

UTILITY BILL DISCOUNTS

UTILITY DISCOUNT PROGRAMS (UDP)

The District of Columbia offers programs to help residents pay their **gas**, **water**, **electric**, and **telephone** utility bills.



Program Descriptions:

Residential Essential Service (RES)

Eligible Washington Gas customers in the District may qualify for a discount on a portion of the natural gas year-round. During the winter heating season from November to April, RES eligible customers will receive an approximate 48% discount on the total bill and will receive a 50% discount on the monthly Customer Charge during the non-winter heating season.

Residential Aid Discount (RAD)

Eligible Pepco customers in the District may qualify for the Residential Aid Credit (RAC). This credit provides a discount on Pepco's delivery charges and taxes.

Potential savings of \$300-475 annually.

Customer Assistance Program (CAP)

Eligible residential DC Water customers in the District may qualify for a discount of up to 600 cubic feet (6ccf or approx. 4,400 gallons) of water and sewer services used each month. Eligible households will receive an additional credit of seventy-five percent (75%) off of the monthly Clean Rivers Impervious Surface Area Charge (CRIAC) and a 100% waiver of the Water System Replacement Fee (WSRF).

The potential discount could be over \$1,000.00 annually.

Lifeline Services

Economy II Service, also known as "Voice Lifeline" is an assistance program offered by Verizon. It offers discounted at home local telephone service to qualified DC customers. Voice Lifeline Service is available for \$3.00 per month to customers under 65 years of age, and \$1.00 for seniors 65 years of age and older. To obtain a Lifeline application, visit lifelinesupport.org or call 1-800-234-9473.

Please see back for enrollment process, income eligibility, and documentation requirements.



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Enrollment Process and Income Eligibility Requirements

New CAP, RAD, RES Applicants:

1. Apply online at: doee.dc.gov/udp
2. Call 311 for more information.

Existing UDP Participants:

1. DOEE will mail application packets to current CAP, RAD, and RES participants. Participants will have at least 60 days to respond.
2. To check on the status of your CAP, RAD, and/or RES application, call 311.

New Lifeline Participants:

Lifeline income eligibility requirements are different from those stated above. You must receive Medicaid; Supplemental Nutrition Assistance Program ("SNAP"); Supplemental Security Income ("SSI"); Federal Public Housing Assistance; Veterans of Survivors Pension Benefit; or have income less than 135% of the federal poverty level.

For more information and to apply, visit lifelinesupport.org or call 1-800-234-9473.



Income Eligibility Requirements FY 2026 (Oct. 1, 2025 - Sept. 30, 2026)

# of People in Household	Maximum Annual Income
1	\$91,800
2	\$104,900
3	\$118,000
4	\$131,100
5	\$141,600
6	\$152,600
7	\$162,500
8	\$173,100

Required Documents

Your most recent utility bills

A government-issued photo ID

Proof of income for everyone in your home who receives income

Social Security cards for everyone in your home

For more information about the UDP, call **311** or visit doee.dc.gov

Video Relay Services (VRS) users must call 202-727-1000