



Public Service Commission PSC (DHO)

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 resolving disputes among consumers and utility service providers. In addition to its regulatory services, the Commission also conducts outreach via its website, public forums, and various literatures in order to educate utility consumers and inform the public.

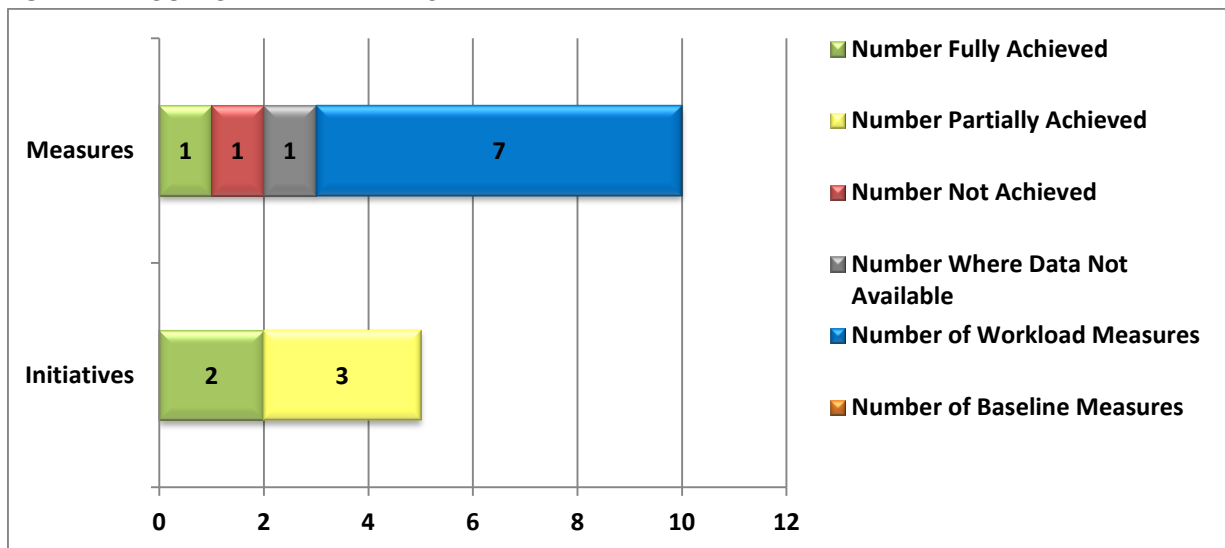
ACCOMPLISHMENTS

- ✓ Approved a Washington Gas accelerated pipeline replacement program.
- ✓ Approved a settlement agreement with Starion Energy for misleading marketing practices that resulted in compensating several hundred residential consumers a total of \$85,000.
- ✓ Approved a \$23.4 million Pepco rate increase that was offset by a reduction in Pepco's generation rates.

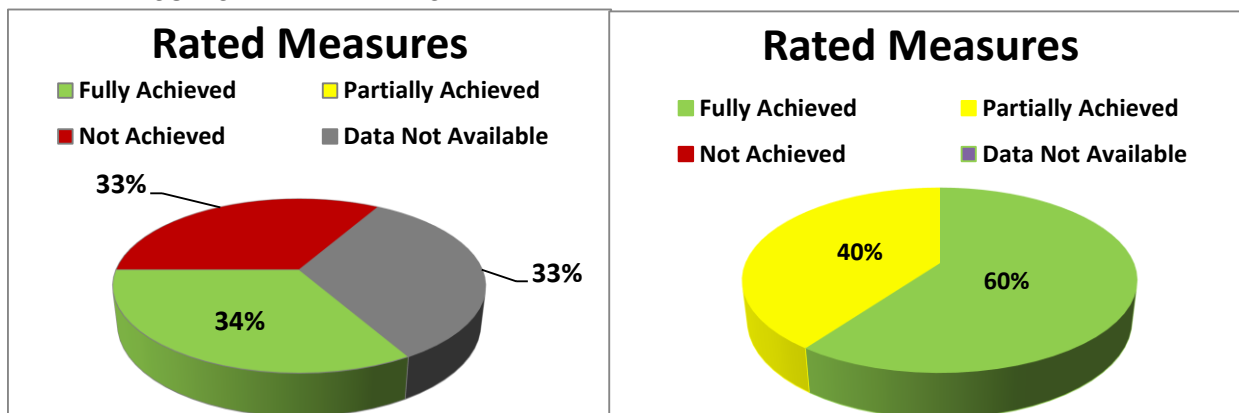


OVERALL AGENCY PERFORMANCE

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, reliable and quality electric, natural gas and local telecommunications services by managing the natural gas pipeline safety program, monitoring utility providers' compliance with the Commission's service quality standards, and investigating outages.

INITIATIVE 1.1: Enhance the Commission's monitoring, compliance, and enforcement functions by completing the restructuring of the Commission's Engineering Office.

- **This initiative was fully achieved.** As planned, the Office of Engineering was divided into two offices: the Office of Compliance and Enforcement (OCE) and the Office of Infrastructure and System Planning (OISP). Both offices were fully operational by the end of FY 2014.

INITIATIVE 1.2: Increase transparency by revising the Commission's docketing system.

- **This initiative was fully achieved.** The Commission began restructuring its docketing system in January 2014 by closing a number of old cases and creating new cases that begin with acronyms rather than formal case numbers. By the end of FY 2014, the restructuring was fully operational. Specifically, due to the restructuring, the Commission closed 8 formal cases and converted 15 rulemakings (RM) from formal case numbers to RM designations. The Commission also established acronyms for 101 reports and filings. This project is ongoing. Additional formal cases will be closed and new acronym cases will be opened as pending matters in the formal cases are completed.

OBJECTIVE 2: Foster Fair and Open Competition Among Utility Service Providers

INITIATIVE 2.1: Improve the Alternative Supplier Program by revising the rules, enhancing the compliance program, and preventing abuse.

- **This initiative was partially achieved.** The Commission completed its investigation of one electricity supplier and approved a settlement agreement that required the company to compensate more than 200 customers who had been misled by the company's marketing practices. The Commission formed an Internal Review Team to address a number of related issues. The Commission is now in the process of revising its electric supplier licensing rules and its consumer complaint data base so problems can be more readily identified and addressed. The Commission has also created a new Retail Choice Market Specialist position that is monitoring the websites and marketing information of suppliers and meeting with their representatives to reduce the likelihood of misleading information being distributed to consumers.

OBJECTIVE 3: Educate utility consumers and inform the public.

INITIATIVE 3.1: Increase public awareness about the Public Service Commission by hosting a symposium to close the Commission's Centennial Anniversary celebration and publishing a book on the history of the Commission.

This initiative was partially achieved. The Commission did host a panel at the 40th Annual Conference of the D.C. Historical Society as planned. The session was well attended and well-received. Meanwhile, the Commission continues to work on the book.



As of the end of FY 2014, two chapters, one on telecommunications regulation and the other on the role of public advocacy, were completed and the chapter on electric regulation was being written. The final chapter to be written is on gas regulation. Meanwhile, the Centennial Project was expanded to cover a number of additional studies that were not contemplated at the beginning of FY 2014.

One study is a PowerPoint presentation on the role of the Commission in integrating the public utility industry in the District. The topic was an outgrowth of the research for the book. The PowerPoint was presented to Commission staff at the annual Employee Appreciation Program in June 2014, and it will be presented again at the 41st Annual Conference of the D.C. Historical Society in November 2014. A second study is on the history of the electric, natural gas, and local telephone low-income discount programs in the District since the early 1980s when they were first created by the Commission. A third study on the derivation of electric, natural gas, and local telephone rates in the District between 1913 and 2013 is underway. Some of the information for these special studies will be incorporated into the book.

OBJECTIVE 4: Motivate customer and results-oriented employees.

INITIATIVE 4.1: Relocate the Commission to a building where all of the employees can be on one floor, fostering better communications among offices and providing a more efficient and productive environment.

This initiative was partially completed. The Commission's lease in our current location did expire on November 30, 2013. A new lease with a building located at 1325 G Street, N.W. was finally executed by the D.C. Department of General Services (DGS) in July 2014. We are now working with DGS and its architects to design the space and order furniture. The anticipated move-in date is in the spring of 2015, after the build-out is completed.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program	
	●	1.1	USDOT Rating for the Commission's natural gas pipeline safety program	95.3%	98%		Data not reported ¹	Not Rated	PIPELINE SAFETY
	●	1.2	Number of cases opened	798	Not Applicable		847	Not Rated Workload Measure	UTILITY REGULATION
	●	1.3	Number of orders issued	339	Not Applicable		408	Not Rated Workload Measure	UTILITY REGULATION
	●	1.4	Number of natural gas pipeline safety inspections conducted	330	Not Applicable		270	Not Rated Workload Measure	PIPELINE SAFETY
	●	1.5	Number of One-Call (Miss Utility or Call Before You Dig) inspections conducted	956	Not Applicable		1,102	Not Rated Workload Measure	PIPELINE SAFETY
	●	1.6	Number of payphone site inspections conducted	263	Not Applicable		210	Not Rated Workload Measure	UTILITY REGULATION
	●	1.7	Number of Renewable Portfolio Standards applications received	344	Not Applicable		385	Not Rated Workload Measure	UTILITY REGULATION
	●	1.8	Number of consumer complaints and inquiries processed	1,697	Not Applicable		1,470	Not Rated Workload Measure	UTILITY REGULATION
	●	1.9	Adjudicative case decisions to be issued within 90 days from the close of the record	100%	95%		66.67%	70.18%	UTILITY REGULATION
	●	1.10	Percentage of consumer complaints resolved at the informal level	97.6%	85%		99.02%	116.50%	UTILITY REGULATION

¹ This initiative is reported by calendar year. Data was not available at the time this report was published.