

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Executive Office of Mayor Muriel Bowser**



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue  
Interim City Administrator



# Public Service Commission FY2020

Agency Public Service Commission

Agency Code DH0

Fiscal Year 2020

## 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 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.

## 2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Significant Infrastructure Improvements were approved by the Commission in FY 2020: Capital Grid, DC PLUG and Project Pipes.	Reviewing and acting upon utility requests for infrastructure improvements is a significant use of Commission resources, as is the continuing monitoring of construction and deployment of the projects.	Infrastructure improvements help to make the energy distribution grid safer, more reliable, and more sustainable.
Establishment of the Governance Board in Power Path DC.	Creation of the Governance Board will allow for the participation of many industry experts, rather than relying solely on the expertise of the Commission staff. This engagement of stakeholders is part of the Commission's effort to insure the broadest possible community engagement and transparency in its initiatives.	The Governance Board, consisting of industry experts, will be responsible for recommending to the Commission Pilot Projects for the modernization of the energy distribution grid. These projects will be funded by a \$22 million escrow account held by the Commission as a result of the Pepco/Exelon merger.
The Clean Energy Act of 2018 gave the Commission significant new responsibilities to help the District meet its climate goals. In 2020 we began implementation, including adopting revisions to RPS Rules, establishing an Energy Efficiency and Demand Response proceeding, and creating a Working Group to consider environmental metrics.	Implementing the CEA has taxed the personnel of the agency. However, the DC Council has granted us new positions for this purpose in FY 2021, so the impact will be lessened. Overall, Commission employees are proud to be part of this effort.	The Commission is assisting the District meet its GHG emission and other climate goals by increasing the sustainability of the energy distribution systems.

## 2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
<b>1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measures)</b>												
US Department of Transportation Rating of DC Pipeline Safety Program	Annually	100%	100%	100%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Waiting on Data	
Adjudicative Case decisions issued within 90 days of record closure	Annually	100%	100%	100%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)</b>												
Percent of Consumer Complaints Resolved at an informal level	Annually	98.7%	98.9%	99%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	
<b>5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Measure)</b>												
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	New in 2020	

## 2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
<b>1 - One Call Inspections (1 Measure)</b>							
Inspections Conducted	790	875	198	314	131	149	792
<b>1 - Pipeline Inspections (1 Measure)</b>							
Pipeline Safety inspections conducted	312	349	105	113	51	52	321
<b>2 - Renewable Portfolio Applications Granted (1 Measure)</b>							
Renewable Portfolio Standards Applications processed	939	1341	617	622	629	691	2559
<b>3 - Consumer Complaints and Inquiries (1 Measure)</b>							
Number of Consumer Complaints and Inquiries Processed	1551	1415	292	314	191	241	1038

## 2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (7 Activities)</b>			
PIPELINE SAFETY	USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	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

Operations Header	Operations Title	Operations Description	Type of Operations
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	Monopoly Request Adjudication	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
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 2020 the Commission will establish "Pilot Projects" for grid modernization in its renamed Power Path DC proceeding.	Key Project
UTILITY REGULATION	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 2020: 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
<b>2 - Foster Fair and Open Competition among Service Providers (3 Activities)</b>			
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
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
<b>3 - Educate Consumers and Inform the Public (3 Activities)</b>			
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
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			
UTILITY REGULATION	Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
UTILITY REGULATION	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
<b>5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Activity)</b>			
ENVIRONMENTAL OPERATIONS	Environmental metrics established	The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies. In 2020, the Commission will develop the metrics for considering environmental issues.	Key Project

## 2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Construction Projects (1 Strategic Initiative)</b>				
Infrastructure Improvements	Three major infrastructure improvements will require Commission oversight and approval in FY 2020: the Pepco Capital Grid Project, the DC PLUG undergrounding project and the Project Pipes replacement of natural gas pipelines. Action on Phase 2 of Capital Grid will take place in FY2020. DCPLUG and Project Pipes will involve hearings and analysis in 2020.	Complete	The Commission has completed action on construction approval of the Capital Grid, DC PLUG and Project Pipes 1 projects.	
<b>MEDSIS (1 Strategic Initiative)</b>				
Power Path DC	As a follow-on to the first phase of grid modernization, the Commission will establish the governance for and make selections of pilot projects.	75-99%	The Governance Board has met and the Commission has issued a Call for Papers to assist in the selection of Pilot Projects. No Pilot Projects have yet been selected for a grant.	
<b>Monopoly Request Adjudication (2 Strategic initiatives)</b>				
Pepco Rate Case	In FT 2019 Pepco filed an application to increase rates, including Performance Incentive Measures and a Multi Year Rate Plan. In 2020, the Commission will oversee discovery and conduct evidentiary and community hearings. A final decision on the Pepco application will occur in FY 2021.	Complete	Community hearings were held. Final action on the case will take place in FY 2021.	
Chapter 1 Rule Revision	In FY 2020, the Commission will complete a revision of its rules of practice and procedure to make its regulatory processes more streamlined and stakeholder friendly	Complete	Guidance for evidentiary hearing practice and procedure was published in the 4Q of 2020. That guidance forms the procedural basis for evidentiary hearings in the Pepco and WGL Rate cases.	