

SERVING TOGETHER

Energizing, Empowering,
and Excelling in the District

STATISTICAL REPORT 2024



Emile C. Thompson
Chairman



Richard A. Beverly
Commissioner



Ted Trabue
Commissioner

The Honorable Muriel Bowser
Mayor, District of Columbia
Executive Office of the Mayor
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There is no room for guesswork in the regulation of public utilities. The Public Service Commission of the District of Columbia relies on data to make decisions across all areas of our work — electricity, natural gas, renewable energy, and telecommunications.

Each year, the Commission's Office of Technical and Regulatory Analysis (OTRA) analyzes a wealth of information on provider performance, competition, rates, and infrastructure. By mining this data, the Commission uncovers hidden insights, tracks progress on initiatives, and identifies areas for improvement.

This 2024 Statistical Report reflects calendar year (CY) 2024 data and details OTRA compliance reviews, audits, inspections, utility assessments, and annual surveys.



Your Energy. Your Voice.

Among the many highlights are data on the District's continued growth in renewable energy. A national leader in sustainability and environmental conservation, the District has one of the most aggressive renewable energy standards of any city in the country. This report demonstrates the Commission's commitment to the District's environmental goals, as demonstrated by OTRA's efficiency in certifying applicants' requests to become renewable energy generators.

To learn more about the Commission's work, please visit dcpsc.org.

Respectfully submitted,

Emile C. Thompson
Chairman

Richard A. Beverly
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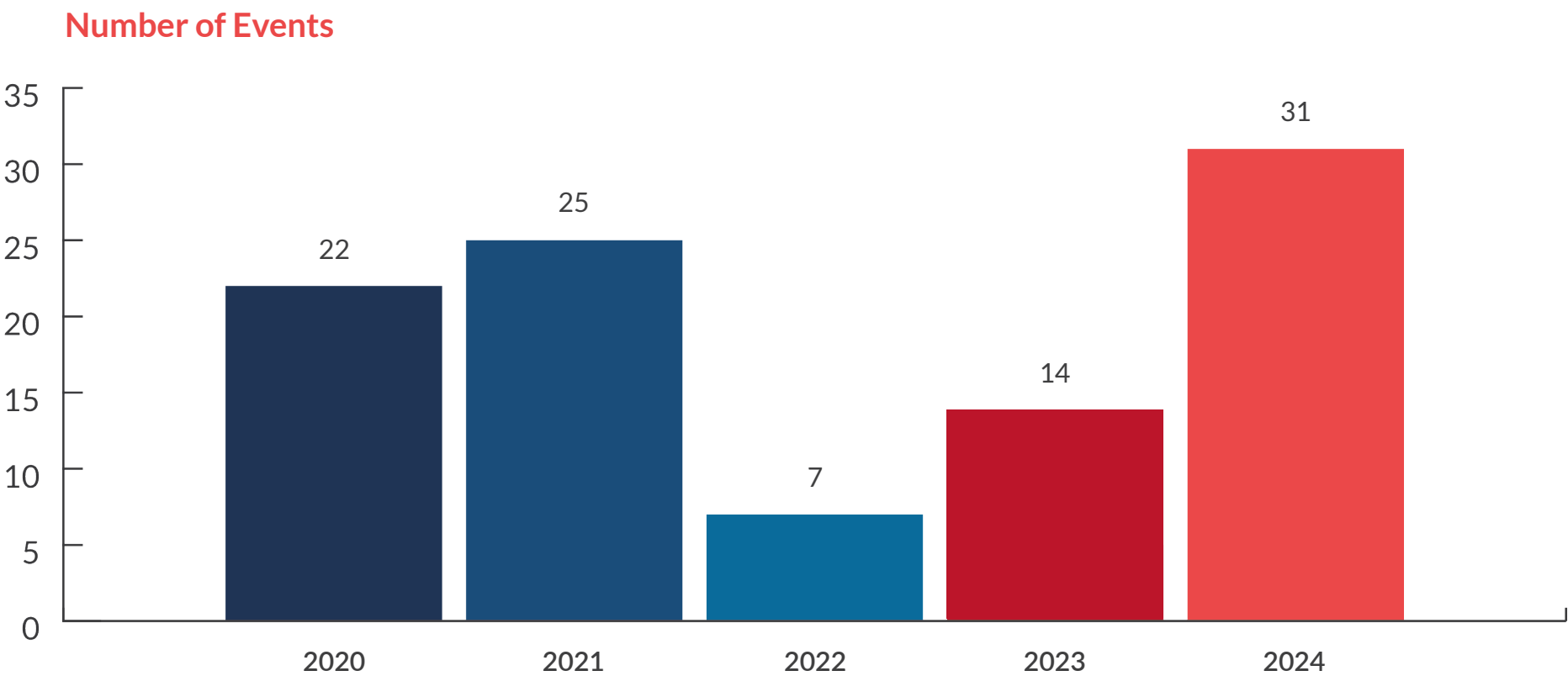
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1. Manhole Events (Explosions, Fires, and Smoking Manholes), CY 2020–2024

The Commission oversees and audits Pepco’s manhole inspection, repair, and maintenance program. Reportable “manhole events” are a subset of underground equipment failures that culminate in a significant visual result (e.g., smoke, flames, or cover displacement). While moisture-related cable failure is the most common cause of manhole events, the total number of manhole events can also be impacted by significant weather incidents, cumulative annual moisture, or a changing electric load.

Thus far, Pepco’s inspection, maintenance, and repair efforts have not led to consistent reductions in manhole events in recent years. The Commission is redoubling its regulatory oversight efforts to ensure that manhole events in the District are reduced to an absolute minimum.



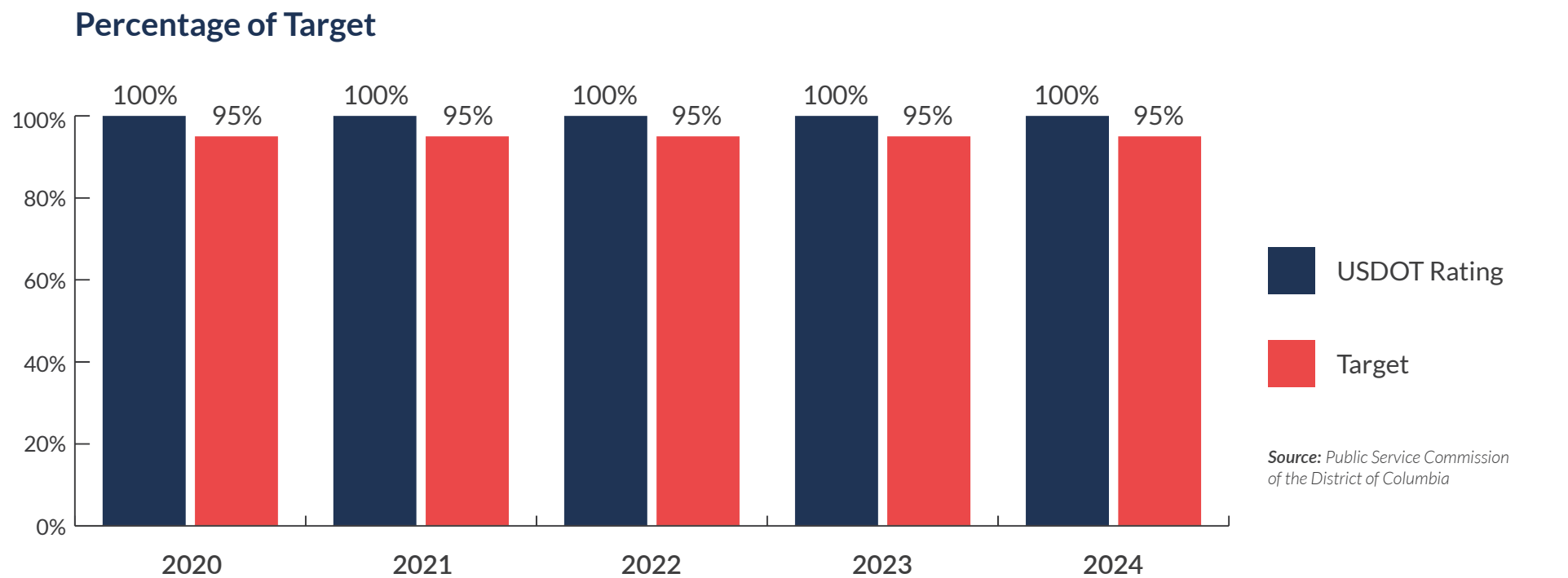
Source: Pepco 2024 Annual Consolidated Report

2. USDOT Annual Audit Ratings for the DCPSC Natural Gas Pipeline Safety Program, CY 2020–2024

As mandated by federal law, the Commission enforces pipeline safety regulations through its Natural Gas Pipeline Safety Program (NGPSP). The NGPSP evaluates the gas utility’s compliance with federal and state regulations, incident reporting and response, safety management systems, public awareness programs, and performance metrics.

Each year, the NGPSP is evaluated by the U.S. Department of Transportation through its Pipeline and Hazardous Materials Safety Administration (PHMSA). This evaluation measures the effectiveness of the NGPSP inspections of the gas utility’s pipeline construction, operation and maintenance, records management, drug and alcohol inspections, and operator qualifications for the prior calendar year.

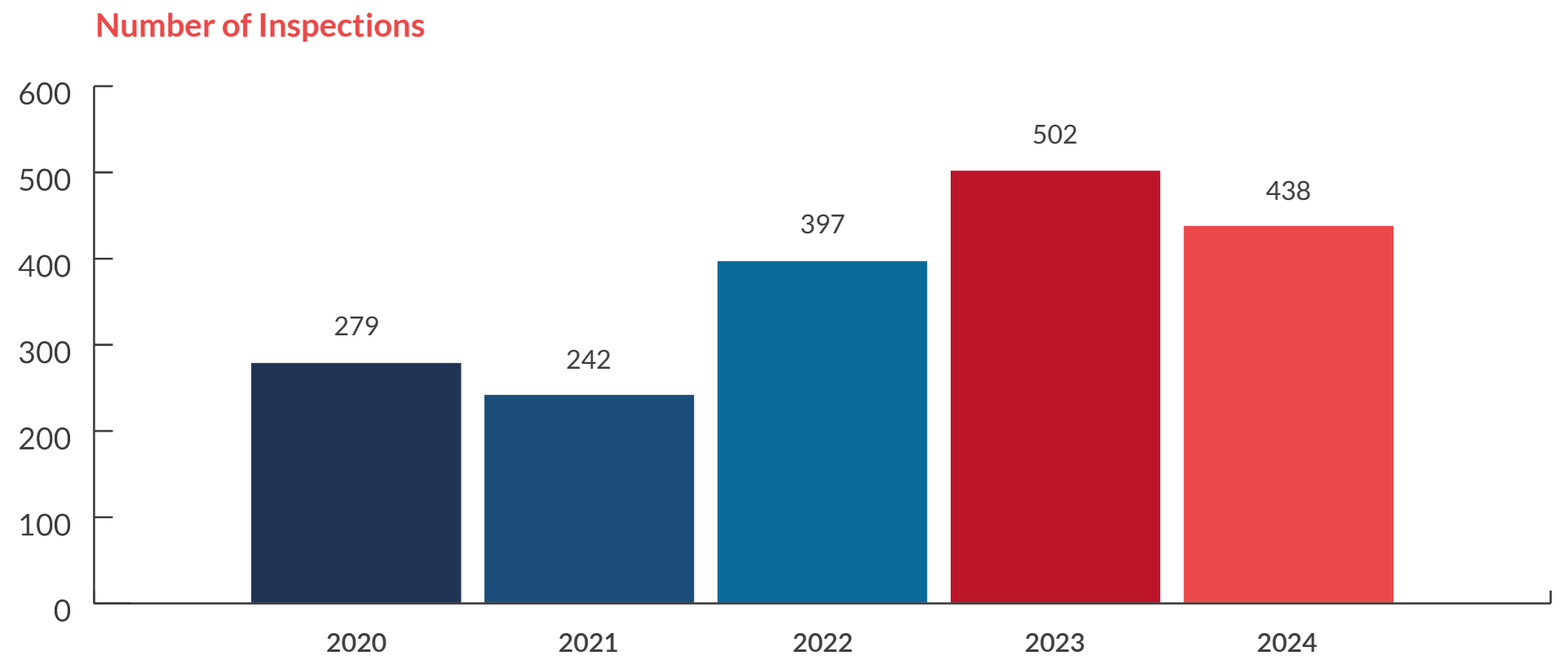
The Commission aims to achieve an audit rating/score equal to or better than the performance target goal of 95% set by PHMSA. In CY 2024, the NGPSP received a 100% score for the 10th consecutive year.



3. Natural Gas Pipeline Safety Inspections Performed, CY 2020–2024

In CY 2024, the Office of Compliance and Enforcement (OCE) conducted 438 pipeline safety inspections. Consistent with the National Transportation and Safety Board (NTSB) recommendations, OCE also continues to inspect Washington Gas Light Company's (WGL) Mercury Service Regulator Replacement and Relocation activities.

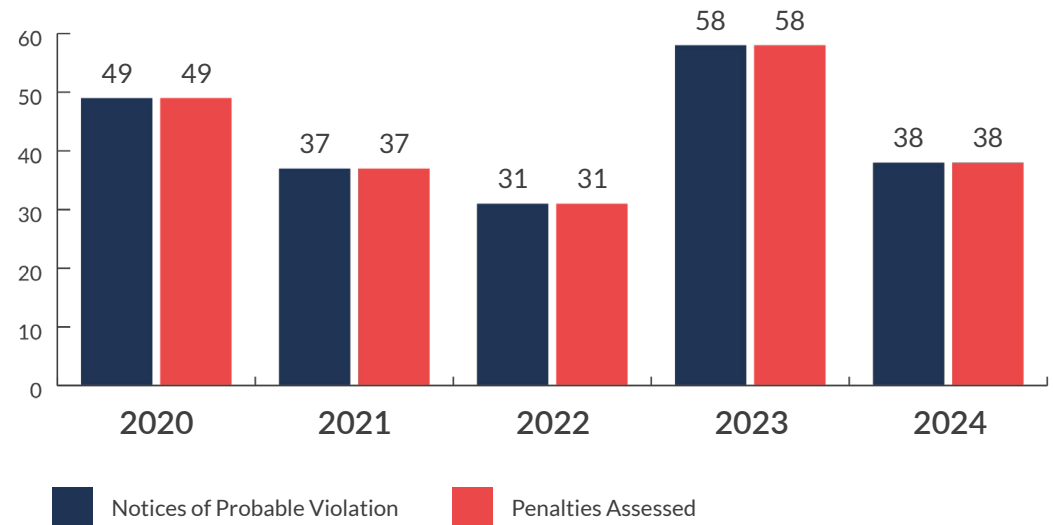
OCE staff continue to closely monitor WGL's compliance performance according to Chapter 36 of the Natural Gas Quality of Service Standards (NGQSS).



4. Enforcement Activities and Penalties in the Natural Gas Pipeline Safety and Damage Prevention Program in DC, CY 2020–2024

In CY 2024, 38 Notices of Probable Violations (NOPVs) were prepared and issued for civil penalties totaling \$116,000. In CY 2024, civil penalties totaling \$117,900 were collected, including two penalties that were carried over from CY 2023. PHMSA reviews the Commission's pipeline safety enforcement activity during each annual audit for the previous calendar year.

Number of Activities



Source: Public Service Commission of the District of Columbia

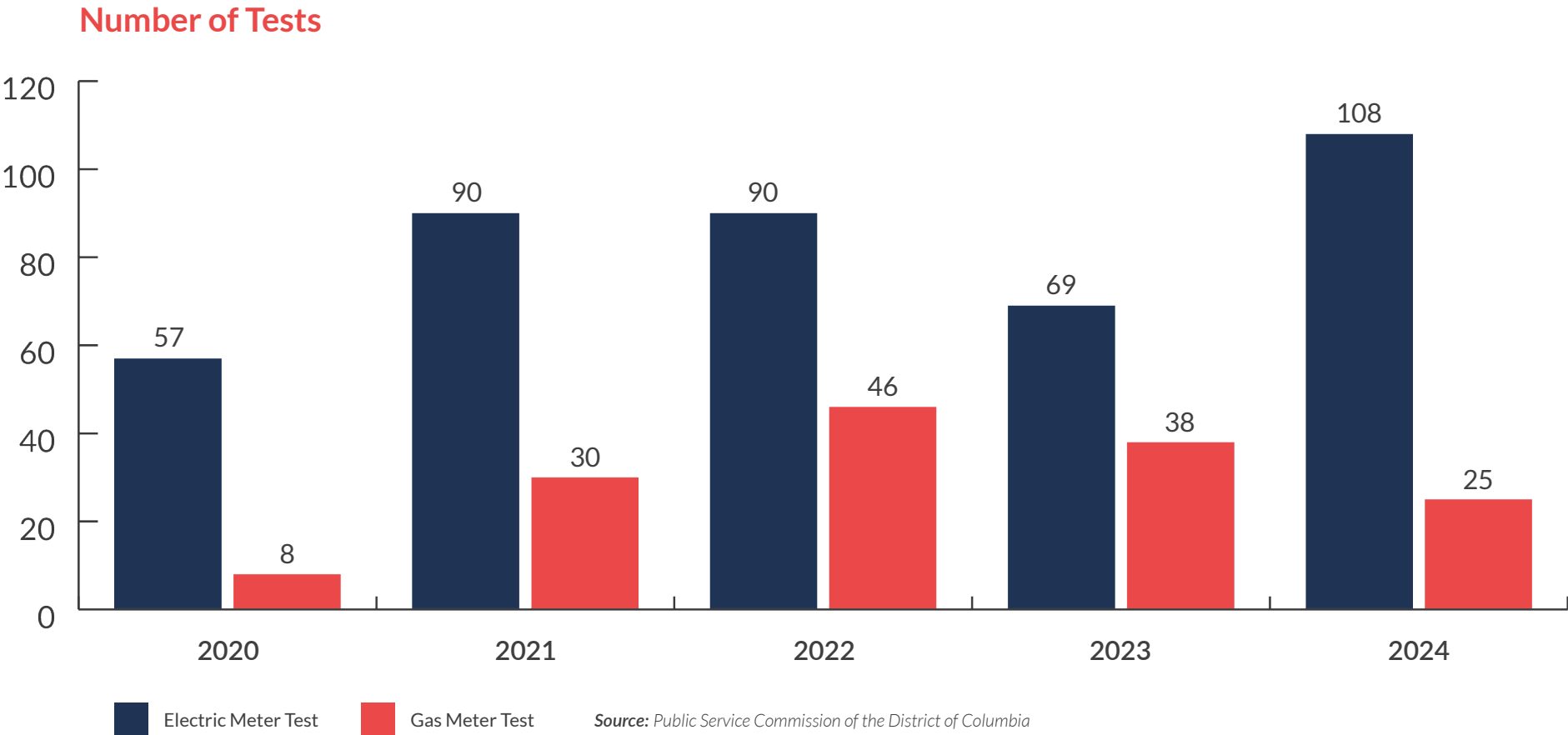
Amount of Penalties



Source: Public Service Commission of the District of Columbia

5. Electric and Natural Gas Meter Tests Witnessed, CY 2020–2024

The Commission refers meter tests to OCE when requested by a consumer. In CY 2024, a total of 133 meter tests were referred to OCE, comprised of 108 electric meters and 25 gas meters, which demonstrated an overall uptick for both electric and gas meter referrals. As the data indicates, the overall number of meter tests may vary from year-to-year for both electric and gas meters.



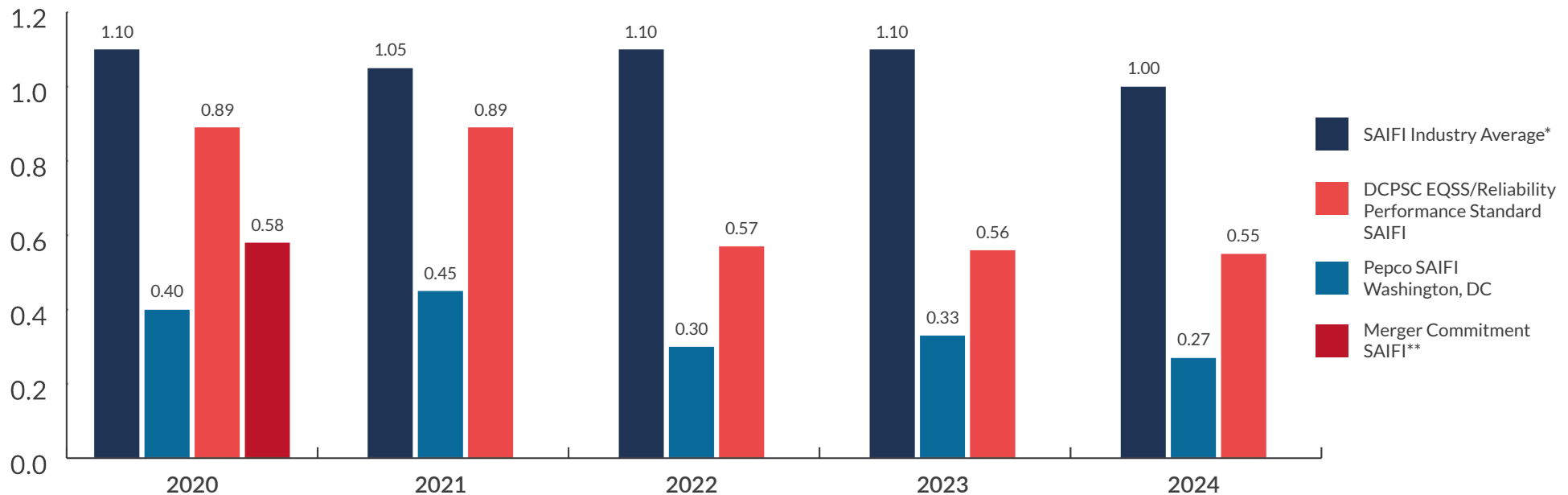
6. System Average Interruption Frequency Index (SAIFI), CY 2020–2024

The System Average Interruption Frequency Index (SAIFI) is the average frequency of sustained interruptions per customer served in a predefined area (a lower number means better SAIFI performance). Sustained interruptions are interruptions that are five minutes or greater.

Based on Pepco's reporting, Pepco's SAIFI has been better (lower) than the industry average, the Commission's Electric Quality of Service Standards (EQSS) from 2020 to 2024, and the Pepco/Exelon merger commitments from 2017 to 2020.

Pepco's SAIFI metric has shown ongoing improvement with a downward trend since 2017. In 2020, less severe weather and a pandemic-related reduction in commercial load contributed to a better SAIFI performance than previous years. In general, however, Pepco has achieved top decile industry reliability performance in many post-merger years.

Average Frequency



Source: Pepco 2025 Consolidated Report

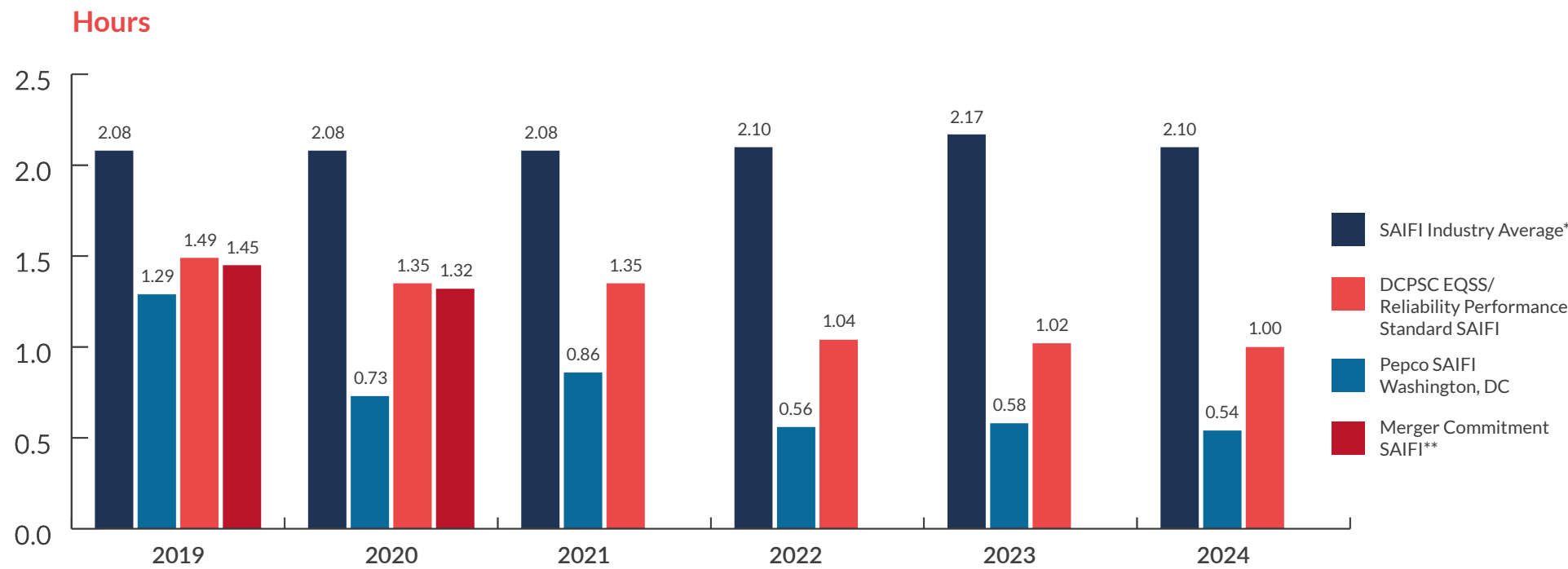
*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

**The Pepco/Exelon merger commitments expired in 2020.

7. System Average Interruption Duration Index (SAIDI), CY 2020–2024

The System Average Interruption Duration Index (SAIDI) represents the total number of minutes (or hours) of interruption that the average customer experiences (a lower number means better SAIDI performance). During CY 2024, the average Pepco customer experienced about 0.54 hours of interruption.

Based on Pepco’s reporting, Pepco’s SAIDI has been better (lower) than the industry average and the Commission’s EQSS from 2020 to 2024 and the Pepco/Exelon merger commitments from 2017 to 2020. In 2020, less severe weather and a pandemic-related reduction in commercial load contributed to a better SAIDI performance than in previous years. In general, however, Pepco has achieved top decile industry reliability performance in many post-merger years.



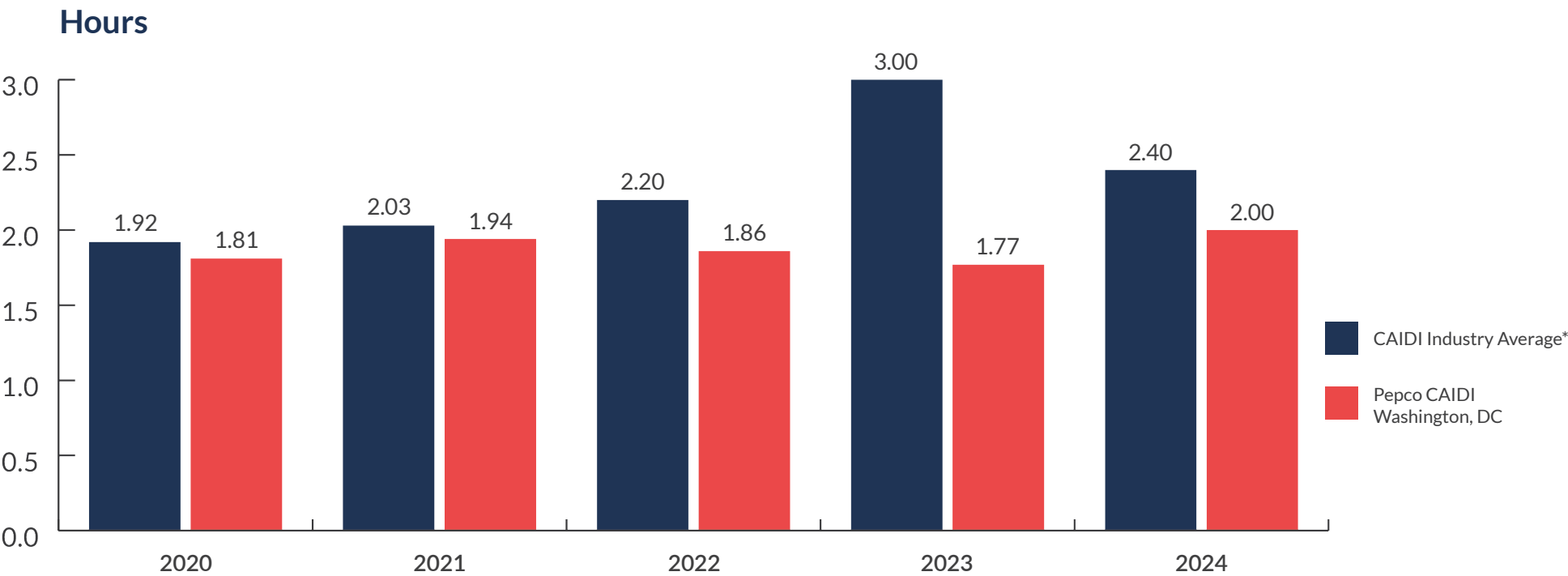
Source: Pepco 2025 Consolidated Report
*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.
**The Pepco/Exelon merger commitments expired in 2020.

8. Customer Average Interruption Duration Index (CAIDI), CY 2020–2024

The Customer Average Interruption Duration Index (CAIDI) is the average time required to restore service to a customer experiencing a sustained interruption (a lower number means better CAIDI performance).

Pepco’s CAIDI performance has been favorable (lower) than the industry average over the last five years.

Pepco’s 2023 CAIDI performance improved from their 2022 performance, with customers experiencing a 5-minute reduction in outage time. However, while Pepco’s performance is still ahead of industry averages, Pepco’s 2024 CAIDI performance shows a small decline from 2023 performance, with customers experiencing a 14-minute increase in outage time.



Source: Pepco 2025 Consolidated Report
*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

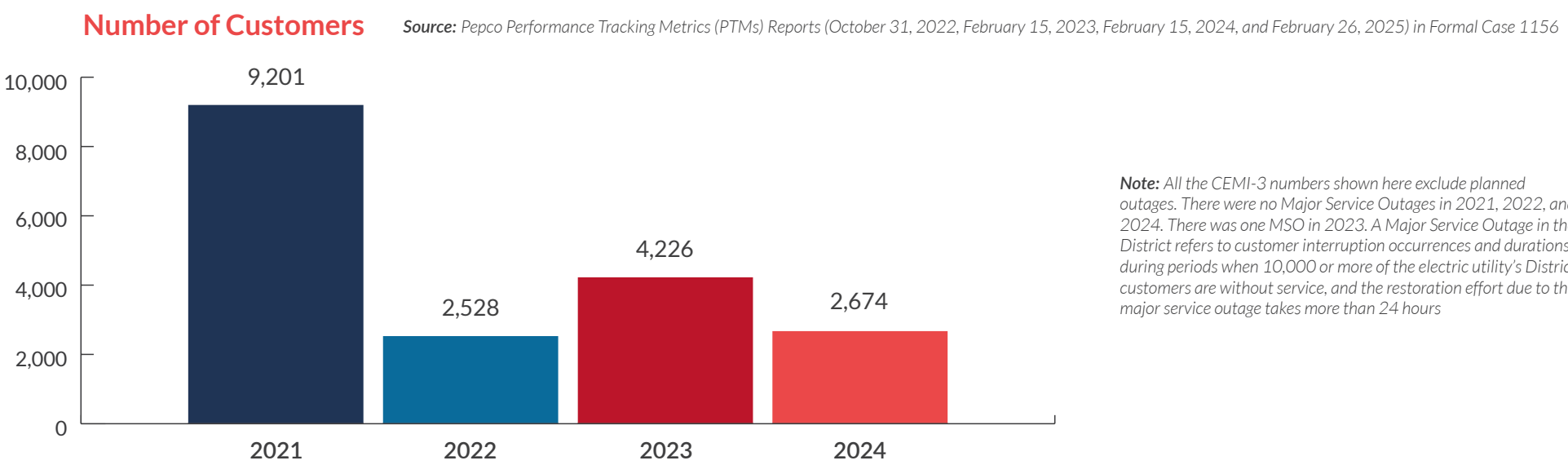
9. Customers Experiencing More Interruptions More than Three Interruptions Index (CEMI-3) in DC, CY 2021–2024

	2021	2022	2023	2024
Total Number of District customers (year-end)	328,064	337,487	342,952	349,249
Percentage of CEMI-3 customers at the District level	2.80%	0.75%	1.23%	0.76%

The Customers Experiencing Multiple Interruptions More than 3 Interruptions Index (CEMI-3) measures the number of customers experiencing three or more interruptions in one year. Through the Commission’s April 2022 rulemaking, RM36-2020-02-E, Pepco is required to report annually its CEMI-3 across the District as a whole, by ward, and within each District neighborhood by ward. Following the Commission’s directive, Pepco was directed to provide an analysis regarding the neighborhoods most susceptible to outages, as determined by the outage data.

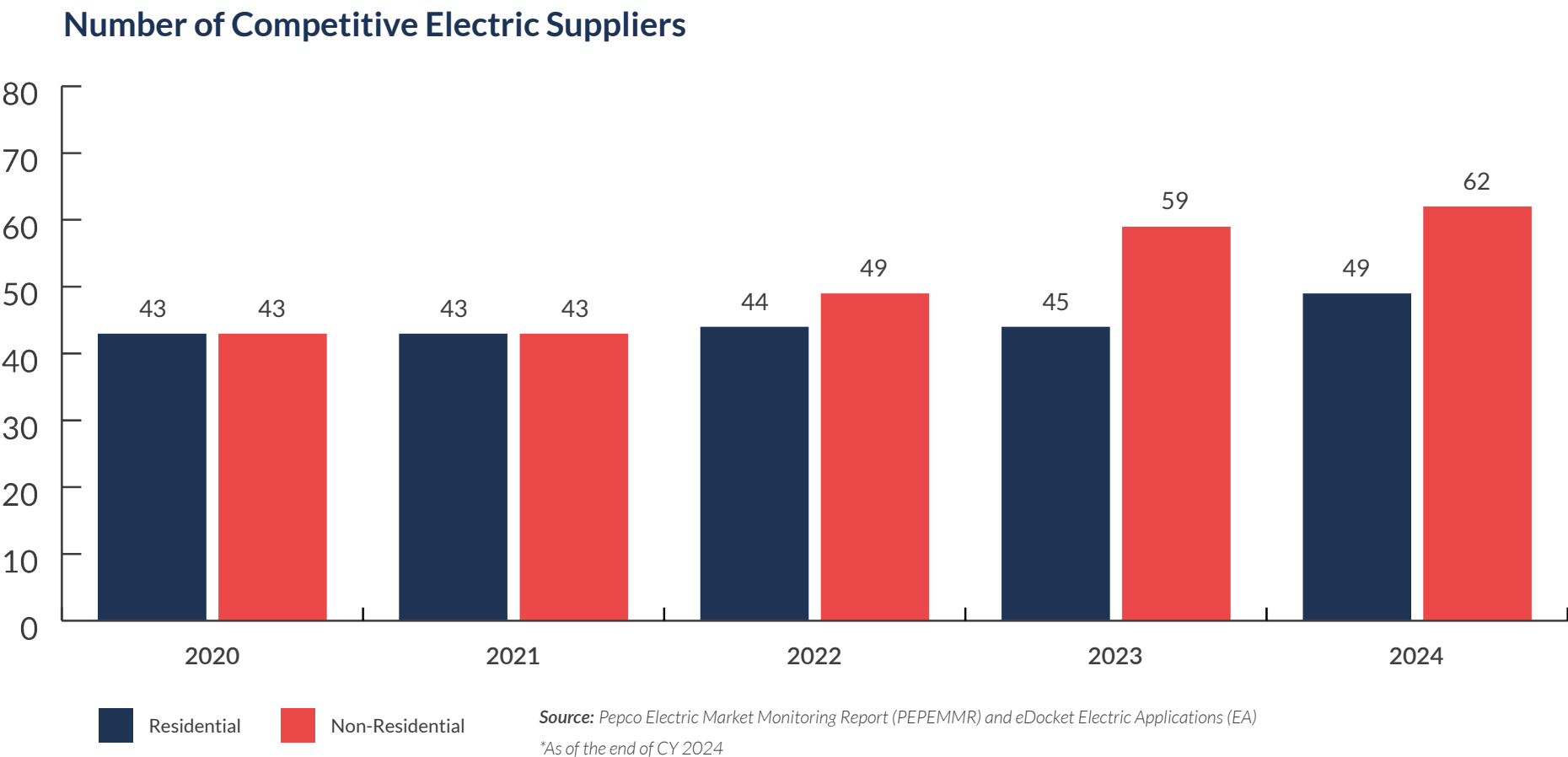
The Commission monitors Pepco’s reliability initiative, the Most Susceptible Neighborhood Program, which is based on customers experiencing multiple interruptions within certain neighborhoods. The Commission also directed Pepco to report on CEMI-3 as part of a Formal Case 1156 Performance Tracking Mechanism.

While there was an increase in the percentage of CEMI-3 customers in 2023, the trend has been generally improving since 2020. Pepco’s increased investments in various reliability-focused programs, such as Priority Feeder, Comprehensive Feeder, and Most Susceptible Feeder Programs in 2021, as well as generally favorable weather, have contributed to better CEMI-3 results in 2022 through 2024.



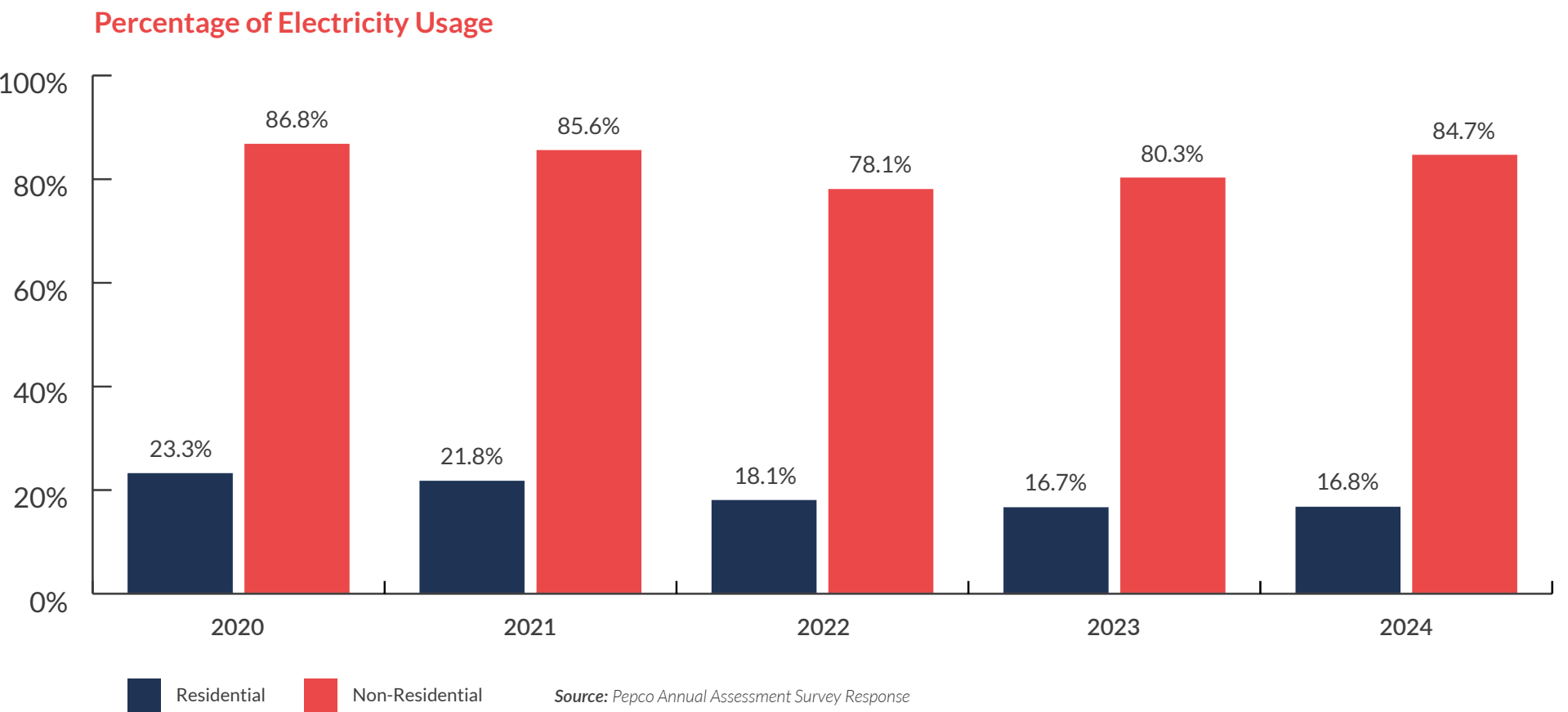
10. Active DC Residential and Non-Residential Competitive Electric Suppliers, CY 2020–2024*

In CY 2024, the number of active District residential Competitive Electric Suppliers (CES) increased by four, while non-residential CES increased by three.



11. Competitive Electric Suppliers' Share of Electricity Usage, CY 2020–2024

The Competitive Electric Suppliers' (CES) share of electricity usage in the District by residential customers increased from 16.7% to 16.8% in CY 2024. The non-residential share of electricity usage increased from 80.3% to 84.7% in CY 2024.



12. Average Monthly Residential Electric Bills in DC, MD, and VA, CY 2020–2024

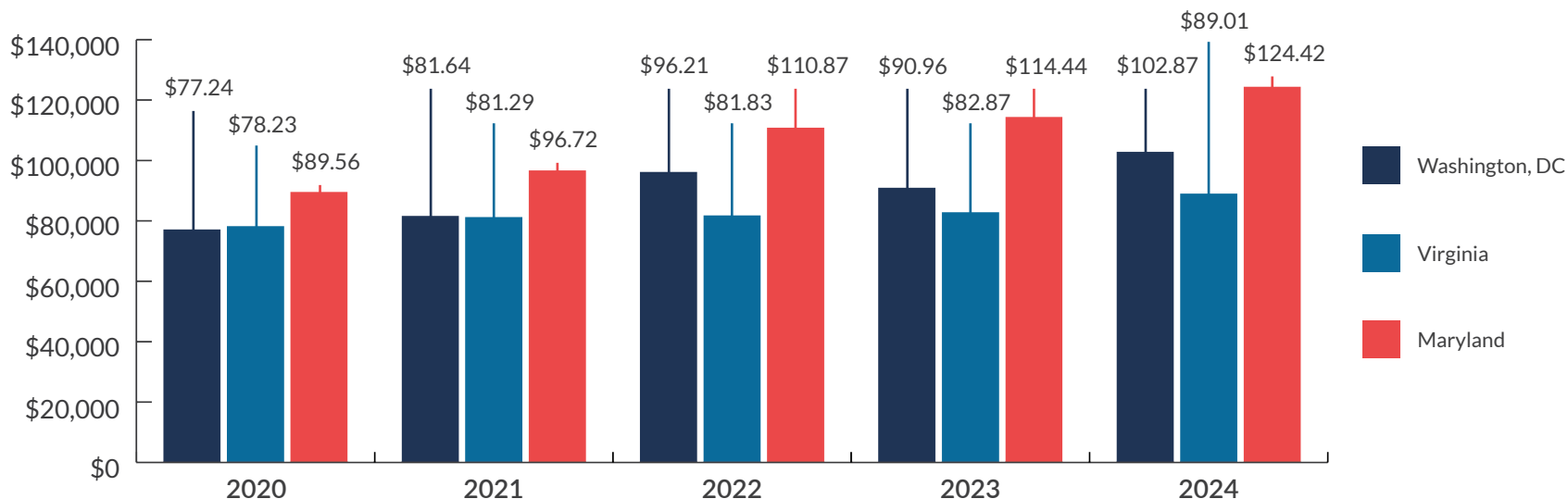
Pepco's average residential electric bill in the District includes generation, transmission, distribution, and all additional charges, including federal and District taxes and surcharges.

In CY 2024, the average monthly consumption for residential customers was 577 kWh. Average annual consumption is affected by weather and efficiency measures.

In CY 2024, the average residential electric bill remained lower in the District than in Pepco's Maryland service territory. The average bill in the District was higher than in Northern Virginia, where Dominion Power provides electric service.

The distribution charge (including fees, taxes, and surcharges) represents about 33% of a residential electric bill. The other 67% comprises the cost of electricity itself — generation and the wholesale delivery charge (transmission). Note that the Commission only regulates the distribution portion of the bill and that generation and transmission rates are market-based and not under Commission jurisdiction.

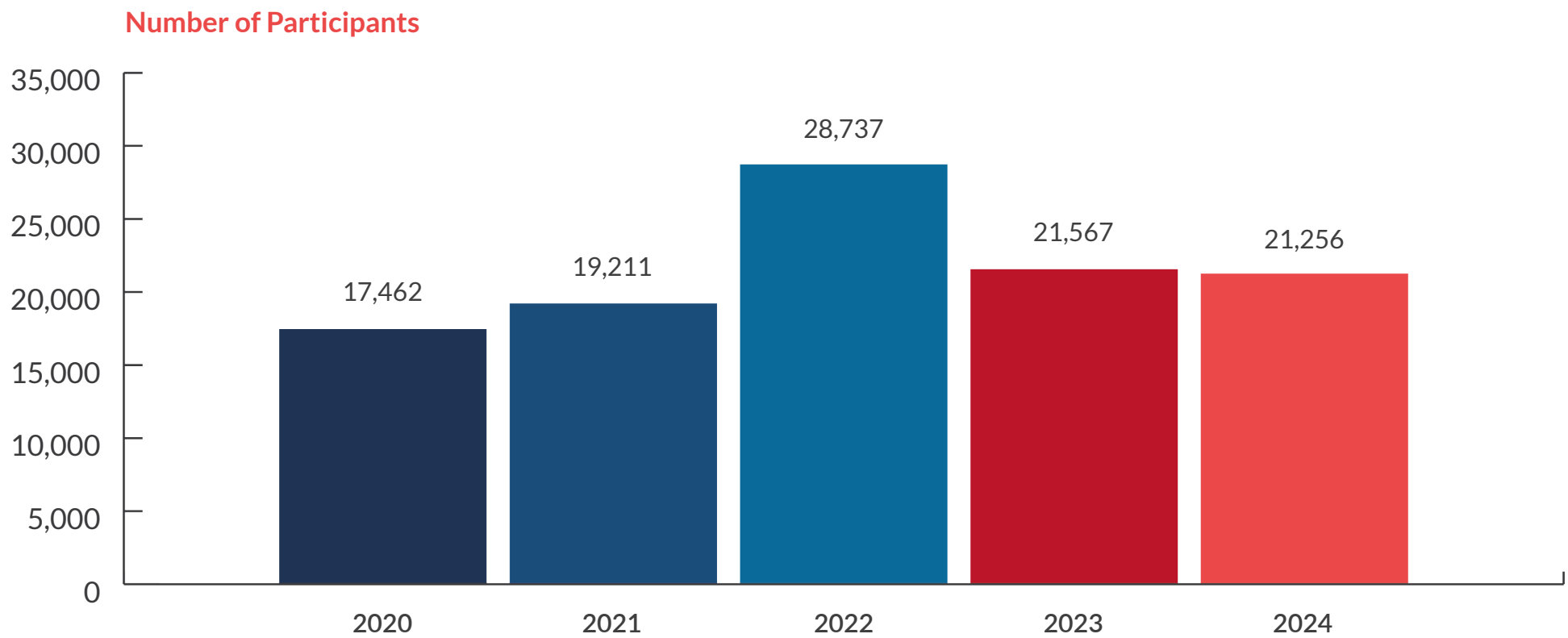
Average residential electric rates for CY 2024 include the effects of higher generation, transmission, and distribution rates. Average monthly bills were higher in CY 2024 compared to CY 2023 by approximately 13%.



Source: Pepco and Public Service Commission of the District of Columbia

13. Pepco Low-Income Residential Aid Discount (RAD) Program Enrollment, FY 2020–2024

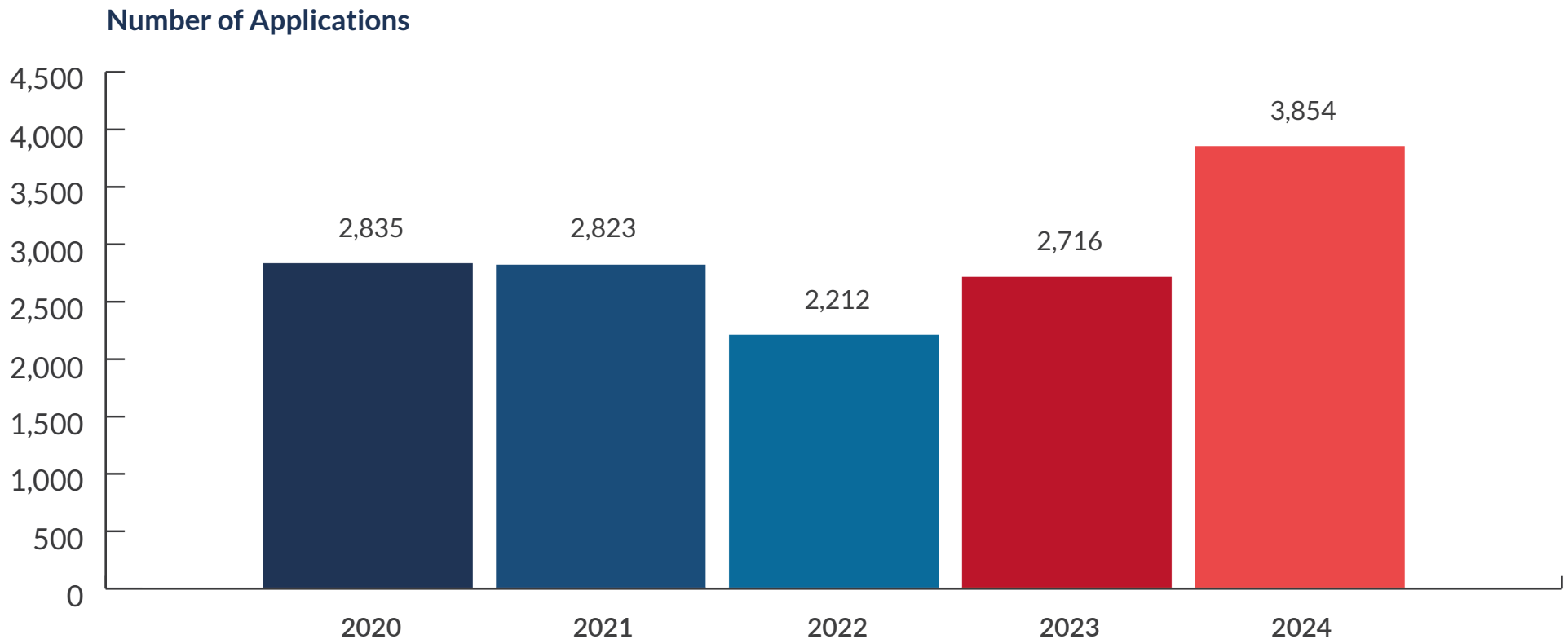
The RAD program provides qualified low-income customers with a credit equal to 100% of their Pepco distribution bill and certain surcharges. The number of participants enrolled in Pepco’s RAD decreased by 311 in FY 2024 (from 21,567 in FY 2023 to 21,256 in FY 2024). During the pandemic in 2021, the Commission increased the eligibility threshold for RAD customers from 60% of the state median income to 80% of the area median income.



Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2024

14. Renewable Portfolio Standard (RPS) Applications Received, CY 2020–2024

In 2019, the Commission initiated an automated process for RPS applications, which eased the ability to file RPS applications. The Commission has also mandated enhancements in the interconnection process, which include the deployment of a public interconnection queue and a cost-sharing mechanism to help subsidize the costs of any distribution system upgrades required to accommodate community renewable energy facilities (CREFs).

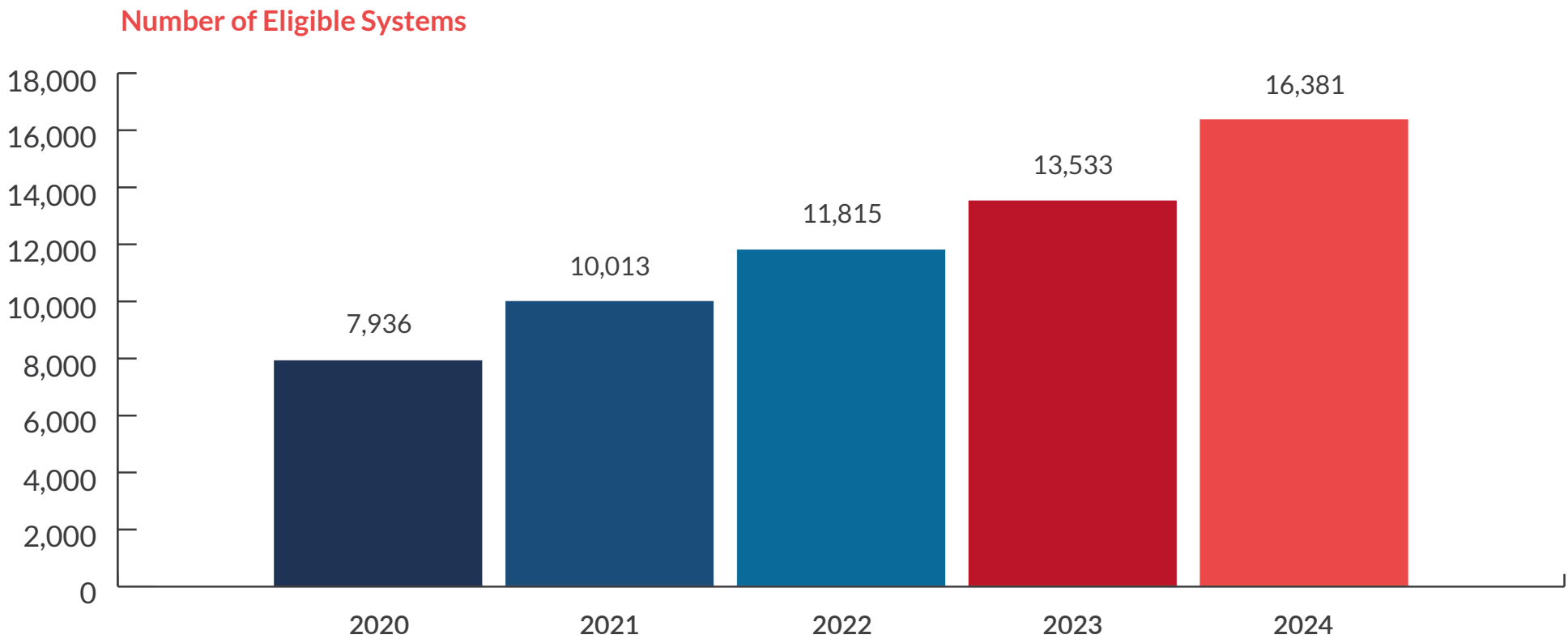


Source: Public Service Commission of the District of Columbia

15. District Solar Energy Systems Eligible for Renewable Portfolio Standard (RPS) Program, CY 2020–2024

The number of solar energy systems located in the District and eligible for the RPS program increased by 21% from 13,533 at the end of December 2023 to 16,381 in December 2024. The number of certified RPS facilities includes CREFs.

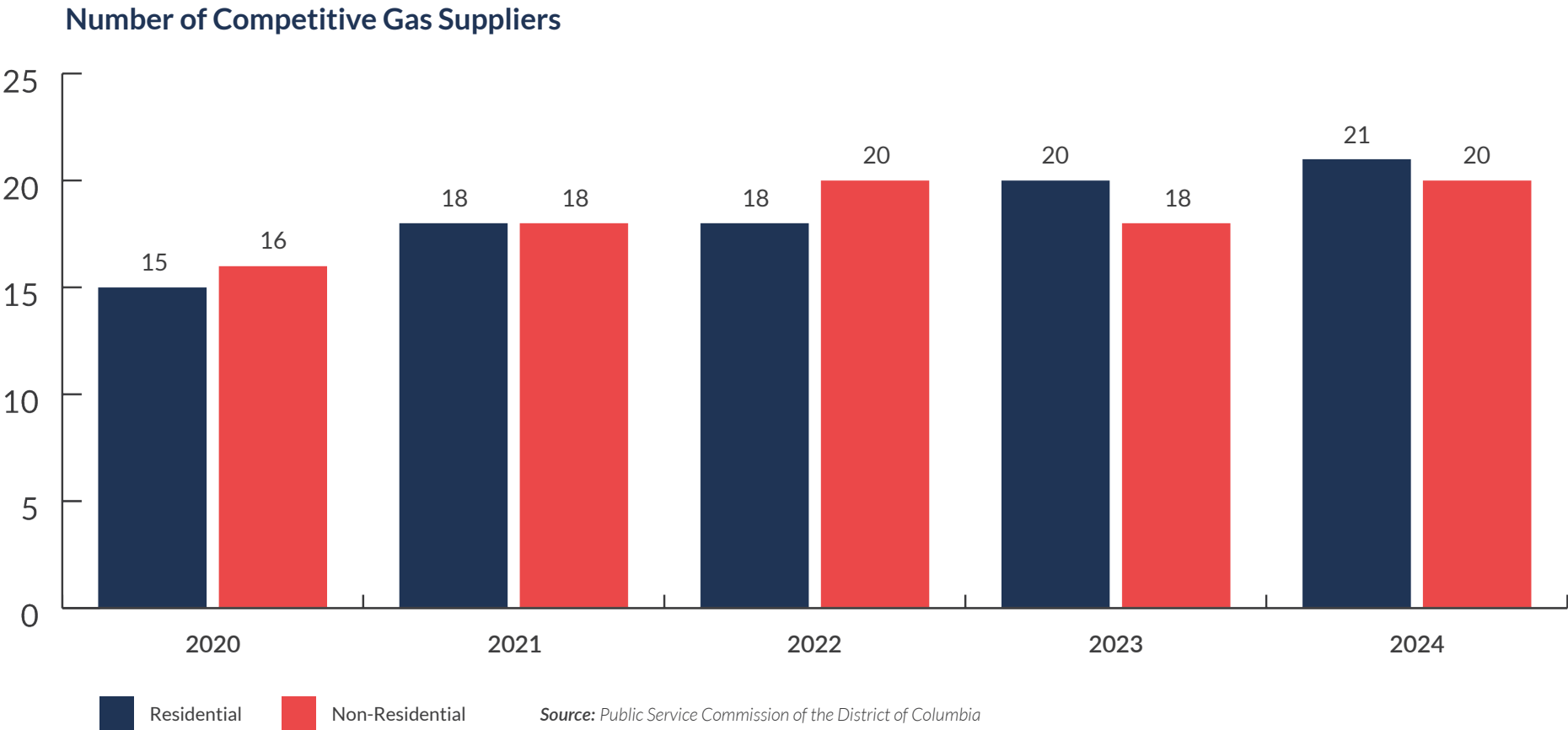
The total reported capacity associated with all eligible solar facilities as of December 31, 2024, is about 308.1 megawatts (MW). About 84% or roughly 258.5 MW of reported capacity is located within the District. As of the end of CY 2024, 424 CREFs were certified for RPS participation in the District, comprising over 59.7 MW of capacity.



Source: Public Service Commission of the District of Columbia

16. Active DC Residential and Non-Residential Competitive Gas Suppliers, CY 2020–2024

In CY 2024, the number of active residential and non-residential competitive gas suppliers participating in the residential natural gas Customer Choice Program in the District increased slightly from the previous year.



17. Average Monthly Residential Natural Gas Bills in DC, MD, and VA, CY 2020–2024

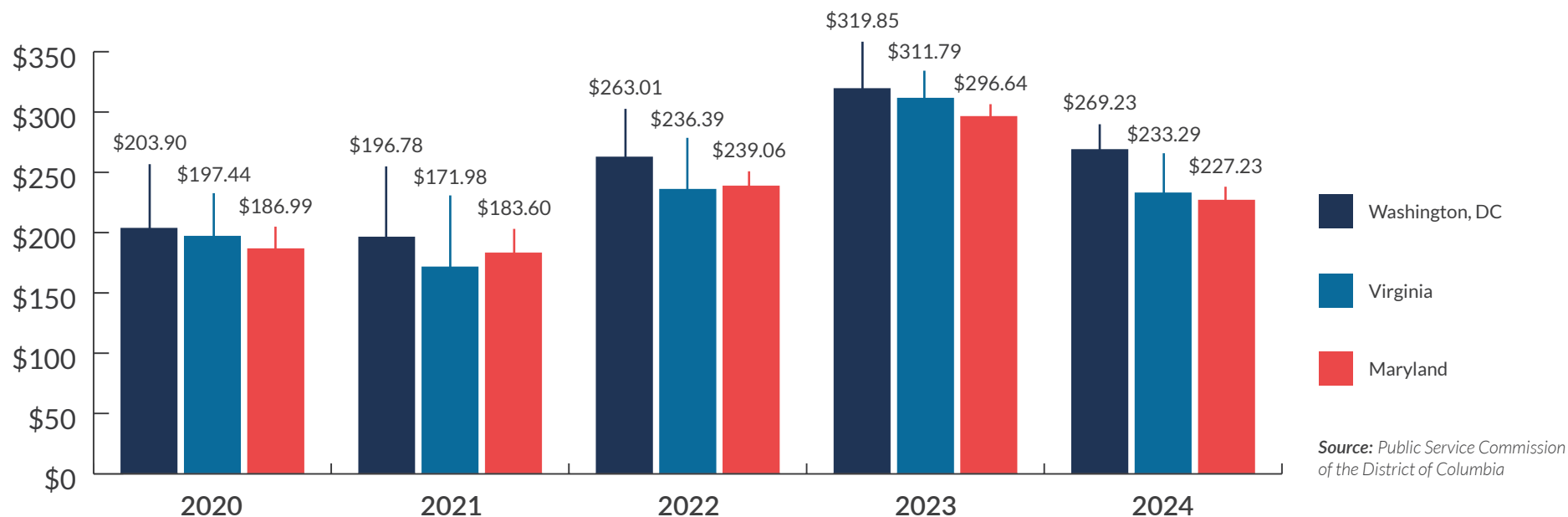
The WGL bill for January of each year includes the purchased gas charge, transmission, distribution, and all applicable taxes and fees (except for the SETF and EATF surcharges). Gas bills in the District are higher than in Maryland and Virginia, primarily due to higher taxes and right-of-way fees. Average winter gas rates are affected by energy efficiency measures, weather patterns, gas commodity cost changes, and the timing of any recently approved distribution rate increases.

In general, average residential bills have significantly decreased in all jurisdictions in the region, and nationally, due to record-high natural gas production, flat consumption, and rising natural gas inventories that placed downward pressure on natural gas prices during 2023.

The average January 2024 gas bill for District customers decreased by roughly 16% over the prior year's January bill for residential house heat gas customers. Residential house heat gas bills for District customers for January 2024 were about 15–18% higher than those for the same year for Maryland and Virginia residential customers.

The Commission only has authority over WGL distribution delivery charges. The remainder of the bill consists of gas supply charges (where the Commission regulates only default service provided by WGL) and taxes and surcharges that the Commission does not regulate.

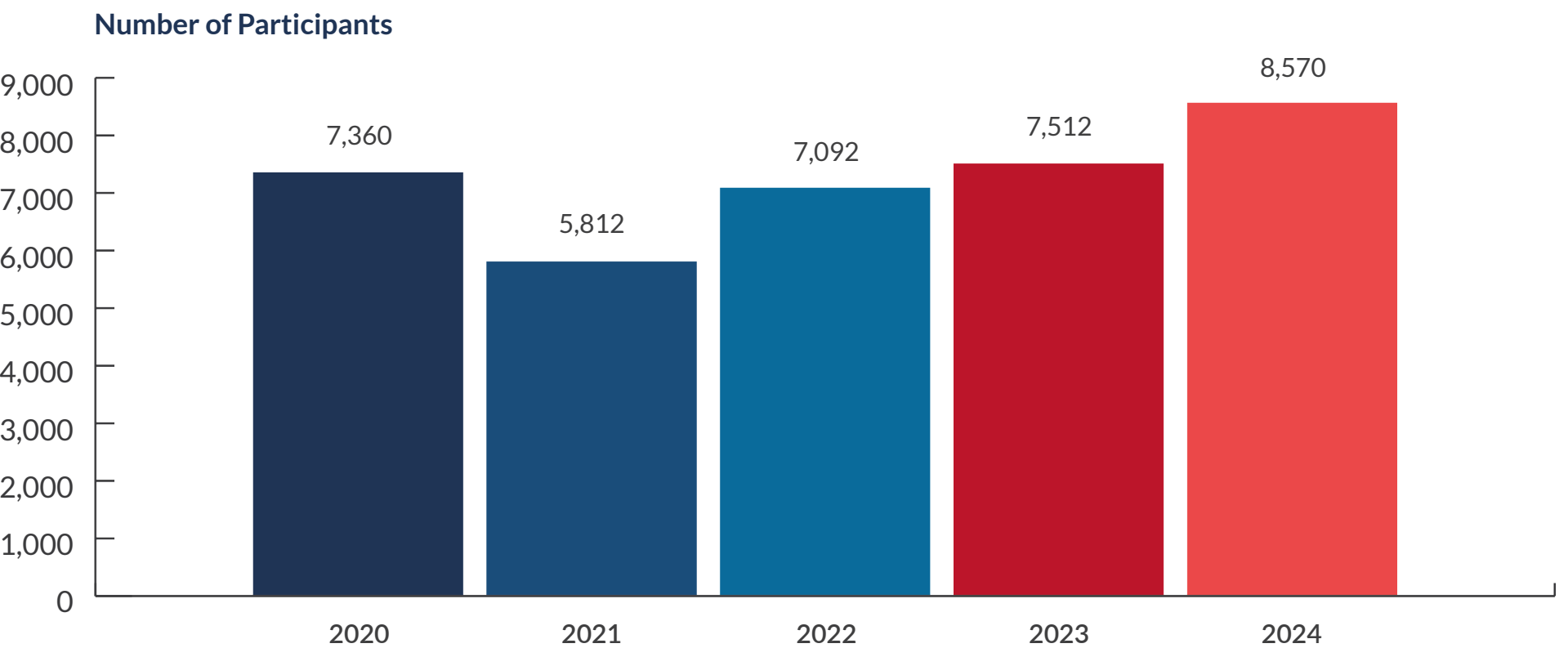
Note: 200 therms of usage were used for all three jurisdictions served by WGL (DC, MD, and VA).



18. WGL Low-Income Residential Essential Service (RES) Program Enrollment, FY 2020–2024

WGL was directed to place a line item on RES customers’ bills that highlighted the amount of their RES credit and the total avoided cost of all surcharges from which they are exempt. The number of low-income customers receiving the credit has fluctuated over the years. RES enrollment increased by 14.1% in CY 2024.

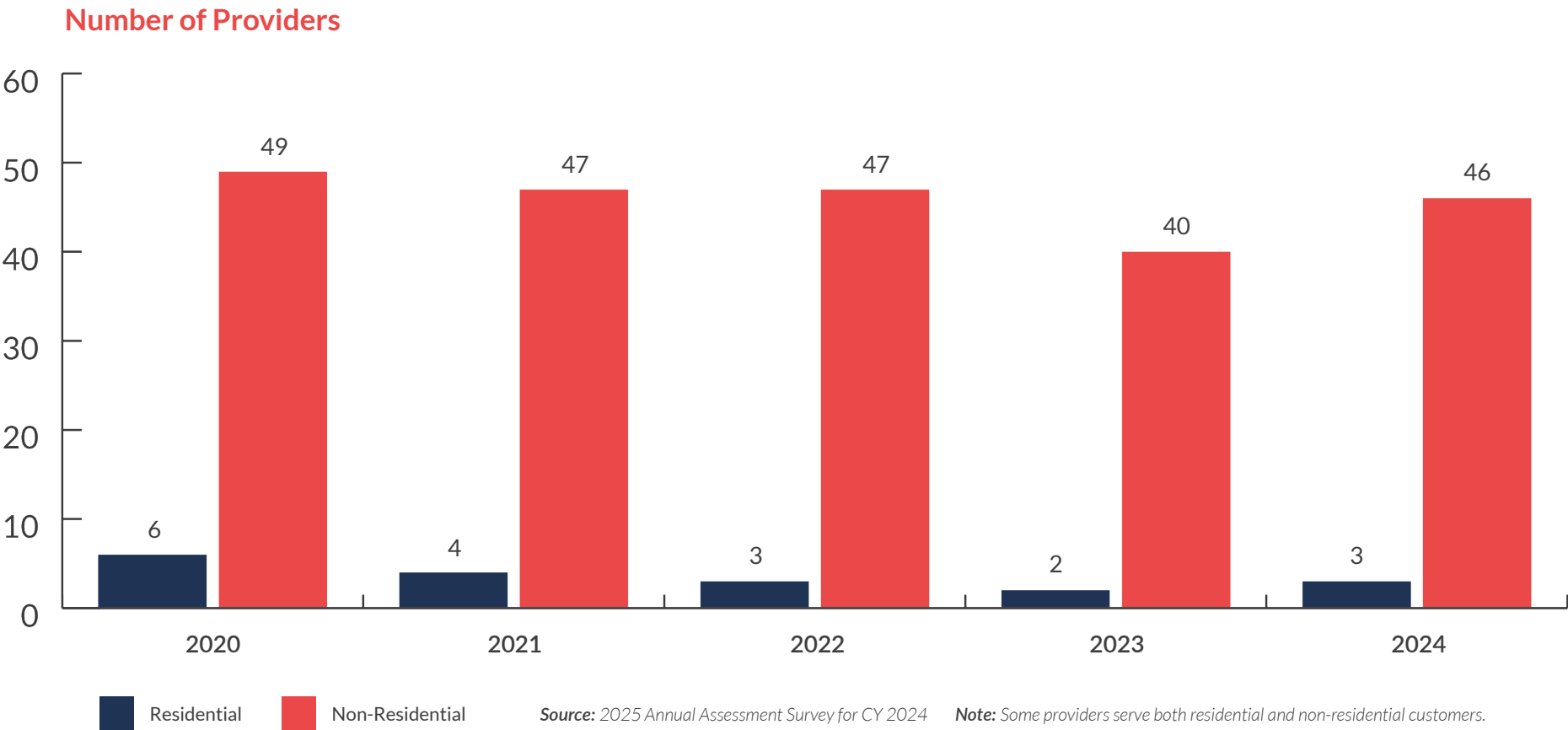
Similar to the RAD program, the Commission increased the eligibility threshold for RES customers from 60% of the state median income to 80% of the area median income during the pandemic in CY 2021.



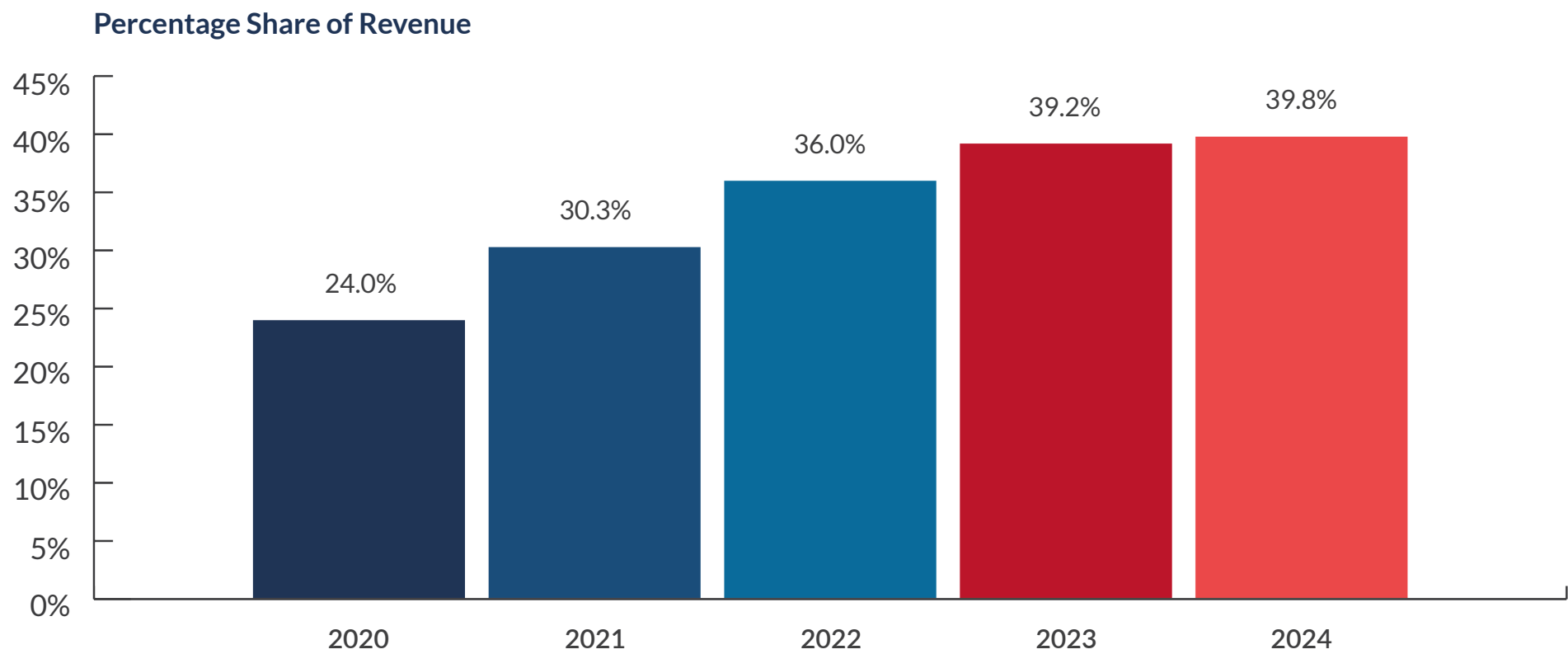
Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2024

19. Competitive Local Exchange Carriers Active in DC, CY 2020–2024

The number of residential Competitive Local Exchange Carriers (CLECs) has steadily declined as smaller companies consolidated and users abandoned landlines in favor of mobile phones and VoIP solutions.

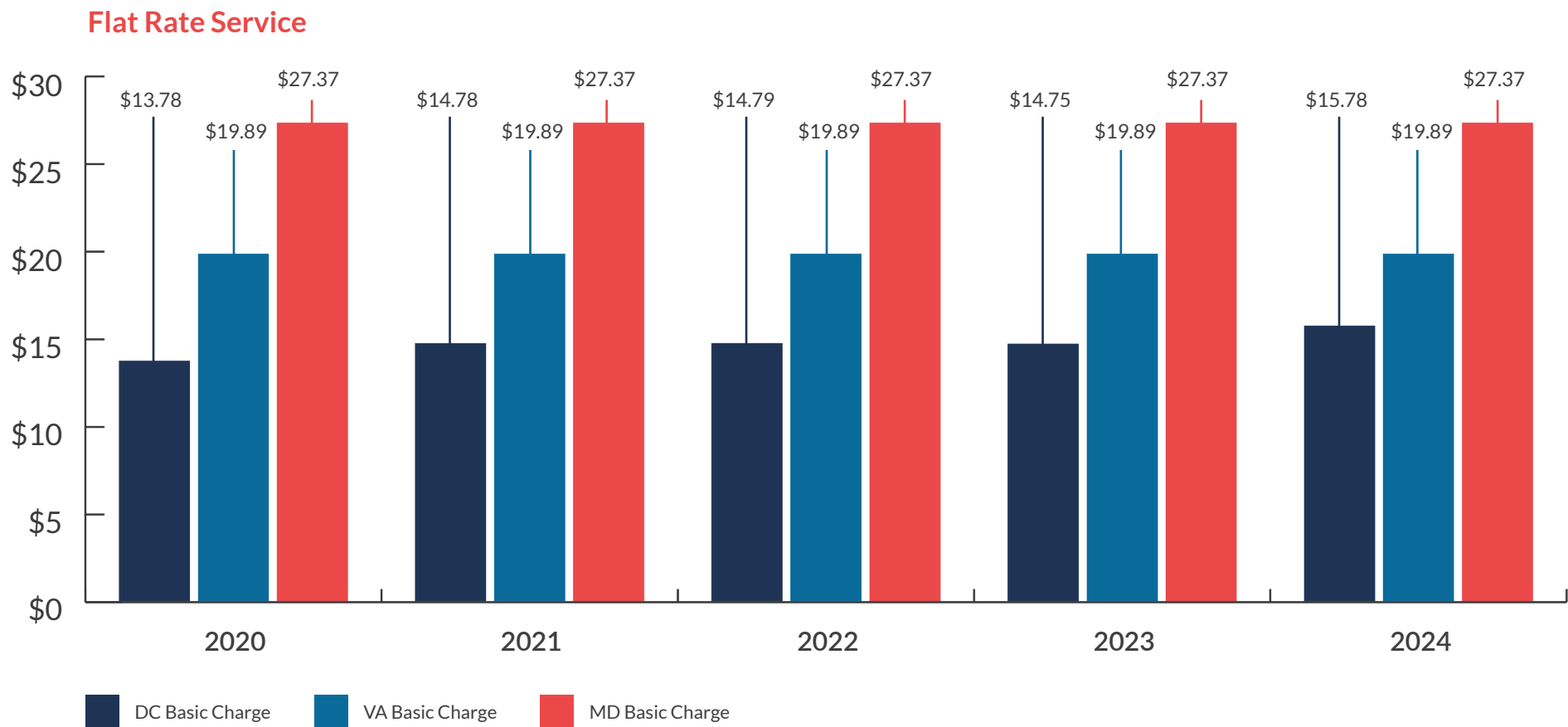


20. Competitive Local Exchange Carriers Percentage of Total Revenue, CY 2020–2024



Source: 2025 Annual Assessment Survey for CY 2024

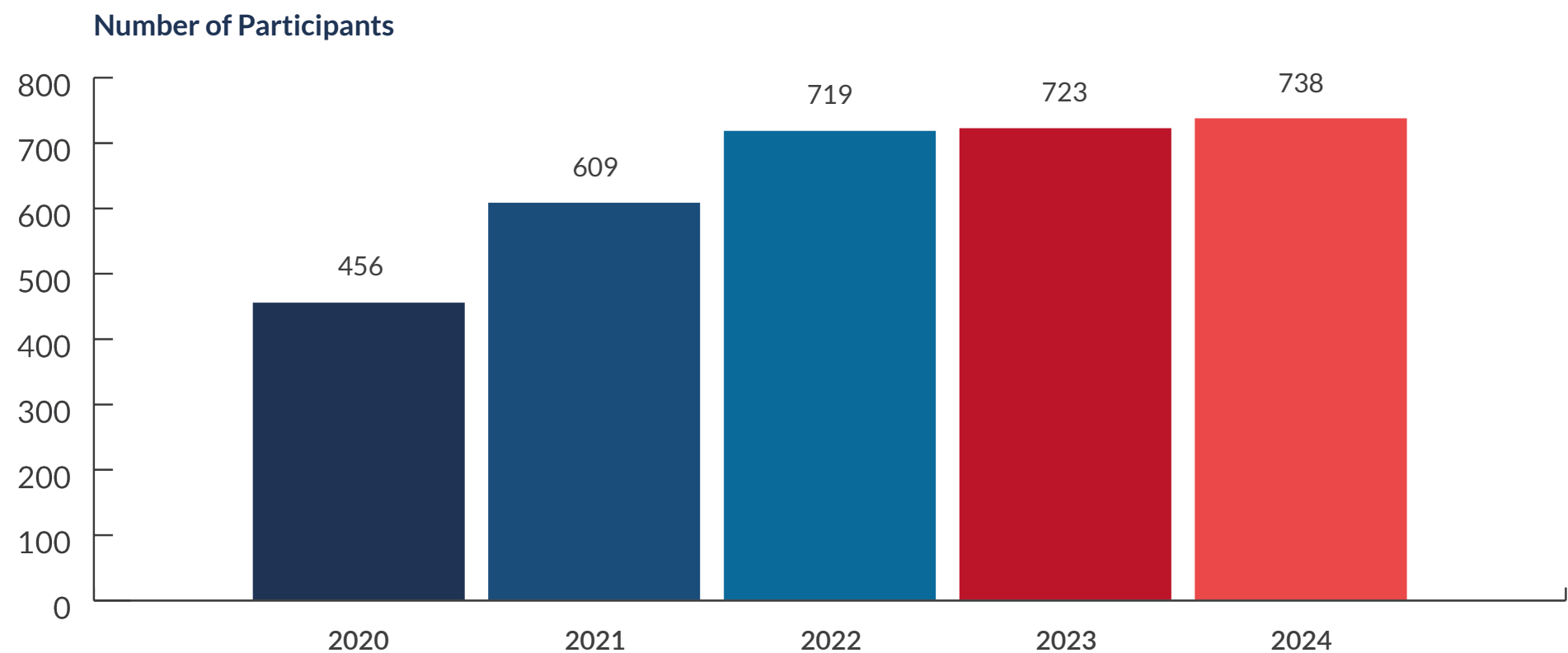
21. Verizon Monthly Residential Telephone Rates in DC, MD, and VA (Flat Rate Service), CY 2020–2024



Source: Verizon Tariffs filings in MD and VA, and Verizon DC Tariff filed DC Tariff filed on January 1, 2024 (Docket No. FC 1057-875)





22. Enrollment in Verizon’s Low-Income Economy II Service Program, FY 2020–2024

In FY 2024, enrollment in Verizon’s Low-Income Economy II service program (also known as Lifeline) increased by 1%, from 723 customers in FY 2023 to 738 customers in FY 2024.



Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2024

23. Average Net Rate Base for Pepco and WGL Base Rates

Approved Jurisdictional Rate Base	Amount	Notes
	\$2,991 million	Pepco's FC 1176 Multiyear Rate Plan (MRP) rate case was filed on April 13, 2023, and approved on November 26, 2024. Pepco's approved rate base for CY 2024 (as contained in Order No. 22328) is \$2,991 million. Pepco's approved rate base for CY 2025 is \$3,228.5 million. Pepco's approved rate base for CY 2026 is \$3,228.5 million. The FC 1176 rates are effective until December 31, 2026.
	\$580.4 million	WGL's last rate case, FC 1169, was filed on April 4, 2022, and approved on December 22, 2023, via Order No. 21939. WGL's approved rate base for CY 2021 (per Order No. 21939) is \$580.4 million.
Current Jurisdictional Rate Base	Amount	Notes
	\$12.7 million	Pepco's DC PLUG average rate base amount was obtained from Pepco's FC 1168 DC PLUG Underground Project Charge Reconciliation Compliance Filing, filed on April 1, 2024. The UPC Surcharge Rate Base for DC Plug is expected to significantly grow in the near term as new underground feeders are completed and placed in service.
	\$102.1 million	WGL's PROJECTpipes end-of-period rate base amount was obtained from WGL's FC 1154 PROJECTpipes Reconciliation Factor Financial Report January–December 2023, filed on April 1, 2024.

Source: Public Service Commission of the District of Columbia



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