



District of Columbia Public Service Commission



Understanding Your Residential Utility Bills, Choices, & Rights



PSC... People Serving the Community!



Our Mission

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.



Who We Are

The PSC is comprised of a Chairman, two Commissioners, and 73 staff positions*.



Betty Ann Kane
Chairman



Joanne Diddy Fort
Commissioner

*Currently,
there is a
vacant
commissioner
position.





Consumer Protections

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

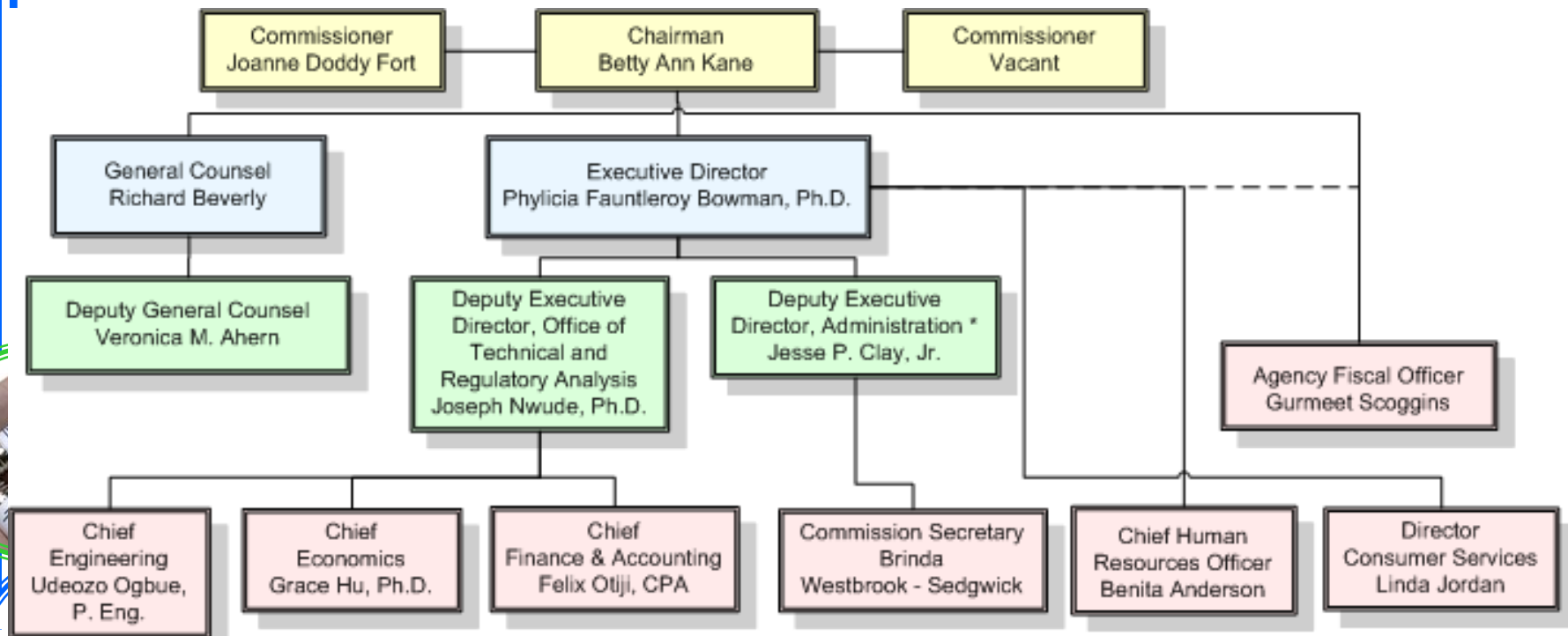
All PSC decisions are rendered through written orders.





Who We Are

The PSC has several key offices to accomplish its mission.



*Staff includes the Chief Information Technology Officer



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.



Customer Choice

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!



Electricity



Telephone



Natural Gas



Your *Natural Gas* bill is composed of the following:

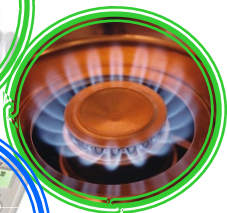


Distribution Service

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**

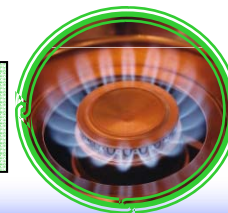


Taxes

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

Usage

Calculates the amount of natural gas the consumer used in the current billing period





List of Natural Gas Suppliers Serving Residential Customers

There are three alternative suppliers and Washington Gas.

Company	Phone	Accepting Customers
Washington Gas	703-750-1000	Yes
Gateway Energy Services	1-877-893-6374	Yes
NOVEC Energy Solutions	1-888-627-7283	Yes
Washington Gas Energy Services	1-888-884-9437	Yes



The CHOICE is Yours!



Electricity



Telephone



Natural Gas



Distribution Service

Usage



ACCOUNT INFORMATION

Service Address:

Mailed
Account Number
Meter ID No.
Rate Class RESIDENTIAL HEAT/COOL
Level 1
Next Meter Reading Date 06/13/12
Days in This Billing period 31

Gas Use	Reading	Date	Method
Current Reading	8242	05/14/12	READ BY CO.
Previous Reading	8200	04/13/12	READ BY CO.
CCF of Gas Used	42		
Unmetered Gas Light (CCF) +			
Total CCF of Gas Used	42		
Conversion Factor X	1.012		
Total Therms (TH) Used	42.5		

Usage History:
Tracks energy usage for the year for comparison purposes

13-MONTH ENERGY USE HISTORY

Mo/Yr	Temp	Th	Days
04/12	57	50	29
03/12	47	92	30
02/12	39	156	32
01/12	41	135	31
12/11	47	100	33
11/11	55	63	30
10/11	62	26	29
09/11	65	9	32
08/11	65	8	29
07/11	65	10	29
06/11	65	26	33
05/11	61	33	29
04/11	50	72	29
Total TH			780

GAS USAGE DETAIL

TOTAL THERMS USED	42.5
DISTRIBUTION SERVICE	
DISTRIBUTION CHARGE	
42.5 TH @ \$.3214	13.66
CUSTOMER CHARGE	7.95
DC RIGHTS-OF-WAY FEE	1.33
NATURAL GAS SUPPLY SERVICE	
PGC @ \$.5553	23.60
SUSTAINABLE ENERGY TRUST FUND	0.60
ENERGY ASSISTANCE TRUST FUND	0.26
STATE & LOCAL	
DELIVERY TAX @ .070700	3.00
TOTAL GAS CHARGES	\$ 50.40

CHARGES

PREVIOUS BILL AMOUNT	63.42
PAYMENTS RECEIVED	63.42
CHARGES THIS PERIOD	
GAS USAGE	50.40
TOTAL THIS PERIOD	50.40
TOTAL DUE	\$ 50.40

TO AVOID LATE PAYMENT CHARGES, FULL PAYMENT MUST BE RECEIVED BY 06/05/12.

Contact the PSC

(On back of Washington Gas bill)

Taxes & Surcharges

Natural Gas Supply Service

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.dcpsc.org or write to: 1333 H Street, NW, Suite 200, West Tower, Washington, DC 20005. Tel: 202-626-5100.





Alternative Commodity Natural Gas Supplier Bill

Usage

Meter Number	Current Reading Date	Prior Reading Date	Current Meter Reading	Prior Meter Reading	CCF Of Gas Used	Unmetered Gas Light (CCF)	Total CCF Of Gas Used	Conversion Factor	Total Therms Used
918592	06/13/12	05/14/12	8267	8242	25	0	25	X 1.016	25.4

Distribution Service from Washington Gas



Taxes & Surcharges

Distribution Service	
Rate Class: RESIDENTIAL HEAT/COOL	
DISTRIBUTION CHARGE:	
25.4 therms @ \$.3217/therm	\$8.17
Customer Charge	\$7.95
DC Sustainable Energy Trust Fund	\$0.36
DC Energy Assistance Trust Fund	\$0.15
DC Right of Way Fee	\$0.89
DC Delivery Tax @ \$.0707000	\$1.80
Washington Gas Sub Total	\$19.32
Washington Gas Total	\$19.32

Contact the PSC

The utility Purchase Gas Charge (PGC) is \$.64840 this month which includes a balancing charge.

Prevent damage to underground pipelines. Call 811 before you dig. It's the law.

DC Public Service Commission Address 1333 H Street, N.W. Suite 200, West Tower, Washington, DC 20005 Phone: 202-626-5100 Fax: 202-393-1389 TTY: 711 for TTY/TDD; voice relay

Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding rates and services provided by utilities

D.C. Visit the OPC Website at www.opc-dc.gov, or write to 1133 15th Street, NW, Suite 500, Washington, DC 20005, or call (202) 727-3071 for more information.

Your next meter reading date is 07/13/12

Gas Use Profile			
Period	06/2012	05/2012	06/2011
Estimated Reading	NO	NO	NO
Total Therms	25	42	26
Days	30	31	33
Therms/Day	0	1	0
Avg Temp	not available	not available	not available

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



Natural Gas Supply Service from alternative supplier

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.**



Current Income Guidelines	
Household Size	Maximum Annual Income
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
5	\$38,685
6	\$44,295
7	\$49,905
8	\$55,515



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)



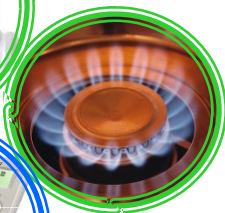
Transmission

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

Taxes & Surcharges
(Set By DC Council)



Usage

Calculates the amount of electricity the consumer used in the current billing period





List of Electric Generation & Transmission Suppliers *Serving Residential Customers*

There are eight alternative electric suppliers and Pepco.

Company	Phone	Accepting Customers
Pepco	202-833-7500	Yes
Consolidated Edison Solutions	1-888-210-8899	
Constellation NewEnergy	1-888-638-8900	
Gexa Energy	1-866-961-9399	
Glacial Energy	1-877-569-2841	
Horizon Power and Light	1-866-727-5658	Yes
Liberty Power	1-866-769-3799	
Pepco Energy Services	1-800-363-7499	
Washington Gas Energy Services	1-888-884-9437	Yes

The CHOICE is Yours!



Electricity



Telephone



Natural Gas





Distribution Services

Additional Contact Information

PEPCO CUSTOMER SERVICE CENTERS

Washington, DC
 701 Ninth Street, NW
 2300 Martin Luther King, Jr. Ave., S.E.

Hours
 8:30 am - 5:15 pm
 9:00 am - 5:00 pm

Maryland

201 West Gude Drive
 Rockville, Maryland
 8300 Old Marlboro Pike*

10:00 am - 2:00 pm
 10:00 am - 2:00 pm

Forestville, 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

Pepco
 P.O. Box 13608
 Philadelphia, PA 19101-3608

WRITTEN INQUIRIES

Pepco, Correspondence Section
 701 Ninth Street, NW
 Washington, DC 20068-0001

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 as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Pepco is regulated by the Public Service Commission of the District of Columbia. You may contact the commission regarding your inquiries at (202) 626-5100 or on their website at www.dcpsc.org.

Public Service Commission
 1333 H Street NW
 2nd Floor, West Tower
 Washington, DC 20005

Office of People's Counsel
 (202) 727-3071

Pepco's Taxpayer Identification No. 53-0127880
 Visit our website at: www.pepco.com

Account Details

Services for Feb 20, 2013 to Mar 22, 2013:

Winter rates in effect

Distribution Services:

Customer Charge		9.25
Energy Charge	390 KWH x 0.0093589	3.65
Energy Assistance Trust Fund	at 0.000607 per KWH	0.02
Sustainable Energy Trust Fund	at 0.0015000 per KWH	0.59
Public Space Occupancy Surcharge	at 0.0019900 per KWH	0.78
Delivery Tax	at 0.0070000 per KWH	2.73
Administrative Credit Res	at 0.0010740 per KWH	0.42 CR
Residential Aid Discount Surcharge	at 0.0005150 per KWH	0.20
Total Charges - Distribution		16.80

Generation Services:

Minimum Charge	Includes First 30 KWH	2.57
Energy Charge	Next 360 KWH x 0.0857100	30.86
Procurement Cost Adj Res	at 0.0007133 per KWH	0.28

Total Charges - Generation

33.71

Transmission Services:

Minimum Charge	Includes First 30 KWH	0.12
	Next 360 KWH x 0.0062000	2.23

Total Charges - Transmission

2.35

CURRENT CHARGES THIS PERIOD

\$52.86

Generation Services

Transmission Services

Usage History:
Tracks energy usage for a yearly comparison

Energy Usage History

Price To Compare (Generation and Transmission Services)
 Based on billed usage
 9.19 cents per kwh

	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13
DAYS	29	29	31	30	30	31	31	29	31	31	34	28	30
KWH	296	247	296	333	685	528	448	240	311	293	404	373	390

Contact the PSC

Taxes & Surcharges



**Contact the
PSC**



Alternative Electric Supplier Bill

Distribution Services from Pepco

Additional Contact Information

PEPCO CUSTOMER SERVICE CENTERS

Washington, DC
701 Ninth Street, NW
2300 Martin Luther King, Jr. Ave., S.E.
Hours
8:30 am - 5:15 pm
9:00 am - 5:00 pm

Maryland

201 West Gude Drive
Rockville, Maryland
8300 Old Marlboro Pike*
Forestville, Maryland
10:00 am - 2:00 pm
10:00 am - 2:00 pm

* 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

Pepco
P.O. Box 13608
Philadelphia, PA 19101-3608

WRITTEN INQUIRIES

Pepco, Correspondence Section
701 Ninth Street, NW
Washington, DC 20068-0001

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 as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Pepco is regulated by the Public Service Commission of the District of Columbia. You may contact the commission regarding your inquiries at (202) 626-5100 or on their website at www.depsc.org.

Public Service Commission
1333 H Street NW
2nd Floor, West Tower
Washington, DC 20005

Office of People's Counsel
(202) 727-3071

Pepco's Taxpayer Identification No. 53-0127880
Visit our website at: www.pepco.com

Account Details

Services for Oct 26, 2012 to Nov 28, 2012:

Winter rates in effect

Distribution Services:

Customer Charge		9.25
Energy Charge	First 400 KWH x 0.0080250	3.21
	Next 468 KWH x 0.0155769	7.29
	at 0.0000607 per KWH	0.05
	at 0.0015000 per KWH	1.30
Public Space Occupancy Surcharge	at 0.0019400 per KWH	1.68
Delivery Tax	at 0.0070000 per KWH	6.08
Administrative Credit Res	at 0.0005465 per KWH	0.47
Residential Aid Discount Surcharge	at 0.0005150 per KWH	0.45
Total Charges - Distribution		28.84

Generation and Transmission

Services by WGES for Oct 26, 2012 to Nov 28, 2012:

Total Use: 868 kwh at \$0.08 per kwh	69.44
Charges This Period WGES	\$69.44

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.

**Taxes &
Surcharges**

**Generation & Transmission
Services from alternative supplier**

Energy Usage History

Price To Compare (Generation and Transmission Services) Based on average usage for your rate class 9.08 cents per kwh													
	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12
DAYS	33	31	31	30	29	29	32	29	30	31	31	29	33
KWH	907	963	987	860	491	711	811	843	1008	865	838	700	868

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



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 residents 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	
Household Size	Maximum Annual Income
1	\$23,915
2	\$31,274
3	\$38,362
4	\$45,991
5	\$53,350
6	\$60,708



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.





Current Activity

Current Charges

7/11	8/10	Double Play	79.99
		• Verizon Freedom Essentials (Includes \$12.96 for long distance)	40.00
		• Internet Advanced	39.99

7/11	8/10	Inside Wire Maintenance	7.99
7/11	8/10	Non-Published Service	1.80
7/11	8/10	Telephone Protection Plan	4.99
7/4	8/3	DSL Gateway Service Plan	2.49
Current Charges Subtotal			\$97.26

Change in Service and Partial Month

6/16	7/10	Inside Wire Maintenance	.83
Change in Service and Partial Month Subtotal			\$0.83

Current Activity Total **\$98.09**

Specials and Promotions

7/11	8/10	Telephone Protection Plan Credit	-.95
Specials and Promotions Total			-\$0.95

Taxes, Fees and Other Charges

Taxes, Governmental Surcharges and Fees			
		DC E911/311 Fee	.76
		DC Gross Sales Tax	.28
		DC Local Telecom & Cable Tax Surcharge	2.86
		DC Public Rights-of-Way Use Fee	2.72
		DC Toll Telecom Tax Surcharge	1.35
		DC Universal Service Trust Fund	.03
		Federal Excise Tax	.28
Verizon Surcharges and Other Charges and Credits			
		Carrier Cost Recovery Charge	.49

Federal Subscriber Line and Access Recovery Charge	4.22
Federal Universal Service Fund	2.46
Total Taxes, Fees and Other Charges	\$15.47

Rate Plans

Taxes & Surcharges

Contact the PSC

(On back of Verizon bill)

Verizon Washington, D.C., is regulated by the Public Service Commission. If Verizon DC does not solve your problem, you may contact either the Public Service Commission, 1333 H Street, N.W., 2nd Floor, West Tower, Washington, DC 20005, 626-5100 or the Office of People's Counsel, 1133 15th Street, N.W., Suite 500, Washington, DC 20005, 727-3071.



Competitive Local Exchange Carrier's (CLEC's) Bill

**Contact the
Office of
Cable
Television**



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 05/04/10

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 03/04/11

Total XFINITY Bundled Services \$96.99



Additional XFINITY TV Services

Digital A/O 03/05 - 04/04 6.95

Digital Converter 03/05 - 04/04 3.20

Digital Remote 03/05 - 04/04 0.25

Franchise Authority
Government of the District of Columbia
Office of Cable Television
3007 Tilden Street NW POD-P
Washington, DC 20008
(202) 671-0066 Mon-Fri 9am - 5pm
after 5pm HOTLINE (202) 671-1OCT
www.oct.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 \$30.00 fee covers Comcast's costs associated with these transactions.



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 \$0.00



XFINITY Voice

Comcast Unlimited Promo 03/05 - 04/04 33.00

Voice Services Include All
the Popular Calling Features
and Enhanced Voice Mail
Your promotion ends on 05/04/10

Rental Fee 03/05 - 04/04 0.00

Universal 03/05 - 04/04 1.03

Connectivity Charge

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 services, relay services, and certain state/local utility fees. **View Voice Detail at www.comcast.com/viewbill**

Total XFINITY Voice \$37.51

Rate Plans

Taxes & Surcharges

Lobby Location

900 Michigan Avenue NE
Washington, DC 20017
Mon/Wed/Fri: 8am - 6:30pm; Tues&Thurs 8am - 8pm;
Saturday 8:30am - 3pm

Hearing Impaired/Speech Impaired Call 711

For all inquiries/questions concerning your cable TV or internet service, please call (202) 635-5100.

Please send all written correspondence to:
900 Michigan Avenue NE, Washington, DC 20017

Your FCC Community Code is DC0002

Taxes, Surcharges & Fees			
TV			
Gross Receipt Tax	02/08	0.60	
Franchise Fee	02/08	0.32	
Gross Receipt Tax	02/18	0.20	
Franchise Fee	02/18	0.11	
Gross Receipt Tax	03/05 - 04/04	7.85	
Franchise Fee	03/05 - 04/04	4.20	
PEG Fee	03/05 - 04/04	1.35	
FCC Reg Fee	03/05 - 04/04	0.07	
Voice			
911 Fees	03/05 - 04/04	0.76	
Total Taxes, Surcharges & Fees			\$15.46



Competitive Local Exchange Carrier's (CLEC's) Bill

Taxes & Surcharges

Account Detail

Rate Plans

Bundled Services \$108.49

This section displays the monthly charges and services included in your bundle.

07/01-07/31 **CPI Bundle**
2012 Phone Discount, Basic Cable Service, Cable Modem Rental, Mach 25 Modem Service 25Mb/2Mb, Promotional Discount, Signature Cable Service, Unlimited Nationwide Calling

Your package includes a savings of \$75.00 off retail pricing!

Additional Services \$60.71

This section displays the monthly charges that are not included in a bundle.

07/01-07/31 **Cable TV**
1 - High Definition Converter Box\$9.95
4 - High Definition Converter Box\$39.80
1 - Premier Total Pack\$16.95

07/01-07/31 **Internet**
1 - Customer Owned Modem\$5.99 CR

07/01-07/31 **Telephone -**
1 - Call Waiting\$0.00
1 - Block 900S (900,920,940,975,846)\$0.00

Telephone Usage Summary \$2.00

Per Use Features 2 minutes\$2.00

Taxes & Fees \$29.78

This section includes the total taxes and fees on both your monthly and non-monthly charges/credits. For a full explanation of these taxes, visit our website www.rcn.com.

Cable	Gross Receipts Tax	\$11.69
	OVS Fee	\$6.38
	PEG Access Fee	\$1.15
	Public Access Corporation Fee	\$1.16
Telephone	Federal Subscriber Line Charge	\$4.09
	Federal Excise Tax	\$0.12
	Federal Universal Service Fund	\$1.03
	Gross Receipts Tax	\$2.72
	Toll Telecommunications Tax	\$0.57
	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

Previous Balance	\$200.00
Total Payments Received:	\$200.00 CR
Total Current Charges	\$200.98
Total Amount Due:	\$200.98

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.occtf.dc.gov

**Contact the
Office of
Cable
Television**



List of Local Telephone Providers Serving Residential Customers

The **CHOICE** is Yours!



There are 17 Competitive Local Exchange Carriers (CLECs) and Verizon.

<u>Company</u>	<u>Phone No.</u>	<u>Website</u>
Access Point, Inc.	1-800-957-6468	www.accesspointinc.com
ACN Communication Services, Inc.	1-888-226-9013	www.acninc.com
Broadview Networks, Inc.	1-800-276-2384	www.broadviewnet.com
Budget PrePay, Inc. d/b/a Budget Phone	1-888-424-5588	www.budgetprepay.com
Cavalier Telephone Mid-Atlantic, LLC	1-877-474-4926	www.cavtel.com
Comcast Phone of DC	1-800-266-2278	www.comcast.com
Comtech 21, LLC	1-877-312-5564	www.comtech21.com
Comtel Telcom Assets LP d/b/a Excel Telecommunications	1-888-407-3649	www.excel.com
Covista, Inc.	423-648-9529	www.covista.com
DSCI Corporation	1-877-344-7441	www.dscicorp.com





List of Local Telephone Providers Serving Residential Customers

The CHOICE is Yours!



(continued) **There are 17 Competitive Local Exchange Carriers (CLECs) and Verizon.**

<u>Company</u>	<u>Phone No.</u>	<u>Website</u>
Gateway Communications Services, Inc.	1-866-577-1166	www.gatewaycsi.com
Matrix Telecom Inc. d/b/a Trinsic	1-214-432-1489	www.matrixbt.com
MCI/ Metro Access Transmission Service LLC d/b/a Verizon Access	1-800-444-2222	www.verizon.com
NOS Communication	1-800-569-4667	www.nos.com
Starpower d/b/a RCN	1-800-746-4726	www.rcn.com
UCN, Inc.	1-866-541-0000	www.ucn.net
Verizon Washington, DC Inc.	1-800-826-2355	www.verizon.com





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





Discount Program

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**.





Telecommunications Relay Service (TRS)

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.





Consumer Protections

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

**Refereed
Meter Tests**



**Consumer Complaint
Mediation**



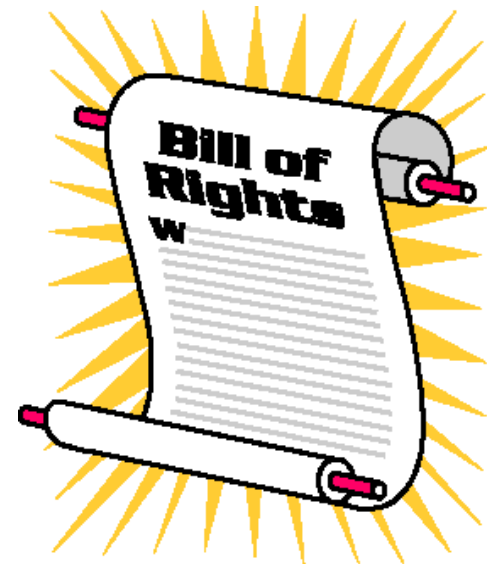


Consumer Protections

Consumer Bill of Rights

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.

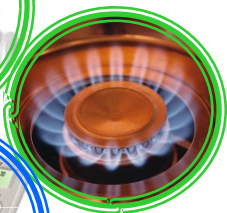


Consumer Protections

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.





Consumer Protections

Refereed Electric and Natural Gas Meter Test



- 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.

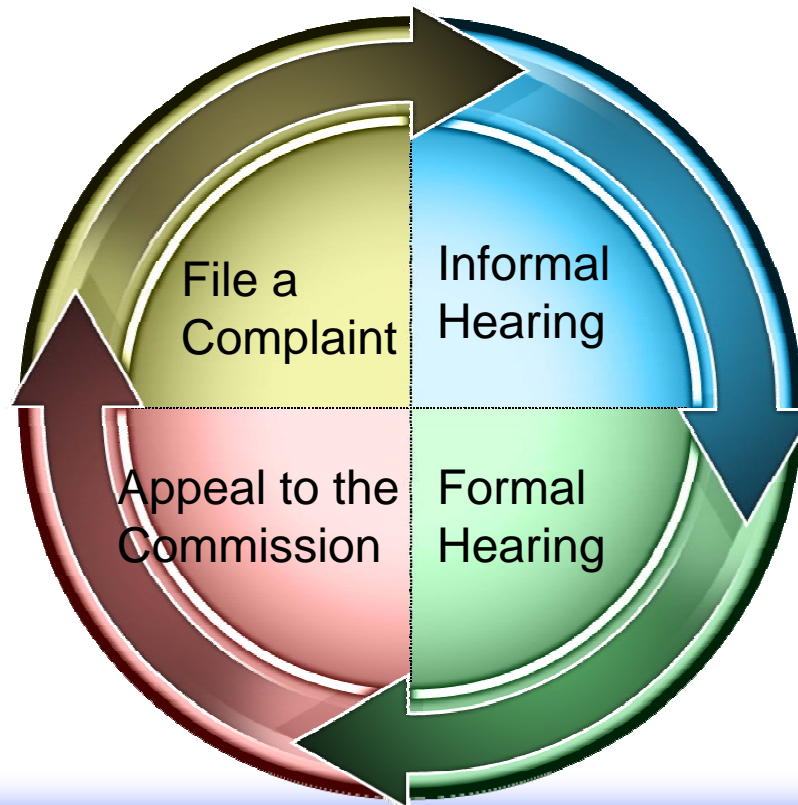




Consumer Protections

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).





Consumer Protections

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.





Consumer Protections

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.



Consumer Protections

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.





Consumer Protections

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

