

PEOPLE SERVING THE COMMUNITY

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, also known as TTY devices. The current D.C. relay numbers, (202) 855-1234 (text users) and (202) 855-1000 (voice users) continue to be 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.

Discount Utility Rates

The Commission requires Verizon, PEPCO, and Washington Gas to offer discount rates to low-income residential customers. For more information, call the Commission's Office of Consumer Services at (202) 626-5120 or the District Department of the Environment Energy Office at (202) 673-6750.

Community Meetings

The Commission has an extensive community outreach program which includes participation in ANC, Civic Association, Town Hall, and other community meetings. Please call (202) 626-5120 to arrange for a speaker and/or a presentation.

Frequently Called Numbers

**DCPSC Receptionist
(202) 626-5100**
DCPSC Office of Consumer Services (202) 626-5120
**DC Department of Public Works
(202) 673-6833**
**DC Citywide Call Center
(202) 727-1000**

PEPCO

- To Report Power Outages or Downed Power Lines, call toll free 1-877-PEPCO-62, anytime.
- For Life-Threatening Emergencies with Wires Down, call (202) 872-3432 or TTY (202) 872-2369

WASHINGTON GAS

- For Emergency Assistance, call (703) 750-1000 or (202) 624-6049 TTY (703) 750-7975 or 1-800-752-7520 outside the metropolitan area

VERIZON

- For Residential, Business & Public (coin) Telephone and buried Cable Repair, call 1-800-275-2355 (24hours/day) or TTY 1-888-663-0363 (24 hours/day)

October 25, 2007

1333 H Street, N.W.
Suite 200 West Tower
Washington, DC 20005

Public Service Commission of the District of Columbia

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*People Serving the
Community*

www.dcpssc.org



PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

1333 H Street, N.W., Suite 200, West Tower, Washington, D.C. 20005, (202) 626-5100, Fax (202) 626-9210

www.dcpssc.org

MISSION STATEMENT

The District of Columbia Public Service Commission (Commission) is an independent District government agency established by Congress in 1913 to regulate the electric, gas, and telephone companies in the District by functioning as a quasi-judicial agency. Today, the mission of the Commission is to serve the public interest by ensuring that financially healthy electric, gas, and telecommunications companies provide safe, reliable, and quality services at reasonable rates for D.C. residential, business, and government customers

The Commission accomplishes this mission by:

- Motivating customer- and results-oriented employees
- Protecting consumers by ensuring public safety and reliable and quality utility services
- Regulating monopoly services to ensure their rates are just and reasonable
- Fostering competition
- Resolving disputes between consumers and service providers
- Educating consumers and informing the public

Consumers are encouraged to contact us by phone at (202) 626-5120, on the web at www.dcpssc.org, or to come to our offices (between 9:00 a.m. and 5:30 p.m.) located at 1333 H Street NW, Washington, D.C. 20005.

Organizational Structure of the Public Service Commission

The Commission has 69 positions led by Chairperson Agnes A. Yates and Commissioners Richard E. Morgan and Betty Ann Kane. They are appointed to four-year terms by the Mayor with the advice and consent of the D.C. Council. The General Counsel heads the legal office. The Directors of the offices of Technical & Regulatory Analysis (OTRA), Consumer Services, and Commission Secretary, and the Personnel, Information Technology, and Procurement Officers report to the Executive Director. The Chief Financial Officer is responsible for the financial and budgetary programs of the Commission, working in conjunction with the Executive Director.

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 regulatory responsibilities and day-to-day operations.

Office of Technical and Regulatory Analysis (OTRA)

OTRA is responsible for providing accounting, financial, economic, and engineering advisory services to the Commissioners through its analysis of issues in formal cases and other proceedings. In addition, OTRA staff serves as project manager for the federal and Washington Gas-funded Pipeline Safety Program. The Office also tracks and reviews utility and telecommunications activities at regional and federal levels.

Office of the Commission Secretary

The Commission Secretary is responsible for maintaining the official files of the Commission and the Commission's website and e-Docketing system.

Office of Consumer Services (OCS)

OCS serves as the public relations arm for the Commission and is responsible for the day-to-day activities of three programs: (1) mediation of utility company complaints and inquiries; (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 and mediation of complaints regarding proposed and existing payphones.

The Commission's Responsibilities to Citizens' Utility Complaints and Inquiries

Consumers experiencing problems with a utility provider or Competitive Local Exchange Carrier (CLEC) may contact the Commission's Office of Consumer Services at (202)-626-5120. Consumer specialists are available to mediate complaints. If the consumer specialist is not able to resolve the complaint, a complainant can request a formal hearing, in writing. Consumers may also contact the Office of the People's Counsel (OPC) at (202) 727-3071 to receive legal representation before the Commission at no charge. In the case of billing disputes, the Commission's engineering staff conducts electric and gas meter tests. Requests for meter tests can be made through the Office of Consumer Services at (202)-626-5120.

Payphone Applications

The Commission regulates the installation and placement of public payphones in the District of Columbia. All payphones must be registered, and an application must be approved by the Commission before installation. For further information, call (202)-626-9168.

Payphone Complaints and Oppositions

If a consumer in the District of Columbia has a problem involving payphones, the consumer can call a hotline number (202)-737-4PSC and leave a message 24 hours a day. Information is retrieved from the voice mail box each morning for follow-up. Complaints can also be faxed to 202-626-9210, sent via e-mail using an online form on www.dcpssc.org, or mailed to the above address. Upon receipt of a complaint, the Commission's Payphone Inspector checks the site to ascertain whether the payphone is in compliance with the Commission's payphone rules.

Gas Customer Choice Programs

The Commission-approved alternative commodity gas supplier programs are called Gas Customer Choice Programs. The programs offer consumers the opportunity to shop around for the best price for natural gas.

Electric Customer Choice Programs

Both residential and commercial customers can now select an alternative generation and transmission supplier, while PEPCO is the sole electric distribution company. Questions about this program may be referred to (202) 626-5120.

Telecommunications Customer Choice Programs

The Commission has statutory authority over new providers of local telecommunications services. As of December 31, 2006, Verizon and 40 Competitive Local Exchange Carriers (CLECs) were providing service in the District. Fourteen (14) of the CLECs served residential customers and 35 CLECs served commercial customers.