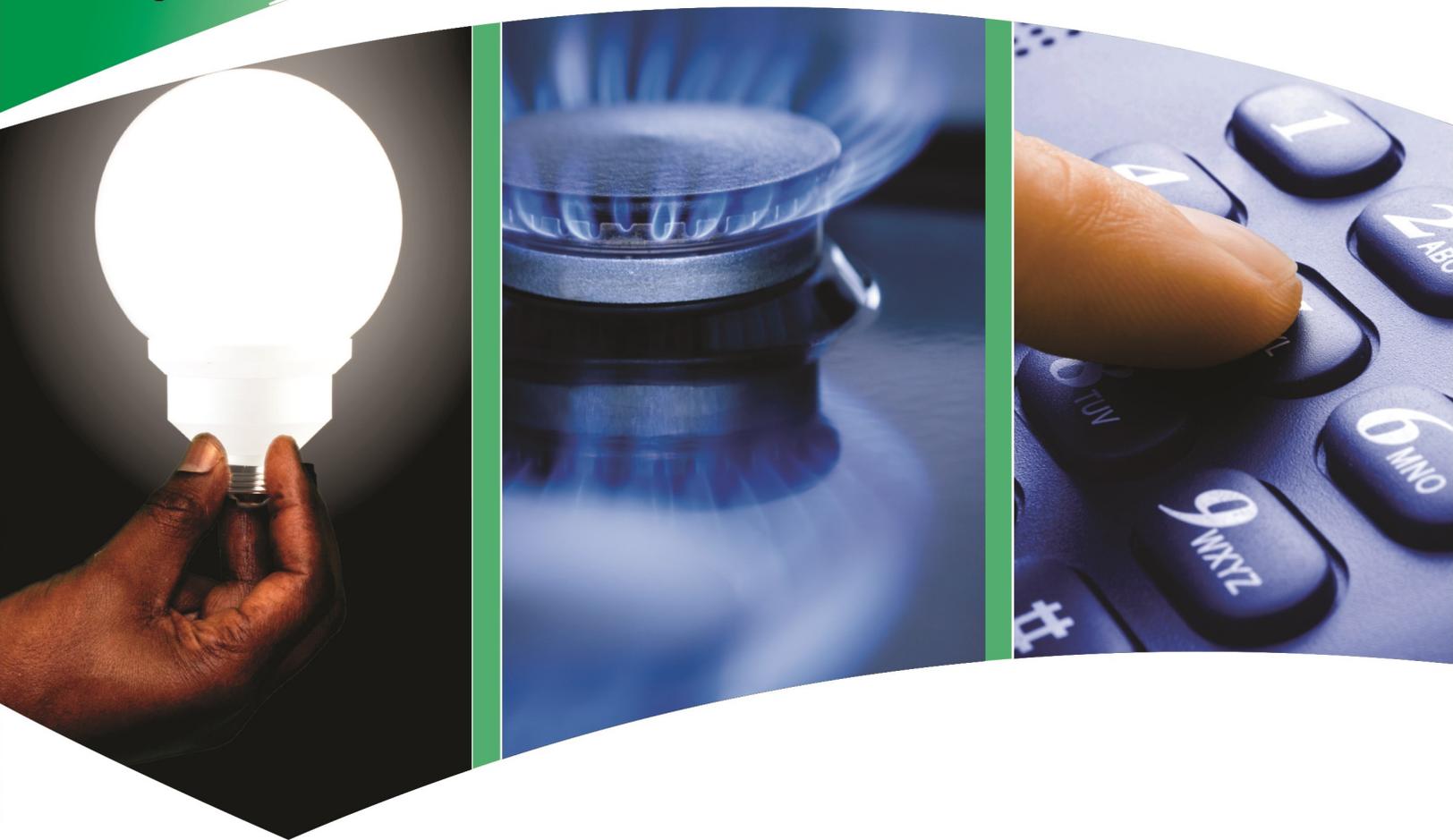


# D.C. Utility Consumer Guide



Advocating | Educating | Protecting



**The Office of the People's Counsel**

1133 15th Street N.W., Suite 500, Washington, DC 20005  
Tel: (202) 727-3071 | Fax: (202) 727-1014 | TTY-TDD: (202) 727-2876

## Welcome from the People's Counsel

District of Columbia Utility Consumers,

As your utility consumer advocate, a critical part of OPC's comprehensive advocacy program is to educate District residents about their public utility services. This guide is designed to help you better understand how the District's utility companies provide these vital services, as well as OPC's role as your utility consumer advocate and to inform you about critical utility issues. OPC has always believed that a strong partnership with the community it serves is vital to its consumer advocacy efforts. To that end, we continue to work diligently with advisory neighborhood commissions, civic and citizens associations, offering their members valuable utility information and technical assistance for public hearings. It is equally important to hear their concerns and issues.

The District has entered into a new era of utility technology, with changes affecting delivery of telecommunications, natural gas and electric services to our neighborhoods. OPC will increase its efforts to ensure reliable delivery of your utility services. OPC will work with you, the consumer, to protect your rights to have affordable basic services, quality of services and to provide all necessary educational information to empower you to become informed utility consumers. OPC is here to give you a voice in the District's public utilities services regulatory process. Please share this information with your neighbors.

And remember . . . OPC is always here to serve you.

Sincerely,



Sandra Mattavous-Frye  
People's Counsel



# Table of Contents

---

<b>How OPC Works for You</b>	4
<b>How to File a Complaint</b>	5
<b>Understanding Your Utility Bills</b>	
Understanding Your Electric Charges	6
Understanding Alternative Energy Suppliers	8
Understanding Your Natural Gas Charges	10
Understanding Your Telephone Charges	12
<b>Utility Consumer Bill of Rights</b>	13
<b>Current Issues in Electricity</b>	14
<b>Current Issues in Telecommunications</b>	16
<b>Utility Discount Programs</b>	18
<b>Quick Facts about Energy Efficiency</b>	19
<b>Resource Information for You</b>	20

---

# How OPC Works for You

*The Office of the People's Counsel is the public advocate for natural gas, electric, and telecommunications ratepayers in the District of Columbia. By law, the Office represents D.C. utility ratepayers' interests before the Public Service Commission, Federal Energy Regulatory Commission ("FERC"), Federal Communications Commission ("FCC"), other utility regulatory bodies and the courts. The Office is mandated to conduct consumer education and outreach and may represent individual consumers with complaints related to their utility service and bills.*



The Office is headed by the People's Counsel, Sandra Mattavous-Frye, an attorney appointed to a three-year term by the Mayor with the advice and consent of the District City Council. The Office works for D.C. ratepayers in the following ways:

**Litigation:** OPC's attorneys manage and present cases involving utility companies before the Public Service Commission (PSC), federal regulatory agencies and the D.C. Court of Appeals. This work includes developing overall litigation strategies, preparing aspects of each case, coordinating outside counsel, and marshaling various expert technical witnesses.

**Consumer Complaints:** If you have a problem with your utility bill or service, OPC may be able to help you. Staff is available to contact the utility on your behalf to address the problem informally. If your complaint cannot be resolved informally, OPC may provide you with a staff attorney who will represent you at a hearing before the PSC.

**Community Outreach:** OPC encourages public participation in the regulatory process and provides general information and technical assistance to D.C. consumers. Staff speaks at meetings of ANCs, civic and citizens associations and other community groups throughout the District to educate the public about current utility issues and trends. OPC also serves as a technical resource for these organizations and the Consumer Utility Board.

# How to File a Complaint with OPC

As the statutory representative of the District's utility consumers, a consumer can file an individual complaint with OPC.

Below is a brief description of OPC's consumer complaint process:

1. OPC staff receives utility consumer complaints by phone, email, fax, walk-in visits or online.
2. OPC staff interviews you to obtain information and provides you with an overview of the complaint resolution process and time frame for follow up with you.
3. OPC staff then forwards a detailed description of the complaint to the utility company. If the complaint involves billing or meter accuracy questions, a referee meter test can be performed. This test measures the accuracy of the meter serving your home. It is conducted on the consumer's premises by a utility company representative and witnessed by a representative of the PSC at the consumer's request.
4. When OPC receives the utility company's report, a staff member will contact you to review the report and discuss proposed next steps.
5. The next steps may include:
  - Requesting additional information from the utility company or you;
  - Negotiating further with the utility company to resolve the complaint;
  - If negotiations are unsuccessful, then seeking an informal hearing before the PSC; or
  - Closing your file.
  - When a complaint file is closed, a "close out" letter is sent to the consumer. The "close out" letter provides a summary of actions taken by OPC staff during the informal resolution phase, the complainant's statements and the utility's response. The "close out" letter also outlines any decision reached during the informal resolution and the consumer's right to request a hearing before the PSC.

*For further information or to file a complaint, contact OPC at 202.727.3071.*

# Understanding Your Electricity Charges

***Distribution* charges are regulated by the D.C. Public Service Commission.**

## Account Details

### Services for Jan 27, 2012 to Feb 28, 2012:

Winter rates in effect

#### Distribution Services:

Customer Charge		6.65
Energy Charge	First 400 KWH x 0.0066250	2.65
	Next 243 KWH x 0.0141152	3.43
	at 0.0000607 per KWH	0.04
Energy Assistance Trust Fund	at 0.0015000 per KWH	0.96
Sustainable Energy Trust Fund	at 0.0019400 per KWH	1.25
Public Space Occupancy Surcharge	at 0.0070000 per KWH	4.50
Delivery Tax	at 0.0023294 per KWH	1.50 CR
Administrative Credit Res	at 0.0006910 per KWH	0.44
Residential Aid Discount Surcharge		
<b>Total Charges - Distribution</b>		<b>18.42</b>

#### Generation Services:

Minimum Charge	Includes First 30 KWH	2.75
Energy Charge	Next 613 KWH x 0.0915400	56.11
Procurement Cost Adj Res	at 0.0003180 per KWH	0.20

#### Total Charges - Generation

**59.06**

#### Transmission Services:

Minimum Charge	Includes First 30 KWH	0.12
	Next 613 KWH x 0.0045400	2.78

#### Total Charges - Transmission

**2.90**

## CURRENT CHARGES THIS PERIOD

**\$80.38**

**Distribution** is the service provided by the energy utility to deliver electricity safely and reliably to your home. Distribution rates pay for the power poles, lines, meters, linemen and customer service representatives who serve you. You pay Pepco for distribution. This portion is regulated by the D.C. Public Service Commission.

**Generation** is the cost of producing power. You may obtain these services from the energy supplier of your choice.

**Transmission** refers to the cost of transmitting electricity from power plants outside the District over high-voltage lines to Pepco's distribution system. While Pepco owns some transmission facilities, all transmission in the region is operated by a regional transmission operator ("RTO"). This portion of your bill is regulated by the Federal Energy Regulatory Commission.

# Understanding Your Electricity Charges

**Energy Usage History** tracks monthly energy usage for comparison.

**Monthly Usage** make sure you read your bill to ensure it's an actual reading instead of an estimated reading.

## Energy Usage History

**Price To Compare (Generation and Transmission Services)**  
Based on billed usage

10.23 cents per kwh

	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12
DAYS	28	32	29	29	32	31	28	33	29	33	31	29	32
KWH	680	610	580	540	1200	1530	1110	880	573	716	711	687	643

## Meter Summary

Meter Reading Information					
Meter No.	Description	Previous Reading	Present Reading	Multiplier	KWH Used
	Residential-R	2357	3000	1	643

**Meter Summary** includes your monthly meter reading information: number of kilowatt-hours (KWH) used during the billing period, your rate classification, date of your next scheduled meter reading and whether your current bill is actual or estimated.

The present reading is an actual reading.

Your next scheduled meter reading is March 28, 2012.

**Surcharges** refer to the taxes and other charges that Pepco is required to include on customers' bills. Those funds are paid to the appropriate government agency. Examples include the Gross Receipt Tax, Environmental Surcharge and Delivery Tax.

**Price to Compare** is the average cost per kilowatt-hour for generation and transmission service, based on your rate classification. Use this to compare your Pepco costs with offers you may receive from other electricity suppliers. This figure will fluctuate monthly depending on your usage and rates.

# Understanding Alternative Energy Suppliers

## Important Questions to Ask to Before Selecting an Alternative Energy Supplier

It is important to fully understand that you are entering into a private contract with an independent utility provider and that some of the consumer protections available under regulated utility service may not apply.

### **Why am I considering an alternative energy supplier?**

Is your goal is to save money, to be environmentally conscious, to choose a renewable energy option or to take advantage of new features offered by the supplier? Determining the reasons for considering an alternative supplier is critical in making the right decision for you.

### **Do you feel unwanted pressure to switch?**

Any legitimate offer of utility service should not rely upon pressure sales tactics. OPC recommends that you ask to be provided a full copy of the contract to review, including details of all charges and penalty provisions before making a decision to sign or agree to service over the telephone.

### **What personal information can a supplier require as a condition of service?**

Under no circumstances should you be required to provide your social security number, bank account numbers, drivers license or credit card information before a contract offer is made. If asked for these items up front, OPC

recommends that you take extreme caution. Use of your credit cards or bank accounts should only be an option for your convenience in making payment. You should also ask whether the company will run a credit report on your application.

### **Will my customer data remain private?**

OPC also recommends that you ask whether your personal information will remain private or will the company have the right to resell its customer list to businesses such as bulk mailers and telemarketers.

### **Has the alternative provider been authorized to operate in D.C.?**

For any offer you receive, ask whether the provider is approved by the Public Service Commission to conduct business in the District of Columbia. You can check the list of authorized providers at the Public Service Commission website: [www.dcpsc.org](http://www.dcpsc.org).

### **Is assistance available to compare your existing rates with your current utility with those of the alternative energy provider?**

Utilities bills and the charges, taxes and fees outlined on them can be very intimidating. Most consumers will find that they need an impartial third party help to break down the many items on the bill for comparison. OPC can assist you with this. A sample

utility bill comparison can be found at [www.opc-dc.gov](http://www.opc-dc.gov).

### **Will customer service be satisfactory?**

Quality of service is another key decision in selecting an energy supplier. An important measure is whether the utility supplier will provide customer service assistance at a local business office that is open to the public and if a local telephone number is provided for customer service inquiries.

### **What are the terms for cancelling a new energy service provider?**

Finally, OPC recommends that you carefully consider whether you have the option to cancel the contract upon request for any reason within the first few weeks, or at any other time during the contract term. Before signing or giving verbal consent, you should ask if there is a rescission period, and what penalties apply for early cancellation.

# Understanding Alternative Energy Suppliers

*Sample  
Alternative  
Energy Supplier  
(AES\*) Bill*

## Account Details

### Services for May 29, 2013 to Jun 27, 2013:

Summer rates in effect

#### Distribution Services:

Customer Charge		9.25
Energy Charge	First 400 KWH x 0.0073250	2.93
	Next 362 KWH x 0.0213535	7.73
Energy Assistance Trust Fund	at 0.0000607 per KWH	0.05
Sustainable Energy Trust Fund	at 0.0015000 per KWH	1.14
Public Space Occupancy Surcharge	at 0.0019900 per KWH	1.52
Delivery Tax	at 0.0070000 per KWH	5.33
Administrative Credit Res	at 0.0019324 per KWH	1.47 CR
Residential Aid Discount Surcharge	at 0.0005150 per KWH	0.39
<b>Total Charges - Distribution</b>		<b>26.87</b>

**CURRENT CHARGES THIS PERIOD**

**\$26.87**

### What is the actual rate being offered?

Whether your goal is to save money or to secure a specific type of service, you must not lose sight of the rate for the service. Can the provider guarantee in writing the rate you are quoted for the entire length of the contract?

## Account Details (continued)

### Generation and Transmission

#### Services by AES\* for May 29, 2013 to Jun 27, 2013:

Total Use: 762 kwh at \$0.0855 per kwh 65.15

**Charges This Period AES\***

**\$65.15**

**THIS BILL CONTAINS YOUR CHARGES FROM BOTH PEPSCO AND YOUR ELECTRIC ENERGY SUPPLIER.**

### Did you know that even if you change to an alternative energy supplier, your local utility will still get the energy supply to your home?

In most cases, regardless of which supplier you choose, you will also remain a customer of the local utility for the purpose of service delivery. Therefore you must learn in advance how you will be billed, when the bill will arrive and when will it be due. It is your responsibility to be sure both companies are being paid in a timely manner.

## Account Summary

Prior Balance Pepco	<b>\$15.06</b>
Payments Received Pepco	<b>\$15.06 CR</b>
<b>Balance Forward Pepco</b>	<b>\$0.00</b>
Current Charges This Period Pepco	<b>\$26.87</b>
<b>Total Pepco</b>	<b>\$26.87</b>
Prior Balance AES	<b>\$45.91</b>
Payments Received AES	<b>\$46.06 CR</b>
<b>Balance Forward AES</b>	<b>\$0.15 CR</b>
Current Charges AES	<b>\$65.15</b>
<b>Total AES</b>	<b>\$65.00</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$91.87</b>

After Jul 22, 2013, a Late Payment Charge of \$0.27 will be added, increasing the amount due to \$92.14.

# Understanding Your Natural Gas Charges

**Charges** look at this section to ensure your previous month's payment has been correctly posted to your account.

GAS USAGE DETAIL		CHARGES	
TOTAL THERMS USED	280.0	PREVIOUS BILL AMOUNT	591.97
DISTRIBUTION SERVICE		PAYMENTS RECEIVED	591.97
DISTRIBUTION CHARGE		CHARGES THIS PERIOD	
280.0 TH @ \$.3216	90.04	GAS USAGE	317.57
CUSTOMER CHARGE	7.95	TOTAL THIS PERIOD	317.57
DC RIGHTS-OF-WAY FEE	8.57		
NATURAL GAS SUPPLY SERVICE		TOTAL DUE	\$ 317.57
PGC @ \$.6629	185.61		
SUSTAINABLE ENERGY TRUST FUND	3.92	TO AVOID LATE PAYMENT CHARGES, FULL PAYMENT MUST BE RECEIVED BY 03/12/12.	
ENERGY ASSISTANCE TRUST FUND	1.68		
STATE & LOCAL			
DELIVERY TAX @ .070700	19.80		
<b>TOTAL GAS CHARGES</b>	<b>\$ 317.57</b>		

**12-Month Energy Use History** tracks monthly energy use patterns.

## 12-MONTH ENERGY USE HISTORY

Mo/Yr	HDD	Th	Mo/Yr	HDD	Th
01/12	839	299	07/11	0	25
12/11	594	181	06/11	6	27
11/11	329	128	05/11	120	40
10/11	78	33	04/11	429	159
09/11	0	22	03/11	572	215
08/11	0	22	02/11	836	347

Total TH 1,498

**Distribution Charges** are the cost of delivering the natural gas through Washington Gas' system to your residence.

**System Charges** cover some costs of providing your service, including depreciation, taxes, maintenance and repair of gas lines, along with customer-related expenses, such as meter reading and billing.

**Taxes** are imposed by your federal and District governments, and are collected and remitted to the appropriate taxing authorities.

# Understanding Your Natural Gas Charges

## *Days in This Billing Period*

pay close attention to this section because it affects the amount of your total bill.

## ACCOUNT INFORMATION

### Service Address:

Mailed	02/21/12
Account Number	
Meter ID No.	
Rate Class	RESIDENTIAL HEAT/COOL
Level	1
Next Meter Reading Date	03/16/12
Days in This Billing period	29

Gas Use	Reading	Date	Method
Current Reading	5360	02/15/12	READ BY CO.
Previous Reading	- 5086	01/17/12	READ BY CO.
CCF of Gas Used	274		
Unmetered Gas Light (CCF) +			
Total CCF of Gas Used	274		
Conversion Factor	X 1.022		
Total Therms (TH) Used	280.0		

**CCF of Gas Used** is the unit of measurement on your meter of the amount of natural gas used. One CCF is equal to 100 cubic feet of gas. There is a conversion factor for the heating value of the fuel and a converted usage figure, which is Total Therms.

**Purchased Gas Charge** includes the cost of the natural gas and transporting the gas to the Washington Gas system.

# Understanding Your Telephone Charges

## Breakdown of Charges

Aug 23 – Sep 22

### Voice Services

Residence DialTone & Local Usq Monthly Flat Svc	12.78
<b>Total Voice Services</b>	<b>\$12.78</b>

### Change in Service and Partial Month

Residence DialTone & Local Usq Monthly Flat Svc	10.65
Economy II Senior Upgrade Service	-.83
<b>Total Change in Service and Partial Month</b>	<b>\$9.82</b>

### Taxes, Fees & Other Charges

#### Voice

DC Universal Service Trust Fund	.39
DC Public Rights-of-Way Use Fee	2.27
DC Gross Receipts Tax Surcharge	2.26
DC E911/311 Fee	.76
DC Federal Universal Service Fund Surcharge	.53
Federal Excise Tax	.90
Federal Subscriber Line Charge	3.87
<b>Total Taxes, Fees &amp; Other Charges</b>	<b>\$10.98</b>

*Voice Services* make sure that these are the features that you have approved and use regularly or often.

*Taxes, Fees and Other Charges* are approved by Federal government and D.C. City Council.

**Bundled Services** allow you to receive telephone, cable television and internet services provided by one company. Please note: Only local telephone service is regulated by the DC Public Service Commission and falls under the jurisdiction of OPC.

**DC Universal Service Fund** is a surcharge used to pay for Economy II and Telecommunications Relay Service (telephone service for deaf consumers).

**Federal Excise Tax** is mandated by Congress and is imposed on all telecommunications services. This charge appears on local and long distance bills.

**Federal Subscriber Line Charge** is required by federal law and assists with providing telecommunication services to low-income and rural consumers, as well as eligible schools and libraries.

**Gross Receipts Tax Surcharge** is required of all District public utilities. They are required to pay this tax to the District government.

# Utility Consumer Bill of Rights

The Consumer Bill of Rights (CBOR) was revised in 2009. As stated in the CBOR Introduction, its purpose is as follows:

Technological changes, new federal and District of Columbia laws, and the actions of the Public Service Commission have created competitive natural gas, electricity and telecommunications service markets in the District of Columbia, providing residential consumers with new choices.

Consumers have access to an array of Competitive Service Provider services as well as continued access to the regulated services of utilities. The purpose of this chapter is to set forth residential consumer rights, responsibilities and rules for the initiation and acquisition of services, such as, but not limited to, Meter reading, Billing, Deposits, Disconnections and Reconnections of service and the resolution of Complaints between residential consumers and a Utility, Energy Supplier or Telecommunications Service Provider.

## **Consumer Bill of Rights Highlights**

The CBOR provides safeguards for utility consumers that use natural gas, electricity and telecommunications services in the District's competitive utility markets. It defines the relationship and responsibilities of utility service providers and consumers. Following are highlights of several of the CBOR's most important sections:

**Energy Meter Locations** describes the meters' location, the responsible party for meter relocation costs and meter accessibility;

**Disconnection and Reconnection of Utility Services** describes procedures for disconnection, policies regarding consumers' health and safety if service is to be disconnected, disconnection notices and time frame for reconnecting services; and

**Customer Inquiries and Complaints** describes the procedures for utility consumers to make inquiries or lodge complaints about their utility services, the companies' customer service representatives responsibilities regarding complaints and consumers rights concerning resolution of their complaints.

Copies of the CBOR are available at the Public Service Commission of the District of Columbia, 1333 H Street, NW, or on line at [www.dcpsc.org](http://www.dcpsc.org) or [www.opc-dc.gov](http://www.opc-dc.gov).

*“The Consumer Bill of Rights defines the relationship and responsibilities of utility service providers and consumers.”*

# Current Issues in Electricity

## Pepco Rate Case Formal Case No. 1103

### FINANCIAL FACTS

#### **How much of an increase is Pepco requesting and how will it impact me?**

In March 2013, Pepco filed a request with the Commission seeking to increase rates by \$44 million. If the Commission approves the current rate request in full, average consumers' monthly bills would increase by approximately \$5.00 a month.

**OPC recommends a \$10 million rate decrease.**

### ISSUES

#### **What are the major issues in this case?**

The three major issues in this case are:

- Rate of Return -- Pepco is seeking to increase profitability for its shareholders by requesting a huge increase in its rate of return on investments
- Depreciation -- Pepco must comply with the Commission's method of accounting for valuation of its assets
- Recovery for Reliability Projects -- Pepco is seeking to recover costs for reliability improvement projects

#### **What is OPC's position on the issues in this case?**

OPC recommends a \$10 million rate decrease:

- The Commission should lower Pepco's rate of return as current financial market conditions do not support an increase.
- The Commission should require Pepco to comply with the required method of depreciation.
- The Commission should reject a large portion of Pepco's request for reliability cost recovery because many Pepco reliability proposals do not meet the Commission's standard for rate recovery.

#### **Does OPC's position calling for a rate decrease mean that the Office does not support investments for reliability improvements?**

OPC continues to support reliability improvement efforts. However, the recovery of costs associated with reliability improvements must comply with well-established regulatory principles. Many of Pepco's proposals in this rate case do not meet that standard.

# Current Issues in Electricity

## Alternative Energy Suppliers Investigation Formal Case Nos. 1105 and 1107

In early 2013, the Office of the People’s Counsel began receiving a number of consumer complaints regarding the business practices of certain alternative energy suppliers operating in the District of Columbia. This consumer outcry prompted the Office to file a petition with the Public Service Commission (PSC) to initiate an investigation into the business practices of all Alternative Energy Suppliers operating within the District.

### **INITIAL PETITION:**

- The Initial Petition was filed on April 1, 2013 and included 59 consumer complaints against a number of electric and gas suppliers.
- The issues raised by consumers included: unauthorized switching of providers (commonly known as “slamming”), overly aggressive marketing practices, misrepresentation of an affiliation with Pepco and/or other government energy programs and deceptive billing practices.
- OPC requested the PSC to initiate a wide ranging investigation of all Alternative Energy Suppliers in DC to determine the scope and nature of the alleged bad business practices.
- Upon finding violations, OPC requested imposition of sanctions—including fines, suspension or revocation of license.

The Commission granted OPC’s Petition in part, opening an investigation against Starion Energy (FC 1105) and scheduled a public hearing for July 12, 2013, to determine if a wide-ranging investigation was necessary. A total of 22 public witnesses testified about their experiences with alternative energy suppliers -21 of out of the 22 witnesses testified against Starion. In response to a significant increase in consumer complaints, OPC filed a Supplement to its Initial Petition.

### **WHERE WE STAND:**

The PSC declined to open an investigation of all alternative energy suppliers in the District, as requested by OPC. Instead, the Commission opened FC 1107 where it will:

- Evaluate the existing consumer protection rules as they relate to the business practices of alternative energy suppliers.
- Revise the rules where appropriate to better safeguard District residents.

The PSC also issued a Cease and Desist Order to Starion Energy in Formal Case No. 1105 directing Starion to discontinue any activities in violation of consumer protection laws. The PSC has also scheduled an evidentiary hearing to determine whether and to what extent Starion may be in violation of the consumer protection laws.

***The evidentiary hearing is scheduled for November 14, 2013 at the DC Public Service Commission.***

### **SUPPLEMENT TO THE PETITION:**

- The Supplement filed on July 22, 2013, noted that OPC received a total of 172 complaints from a total of 170 consumers (including 82 seniors).
- Of the 172 complaints received by OPC, 120 complaints named Starion.

## Current Issues in Telecommunications

# Investigation into the Continued use of Verizon, DC's Copper Infrastructure Formal Case No. 1102

### Why is there an investigation into Verizon DC's copper-to-fiber transition?

After experiencing a marked increase in the number of consumer complaints regarding Verizon DC's service, the Office of the People's Counsel (OPC) petitioned the Public Service Commission (Commission) to open an investigation into the reliability of the Company's telecommunications infrastructure. During the course of this investigation, the Office highlighted the experiences of numerous consumers who, for various reasons, were not interested in transitioning to Verizon DC's fiber network and requested that the Company continue to provide service over its copper infrastructure. These experiences, coupled with the complaints received directly by the Commission, compelled it to initiate an investigation into Verizon DC's copper-to-fiber transition. Specifically, the Commission is looking into whether, and under what circumstances, Verizon DC plans to transition customers from telecommunication services provided over its copper network to those services provided



---

### What has happened since the Commission commenced this investigation?

Initially, the Commission asked a series of questions concerning Verizon DC's future plans for its copper network, the criteria and process the Company uses to convert consumers from the copper network to the fiber network, the marketing practices it uses to induce consumers to switch to fiber, and Verizon DC's policy on the treatment of copper connections for those consumers who switch to fiber. After reviewing the Company's responses, OPC had the opportunity to submit comments to the Commission.

---

### What is OPC position?

OPC's review of the Company's responses led it to make the following findings:

- Verizon DC's policies concerning the transition from copper-to-fiber are flawed. Consumers are complaining not only about the manner in which the transition is occurring, but also about the Company's fiber marketing practices.
- Verizon DC is failing to meet its obligation to provide adequate and reliable service as required by the D.C. Code and municipal regulations.
- Verizon DC has refused to provide OPC and the Commission with information critical to understanding the scope of the copper-to-fiber transition and its maintenance and service practices.

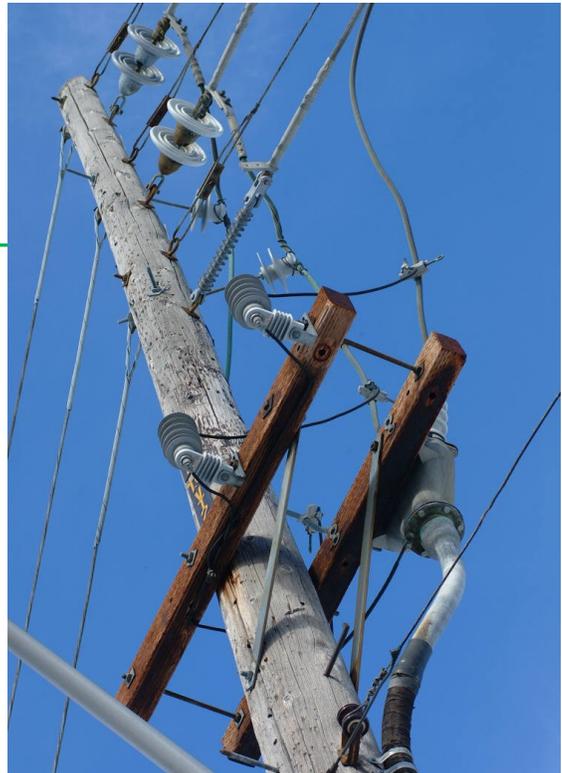
# Current Issues in Telecommunications

## In light of these findings, OPC has asked the Commission to:

- Force Verizon DC to produce the withheld information.
- Hold an evidentiary hearing on several issues concerning the Company's copper-to-fiber transition.
- Hold community hearings that will allow Verizon DC consumers to share their experiences regarding the Company's copper repair system, copper-to-fiber transition, and marketing practices with the Public Service Commissioners.
- Establish metrics to measure the extent of this transition and the adequacy of Verizon DC's copper network. OPC has also requested the Commission impose penalties on the Company if it fails to meet the newly proposed metrics.
- Establish a policy that prohibits Verizon DC from allowing its copper network to degrade during and after the copper-to-fiber transition.
- Enforce the Consumer Bill of Rights so that Verizon DC's marketing practices respect customer choice, are transparent, and accurately educate consumers on the benefits and drawbacks of fiber technology.
- Require Verizon DC to report on its efforts to provide telecommunication services during extended power outages. Additionally, OPC wants the Commission to establish when, and under what circumstances, the Company should be responsible for replacing the back-up battery that powers a customer's fiber

## What are the next steps in this proceeding?

Currently, OPC is awaiting a decision from the Commission on whether it will adopt any of the Office's recommendations. When this occurs, consumers can be assured that OPC will alert them to how they can participate in the process and have their voices heard.



# Utility Discount Programs (UDP)

Qualified D.C. residents can apply for Discounted Rates on their natural gas, electric and water bills by visiting one of the [District Department of the Environment Energy Administration](#) centers between 8:30 a.m. - 4:00 p.m. at one of the following locations:

**Wards 1-6:** 1207 Taylor Street, NW (no appointment is necessary)

**Wards 7-8:** 2100 Martin Luther King Avenue, SE (no appointment is necessary)

*\*To apply for Lifeline, the District's telephone discount program, please call 1-800-253-0846.*

## Lifeline Program

The Lifeline program offered by Verizon, DC, offers discounted telephone service to qualified D.C. residents for \$3.00 a month. Seniors age 65 and older will receive a monthly discounted rate of \$1.00. The service is non-transferable and the program is limited to only one discount per household.



*\*To apply, please call 1-800-253-0846.*

## Residential Aid (RAD) Program

Eligible Pepco customers in the District of Columbia may qualify for a discount on a portion of the electricity they use. RAD customers receive a monthly discount on the first 400 kilowatt hours of electricity used. The potential savings are about \$28 per month or \$336 annually. Electric heating customers save approximately \$44 per month or \$528 annually.



## Residential Essential Service (RES) Program

Eligible Washington Gas customers in the District of Columbia 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 the RES Program, District residents must use natural gas as the principal source for home heating. The maximum potential annual savings through the RES program is \$276.



*\*In order to qualify applications must apply for the RES Program during the winter heating season, which runs November to April.*

## Customer Assistance Program (CAP)

Eligible residential DC Water customers in the District of Columbia may qualify for a discount on the first 400 cubic feet (4ccf or 3,000 gallons) of water and sewer services used each month. The potential discount could be up to \$372 annually.



## ENROLLMENT PROCESS (RAD, RES, & CAP)

New UDP Applicants:

1. Consumers not currently enrolled in UDP may apply by mail or visiting one of the DDOE, Energy Administration centers.
2. UDP and Lifeline applications may be downloaded from the DDOE website at [www.ddoe.dc.gov](http://www.ddoe.dc.gov).

## RECERTIFICATION PROCESS

Existing UDP Participants:

1. DDOE will mail application packets to current participants during August and follow up with a reminder notice during September.
2. Applicants may call 311 to obtain the status of their utility discount application(s).

## INCOME ELIGIBILITY REQUIREMENTS FY 2014

# of Persons in Household	Maximum Annual Income
1	\$27,425
2	\$35,864
3	\$44,302
4	\$52,741
5	\$60,652
6	\$69,618

*For more information about the UDP, you may call 311 or visit [ddoe.dc.gov](http://ddoe.dc.gov).*

# Quick Facts about Energy Efficiency



- Set your water heater temperature at 120°F which can reduce your water bill by 10%. Water heating can account for 14% to 25% household energy.
- Insulate your electric water heater which can reduce heat loss by an appreciable 25% to 40%, representing a savings of around 9% on your annual water heating costs.
- Seal tiny cracks and gaps around doors, windows and baseboards to prevent air from leaking into your home. Sealing these areas can save you up to 10% on your utility bill.
- Tape a heavy-duty, clear plastic sheet to the inside of your window frames during the cold winter months to stop leaks.
- Install exterior or interior storm windows which can reduce heat loss through windows by 25% to 50%. Storm windows should have weatherstripping at all movable joints, be made of strong durable materials and have interlocking or overlapping joints.
- Use controls such as timers and photo cells to save electricity by turning off lights when they are not in use.
- Use Compact Fluorescent Lightbulbs (CFL) which will save about \$30 over their lifetime. CFLs use 75 percent less energy and last about 10 times longer than an incandescent bulb.
- Install a programmable thermostat which can save you about \$180 a year in energy costs.
- Purchase multi-function electronic devices that combine several capabilities. All In One Printers (print, fax, copy, scan), computers, and TV/DVD combinations save energy and reduce clutter.
- Buy ENERGY STAR electronics which use 70% less electricity than electronics without this designation. They spend a large portion of time in low-power mode which not only saves energy, but helps equipment run cooler and last longer.
- Avoid the “phantom load” that many appliances continue to draw when switched off. These “phantom loads” occur in most appliances that use electricity, such as televisions, stereos, and items with a digital display. Phantom loads can be avoided by unplugging the electronics or using a power strip to cut them off.
- Repair leaky faucets promptly because they waste gallons of water in a short period or time.
- Use rechargeable batteries for products like cordless phones and PDAs. They are more cost effective than throwaway batteries.

*Source: U.S. Department of Energy, Office of Energy Efficiency & Renewable Energy*

*The District of Columbia Department of the Environment Energy Office (DDOE) has a variety of programs that can assist you with your utility costs and help make your home more energy efficient. For more information, please contact DDOE at (202) 535-2600 or online at [www.green.dc.gov](http://www.green.dc.gov).*

## Resource Information for You

### **Pepco**

#### **Pepco Customer Service Centers:**

701 9<sup>th</sup> Street, NW, Washington, DC 20001 | Hours: 8:30 a.m. to 5:15 p.m., Monday - Friday  
2306 Martin Luther King Jr. Avenue, S.E. | Washington, DC 200020  
Hours: 9:00 a.m. to 5:00 p.m., Monday - Friday

#### **By Telephone:**

(202) 833-7500 – Customer Service | (202) 872-4641 - Habla Español  
(202) 872-2369 - TTY/TDD  
(202) 872-3432 – Pepco Safety Emergency, to report down wires  
**(877) 737-2662 – 24-hour outage report hotline**  
(202) 872-2126 – Meter Reading Department  
(202) 872-2445 – Pepco Claims Office

#### **By Web:**

Website: [www.pepco.com](http://www.pepco.com)  
Email: [correspondence@pepco.com](mailto:correspondence@pepco.com)

### **Washington Gas**

#### **Washington Gas Customer Service Centers:**

1100 H Street , NW, First Floor | Washington, DC 20080  
Hours: 8:30 a.m. to 4:30 p.m., Monday - Friday

3101 Martin Luther King Jr. Avenue, S.E. | Washington, DC 20032  
Hours: 8:30 a.m. to 4:30 p.m. Monday - Friday

#### **By Telephone:**

(703) 750-1000 - Customer Service  
(703) 750-7975 - TTY/TDD  
(703) 750-1000 - Habla Español  
(703) 750-1400 - Gas leaks or emergencies

#### **By Web:**

Website: [www.washgas.com](http://www.washgas.com)  
Email: [custsrv@washgas.com](mailto:custsrv@washgas.com)

### **Verizon**

#### **By Telephone:**

(800) 837-4966 - Customer Service  
(800) 974-6006 - TTY

#### **By Web:**

[www.verizondc.com](http://www.verizondc.com)

## DC Public Service Commission

1333 H Street, NW, Suite 200, West Tower | Washington, DC 20005

**By Telephone:**  
(202) 626-5100

**By Fax:**  
(202) 393-1389

**By Web:**  
[www.dcpsc.org](http://www.dcpsc.org)

*The mission of the DCPSC is to serve the public interest by ensuring that financially healthy electric, natural gas and telecommunications companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia residential, business and government customers.*

## DC Office of Cable Television

3007 Tilden Street, NW, Pod P | Washington, DC 20008

**By Telephone:**  
(202) 671-0066

**By Fax:**  
(202) 332-7020

**By Web:**  
Website: [www.oct.dc.gov](http://www.oct.dc.gov)  
Email: [comments.OCT@dc.gov](mailto:comments.OCT@dc.gov)

*OCT administers the cable franchise contracts and is the cable customers advocate, holding cable companies to the highest levels of customer and technical service.*

## DC Department of Transportation

55 M Street, SE, Suite 400 | Washington, DC 20002

**By Telephone:**  
(202) 673-6813

**By Fax:**  
(202) 671-0127

**By Web:**  
Website: [www.ddot.dc.gov](http://www.ddot.dc.gov)  
Email: [ddot@dc.gov](mailto:ddot@dc.gov)

*To report fallen trees or request street/alley light repair, contact the Mayor's Citywide Center at 311 or complete a service request online at [www.dc.gov](http://www.dc.gov).*

## DC Water and Sewer Authority

5000 Overlook Avenue, SW | Washington, DC 20032

### By Telephone:

Customer Service - (202) 354-3600

8:00 a.m. to 5:00 p.m., Monday - Friday

Water and Sewer Emergency Number (24 hour) - 202-612-3400

Credit and Collections - 202-354-3750

Meter Operations - (202) 612-3485 (9 a.m. to 5 p.m.),

**(202) 612-3487 (24 hours a day, 7 days a week)**

Water Quality Division - (202) 612-3440

TDD-TYY Hearing Impaired - (202) 787-2339

### By Web:

Website: [www.dewater.com](http://www.dewater.com)

Email: [info@dewater.com](mailto:info@dewater.com)

[custserv@dewater.com](mailto:custserv@dewater.com)

### By Mail:

District of Columbia Water and Sewer Authority - Customer Service Department

P.O. Box 97200 | Washington, DC 20090

## DC Department of the Environment

1200 First Street, NE, 5th Floor | Washington, DC 20002

### Energy Assistance:

- *Serving Wards 1, 2, 3, 4 and 5*

1207 Taylor Street, NW, First Floor Washington, DC 20011

- *Serving Wards 6, 7 and 8*

2100 MLK Jr. Avenue, SE, Suite 404 Washington, DC 20020

### By Telephone:

(202) 535-2600

(800) 855-1000 (TTY)

311 - Energy Assistance

8:00 p.m. to 4:00 p.m., Monday - Friday

### By Web:

Website: [www.ddoe.dc.gov](http://www.ddoe.dc.gov)

Email: [ddoe@dc.gov](mailto:ddoe@dc.gov)

*The District Department of the Environment is the leading authority on energy and environmental issues affecting the District of Columbia.*

## DC Sustainable Energy Utility

80 M St, SE, Suite 310 | Washington DC 20003

**By Telephone:**

202-479-2222 | Toll Free: 855-MY-DCSEU (855-693-2738)

**By Fax:**

202-683-6748

**By Web:**

Website: [www.dcseu.com](http://www.dcseu.com)

Email: [info@dcseu.com](mailto:info@dcseu.com)

*The District of Columbia Sustainable Energy Utility is designed to help District households, businesses and institutions save energy and money through energy efficiency and renewable energy programs.*

## DC Department of Consumer and Regulatory Affairs

1100 4th Street, SW | Washington, DC 20024

**By Telephone:**

(202) 442-4400

TTY - (202) 123-4567 (TTY)

**By Fax:**

Fax: (202) 442-9445

**By Web:**

Website: [www.dcra.dc.gov](http://www.dcra.dc.gov)

Email: [dcra@dc.gov](mailto:dcra@dc.gov)

*The Department of Consumer and Regulatory Affairs protects the health, safety, economic interests and quality of life of residents, businesses and visitors in the District of Columbia by ensuring code compliance and regulating business. DCRA is responsible for regulating construction and business activity in the District of Columbia.*

## DC Office of the Tenant Advocate

2000 14th Street, NW, Suite 300N | Washington, DC 20009

**By Telephone:**

202-719-6560

**By Fax:**

202-719-6585

**By Web:**

Website: [www.ota.dc.gov](http://www.ota.dc.gov)

*The Office of the Tenant Advocate (OTA) advocates for, educates, and provides outreach for tenants in the District of Columbia.*

