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PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA



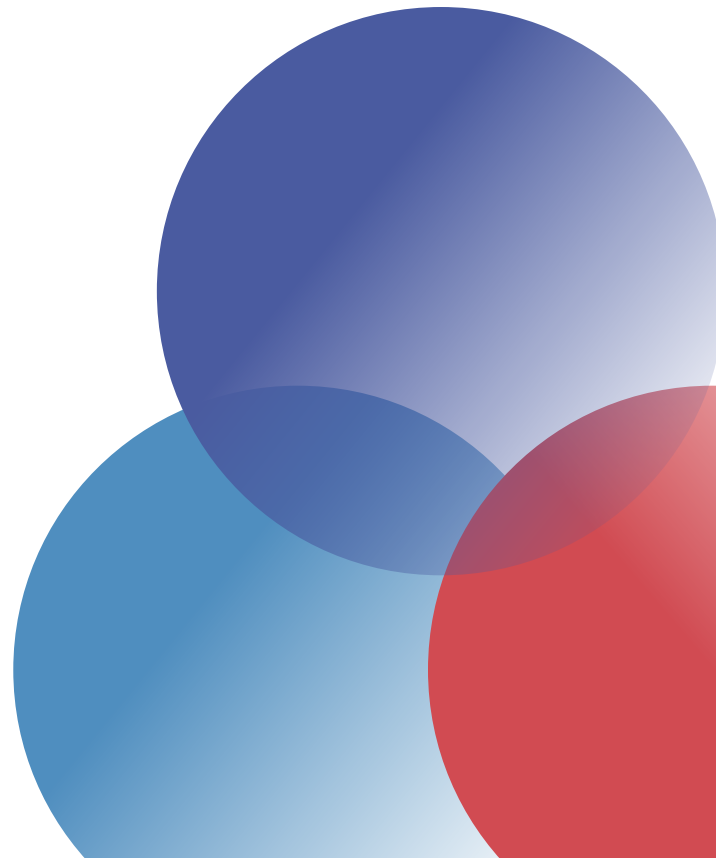
ANNUAL REPORT 2016

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PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

1325 G Street N.W., Suite 800

Washington, D.C. 20005

202-626-5100

www.dcpsc.org

October 2017

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 (Commission) has the honor of submitting the 2016 Annual Report. Except where otherwise noted, this Annual Report covers the calendar year period from January 1, 2016 through December 31, 2016.

The 2016 Annual Report provides a detailed review of the Commission's accomplishments in 2016. Most importantly, it provides an account to District ratepayers of how we worked to protect consumers by regulating electric, natural gas, and local telecommunications companies to ensure safe and reliable utility services.

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

Respectfully submitted,

Richard A. Beverly
Commissioner

Betty Ann Kane
Chairman

Willie L. Phillips
Commissioner

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

2016 ANNUAL REPORT

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CHAIRMAN'S REMARKS



Betty Ann Kane • Chairman

The 2016 Annual Report of the Public Service Commission is intended to reflect our commitment to “Inform, Involve and Inspire.”

It is important to us that we *inform* consumers, utilities and decision-makers in a timely manner and provide accurate information. As a quasi-judicial body, we commission studies and gather facts to make informed decisions based on solid evidence and thoughtful consideration.

We also *involve* stakeholders in those decisions. We actively invite community opinion on every major case, and offer workshops and “Town Hall Meetings” to ensure that we hear from all sides before making a decision. Our representatives involve themselves every business day in helping consumers make choices and resolve issues with utility service.

And we seek to *inspire*. We try to look forward, to anticipate beneficial developments in technology, energy use and resource conservation, and to promote new ideas that will bring those benefits to the District of Columbia. Our employees also seek to inspire each other by going the extra mile to achieve our mission of serving the public interest.

We are very proud of our 2016 accomplishments and our efforts to “*Inform, Involve and Inspire*” District consumers. Some of our accomplishments include:

- We approved the acquisition of Pepco by the Exelon Corporation. This controversial merger was conditioned upon a number of commitments made by the merged companies. We created a matrix showing the status of all 128 merger commitments to better serve District consumers. We update the matrix monthly to be sure that the companies satisfy the obligations we have imposed on them.
- We revised the electric and natural gas service discounts programs. We instituted changes in both the Residential Aid Discount (RAD) for qualified electricity customers and the Residential Essential service (RES) for qualified natural gas customers. These changes assure that customers can get discounts whether they are a customer of the distribution company or a competitive energy supplier.

CHAIRMAN'S REMARKS *CONTINUED*

- We held four community hearings, completed evidentiary proceedings and closed the record in a Washington Gas Light Company rate case. In March of 2017, we issued the decision in a timely fashion.
- We began an important proceeding called MEDSIS, or Modernizing the Energy Distribution System for Increased Sustainability. The goal of this proceeding is to find the barriers to modernization of the energy delivery system and to provide actionable solutions to overcome these barriers. In 2016, we hosted a series of workshops intended to identify technologies and projects for grid modernization. In 2017, we will take the next steps in achieving the goals we have set for ourselves.
- We have emphasized our public engagement. We published a book celebrating the centennial anniversary of the Commission, *The First 100 Years: Protecting the Public Interest*. We launched the book at a reception in March of 2016 hosted by Washington Post columnist John Kelley, who called the book “fascinating.”
- We also hosted the first annual Winter Ready D.C. event which was designed to help community leaders and consumer advocates learn about how utility and government agencies prepare for the winter as well as tips on how to conserve heat and plan for emergencies.
- Finally, we launched our Social Media presence in September 2016. We can now be found on Facebook, Twitter and YouTube where we publicize events and provide information on Commission initiatives and how to participate in Commission proceedings.

As you read this annual report for 2016, we know you will gain more information about the Commission’s work and initiatives. But most importantly, we hope to *“Inform, Involve and Inspire”* you.



CHAIRMAN BETTY ANN KANE



Betty Ann Kane • *Chairman*

Betty Ann Kane began her tenure as a Commissioner in March 2007. She became Chairman on 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 35 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 DCPSC, 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 DC 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:

- National Association of Regulatory Utility Commissioners (NARUC) Board of Directors,
- NARUC Telecommunications Committee,
- NARUC appointee to the Virtual Working Group on Education,
- Training and Best Practices for The International Confederation of Energy Regulators, and
- Treasurer of the National Regulatory Research Institute (NRRI), the research arm of NARUC.

Additionally, she is a past Chairman of the Board of NRRI, and a past President of the Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC). Chairman Kane also serves in two FCC-appointed positions, as Chairman of the North American Numbering Council and as a member of the Joint Conference on Advanced Telecommunication Service.

She is a graduate of Middlebury College in Vermont and she also has a Master's Degree in English from Yale University. She has undertaken specialized academic study in Telecommunications Regulation at the Annenberg School, and in Investing and Finance at the Wharton School, University of Pennsylvania.

COMMISSIONER WILLIE L. PHILLIPS



Willie L. Phillips • Commissioner

Willie L. Phillips was nominated by Mayor Vincent Gray and confirmed as a DCPSC 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 DCPSC, 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.

COMMISSIONER RICHARD A. BEVERLY



Richard A. Beverly • *Commissioner*

Richard A. Beverly was nominated by Mayor Muriel Bowser and confirmed as a DCPSC Commissioner by the D.C. Council effective December 20, 2016, for a term ending June 30, 2020.

Commissioner Beverly has a long and distinguished record. He served as a Clinton Appointee to the U.S. Department of Labor’s Administrative Review Board and has served as General Counsel for both the DCPSC and the Office of Employee Appeals for a total of over 30 years.

A Ward 1 resident, Mr. Beverly received a Bachelor Degree in Political Science from Howard University and a Juris Doctorate from American University.

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

DCPSC OVERVIEW

DCPSC Mission The Public Service Commission of the District of Columbia (DCPSC) 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 DCPSC functions as an independent, quasi-judicial agency in the District of Columbia Government.

The mission of the DCPSC 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 DCPSC 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 service providers 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.**
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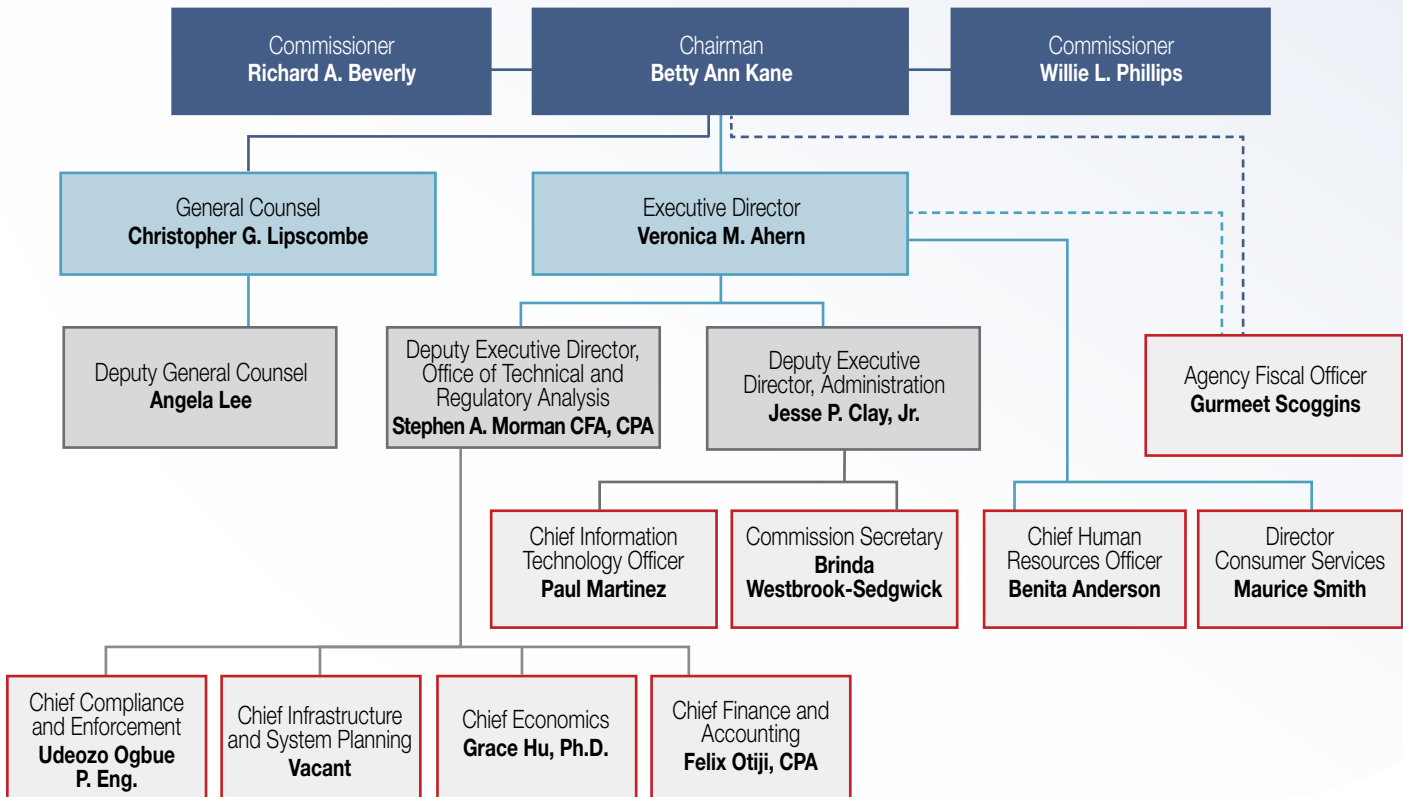
DCPSC STAFF

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

The DCPSC ended FY 2016 with 84 employees, including the DCPSC 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.

FY 2016 ORGANIZATIONAL CHART



*Angela Lee became Deputy General Counsel in FY 2017.

DCPSC OFFICES

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

1. THE OFFICES OF THE CHAIRMAN AND 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 D.C. Sustainable Energy Utility (DC 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): Management Analyst Cary Hinton, Chairman Betty Ann Kane and Technical Advisor Daniel Cleverdon
Not Pictured Executive Assistant Wendy Newkirk



Office of Commissioner Richard A. Beverly (L to R): Executive Assistant Mable Spears, Commissioner Richard A. Beverly, and Policy Advisor Brian Edmonds



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 DCPSC's statutory authority. OGC is responsible for all legal issues involving the day-to-day operations of the DCPSC, as well as a broad spectrum of issues that relate to the Commissioners' regulatory responsibilities including appellate representation before the D.C. Superior Court and the D.C. Court of Appeals. 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 submit filings with the Federal agencies as appropriate. OGC also reviews legislation of the D.C. Council and prepares



OGC (L to R): First Row—Law Clerk Tiffany Ganthier, Paralegal Specialist Irvin Brooms, Attorney Advisor Richard Herskovitz, Regulatory Affairs Specialist Tiffany Frazier, General Counsel Christopher Lipscombe, Attorney Advisor Kim Lincoln-Stewart, Attorney Advisor Kenneth Glick, Attorney Advisor Milena Yordanova, and Attorney Advisor Lara Walt; Second Row— Attorney Advisor Naza Shelley, Attorney Advisor Ken Hughes, Attorney Advisor Craig Berry, and Attorney Advisor Noel Antonio
Not pictured—Attorney Advisor Sanford Speight, Intern Merancia Noelsaint

comments and or amendments on draft legislation that may impact the DCPSC and its jurisdictional authority.

3. THE OFFICE OF THE EXECUTIVE DIRECTOR (OED)

OED is comprised of the Executive Director (ED) and two Special Assistants. The ED plans, directs, coordinates, and manages the internal affairs of the DCPSC on a day-to-day basis under the broad direction of the Chairman. The ED oversees the technical and administrative offices of the DCPSC and serves as the performance officer for the DCPSC. 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): Special Assistant Aminta Daves, Executive Director Veronica Ahern, and Special Assistant Susan Nelson

4. THE OFFICE OF TECHNICAL AND REGULATORY ANALYSIS (OTRA)



OTRA (L to R): First Row—Chief Economist Grace Hu, Telecommunications Economist Edward Ongweso, Financial Analyst Timour Skrynnikov, Program Support Specialist Anjanette Parker, Pipeline Safety Engineer Manmohan Singh, Deputy Executive Director of Regulatory Matters Stephen A. Mormann, Compliance Inspector Damon Patterson, General Engineer Gary Pulliam, One Call Inspector James Modozie, Pipeline Safety Engineer Amrik Singh Kaisth, Economist Matthew Mercogliano, Compliance and Enforcement Officer Donald Jackson; Second Row—Senior Accountant Jason Benati, Economist Jonathan Morse, Senior Economist John Howley, Pipeline Safety Engineer Ahmadou Bagayoko, Staff Assistant Khadysha Moore, Chief of Finance and Accounting Felix Otiji, Senior Electricity Economist Roger Fujihara, Auditor Rodney Wilson
Not pictured—Chief of the Office of Compliance and Enforcement Udeozo Ogbue

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 DCPSC Annual Report.

- **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 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.
- **Office of Finance and Accounting (OFA)** advises the DCPSC on complex financial matters such as utility rate case analysis, regulatory filings, assessments, auditing investigations and studies.
- **Office of 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.

5. THE OFFICE OF HUMAN RESOURCES (OHR)

OHR provides human resources services to the DCPSC 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): Management Liaison Specialist 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 DCPSC. 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 DCPSC'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. OCS also keeps the Commissioners and staff informed of local and national consumer-related trends, and provides the DCPSC 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 DCPSC's Annual Report.



OCS (L to R): First Row—Senior Consumer Specialist Margaret Moskowitz; OCS Director Maurice Smith, Graphic Designer Shola Kalejaiye; Second Row— Media Relations Specialist Kellie Armstead Didigu, Supervisory Consumer Services Specialist Donna Galloway, Senior Consumer Specialist Kenneth Ford
Not pictured—Consumer Specialist Aaron Aylor, Consumer Specialist Hicham Mokhtari, Consumer Education and Outreach Specialist Kristen Randolph

7. OFFICE OF DEPUTY EXECUTIVE DIRECTOR FOR ADMINISTRATIVE MATTERS (ODEDAM)

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



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

Other Administrative Areas

- Coordinates the One Fund charitable giving program in which there was 100% participation;
- Administers the DCPSC e-Procurement, e-Invoice, e-Travel Systems;
- Manages the DCPSC budget in cooperation with the Agency Fiscal Officer;
- Oversees DCPSC Information Technology Improvements.

8. THE OFFICE OF THE COMMISSION SECRETARY (OCMS)

The Office of the Commission Secretary (OCMS) is responsible for maintaining the official files of the Commission. The office serves as the custodian of the official files and documents and as the filing and distribution point for the public's access to Commission filings, orders, and other documents. OCMS also manages e-Docket, the Commission's electronic filing system. In addition, OCMS schedules, staffs and coordinates evidentiary, community, and public interest hearings and open meetings. OCMS provides coverage for the DCPSC's reception area, support for telephone calls placed to the DCPSC's primary telephone numbers and face-to-face service to DCPSC visitors. OCMS staff serves as the primary web administrator, and it determines, develops and updates the Commission's website content and mobile application, in addition to identifying data and content trends and



OCMS (L to R) First Row—Public Information Assistant Hazel Doe, Commission Secretary Brinda Westbrook, Regulatory Docket Specialist Vasheena Butler; Second Row—Regulatory Docket Manager Carmen Davis, Regulatory Docket Specialist Alphonzo Harris, Regulatory Docket Specialist Harvey Jessup, Records Management Specialist Marvin Briggs
Not Pictured—Program Analyst Patrice Hunter

problems. OCMS staff also serves as the key operator for copier and audio-visual equipment, schedules courier services, manages and delivers all Commission mail and hires transcription service providers. The Director of OCMS reports to the Deputy Executive Director for Administrative Matters.

9. THE OFFICE OF THE AGENCY FISCAL OFFICER (OAF0)

The Office of the Agency Fiscal Officer (OAF0) is responsible for the execution of the DCPSC's annual operating budget and the tracking of expenditures in conformance with the approved budget. The OAF0 staff is employed by the D.C. Chief Financial Officer. They are assigned to the Commission by the Office of the Chief Financial Officer (OCFO), but are primarily paid out of the DCPSC budget. The DCPSC's AFO is tasked with the responsibility of ensuring that the DCPSC's budgeting and financial operations are managed in compliance with OCFO guidelines. The OAF0 manages all fund receipts and disbursements for each revenue type and for the DCPSC's formal cases. OAF0 additionally is responsible for accounting operations for the DCPSC and the financial reporting



OAF0 (L to R): Agency Fiscal Officer Gurmeet Scoggins and Budget Analyst Vanetta Wells

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

2016 MAJOR REGULATORY & ORGANIZATIONAL ACCOMPLISHMENTS

The mission of the DCPSC 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 DCPSC 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**—Processed 779 Renewable Portfolio Standard (RPS) applications received in FY 2016; 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; Directed Pepco to modify its interconnection process to make the process more user-friendly (Order No. 18575); Prepared and submitted a timely RPS Report to the D.C. Council.
- **Formal Case No. 1017**—Monitored the competitive auction for electricity for Standard Offer Service (SOS) for District consumers who do not purchase their electricity from a competitive supplier and approved the new rates for SOS service.
- **Formal Case No. 1076**—Addressed the findings, conclusions and recommendations contained in the *Final Report: Siemens Management Audit of Pepco's System Reliability*; Found that Pepco's 2% Least Performing Feeder Program has been unable to provide sustained improvements in feeder reliability performance (Order 18167). In 2017, the Commission will consider how improvements in feeder reliability can be achieved.
- **Formal Case Nos. 1116 and 1121**—Continued steps toward implementation of the Commission's Orders concerning the Electric Company Infrastructure Improvement Financing Act of 2013, which Orders were affirmed by the District of Columbia Court of Appeals in January 2016 (FC 1116-2016-E-236); Accepted for filing the Joint Application of Pepco and the District Department of Transportation for Approval of Triennial Underground Infrastructure Improvement Projects; Held the Joint Application in abeyance pending resolution of financing issues (Order 18585); Participated in the Underground Projects Consumer Education Task Force.
- **Formal Case No. 1119**—On August 27, 2015, issued (Order No. 17947) which denied the Joint Application of Exelon Corporation, Pepco Holdings Inc. and Pepco for approval of a change of control of Pepco and found that the proposed merger as filed was not in the public interest; Considered a Nonunanimous Full Settlement Agreement and Stipulation (NSA) 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, and the Apartment and Office Building Association of Metropolitan Washington; Rejected the NSA, with one Commissioner proposing alternative terms for a Revised NSA that would, if accepted by the settling parties, result in the approval of the Revised NSA and the merger application (Order 18109); Considered a Request for Other Relief filed by the Joint Applicants, agreeing to the alternative terms,



and concluded that the merger, as revised, was in the public interest (Orders 18148 and 18160); Denied applications for reconsideration of the approval of the Pepco/Exelon merger (Order 18243). An appeal of the Commission's decision was pending at the end of 2016.

- **Formal Case No. 1119** (Commitment Tracker) Created a Merger Commitment Tracker to identify the conditions placed upon Pepco and Exelon in the Merger Orders, and to follow the progress made by the companies on those commitments; Created a public version of the Commitment Tracker to be updated every month that will allow members of the public to see whether the companies have lived up to their commitments.
- **Formal Case No. 1120**—Accepted Pepco's Implementation Plan for a 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, including a RAC equal to the full distribution charge, resulting in a discount of approximately 30% for the average RAD customer, and allowing the RAD customer full portability of the discount (Order 18152).
- **Formal Case No. 1130**—Continued 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 a workshop to consider further 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), PJM Interconnection, Solar City, Pennoni Associates, and the IEEE; Continued work on a Staff Report for future development of a modern distribution system in the District of Columbia, including consideration of pilot programs to be supported by a \$21.55 million sustainability fund created by Pepco and Exelon as one of the merger commitments.

- **Participation in Proceedings Before the Federal Energy Regulatory Commission (FERC)**—Participated in settlement negotiations that were approved by FERC in February 2016 to reduce the transmission formula rates of multiple Mid-Atlantic utilities, including Pepco, that are administered through PJM and passed-through to utilities' customers; Participated in a second FERC proceeding to re-allocate the construction costs of numerous new, high voltage transmission infrastructure projects located in the PJM area resulting in a reduction of the amount of new project costs to be shifted to PJM's eastern area transmission owners, including Pepco.



MATTERS INVOLVING GAS

- **Formal Case No. 874**—Required that the Gas Procurement Working Group reevaluate WGL Co's procurement practices given changes in the retail natural gas market. (Order 18552); Directed the Working Group to discuss and recommend how the Gas Procurement report can be revised and streamlined to help in evaluating natural gas supply planning and acquisition in a restructured retail market. The Commission expects to consider the results of the reevaluation in 2017.
- **Formal Case Nos. 1115 and 1027**—Considered progress in two Washington Gas Light Company construction programs: the Vintage Mechanical Coupling Replacement and Encapsulation Program and the Accelerated Pipeline Replacement Program; Reviewed a management audit of the Vintage Coupling Program and ordered new reporting requirements; Ordered that the parties convene a technical conference to discuss a project management tool that could be used to improve implementation of the two programs; (Order 18566); Reviewed construction documents and plans; Participated in Consumer Education events.
- **Formal Case 1126**—Directed WGL to refund to District ratepayers an estimated \$2.4 million for over-delivery of natural gas during the 2008-2009 winter heating season (Order 18505); Ordered that the refund take place through a credit to the Actual Cost Adjustment, or the cost



of gas; Required WGL to provide additional reporting on under- or over-deliveries of gas both to the Commission and to the Gas Procurement Working Group.

- **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; Adopted a new methodology for computing the credit associated with the RES Program, which simplified the computation and concluded that the program should be limited to the heating season, rather than year-round (Order 18565); Determined that the RES discount should be applied to the distribution portion of the bill such that the discount is approximately 25% of the total bill; Began oversight of WGL implementation of the new RES program.
- **Formal Case No. 1137**—Received a February 26, 2016 application from Washington Gas Light Company for a rate increase; Reviewed testimony and exhibits from witnesses from WGL, OPC and the Apartment and Office Building Association; Convened Community Hearings to solicit comment from interested citizens; and conducted evidentiary hearings. The Commission will determine the outcome of the rate case in 2017.

MATTERS INVOLVING TELECOMMUNICATIONS



- **RM28-2016-01 Universal Service**—Launched a rulemaking to amend Universal Service rules to achieve consistency with changes in the Federal Communications Commission Lifeline Modernization Order No. 18609.
- **Formal Case No. 1102**—Approved changes in Verizon’s procedural manuals and other materials to make it clear that consumer have the ability to retain copper facilities and have those facilities repaired.

MATTERS INVOLVING MULTI-UTILITIES



- **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 Utility Discount Program Education Working Group, comprising WGL, Pepco, Verizon D.C., D.C. Water, DOEE, OPC, and the Commission; Oversaw the 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 CY 2016, the Commission issued 162 formal case orders; opened 5 new formal cases; closed 5 formal cases; conducted 1358 natural gas pipeline safety inspections, One-Call inspections and pay telephone site inspections; processed 779 Renewable Portfolio Standards applications; responded to 949 consumer complaints and inquiries, and managed the licensing and oversight of about 100 competitive suppliers of energy and telecommunications services.
- The Commission's website, www.dcpsc.org, is the primary way that the Commission communicates with the public. In 2016, we undertook a top-to-bottom review of the website and made changes to make the website more user-friendly, more direct and less duplicative.
- In CY 2016, The Commission published the book, *"The First 100 Years, Protecting the Public Interest, 1913–2013,"* commemorating the Centennial anniversary of the Commission and containing a history of the Commission and the companies it regulates, in the context of the history of the District of Columbia. We hosted a seminar and reception for those interested in historical D.C. and provided the book to D.C. Government officials, area libraries and interested persons. We also prepared a scholarly version of the book with text, tables and charts showing the progress of regulation and regulated industries from 1913 to 2013 in the District of Columbia. This version is available by request.
- In October 2016, the Commission kicked off a new initiative, the "Winter Ready D.C. Campaign" to raise awareness about winter preparedness in the District of Columbia. The campaign began with a well-attended forum presenting panels of experts discussing how utilities are preparing for winter, what resources are available to District consumers and the District Government strategy for emergency preparedness. The Winter Ready campaign is part of the Commission's year-round efforts to hold utilities to tougher reliability standards, reduce outages and improve responsiveness and restoration times.

GOVERNMENTAL AND INDUSTRY ORGANIZATIONS

- D.C. Sustainable Energy Utilities (DC SEU):** Chairman Kane serves as a board member for the District of Columbia Sustainable Energy Utility (DCSEU) that helps DC residents and businesses use less energy and save money. Since 2011, the DCSEU 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.



- 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, the U.S. Department of Energy (DOE), the U.S. Environmental Protection Agency (EPA), FERC and the 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 Phillips serves 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 market place access, energy resources and the environment, and education and research. The Commission often hosts international delegations visiting Washington as part of NARUC's international programs. Chairman Kane serves on the NARUC Board of Directors and on the Telecommunications Committee, and Commissioner Phillips serves on the Electricity Committee.



- **National Regulatory Research Institute (NRRI):** The National Regulatory Research Institute (NRRI) was founded in 1976 by NARUC. NRRI serves as the research arm to NARUC and its members, the utility regulatory commissions of the fifty states and the District of Columbia in the US. NRRI's primary mission is to produce and disseminate relevant and applicable research related to the utility sector— natural gas, electricity, water and telecommunications. Chairman Kane is the Treasurer of NRRI.



- **Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC):** The Commissioners and Commission staff participate in MACRUC, a regional organization of eleven Mid-Atlantic 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.



- **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.



2016 FISCAL YEAR BUDGET

The DCPSC'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 DCPSC'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 DCPSC's expenditures for Special Purpose Revenue were \$11,278,021 in FY 2014, \$12,764,288 in FY 2015 and \$13,428,498 in FY 2016. Grant funds are obtained through the Federal government. Total grant-funded expenditures were \$206,881 in FY 2014, \$442,571 in FY 2015 and \$486,473 in FY 2016. In addition, the agency expended \$17,477 in FY 2014, and \$55,197 in FY 2015 in intra-District funds. No expenditures were incurred in intra-District category in FY 2016 (DCPSC as Seller). The expenditures in Private Donations were \$11,567 in FY 2014, \$14,615 in FY 2015 and \$11,875 in FY 2016.

Public Service Commission (DH)
BUDGET vs EXPENDITURE SUMMARY
FY 2014-2016 (FY 2017 Approved)

(dollars in thousands)

FY 2014-2016 Budget Summary								
Comptroller Source Group	FY 2014 Actual Exp.	FY 2015 Actual Exp.	FY 2016 Revised Budget	FY 2016 Actual Exp.	FY 2016 Unexp. Bal.	% FY 2016 Unexp. Bal.	FY 2017 Approved Budget	Variance Over FY 2016 Budget
0011-REGULAR PAY—CONT FULL TIME	5,729	6,393	6,851	6,781	70	1%	7,778	927
0012-REGULAR PAY—OTHER	903	1,017	1,029	1,044	-15	-1%	1,206	177
0013-ADDITIONAL GROSS PAY	19	86	67	67	0	0%	0	-67
0014-FRINGE BENEFITS—CURR PERSONNEL	1,278	1,429	1,617	1,557	60	4%	1,923	306
0015-OVERTIME	4	5	1	6	-5	-500%	0	-1
Subtotal Personnel Services (PS):	7,933	8,930	9,565	9,455	110	1%	10,907	1,342
0020-SUPPLIES AND MATERIALS	36	34	115	58	57	50%	37	-78
0030-ENERGY, COMM. AND BLDG RENTALS	2	2	10	2	8	80%	4	-6
0031-TELEPHONE, TELEGRAPH, TELEGRAM, ETC	78	78	107	83	24	22%	79	-28
0032-RENTALS—LAND AND STRUCTURES	2,336	1,855	1,247	1,181	66	5%	1,546	299
0033-JANITORIAL SERVICES	0	0	0	0	0	0%	0	0
0035-OCCUPANCY FIXED COSTS	0	0	0	0	0	0%	0	0
0040-OTHER SERVICES AND CHARGES	612	2,096	1,495	1,269	226	15%	904	-591
0041-CONTRACTUAL SERVICES—OTHER	271	141	584	212	372	64%	192	-392
0050-SUBSIDIES AND TRANSFERS	0	0	1,341	1,308	33	2%	0	-1,341
0070-EQUIPMENT & EQUIPMENT RENTAL	246	141	540	379	161	30%	221	-319
Subtotal Non-Personnel Services (NPS):	3,581	4,347	5,439	4,492	947	5%	2,983	-2,456
Gross Funds	11,514	13,277	15,004	13,947	1,057	7%	13,890	-1,114

FTEs								
Appropriated Fund	FY 2014 Actual FTEs	FY 2015 Actual FTEs	FY 2016 Approved FTEs	FY 2016 Actual FTEs	FY 2016 FTE Variance	% Variance	FY 2017 Approved Budget	Variance Over FY 2016 Budget
Special Purpose Revenue	66.4	80.1	80.5	73.5	7.0	9%	80.6	0.8
Federal Grant Funds	1.6	2.9	3.1	3.1	0.0	0%	4.0	0.2
Gross Funds	68.0	83.0	83.6	76.6	7.0	8%	84.6	1.0

Note: The reduction in the FY 2017 budget results from the absence of CSG 50 budget (Subsidies and Transfer/refunds to utility companies).

LIST OF CURRENT AND OPEN FORMAL CASES AND ISSUES IN 2016

Electric

1. **FC 766** Commission's fuel adjustment clause audit and review program
2. **FC 982** Electric Quality of Service Standards (EQSS), monthly outage reports, outage investigations, and follow-up and electric service restoration issues
3. **FC 1017** Pepco's default Standard Offer Service (SOS) for electricity customers who have not chosen an alternative generation supplier and transmission rate deadband filings
4. **FC 1050** Mid-Atlantic Distributed Resources Initiative (MADRI) model small generator interconnection procedures
5. **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 through the AMI Customer Education Working Group
6. **FC 1076** Pepco's rate case and related Cost Allocation Manual (CAM) and management audit issues
7. **FC 1085** Commission's investigation into a launch of a purchase of receivables (POR) program in the District of Columbia and the implementation of the POR program (Formal Case Closed in CY2016)
8. **FC 1086** Pepco's request for approval of a residential air conditioner direct load control program
9. **FC 1098** Washington Gas Energy Services' petition for an investigation into retail electricity supplier access to smart meter data
10. **FC 1099** Pepco's application for a certificate authorizing it to issue and sell up to \$850,000,000.00 of long-term secured and unsecured debt securities
11. **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 D.C.
12. **FC 1105** Commission's investigation into the business and solicitation practices of Starion Energy in the District
13. **FC 1114** Commission's investigation of the policy, economic, legal and technical issues and questions related to establishing a dynamic pricing plan in the District of Columbia. Suspended as of May 13, 2015, pursuant to Commission Order No. 17877
14. **FC 1116** Pepco/DDOT's application for approval of the Power Lines Underground Projects Plan
15. **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, D.C.

- 16. **FC 1119** Merger of Exelon Corporation, Pepco Holdings, Inc., Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC
- 17. **FC 1120** Commission's investigation into the Residential Aid Discount
- 18. **FC 1121** Pepco's financing order application D.C. PLUG Initiative
- 19. **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.
- 20. **FC 1124** Pepco's application for authorization to issue \$750,000,000.00 of long-term secured or unsecured debt securities
- 21. **FC 1131** Commission's investigation into the Business Practices of Solar Solution, LLC
- 22. **FC 1132** Pepco's notice of tenants' rights and options and preliminary election card (Formal Case Closed in CY2016)
- 23. **FC 1136** Pepco's formal notice of plans to construct two 230 kV underground transmission circuits on Buzzard Point in Southwest, D.C.
- 24. **FC 1139** Pepco's application for authority to increase existing retail rates and charges for electric distribution service (Formal Case Opened in CY2016)

NATURAL GAS

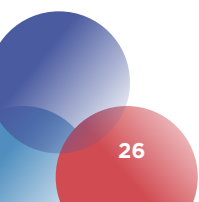
- 1. **FC 787** WGL's application for authority to increase existing rates and charges for gas service
- 2. **FC 874** WGL's natural gas procurement plans
- 3. **FC 977** Commission's establishment and monitoring of WGL's quality of service standards
- 4. **FC 1027** Commission's investigation and monitoring of water leaks into WGL's distribution system, monitoring WGL's implementation of a vintage coupling encapsulation program, and the approval of a cost recovery mechanism
- 5. **FC 1089** Commission's development of natural gas pipeline safety rules and regulations
- 6. **FC 1106** Commission's 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
- 7. **FC 1110** WGL's application for approval of a weather normalization adjustment (Formal Case Closed in CY2016)
- 8. **FC 1115** WGL's request for approval of a revised accelerated pipeline replacement plan
- 9. **FC 1122** WGL's application for authority to issue debt securities and preferred stock
- 10. **FC 1126** OPC's complaint against WGL regarding its unlawful compensation of competitive service providers in violation of its Rate Schedule No. 5

- 11. **FC 1127** Commission’s establishment of a discount program for low-income natural gas customers in the District of Columbia
- 12. **FC 1128** 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
- 13. **FC 1129** Commission’s investigation into default gas service provided by Washington Gas Light Company through the Purchase Gas Charge in the District of Columbia
- 14. **FC 1133** WGL’S application for approval of special contract
- 15. **FC 1134** Commission’s investigation into the Procurement Cost Adjustment (PCA) for Standard Offer Services (SOS)
- 16. **FC 1135** WGL’s request to establish a regulatory asset
- 17. **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
(Formal Case Opened in CY2016)
- 18. **FC 1138** Commission’s investigation into WGL’s new billing system and process and the potential impact on customers and competitive natural gas suppliers
(Formal Case Opened in CY2016)

- 19. **FC 1140** Commission’s investigation into the establishment of a purchase of receivables program for natural gas suppliers and their customers in the District of Columbia
(Formal Case Opened in CY2016)
- 20. **FC 1141** OPC’s petition for an investigation into the Pipe Replacement and Meter Relocation Practice of WGL
(Formal Case Opened in CY2016)

TELECOM

- 1. **FC 892 and TA** Requests for certification of Competitive Local Exchange Carriers (CLECs)
- 2. **FC 950** Commission’s investigation into the Payment Center Operations of Verizon
- 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 (DCUSTF) 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 Commission’s investigation into the continued use of Verizon Washington, D.C., Inc.’s copper infrastructure to provide telecommunications services

2. FC 1009 Commission’s investigation into affiliated activities, promotional practices, and codes of conduct of regulated gas and electric companies (Formal Case Closed in CY2016)

9. FC 1125 Orders, filings, and reports on the Consumer Education Program and Utility Discount Program Education Working Group

3. FC 1078 Commission’s investigation into the adequacy of billing information provided to residential customers on monthly utility bills (Formal Case Closed in CY2016)

MULTI-UTILITY

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

4. FC 1130 Commission’s investigation into Modernizing the Energy Delivery Structure for Increased Sustainability

PEPCO—EXELON MERGER COMMITMENTS

The DCPSA approved the Pepco-Exelon Merger on March 23, 2016 (F.C. No. 1119). In our efforts to keep the public informed regarding Pepco-Exelon’s Merger Commitments, the Commission has developed a tracking system to monitor and update Pepco and Exelon’s progress in meeting their 128 commitments.

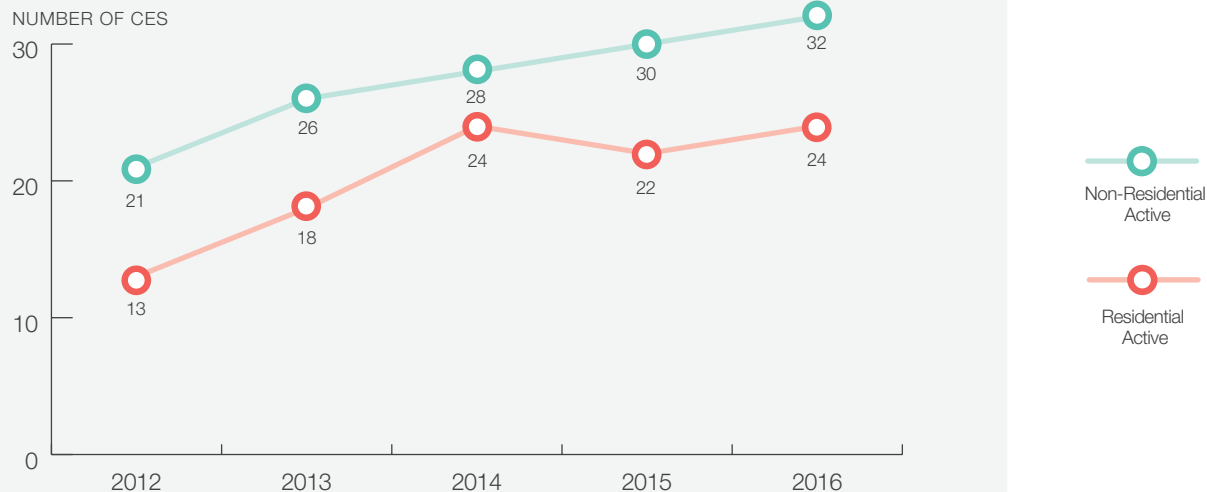
Pepco-Exelon Commitments Tracking Matrix is available at <http://dcpsc.org/fc1119mergertrackingmatrix.aspx>

Matrix of Commitments From the Pepco-Exelon Merger FC 1119 2016-E-1615 Order No. 18160 Attachment B				
* Exelon Corporation (“Exelon”), Pepco Holdings, Inc. (“PHI”), the Potomac Electric Power Company (“Pepco”), Exelon Energy Delivery Company, LLC (“EEDC”), and New Special Purpose Entity, LLC (“SPE”) (collectively, the “Joint Applicants”)		Completed	Merger Completion Date: March 23, 2016	
		Due Date w/ in the next 60 days	Version Date: September 15, 2017	
		Not Completion Date	* Updated once a month on or about the 15th of each month.	
Condition No.	Condition Terms	Due Date	Completed and / or Pending Verification	Relevant Filings
1	Customer Investment Fund 1. Exelon will provide a Customer Investment Fund (“CIF”) to the District of Columbia with a value totaling \$72.8 million. This represents a benefit of \$215.94 per distribution customer (based on a customer count of 337,117 as of December 31, 2015). Pepco will not seek recovery of the CIF in utility rates. [The Commission directed and the] Joint Applicants* agree that the CIF shall be allocated as set forth in Paragraphs 2 through 7 below.	See Conditions 2 through 7 Below		See DR 1119-2016-E-311
2	Customer Base Rate Credit 2. Exelon will provide a Customer Base Rate Credit in the amount of \$25.6 million, which can be used as a credit to offset rate increases for Pepco customers approved by the Commission in any Pepco base rate case filed after the close of the Merger until the Customer Base Rate Credit is fully utilized. Exelon will also provide an Incremental Offset of up to \$1 Million per year to be treated as a regulatory asset with a 5% return. The parties in the next Pepco base rate case will be provided an opportunity to propose to the Commission how the Customer Base Rate Credit and Incremental Offset will be allocated among Pepco customers and over what period of time. No portion of the Customer Base Rate Credit shall be recovered in utility rates.	FC 1139 and Subsequent Rate Cases		
3	Residential Customer Bill Credit 3. Exelon will fund a one-time direct bill credit of \$14 million to be distributed among Pepco residential customers (including RAD Program customers). The credit shall be provided within sixty (60) days after the Merger closing based on active accounts as of the billing cycle commencing thirty (30) days after the Merger closing.	Credit first reflected on customer bills on April 19, 2016.	April 19, 2016	See FC 1119-2016-E-1619
4	Creation of Formal Case No. 1119 Escrow Fund 4. Within sixty (60) days after Merger close, Exelon shall provide Pepco with the funds and Pepco shall establish a Formal Case No. 1119 Escrow Fund with two subaccounts: the Formal Case No. 1130 MEDSIS Pilot Project Fund Subaccount and The Energy Efficiency and Energy Conservation Initiatives Fund Subaccount. The escrowed funds shall be placed in an interest-bearing account or invested in instruments issued or guaranteed as to principle and interest and shall be administered by a third party administrator to be paid from a portion of the interest proceeds with the approval of the Commission. Any unused interest will be deposited proportionally into the two subaccounts.	May 22, 2016	May 20, 2016	See FC 1130 MEDSIS Staff Report

TABLES AND CHARTS

ELECTRICITY

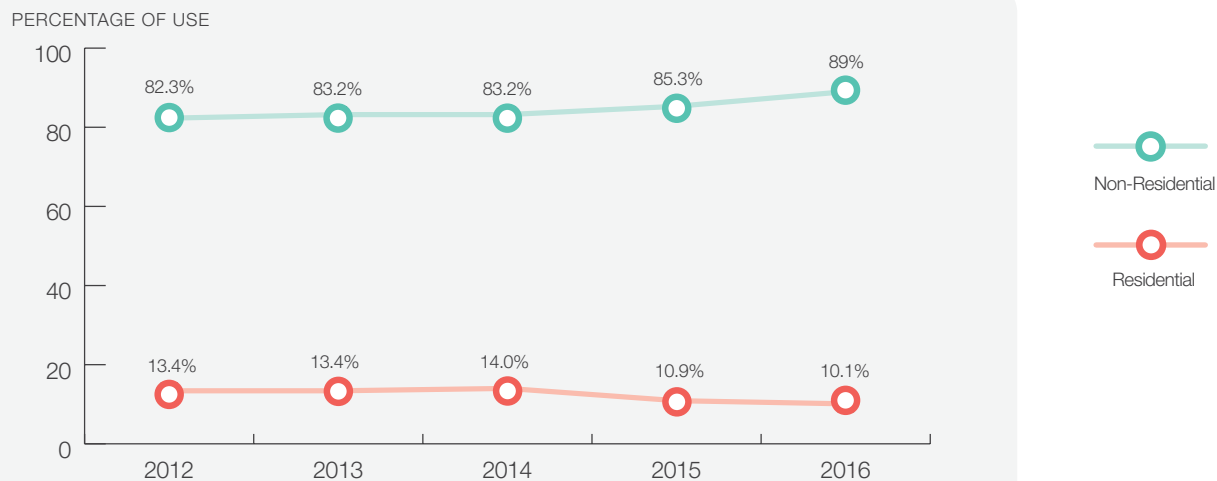
1. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO PROVIDE SERVICE IN D.C. IN CY 2012–CY 2016



The number of active residential and non-residential **Competitive Electric Suppliers (CES)** in D.C. both increased by two in CY 2016.

Cumulative as of the end of Calendar Year (CY) 2016
Source: Pepco's Monthly Market Monitoring Report

2. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF ELECTRICITY USAGE (% OF MWHs USED BY CES CUSTOMERS) IN CY 2012–CY 2016

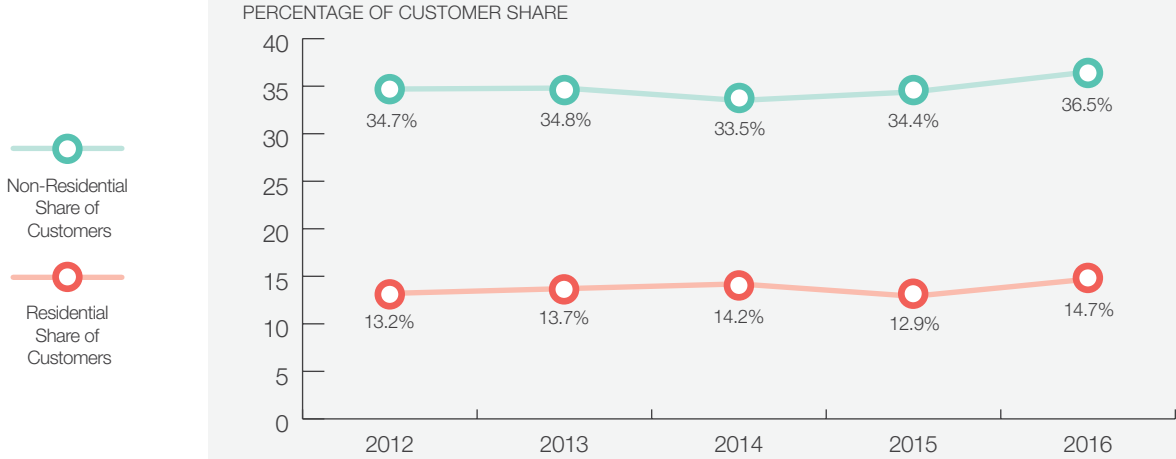


In CY 2016, the **Competitive Electric Suppliers' (CES)** share of electricity usage in D.C. by residential customers decreased by 0.8% from 10.9% to 10.1%. The non-residential share of electricity usage increased by 3.7% from 85.3% to 89.0%.

Source: Pepco's Monthly Market Monitoring Report



3. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF CUSTOMERS IN D.C. (%) IN CY 2012–CY 2016

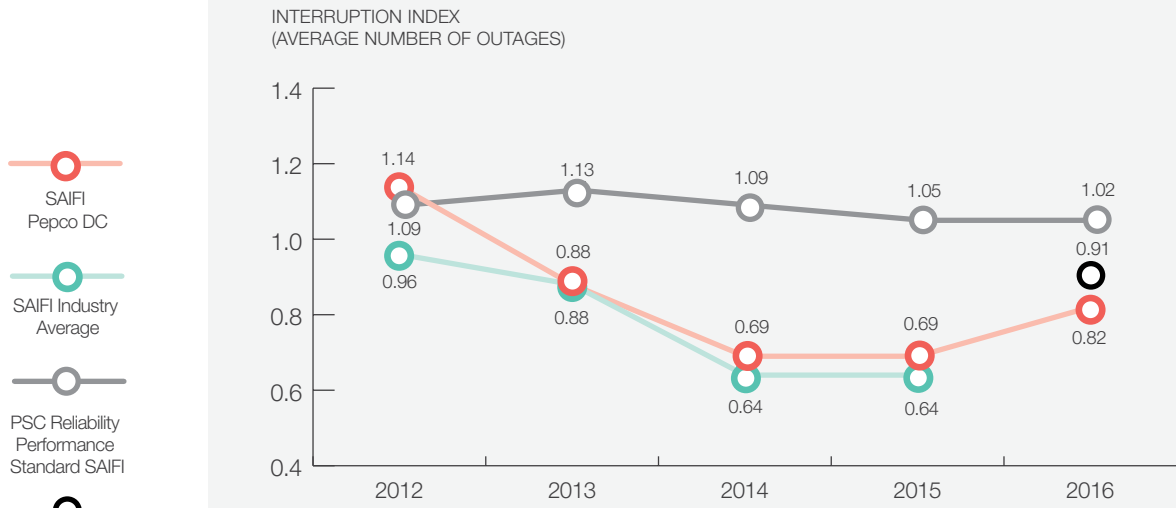


In CY 2016, the **Competitive Electric Suppliers' (CES)** share of residential customers increased by 1.8% from 12.9% to 14.7%. The share of non-residential customers increased by 2.1% from 34.4% to 36.5%.

Source: DCPSC



4. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI) IN CY 2012–CY 2016



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).

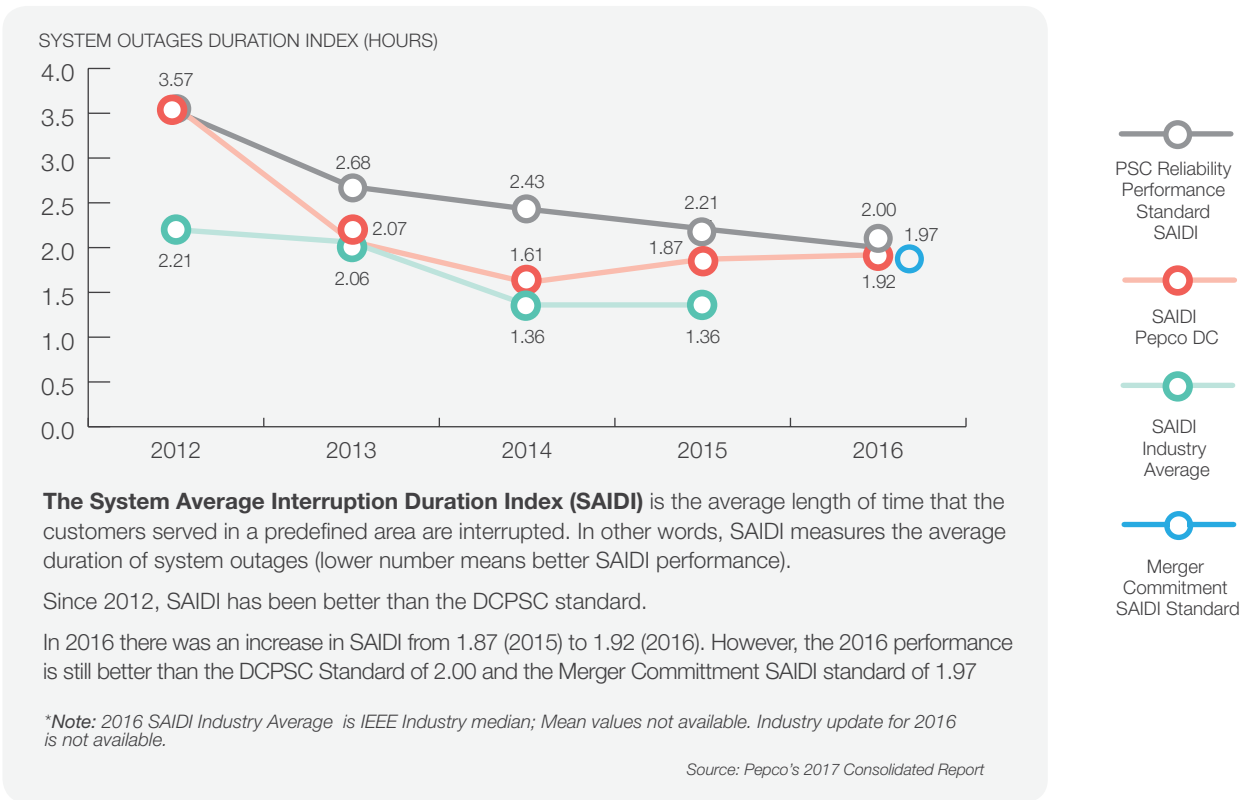
Pepco's SAIFI decreased each year from 2012 through 2015. In 2016, Pepco's performance in the District was slightly higher than the previous year (0.82 compared to 0.69) and was better than the DCPSC standard since 2013.

In 2016, Pepco's SAIFI of 0.82 was lower than DCPSC Reliability Performance Standard (EQSS SAIFI) of 1.02 and lower than FC. No. 1119 Merger Commitment SAIFI of 0.91.

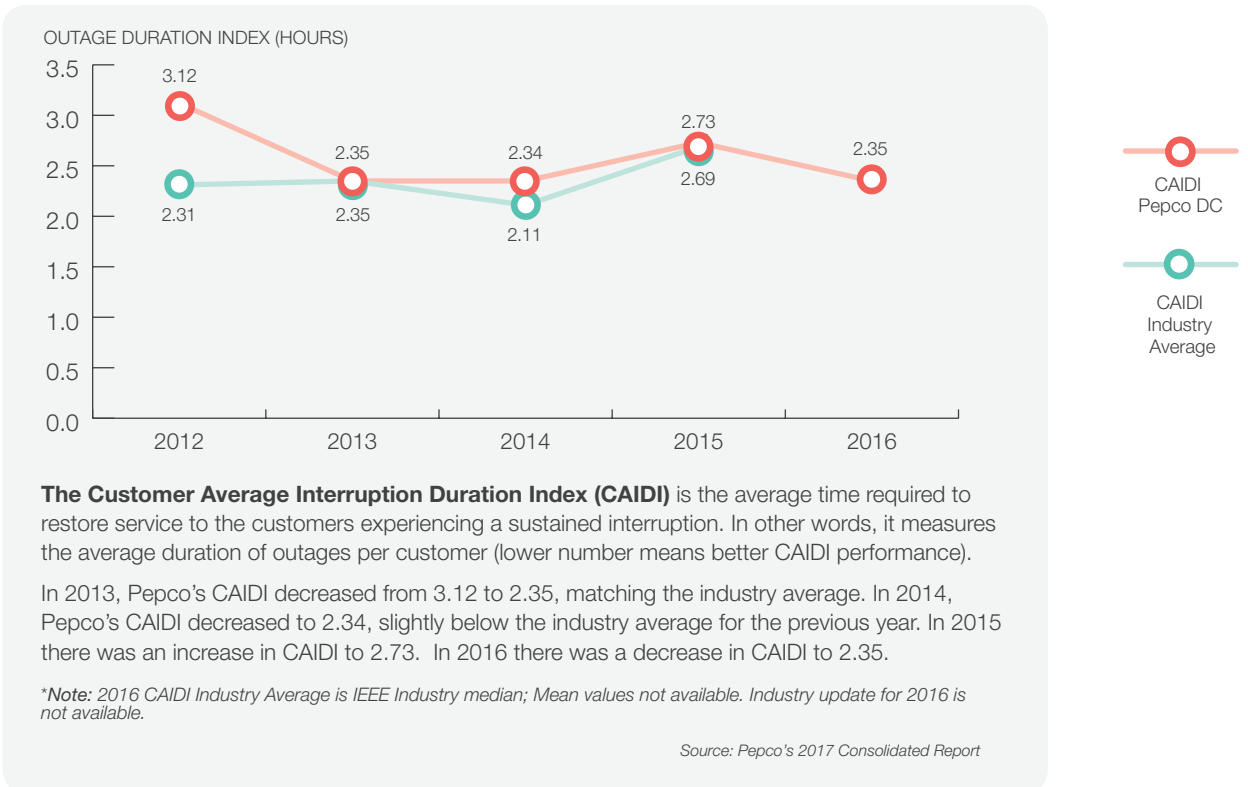
**Note: 2016 SAIFI Industry Average is IEEE Industry median; Mean values not available. Industry update for 2016 is not available.*

Source: Pepco's 2017 Consolidated Report

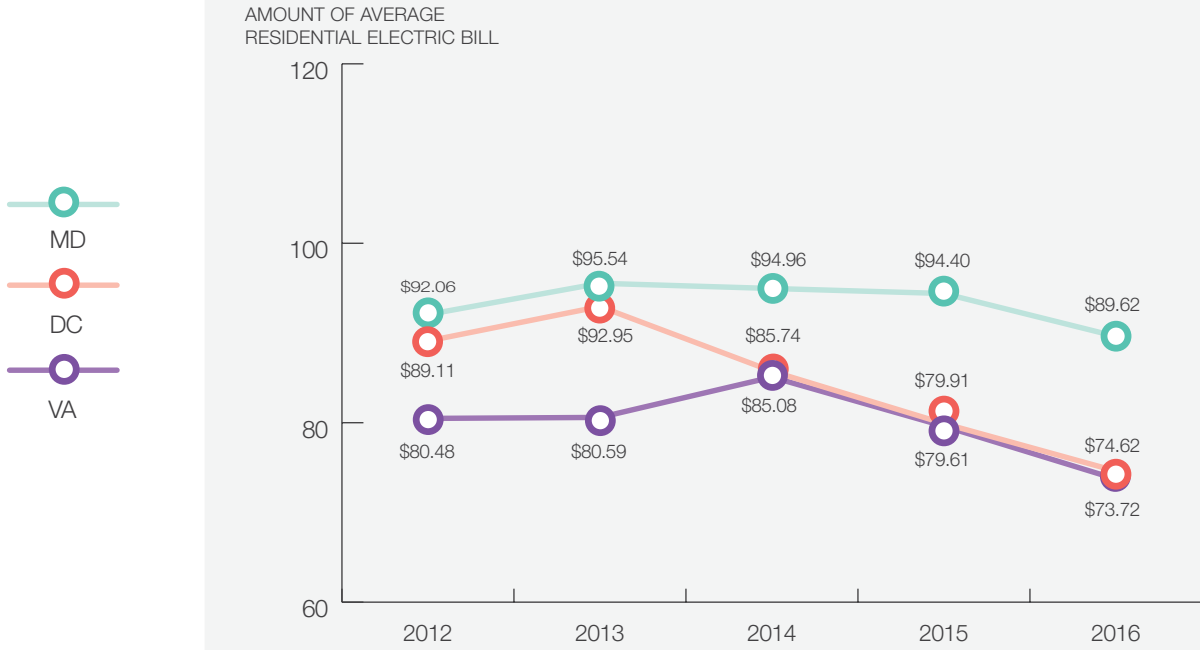
5. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI) IN CY 2012–CY 2016



6. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI) IN CY 2012–CY 2016



7. AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD, & VA* IN CY 2012–CY 2016



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 2016, the average monthly consumption for residential customers (both winter and summer seasons) was 604 kWh.

In CY 2016, 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.

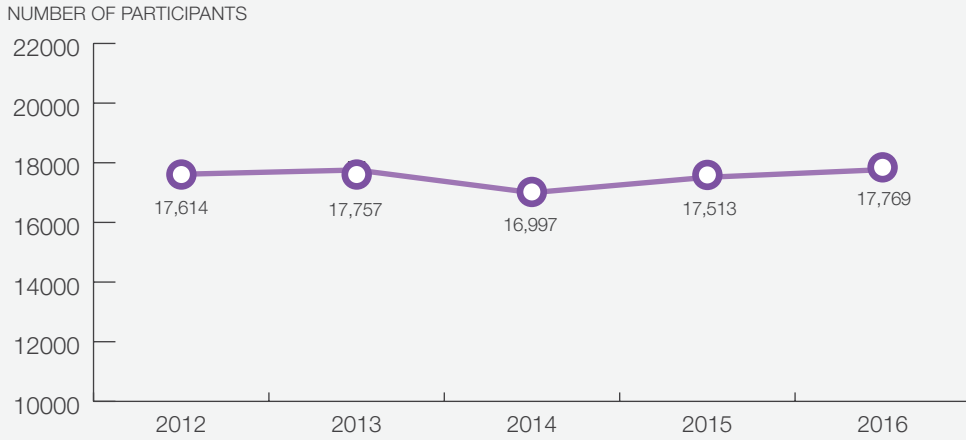
The distribution charge (including fees, taxes and surcharges) represents about 35% of the average residential electric bill. The distribution charge is regulated by the DCPSC. The other 65% of the bill represents electricity generation and charges not regulated by the DCPSC such as transmission charges 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 DCPSC



8. ENROLLMENT IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM* IN CY 2012-CY 2016



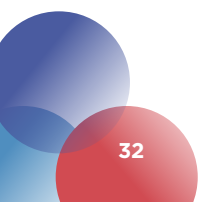
The number of participants enrolled in Pepco's Low Income Residential Aid Discount (RAD) program dropped by 4.3% between CY 2013 and CY 2014. In CY 2015, enrollment increased by 3.3% from 2014 levels. In CY 2016, the trend of the increase in enrollment continued at 1.4% from 2015 levels.

The DCPSC, 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.

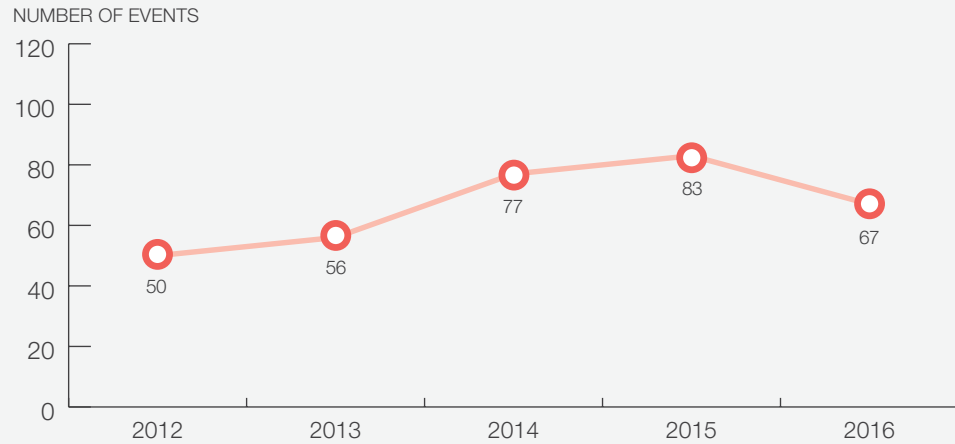
The Commission convened a Technical Conference on July 23, 2014 and five additional meetings ending on March 19, 2015. On December 15, 2015, the Commission, in Order No. 18059, adopted a new methodology for computing the Residential Aid Credit (RAC) for eligible low-income electricity customers. The 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 & DCPSC



9. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES AND SMOKING MANHOLES) IN CY 2012–CY 2016



Reportable manhole events for CY 2016 decreased by 16 events when compared to CY 2015.

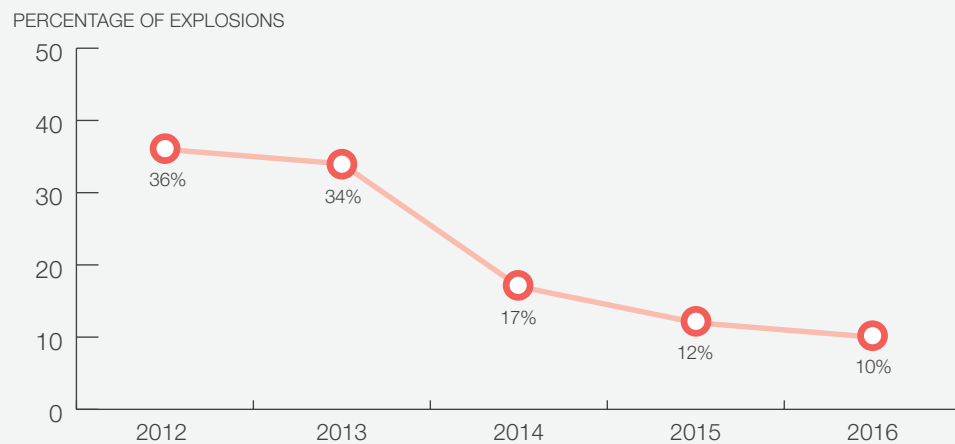
Reportable events may be considered a subset of underground (UG) equipment failures, and are comprised of equipment failures for which there is a significant visual result (smoke, flames, cover displaced). Among UG equipment failures, the most frequent involve cable.

Of these 67 manhole events, 50 were classified as Smoking Manholes, seven were classified as Manhole Explosions, and 10 were classified as Manhole Fires.

Source: Pepco's 2017 Annual Consolidated Report



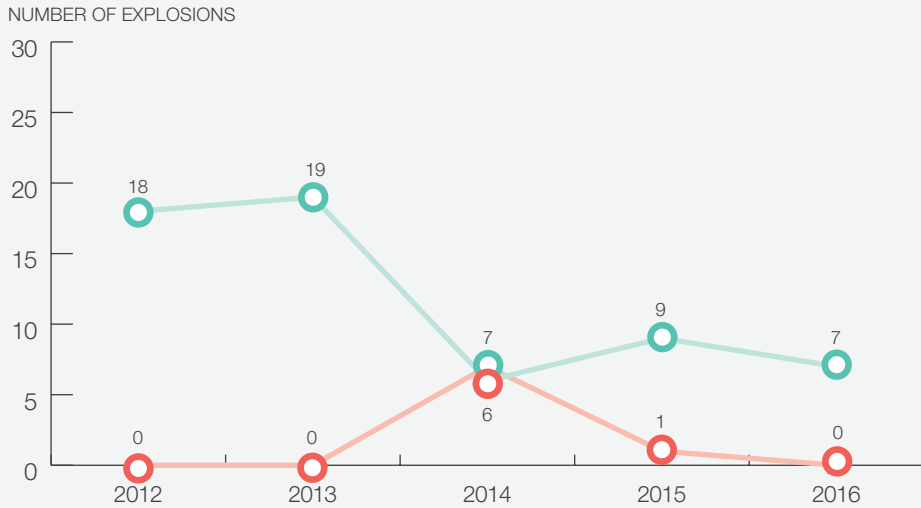
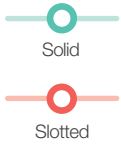
10. EXPLOSIONS AS A PERCENTAGE OF TOTAL MANHOLE EVENTS IN CY 2012–CY 2016



From CY 2012 through CY 2016, most of the reportable events were manhole smoking events. Explosions as a share of manhole incidents decreased from 34% in 2012 to 17% in CY 2014, to 12% in CY 2015 and continued to decline to 10% in CY 2016.

Source: Pepco's 2017 Annual Consolidated Report

11. NUMBER OF EXPLOSIONS FOR SLOTTED VS. SOLID MANHOLE COVERS IN CY 2012–CY 2016



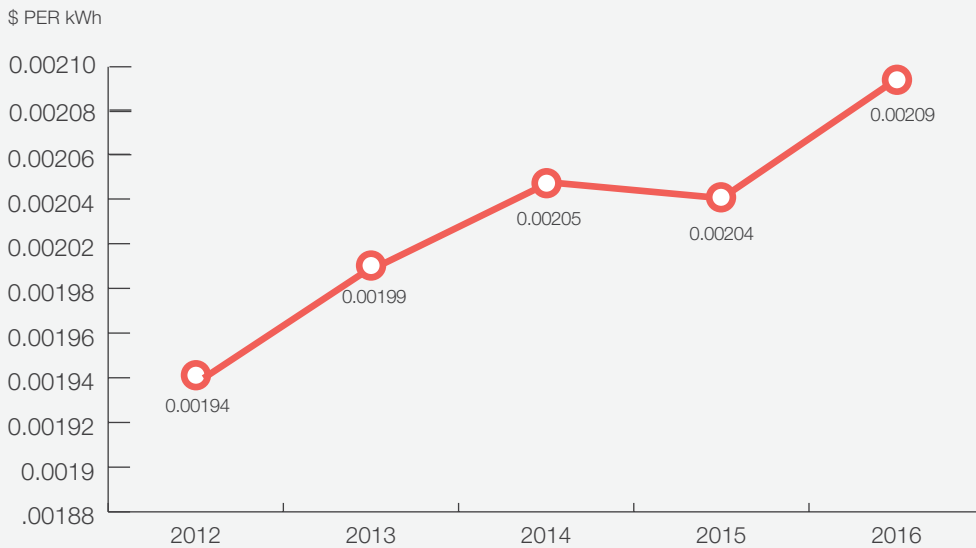
Slotted manhole covers are designed to minimize the frequency and impact of manhole events by allowing gas and smoke to vent from manholes in the event of an underground failure. Slotted manhole covers allow energy to disperse more easily when an event occurs, thereby preventing buildup of gases to potentially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

In CY 2016 there were seven explosions in solid manholes and none in slotted manholes.

Source: Pepco's 2017 Annual Consolidated Report



12. PEPCO'S PUBLIC SPACE OCCUPANCY SURCHARGE (RIDER PSOS) IN CY 2012–CY 2016 (\$ PER KWH)



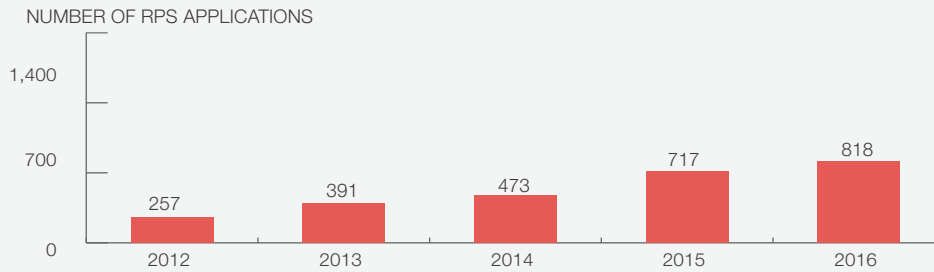
Pepco's **Rights-of-Way (ROW) Fee** is called a **Public Space Occupancy Surcharge Rider (Rider PSOS)** and it appears as a separate surcharge on Pepco's customers' bills.

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 DCPSC 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 CY 2016 Rate increased from \$0.00204 in CY 2015 to \$0.00209 in CY 2016.

Source: DCPSC

13. NUMBER OF RENEWABLE PORTFOLIO STANDARD (RPS) APPLICATIONS RECEIVED BY THE DCPSC IN CY 2012–CY 2016



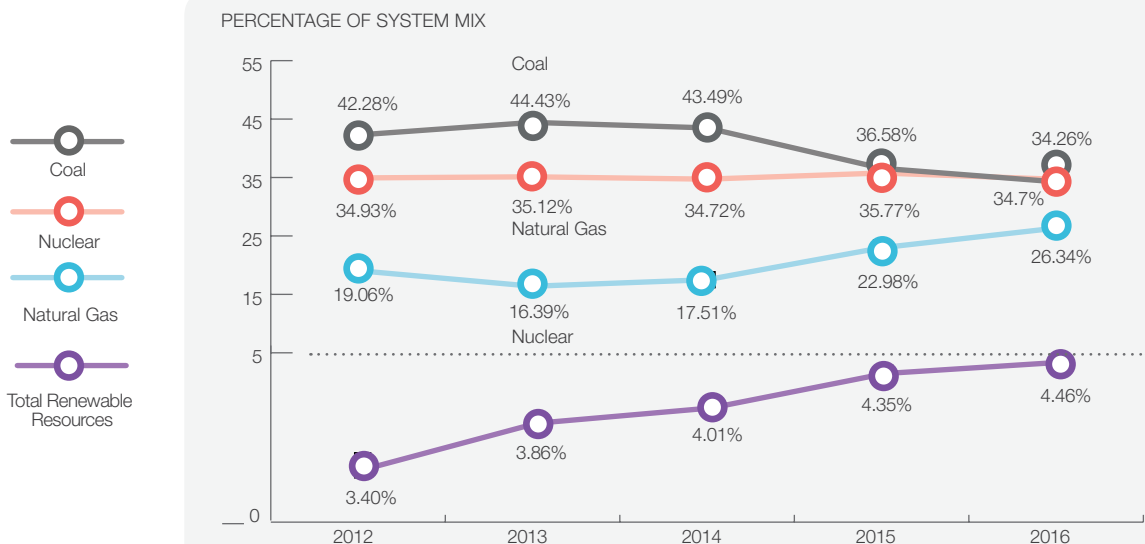
The impact of the Distributed Generation Emergency Amendment Act of 2011, which generally disallowed out-of-state solar energy systems explains the decrease in the number of Renewable Portfolio Standard (RPS) Applications in 2012.

However, that trend has now reversed. In CY 2012, the Commission received only 257 solar facility RPS applications, but in each subsequent year the number of applications increased. In CY 2015 there was a 52% increase in the applications compared to CY 2014.

In CY 2016 there was a 14% increase over CY 2015 to the high of 818.

Source: DCPSC

14. PJM SYSTEM MIX FOR THE PJM REGION, INCLUDING D.C. IN CY 2012–CY 2016



	2012	2013	2014	2015	2016
Coal	42.28%	44.43%	43.49%	36.58%	34.26%
Nuclear	34.93%	35.12%	34.72%	35.77%	34.70%
Natural Gas	19.06%	16.39%	17.51%	22.98%	26.34%
Oil	0.33%	0.19%	0.25%	0.28%	0.20%
Hydroelectric	0.82%	0.97%	0.95%	1.05%	1.04%
Other Renewable	2.58%	2.89%	3.05%	3.30%	3.42%
Captured Methane Gas	0.29%	0.29%	0.30%	0.32%	0.00%
Geothermal	0.00%	0.00%	0.00%	0.00%	0.13%
Solar	0.03%	0.05%	0.05%	0.07%	0.52%
Municipal Solid Waste	0.53%	0.52%	0.53%	0.55%	2.23%
Wind	1.62%	1.88%	1.95%	2.13%	0.23%
Wood, other biomass	0.11%	0.15%	0.23%	0.24%	4.46%

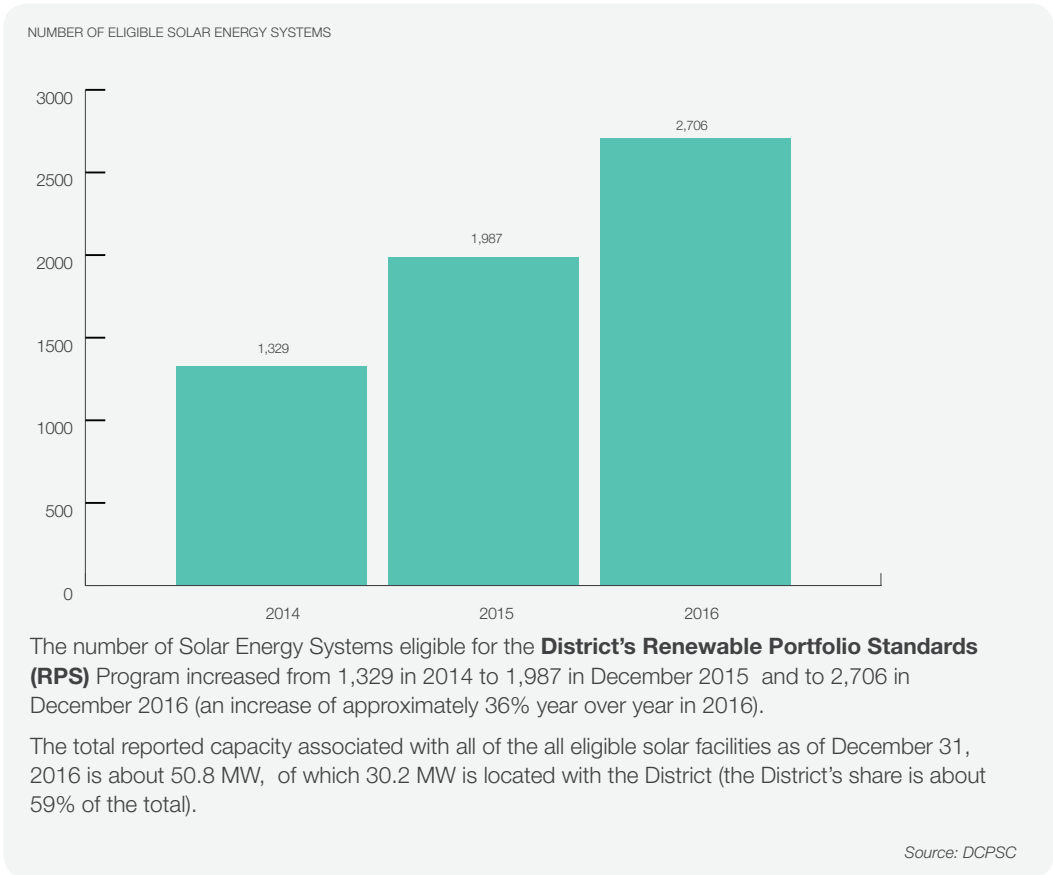
PJM Interconnection (PJM) is a regional transmission organization (RTO) that coordinates the buying, selling and delivery of wholesale electricity in all or parts of Delaware, Illinois, Indiana, Kentucky, Maryland, Michigan, New Jersey, North Carolina, Ohio, Pennsylvania, Tennessee, Virginia, West Virginia 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 2016, the share of renewables in the PJM system mix was 4.46%.

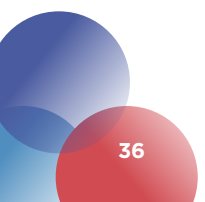
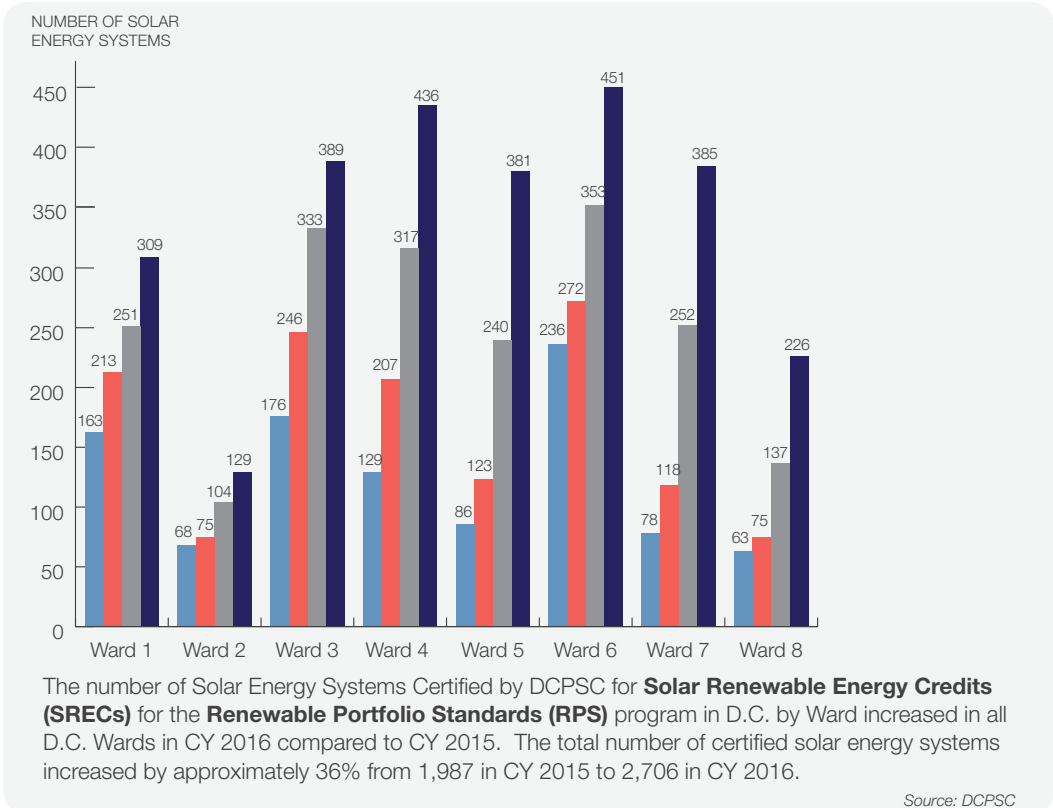
Source: DCPSC



15. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. IN CY 2014–CY 2016



16. NUMBER OF SOLAR ENERGY SYSTEMS CERTIFIED BY DCPSC FOR SRECS IN D.C. BY WARD IN CY 2013–CY 2016



17. DEFAULT AND ACTIVE COMPETITIVE ELECTRIC SUPPLIERS (CES) SERVING THE DISTRICT IN CY 2016

#	Company	Customer Service Telephone No.	Residential	Commercial
1	AEP Energy	(866) 258-3782	●	●
2	Agera Energy	(914) 236-1406	●	●
3	Ambit Energy	(877) 282-6248	●	●
4	Champion Energy Services	(888) 653-0094		●
5	Clearview Energy	(888) 257-8439	●	●
6	Consolidated Edison Solutions	(888) 210-8899	●	●
7	Constellation NewEnergy	(866) 237-7693	●	●
8	D.C. 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	(888) 844-9452	●	●
14	Horizon Power and Light	(866) 727-5658	●	●
15	IDT Energy	(877) 887-6866	●	●
16	Integrus Energy Services	(866) 920-9435		●
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	PPL EnergyPlus	(800) 281-2000		●
22	Public Power	(888) 354-4415	●	●
23	NRG Home/Business	(855) 500-8703	●	●
24	GDF SUEZ Energy Resources NA	(866) 999-8374		●
25	Starion Energy	(800) 600-3040	●	●
26	Stream Energy	(202) 558-2002	●	●
27	UGI Energy Services	(800) 427-8545		●
28	Viridian Energy	(866) 663-2508	●	●
29	WGL Energy	(888) 884-9437	●	●
30	XOOM Energy	(877) 737-2662	●	●
31	PEPCO	(202) 833-7500	●	●
Total CES and Pepco			23	31

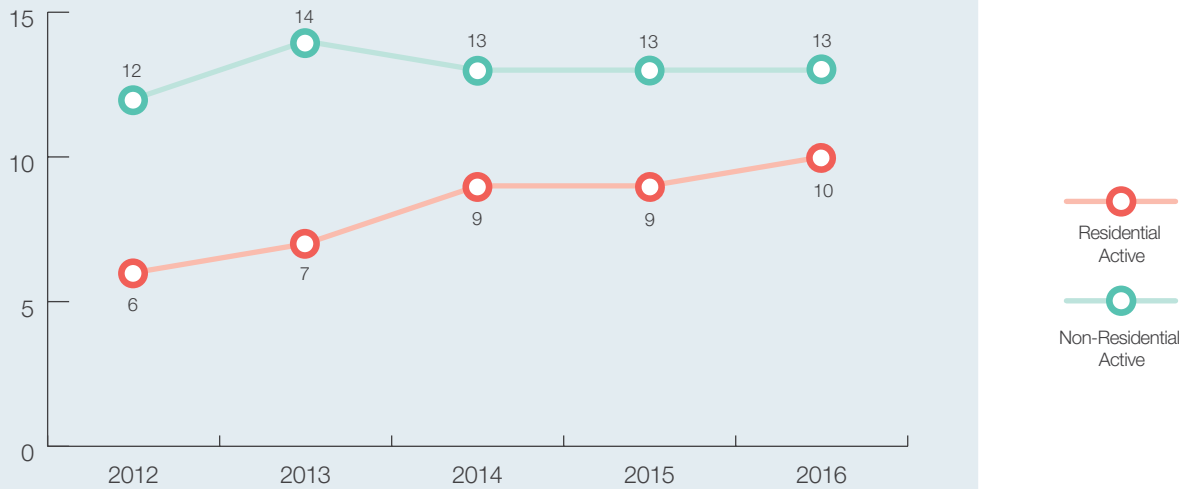
Default and 30 Licensed Competitive Electric Suppliers (CES) serving the District as of December 31, 2016. 30 CES provided non-residential service and 22 provided residential service as of December 31, 2016.



NATURAL GAS

18. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE GAS (CGS) SUPPLIERS LICENSED TO SERVE IN D.C. IN CY 2012–CY 2016

NUMBER CGSs



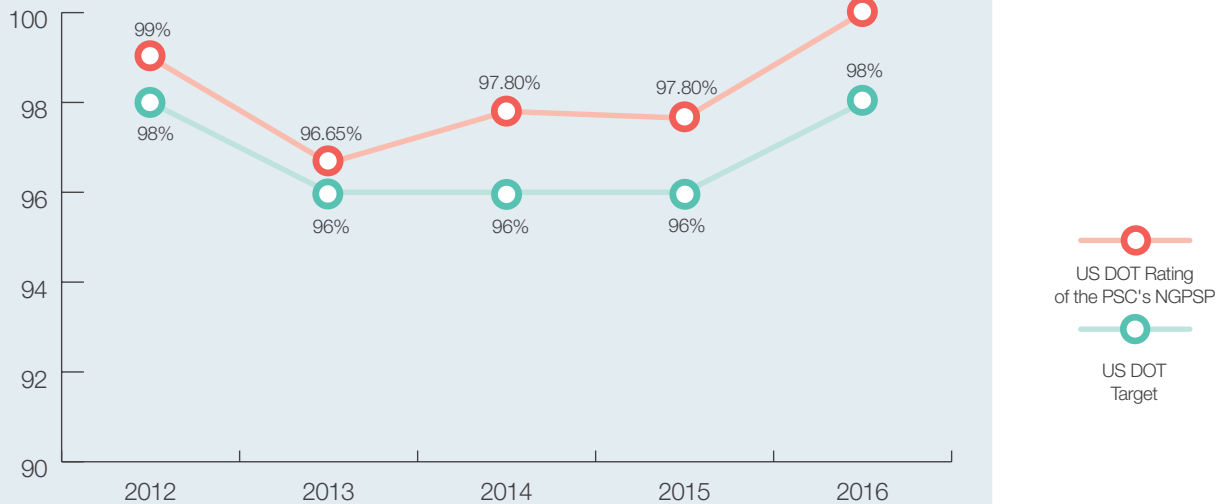
The number of Active Residential **Competitive Gas Suppliers (CGS)** increased by one in CY 2016 from nine in 2015. The number of Active Non-Residential CGS remained at 13 in CY 2016.

In 2016, the total number of CGS participating in the natural gas Customer Choice Programs in D.C. remained unchanged from the previous year.

Source: DCPSC

19. U.S. DOT RATINGS FOR THE DCPSC'S NATURAL GAS PIPELINE SAFETY PROGRAM IN CY 2012–CY 2016

PERCENTAGE OF TARGET



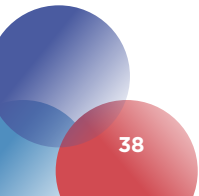
The DCPSC's Natural Gas Pipeline Safety Program (NGPSP) is evaluated annually by U.S. DOT/PHMSA* in the areas of gas pipeline construction, operation, maintenance, records, drug and alcohol inspections and operator qualifications.

The DCPSC's goal is to achieve a rating equal to or better than the DOT target set each year. There is no 2016 audit result since the audit has yet to occur.

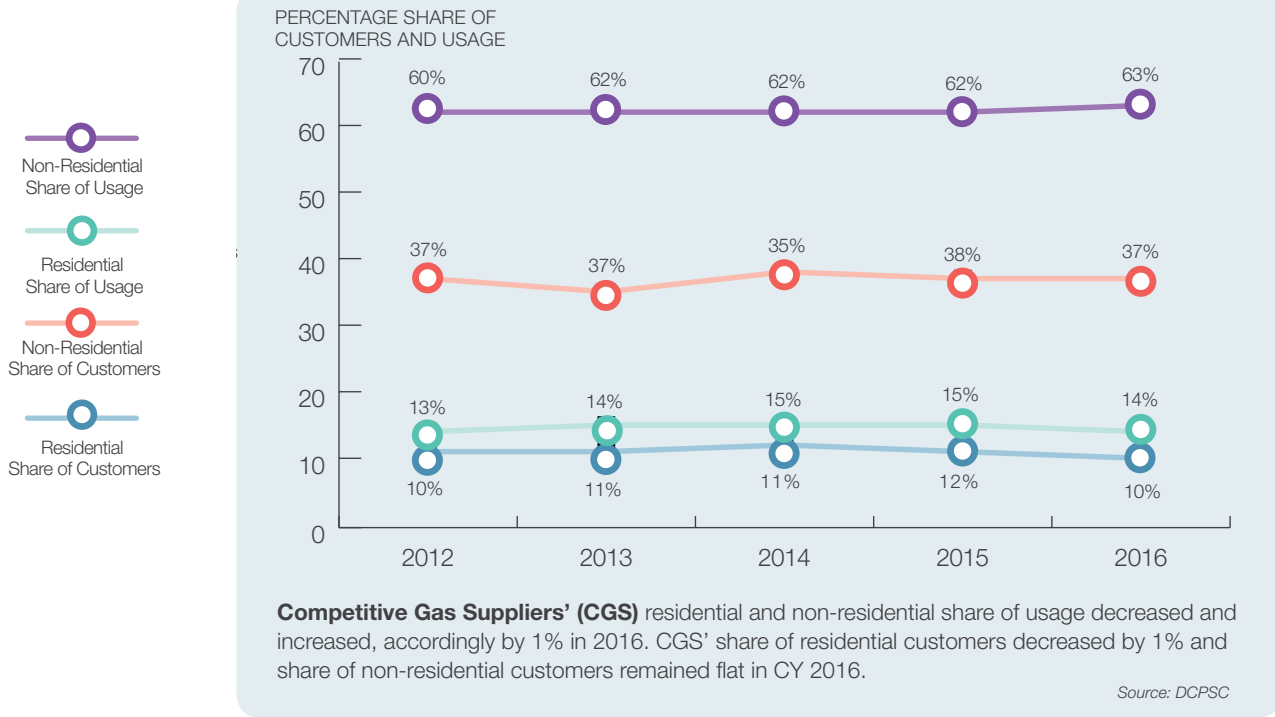
When the 2016 audit report is completed, the results will be available in the 2017 DCPSC Annual Report.

*DOT/PHMA—U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration.

Source: DCPSC

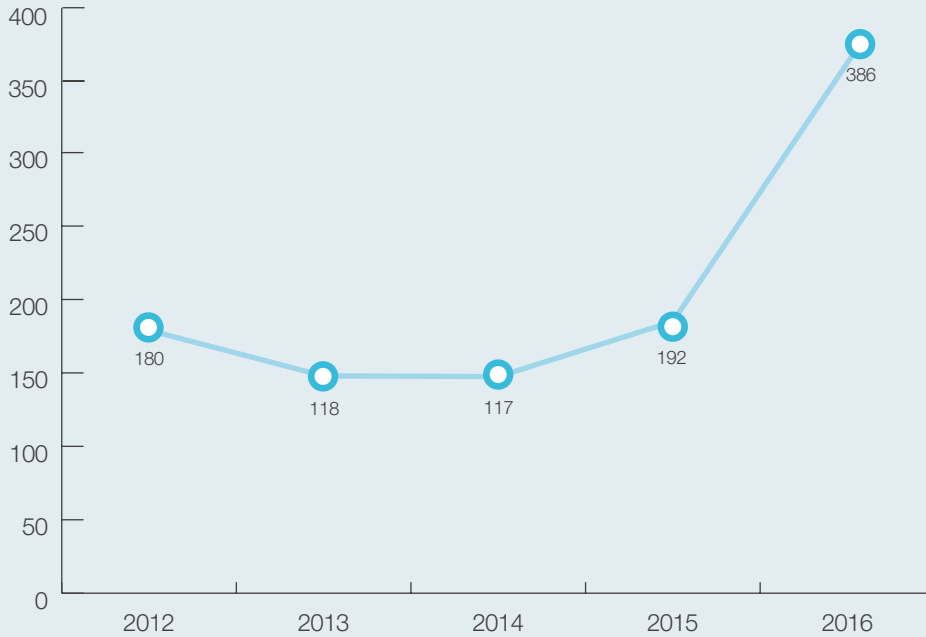


20. COMPETITIVE GAS SUPPLIERS' (CGS) SHARE OF CUSTOMERS AND SHARE OF USAGE IN CY 2012–CY 2016



21. NUMBER OF NATURAL GAS PIPELINE SAFETY FIELD INSPECTION ACTIVITIES PERFORMED IN CY 2012–CY 2016

NUMBER OF INSPECTIONS



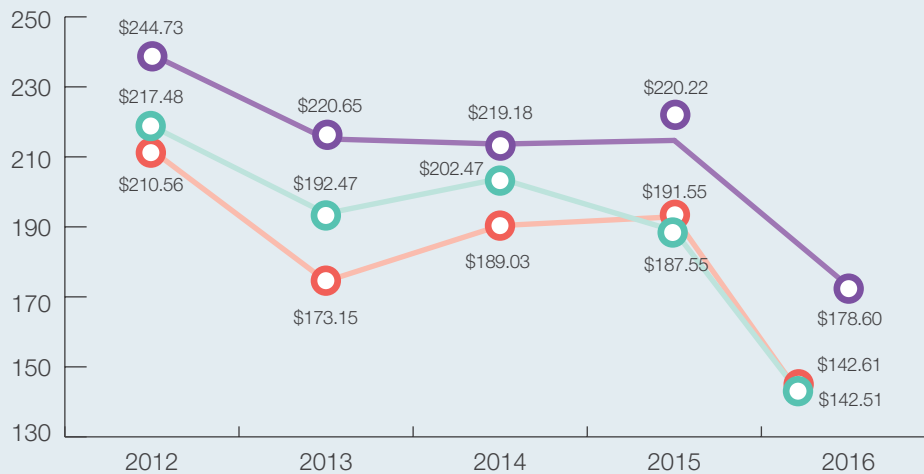
The number of natural gas pipeline safety field inspection activities increased from 117 in CY 2014 to 192 in CY 2015 and continued to increase to 386 in CY 2016.

The increase in activities was due to the recruitment and completed training of additional pipeline safety engineers/inspectors, acquisition of additional transportation and full deployment of all inspectors.

Source: DCPSC

22. WGL'S AVERAGE RESIDENTIAL NATURAL GAS BILLS IN D.C., MD AND VA (200 THERMS OF USAGE)* IN CY 2012–CY 2016

DOLLARS



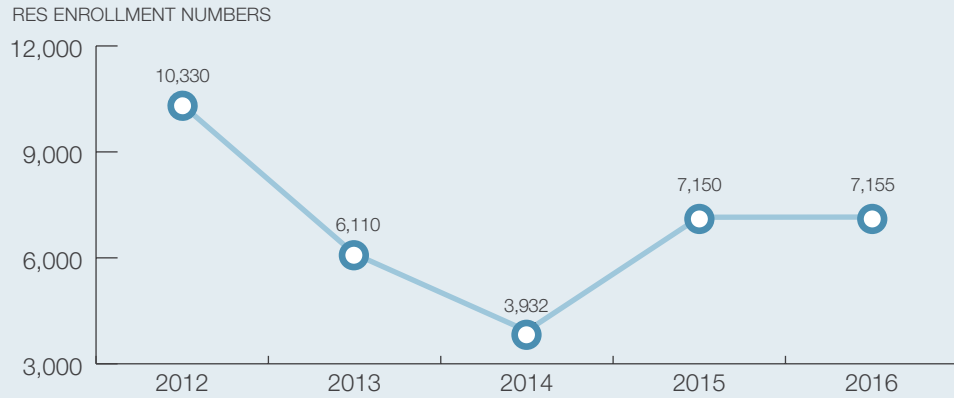
The average WGL bill includes the purchased gas charge, transmission charges, distribution charges and all applicable taxes, fees and surcharges. The average bill in D.C. is higher than in Maryland and Virginia because of taxes and rights-of-way fees. The average bill has tended to decrease as the purchased gas charge has declined since CY 2012.

Note: 200 therms of usage applies to all three jurisdictions served by WGL (D.C., MD and VA).

* As of January of each year
Source: WGL and DCPSC



23. ENROLLMENT IN WGL'S LOW INCOME RESIDENTIAL ESSENTIAL SERVICE (RES) PROGRAM* IN CY 2012–CY 2016



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.

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 DCPSC.

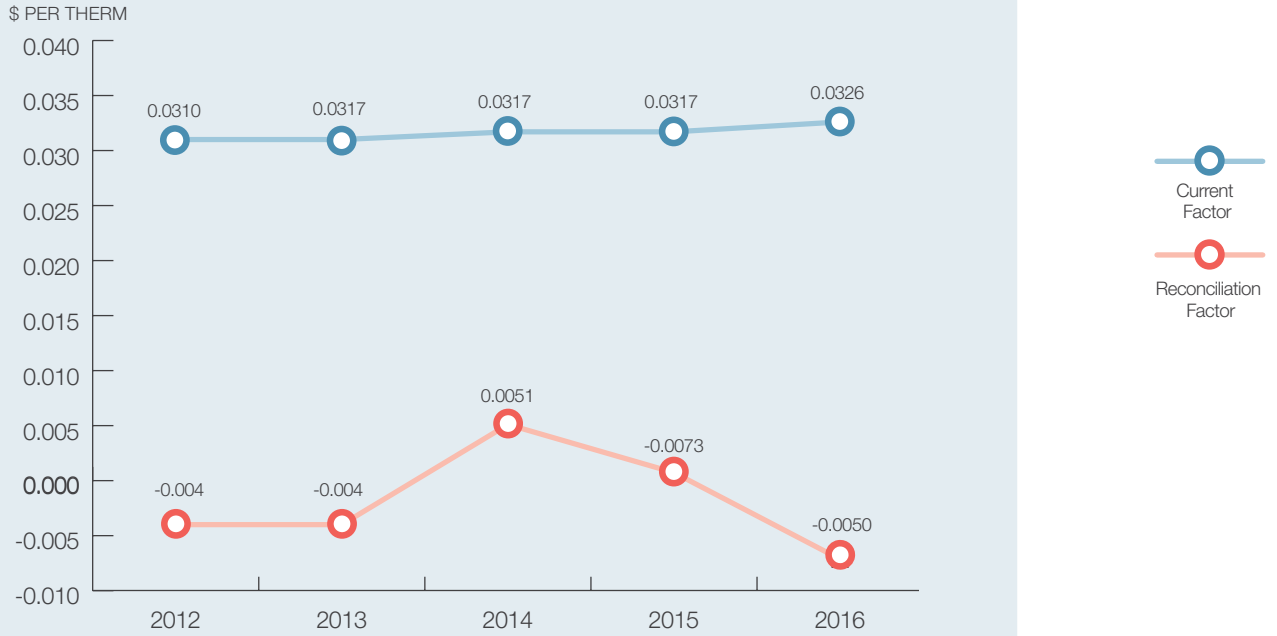
On September 8, 2014, in accordance with the Act, the DCPSC, by Order No. 17624, opened Formal Case No. 1127. The Order designated the RES as the discount program for low-income natural gas customers in D.C., adopted the income level eligibility criteria duplicating the federal Low Income Home Energy Assistance Program (LIHEAP) income requirements and designated DOEE as the entity to administer the outreach and enrollment for the RES Program. There was an 82% increase in the number of RES participants in CY 2015 from 3,932 in CY 2014 to 7,150 in CY 2015. In CY 2016, the number of RES participants increased by 5 from 7,150 in CY 2015.

*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.

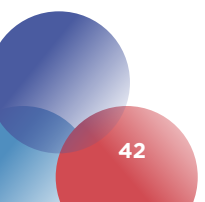


24. WGL'S RIGHTS-OF-WAY FEES IN CY 2012-CY 2016 (\$ PER THERM)

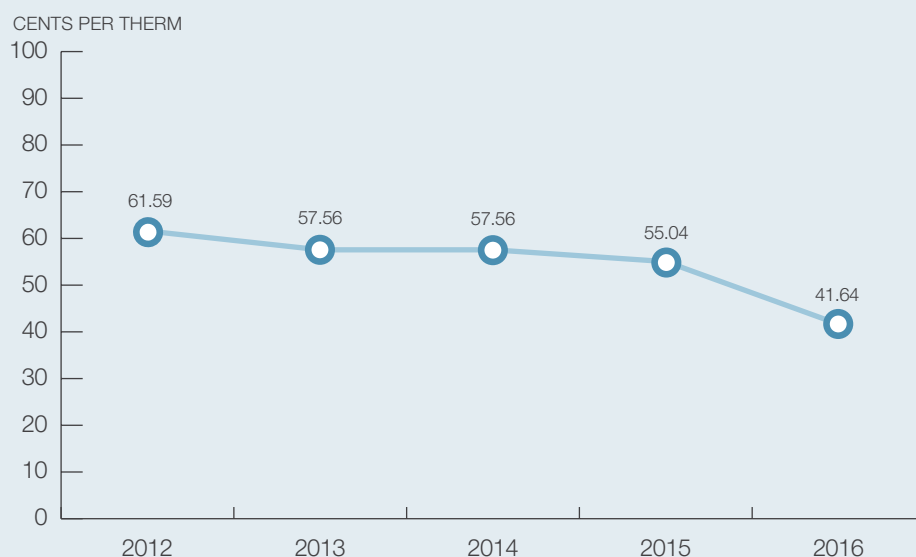


WGL's **Rights-of-Way (ROW)** fee has two parts, a Current Factor and a Reconciliation Factor. The Reconciliation Factor recovers any over or under collection resulting from the application of the Current Factor to customers' bills in the previous year. WGL's fee appears as a separate line item on customers' bills. WGL files revised Current and Reconciliation Factors annually in GT 00-2. The DCPSC audits the fees to verify the costs. The graph shows an upward trend in the current factor and a decrease in the reconciliation factor between December 2014 and December 2016. WGL files its Rights-of-Way fees in compliance with the Company's tariff, DCPSC of D.C. No. 3, Third Revised Page No. 56.

Source: DCPSC



25. WGL'S NET PURCHASED GAS CHARGE (PGC) IN CY 2012–CY 2016 (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 on the bills of customers who have not chosen another commodity gas supplier.

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

The average net PGC continued to decline from a five year high of 61.59 cents per therm in CY 2012 to 41.64 cents per therm in CY 2016.

Source: DCPSC



26. ENFORCEMENT ACTIVITIES REGARDING NATURAL GAS CONSTRUCTION PROJECTS IN D.C. IN CY 2012–CY 2016

	2012	2013	2014	2015	2016
Number of Notices of Probable Violations	0	4	2	4	163
Number of Notices Concluded	0	3	0	2	0
Number of Penalties Assessed	0	4	2	4	65
Amounts of Assessments	\$0	\$140,000	\$60,000	\$140,000	\$491,000
Amounts Collected	\$0	\$100,000	\$0	\$25,000	\$125,000

The amount collected in 2016 was from a June 14, 2016, combined action settlement in which WGL paid \$125,000 out of the \$491,000 assessed for previous (2013, 2014 and 2015) violations. In addition, as part of the settlement agreement, and in lieu of paying the full civil penalty amount; WGL was directed to prepare and implement a Damage Prevention Enforcement Improvement Plan to reduce the District's Damage Ratio to levels comparable to the Ratios in WGL's Maryland and Virginia jurisdictions.

27. DEFAULT AND ACTIVE COMPETITIVE GAS SUPPLIERS (CGS)
SERVING THE DISTRICT IN CY 2016

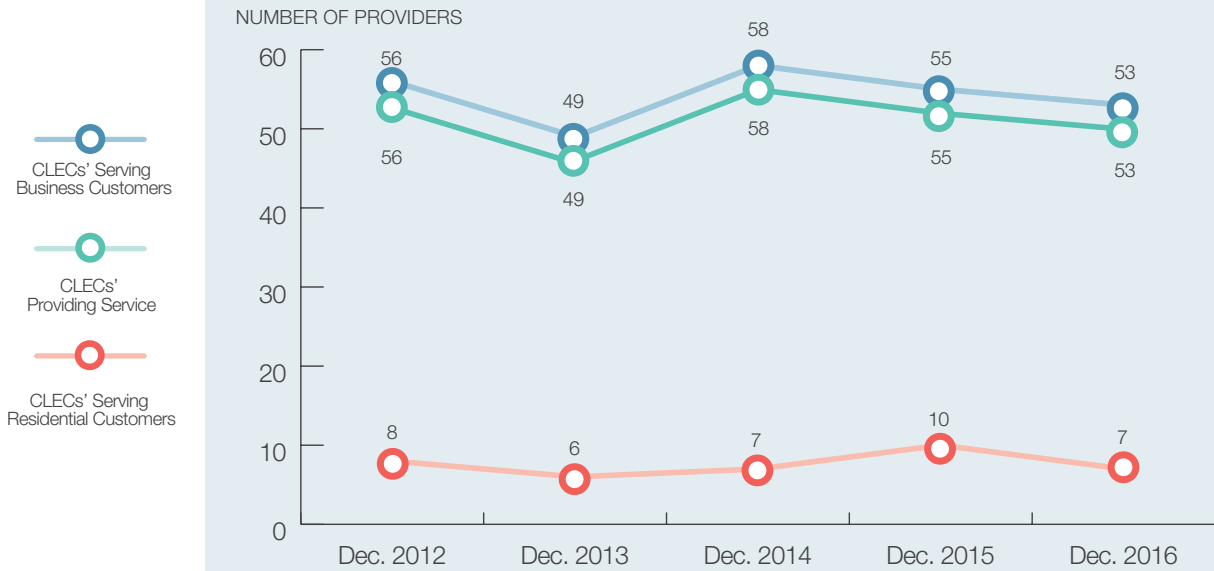
#	Company	Customer Service Telephone No.	Residential	Commercial
1	Agera Energy	844-692-4372	●	●
2	Ambit Energy	877-282-6248	●	●
3	Bollinger Energy Corporation	800-260-0505		●
4	Constellation NewEnergy/ Energy Gas Choice	800-785-4373	●	●
5	Deca Energy	202-670-5558	●	
6	Direct Energy	800-437-7265	●	●
7	Gateway Energy Services	800-805-8586	●	●
8	Constellation Energy Services	800-350-9594		●
9	NOVEC Energy Solutions	888-627-7283	●	●
10	Sprague Energy	866-477-7248	●	●
11	Tiger Natural Gas	888-875-6122		●
12	UGI Energy Services/Gasmark	800-797-0712		●
13	Viridian Energy	866-663-2508	●	●
14	Washington Gas Light Energy Services	888-884-9437	●	●
15	Washington Gas	703-750-1000	●	●
Total CGS and WGL			11	14

Note: Default and 13 Licensed Competitive Gas Suppliers (CGS) serving the District as of December 31, 2016.
13 CGS provided non-residential service and 10 provided residential service as of December 31, 2016.



TELECOMMUNICATIONS

28. ACTIVE RESIDENTIAL AND BUSINESS COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) LICENSED TO SERVE IN D.C. IN CY 2012–CY 2016

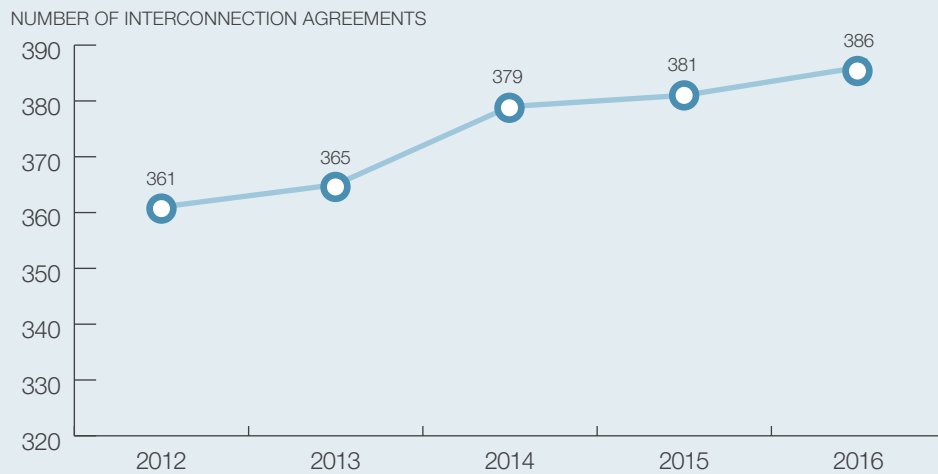


The number of Competitive Local Exchange Carriers (CLECs) serving business customers decreased by two, from 55 in 2015 to 53 in 2016. The number of CLECs serving residential customers decreased by three from ten in 2015 to seven in 2016.

Source: DCPSC and CLECs and Verizon Annual Survey (2015)



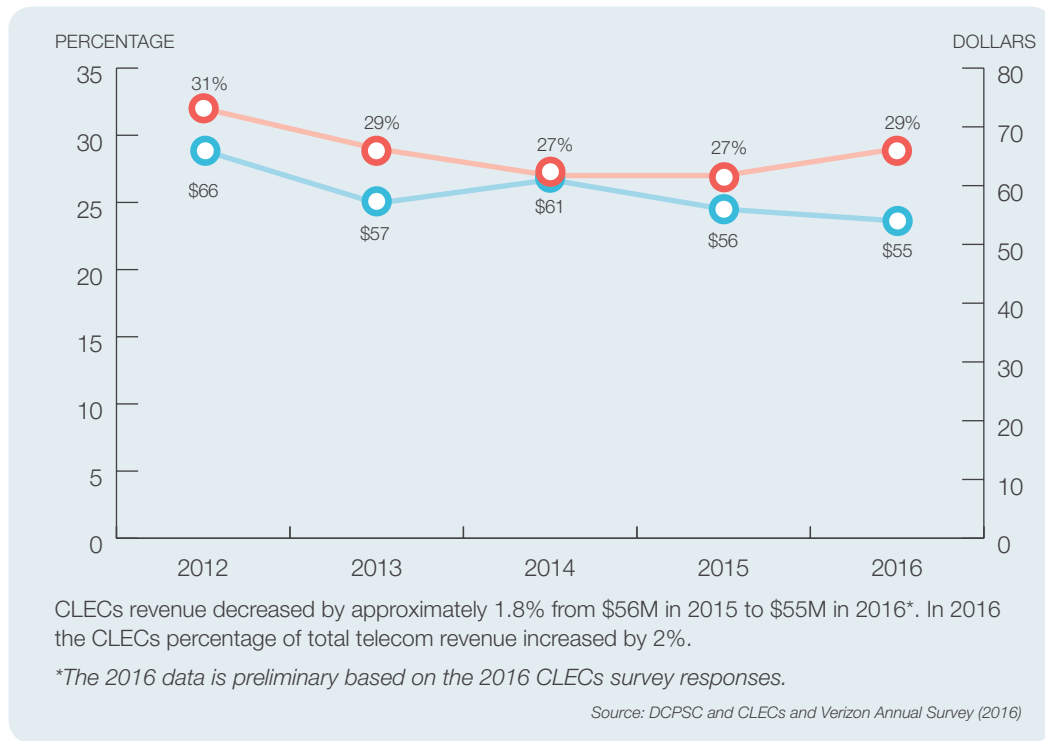
29. CUMULATIVE NUMBER OF TELECOMMUNICATIONS INTERCONNECTION AGREEMENTS (TIA) APPROVED IN CY 2012–CY 2016



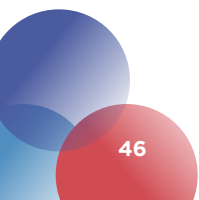
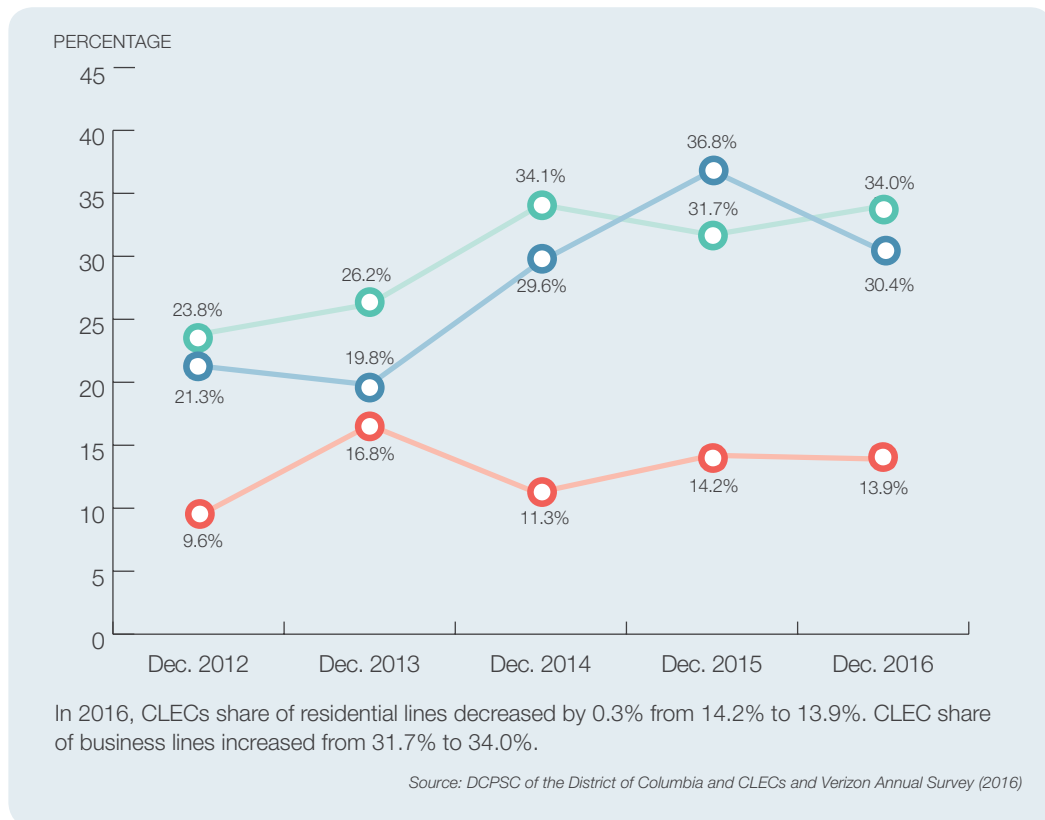
The DCPSC has 90 days to approve each Telecommunication Interconnection Agreement (TIA) that were processed. In CY 2016 five Interconnection Agreements were processed by Commission orders. All five orders were issued on a timely basis bringing the total approved as of the end of 2016 to 386.

Source: DCPSC

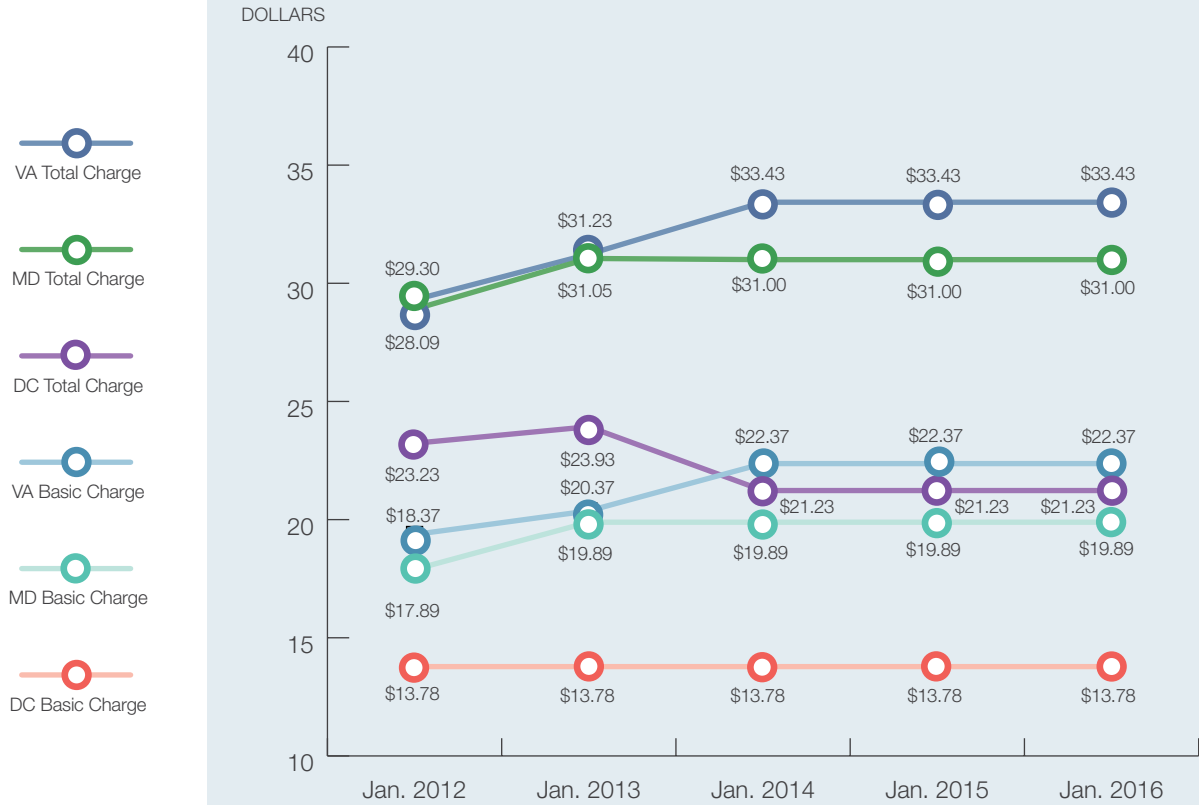
30. COMPETITIVE LOCAL EXCHANGE CARRIERS' (CLECs) REVENUES (IN PERCENTAGE OF TOTAL TELECOM REVENUE AND IN MILLION DOLLARS) IN CY 2012–CY 2016



31. COMPETITIVE LOCAL EXCHANGE PROVIDERS' (CLECs) SHARE OF LINES IN D.C. IN CY 2012–CY 2016



**32. VERIZON AVERAGE RESIDENTIAL TELEPHONE BILLS IN D.C., MD AND VA
(FLAT RATE SERVICE) IN CY 2012–CY 2016**



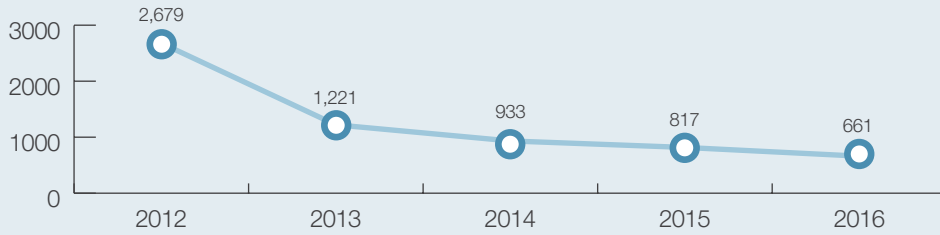
The District of Columbia has the lowest basic charge for flat rate service in the region.
MD and VA rates are estimated based upon available tariffs for flat rate service.

Source: DCPSC and CLECs and Verizon Annual Survey (2016)



33. ENROLLMENT IN VERIZON'S LOW-INCOME ECONOMY II SERVICE PROGRAM IN CY 2012–CY 2016

NUMBER OF PARTICIPANTS



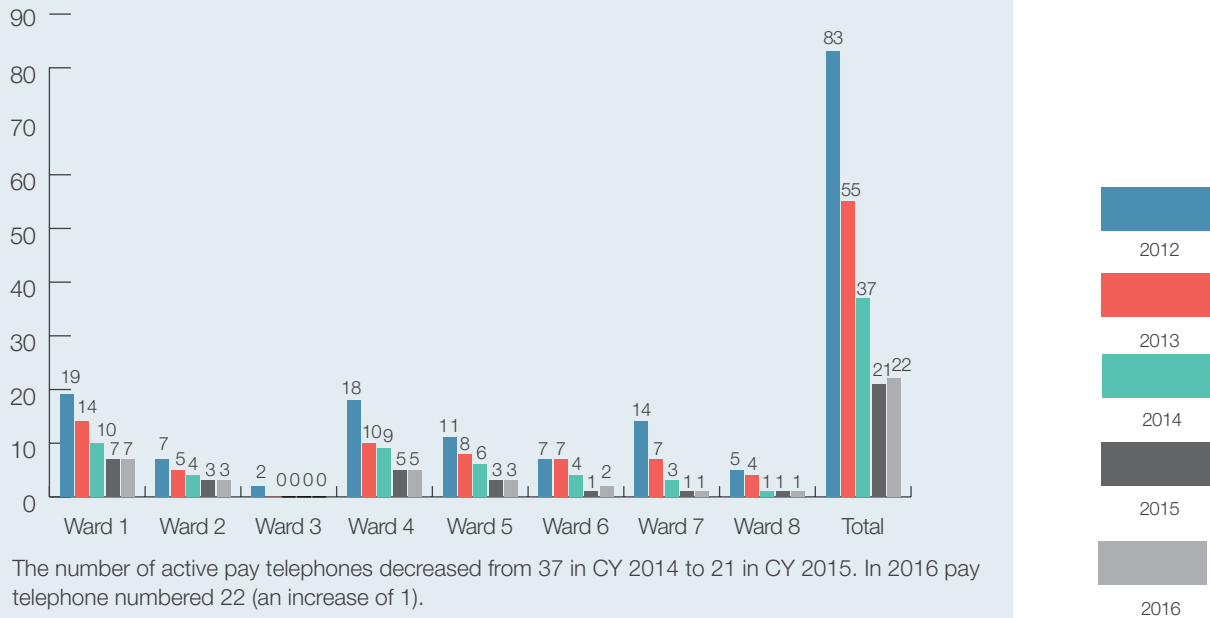
Enrollment in Verizon's low-income Economy II service program (also known as Lifeline) has been decreasing every year since 2011. In 2013, it decreased by 55%, which could be explained by changes in the **Federal Communications Commission's (FCC)** eligibility verification process. Enrollment continued to decrease in CY 2016 with 661 validated customers, i.e. a 19% reduction from 817 in CY 2015.

Source: Verizon



34. NUMBER OF ACTIVE PAY TELEPHONES BY WARD IN CY 2012–CY 2016

NUMBER OF TELEPHONES

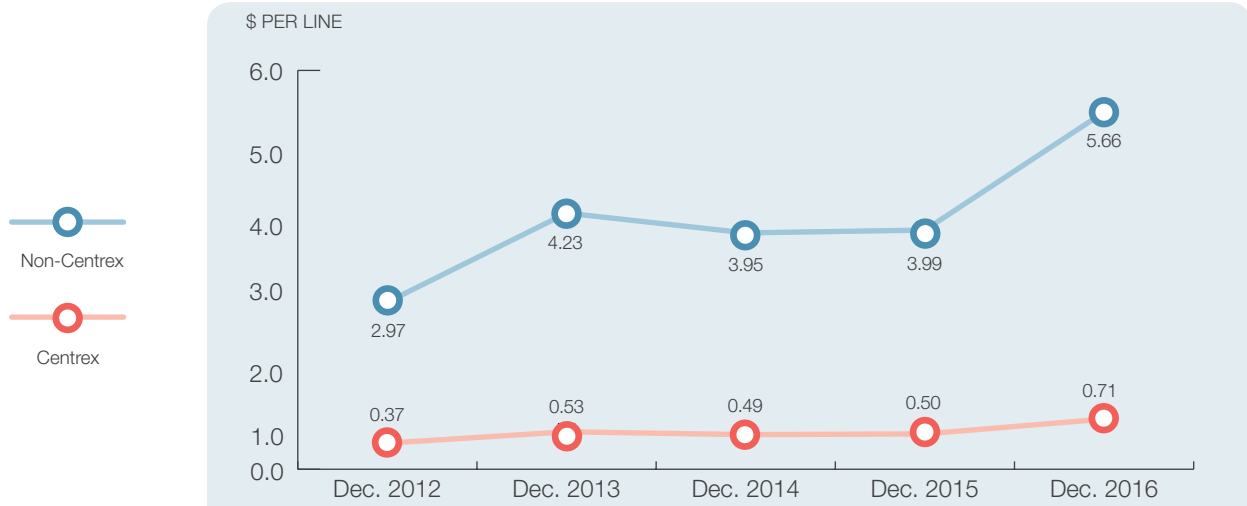


The number of active pay telephones decreased from 37 in CY 2014 to 21 in CY 2015. In 2016 pay telephone numbered 22 (an increase of 1).

Ward 3 remained without an active pay telephone for a fourth year. Ward 1 has the most with seven pay telephones, which remains the same as the previous year.

Source: Verizon

35. VERIZON'S RIGHTS-OF-WAY FEES (ROW) CY 2012–CY 2016 (\$ PER LINE)



Verizon files its **Rights-of-Way (ROW)** fees in accordance with the Company's General Regulations Tariff, DCPSC of D.C. No. 201, Section 1A, Page No. 2. The fee appears as a separate line item on customers' bills. The DCPSC 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 2012 and 2016. The Centrex rate is for business customers (two or more lines) and the non-Centrex rate is for residential customers (single lines).

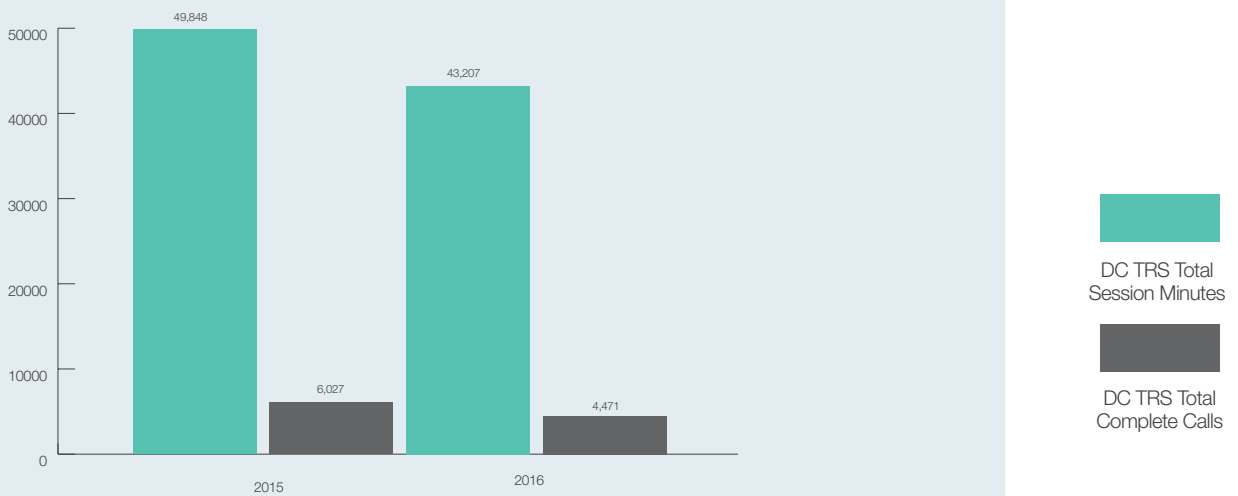
Centrex line is an equivalent of eight non-Centrex lines. For this reason, ROW per line is eight times lower for Centrex than for non-Centrex.

Source: DCPSC of the District of Columbia



36. D.C. TELECOMMUNICATIONS RELAY SERVICE (TRS) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015–2016

NUMBER OF CALLS AND SESSION MINUTES



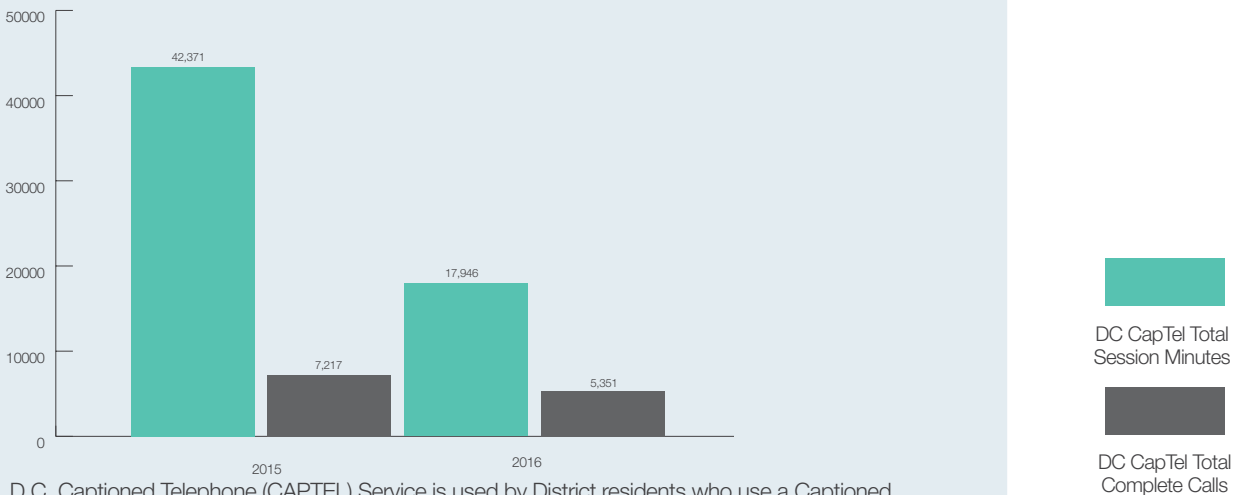
Telecommunications Relay Service (TRS) Phone Number: 711 Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories 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 Communications Assistant (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. CAPTIONED TELEPHONE (CAPTEL) SERVICE TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015–2016

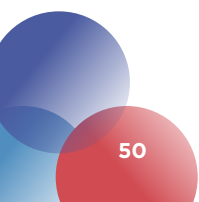
NUMBER OF CALLS AND SESSION MINUTES



D.C. Captioned Telephone (CAPTEL) Service is used by District residents who use a Captioned Telephone (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) SERVING THE DISTRICT IN CY 2016

#	Company Name	Residential	Commercial	Customer Service Telephone No.
1	Access One, Inc		●	800-804-8333
2	Access Point, Inc.	●	●	800-957-6468
3	ACN Communication Services, Inc.	●	●	877-226-1010
4	Airespring, Inc.		●	888-389-2899
5	AT&T Corp. f/k/a/ AT&T Communications of Washington D.C., LLC		●	202-457-2267
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		●	877-772-4724
10	Block Line Systems, LLC		●	610-355-9733
11	Broadband Dynamics, LLC		●	888-801-1034
12	Broadview Networks, Inc.	●	●	800-276-2384
13	Broadwing Communications LLC f/k/a Focal Communications		●	877-2LEVEL3
14	BullsEye Telecom Inc.		●	248-784-2500
15	Business Telecom, Inc. d/b/a EarthLink Business III		●	888-832-5802
16	CenturyLink Communications, LLC f/k/a/ Qwest Communications Company, LLC		●	800- 238-3095
17	CTC Communications Corp. d/b/a EarthLink Business II		●	800-374-2350
18	Dynalink Communications, Inc.		●	212-352-7307
19	EnTelegent Solutions, Inc.		●	877-396-2546
20	France Telecom Corporate Solutions L.L.C.		●	866-280-3726
21	GC Pivotal, LLC d/b/a Global Capacity	●	●	866-226-4244
22	Global Crossing Local Services f/k/a Global Crossing Telemanagement, Inc.		●	877-2LEVEL3
23	Granite Telecommunications, LLC		●	866-847-5500
24	inContact, Inc. f/k/a UCN, Inc.		●	866-541-0000
25	Level 3 Communications, LLC		●	877-2LEVEL3
26	Level 3 Telecom of D.C. f/k/a TW Telecom of D.C. LLC., f/k/a Time Warner Telecom of D.C. LLC., f/k/a Xspedius Management Co.		●	877-2LEVEL3
27	Lightower Fiber Networks I, LLC		●	703-434-8533
28	Lightower Fiber Networks II, LLC f/k/a Sidera Networks, LLC f/k/a RCN New York Communications, LLC		●	703-434-8533
29	MassComm, Inc. d/b/a MASS Communications		●	212-201-8000
30	Matrix Telecom, Inc. d/b/a Trinsic Communications	●	●	800-827-3374



#	Company Name	Residential	Commerical	Customer Service Telephone No.
31	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services		●	888-624-9266
32	McLeod USA Telecommunications Services, L.L.C.		●	1-888-MCI-LOCAL
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.		●	866-594-9493
35	Mobilite Management LLC		●	949-999-5790
36	Netwolves Network Services, LLC		●	800-676-8870
37	New Horizons Communications Corp.		●	866-241-9423
38	NOS Communications, Inc.		●	702-569-4667
39	One Voice Communications, Inc.		●	877-363-3133
40	Paetec Communications, LLC		●	319-790-6702
41	Peerless Network of the District of Columbia, LLC		●	312-506-0920
42	Quantum Shift Communications, Inc. d/b/a VCOM Solutions		●	800-804-8266
43	Securus Technologies, Inc.		●	972-277-0472
44	Spectrotel, Inc.		●	732-345-7834
45	Talk America, Inc.	●	●	804-422-4729
46	Telco Experts, LLC		●	800-787-5050
47	TelCove Operations, LLC		●	877-2LEVEL3
48	TelePacific Corp. f/k/a/ DSCI, LLC		●	877-344-7441
49	Teleport Communications America, LLC f/k/a Teleport Communications of Washington, D.C., Inc.		●	202-457-2267
50	TNCI Operating Company, LLC		●	1-800-600-5050
51	US LEC of Virginia LLC d/b/a PAETEC Business Services		●	1-800-600-5050
52	VDL, Inc. d/b/a Global Telecom Brokers		●	410-581-4833 x125
53	XO Communications Services, Inc.		●	877-912-4829
Total CLECs and Verizon		7	53	53

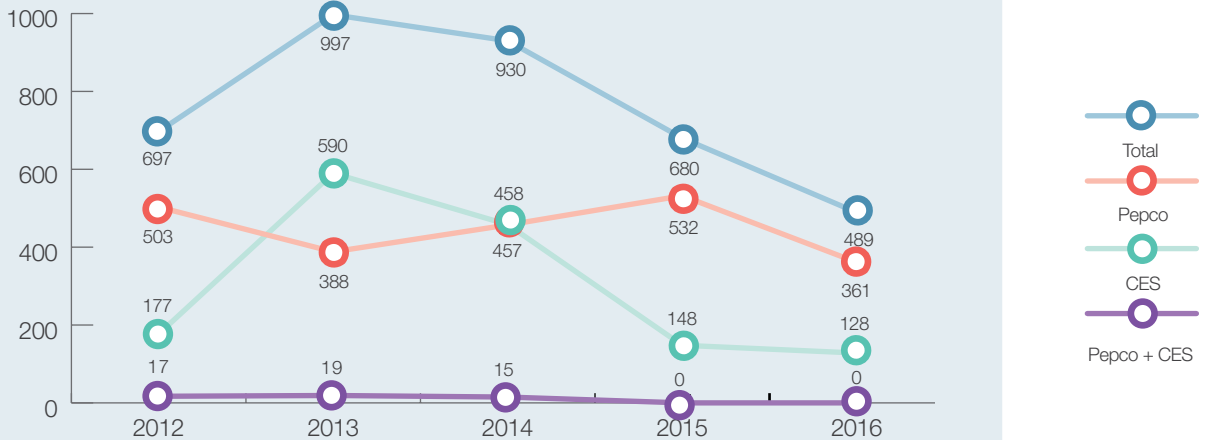
Default and 52 Competitive Local Exchange Carriers (CLECs) Serving the District as of December 31, 2016.
52 CLECs provided non-residential service and 7 provided residential service as of December 31, 2016.



MULTI-UTILITY

39. CONSUMER COMPLAINTS AND INQUIRIES—ELECTRIC INDUSTRY FOR CY 2012–CY 2016

NUMBER OF COMPLAINTS AND INQUIRIES



Total Complaints and Inquiries for the electric industry decreased 28.1% from 680 in 2015 to 489 in 2016, which is the lowest in four years.

Complaints and Inquiries for Pepco decreased 32.1% from 532 in 2015 to 361 in 2016.

Complaints and Inquiries for Competitive Energy Suppliers (CES) decreased by 13.5% from 148 in 2015 to 128 in 2016.

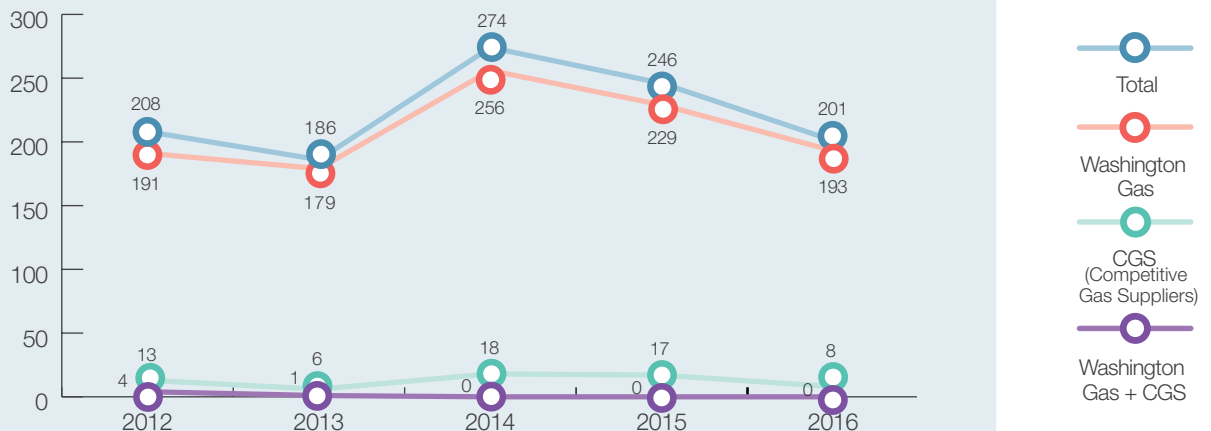
CES—Competitive Energy Suppliers
Pepco + CES—A consumer complaint that involves Pepco and CES

Source: DCPSC



40. CONSUMER COMPLAINTS AND INQUIRIES—NATURAL GAS INDUSTRY FOR CY 2012–CY 2016

NUMBER OF COMPLAINTS AND INQUIRIES

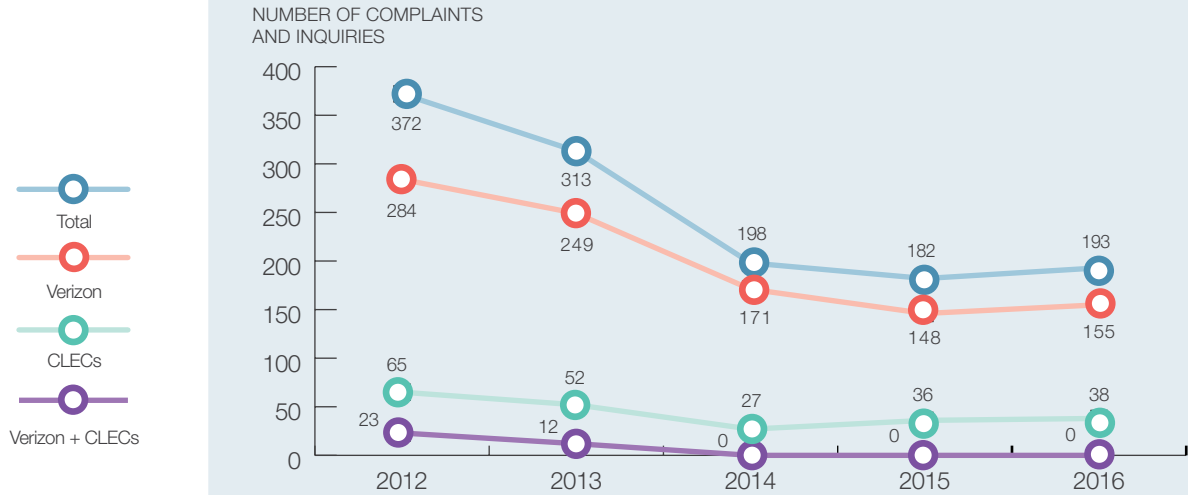


Total Complaints and Inquiries for the natural gas industry decreased 18.2% from 246 in 2015 to 201 in 2016. Complaints and Inquiries for Washington Gas decreased 15.7% from 229 in 2015 to 193 in 2016. Complaints and Inquiries for Competitive Gas Suppliers (CGS) decreased 53.0% from 17 in 2015 to 8 in 2016.

CGS—Competitive Gas Suppliers
WGL + CGS—A consumer complaint that involves WGL and CGS

Source: DCPSC

41. CONSUMER COMPLAINTS AND INQUIRIES—TELECOM INDUSTRY FOR CY 2012–CY 2016

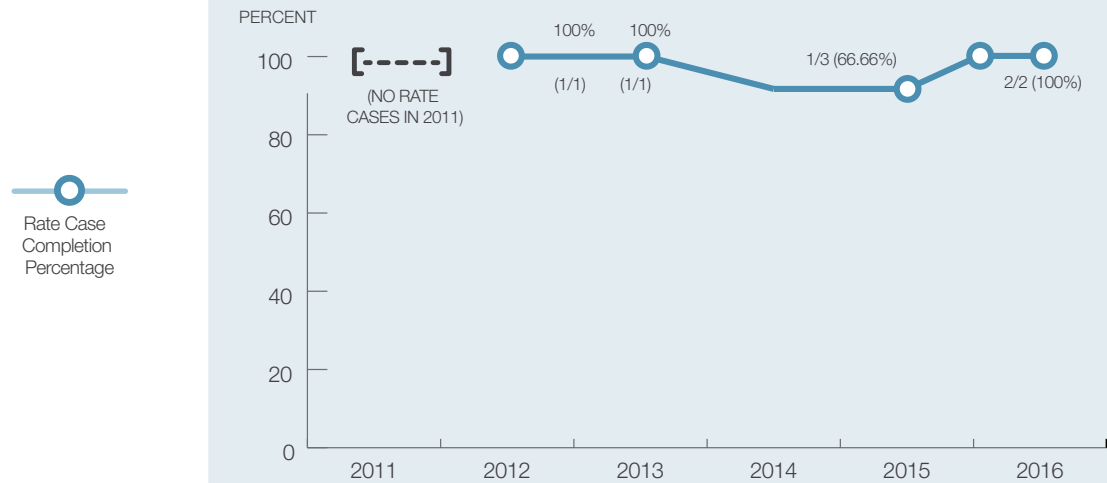


Total Complaints and Inquiries for the telecommunications industry increased 6.0% from 182 in 2015 to 193 in 2016. Complaints and Inquiries for Verizon increased 4.7% from 148 in 2015 to 155 in 2016. Complaints and Inquiries for CLECs increased 5.5% from 36 in 2015 to 38 in 2016.

CES—Competitive Energy Suppliers
A consumer complaint that involves Verizon and a CLEC.

Source: DCPSC of the District of Columbia

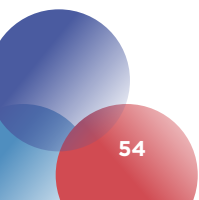
42. NUMBER AND PERCENTAGE OF ADJUDICATIVE CASES PROCESSED ON A TIMELY BASIS IN CY 2012–CY 2016



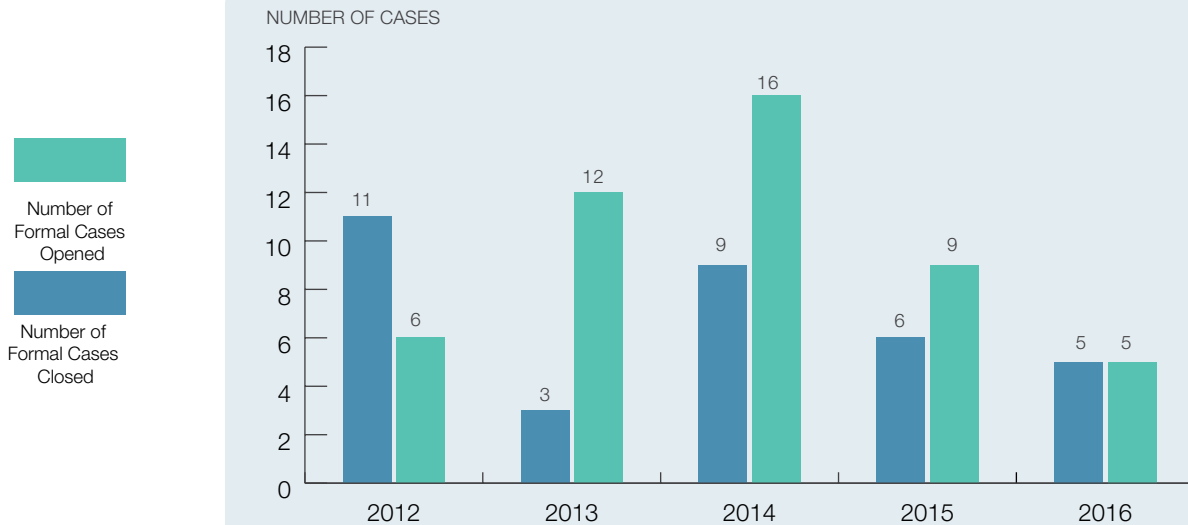
Target: Issue decisional orders within 90 days of the close of the record.

Performance: In one instance, in 2014, the DCPSC did not meet its target. The DCPSC rendered its decision in Pepco's Formal Case 1103 97 days from the close of record.

Source: DCPSC of the District of Columbia



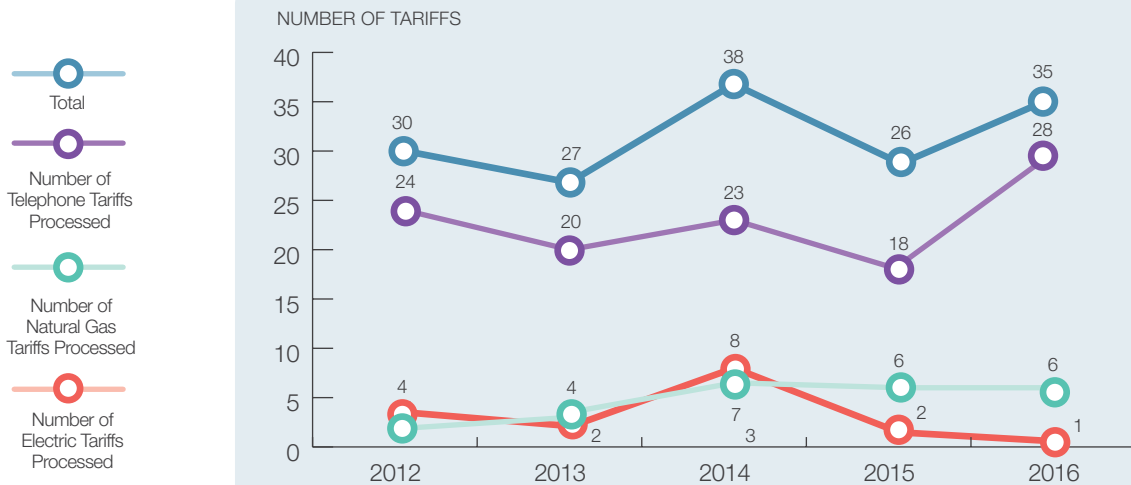
43. TOTAL NUMBER OF FORMAL CASES CLOSED AND OPENED IN CY 2012–CY 2016



In CY 2016, the DCPSC opened five formal cases and closed five formal cases.

Source: DCPSC of the District of Columbia

44. TOTAL NUMBER OF ELECTRIC, NATURAL GAS, & TELEPHONE TARIFFS PROCESSED* IN CY 2012–CY 2016



The DCPSC fully regulates 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, DCPSC 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.

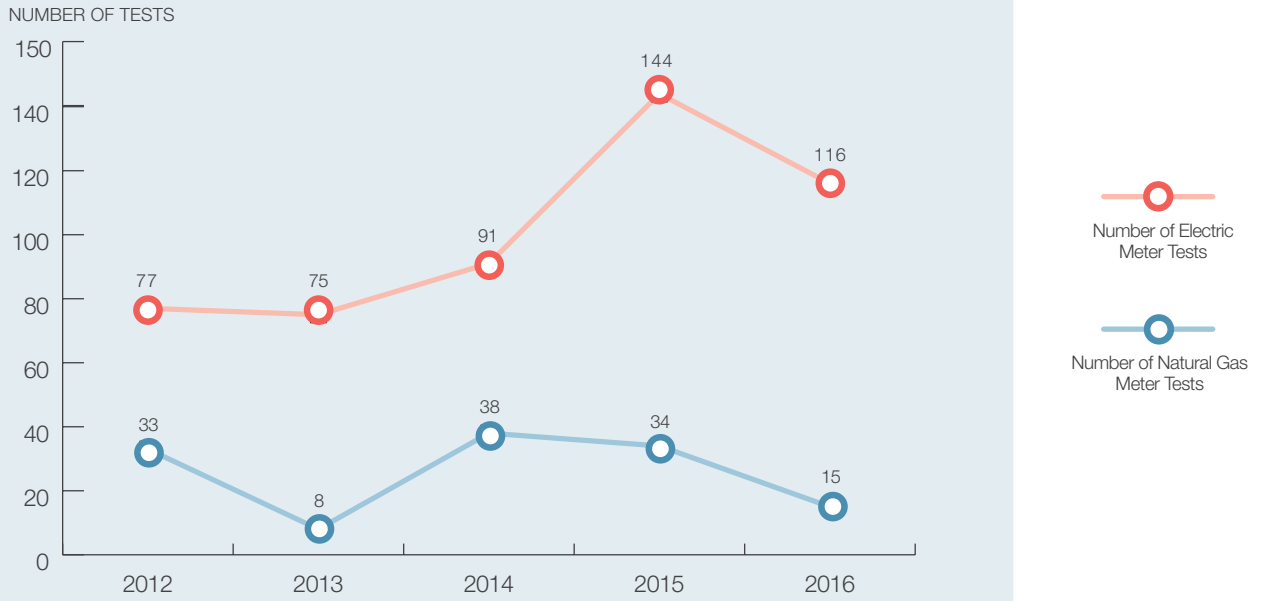
On October 1, 2008, Price Cap Plan (“Plan”) 2008 became effective per Order No. 15071, issued September 28, 2008. In accordance with the Plan, Verizon is allowed to make changes to its discretionary and competitive services, without formal approval of the DCPSC, by filing a description of the changes and relevant cost support information on five-days notice. The DCPSC does not set rates for competitive services. 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: DCPSC of the District of Columbia



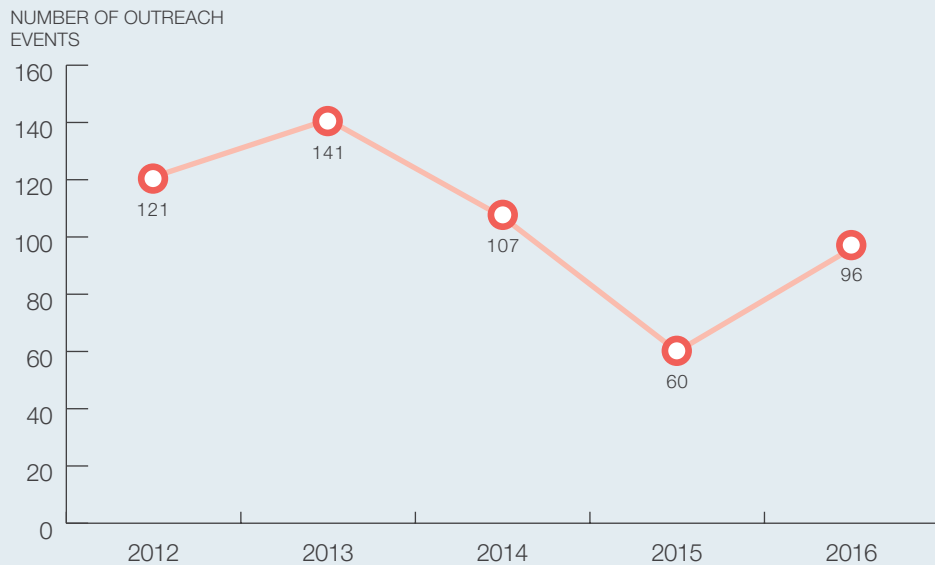
45. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED IN CY 2012–CY 2016



Meter tests are witnessed by the Commission pursuant to a request by a consumer. There were 15 natural gas meter tests in CY 2016 and 116 electric meter tests.

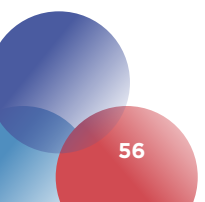
Source: DCPSC of the District of Columbia

46. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS) IN CY 2012–CY 2016



In 2016, the Commission returned to more historic levels of outreach activities under the direction of the Consumer Education and Outreach Specialist, who continued strategic partnerships with other District agencies, Advisory Neighborhood Commissions (ANCs), community groups and civic organizations. Though the aggregate number of outreaches increased from the previous calendar year, the Commission continued its focus on consumer engagement and the quality of consumer contacts, rather than quantity.

Source: DCPSC of the District of Columbia



KEY OUTCOMES

47. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (“CBE”) CY 2013–CY 2016 PERFORMANCE

SYSTEM-WIDE DIVERSE SUPPLIERS COMPARED TO TOTAL CBE SYSTEM PROCUREMENT				
Utility	2013	2014	2015	2016
	Diverse Supplier Percentage of Total System Spend	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%	16.70%
WGL	20.28%	22.86%	26.60%	29.10%
Verizon	12.63%	44.13%	39.00%	48.20%

D.C.-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO TOTAL SYSTEM PROCUREMENT				
Utility	2013	2014	2015	2016
	CBE Percentage of Total System Spend	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%	7.20%
WGL	5.79%	7.48%	8.30%	7.70%
Verizon	14.08%	18.52%	17.70%	18.40%

D.C.-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO D.C. PROCUREMENT				
Utility	2013	2014	2015	2016
	CBE Percentage of Total D.C. Procurement Spend	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	50.9%	96.7%	97.20%	61.40%
WGL	38.86%	50.57%	57.10%	53.40%
Verizon	N/A	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 DCPSC regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). A diverse supplier is a minority business enterprise, a women business enterprise, a service 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 does not file D.C.-specific procurement dollars spent. Therefore, the CBE percentage cannot be calculated.

Source: 2016, 2015, 2014, 2013 Supplier Diversity Reports from Pepco, WGL and Verizon

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Public Service Commission of the District of Columbia

1325 G Street, NW, Suite 800

Washington, D.C. 20005

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