



Office of the People's Counsel

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February 24, 2017

**Consumer Alert**

**OPC Assisting Washington Gas Customers Reporting Unusually High Bills**

Dear Consumer,

The Office of the People's Counsel has received an increasing number of complaints from consumers who say their recent Washington Gas heating bills have been significantly higher compared to their historical usage. OPC, addressing complaints on a case-by-case basis, has reported the concerns to WGL and is determining if a formal investigation by the DC Public Service Commission is warranted. There may be cause for alarm because the uptick is occurring during unseasonably warmer winter weather.

If you have experienced a problem with your Washington Gas heating bill, call OPC at (202) 727-3071 to speak with a consumer outreach specialist.

OPC also encourages you to keep up-to-date on this and other important OPC news by following us on [Facebook](#) and [Twitter](#).

Sincerely,

A handwritten signature in black ink that reads "Sandra Mattavous Frye".

Sandra Mattavous-Frye  
People's Counsel

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