

RESOURCE LIST

The Office of the People's Counsel of the District of Columbia represents consumers of natural gas, electric and local telephone services in the District in matters before the DC Public Service Commission. Consumers with utility complaints in the District can either call the Office of the People's Counsel or the Public Service Commission. The purpose of this resource list is to provide DC consumers with information about other resources available to them.

<p>Complaints about gas, electric, & local phone service in DC</p> <p>DC Office of the People's Counsel (202) 727-3071 www.opc-dc.gov</p> <p>DC Public Service Commission (202) 626-5100 www.dcpsc.org</p> <p>Customer Choice Gas Program 1-877-924-6673 www.washingtongas.com</p>	<p>Landlord/Tenant Issues</p> <p>DC Tenants Rights Office (202) 442-4610</p>	<p>One Time Assistance for Mortgage & Rent Payments</p> <p><u>Ward 1:</u> Change, Inc. (202) 387-3725 Latino Agencies (English/Spanish) (202) 328-9451</p> <p><u>Ward 2:</u> Columbia Heights (202) 483-4547 North Capitol Collaborative (202) 588-1800 Latino Agencies (English/Spanish) (202) 328-9451</p> <p><u>Ward 3:</u> Latino Agencies (English/Spanish) (202) 328-9451</p> <p><u>Ward 4:</u> Georgia Avenue /Rock Creek (202) 722-1815 Near Northeast Community Corporation (202) 399-6941</p> <p><u>Ward 5:</u> Catholic Charities Assistance Program (202) 723-2542 <i>(call after 11am)</i> Near Northeast Community Corporation (202) 399-6941 Plymouth Congregational Church (202) 723-5330</p> <p><u>Ward 6:</u> Capitol Hill Group Ministries (202) 547-0190 Community Family Life Services (202) 347-0511 South West Community House (202) 488-7210</p> <p><u>Ward 7:</u> Marshall Heights Community Development (202) 396-1201 ext 140 United Planning Organization (UPO) (202) 610-0466</p> <p><u>Ward 8:</u> Catholic Charities (202) 544-3442 United Planning Organization (UPO) (202) 562-3800 Petey Green Center (202) 562-2937</p>
<p>Complaints about long-distance telephone service <i>(i.e.: services you did not order, etc.)</i></p> <p>Federal Communications Commission (888) 225-5322 www.fcc.gov</p> <p>To verify your long distance provider (free service) (700) 555-4141</p>	<p>Complaints about cable bills or service</p> <p>DC Office of Cable Television (202) 671-0066 www.octt.dc.gov</p>	
<p>To Purchase Discount Heating Oil</p> <p>Buyers Up (202) 588-1000 (202) 546-4996 www.buyersup.com</p>	<p>Complaints about water & sewer bills</p> <p>DC Water & Sewer Administration (202) 354-3600 www.dcwasa.com</p>	



Legal information, legal services & dispute resolution programs

AARP, Legal Counsel for the Elderly
(clients 60 & up)
(202) 434-2170
www.aarp.org/states/dc

DC Bar Legal Information Help Line
(202) 626-3499
<http://www.dcbar.org>

DC Law Students In Court
(202) 638-4798
www.law.georgetown.edu/clinics/lsc

DC Superior Court Multi-Door Dispute Resolution Program
(202) 879-1549

George Washington University Consumer Mediation Clinic
(202) 994-7463

The Legal Aid Society of DC
(202) 628-1161
www.legalaiddc.org

Neighborhood Legal Services Program
(202) 682-2700
For Maryland: (301) 927-6800
www.neighborhoodlaw.org

Energy Assistance/Social Service Agencies

DC Energy Office Hotline
(202) 673-6750
www.dcenergy.org

Salvation Army/WAFF
(202) 332-5000

United Planning Organization
(202) 610-0466

Catholic Charities
(202) 526-4100

Lutheran Social Services
(202) 723-3000

Change Inc.
(202) 387-3725

Anacostia Community Outreach
(202) 889-5607

Iona House (for Seniors)
(202) 966-1055

Community Family Life Services
(202) 347-0511

Complaints about telemarketing

To register your home phone, fax, pager, and cell phone numbers free of charge on the National Do-Not-Call Registry:

Go to the web at www.donotcall.gov or by calling toll-free: 1-888-382-1222.

To report telemarketing or other telephone related fraud:

National Fraud Information Center
(800) 876-7060

To request that your name not be sold to mailing list companies, write to:

STOP THE MAIL
PO Box 9008
Farmington, NY 11735

Credit Reporting Agencies

Equifax (800) 685-1111 www.equifax.com	Experian (888) 397-3742 www.experian.com
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TransUnion
(800) 916-8800
www.transunion.com

Complaints about utility service in MD

MD Public Service Commission
(410) 767-8026
www.psc.state.md.us/psc

MD Office of the People's Counsel
(410) 767-8150
www.opc.state.md.us

Miscellaneous Agencies

Share DC Metro
(Assistance with groceries: open to DC-MD-VA)
(301) 864-3115

Family & Child Services of Washington, D.C., Inc.
(Free comprehensive services to seniors 60 years and older)
929 L Street, NW
(202) 289-1510

DC Care Consortium (Emergency financial assistance programs to persons with HIV)
1436 U Street, NW
(202) 332-9091

Complaints about utility service in VA

VA State Corporation Commission
(804) 371-9611
www.state.va.us/scc

VA Office of Attorney General,
Insurance & Utilities Regulatory
Section
(804) 786-3433
www.oag.state.va.us