



**PUBLIC SERVICE  
COMMISSION**

District of Columbia

**Your Energy. Your Voice.**



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# POWERING FORWARD

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PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA  
STATISTICAL REPORT 2018

As the utility regulator, the D.C. Public Service Commission believes that public policy must be supported by objective data. By harnessing data, we are able to identify regulatory trends and, ultimately, new opportunities. That, in turn, leads to smarter policy decisions and more efficient operations that meet the needs of District ratepayers.

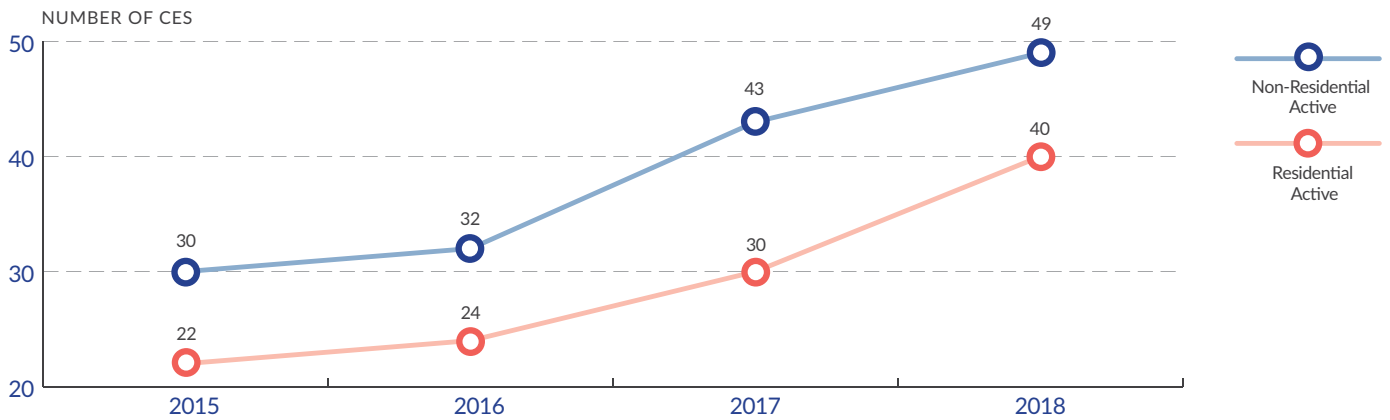
Our Office of Technical and Regulatory Analysis (OTRA) is essential in collecting and analyzing the data that is published within the Statistical Report. OTRA staff continually examines large amounts of regulatory data to uncover hidden patterns, correlations and other regulatory insights.

Based upon OTRA staff's work and analysis, the Statistical Report is a culmination of compliance reviews, audits, inspections, utility assessments and annual surveys to gauge the status of local competition in the District. OTRA staff monitors electric, natural gas, and local telecom markets at the retail and wholesale levels. OTRA also stays abreast of energy and telecom activities at the local, regional and federal levels.

Using data, the Commission addresses the energy and telecom issues of the future and serves the District ratepayers of today.

# ELECTRICITY

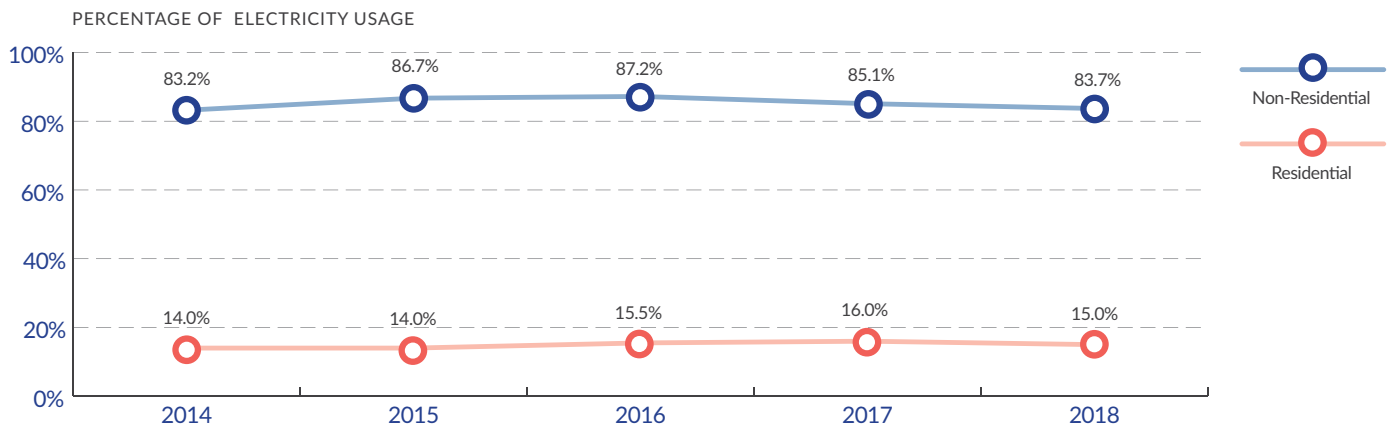
## 1. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO PROVIDE SERVICE IN D.C. IN CY 2014 - CY 2018\*



The number of active residential and non-residential **Competitive Electric Suppliers (CES)** in D.C. increased by 10 and 6, respectively, in CY 2018.

\*Cumulative as of the end of Calendar Year (CY) 2018  
Source: Pepco's Monthly Market Monitoring Report

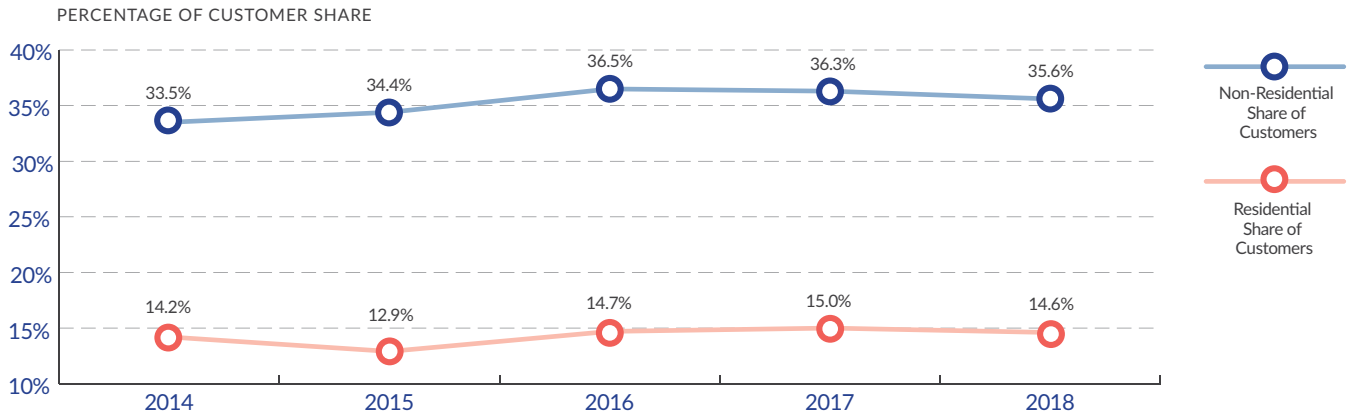
## 2. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF ELECTRICITY USAGE (% OF MWHs USED BY CES CUSTOMERS) IN CY 2014 - CY 2018



In CY 2018, the **Competitive Electric Suppliers' (CES)** share of electricity usage in D.C. by residential customers decreased by 1% from 16% to 15%. The non-residential share of electricity usage decreased by 1.4% from 85.1% to 83.7%.

Source: Pepco's Monthly Market Monitoring Report

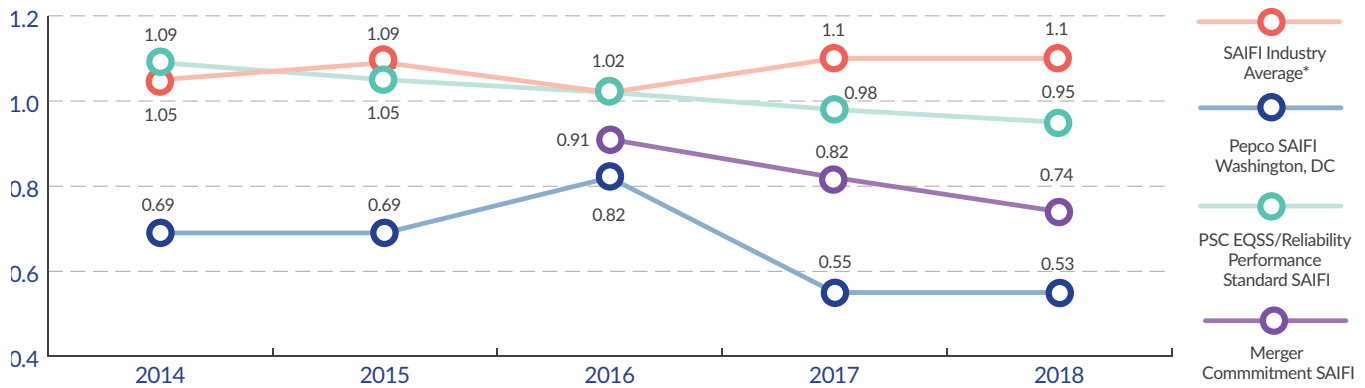
### 3. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF CUSTOMERS IN D.C. (%) IN CY 2014 - CY 2018



In CY 2018, the **Competitive Electric Suppliers' (CES)** share of residential customers decreased by 0.4% from 15% to 14.6%. The share of non-residential customers decreased by 0.7% from 36.3% to 35.6%.

Source: PSC of the District of Columbia

### 4. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI) IN CY 2014 - CY 2018



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).

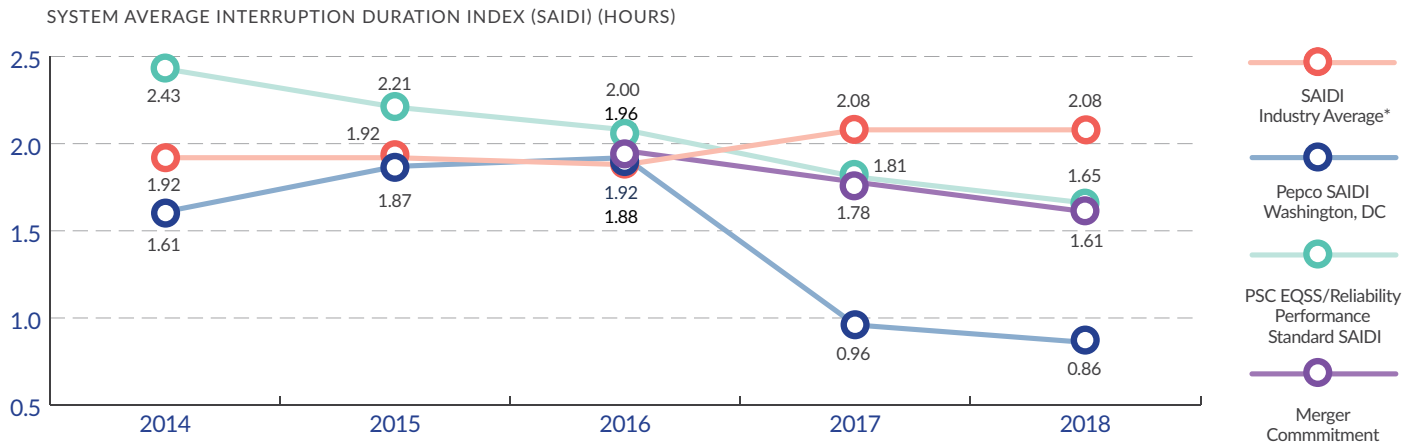
Based on Pepco's reporting, Pepco's SAIFI has been better (lower) than the Industry Average, the PSC EQSS (Electric Quality of Service Standards) and Pepco's recent merger commitments for 2016 (0.91), 2017 (0.82) and 2018 (0.74) in FC 1119, the Pepco/Exelon Merger.

Pepco's SAIFI metric follows a downward trend from 2016, showing continued improvement.

Source: Pepco's 2018 Consolidated Report

\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

## 5. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI) IN CY 2014 - CY 2018



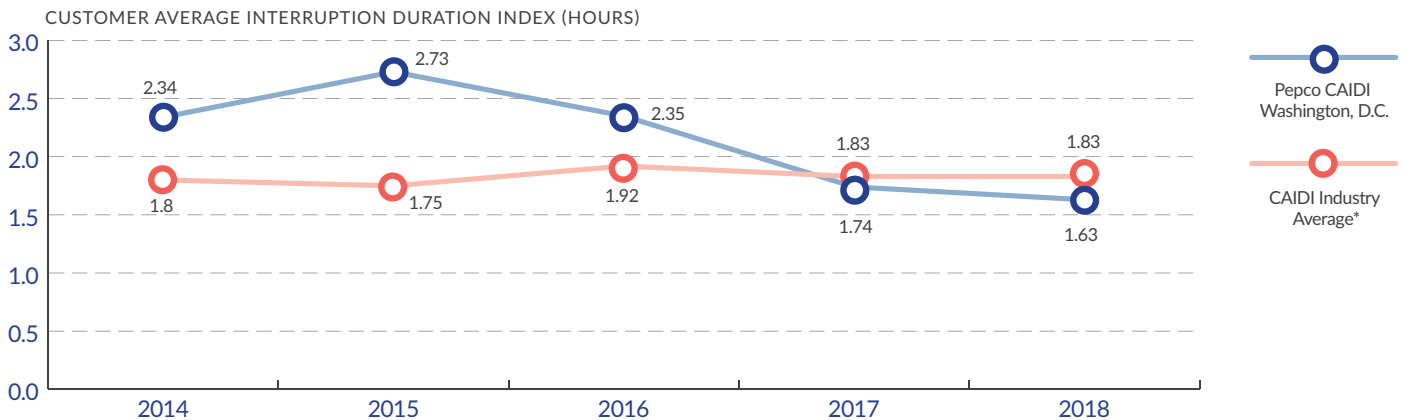
The System Average Interruption Duration Index (SAIDI) is the average time that the customers served in a predefined area are interrupted. In other words, SAIDI measures the average duration of system outages (lower number means better SAIDI performance).

Based on Pepco's reporting, Pepco's SAIDI has been generally better (lower) than the Industry Average, the PSC EQSS (Electric Quality of Service Standards) and Pepco's recent merger commitments for 2016 (1.96), 2017 (1.78) and 2018 (1.61) in FC 1119, the Pepco/Exelon Merger. An exception was noted in 2016 when Pepco's SAIDI was slightly higher than the Industry Average (1.88).

Pepco's SAIDI metric follows a downward trend from 2016, showing continued improvement.

Source: Pepco's 2018 Consolidated Report  
\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

## 6. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI) IN CY 2014 - CY 2018

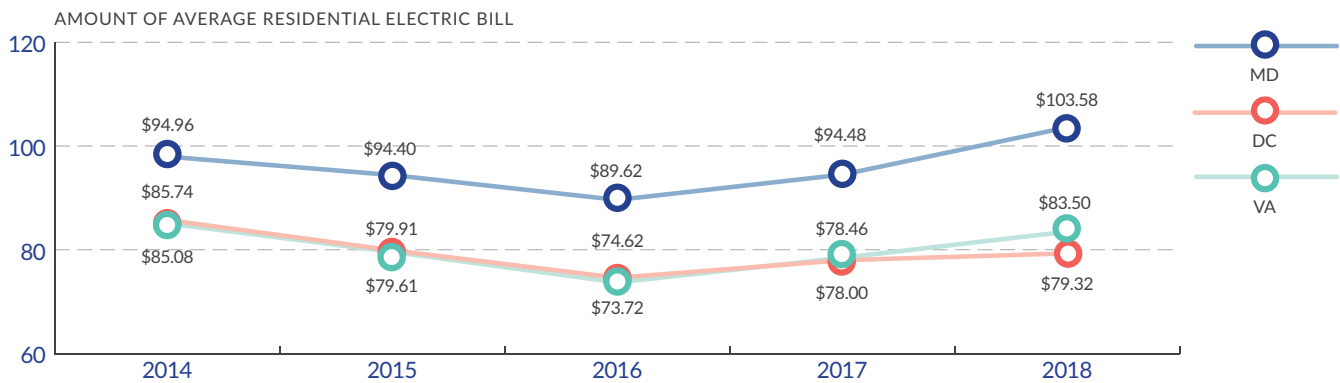


Customer Average Interruption Duration Index (CAIDI) is the average time required to restore service to the average customer experiencing a sustained interruption. In other words, it measures the average duration of outages per customer (lower number means better CAIDI performance).

Pepco's CAIDI has been decreasing since 2015, showing a continued improvement. Even though Pepco's CAIDI from 2014 to 2016 was higher than the Industry Average, it has been lower and better than the Industry Average during 2017 (1.74) and 2018 (1.63).

Source: Pepco's 2018 Consolidated Report  
\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

## 7. AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD, & VA IN CY 2014 - CY 2018



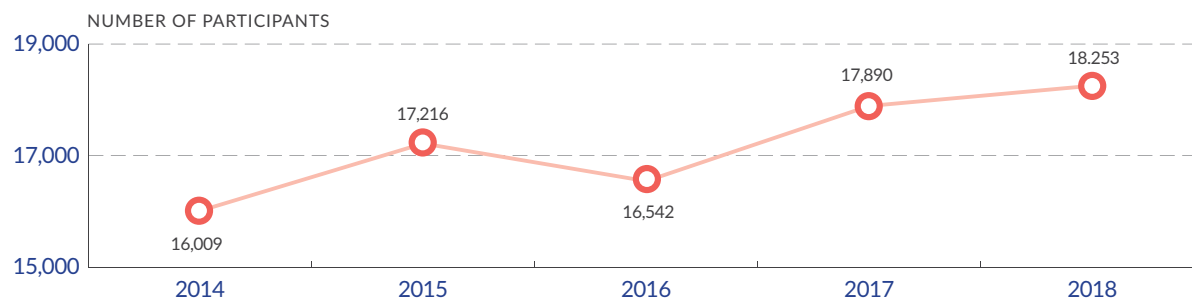
In 2018, the average monthly consumption for residential customers was 692 kWh.

In CY 2018, average residential electric bills continued to be lower in DC than in Pepco's MD service territory. The average bills in DC were slightly lower than in Northern VA, where electric service is provided by Dominion Power.

The distribution charge (including fees, taxes and surcharges) represents about 42% of the electricity bill. The other 58% is made up of the cost of electricity itself, that is, generation, and the wholesale delivery charge (transmission).

Source: Pepco and PSC of the District of Columbia

## 8. ENROLLMENT IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM\* IN CY 2014 - CY 2018



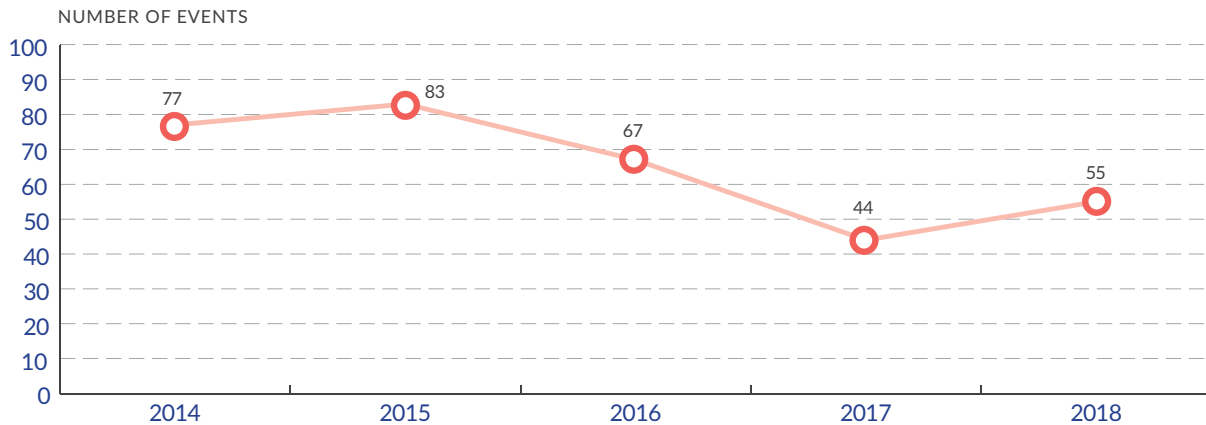
**The number of participants enrolled in Pepco's Low Income Residential Aid Discount (RAD) increased by 363 in 2018, from 17,890 in 2017 to 18,253.**

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

The Commission, in Order No. 18059, dated December 15, 2015 adopted a new methodology for computing the Residential Aid Credit (RAD) for eligible low-income electricity customers. The methodology for computing that **Residential Aid Discount was changed to reflect a Residential Aid Credit equal to the full distribution charge each month, thereby allowing portability of the discount.**

\* Numbers for the past five years have been taken at the calendar year end, from reports in docket ARDIR.

## 9. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES AND SMOKING MANHOLES) IN CY 2014 - CY 2018



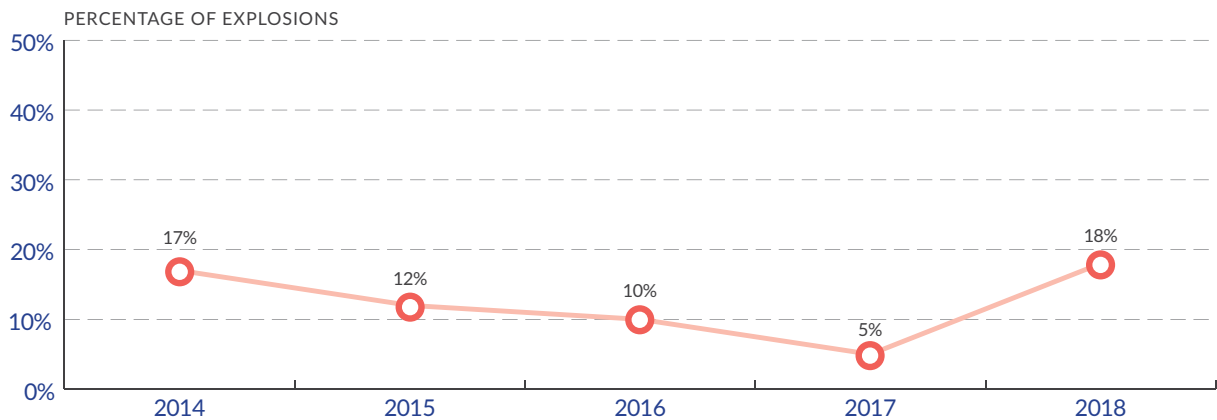
The Commission’s manhole inspection and repair program provides oversight of Pepco’s manhole inspections and repairs.

Reportable manhole events for CY 2018 increased by 11 events when compared to CY 2017.

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 involves cable. Of the 55 manhole events in 2018, 40 were smoking Manholes, 10 were Explosions, and 5 were Fires.

*Source: Pepco’s 2018 Annual Consolidated Report*

## 10. EXPLOSIONS AS A PERCENTAGE OF TOTAL MANHOLE EVENTS IN CY 2014 - CY 2018

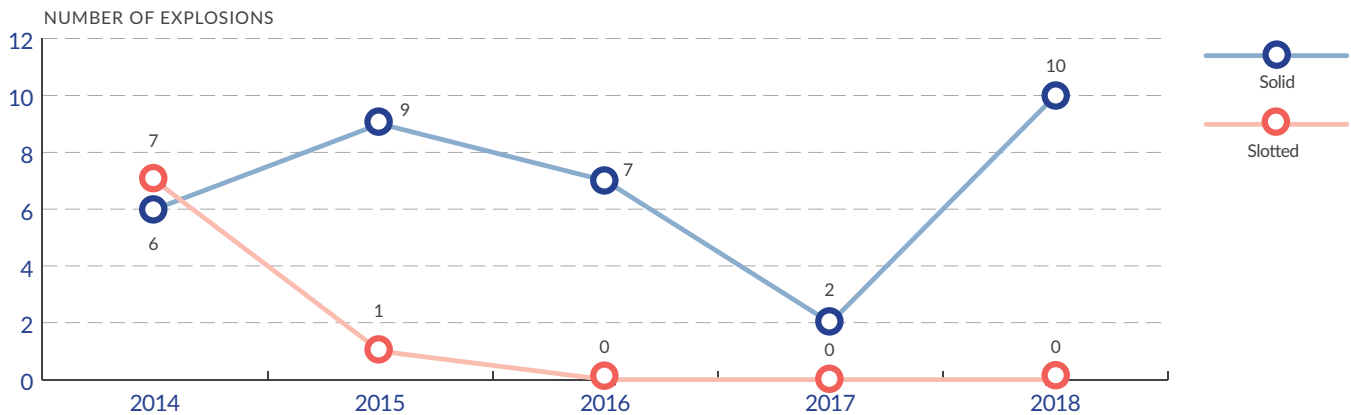


Explosions as a share of manhole incidents decreased by 12% in CY 2015 to 10% in CY 2016, and continued to decline to 5% in 2017. However, in CY 2018, there was an uptick in manhole incidents with explosions accounting for 18% of the incidents.

One possible contributing factor to the increase in explosions is the significant increase in average monthly precipitation in 2018 (5.5 inches) compared to 2017 (3.0 inches).

*Source: Pepco’s 2018 Annual Consolidated Report*

## 11. NUMBER OF EXPLOSIONS FOR SLOTTED VS. SOLID MANHOLE COVERS IN CY 2014 - CY 2018

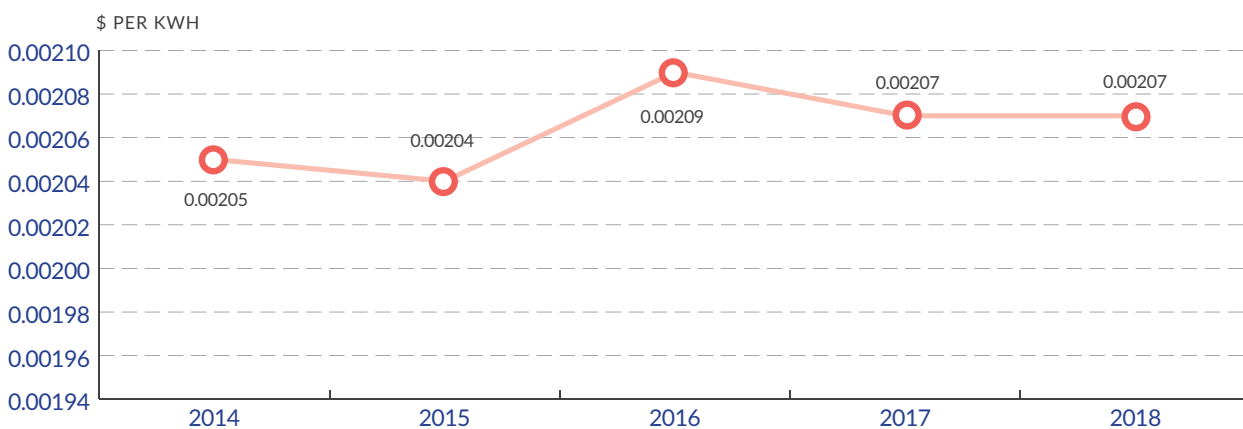


Slotted manhole covers are designed to minimize the impact of manhole events by allowing gas and smoke to vent from manholes in the event of an underground failure. Slotted manhole covers allow energy to disperse more easily when an event occurs, thereby preventing buildup of gases to potentially explosive 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 2017 there were no explosions in manholes with slotted covers. Two (2) explosions occurred in manholes with solid covers. This number was five (5) less than in 2016 continuing the downward trend of explosions in manholes with solid covers. In CY 2018 there were no explosions in manholes with slotted covers. However there was a sharp up-tick in explosions in manholes with solid covers from 2 in 2017 to 10 in 2018.

Source: Pepco's 2018 Annual Consolidated Report

## 12. PEPCO'S PUBLIC SPACE OCCUPANCY SURCHARGE (RIDER PSOS) IN CY 2014 - CY 2018 (\$ PER KWH)



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

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

The PSOS rate per kilowatt-hour decreased from \$0.00209 in CY 2016 to \$0.00207 in CY 2017. The PSOS rate per kilowatt-hour remained constant between CY's 2017 and 2018.

Source: PEPCO, Public Space Occupancy Surcharge Filing for 2018



### 13. DEFAULT AND ACTIVE COMPETITIVE ELECTRIC SUPPLIERS (CES)\* SERVING THE DISTRICT IN CY 2018

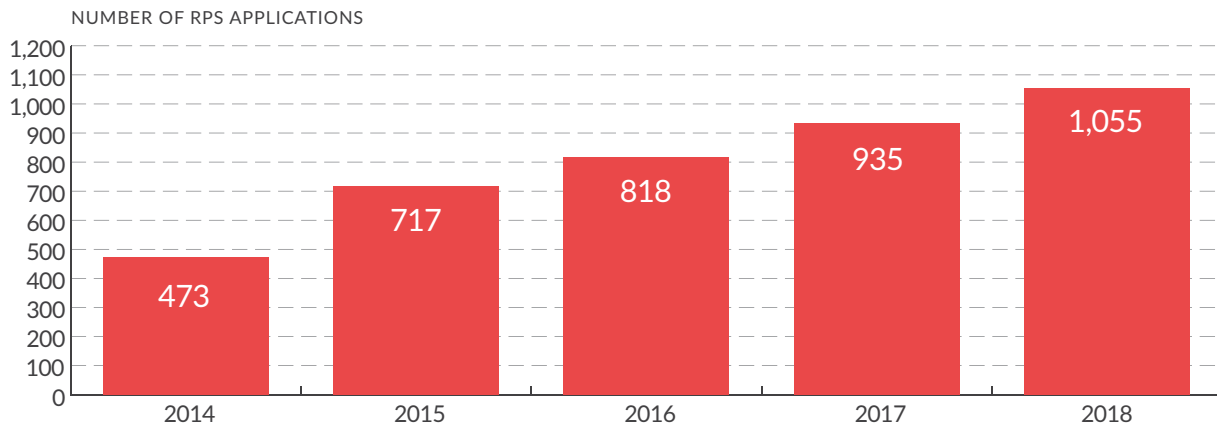
#	Company	Residential	Commercial	Customer Service Telephone
1	AEP Energy, Inc.	•	•	614-682-4301
2	Agera Energy LLC	•	•	844-692-4372
3	Ambit Northeast, LLC	•	•	877-282-6248
4	Atlantic Energy MD LLC		•	800-917-9133
5	Calpine Energy Solutions, LLC		•	619-684-8049
6	Champion Energy Services, LLC	•	•	281-653-1840
7	CleanChoice Energy, Inc.		•	202-248-9900
8	Clearview Electric, Inc. d/b/a Clearview Energy	•	•	800-746-4702
9	Constellation NewEnergy, Inc. f/k/a Constellation Energy Services, Inc. f/k/a/ Integrys Energy Systems, Inc.	•	•	Res: 877-997-9995 Comm: 888-635-0827
10	Devonshire Energy, LLC		•	610-372-8500
11	Direct Energy Services, LLC	•	•	888-925-9115
12	Direct Energy Business, LLC		•	888-925-9115
13	Eligo Energy DC, LLC	•	•	888-744-8125
14	Energy.me Midwest, LLC	•	•	844-692-4372
15	Energy Service Providers, Inc. dba DC Gas & Electric	•	•	203-663-5200
16	ENGIE Resources, LLC		•	713-636-1210
17	ENGIE Retail, LLC d/b/a Think Energy	•	•	713-636-1095
18	Horizon Power and Light, LLC	•	•	713-375-2772
19	IDT Energy, Inc.	•	•	973-438-7292
20	Liberty Power District of Columbia, LLC	•	•	800-769-3799
21	LifeEnergy, LLC	•		281-656-5452
22	Major Energy Electric Services LLC	•	•	888-625-6760

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#	Company	Residential	Commercial	Customer Service Telephone
23	MidAmerican Energy Services, LLC	•	•	563-333-8581
24	NextEra Energy Services District Columbia, LLC	•	•	713-401-5654
25	PALMco Power DC, LLC	•	•	718-696-0129
26	Public Power, LLC	•	•	203-663-5200
27	Reliant Energy Northeast, LLC d/b/a NRG Home/ NRG Business	•	•	609-524-5203
28	Renaissance Power & Gas, Inc.	•	•	702-979-5804
29	SmartEnergy Holdings, LLC	•	•	212-779-7000
30	Source Power & Gas LLC		•	281-690-4335
31	Star Energy Partners, LLC	•		440-316-4756
32	Starion Energy PA, Inc.	•	•	800-600-3040
33	Stream Energy Columbia, LLC	•	•	214-800-4400
34	Talen Energy Marketing, LLC		•	281-203-5354
35	Titan Gas, LLC d/b/a Titan Gas and Power	•	•	346-327-3108
36	Unified Energy Services, LLC		•	832-818-7000
37	UGI Energy Services, LLC		•	610-373-7999
38	Viridian Energy PA, LLC	•	•	203-663-5200
39	WGL Energy Services, Inc.	•	•	703-333-3634
40	XOOM Energy Washignton DC, LLC	•	•	609-524-5203
41	Potomac Electric Power Co (PEPCO)	•	•	302-709-7046
<b>Total Number of CESs</b>		<b>31</b>	<b>39</b>	

\* Active means suppliers with both revenues and customers

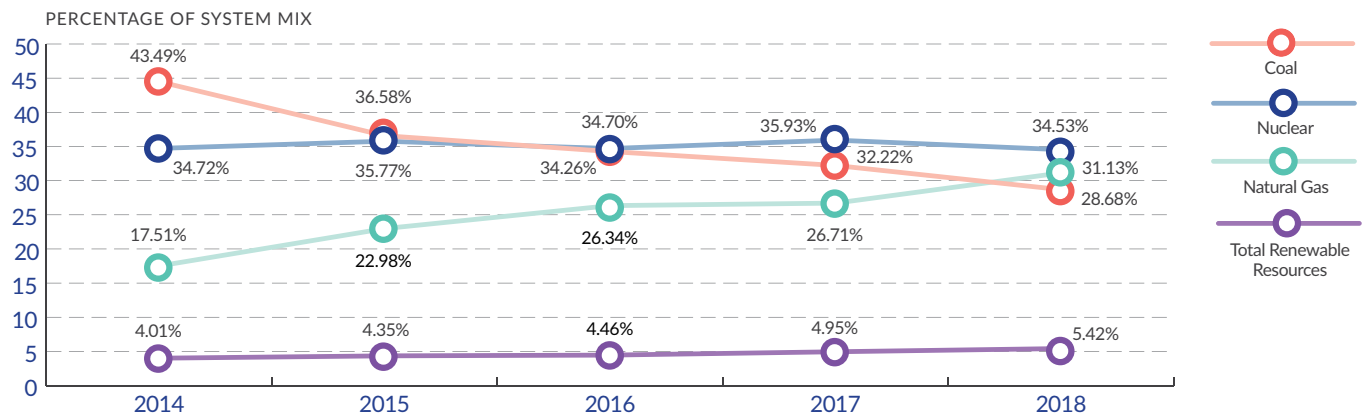
## 14. NUMBER OF RENEWABLE PORTFOLIO STANDARD (RPS) APPLICATIONS RECEIVED BY THE PSC IN CY 2014 - CY 2018



The number of RPS applications have increased steadily since 2014. In CY 2018, there was a 12.8% increase over CY 2017, with the total number of applications exceeding 1,000.

Source: PSC of the District of Columbia

## 15. PJM SYSTEM MIX FOR THE PJM REGION, INCLUDING D.C. IN CY 2018

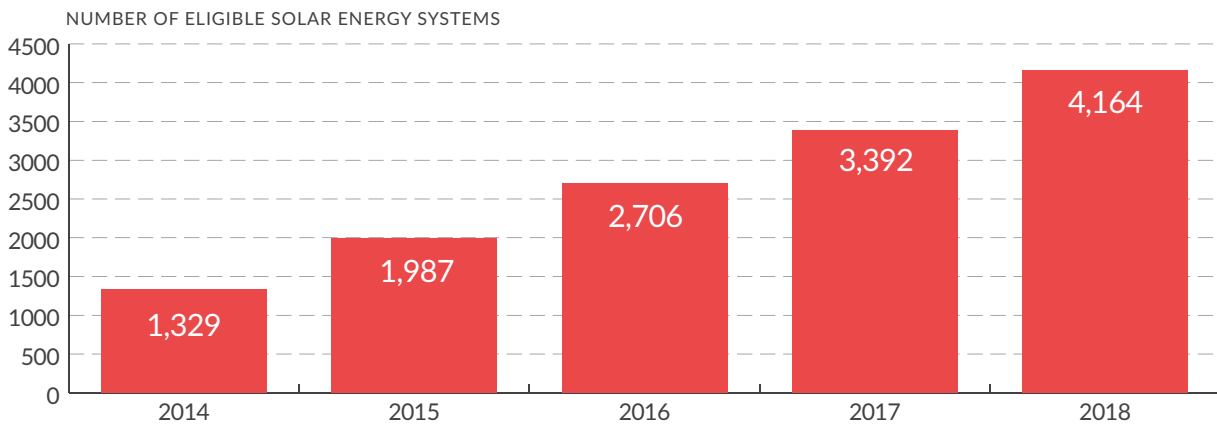


**PJM Interconnection (PJM)** is a regional transmission organization (RTO) that coordinates the buying, selling and delivery of wholesale electricity in all or parts of Delaware, Illinois, Indiana, Kentucky, Maryland, Michigan, New Jersey, North Carolina, Ohio, Pennsylvania, Tennessee, Virginia, West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

The share of renewable resources in the PJM system mix for the PJM region of 13 states plus the District improved in 2018, rising to 5.42%. The share of coal continues to decline, down to 28.68%, and the share of nuclear usage edged lower, decreasing to 34.53%. The share of natural gas increased to 31.13%.

Source: PSC of the District of Columbia

## 16. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. IN CY 2014 - CY 2018

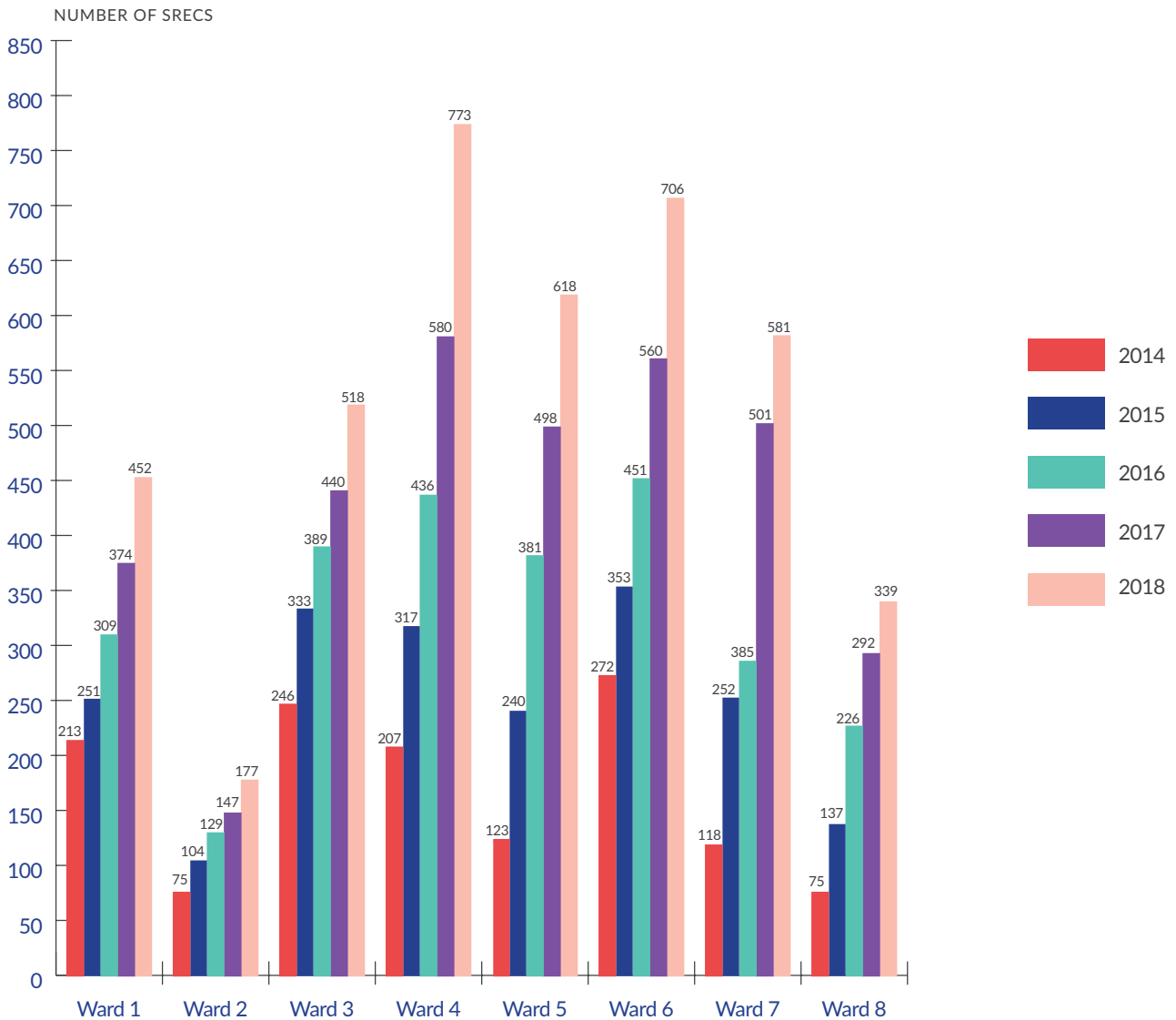


The number of Solar Energy Systems eligible for the **District's Renewable Portfolio Standards (RPS)** Program increased from 3,392 in December 2017 to 4,164 in December 2018 (an increase of approximately 23%).

The total reported capacity associated with all of the eligible solar facilities as of December 31, 2018 is about 83.5 MW, of which 59.4 MW is located within the District, about 71% of reported capacity.

*Source: PSC of the District of Columbia*

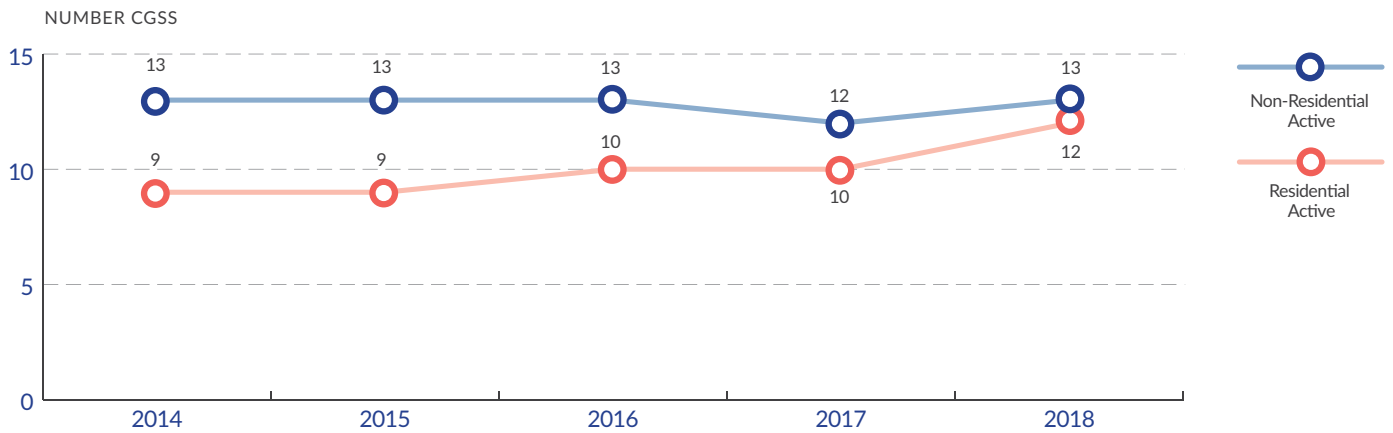
## 17. NUMBER OF SOLAR ENERGY SYSTEMS CERTIFIED BY PSC FOR SRECS IN D.C. BY WARD IN CY 2014 - CY 2018



The number of Solar Energy Systems Certified by PSC for **Solar Renewable Energy Credits (SRECs)** for the **Renewable Portfolio Standards (RPS)** Program in the District continues to increase in all Wards. The total number of District-based systems increased by roughly 23%, from 3,392 in CY 2017 to 4,164 in CY 2018.

Source: PSC of the District of Columbia

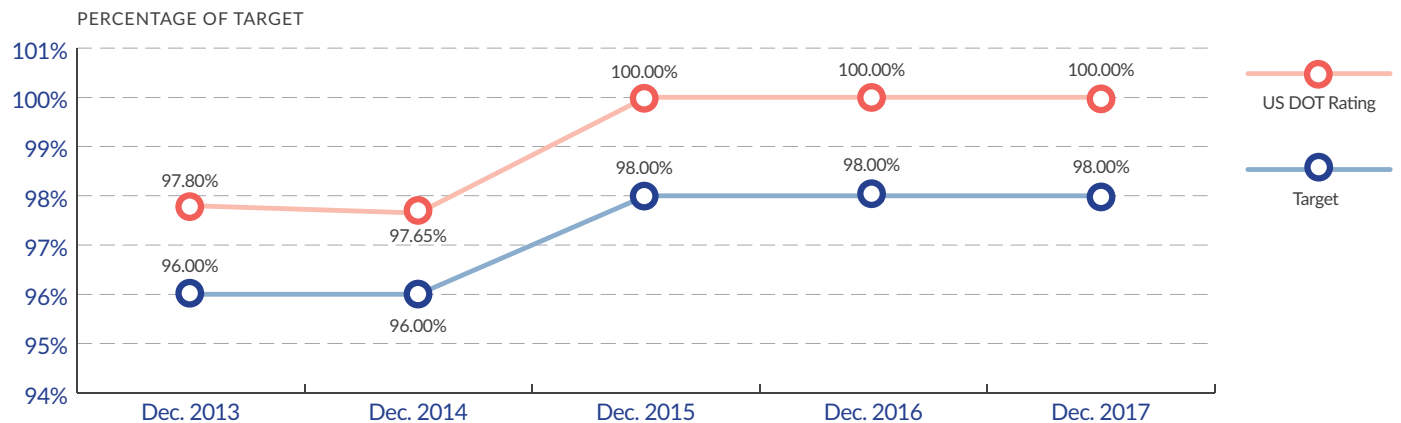
## 18. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE GAS SUPPLIERS (CGS) LICENSED TO SERVICE IN D.C. IN CY 2014 - CY 2018



In 2018, the number of Active Residential **Competitive Gas Suppliers (CGS)** participating in the residential natural gas Customer Choice Program in DC increased from the previous year by two, while the number of commercial participants increased by one from the previous year.

Source: WGL's Monthly Market Monitoring Report

## 19. U.S. DOT RATINGS FOR THE PSC'S NATURAL GAS PIPELINE SAFETY PROGRAM IN CY 2013 - 2017



The USDOT/PHMSA\* conducts annual evaluations of PSC's implementation of the District of Columbia Natural Gas Pipeline Safety Program in the areas of gas pipeline construction; operation; maintenance; gas leak surveys and repairs; gas leak, odor and emergency responses; gas records; drug and alcohol testing; damage prevention; and, operator qualification.

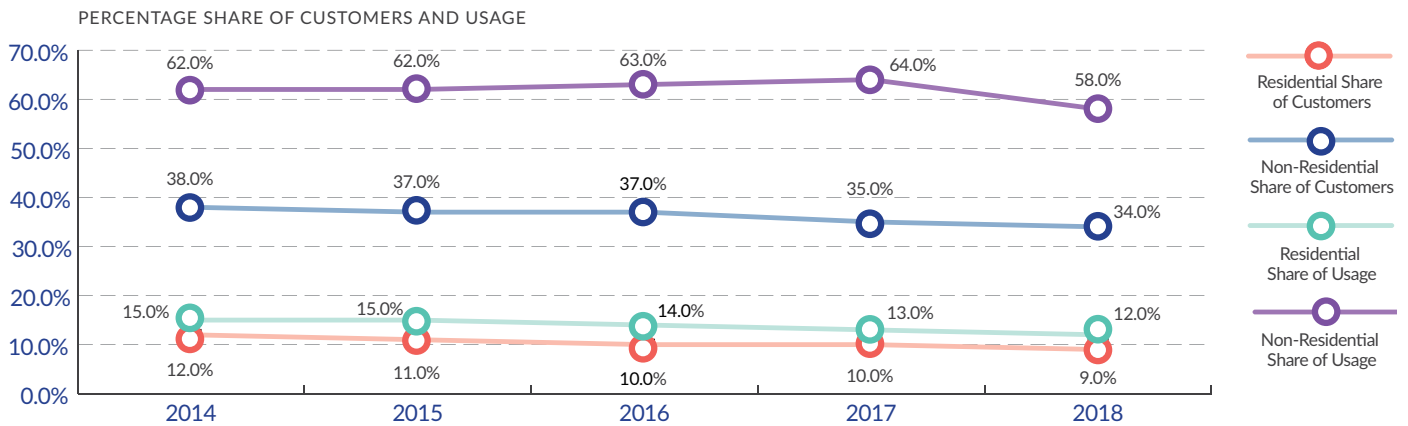
The PSC's goal is to achieve an audit rating/score equal to or better than the performance target set each year for the District of Columbia by USDOT/PHMSA. In CYs 2015, 2016 and 2017 the PSC's Pipeline Safety Program achieved USDOT/PHMSA audit ratings of 100%, exceeding PHMSA's target of 98% for the District.

The USDOT/PHMSA score for the PSC audit conducted in a given calendar year is for PSC's pipeline safety performance during the previous year. For example, the USDOT/PHMSA audit score of 100% in CY 2016 is for PSC's performance during CY 2015. We await U.S. DOT/PHMSA's audit score for the audit it conducted in CY 2019.

\*DOT/PHMSA-U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration.

Source: PSC of the District of Columbia

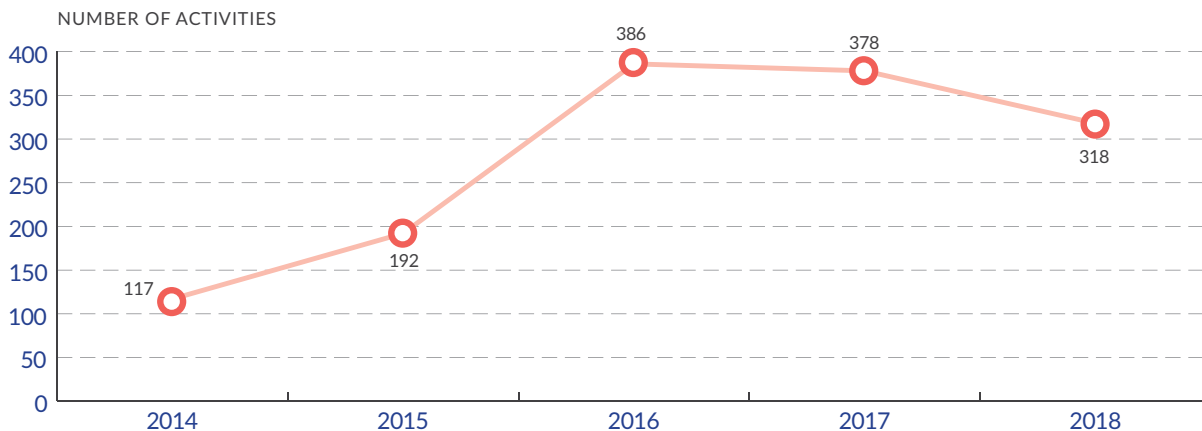
## 20. COMPETITIVE GAS SUPPLIERS' (CGS) SHARE OF CUSTOMERS AND SHARE OF USAGE IN CY 2014 - CY 2018



Competitive Gas Suppliers' (CGS) share of customers and share of usage for both residential and non-residential customers slightly declined in 2018 compared to 2017.

Data is as of the month of December of each year.  
Source: WGL's Monthly Market Monitoring Report

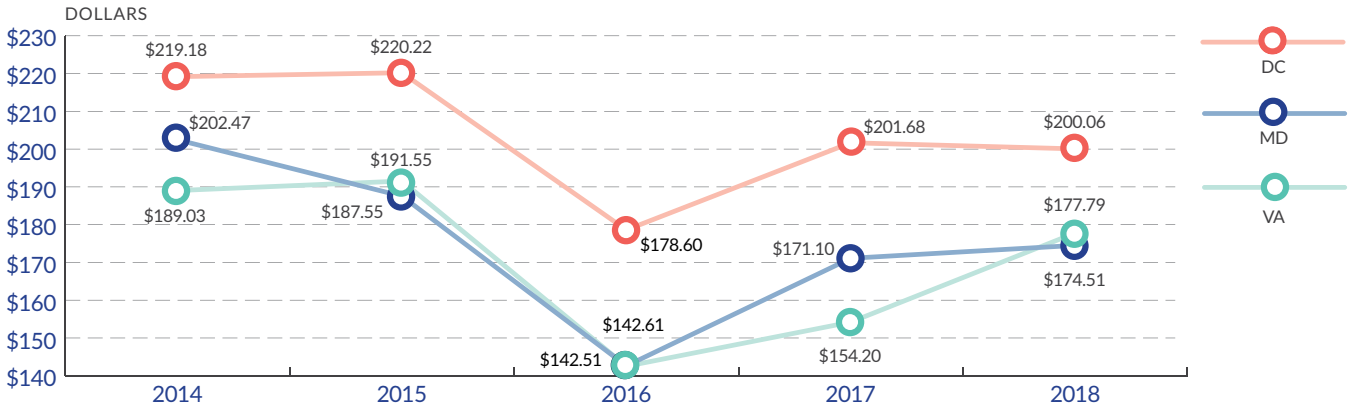
## 21. NUMBER OF NATURAL GAS PIPELINE SAFETY FIELD INSPECTION ACTIVITIES PERFORMED IN CY 2014 - CY 2018



The number of natural gas pipeline safety field inspection activities increased from 192 in CY 2015 to 386 in CY 2016. There was a decrease in the number of inspections in 2017 and 2018 due to the retirement of one Pipeline Safety Engineer. A new PSC Engineer was hired in 2018, and continues to undertake PHMSA training. However, DCPSC still achieved the Inspector Person year target assigned by PHMSA. The new Pipeline Safety Engineer/Inspector is being trained and should be deployed in 2019 at which time we anticipate an up-tick in the number of inspections.

Source: PSC of the District of Columbia

## 22. WGL'S RESIDENTIAL NATURAL GAS BILLS IN DC, MD AND VA (200 THERMS OF USAGE)\* IN CY 2014 - CY 2018



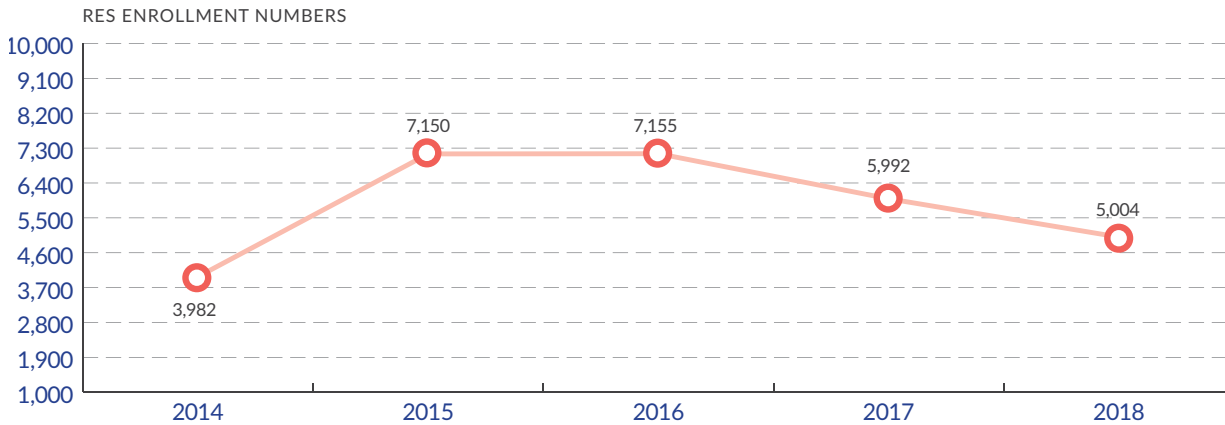
The WGL bill for the month of January of each year includes the purchased gas charge, transmission, distribution and all applicable taxes, fees and surcharges. The bill in D.C. is higher than in Maryland and Virginia because of taxes and rights-of-way fees.

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

\* As of January of each year

Source: WGL and PSC of the District of Columbia

## 23. ENROLLMENT IN WGL'S LOW INCOME RESIDENTIAL ESSENTIAL SERVICE (RES) PROGRAM\* IN CY 2014 - CY 2018



In Order No. 18565 (released October 11, 2016), the PSC adopted a new methodology for computing the credit associated with the Residential Essential Services (RES) Program for eligible low-income natural gas customers in the District of Columbia and directed WGL to file a revised tariff for the RES Rider that will include a RES credit equal to 55% of the distribution portion of the customer's bill, with a provision to automatically increase the credit to 70% on a short term basis as outlined in the Order. Additionally, WGL was directed to place a line item on RES customers' bills that tells them the amount of their RES credit and the total avoided costs of all surcharges from which they are exempt.

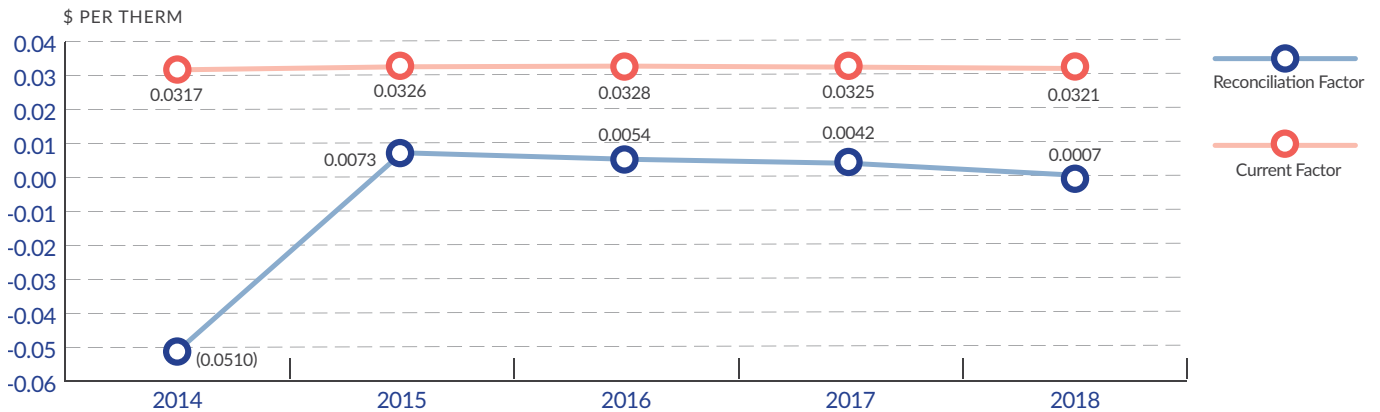
Data is for the month of April of each year.

\* The enrollment numbers for the chart are provided by WGL.

Source: WGL Arrearage and Disconnection Reporting



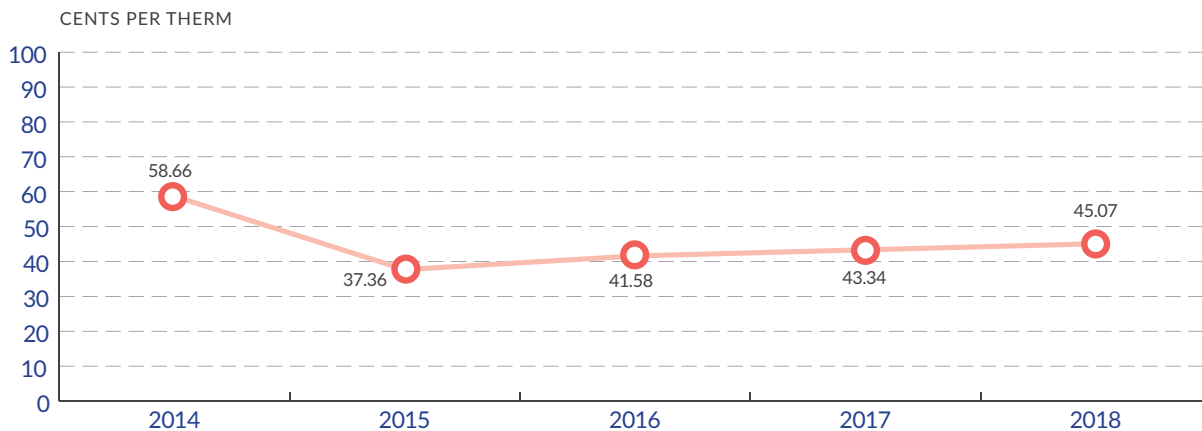
## 24. WGL'S RIGHTS-OF-WAY FEES IN CY 2014 - CY 2018 (\$ PER THERM)



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 PSC audits the fees to verify the costs. The graph shows a slight downward trend in the current factor and a decrease in the reconciliation factor between December 2016 and December 2018. WGL files its Rights-of-Way fees in compliance with the Company's tariff, PSC of D.C. No. 3, Third Revised Page No. 56.

Source: PSC of the District of Columbia  
Surcharge Filing in 2018

## 25. WGL'S NET PURCHASED GAS CHARGE (PGC) IN CY 2014 - CY 2018 (CENTS PER THERM)



WGL's commodity gas cost 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 DC PSC audits WGL's PGC bi-annually to verify the costs. The average net PGC began to increase from 37.36 cents per therm in CY 2015 to 45.07 cents per therm in CY 2018. Data is End of Year (December) PGC.

Source: PSC of the District of Columbia

## 26. ENFORCEMENT ACTIVITIES IN THE NATURAL GAS PIPELINE SAFETY AND DAMAGE PREVENTION PROGRAM IN D.C. IN CY 2014 – CY 2018

	2014	2015	2016	2017	2018
Number of Notices of Probable Violations	2	4	163	42	23
Number of Penalties Assessed	2	4	65	42	13
Amounts of Assessments	\$60,000	\$140,000	\$491,000	\$161,850	\$29,800
Amounts Collected	\$0	\$25,000	\$125,000	\$166,650	\$103,050

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 (DPEIP) to reduce the District's Damage Ratio to levels comparable to the Ratios in WGL's Maryland and Virginia jurisdictions.

In 2017, 42 new Notices of Probable Violations (NOPVs) were issued to WGL for approximately \$161,850. Outstanding NOPVs from 2016 along with a few NOPVs from 2017, were settled for \$166,650 which WGL paid. In 2018, 23 new NOPVs were prepared and issued. Of the 23, 13 NOPVs were settled along with 35 NOPVs carried over from 2017 for approximately \$103,050. The remaining 10 NOPVs were carried over to 2019.

On August 10, 2018 a Consent Order was signed by the Office of Compliance and Enforcement (OCE) and WGL to settle four (4) disputed NOPVs. As part of the settlement WGL attended three Technical Conferences and continued to implement a 20 month Damage Prevention Enforcement Improvement Plan (DPEIP) which will also be monitored by OCE.

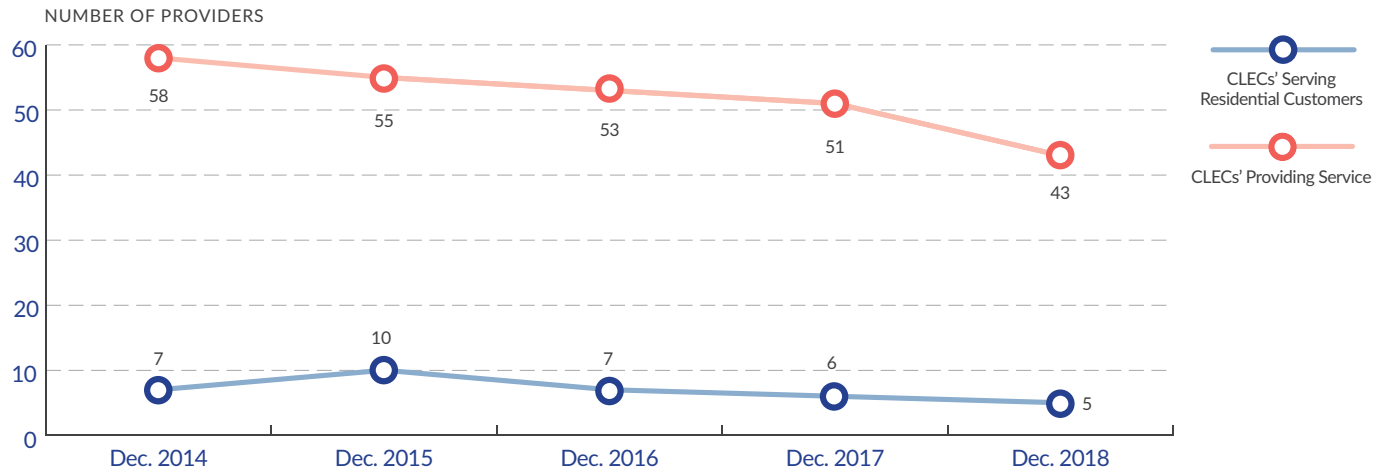
## 27. DEFAULT AND ACTIVE COMPETITIVE GAS SUPPLIERS (CGS) SERVING THE DISTRICT IN CY 2018

#	Company	Residential	Commercial	Customer Service Telephone
1	Agera Energy LLC	•	•	844-692-4372
2	Ambit Northeast, LLC	•	•	877-282-6248
3	Bollinger Energy Corporation	•	•	410-327-0500
4	Constellation Energy Gas Choice, LLC	•	•	855-465-1244
5	Constellation NewEnergy - Gas Division, LLC		•	855-465-1244
6	Deca Energy, Inc.	•		202-670-5558
7	Direct Energy Business Marketing, LLC	•	•	888-925-9115
8	Gateway Energy Services Corporation (a Direct Energy Company)	•	•	855-537-5547
9	NOVEC Energy Solutions, Inc.	•	•	703-392-1767
10	Palmco Energy DC, LLC	•	•	718-696-0129
11	Sprague Operating Resources LLC	•	•	855-466-2842
12	Tiger Natural Gas, Inc.		•	918-491-6998
13	Titan Gas, LLC d/b/a Titan Gas and Power	•		346-327-3108
14	UGI Energy Services, Inc.		•	610-373-7999
15	WGL Energy Services, Inc.	•	•	703-333-3634
16	Washington Gas Light Power Company (WGL)	•	•	703-750-1000
<b>Total Number of CGSs</b>		<b>13</b>	<b>14</b>	

Default and 15 licensed competitive gas suppliers (CGS) serving the District as of December 31, 2018.

13 CGS and WGL provided non-residential service and 12 CGS and WGL provided residential service as of December 31, 2018.

## 28. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) ACTIVE IN D.C. IN CY 2014 - CY 2018

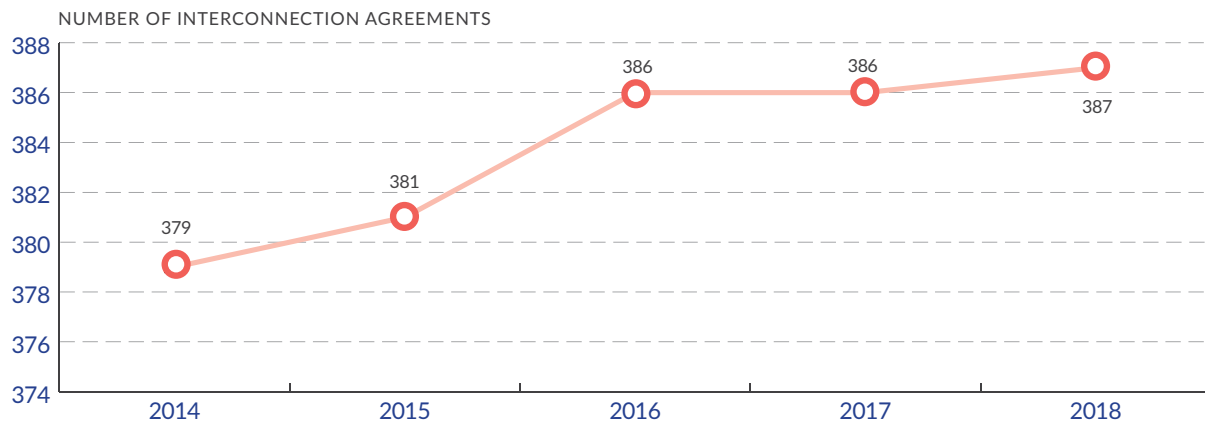


The number of CLECs serving residential customers decreased from six in 2017 to five in 2018.

The number of CLECs serving non-residential customers decreased by eight, from 51 in 2017 to 43 in 2018.

Source: 2019 Annual Assessment Survey for CY 2018

## 29. CUMULATIVE NUMBER OF TELECOMMUNICATIONS INTERCONNECTION AGREEMENTS (TIA) APPROVED IN CY 2014 - CY 2017

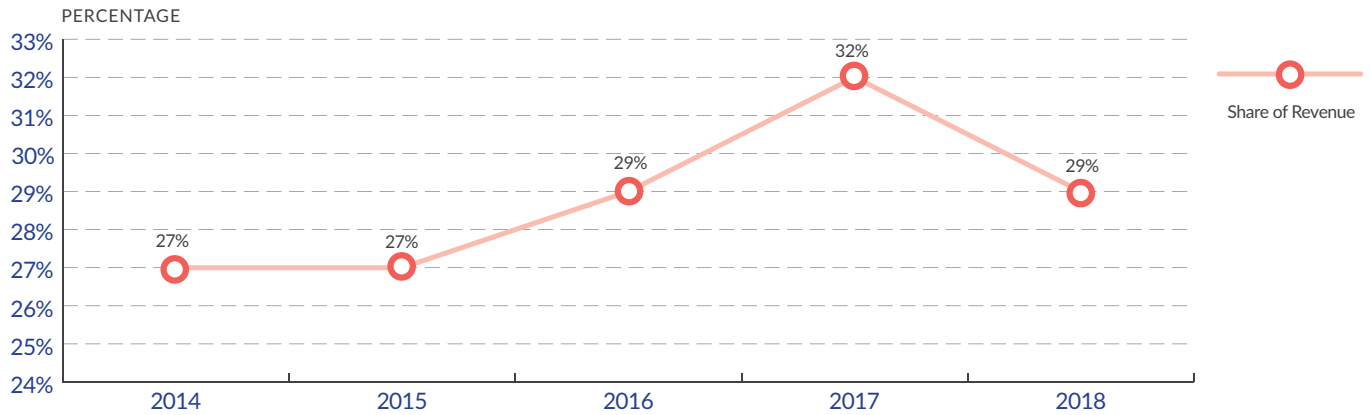


The PSC has 90 days to approve each Telecommunication Interconnection Agreement (TIA).

In CY 2018, 1 Interconnection Agreement was approved by Commission orders.

Source: Commission Secretary's Office

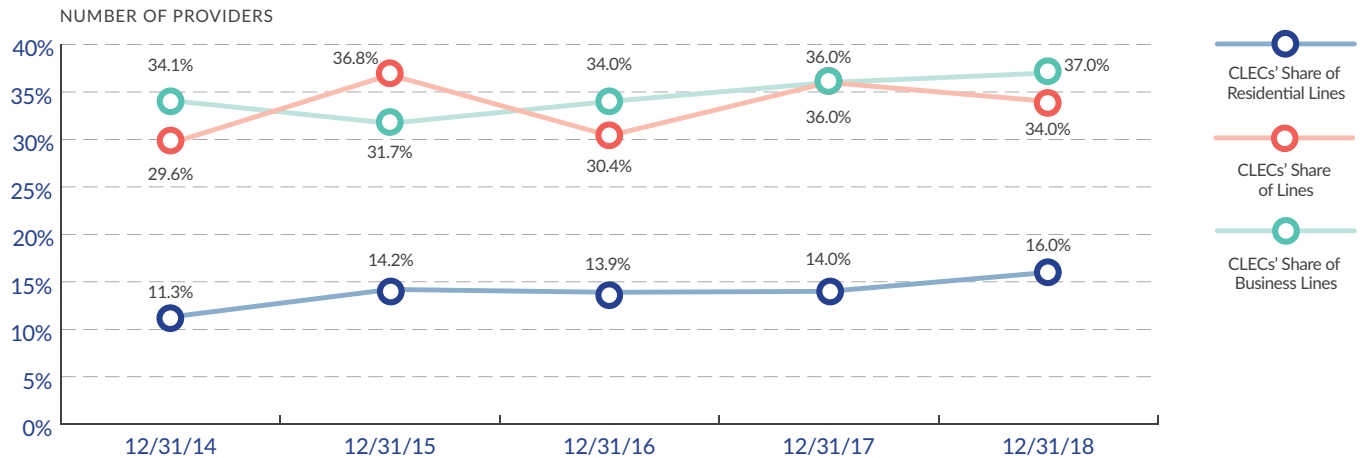
### 30. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) REVENUES (IN PERCENTAGE OF TOTAL TELECOM REVENUE) CY 2014 - CY 2018



The percentage of CLECs revenue decreased by 3% from 32% in 2017 to 29% in 2018.

Source: 2019 Annual Assessment Survey for CY 2018

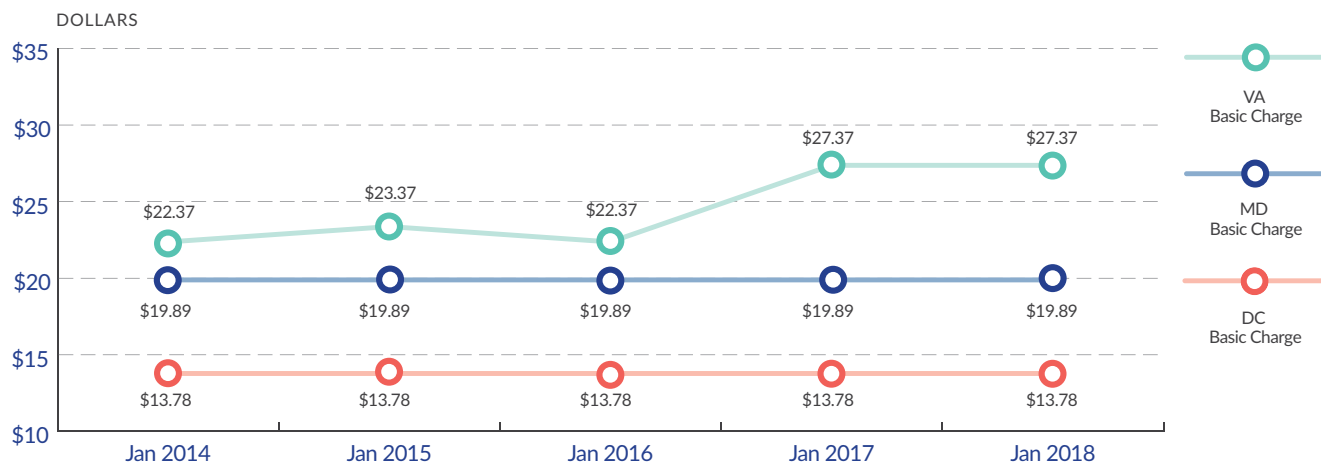
### 31. COMPETITIVE LOCAL EXCHANGE PROVIDERS' (CLECS) SHARE OF LINES IN D.C. IN CY 2014 - CY 2018



In 2018, CLECs share of residential lines increased by 2% from 14% to 16%. CLEC share of business lines increased by 1.0% from 36.0% to 37.0%.

Source: PSC of the District of Columbia and CLECs and Verizon Annual Assessment Survey Responses (CY 2018)

### 32. VERIZON MONTHLY RESIDENTIAL TELEPHONE RATES IN DC, MD AND VA (FLAT RATE SERVICE) IN CY 2014 - CY 2018

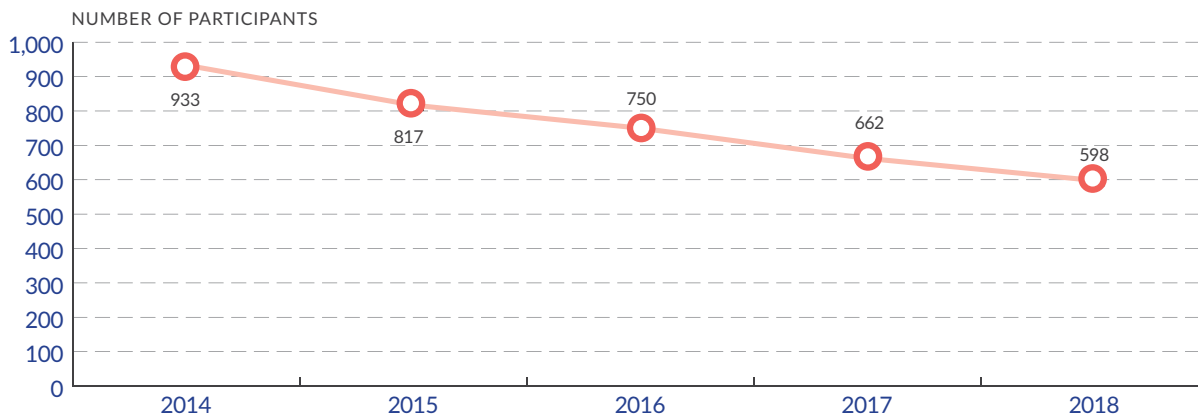


The District of Columbia has the lowest basic charge for flat rate service in the region.

MD and VA rates are estimated based upon available tariffs for flat rate service (not including surcharges, fees or taxes).

Source: PSC of the District of Columbia and CLECs and Verizon Tariffs

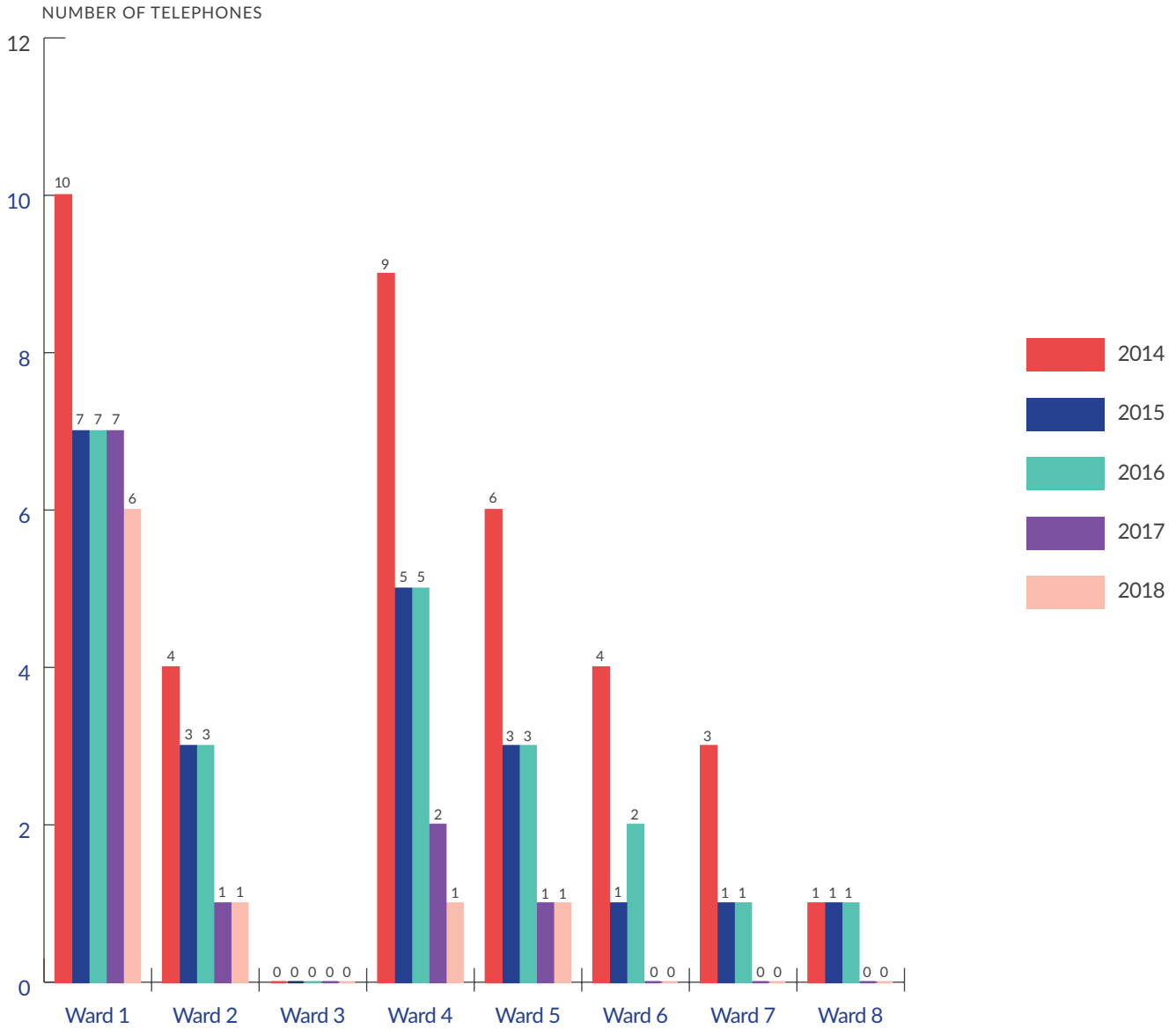
### 33. ENROLLMENT IN VERIZON'S LOW-INCOME ECONOMY II SERVICE PROGRAM IN CY 2014 - CY 2018



Enrollment in Verizon's low-income Economy II service program (also known as Lifeline) has been decreasing every year during the five year history shown here. Enrollment continued to decrease in CY 2018 with 598 validated customers, i.e. a 10% reduction from 662 in CY 2017.

Source: F.C. 988 Verizon's Quarterly Request for Reimbursement for the Fourth Quarter of 2018 filed January 31, 2019.

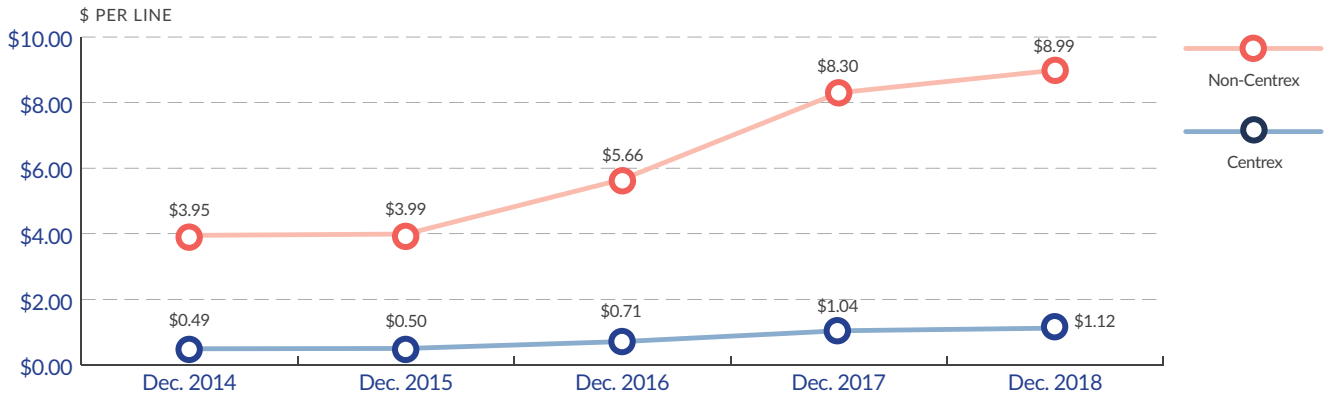
### 34. NUMBER OF ACTIVE PAY TELEPHONES BY WARD IN CY 2014 - CY 2018



The number of pay telephones decreased from 22 in CY 2016 to 11 in CY 2017 and further decreased to 9 in CY 2018. Wards 3, 6, 7 and 8 had no payphones. Ward 1 had the most payphones (6) and Wards 2, 4 and 5 each had 1 payphone for a total of 9 payphones.

Source: Verizon Washington, DC

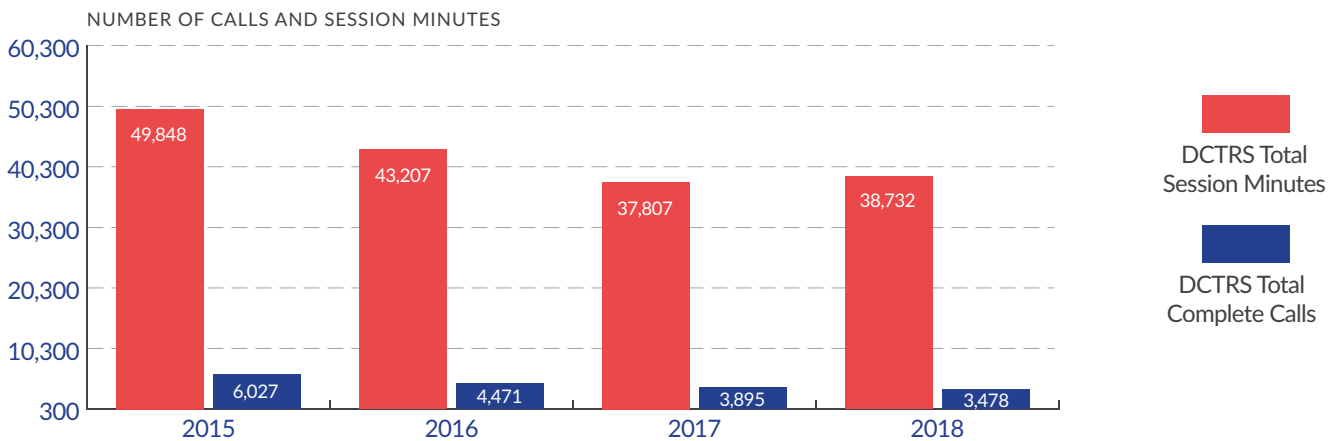
### 35. VERIZON'S RIGHTS-OF-WAY FEES (ROW) CY 2014 – CY 2018 (\$ PER LINE)



Verizon files its **Rights-of-Way (ROW)** fees in accordance with the Company's General Regulations Tariff, PSC of D.C. No. 201, Section 1A, Page No.2. The fee appears as a separate line item on customers' bills. The PSC audits the fees to verify the costs. The graph shows Verizon's ROW fees have trended upward in both Centrex and non-Centrex line rates between the years 2014 and 2018.

Source: PSC of the District of Columbia

### 36. DC TELEPHONE RELAY SERVICE (TRS) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015 – 2018

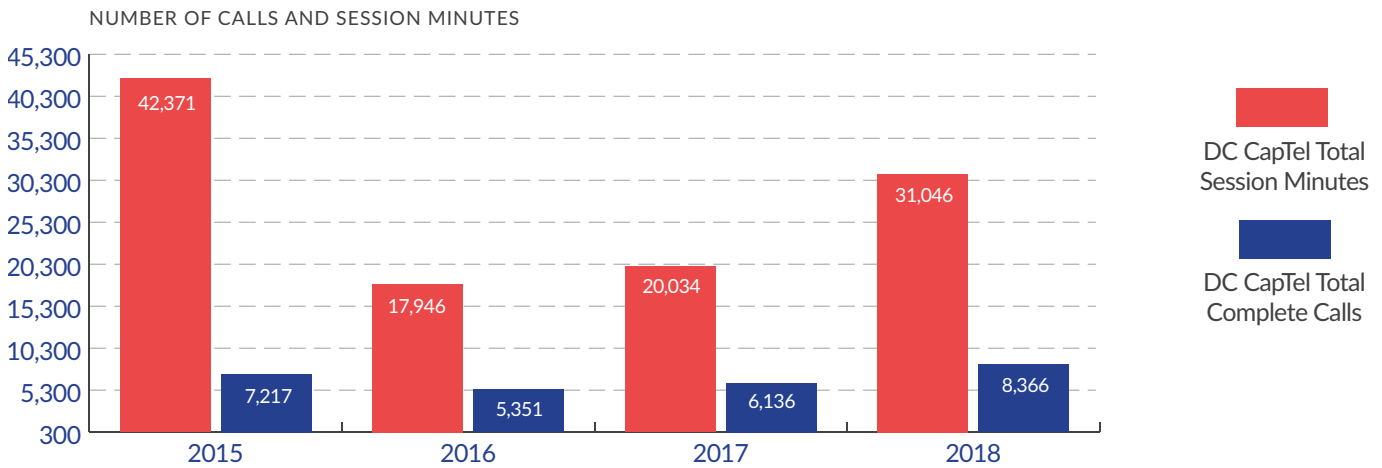


Telecommunications Relay Service (TRS) Phone Number: 711 Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories 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 2017–2018 contract year, total complete calls were down from 3,895 to 3,478, and total session minutes went up by less than 1000 minutes.

Source: Hamilton Relay



### 37. DC CAPTURED TELECOMMUNICATIONS SERVICE (CAPTEL) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015 - 2018



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 the 2017-2018 contract year, total D.C. CapTel complete calls increased from 6,136 to 8,366, and total session minutes increased from 20,034 to 31,046 due to new users and longer calls.

Source: Hamilton Relay

### 38. LIST OF DEFAULT AND ACTIVE COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) THAT HAVE RESIDENTIAL OR NON-RESIDENTIAL CUSTOMERS IN THE DISTRICT IN CY 2018

#	Company	Residential	Commercial	Customer Service Telephone
1	Access One, Inc		•	312-441-1000
2	Access Point, Inc.	•	•	919-827-0443
3	ACN Communication Services, Inc.		•	704-260-3000
4	Airespring, Inc.		•	818-786-8990
5	AT&T Corp.		•	615-353-3993
6	Atlantech Online, Inc.		•	301-589-3060
7	BCM One, Inc.		•	888-543-2000
8	BCN Telecom, Inc.		•	908-367-5600

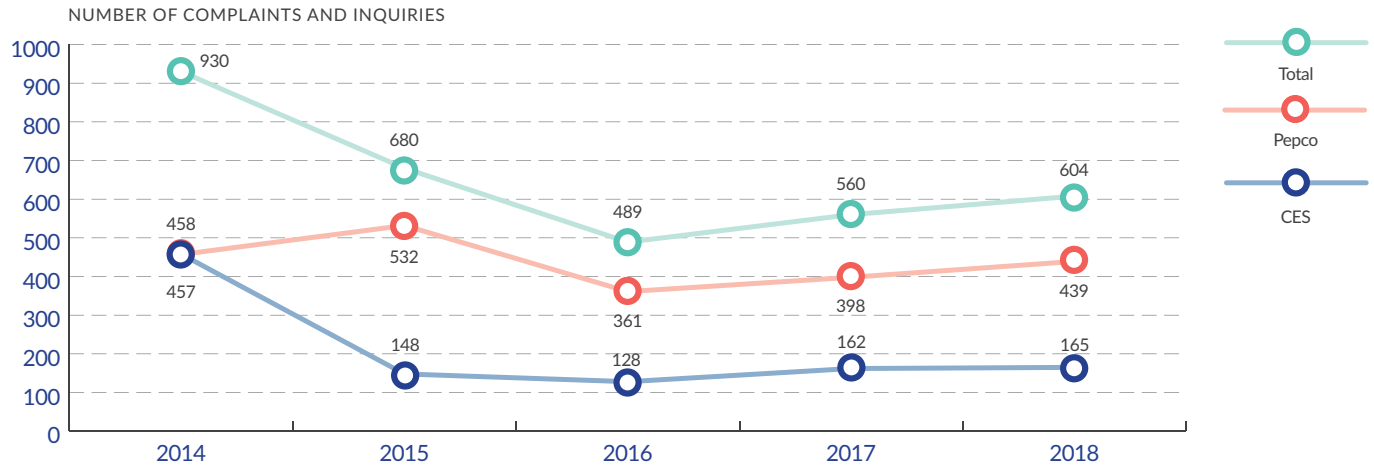
#	Company	Residential	Commercial	Customer Service Telephone
9	Block Line Systems, LLC		•	610-355-9746
10	Broadband Dynamics, LLC		•	480-941-0444
11	Broadview Networks, Inc.	•	•	800-276-2384
12	Broadwing Communications LLC		•	720-888-3988
13	BullsEye Telecom Inc.		•	248-748-2500
14	Cavalier Telephone Mid-Atlantic, LLC		•	855-352-2731
15	Cbeyond Communications, LLC		•	877-772-4724
16	CenturyLink Communications, LLC		•	303-883-2118
17	CTC Communications Corp. d/b/a EarthLink Business II		•	855-352-2731
18	Crown Castle Fiber, LLC		•	703-434-8533
19	DSCI, LLC		•	877-487-8722
20	Dynalink Communications, Inc.		•	212-352-7307
21	EnTelegent Solutions, Inc.		•	704-323-7488
22	FiberLight, LLC		•	800-672-0181
23	Global Crossing Local Services, Inc.		•	720-888-3988
24	Granite Telecommunications, LLC		•	617-837-5520
25	Level 3 Communications, LLC		•	720-888-3988
26	Level 3 Telecom of D.C., LLC		•	303-883-2118
27	Lighttower Fiber Networks I, LLC		•	703-434-8533
28	MassComm, Inc.		•	855-352-2731
29	Matrix Telecom, LLC d/b/a Matrix Business Technologies	•	•	888-411-1175
30	MCImetro Access Transmission Services LLC		•	800-624-0533
31	McLeod USA Telecommunications, LLC		•	954-252-1023

[continued next page](#)

**38. LIST OF DEFAULT AND ACTIVE COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) THAT HAVE RESIDENTIAL OR NON-RESIDENTIAL CUSTOMERS IN THE DISTRICT IN CY 2018 CONTINUED**

#	Company	Residential	Commercial	Customer Service Telephone
32	Metropolitan Telecommunications of DC		•	212-607-5074
33	New Horizons Communications Corp.		•	781-290-4611
34	NOS Communications, Inc.		•	702-547-8486
35	One Voice Communications, Inc.		•	877-363-3133
36	Paetec Communications, Inc.		•	855-352-2731
37	Quantum Shift Communications, Inc. d/b/a VCOM Solutions		•	800-804-8266
38	Securus Technologies, Inc.		•	972-277-0472
39	Spectrotel, Inc.		•	732-345-7000
40	Starpower Communications, LLC	•	•	609-681-2182
41	Telco Experts, LLC		•	201-935-9100
42	Telcove Operations, LLC		•	720-888-3988
43	Teleport Communications America, LLC		•	615-353-3993
44	US LEC of Virginia LLC		•	855-352-2731
45	VDL, Inc. d/b/a Global Telecom Brokers		•	410-581-4833 x125
46	Velocity the Greatest Phone Company Ever, Inc.		•	419-868-9983
47	Voicecom Telecommunications, LLC		•	407-260-1011
48	Wholesale Carrier Services, Inc.		•	954-227-1700
49	XO Communications Services, Inc.		•	800-421-3872
50	Verizon Washington, DC Inc.	•	•	717-777-3501
<b>Total CLECs</b>		<b>5</b>	<b>50</b>	

## 39. CONSUMER COMPLAINTS AND INQUIRIES – ELECTRIC INDUSTRY FOR CY 2014 – CY 2018



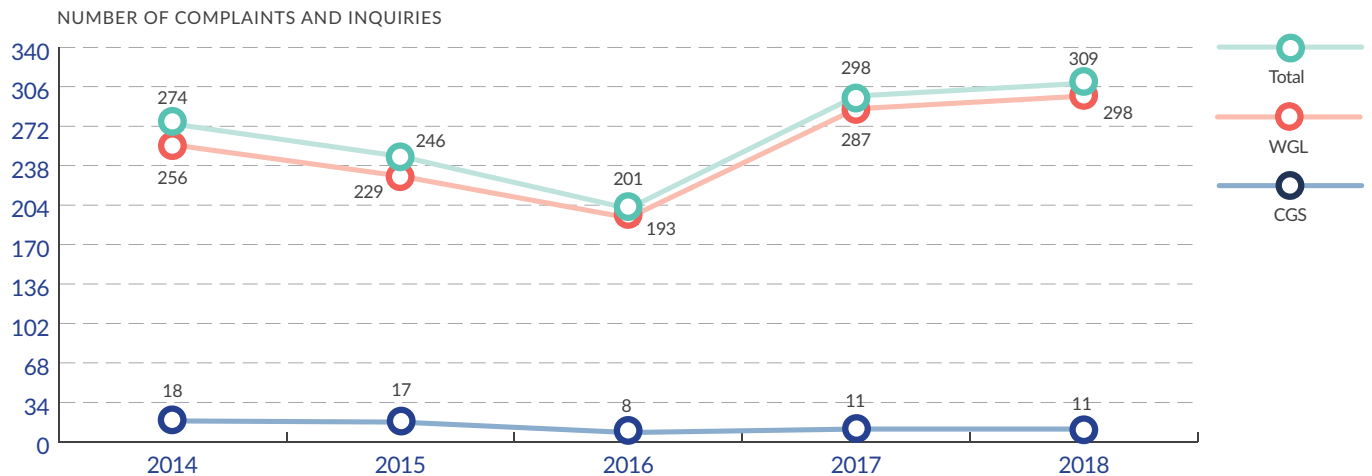
Total Complaints and Inquiries for the electric industry increased 7.8% from 560 in 2017 to 604 in 2018.

Total Complaints and Inquiries for Pepco increased 10.3% from 398 in 2017 to 439 in 2018.

Total Complaints and Inquiries for Competitive Electric Suppliers (CES) increased approximately 2% from 162 in 2017 to 165 in 2018.

*CES - Competitive Energy Suppliers*  
*Pepco + CES - A consumer complaint that involves Pepco and CES (not shown on the graph since this report was discontinued in 2015)*  
 Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.

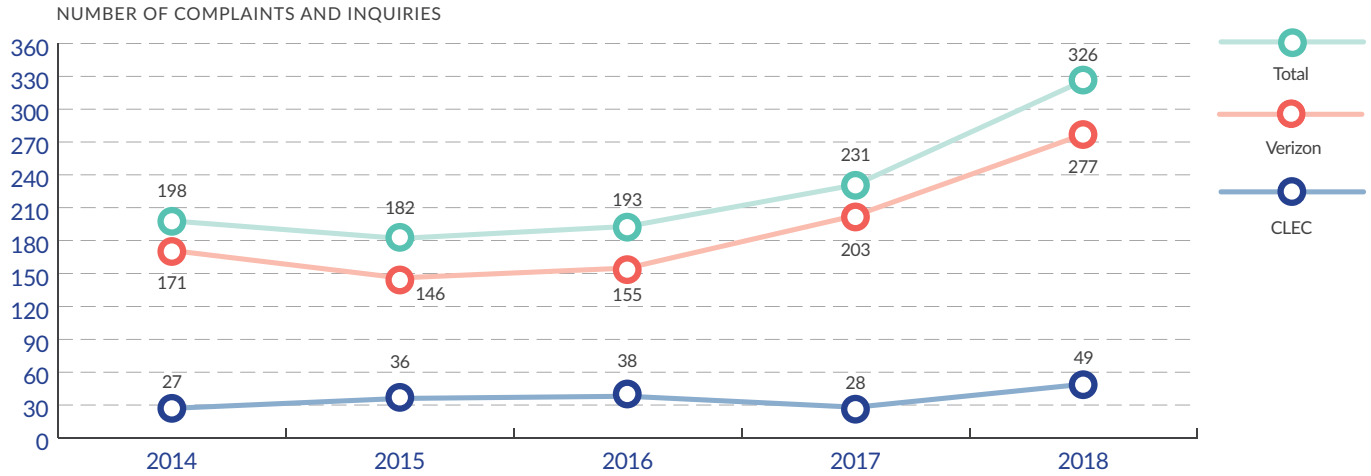
## 40. CONSUMER COMPLAINTS AND INQUIRIES – NATURAL GAS FOR CY 2014 – CY 2018



Total Complaints and Inquiries for the gas industry increased 3.6% from 298 in 2017 to 309 in 2018. Total Complaints and Inquiries for Washington Gas increased 3.83% from 287 in 2017 to 298 in 2018. Total Complaints and Inquiries for Competitive Gas Suppliers (CGS) remained the same (11) for 2017 and 2018.

*CGS - Competitive Gas Suppliers*  
 Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.

#### 41. CONSUMER COMPLAINTS AND INQUIRIES – TELECOM FOR CY 2014 - CY 2018



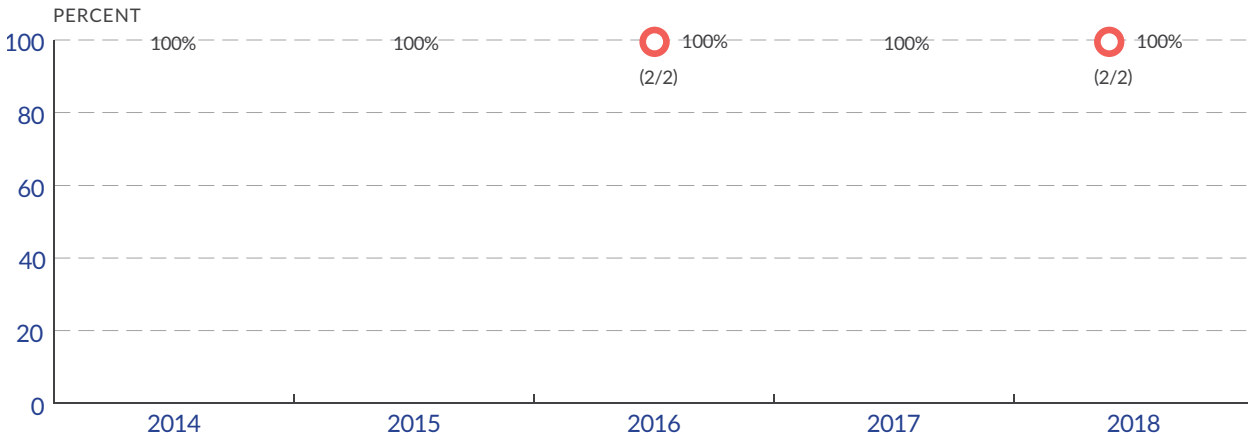
Total Complaints and Inquiries for the telecom industry increased 41.3% from 231 in 2017 to 326 in 2018.

Total Complaints and Inquiries for Verizon increased 36.45% from 203 in 2017 to 277 in 2018.

Total Complaints and Inquiries for Competitive Local Exchange Carriers (CLEC) increased 75% from 28 in 2017 to 49 in 2018.

CLEC - Certificated Local Exchange Carrier  
 Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.

#### 42. NUMBER AND PERCENTAGE OF RATE CASES PROCESSED ON A TIMELY BASIS

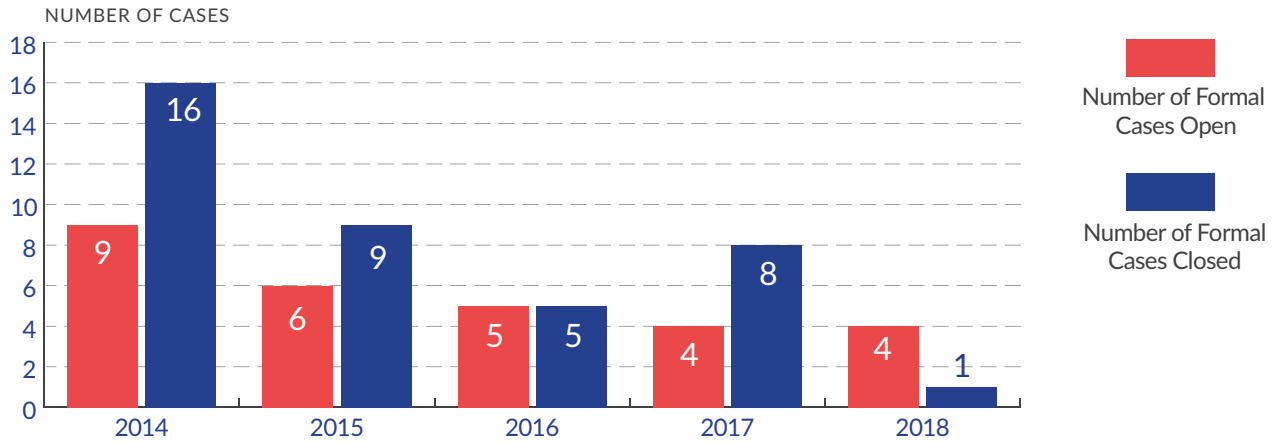


**Target:** Issue decisional orders within 90 days of the close of the record.

**Performance:** There were 2 rate cases in 2018 (FC1150 & FC1151).

\* (2) Number of Rate Cases Processed on a Timely Basis  
 Source: Office of General Counsel, the PSC of the District of Columbia

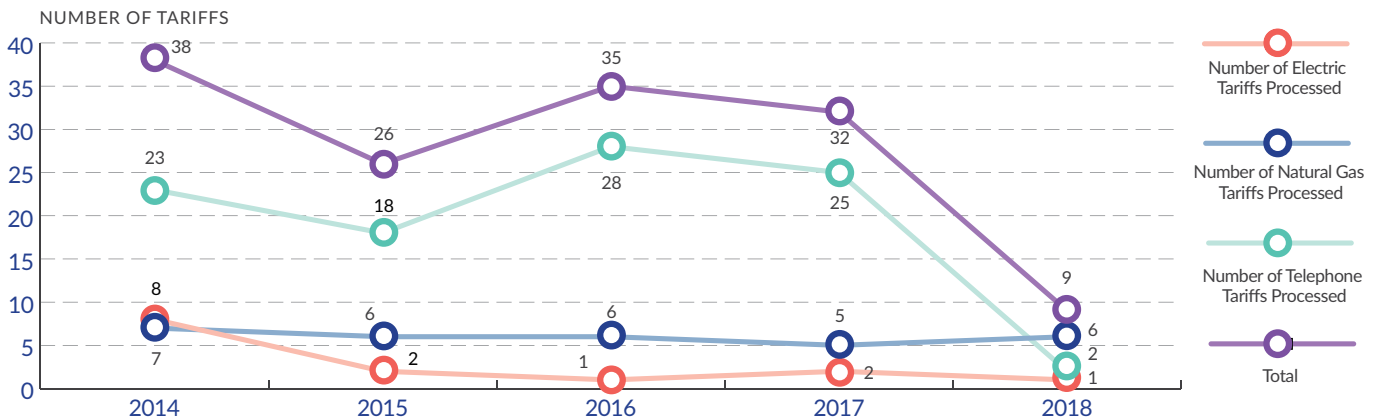
### 43. CONSUMER COMPLAINTS AND INQUIRIES – ELECTRIC INDUSTRY FOR CY 2014 – CY 2018



In CY 2018, the PSC opened four formal cases and closed one formal case.

Source: Commission Secretary's Office of the PSC of the District of Columbia

### 44. TOTAL NUMBER OF ELECTRIC, NATURAL GAS & TELEPHONE TARIFFS PROCESSED\* IN CY 2014 – CY 2018



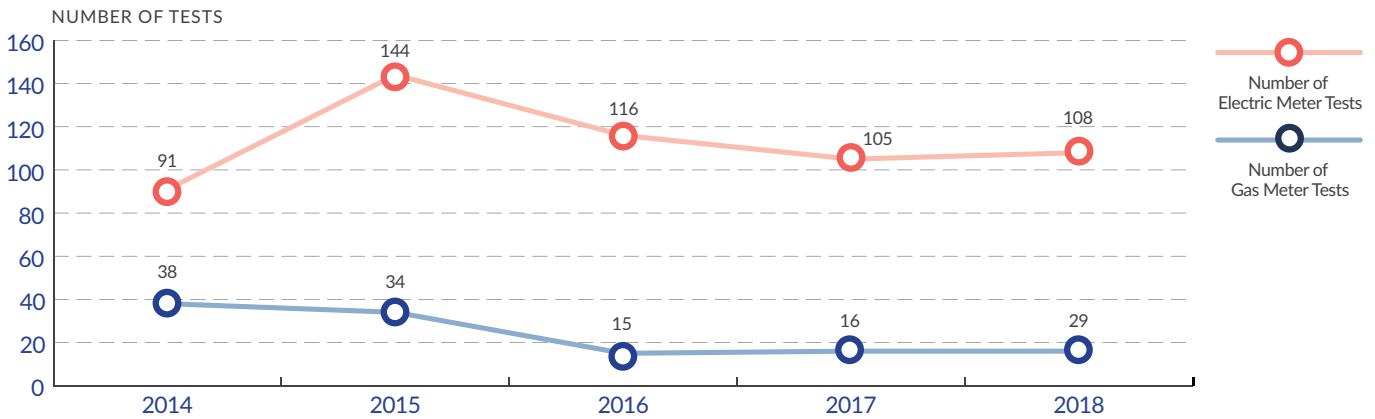
The PSC oversees electric and natural gas tariffs. Such tariffs require a formal filing and result in a Commission Order to Approve or to Deny the issuance of a Notice of Final Tariff (if the tariff is approved). For telecom, PSC reviews the incumbent telephone service provider tariffs. CLECs tariffs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

On October 1, 2008, the 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 by the PSC, by filing a description of the changes and relevant cost support information on five-days notice. The PSC does not set rates for competitive services. Rate increases for discretionary services are capped at no more than 15%.

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

Source: PSC of the District of Columbia

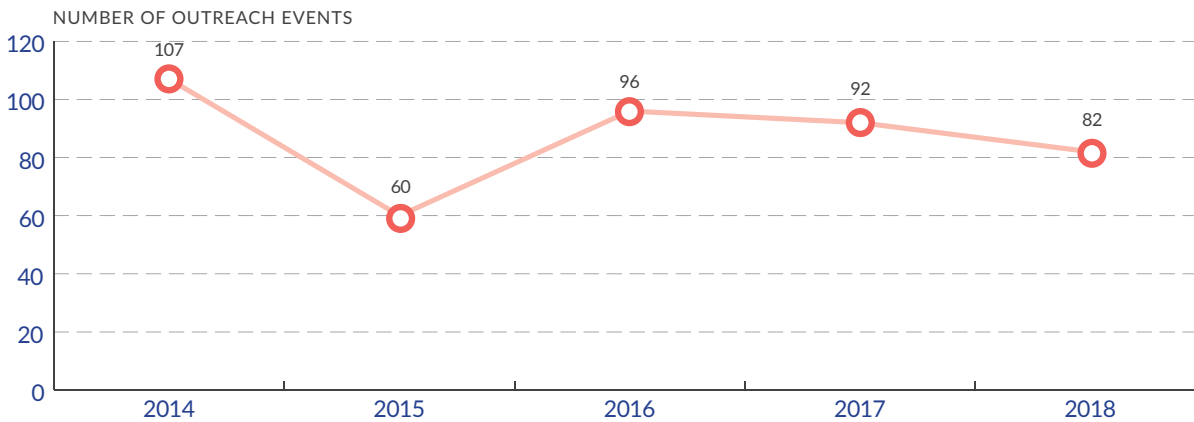
#### 45. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED IN CY 2014 - CY 2018



Meter tests are refereed by the Commission pursuant to a request by a consumer. In CY 2018 the Commission refereed a total of 137 meter tests, comprised of 108 electric meters and 29 gas meter tests.

Source: PSC of the District of Columbia

#### 46. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS) IN CY 2014 - CY 2018



In 2018, the Commission continued its ongoing efforts to educate the community about public utility services and benefits - engaging intensively and directly with consumers, community leaders, District Council Constituent Services staff, and with the non-residential and non-profit sectors. The Commission is working directly with communities to educate District residents as to the array of available utility services and programs. The Commission is augmenting these efforts through our sponsorship and participation in community forums, civic association meetings, community walks and office hours, and by speaking directly to various special interest populations, such as seniors.

Source: Office of Consumer Services of the PSC of the District of Columbia

# SUPPLIER DIVERSITY ANNUAL REPORTS

## 47. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (“CBE”) CY 2014 – CY 2018 PERFORMANCE

In 2019, PEPCO, WGL and Verizon filed their CY 2018 Supplier Diversity Annual Reports in accordance with the February 12, 2012 Memoranda of Understanding (MOU) between the companies and the PSC regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). A diverse supplier is a minority business enterprise, a woman business enterprise, a disabled veteran business enterprise or non-profit. CBEs are defined as businesses certified by the D.C. Department of Small and Local Business Development.

**TABLE I: SYSTEM-WIDE DIVERSE SUPPLIERS COMPARED TO TOTAL SYSTEM PROCUREMENT**

Utility	2014	2015	2016	2017	2018
	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	Diverse Supplier Percentage of Total System Spend
Pepco	13.24%	13.30%	16.70%	25.70%	28.80%
WGL	22.86%	26.60%	29.10%	24.00%	25.10%
Verizon	44.13%	39.00%	48.20%	41.90%	48.10%

Table I compares the System-Wide Diverse Supplier to the Total-System procurement spending. In year ending 2018, Verizon reported the highest percentage of Supplier Diversity Spending followed by PEPCO and WGL.

**TABLE II: DC-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO TOTAL SYSTEM PROCUREMENT**

Utility	2014	2015	2016	2017	2018
	CBE Percentage of Total System Spend	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	5.51%	5.51%	7.20%	13.40%	9.10%
WGL	7.48%	7.48%	7.70%	7.10%	6.50%
Verizon	18.52%	18.52%	18.40%	19.80%	21.90%

Table II compares the D.C based CBEs to the Total-System procurement spending. In year ending 2018, Verizon reported the highest percentage of Supplier Diversity Spending followed by PEPCO and WGL.

[continued next page](#)



47. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (“CBE”) CY 2014 - CY 2018  
 PERFORMANCE CONTINUED

TABLE III: DC-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO DC PROCUREMENT					
Utility	2014	2015	2016	2017	2018
	CBE Percentage of Total DC Procurement Spend	CBE Percentage of Total DC Procurement Spend	CBE Percentage of Total DC Procurement Spend	CBE Percentage of Total DC Procurement Spend	CBE Percentage of Total DC Procurement Spend
Pepco	41.63%	97.20%	61.40%	39.20%	26.40%
WGL	50.57%	57.10%	53.40%	50.30%	47.20%
Verizon	N/A	N/A	N/A	N/A	N/A

Table III compares the D.C based CBEs to the Total-D.C. procurement spending. In year ending 2018, WGL reported the highest percentage of Supplier Diversity Spending followed by PEPCO. Since Verizon does not file D.C. specific procurement dollars spent, its CBE percentage cannot be calculated.

Source: Supplier Diversity Reports from Pepco, WGL and Verizon

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45	Number of Electric and Natural Gas Meter Tests Witnessed in CY 2014 – CY 2018	30
46	Number of Outreach Activities (Excluding Meter Tests) in CY 2014 – CY 2018	30
47	Diverse Suppliers and Certified Business Enterprises ("CBE") CY 2014 – CY 2018 Performance	31