



## District of Columbia Public Service Commission

*"People Serving the Community"*

1333 H St. N.W., 2nd Floor, West Tower  
Washington, DC 20005  
202.626.5100  
www.dcpsc.org

Betty Ann Kane, Chairperson  
Richard E. Morgan, Commissioner  
Lori Murphy Lee, Commissioner

Consumers can visit our offices Monday through Friday  
(except holidays) between 9:00 a.m. and 5:30 p.m.

### Telecommunications Relay Service (TTY) - 711

District of Columbia residents can now dial 711 to communicate with deaf, hard-of-hearing, or speech-impaired people who use text telephones or TTY devices. The current D.C. relay numbers are 202.855.1234 (text users) and 202.855.1000 (voice users) and are available for calls within the District.

### District One Call - (DOC)

Call 1.800.257.7777 at least 48 hours in advance of all digging or construction.



# District of Columbia Public Service Commission



Refereed Meter Test



Outreach at Green DC



Payphone  
Inspection



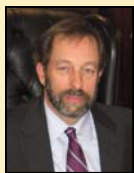
Joint Utility  
Discount Day

# PSC... People Serving the Community!

# Who We Are

## The District of Columbia Public Service Commission

is an independent agency established by Congress in 1913 to regulate electric, natural gas, and local telephone companies in the District of Columbia. The Commission is composed of three members, a Chairperson and two Commissioners. Each member is appointed to four-year terms by the Mayor and confirmed by the DC Council.



Richard E. Morgan  
Commissioner



Betty Ann Kane  
Chairman



Lori Murphy Lee  
Commissioner

The Commission has several key offices.

### Office of the General Counsel (OGC)

OGC serves as the legal advisor to the Commission on a broad spectrum of issues that relate to the Commission's statutory mandates and daily operations. OGC also represents the Commission in appellate actions before the District Court of Appeals, and is authorized to intervene in cases before federal forums in which communications and energy-related issues affecting the District are decided.

### Office of Executive Director (OED)

OED is responsible for strategic planning, human resources, and the financial management of the program side of the agency's budget. Administrative services, which includes procurement, facility management and information technology, are the responsibility of the Deputy Executive Director, Administration (DEDAM).

### Office of Technical and Regulatory Analysis (OTRA)

OTRA is responsible for accounting, financial, economic, and engineering advisory services to the Commission through its analyses of issues in formal cases and other proceedings. In addition, OTRA staff serves as project manager for the Natural Gas Pipeline Safety Program and the One Call Grant Program. The Office also tracks and analyzes energy and telecommunications prices and activities at the local, regional, and federal levels.

### Office of the Commission Secretary (OCMS)

OCMS is responsible for maintaining the official files of the Commission and the Commission's website, including the electronic filing system called e-Docket. The Commission Secretary is the official signatory on decisions, orders, minutes, and other documents.

### Office of Consumer Services (OCS)

OCS serves as the public relations arm for the Commission. It is responsible for the daily activities of three programs: (1) mediation of utility service complaints; (2) public and community outreach programs to help consumers make informed choices in a competitive marketplace; and (3) registration of applications to install new payphones, mediation of complaints regarding proposed and existing payphones, and compliance inspections of payphones.



# What We Do

## The Commission Serves the Public Through Public Safety, Utility Regulation, & Consumer Education.

### Utility Complaints and Inquiries

Consumers experiencing problems with or having questions about a utility service provider may contact OCS at 202.626.5120. Consumer specialists are available to investigate informal complaints and respond to inquiries. If the complaint is not resolved informally, the consumer may request a formal hearing, in writing. Consumers may also contact the Office of the People's Counsel (OPC) at 202.727.3071 to request legal representation before the Commission at no charge. In the case of electric and natural gas billing disputes, a consumer may request a meter test, which is witnessed by a Commission staff and engineer. Requests for meter tests can be made through OCS at 202.626.5120.



### Payphone Complaints and Oppositions

If a consumer has a problem with a payphone, the consumer can call the hotline number, 24 hours a day at 202.737.4PSC. Complaints can also be faxed to 202.626.9210, sent via e-mail using an online form on [www.dcpssc.org](http://www.dcpssc.org), or mailed to the Commission.



### Discount Utility Rates

The Commission requires Verizon, Pepco, and Washington Gas to offer discount rates to low-income residential customers. For more information, call OCS at 202.626.5120 or the District Department of the Environment Energy Office (DDOE) at 311.

### Electric, Natural Gas & Telecommunication Customer Choice Programs

All utility customers can choose an alternative generation and transmission supplier for electricity, a commodity natural gas supplier, and/or a local telephone service provider. For questions on these programs, please contact OCS at 202.626.5120 or by email on the Commission's website at [www.dcpssc.org](http://www.dcpssc.org).

### Community Meetings

The Commission has an extensive community outreach program, which includes participation in Advisory Neighborhood Commission (ANC), Civic Association, Town Hall, and other community meetings. Please call 202.626.5120 to request the Commission's participation.



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