

PUBLIC SERVICE COMMISSION

FY 2027 PERFORMANCE PLAN

APRIL 14, 2026

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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1 INTRODUCTION

This document is the Fiscal Year 2027 Performance Plan for the Public Service Commission.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily when the Mayor's budget proposal is delivered, and again at the start of the fiscal year when budget decisions have been finalized. A companion document, the Performance Accountability Report (PAR), is published annually in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

Performance Plan Structure: Performance plans are composed of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects and related performance measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can answer broad questions about an agency's overall performance or the performance of an organizational unit, a program or service, or the implementation of a major project. Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of...".	"Number of public art projects completed"
Quality	Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	"Percent of citations issued that were appealed"
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"

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Measure Type	Measure Description	Example
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Targets: Agencies set targets for most performance measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in the subsequent Performance Accountability Report.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 PUBLIC SERVICE COMMISSION OVERVIEW

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 District's climate policy commitments.

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 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.

Objectives:

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. Efficient, Transparent, and Responsive Government
5. Consider Environmental Issues In Adjudications and Infrastructure Matters

3 PROPOSED OBJECTIVES

3.1 ENSURE SAFE, RELIABLE AND QUALITY ELECTRIC GAS AND LOCAL TELECOMMUNICATIONS SERVICES AT JUST AND REASONABLE RATES

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Efficiency	Adjudicative Case decisions issued within 90 days of record closure	Up is Better	96%	96%	No Target Provided	**No Target Provided**
Efficiency	US Department of Transportation Rating of DC Pipeline Safety Program	Up is Better	98%	100%	98%	**98%**

3.2 FOSTER FAIR AND OPEN COMPETITION AMONG SERVICE PROVIDERS

No Related Measures

3.3 EDUCATE CONSUMERS AND INFORM THE PUBLIC

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Quantity	Number of Community Outreach Events and Education Summits, Including Those Directed at Vulnerable Communities	Up is Better	37	70	No Target Provided	**No Target Provided**

3.4 EFFICIENT, TRANSPARENT, AND RESPONSIVE GOVERNMENT

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

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Outcome	Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years	Up is Better	100%	100%	Target not required	**Target not required**

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Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Outcome	Percent of employees that are District residents	Up is Better	34.57%	35.37%	Target not required	**Target not required**
Outcome	Percent of new hires that are District residents (Peoplesoft)	Up is Better	25%	40%	Target not required	**Target not required**
Outcome	Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia (eRecruit)	Up is Better	7.69%	0%	Target not required	**Target not required**
Outcome	Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time	Up is Better	No incidents	No incidents	Target not required	**Target not required**
Efficiency	Percent of Consumer Complaints Resolved at an informal level	Up is Better	99%	100%	No Target Provided	**No Target Provided**

3.5 CONSIDER ENVIRONMENTAL ISSUES IN ADJUDICATIONS AND INFRASTRUCTURE MATTERS

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Outcome	Number of Solar Megawatts Added to the Electric Grid to Meet the Goals of the Local Solar Expansion Amendment Act of 2022	Up is Better	Pending	308.3	Target not required	**Target not required**
Outcome	Percent of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Up is Better	Pending	Pending	Target not required	**Target not required**
Efficiency	Percent of RPS Applications Processed Within 30 Business Days of the Submission Date	Up is Better	Pending	Pending	Target not required	**Target not required**

4 PROPOSED ACTIVITIES

4.1 ONE CALL INSPECTIONS

Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Quantity	Number of 811 damage prevention inspections conducted	Neutral	226	336	Target not required	**Target not required**

4.2 USDOT RATING

Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.

No Related Measures

4.3 PIPELINE INSPECTIONS

Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Quantity	Pipeline Safety inspections conducted	Neutral	237	349	Target not required	**Target not required**

4.4 MERGERS AND ACQUISITIONS

Consider applications for merger or acquisition of utility companies

No Related Measures

4.5 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.

No Related Measures

4.6 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.

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Efficiency	Renewable Portfolio Standards Applications processed	Neutral	1,969	3,723	Target not required	**Target not required**

4.7 COMPETITIVE APPLICATIONS PROCESSED

Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.

No Related Measures

4.8 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.

Measure Type	Measure	Directionality	FY2024	FY2025	FY2026 Target	FY2027 Target
Efficiency	Number of Consumer Complaints and Inquiries Processed	Neutral	667	1,266	Target not required	**Target not required**

4.9 OUTREACH EVENTS

Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.

No Related Measures

4.10 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.

No Related Measures

4.11 MONOPOLY REQUEST ADJUDICATION

The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.

No Related Measures

4.12 COMPLAINT MANAGEMENT

Percentage of Complaints resolved at an informal level is a measure of agency efficiency.

No Related Measures

4.13 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.

No Related Measures

4.14 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.

No Related Measures

4.15 ENVIRONMENTAL METRICS ESTABLISHED

The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies.

No Related Measures

4.16 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.

No Related Measures

4.17 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.

No Related Measures