

## How OPC works for you:

The Office of the People's Counsel is authorized to directly assist DC Water consumers with service and billing issues.

### Here's how the OPC Water Services Division can help you:

- Investigate complaints about DC Water rates, high bills, disconnections, customer service and leaks
- Represent DC Water consumers at agencies, hearings and courts
- Advocate for affordable and equitable water rates for DC Water consumers
- Advise and educate DC Water consumers about their legal rights and responsibilities



### Always call for assistance BEFORE your service is disconnected!

- Contact DC Water at (202) 354-3600 to resolve your complaint
- Not satisfied with DC Water's response? Call OPC's Water Services Division at (202) 727-3071, or file a complaint at <http://www.opc-dc.gov/consumer-assistance/utilities/now-help-with-dc-water>
- We will attempt to resolve the dispute with DC Water on your behalf
- Upon completion, OPC will advise you of findings and recommend separate next steps, including the appeals process



The People's Counsel  
Sandra Mattavous-Frye

## What if I cannot pay my water bill?

These agencies offer funds to assist with payment of utility bills:

OPC can negotiate your DC Water payment plan or refer you to an agency that provides financial assistance to pay utilities. OPC **does not** provide funds.

Greater Washington Urban League: (202) 265-8200  
Strong Families: (202) 698-4293  
Salvation Army: (202)-332-5000  
DC Department of Energy and Environment: 311

## What is the Clean Rivers Impervious Area Charge, "CRAIC?"

(Pronounced cree-ack)

Since 2009, DC Water has implemented the Clean Rivers Impervious Area Charge or CRIAC to recoup the costs of the federally-mandated \$2.7 billion Clean Rivers Project to reduce combined sewer overflow or CSO into District waterways.

## Contact the Office of the People's Counsel

P: (202) 727-3071      TTY/TDD: (202) 727-2876  
F: (202) 727-1014      E: [waterinfo@opc-dc.gov](mailto:waterinfo@opc-dc.gov)

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