

# Update on Department of Energy and Environment (DOEE) Operating Status during COVID-19 Emergency

**As of March 21, 2020**

## What is our operating status?

The Department of Energy and Environment (DOEE) is operational. All DOEE staff is working remotely, except in limited cases.

## How does this impact what we do?

- Permitting - reduced schedule/modified service. Most DOEE issued permit applications are available online at our website [doee.dc.gov](http://doee.dc.gov).
- Energy Assistance - reduced schedule/modified service. Clients may still complete an online application by visiting [doee.dc.gov/liheap](http://doee.dc.gov/liheap). Note: Utility providers have agreed to halt any disconnections during this time.
- Inspections - reduced schedule/modified service. DOEE will continue to inspect construction sites and commercial buildings, to ensure ongoing compliance. DOEE will not be conducting any inspections or activities inside private homes.
- Complaint Response - reduced schedule/modified service. Please continue to report complaints just as you would during normal operations and DOEE will respond via phone or email. All Bag Bill and Foodservice ware tips received via 311 will be addressed when offices re-open.
- All eCycle Drop-off, Fix-It DC, and Overnight Meaningful Watershed Experience events are currently on hold. Find event updates and ticket availability in real-time at [doee.eventbrite.com](http://doee.eventbrite.com).

## How does this impact our physical locations?

- DOEE Offices - closed from March 16-April 26. We plan to reopen on April 27.
- Taylor Street & MLK Energy Centers - closed. We plan to reopen on April 27.
- Aquatic Resources Education Center - closed. We plan to reopen on April 27.
- Kingman + Heritage Islands - closed. We plan to reopen on April 27.

## What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

## Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-535-2600 or [doecomms@dc.gov](mailto:doecomms@dc.gov). For more information, please visit [coronavirus.dc.gov](http://coronavirus.dc.gov).

