

PUBLIC SERVICE  
COMMISSION OF  
THE DISTRICT OF  
COLUMBIA



STATISTICAL  
REPORT  
2017

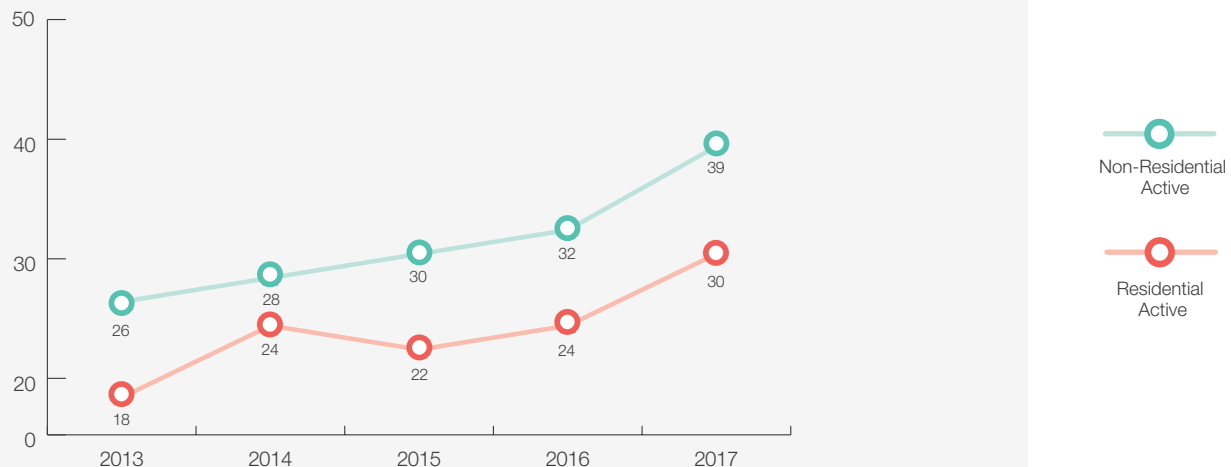
CONNECTING FOR THE FUTURE

# TABLES AND CHARTS

## ELECTRICITY

### 1. ACTIVE RESIDENTIAL NON-RESIDENTIAL COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO PROVIDE SERVICE IN D.C. IN CY 2013–CY 2017\*

NUMBER OF CES

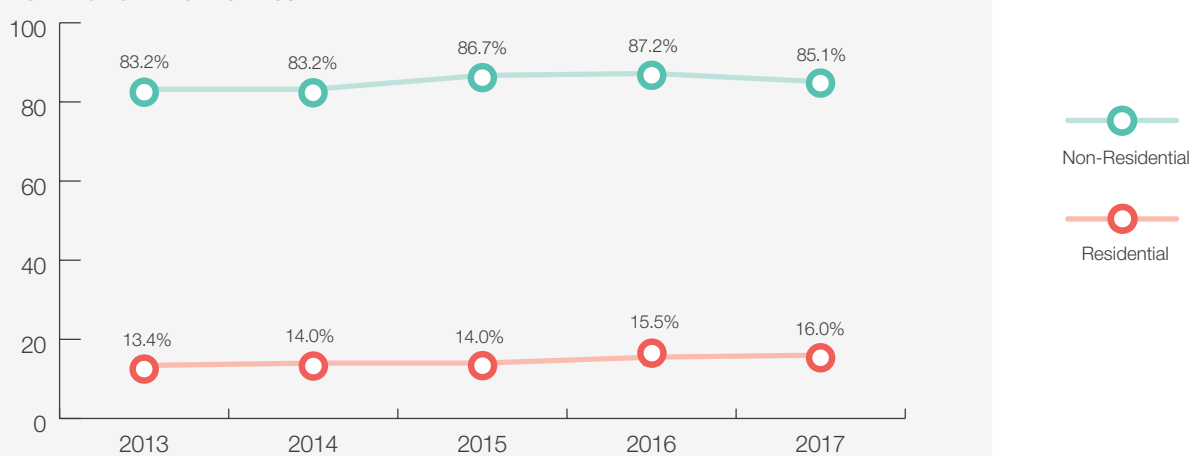


The number of active residential and non-residential **Competitive Electric Suppliers (CES)** in D.C. increased by 6 and 7, respectively, in CY 2017.

Cumulative as of the end of Calendar Year (CY) 2017  
Source: Pepco's Monthly Market Monitoring Report

### 2. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF ELECTRICITY USAGE (% OF MWHs USED BY CES CUSTOMERS) IN CY 2013–CY 2017

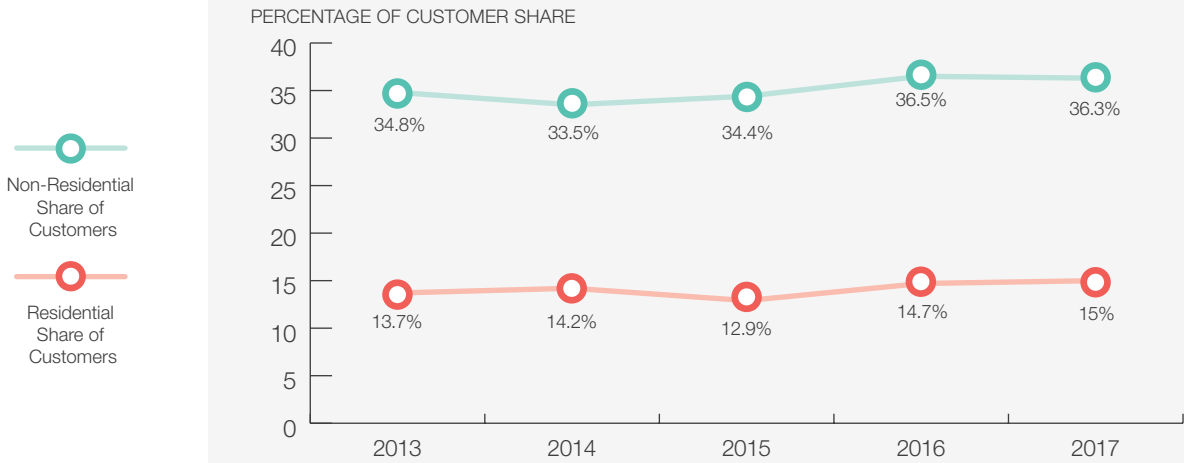
PERCENTAGE OF ELECTRICITY USE



In CY 2017, **the Competitive Electric Suppliers' (CES)** share of electricity usage in D.C. by residential customers increased by 0.5% from 15.5% to 16%. The non-residential share of electricity usage decreased by 2.1% from 87.2% to 85.1%.

Source: Pepco's Monthly Market Monitoring Report

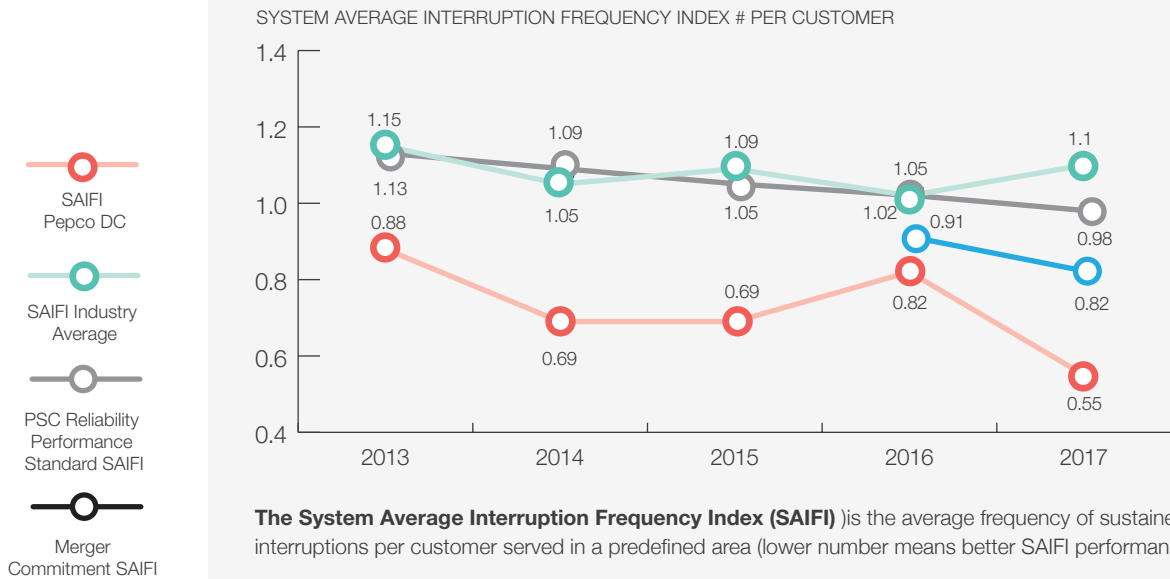
### 3. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF CUSTOMERS IN D.C. (%) IN CY 2013–CY 2017



In CY 2017, the **Competitive Electric Suppliers' (CES)** share of residential customers increased by 0.3% from 14.7% to 15%. The share of non-residential customers decreased by 0.2% from 36.5% to 36.3%.

Source: DCPSC

### 4. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI) IN CY 2013–CY 2017

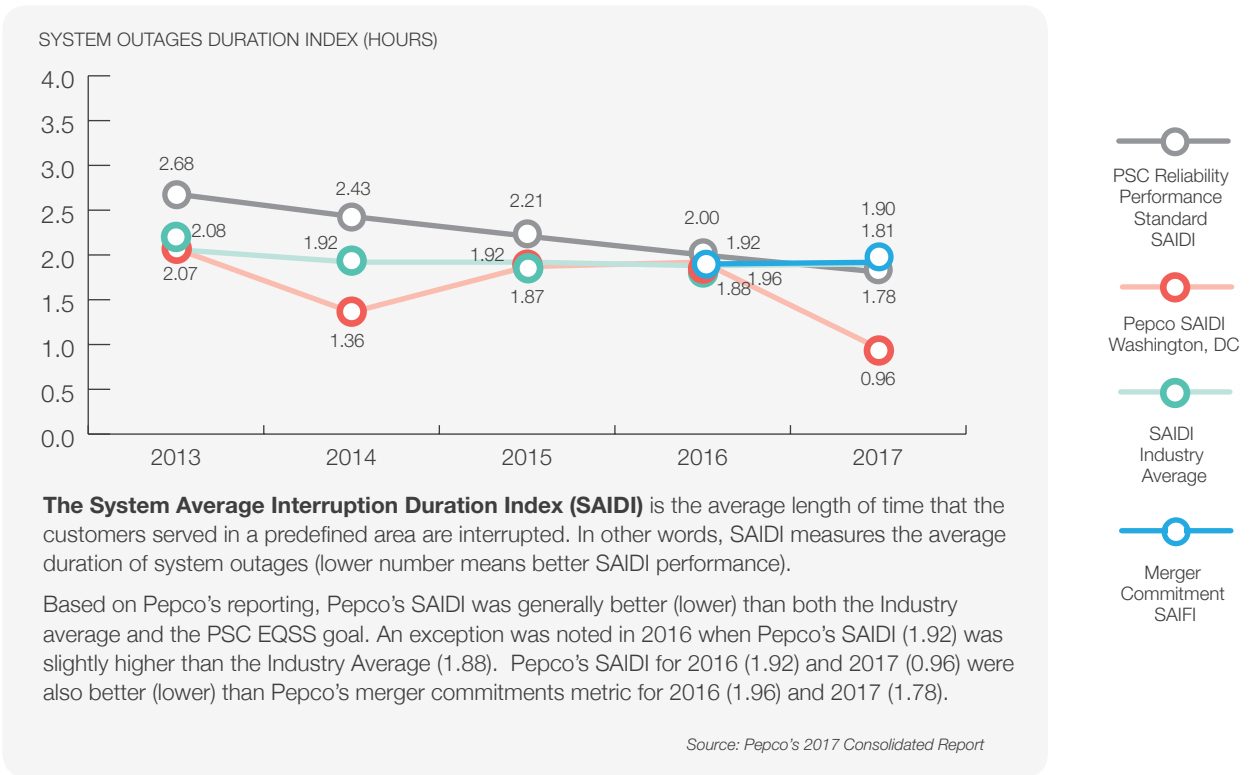


**The System Average Interruption Frequency Index (SAIFI)** is the average frequency of sustained interruptions per customer served in a predefined area (lower number means better SAIFI performance).

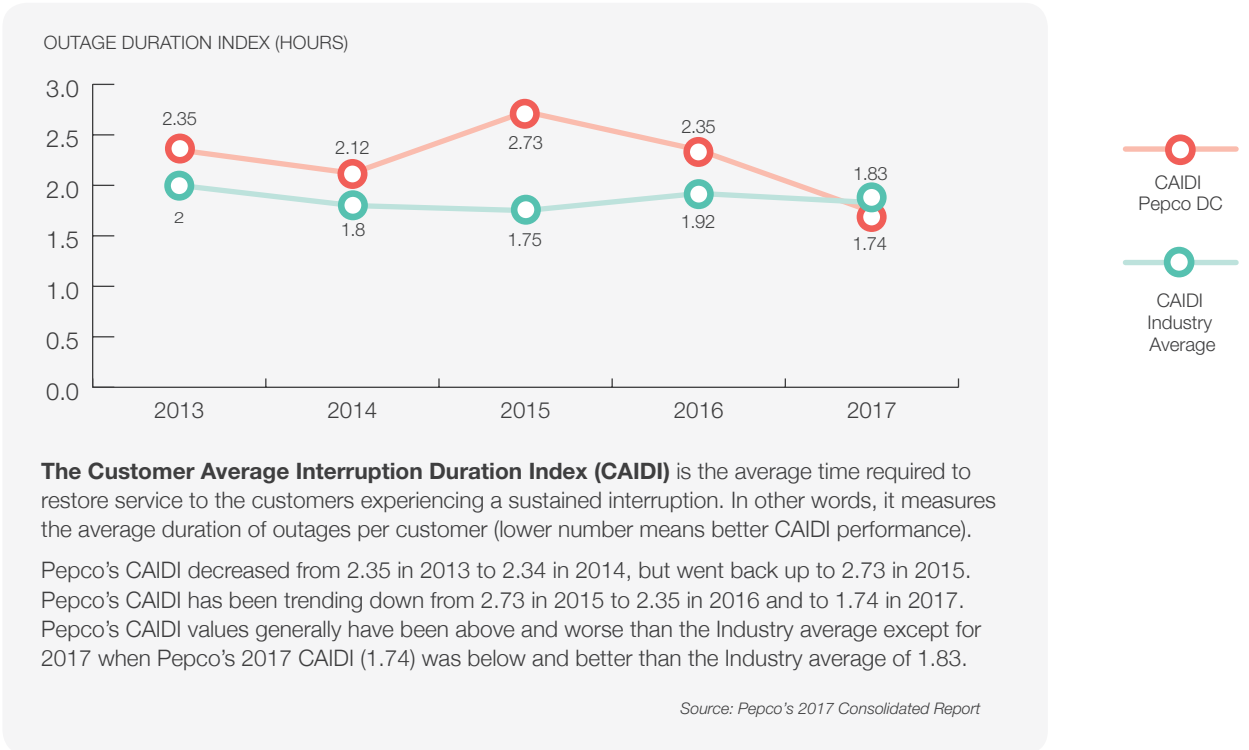
Based on Pepco's reporting, Pepco's SAIFI was better (lower) than the Industry average, the PSC EQSS (**Electric Quality of Service Standards**) and Pepco's SAIFI metric in the recent merger commitments for 2016 (0.91) and 2017 (0.82) in **F.C. Case 1119, the Pepco/Exelon Merger**.

Source: Pepco's 2017 Consolidated Report

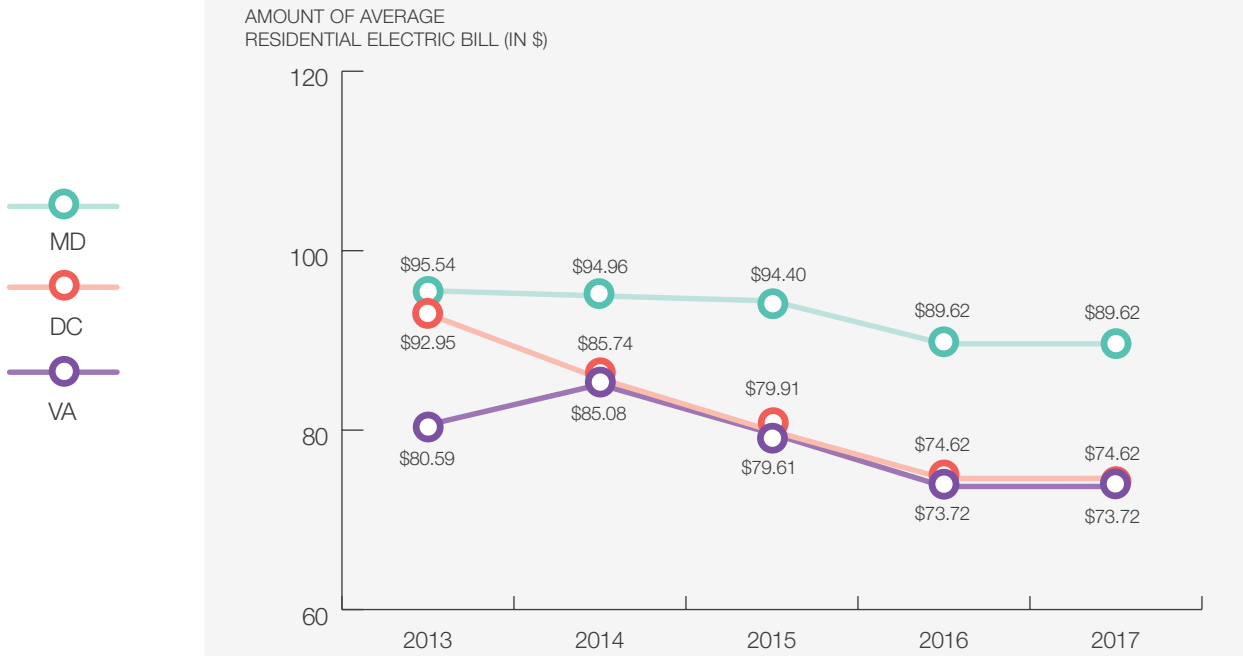
## 5. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI) IN CY 2013–CY 2017



## 6. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI) IN CY 2013–CY 2017



## 7. AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD, & VA\* IN CY 2013–CY 2017



In D.C., Pepco's average residential electric bill includes generation, transmission and distribution and all additional charges, including federal and D.C. taxes and surcharges.

In 2017, the average monthly consumption for residential customers was 649 kWh. In CY 2017, average residential electric bills continued to be lower in DC than in Pepco's MD service territory. The average bills in DC were slightly lower than in Northern VA, where electric service is provided by Dominion Power. The distribution charge (including fees, taxes and surcharges) represents about 30% of the electricity bill.

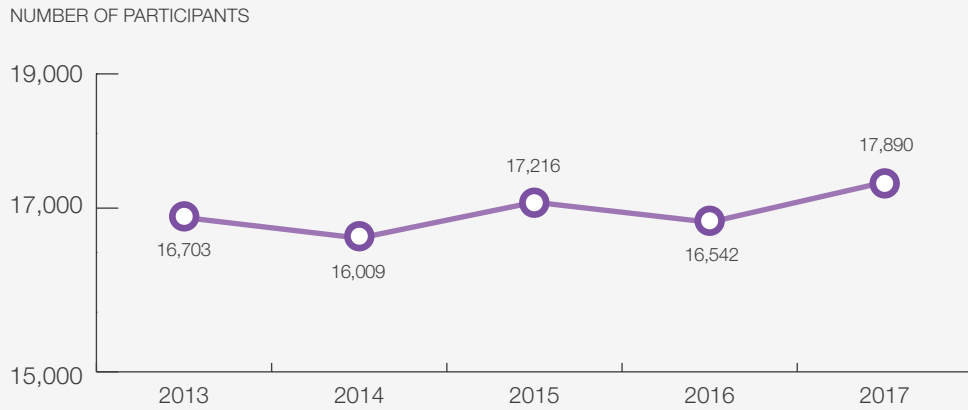
The other 70% of the average residential bill is made up of the cost for electricity itself (which is sold by licensed retailers whose rates are not regulated by the Commission or by Pepco in its role as the default provider of Standard Offer Service (SOS) plus transmission.

\*Average monthly usage varied between 501 kWh in winter and 855 kWh in summer. Virginia statistics refer to Dominion Power in Northern Virginia.

Source: Pepco and DCPSC



## 8. ENROLLMENT IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM\* IN CY 2013–CY 2017



The number of participants enrolled in Pepto's Low Income Residential Aid Discount (RAD) increased by 1,348 in 2017, from 16,542 in 2016 to 17,890.

The PSC, in Order No. 17545, dated July 14, 2014, opened Formal Case No. 1120 to investigate the structure and application of low-income assistance for electricity customers and to design a discount program for low-income electricity customers that will work within the District's current restructured market.

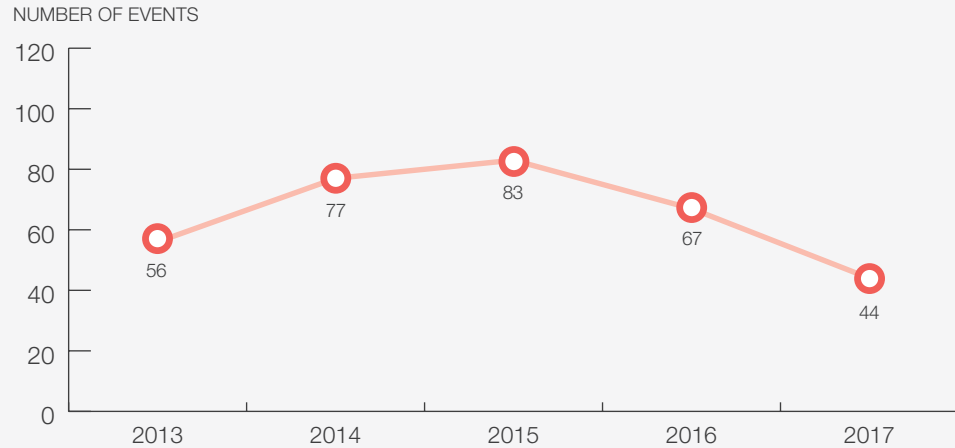
The Commission convened a Technical Conference on July 23, 2014 and five additional meetings ending on March 19, 2015. On December 15, 2015, the Commission, in Order No. 18059, adopted a new methodology for computing the Residential Aid Credit (RAD) for eligible low-income electricity customers. The methodology for computing that **Residential Aid Discount was changed to reflect a Residential Aid Credit equal to the full distribution charge each month, thereby allowing portability of the discount.**

\* Numbers for the past 4 years have been taken at the calendar year end, from reports in docket ARDIR.

Source: Pepto & DCPSC



## 9. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES AND SMOKING MANHOLES) IN CY 2013–CY 2017



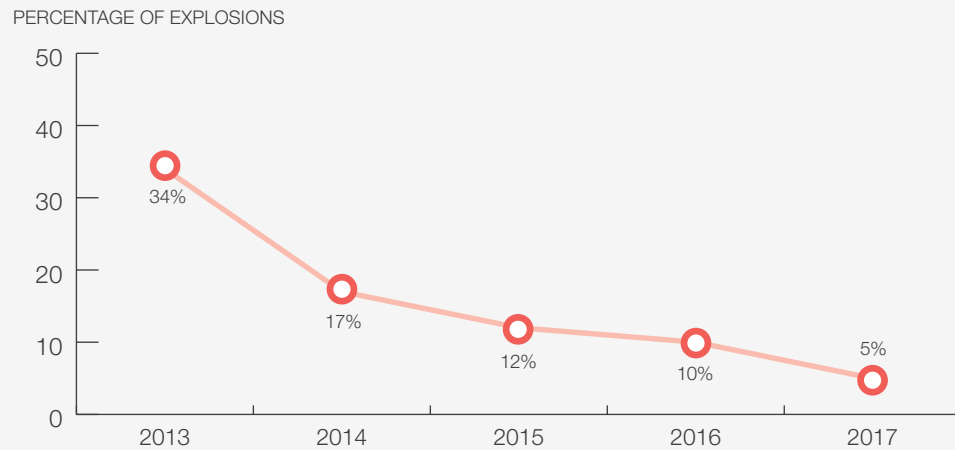
The Commission's manhole inspection and repair program provides oversight of Pepco's manhole inspections and repairs.

Reportable manhole events for CY 2017 decreased by 23 events when compared to CY 2016. Reportable events may be considered a subset of underground (UG) equipment failures, and are comprised of equipment failures for which there is a significant visual result (smoke, flames, cover displaced). Among UG equipment failures, the most frequent involves cable. Of the 44 manhole events in 2017, 36 were classified as Smoking Manholes, two were classified as Manhole Explosions, and six were classified as Manhole Fires.

Source: Pepco's 2017 Annual Consolidated Report



## 10. EXPLOSIONS AS A PERCENTAGE OF TOTAL MANHOLE EVENTS IN CY 2013–CY 2017

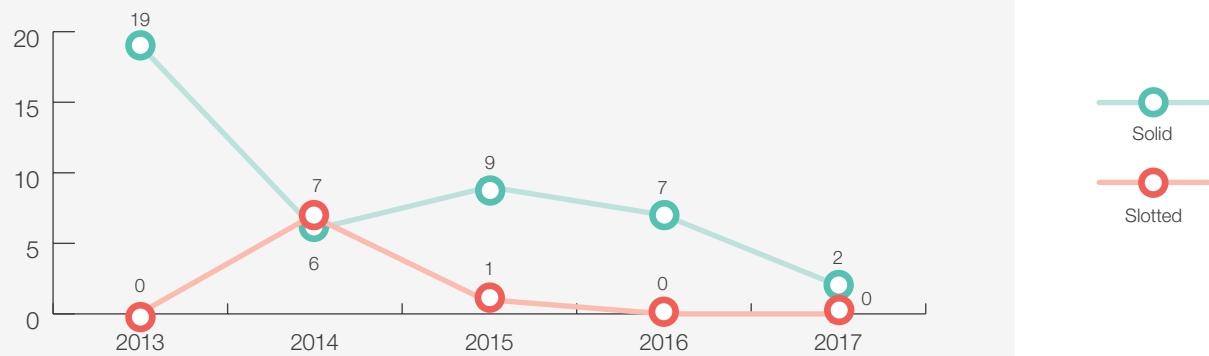


From CY 2013 through CY 2017, most of the reportable events were manhole smoking events. Explosions as a share of manhole incidents decreased from 34% in 2013 to 17% in CY 2014 to 12% in CY 2015 and continued to decline to 10% in CY 2016 and to 5% in 2017.

Source: Pepco's 2017 Annual Consolidated Report

## 11. NUMBER OF EXPLOSIONS FOR SLOTTED VS. SOLID MANHOLE COVERS IN CY 2013–CY 2017

NUMBER OF EXPLOSIONS

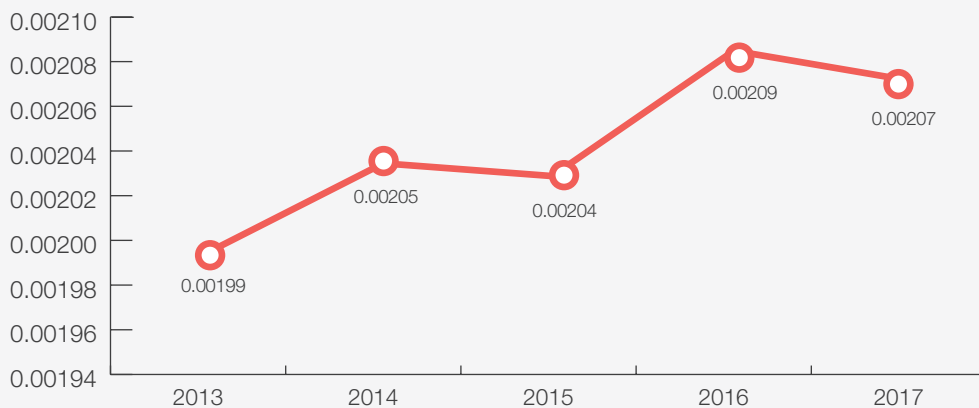


Slotted manhole covers are designed to minimize the impact of manhole events by allowing gas and smoke to vent from manholes in the event of an underground failure. Slotted manhole covers allow energy to disperse more easily when an event occurs, thereby preventing buildup of gases to potentially explosive proportions. The trade off when installing slotted covers is that they allow more water and street run-off contaminants to enter the manhole than solid covers. In CY 2017 there were no explosions in manholes with slotted covers. Two (2) explosions occurred in manholes with solid covers. This number was five (5) less than in 2016 continuing the downward trend of explosions in manholes with solid covers.

Source: Pepco's 2017 Annual Consolidated Report

## 12. PEPCO'S PUBLIC SPACE OCCUPANCY SURCHARGE (RIDER PSOS) IN CY 2013–CY 2017 (\$ PER KWH)

\$ PER kWh



Pepco's **Rights-of-Way (ROW) Fee** is called a **Public Space Occupancy Surcharge Rider (Rider PSOS)** and it appears as a separate surcharge on Pepco's customer bills.

Pepco files proposed PSOS updates once a year in docket ET00-2. The surcharge update consists of two parts reflecting: 1) the payments to be made by Pepco to the District of Columbia for the current year, and 2) the over or under recovery from the prior year. The PSC audits the PSOS to verify the costs the Company pays the District to lease space in underground conduits.

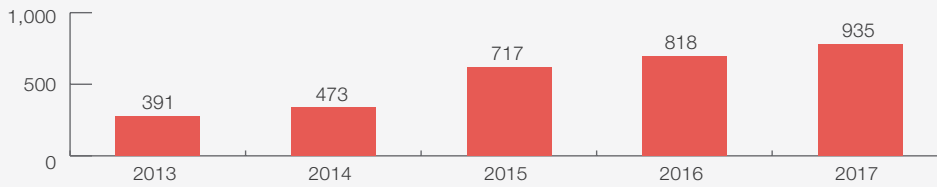
The PSOS rate per kilowatt-hour decreased from \$0.00209 in CY 2016 to \$0.00207 in CY 2017.

Source: DCPSC



### 13. NUMBER OF RENEWABLE PORTFOLIO STANDARD (RPS) APPLICATIONS RECEIVED BY THE PSC IN CY 2013–CY 2017

NUMBER OF RPS APPLICATIONS

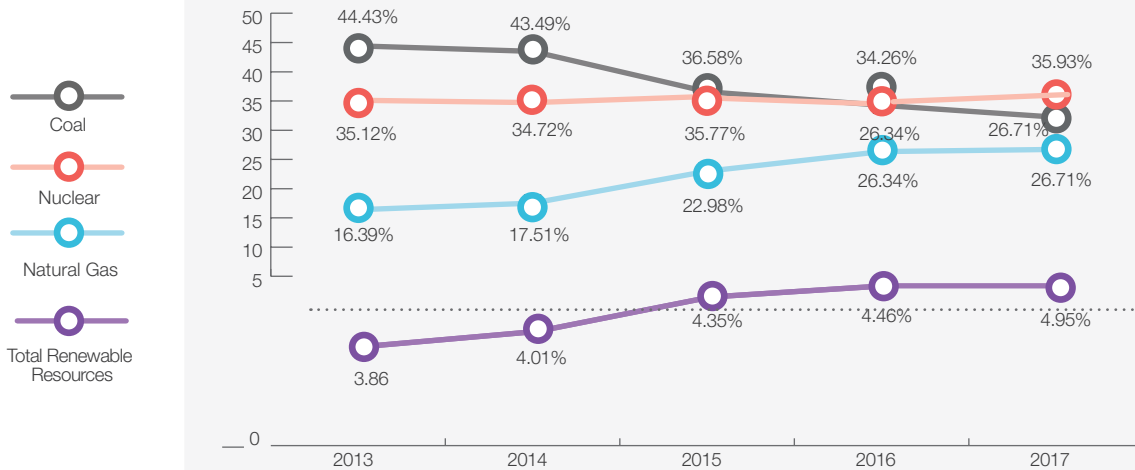


The number of RPS applications have increased steadily since 2013. In CY 2017, there was a 14.3% increase over CY 2016, with the total number of applications approaching 1,000.

Source: DCPSC

### 14. PJM SYSTEM MIX FOR THE PJM REGION, INCLUDING D.C. IN CY 2017

PERCENTAGE OF SYSTEM MIX



	2013	2014	2015	2016	2017
<b>Coal</b>	44.43%	43.49%	36.58%	34.26%	32.22%
<b>Nuclear</b>	35.12%	34.72%	35.77%	34.70%	35.93%
<b>Natural Gas</b>	16.39%	17.51%	22.98%	26.34%	26.71%
<b>Oil</b>	0.19%	0.25%	0.28%	0.20%	0.16%
<b>Hydroelectric</b>	0.97%	0.95%	1.05%	1.04%	1.13%
<b>Other Renewable</b>	2.89%	3.05%	3.30%	3.42%	3.83%
<b>Captured Methane Gas*</b>	0.29%	0.30%	0.32%	0.32%	0.33%
<b>Geothermal</b>	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Solar</b>	0.05%	0.05%	0.07%	0.13%	0.18%
<b>Municipal Solid Waste</b>	0.52%	0.53%	0.55%	0.52%	0.47%
<b>Wind</b>	1.88%	1.95%	2.13%	2.23%	2.63%
<b>Wood, other biomass</b>	0.15%	0.23%	0.24%	0.23%	0.22%

**PJM Interconnection (PJM)** a regional transmission organization (RTO) that coordinates the buying, selling and delivery of wholesale electricity in all or parts of Delaware, Illinois, Indiana, Kentucky, Maryland, Michigan, New Jersey, North Carolina, Ohio, Pennsylvania, Tennessee, Virginia, West Virginia and the District of Columbia.

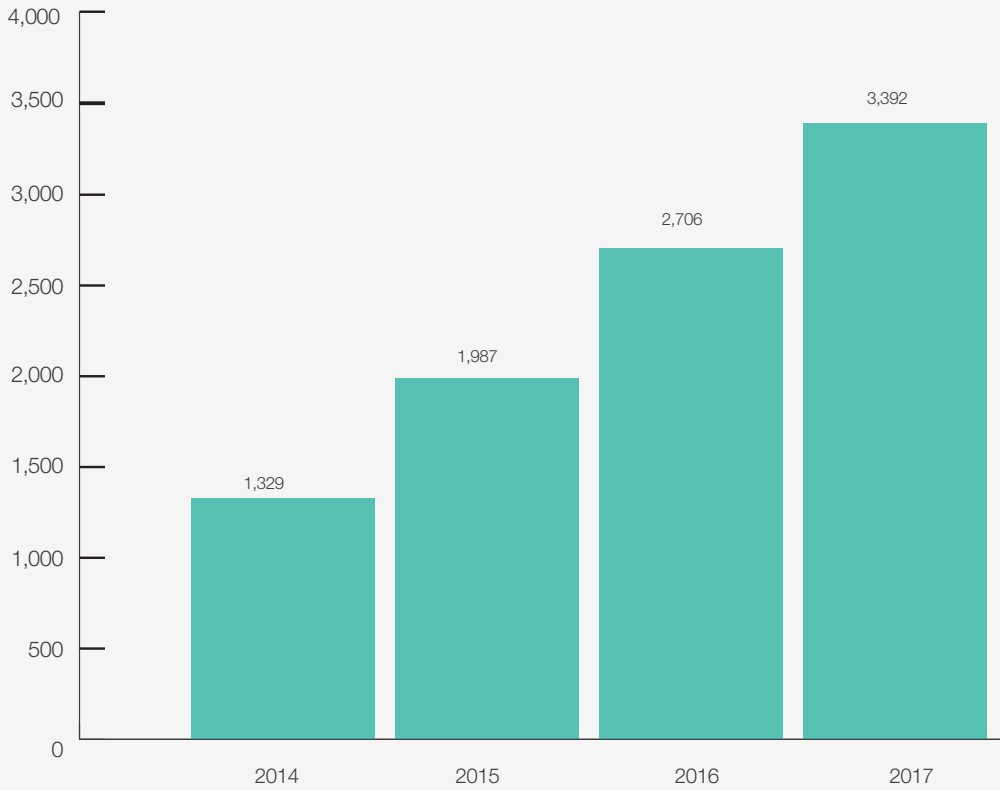
The share of renewable resources in the PJM system mix for the PJM region of 13 states plus the District improved in 2017, rising to 4.95%. The share of coal continues to decline, down to 32.22%, and the share of nuclear usage edged higher, rising to 35.93%. The share of natural gas increased slightly to 26.71%.

\* Captured Methane Gas (Landfill or Coal Mine)

Source: DCPSC

**15. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. IN CY 2014–CY 2017**

NUMBER OF ELIGIBLE SOLAR ENERGY SYSTEMS



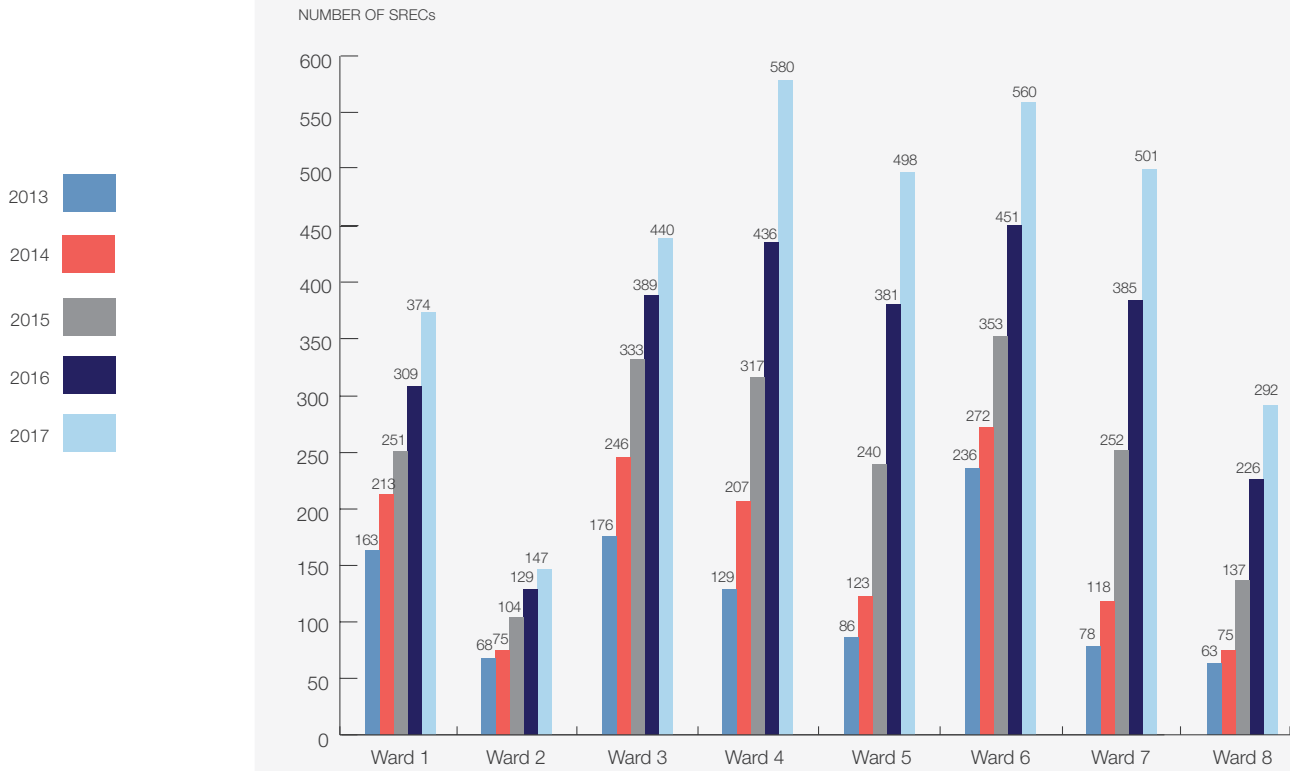
The number of Solar Energy Systems eligible for the **District's Renewable Portfolio Standards (RPS)** Program increased from 2,706 in December 2016 to 3,392 in December 2017 (an increase of approximately 25%).

The total reported capacity associated with all of the eligible solar facilities as of December 31, 2017 is about 67.7 MW, of which 45.2 MW is located within the District (the District's share of the total capacity is about 67%).

Source: DCPSC



**16. NUMBER OF SOLAR ENERGY SYSTEMS CERTIFIED BY PSC FOR SRECS IN D.C. BY WARD IN CY 2013–CY 2017**



The number of Solar Energy Systems Certified by PSC for **Solar Renewable Energy Credits (SRECs)** for the **Renewable Portfolio Standards (RPS)** Program in the District continues to increase in all Wards. The total number of District-based systems increased by roughly 25%, from 2,706 in CY 2016 to 3,392 in CY 2017.

Source: DCPS



**17. DEFAULT AND ACTIVE COMPETITIVE ELECTRIC SUPPLIERS (CES) SERVING THE DISTRICT IN CY 2016**

#	Company	Customer Service Telephone No.	Residential	Commercial
1	AEP Energy, Inc.	866-258-3782	●	●
2	Agera Energy LLC	844-692-4372	●	●
3	Ambit Northeast, LLC	877-282-6248	●	●
4	Atlantic Energy MD LLC	800-917-9133		●
5	Calpine Energy Solutions, LLC f/k/a/ Noble Americas Energy Solutions LLC	619-684-8049		●
6	Champion Energy Services, LLC	888-653-0094		●
7	CleanChoice Energy, Inc. f/k/a Ethical Electric Inc.	800-460-4900	●	●
8	Clearview Electric, Inc. d/b/a Clearview Energy	800-746-4702	●	●
9	Consolidated Edison Solutions, Inc.	Res: 877-238-2143 Comm: 800-316-8011	●	●
10	Constellation NewEnergy, Inc. f/k/a Constellation Energy Services, Inc. f/k/a/ Integrys Energy Systems, Inc.	Res: 877-997-9995 Comm: 888-635-0827	●	●
11	Devonshire Energy, LLC	617-563-3765		●
12	Direct Energy Services, LLC	855-537-5547	●	●
13	Direct Energy Business Marketing, LLC	888-925-9115		●
14	Direct Energy Business, LLC	888-925-9115		●
15	Energy DC, LLC	888-744-8125	●	●
16	Energy.me Midwest, LLC	855-243-7270	●	●
17	Energy Service Providers, Inc. dba DC Gas & Electric	855-340-3243	●	●
18	ENGIE Resources, LLC	888-232-6206		●
19	ENGIE Retail, LLC d/b/a Think Energy	866-252-0078	●	●
20	Gateway Energy Services Corporation (a Direct Energy Company)	855-537-5547	●	●
21	Horizon Power and Light, LLC	866-727-5658	●	●
22	IDT Energy, Inc.	877-887-6866	●	●
23	Liberty Power District of Columbia, LLC	866-769-3799	●	●
24	LifeEnergy, LLC	281-656-5452	●	

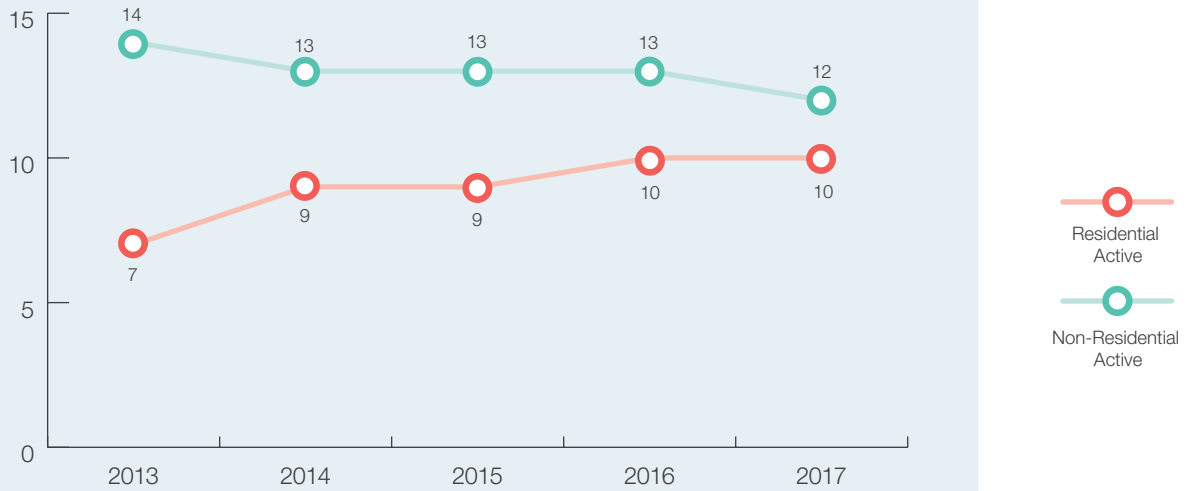
**17. DEFAULT AND ACTIVE COMPETITIVE ELECTRIC SUPPLIERS (CES) SERVING THE DISTRICT IN CY 2016**

#	Company	Customer Service Telephone No.	Residential	Commercial
25	Major Energy Electric Services, LLC	888-625-6760	●	●
26	MidAmerican Energy Services, LLC	800-432-8574	●	●
27	NextEra Energy Services District Columbia, LLC	800-882-1276	●	●
28	Talen Energy (formerly PPL EnergyPlus)	800-281-2000		●
29	PALMco Power DC, LLC	877-726-5862	●	●
30	Public Power, LLC	888-354-4415	●	●
31	Reliant Energy Northeast, LLC d/b/a NRG Home/NRG Business	855-500-8703	●	●
32	Renaissance Power & Gas, Inc.	888-811-0877	●	●
33	Source Power & Gas LLC	281-690-4335		●
34	Star Energy Partners, LLC	855-427-7827	●	
35	Starion Energy PA, Inc.	800-600-3040	●	●
36	Stream Energy Columbia, LLC	877-369-8150	●	●
37	Talen Energy Marketing, LLC f/k/a/ PPL EnergyPlus, LLC	281-691-3025		●
38	Unified Energy Services, LLC	832-818-7000		●
39	UGI Energy Services, LLC	800-427-8545		●
40	Viridian Energy PA, LLC	866-663-2508	●	●
41	WGL Energy Services, Inc.	888-884-9437	●	●
42	XOOM Energy Washington DC, LLC	704-274-1450	●	●
43	Yardi Systems, Inc.	914-767-3100		●
44	Potomac Electric Power Co (PEPCO)	202-833-7500	●	●
<b>Total Number of CESs</b>			<b>30</b>	<b>43</b>

# NATURAL GAS

## 18. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE GAS (CGS) SUPPLIERS LICENSED TO SERVICE IN D.C. IN CY 2013–CY 2017

NUMBER CGSs

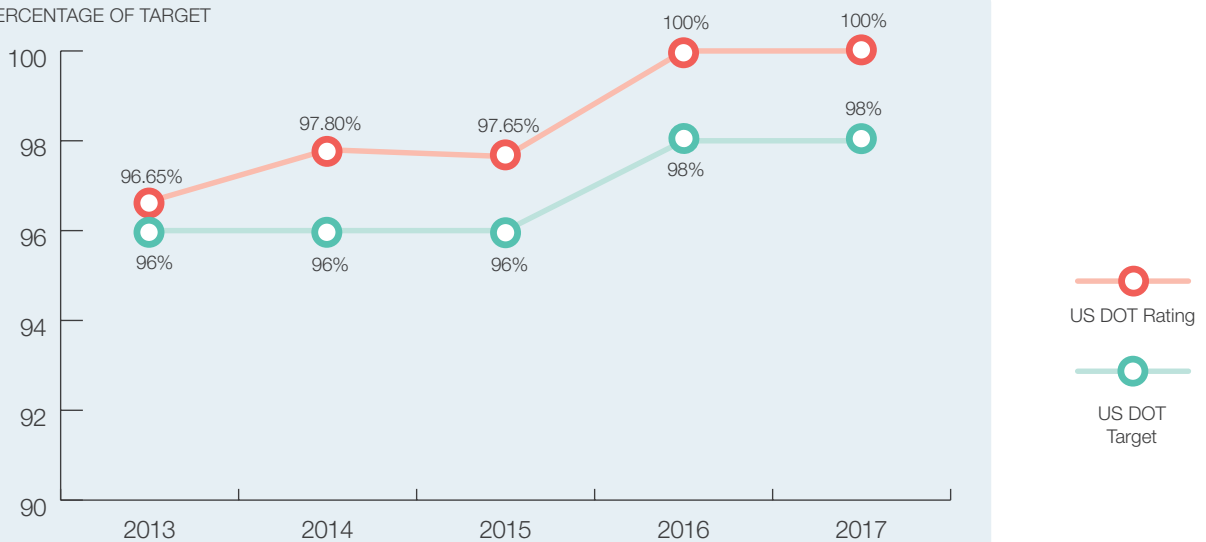


In 2017, the number of Active Residential **Competitive Gas Suppliers (CGS)** participating in the residential natural gas Customer Choice Program in DC remained unchanged from the previous year, while the number of commercial participants increased by one from the previous year. The total number of CGS participating in the natural gas Customer Choice Program in DC was 14 in 2017.

Source: DCPSC

## 19. U.S. DOT RATINGS FOR THE PSC'S NATURAL GAS PIPELINE SAFETY PROGRAM IN CY 2013–2017

PERCENTAGE OF TARGET



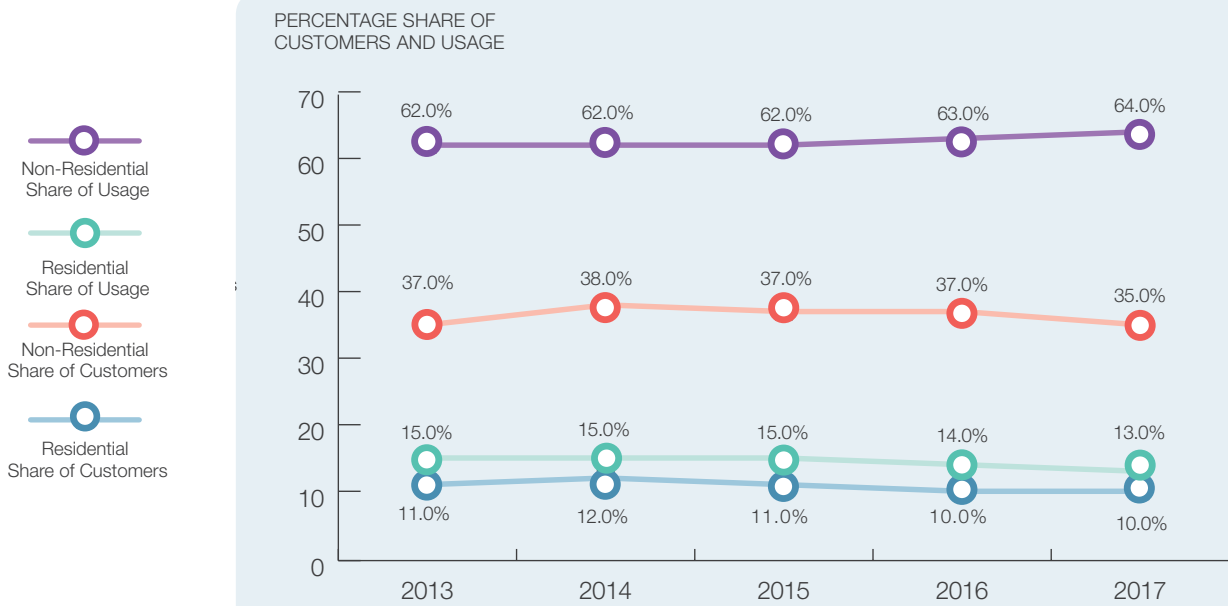
The PSC's Natural Gas Pipeline Safety Program is evaluated annually by U.S. DOT/PHMSA\* in the areas of gas pipeline construction, operation, maintenance, records, drug and alcohol inspections, damage prevention and operator qualifications. The PSC's goal is to achieve a rating equal to or better than the DOT target set each year. In 2016 the PSC's Pipeline Safety Program achieved an audit rating of 100% from PHMSA exceeding the target of 98%. In 2017 the PSC Pipeline Safety Program again achieved a PHMSA audit rating of 100% maintaining a perfect score for two consecutive years. Audits results lag by one year as an example, the 2017 audit has yet to occur.

\*DOT/PHMA—U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration.

Source: DCPSC



## 20. COMPETITIVE GAS SUPPLIERS' (CGS) SHARE OF CUSTOMERS AND SHARE OF USAGE IN CY 2013–CY 2017



In 2017, **Competitive Gas Suppliers' (CGS)** share remained unchanged for residential customers, but declined for non-residential customers, compared to the previous year. The CGS share for non-residential customers dropped from 37% in 2016 to 35% in 2017.

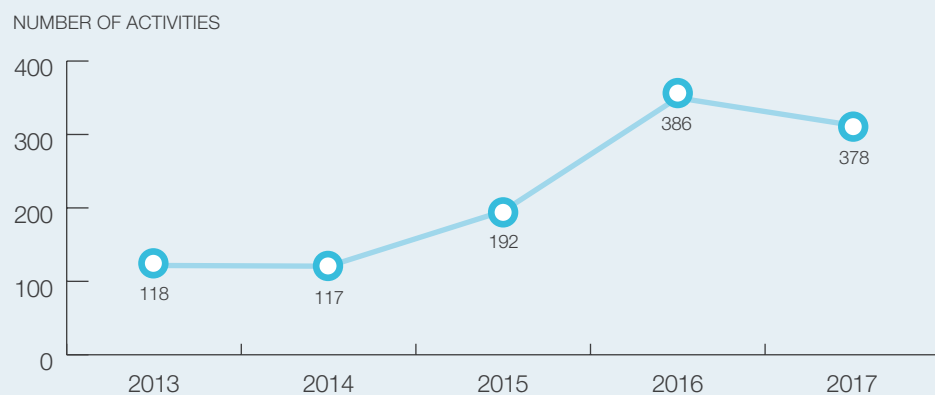
In 2017, the share of residential usage was down, while the share of non-residential usage was up from the previous year.

*Data is as of the month of December of each year.*

*Source: WGL's Monthly Market Monitoring Report*



## 21. NUMBER OF NATURAL GAS PIPELINE SAFETY FIELD INSPECTION ACTIVITIES PERFORMED IN CY 2013–CY 2017

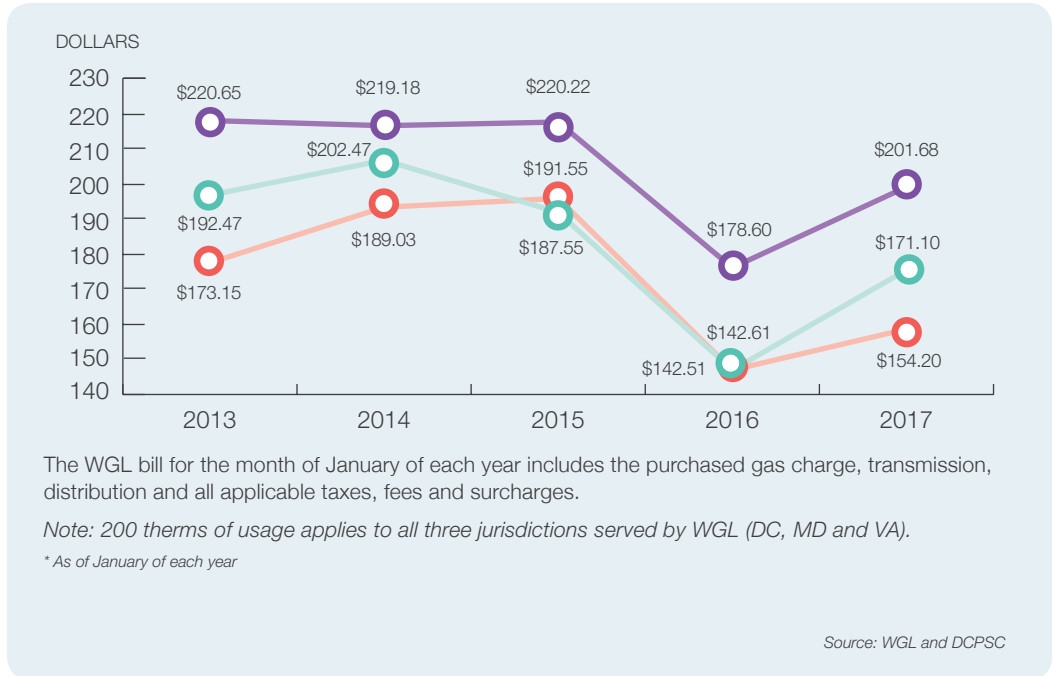


The number of natural gas pipeline safety field inspection activities increased from 117 in CY 2014 to 192 in CY 2015 and continued to increase to 386 in CY 2016.

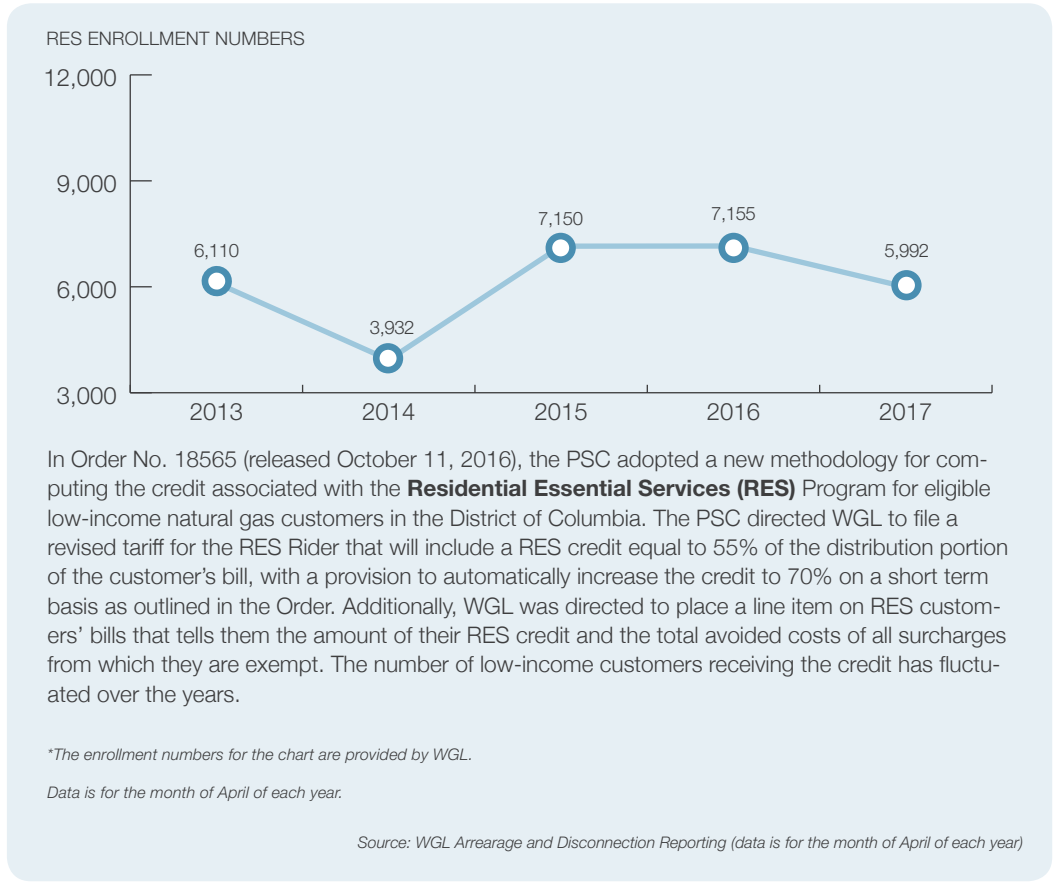
There was a slight decrease in the number of inspections in 2017 due to the retirement of one Pipeline Safety Engineer. However, DCPSC still achieved the Inspection requirements assigned by PHMSA.

*Source: DCPSC*

**22. WGL'S RESIDENTIAL NATURAL GAS BILLS IN D.C., MD AND VA  
(200 THERMS OF USAGE)\* IN CY 2013–CY 2017**

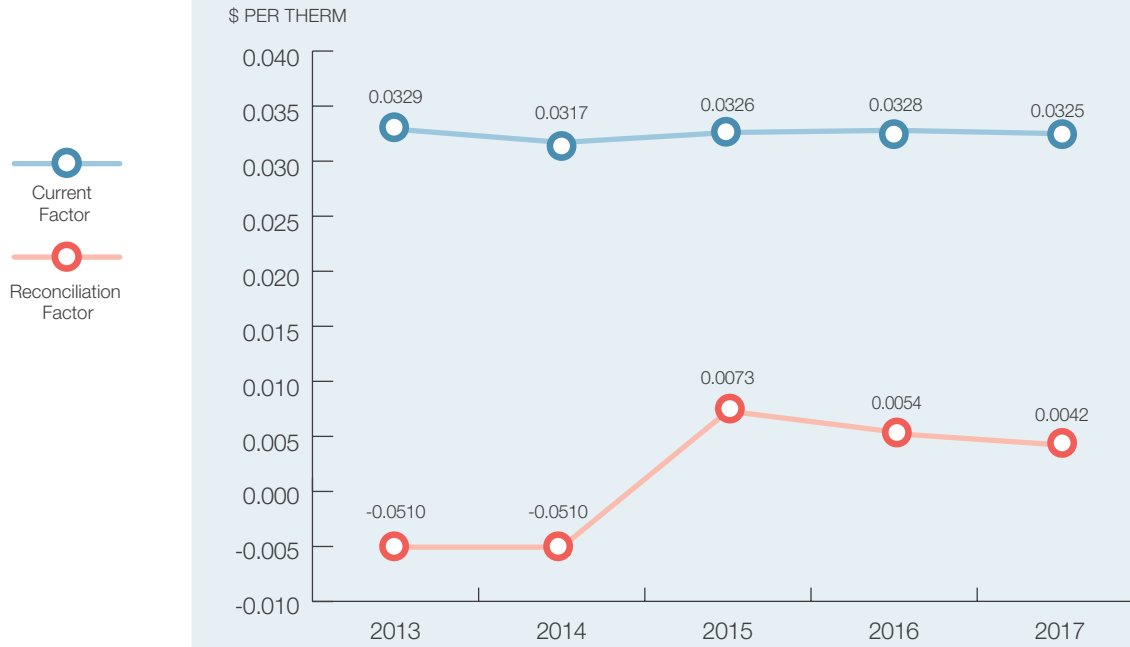


**23. ENROLLMENT IN WGL'S LOW INCOME RESIDENTIAL ESSENTIAL SERVICE (RES)  
PROGRAM\* IN CY 2013–CY 2017**





24. WGL'S RIGHTS-OF-WAY FEES IN CY 2013–CY 2017 (\$ PER THERM)

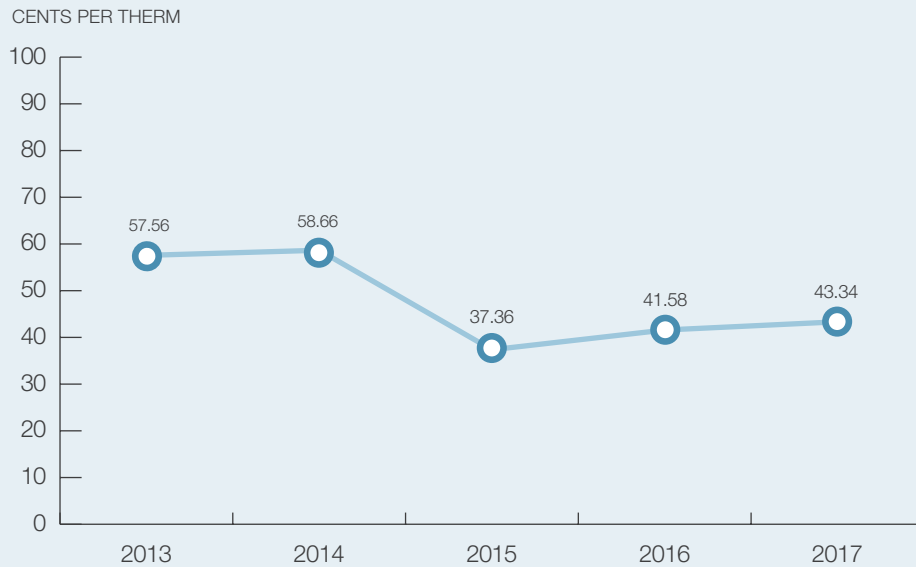


WGL's **Rights-of-Way (ROW)** fee has two parts, a Current Factor and a Reconciliation Factor. The Reconciliation Factor recovers any over or under collection resulting from the application of the Current Factor to customers' bills in the previous year. WGL's fee appears as a separate line item on customers' bills. WGL files revised Current and Reconciliation Factors annually in GT 00-2. The PSC audits the fees to verify the costs. The graph shows a downward trend in the current factor and a decrease in the reconciliation factor between December 2016 and December 2017. WGL files its Rights-of-Way fees in compliance with the Company's tariff, PSC of D.C. No. 3, Third Revised Page No. 56.

Source: DCPSC



## 25. WGL'S NET PURCHASED GAS CHARGE (PGC) IN CY 2013–CY 2017 (CENTS PER THERM)



WGL's commodity gas cost is called the **Purchased Gas Charge (PGC)** and it appears as a separate line on the bills of customers who have not chosen another commodity gas supplier.

The Company files a report in a PGC docket each time the PGC changes. The DC PSC audits WGL's PGC bi-annually to verify the costs.

The average net PGC began to increase from 37.36 cents per therm in CY 2015 to 43.34 cents per therm in CY 2017. Data is End of Year (December) Net PGC.

Source: DCPSC

## 26. ENFORCEMENT ACTIVITIES REGARDING NATURAL GAS CONSTRUCTION PROJECTS IN D.C. IN CY 2013–CY 2017

	2013	2014	2015	2016	2017
Number of Notices of Probable Violations	4	2	4	163	42
Number of Penalties Assessed	4	2	4	65	42
Amounts of Assessments	\$140,000	\$60,000	\$140,000	\$491,000	\$161,850
Amounts Collected	\$100,000	\$0	\$25,000	\$125,000	\$166,650

The amount collected in 2016 included a June 14, 2016, combined action settlement in which WGL paid \$125,000 out of the \$491,000 assessed for previous (2013, 2014 and 2015) violations. In addition, as part of the settlement agreement, and in lieu of paying the full civil penalty amount; WGL was directed to prepare and implement a Damage Prevention Enforcement Improvement Plan (DPEIP) to reduce the District's Damage Ratio to levels comparable to the Ratios in WGL's Maryland and Virginia jurisdictions.

In 2017, outstanding ("NOPVs") from 2016 along with a few 2017 NOPVs were settled for \$166,650. In 2017, 42 new NOPVs were issued to WGL for approximately \$161,850. Final determination of all NOPV assessment amounts along with contingencies and compromise and mitigation negotiations were carried over into 2018.



**27. DEFAULT AND ACTIVE COMPETITIVE GAS SUPPLIERS (CGS)  
SERVING THE DISTRICT IN CY 2017**

#	Company	Customer Service Telephone No.	Residential	Commercial
1	Agera Energy LLC	844-692-4372	●	●
2	Ambit Energy LLC	877-282-6248	●	●
3	Bollinger Energy Corporation	800-260-0505	●	●
4	Constellation Energy Gas Choice, LLC	800-785-4373	●	●
5	Constellation NewEnergy—Gas Division, LLC	855-465-1244		●
6	Deca Energy, Inc.	202-670-5558	●	
7	Direct Energy Business Marketing, LLC	800-437-7265	●	●
8	Gateway Energy Services Corporation (a Direct Energy Company)	855-537-5547	●	
9	NOVEC Energy Solutions, Inc.	888-627-7283	●	●
10	Patriot Energy Group, Inc.	781-376-1888 X 264		●
11	Sprague Operating Resources LLC	866-477-7248		●
12	Tiger Natural Gas, Inc.	888-875-6122		●
13	UGI Energy Services, Inc. d/b/a UGI EnergyLink	800-797-0712		●
14	Viridian Energy PA, LLC	866-663-2508	●	●
15	Washington Gas Light Energy Services, Inc.	888-884-9437	●	●
16	Washington Gas Light Power Company (WGL)	703-750-1000	●	●
<b>Total Number</b>			<b>10</b>	<b>14</b>

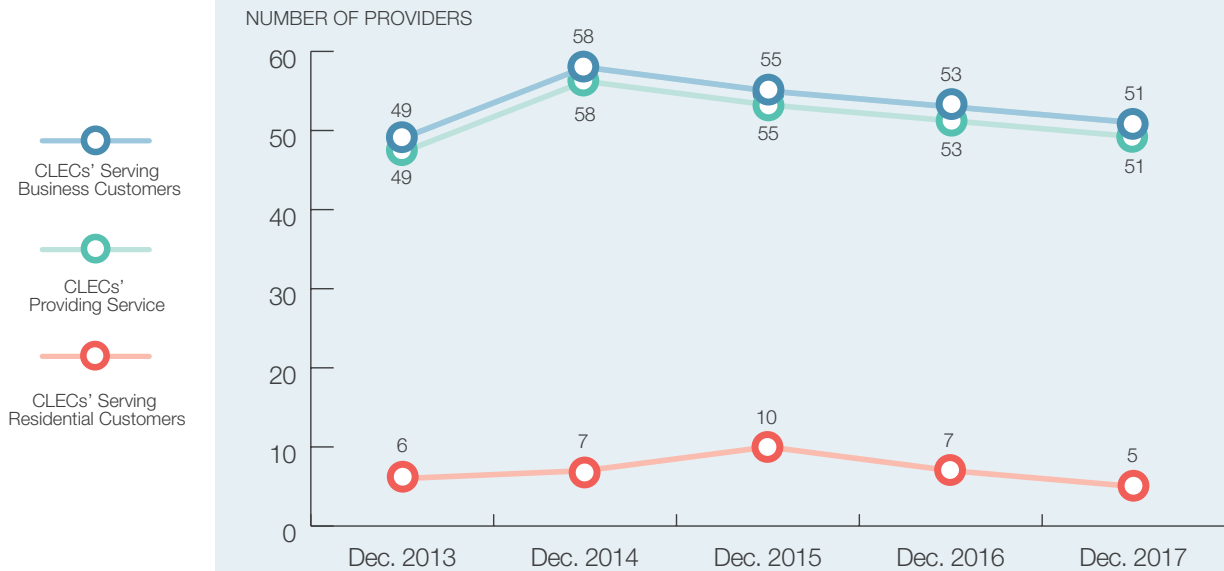
*Default and 14 licensed competitive gas suppliers (CGS) serving the District as of December 31, 2017.*

14 CGS and WGL provided non-residential service and 10 CGS and WGL provided residential service as of December 31, 2017.



# TELECOMMUNICATIONS

## 28. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) ACTIVE IN D.C. IN CY 2013–CY 2017



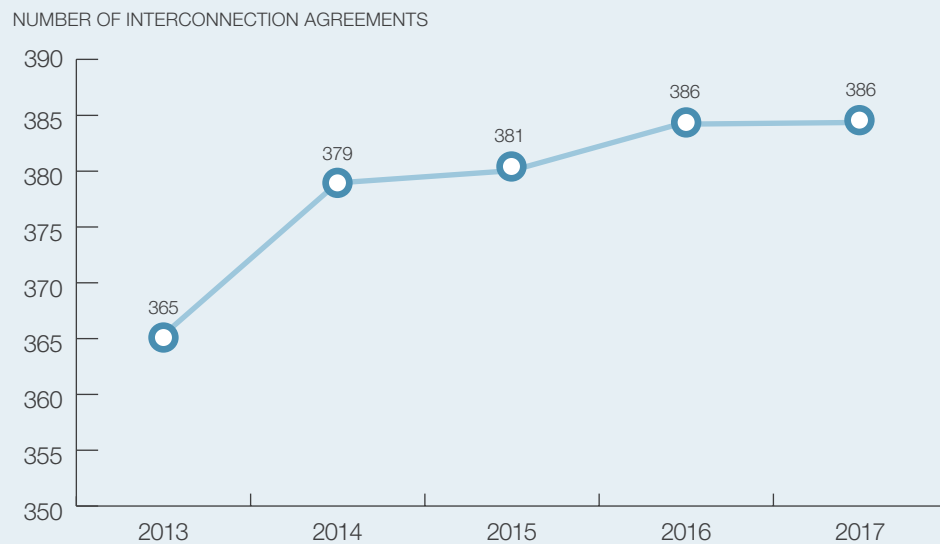
The number of Competitive Local Exchange Carriers (CLECs) serving the District decreased by two, from 53 in 2016 to 51 in 2017.

The number of CLECs serving residential customers decreased from seven in 2016 from 7 to 6 in 2017.

The number of CLECs serving non-residential customers decreased by two, from 53 in 2016 to 51 in 2017.

Source: Source: 2018 Annual Assessment Survey for CY 2017

## 29. CUMULATIVE NUMBER OF TELECOMMUNICATIONS INTERCONNECTION AGREEMENTS (TIA) APPROVED IN CY 2013–CY 2017



The PSC has 90 days to approve each **Telecommunication Interconnection Agreement (TIA)** that was processed.

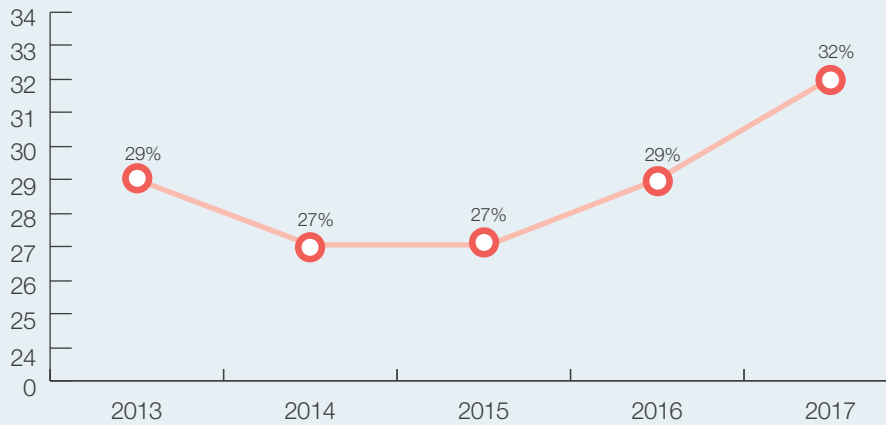
In CY 2017 no Interconnection Agreements were processed by Commission orders.

Source: Commission Secretary's Office

### 30. COMPETITIVE LOCAL EXCHANGE CARRIERS' (CLECs) REVENUES (IN PERCENTAGE OF TOTAL TELECOM REVENUE) IN CY 2013–CY 2017

Share of Revenue  
(in Percentages)

PERCENTAGE



CLECs revenue remained flat in 2017, however, the CLEC percentage of total telecom revenue increased by 3% from 29% in 2016 to 32% in 2017.

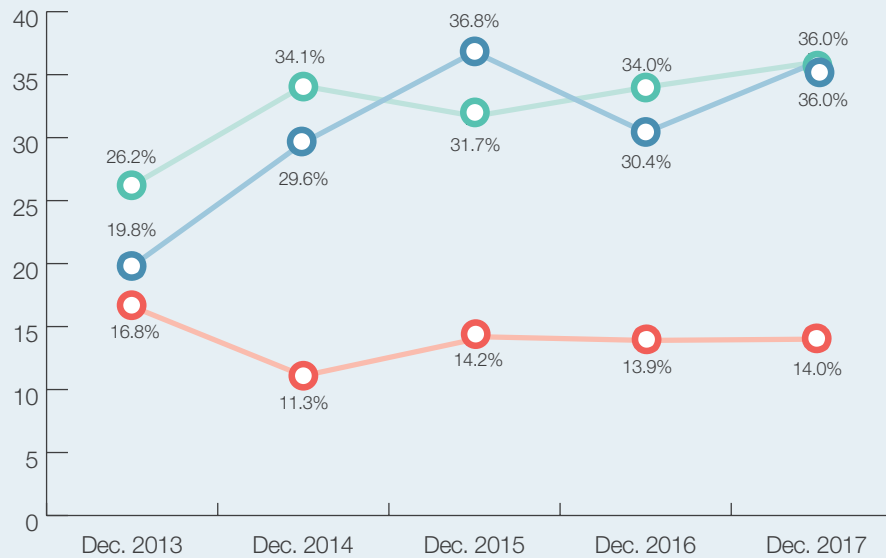
Source: 2018 Annual Assessment Survey Responses for CY 2017

### 31. COMPETITIVE LOCAL EXCHANGE PROVIDERS' (CLECs) SHARE OF LANDLINES IN D.C. IN CY 2013–CY 2017



CLECs' share of business lines  
 CLECs' share of lines  
 CLECs' share of residential lines

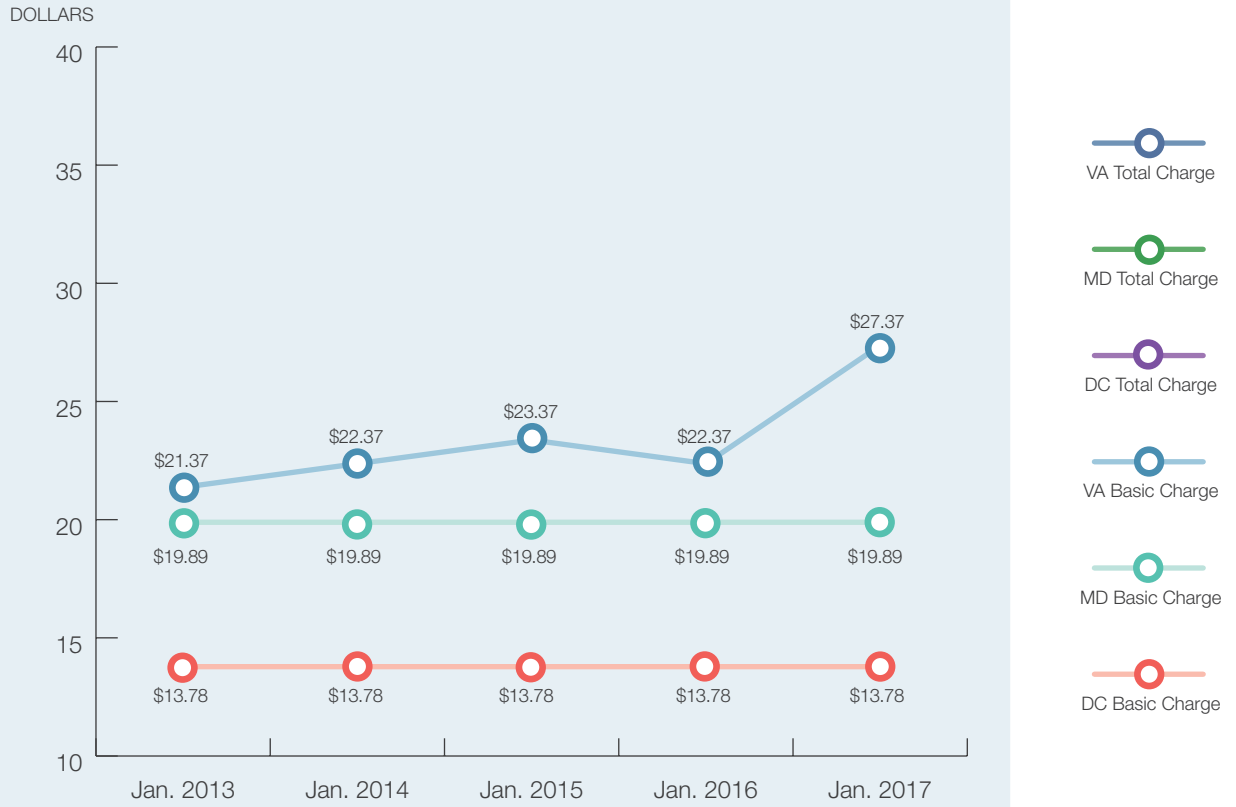
PERCENTAGE



In 2017, CLECs share of residential lines increased by 0.1% from 13.9% to 14.0%. CLECs share of business lines increased by 2.0% from 34.0% to 36.0%.

Source: PSC of the District of Columbia and CLECs and Verizon Annual Assessment Survey Responses (CY 2017)

32. VERIZON MONTHLY RESIDENTIAL TELEPHONE LANDLINE RATES IN D.C., MD AND VA (FLAT RATE SERVICE) IN CY 2013–CY 2017



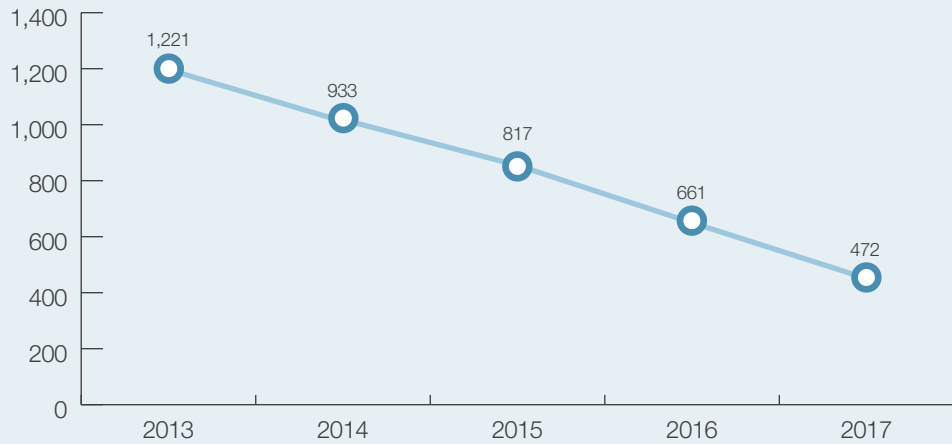
The District of Columbia has the lowest basic charge for flat rate service in the region. MD and VA rates are estimated based upon available tariffs for flat rate service.

Source: DCPSC and CLECs and Verizon Tariffs



### 33. ENROLLMENT IN VERIZON'S LOW-INCOME ECONOMY II SERVICE PROGRAM IN CY 2013–CY 2017

NUMBER OF PARTICIPANTS

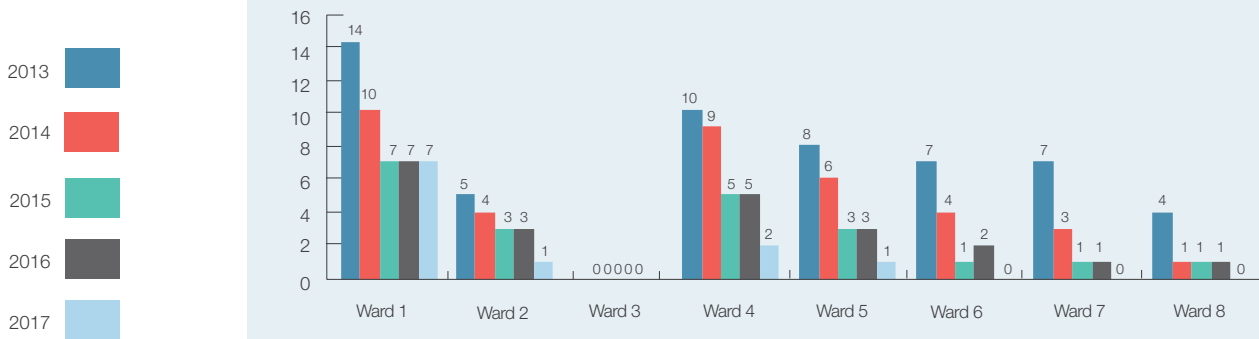


Enrollment in Verizon's low-income Economy II service program (also known as Lifeline) has been decreasing every year during the five year history shown here. Enrollment continued to decrease in CY 2017 with 472 validated customers, i.e. a 28% reduction from 661 in CY 2016.

Source: F.C. 988 Verizon's Quarterly Request for Reimbursement for the Fourth Quarter of 2017 filed January 31, 2018.

### 34. NUMBER OF ACTIVE PAY TELEPHONES BY WARD IN CY 2013–CY 2017

NUMBER OF TELEPHONES



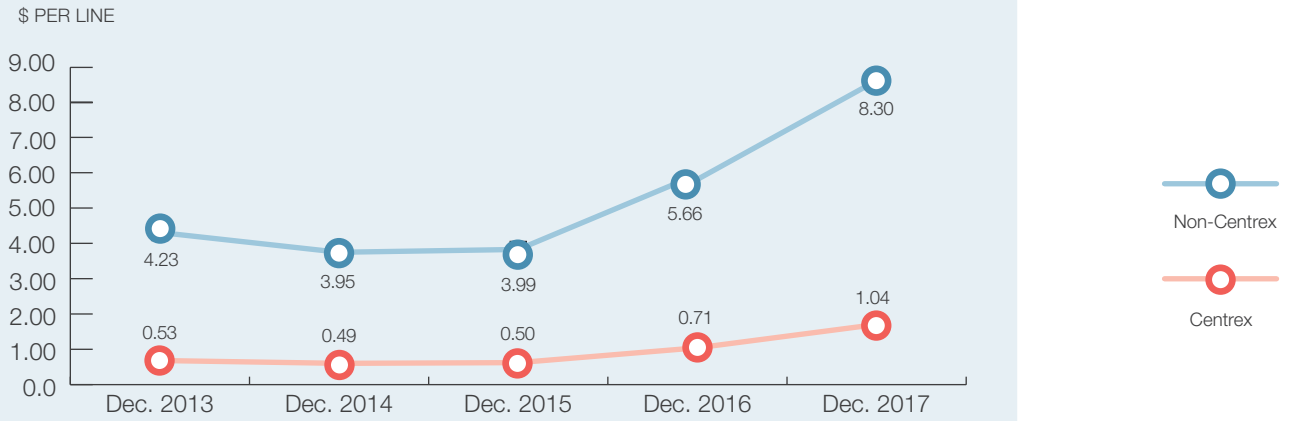
The number of active pay telephones decreased from 22 in CY 2016 to 11 (a decrease of 50%).

Ward 3 remained without an active pay telephone for a fifth year. Ward 1 has the most with seven pay telephones, which remains the same as the previous year. Ward 6, Ward 7 and Ward 8 no longer have active pay phones.

Source: Verizon Washington, DC



### 35. VERIZON'S RIGHTS-OF-WAY FEES (ROW) CY 2013–CY 2017 (\$ PER LINE)



Verizon files its **Rights-of-Way (ROW)** fees in accordance with the Company's General Regulations Tariff, PSC of D.C. No. 201, Section 1A, Page No. 2. The fee appears as a separate line item on customers' bills. The PSC audits the fees to verify the costs. The graph shows Verizon's ROW fees have trended upward in both Centrex and non-Centrex line rates between the years 2013 and 2017.

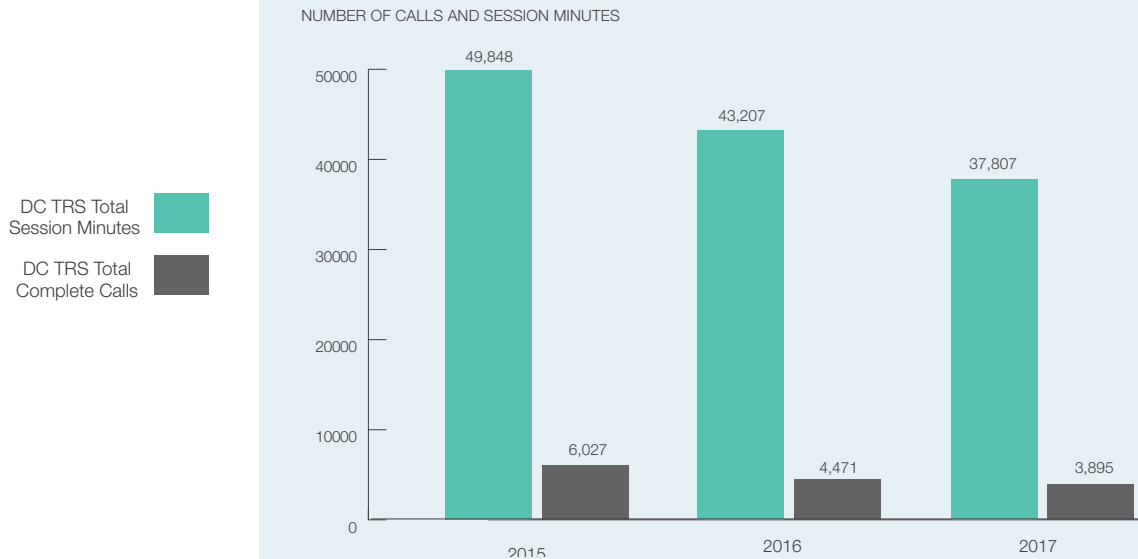
Centrex line is an equivalent of eight non-Centrex lines. For this reason, ROW per line is eight times lower for Centrex than for non-Centrex.

Source: DCPSC





### 36. DC TELEPHONE RELAY SERVICE (TRS) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015-2017



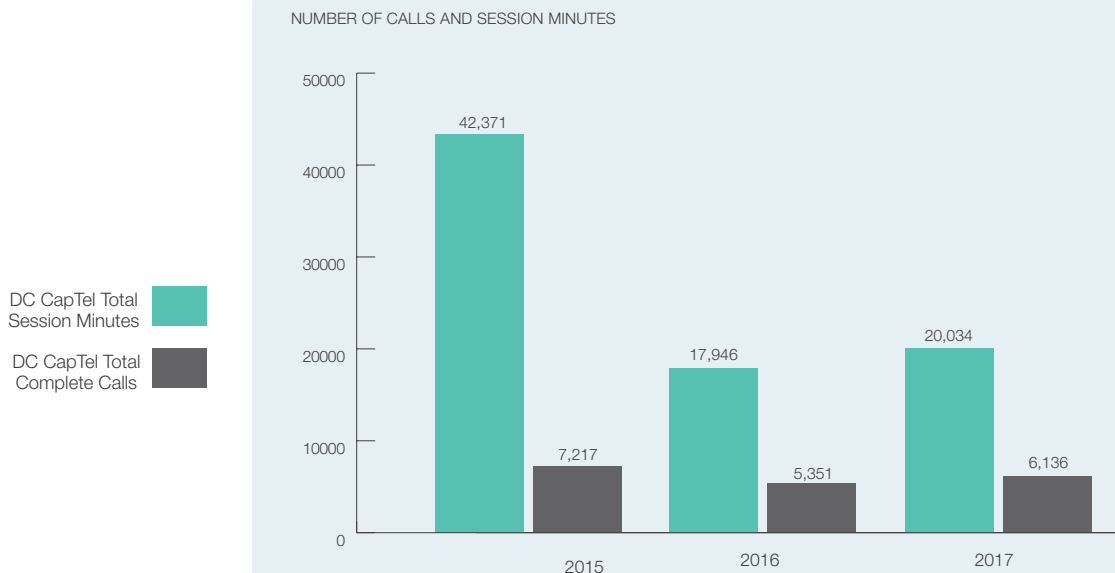
Telecommunications Relay Service (TRS) Phone Number: 711 Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. Hamilton Relay is the D.C. TRS provider in the District.

A completed call is when a call hits the relay switch, is answered by a Communications Assistant (CA) and then performs an outbound call (through relay) to an end user. For most of the 2015-2016 contract year, total complete calls and total session minutes remained steady.

Source: Hamilton Relay



### 37. DC CAPTIONED TELECOMMUNICATIONS SERVICE (CAPTEL) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015-2017



D.C. Captioned Telephone (CAPTEL) Service is used by District residents who use a Captioned Telephone (CAPTEL) phone. A CapTel phone allows people to receive word-for-word captions of their telephone conversations.

The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. Session minutes accumulate from when the CA (Communication Assistant) answers the call into relay switch to when they disconnect with the originating caller. This includes set up and wrap up with the originating caller into relay, along with conversation minutes. For most of the 2015-2016 contract year, D.C. CapTel total complete calls and total session minutes remained steady.

Source: Hamilton Relay

### 38. DEFAULT AND ACTIVE COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) SERVING THE DISTRICT IN CY 2017

#	Company Name	Residential	Commercial	Customer Service Telephone No.
1	Access One, Inc		●	312-441-1000
2	Access Point, Inc.	●	●	919-827-0443
3	ACN Communication Services, Inc.		●	704-260-3000
4	Airespring, Inc.		●	818-786-8990
5	AT&T Corp. f/k/a/ AT&T Communications of Washington DC, LLC		●	615-353-3993
6	Atlantech Online, Inc.		●	301-589-3060
7	BCM One, Inc. f/k/a/ McGraw Communications, Inc.		●	888-543-2000
8	BCN Telecom, Inc.	●	●	908-367-5600
9	Birch Communications of the Northeast, Inc. d/b/a Birch Communications		●	877-772-4724
10	Broadband Dynamics, LLC		●	480-941-0444
11	Broadview Networks, Inc.	●	●	800-276-2384
12	Broadwing Communications LLC f/k/a Focal Communications		●	720-888-3988
13	BullsEye Telecom Inc.		●	877-638-2855
14	Business Telecom, Inc. d/b/a EarthLink Business III		●	855-352-2731
15	Cavalier Telephone Mid-Atlantic, LLC, Windstream Business		●	319-790-6702
16	CTC Communications Corp. d/b/a EarthLink Business II		●	855-352-2731
17	Dynalink Communications, Inc.		●	212-352-7307
18	EnTelegent Solutions, Inc.		●	704-323-7488
19	FiberLight, LLC		●	800-672-0181
20	GC Pivotal, LLC d/b/a Global Capacity		●	877-385-5252
21	Global Crossing Local Services, Inc. f/k/a Global Crossing Telemanagement, Inc.		●	720-888-3988
22	Granite Telecommunications, LLC		●	617-837-5520
23	Level 3 Communications, LLC		●	720-888-3988
24	Level 3 Telecom of D.C., LLC f/k/a/ TW Telecom of D.C. LLC., f/k/a Time Warner Telecom of D.C. LLC., f/k/a Xspedius Management Co.		●	720-888-3988
25	Lighttower Fiber Networks I, LLC		●	703-434-8533
26	Lighttower Fiber Networks II, LLC f/k/a Sidera Networks, LLC f/k/a RCN New York Communications, LLC		●	703-434-8533
27	MassComm, Inc. d/b/a MASS Communications		●	212-201-8000
28	Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications	●	●	888-411-1175
29	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services		●	888-624-9266
30	Metropolitan Telecommunications of DC d/b/a MetTEL		●	212-607-5074



### 38. DEFAULT AND ACTIVE COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) SERVING THE DISTRICT IN CY 2017

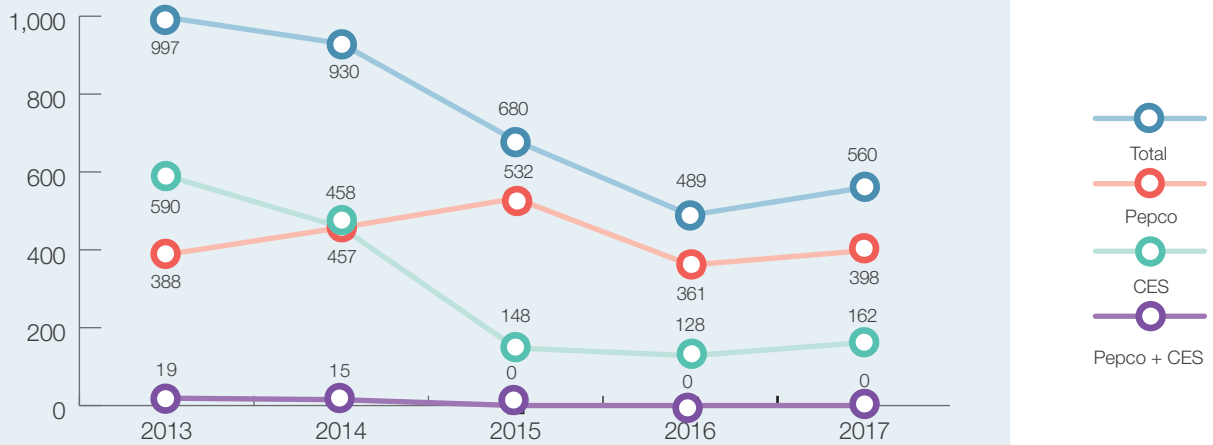
#	Company Name	Residential	Commerical	Customer Service Telephone No.
31	Mitel Cloud Services f/k/a Mitel NetSolutions, Inc. f/k/a Inter-Tel Netsolutions, Inc.		●	866-594-9493
32	Netwolves Network Services, LLC		●	813-579-3200
33	New Horizons Communications Corp.		●	781-290-4611
34	NOS Communications, Inc.		●	702-547-8486
35	One Voice Communications, Inc.		●	877-363-3133
36	Paetec Communications, Inc.		●	319-790-6702
37	Peerless Network of the District of Columbia, LLC		●	312-878-4137
38	Quantum Shift Communications, Inc. d/b/a VCOM Solutions		●	800-804-8266
39	Ready Wireless, LLC		●	319-743-4627
40	Securus Technologies, Inc.		●	972-277-0472
41	Spectrotel, Inc.		●	732-345-7834
42	Starpower Communications, LLC	●	●	609-681-2182
43	Talk America Services, LLC	●	●	804-422-4729
44	Telco Experts, LLC		●	201-935-9100
45	TelePacific Corp. f/k/a/ DSCI, LLC		●	781-861-2206
46	Teleport Communications America, LLC f/k/a Teleport Communications of Washington, DC, Inc.		●	720-888-3988
47	US LEC of Virginia LLC d/b/a PAETEC Business Services		●	319-790-6702
48	VDL, Inc. d/b/a Global Telecom Brokers		●	410-581-4833
49	Velocity the Greatest Phone Company Ever, Inc.		●	419-868-9983
50	Voicecom Telecommunications, LLC		●	770-325-8000
51	XO Communications Services, Inc.		●	214-261-6542
52	Verizon Washington, DC Inc.	●	●	267-768-6181
<b>Total CLECs and Verizon</b>		<b>5</b>	<b>51</b>	



# MULTI-UTILITY

## 39. CONSUMER COMPLAINTS AND INQUIRIES—ELECTRIC INDUSTRY FOR CY 2013–CY 2017

NUMBER OF COMPLAINTS AND INQUIRIES



Total Complaints and Inquiries for the electric industry increased 14.5% from 489 in 2016, to 560 in 2017.

Total Complaints and Inquiries for Pepco increased 10.2% from 361 in 2016 to 398 in 2017.

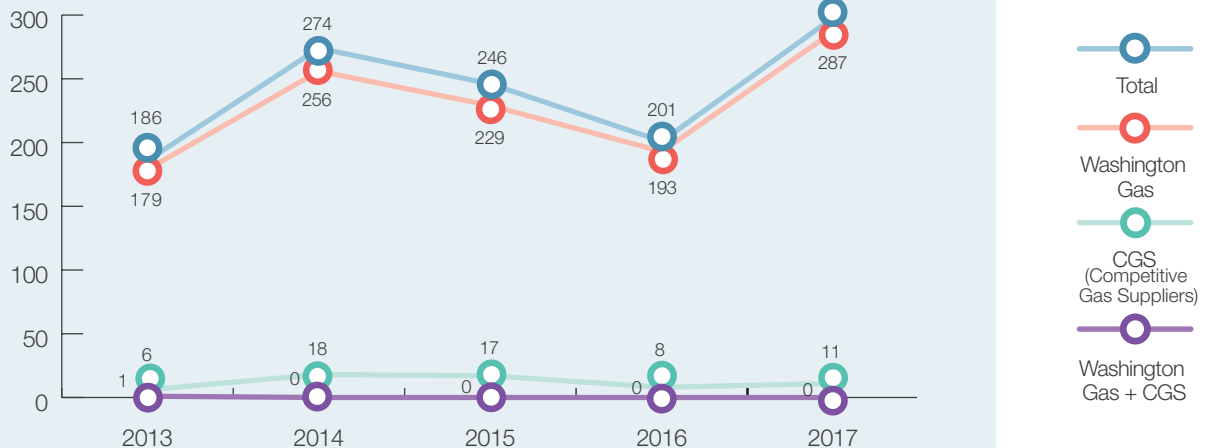
Total Complaints and Inquiries for Competitive Energy Suppliers (CES) increased 26.6% from 128 in 2016 to 162 in 2017.

*CES—Competitive Energy Suppliers  
Pepco + CES - A consumer complaint that involves Pepco and CES (not shown on the graph since this report was discontinued in 2015)*

*Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.*

## 40. CONSUMER COMPLAINTS AND INQUIRIES—NATURAL GAS INDUSTRY FOR CY 2013–CY 2017

NUMBER OF COMPLAINTS AND INQUIRIES



Total Complaints and Inquiries for the gas industry increased 48.3% from 201 in 2016 to 298 in 2017.

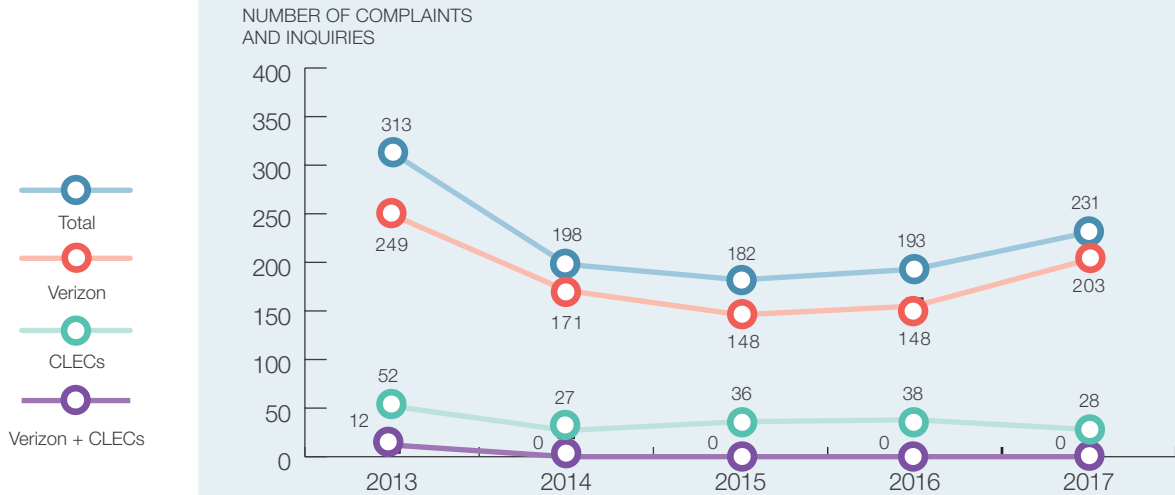
Total Complaints and Inquiries for Washington Gas increased 48.7% from 193 in 2016 to 287 in 2017.

Total Complaints and Inquiries for Competitive Gas Suppliers (CGS) increased 37.5% from 8 in 2016 to 11 in 2017.

*CGS—Competitive Gas Suppliers  
WGL + CGS - A consumer complaint that involves WGL and CGS (not shown on the graph since this report was discontinued in 2014)*

*Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.*

## 41. CONSUMER COMPLAINTS AND INQUIRIES—TELECOM INDUSTRY FOR CY 2013–CY 2017



Total Complaints and Inquiries for the telecom industry increased 19.7% from 193 in 2016 to 231 in 2017.

Total Complaints and Inquiries for Verizon increased 31.0% from 155 in 2016 to 203 in 2017.

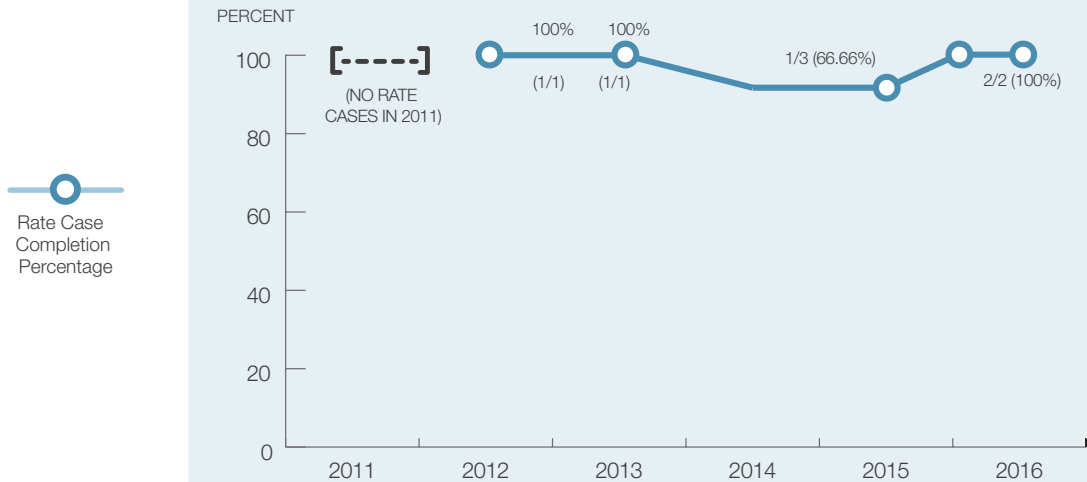
Total Complaints and Inquiries for Competitive Local Exchange Carriers (CLECs) decreased 26.3% from 38 in 2016 to 28 in 2017.

*CES—Competitive Energy Suppliers*  
A consumer complaint that involves Verizon and a CLEC (not shown on the graph since this report was discontinued in 2014)

Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.



## 42. NUMBER AND PERCENTAGE OF RATE CASES PROCESSED ON A TIMELY BASIS



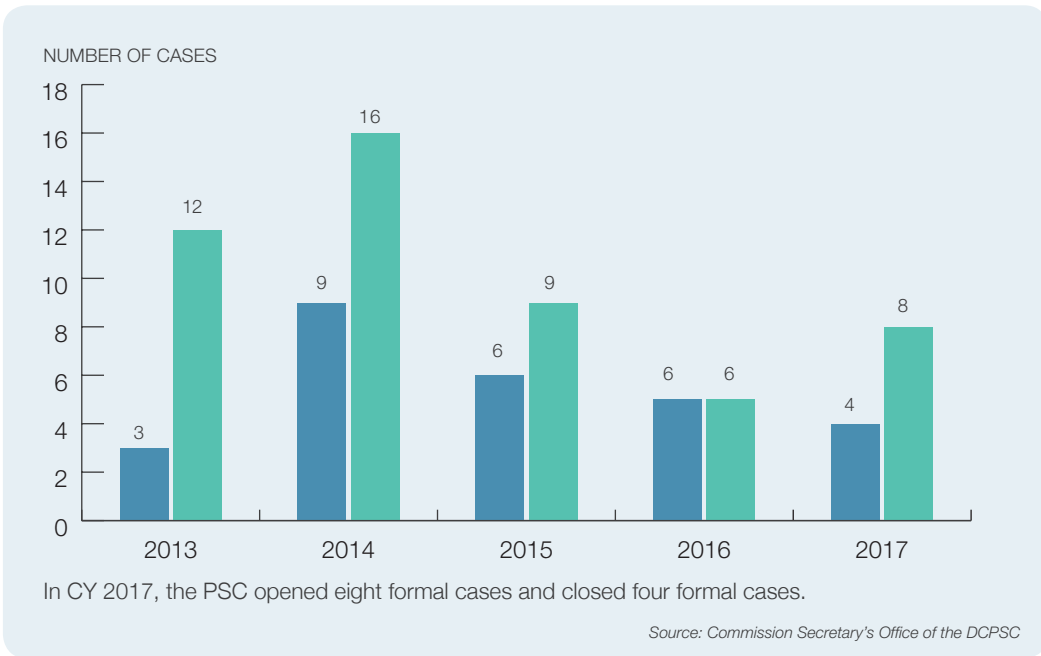
**Target:** Issue decisional orders within 90 days of the close of the record.

**Performance:** There were no rate cases in 2017.

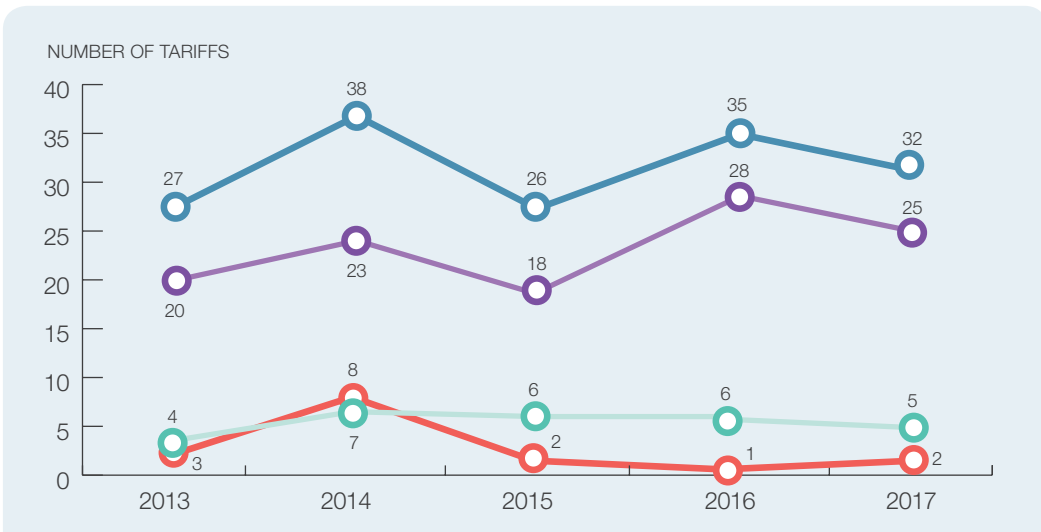
\* (#/#) Number of Rate Cases Processed on a Timely Basis

Source: Office of General Counsel, the DCPSC

### 43. TOTAL NUMBER OF FORMAL CASES CLOSED AND OPENED IN CY 2013–CY 2017



### 44. TOTAL NUMBER OF ELECTRIC, NATURAL GAS, & TELEPHONE TARIFFS PROCESSED\* IN CY 2013–CY 2017



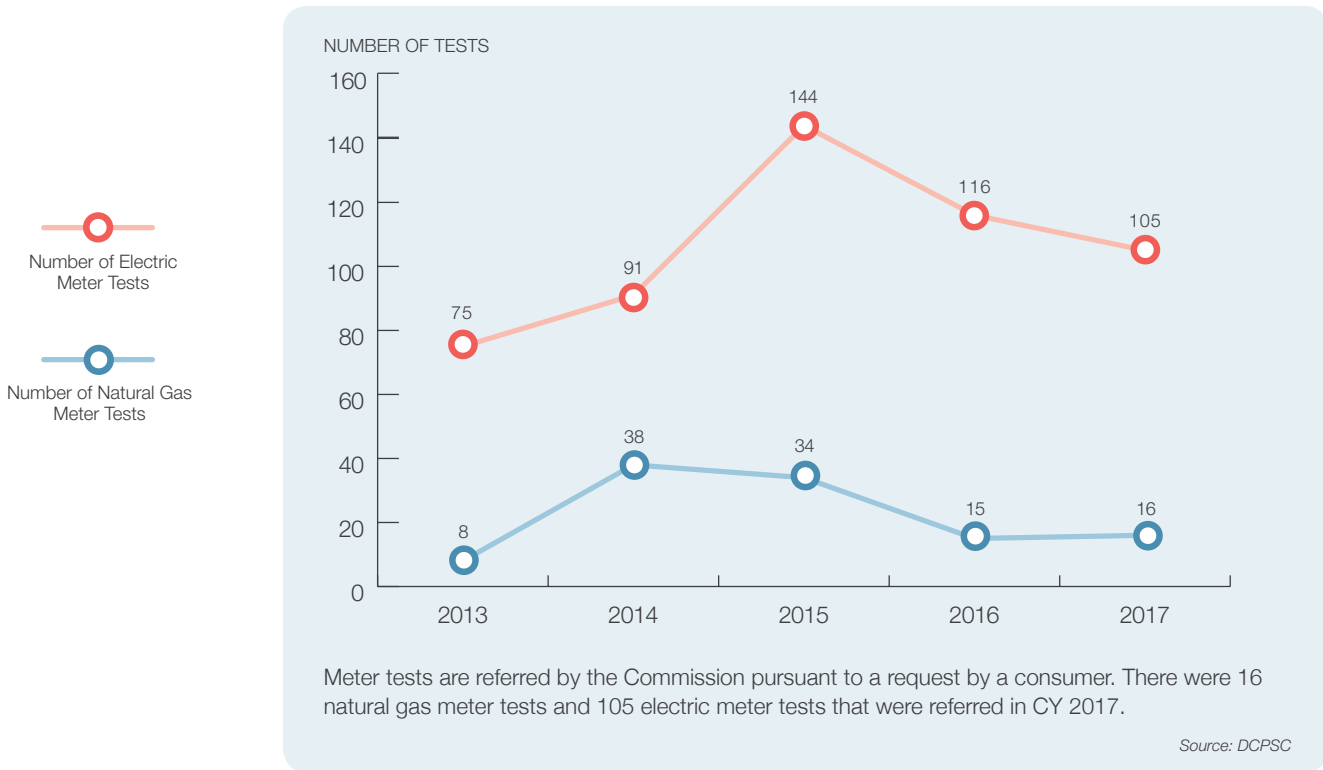
The PSC fully regulates electric and natural gas tariffs. Such tariffs require a formal filing and result in the Commission Order to Approve or to Deny or a Notice of Final Tariff (if the tariff is approved). For telecom, PSC reviews the incumbent telephone service provider tariffs. CLECs' tariffs are deemed approved upon filing, therefore they are not reviewed, approved, or denied by the Commission in the normal course of tariff process.

On October 1, 2008, Price Cap Plan ("Plan") 2008 became effective per Order No. 15071, issued September 28, 2008. In accordance with the Plan, Verizon is allowed to make changes to its discretionary and competitive services, without formal approval of the PSC, by filing a description of the changes and relevant cost support information on five-days notice. The PSC does not set rates for competitive services.

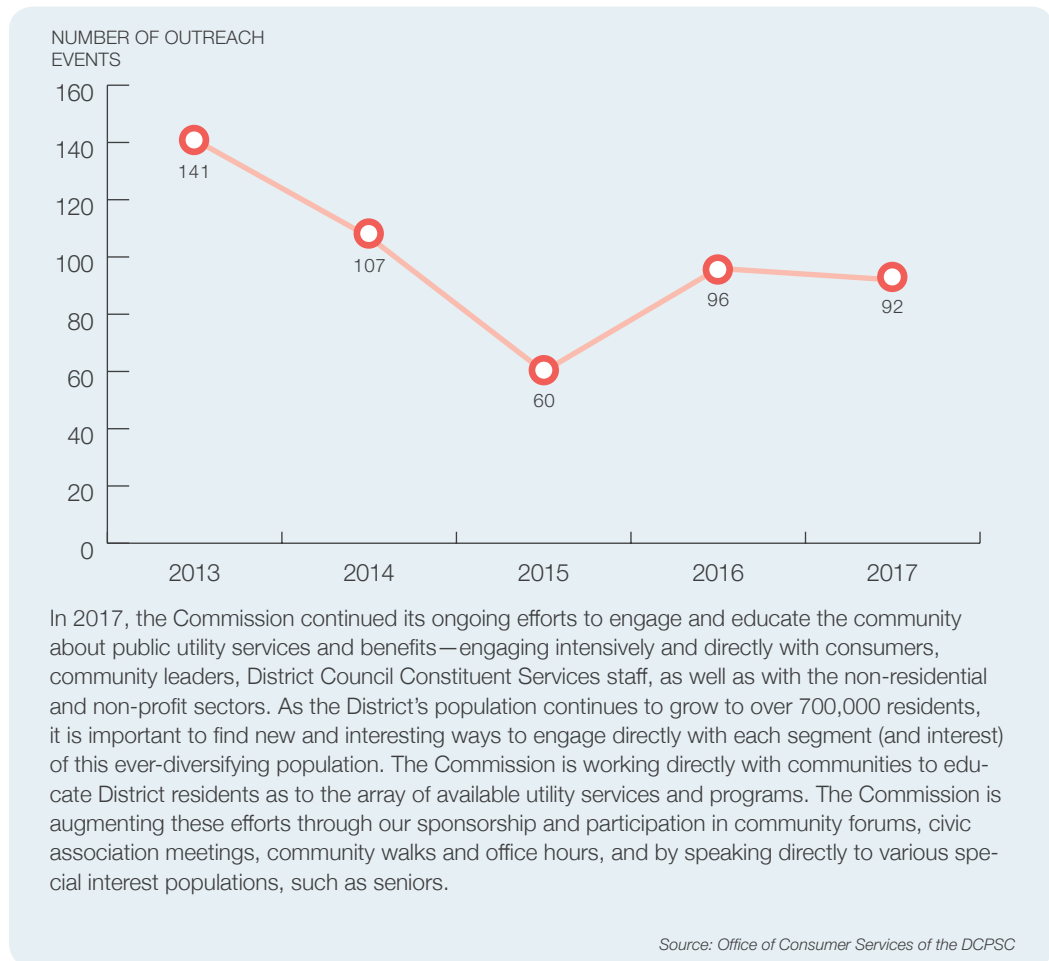
Rate increases for discretionary services are capped at no more than 15%.

\* Tariffs processed means tariffs reviewed, approved, withdrawn, or denied. Telecom promotions are not included in the tariff count.

**45. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED IN CY 2013–CY 2017**



**46. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS) IN CY 2013–CY 2017**



# KEY OUTCOMES

## 47. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (CBE) CY 2013–CY 2017 PERFORMANCE

### SYSTEM-WIDE DIVERSE SUPPLIERS COMPARED TO TOTAL CBE SYSTEM PROCUREMENT

Utility	2013	2014	2015	2016	2017
	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend
Pepco	13.29%	13.24%	13.30%	16.70%	25.70%
WGL	20.28%	22.86%	26.60%	29.10%	24.00%
Verizon	12.63%	44.13%	39.00%	48.20%	41.90%

### DC-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO TOTAL SYSTEM PROCUREMENT

Utility	2013	2014	2015	2016	2017
	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend
Pepco	3.14%	5.51%	5.51%	7.20%	13.40%
WGL	5.79%	7.48%	7.48%	7.70%	7.10%
Verizon	14.08%	18.52%	18.52%	18.40%	19.80%

### D.C.-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO D.C. PROCUREMENT

Utility	2013	2014	2015	2016	2017
	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total DC Procurement Spend
Pepco	32.80%	41.63%	97.20%	61.40%	39.20%
WGL	38.86%	50.57%	57.10%	53.40%	50.30%
Verizon	N/A	N/A	N/A	N/A	N/A

In 2018, Pepco, WGL and Verizon filed their CY 2017 Supplier Diversity Annual Reports in accordance with the February 12, 2012 Memoranda of Understanding (MOU) between the companies and the PSC regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). A diverse supplier is a minority business enterprise, a women business enterprise, a service disabled veteran business enterprise or a non-profit. CBEs are defined as businesses certified by the D.C. Department of Small and Local Business Development.

Pepco reported higher percentages of Supplier Diversity and CBE participation in 2017 compared to 2016. WGL reported lower percentage for Supplier Diversity and CBE participation in 2017 compared to 2016.

Verizon does not file DC-specific procurement dollars spent. Therefore, the CBE percentage cannot be calculated.

Source: 2015, 2014, 2013 Supplier Diversity Reports from Pepco, WGL and Verizon



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

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