

## District of Columbia

Last updated: 11/5/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility, municipal utility, or an electric cooperative in the District of Columbia.

15 DCMR § 300; DC ST § 34-301; DC ST § 34-207

### Weather Protections

Customers may not be disconnected from their utility service when National Weather Service (NWS) forecasts are 32 degrees F or below, or 95 degrees F or higher during any time of day based on the NWS wind chill factor and heat index temperature forecasts.

15 DCMR §310

### Medical Protections

Disconnections will be delayed for up to 21 days if service discontinuance would be detrimental to the health and safety of a bona fide occupant of the premises. Customers can renew their medical protection one time, for a total postponement period of 42 days. Medical certificates may be issued by a physician or public health official in the District of Columbia.

If customers receive medical condition protections, they must enter into a payment agreement with their utility.

15 DCMR §311

### Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

### General Exemptions

Customers and utilities can request an exemption from the rules for reasons of hardship.

15 DCMR § 398

### Notification Requirements

Written notification of at least 15 days is required from a utility before a customer may be disconnected. In-person or telephone notifications is not required, and a utility is not required

to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

15 DCMR §311

#### Payment Information, Delinquency, and Fee Information

Customers have 20 days to pay their bills before they become past-due.

There are no minimum arrearages before a utility may disconnect a customer.

Customers may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

15 DCMR §305; 15 DCMR §315

#### Landlords and Tenants

When the landlord is the customer of an electric utility, tenants should receive a 21 days notice before a disconnection may take place.

15 DCMR § 402

#### Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance. Customers can request a consumer rights pamphlet anytime and a copy of the pamphlet will be available at every utility's office under.

15 DCMR §311 and 15 DCMR §321