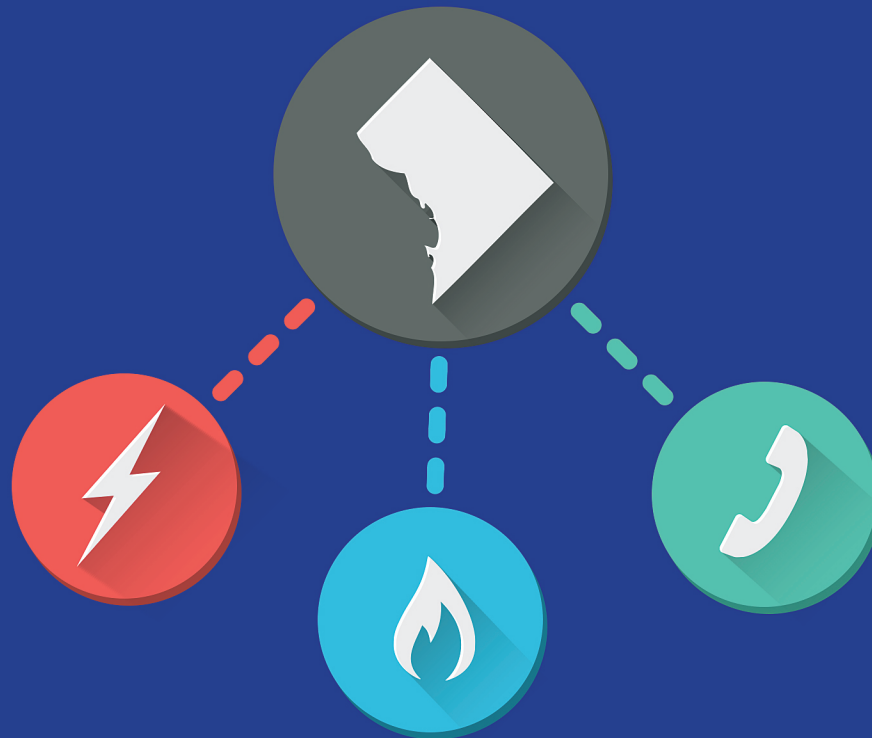


ANNUAL REPORT 2013

PUBLIC SERVICE COMMISSION

OF THE DISTRICT OF COLUMBIA



PUBLIC SERVICE FOR A CENTURY



PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
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September 2014

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

Dear Mayor Gray:

The Public Service Commission of the District of Columbia (PSC) has the honor of submitting the 2013 Annual Report. Except where otherwise noted, this Annual Report covers the calendar year period from January 1, 2013 through December 31, 2013.

The 2013 Annual Report provides a detailed review of the PSC's accomplishments in 2013. 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 PSC will continue to be at the forefront of the relevant issues, working to serve the public interest.

Respectfully submitted,

Betty Ann Kane
Chairman

Joanne Doddy Fort
Commissioner

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

2013 ANNUAL REPORT

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MESSAGE FROM THE CHAIRMAN



Betty Ann Kane
Chairman

2013 marks the Centennial Anniversary of the Public Service Commission of the District of Columbia (PSC). I am honored to be just the 28th Chairman to serve in our long history. This legacy of leadership is a tribute to the success and dedication of the PSC, and to the belief in the importance of our mission to serve the public interest by ensuring that financially healthy electric, natural gas and telecommunications companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia residential, business and government customers.

This year has proven to be very productive and successful for the PSC. Our accomplishments include:

- Participating in Mayor Vincent Gray's **Power Line Undergrounding Task Force** to provide advice on actions that may be taken to reduce future storm-related power outages, including the undergrounding of power lines. The PSC was a part of an 18-member panel that included government officials, regulators, local utility industry executives, and residents of neighborhoods. A findings and recommendations report was released to the public in October of 2013 and legislation to implement the report's recommendations was enacted by the Council and signed by the Mayor in March 2014.
- Ruling in **Formal Case 1093, Order No. 17132**, in the matter of the investigation to review the reasonableness of Washington Gas Light Company's (WGL) base rates. The PSC denied WGL's application to increase rates for gas distribution service by \$28,969,570; and granted WGL's application to increase rates in the amount of \$8,381,089, based on a rate of return of 7.93% on WGL's jurisdictional test year rate base. The Order adopted affected only the rates and charges that WGL would be allowed to impose to recover its costs for construction and maintenance of the infrastructure for the delivery of natural gas to customers in the District and for distribution related services such as metering, billing, and customer service.

- Opening an investigation into consumer complaints of Starion Energy’s business and solicitation practices and addressing the petition of the Office of the People’s Counsel to open a wide-range investigation of all retail energy suppliers licensed in the District. The investigation led to the PSC opening of Formal Case 1107 to examine electric service competition and their consumer protection requirements as well as approving the **Settlement Agreement between Starion Energy PA, Inc. (Starion) and the Office of the People’s Counsel (OPC)** ending the investigation in Formal Case 1105. Starion has agreed to implement, with the assistance of OPC, a Voluntary Compliance Plan that will revise its marketing materials and business practices to ensure that they are consistent with the consumer protection rules of the Commission; and provide additional training for its door-to-door marketers to address past problems. In addition, the Settlement Agreement provides a restitution mechanism for consumers who were financially harmed by the consumer protection violations that triggered the investigation if they filed a complaint with the Commission or OPC before the approval date of the order. The Settlement also includes a voluntary donation of \$100,000 from Starion to the Greater Washington Urban League for its energy assistance program.
- Celebrating the PSC Centennial Anniversary with an a one-day symposium and luncheon held March 15th at the Kellogg Conference Center at Gallaudet University that focused on the history of the Commission and its role in the growth and development of the District. Mayor Vincent Gray attended the Centennial Luncheon offering remarks about the work and accomplishments of the PSC. The Commission also redesigned its logo to commemorate the Centennial Anniversary. To preserve the history of the PSC, all Commission annual reports and orders since 1913 were placed on the website and biographies were developed for all 68 past and current Commissioners and Chairpersons.

And the PSC was very excited to welcome Commissioner Joanne Doddy Fort at the beginning of the 2013 fiscal year. Commissioner Fort is passionate about the work of the PSC and has become an invaluable asset to the Commission.

More details of our work can be found in the “2013 Major Regulatory & Organizational Accomplishments” section of this Annual Report.

Our numerous accomplishments have been made possible by the belief in our mission, and calling on the great range and diversity of committed and talented staff who continue to dedicate themselves to District consumers who have placed confidence and trust in our work. Personally, I am truly humbled to lead the incredibly talented and dedicated staff who work for the PSC.

The PSC also has focused on excellence in our daily work as well as increasing accountability for utilities and competitive retail suppliers. This has strengthened safety, reliability, quality, and compliance within the utility industry by taking specific steps to reduce variation and increase governance.

Each year, there are new challenges that face the PSC. With rapidly changing demographics and energy demands, the scale and complexity of issues are more urgent and magnified than ever. It is our belief that providing safe, reliable and quality utility services at reasonable rates to District consumers in a sustainable manner is society’s greatest challenge. And by meeting this challenge, it will ensure a better future for every individual, family, and community.

Through all these changes the PSC’s mandate, as stated in its foundational statute and reaffirmed in the Home Rule Charter, has remained the same, and that charge is as strong and as pertinent today as it was 100 years ago. As we celebrate, we also rededicate ourselves to carrying out that charge as we start the next 100 years.



Betty Ann Kane
Chairman



Betty Ann Kane
Chairman

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

Betty Ann Kane is an experienced public official combining over 30 years of service to the District of Columbia Government in elected and appointed positions with extensive private sector experience in regulatory, administrative and public policy matters. Before joining the PSC, Chairman Kane served as a Trustee and as Executive Director of the District of Columbia Retirement Board. She served four years as an At-Large member of the D.C. Board of Education, and was elected to three terms as an At-Large member of the City Council. Her service on the Council included chairing the Public Services and Cable Television Committee, with legislative, budgetary and oversight responsibility for the Public Service Commission, the Office of People's Counsel, and the Office of Cable Television.

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

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



Joanne Doddy Fort
Commissioner

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

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

Commissioner Fort is a member of the National Association of Regulatory Utility Commissioners where she serves on the Committee on Critical Infrastructure and Committee on Electricity. She is a member of the Mid-Atlantic Conference of Regulatory Commissioners and she represents the D.C. PSC on the Board of Directors of the Organization of PJM States, Inc. (OPSI).

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



PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

PSC OVERVIEW

PSC Mission

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

The mission of the PSC is to serve the public interest by ensuring that financially healthy electric, natural gas, and telecommunications companies provide safe, reliable, and quality services at reasonable rates for District of Columbia residential, business, and government customers.

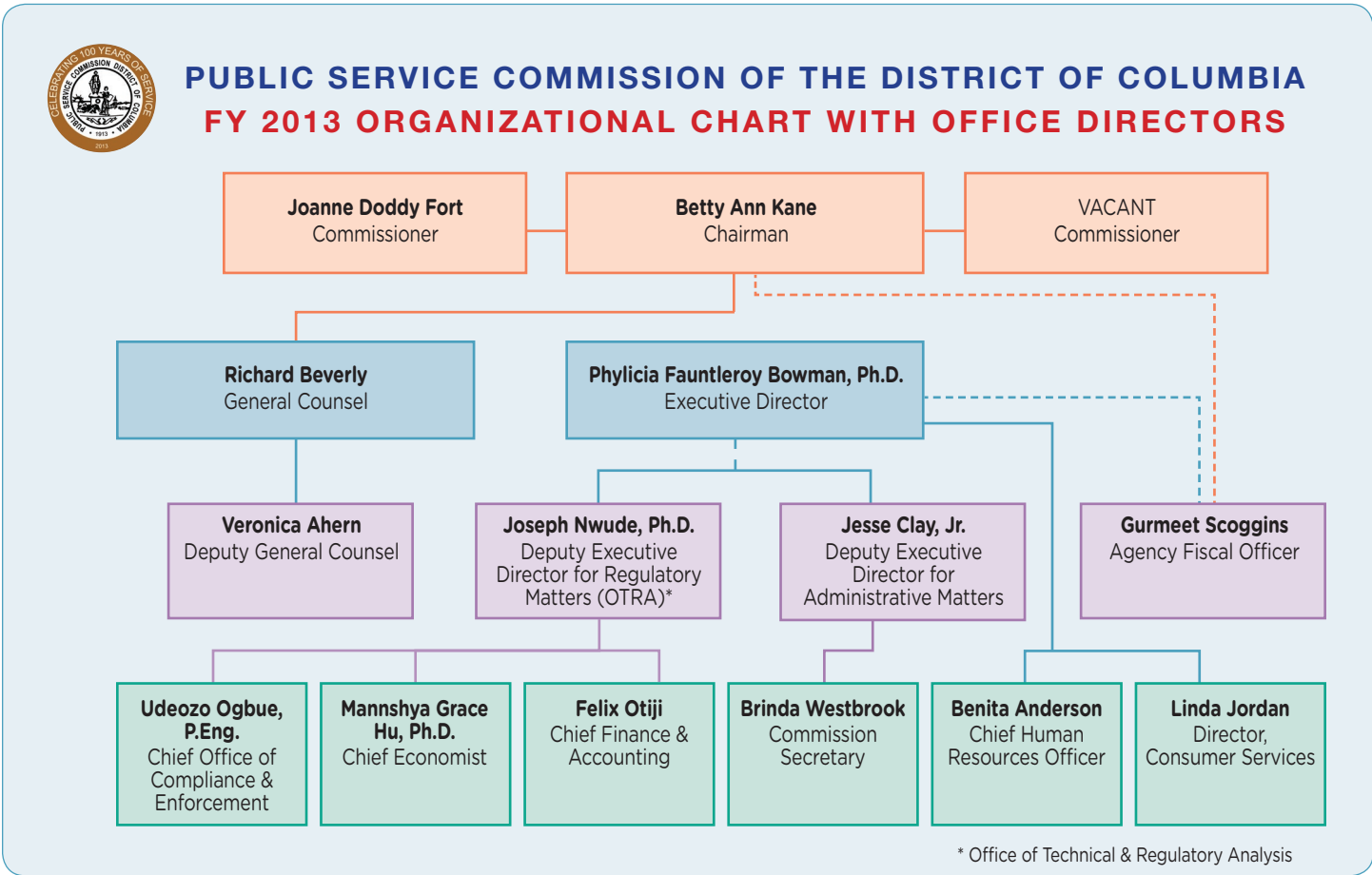
The PSC carries out its mission by focusing on the following goals:

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

PSC Staff

The PSC is under the leadership of the PSC Chairman and Commissioners who are appointed to four-year terms by the Mayor, with the advice and consent of the D.C. Council. During 2013, Chairman Betty Ann Kane and Commissioner Joanne Doddy Fort served as Commissioners while the third Commissioner position remained vacant.*

The PSC ended 2013 with 79 employees, including the PSC Chairman and one Commissioner. The PSC has a diverse workforce with a range of subject matter expertise in utility regulation and policy. 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.



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



PSC Offices

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

1. The Offices of the Chairman and the Commissioners

The Offices of the Chairman and Commissioners consist of the Commissioners and their administrative staff and policy advisors. Through their Offices, the Commissioners review and make decisions on matters before the Commission and on issues of public policy pertaining to utility regulation and the mission of the Commission. The Commissioners provide testimony before the D.C. Council and represent the Commission on a local, regional and national level on various boards, Committees, and task forces. These include, among others, participation in the Sustainable Energy Utility (SEU) Advisory Board, the Eastern Interconnection States' Planning Council (EISPIC), 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).

2. The Office of the General Counsel (OGC)

OGC advises the Commissioners on all matters and proceedings related to the PSC's enabling statute. OGC is responsible for all legal

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

3. The Office of the Executive Director (OED)

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

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

OTRA advises the Commissioners on accounting, economics, engineering, and financial issues in formal cases that are before the PSC. 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). The Office also conducts compliance reviews and audits, and helps manage formal cases and investigations. Staff conducts annual surveys to gauge the status of local competition in the District. Finally, OTRA staff administers the federally funded Natural Gas Pipeline Safety Program, and



educates Commissioners, staff, and the public, directly and through the website and outreach activities, on current and emerging issues. OTRA also tracks and analyzes energy and telecommunications prices and activities at the local, regional, and federal levels.

The Office of Compliance and Enforcement (OCE) is also under OTRA. OCE monitors and enforces compliance of service providers, conducts inspections, and registers applications to install new pay telephones, and inspects pay telephones.

5. The Office of Human Resources (OHR)

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

6. The Office of Consumer Services (OCS)

OCS serves as the consumer relations arm of the PSC. OCS' consumer specialists are responsible for mediating consumer complaints regarding utility providers and responding to inquiries. OCS and its consumer specialists also implement and manage the PSC's community outreach program to help consumers make informed choices about retail electric and natural gas suppliers and raise awareness about the Utility Discount Program for low-income District residents. Each year, OCS has an annual goal of participating in 100 outreach events.

OCS also keeps the Commissioners and staff informed of local and national consumer-related trends, and provides the PSC with information on how well local providers serve their customers. OCS conducts customer satisfaction surveys to obtain feedback on its handling of consumer complaints and inquiries. OCS prepares all of the factsheets and brochures used in conjunction with the agency's outreach program. OCS is also responsible for drafting press releases and coordinating/scheduling media interviews or requests as well as preparation and distribution of the annual report.

7. The Office of the Deputy Executive Director for Administrative Services (ODEDAM)

ODEDAM is responsible for overseeing a variety of management and administrative areas, including information technology, contracts and procurement, facility management, vehicle administration, telephone administration, and other PSC administrative programs and projects, including the Office of the Commission Secretary. ODEDAM is responsible for purchasing goods and services for the PSC pursuant to its own procurement and contracting authority, rules, and regulations. ODEDAM develops the purchasing / contracting methods that will ensure the best value, competition, and price, while meeting the PSC's requirements.

8. The Office of the Commission Secretary (OCMS)

OCMS maintains the official files and records of the PSC, ensures their safety and integrity and provides appropriate access to records and files. OCMS also manages e-Docket, the PSC's electronic filing system. In addition, OCMS schedules, staffs and coordinates the evidentiary, community, and public interest hearings and open meetings. OCMS provides coverage for the PSC's reception area support for telephone calls placed to the PSC's primary telephone numbers and face-to-face service to PSC visitors. OCMS staff serves as the primary web administrator and determines, develops and updates the Commission's website content and mobile application in addition which includes identifying data and content trends and 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 for formal case hearings.

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

The OAFO is responsible for the execution of the PSC's annual operating budget and the tracking of expenditures in conformance with the budget. OAFO staff are employees of the Office of the Chief Financial Officer (OCFO), under the direction of the D.C. Chief Fi-



nancial Officer. They are assigned to the Commission by the OCFO, but are paid out of the PSC budget. The PSC's OAFO is tasked with the responsibility of ensuring that the PSC's budgeting and financial operations are managed in compliance with OCFO guidelines. The OAFO manages all fund receipts and disbursements for each revenue type and for the PSC's formal cases. OAFO additionally is responsible for accounting operations for the PSC and the financial reporting of all funds to the PSC's Chairman, Executive Director, and the Associate CFO of the Economic Development and Regulation Cluster of the OCFO. The OAFO also supports the PSC Chairman during budget hearings before the D.C. Council's Committee on Public Services and Consumer Affairs.

2013 MAJOR REGULATORY & ORGANIZATIONAL ACCOMPLISHMENTS

The mission of the PSC is to serve the public interest by ensuring that financially healthy electric, natural gas and telecommunications companies provide safe, reliable and quality services at reasonable rates for District of Columbia residential, business and government customers. In supervising and regulating public utilities and third-party suppliers, the PSC considers the public safety, the economy of the District, the conservation of natural resources and the preservation of environmental quality. The following major regulatory and organizational accomplishments highlight our commitment to achieving our mission.

REGULATORY ACCOMPLISHMENTS



Matters Involving Electricity

- **Formal Case No. 1017**—Monitored the competitive auction for electricity for Standard Offer Service (SOS) for District consumers who do not choose their electricity supplier and approved the new rates for SOS service.
- **Formal Case No. 1056**—Hired West Monroe Partners, as a technical consultant, to review issues pertaining to the safety and opt-out feasibility for the smart meters that Pepco has now installed with 277,770 customers throughout the District, 97.2% of which have been activated; obtained additional information about privacy and cyber-security for smart meters from the National Association of Regulatory Utility Commissioners; provided the finished report to the Chair and to members of the Council in September 2013; and filed the report.
- **Formal Case No. 1086**—Approved and monitored the implementation of the Potomac Electric Power Company’s Direct Load Control program that is now serving 26,000 residential customers with central air conditioning or heat pumps who voluntarily agree to cycle their equipment on and off during certain peak use periods.
- **Formal Case No. 1103**—Held evidentiary hearings and community hearings to review the Potomac Electric Power Company’s (Pepco) most recent request to increase its rates and charges for electric distribution service in the District of Columbia by \$44.8 million. The decision is pending.



- **General Docket No. 117**—Opened an investigation into the business and solicitations practices of competitive electric suppliers because of an increase in the number of complaints by consumers. This investigation has resulted in:
 - > An investigation of Starion Energy in **Formal Case No. 1105** resulting in a settlement with a Voluntary Compliance Program, restitution for consumers who complained to the Commission and the Office of the People’s Counsel and were financially harmed, and a \$100,000 contribution for a low income energy assistance program.
 - > An investigation into electric service competition and consumer protection requirements in a new proceeding, **Formal Case No. 1107**.
- **Formal Case No. 1109**—Evaluated the Potomac Electric Power Company’s (Pepco) proposed AMI-enabled Dynamic Pricing Plan for the District of Columbia and pilot programs for residential In-Home Displays to convey detailed energy usage information and dynamic pricing signals and to remotely reduce the load of window air conditioning units; rejected the program but set a hearing in 2014 to further explore the institution of a dynamic pricing program.

Matters Involving Renewables

- Certified 344 out of the 391 Renewable Portfolio Standard applications received, and decertified no renewable energy facilities.
- 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.
- Provided technical assistance to stakeholders working on the Community Renewable Energy Amendment of 2013 and began the preparation of amendments to the Commission’s interconnection rules to accommodate community renewable facilities.



Matters Involving Natural Gas

- **Formal Case No. 1027**—Monitored, through the review of annual reports, Washington Gas Light Company’s (WGL) work under the \$28 million Vintage Coupling Replacement and Encapsulation Program that was the result of a Settlement Agreement between WGL and the Office

of the People’s Counsel; determined that while WGL had made some progress towards completing the individual projects listed in its annual reports, there were delays in project completion and therefore to help spur completion directed WGL to file quarterly reports indicating the progress made in completing individual projects; and ordered an audit of the Program.

- **Formal Case No. 1093**—Held evidentiary hearings and community hearings to review the Washington Gas Light Company’s (WGL) request to increase its base rates and charges for natural gas service in the District of Columbia by \$29.0 million resulting in a Commission order on May 15, 2013, approving an \$8.0 million revenue increase, which was 28% of the \$29 million request, and rejecting WGL’s proposed Accelerated Pipeline Replacement Program as filed but inviting the submission of a revised Accelerated Pipeline Replacement Program which was filed on August 15, 2013 and is currently pending before the Commission.



Matters Involving Telecommunications

- **Verizon Washington D.C., Inc.’s 2013 ARC Filing**—Negotiated the removal of Access Recovery Charge (ARC) charges from Verizon Washington D.C., Inc.’s bills for District residents and single-line business customers resulting in savings of \$ 1 million annually over the next four years of ARC assessments.
- **Billing Error Case No. 04-2012**—Opened an investigation on March 1, 2013, into a billing error by Verizon Washington D.C., Inc. (Verizon D.C.) that impacted more than 800 low income customers who were improperly charged Access Recovery Charges and Subscriber Line Charges on their telephone bills; explored how the error occurred and how it was being remedied; and monitored Verizon D.C.’s progress in refunding or crediting customer accounts to ensure that all customers obtained a refund or credit for the improperly billed amounts from Verizon D.C.
- **Formal Case No. 1090**—Held evidentiary hearings investigating the reliability of Verizon D.C.’s telecommunications infrastructure with a focus on problems related to the repairs of the copper network and issued **Order No. 17313** finding no service degradation existed for Verizon D.C. using the current retail quality of service metrics found at 15 D.C.MR § 2720; full compliance with implementation of a required bill credit program and text



messaging program to inform customers of the status of repairs; but only partial compliance with terms of the Settlement Agreement regarding the training, management and deployment of service technicians to reduce repeat trouble reports, the training of customer service representatives regarding handling of copper network problems and regarding maintaining the copper infrastructure in place and serving customers; and directed Verizon D.C. to take specific remedial actions to address the particular service-related shortcomings outlined in the Order.



Matters Involving Multi-Utility

- **Formal Case No. 1078**—Continued our investigation of the Potomac Electric Power Company’s (Pepco) and Washington Gas Light Company’s (WGL) bill formats, accepting some of the bill format changes but also directing WGL and Pepco to make additional changes to their bill formats and inviting parties and the public to submit comments on several additional bill format issues relating to the display of additional consumer-related information on monthly bills.
- **Formal Case No. 1108**—Opened a proceeding to examine Commission Rules of Practice and Procedure pertaining to Confidential or Proprietary Information (15 D.C.MR § 150), published a Notice of Proposed Rulemaking which proposed amendments to clarify the Commission’s treatment of information claimed by a party to be confidential, including procedures for challenges to claims of confidentiality by other parties and procedures to be applied in the event the Commission requires a party to substantiate its claim of confidentiality for certain information; and adopted the amendments by **Order No. 17390**, effective March 7, 2014.
- **Formal Case No. 1111**—Amended Commission Rules of Practice and Procedure pertaining to Critical Infrastructure Information by publishing a Notice of Proposed Rulemaking which proposed the addition of the new Section 151 and amendments to Section 199 which adds two new definitions (Critical Infrastructure and Critical Infrastructure Information), to establish procedures for the Commission’s treatment of information claimed by a party to be confidential critical infrastructure information, including procedures for determining production or disclosure of such information requested by other parties. The new rules became effective January 31, 2014.

ORGANIZATIONAL ACCOMPLISHMENTS

In FY 2013, the Commission successfully met or exceeded its performance goals. In fulfillment of our mission, the Commission issued 339 formal case orders; opened seven new formal cases; held two informal legislative-style hearings (in **Formal Case No. 1086 & General Docket No. 117**); conducted 330 natural gas pipeline safety inspections, nearly 1,000 One-Call inspections and nearly 300 payphone site inspections; processed 372 Renewable Portfolio Standards applications; responded to 1,696 consumer complaints and inquiries, participated in 141 outreaches, 36 refereed meter inspections, and managed the licensing and oversight of about 90 competitive suppliers of energy and telecommunications services.

In order to meet the changing needs of consumers and the industry, the Commission also established a new office—Office of Compliance and Enforcement, formed new internal task forces as well as participated in several governmental and industry organizations and working groups. A summary of some of the highlights of those activities follows.

New Office

- **Office of Compliance and Enforcement (OCE)**—The Commission established the Office of Compliance and Enforcement in October 2013. The overall focus and mission of the Office is to advise the Commissioners on their mission to protect consumers as well as the physical components and systems that enable natural gas, electricity, and telecommunications service delivery in the District of Columbia. To accomplish its mission and objectives, the Office focuses primarily on field/facility inspections, incident investigations, enforcement, compliance audits, compliance reporting, and prioritization and minimization of risks associated with the construction, operation, and maintenance of electric, natural gas, and telecommunications infrastructure and facilities in the District.

Internal Working Groups

- **Marketing Practices Internal Review Team**—The Commission established the Marketing Practices Internal Review Team (IRT or Team) in July 2013, in response to concerns about marketing and



other practices of retail electricity suppliers. Headed by the Deputy General Counsel, the Team consists of representatives from the Office of Technical and Regulatory Analysis, the Office of the General Counsel, the Office of Compliance and Enforcement, the Office of Consumer Services and the Office of the Commission Secretary. The Team has redrafted Commission rules regarding licensing of retail electricity suppliers, revised portions of the Consumer Bill of Rights to add additional consumer safeguards, and has overseen the investigation into the activities of Starion Energy PA, Inc. and the implementation of the resulting settlement. In addition, the IRT has spurred improvements to the Commission's Complaint Process, including improvements to the database that now allows the Commission to retrieve detailed information regarding all complaints. The Office of Consumer Services, at the direction of the Team, has instituted an "Early Warning System," designed to alert the Commission to any surge in complaints against a particular provider, or in complaints about a particular practice. Other contributions of the Team include outreach programs to both consumers and suppliers and the development of new training programs to ensure that Commission employees as well as retail electricity suppliers become familiar with the changes in the Commission's rules regarding consumer's rights and the business practice requirements for the retail electricity suppliers. The work of the Team will continue in 2014.

- **Cyber Security Task Force**—In 2013, the Chair established an internal Task Force on Cyber Security (the Task Force) that has developed a work plan of internal and external activities in response to growing concerns about new cyber security threats to utilities across the nation and their impacts on the regulated companies in the District and Commission operations. Internally, the Task Force has been reviewing the Commission's information management practices, including the use and protection of sensitive materials. This includes the handling of critical infrastructure information under the District of Columbia's Freedom of Information Act and the Commission's rules. The Commission proposed language for a critical infrastructure exemption under the District's Freedom of Information Act to the District City Council's Committee on Government Operations. That exemption has since been enacted. The Task Force has been educating staff on issues related to critical infrastructure and all hazards policies by sharing information gained through participation in the National Association of Regu-

latory Utility Commissioners' (NARUC) Committee on Critical Infrastructure. The Commission has also received briefings on the cyber security practices of its regulated utilities, following a procedure recommended by NARUC and being used by state utility commissions across the country.

Governmental and Industry Organizations

- **Mayor's Power Line Undergrounding Task Force**—At the request of Mayor Gray, Chairman Kane served on the 18-member Power Line Undergrounding Task Force that was created after the June 29, 2012 “Derecho” storm power outages to explore improving reliability in the District by relocating underground the primary mainline and, in certain instances, lateral line portions of a number of overhead feeders. Commission staff provided technical information and legal support through participation on several of the task force subcommittees and also assisted in the legislative drafting process to clarify the regulatory responsibilities and regulatory process assigned to the Commission. The ***Electric Company Infrastructure Improvement Financing Act of 2014*** (ECIIFA), based on the recommendations of the Task Force, was signed into law on March 3, 2014. The Act provides for undergrounding portions of up to 60 overhead feeders, in conjunction with a unique funding arrangement that would substantially lower financing costs when raising capital to pay for the undergrounding. The Act provides for a combination of funding that includes up to \$500 million by the Potomac Electric Power Company (Pepco) using traditional debt and equity, \$375 million in securitized bonds issued by the District through a newly-created special purpose financing entity, and between \$62 million and \$125 million in District Department of Transportation (DDOT) street-paving funds that will be leveraged to support undergrounding. The ECIIFA requires several immediate actions of the Commission. Within the first 30 days following enactment of the ECIIFA, the Commission is to issue an order establishing an expedited discovery schedule to be used in Commission proceedings deciding upon each triennial undergrounding facilities plan submitted by Pepco. Within the first 120 days following this enactment, the Commission is to establish rules providing for expedited reconsideration of any future Commission order deciding upon applications and requests



put before it under Title III of the new statute. The ECIIFA establishes a three-part measurement standard by which Pepco is to periodically rank the reliability performance of each of its overhead feeders in the District. Based on this ranking, Pepco is to propose, at different times, triennial-undergrounding facilities plans for the Commission's approval. The first such plan is to be filed no later than 45 days following the effective date of the new statute. No undergrounding work will be performed until the Commission has the opportunity to review and approve or modify Pepco's undergrounding choices.

- **D.C. Office of the Chief Technology Officer (OCTO) Broadband Mapping Program**—Although the Public Service Commission does not regulate Broadband Internet service, the Commission conducts surveys of all existing and new broadband service providers (even those that are not regulated by the Commission such as satellite telecom companies) pursuant to a Memorandum of Understanding with OCTO as part of the National Telecommunications and Information Administration's (NTIA) State Broadband Initiative. Based on PSC's 2013 survey, D.C. household broadband penetration rate is 77.40% compared to the 70% national broadband penetration rate. In 2013, at least 25 telecom companies provided broadband Internet services in the District. A National Broadband map can be found at broadbandmap.dc.gov.
- **D.C. Sustainable Energy Utilities (DCSEU)**—Chairman Kane serves as a board member for the District of Columbia Sustainable Energy Utility (DCSEU) that helps D.C. residents and businesses use less energy and save money. Since 2011, the DCSEU has delivered financial incentives, technical assistance, and information to tens of thousands of District residents and businesses, helping them to save millions of dollars on their energy costs. The work of the DCSEU is funded in part through a surcharge that appears on the utility bills of District ratepayers.
- **Mid-Atlantic Distributed Resources Initiative (MADRI)**—The Commission continues to participate in meetings along with representatives from the public utility commissions of Maryland, Delaware, New Jersey and Pennsylvania along with the U.S. Department of Energy, the U.S. Environmental Protection Agency, the Federal Energy Regulatory Commission and PJM Interconnection to identify and remedy retail

barriers to the deployment of distributed generation, demand response and energy efficiency in the Mid-Atlantic region. Discussions during the past year have focused primarily on issues related to the deployment of distributed generation, with a focus on the deployment of solar.

- **Multi-State Cyber Security Task Force**—Since June 2013, the Commission has participated in the Multi-State Cyber Security Task Force, a regional collaborative with the public utility commissioners of Maryland, Pennsylvania, New Jersey, Delaware and, now, Ohio, to educate the members on a variety of issues related to cyber security across the utility sectors. In these meetings, federal and state officials and various industry experts have briefed the commissioners on a range of operational and policy issues pertaining to cyber security and certain physical security situations for the electricity, natural gas, water, and telecommunications industries.
- **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 operator approved by the Federal Energy Regulatory Commission (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.
- **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. NARUC Staff provided cyber security training for the Commission staff. In June 2013, Commission staff participated on a NARUC team (with staff and Commissioners from the Kentucky PSC and the Ohio PUC) that went to Kiev, Ukraine, to put on a workshop with Ukraine’s National Commission for State Energy Regulation (NERC) focused on a range of issues related to regulating natural gas and electric regulation.



- **Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC)**—The Commissioners and Commission staff participate in MACRUC, a regional organization of eleven state public utility commissions organized to address public utility regulatory, legislative and policy public issues through an Annual Education Conference and other educational forums and meetings. From December 12-13, 2013, Commission staff attended the MACRUC Staff Summit. Staff made a presentation on the current state of the Lifeline program in the District of Columbia, and participated in discussions on a wide range of issues including, retail regulation of copper, local competition in the field of telecommunications, pending and proposed storm legislation, as well as ways to improve grid resilience the field of electricity.
- **Eastern Interconnection States' Planning Council (EISPC)**—The Eastern Interconnection States' Planning Council (EISPC) is an historic endeavor initially funded by an award from the United States Department of Energy pursuant to a provision of the American Recovery and Reinvestment Act. The goal is to create an unprecedented collaborative among the states in the Eastern Interconnection. It is comprised of public utility commissions, Governors' offices, energy offices, and other key government representatives.
- **International Exchanges**—The Commission also met with international delegations from China, India, Ukraine and Nigeria with whom they have exchanged information about utility regulation.





THE PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA TURNED 100 YEARS OLD ON MARCH 4, 2013.

The Commission was established in 1913 by Congress to regulate electric, natural gas, telecommunications and transportation services, including taxicabs, buses, and streetcars. The Commission's regulatory role has evolved as jurisdiction over transportation services was transferred to newly created agencies and as retail competition was introduced in the District for electric, natural gas, and telecommunications service providers.

"Although utility regulation has changed throughout our 100 years of service, the Commission has maintained its primary mission of protecting consumers by ensuring safe, reliable and quality utility services, by ensuring that rates for monopoly services are reasonable, fair, and just; by resolving disputes among consumers and utility service providers, and by educating consumers and informing the public," stated Chairman Betty Ann Kane.



Chairman Betty Ann Kane; Commissioner Joanne Duddy Fort; and Mayor Vincent C. Gray—Centennial Symposium—March 15, 2013

To celebrate its Centennial Anniversary, the Commission hosted two symposia during 2013. The Commission kicked off the celebrations with a one-day symposium held March 15, 2013, at the Kellogg Conference Center at Gallaudet University that focused on the history of the Commission and its role in the growth and development of the District. The very successful event attracted over 200 attendees, including Mayor Vincent C. Gray, Councilmember Kenyan McDuffie who chairs the Committee on



Chairman Betty Ann Kane; Commissioner Joanne Doddy Fort and Councilmember Kenyan McDuffie—Centennial Symposium—March 15, 2013



Dr. Phylcia Fauntleroy Bowman, Executive Director and Former Mayor Sharon Pratt Kelly—Centennial Symposium—March 15, 2013

Government Operations and former Mayor Sharon Pratt Kelly.

The Commission hosted a series of panels that discussed the work of the Commission over the years. A panel composed of current and former Commission Chairpersons discussed major Commission accomplishments during their tenure. A panel composed of executives from the regulated companies talked about their experiences with the Commission. Recognizing the important role played by the People’s Counsel, the Commission invited remarks from the first People’s Counsel after Home Rule, the Honorable An-nice Wagner, and the current People’s Counsel, Sandra Mattavous Frye.



Commissioner Joanne Doddy Fort; Annice Wagner, the first People’s Counsel and the former Chief Judge; and Sandra Mattavous-Frye, People’s Counsel—Centennial Symposium—March 15, 2013



Mayor Vincent C. Gray; Chairman Betty Ann Kane; and Councilmember Kenyan McDuffie—Centennial Symposium—March 15, 2013



Mayor Vincent C. Gray—Centennial Symposium—March 15, 2013



John Derrick, former Pepco President; Joseph Rigby, PHI Chairman and CEO; Adrian Chapman, WGL President and COO; and Karen Campbell, Verizon Vice President—Centennial Symposium—March 15, 2013

The Commission also created four display boards that included biographical information about each of the 71 current and former Chairpersons and Commissioners who have served on the Commission during its 100 year history. Additionally, the Commission worked with RCR Associates to create five display boards that provided historical information regarding how the Commission has evolved since its inception.



Chairman Betty Ann Kane; Marie Johns & Mara Cherkasky, PSC Centennial Consultants—D.C. Historical Society—November 16, 2013

On November 16, 2013, the Commission continued its Centennial festivities by hosting a panel on the role of public input in the history of the Commission at the annual conference of the D.C. Historical Society. The Commission gave two presentations—a pictorial slide presentation



Elizabeth Patterson, former PSC Chairman; Chairman Betty Ann Kane; George Avery, former PSC Chairman; Marlene Johnson, former PSC Chairman; Patricia M. Worthy, former PSC Chairman; and Angel Cartagena, former PSC Chairman—Centennial Symposium—March 15, 2013

on the history of the Commission, created by RCR Associates, and a PowerPoint presentation showcasing the role of public input in the evolution of the Commission, created by L&L Consulting.

In 2013, the Commission also redesigned its logo to commemorate the Centennial Anniversary and posted on its website the agency’s Annual Reports and orders dating back to 1913. Commissioner Joanne Doddy Fort stated, “By showcasing the history and work of the Commission, we hope to raise the public’s awareness about the importance of the Commission while also highlighting its achievements. Most importantly, we hope to inspire the next generation of engineers, economists, and utility advocates who will carry on the mission of ensuring safe, reliable and quality utility services for the District community.”

For more information regarding the Commission’s Centennial Anniversary, please visit our website at www.dcpsc.org, and click the link titled “Public Service for a Century.”



Dr. Phylicia Fauntleroy Bowman, Executive Director; Roberta Willis Sims, WGL Vice President; Chairman Betty Ann Kane; and Marie Johns, PSC Centennial Consultant—D.C. Historical Society—November 16, 2013



Brian Lederer, former People’s Counsel; Herb Harris, Consumer Utility Board; Marie Johns & Mara Cherkasky, PSC Centennial Consultants; Hank Ambrose, former Verizon President; Issaya Whitesides, former Commission Employee; Dr. Phylicia Fauntleroy Bowman, Executive Director; Carmen Davis, Commission Employee; Chairman Betty Ann Kane; Roberta Willis Sims, WGL Vice President; and Donna Cooper, Pepco President—D.C. Historical Society—November 16, 2013

2013 FISCAL YEAR BUDGET

The PSC's budget is comprised of two primary revenue types: *Operating Funds (or Special Purpose Revenue)* and *Grant Funds*. As an independent D.C. Government agency, the PSC's operating budget is not funded by taxpayers but rather by assessments levied on regulated utility companies based on their share of revenue derived in the D.C. marketplace. The PSC's expenditures for Special Purpose Revenue were \$9.2 million in FY 2011, and \$9.2 million in FY 2012 and \$9.7 million in FY2013. Grant funds are obtained through the Federal Government. Total grant-funded expenditures were \$509,051 in FY 2011 and \$561,866 in FY 2012 and \$441,000 in FY 2013. In addition, the agency expended \$50,431 in FY 2011 and \$12,983 in FY 2012 and \$40,000.00 in intra-District funds. The agency expended \$9,840 in FY 2012 and \$18,720 in FY 2013 in private donations.

Public Service Commission (DH)
Budget vs Expenditure Summary
FY 2011-2013 (FY 2013 Approved)

(dollars in thousands)

FY 2011-2013 Budget Summary					
Comptroller Source Group	FY 2011 Actual Exp.	FY 2012 Actual Exp.	FY 2013 Budget	FY 2013 Actual Exp.	FY 2013 Budget/ Actual Change
0011-REGULAR PAY—CONT FULL TIME	4,861	4,997	5,442	4,968	474
0012-REGULAR PAY—OTHER	1,203	1,079	1,263	1,047	216
0013-ADDITIONAL GROSS PAY	29	48	0	13	-13
0014-FRINGE BENEFITS—CURR PERSONNEL	1,104	1,152	1,349	1,160	189
0015-OVERTIME				4	
Subtotal Personnel Services (PS):	7,197	7,276	8,054	7,192	866
0020-SUPPLIES AND MATERIALS	31	45	44	54	-10
0030-ENERGY, COMM. AND BLDG RENTALS	2	2	2	2	0
0031-TELEPHONE, TELEGRAPH, TELEGRAM, ETC	74	83	76	82	-6
0032-RENTALS—LAND AND STRUCTURES	1,607	1,416	1,693	1,647	46
0033-JANITORIAL SERVICES	0	0	0	0	0
0035-OCCUPANCY FIXED COSTS	0	8	6	5	0
0040-OTHER SERVICES AND CHARGES	389	477	509	694	-185
0041-CONTRACTUAL SERVICES—OTHER	350	267	257	272	-15
0050-SUBSIDIES AND TRANSFERS					
0070-EQUIPMENT & EQUIPMENT RENTAL	148	248	182	271	-89
Subtotal Non-Personnel Services (NPS):	2,601	2,546	2,769	3,027	-258
Gross Funds	9,798	9,822	10,823	10,219	608

FTEs					
Appropriated Fund	FY 2011 Actual FTEs	FY 2012 Actual FTEs	FY 2013 Budgeted FTEs	FY 2013 Actual FTEs	FY 2013 Budget/ Actual Change
Special Purpose Revenue	66.3	62.0	68.0	68.0	—
Federal Grant Funds	4.2	5.5	4.7	4.7	—
Gross Funds	70.5	67.5	72.7	72.7	—

THE COMMISSION'S FORMAL CASES

2013 LIST OF CURRENT OPEN CASES AND ISSUES

(As of December 31, 2013)



Electric

1. **FC 766** Pepco's comprehensive electric reliability plans called Annual Consolidated Reports (ACRs) and the Productivity Improvement Working Group (PIWG)
2. **FC 766-ACR-13-1** Pepco's comprehensive electric reliability plans called Annual Consolidated Reports (ACRs) and the Productivity Improvement Working Group (PIWG)
3. **FC 813** Pepco rate case in which the company files tariff changes related to the low-income discount program called the Residential Aid Discount (RAD)
4. **FC 945** Implementation of the Retail Electric Competition Act of 1999, which required the restructuring of the electric industry in the District and the implementation of retail choice; implementation of the Clean and Affordable Energy Act of 2008, which required the establishment of sub-metering and net metering rule changes and monitoring of fuel mix disclosures by all electricity suppliers
5. **FC 982** Electric Quality of Service Standards (EQSS), monthly outage reports, outage investigations, and follow-up and electric service restoration issues
6. **FC 991** Investigation of manhole incidents and oversight of Pepco's manhole inspection program
7. **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
8. **FC 1050** Mid-Atlantic Distributed Resources Initiative (MADRI) model small generator interconnection procedures
9. **FC 1053** Pepco rate case and approval and implementation of Pepco's decoupling mechanism called a Bill Stabilization Adjustment (BSA)



10. **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
11. **FC 1076** Pepco rate case and related Cost Allocation Manual (CAM) and management audit issues
12. **FC 1083** Investigation into policy matters pertaining to the implementation of a Smart Grid in the District
13. **FC 1085** Inquiry into the adequacy of the Commission's current method of allocating payments between Pepco and competitive electric generation suppliers
14. **FC 1086** Pepco's request for approval of a residential air conditioner direct load control program
15. **FC 1087** Pepco's Application for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service
16. **FC 1095** Pepco's notice of plans to upgrade two underground transmission circuits in excess of 69kV in the District of Columbia
17. **FC 1096** Investigation into the regulatory treatment of electric vehicles and related services in the District of Columbia
18. **FC 1098** Washington Gas Energy Services' petition for an investigation into retail electricity supplier access to smart meter data
19. **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
20. **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.
21. **FC 1103** Pepco's Application for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service
22. **FC 1104** Investigation of the recertification of District of Columbia Lifeline customers by Verizon and the District Department of the Environment (DDOE)
23. **FC 1105** Investigation into the business and solicitation practices of Starion Energy in the District
24. **FC 1107** Investigation into electric service competition and consumer protection requirements
25. **FC 1109** Investigation into Pepco's District of Columbia Dynamic Pricing Program Proposal

Natural Gas



1. **FC 787** Application of WGL for authority to increase existing rates and charges for gas service
2. **FC 874** WGL's natural gas procurement plans
3. **FC 977** Establishment and monitoring of WGL's quality of service standards
4. **FC 989** WGL rate case and monitoring WGL's earned rates of return
5. **FC 1027** 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
6. **FC 1043** Investigation into the impact of rising natural gas prices on District of Columbia consumers for the purpose of developing solutions to minimizing the impact including tracking WGL's arrearages and disconnects
7. **FC 1088** WGL's application for authority to issue debt securities and preferred stock
8. **FC 1089** Development of natural gas pipeline safety rules and regulations
9. **FC 1093** Investigation into the reasonableness of WGL's base rates
10. **FC 1106** The 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
11. **FC 1110** WGL's Application for Approval of a Weather Normalization Adjustment

Telecommunications



1. **FC 892** Requests for certification of Competitive Local Exchange Carriers (CLECs)
2. **FC 950** 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** Investigation into the continued use of Verizon's Copper Infrastructure to provide telecommunications services
9. **FC 1104** Investigation of the recertification of District of Columbia Lifeline customers by Verizon and the District Department of the Environment (DDOE)
10. **FC 1112** Amendment of the Commission's Rules Regarding Regulation of Local Exchange Carriers



Multi-Utility Cases

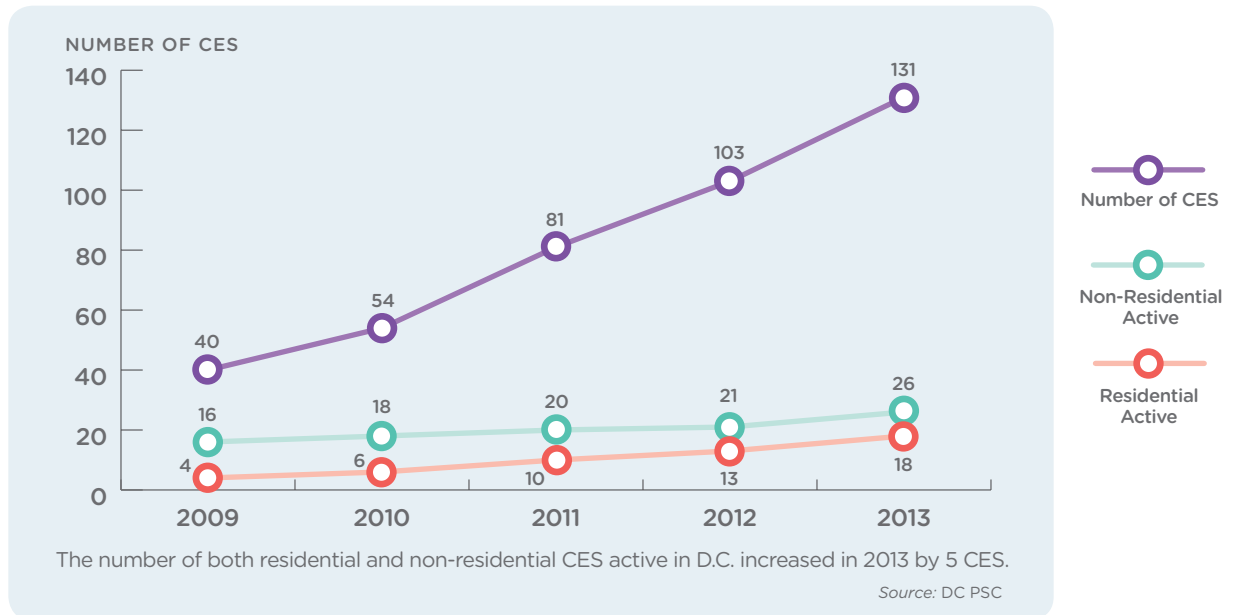
1. **FC 712** Commission's rules, including the mandatory e-filing rulemaking and the implementation of the D.C. Council's Act re fines and forfeitures
2. **FC 813** Pepco rate case, Multi Utility Discount (MUD) Working Group, and monitoring Pepco's disconnections/arrearages
3. **FC 1009** Investigation into affiliated activities, promotional practices, and codes of conduct of regulated gas and electric companies
4. **FC 1078** Investigation into the adequacy of billing information provided to residential customers on monthly utility bills
5. **FC 1108** Commission's Investigation into its Rules of Practice and Procedure Pertaining to Confidential or Proprietary Information
6. **FC 1111** Investigation of the Public Service Commission into its Rules of Practice and Procedure Pertaining to Critical Infrastructure Information

TABLES AND CHARTS

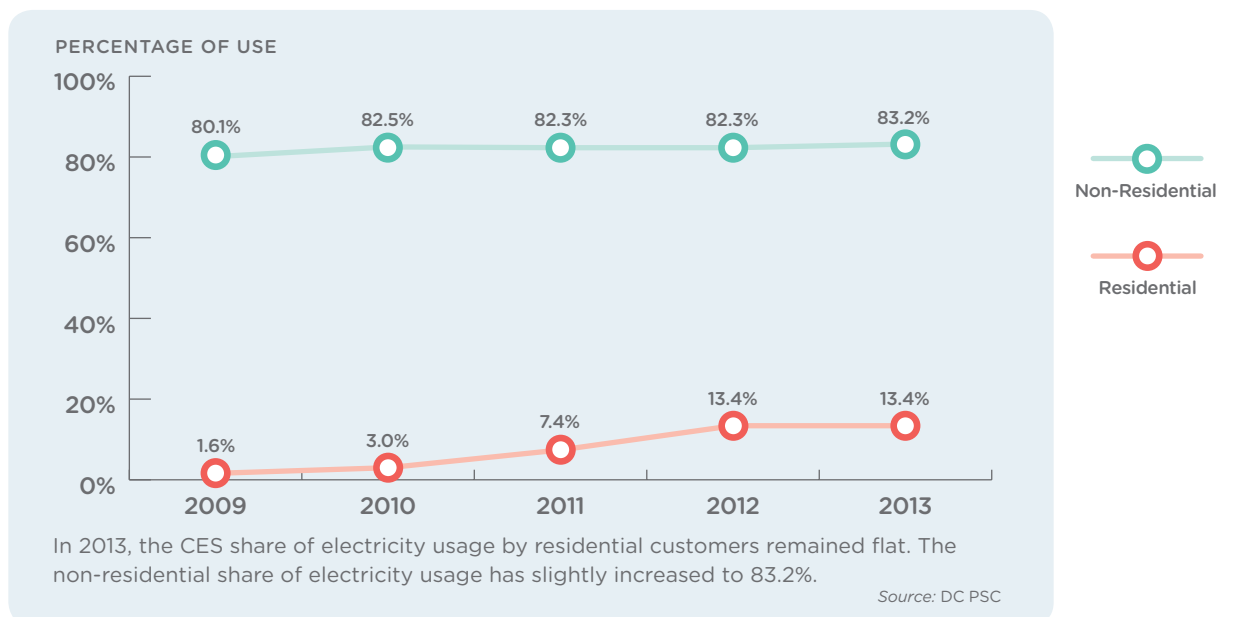
ELECTRICITY



1. CUMULATIVE NUMBER OF COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO SERVE D.C. AND NUMBER OF ACTIVE RESIDENTIAL AND NON-RESIDENTIAL CES

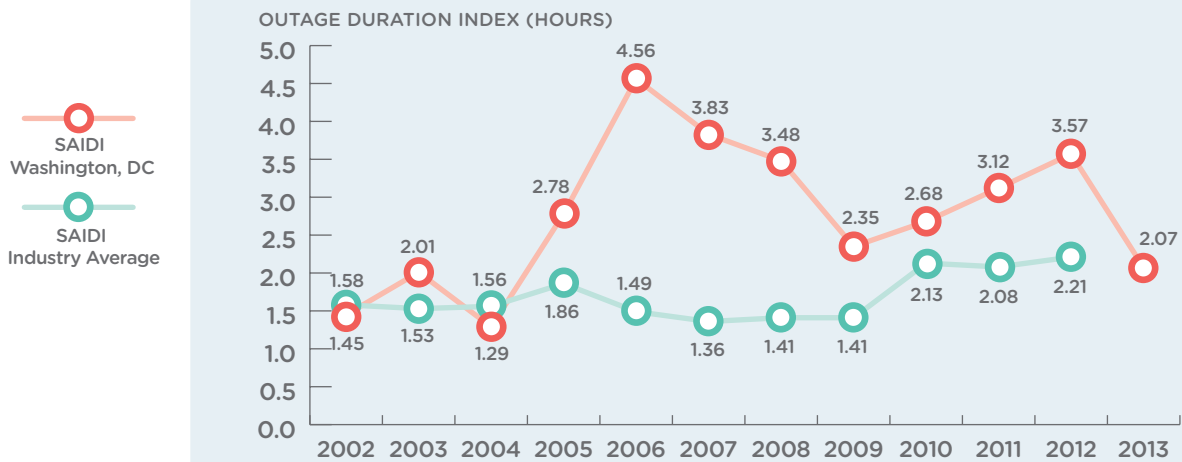


2. COMPETITIVE ELECTRIC SUPPLIERS' SHARE OF ELECTRICITY USAGE IN D.C. (% OF MWHs USED BY CES CUSTOMERS)





3. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI)

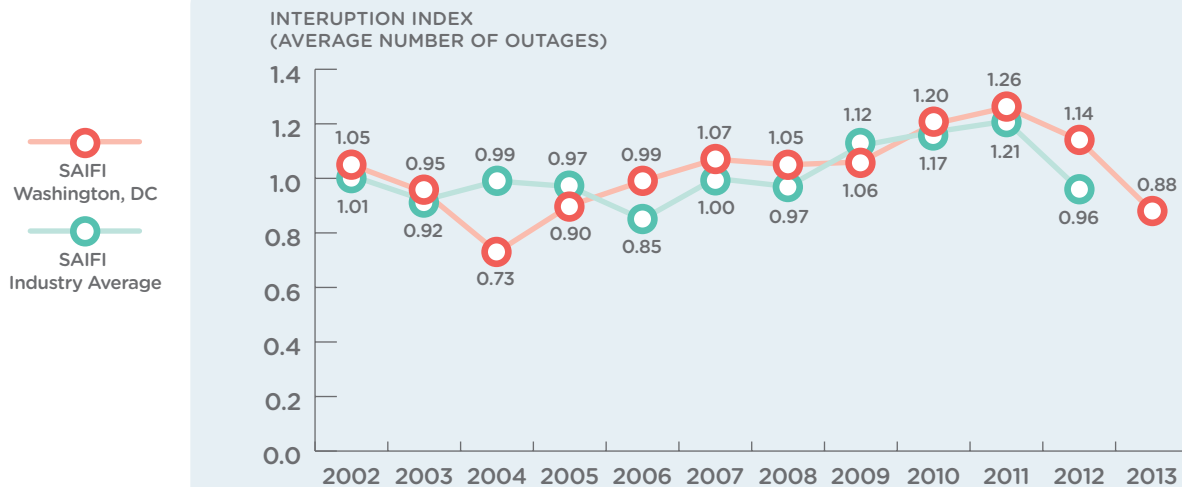


SAIDI measures the average duration of system outages. In the District, the average duration for Pepco's outages fell between 1999 and 2002, but rose in 2003. The average duration of outages improved in 2004 and then increased substantially in 2005 and 2006. In 2005, Pepco converted to an Outage Management System (OMS) for tracking outage duration. The average duration of outages improved between 2007 and 2009, but it worsened in 2010, 2011 and 2012. Between 2005 and 2012, Pepco's SAIDI has not met the industry average. In 2013, Pepco's SAIDI decreased to 2.07, a 58% reduction from 3.57 in 2012. Industry data for 2013 not yet available.

*Note: 2012 is IEEE Industry median; Mean values not Available.

Source: Pepco

4. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI)



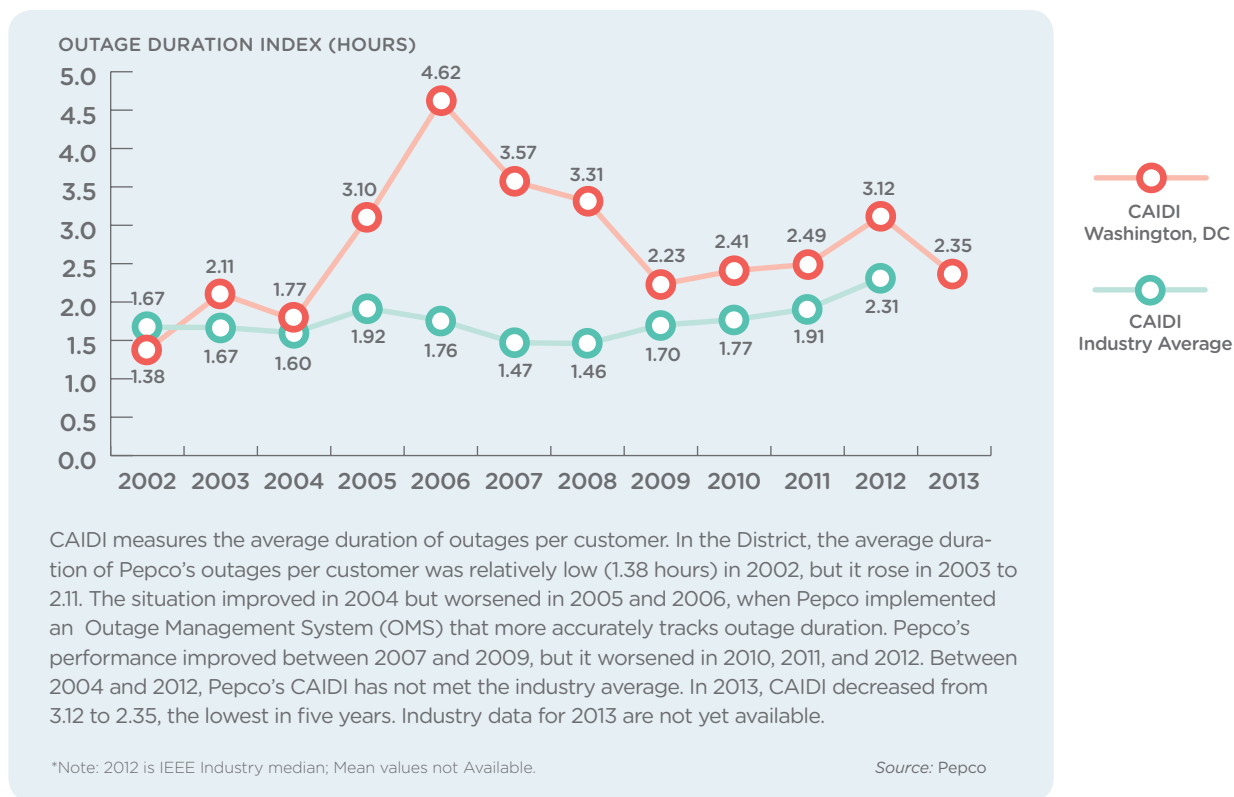
SAIFI measures the average number of customer outages for a system. For Pepco, the average number of customer outages remained relatively steady at close to one in 2002 and 2006. Pepco's performance started to deteriorate and fluctuated slightly from 2007 to 2011 before dropping to 1.14 in 2012. The situation improved in 2013 as Pepco's performance in the District was 0.88, the lowest since 2004. Industry data for 2013 not yet available.

*Note: 2012 is IEEE Industry median; Mean values not Available.

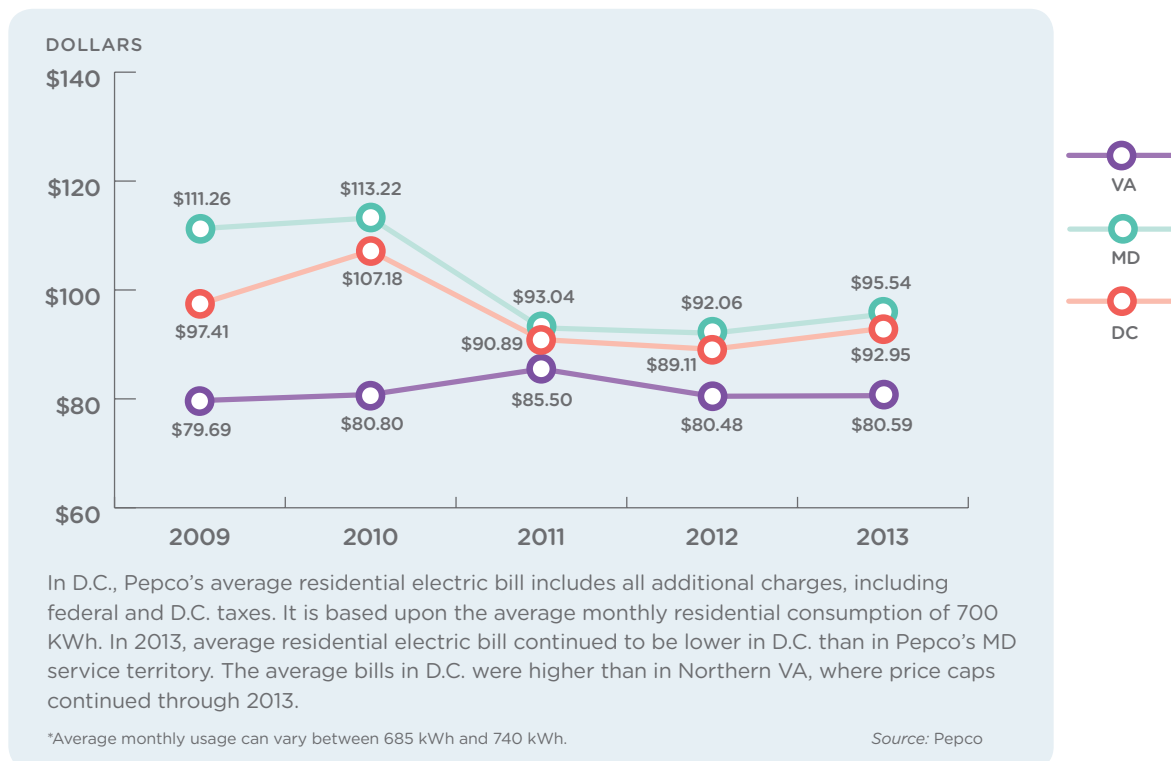
Source: Pepco



5. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI)

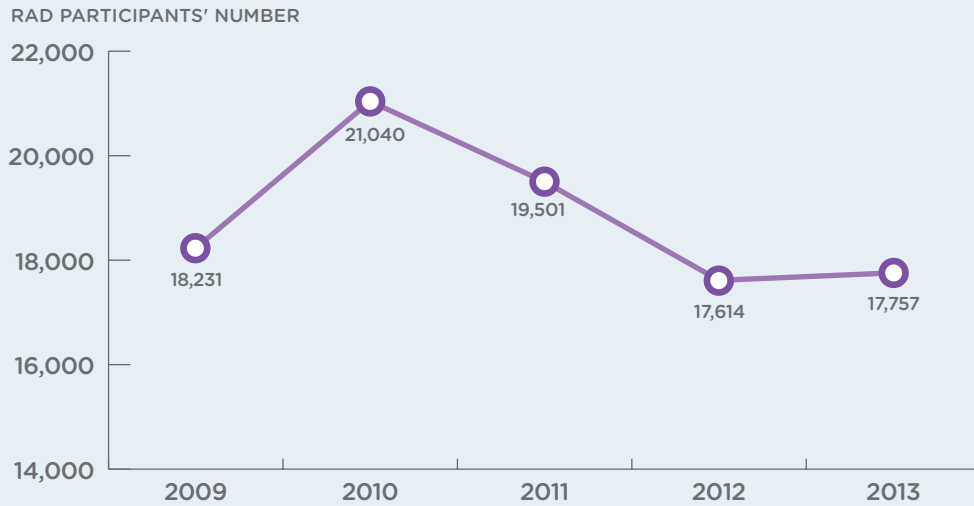


6. PEPCO'S AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD, AND VA*





7. PARTICIPATION IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM



Participation in the RAD program remained virtually flat with 17,757 participants in 2013 compared to 17,614 participants in 2012.

Source: Pepco & DC PSC

8. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES, AND SMOKING MANHOLES)

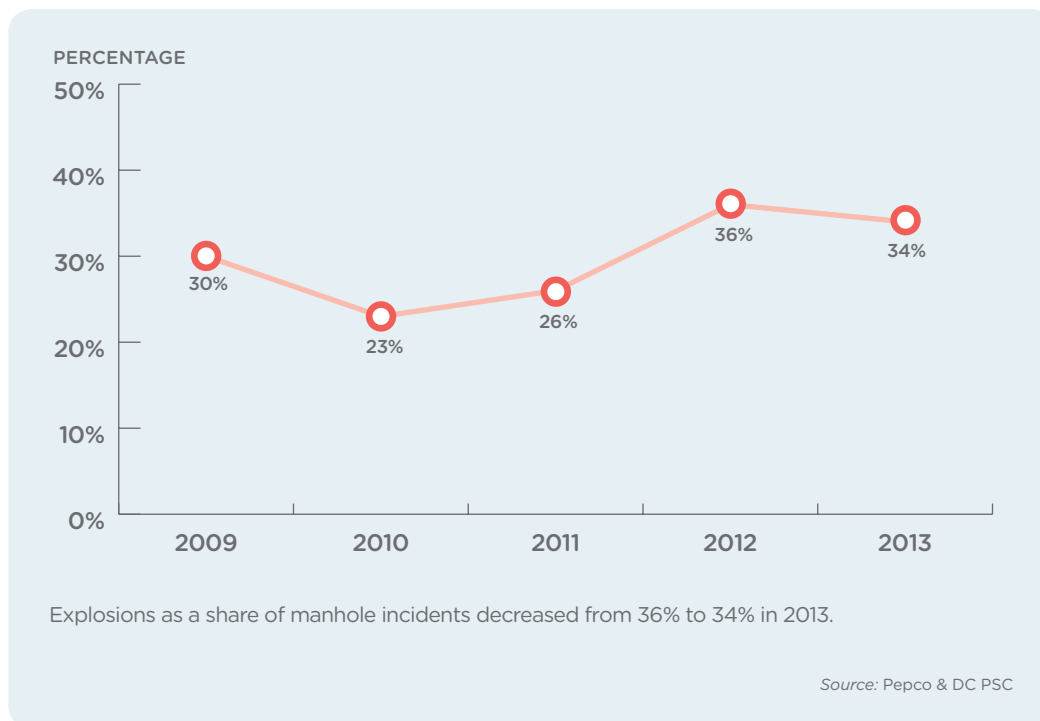


The number of manhole events declined from a peak of 111 in 2010 to 50 in 2012. Manhole events increased from 50 in 2012 to 56 in 2013.

Source: DC PSC



9. EXPLOSIONS AS A PERCENTAGE OF TOTAL MANHOLE EVENTS

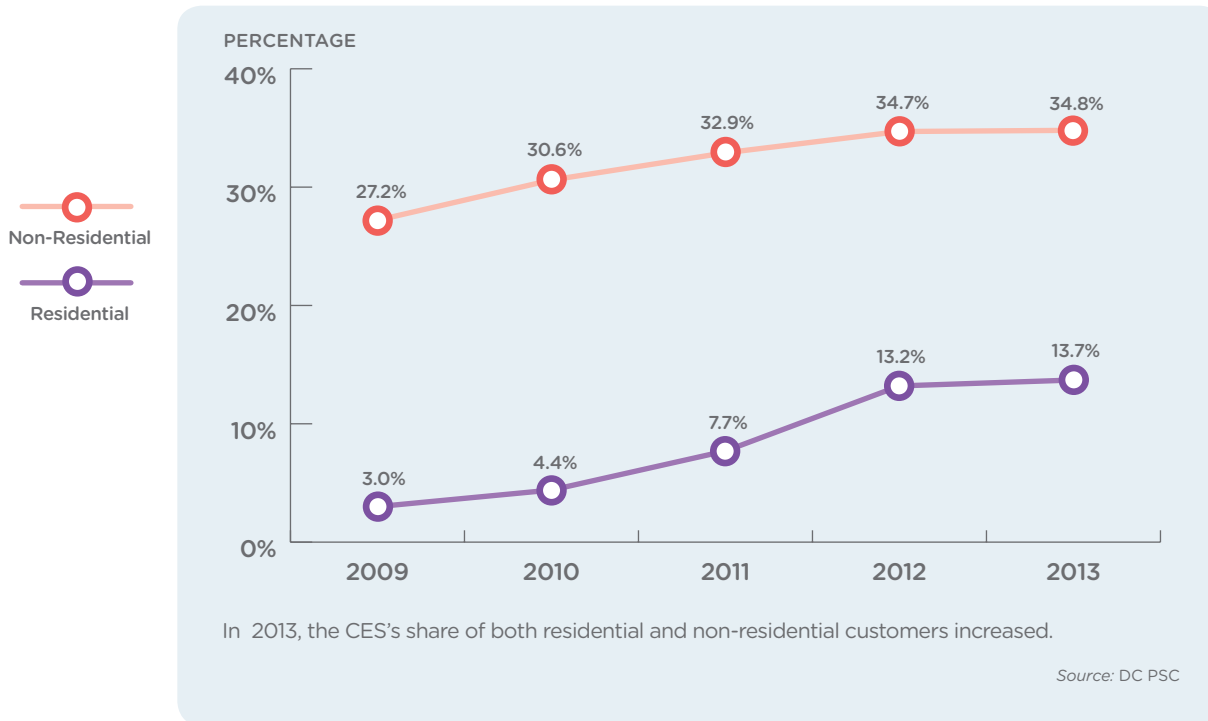


10. NUMBER OF EXPLOSIONS FOR SLOTTED VS. SOLID MANHOLE COVERS

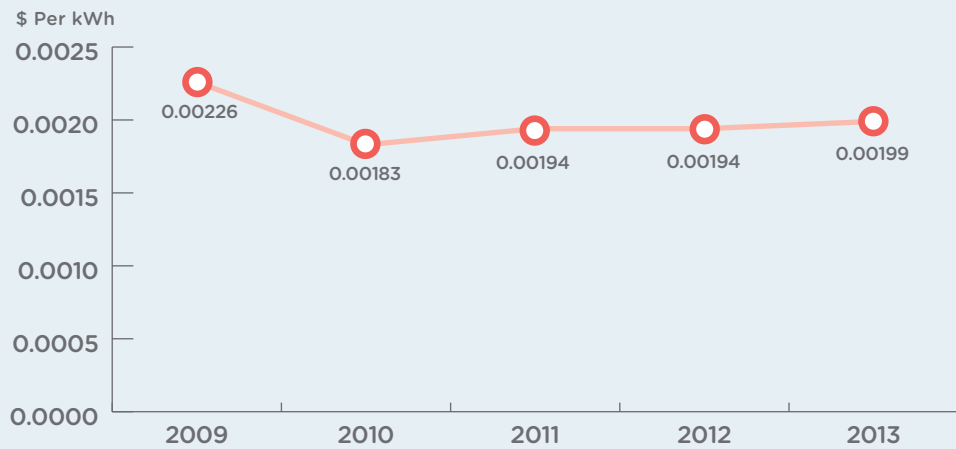




11. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF CUSTOMERS IN D.C. (%)



12. PEPCO'S RIGHTS-OF-WAYS FEES, FIVE YEAR TREND, DECEMBER 2008 THROUGH DECEMBER 2013 (\$ PER KWH)



Pepco's Rights of Ways Fee is called a Public Space Occupancy Surcharge (PSOS) and it appears as a separate line item on Pepco's customer bills. Pepco files proposed rates once a year in ET 00-2. The PSC audits the PSOS to verify the costs the Company pays the District to lease space in underground conduits. The graph shows virtually no change in the PSOS rate per kilowatt-hour between December 2011 and December 2013. The PSOS surcharge is filed in compliance with D.C. Code § 10-1141.06, surcharge authorization.

Source: DC PSC



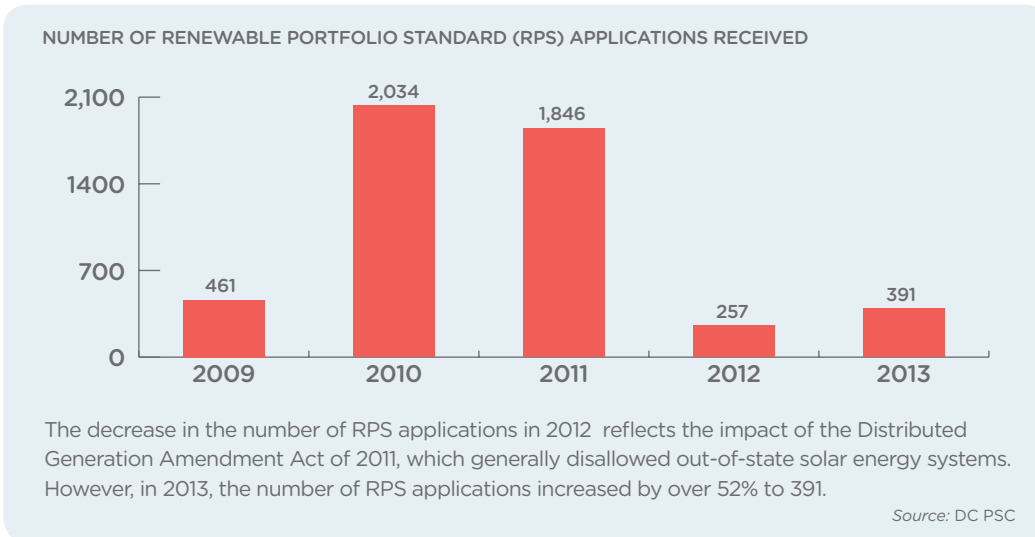
13. Default and Competitive Electric Suppliers (CES)

Providing Service in D.C. as of December 31, 2013

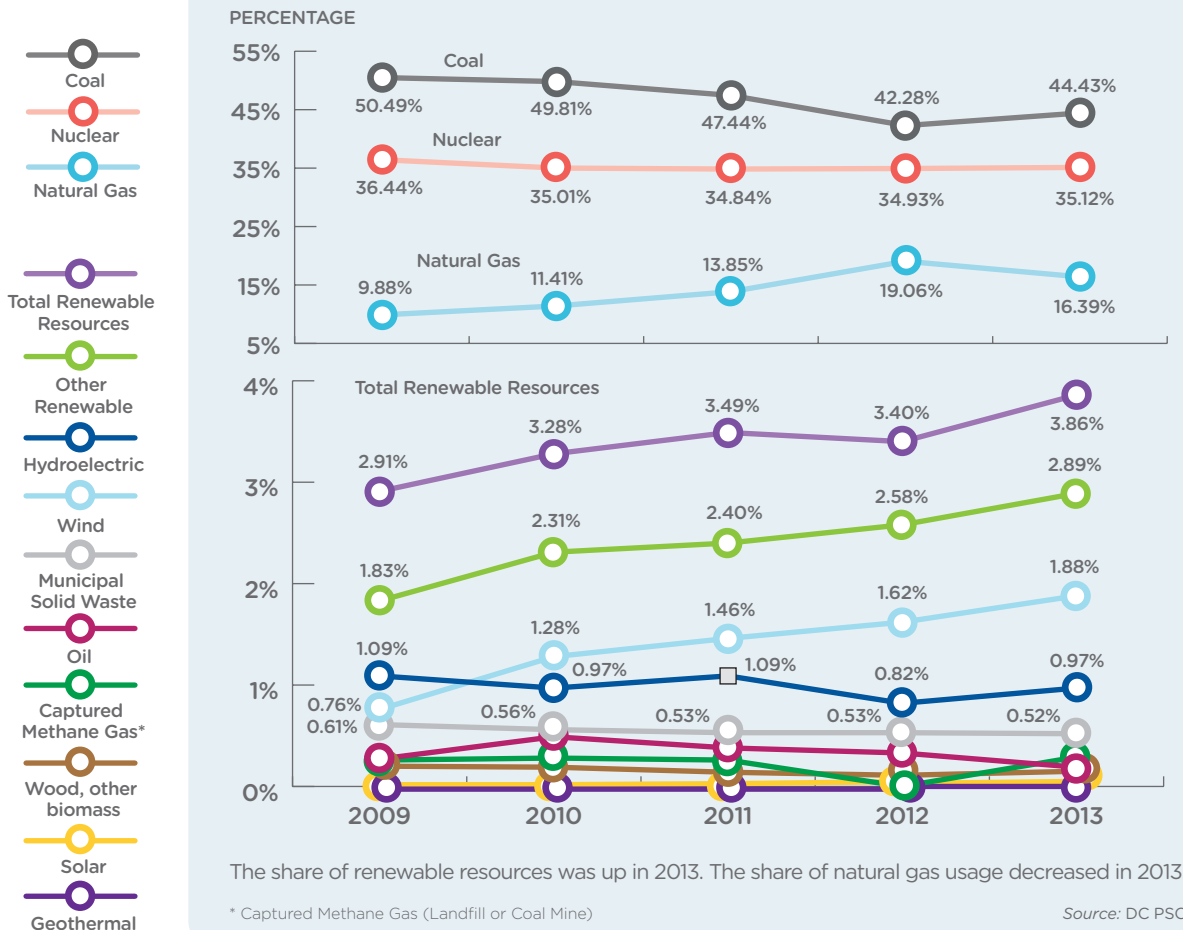
#	Company	Customer Service Telephone No.	Residential	Commercial
1	AEP Energy	866-258-3782		●
2	Ambit Energy	877-282-6248	●	●
3	American Power Partners	716-631-0504	●	●
4	Clean Currents	301-754-0430	●	●
5	Clearview Energy	888-257-8439	●	●
6	Consolidated Edison Solutions	888-210-8899		●
7	Constellation NewEnergy	866-237-7693	●	●
8	Devonshire Energy	617-563-3765		●
9	Direct Energy	866-983-0800	●	●
10	Ethical Electric	888-844-9452	●	●
11	Glacial Energy	877-569-2841	●	●
12	Hess Corporation	800-437-7645	●	●
13	Horizon Power and Light	866-727-5658	●	●
14	Integrus Energy Services	866-920-9435		●
15	Liberty Power	866-769-3799	●	●
16	MidAmerican Energy	800-432-8574		●
17	NextEra Energy Services	800-882-1276	●	●
18	Noble Americas Energy Solutions	877-273-6772		●
19	Public Power	888-354-4415	●	●
20	NRG Residential Solutions	855-500-8703	●	●
21	GDF SUEZ Energy Resources NA	866-999-8374		●
22	Starion Energy	800-600-3040	●	●
23	Stream Energy	202-558-2002	●	●
24	UGI Energy Services	800-427-8545		●
25	Viridian Energy	866-663-2508	●	●
26	Washington Gas Energy Services	888-884-9437	●	●
27	Pepco	202-833-7500	●	●



14. NUMBER OF RENEWABLE PORTFOLIO STANDARDS (RPS) APPLICATIONS RECEIVED



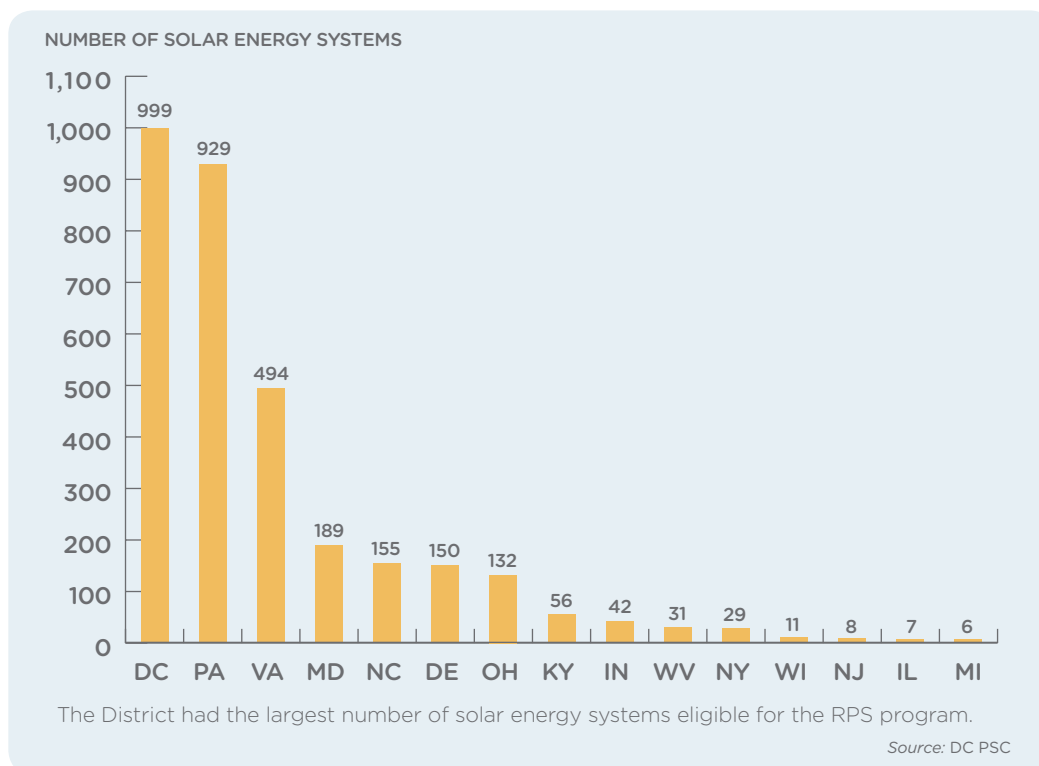
15. PJM SYSTEM MIX



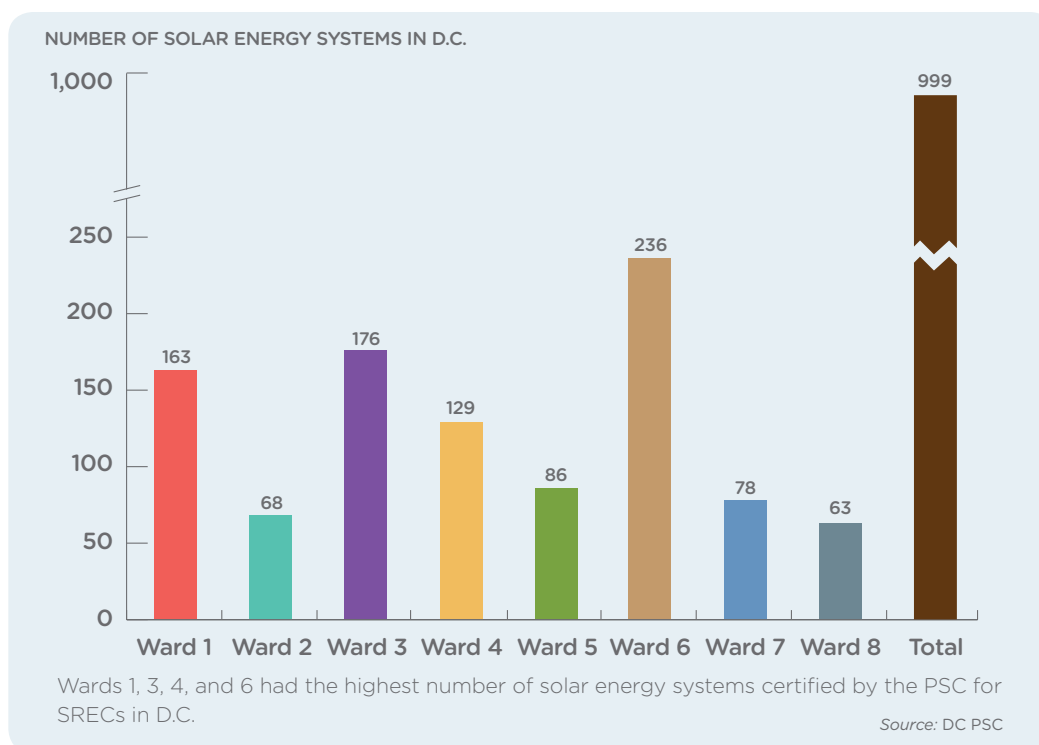


16. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. AND OTHER STATES

As of December 31, 2013



17. NUMBER OF SOLAR ENERGY SYSTEMS CERTIFIED BY PSC FOR SRECS IN D.C. BY WARD As of December 31, 2013





NATURAL GAS

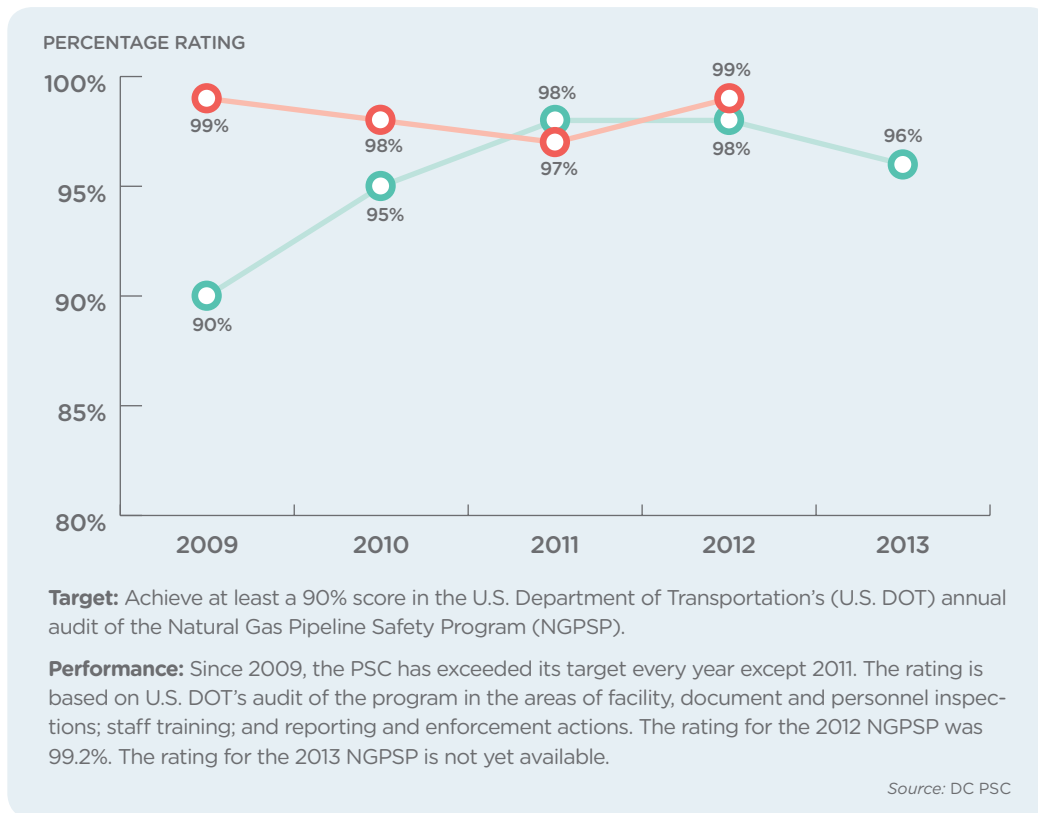
18. Default and Licensed Competitive Gas Suppliers (CGS)

Providing Service in D.C. as of December 31, 2013

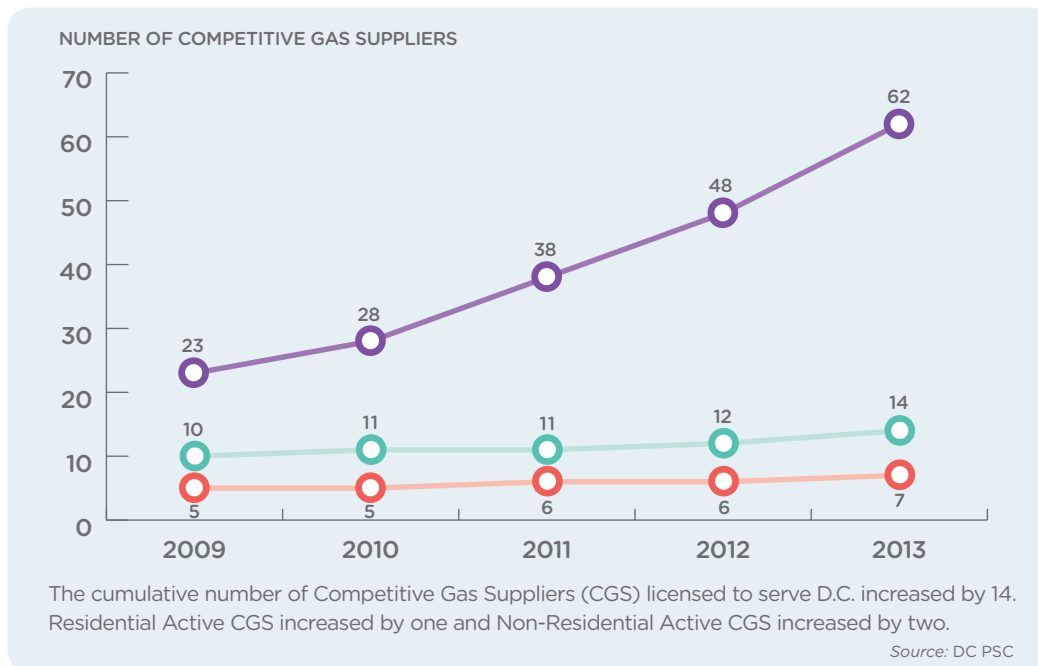
#	Company	Customer Service Telephone No.	Residential	Commercial
1	Ambit Energy	877-282-6248	●	●
2	Bollinger Energy Corporation	800-260-0505		●
3	Constellation NewEnergy/Energy Gas Choice	800-785-4373		●
4	Deca Energy	202-670-5558	●	
5	Gateway Energy Services	800-805-8586	●	●
6	Glacial Natural Gas	888-452-2425		●
7	Hess Corporation	800-437-7645	●	●
8	Integrus Energy Services	800-350-9594		●
9	MetroMedia Energy	800-828-9427	●	●
10	NOVEC Energy Solutions	888-627-7283	●	●
11	Pepco Energy Services	800-363-7499	●	●
12	Tiger Natural Gas	888-875-6122		●
13	UGI Energy Services/Gasmark	800-797-0712		●
14	Washington Gas Energy Services	888-884-9437	●	●
15	Washington Gas	703-750-1000	●	●



19. U.S. DOT RATING FOR PSC'S NATURAL GAS PIPELINE SAFETY PROGRAM

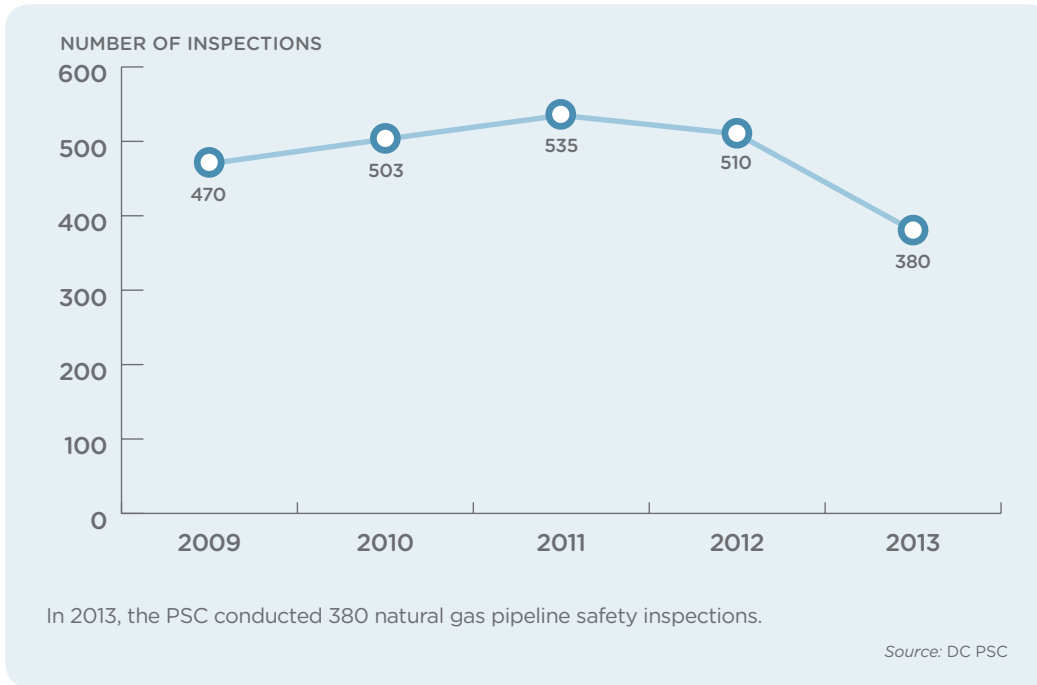


20. CUMULATIVE NUMBER OF COMPETITIVE GAS SUPPLIERS (CGS) LICENSED TO SERVE D.C. BY YEAR-END AND NUMBER OF ACTIVE RESIDENTIAL AND NON-RESIDENTIAL SUPPLIERS ACTIVE IN D.C.

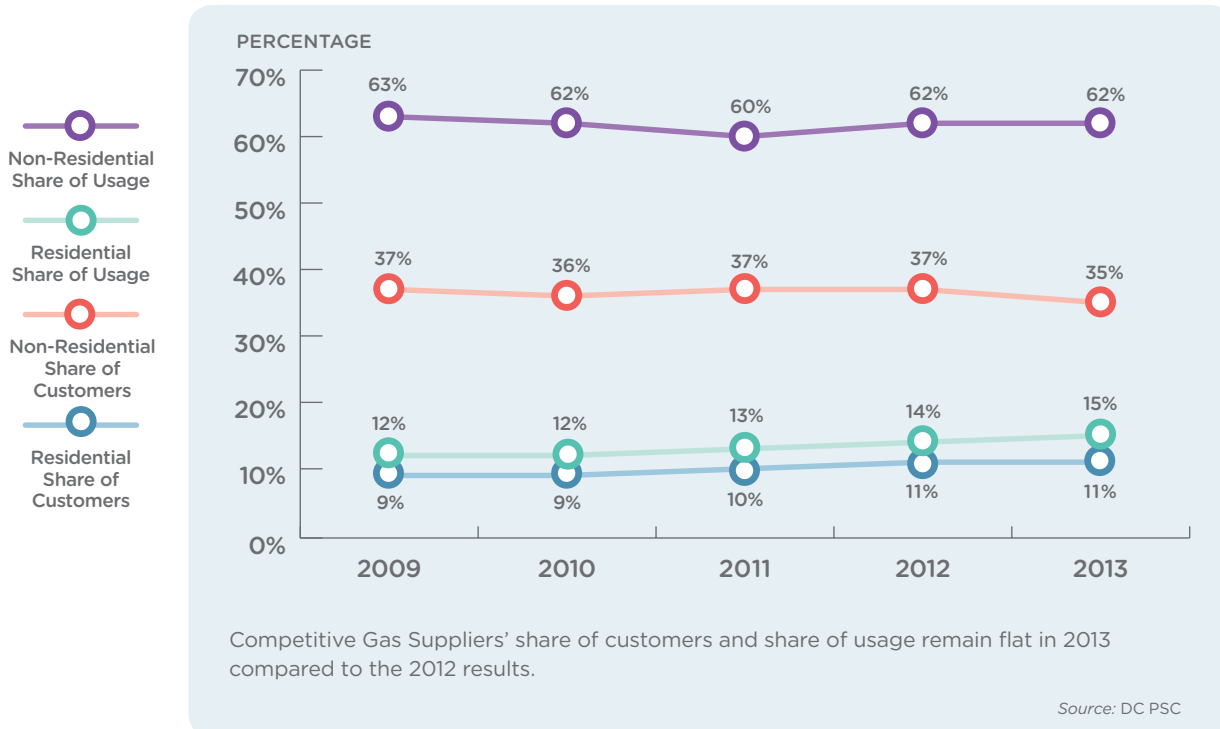




21. NUMBER OF NATURAL GAS PIPELINE SAFETY INSPECTIONS PERFORMED

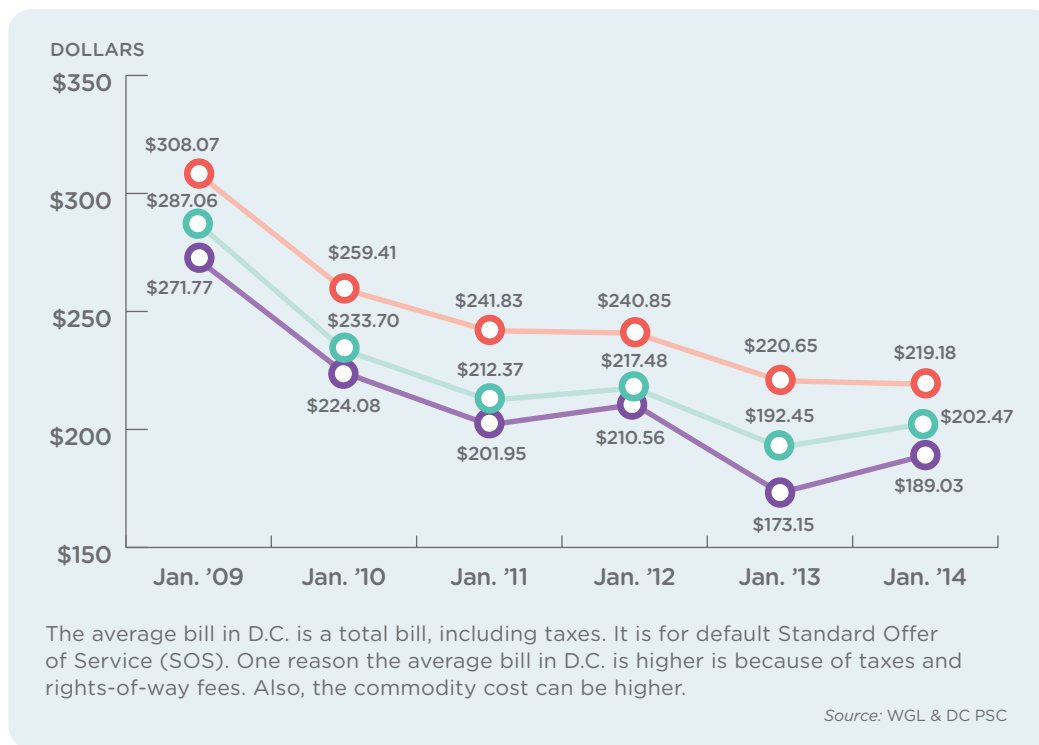


22. COMPETITIVE GAS SUPPLIERS' (CGS) SHARE OF CUSTOMERS AND SHARE OF USAGE

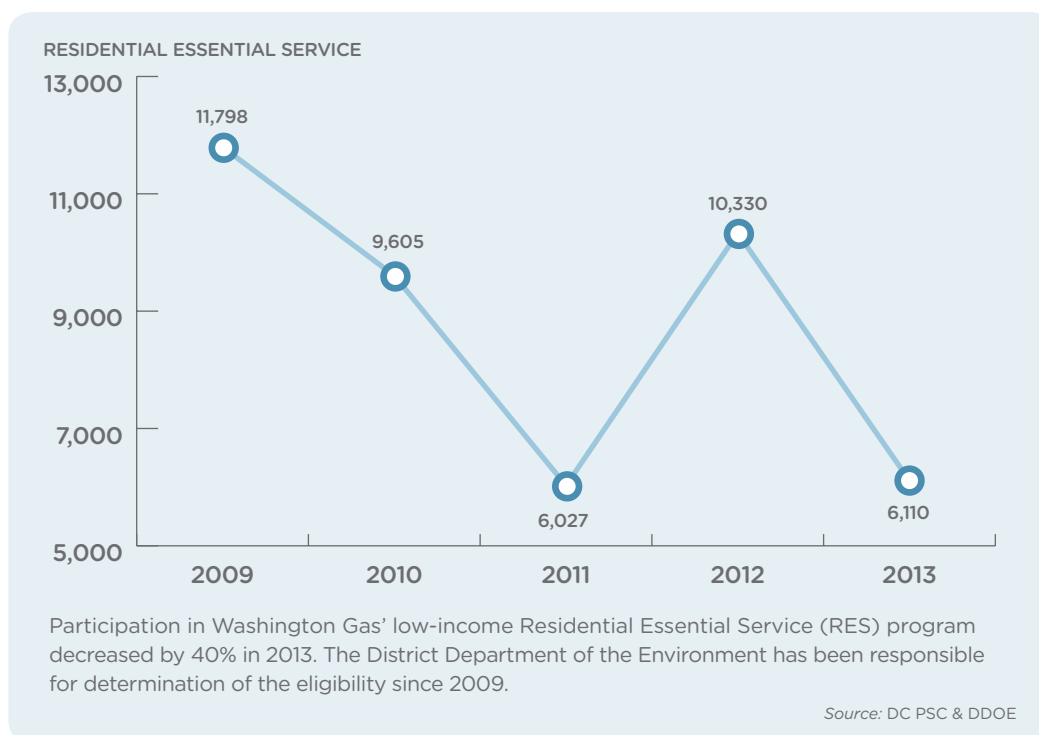




23. WGL'S AVERAGE RESIDENTIAL NATURAL GAS BILLS IN D.C., MD, AND VA (200 THERMS OF USAGE)

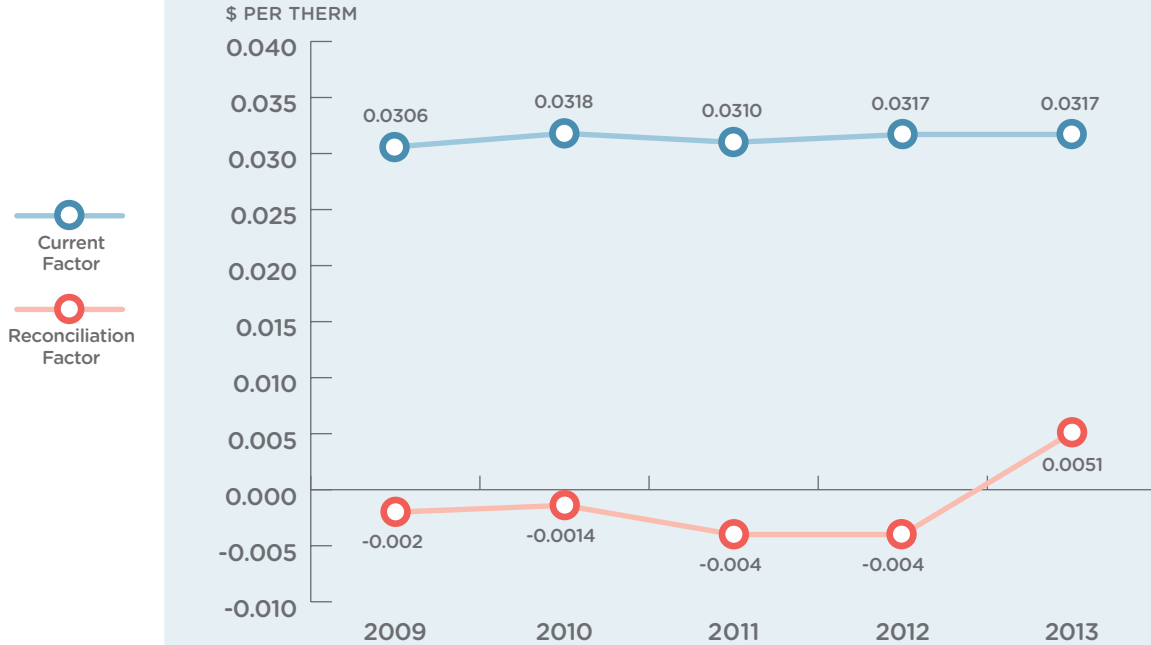


24. PARTICIPATION IN WGL'S LOW-INCOME RESIDENTIAL ESSENTIAL SERVICE (RES) PROGRAM





25. WGL'S RIGHTS-OF-WAYS FEES, FIVE YEAR TREND, DECEMBER 2009 THROUGH DECEMBER 2013 (\$ PER THERM)

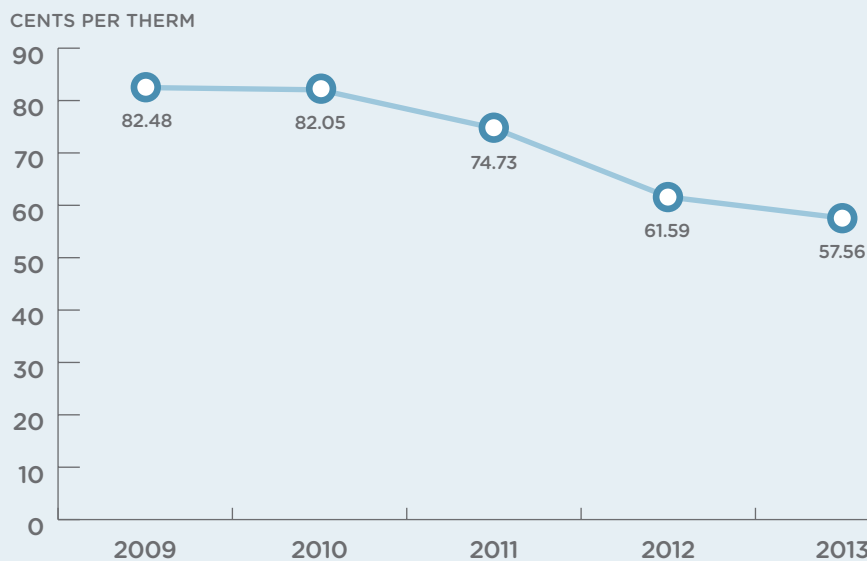


WGL's Rights-of-Way fee has two parts, a Current Factor and a Reconciliation Factor. The Reconciliation Factor recovers any over or under collection resulting from the application of the Current Factor to customers' bills in the previous year. WGL's fee appears as a separate line item on customers' bills. 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 small upward trend in the current factor and an increase in the reconciliation factor between December 2009 and December 2013. WGL files its Rights-of-Way fees in compliance with the Company's tariff, P.S.C. of D.C. No. 3, Third Revised Page No. 56.

Source: DC PSC



26. WGL'S NET PURCHASED GAS CHARGE (PGC), FIVE YEAR AVERAGE TREND, JANUARY 2003 THROUGH DECEMBER 2013 (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 average net PGC continued to decline from a peak in 2008 of 119.89 cents per therm to 57.56 cents per therm in 2013. The PSC audits WGL's PGC to verify the costs.

Source: DC PSC

27. ENFORCEMENT ACTIVITIES REGARDING NATURAL GAS CONSTRUCTION PROJECTS IN D.C.

	2009	2010	2011	2012	2013
Number of Notices of Probable Violations	1	2	0	4	4
Number of Notices Concluded	0	0	0	4	3
Number of Penalties Assessed	0	1	0	0	4
Amounts of Assessments	\$0	\$0	\$0	\$0	\$140,000
Amounts Collected	\$0	\$5,000	\$0	\$0	\$100,000

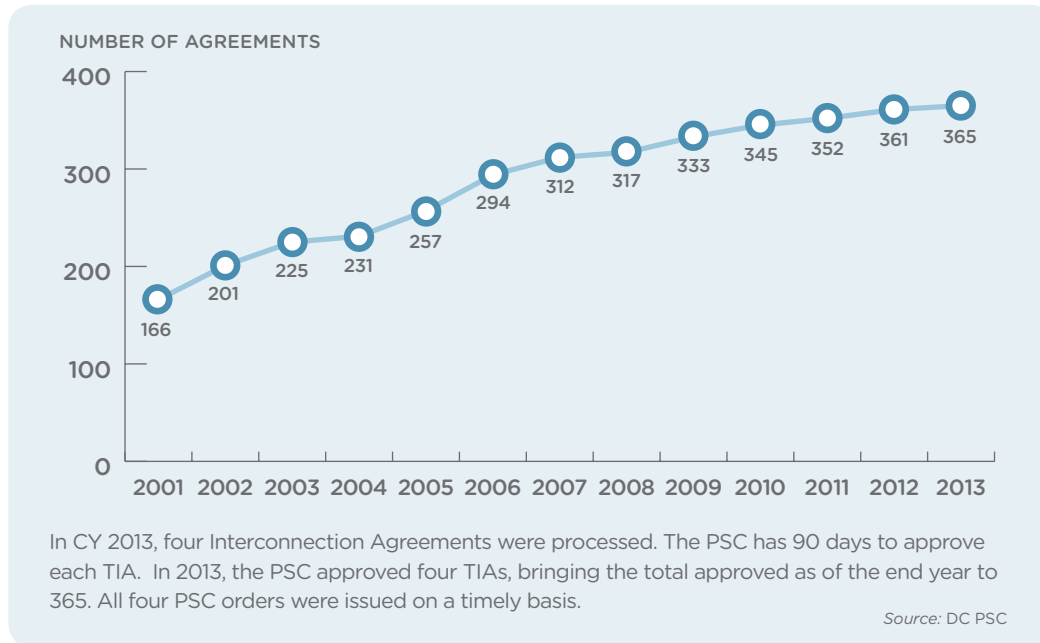
In 2013, four new notices of probable violations (NOPVs) were issued to WGL. WGL was originally assessed \$140,000 for the four penalties. The penalties were reduced to \$115,000 and one \$15,000 penalty was set aside by the Commission.

Source: DC PSC

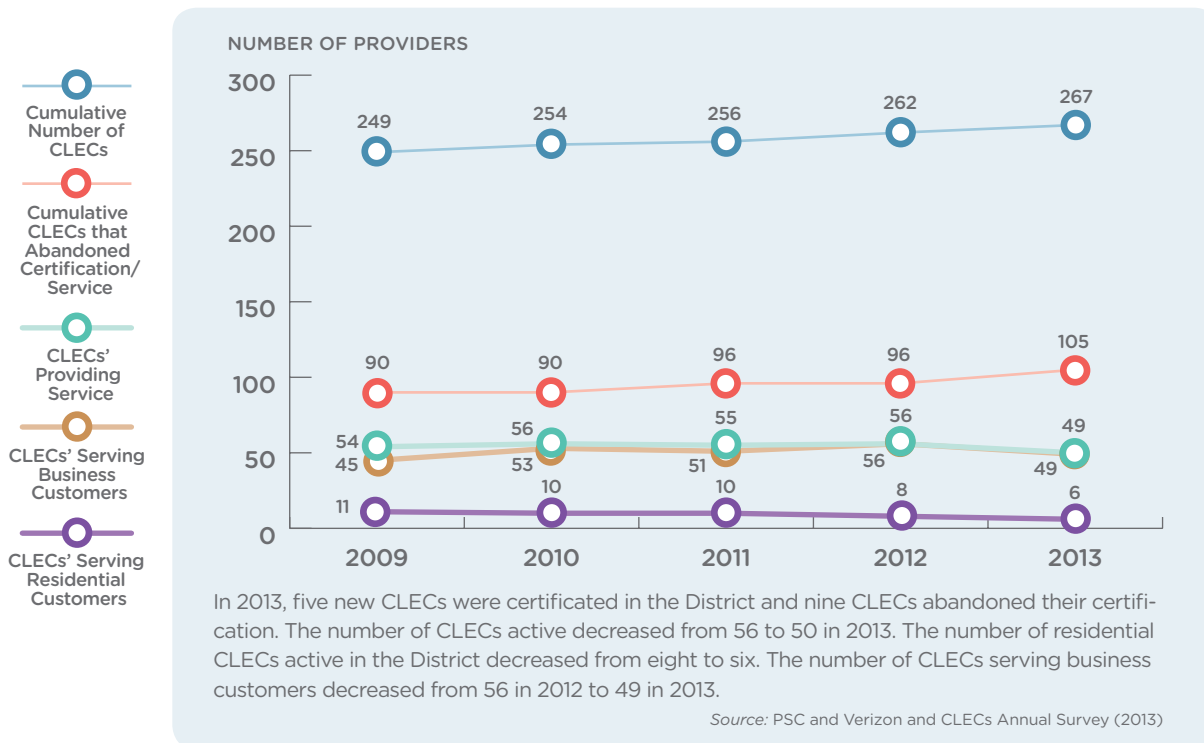


TELECOMMUNICATIONS

28. CUMULATIVE NUMBER OF TELECOMMUNICATIONS INTERCONNECTION AGREEMENTS (TIA) APPROVED BY YEAR-END

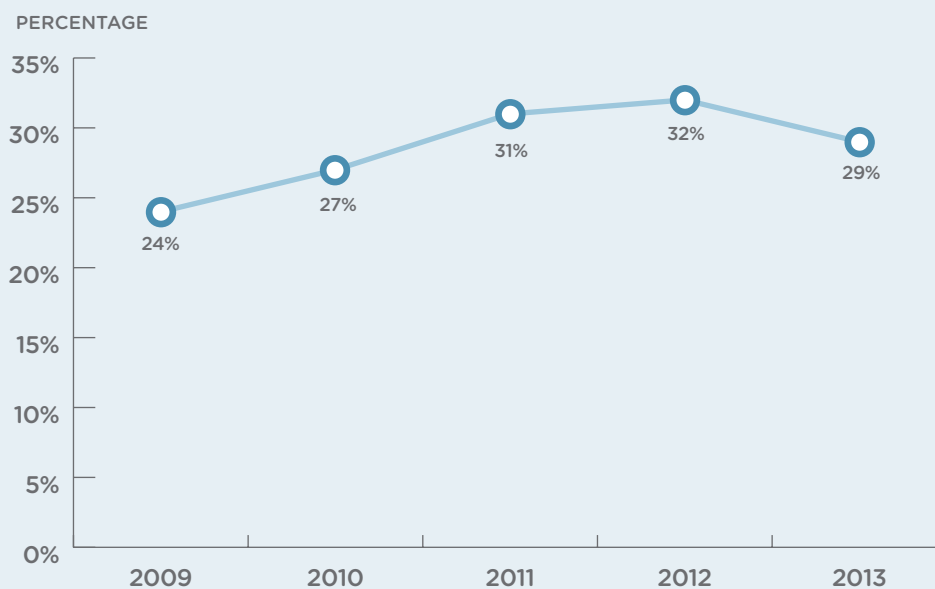


29. CUMULATIVE NUMBER OF COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) CERTIFICATED AND WITHDRAWN BY YEAR-END AND ACTIVE CLECS





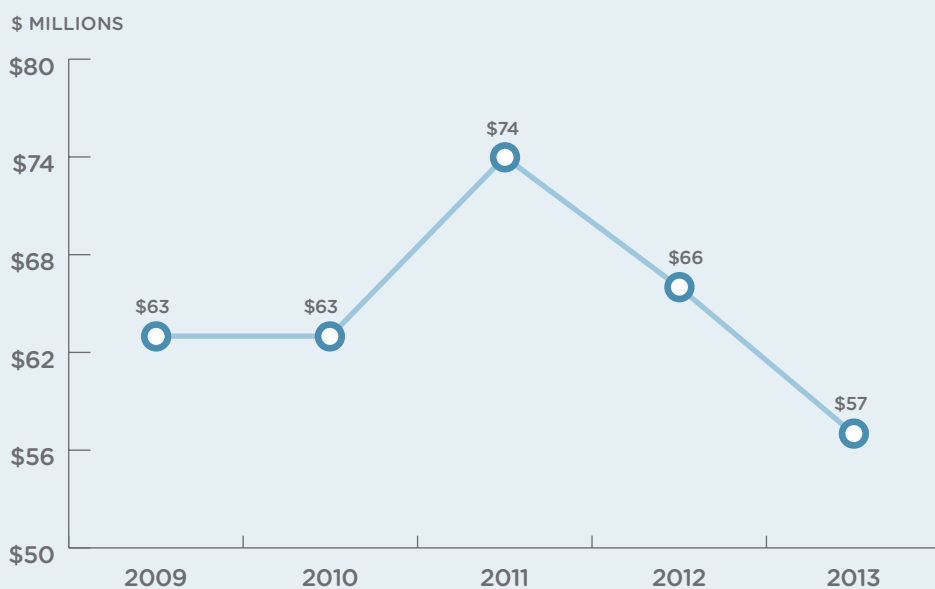
30. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) SHARE OF TOTAL TELECOMMUNICATIONS REVENUE (IN PERCENTAGES)



Amount of CLEC Revenues decreased approximately 14% from \$66 million in 2012 to \$57 million in 2013.

Source: DC PSC 2013 Annual Verizon and CLECs Survey

31. COMPETITIVE LOCAL EXCHANGE CARRIERS' (CLECS) TOTAL TELECOMMUNICATIONS REVENUE (IN MILLION DOLLARS)

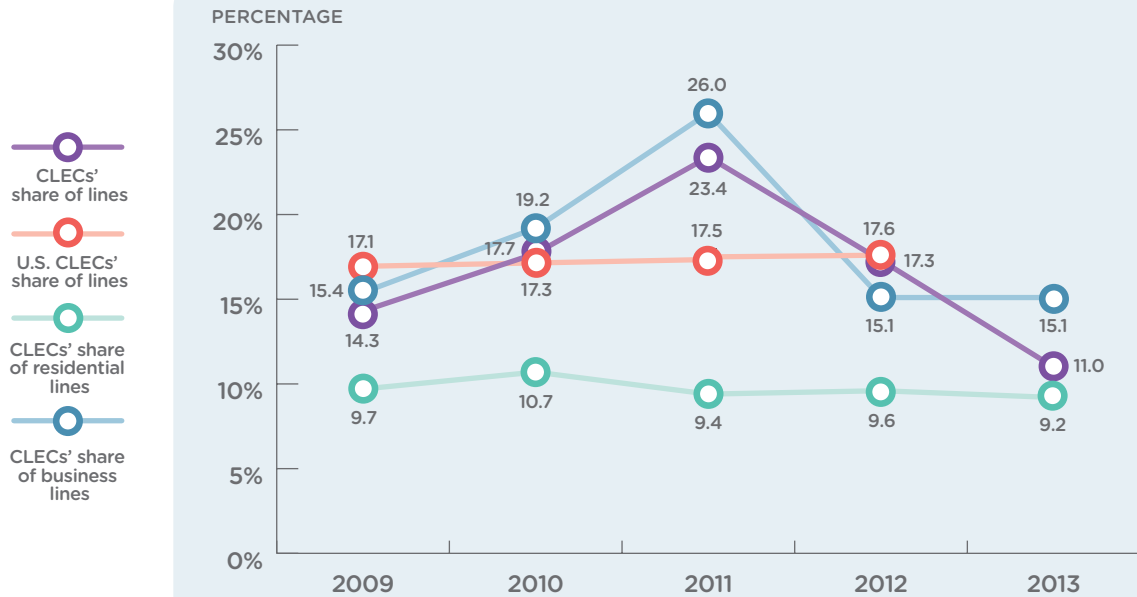


Amount of CLEC Revenues decreased approximately 14% from \$66 million in 2012 to \$57 million in 2013.

Source: DC PSC 2013 Annual Verizon and CLECs Survey



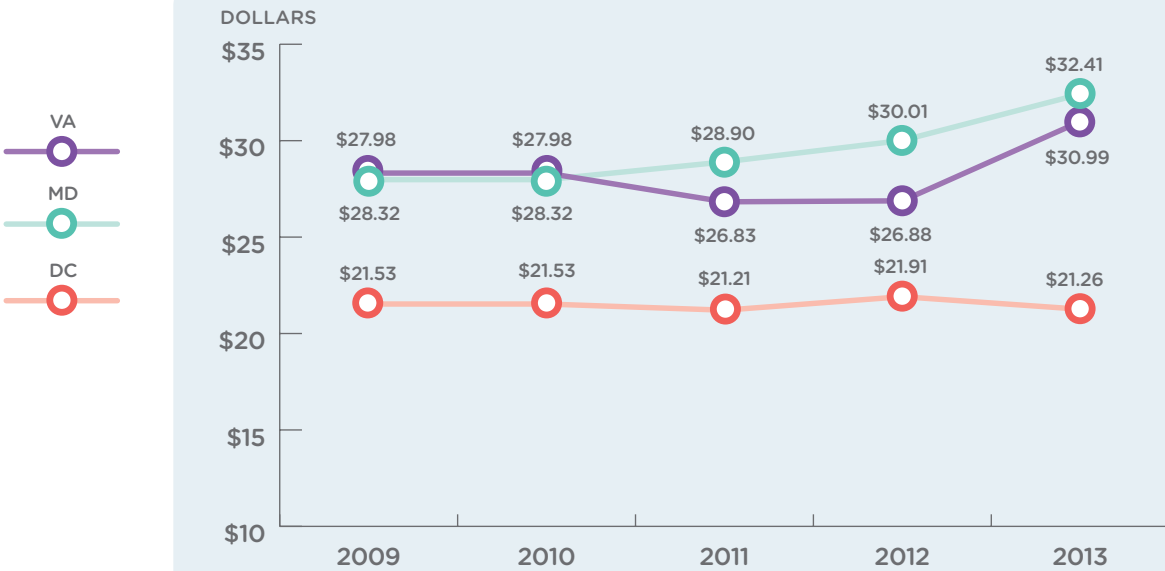
32. COMPETITIVE LOCAL EXCHANGE CARRIERS' (CLECS) SHARE OF LINES IN WASHINGTON, D.C.



From 2012 to 2013, the CLECs' share of lines in D.C. remained relatively flat except for the CLECs' share of business lines. No 2013 data for U.S. CLECs' share of lines is available at this time.

Source: DC PSC 2013 Annual Verizon and CLECs Survey

33. VERIZON'S AVERAGE RESIDENTIAL TELEPHONE BILLS IN D.C., MD, AND VA (FLAT RATE SERVICE)



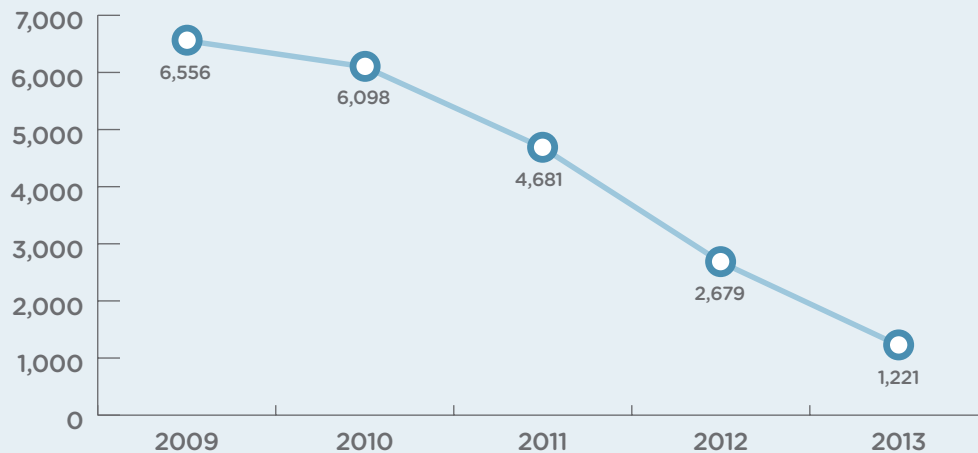
The rate includes various D.C. and federal taxes.

Source: Verizon



34. PARTICIPATION IN VERIZON'S LOW-INCOME ECONOMY II (LIFELINE) SERVICE PROGRAM

NUMBER OF PARTICIPANTS

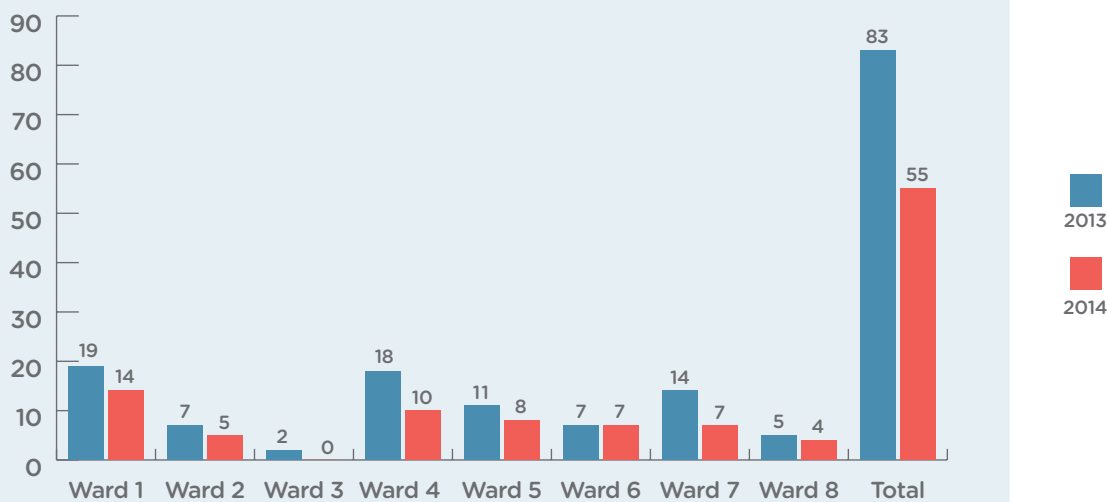


Participation in Verizon's low-income Economy II service program has been decreasing every year since 2009. In 2013, it decreased by 55%. Some of the reasons for this decrease are changes in the FCC eligibility verification process.

Source: Verizon

35. NUMBER OF ACTIVE PAY TELEPHONES BY WARD

NUMBER OF TELEPHONES

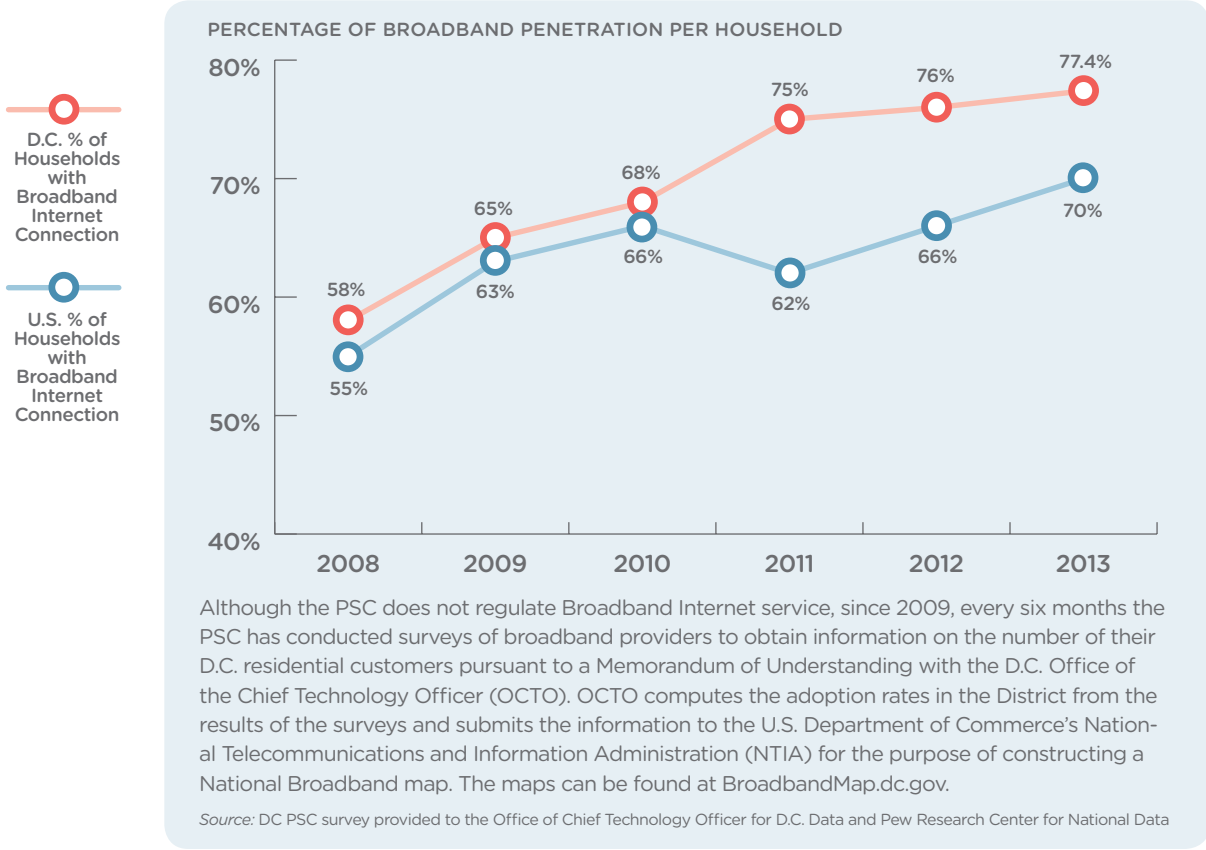


In 2013, the number of active pay telephones went down to 55. Ward 3 does not have any active pay telephones. Ward 1 has the most pay telephones - 14.

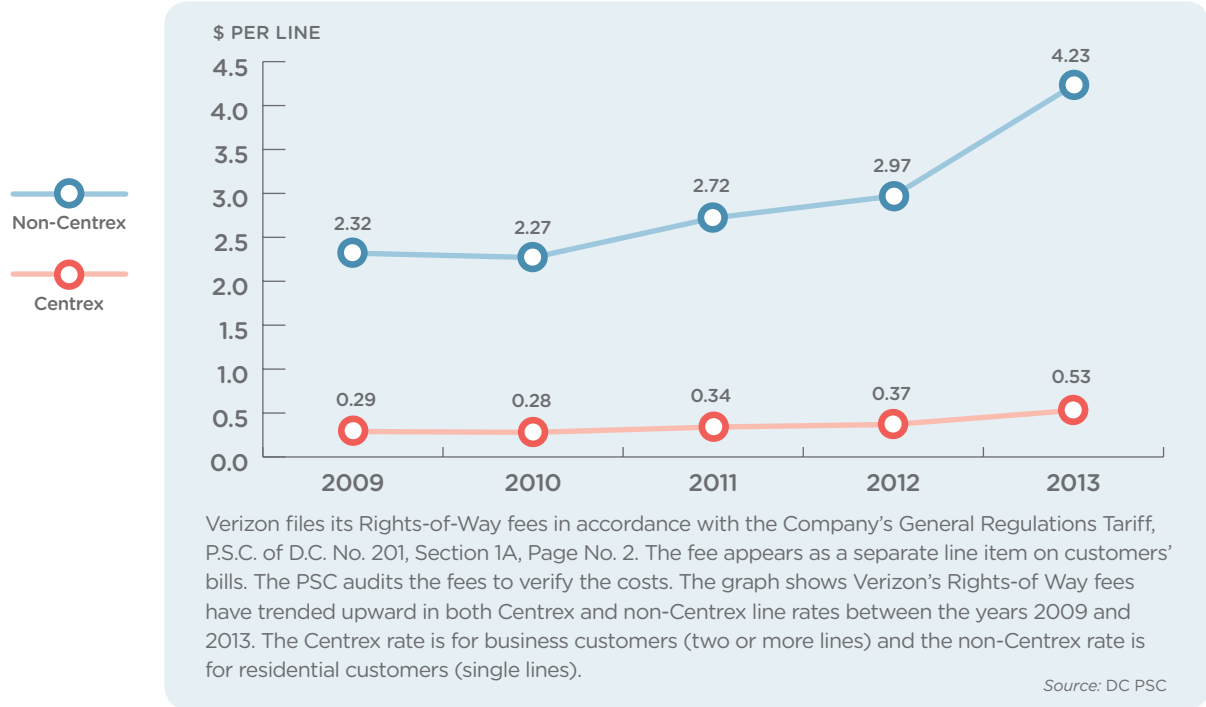
Source: DC PSC



36. BROADBAND PENETRATION PER HOUSEHOLD, 2008 THROUGH 2013



37. VERIZON'S RIGHTS-OF-WAYS FEES, FIVE YEAR TREND, DECEMBER 2009 THROUGH DECEMBER 2013





38. Default and Competitive Local Exchange Carriers (CLECs)

Providing Service in D.C. as of December 31, 2013

#	Company	Customer Service Telephone No.	Residential	Commercial
1	Verizon D.C.	1-800-VERIZON/ 1-800-837-4966	●	●
2	Access One, Inc	312-441-1000/ 800-804-8333	●	●
3	Access Point, Inc.	919-851-4838/ 800-957-6468	●	●
4	ACN Communication Services, Inc.	704-260-35160/ 877-226-1010		●
5	Airespring, Inc.	818-786-8990 Ext 382		●
6	AT&T Communications of Washington D.C., LLC	202-457-2267		●
7	Atlantech Online, Inc.	301-755-2247/ 800-256-1612		●
8	Broadband Dynamics, L.L.C.	480-941-0444/ 800-277-1580	●	●
9	Broadview Networks, Inc.	914-250-5420/ 800-276-2384		●
10	Broadwing Communications LLC f/k/a Focal Communications	1-877-2LEVEL3		●
11	BullsEye Telecom Inc.	248-784-2500/ 877-638-2855		●
12	Business Telecom, Inc. d/b/a BTI	855-352-2731	●	●
13	Cavalier Telephone Mid-Atlantic, LLC	319-790-6702/ 877-340-2600		●
14	Cbeyond Communications, LLC	678-424-2400/ 866-424-5100		●
15	CenturyLink Communications, LLC f/k/a/ Qwest Communications Company, LLC d/b/a Centurylink QCC	800-939-0599		●
16	CTC Communications Corp. d/b/a One Communications	888-832-5802		●
17	Cypress Communications Operating Company (FB)	216-373-4830		●

Table continues on next page.



#	Company	Customer Service Telephone No.	Residential	Commercial
18	DSCI Corporation	781-861-2201		●
19	Dynalink Communications, Inc.	212-352-7307		●
20	EnTelegent Solutions, Inc.	704-323-7488/ 888-274-7619		●
21	France Telecom Corporate Solutions L.L.C.	703-375-7323/ 866-280-3726		●
22	Global Crossing Local Services f/k/a Global Crossing Telemangement, Inc.	877-2LEVEL3		●
23	Granite Telecommunications, LLC	866-847-1500		●
24	IntelePeer, Inc.	312-506-0920		●
25	IPC Network Services, Inc.	212-709-1028		●
26	Level 3 Communications, LLC	1-877-2LEVEL3		●
27	MassComm, Inc. d/b/a MASS Communications	212-201-8000	●	●
28	Matrix Telecom, Inc. d/b/a Trinsic Communications	800-827-3374/ 888-411-0111		●
29	McGraw Communications, Inc.	888-543-2000		●
30	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	800-444-2222/ 888-624-9266		●
31	McLeod USA Telecommunications Services, L.L.C.	319-790-6702/ 877-340-2600		●
32	Metropolitan Telecommunications of D.C. d/b/a MetTEL	212-607-6323		●
33	Mitel NetSolutions, Inc. f/k/a Inter-Tel Netsolutions, Inc.	775-954-1288/ 800-821-1661		●
34	Netwolves Network Services, LLC	813-579-3255		●
35	New Horizon Communications Corp.	866-241-9423		●
36	NOS Communications	800-569-4667		●
37	One Voice Communications, Inc.	703-880-2502		●
38	Paetec Communications, Inc.	319-790-6702/ 877-340-2600		●

Table continues on next page.

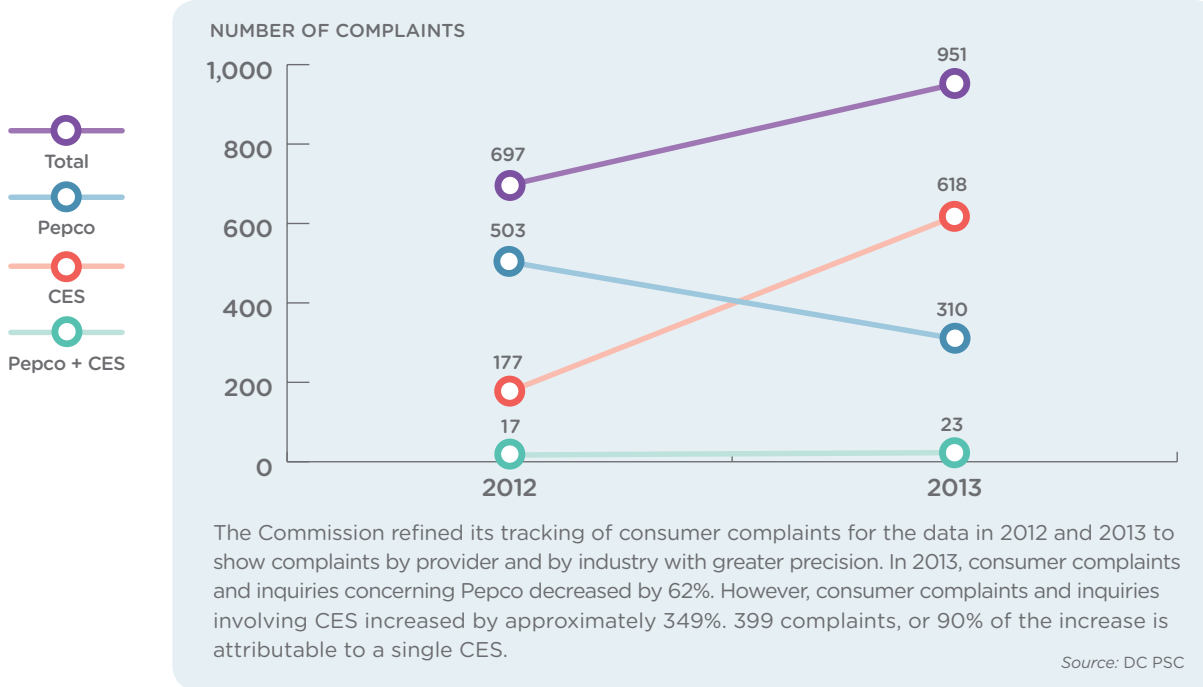


#	Company	Customer Service Telephone No.	Residential	Commercial
39	Quantum Shift Communications, Inc. d/b/a VCOM Solutions	800-804-8266		●
40	Sidera Networks, LLC f/k/a RCN New York Communications, LLC f/k/a Consolidated Edison	703-434-8533/ 888-583-4237		●
41	Spectrotel, Inc. f/k/a/ Plan B Communications, Inc.	732-345-7834		●
42	Sprint Communications Company L.P.	800-877-4646	●	●
43	Starpower Communications, LLC	609-681-2182		●
44	Telco Experts, LLC	800-787-5050		●
45	TelCove Operations, LLC	877-2LEVEL3		●
46	Teleport Communications of Washington, D.C., Inc.	202-457-2267		●
47	TNCI Operating Company, LLC	805-560-8014		●
48	TW Telecom of D.C. LLC., f/k/a Time Warner Telecom of D.C. LLC., f/k/a Xspedius Management Co.	800-829-0420		●
49	US LEC of Virginia LLC d/b/a PAETEC Business Services	319-790-6702/ 877-340-2600		●
50	VDL, Inc. d/b/a Global Telecom Brokers	410-581-4823/ 877-CALLGTB		●
51	XO Communications Services, Inc.	877-912-4829		●

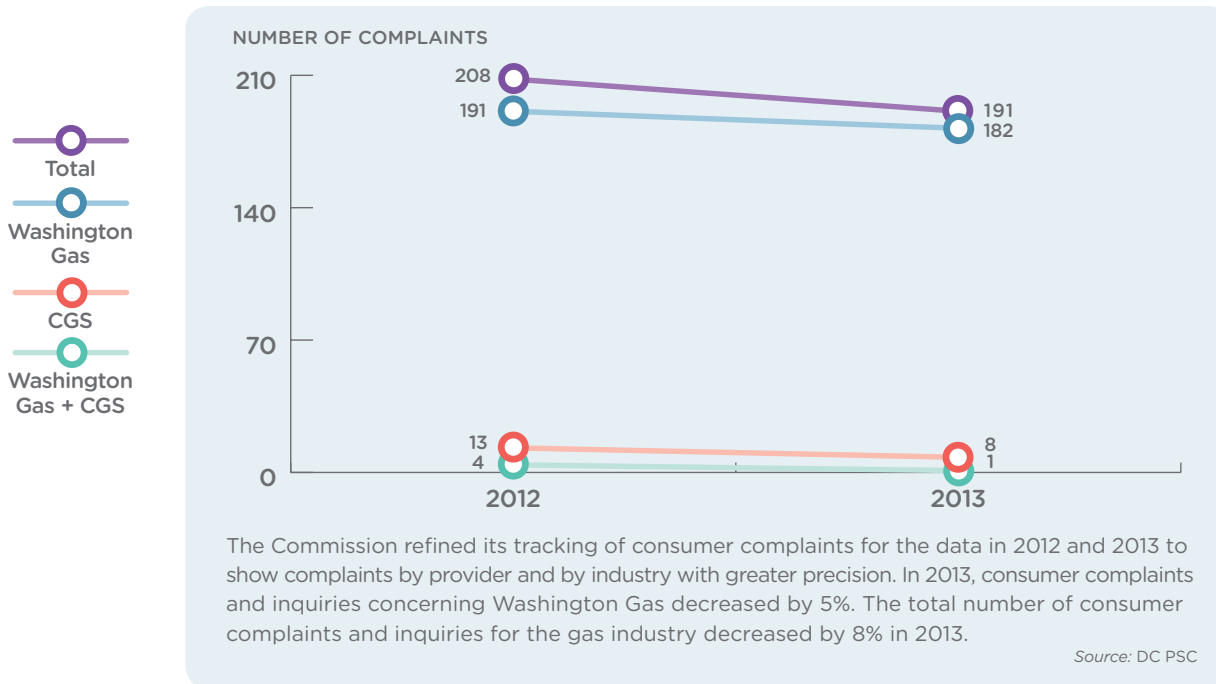


MULTI-UTILITY

39. CONSUMER COMPLAINTS AND INQUIRIES - ELECTRIC

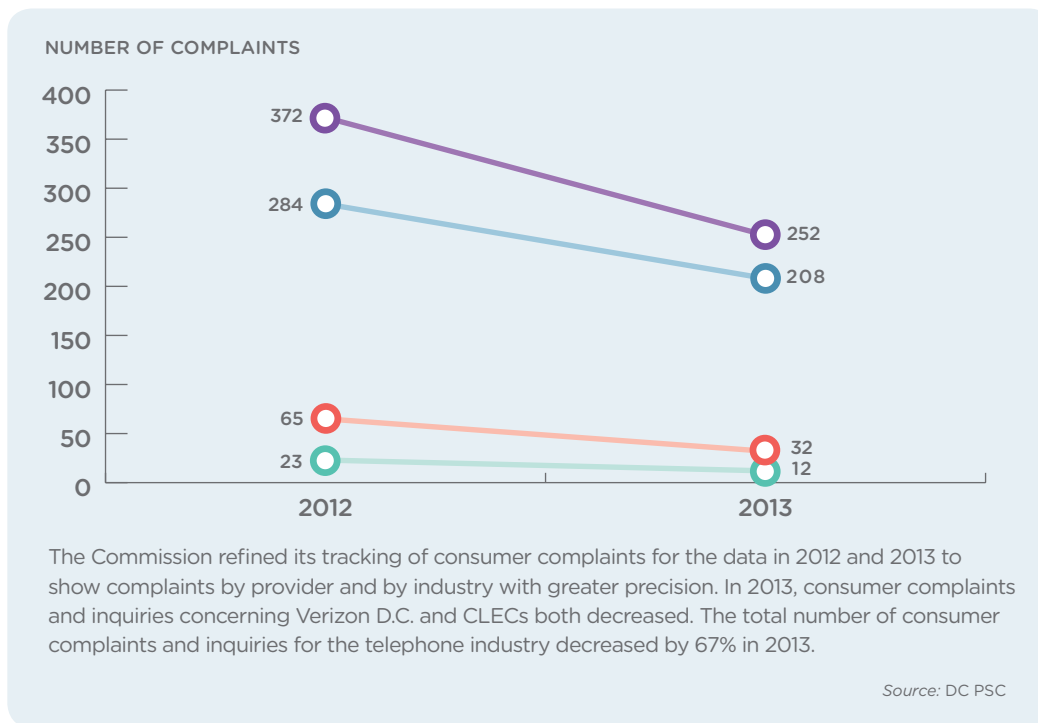


40. CONSUMER COMPLAINTS AND INQUIRIES - NATURAL GAS

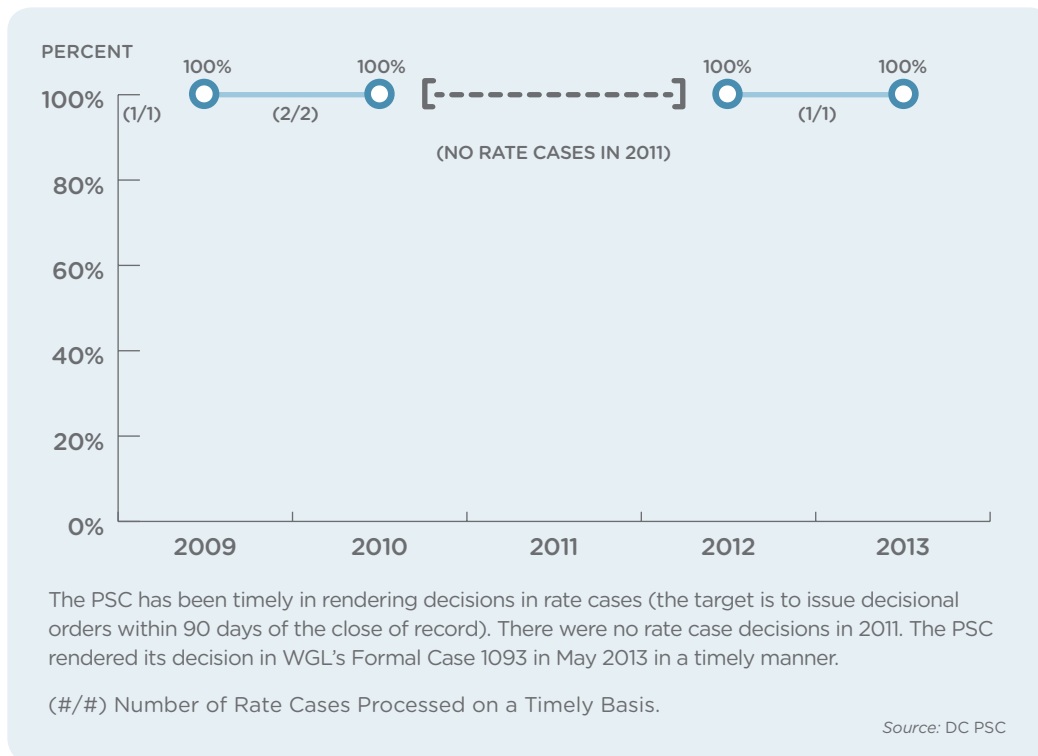




41. CONSUMER COMPLAINTS AND INQUIRIES - TELECOM

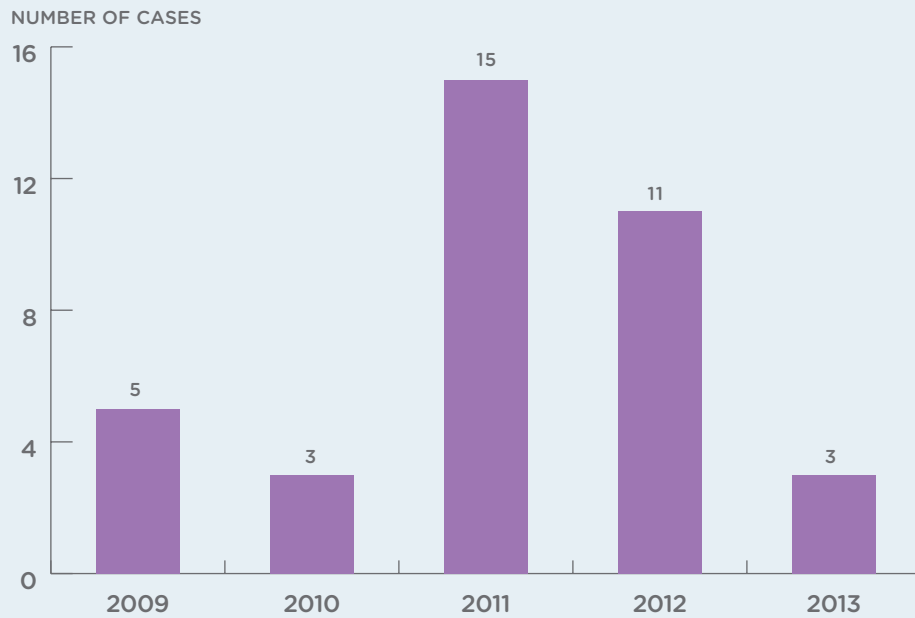


42. NUMBER AND PERCENTAGE OF RATE CASES PROCESSED ON A TIMELY BASIS





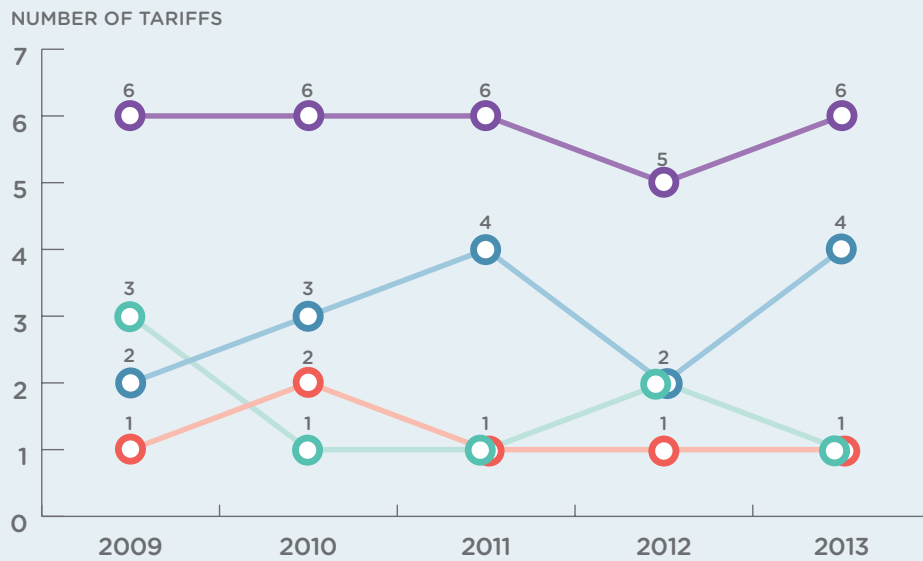
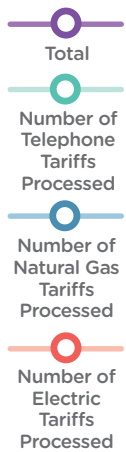
43. TOTAL NUMBER OF FORMAL CASES CLOSED BY YEAR



The total number of formal cases closed decreased by eight from 2012 to 2013.

Source: DC PSC

44. TOTAL NUMBER OF ELECTRIC, NATURAL GAS, AND TELEPHONE TARIFFS PROCESSED



In 2013, the number of natural gas tariffs increased while the number of electric tariffs remained the same, and the number of local telephone tariffs decreased.

Source: DC PSC



45. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED



46. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS)





KEY OUTCOMES

47. 2013 DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (CBE)

	DIVERSE SUPPLIER SYSTEM SPEND	
	Diverse Supplier System % of Total System Spend	Diverse Supplier System \$ Spend (in Millions)
Pepco	13.20%	\$80.10
WGL	20.30%	\$55.50
Verizon	12.60%	\$5.80

	CBE (D.C.) COMPARED TO SYSTEM SPEND	
	D.C. CBE % of Total System Spend	D.C. CBE \$ Spend (in Millions)
Pepco	3.14%	\$37.10
WGL	5.80%	\$15.80
Verizon	14.08%	\$6.50

	CBE (D.C.) COMPARED TO D.C. PROCUREMENT SPEND	
	D.C. CBE % of Total D.C. Spend	D.C. CBE \$ Spend (in Millions)
Pepco	6.16%	\$37.10
WGL	38.90%	\$15.86
Verizon	N/A	N/A

In 2013, the utilities filed their second Memorandum of Understanding (MOU) to promote contracting with diverse suppliers and Certified Business Enterprises (CBE). These tables reflect the utility companies' 2013 results. The first table shows the percentage of spending with diverse suppliers system-wide compared to system-wide total procurement spend, and the spent dollar amount. A diverse supplier is a minority business enterprise, a women business enterprise, a service disabled veteran business enterprise or a not for profit. The second and third tables show the percentages and amounts spent with CBEs compared to total system procurement, and total D.C. procurement, respectively. CBEs are defined as businesses certified by the D.C. Department of Small and Local Business Development. As shown, in year 2013, WGL had the largest percentage of CBE procurement in the District, followed by Pepco. Pepco spent the most dollars with both CBEs and diverse suppliers.

Source: 2013 MOU Reports from Pepco, WGL and Verizon

48. THE PSC OPENED 12 FORMAL CASES AND ZERO NEW CASE DOCKETS IN 2013

The PSC opened the following new formal cases in 2013:

Electric



1. **FC 1109** Investigation into Pepco's District of Columbia Dynamic Pricing Program Proposal
2. **FC 1107** Investigation into Electric Service Competition and Consumer Protection Requirements
3. **FC 1103** Pepco's Application for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service
4. **FC 766-ACR-13-1** Pepco's Annual Consolidated Report

Natural Gas



1. **FC 1110** WGL's Application for Approval of a Weather Normalization Adjustment
2. **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

Telecommunications



1. **FC 1112** Commission's Amendment to its Rules Regarding Regulation of Local Exchange Carriers
2. **FC 1104** Commission's Investigation of the Recertification of District of Columbia Lifeline Customers by Verizon and District Department of the Environment (DDOE)
3. **FC 1102** Commission's Investigation into the Continued Use of Verizon's Copper Infrastructure to Provide Telecommunications Services

Multi-Utility



1. **FC 1111** Commission's Investigation into its Rules of Practice and Procedure Pertaining to Critical Infrastructure Information



2. **FC 1108** Commission’s Investigation into its Rules of Practice and Procedure Pertaining to Confidential or Proprietary Information
3. **FC 1105** Commission’s Investigation into the Business and Solicitation Practices of Starion Energy in the District of Columbia, and OPC’s Petition to Open a Wide-Ranging Investigation of all Alternative Energy Suppliers Licensed in the District of Columbia

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