

# OPC Consumer Complaint Form

If you are a District resident and you have a complaint involving your electric, natural gas, or local telephone services, you have the right to file a consumer complaint with the Office of the People's Counsel. To file a complaint with OPC, please fill out this form as completely as possible. You may either submit this form online or print it and send it to the office.

See next page for additional information on filing a complaint with OPC.

Check this box to signify that you do not wish to have your information / data provided to anyone who makes a FOIA request of OPC for your information/data. The Freedom of Information Act ("FOIA") allows public access to government records. The Office of the People's Counsel is subject to FOIA.

\* - Denotes Required Field

## Personal Info

\*Full Name:  Email:

## Mailing Address

\*Street Address:  \*City:  State:  \*Zip:

## Contact Info

\*Home Phone:  Office Phone:  Cell Phone:

[ Please input best number to contact during OPC business hours (8:45 a.m. thru 5:15 p.m., Monday-Friday) ]

## Account Info

\*Utility Company:  Account No:

\*Is the account in your name?  Yes  No If No, input Account Name here:

Does the account use the mailing address noted above?  Yes  No If No, then input Account Address below:

\*Street Address:  \*City:  State:  \*Zip:

\*Have you contacted the utility about the problem?  Yes  No

If so, what has the utility company done?

\*Please describe your problem as briefly and as clearly as possible (If your complaint involves telephone service, specify the number in question):

What would you like OPC to do on your behalf?

## Complaint Process

If you are a District resident and you have a problem, concern or complaint involving your electric, natural gas, or local telephone services you have the right to file a consumer complaint with the Office of the People's Counsel.

If you have a problem, concern or complaint about a specific utility in the District of Columbia, contact the utility first and give them the opportunity to address your concerns. If you are not satisfied with the resolution proposed by the utility, you may contact the OPC by completing the form on the following page or calling us at 202-727-3071.

OPC has the authority to negotiate complaint resolutions for D.C. residents in the following areas:

Billing Accuracy and/or Disputes

Down Electric or Telecommunication Lines

Gas Leaks

Meter Errors

Payment Problems

Quality of Service (e.g. missed appointments, or poor quality installation/repair)

Telephone Slamming and Cramming ("Slamming" is changing a consumer's telephone service without their permission. "Cramming" is placing unauthorized, misleading, or deceptive charges on a consumer's telephone service).

The Office represents D.C. ratepayers in matters before the D.C. Public Service Commission. If your complaint concerns personal property damage, a lawsuit, or other issues that are pending, or previously under judgment, OPC does not have the authority to get involved in these matters. - -

### HOW TO FILE A COMPLAINT:

The Office of the People's Counsel provides consumers with a variety of ways to file a complaint. When you contact the Office, please be ready to provide the following information: your name as it appears on the bill, service address, and utility account number.

**By Phone:** (202) 727-3071, TTY/TDD: (202)727-2876. You may contact OPC during the agency's normal business hours (Monday through Friday, 8:45 a.m. to 5:30 p.m.) and an OPC consumer complaint specialist will be available to take your complaint and answer your questions.

**In Writing:** You may write down the nature of your complaint and send it to OPC by fax, email, or USPS. Once your complaint has been received, someone from the Office will contact you to obtain additional information on the matter. Please include in your narrative: your name as it appears on the bill, service address, utility account number and a daytime contact number where you can be reached.

**By Fax:** (202) 727-1014

By Email: [ccceo@opc-dc.gov](mailto:ccceo@opc-dc.gov)

Online: [www.opc-dc.gov](http://www.opc-dc.gov)

**By Letter:** 1133 15th Street, NW, Suite 500 Washington, DC 20005

**In Person:** You also can file a complaint by visiting OPC's office. This will allow a consumer complaint specialist to interview you personally and obtain copies of any bills or letters you wish to provide. No appointment is necessary to file a complaint in person during normal office hours.

### NEXT STEPS:

Once OPC has obtained all the pertinent information regarding your complaint, the Office will then contact the utility company on your behalf to negotiate an agreement or resolution.

After the company investigates the matter and presents it's findings to the Office, OPC will contact you with a proposed negotiated arrangement with Company.

It is then at your discretion to either accept the proposed arrangements or negotiate further (if possible).

Once an agreement has been reached with the utility company, OPC will send you a letter confirming the terms of your agreement.

If OPC is unable to resolve the matter to your satisfaction, you have the right to request a formal hearing before the D.C. Public Service Commission.