

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

What is our operating status?

Along with the rest of District government, our agency remains operating. 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 through the duration of the public health emergency.

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 and practicing social distancing. The office will continue to work remotely through the duration of the public health emergency.

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.