



## **Consumer Alert**

### **Washington Gas February Billing Error Affects Over 6,200 DC Residential Customers**

**March 3, 2021**

People's Counsel Sandra Mattavous-Frye alerts consumers about a printing issue that caused some District Washington Gas (WGL) consumer bills to have incorrect account names printed on their February billing statement.

The issue affects approximately 6,250 consumer accounts and is reported to be corrected for future WGL statements.

Please note that according to Washington Gas, the misprint only affects the account name that appears on the bill. All other account information such as the account number, address, current charges and amount due should be correct. Washington Gas has promised to waive late fees for any customers who may have been affected for 60 days.

OPC first learned about this issue from concerned DC utility consumers that contacted OPC's Consumer Services Division.

If you believe that you may have received or even discarded one of these bills, please contact Washington Gas by phone at 703-750-1000 to confirm that your account is up to date. You can also contact the Office of the People's Counsel with any of your utility concerns at 202-727-3071 or [info@opc-dc.gov](mailto:info@opc-dc.gov).