

# Public Service Commission FY2020

Agency Public Service Commission

Agency Code DHO

Fiscal Year 2020

**Mission** The mission of the Public Service Commission is to ensure 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.

## Strategic Objectives

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

## Key Performance Indicators

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

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (7 Activities)</b>			
PIPELINE SAFETY	USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
PIPELINE SAFETY	Pipeline Inspections	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.	Daily Service
ONE CALL INSPECTIONS	One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
UTILITY REGULATION	Monopoly Request Adjudication	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
LEGAL	Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
UTILITY REGULATION	MEDSIS	FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system. In 2020 the Commission will establish "Pilot Projects" for grid modernization in its renamed Power Path DC proceeding.	Key Project
UTILITY REGULATION	Construction Projects	A major new construction project has been proposed by PEPCO: the Capital Grid Project (FC 1144). This will entail review of Pepco plans for reliability and resiliency in distribution, transmission and substation facilities. In addition, two major utility construction projects will continue in 2020: the undergrounding of electric power lines (DC PLUG) and the replacement of natural gas pipelines (PROJECTPipes). Oversight of these projects helps to assure that they will be constructed efficiently, with minimal disruption and with coordination with other projects and District agencies. Monitoring entails review of design drawings to assure prudence and consistency with industry standards, site inspections, participation in Consumer Education activities, and auditing of expenses.	Key Project
<b>2 - Foster Fair and Open Competition among Service Providers (3 Activities)</b>			
UTILITY REGULATION	DC USTF	The Commission oversees management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget and disbursements.	Key Project
UTILITY REGULATION	Renewable Portfolio Applications Granted	Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources.	Daily Service
UTILITY REGULATION	Competitive Applications Processed	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.	Daily Service
<b>3 - Educate Consumers and Inform the Public (3 Activities)</b>			
UTILITY REGULATION	Consumer Complaints and Inquiries	When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue.	Daily Service
COMMUNICATIONS	Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Daily Service
COMMUNICATIONS	Community Hearings	In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views.	Key Project
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			
UTILITY REGULATION	Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
UTILITY REGULATION	Adjudication Management	Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff.	Key Project
<b>5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Activity)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
ENVIRONMENTAL OPERATIONS	Environmental metrics established	The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies. In 2020, the Commission will develop the metrics for considering environmental issues.	Key Project

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - One Call inspections (1 Measure)</b>			
Inspections Conducted	967	790	875
<b>1 - PIPELINE SAFETY (1 Measure)</b>			
Pipeline Safety inspections conducted	403	312	349
<b>2 - UTILITY REGULATION (1 Measure)</b>			
Renewable Portfolio Standards Applications processed	954	939	1341
<b>3 - UTILITY REGULATION (1 Measure)</b>			
Number of Consumer Complaints and Inquiries Processed	1265	1551	1415

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Construction Projects (1 Strategic Initiative)</b>		
Infrastructure Improvements	Three major infrastructure improvements will require Commission oversight and approval in FY 2020: the Pepco Capital Grid Project, the DC PLUG undergrounding project and the Project Pipes replacement of natural gas pipelines. Action on Phase 2 of Capital Grid will take place in FY2020. DCPLUG and Project Pipes will involve hearings and analysis in 2020.	09-30-2020
<b>MEDSIS (1 Strategic Initiative)</b>		
Power Path DC	As a follow-on to the first phase of grid modernization, the Commission will establish the governance for and make selections of pilot projects.	09-30-2020
<b>Monopoly Request Adjudication (2 Strategic initiatives)</b>		
Pepco Rate Case	In FY 2019 Pepco filed an application to increase rates, including Performance Incentive Measures and a Multi Year Rate Plan. In 2020, the Commission will oversee discovery and conduct evidentiary and community hearings. A final decision on the Pepco application will occur in FY 2021.	09-30-2020
Chapter 1 Rule Revision	In FY 2020, the Commission will complete a revision of its rules of practice and procedure to make its regulatory processes more streamlined and stakeholder friendly	09-30-2020