



**PUBLIC SERVICE COMMISSION
FY 2024 PERFORMANCE PLAN**

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1 PUBLIC SERVICE COMMISSION

Mission: The mission of the Public Service Commission of the District of Columbia is to serve the public interest by ensuring that financially healthy utility companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia customers, while fostering grid modernization, conservation of natural resources, preservation of environmental quality, and advancement of the Districts climate policy commitments.

Services: The Public Service Commission regulates public utilities operating in the District of Columbia. It does so 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 that 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.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates

Foster Fair and Open Competition among Service Providers

Educate Consumers and Inform the Public

Create and maintain a highly efficient, transparent, and responsive District government.

Consider Environmental Issues In Adjudications and Infrastructure Matters

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates		
One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service
USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
Pipeline Inspections	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.	Daily Service
Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
Monopoly Request Adjudication	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
PowerPath DC	FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system.	Key Project
Construction Projects	The Commission continues to oversee utility construction projects to ensure that they contribute to the reliability and resiliency of the distribution system. Commission oversight helps to ensure that these projects will be constructed efficiently, with minimal disruption to consumers and with coordination with other District agencies.	Key Project
Racial Equity	In 2022, the Commission will establish a new position, the Equity and Ethics Officer, who will be responsible for (1) liaison with the Office of Racial Equity and the Board of Ethics and Government Accountability; and (2) advancement of racial equity within utility proposals, including clean energy proposals and climate change commitments.	Key Project
Foster Fair and Open Competition among Service Providers		
DC USTF	The Commission oversees management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget and disbursements.	Key Project
Renewable Portfolio Applications Granted	Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Competitive Applications Processed	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.	Daily Service
Educate Consumers and Inform the Public		
Consumer Complaints and Inquiries	When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue.	Daily Service
Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Daily Service
Community Hearings	In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views.	Key Project
Create and maintain a highly efficient, transparent, and responsive District government.		
Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
Adjudication Management	Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff.	Key Project
Consider Environmental Issues In Adjudications and Infrastructure Matters		
Environmental metrics established	The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies.	Key Project

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates					
Adjudicative Case decisions issued within 90 days of record closure	Up is Better	66%	No Applicable Incidents	95%	95%
US Department of Transportation Rating of DC Pipeline Safety Program	Up is Better	Not Available	Not Available	98%	98%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of Consumer Complaints Resolved at an informal level	Up is Better	99%	99%	98%	98%
Consider Environmental Issues In Adjudications and Infrastructure Matters					
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Up is Better	100%	100%	90%	90%

Workload Measures

Measure	FY 2021	FY 2022
One Call Inspections		
Number of 811 damage prevention inspections conducted	539	661
Pipeline Inspections		
Pipeline Safety inspections conducted	230	345
Renewable Portfolio Applications Granted		
Renewable Portfolio Standards Applications processed	2,641	2,703
Consumer Complaints and Inquiries		
Number of Consumer Complaints and Inquiries Processed	1,194	1,180