



## **Public Service Commission**

### **PSC (DH)**

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#### **MISSION**

The mission of the Public Service Commission is to serve the public interest by ensuring that financially healthy electric, natural gas, and telecommunications companies provide safe, reliable, and quality services at reasonable rates for District of Columbia residential, business, and government customers. This mission includes:

- Protecting consumers to ensure public safety, reliability, and quality utility services;
- Regulating monopoly utility services to ensure their rates are just and reasonable;
- Fostering fair and open competition among utility service providers;
- Conserving natural resources and preserving environmental quality;
- Resolving disputes among consumers and utility service providers; Educating utility consumers and informing the public; and
- Motivating customer and results-oriented employees.

#### **SUMMARY OF SERVICES**

The Public Service Commission regulates public utilities operating in the District of Columbia by issuing orders in formal proceedings that may include written comments or testimony, hearings, studies, and investigations; ensuring fair and appropriate utility prices; fostering competition by licensing utility service providers and supervising the competitive bidding process; ensuring utility providers meet various environmental regulations and standards by operating in ways that conserve natural resources and preserve environmental quality; and mediating disputes among consumers and utility service providers.

In addition to its regulatory services, the Commission also conducts outreach via its website, and distribution of literature on various topics at community forums to educate utility consumers and inform the public.

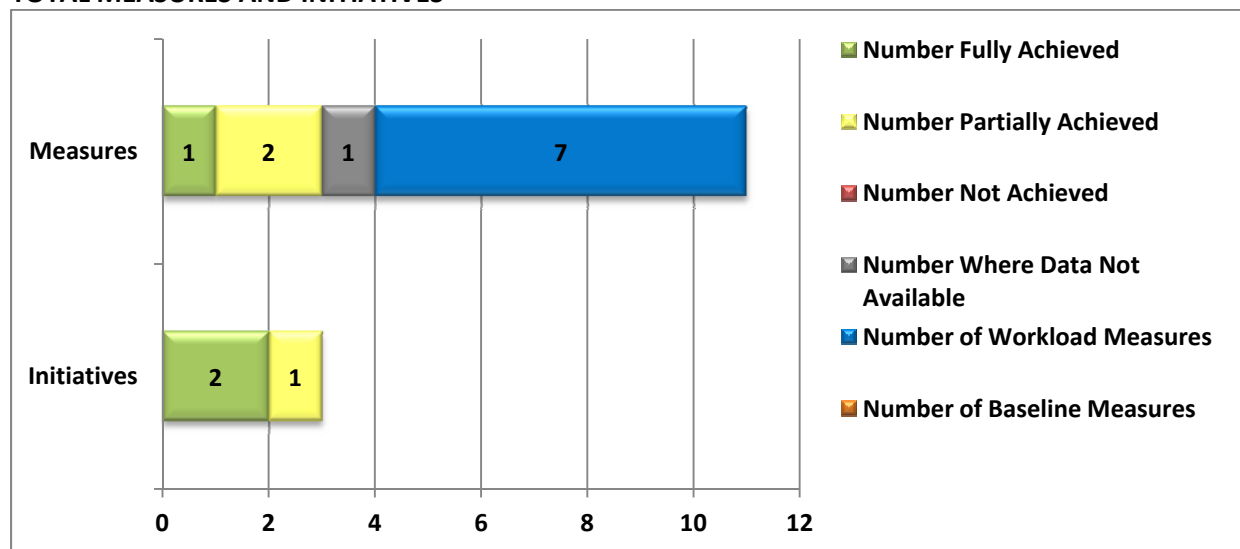
#### **ACCOMPLISHMENTS**

- ✓ Added to the website a section on electric reliability and all Commission annual reports and orders for the agency's 100th anniversary.
- ✓ Began developing major service outage restoration standards.
- ✓ Denied 42% of Pepco's requested rate increase.

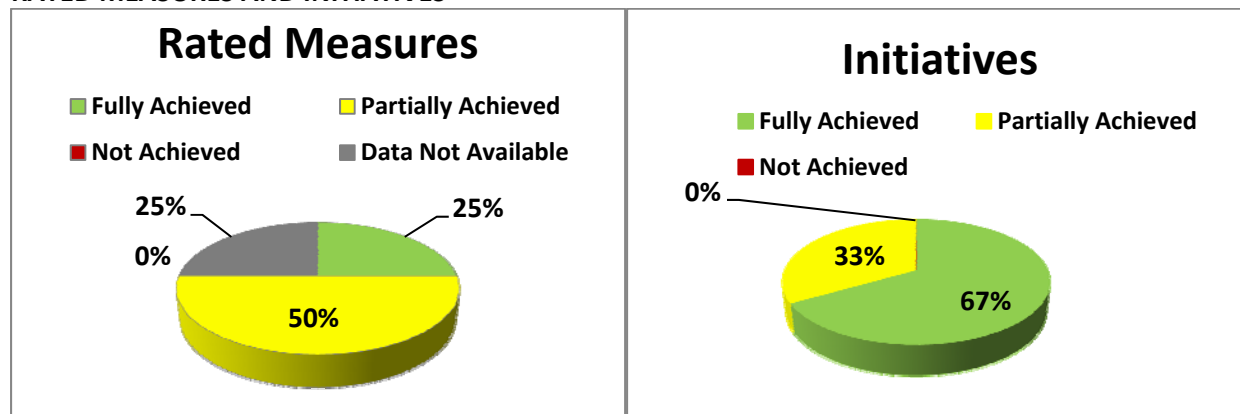


**OVERALL AGENCY PERFORMANCE**

**TOTAL MEASURES AND INITIATIVES**



**RATED MEASURES AND INITIATIVES**




**Note:** Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved




## Performance Initiatives – Assessment Details

### Performance Assessment Key:


-  Fully achieved     Partially achieved     Not achieved     Data not reported

### Agency Management

**OBJECTIVE 1: Ensure Safe and Quality Service through the Gas Pipeline Safety Program, Monitoring Utility Providers' Compliance with the Commission's Service Quality Standards, and Investigating Outages.**

-  **INITIATIVE 1.1: Amend the Natural Gas Pipeline Safety Rules.**  
This initiative was Partially Achieved. On August 12, 2011, the Commission opened a new proceeding, Formal Case No. 1089, in which it published a Notice of Proposed Rulemaking (NOPR) in the D.C. Register that would substantially improve the Natural Gas Pipeline Safety rules. The goal of the improvements was to enhance the safety of natural gas pipelines for consumers by expanding the public awareness campaign requirements and toughening the penalties for violations. The proposed rules provided an explicit process for inspections and enforcement of pipeline safety regulations and they established a clear penalty scheme when violations of the safety regulations are found. Comments were filed in September 2011. The comments raised an important question regarding the appropriate number of supervisors needed on natural gas pipeline safety projects. The Commission pursued this issue by directing WGL to respond to a series of questions. Upon receipt of the Company's responses, the Commission was required to issue a revised NOPR because a change was made in the proposed rules. Comments on the revised NOPR generated new issues, necessitating the issuance of a third NOPR in July 2012. The Commission plans to finalize the rules before the end of 2012.

**OBJECTIVE 2: Ensure Reliable Electricity Service by Facilitating the Transition to a "Smart Grid," a More Technologically Advanced Network That Includes Advanced Metering, Communications, and Delivery Systems.**

-  **INITIATIVE 2.1: Monitor the completion of Pepco's deployment of advanced meters and communications network and the implementation of its customer and service restoration benefits.**  
This initiative was Fully Achieved. Pepco began deploying smart meters in residences and businesses in October 2010. Pepco's projected completion date was March 2012. As of the end of September 2012, Pepco has completed the deployment of 98% of the smart meters. During the remainder of 2012, Pepco is continuing to arrange installation appointments with customers whose meters were not previously accessible. Meanwhile, Pepco has activated over 90% of the installed smart meters so customers can obtain more detailed information on their usage. Pepco also reported that many of the smart meters were used to confirm outages during the June 2012 storms, thereby expediting the restoration process.



**INITIATIVE 2.2: Work with Pepco, OPC, and other stakeholders to design and mount a customer education campaign for the implementation of Pepco's AMI program, including an AMI section to the Commission's Website.**

This initiative was Fully Achieved. The Advanced Meter Infrastructure (AMI) Task Force, which is chaired by the Commission Staff, filed its proposed customer education plan on November 1, 2011. On November 21, 2011, the Commission issued Order 16620, requesting comments on the plan. After review of the comments, on March 22, 2012, the Commission issued Order 16744, approving the Plan. Meanwhile, the Commission, in addition to OPC, Pepco, and other members of the Task Force, continued to educate the public on the uses and benefits of the meters through community meetings, fairs, and other venues.



## Key Performance Indicators – Details

### Performance Assessment Key:

- Fully achieved
- Partially achieved
- Not achieved
- Data not reported
- Workload Measure

		Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
<span style="color: gray;">●</span>	1.1	USDOT Rating for Gas Pipeline Safety Program	97%	98%		99.2% <sup>1</sup>	101.2%	PIPELINE SAFETY
<span style="color: blue;">●</span>	1.2	Number of cases opened	3,095	NA		667	Workload Measure	UTILITY REGULATION
<span style="color: blue;">●</span>	1.3	Number of orders issued	565	NA		376	Workload Measure	UTILITY REGULATION
<span style="color: blue;">●</span>	1.4	Number of natural gas pipeline safety inspections conducted	500	NA		456	Workload Measure	PIPELINE SAFETY
<span style="color: blue;">●</span>	1.5	Number of One-Call inspections conducted	960	NA		972	Workload Measure	PIPELINE SAFETY
<span style="color: blue;">●</span>	1.6	Number of payphone site inspections conducted	673	NA		275	Workload Measure	UTILITY REGULATION
<span style="color: blue;">●</span>	1.7	Number of Renewable Portfolio Standards applications received	2,635	NA		241	Workload Measure	UTILITY REGULATION
<span style="color: blue;">●</span>	1.8	Number of consumer complaints and inquiries processed	1,881	NA		1,582	Workload Measure	UTILITY REGULATION

<sup>1</sup> Data for this KPI is provided annually by the U.S. Department of Transportation.



		<b>Measure Name</b>	<b>FY 2011 YE Actual</b>	<b>FY 2012 YE Target</b>	<b>FY 2012 YE Revised Target</b>	<b>FY 2012 YE Actual</b>	<b>FY 2012 YE Rating</b>	<b>Budget Program</b>
●	1.9	Timeliness of adjudicative case decisions	100%	95%		100%	105.26%	UTILITY REGULATION
●	1.10	Cost per informal consumer complaint	\$73.41	\$67.84		\$67.98	99.79%	UTILITY REGULATION
●	1.11	Number of hits to website (including eDocket) <sup>2</sup>	0	266,640	1,400,000	1,342,879	95.92%	UTILITY REGULATION

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<sup>2</sup> The original KPI measured the number of hits to Educated Consumers only. The PSC changed this KPI mid-fiscal year to expand the scope of the measurement to the entire website, including eDocket.