



OFFICE OF THE TENANT ADVOCATE
PUTTING PEOPLE FIRST.

Protecting Yourself From Summer's High Utility Costs

2000 14th Street, NW, Ste. 300N
Washington, DC 20009
(202) 719-6560

Visit us on the web at www.ota.dc.gov

Office of the Tenant Advocate (OTA)

The OTA is an independent District agency charged with providing legal, policy advocacy, emergency housing, education, and outreach services to District renters.

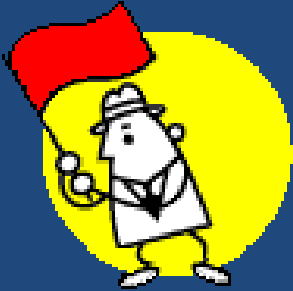
OTA services during the public health emergency:

- ❑ **Legal Branch-** Tenants needing legal services should contact OTA's hotline by:
 - Going online to <https://ota.dc.gov>.
 - Call (202) 719-6560, and leave a message.
- ❑ **Policy Branch-** Tenants requesting information regarding legislative matters should send an email to Joel.Cohn@dc.gov.
- ❑ **Education and Outreach Branch-** There will be no in-person presentations during the public health emergency.
 - If you are interested in a virtual presentation, please send an email to Stephen.Dudek@dc.gov.
- ❑ **Emergency Housing Branch-** OTA will respond to displacements in collaboration with the Department of Consumer and Regulatory Affairs (DCRA), DC Homeland Security (HSEMA) or the American Red Cross.

Air Conditioning

- Landlords that provide tenants air conditioning as a service through individual AC units or a central air conditioning system, shall:
 - Provide air conditioning from May 15th to September 15th.
 - Keep inside temperatures at least 15 degrees cooler than the temperature outside.
 - Maintain the air conditioning unit or system in safe and good working condition.

COVID-19 Impact on Utilities



- Utilities

- Utility companies (electric, gas, and water) are prohibited from disconnecting services during the state of emergency and for 15 days following the end of the emergency.
- Cable and telecommunications companies may reduce services due to the nonpayment of a bill, so long as they maintain a basic level of service.



COVID-19 Impact on Utilities

- Utilities Payment Plan

- A utility provider must offer a payment plan for eligible customers for amounts due during the program period.
- The “program period” is the PHE plus:
 - 60 days for a cable or telecommunications operator not regulated by Public Service Commission (PSC).
 - 6 months for any other utility provider.
- To be eligible, a customer must notify the provider of an inability to pay all or a portion of the amount due as a result of the PHE.
- Utility provider regulated by the PSC shall reconnect service to occupied residential property upon customer request.
 - The provider can not charge a fee for the reconnection during the PHE.