OPC-DC
Office of the People's Counsel
ADVOCACY | EDUCATION | PROTECTION

Update on the Office of the People's Counsel Operating Status during COVID-19 Emergency

What is our operating status?

The Office of the People's Counsel will be working remotely and have modified some services included below.

How does this impact what we do?

- **Utility Companies Consumer Complaints** – Walk-in services are suspended, customers can submit online or call 202-727-3071 to file a complaint.
- **DC Water Customer Issues** – Walk-in services are suspended, customers can submit online or call 202-727-3071 to file a complaint.

How does this impact our physical locations?

- Our office at 1133 15th Street, NW, is closed to the public between March 16th – 31st.

What else are we offering to meet your needs?

- We will continue to respond to all consumer complaints remotely.
- We will continue the office's work on utility cases, legal research, pleadings and work with the Public Service Commission, various utility companies and respond to consumer complaints.
- The major utilities have indicated they will not disconnect any resident's services during this emergency period.

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 202-727-3071 or ecoard@opc-dc.gov. For more information, please visit coronavirus.dc.gov.