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**In Response to OPC Request, Public Service Commission
Orders Washington Gas to Address Customer-Service Issues
and Proposed Civil Penalty**

BALTIMORE – Washington Gas Light must submit a corrective action plan and respond by the end of this week to the [request of the Office of People's Counsel](#) for \$1.5 million in penalties for its long-standing customer-service issues, the Public Service Commission ordered late last week. Washington Gas's plan must address "what appears to be a significant decline in its customer service" since its 2018 acquisition by Canadian holding company Alta Gas, the Commission ruled.

"We are pleased that the Commission has acted quickly to require Washington Gas to propose a plan to fix its poor performance," said People's Counsel David S. Lapp. "We hope the Commission's action means that improvements in Washington Gas's customer service are coming soon."

The Commission's order found that OPC's request sufficiently raised the question of whether Washington Gas is violating the Commission's order approving the Alta Gas acquisition as well as state laws and regulations. Washington Gas must respond to OPC's request and include in its response a proposed plan that ensures compliance with the merger order and state law. In response to OPC's request for \$1.5 million in penalties for noncompliance, the order further requires Washington Gas to "show cause" why it should not be subject to civil penalties.

The Maryland Office of People's Counsel is an independent state agency that represents Maryland's residential consumers of electric, natural gas, telecommunications, private water and certain transportation matters before the Public Service Commission, federal regulatory agencies and the courts.

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