

Public Service Commission FY2019

Agency Public Service Commission

Agency Code DH0

Fiscal Year 2019

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.

Summary of 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 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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Commission staff oversaw the work of multiple Working Groups of external stakeholders to consider grid modernization. A Staff Proposed Order was released and comments received. Work will continue in FY 2020.	Considerable agency resources were expended on this project.	Grid modernization will lead to a more reliable, resilient and environmentally sound gas and electric networks.
The Commission underwent an internal review of processes conducted by an independent management consultant, ADC Inc. Recommendations were made for the streamlining of Commission processes and the creation of two additional Commission offices, the Office of External Affairs and the Office of Policy and Development. Chiefs were selected for each of these offices in FY 2019 and staffing will be completed by 2020.	Organizational changes were made after "socializing" those changes through meetings both with management and with all employees. Most employees are satisfied with the changes made.	The organizational and management changes made by the Commission will increase the efficiency and transparency of Commission operations.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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	Annually	100	Not Available	98	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Adjudicative Case decisions issued within 90 days of record closure	Annually	100%	100%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
5 - Create and maintain a highly efficient, transparent and responsive District government. (1 Measure)											
Percent of Consumer Complaints Resolved at an informal level	Annually	98.7%	98.9%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - One Call Inspections (1 Measure)							
Inspections Conducted	967	790	182	226	240	227	875
1 - Payphone Inspections (1 Measure)							
Payphone Inspections	57	53	1	0	27	11	39
1 - Pipeline Inspections (1 Measure)							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Pipeline Safety inspections conducted	403	312	91	51	106	101	349
2 - Renewable Portfolio Applications Granted (1 Measure)							
Renewable Portfolio Standards Applications processed	954	939	367	280	348	346	1341
3 - Consumer Complaints and Inquiries (1 Measure)							
Number of Consumer Complaints and Inquiries Processed	1265	1551	365	371	303	376	1415
4 - Cases Opened (1 Measure)							
Number of Cases Opened	1351	1293	401	695	304	385	1785
4 - Number of Orders Issued (1 Measure)							
Number of Orders Issued	772	787	90	90	93	474	747

2019 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 (9 Activities)			
PIPELINE SAFETY	USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program	Key Project
UTILITY REGULATION	Approve and Monitor Construction Projects	A major new construction project has been proposed by PEPCO: the Capital Grid Project (FC 1144). This will entail review of Pepco plans for reliability and resiliency in distribution, transmission and substation facilities. In addition, two major utility construction projects will continue in 2019: the undergrounding of electric power lines (DC PLUG) and the replacement of natural gas pipelines (PROJECTPipes). Oversight of these projects helps to assure that they will be constructed efficiently, with minimal disruption and with coordination with other projects and District agencies. Monitoring entails review of design drawings to assure prudence and consistency with industry standards, site inspections, participation in Consumer Education activities, and auditing of expenses.	Key Project
UTILITY REGULATION	Monitor Compliance with TQSS	Telecommunications Quality of Service Standards (TQSS) are the indicia by which we judge whether telecommunications companies are providing safe, reliable and quality service.	Key Project
UTILITY REGULATION	MEDSIS	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. In 2019 the Commission will implement new rules to modernize the energy delivery system.	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
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
UTILITY REGULATION	Payphone Inspections	Coin operated payphones are inspected to assure that they are in good working order, available for public use and not used for illegal activities.	Key Project
UTILITY REGULATION	Adjudicate Monopoly Requests for Rate Adjustments	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
LEGAL	Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	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

Operations Header	Operations Title	Operations Description	Type of Operations
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
4 - Motivate Customer and Results-Oriented Employees (2 Activities)			
UTILITY REGULATION	Cases Opened	The opening of new cases is a measure of the efficiency of the staff, requiring the establishment of a docket, notification, and establishment of a records management approach for each case. In addition to opening new cases, efficient records management also includes developing a new system for Integrated Case Management, allowing for automatic docketing and tracking of cases.	Daily Service
UTILITY REGULATION	Number of Orders Issued	The number of Orders issued is a measure of the results-oriented efficiency of our staff.	Daily Service
5 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)			
UTILITY REGULATION	Percentage of Complaints Resolved	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
UTILITY REGULATION	Adjudications Completed w/in 90 days of record close	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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Approve and Monitor Construction Projects (1 Strategic Initiative)				
Capital Grid	Review Notice of Construction for major new construction project involving distribution, transmission and substation facilities. Act on NOC as appropriate.	Complete	On April 5, 2019, the Commission issued an Order bifurcating the proceeding into two parts. The Commission granted Phase I of the NOC on August 9, 2019.	
Cases Opened (1 Strategic Initiative)				
Integrated Case Management System	Implement Phase One of the Integrated Case Management System; establish rules for RPS applications and confidential filings; establish a communications plan and training schedule for staff and stakeholders.	Complete	Phase 1 of the ICMS project is complete. RPS applications and confidential filings are automatically handled in ICMS. All employees have been trained and use of the case management aspects of the system is encouraged as of FY 2020.	
MEDSIS (1 Strategic Initiative)				
MEDSIS	Oversee progress of Working Groups; consider WG recommendations; prepare for implementation of Pilot Project(s)	Complete	The Commission established a schedule of meetings for the various Working Groups and oversaw their progress in meeting their goals. The Staff issued a Proposed Order which dealt with all outstanding issues. Comments on the Staff Proposed Order will be addressed in FY 2020.	