Public Service Commission FY2021

Agency Public Service Commission **Agency Code** DH0 **Fiscal Year** 2021

Mission The mission of the Public Service Commission is to ensure 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.

Strategic Objectives

Objective Number	Strategic Objective
1	Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates
2	Foster Fair and Open Competition among Service Providers
3	Educate Consumers and Inform the Public
4	Create and maintain a highly efficient, transparent, and responsive District government.
5	Consider Environmental Issues In Adjudications and Infrastructure Matters

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measures)					
US Department of Transportation Rating of DC Pipeline Safety Program	Up is Better	100%	100%	Waiting on Data	98%
Adjudicative Case decisions issued within 90 days of record closure	Up is Better	100%	100%	100%	95%
4 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)					
Percent of Consumer Complaints Resolved at an informal level	Up is Better	98.9%	99%	99%	98%
5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Measure)					
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Up is Better	New in 2020	New in 2020	100%	90%

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (7 Activities)			
ONE CALL INSPECTIONS	One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service
PIPELINE SAFETY	USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
PIPELINE SAFETY	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
LEGAL	Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
UTILITY REGULATION	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
UTILITY REGULATION	Monopoly Request Adjudication	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
UTILITY REGULATION	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
2 - Foster Fair and Open Competition among Service Providers (3 Activities)			
UTILITY REGULATION	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
UTILITY REGULATION	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
UTILITY REGULATION	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
3 - Educate Consumers and Inform the Public (3 Activities)			
UTILITY REGULATION	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
COMMUNICATIONS	Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Daily Service
COMMUNICATIONS	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

Operations Header	Operations Title	Operations Description	Type of Operations
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)			
UTILITY REGULATION	Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
UTILITY REGULATION	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
5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Activity)			
ENVIRONMENTAL OPERATIONS	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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - One Call Inspections (1 Measure)			
Inspections Conducted	790	875	792
1 - Pipeline Inspections (1 Measure)			
Pipeline Safety inspections conducted	312	349	321
2 - Renewable Portfolio Applications Granted (1 Measure)			
Renewable Portfolio Standards Applications processed	939	1341	2559
3 - Consumer Complaints and Inquiries (1 Measure)			
Number of Consumer Complaints and Inquiries Processed	1551	1415	1038

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Adjudication Management (1 Strategic Initiative)		
CBE Initiative	In 2021, the Commission will launch a major new initiative to increase procurement of professional and technical services from Certified Business Enterprises. The initiative will include developing educational opportunities for CBEs to learn about the Commission, as well as creating a list of CBEs qualified to work on Commission projects.	09-30-2021
Environmental metrics established (1 Strategic Initiative)		
AltaGas Climate Business Plan	A condition of the merger of AltaGas and Washington Gas in 2018 was the filing of a Climate Business Plan. The Plan was filed by AltaGas in 2020. In 2021 the Commission will open a case to evaluate Comments and Reply Comments filed in connection with the Plan.	09-30-2021
Monopoly Request Adjudication (1 Strategic Initiative)		
Rate Cases	THe Commission will issue final decisions on the Pepco and WGL applications for rate increases in FY 2021. (These are quasi-judicial proceedings in which party status is conferred and a party's exercise of its due process rights may impact the length of the proceedings.)	09-30-2021
PowerPath DC (1 Strategic Initiative)		
Grid Modernization	The Commission will facilitate activities of the Power Path DC Governance Board and will make expenditures from the $21.5 million Pilot Projects Fund.	09-30-2021