



Public Service Commission PSC (DH)

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 literature in order to educate utility consumers and inform the public.

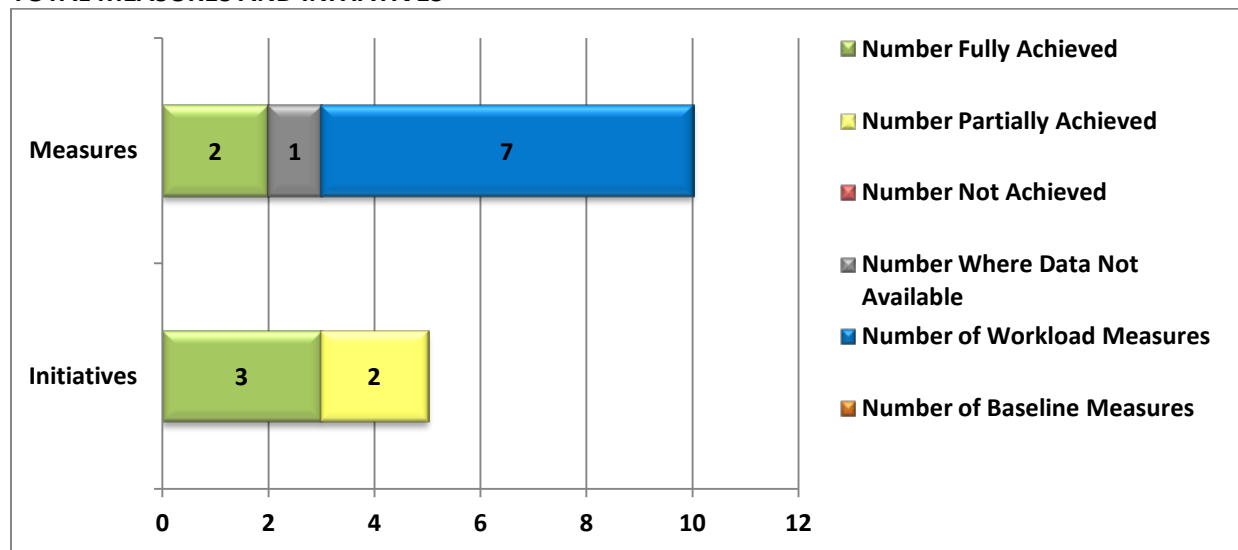
ACCOMPLISHMENTS

- ✓ Hosted a Centennial Anniversary Symposium to celebrate the 100 year anniversary of the PSC
- ✓ Launched a new Mobile App
- ✓ Rendered a decision in the Washington Gas rate case wherein the Commission approved an \$8.0 million revenue increase, which is 28% of the \$29 million Washington Gas had requested

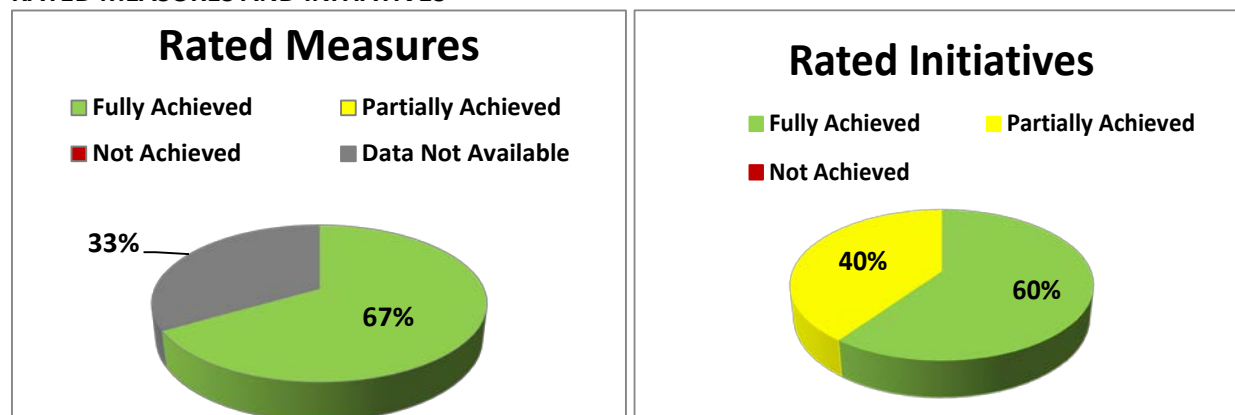


OVERALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	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 services through the pipeline safety program, monitoring compliance with service quality standards, and investigating outages.

INITIATIVE 1.1: Render a decision on the investigation of Verizon's service reliability (Formal Case No. 1090)

- **This initiative was partially achieved.** The Commission was ready to render its decision on a timely basis in September 2013 when the Office of the People's Counsel filed a motion to reopen the record. Verizon agreed to the motion. Therefore, the Commission approved the request on September 19, 2013 and required Verizon to file additional information by October 9, 2013.

INITIATIVE 1.2: Develop an enforcement plan.

- **This initiative was fully achieved.** The Commission decided to escalate the timetable for implementing an enforcement plan by creating a new Office of Compliance and Enforcement (OCE) in FY 13 instead of FY 14. To that end, in FY 13, the Commission obtained approval to add two new Compliance and Enforcement FTEs, prepare position descriptions, and recruit and fill the two positions - Chief of Compliance and Enforcement and a Compliance & Enforcement Officer. The Commission filled both positions by the end of September 2013.

OBJECTIVE 2: Conserve natural resources and preserve the environment.

INITIATIVE 2.1: Educate the public about solar energy opportunities.

- **This initiative was fully achieved.** The Commission co-sponsored an Energy Education Expo with the Sustainable Energy Utility (SEU) and the District Department of the Environment (DDOE) on April 17th at Union Station. The Commission also participated in 5 outreach events promoting solar and renewable energy. Beforehand, the Commission prepared a communications plan for promoting solar and renewable energy resources and a brochure.

INITIATIVE 2.2: Work with Pepco, OPC, and other stakeholders to design and mount a customer education campaign for the implementation of Pepco's AMI program, including an AMI section to the Commission's Website.

- **This initiative was fully achieved.** With Commission approval, Pepco began deploying smart meters in the District in October 2010. The Commission recognized the need for consumers to be educated on the new meters and thus directed a Task Force composed of representatives from Pepco, the Office of the People's Counsel, the Commission, the Sustainable Energy Utility, the District Department of the Environment, AARP DC, The Greene Firm, and DC Climate Action to develop and implement customer education plans. The Phase 1 plan focused on how the meters worked and the deployment schedule and process and the plan was implemented in FY 12. With the completion of the deployment of the meters, in FY 13, the phase two of the campaign called for educating consumers on the new functionalities and benefits of the smart meters in both the short and long run. To that end, in FY 13, the Task Force, including Commission personnel, participated in 109 community events wherein they answered questions from the public and distributed educational materials. They also addressed any concerns or problems consumers may have encountered after the smart meters were installed.



OBJECTIVE 3: Educate consumers and inform the public.

INITIATIVE 3.1: Increase public awareness about the Public Service Commission by implementing a public outreach campaign to celebrate the Commission's Centennial Anniversary.

- This initiative was partially achieved.** The Commission engaged consultants who drafted a book on the history of the Commission. The book will be released after all Centennial events have been completed. Meanwhile, the Commission held a symposium on the history of the Commission at Gallaudet University on March 4, 2013. There were over 200 attendees. The proceedings are now available on the Commission's website. Meanwhile, work continues on several special studies. The next Centennial event will be presentations at the annual conference of the D.C. Historical Society on November 16, 2013.
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Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program	
	●	1.1	USDOT Rating for Gas Pipeline Safety Program	99.2%	98%		NA ¹	NA	PIPELINE SAFETY
	●	1.2	Number of cases opened	667	No Target Required		669	Not Rated Workload Measure	UTILITY REGULATION
	●	1.3	Number of orders issued	376	No Target Required		258	Not Rated Workload Measure	UTILITY REGULATION
	●	1.4	Number of natural gas pipeline safety inspections conducted	456	No Target Required		320	Not Rated Workload Measure	PIPELINE SAFETY
	●	1.5	Number of One-Call inspections conducted	972	No Target Required		980	Not Rated Workload Measure	PIPELINE SAFETY
	●	1.6	Number of payphone site inspections conducted	275	No Target Required		263	Not Rated Workload Measure	UTILITY REGULATION
	●	1.7	Number of Renewable Portfolio Standards applications received	241	No Target Required		292	Not Rated Workload Measure	UTILITY REGULATION
	●	1.8	Number of consumer complaints and inquiries processed	1,582	No Target Required		1,406	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%		100%	105.26%	UTILITY REGULATION
	●	1.10	Percentage of consumer complaints resolved at the informal level	NA	80%		98.98%	123.72%	UTILITY REGULATION

¹ Data is not yet available. USDOT ratings are completed each calendar year.