

*People Selecting & Choosing!*

**Step 5:** Ask the right questions to learn about each supplier's terms and conditions. The Commission has compiled a list of "Frequently Asked Questions" consumers should ask when choosing a retail energy supplier.

### Questions for Electric & Natural Gas Retail Suppliers

- Do I have to sign a contract? If yes, what are the terms and conditions of your contract?
- Does the price vary month to month?
- If the price is fixed, for how long?
- Is there a minimum charge?
- What kind of billing and payment options are available?
- Is there a penalty for switching suppliers before the end of the contract? If yes, how much is the fee?
- How will I be billed? Separately by the supplier, by Pepco, or by WGL?

### Questions for Electric Retail Suppliers- [http://dcpsc.org/Electric/Electric\\_FAQ.asp#A1](http://dcpsc.org/Electric/Electric_FAQ.asp#A1)



- What is your generation and transmission rate?
- Are renewable resources used and to what extent?

**Please note, if you are a Residential Aid Discount (RAD) Customer, you will lose the generation portion of the RAD subsidy if you switch from Pepco to another retail supplier.**

### Questions for Natural Gas Retail Suppliers-[http://dcpsc.org/Gas/Gas\\_FAQ.asp#A1](http://dcpsc.org/Gas/Gas_FAQ.asp#A1)

- What is your natural gas supply price?
- Does this price include a "balancing charge?" If yes, how much is the balancing charge?

For additional information, consumers can also download from the Commission website, the "Choice is Yours Brochure": [http://dcpsc.org/pdf\\_files/Customer\\_Choice\\_Brochure.pdf](http://dcpsc.org/pdf_files/Customer_Choice_Brochure.pdf)

Your charges in detail				Page 2 of 3
Rate Class:	Residential Heating Delivery Service			
Meter number:	Z99999	Next read date:	Mar 28, 2013	
Gas you've used this period				
Feb 27, 2013	Actual Meter Reading	5,726		
Jan 29, 2013	Actual Meter Reading	5,657		
Total CCF used		69		
Total Therms (TH) used	for 29 days	79.2		
total CCF x 1.048				
Adjusted by 2PSIG factor of 1.1213 and BTU of 1.024				
Payments/	You paid on Feb 12, 2013		-\$446.00	
Credits	Residential Essential Service* on Mar 2, 2013		-\$15.89	
	Retroactive Residential Credit on Mar 2, 2013		-\$48.34	
Total Payments/Credits			-\$510.23	
Distribution Service	Previous Bill Amount		-\$75.70	
	Payments/Credits Applied		-\$510.23	
 Washington Gas	Balance brought forward		-\$585.93	
	DISTRIBUTION SERVICE*			
	Distribution Charge 79.2 TH x \$.3321		\$26.30	
	Customer Charge		\$7.95	
	TAXES			
	DC Right of Way Fee		\$2.79	
	DC Delivery Tax 79.2TH x \$.0707000		\$5.60	
	Total Current Washington Gas Charges		\$42.64	
	Total Washington Gas Charges This Period		\$42.64	
*Set by the District of Columbia Public Service Commission.				
Natural Gas supply service	Previous Bill Amount		-\$46.70	
	Payments/Credits Applied		\$0.00	
 Washington Gas Energy Services	Balance brought forward		-\$46.70	
	Commodity 79.2 (Wet)x0.58000		\$45.94	
	Balancing 79.2 (Wet)x0.009600		\$0.76	
	WGES subtotal		\$46.70	
	Actual Monthly Distribution and Natural Gas Supply Charges		\$89.34	

#### About your supplier

Your gas is supplied by WGES.  
To contact WGES: 1-888-236-WGES (9437)  
123 Any Street, Somewhere, USA 99999  
Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.  
DC Commission phone: 202-626-5100  
Fax: 202-393-1389 TTY/TDD: 711 or 202-855-1234  
DC Commission address: 1333 H Street, NW, Ste 200 West Tower, Washington DC 20005

#### Other Contacts

Bill Inquiries: 703-750-1000  
711 for TTY/TDD; voice relay  
Bill inquiries outside your local calling area: 1-800-752-7820  
If you smell gas: 911 or 703-750-1400  
Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at [www.opc.dc.gov](http://www.opc.dc.gov), or write to 1133 15th Street, NW, Ste 500, Washington DC 20005, or call 202-727-3071.

#### Useful Information

CCF: A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

Therm (TH): A measure of the energy in natural gas, equal to the amount of gas (in CCF) times a heat content factor.

Distribution charge: Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

Customer charge: Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

PGC (Purchased Gas Charge): The cost of the natural gas we buy, plus the cost of transporting it to our system.

For more information about this bill, payment application, or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)