from the consumers and help identify ways to save energy.
Consumer Complaint Mediation

Consumers may contact OCS for mediation of their utility service complaints. OCS provides complaint handling services to District residents to help resolve their complaints with their utility service provider(s).
Filing a Consumer Complaint

Consumers can send questions or file a complaint about a utility service provider to OCS.

Consumer Specialists respond to inquiries and investigate complaints by contacting the appropriate utility provider on behalf of the consumers to assist in resolving their issues.
Informal Consumer Complaint Hearing

- If a Consumer is dissatisfied with the results of the investigation, OCS will arrange an informal hearing between the Consumer and representatives from the utility company.

- The Consumer can ask the Office of the People’s Counsel (OPC) to attend the informal hearing as an observer or as the lawyer for the consumer at the hearing.

- During the informal hearing, OCS allows each party to state its case and OCS attempts to facilitate an agreement between the Consumer and the utility service provider.
Formal Consumer Complaint Hearing

- If the complaint is not resolved through an informal hearing, the Consumer can request, in writing, a formal hearing.

- OCS has the formal hearing request docketed by the Office of the Commission Secretary. A PSC attorney serves as the hearing officer. OPC can attend the formal hearing as an observer or as the lawyer for the Consumer.

- The PSC engages a court reporter to provide an official transcript of the formal hearing. The hearing officer subsequently renders a decision in an order.
Appeal Formal Hearing Decision

- If either party disagrees with the hearing officer’s decision, they can appeal the decision to the Commissioners.

- Another PSC attorney then serves as the advisor to the Commissioners. The PSC issues its decision in an order.

- If a party is not satisfied with the PSC’s decision, it can appeal the decision to the D.C. Court of Appeals.
If you need assistance or additional information, please contact the Office of Consumer Services at 202-626-5120 or visit the Commission’s website at www.dcpsc.org.

We also accept walk-ins Monday through Friday (except DC government holidays) from 9:00 a.m. to 5:30 p.m. at 1333 H St. N.W., Suite 600