

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Mr. James H. De Graffenreidt, Jr.
Chairman, President and CEO
Washington Gas District of Columbia
1100 H Street, N.W.
Washington, D.C. 20080

Dear Mr. De Graffenreidt:

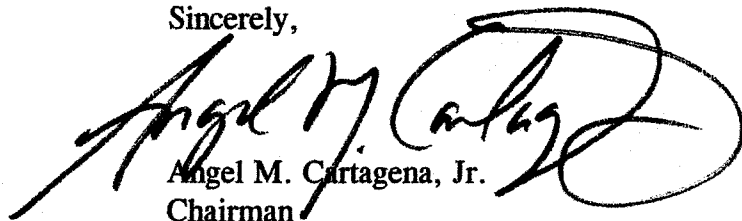
James

It is my pleasure to invite you to the Public Service Commission of the District of Columbia kick-off community presentation on Wednesday, November 1, 2000 at the Charles Sumner School located at 1201 17th Street, N.W., from 9:30 - 11:30 a.m.

This presentation will be the first of many in all eight wards of the city. During the presentations we will discuss energy and telecommunications issues, as well as the direction of the Commission. I will also be introducing two new members of my staff -- our General Counsel, Mr. Timothy R. Robinson and, the Chief of Staff, Mr. Daniel S. Flores.

I hope that you or a representative of your organization can join us. Feel free to invite members of your staff to this important presentation. Please RSVP at (202) 626-5121.

Sincerely,


Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Mr. Roscoe Grant, Jr.
Chairperson ANC 7B
4022 Alabama Avenue, S.E.
Washington, D.C. 20020

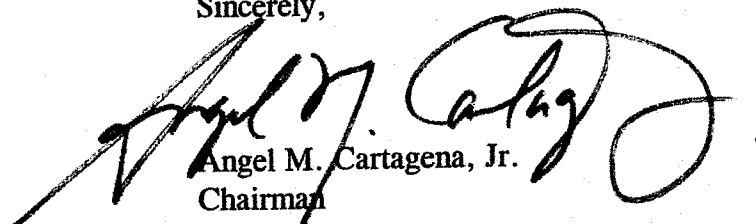
Dear Chairperson Grant:

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Sincerely,



Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Mr. Melvin Sims
Chairperson ANC 8E
915 Savannah Street, S.E.
Washington, D.C. 20032

Dear Chairperson Sims:

It is my pleasure to invite you to the Public Service Commission of the District of Columbia kick-off community presentation on Wednesday, November 1, 2000 at the Charles Sumner School located at 1201 17th Street, N.W., from 9:30 - 11:30 a.m.

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Sincerely,

A handwritten signature in dark ink, which appears to read "Angel M. Cartagena, Jr.", is written over the typed name and title. The signature is fluid and stylized, with a large loop at the end.

Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Ms. Winifred Freeman
Chairperson ANC 8D
97 Elmira Street, S.W.
Washington, D.C. 20032.

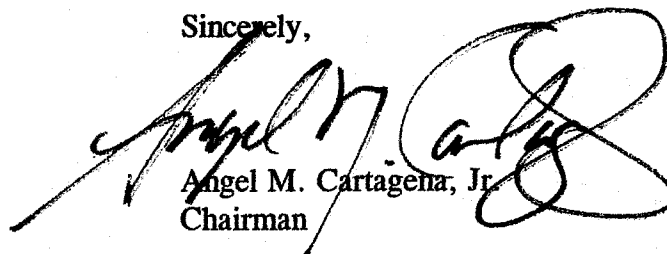
Dear Chairperson Freeman:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Ms. Virginia L. Major
Chairperson ANC 8C
3501 5th Street, S.E.
Washington, D.C. 20032

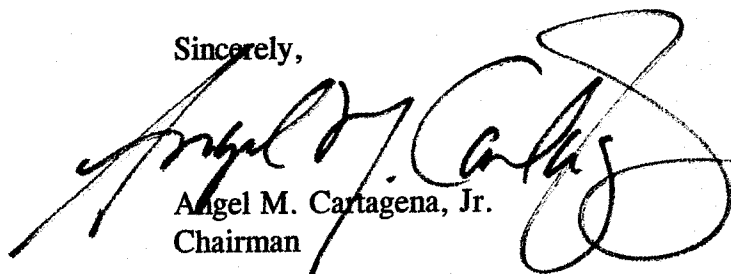
Dear Chairperson Major:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Ms. Hope B. Etienne
Chairperson ANC 8B
2411 24th Street, S.E.
Washington, D.C. 20020

Dear Chairperson Etienne:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Elizabeth Noel, Esq.
People's Counsel
Office of the People's Counsel
1133 15th Street, N.W., Suite 500
Washington, D.C. 20005

Dear Ms. Noel:

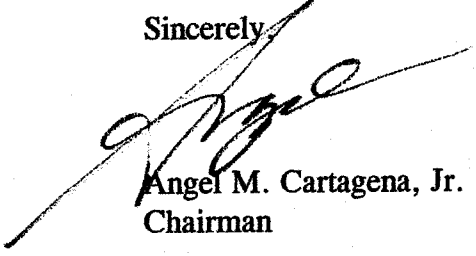
Betty

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Sincerely,


Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Mr. Charles Clinton
Director
D.C. Enery Office
2000 14th Street, N.W., #300E
Washington, D.C. 20009

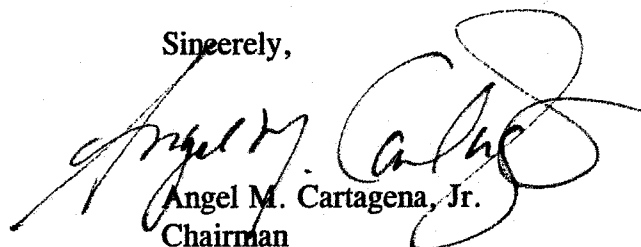
Dear Mr. Clinton:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Mr. John Derrick
Chief Executive Officer
Potomac Electric Power Company
1900 Pennsylvania Avenue, N.W., 8th Floor
Washington, D.C. 20068

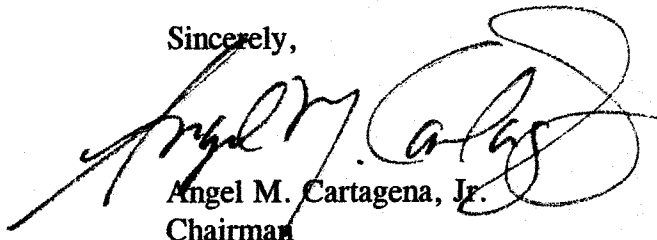
Dear Mr. Derrick:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

Ms. Marie Johns
President
Verizon Inc., Washington, D.C.
1710 H Street, N.W., 11th Floor
Washington, D.C. 20005

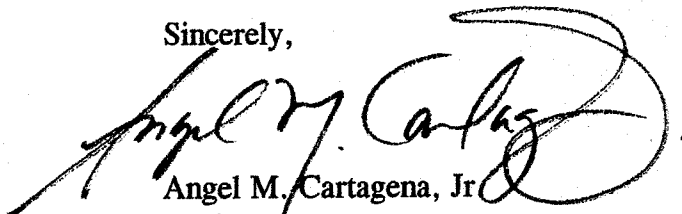
Dear Ms. Johns:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Phil Mendelson
Councilmember (At Large)
441 4th Street, N.W., Room 720
Washington, D.C. 20001

Dear Councilmember Mendelson:

It is my pleasure to invite you to the Public Service Commission of the District of Columbia kick-off community presentation on Wednesday, November 1, 2000 at the Charles Sumner School located at 1201 17th Street, N.W., from 9:30 - 11:30 a.m.

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Sincerely,

Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Harold Brazil
Councilmember (At Large)
441 4th Street, N.W., Room 701
Washington, D.C. 20001

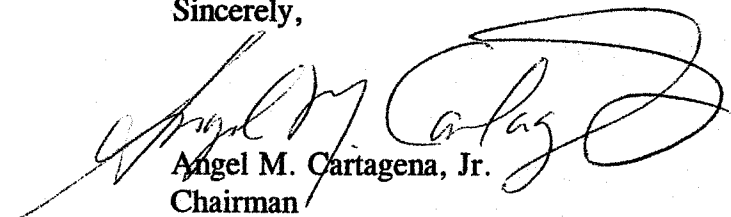
Dear Councilmember Brazil:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable David A. Catania
Councilmember (At Large)
441 4th Street, N.W., Room 720
Washington, D.C. 20001

Dear Councilmember Catania:

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Sincerely,

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Linda W. Cropp
Councilmember (At Large)
441 4th Street, N.W. Room 704
Washington, D.C. 20001

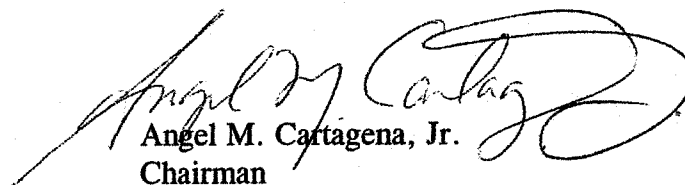
Dear Councilmember Cropp:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Carol Schwartz
Councilmember (At Large)
441 4th Street, N.W., Room 706
Washington, D.C. 20001

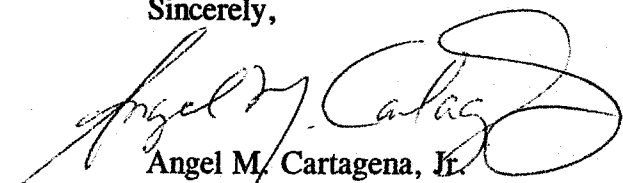
Dear Councilmember Schwartz:

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Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Jim Graham
Councilmember Ward 1
441 4th Street, N.W., Room 718
Washington, D.C. 20001

Dear Councilmember Graham:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Jack Evans
Councilmember Ward 2
441 4th Street, N.W. Room 703
Washington, D.C. 20001

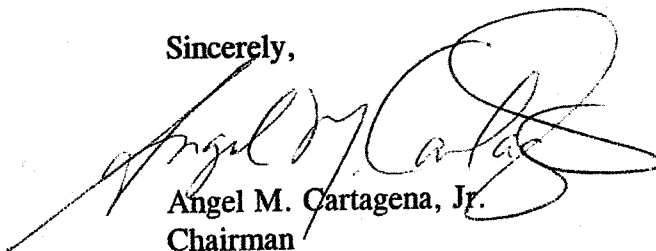
Dear Councilmember Evans:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Kathleen Patterson
Councilmember Ward 3
441 4th Street, N.W., Room 709
Washington, D.C. 20001

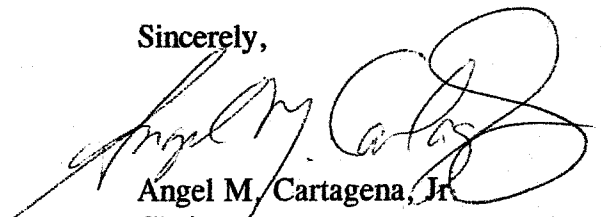
Dear Councilmember Patterson:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Charlene Drew Jarvis
Councilmember Ward 4
441 4th Street, N.W., Room 708
Washington, D.C. 20001

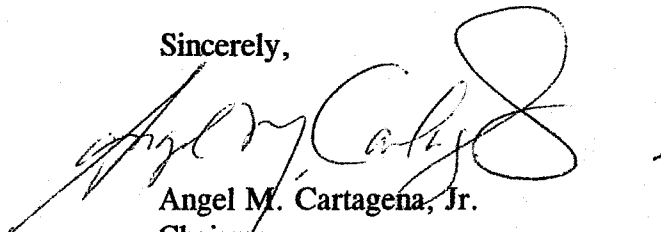
Dear Councilmember Jarvis:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Vincent B. Orange, Sr.
Councilmember Ward 5
441 4th Street, N.W., Room 702
Washington, D.C. 20001

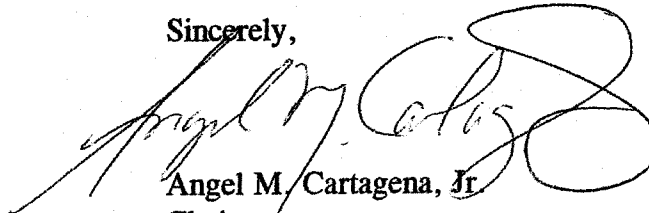
Dear Councilmember Orange:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Sharon Ambrose
Councilmember Ward 6
441 4th Street, N.W., Room 710
Washington, D.C. 20001

Dear Councilmember Ambrose:

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Angel M. Cartagena, Jr.
Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Kevin P. Chavous
Councilmember Ward 7
441 4th Street, N.W., Room 705
Washington, D.C. 20001

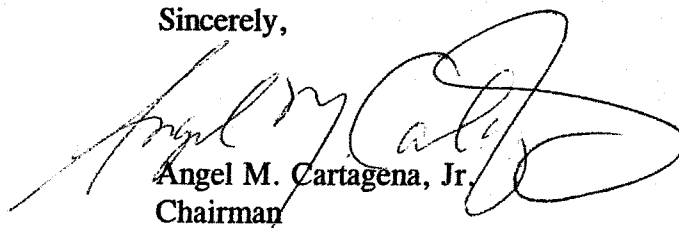
Dear Councilmember Chavous:

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Chairman

PUBLIC SERVICE COMMISSION OF THE
DISTRICT OF COLUMBIA
1333 H Street, N.W.
Washington, D.C. 20005



Office of the Chairman

October 24, 2000

The Honorable Sandy (Sandra) Allen
Councilmember Ward 8
441 4th Street, N.W., Room 707
Washington, D.C. 20001

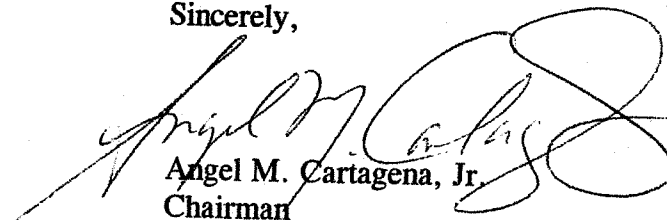
Dear Councilmember Allen:

It is my pleasure to invite you to the Public Service Commission of the District of Columbia kick-off community presentation on Wednesday, November 1, 2000 at the Charles Sumner School located at 1201 17th Street, N.W., from 9:30 - 11:30 a.m.

This presentation will be the first of many in all eight wards of the city. During the presentations we will discuss energy and telecommunications issues, as well as the direction of the Commission. I will also be introducing two new members of my staff--our General Counsel, Mr. Timothy R. Robinson and, the Chief of Staff, Mr. Daniel S. Flores.

I hope that you or a representative of your staff can join us. Feel free to invite members of your staff and constituency to this important presentation. Please RSVP at (202) 626-5121.

Sincerely,



Angel M. Cartagena, Jr.
Chairman



**Public Service Commission of the
District of Columbia**

**Angel M. Cartagena, Jr.
Chairman**

November 1, 2000



THE COMMISSION

The Public Service Commission of the District of Columbia (Commission) was established by Congress in 1913 as an independent District Government agency to regulate the electric, gas, and telephone companies in the District.

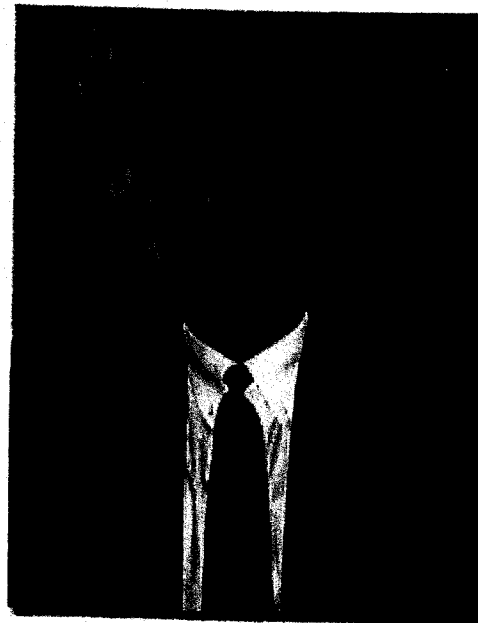
Until recently, the Commission functioned as a quasi-judicial agency by litigating rate cases and other formal proceedings.

PUBLIC SERVICE COMMISSION

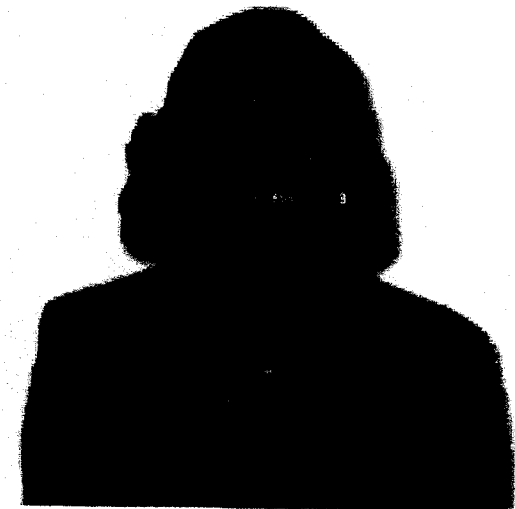
COMMISSIONERS



Edward M. Meyers
Commissioner



Angel M. Cartagena, Jr.
Chairman



Agnes M. Alexander
Commissioner

MISSION STATEMENT



- For District of Columbia utility consumers, we promote the availability, reliability, affordability, and quality of energy and telecommunications services. We also promote the provision of utility services that are safe, universally available, and foster economic development.
- We do this by:
 - Fostering fair and open competition among service providers,
 - Empowering consumers,
 - Protecting consumers,
 - Resolving disputes among consumers and service providers, and
 - Enabling customer- and results-oriented employees.

HISTORY OF GAS DEREGULATION



- **1938** – Natural Gas Act (NGA)
- **1954** – Supreme Court ruled wellhead prices were subject to the NGA
- **1977** – Natural Gas Policy Act (NGPA) phased in decontrol of wellhead prices
- **1980s**- FERC Orders 380 (removed minimum bill requirement); 436 (first open access program allowing customers to shop for gas supplies); 497 (affiliate marketing rules);
- **1990s** – FERC Order 636 – separated sales of natural gas from transport, allowing for a competitive commodity market

GAS



FERC ORDERS 637 AND 637a **(Issued February & May 2000)**

- The general purpose of the order is to: reduce rates for customers who rely on natural gas; avoid having fixed cost of gas supply spread to fewer firm interstate pipeline customers as a result of mergers and acquisitions; encourage a more streamlined system of gas delivery; foster greater integration between the system for allocating gas supplies to various customer markets and the system for scheduling pipeline delivery of gas; and to prevent pipelines from exercising market power.

GAS



FOUR CUSTOMER CHOICE PROGRAMS

- **Interruptible Program** - The District of Columbia Public Service Commission first introduced competition into the District's natural gas industry in 1988, when it allowed large-scale, dual-fuel "Interruptible" customers to select their own commodity gas supplier while Washington Gas continued to be the sole distributor of the gas.

Competition for remaining customers was introduced through a series of gas tariffs (GTs).

- **Large Commercial Program** - In January 1998, the Commission approved a gas "Customer Choice Program" for large commercial customers in GT 96-2.



GAS

- **Residential Pilot Program** - In April 1998, the Commission approved a two-year pilot, residential program in GT 96-3.

The residential pilot program began on January 1, 1999. In March 1999, the Commission removed the ceiling on participation in the residential program to open enrollment, and the Commission allowed enrollment throughout the year. The Commission is now considering whether to convert the pilot program to a full-scale program, effective January 1, 2001.

- **Small Commercial Program** - In April 1999, the Commission approved a pilot program for small commercial customers in GT 97-3.



CUSTOMER CHOICE PROGRAM PARTICIPATION AND MARKET SHARES AS OF NOVEMBER, 2000

- 17,254 Customers Choosing Alternative Suppliers
- 129,384 DC Residential Customers
- 13% of DC Residential Customers have chosen Alternative Gas Suppliers

-
- 4,229 Customers Choosing Alternative Suppliers
 - 13,506 DC Commercial Customers
 - 31% of DC Commercial Customers have chosen Alternative Gas Suppliers

DC IN COMPARISON WITH WASHINGTON GAS PROGRAMS IN MARYLAND AND VIRGINIA AT SAME POINTS IN PROGRAMS



AGS Shares of Residential Customers	<u>RESIDENTIAL</u>		
	DC	MD	VA
12 months	8%	6%	12%
18 months	10%	6%	12%
21 months	13%	5%	12%



LOCAL TELECOMMUNICATIONS SERVICES COMPETITION

In 1985, the District of Columbia Public Service Commission was one of the first state commissions in the nation to facilitate competition between Centrex and PBXs. Centrex accounted for over 40% of C&P's (now Verizon's) lines. Ratepayers, particularly residential and small businesses, would have been harmed if C&P had lost most of its Centrex business.

TELECOMMUNICATIONS



Profile of authorized CLECs providing service in the District:

- As of October 27, 2000, the Commission had authorized 105 CLECs to provide local telecommunication services in the District.
- As of the end of 1998, 15 authorized CLECS were providing service in the District.
- As of the end of 1999, at least 21 CLECs were providing service in the District.
 - 8 of the CLECs were resellers only
 - 2 of the CLECs were facilities-based only
 - 4 of the CLECs were both resellers and facilities-based



TELECOMMUNICATIONS

CLECs' share of District intrastate revenues:

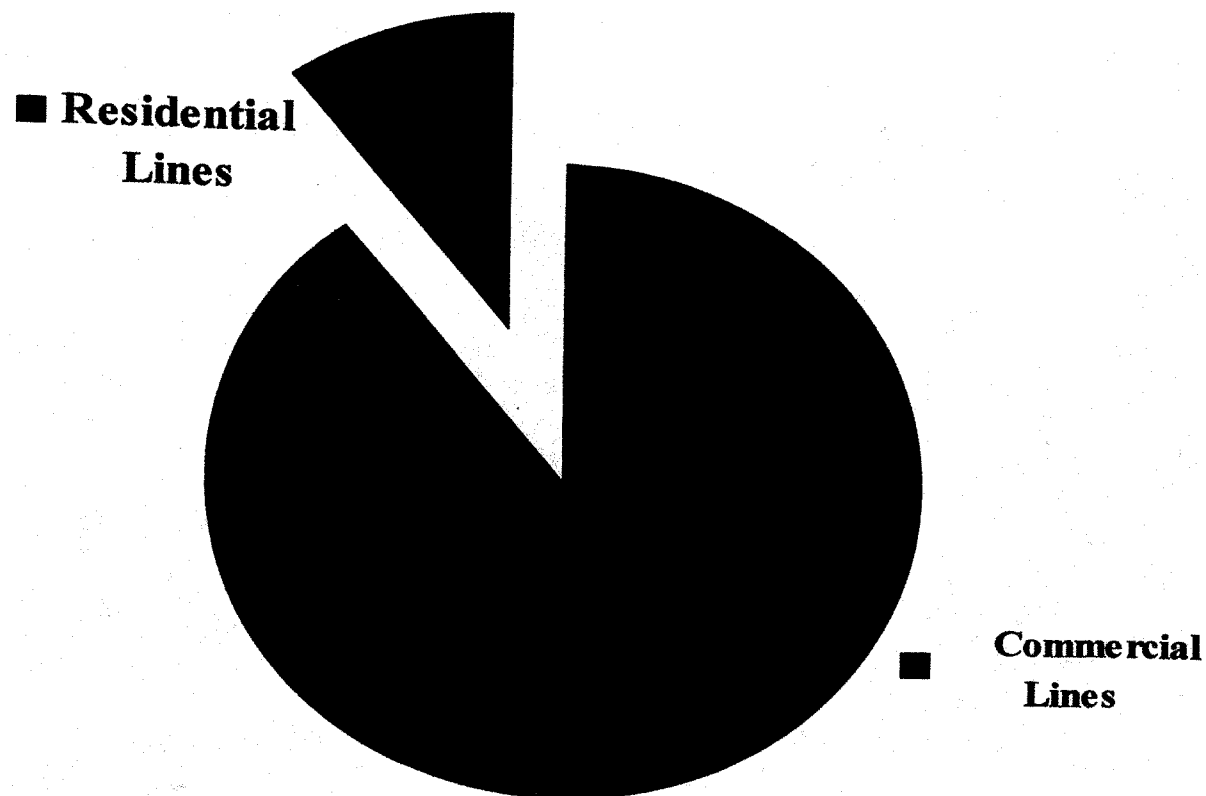
- As of the end of 1998, CLECs accounted for 10.7% of intrastate revenues
- As of the end of 1999, CLECs accounted for 17.6% of intrastate revenues

CLECs share of subscriber lines:

- As of the end of 1998, CLECs had 7.0% of subscriber lines.
- As of the end of 1999, CLECs had 7.7% of subscriber lines.
 - CLECs had 76,741 subscriber lines: 8,159 residential lines (10.7%) and 68,582 commercial lines (89.3%).



CLECS' SHARE OF SUBSCRIBER LINES





WHAT IS DSL?

DIGITAL SUBSCRIBER LINE (DSL) SERVICE IN THE DISTRICT OF COLUMBIA

DSL is an advanced telecommunications service that provides broadband capability (*the ability to carry a great deal of information, e.g., Internet service*) over existing copper telephone lines. For a customer to get DSL service, special equipment must be installed in both Verizon's central office and in the customer's location, regardless of the provider.



DSL

DSL provides high-speed information service and is “always on,” meaning you don’t have to establish a connection each time you want to use the service. DSL service allows both voice and data traffic to travel simultaneously over the same copper line, so that you can use your telephone for a conversation and your computer for Internet service without having two lines.

CABLE MODEM TECHNOLOGY



Cable modem-based technology allows for the provision of high speed service. Other providers may offer alternative advanced telecommunications services as well.

ELECTRIC

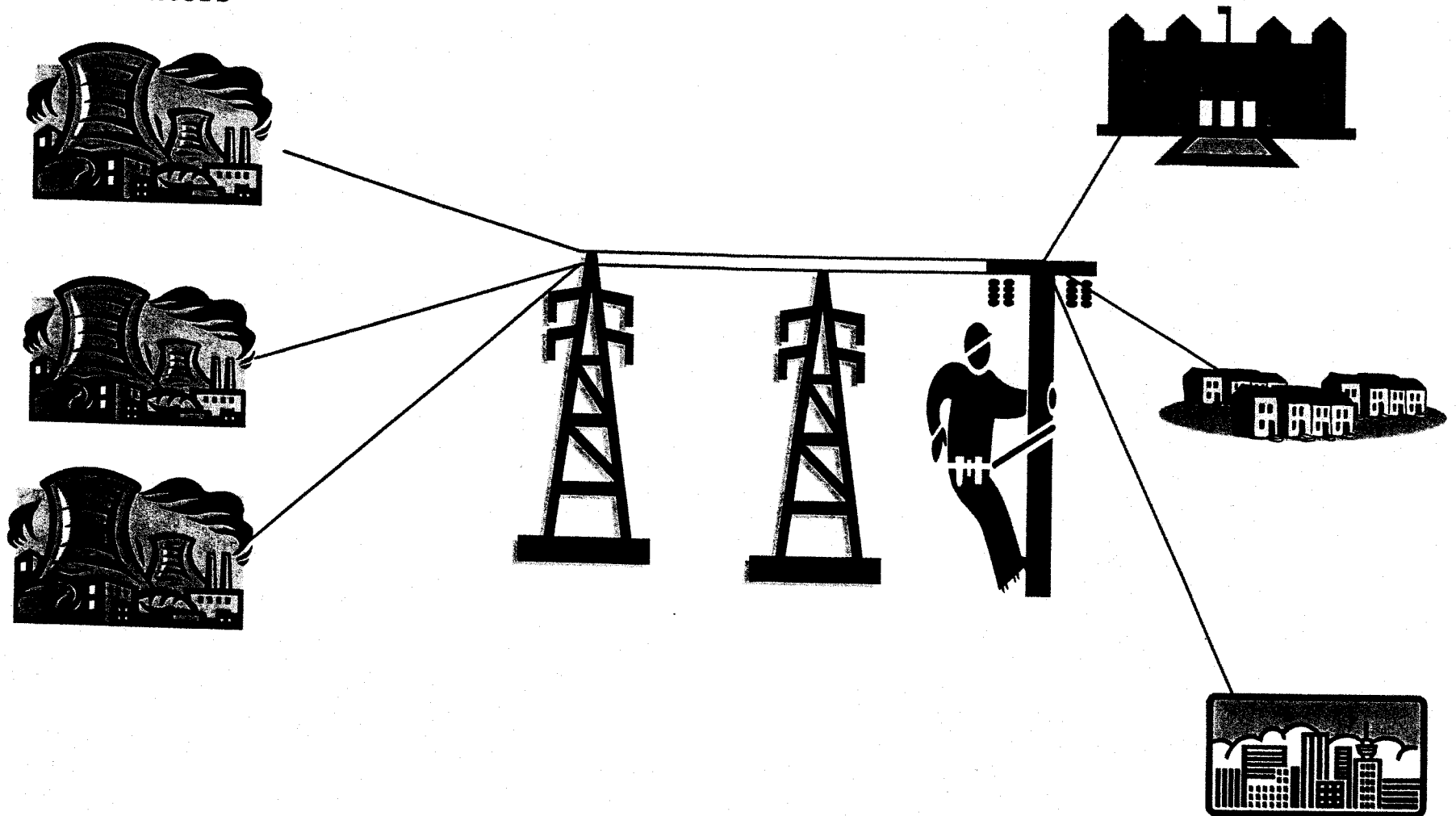


Introduction of Competition in the District's Electric Industry

In 1999, the D.C. Council enacted legislation mandating electric retail competition among alternative generation suppliers while, at least for now, PEPCO would remain the sole transmission and distribution company to residential and commercial customers. At the end of 1999, the Commission, in Formal Case No. 945, approved PEPCO's divestiture of generation plants. As part of the divestiture, the Commission also approved a 7.0% rate reduction for residential customers and a 6.5% rate reduction for commercial customers. The Commission also agreed to establish electric residential and commercial pilot Customer Choice programs by January 1, 2001.

ELECTRICAL DISTRIBUTION

Generators





ELECTRIC

A minimum of 31 specified items must be included on a customer bill. Some of them are:

- Applicable rate schedule
- Taxes and surcharges
- Payment due date
- Customer's name and account number
- Emergency number for the electric company
- Commission address and phone number
- OPC's phone number
- Collection messages
- Bill step computations
- Date of bill issuance
- Billing period etc.



ELECTRIC

Following are highlights of the requirements of the Commission's September 2000 Order which restructured the electric retail industry in the District.

- Required third party verification for telephone contracts.
- Provided flexibility to residential customers in switching suppliers.
- Specified the limits for customer deposits for residential and small commercial customers.
- Specified the standards for suppliers' advertisements and solicitations.
- Established standards for market participants to handle customer inquiries and complaints.
- Required the electricity suppliers to meet reliability standards.
- Required electricity suppliers to meet financial integrity requirements.



ELECTRIC

Future steps to electric restructuring:

- An order unbundling electric rates into generation, transmission, and distribution will be issued in November 2000.
- Future orders will address the following issues:
 - Monitoring market power
 - Customer aggregation
 - How to compare rates among various suppliers

ELECTRIC



Electric retail competition in DC versus other states:

Regulatory Research Associates ranks states according to their progress towards electric industry restructuring.

DC is ranked in the highest (Tier 1) of five tiers, with 15 other states. Tier 1 contains states where "retail access" is in place or a prescriptive legislative or regulatory plan has been finalized. The other states in Tier 1 are Arizona, California, Connecticut, Delaware, Illinois, Maine, Maryland, Massachusetts, Michigan, Montana, New Jersey, New York, Ohio, Pennsylvania and Rhode Island.

INVESTIGATION INTO MANHOLE INCIDENTS



- Over 57,000 manholes and covers are currently in the District of Columbia.
- In compliance with the Commission's requirements, PEPCO has reported 33 manhole incidents between February and October, 2000.
- PEPCO is inspecting 10,000 manholes a year; 5,375 inspections have been completed to date.



MANHOLE INCIDENTS STATUS

- The Commission has directed the installation of slotted manhole covers . As of October 1, 1,000 slotted covers have been installed.
- 3,000 slotted manhole covers will be installed by January 2001.
- PEPCO is carrying out an assessment of its underground facilities, starting in Georgetown, with the help of a consultant.
- The Commission is hiring a consultant to monitor PEPCO's manhole inspections and review PEPCO's underground facilities assessment.

**PUBLIC SERVICE
COMMISSION OF THE
DISTRICT OF COLUMBIA**



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