



PUBLIC SERVICE COMMISSION

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

CONTENTS

Contents	2
1 Public Service Commission	3
2 2022 Accomplishments	4
3 2022 Objectives	5
4 2022 Operations	6
5 2022 Strategic Initiatives	8
6 2022 Key Performance Indicators and Workload Measures	10

1 PUBLIC SERVICE COMMISSION

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.

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.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
In FY2022, the Commission approved a pilot program to procure a long-term renewable energy power purchase agreement (PPA) for five percent of the District's Standard Offer Service (SOS) procurement portfolio.	The Commission was recognized as the first utility regulator in the Mid-Atlantic to mandate a long-term renewable energy PPA for a percentage of its default service load.	Marks the first long-term power purchase agreement (PPA) for renewable energy to serve a target quantity of 5% of the SOS electricity supply load beginning in December 2024. For residents, this action incorporates more renewable energy into the SOS supply and helps the District meet its 2032 100% renewable energy goal and the climate change commitments.
During FY2022, Pepco established its public interconnection queue in response to Order No. 20991 in Formal Case No. 1050.	This information will help enhance transparency in Pepco's interconnection process and foster additional growth in distributed energy resources.	This new online feature allows developers and customers to view information such as facility capacity, fuel type, and the current status of the interconnection applications for Levels 2, 3, and 4.
During FY2022, the Commission approved standardized reporting of greenhouse gas emissions by regulated utilities (Pepco in Formal Case No. 1156 and Washington Gas in Formal Case No. 1162). This reporting was developed with input from stakeholders, which is comprehensive and based on standard reporting protocols.	This reporting will help to further the Commission's continuing effort to align utility regulation with the District's climate change commitments.	Residents will gain the ability to understand how energy utility regulation and business models align with efforts to reduce greenhouse gas emissions that are fundamental to the District's response to the climate change challenge.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates	2	8
Foster Fair and Open Competition among Service Providers	0	3
Educate Consumers and Inform the Public	0	3
Create and maintain a highly efficient, transparent, and responsive District government.	1	2
Consider Environmental Issues In Adjudications and Infrastructure Matters	1	1

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates		
One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service
USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
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
Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
Monopoly Request Adjudication	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
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
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
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.	Key Project
Foster Fair and Open Competition among Service Providers		
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
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
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

(continued)

Operation Title	Operation Description	Type of Operation
Educate Consumers and Inform the Public		
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
Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Daily Service
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
Create and maintain a highly efficient, transparent, and responsive District government.		
Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
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
Consider Environmental Issues In Adjudications and Infrastructure Matters		
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

5 2022 STRATEGIC INITIATIVES

In FY 2022, Public Service Commission had 4 Strategic Initiatives and completed 100%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Climate Plans	In FY 2022, the Commission will engage an independent consultant to review the AltaGas/WGL Climate Business Plan, Pepco's Climate Change Commitment, the Environmental Defense Fund's Roadmap, and other stakeholder filings, to develop a Comprehensive Plan on how the Commission's regulated utilities can achieve the District's climate goals. We expect to adopt the Comprehensive Plan on FY 2023.	Complete	Consultant has been hired and is analyzing various Climate Business Plans. We expect to have a Consolidated Plan in FY 2023	
Rate Cases	In 2022, the Commission will act on an expected Washington Gas application for increased rates. In addition, the Commission will oversee the Multi-year Rate Plan for Pepco which was approved as a pilot program in FY 2021. This will include monitoring a set of Performance Improvement Measures to track whether Pepco meets climate and clean energy goals.	Complete	Scheduling Order issued in 4Q 2022 in FC 1169, WGL Rate Case. PIMS Order 21416 issued in 4Q 2022 in FC 1156.	
Grid Modernization	The Commission's multi year effort to modernize the energy delivery grid will continue in 2022 with the selection of at least one Pilot Project for deployment in the District. The Pilot Projects will be developed and selected in collaboration with the Governance Board, consisting of District energy and environmental stakeholders.	Complete	A Community Heat Pump project has been selected, and we have received responses to the RFP. We expect to make an award to a qualified entity in 2Q 2023.	

Racial
Equity

In 2022, the Commission will appoint an 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) the advancement of racial equity within utility proposals, including clean energy and climate change commitments.

Complete

An Equity Officer has been appointed and she is working with ORE.

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates											
Adjudicative Case decisions issued within 90 days of record closure	Up is Better	100%	66%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents		
US Department of Transportation Rating of DC Pipeline Safety Program	Up is Better	100%	Not Available	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of Consumer Complaints Resolved at an informal level	Up is Better	99%	99%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	
Consider Environmental Issues In Adjudications and Infrastructure Matters											
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Up is Better	100%	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
One Call Inspections							
Inspections Conducted	792	539	196	127	165	173	661
Pipeline Inspections							
Pipeline Safety inspections conducted	321	230	75	48	129	93	345
Renewable Portfolio Applications Granted							
Renewable Portfolio Standards Applications processed	2559	2641	1075	546	586	496	2703
Consumer Complaints and Inquiries							
Number of Consumer Complaints and Inquiries Processed	1038	1194	257	335	281	307	1180