Public Service Commission FY2023

Agency Public Service Commission **Agency Code** DH0 **Fiscal Year** 2023

Mission

The mission of the Public Service Commission of the District of Columbia is to serve the public interest by ensuring that financially healthy utility companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia customers, while fostering grid modernization, conservation of natural resources, preservation of environmental quality, and advancement of the District's climate policy commitments.

Strategic Objectives

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

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measure records)						
Adjudicative Case decisions issued within 90 days of record closure	Up is Better	100%	66%	95%	Not Available	95%
US Department of Transportation Rating of DC Pipeline Safety Program	Up is Better	100%	Not Available	98%	Not Available	98%
4 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)						
Percent of Consumer Complaints Resolved at an informal level	Up is Better	99%	99%	98%	99%	98%
5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Measure)						
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Up is Better	100%	100%	90%	100%	90%

Operations

Operations Title	Operations Description	Type of Operations
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (8 Activity records)		
One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service
USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
Pipeline Inspections	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.	Daily Service
Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
Monopoly Request Adjudication	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
PowerPath DC	FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system.	Key Project
Construction Projects	The Commission continues to oversee utility construction projects to ensure that they contribute to the reliability and resiliency of the distribution system. Commission oversight helps to ensure that these projects will be constructed efficiently, with minimal disruption to consumers and with coordination with other District agencies.	Key Project

Operations Title	Operations Description	Type of Operations
Racial Equity	In 2022, the Commission will establish a new position, the Equity and Ethics Officer, who will be responsible for (1) liaison with the Office of Racial Equity and the Board of Ethics and Government Accountability; and (2) advancement of racial equity within utility proposals, including clean energy proposals and climate change commitments.	Key Project
2 - Foster Fair and Open Competition among Service Providers (3 Activity records)		
DC USTF	The Commission oversees management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget and disbursements.	Key Project
Renewable Portfolio Applications Granted	Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources.	Daily Service
Competitive Applications Processed	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.	Daily Service
3 - Educate Consumers and Inform the Public (3 Activity records)		
Consumer Complaints and Inquiries	When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue.	Daily Service
Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Daily Service
Community Hearings	In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views.	Key Project
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activity records)		
Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
Adjudication Management	Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff.	Key Project
5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Activity)		
Environmental metrics established	The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies.	Key Project

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - One Call Inspections (1 Measure)			
Number of 811 damage prevention inspections conducted	792	539	661
1 - Pipeline Inspections (1 Measure)			
Pipeline Safety inspections conducted	321	230	345
2 - Renewable Portfolio Applications Granted (1 Measure)			
Renewable Portfolio Standards Applications processed	2559	2641	2703
3 - Consumer Complaints and Inquiries (1 Measure)			
Number of Consumer Complaints and Inquiries Processed	1038	1194	1180

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Adjudication Management (1 Strategic Initiative)		
Mentoring Program	In order to assist in developing a staff capable of addressing complex issues, the Commission will adopt a formal Mentoring Program in FY 2023. The Program will be designed to increase employee retention, create promotion opportunities and transfer institutional knowledge across Commission offices. In our first cohort, we expect to have at least 5 pairs of mentor/mentee volunteers. The Program has been developed by our Racial Equity Officer and will help to enhance racial equity within the Commission.	09-30-2023

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Environmental metrics established (1 Strategic Initiative)		
Climate Plans	In FY 2023, the Commission will take action on the AltaGas/WGL Climate Business Plan, Pepco's Climate Change Commitment, the Environmental Defense Fund's Roadmap, and other stakeholder filings. We expect to develop a Comprehensive Plan on how the Commission's regulated utilities can achieve the District's climate goals.	09-30-2023
Monopoly Request Adjudication (1 Strategic Initiative)		
Rate Cases	In 2023, the Commission will take action on a Washington Gas Light (WGL) application for increased rates. In addition, the Commission will continue to oversee the Multi-Year Rate Plan for Pepco. This will include monitoring a set of Performance Improvement Measures to see whether Pepco meets clean energy and climate change commitments.	09-30-2023
PowerPath DC (1 Strategic Initiative)		
Grid Modernization	The Commission's multi-year effort to modernize the energy delivery gris will continue in 2023 with the selection of at least one additional Pilot Project for deployment in the District. The Pilot Projects will be developed and selected in collaboration with the Governance Board, consisting of District energy and environmental stakeholders.	09-30-2023