

UTILITIES Electricity, Gas, Water, Cable and Phone As of May 19, 2020



Q. I can't afford to pay my utility bills. Can utility companies disconnect my services during the public health emergency?

A. Your utilities (electricity, gas, water, cable and phone) cannot be turned off during the public health emergency or for 15 days afterward. Your cable and telephone service can be downgraded to the most basic level. For help paying your utilities, go to: dc.gov/page/utilities-shutdown, or call your utility provider to ask for payment relief.



Q. I don't want my utilities cut off 15 days after the public health emergency is over but I can't afford to pay all of my utility bills. Will the utility companies let me enter into a payment plan?

A. Yes, the utility companies have to let you enter into a payment plan for any payments that come due during the public health emergency and for 60 days thereafter for cable and telephone and for 6 months thereafter for water, electric and gas. You may have up to a year to pay the amount you owe and the utility company must waive any interest, fees or penalties. To be considered eligible for a payment plan, you must let the utility company know that you cannot pay all or some of your bill due to COVID-19 and you must sign a payment plan. If you make your payments according to the payment plan, a utility company cannot report the amount you owe as delinquent to a credit reporting agency and cannot disconnect your service.

