



SERVING DISTRICT CONSUMERS AND THE **COMMUNITY**

Public Service Commission of the District of Columbia
ANNUAL REPORT 2015





PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
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October 2016

The Honorable Muriel Bowser
Mayor, District of Columbia
Executive Office of the Mayor
1350 Pennsylvania Avenue, N.W.
Suite 316
Washington, D.C. 20004

Dear Mayor Bowser:

The Public Service Commission of the District of Columbia (PSC) has the honor of submitting the 2015 Annual Report. Except where otherwise noted, this Annual Report covers the calendar year period from January 1, 2015 through December 31, 2015.

The 2015 Annual Report provides a detailed review of the PSC's accomplishments in 2015. Most importantly, it provides an account to District ratepayers of how we worked to protect consumers by regulating local electric, natural gas, and telecommunications companies to ensure safe and reliable utility services.

As the energy and telecommunications industries undergo major transformations, the PSC will continue to be at the forefront of the relevant issues, working to serve the public interest.

Respectfully submitted,

Joanne Doddy Fort
Commissioner

Betty Ann Kane
Chairman

Willie L. Phillips
Commissioner

Public Service Commission of the District of Columbia 2015 ANNUAL REPORT

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Chairman's Remarks



Betty Ann Kane
Chairman

In 2015, the PSC tackled important and complex cases with widely relevant implications to the utility industry. Each decision made and every Order issued impacts the arc of utility regulation and improves the way energy and telecommunications services are consumed by District residents, businesses and governments. With technological innovations and increasing consumer demand, the PSC continually moves into uncharted territory. However, with experience, expertise and critical-thinking, the PSC is prepared to meet the challenges.

In addition to our regulatory work, the Commission is proud to offer consumer services to District consumers and the community at-large. Through our Office of Consumer Services, we engage our District consumers by mediating and resolving complaints, conducting consumer education and outreach events, and notifying the media and the public with updates and information. And as an agency, our employees give back to the community by participating in food drives during the holidays and donating through the D.C. One Fund.

As you take the time to review the PSC 2015 Annual Report, you will see that the PSC's mission remains clear: we will serve the public's interest by providing "safe, reliable and quality services at reasonable rates to District residents, businesses and governments."

The following are the PSC's major cases or initiatives of 2015:

- Adopted new interconnection and Standard Offer Service (SOS) rules to implement the provisions of the Community Renewable Energy Amendment Act of 2013;
- Published a Notice of Proposed Rulemaking, proposing certain amendments to Chapter 3 (Consumer Bill of Rights) of the PSC rules, clarifying various requirements for Energy Suppliers ([Formal Case 712](#));
- Began implementation of the Electric Company Infrastructure Improvement Financing Act of 2013, allowing undergrounding of new or existing overhead electrical distribution facilities in the District of Columbia (DC PLUG) ([Formal Cases 1116](#) and [1121](#));
- Issued [Order No. 17947](#), which denied the Pepco-Exelon Merger Application and found that the proposed merger as filed was not in the public interest; Subsequently, however, the PSC granted a Motion to Reopen the Record filed by Joint Applicants, the Office of the People's Counsel, the District of Columbia Government, the National Consumer Law Center, the National Housing Trust, the Apartment and Office Building Association of Metropolitan Washington for consideration of a Non-unanimous Full Settlement Agreement and Stipulation (NSA); Action on the NSA was pending at the close of 2015. ([Formal Case 1119](#)), and

- Launched an inquiry into Modernizing the Energy Distribution System for Increased Sustainability (MEDSIS) to explore grid modernization and new developments that are changing how electricity is being generated and delivered; Hosted two workshops to consider the operational and regulatory changes that need to occur to allow use of more distributed energy resources. ([Formal Case 1130](#))

The PSC Consumer Engagement efforts of 2015 included:

- Relocating to 1325 G Street, N.W. where consumers can easily access our office by public transportation;
- Establishing a Consumer Information Office, where consumers can consult with a consumer specialist regarding their utility bills;
- Monitoring the implementation of the new bill format for Pepco and WGL to enhance retail competition as well as assist consumers in easily identifying their energy provider, distribution charges and showing actual savings to customers who qualify for Utility Discount Programs;
- Launching the PSC Website Redesign Team effort to update and streamline the PSC website for user accessibility, ease of navigation, mobile capability and transparency and open data standards; and
- Receiving the D.C. One Fund Award for the highest employee participation for a medium-size agency for charitable donations.





Betty Ann Kane
Chairman

Betty Ann Kane began her tenure as a Commissioner in March 2007. She became Chairman effective March 3, 2009. In 2014, she was confirmed for a third term to end on June 30, 2018.

Betty Ann Kane is an experienced public official combining over 30 years of service to the District of Columbia Government in elected and appointed positions with extensive private sector experience in regulatory, administrative and public policy matters. Before joining the PSC, Chairman Kane served as a Trustee and as Executive Director of the District of Columbia Retirement Board. She served four years as an At-Large member of the D.C. Board of Education, and was elected to three terms as an At-Large member of the City Council. Her

service on the Council included chairing the Public Services and Cable Television Committee, with legislative, budgetary and oversight responsibility for the Public Service Commission, the Office of Peoples Counsel, and the Office of Cable Television.

Chairman Kane is a member of the National Association of Regulatory Utility Commissioners (NARUC) Board of Directors. Appointed by the Federal Communications Commission (FCC), she serves as the Chairman of the North American Numbering Council, and was elected to be Chairman of the Board of the National Regulatory Research Institute (NRRI), the research arm of NARUC. Additionally, she is a past President of the Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC), a member of the Telecommunications Committee of NARUC, and was appointed by the FCC to the Joint Conference on Advanced Telecommunication Service. Chairman Kane also has been appointed to the Virtual Working Group on Education, Training and Best Practices for The International Confederation of Energy Regulators (ICER).

She is a graduate of Middlebury College in Vermont and she also has a Masters Degree in English from Yale University, as well as specialized academic study in Telecommunications Regulations at the Annenberg School and Investing and Finance at the Wharton School, University of Pennsylvania.



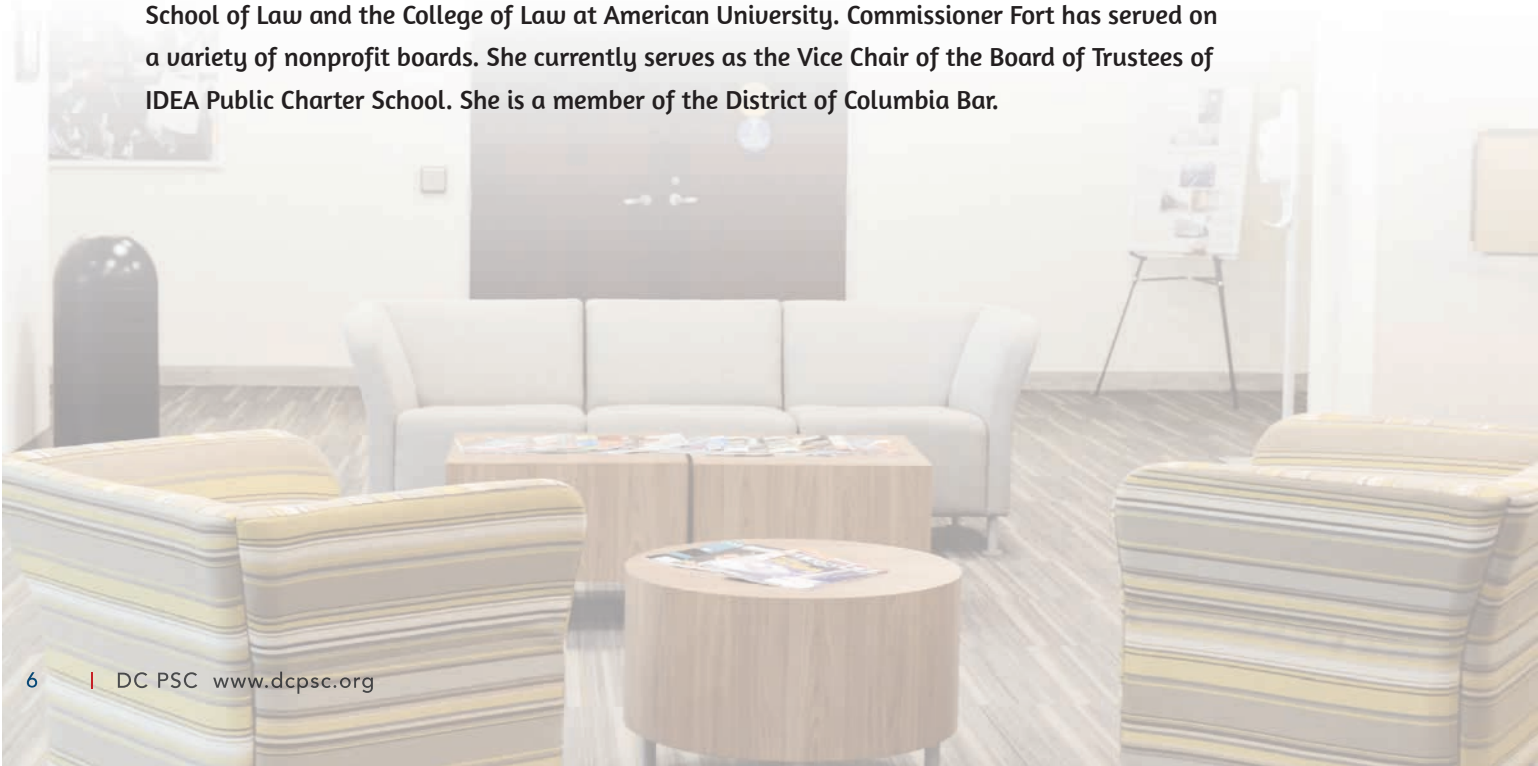
Joanne Doddy Fort
Commissioner

Joanne Doddy Fort was nominated by Mayor Vincent Gray and confirmed as a PSC Commissioner by the D.C. Council effective October 3, 2012 for a term ending June 30, 2016.

Joanne Doddy Fort is an experienced attorney who has practiced law in the District of Columbia for more than three decades and has served as a corporate officer in the private sector. Commissioner Fort has an extensive background in the fields of utility regulation, administrative law and ethics. Before joining the PSC, Commissioner Fort served as Vice President and General Counsel of Urban Service Systems Corporation, a waste management and transportation company. Prior to joining the company, she was a partner in three local law firms where, among other matters, she litigated cases before the PSC—first on behalf of the Staff of the PSC and later on behalf of the Office of the People’s Counsel. The D.C. Court of Appeals appointed Commissioner Fort to the Board on Professional Responsibility, the Commission on Admissions and the Access to Justice Commission. Mayor Barry appointed her to a term on the Real Estate Commission for the District of Columbia.

Commissioner Fort is a member of the National Association of Regulatory Utility Commissioners where she serves on the Committee on Critical Infrastructure, the Committee on Gas and the Subcommittee on Utility Marketplace Access. She is a member of the Mid-Atlantic Conference of Regulatory Commissioners and she represents the PSC on the Board of Directors of the Organization of PJM States, Inc. (OPSI) and was elected to serve as the Vice President of the OPSI Board in 2015.

Raised in the District of Columbia, Commissioner Fort has a Bachelor of Arts Degree in Political Science from Bryn Mawr College and a Juris Doctor degree from the University of Pennsylvania Law School. She has taught and lectured on professional responsibility at Howard University School of Law and the College of Law at American University. Commissioner Fort has served on a variety of nonprofit boards. She currently serves as the Vice Chair of the Board of Trustees of IDEA Public Charter School. She is a member of the District of Columbia Bar.

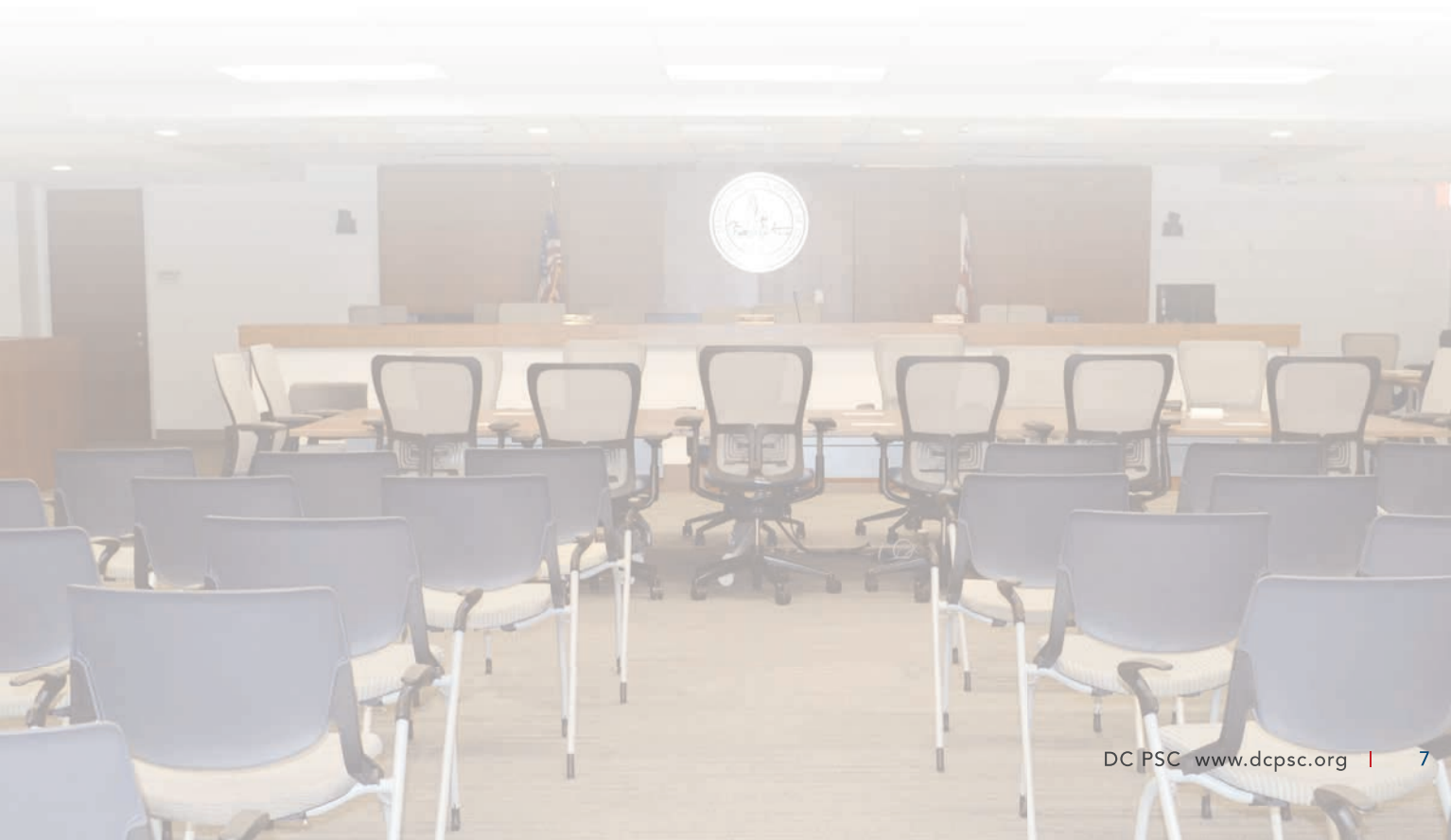




Willie L. Phillips
Commissioner

Willie L. Phillips was nominated by Mayor Vincent Gray and confirmed as a PSC Commissioner by the D.C. Council effective July 14, 2014, for a term ending June 30, 2018.

Commissioner Phillips is an experienced regulatory attorney combining over a decade of legal expertise in private practice and as in-house counsel. Commissioner Phillips has an extensive background in the areas of public utility regulation, bulk power system reliability, and corporate governance. Prior to coming to the PSC, Commissioner Phillips served as Assistant General Counsel for the North American Electric Reliability Corporation (NERC), a not-for-profit international regulatory authority, in Washington, D.C. Before joining NERC, Phillips was an attorney at Van Ness Feldman LLP in Washington, D.C., where he advised clients on regulatory compliance and policy matters and assisted on litigation and administrative proceedings on the Federal and State level. He has also worked as an aide on Capitol Hill. Commissioner Phillips is a member of the National Association of Regulatory Utility Commissioners, where he serves on the Committee on Electricity, and he is Secretary-Treasurer of the Mid-Atlantic Conference of Regulatory Utility Commissioners. He is also a member of the Keystone Policy Center Energy Board, Energy Bar Association, and American Association of Blacks in Energy. Commissioner Phillips has a Bachelor of Science degree from the University of Montevallo and a Juris Doctor degree from Howard University School of Law. He is also a member of the District of Columbia Bar and Alabama State Bar Association.



PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

PSC OVERVIEW

PSC Mission

The Public Service Commission of the District of Columbia (PSC) was originally established by Congress in 1913 and was reaffirmed by Congress as an independent agency of the District of Columbia Government in the District of Columbia Home Rule Charter in 1973. The PSC functions as an independent, quasi-judicial agency in the District of Columbia Government.

The mission of the PSC 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.

The PSC carries out its mission by focusing on the following goals:

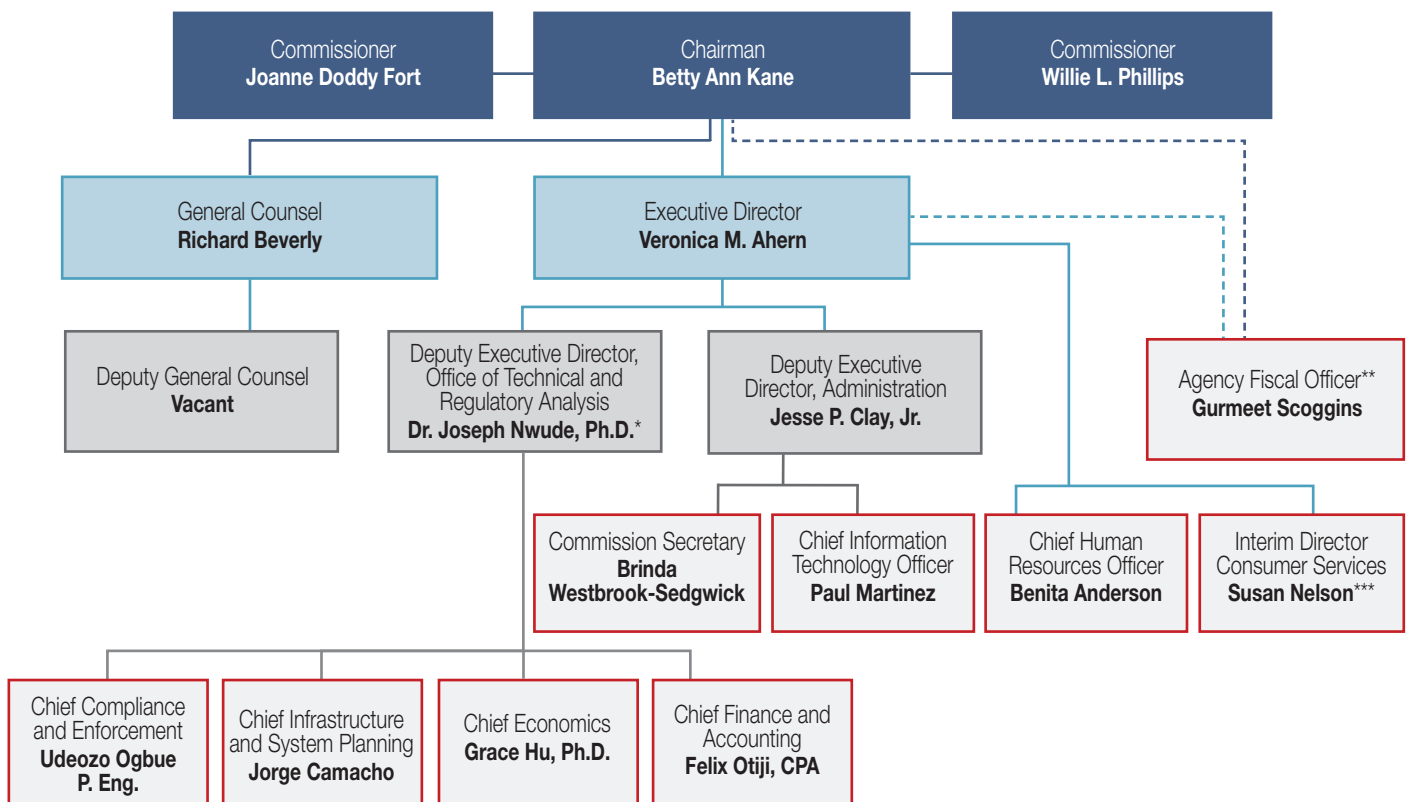
1. Motivating customer- and results-oriented employees;
2. Protecting consumers and public safety by ensuring safe, reliable, and quality utility services;
3. Regulating monopoly utility services to ensure their rates are just and reasonable;
4. Fostering fair and open competition among utility service providers;
5. Conserving natural resources and preserving environmental quality;
6. Resolving disputes among consumers and utility service providers;
7. Educating utility consumers and informing the public; and
8. Supporting the economy of the District of Columbia.

PSC Staff

The PSC is under the leadership of the PSC Chairman and Commissioners who are appointed to four-year terms by the Mayor, with the advice and consent of the D.C. Council.

The PSC ended CY 2015 with 73.6 employees, including the PSC Chairman and two Commissioners. The PSC has a diverse workforce with a range of subject matter expertise in utility regulation, policy, and administration. Our employees include attorneys, economists, engineers, accountants, researchers, consumer specialists, and administrative personnel with experience working with the D.C. Council, District agencies, federal agencies, utilities, and District residents.

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA FY 2015 ORGANIZATIONAL CHART



*The OTRA Director position became vacant in 2015 and was filled in 2016 by Stephen A. Mormann.

** Staff of the Office of the Agency Fiscal Officer has dual responsibilities to the PSC and the Office of the Chief Financial Officer.

*** In 2015, Maurice Smith became Director of the Office of Consumer Services.

PSC Offices

The PSC has nine offices to help accomplish the organizational mission.

1. The Offices of the Chairman and the Commissioners

The Offices of the Chairman and Commissioners consist of the Commissioners and their administrative and policy advisors. Through their Offices, the Commissioners review and make decisions on matters before the Commission and on issues of public policy pertaining to utility regulation and the mission of the Commission. The Commissioners provide testimony before the D.C. Council and represent the Commission on a local, regional and national level on various boards, committees, and task forces. These include, among others, participation in the Sustainable Energy Utility (SEU) Advisory Board, the Eastern Interconnection States' Planning Council (EISPC), the Organization of PJM States (OPSI), the Mid-Atlantic Conference of Regulatory Utility Commissioners (MACRUC), the Multi-State Task Force on Cybersecurity, and various committees of the National Association of Regulatory Utility Commissioners (NARUC).



Office of the Chairman Betty Ann Kane (L to R): Technical Advisor Daniel Cleverdon, Chairman Betty Ann Kane and Management Analyst Cary Hinton; Not Pictured—Executive Assistant Wendy Newkirk



Office of Commissioner Joanne Doddy Fort (L to R): Policy Advisor Brian Edmonds, Commissioner Joanne Doddy Fort and Executive Assistant Mable Spears



Office of Commissioner Willie L. Phillips (L to R): Executive Assistant LaWanda Hale, Commissioner Willie L. Phillips and Policy Advisor Felicia West

2. The Office of the General Counsel (OGC)

OGC advises the Commissioners on all matters and proceedings related to the PSC’s enabling statute. OGC is responsible for all legal issues involving the day-to-day operations of the PSC, as well as a broad spectrum of issues that relate to the Commissioners’ regulatory responsibilities. The staff attorneys prepare orders and legal advisory memoranda, and assist the Commissioners in conducting all proceedings. Staff counsel also serve as hearing officers in formal consumer and pay telephone complaint hearings. OGC monitors proceedings at the Federal Energy Regulatory Commission (FERC) and the Federal Communications Commission (FCC) and makes filings at those agencies, when appropriate. OGC also tracks legislation at the D.C. Council and prepares comments on draft legislation that may impact the PSC and its jurisdictional authority.



OGC (L to R): First Row—Attorney Advisor Noel Antonio, Regulatory Affairs Specialist Tiffany Frazier, Attorney Advisor Sanford Speight, and General Counsel Richard Beverly; Second Row—Legal Assistant Merancia Nolesaint, Attorney Advisor Milena Yordanova, Attorney Advisor Craig Berry, Attorney Advisor Naza Shelley, Attorney Advisor Kim Lincoln-Stewart, Attorney Advisor Kenneth Glick, Attorney Advisor Christopher Lipscombe, Attorney Advisor Ken Hughes, and Attorney Advisor Lara Walt. Not pictured—Attorney Advisor Richard Herskovitz, and Attorney Advisor James Brown

3. The Office of the Executive Director (OED)

OED is comprised of the Executive Director (ED) and her Executive Assistant, who is bilingual in English and Spanish. The ED plans, directs, coordinates, and manages the internal affairs of the PSC on a day-to-day basis under the broad direction of the Chairman. The ED oversees the technical and administrative offices of the PSC and serves as the performance officer for the PSC. The ED is also responsible for all strategic planning initiatives and the management of the program-side of the agency’s budget and financial responsibilities.



OED (L to R): Executive Director Veronica Ahern and Executive Assistant Aminta Daves

4. The Office of Technical and Regulatory Analysis (OTRA)

OTRA advises the Commissioners on financial, accounting, economics, engineering, compliance, enforcement, and infrastructure and system planning issues in formal cases and rulemakings. In addition, OTRA staff monitors electric, natural gas, and local telecommunications markets at the retail and wholesale levels. This includes keeping abreast of energy activities at the Federal Energy Regulatory Commission (FERC) and PJM Interconnection (the Regional Transmission Organization) and telecommunications activities at the Federal Communications Commission (FCC). OTRA also tracks and analyzes energy and telecommunications prices at the local, regional, and federal levels. The Office also conducts compliance reviews, audits, inspections, and annual surveys to gauge the status of local competition in the District; helps manage formal cases and investigations, and enforces compliance of service providers. Furthermore, OTRA performs activities associated with utility assessments and prepares materials for the Commission Annual Report.

The following offices fall under OTRA:

- **Office Infrastructure and System Planning (OISP)** is responsible for providing professional engineering and other technical support on all matters relating to the planning, design, construction, operation, maintenance and replacement of infrastructure and systems utilized by the electric, natural gas and local telephone companies.
- **Office of Compliance and Enforcement (OCE)** protects consumers by monitoring and enforcing compliance of service providers. The enforcement matters handled by OCE in cooperation with OGC include pipeline safety requirements and electric and gas reliability standards.
- **Office of Finance and Accounting (OFA)** advises the Commission on complex financial matters such as utility rate case analysis, regulatory filings, assessments, auditing investigations and studies.
- **Office of Economics (OE)** advises on complex economic matters involving the public utilities, particularly for utility rate cases. OE monitors electric, natural gas, and local telecommunications markets.



OTRA (L to R): First Row—Compliance and Enforcement Officer Donald Jackson, Senior Electricity Economist Roger Fujihara, Financial Analyst Timour Skrynnikov, General Engineer Gary Pulliam, Pipeline Safety Engineer Amrik Singh Kaisth, Senior Economist John Howley, Program Support Specialist Anjanette Parker, Engineering Support James Hayes-Barber, Telecommunications Economist Edward Ongweso, and Compliance Inspector Damon Patterson; Second Row—Chief of Finance and Accounting Felix Otiji, Chief Economist Grace Hu, Deputy Executive Director of Regulatory Matters Stephen A. Mormann, Chief of the Office of Compliance and Enforcement Udeozo Ogbue, and Chief of Infrastructure and System Planning Jorge Camacho. Not pictured—Pipeline Safety Engineer Manmohan Singh, One Call Inspector James Madozie, Senior Accountant Jason Benati, Economist Jonathan Morse



5. The Office of Human Resources (OHR)

OHR provides human resources services to the PSC so that it can attract, develop, retain, and motivate a qualified and diverse workforce. OHR facilitates employee training and development to increase productivity, enhance workforce skills, and improve morale and performance.



OHR (L to R): Human Resources Assistant Natalie Taylor, Chief Human Resources Officer Benita Anderson and Human Resources Specialist Sophia Pryce

6. The Office of Consumer Services (OCS)

OCS serves as the consumer relations arm of the PSC. OCS's Consumer Specialists are responsible for mediating consumer complaints regarding utility service providers and responding to inquiries. OCS and its Consumer Specialists also implement and manage the PSC's community outreach program to help consumers make informed choices about retail electric and natural gas suppliers and raise awareness about the Utility Discount Program for low-income, District residents. Each year, OCS has an annual goal of participating in 100 outreach events. OCS also keeps the Commissioners and staff informed of local and national consumer-related trends, and provides the PSC with information on how well local providers serve their customers. OCS is also responsible for issuing press releases, consumer advisories, and fact sheets as well as overseeing the preparation of the Commission's annual report.



*OCS (L to R): First Row—Supervisory Consumer Specialist Pat Walker, Consumer Specialist Karen Nurse, Interim Director Susan Nelson, Consumer Specialist Margaret Moskowitz
Second Row (L to R)—Retail Choice Specialist Maurice Smith, Media Relations Specialist Kellie Armstead Didigu, Staff Assistant Aaron Aylor, Consumer Specialist Kenneth Ford*

7. Office of Deputy Executive Director for Administrative Matters

The Office of the Deputy Executive Director for Administrative Services (ODEDAM) is responsible for overseeing a variety of management and administrative areas, including Information Technology, Contracts and Procurement functions, Facility Management, Vehicle Administration, Telephone Administration, and other PSC administrative programs and projects. The Director of the Office of the Commission Secretary also reports to the Deputy Executive Director for Administrative Matters.

Contracts and Procurements

As an independent agency, the PSC has its own procurement and contracting authority and, hence, rules and regulations. ODEDAM is responsible for purchasing goods and services for the PSC. ODEDAM develops the purchasing/contracting methods that will ensure the best value, competition, and price, while meeting the PSC's requirements.



ODEDAM (L to R): Chief Information Technology Officer Paul Martinez, IT Specialist Bruce Cho, Deputy Executive Director for Administrative Matters Dr. Jesse Clay, Jr., Administrative Support Specialist Darnice Wright and Contract Specialist Ceasar Augustus

Other Administrative Areas

- Headed efforts to relocate PSC Offices;
- Implemented the One Fund Program in which there was 100% participation;
- Implemented e-Procurement, e-Invoice, e-Travel Systems;
- Managed administrative concerns in conjunction with the Agency Fiscal Officer;
- Oversaw PSC Information Technology Advances.

8. The Office of the Commission Secretary (OCMS)

OCMS maintains the official files and records of the PSC, ensures their safety and integrity and provides appropriate access to records and files. OCMS also manages e-Docket, the PSC's electronic filing system. In addition, OCMS schedules, staffs and coordinates the evidentiary, community, and public interest hearings and open meetings. OCMS provides coverage for the PSC's reception area and PSC offices, support for telephone calls placed to the PSC's primary telephone numbers and face-to-face service to PSC visitors.

OCMS staff serve as the primary web administrator; determine, develop and update the Commission's website content and mobile application in addition to identifying data and content trends and problems.

OCMS staff also serve as the key operator for copier and audio-visual equipment, schedule courier services, manage and deliver all Commission mail and hire transcription service providers. The Director of OCMS the Office of the Commission Secretary reports to the Deputy Executive Director for Administrative Matters.



OCMS (L to R): Public Information Assistant Hazel Doe, Records Management Specialist Marvin Briggs, Regulatory Docket Specialist Mavis Oudkerk, Program Analyst Patrice Hunter, Commission Secretary Brinda Westbrook, Regulatory Docket Manager Carmen Davis and Regulatory Docket Specialist Matthew Mercogliano; Not pictured—Regulatory Docket Specialist Alphonzo Harris, Staff Assistant Stacey Durham and Contractor Khadysha Moore

9. The Office of the Agency Fiscal Officer (OAFO)

The Office of the Agency Fiscal Officer (OAFO) is responsible for the execution of the PSC's annual operating budget and the tracking of expenditures in conformance with the approved budget. The OAFO staff is employed by the D.C. Chief Financial Officer. They are assigned to the Commission by the OCFO, but are primarily paid out of the PSC budget. The PSC's AFO is tasked with the responsibility of ensuring that the PSC's budgeting and financial operations are managed in compliance with OCFO guidelines. The OAFO manages all fund receipts and disbursements for each revenue type and for the PSC's formal cases. OAFO additionally is



OAFO (L to R): Budget Analyst Vanetta Wells and Agency Fiscal Officer Gurmeet Scoggins

responsible for accounting operations for the PSC and the financial reporting of all funds to the PSC's Chairman, Executive Director, and the Associate CFO of the Economic Development and Regulation Cluster (ACFO). The AFO also supports the PSC Chairman during budget hearings before the D.C. Council's Committee on Business, Consumer and Regulatory Affairs.

2015 MAJOR REGULATORY & ORGANIZATIONAL ACCOMPLISHMENTS

The mission of the PSC 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. In supervising and regulating public utilities and third-party suppliers, the PSC considers the public safety, the economy of the District, the conservation of natural resources and the preservation of environmental quality. The following major regulatory and organizational accomplishments highlight our commitment to achieving our mission.

REGULATORY ACCOMPLISHMENTS



MATTERS INVOLVING ELECTRICITY

- **Renewables**—Certified 475 Renewable Portfolio Standard (RPS) applications received in FY 2015; Monitored the District’s energy suppliers to ensure they were only obtaining Renewable Energy Credits and Solar Renewable Energy Credits from energy facilities that comply with District law; Adopted new interconnection and Standard Offer Service (SOS) rules to implement the provisions of the Community Renewable Energy Amendment Act of 2013; Prepared and submitted a timely RPS Report to the D.C. Council.
- **Pepco Annual Consolidated Report**—Began an inquiry into streamlining Pepco’s Annual Consolidated Report by eliminating outdated and duplicative material, updating the content, and incorporating more efficient methods for reporting and reviewing data. The report primarily describes Pepco’s system planning, load forecasts, capital expansion projects, system maintenance, use of automated and remote control technologies in the operation of its infrastructure, reliability performance, vegetation management, and overhead/underground facility inspection results.
- **Formal Case No. 1017**—Monitored the competitive auction for electricity for Standard Offer Service (SOS) for District consumers who do not choose their electricity supplier and approved the new rates for SOS service.



- **Formal Case No. 1076**—Began addressing the findings, conclusions and recommendations contained in the “*Final Report: Siemens Management Audit of Pepco’s System Reliability*,” Convened a technical conference attended by representatives of Pepco, the Office of the People’s Counsel (OPC) and the District Department of Transportation’s Urban Forestry Administration to address potential improvements in Pepco’s vegetation management practices, aimed at reducing the number of tree-caused power outages in the District. In 2016, the Commission will consider the Report’s findings, conclusions, and recommendations concerning Pepco’s methodology for addressing the least reliable of its electric circuits in the District and the adequacy of Pepco’s overhead and underground infrastructure inspections.
- **Formal Case Nos. 1116 and 1121**—
Began implementation of the Electric Company Infrastructure Improvement Financing Act of 2013 by considering Petitions for Reconsideration of the 2014 approval of the Joint Application of Pepco and the District of Columbia Department of Transportation for the Triennial Underground Infrastructure Improvement Projects Plan, and the Application of Pepco for a Financing Order, allowing undergrounding of new or existing overhead electrical distribution facilities in the District of Columbia (D.C. PLUG); Successfully defended the Commission’s Orders in the D.C. Court of Appeals; Coordinated WGL ProjectPIPES and Pepco D.C. PLUG construction activities; Participated in the Underground Projects Consumer Education Task Force.
- **Formal Case No. 1119**—Convened multiple Community Hearings and Evidentiary Hearings to consider the Joint Application of Exelon Corporation, Pepco Holdings, Inc. and Pepco for approval of a change of control of Pepco; On August 27, 2015, issued [Order No. 17947](#) which denied the Joint Applications and found that the proposed merger as filed was not in the public interest; Granted a Motion to Reopen the Record filed by Joint Applicants, the Office of the People’s Counsel, the District of Columbia Government, the National Consumer Law Center, the National Housing Trust, the Apartment and Office Building Association of Metropolitan Washington for consideration of a Nonunanimous Full Settlement Agreement and Stipulation (NSA); Action on the NSA was pending at the close of 2015. In 2016, the Commission will act on the proposed merger.





PSC Commissioners conduct evidentiary hearing (left picture) and several community hearings (right picture) for Formal Case 1119 to consider a merger between Exelon Corporation and Pepco Holdings, Inc.

- **Formal Case No. 1120**—Held a series of Technical Conferences to develop a new methodology for calculating the Residential Aid Credit (RAC) for the Residential Aid Discount (RAD) Program, a low-income assistance program for electricity customers in the District; Adopted a new methodology to include a RAC equal to the full distribution charge, resulting in a discount of approximately 30% for the average RAD customer; Approved the new methodology so that the RAD customer would benefit from full portability of the discount so that a RAD customer can retain the discount regardless of whether they choose a Competitive Electric Supplier or remain a SOS customer for generation and transmission; Required Pepco to cease using the SOS Procurement Cost Adjustment (PCA) as a means to track, credit, reconcile or collect the over- or under-collection of Residential Aid Discount Surcharge revenue.
- **Formal Case No. 1123**—In 2014, began consideration of Pepco construction of a substation and four underground transmission circuits to provide relief to the existing Buzzard Point Substation B and to serve future load growth in the area; Opened an investigation into the reasonableness, safety, and need for the facilities; Held a community hearing to discuss aspects of the proposed construction, demolition of existing structures at the proposed substation site, and other community concerns. On April 9, 2015, the Commission determined that Pepco had sufficiently demonstrated the reasonableness, safety and need for the Buzzard Point substation and approved construction of the substation.
- **Formal Case No. 1130**—Launched an inquiry into Modernizing the Energy Distribution System for Increased Sustainability (MEDSIS) to explore aspects of grid modernization and new developments that are fundamentally changing how electricity is being generated and delivered; Hosted two workshops to consider the operational and regulatory changes that need to occur to allow use of more distributed energy resources, including presenters from, among others, the United States General Service Administration, the District Department of Energy and the Environment (DOEE), the D.C. Sustainable Energy Utility, Pepco and Washington Gas, Downtown D.C., Urban Ingenuity, the Solar Energy Industries Association of Maryland, D.C. and Virginia (MDV SEIA), Grid Energy, WQ Energy Services and D.C. Water; Continued work on developing a regulatory “roadmap” for future development of a modern distribution system in the District of Columbia.



PSC Commissioners host MEDSIS Kickoff which included presentations from various District agencies and organizations.

- **Formal Case No. 1134**—Launched an investigation into Procurement Cost Adjustment (PCA) matters, including the impact of the RAD credit, for all customer classes.
- **Participation in Proceedings Before the Federal Energy Regulatory Commission (FERC)**—Joined in a multi-state agency complaint filed before FERC; Participated in settlement negotiations that were ultimately successful in reducing the transmission formula rates of multiple Mid-Atlantic utilities, including Pepco, that are administered through PJM and passed-through to utilities' customers: Became a party in a FERC proceeding to re-allocate the construction costs of numerous new, high voltage transmission infrastructure projects located in the PJM control area; Participated, in tandem with staff of the Maryland Public Service Commission and others, in settlement negotiations that were successful in reducing the amount of new project costs to be shifted to PJM's eastern area transmission owners, including Pepco.



MATTERS INVOLVING GAS

- **Formal Case No. 1115**—Granted a Motion for Approval of a Settlement Agreement relating to the funding mechanism for the Accelerated Pipeline Replacement Plan (now known as ProjectPIPES); Gave final approval to the overall project and to the first five years of ProjectPIPES; Coordinated WGL’s ProjectPIPES and Pepco’s D.C. PLUG construction activities; Oversaw beginning of construction and participated in Customer Education Workshops.
- **Formal Case No. 1127**—Continued the formal case to address the discount program for low-income natural gas customers in the District, the Residential Essential Service (RES) program; Convened a Technical Conference to discuss steps to be considered to reform the RES program; Allowed WGL to use the Distribution Charge Adjustment (D.C.A) to temporarily fund RES credits during the 2015-2016 heating season, subject to a cap; Decided to convene a hearing in January 2016 to consider WGL’s RES Surcharge Tariff. The Commission expects to complete its review of the RES program before the 2016-2017 heating season.



MATTERS INVOLVING TELECOMMUNICATIONS

- **Formal Case No. 1090**—Investigated the quality of Verizon D.C.’s copper telecommunications infrastructure; Reviewed quarterly filings regarding performance on Verizon’s remedial plan. The Commission will continue its oversight of Verizon’s quality of service in 2016.
- **Formal Case No. 1102**—Investigated the transition of Verizon D.C.’s continued use of its copper infrastructure for the provision of telecommunications services in the District of Columbia and whether, and under what circumstances, Verizon D.C. plans to transition customers from the telecommunications services provided over copper facilities to telecommunications services provided over fiber facilities; Issued an Order requiring Verizon D.C. to update its customer service and marketing materials to provide clear information on the effects of any transition from voice service provided over copper facilities to voice service provided over fiber facilities. The Commission also found that Verizon D.C.’s Digital Voice Service is a VoIP or IP-enabled service and not regulated by the Commission.



PSC Commissioners conduct evidentiary hearing on Formal Case 1102 investigating Verizon Copper Infrastructure.



MATTERS INVOLVING MULTI-UTILITIES

- **Formal Case No. 712**—Published a Notice of Proposed Rulemaking, proposing certain amendments to Chapter 3 (Consumer Bill of Rights) of the PSC rules, clarifying various requirements for Energy Suppliers; On August 4, 2015, conducted a Supplier Education Workshop to discuss the proposed new rules. Comments and reply comments were filed and a proposed partial agreement among the parties was submitted in December 2015. The PSC is reviewing all filings and will take action in 2016.
- **Formal Case No. 1125**—Addressed promotion of the four Utility Discount Programs (UDP) in the District of Columbia: the Customer Assistance Program for water customers; Lifeline for telephone customers; Residential Aid Discount for electric customers; and Residential Essential Service for gas customers through the UDP Education Working Group, comprising WGL, Pepco, Verizon D.C., D.C. Water, DOEE, OPC, and the Commission; Oversaw a year-long Consumer Education Program, a multimedia program that targets low-income utility consumers in the District of Columbia to inform them of the four UDPs available.

ORGANIZATIONAL ACCOMPLISHMENTS

In FY 2015, the Commission issued...

166 formal case orders **166**

opened **NINE** **9**
new formal cases

closed **SIX** **6**
formal cases

conducted **191**
natural gas pipeline
safety inspections



processed **660**
Renewable Portfolio
Standards applications



participated in
71 outreaches



performed **1103** One-Call inspections
and **125** pay telephone site inspections



responded to **1253** consumer
complaints and inquiries

conducted **178** electric
and natural gas refereed
meter inspections



managed the licensing and oversight of
about **314** competitive suppliers of
energy and telecommunications services.

- **Relocation of the Commission’s Offices:** In the summer of 2015, the Commission relocated its offices from 1333 H Street to 1325 G Street so that all employees are now located on one floor, in attractive, energy efficient offices. We upgraded all equipment in the Hearing Room ensuring that consumers can enjoy improved picture and sound quality when viewing live streams of our hearings and meetings—or when they come in person. The new space includes a Consumer Information Office where consumers can consult with our specialists and Office of Consumer Services Conference Room, a somewhat more private space that is useful for mediations and other meetings among the Commission, utilities and consumers.



The Relocation Team was comprised of PSC staff and led by Executive Director Veronica Ahern and Deputy Executive Director of Administrative Matters Dr. Jesse P. Clay, Jr.

GOVERNMENTAL AND INDUSTRY ORGANIZATIONS

- **D.C. Sustainable Energy Utilities (D.C. SEU):** Chairman Kane serves as a board member for the District of Columbia Sustainable Energy Utility (D.C. SEU) that helps D.C. residents and businesses use less energy and save money. Since 2011, the D.C. SEU has delivered financial incentives, technical assistance, and information to District residents and businesses, helping them to save on their energy costs. The work of the SEU is funded in part through a surcharge that appears on the utility bills of District ratepayers.

DCSEU

DISTRICT OF COLUMBIA SUSTAINABLE ENERGY UTILITY

- Mid-Atlantic Distributed Resources Initiative (MADRI):** The Commission staff participates in MADRI meetings, along with representatives from the public utility commissions of Maryland, Delaware, New Jersey and Pennsylvania and the U.S. Department of Energy (DOE), the U.S. Environmental Protection Agency (EPA), FERC and PJM Interconnection, to identify and remedy retail barriers to the deployment of distributed generation, demand response and energy efficiency in the Mid-Atlantic region. Discussions have focused primarily on issues related to the deployment of distributed generation, with a focus on the deployment of solar. Chairman Kane serves as Chairman of MADRI.
- Organization of PJM States, Inc. (OPSI):** The Commission participates in OPSI, an inter-governmental organization of utility regulatory agencies from the 14 jurisdictions that are in the service area of PJM Interconnection, Inc., the Regional Transmission Organization (RTO) approved by FERC. PJM operates the high-voltage electric transmission grid and wholesale electricity market for the service area. OPSI's activities include, but are not limited to, coordinating data/issues analyses and policy formulation related to PJM, its operations, its Independent Market Monitor, and related FERC matters. Commissioner Fort serves as Vice President on the Board of OPSI.
- National Association of Regulatory Utility Commissioners (NARUC):** The Commissioners and the Commission Staff participate in educational and policy forums and committees sponsored by NARUC on a variety of subjects including electricity, natural gas, telecommunications, critical infrastructure, utility marketplace access, energy resources and the environment, and education and research. In 2015, the Commission hosted a NARUC workshop benefitting the Electricity Disputes Council of the Republic of Uganda. Chairman Kane serves on the NARUC Board of Directors and on the Telecommunications Committee, Commissioner Fort serves on the Committee on Gas and the Committee on Critical Infrastructure, and Commissioner Phillips serves on the Electricity Committee.





- **Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC):** The Commissioners and Commission staff participate in MACRUC, a regional organization of eleven state public utility commissions organized to address public utility regulatory, legislative and policy public issues through an Annual Education Conference and other educational forums and meetings. Commissioner Fort chairs the Electricity Committee.

The Eastern Interconnection States Planning Council

- **Eastern Interconnection States Planning Council (EISPC):** The Eastern Interconnection States' Planning Council is an historic endeavor initially funded by an award from DOE pursuant to a provision of the American Recovery and Reinvestment Act (ARRA). The goal is to create collaboration among the states in the Eastern Interconnection. It is comprised of over 40 public utility commissions, Governors' offices, energy offices, and other key government representatives. The Council has focused on Eastern Interconnection Transmission planning issues and multi-state issues such as environmental compliance and reliability. Chairman Betty Ann Kane served on the EISPC Executive Committee in 2015.

CONSUMERS AND THE COMMUNITY

For more than a century, the PSC has worked on behalf of residential, business and government customers to ensure safe, reliable, sustainable and quality energy and telecommunications services are available at reasonable rates. District citizens were the driving force behind the creation and evolving work of the Commission. In 1911, Citizens' demands paved the way for President Howard Taft to establish the Public Service Commission on March 3, 1913. Since then, the Commission has been dedicated to serving District consumers by:

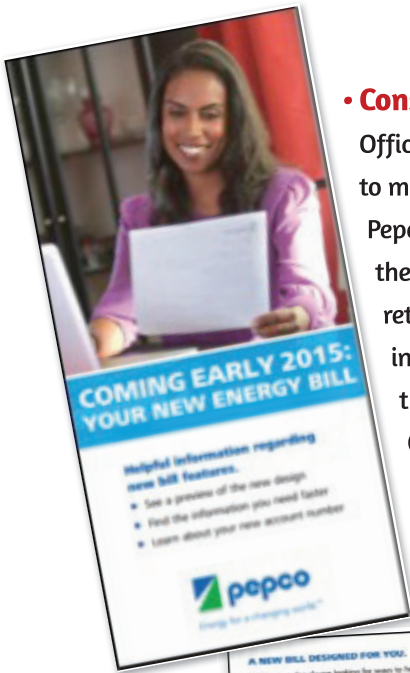
- **Regulating service providers;**
- **Protecting consumers by monitoring and inspecting services and enforcing standards;**
- **Promoting conservation and sustainability of the environment;**
- **Resolving consumer complaints; and**
- **Educating and informing the public.**

The following are 2015 highlights of how the PSC has served District consumers.

CONSUMER ENGAGEMENT

- **Consumer Information Office:** The PSC relocated its offices from 1333 H Street to 1325 G Street. When planning the new space, we included a Consumer Information Office where consumers can privately consult with a consumer specialist regarding their utility bills or other matters.





- Consumer-driven Bill Format for WGL and Pepco:** In FY 2015, the Office of Consumer Services (OCS) held several meetings with WGL and Pepco to monitor the roll-out of their new bill formats as well as the replacement of Pepco’s legacy billing system with a new billing system, Solution One. In FY2014, the Commission directed WGL and Pepco to modify their bill formats to enhance retail utility competition. The WGL and Pepco bill format changes implemented in 2015: identifying WGL and Pepco as the default, energy provider; stating that distribution charges, but not generation charges are regulated by the Commission; and showing the actual dollar savings to customers who qualify for utility discount programs, Residential Essential Service (RES) in the case of WGL, or Residential Aid Discount (RAD) in the case of Pepco.



- Consumer-friendly Re-design of PSC Website:** The Office of the Commission Secretary led a Commission-wide Re-design Team of the PSC website in FY 2015. The goals of the team are: Accessibility to All Users; Ease of Navigation; Mobile Capability; and Transparency, Open Government and Open Data Standards. The re-designed PSC website will be launched in FY 2016.

- **Consumer Accessibility:** PSC Staff participate in a training about how to answer calls from deaf, hard of hearing or speech impaired consumers. The training focused on how to handle calls from TTYUsers, Voice Carry Over, Hearing Carry Over or CapTel Relay Services. Staff also learned about using People First Language. The training was conducted by Hamilton Relay, the service provider of D.C. Relay/ 711.



- **Consumer Education and Outreach:** Each year, the PSC educates and informs the public by participating in various outreach events throughout the District. In 2015, through the Office of Consumer Services (OCS), the PSC participated in 71 outreaches. OCS also hired an outreach and education specialist dedicated to educating the public about PSC services offered to District ratepayers.



PSC Staff conducting an outreach at the Mayor's Senior Holiday Luncheon.

UTILITY DISCOUNTS FOR QUALIFIED CONSUMERS

- **Utility Discount Programs:** In FY 2015, through [FC 1120](#), the Commission held a series of technical conferences to propose new options or program structures to assist low-income electricity customers with their bills. A new methodology for calculating the Residential Aid Credit (RAC) for the Residential Aid Discount (RAD) Program was proposed to ensure that RAD customers could retain their utility discount regardless of whether they select a competitive supplier or remain a SOS customer and retain their utility discount.

In [FC 1127](#), the Commission addressed the Residential Essential Services (RES) discount program for low-income natural gas customers. A technical conference was convened to discuss steps to be considered to reform the RES program allowing WGL to use the Distribution Charge Adjustment (D.C.A) to temporarily fund RES credits during the 2015-2016 heating season, subject to a cap. The Commission decided to convene a hearing in January 2016 to consider WGL's RES Surcharge Tariff. The Commission expects to complete its review of the RES program before the 2016-2017 heating season.



PSC staff and utility representatives attending a FC 1120 technical conference meeting.

COMMUNITY SERVICE

- **One Fund Award:** The PSC received the D.C. One Fund Award for the highest participation rate for a medium-size agency for charitable donations made in FY 2015. The PSC had 100% participation in the One Fund Program in FY 2015.



Dr. Jesse P. Clay, Jr. and Kimberly Lincoln Stewart organized the efforts of the PSC contribution to the D.C. One Fund. The PSC had 100% participation.

- **Food2Feed:** During the holidays, PSC staff collects non-perishable food items to donate to the Capital Area Food Bank to feed needy families.



Each year, PSC staff make contributions to the Food2feed Holiday Food Drive.

2015 FISCAL YEAR BUDGET

The PSC's budget is comprised of two primary revenue types: *Operating Funds (or Special Purpose Revenue)* and *Grant Funds*. As an independent, D.C. government agency, the PSC's operating budget is not funded by taxpayers, but rather by assessments levied on regulated utility companies based on their share of revenue derived in the D.C. marketplace. The PSC's expenditures for Special Purpose Revenue were \$9,690,622 in FY 2013, \$11,278,021 in FY 2014 and \$12,764,288 in FY 2015. Grant funds are obtained through the Federal government. Total grant-funded expenditures were \$441,346 in FY 2013, \$206,881 in FY 2014 and \$442,571 in FY 2015. In addition, the agency expended \$40,000 in FY 2013, \$17,477 in FY 2014 and \$55,197 in FY 2015 in intra-District funds. The expenditures in Private Donations were \$18,720 in FY 2013, \$11,567 in FY 2014 and \$14,615 in FY 2015.



Picture of the Dr. Phylicia Fauntleroy Bowman Conference Room

Public Service Commission (DH)
BUDGET vs EXPENDITURE SUMMARY
FY 2013-2016 (FY 2016 Approved)

(dollars in thousands)

FY 2013-2016 Budget Summary								
Comptroller Source Group	FY 2013 Actual Exp.	FY 2014 Actual Exp.	FY 2015 Approved Budget	FY 2015 Actual Exp.	Change over Budget	% Change	FY 2016 Approved Budget	Variance over FY 2015
0011-REGULAR PAY—CONT FULL TIME	4,997	5,729	7,029	6,393	-636	-10%	7,400	-371
0012-REGULAR PAY—OTHER	1,079	903	1,088	1,017	-71	-7%	1,161	-73
0013-ADDITIONAL GROSS PAY	48	19	0	86	86	100%	0	0
0014-FRINGE BENEFITS—CURR PERSONNEL	1,152	1,278	1,524	1,429	-95	-7%	1,781	-257
0015-Overtime	0	4	0	5	5	100%	0	0
Subtotal Personnel Services (PS):	7,276	7,933	9,641	8,930	-711	-8%	10,342	-701
0020-SUPPLIES AND MATERIALS	45	36	37	34	-3	-9%	39	-2
0030-ENERGY, COMM. AND BLDG RENTALS	2	2	2	2	0	0%	3	-1
0031-TELEPHONE, TELEGRAPH, TELEGRAM, ETC	83	78	82	78	-4	-5%	78	4
0032-RENTALS—LAND AND STRUCTURES	1,416	2,336	1,640	1,855	215	12%	1,587	53
0033-JANITORIAL SERVICES	0	0	0	0	0	0%	0	0
0035-OCCUPANCY FIXED COSTS	8	0	0	0	0	0%	0	0
0040-OTHER SERVICES AND CHARGES	477	612	719	2,096	1,377	66%	718	1
0041-CONTRACTUAL SERVICES—OTHER	267	271	212	141	-71	-50%	192	20
0050-SUBSIDIES AND TRANSFERS	0	0	0	0	0	0%	0	0
0070-EQUIPMENT & EQUIPMENT RENTAL	248	246	216	141	-75	-53%	227	-11
Subtotal Non-Personnel Services (NPS):	2,546	3,581	2,908	4,347	1,439	33%	2,844	64
Gross Funds	9,822	11,514	12,549	13,277	728	5%	13,186	-637

FTEs								
Appropriated Fund	FY 2013 Actual FTEs	FY 2014 Actual FTEs	FY 2015 Approved FTEs	FY 2015 Actual FTEs	Change over Budget	% Change	FY 2016 Approved FTEs	Variance over FY 2015
Special Purpose Revenue	59.9	66.4	79.7	80.1	-0.4	-0.1	80.5	0.8
Federal Grant Funds	5.0	1.6	2.9	2.9	0.0	0.0	3.1	0.2
Gross Funds	64.9	68.0	82.6	83.0	-0.4	-0.1	83.6	1.0



LIST OF CURRENT AND OPEN FORMAL CASES AND ISSUES IN 2015

ELECTRIC

1. **FC 766** Investigation into the Public Service Commission's fuel adjustment clause audit and review program.
2. **FC 945** Investigation into the electric service retail market competition based on the implementation of the Retail Electric Competition Act of 1999 and changes in regulatory practices based on the implementation of the Clean and Affordable Energy Act of 2008. (Formal case closed in 2015)
3. **FC 982** Required Pepco and competitive electric suppliers (CES) to file quarterly Electricity Quality of Service Standards Reports (EQSSR).
4. **FC 1017** Pepco's default Standard Offer Service (SOS) for electricity customers who have not chosen an alternative generation supplier.
5. **FC 1050** Investigation of the implementation of interconnection standards in the District of Columbia.
6. **FC 1056** Pepco's implementation of Advanced Metering Infrastructure (AMI) including the deployment of smart meters and the development and implementation of a customer education program.
7. **FC 1076** Investigative audit concerning (1) the reliability of Pepco's electric distribution system and (2) management audit dealing with reasonableness of intercompany service costs and management practices.
8. **FC 1085** Investigation into a launch of a purchase of receivables (POR) program in the District of Columbia and the implementation of the POR program.
9. **FC 1086** Investigation into the Pepco's Residential Air Conditioner Direct Load Control Program.



10. **FC 1087** Required Pepco to file its annual vegetation management work plan and vegetation management status reports, quarterly call center customer care reports and annual Advanced Metering Infrastructure report.
11. **FC 1095** Implementation of the Buzzard Point to Ritchie Transmission Upgrade Project (two underground transmission circuits in excess of 69 kV) in the District of Columbia.
(Formal case closed in 2015)
12. **FC 1096** Investigation into the regulatory treatment of electric vehicle charging stations and related services in the District of Columbia. (Formal case closed in 2015)
13. **FC 1098** Washington Gas Energy Services' petition for an investigation into retail electricity supplier access to smart meter data.
14. **FC 1099** Approval of Pepco's 2012 application for a certificate authorizing it to issue and sell up to \$850,000,000.00 of long-term secured and unsecured debt securities.
15. **FC 1101** OPC's petition for an investigation to establish a mechanism by which Pepco's management compensation will be adjusted for poor electric distribution system reliability performance in the District of Columbia.
16. **FC 1105** Investigation into the business and solicitation practices of Starion Energy in the District of Columbia.
17. **FC 1114** Investigation of the policy, economic, legal and technical issues and questions related to establishing a dynamic pricing plan in the District of Columbia.
18. **FC 1116** In the Matter of Applications for Approval of Triennial Underground Infrastructure Improvement Projects Plans.
19. **FC 1117** Pepco's formal notice of plans to construct four 138 kV underground transmission circuits between Little Falls Parkway in Maryland and Pepco's Van Ness Substation in Northwest section of the District of Columbia.
20. **FC 1118** Pepco's Notice of Tenants' Rights and Options and Commission's conditional approval. (Formal case closed in 2015)



21. **FC 1119** Merger of Exelon Corporation, Pepco Holdings, Inc., Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC.
22. **FC 1120** Commission's investigation into the Residential Aid Discount.
23. **FC 1121** Pepco's Application for Issuance of a Financing Order to allow the District of Columbia to issue Bonds in a total aggregate par amount of up to \$375 million in order to pay or reimburse DDOT Underground Electric Infrastructure Improvement Costs incurred by the District of Columbia Department of Transportation in undertaking or in support of DDOT Underground Electric Infrastructure Improvement Activities (D.C. PLUG Initiative).
24. **FC 1123** Pepco's formal notice of plans to construct a 230 kV/138 kV/13 kV substation and four 230 kV/138 kV underground transmission circuits on Buzzard Point in Southwest, D.C.
25. **FC 1124** Approval of Pepco's 2014 application for a certificate authorizing it to issue and sell up to \$750,000,000.00 of long-term secured or unsecured debt securities.
26. **FC 1131** In the Matter of the Investigation into the Business Practices of Solar Solution, LLC. *(New formal case opened in 2015)*
27. **FC 1132** Notice of Tenants' Rights and Options and Preliminary Election Card—Kings Crossing Condominiums. *(New formal case opened in 2015)*
28. **FC 1136** Pepco's formal notice of plans to construct two 230 kV underground transmission circuits on Buzzard Point in Southwest, D.C.. *(New formal case opened in 2015)*



NATURAL GAS

1. **FC 787** WGL's electronic filing WGL's interruptible billing rates.
2. **FC 874** WGL's natural gas procurement reports.
3. **FC 977** Establishment and monitoring of WGL's quality of service standards.
4. **FC 1027** Pipeline replacement and encapsulation program.



5. **FC 1088** WGL’s application for authority to issue debt securities and preferred stock. (Formal case closed in 2015)
6. **FC 1089** Development of natural gas pipeline safety rules and regulations.
7. **FC 1093** Investigation into the reasonableness of WGL’s base rates. (Formal case closed in 2015)
8. **FC 1106** Investigation of WGL’s Interruptible Service customer class, the operation of WGL’s distribution charge adjustment, how WGL’s Class Cost of Service Study accounts for revenues from certain classes of customers, the proper design of Interruptible Service rates, and related issues.
9. **FC 1110** WGL’s application for approval of a Weather Normalization Adjustment.
10. **FC 1115** WGL’s request for approval of a revised accelerated pipeline replacement plan.
11. **FC 1122** WGL’s application for authority to issue debt securities and preferred stock.
12. **FC 1126** In the Matter of the Office of the People’s Counsel’s Complaint Against Washington Gas Light Company Regarding the Unlawful Compensation of Competitive Service Providers in Violation of its Rate Schedule Number
13. **FC 1127** Commission’s establishment of a discount program for low-income natural gas customers in the District of Columbia.
14. **FC 1128** Complaint of Integrys Energy Services—Natural Gas, LLC for itself and in its capacity as agent for Pepco Energy Services, Inc., Novec Energy Solutions, Inc., Direct Energy Services, LLC, and Bollinger Energy, LLC’s complaint regarding Operational Flow Order Noncompliance Penalties Levied by WGL for the period January through March, 2014.
15. **FC 1129** Investigation into default gas service provided by Washington Gas Light Company through the Purchase Gas Charge in the District of Columbia. (New formal case opened in 2015)
16. **FC 1133** WGL’S Application for Approval of Special Contract. (New formal case opened in 2015)



17. **FC 1134** Commission's Investigation into the Procurement Cost Adjustment for Standard Offer Services.
(New formal case opened in 2015)
18. **FC 1135** WGL's Request to Establish a Regulatory Asset.
(New formal case opened in 2015)
19. **FC 1137** WGL's Application for authority to increase existing rates and charges for Gas Service; and to revise terms and conditions related to gas service in the District of Columbia.
(New formal case opened in 2015)



TELECOMMUNICATIONS

1. **FC 892 and TAs (Telecommunications Applications)**
Requests for certification of Competitive Local Exchange Carriers (CLECs).
2. **FC 950** Investigation into the Payment Center Operations of Verizon D.C.
3. **FC 962** Implementation of D.C. and Federal Telecommunications Competition Acts, including establishment of unbundled network element (UNE) rates.
4. **FC 988** D.C. Universal Service Trust Fund (D.C.USTF) and Telecommunications Relay Service (TRS) issues.
5. **FC 990** Establishment and monitoring, wholesale and retail telecommunications quality of service standards for the District of Columbia and investigations of service quality in the telecommunications industry.
6. **FC 1057** Verizon's petition for approval of Price Cap Plan 2007 and monitoring Verizon's promotional offerings.
7. **FC 1090** OPC's request for an investigation into the reliability of Verizon's telecommunications infrastructure in the District of Columbia.
8. **FC 1102** Investigation into the continued use of Verizon Washington, D.C., Inc.'s Copper Infrastructure to Provide Telecommunications Services.
9. **FC 1125** Orders, filings, and reports on the Consumer Education Program and Utility Discount Program Education Working Group.

MULTI-UTILITY CASES



1. **FC 712** Commission's rules, including the mandatory e-filing rulemaking and the implementation of the D.C. Council's Act regarding fines and forfeitures.
2. **FC 1009** Investigation into affiliated activities, promotional practices, and codes of conduct of regulated gas and electric companies.
3. **FC 1078** Investigation into the adequacy of billing information provided to residential customers on monthly utility bills.
4. **FC 1111** Investigation into its rules of practice and procedure pertaining to critical infrastructure information.
5. **FC 1130** Investigation into Modernizing the Energy Delivery Structure for Increased Sustainability. (New formal case opened in 2015)



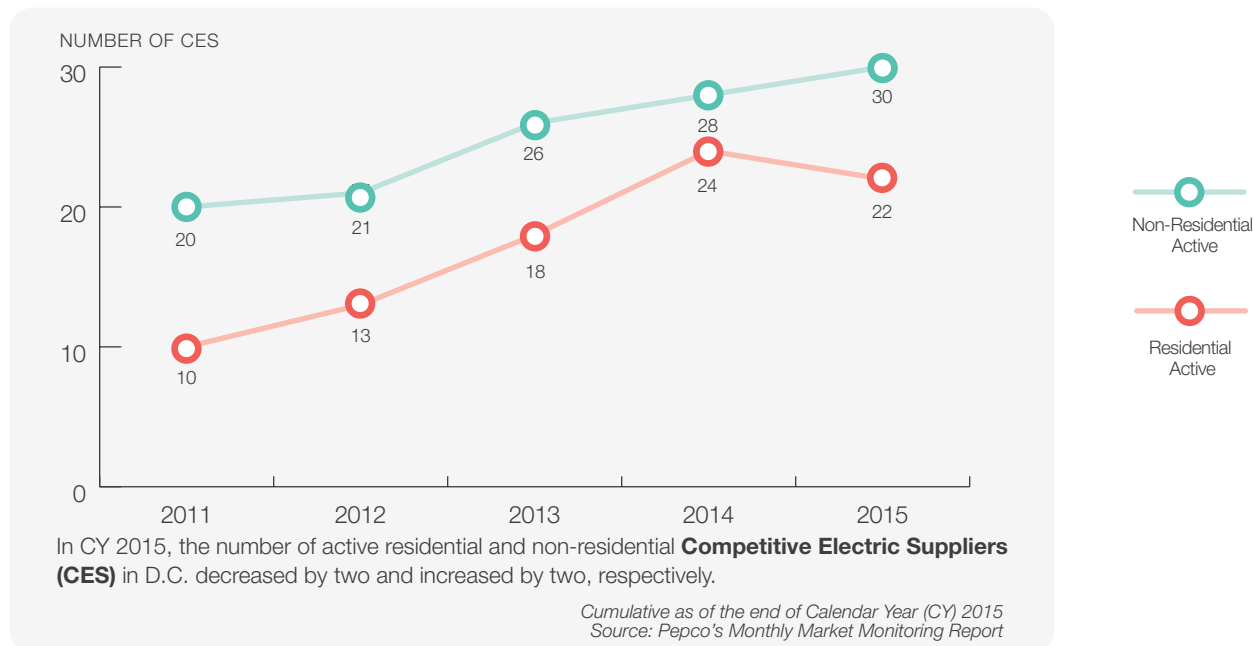
Picture of the Hearing Room of Public Service Commission of the District of Columbia



TABLES AND CHARTS

ELECTRICITY

1. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO PROVIDE SERVICE IN D.C. IN CY 2011–CY 2015

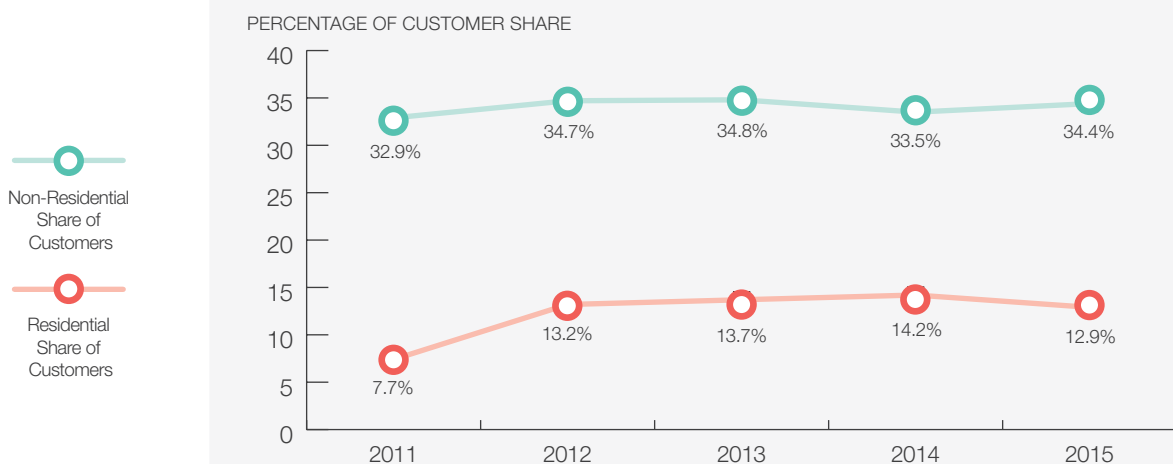


2. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF ELECTRICITY USAGE (% OF MWhS USED BY CES CUSTOMERS) IN CY 2011–CY 2015





3. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF CUSTOMERS IN D.C. (%) IN CY 2011–CY 2015

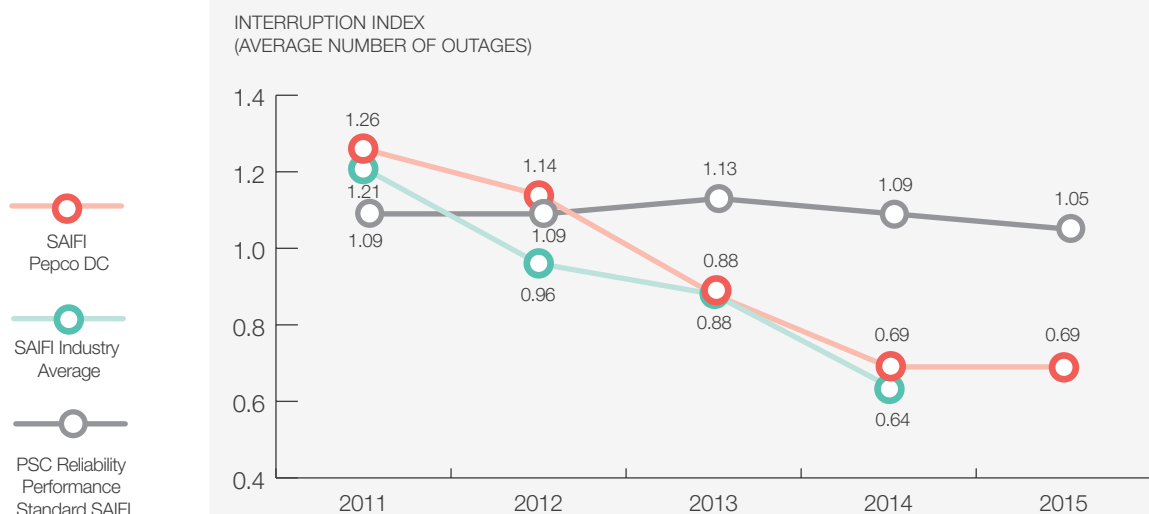


In CY 2015, the **Competitive Electric Suppliers' (CES)** share of residential customers decreased by 1.3 percentage points from 14.2% to 12.9% and share of non-residential customers increased by 0.9 percentage points from 33.5% to 34.4%. The remaining 87.1% of residential customers and 65.6% of non-residential customers received service from Pepco as the provider of default Standard Offer Service (SOS).

Percentages are from Calendar Year (CY) End 2015.

Source: PSC of the District of Columbia

4. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI) IN CY 2011–CY 2015



The **System Average Interruption Frequency Index (SAIFI)** is the average frequency of sustained interruptions per customer served in a predefined area (lower number means better SAIFI performance).

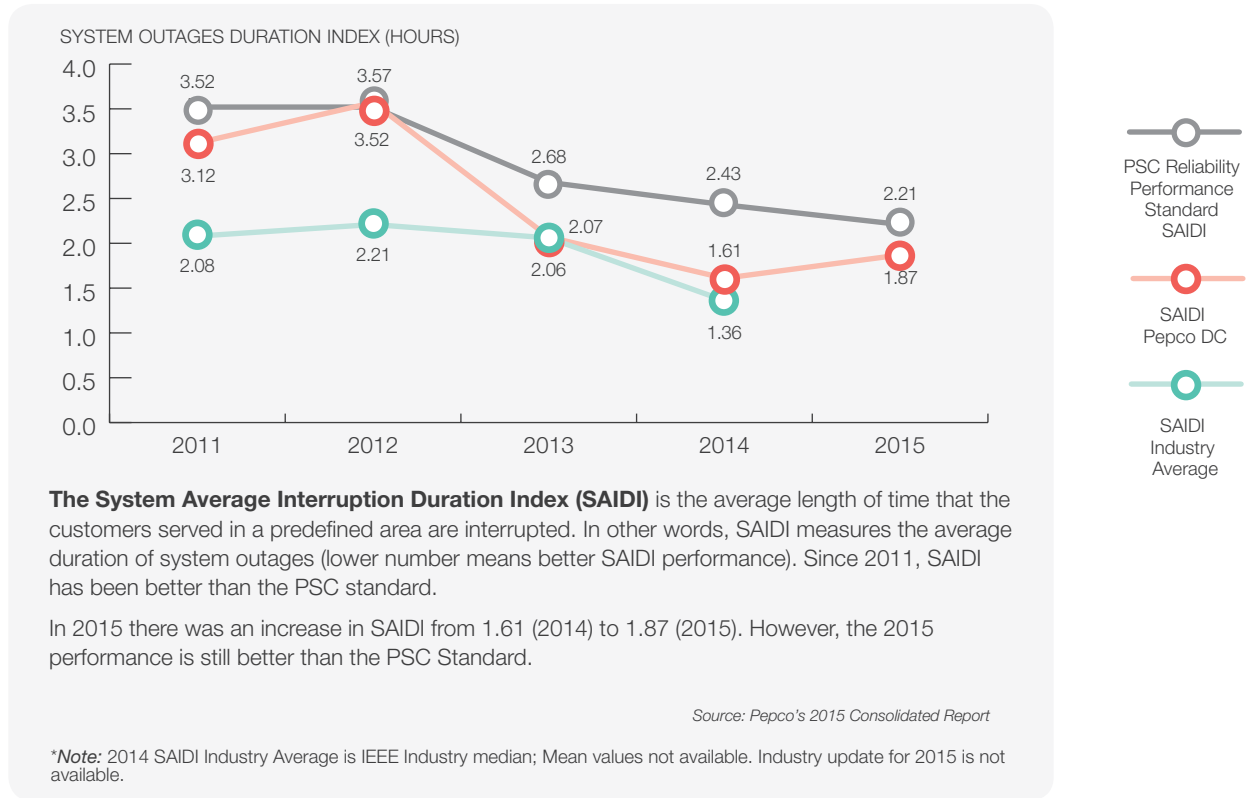
Pepco's SAIFI decreased each year from 2011 through 2014. In 2015, Pepco's performance in the District was the same as the previous year and has been better than the PSC standard since 2013.

*Note: 2014 SAIFI Industry Average is IEEE Industry median; Mean values not available. Industry update for 2015 is not available.

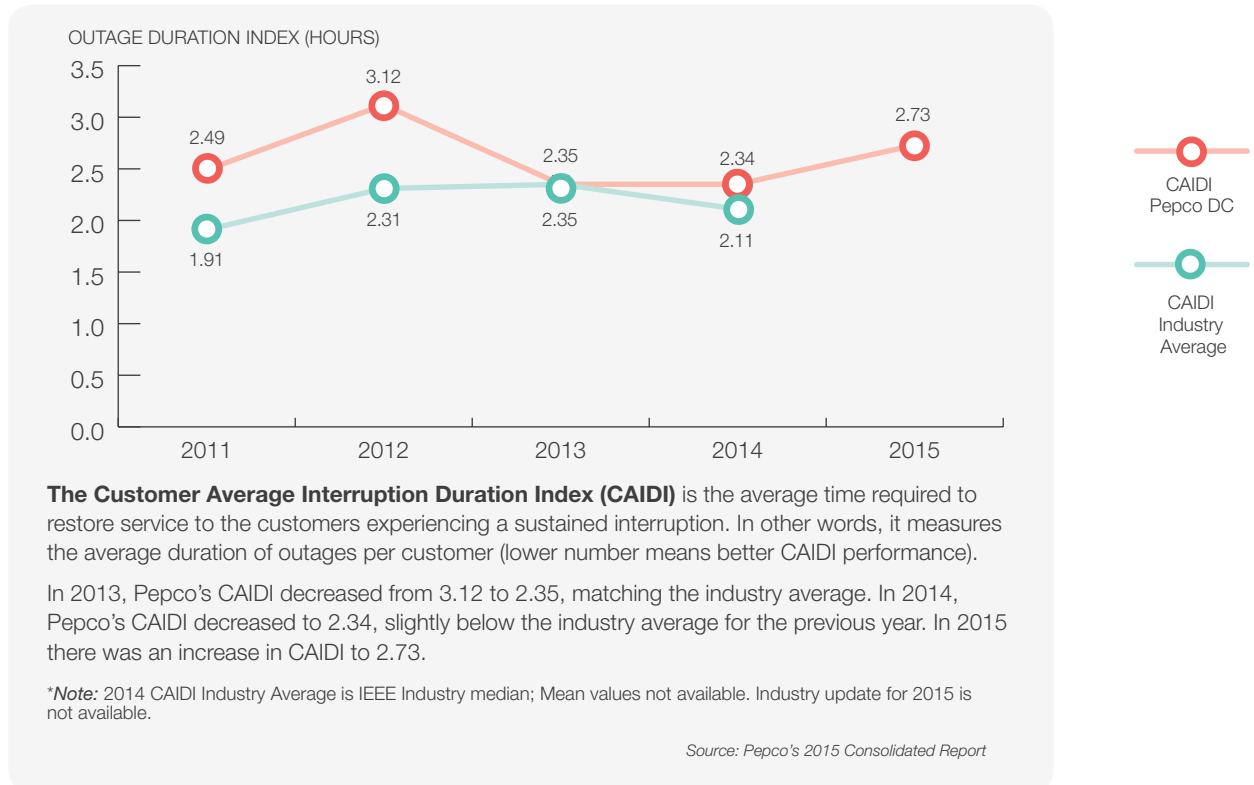
Source: Pepco's 2015 Consolidated Report



5. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI) IN CY 2011–CY 2015

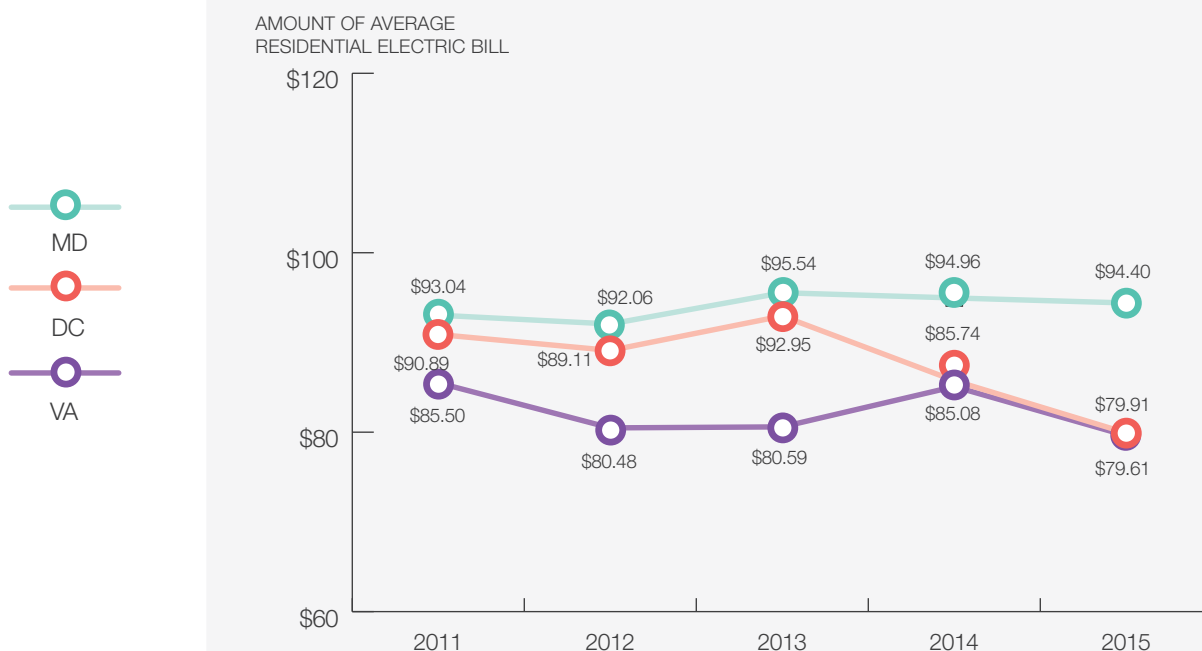


6. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI) IN CY 2011–CY 2015





7. AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD, & VA* IN CY 2011–CY 2015



In D.C., Pepco's average residential electric bill includes generation, transmission and distribution and all additional charges, including federal and D.C. taxes and surcharges. In CY 2015, the average monthly consumption for residential customers (both winter and summer seasons) was 638 kWh.

In CY 2015, average residential electric bills continued to be lower in D.C. than in Pepco's MD service territory. The average bills in D.C. were similar to the ones in Northern VA, where electric service is provided by Dominion Power.

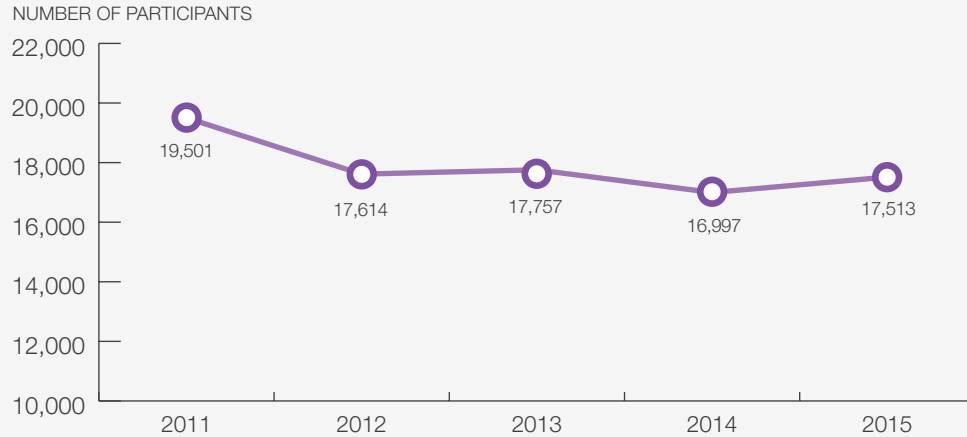
The distribution charge (including fees, taxes and surcharges) represents about 35% of the average residential electric bill. The distribution charge is regulated by the PSC. The other 65% of the bill represents electricity generation and charges not regulated by the PSC such as transmission charges and fees. The electricity is sold by Pepco in its role as the default provider of Standard Offer Service (SOS) and by licensed competitive electric suppliers.

* D.C. and Maryland statistics refer to Pepco. Virginia statistics refer to Dominion Power in Northern Virginia.

Source: Pepco and PSC of the District of Columbia



8. ENROLLMENT IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM* IN CY 2011–CY 2015



The number of participants enrolled in Pepco's Low Income Residential Aid Discount (RAD) program dropped by 4.3 percentage points between CY 2013 and CY 2014. In CY 2015, enrollment increased by 3.03 percentage points from 2014 levels.

The PSC, in [Order No. 17545](#), dated July 14, 2014, opened [Formal Case No. 1120](#) to investigate the structure and application of low-income assistance for electricity customers and to design a discount program for low-income electricity customers that will work within the District's current restructured market.

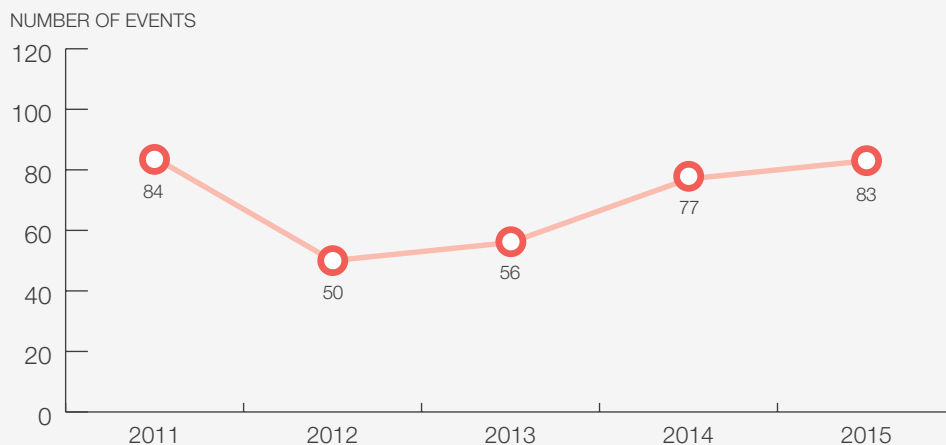
The Commission convened a Technical Conference on July 23, 2014 and five additional meetings ending on March 19, 2015. On December 15, 2015, the Commission, in [Order No. 18059](#), adopted a new methodology for computing the Residential Aid Credit (RAD) for eligible low-income electricity customers. The methodology for computing that Residential Aid Discount was changed to reflect a *Residential Aid Credit equal to the full distribution charge each month, thereby allowing portability of the discount.*

* Annual Average Numbers are used

Source: Pepco & PSC of the District of Columbia



9. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES AND SMOKING MANHOLES) IN CY 2011–CY 2015



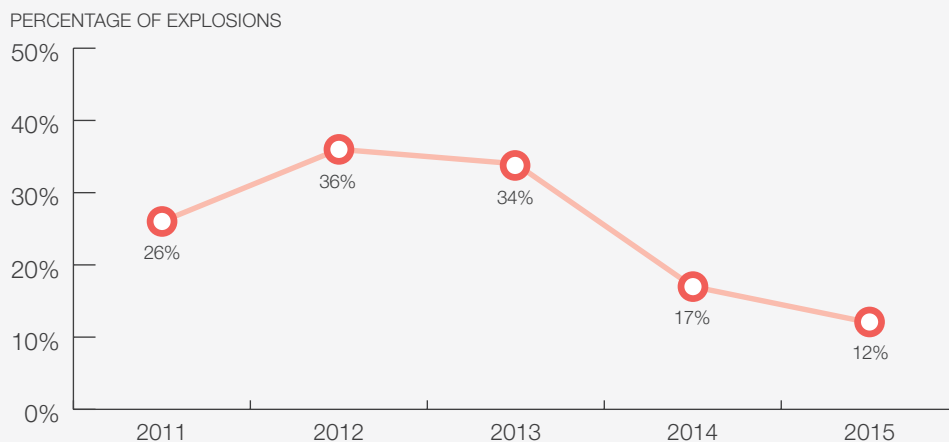
Reportable manhole events for CY 2015 increased by 7 percentage points (from 77 to 83) as compared with CY 2014.

Reportable events may be considered a subset of underground (UG) equipment failures, and are comprised of equipment failures for which there is a significant visual result (smoke, flames, cover displaced). Among UG equipment failures, the most frequent involve cable.

Of these 83 manhole events, 71 were classified as Smoking Manholes, 10 were classified as Manhole Explosions, and two were classified as Manhole Fires.

Source: Pepco's 2015 Annual Consolidated Report

10. EXPLOSIONS AS A PERCENTAGE OF TOTAL MANHOLE EVENTS IN CY 2011–CY 2015

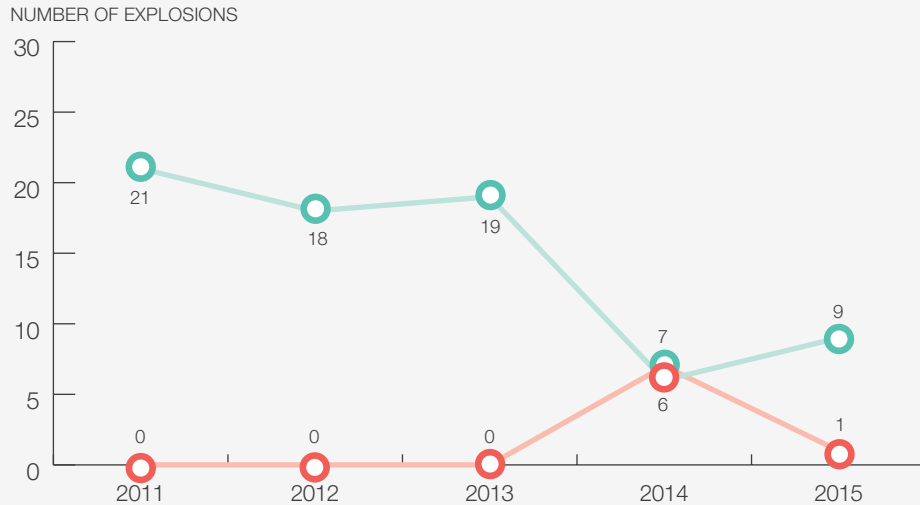
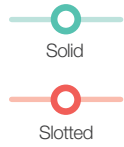


From CY 2011 through CY 2015, most of the reportable events were manhole smoking events. Explosions as a share of manhole incidents decreased from 34% in 2013 to 17% in CY 2014 and continued to decline to 12% in CY 2015.

Source: Pepco's 2015 Annual Consolidated Report



11. NUMBER OF EXPLOSIONS FOR SLOTTED VS. SOLID MANHOLE COVERS IN CY 2011–CY 2015



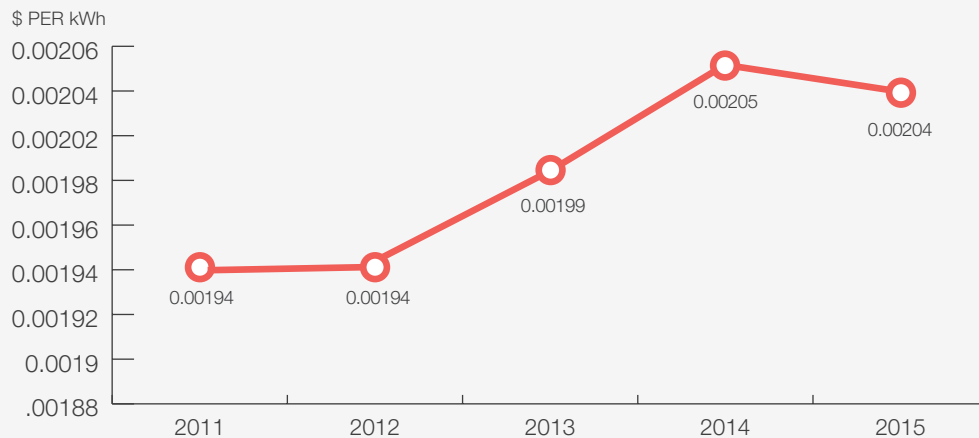
Slotted manhole covers are designed to minimize the frequency and impact of manhole events by allowing gas and smoke to vent from manholes in the event of an underground failure. Slotted manhole covers allow energy to disperse more easily when an event occurs, thereby preventing buildup of gases to potentially explosive proportions. The trade off when installing slotted covers is that they allow more water and street run-off contaminants to enter into the manhole than solid covers.

In CY 2015 there were nine explosions in solid manholes and only one in slotted manholes.

Percentages are from Calendar Year (CY) End 2015

Source: Pepco's 2015 Annual Consolidated Report

12. PEPCO'S PUBLIC SPACE OCCUPANCY SURCHARGE (RIDER PSOS) IN CY 2011–CY 2015 (\$ PER KWH)



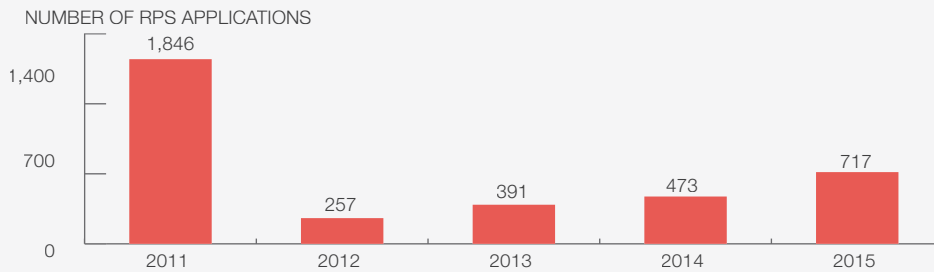
Pepco's **Rights-of-Way (ROW) Fee** is called a **Public Space Occupancy Surcharge Rider (Rider PSOS)** and it appears as a separate surcharge on Pepco's customer bills.

Pepco files proposed PSOS updates once a year in docket [ET00-2](#). The surcharge update consists of two parts reflecting: 1) the payments to be made by Pepco to the District of Columbia for the current year, and 2) the over or under recovery from the prior year. The PSC audits the PSOS to verify the costs the Company pays the District to lease space in underground conduits.

The PSOS rate per kilowatt-hour began to increase in CY 2013 and CY2014 due to prior years' under recovery. The 2014 rate is based on a rate of \$0.00201 per kilowatt hour for estimated 2014 payments and a rate of \$0.00004 per kilowatt hour for the under recovery of payments made by Pepco in CY 2013. The CY 2015 Rate decreased from \$0.00205 in CY 2014 to \$0.00204 in CY 2015.

Source: PSC of the District of Columbia

13. NUMBER OF RENEWABLE PORTFOLIO STANDARD (RPS) APPLICATIONS RECEIVED BY THE PSC IN CY 2011–CY 2015

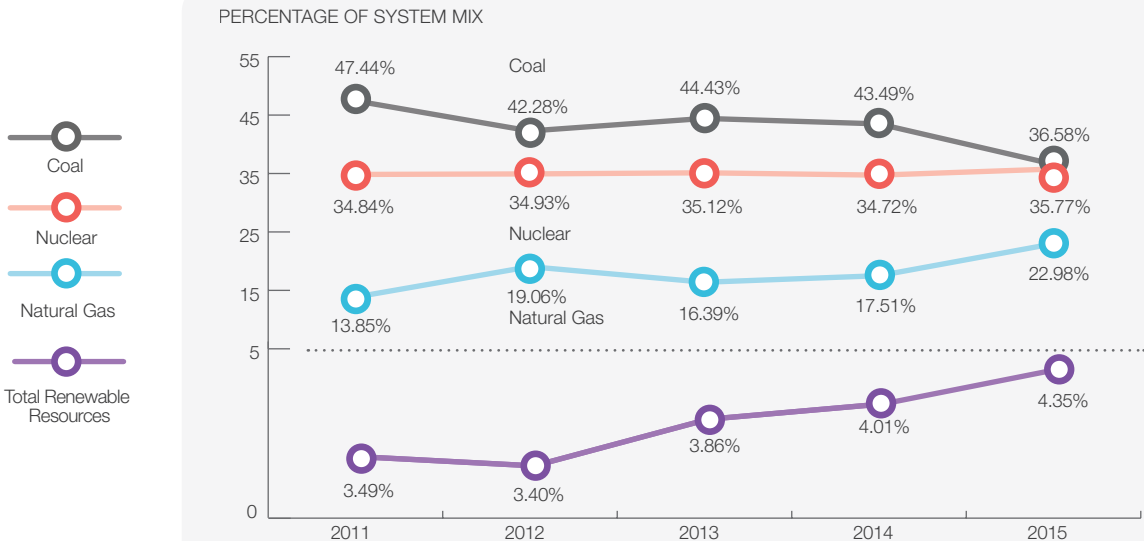


The decrease in the number of **Renewable Portfolio Standard (RPS)** Applications in 2012 reflects the impact of the Distributed Generation Emergency Amendment Act of 2011, which generally disallowed out-of-state solar energy systems.

However, that trend has now reversed. In CY 2012, the Commission received only 257 solar facility RPS applications, but in CY 2013, applications increased to CY 391 and the 2014 number was even higher at CY 473. Finally, in CY 2015 there was a 52 percentage points increase in the applications compared to CY 2014, with 717 applications received.

Source: PSC of the District of Columbia

14. PJM SYSTEM MIX FOR THE PJM REGION, INCLUDING D.C. IN CY 2011–CY 2015



	2011	2012	2013	2014	2015
Coal	47.44%	42.28%	44.43%	43.49%	36.58%
Nuclear	34.84%	34.93%	35.12%	34.72%	35.77%
Natural Gas	13.85%	19.06%	16.39%	17.51%	22.98%
Oil	0.38%	0.33%	0.19%	0.25%	0.28%
Hydroelectric	1.09%	0.82%	0.97%	0.95%	1.05%
Other Renewable	2.40%	2.58%	2.89%	3.05%	3.30%
Captured Methane Gas *	0.26%	0.29%	0.29%	0.30%	0.32%
Geothermal	0.00%	0.00%	0.00%	0.00%	0.00%
Solar	0.01%	0.03%	0.05%	0.05%	0.07%
Municipal Solid Waste	0.53%	0.53%	0.52%	0.53%	0.55%
Wind	1.46%	1.62%	1.88%	1.95%	2.13%
Wood, other biomass	0.14%	0.11%	0.15%	0.23%	0.24%

PJM Interconnection (PJM) is a regional transmission organization (RTO) that coordinates the buying, selling and delivery of wholesale electricity in all or parts of Delaware, Illinois, Indiana, Kentucky, Maryland, Michigan, New Jersey, North Carolina, Ohio, Pennsylvania, Tennessee, Virginia, West Virginia and the District of Columbia.

The share of renewable resources in the PJM system mix for the PJM region of 13 states plus D.C., crossed the 4.00% line in CY 2014. In CY 2015, the share of renewables in the PJM system mix was 4.35%. Coal usage dropped by nearly 7 percentage points, which was primarily offset by an increase in nuclear usage of about 1 percentage point and an increase in natural gas usage of about 5.50 percentage points.

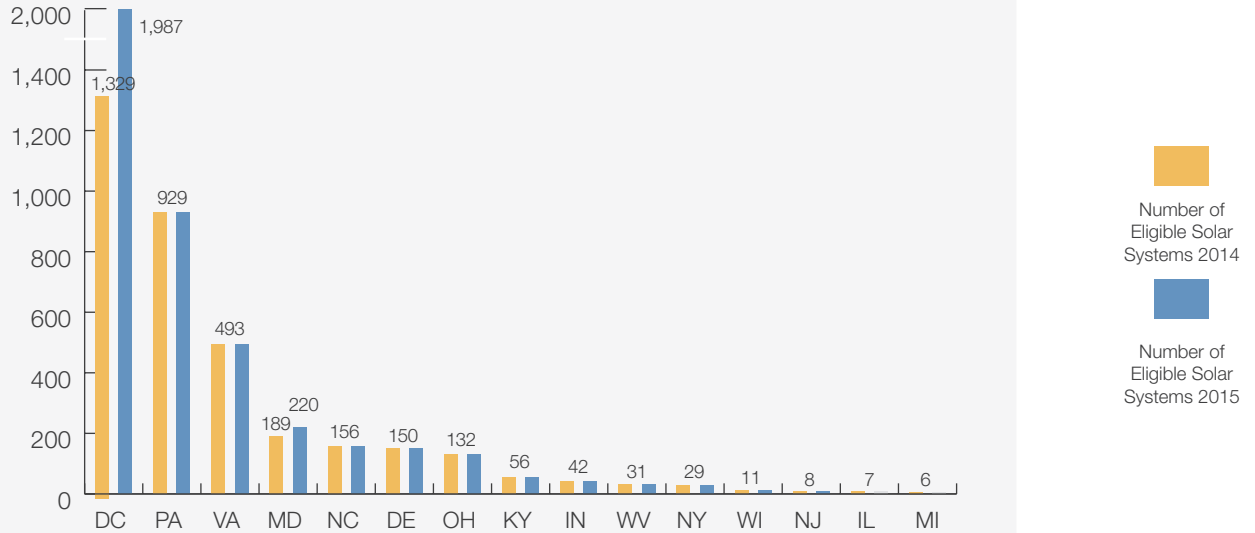
*Note: Captured Methane Gas (Landfill or Coal Mine)

Source: PSC of the District of Columbia



15. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. AND OTHER STATES IN CY 2014–CY 2015

NUMBER OF SOLAR ENERGY SYSTEMS



The number of Solar Energy Systems eligible for the **District's Renewable Portfolio Standards (RPS)** Program increased from 1,329 in December 2014 to 1,987 in December 2015 (an increase of approximately 50%).

Overall, the largest number of solar energy systems eligible for the RPS program are located in the District.

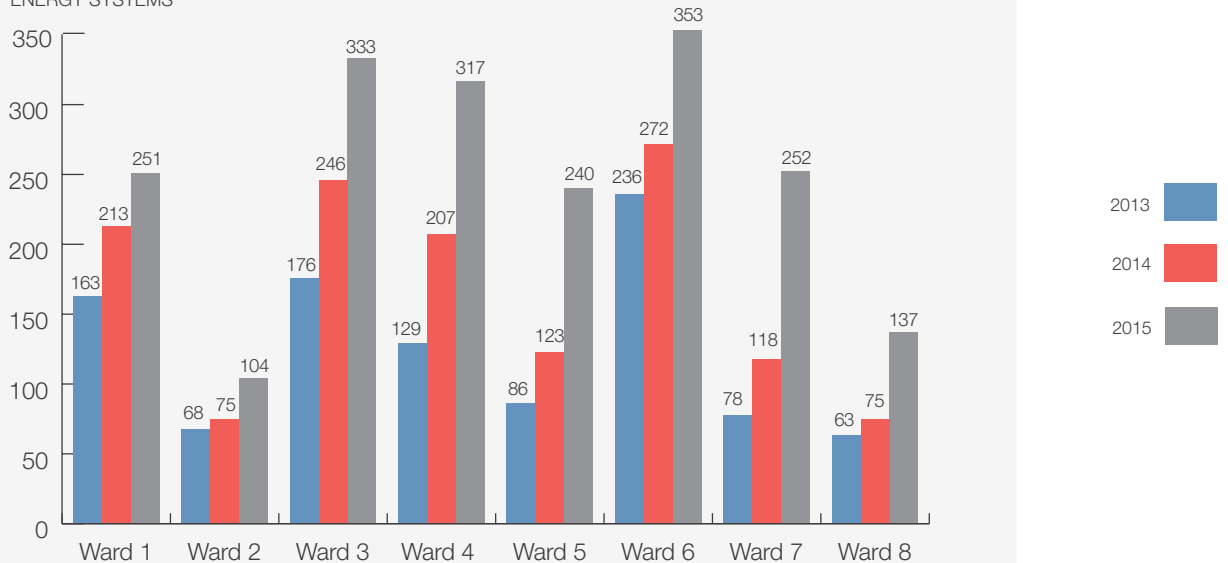
The total reported capacity of the listed solar facilities as of December 31, 2015 is about 38.8 MW, of which 18.5 MW is located within the District (D.C.'s share is 48% of the total).

In comparison, the total reported capacity of the listed solar facilities as of December 31, 2014 was about 33.2 MW, of which roughly 13.3 MW was D.C.-based (D.C. accounted for 40% of the total).

Source: PSC of the District of Columbia

16. NUMBER OF SOLAR ENERGY SYSTEMS CERTIFIED BY PSC FOR SRECS IN D.C. BY WARD IN CY 2013–CY 2015

NUMBER OF SOLAR ENERGY SYSTEMS



The number of Solar Energy Systems Certified by PSC for **Solar Renewable Energy Credits (SRECs)** for the **Renewable Portfolio Standards (RPS)** program in D.C. by Ward increased in all D.C. Wards in CY 2015 compared to CY 2014. The total number of D.C.-based certified solar energy systems increased by approximately 50% from 1,329 in CY 2014 to 1,987 in CY 2015.

Source: PSC of the District of Columbia

17. DEFAULT AND ACTIVE COMPETITIVE ELECTRIC SUPPLIERS (CES) SERVING THE DISTRICT IN CY 2015



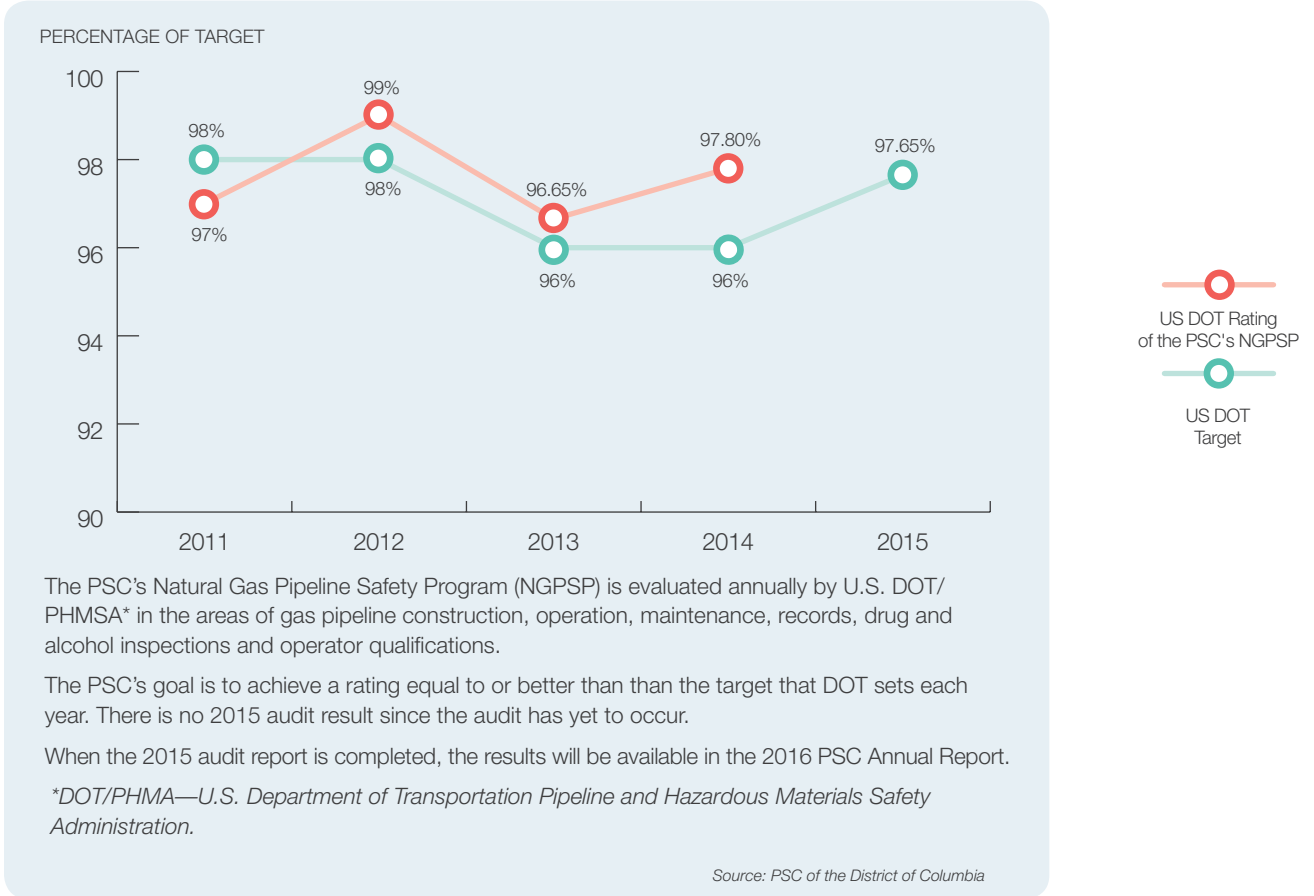
#	Company	Customer Service Telephone No.	Residential	Commercial
1	AEP Energy	866-258-3782	●	●
2	Agera Energy	844-692-4372	●	●
3	Ambit Energy	877-282-6248	●	●
4	Champion Energy Services	888-653-0094		●
5	Clearview Energy	888-257-8439	●	●
6	Consolidated Edison Solutions	Res: 877-238-2143 Comm: 800-316-8011	●	●
7	Constellation NewEnergy	Res: 877-997-9995 Comm: 888-635-0827	●	●
8	DC Gas and Electric	855-340-3243	●	●
9	Devonshire Energy	617-563-3765		●
10	Direct Energy	866-983-0800	●	●
11	Eligo Electric	888-744-8125	●	●
12	Energy Me	855-243-7270		●
13	Ethical Electric	800-460-4900	●	●
14	Horizon Power and Light	866-727-5658	●	●
15	IDT Energy	877-887-6866	●	●
16	Integritys Energy Services	877-997-9995		●
17	Liberty Power	866-769-3799	●	●
18	MidAmerican Energy	800-432-8574	●	●
19	NextEra Energy Services	800-882-1276	●	●
20	Noble Americas Energy Solutions	877-273-6772		●
21	Talen Energy (formerly PPL EnergyPlus)	800-281-2000		●
22	Public Power	888-354-4415	●	●
23	NRG Home/Business	855-500-8703	●	●
24	ENGIE Retail, LLC d/b/a Think Energy (formerly GDF SUEZ Energy Resources)	866-999-8374		●
25	Starion Energy	800-600-3040	●	●
26	Stream Energy	877-369-8150	●	●
27	UGI Energy Services	800 427-8545		●
28	Viridian Energy	866-663-2508	●	●
29	WGL Energy	888-884-9437	●	●
30	XOOM Energy	704-274-1450	●	●
31	Pepco	202-833-7500	●	●
Total CES and Pepco			23	31

Default and 30 Licensed Competitive Electric Suppliers (CES) serving the District as of December 31, 2015. 30 CES provided non-residential service and 23 provided residential service as of December 31, 2015.



NATURAL GAS

18. U.S. DOT RATINGS FOR THE PSC'S NATURAL GAS PIPELINE SAFETY PROGRAM IN CY 2011–CY 2015





19. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE GAS (CGS) SUPPLIERS LICENSED TO SERVICE IN D.C. IN CY 2011–CY 2015

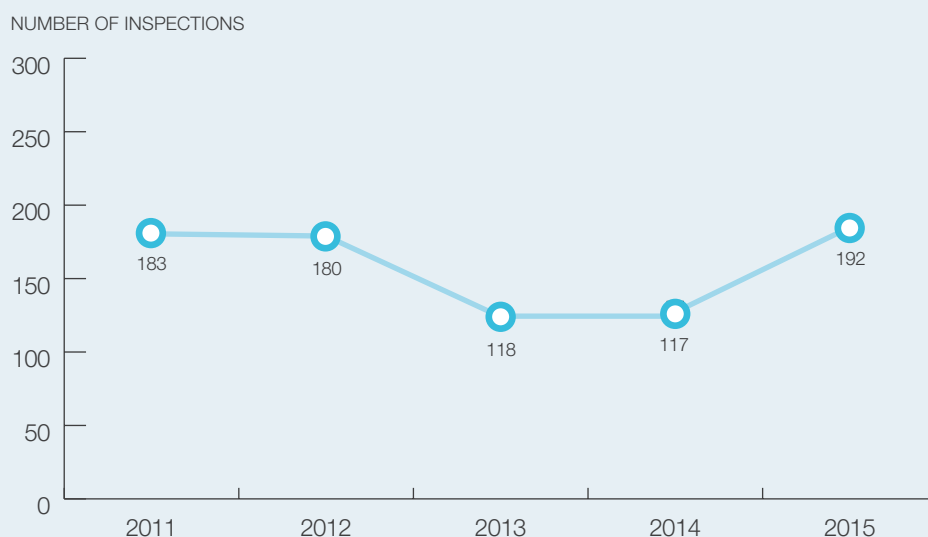


The number of Active Residential **Competitive Gas Suppliers (CGS)** increased by two in 2014 from seven in 2013. The number of Active Non-Residential CGS decreased from 14 in 2013 to 13 in CY 2014.

In 2015, the total number of CGS participating in the natural gas Customer Choice Programs in D.C. remained unchanged from the previous year.

Source: PSC of the District of Columbia

20. NUMBER OF NATURAL GAS PIPELINE SAFETY FIELD INSPECTION ACTIVITIES PERFORMED IN CY 2011–CY 2015



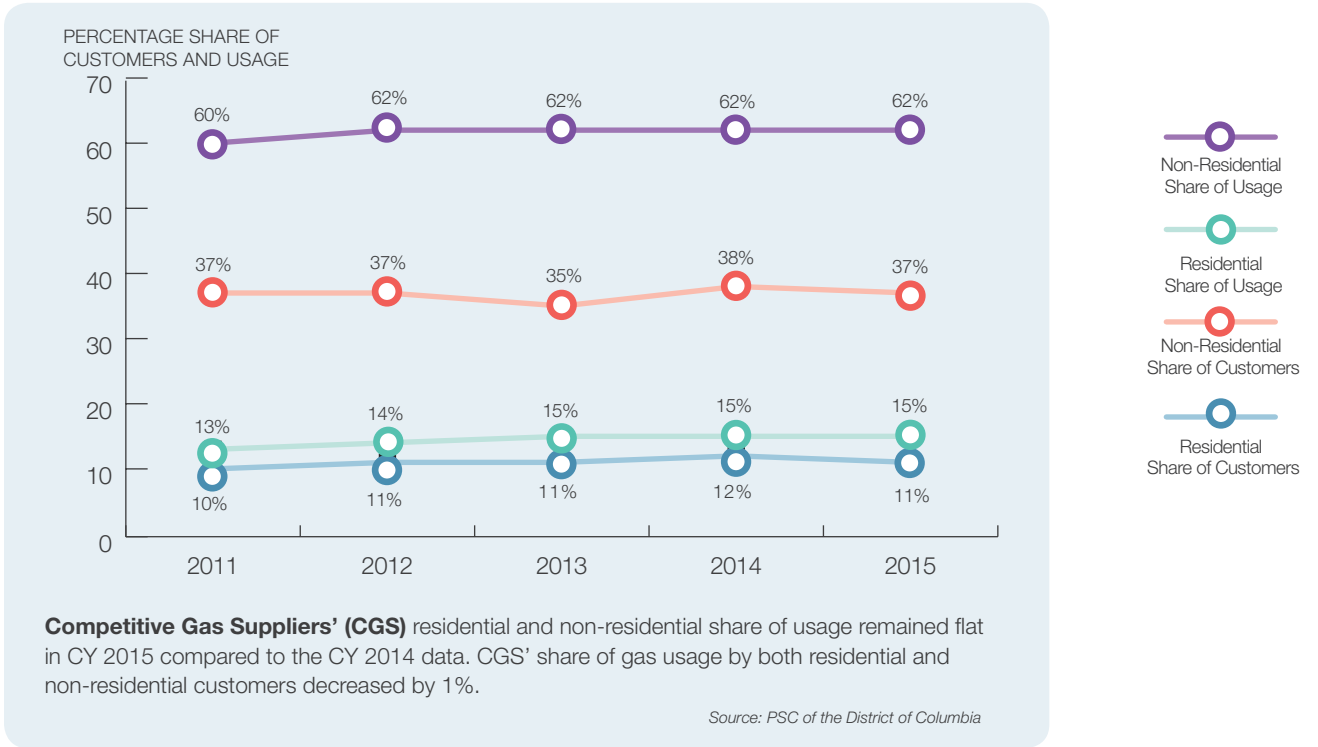
The number of natural gas pipeline safety field inspection activities increased from 117 in CY 2014 to 192 in CY 2015.

The increase in activities was due to the recruitment and training of additional pipeline safety engineers/inspectors at the PSC.

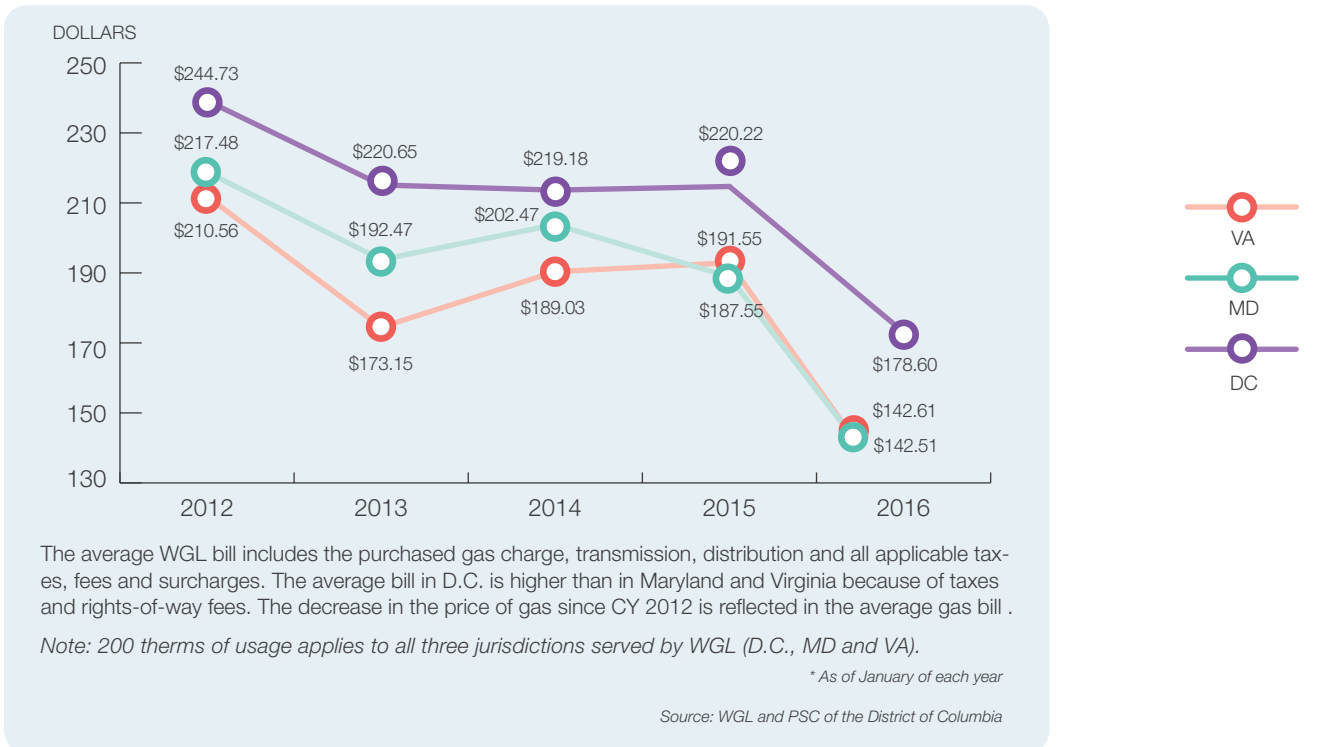
Source: PSC of the District of Columbia



21. COMPETITIVE GAS SUPPLIERS' (CGS) SHARE OF CUSTOMERS AND SHARE OF USAGE IN CY 2011–CY 2015

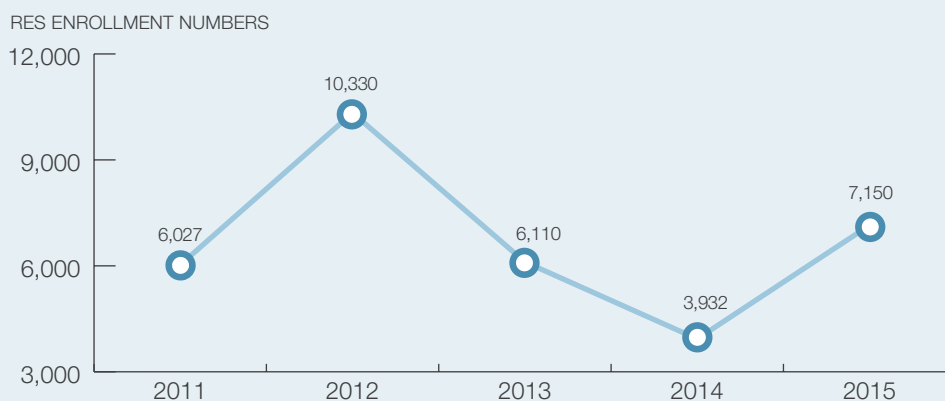


22. WGL'S AVERAGE RESIDENTIAL NATURAL GAS BILLS IN D.C., MD AND VA (200 THERMS OF USAGE)* IN CY 2011–CY 2015





23. ENROLLMENT IN WGL'S LOW INCOME RESIDENTIAL ESSENTIAL SERVICE (RES) PROGRAM* IN CY 2011–CY 2015



Participation in WGL's low income **Residential Essential Service (RES)** program decreased by 36% in CY 2014, according to the enrollment numbers provided by WGL. There was an 82% increase in the number of RES participants from 3,932 in CY 2014 to 7,150 in CY 2015.

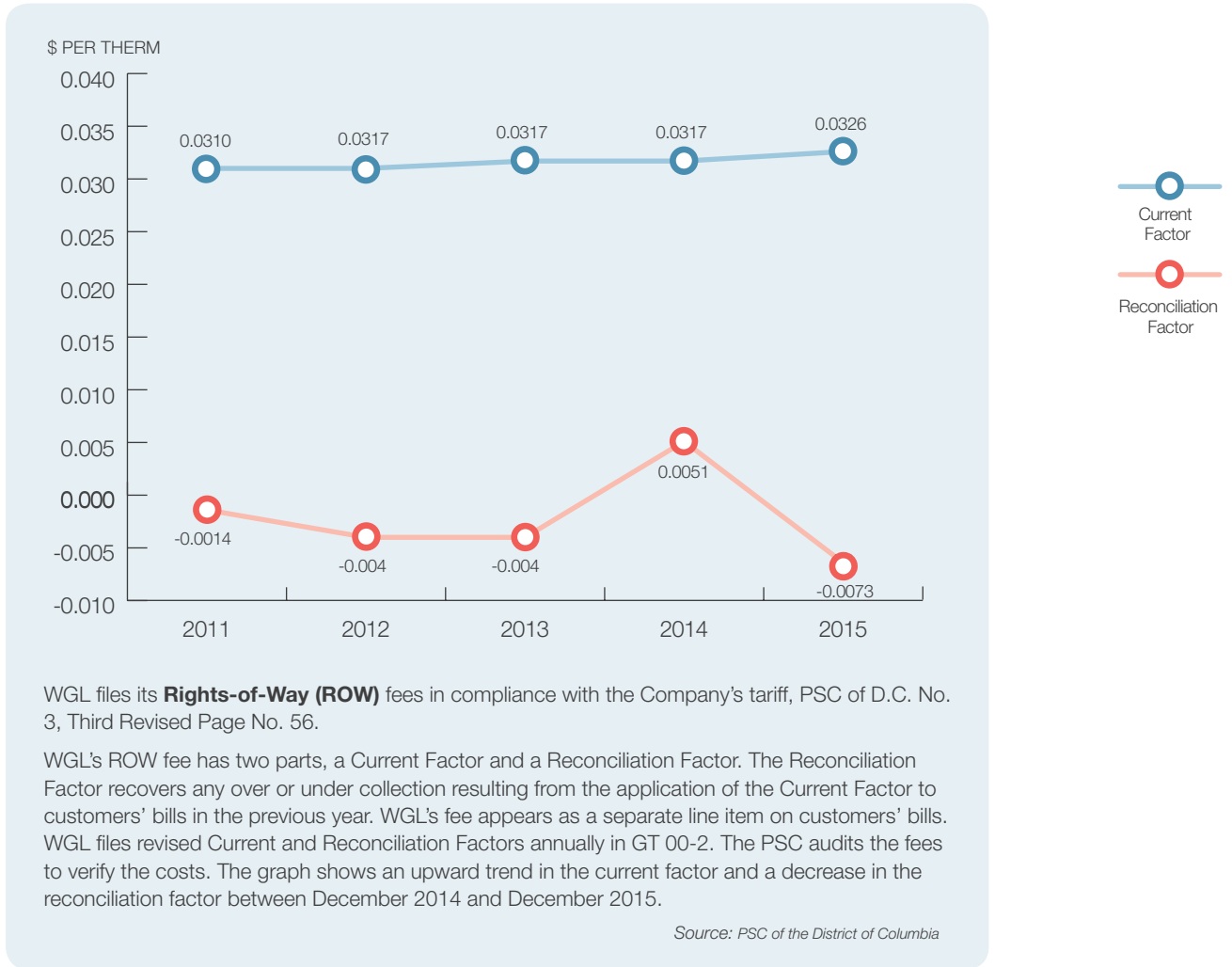
On July 14, 2014, the Council of the District of Columbia enacted the Residential Essential Service Subsidy Stabilization Emergency Amendment Act of 2014 (Act), which returned jurisdiction and responsibility over RES to the PSC.

On September 8, 2014, in accordance with the Act, the PSC, by [Order No. 17624](#), opened [Formal Case No. 1127](#). The Order designated the RES as the discount program for low-income natural gas customers in D.C., adopted the income level eligibility criteria duplicating the federal **Low Income Home Energy Assistance Program (LIHEAP)** income requirements and designated DOEE as the entity to administer the outreach and enrollment for the RES Program.

* The Department of Energy and Environment (DOEE) was responsible for the determination of the eligibility from 2009 to 2015. WGL was responsible for actual enrollment of eligible customers. The enrollment numbers for the chart are provided by WGL.

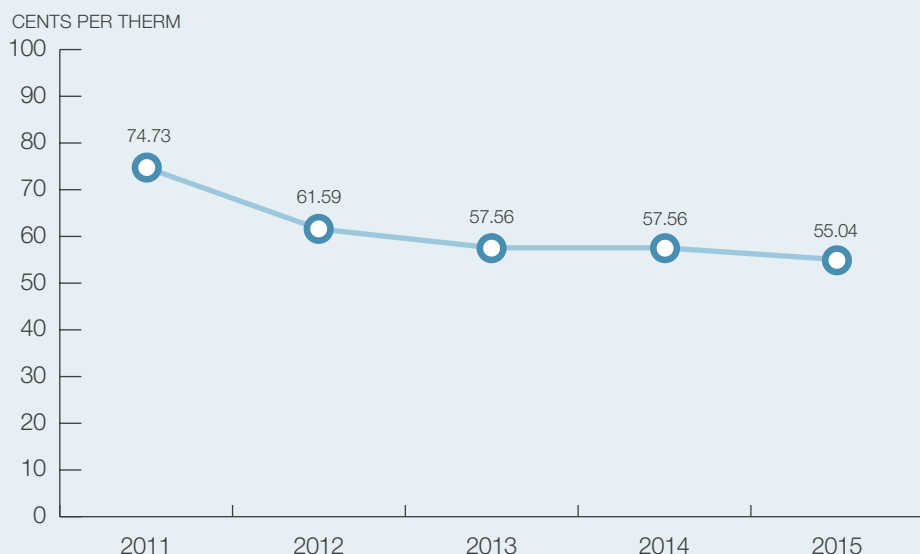


24. WGL'S RIGHTS-OF-WAY FEES IN CY 2011–CY 2015 (\$ PER THERM)





25. WGL'S NET PURCHASED GAS CHARGE (PGC) IN CY 2011–CY 2015 (CENTS PER THERM)



WGL's commodity gas cost for default service is called the **Purchased Gas Charge (PGC)** and it appears as a separate line item on the bills of customers who have not chosen a competitive gas supplier.

The Company files a report in a PGC docket each time the PGC changes. The PSC audits WGL's PGC bi-annually to verify the costs.

The average net PGC continued to decline from a five year high of 74.73 cents per therm in CY 2011 to 55.04 cents per therm in CY 2015.

Source: PSC of the District of Columbia

26. ENFORCEMENT ACTIVITIES REGARDING NATURAL GAS CONSTRUCTION PROJECTS IN D.C. IN CY 2011–CY 2015

	2011	2012	2013	2014	2015
Number of Notices of Probable Violations	0	0	4	2 ¹	20 ²
Number of Notices Concluded	0	0	3	0	2 ¹
Number of Penalties Assessed	0	0	4	2 ¹	20 ²
Amounts of Assessments	\$0	\$0	\$140,000	\$60,000 ¹	\$TBD ²
Amounts Collected	\$0	\$0	\$100,000	\$0	\$25,000 ¹

(1) In 2015, four new Notices of Proposed Violations (NOPVs) were initially issued to WGL. WGL was originally assessed \$140,000 for the four NOPVs. However, the four initial NOPVs were added to 16 more NOPVs in a single compliance action. Compromise and mitigation negotiations with WGL were carried over into 2016 and are presently ongoing. It is anticipated that a consent order will be signed to resolve all NOPVs and the to be determined (TBD) penalty amount. In addition, the order will include a Damage Prevention Enforcement Improvement Plan.

(2) In 2015, the two outstanding violations for \$60,000 were carried over from 2014. These two violations were resolved through compromise and mitigation for \$25,000.



**27. DEFAULT AND ACTIVE COMPETITIVE GAS SUPPLIERS (CGS)
SERVING THE DISTRICT IN CY 2015**

#	Company	Customer Service Telephone No.	Residential	Commercial
1	Ambit Energy	877-282-6248	●	●
2	Bollinger Energy Corporation	800-260-0505		●
3	Constellation NewEnergy/Energy Gas Choice	800-785-4373	●	●
4	Deca Energy	202-670-5558	●	
5	Direct Energy	800-437-7265	●	●
6	Gateway Energy Services	855-701-4283	●	●
7	Glacial Natural Gas*	888-452-2425		●
8	Integrus Energy Services/ Constellation Energy Services	877-997-9995		●
9	MetroMedia Energy/Sprague Energy	800-828-9427	●	●
10	NOVEC Energy Solutions	888-627-7283	●	●
11	Tiger Natural Gas	888-875-6122		●
12	UGI Energy Services/Gasmark	800-797-0712		●
13	Viridian Energy	866-663-2508	●	●
14	Washington Gas Energy Services	888-884-9437	●	●
15	Washington Gas (WGL)	703-750-1000	●	●
Total CGS and WGL			10	14

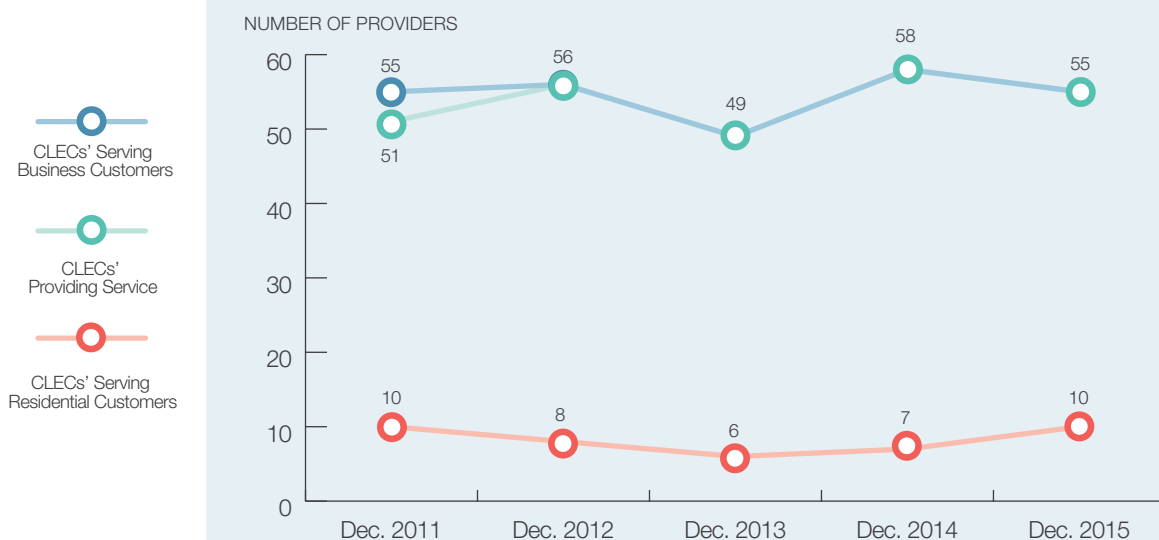
Default and 14 Licensed Competitive Gas Suppliers (CGS) serving the District as of December 31, 2015.
14 CGS provided non-residential service and 10 provided residential service as of December 31, 2015.

*Glacial Natural Gas ceased operations in the District in early 2016.



TELECOMMUNICATIONS

28. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) ACTIVE IN D.C. IN CY 2011–CY 2015



The number of Competitive Local Exchange Carriers (CLECs) serving business customers decreased by 3, from 58 in 2014 to 55 in 2015. The number of CLECs serving residential customers increased by three from seven in CY 2014 to 10 in CY 2015.

Source: PSC of the District of Columbia and CLECs and Verizon Annual Survey (2015)

29. CUMULATIVE NUMBER OF TELECOMMUNICATIONS INTERCONNECTION AGREEMENTS (TIA) APPROVED IN CY 2011–CY 2015

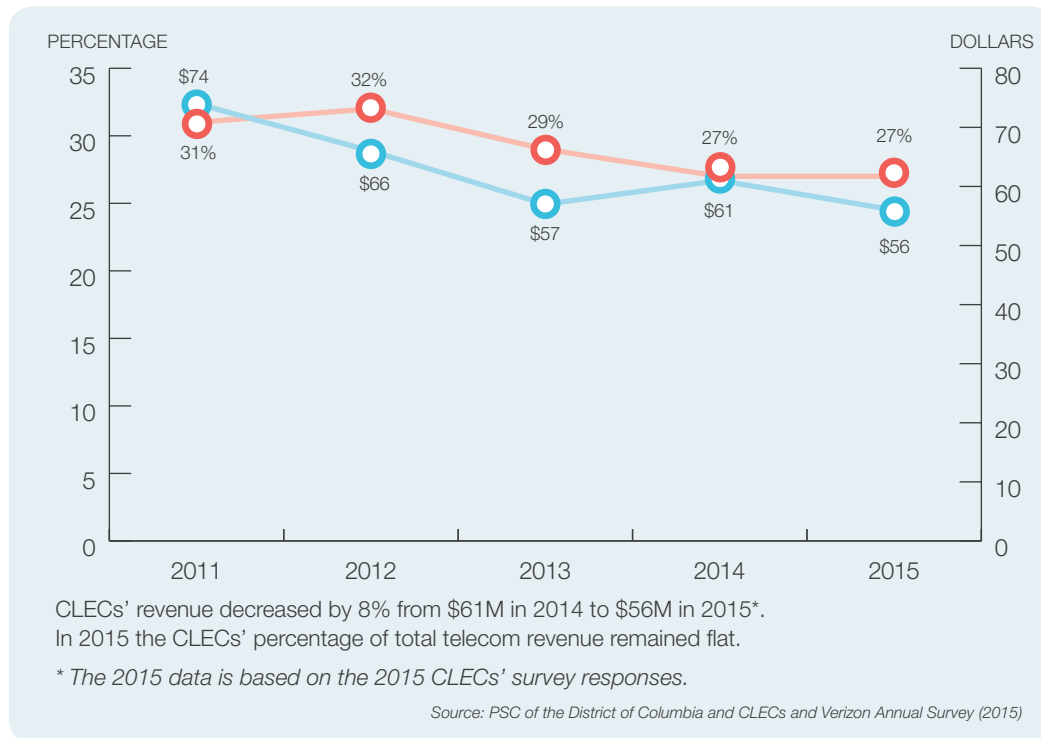


The PSC has 90 days to approve each Telecommunication Interconnection Agreement (TIA) that was processed. There were two TIAs in CY 2015. The two TIA orders were issued on a timely basis, bringing the total approved as of the end of 2015 to 381.

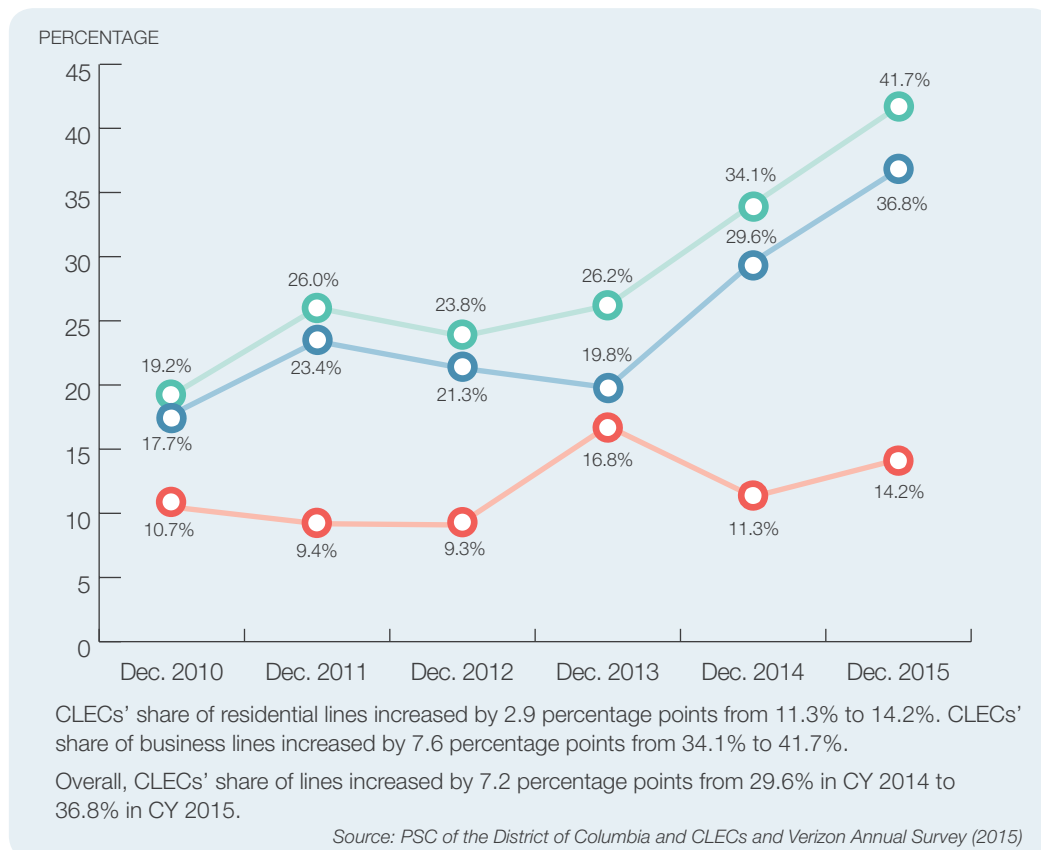
Source: PSC of the District of Columbia



30. COMPETITIVE LOCAL EXCHANGE CARRIERS' (CLECs) REVENUES (IN PERCENTAGE OF TOTAL TELECOM REVENUE AND IN MILLION DOLLARS) IN CY 2011–CY 2015

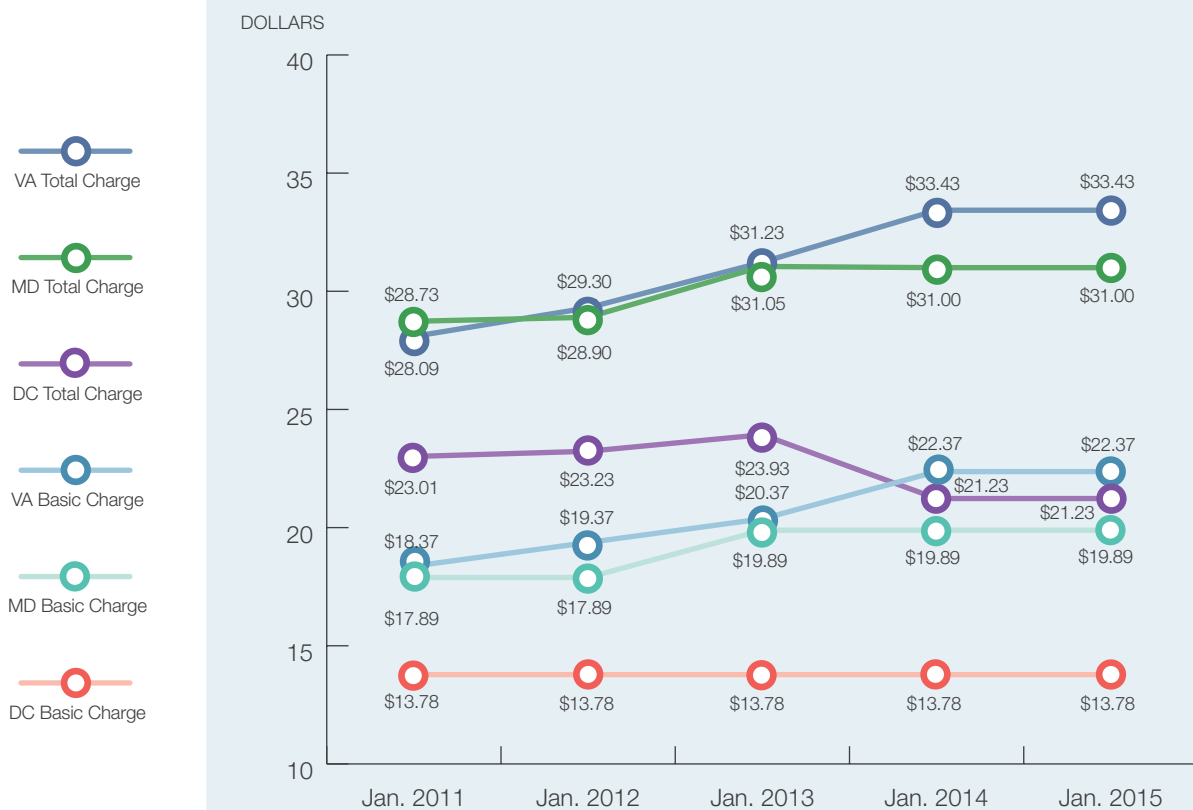


31. COMPETITIVE LOCAL EXCHANGE PROVIDERS' (CLECs) SHARE OF LINES IN D.C. IN CY 2011–CY 2015





32. VERIZON AVERAGE RESIDENTIAL TELEPHONE BILLS IN D.C., MD AND VA (FLAT RATE SERVICE) IN CY 2011–CY 2015



The District of Columbia has the lowest basic charge for flat rate service in the region.
MD and VA rates are estimated based upon available tariffs for flat rate service.

Source: PSC of the District of Columbia and CLECs and Verizon Annual Survey (2015)



33. ENROLLMENT IN VERIZON'S LOW-INCOME ECONOMY II SERVICE PROGRAM IN CY 2011–CY 2015

NUMBER OF PARTICIPANTS



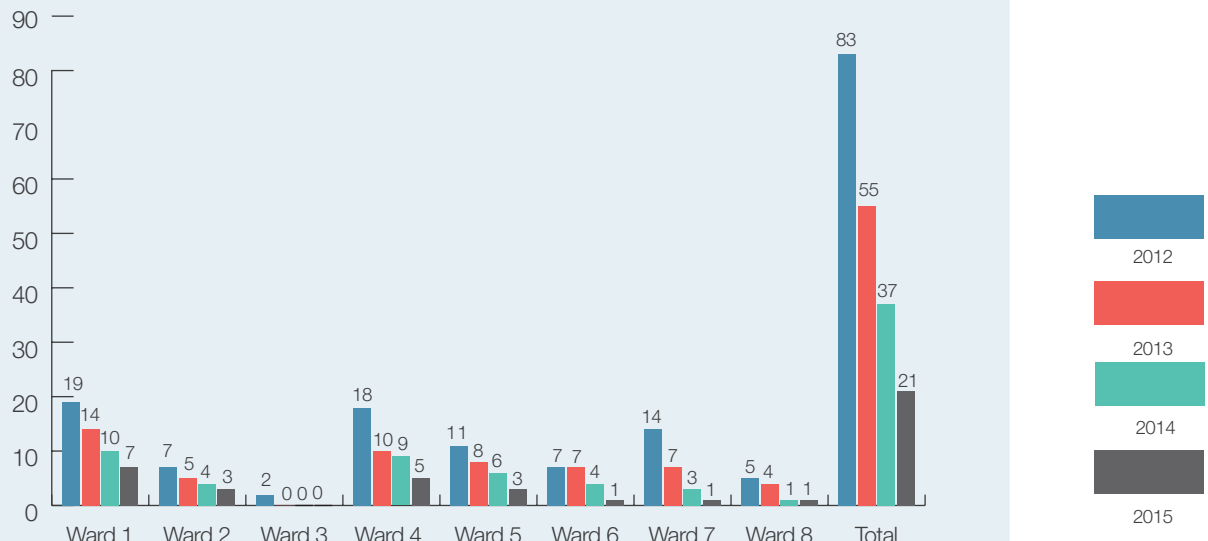
Enrollment in Verizon's low-income Economy II service program (also known as Lifeline) has been decreasing every year since 2011. In 2013, it decreased by 55%, which could be explained by changes in the Federal Communications Commission's (FCC) eligibility verification process. Enrollment continued to decrease in CY 2015 with 817 validated customers, i.e. a 14% reduction from CY 2014.

The reason for the decrease is that this is a landline program. As cell phone use increases, landline use decreases.

Source: Verizon

34. NUMBER OF ACTIVE PAY TELEPHONES BY WARD IN CY 2011–CY 2015

NUMBER OF TELEPHONES



The number of active pay telephones decreased from 37 in CY 2014 to 21 in CY 2015.

Ward 3 has not had any active pay telephones for the last three years. Ward 1 has the most with seven pay telephones, which is a decrease by 3 since CY 2014, when the number of payphones in Ward 1 was 10.

Source: Verizon



35. VERIZON'S RIGHTS-OF-WAY FEES (ROW) CY 2011–CY 2015 (\$ PER LINE)



Verizon files its **Rights-of-Way (ROW)** fees in accordance with the Company's General Regulations Tariff, PSC of D.C. No. 201, Section 1A, Page No. 2.

The fee appears as a separate line item on customers' bills. The PSC audits the fees to verify the costs. The graph shows Verizon's ROW fees have trended upward in both Centrex and non-Centrex line rates between the years 2011 and 2015. The Centrex rate is for business customers (two or more lines) and the non-Centrex rate is for residential customers (single lines).

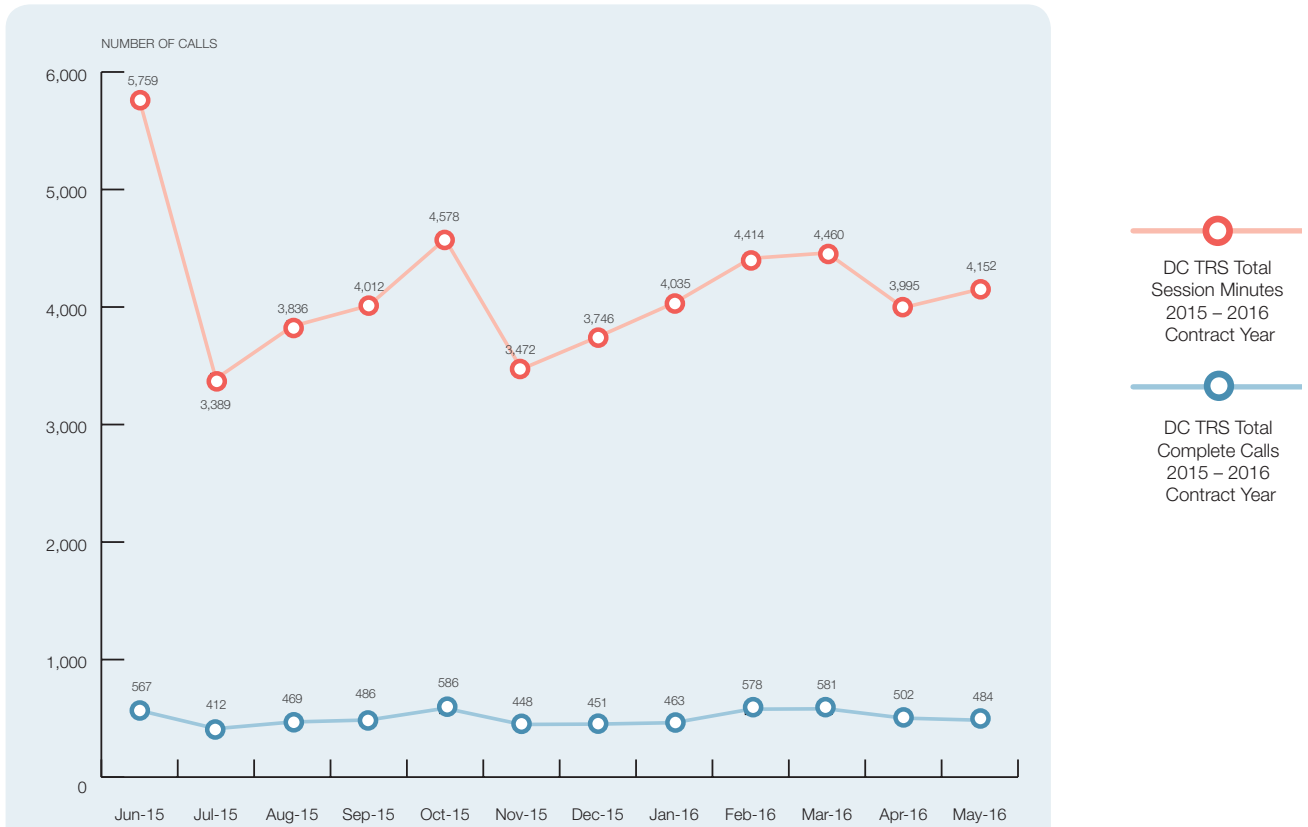
PSC found an error in the ROW calculation of the fee in 2013 that was decreased in 2014.

Centrex line is an equivalent of eight non-Centrex lines. For this reason, ROW per line is eight times lower for Centrex than for non-Centrex.

Source: PSC of the District of Columbia



36. D.C. TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTIONED TELEPHONE SERVICE (CAPTEL) TOTAL COMPLETE CALLS IN 2015—2016 CONTRACT YEAR



Telecommunications Relay Service (TRS)

Phone Number: 711

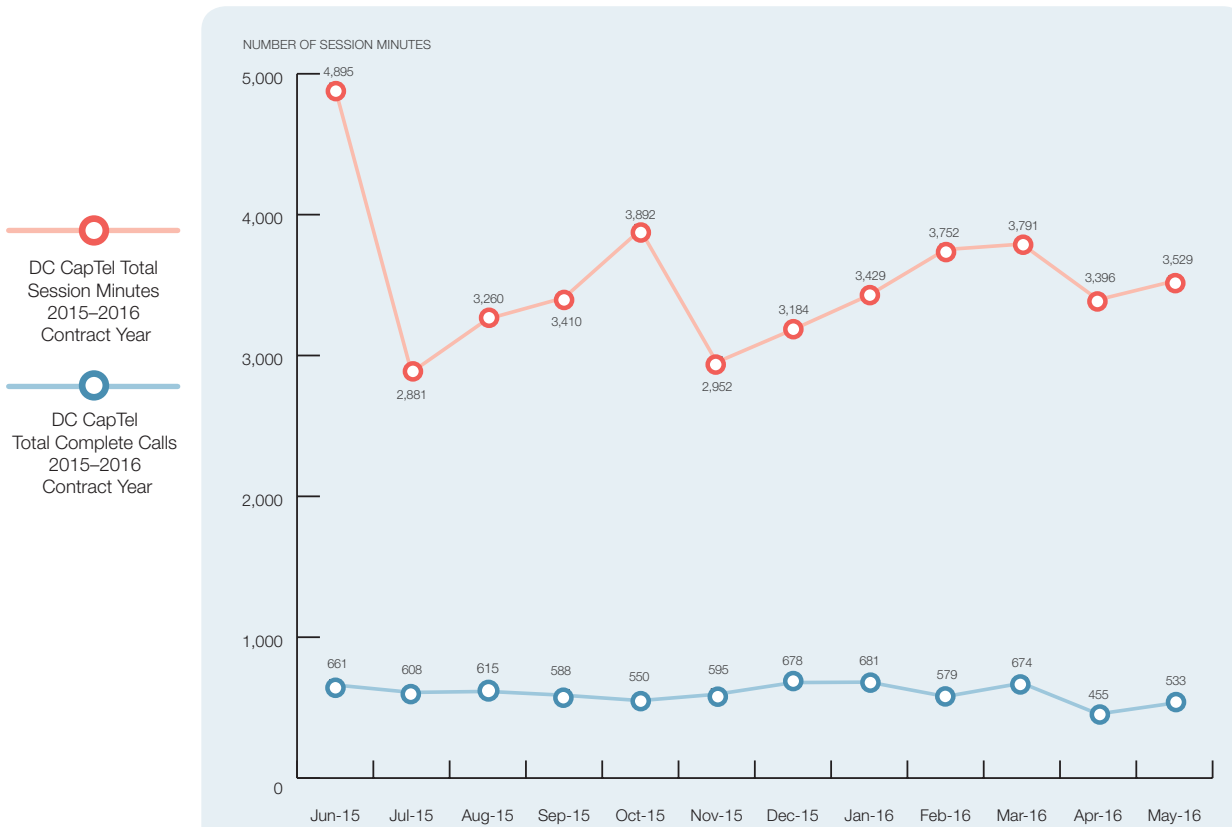
Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. Hamilton Relay is the D.C. TRS provider in the District.

A completed call is when a call hits the relay switch, is answered by a CA and then performs an outbound call (through relay) to an end user. For most of the 2015-2016 contract year, total complete calls and total session minutes remained steady.

Source: Hamilton Relay



37. D.C. CAPTURED TELECOMMUNICATIONS SERVICE (“CAPTEL”) TOTAL COMPLETE CALLS AND TOTAL SESSION MINUTES IN 2015–2016 CONTRACT YEAR



D.C. **Captured Telecommunications Service** is used by District residents who use a CapTel phone. A CapTel phone allows people to receive word-for-word captions of their telephone conversations. The captions are displayed on the phone’s built-in screen so the user can read the words while listening to the voice of the other party.

Session minutes accumulate from when the CA (Communication Assistant) answers the call into relay switch to when they disconnect with the originating caller. This includes set up and wrap up with the originating caller into relay, along with conversation minutes. For most of the 2015-2016 contract year, total D.C. CapTel total complete calls and total session minutes remained steady.

Source: Hamilton Relay



**38. DEFAULT AND ACTIVE COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS)
THAT HAVE RESIDENTIAL OR NON-RESIDENTIAL CUSTOMERS SERVING
THE DISTRICT IN CY 2015**

#	Company Name	Residential	Commercial	Customer Service Telephone No.
1	Access One, Inc		●	312-441-1000
2	Access Point, Inc.	●	●	919-827-0428
3	ACN Communication Services, Inc.	●	●	704-260-3000
4	Airespring, Inc.		●	818-786-8990 Ext 382.
5	AT&T Corp. AT&T Communications of Washington D.C., LLC		●	410-336-1433
6	Atlantech Online, Inc.		●	301-589-3060
7	BCM One, Inc. f/k/a/ McGraw Communications, Inc.		●	888-543-2000
8	BCN Telecom, Inc.		●	908-367-5600
9	Birch Communications of the Northeast, Inc. d/b/a Birch Communications	●	●	1-866-424-5100
10	Block Line Systems, LLC		●	1-888-808-6111
11	Broadband Dynamics, LLC		●	480-941-0444
12	Broadview Networks, Inc.		●	1-800-276-2384
13	Broadwing Communications LLC f/k/a Focal Communications [Level 3 Communications, Inc. Subsidiary]		●	877-2LEVEL3
14	BullsEye Telecom Inc.		●	248-784-2500
15	Business Telecom, Inc. d/b/a EarthLink Business III		●	855-352-2731
16	Cavalier Telephone Mid-Atlantic, LLC		●	1-800-600-5050
17	CenturyLink Communications, LLC f/k/a/ Qwest Communications Company, LLC		●	1-877-862-9343
18	CTC Communications Corp. d/b/a EarthLink Business II [a Windstream Holdings, Inc. Subsidiary]		●	1-800-600-5050
19	DSCI, LLC [a Windstream Holdings, Inc. Subsidiary]	●	●	877-344-7441
20	Dynalink Communications, Inc.		●	212-352-7307
21	EnTelegent Solutions, Inc.		●	704-936-2365
22	France Telecom Corporate Solutions L.L.C.		●	866-280-3726
23	Global Crossing Local Services f/k/a Global Crossing Telemanagement, Inc. [Level 3 Communications, Inc. Subsidiary]		●	877-2LEVEL3
24	Granite Telecommunications, LLC		●	866-847-5500
25	IPC Network Services, Inc.		●	212-709-1028
26	Level 3 Communications, LLC		●	877-2LEVEL3
27	Lightower Fiber Networks I, LLC		●	1-888-583-4237
28	Lightower Fiber Networks II, LLC f/k/a Sidera Networks, LLC f/k/a RCN New York Communications, LLC		●	1-888-583-4237
29	MassComm, Inc. d/b/a MASS Communications		●	212-201-8000
30	Matrix Telecom, Inc. d/b/a Trinsic Communications	●	●	800-827-3374

Table continues on next page.



#	Company Name	Residential	Commerical	Customer Service Telephone No.
31	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	●	●	1-888-624-9266
32	McLeod USA Telecommunications Services, L.L.C. [a Windstream Holdings, Inc. Subsidiary]		●	1-800-600-5050
33	Metropolitan Telecommunications of D.C. d/b/a MetTEL		●	800-876-9823
34	Mitel Cloud Services f/k/a Mitel NetSolutions, Inc. f/k/a Inter-Tel Netsolutions, Inc.		●	775-954-1288
35	Netwolves Network Services, LLC	●	●	1-800-676-8870
36	New Horizons Communications Corp.		●	407-260-1011
37	NOS Communications, Inc.		●	1-800-569-4667
38	One Voice Communications, Inc.		●	703-860-7066
39	Paetec Communications, Inc. [a Windstream Holdings, Inc. Subsidiary]		●	1-800-600-5050
40	Peerless Network of the District of Columbia, LLC		●	312-506-0920
41	Quantum Shift Communications, Inc. d/b/a VCOM Solutions	●	●	800-804-8266
42	Reliance Global Com		●	415-901-2000
43	Securus Technologies, Inc.		●	1-800-844-6591
44	Spectrotel, Inc.		●	732-345-7834
45	Talk America, Inc.	●		1-855-546-5000
46	Telco Experts, LLC [Level 3 Communications, Inc. Subsidiary]		●	800-787-5050
47	TelCove Operations, LLC		●	877-2LEVEL3 (1-877-253-8353)
48	Teleport Communications America, LLC f/k/a Teleport Communications of Washington, D.C., Inc. [Level 3 Communications, Inc. Subsidiary]		●	202-457-2267
49	Thinking Phone Networks, Inc.		●	800-890-1553
50	TNCI Operating Company, LLC		●	1-800-800-8400
51	TW Telecom of D.C. LLC., f/k/a Time Warner Telecom of D.C. LLC., f/k/a Xspedius Management Co. [Level 3 Communications, Inc. Subsidiary]		●	1-877-2LEVEL3 (1-877-253-8353)
52	US LEC of Virginia LLC d/b/a PAETEC Business Services [a Windstream Holdings, Inc. Subsidiary]		●	1-800-600-5050
53	VDL, Inc. d/b/a Global Telecom Brokers		●	410-581-4833
54	Wholesale Carrier Services, Inc.		●	1-888-940-5600
55	XO Communications Services, Inc.		●	1-800-421-3872
56	Verizon D.C.	●	●	1-800-VERIZON 1-800-837-4966
Total CLECs and Verizon			10	56

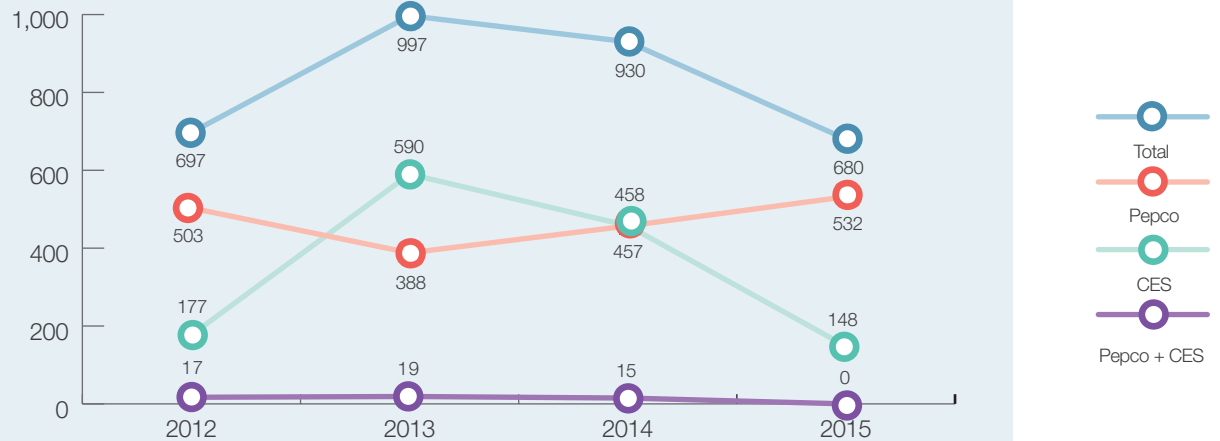
Default and 55 Competitive Local Exchange Carriers (CLECs)
Serving the District as of December 31, 2015.
55 CLECs provided non-residential service and 10 provided residential service as of December 31, 2015.



MULTI-UTILITY

39. CONSUMER COMPLAINTS AND INQUIRIES—ELECTRIC INDUSTRY FOR CY 2012–CY 2015

NUMBER OF COMPLAINTS AND INQUIRIES



Complaints and inquiries for the electric industry decreased 26.9% from 930 in 2014 to 680 in 2015, which is the lowest in four years.

Complaints and Inquiries for Pepco increased 16.1% from 457 in 2014 to 532 in 2015.

Complaints and inquiries for Competitive Energy Suppliers (CES) decreased by 67.7% from 458 in 2014 to 148 in 2015. Much of the decrease is attributable to the suspension of marketing activity in the District by a single CES, Starion, whose 2015 complaints and inquiries decreased 90.32%, from 186 in 2014 to 18 in 2015.

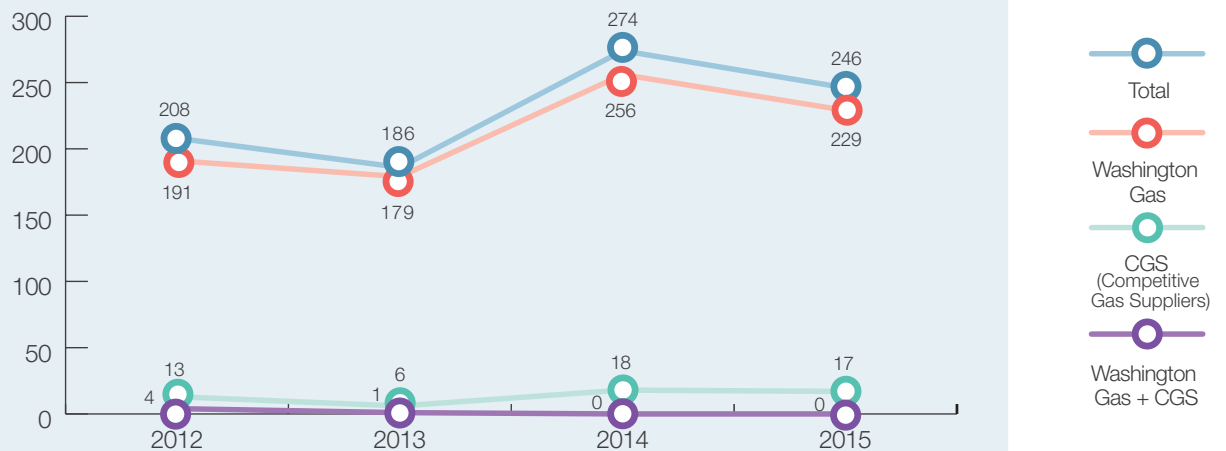
CES—Competitive Energy Suppliers

Pepco + CES—A consumer complaint that involves Pepco and CES

Source: PSC of the District of Columbia

40. CONSUMER COMPLAINTS AND INQUIRIES—NATURAL GAS INDUSTRY FOR CY 2012–CY 2015

NUMBER OF COMPLAINTS AND INQUIRIES



Complaints and Inquiries for the natural gas industry decreased 10.2% from 274 in 2014 to 246 in 2015. Complaints and inquiries for Washington Gas decreased 10.5% from 256 in 2014 to 229 in 2015. Complaints and inquiries for Competitive Gas Suppliers (CGS) decreased 5.6% from 18 in 2014 to 17 in 2015.

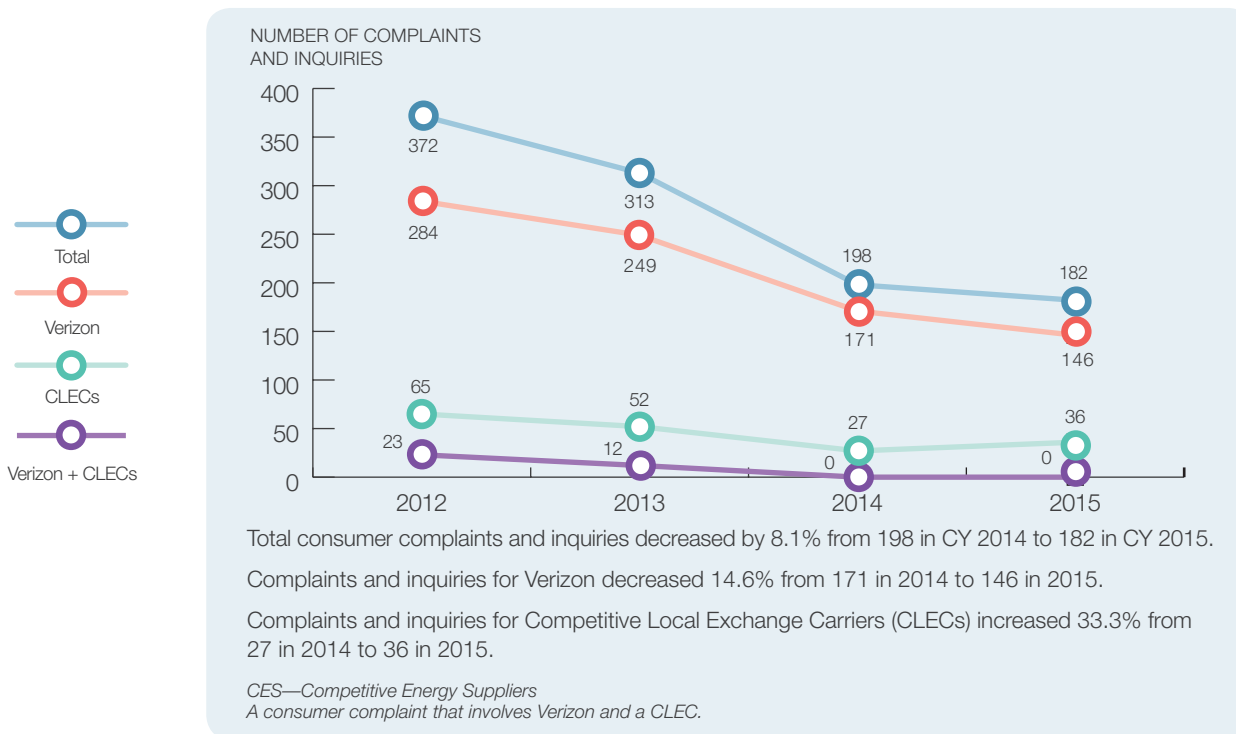
CGS—Competitive Gas Suppliers

WGL + CGS—A consumer complaint that involves WGL and CGS

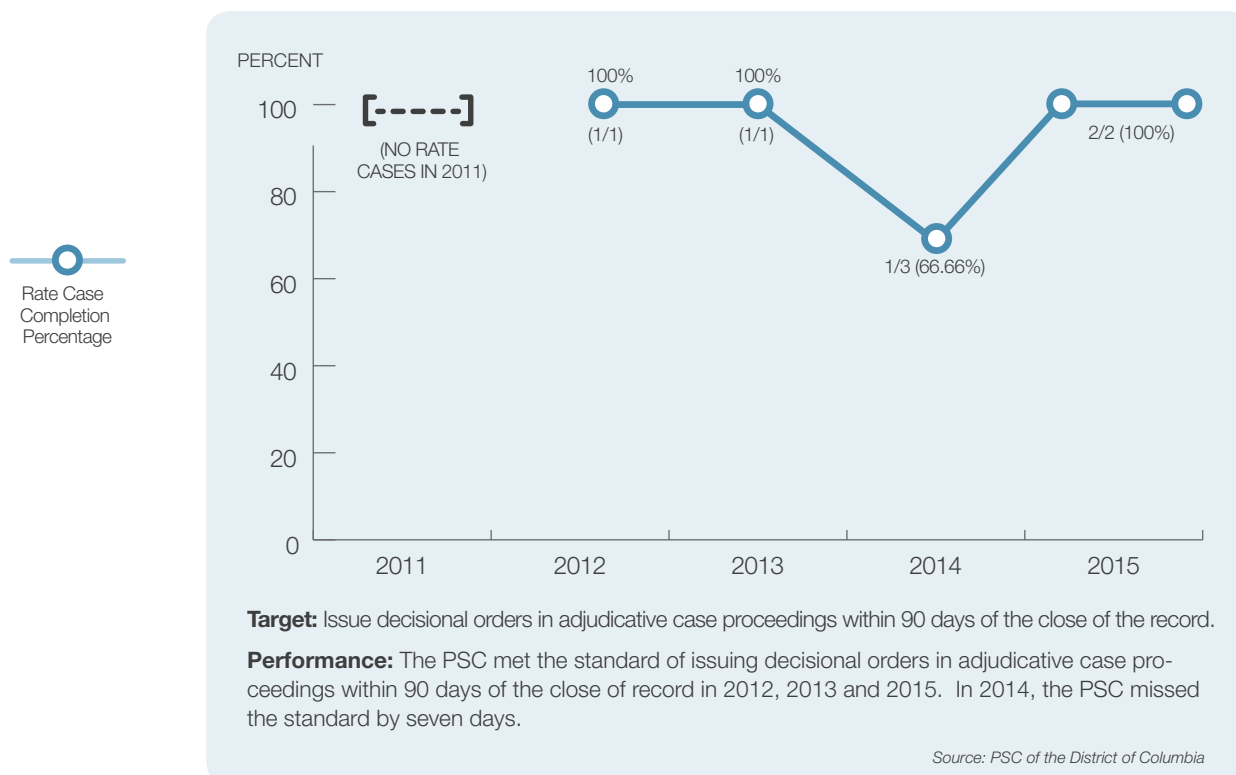
Source: PSC of the District of Columbia



41. CONSUMER COMPLAINTS AND INQUIRIES—TELECOM INDUSTRY FOR CY 2012–CY 2015

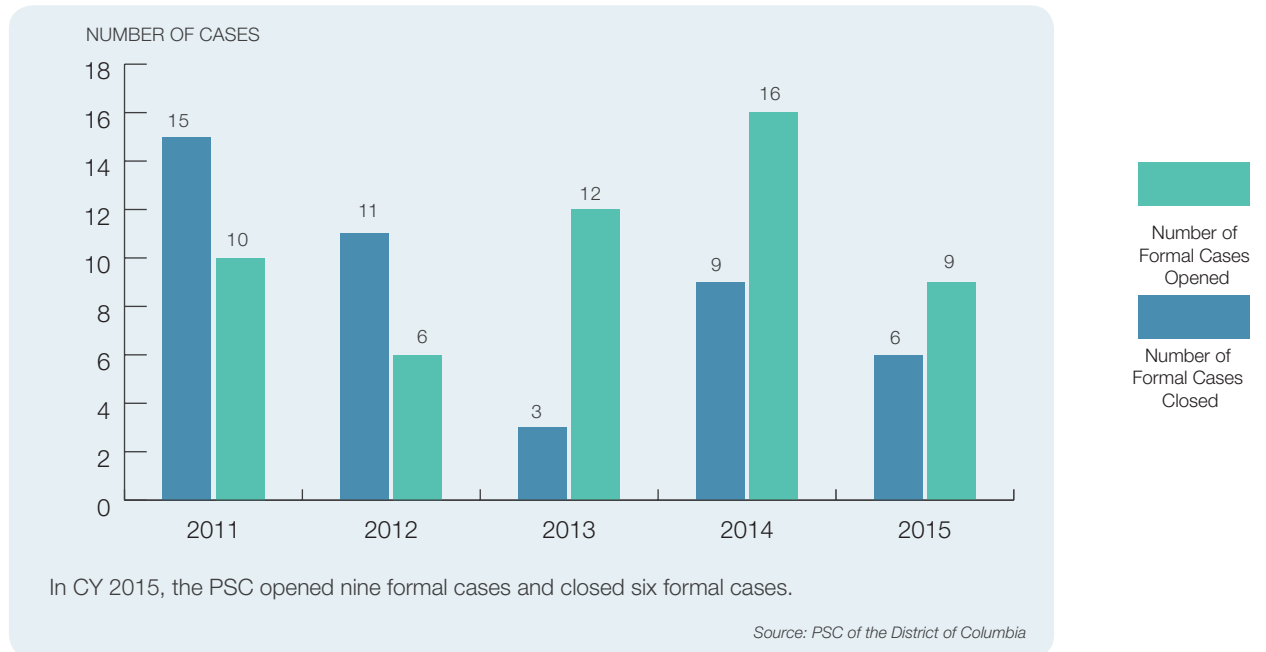


42. NUMBER AND PERCENTAGE OF ADJUDICATIVE CASES PROCESSED ON A TIMELY BASIS (CY 2011–CY 2015)

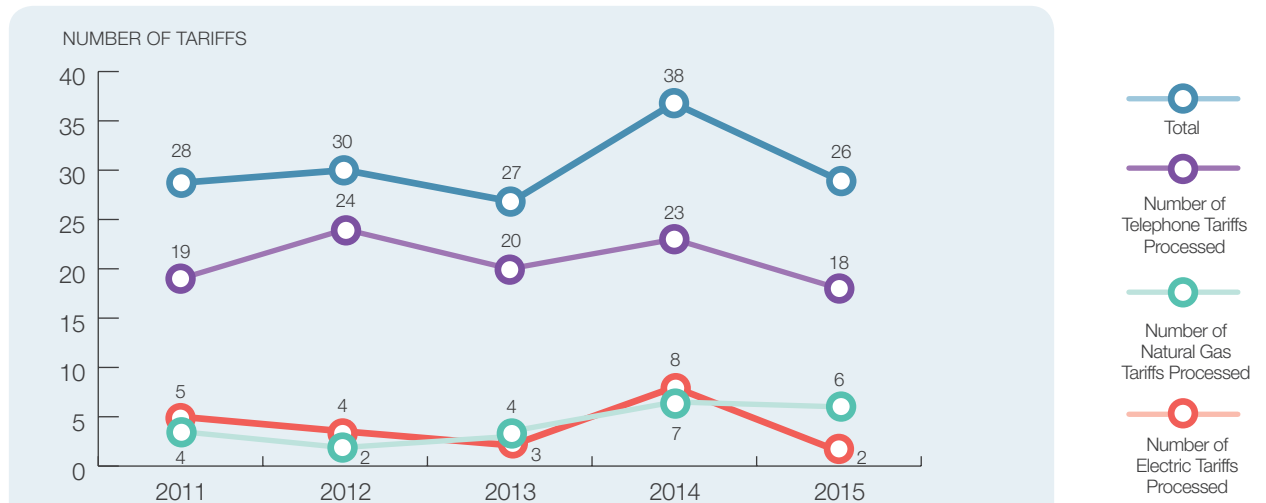




43. TOTAL NUMBER OF FORMAL CASES CLOSED AND OPENED IN CY 2011–CY 2015



44. TOTAL NUMBER OF ELECTRIC, NATURAL GAS, & TELEPHONE TARIFFS PROCESSED* IN CY 2011–CY 2015



The PSC receives electric and natural gas tariffs. Such tariffs require a formal filing and result in the Commission Order to Approve or to Deny or a Notice of Final Tariff (if the tariff is approved). For telecom, PSC reviews the incumbent telephone service provider tariffs. CLECs tariffs are deemed approved upon filing, therefore they are not reviewed, approved, or denied by the Commission in the normal course of tariff process.

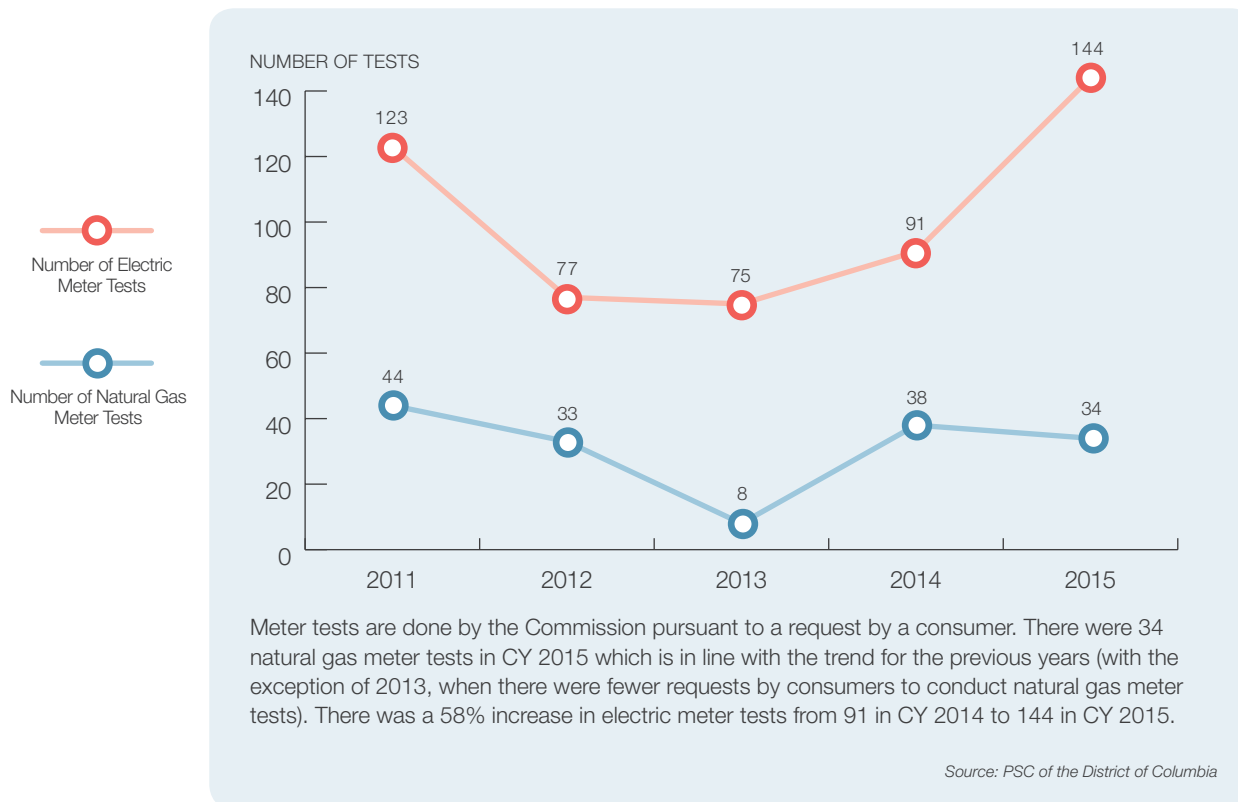
On October 1, 2008, Verizon's Price Cap Plan ("Plan") 2008 became effective per [Order No. 15071](#), issued September 28, 2008. In accordance with the Plan, Verizon is allowed to make changes to its discretionary and competitive services, without formal approval of the PSC, by filing a description of the changes and relevant cost support information on five-days notice. The PSC does not set rates for competitive services. For CLECs, rate increases for discretionary services are capped at no more than 15%.

* Tariffs processed means tariffs reviewed, approved, withdrawn, or denied Telecom promotions are not included in the tariff count.

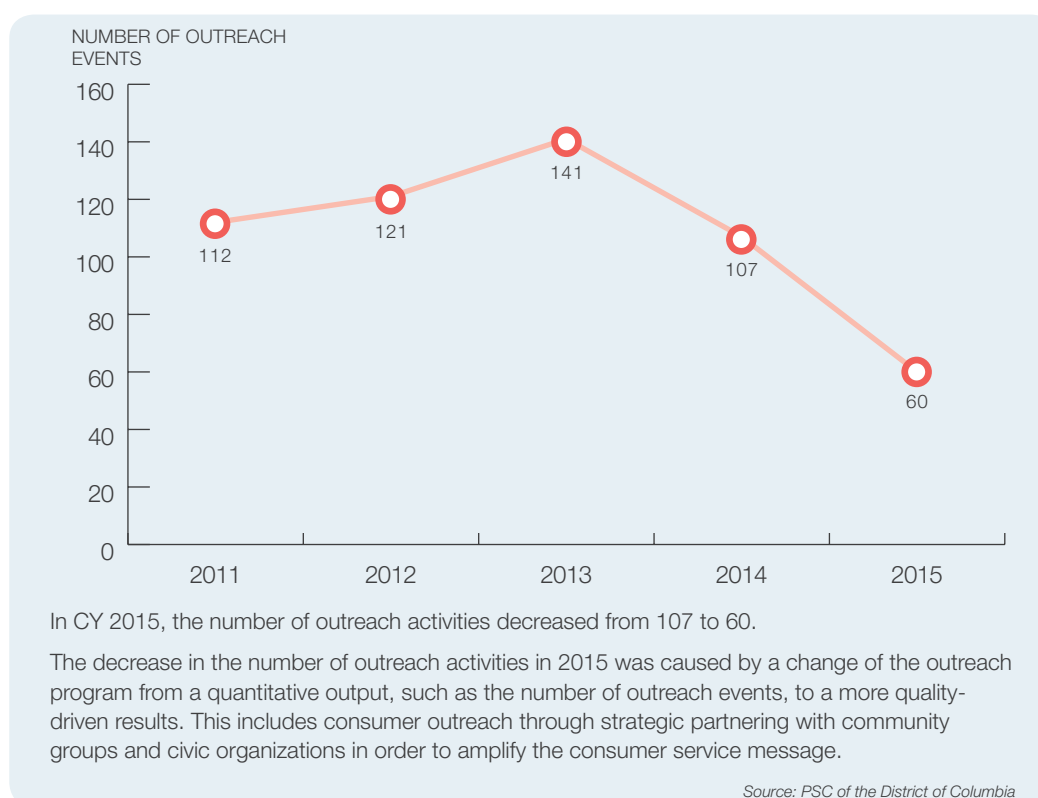
Source: PSC of the District of Columbia



45. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED IN CY 2011–CY 2015



46. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS) IN CY 2011–CY 2015





KEY OUTCOMES

47. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (“CBE”) 2015 PERFORMANCE

SYSTEM-WIDE DIVERSE SUPPLIERS COMPARED TO TOTAL CBE SYSTEM PROCUREMENT			
Utility	2013	2014	2015
	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend
Pepco	13.29%	13.24%	13.30%
WGL	20.28%	22.86%	26.60%
Verizon	12.63%	44.13%	39.00%

D.C.-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO TOTAL SYSTEM PROCUREMENT			
Utility	2013	2014	2015
	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend
Pepco	3.14%	5.51%	7.10%
WGL	5.79%	7.48%	8.30%
Verizon	14.08%	18.52%	17.70%

D.C.-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO D.C. PROCUREMENT			
Utility	2013	2014	2015
	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend
Pepco	32.80%	41.63%	97.20%
WGL	38.86%	50.57%	57.10%
Verizon	N/A	N/A	N/A

In 2015, Pepco, WGL and Verizon filed their Supplier Diversity Annual Reports in accordance with the February 12, 2012 *Memoranda of Understanding (MOU)* between the companies and the PSC regarding contracting with diverse suppliers and *Certified Business Enterprises (CBEs)*. A diverse supplier is a minority business enterprise, a women business enterprise, a disabled veteran business enterprise or a non-profit. CBEs are defined as businesses certified by the D.C. Department of Small and Local Business Development.

Pepco and WGL reported higher percentages of Supplier Diversity and CBE participation in 2015 compared to 2014.

Verizon did not file D.C.-specific procurement dollars spent. Therefore, the CBE percentage cannot be calculated.

Source: 2015, 2014, 2013 Supplier Diversity Reports from Pepco, WGL and Verizon

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