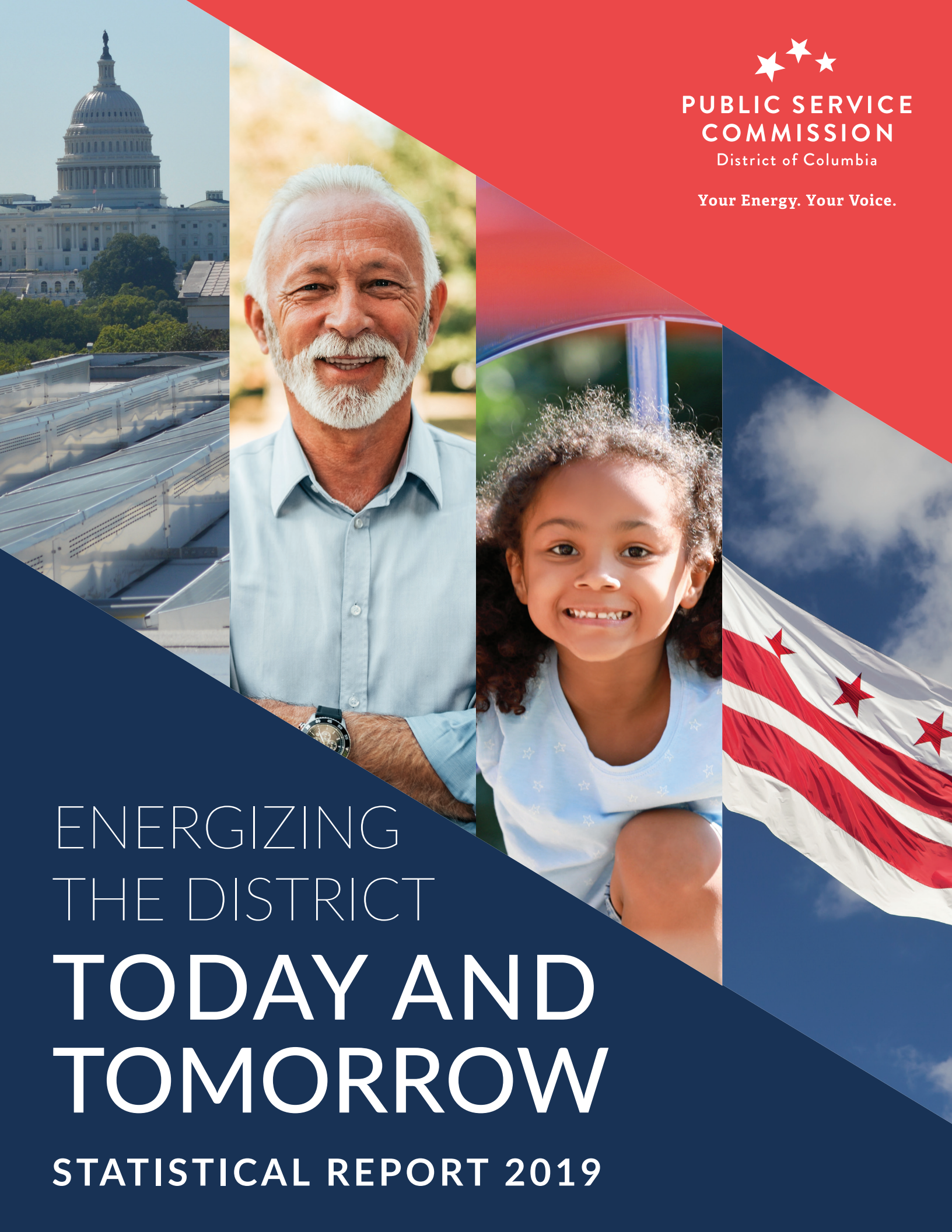




**PUBLIC SERVICE
COMMISSION**

District of Columbia

Your Energy. Your Voice.



ENERGIZING
THE DISTRICT
**TODAY AND
TOMORROW**

STATISTICAL REPORT 2019

ENERGIZING THE DISTRICT TODAY AND TOMORROW

STATISTICAL REPORT 2019



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In today's world, making informed, data-driven decisions is essential. As the local utility regulator, the DC Public Service Commission of the District of Columbia (DCPSC) recognizes that analyzing a wide range of data produces quality outcomes and can often uncover otherwise hidden insights. Tracking and reviewing data from our business processes helps the DCPSC track and monitor our successes as well as identify areas for improvement.

The DCPSC Office of Technical and Regulatory Analysis (OTRA) collected and analyzed the data published in our 2019 Statistical Report. By continuously and meticulously examining large amounts of regulatory data, OTRA staff uncovered patterns, correlations and other regulatory insights for the DCPSC.

The 2019 Statistical Report is a culmination of compliance reviews, audits, inspections, utility assessments and annual surveys conducted to gauge the status of local utility competition in the District. OTRA staff monitor electric, natural gas, and local telecommunications markets at the retail and wholesale levels. OTRA also stays abreast of energy and telecom activities at the local, regional and federal levels.

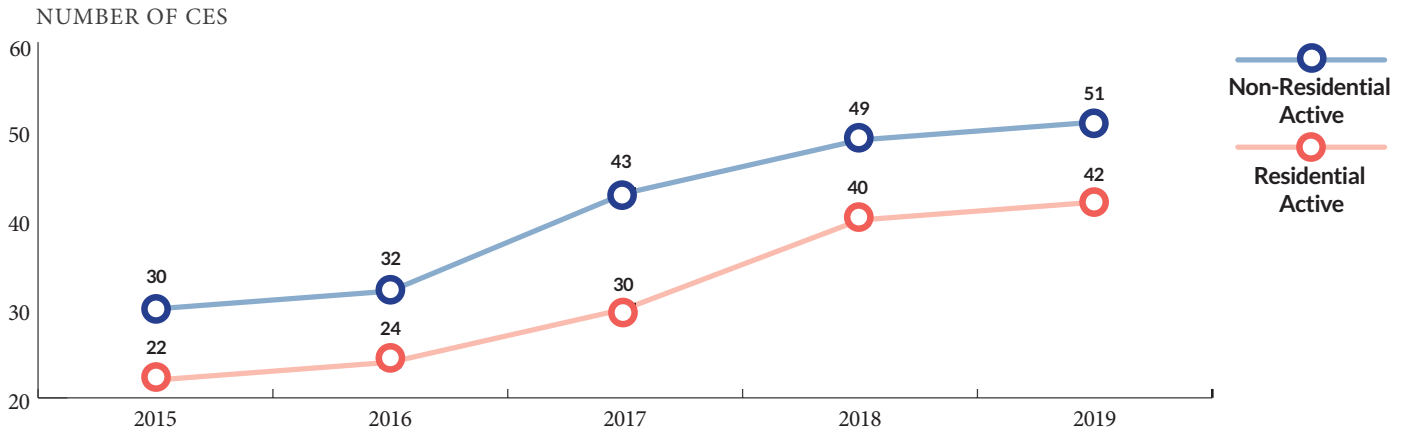
The 2019 Statistical Report also features key data from our Office of the General Counsel and Office of Consumer Services.

Our goal with this report is to provide a meaningful learning experience that will lead to real and lasting results for District ratepayers.



Electricity

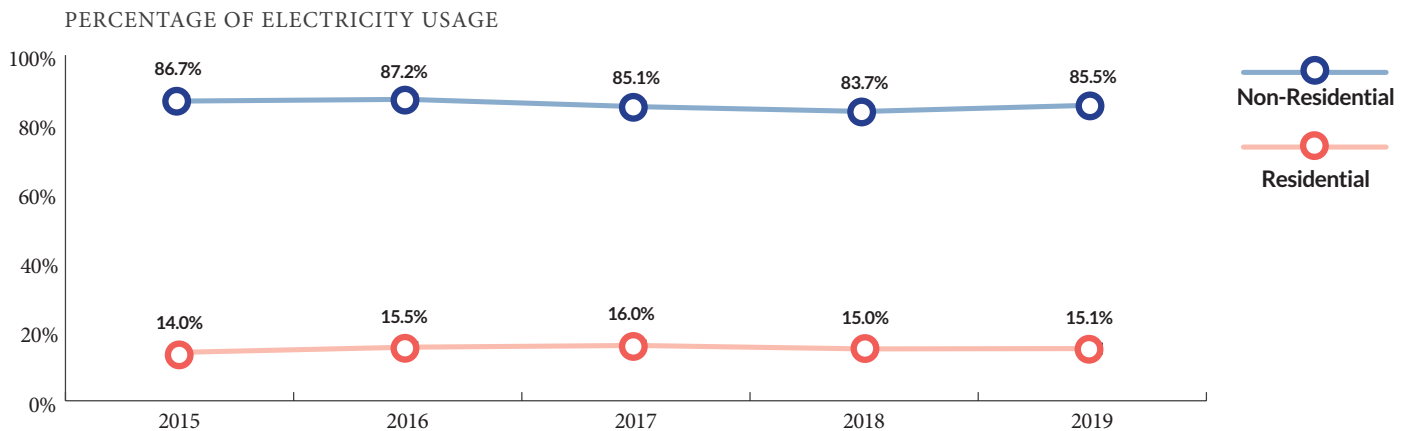
1. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO PROVIDE SERVICE IN D.C. IN CY 2015–CY 2019*



*Cumulative as of the end of Calendar Year (CY) 2019
Source: Pepco's Monthly Market Monitoring Report

The number of active residential and non-residential **Competitive Electric Suppliers (CES)** in D.C. increased by 2 two each in CY 2019.

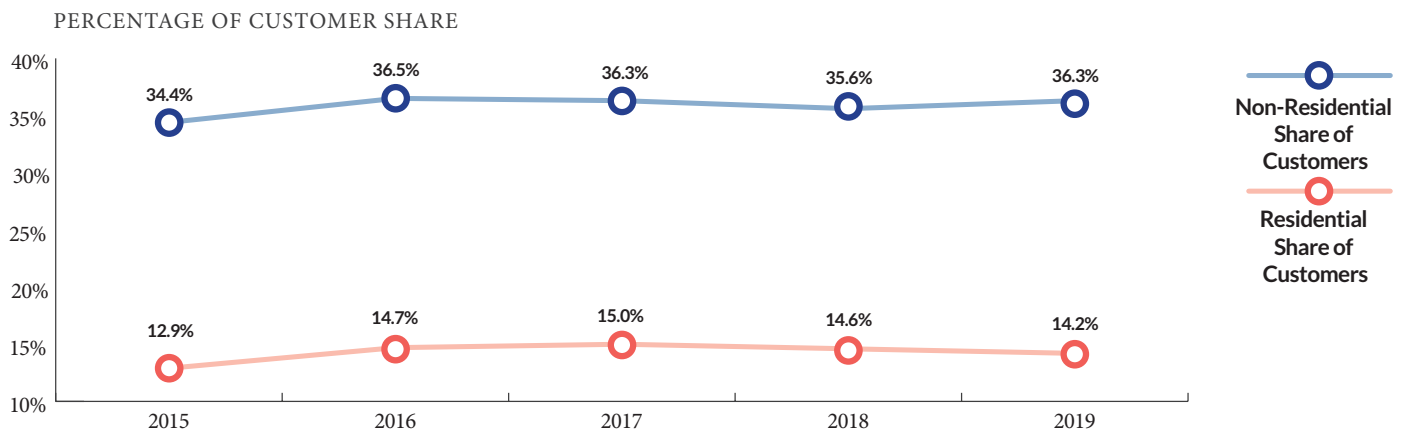
2. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF ELECTRICITY USAGE (% OF MWHs USED BY CES CUSTOMERS) IN CY 2015–CY 2019



Source: Pepco's Monthly Market Monitoring Report

In CY 2019, the **Competitive Electric Suppliers' (CES)** share of electricity usage in D.C. by residential customers slightly increased from 15% to 15.1%. The non-residential share of electricity usage increased by 1.8% from 83.7% to 85.5%.

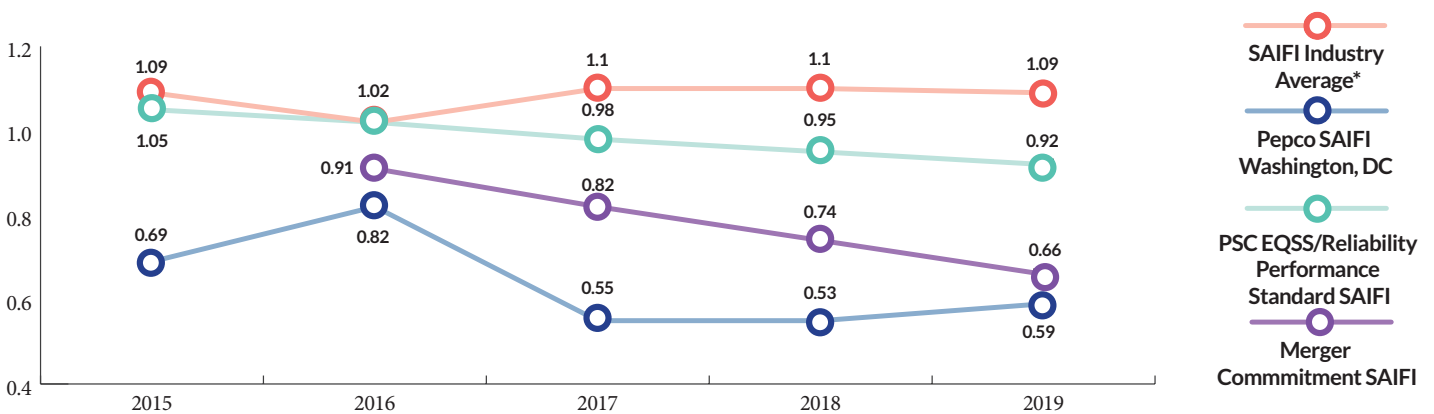
3. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF CUSTOMERS IN D.C. (%) IN CY 2015–CY 2019



Source: Pepco's Monthly Market Monitoring Report

In CY 2019, the **Competitive Electric Suppliers' (CES)** share of residential customers slightly decreased by 0.4% from 14.6% to 14.2%. The share of non-residential customers slightly increased by 0.7% from 35.6% to 36.3%.

4. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI) IN CY 2015–CY 2019



Source: Pepco's 2019 Consolidated Report

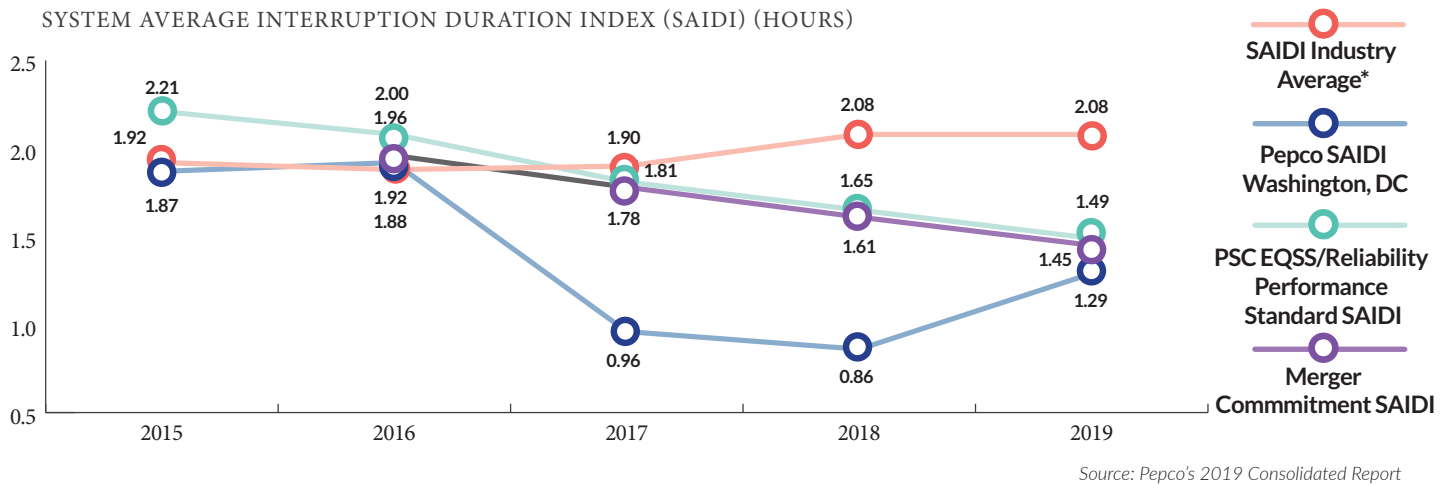
*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

The **System Average Interruption Frequency Index (SAIFI)** is the average frequency of sustained interruptions per customer served in a predefined area (lower number means better SAIFI performance).

Based on Pepco's reporting, Pepco's SAIFI has been better (lower) than the Industry Average, the PSC EQSS (Electric Quality of Service Standards) and Pepco's recent merger commitments for 2016 (0.91), 2017 (0.82), 2018 (0.74) and 2019 (0.66) in FC 1119, the Pepco/Exelon Merger.

Pepco's SAIFI metric follows a downward trend from 2016, showing continued improvement except for a slight increase in 2019 (SAIFI increased from 0.53 in 2018 to 0.59 in 2019).

5. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI) IN CY 2015–CY 2019



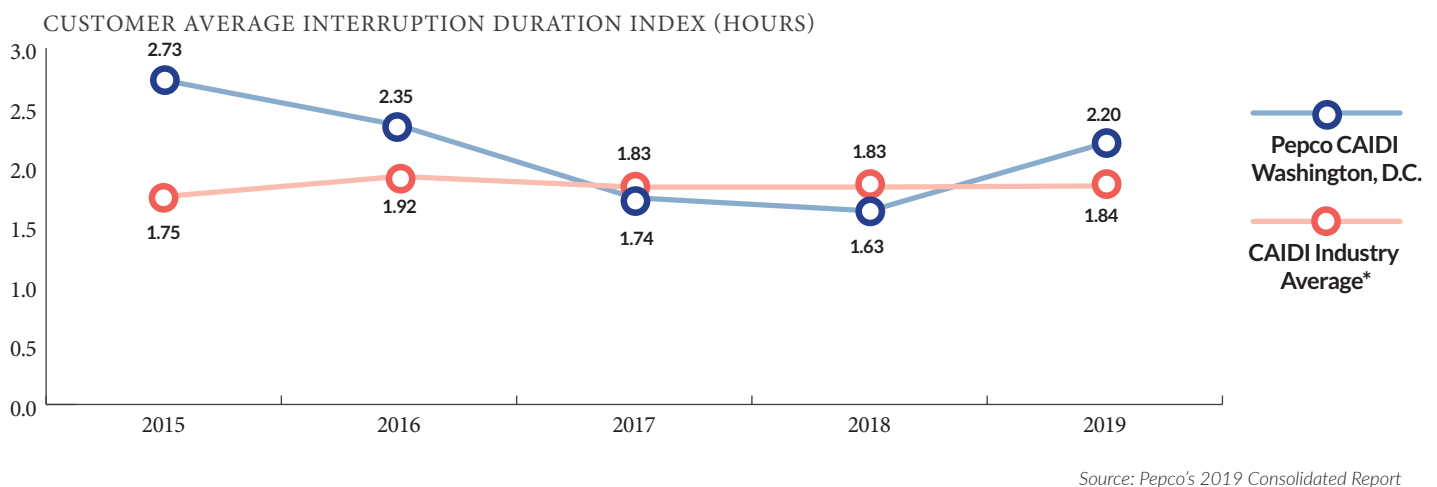
*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

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

Based on Pepco's reporting, Pepco's SAIDI has been generally better (lower) than the Industry Average, the PSC EQSS (Electric Quality of Service Standards) and Pepco's recent merger commitments for 2016 (1.96), 2017 (1.78), 2018 (1.61) and 2019 (1.45) in FC 1119, the Pepco/Exelon Merger. An exception was noted in 2016 when Pepco's SAIDI (1.92) was slightly higher than the Industry Average (1.88).

Pepco's SAIDI metric follows a downward trend from 2016, showing continued improvement except for 2019 (SAIDI increased from 0.86 in 2018 to 1.29 in 2019). Although there was an increase in 2019, Pepco's 2019 SAIDI was still lower than the 2019 Industry Average and Pepco's 2016 SAIDI.

6. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI) IN CY 2015–CY 2019

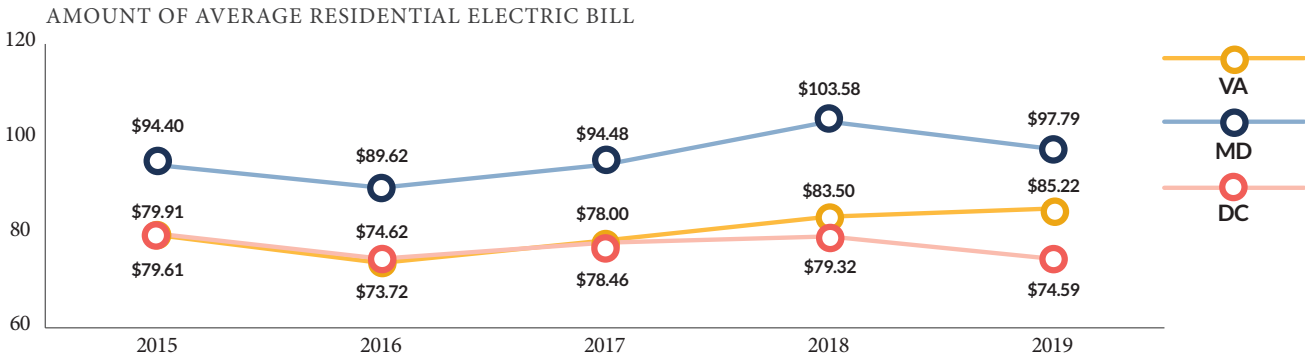


*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

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

Pepco's CAIDI has been decreasing since 2015, showing a continued improvement. Even though Pepco's CAIDI during 2015 and 2016 was higher than the Industry Average, it was lower and better than the Industry Average during 2017 (1.74) and 2018 (1.63). Pepco's CAIDI increased from 1.63 in 2018 to 2.20 in 2019.

7. AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD, & VA IN CY 2015–CY 2019



Source: Pepco and PSC of the District of Columbia

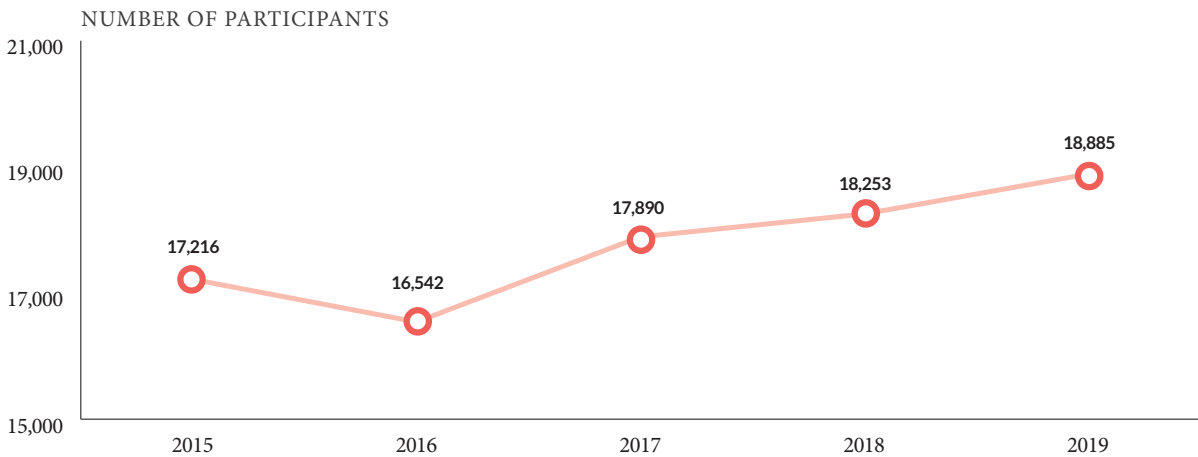
In D.C., Pepco’s average residential electric bill includes generation, transmission and distribution and all additional charges, including federal and D.C. taxes and surcharges.

In 2019, the average monthly consumption for residential customers was 660 kWh.

In CY 2019, average residential electric bills continued to be lower in D.C. than in Pepco’s MD service territory. The average bills in D.C. were also lower than in Northern VA, where electric service is provided by Dominion Power.

The distribution charge (including fees, taxes and surcharges) represents about 41% of the electricity bill. The other 59% is made up of the cost of electricity itself, that is, generation, and the wholesale delivery charge (transmission).

8. ENROLLMENT IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM* IN CY 2015–CY 2019



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

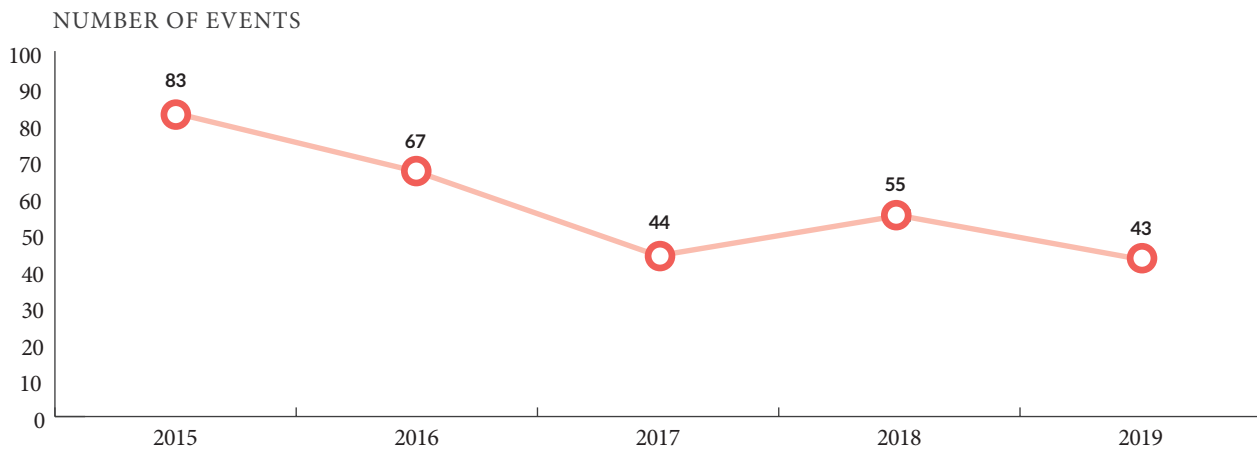
Source: Pepco and PSC of the District of Columbia

The number of participants enrolled in Pepco’s Low Income Residential Aid Discount (RAD) increased by 632 in 2019, from 18,253 in 2018 to 18,885.

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

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

9. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES AND SMOKING MANHOLES) IN CY 2015–CY 2019



Source: Pepco's 2019 Annual Consolidated Report

The Commission oversees Pepco's manhole inspections and repairs. Reportable manhole events may be considered a subset of underground (UG) equipment failures and are comprised of equipment failures for which there is a significant visual result (smoke, flames, cover displaced). Among the UG equipment failures, the most frequent cause involves cable-related failures.

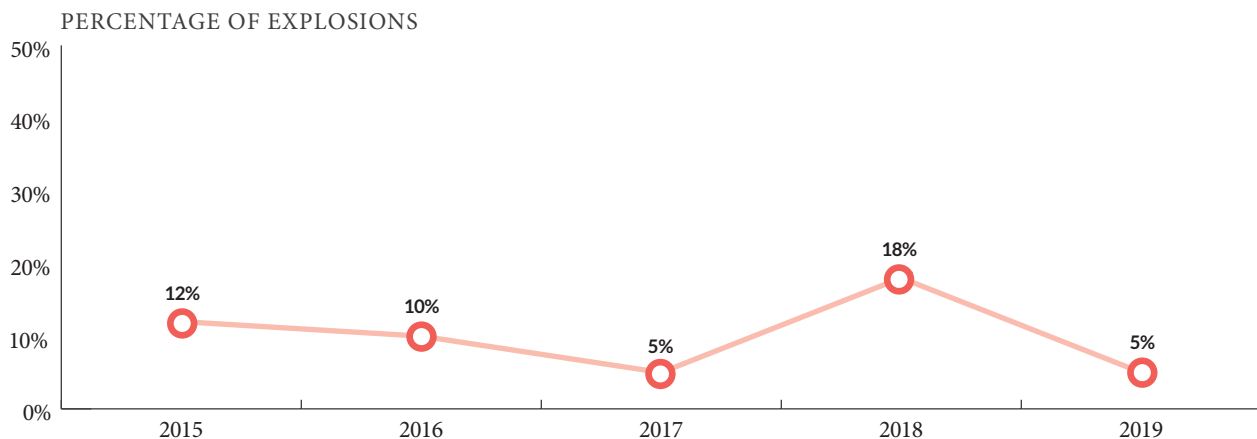
During 2019, there were a total of 43 reportable manhole events in the District of Columbia. Of these 43 manhole events, 33 were classified as Smoking Manholes, 2 were classified as Manhole Explosions, and 8 were classified as Manhole Fires.

Reportable manhole events for CY 2019 decreased by 12 events when compared to CY 2018. In 2018, there were a total of 55 manhole events in the District.

Since 2014, the leading cause of manhole reportable events in the District has been cable failures, primarily due to insulation-related issues. Moisture plays a major role in the deterioration of the cable insulations.

Pepco's enhanced manhole inspection, maintenance and repair efforts, along with 2019's weather with less moisture, have contributed to fewer manhole incidents.

10. EXPLOSIONS AS A PERCENTAGE OF TOTAL MANHOLE EVENTS IN CY 2015–CY 2019

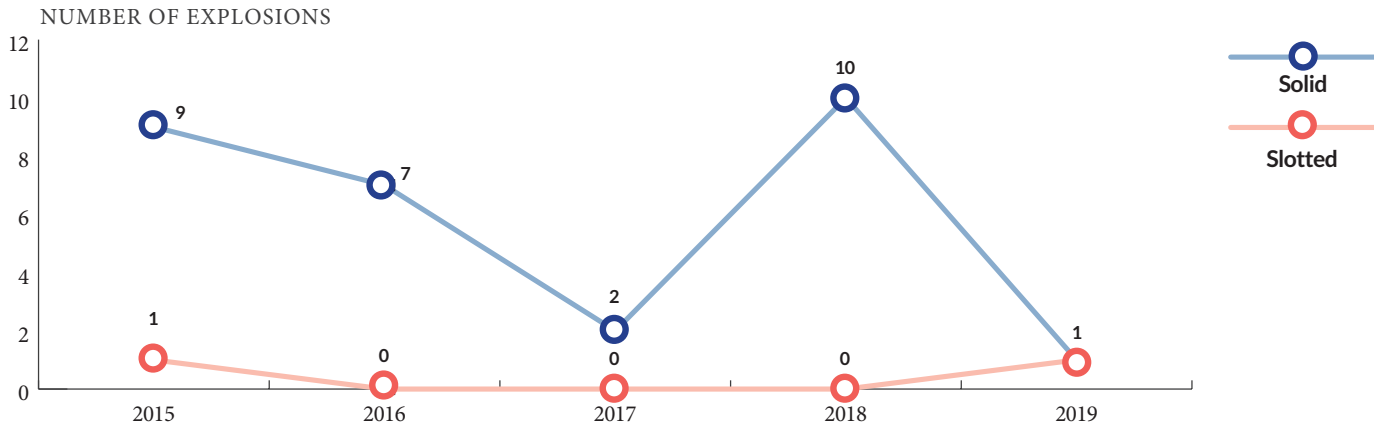


Source: Pepco's 2019 Annual Consolidated Report

In CY 2018, manhole incidents with explosions accounted for 18% of the incidents. In 2019, there was a sharp reduction in explosions accounting for 5% of the manhole incidents.

Pepco's enhanced manhole inspection, maintenance, and repair efforts, along with 2019's weather with less moisture, have contributed to fewer manhole explosions.

11. NUMBER OF EXPLOSIONS FOR SLOTTED VS. SOLID MANHOLE COVERS IN CY 2015–CY 2019

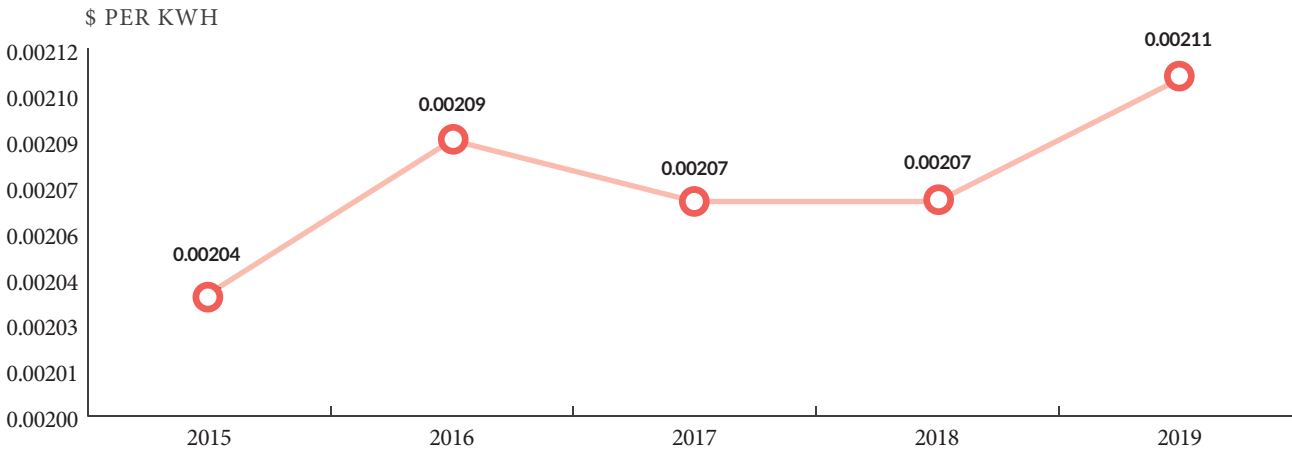


Source: Pepco's 2019 Annual Consolidated Report

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

In 2018 there were no explosions in manholes with slotted covers and 10 explosions in manholes with solid covers. In 2019 there was one explosion in a manhole with a slotted cover and one explosion in a manhole with a solid cover. Pepco's enhanced manhole inspection, maintenance, and repair efforts, along with 2019's weather with less moisture, have contributed to fewer manhole explosions.

12. PEPCO'S PUBLIC SPACE OCCUPANCY SURCHARGE (RIDER PSOS) IN CY 2015–CY 2019 (\$ PER KWH)



Source: PEPCO, Public Space Occupancy Surcharge Filing for 2019

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

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

The increase in the PSOS rate per kilowatt-hour from \$0.00207 in CY 2018 to \$0.00211 in CY 2019 was due to a higher rate in 2019 versus 2018, given lower kilowatt-hour usage.

13. DEFAULT AND ACTIVE COMPETITIVE ELECTRIC SUPPLIERS (CES)* SERVING THE DISTRICT IN CY 2019

#	Company	Residential	Commercial	Customer Service Telephone
1	AEP Energy, Inc.	•	•	614-682-4301
2	Agera Energy LLC		•	844-692-4372
3	Ambit Northeast, LLC	•	•	972-868-3945
4	Atlantic Energy MD LLC	•	•	800-917-9133
5	Calpine Energy Solutions, LLC		•	619-684-8049
6	Champion Energy Services, LLC	•	•	713-366-8916
7	CleanChoice Energy, Inc.	•	•	412-216-2179
8	Clearview Electric, Inc. d/b/a Clearview Energy	•	•	800-746-4702
9	Constellation NewEnergy, Inc. f/k/a Constellation Energy Services, Inc. f/k/a/ Integrys Energy Systems, Inc.	•	•	855-465-1244
10	Devonshire Energy, LLC		•	610-372-8500
11	Direct Energy Services, LLC	•	•	918-493-9564
12	Direct Energy Services, LLC aka Strategic Energy, LLC	•	•	412-819-2750
13	Eligo Energy D.C., LLC	•	•	888-744-8125
14	Energy.me Midwest, LLC	•	•	888-612-5255
15	Energy Service Providers, Inc. dba D.C. Gas & Electric	•	•	972-868-3945
16	ENGIE Resources, LLC		•	713-636-1363
17	ENGIE Retail, LLC d/b/a Think Energy	•	•	888-923-3633
18	Freepoint Energy Solutions LLC		•	713-239-8044
19	GEXA Energy District of Columbia, LLC aka NextEra Energy Services	•	•	713-401-5542
20	Horizon Power and Light, LLC	•	•	713-375-2772
21	IDT Energy, Inc.	•	•	973-438-7292
22	Inspire Energy Holdings, LLC	•		866-403-2620
23	Liberty Power District of Columbia, LLC	•	•	866-769-3799
24	LifeEnergy, LLC	•	•	281-813-3434

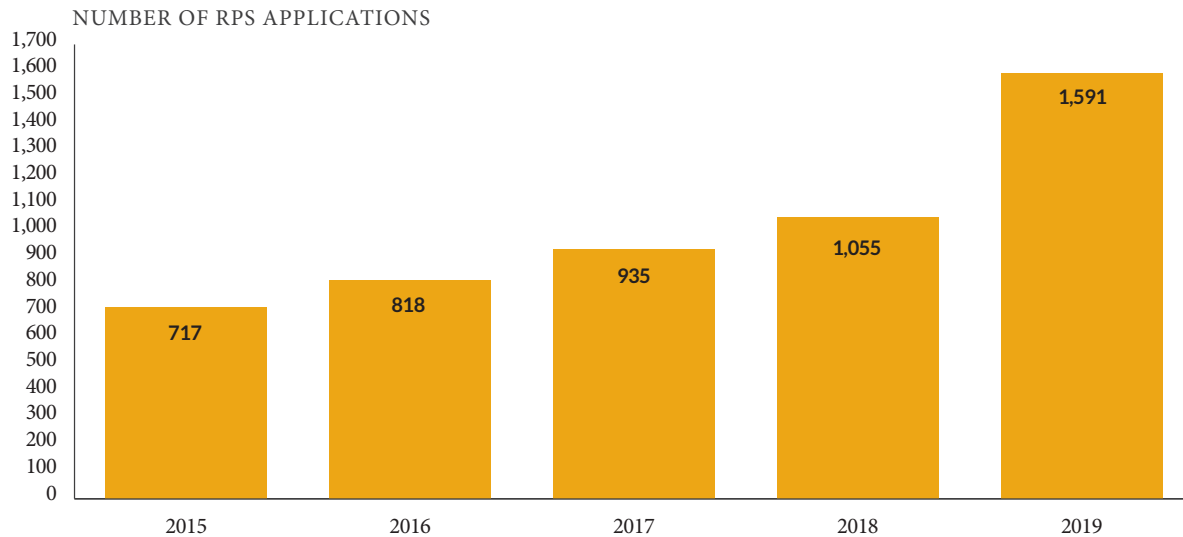
#	Company	Residential	Commercial	Customer Service Telephone
25	Major Energy Electric Services LLC	•	•	888-625-6760
26	MidAmerican Energy Services, LLC	•	•	563-333-8581
27	MP2 Energy NE LLC		•	832-510-1030
28	Mpower Energy NJ, LLC	•		877-286-7693
29	PALMco Power D.C., LLC	•	•	888-504-6372
30	Public Power, LLC	•	•	972-868-3945
31	Reliant Energy Northeast, LLC d/b/a NRG Home/NRG Business	•	•	855-500-8703
32	Renaissance Power & Gas, Inc.	•		888-871-0877
33	SmartEnergy Holdings, LLC	•	•	212-779-7000
34	Source Power & Gas LLC		•	512-656-7387
35	Star Energy Partners, LLC	•		440-316-4756
36	Starion Energy PA, Inc.	•	•	800-600-3040
37	Stream Energy Columbia, LLC	•	•	866-447-8732
38	Suntrail Energy, LLC		•	410-205-2841
39	Talen Energy Marketing, LLC		•	281-203-5354
40	Titan Gas, LLC d/b/a Titan Gas and Power	•	•	346-327-3113
41	UGI Energy Services, LLC		•	610-373-7999
42	Viridian Energy PA, LLC	•	•	972-868-3945
43	WGL Energy Services, Inc.	•	•	703-333-3638
44	XOOM Energy Washington D.C., LLC	•	•	888-997-8979
45	Potomac Electric Power Co (PEPCO)	•	•	302-429-3453
Total Number of CESs		35	41	

* Active means suppliers with both revenues and customers

PEPCO supplies default electric commodity service through its “Standard Office Service” program. There were 44 active competitive electric commodity service suppliers licensed in the District as of December 31, 2019. Some competitive electric suppliers either supplied commodity services to residential or non-residential customers, while other suppliers provided commodity service to both customer segments.

Renewables

14. NUMBER OF RENEWABLE PORTFOLIO STANDARD (RPS) APPLICATIONS RECEIVED BY THE PSC IN CY 2015–CY 2019

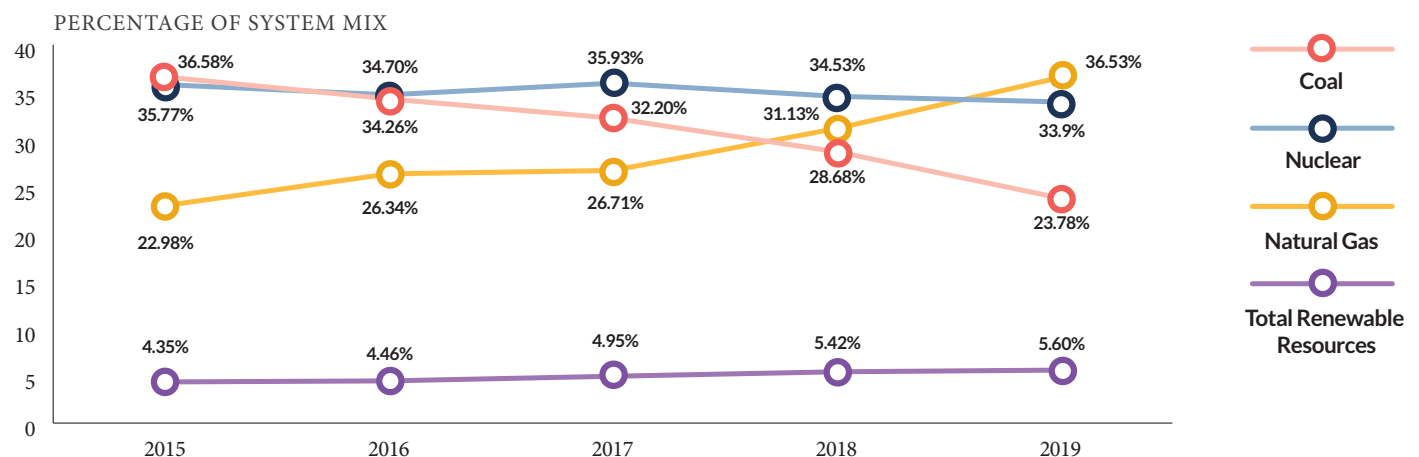


Source: PSC of the District of Columbia

The number of RPS applications have increased steadily since 2015. In CY 2019, there was a 50.8% increase over CY 2018, with the total number of applications exceeding 1,500.

In 2019 the Commission initiated an automated process for RPS Applications, easing the ability of applicants to file their applications.

15: PJM SYSTEM MIX FOR THE PJM REGION, INCLUDING D.C. IN CY 2019

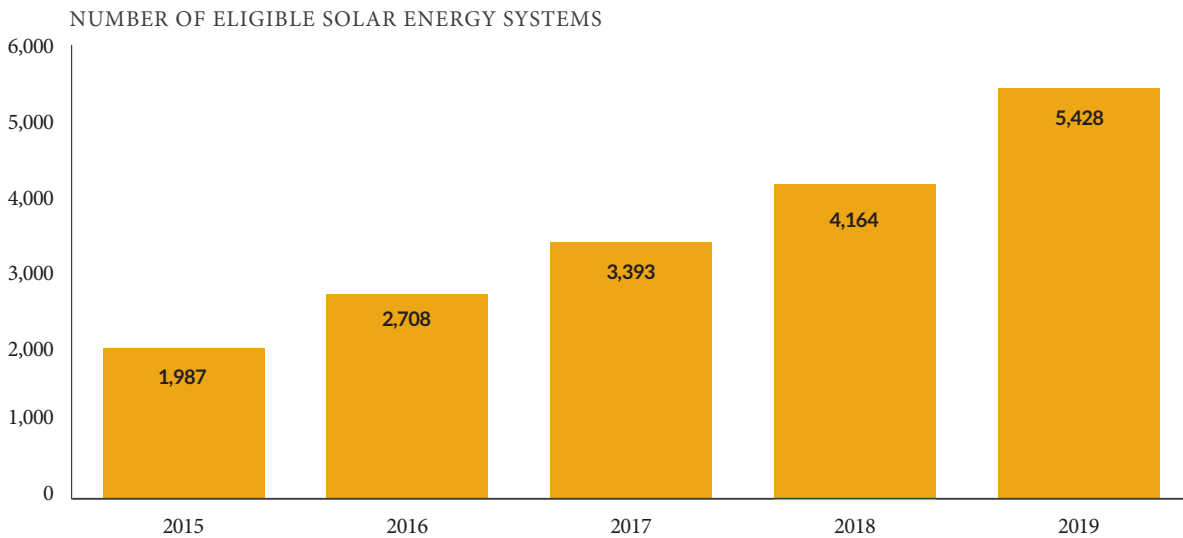


Source: PJM-EIS

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

The share of renewable resources in the PJM system mix for the PJM region of 13 states plus the District improved in 2019, rising to 5.60%. The share of coal continues to decline, down to 23.78%, and the share of nuclear usage edged lower, decreasing to 33.95%. The share of natural gas increased to 36.53%.

16. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. IN CY 2015–CY 2019

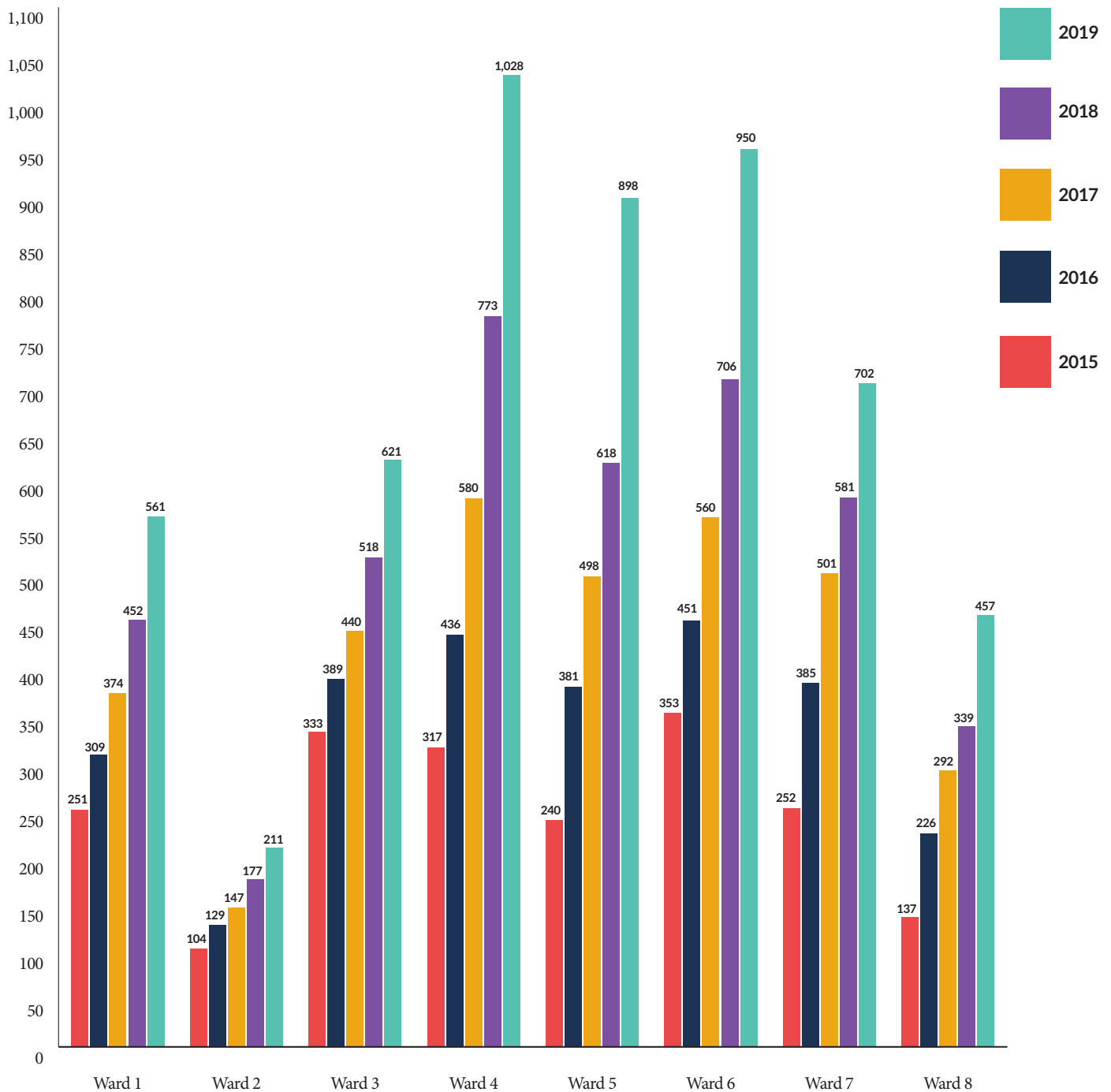


Source: PSC of the District of Columbia

The number of Solar Energy Systems eligible for the **District’s Renewable Portfolio Standards (RPS)** Program increased from 4,164 at the end of December 2018 to 5,428 in December 2019 (an increase of approximately 30%).

The total reported capacity associated with all of the eligible solar facilities as of December 31, 2019 is about 108.3 MW, of which 82.8 MW is located within the District, about 76% of reported capacity.

17. NUMBER OF SOLAR ENERGY SYSTEMS CERTIFIED BY PSC FOR SRECS IN D.C. BY WARD IN CY 2015–CY 2019

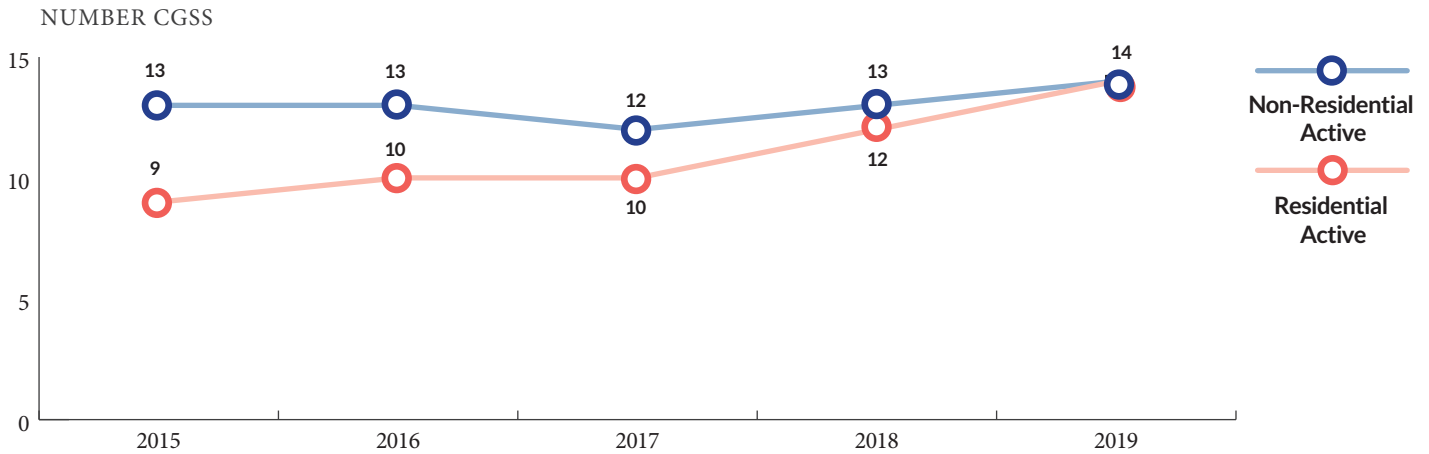


Source: PSC of the District of Columbia

The number of Solar Energy Systems Certified by the DCPSC for Solar Renewable Energy Credits (SRECs) for the Renewable Portfolio Standards (RPS) Program in the District continues to increase in all Wards. The total number of District-based systems increased by roughly 30%, from 4,164 in CY 2018 to 5,428 in CY 2019.

Natural Gas

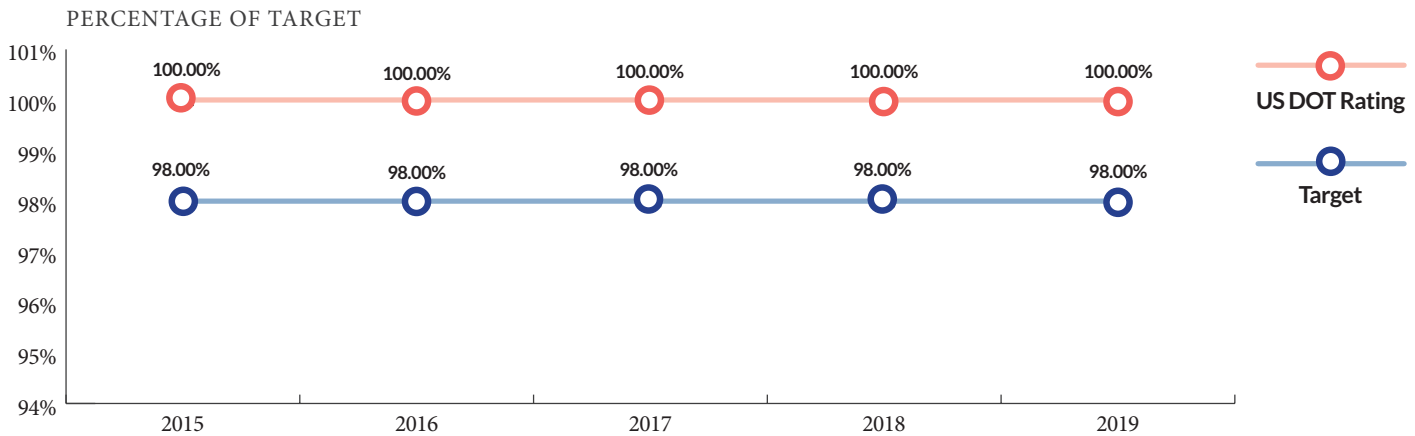
18. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE GAS (CGS) SUPPLIERS LICENSED TO SERVICE IN D.C. IN CY 2015–CY 2019



Source: WGL's Monthly Market Monitoring Report

In 2019, the number of Active Residential Competitive Gas Suppliers (CGS) participating in the residential natural gas Customer Choice Program in D.C. increased from the previous year, and the number of commercial suppliers increased as well.

19. U.S. DOT RATINGS FOR THE PSC'S NATURAL GAS PIPELINE SAFETY PROGRAM IN CY 2015–2019



Source: PSC of the District of Columbia

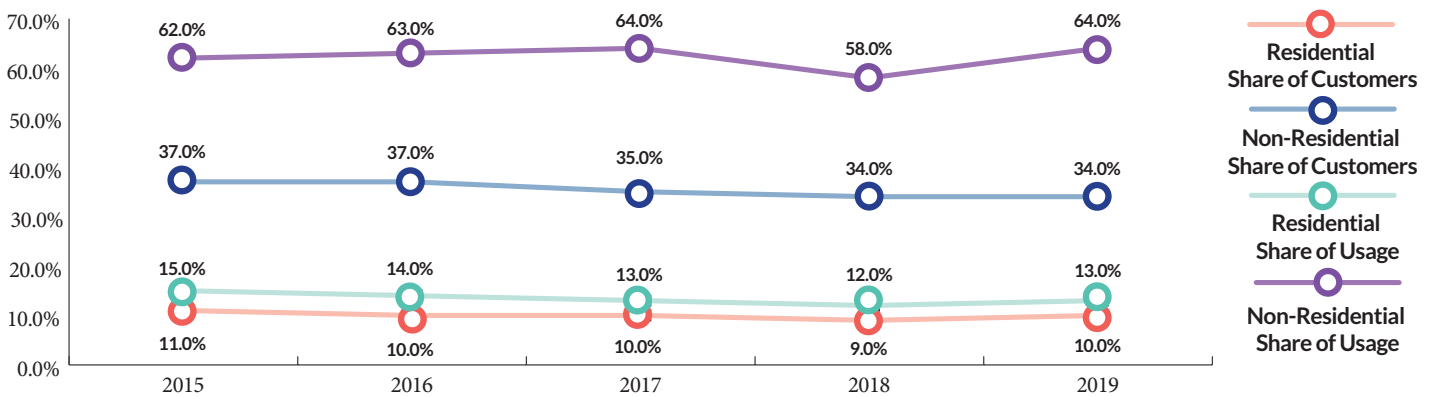
The USDOT/PHMSA* conducts annual evaluations of the DCPSC's implementation of the District of Columbia Natural Gas Pipeline Safety Program.

The DCPSC's goal is to achieve an audit rating/score equal to or better than the performance target set each year for the District of Columbia by USDOT/PHMSA. For the past 5 years (since 2015) the Commission's Pipeline Safety Program achieved USDOT/PHMSA audit ratings of 100% each year, exceeding PHMSA's target of 98% for the District.

The USDOT/PHMSA score for the DCPSC audit conducted in a given calendar year is for the DCPSC's pipeline safety performance during the previous year. For example, the USDOT/PHMSA audit score of 100% received in CY 2020 is for the DCPSC's performance during CY 2019.

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

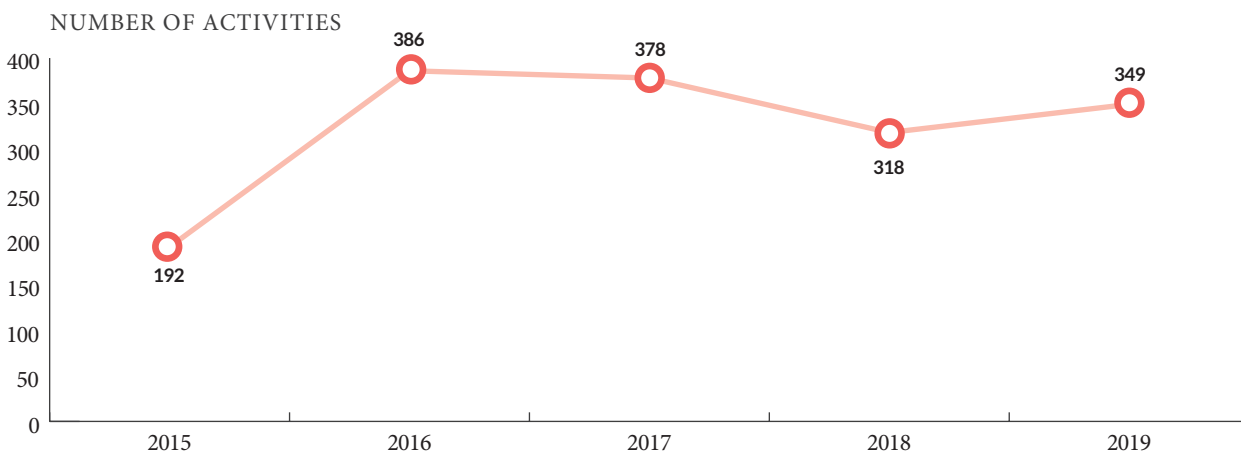
20. COMPETITIVE GAS SUPPLIERS' (CGS) SHARE OF CUSTOMERS AND SHARE OF USAGE IN CY 2015-CY 2019



Source: WGL's Monthly Market Monitoring Report

Competitive Gas Suppliers' (CGS) share of customers and share of usage for both residential customers slightly increased, whereas the non-residential share of customers remained constant in 2019. There was a slight increase in the share of usage in 2019 compared to 2018.

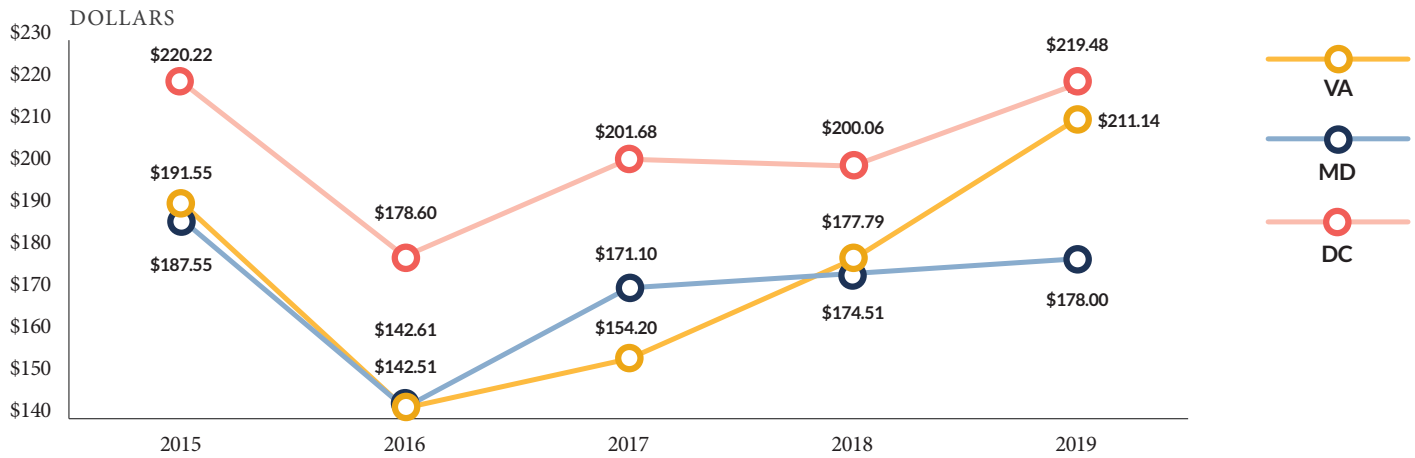
21. NUMBER OF NATURAL GAS PIPELINE SAFETY FIELD INSPECTION ACTIVITIES PERFORMED IN CY 2015-CY 2019



Source: PSC of the District of Columbia

The increase in inspections in 2019 vs. 2018 was due to an increase in the availability of fully trained and qualified inspectors. During 2019, the DCPSC Pipeline Safety Program again achieved PHMSA's assigned target metric for inspector-person days.

22. WGL'S RESIDENTIAL NATURAL GAS BILLS IN D.C., MD AND VA (200 THERMS OF USAGE)* IN CY 2015–CY 2019



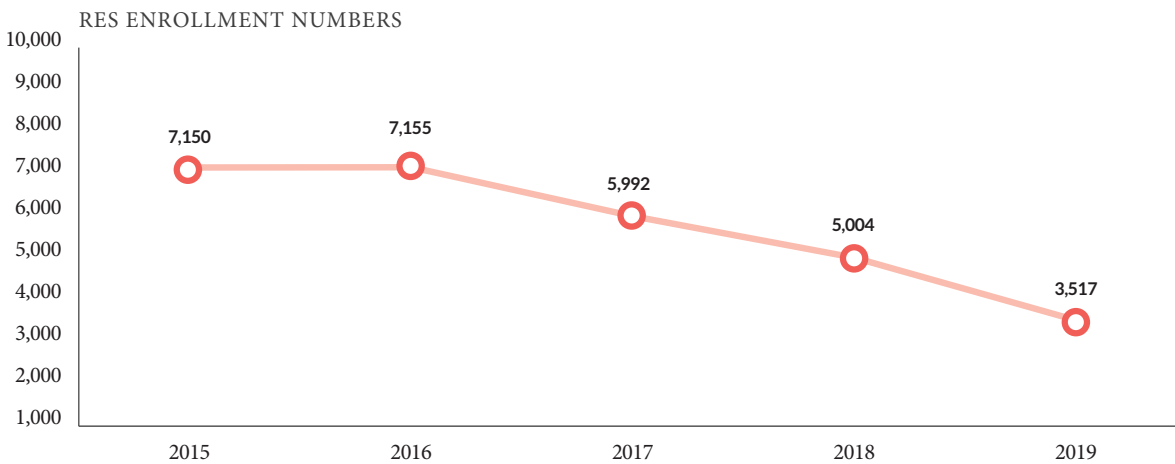
Source: WGL and PSC of the District of Columbia

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

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

* As of January of each year

23. ENROLLMENT IN WGL'S LOW INCOME RESIDENTIAL ESSENTIAL SERVICE (RES) PROGRAM* IN CY 2015–CY 2019



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

Source: WGL Arrearage and Disconnection Reporting (data is for the month of April of each year)

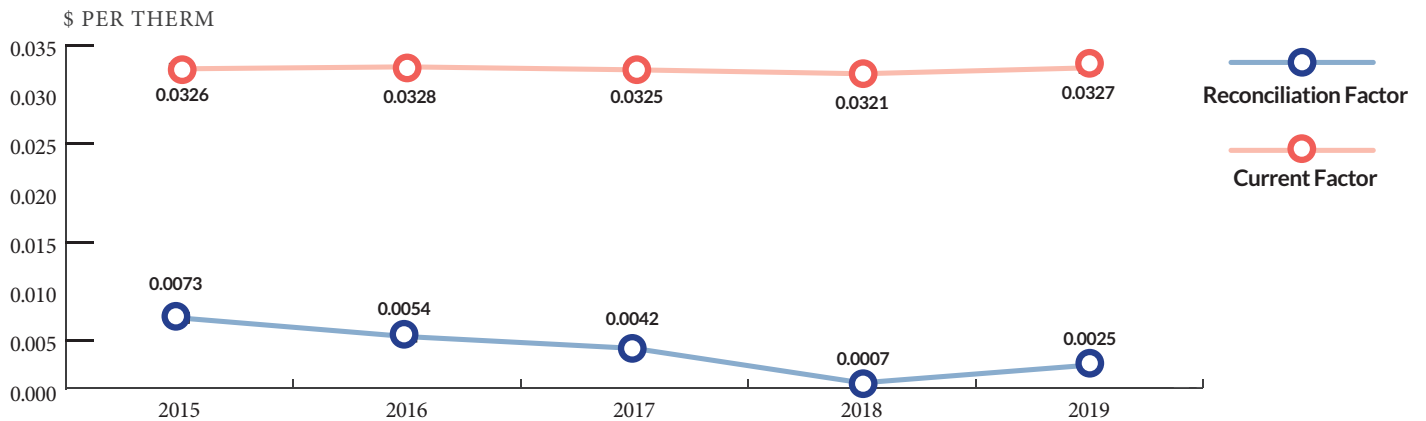
In Order No. 18565 (released October 11, 2016), the DCPSC adopted a new methodology for computing the credit associated with the Residential Essential Services (RES) Program for eligible low-income natural gas customers in the District of Columbia.

The DCPSC directed WGL to file a revised tariff for the RES Rider that will include a RES credit equal to 55% of the distribution portion of the customer's bill, with a provision to automatically increase the credit to 70% on a short term basis as outlined in the Order.

The Commission continues to monitor the recent decline in RES enrollment, and will work with all service providers to identify any root causes and monitor the execution of required process improvements.

Data is for the month of April of each year.

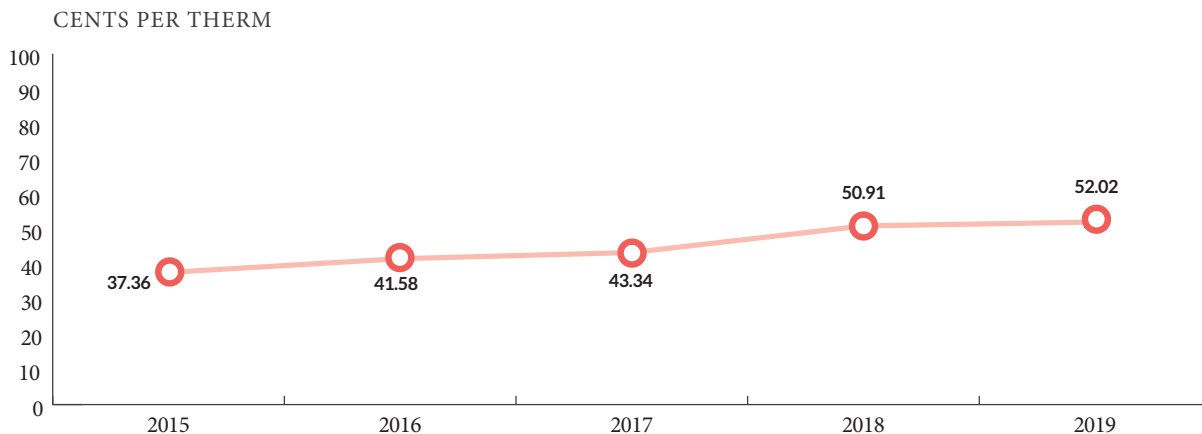
24. WGL'S RIGHTS-OF-WAY FEES IN CY 2015–CY 2019 (\$ PER THERM)



Source: Washington Gas District of Columbia Rights-of-Way for Surcharge Filing in 2019

WGL's Rights-of-Way (ROW) fee has two parts, a Current Factor and a Reconciliation Factor. The Reconciliation Factor recovers any over or under collection resulting from the application of the Current Factor to customers' bills in the previous year. WGL's fee appears as a separate line item on customers' bills. WGL files revised Current and Reconciliation Factors annually in GT 00-2. The DCPSC reviews the fees to verify the costs. The graph shows a slight upward trend in the current factor and an increase in the reconciliation factor between December 2018 and December 2019.

25. WGL'S NET PURCHASED GAS CHARGE (PGC) IN CY 2015–CY 2019 (CENTS PER THERM)



Source: PSC of the District of Columbia

WGL's commodity gas cost is the **Purchased Gas Charge (PGC)** and it appears as a separate line on the bills of customers who have not chosen another commodity gas supplier.

The Company files a report in a PGC docket each time the PGC changes. The DCPSC bi-annually reviews WGL's PGC to verify the costs. The average net PGC began to increase from 37.36 cents per therm in CY 2015 to 52.02 cents per therm in CY 2019. Data is End of Year (December) PGC.

Increases in the PGC generally follows the trend in gas commodity prices and transmission.

26. ENFORCEMENT ACTIVITIES IN THE NATURAL GAS PIPELINE SAFETY AND DAMAGE PREVENTION PROGRAM IN D.C. IN CY 2015–CY 2019

	2015	2016	2017	2018	2019
Number of Notices of Probable Violations	4	163	42	23	40
Number of Penalties Assessed	4	65	42	13	40
Amounts of Assessments	\$140,000	\$491,000	\$161,850	\$29,800	\$384,700
Amounts Collected	\$25,000	\$125,000	\$166,650	\$103,050	\$272,750

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

On August 10, 2018, a Consent Order was signed by OCE and WGL to settle four (4) disputed NOPVs. As part of the settlement, WGL attended three Technical Conferences and continued to implement a 20-month Damage Prevention Enforcement Improvement Plan (DPEIP). WGL has complied with these requirements.

In CY2019, 40 NOPVs were issued for a total amount of \$384,700. Thirty-six NOPVs were settled in 2019 for \$272,750. The remaining four (4) 2019 NOPVs assessed and issued in 2019 for \$111,950 were carried to 2020 for settlement.

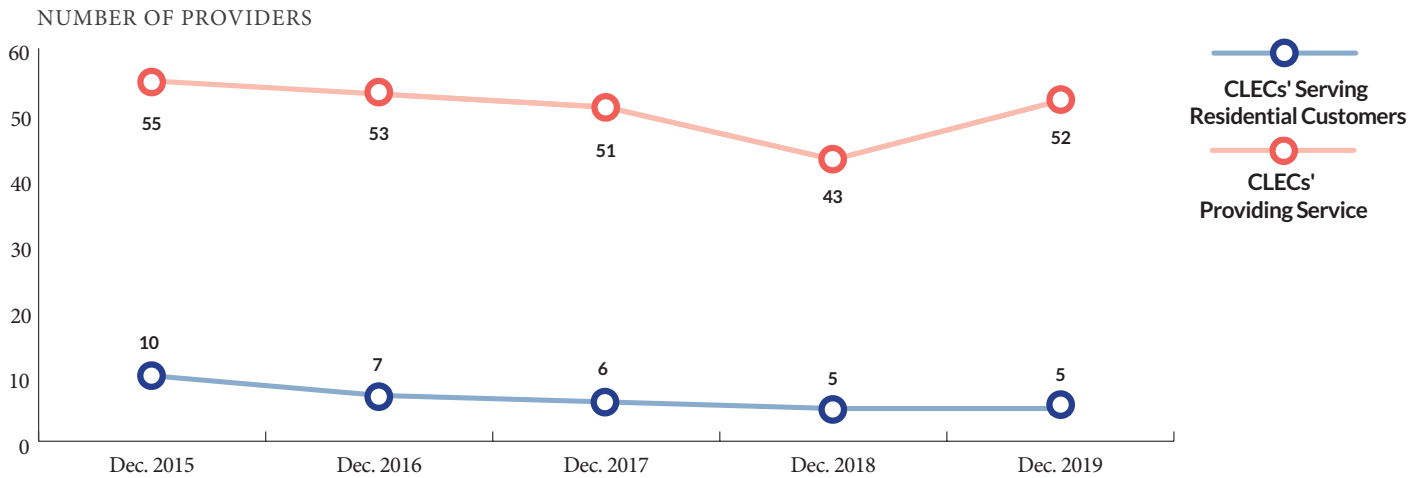
27. DEFAULT AND ACTIVE COMPETITIVE GAS SUPPLIERS (CGS) SERVING THE DISTRICT IN CY 2019

#	Company	Residential	Commercial	Customer Service Telephone
1	Agera Energy	•	•	844-692-4372
2	Ambit Northeast	•	•	877-282-6248
3	Bollinger Energy Corporation		•	410-327-0500
4	Constellation NewEnergy	•	•	855-465-1244
5	Deca Energy	•		202-670-5558
6	Direct Energy Business Marketing	•	•	888-925-9115
7	Gateway Energy Services Corporation (a Direct Energy Company)	•	•	855-537-5547
8	IDT Energy	•		877-887-6866
9	Mpower Energy	•	•	877-286-7693
10	NOVEC Energy Solutions	•	•	703-392-1767
11	Palmco Energy D.C.	•	•	718-696-0129
12	Sprague Operating Resources	•	•	855-466-2842
13	Tiger Natural Gas		•	918-491-6998
14	Titan Gas, LLC d/b/a Titan Gas and Power	•		346-327-3108
15	UGI Energy Services		•	610-373-7999
16	Viridian Energy	•	•	866-663-2508
17	WGL Energy Services, Inc.	•	•	703-333-3634
18	Washington Gas Light Power Company (WGL)	•	•	703-750-1000
Total Number of CGSs		14	14	

WGL supplies default commodity service gas for both residential and non-residential customers. There were 17 active competitive gas suppliers licensed in the District as of December 31, 2019. Some competitive suppliers either provided commodity service to residential or nonresidential customers, while other suppliers provided commodity service to both customer segments.

Telecommunications

28. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) ACTIVE IN D.C. IN CY 2015–CY 2019



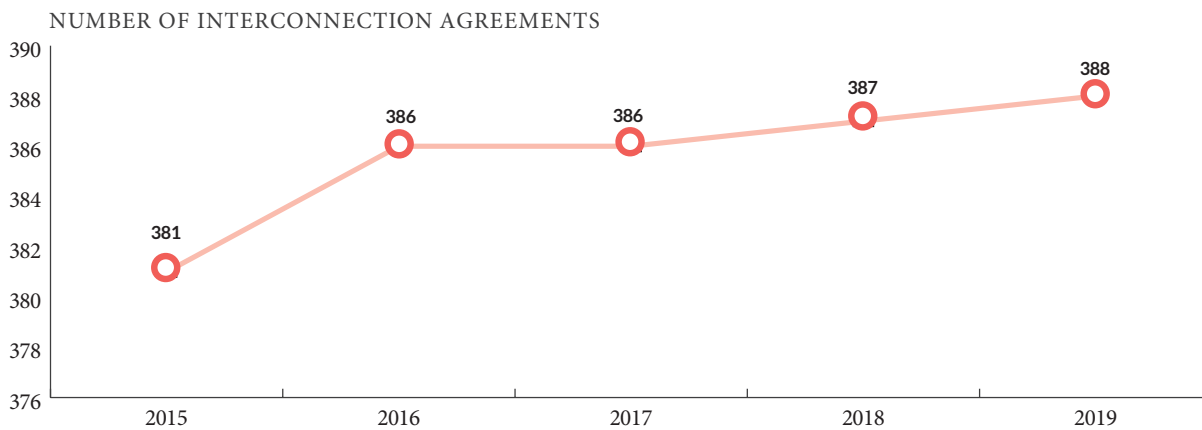
Source: 2020 Annual Assessment Survey for CY 2019

The number of Competitive Local Exchange Carriers (CLECs) serving the District increased by nine, from 43 in 2018 to 52 in 2019.

The number of CLECs serving residential customers remained the same at five for 2018 and 2019.

The number of CLECs serving non-residential customers increased by nine, from 43 in 2018 to 52 in 2019.

29. CUMULATIVE NUMBER OF TELECOMMUNICATIONS INTERCONNECTION AGREEMENTS (TIA) APPROVED IN CY 2015–CY 2019

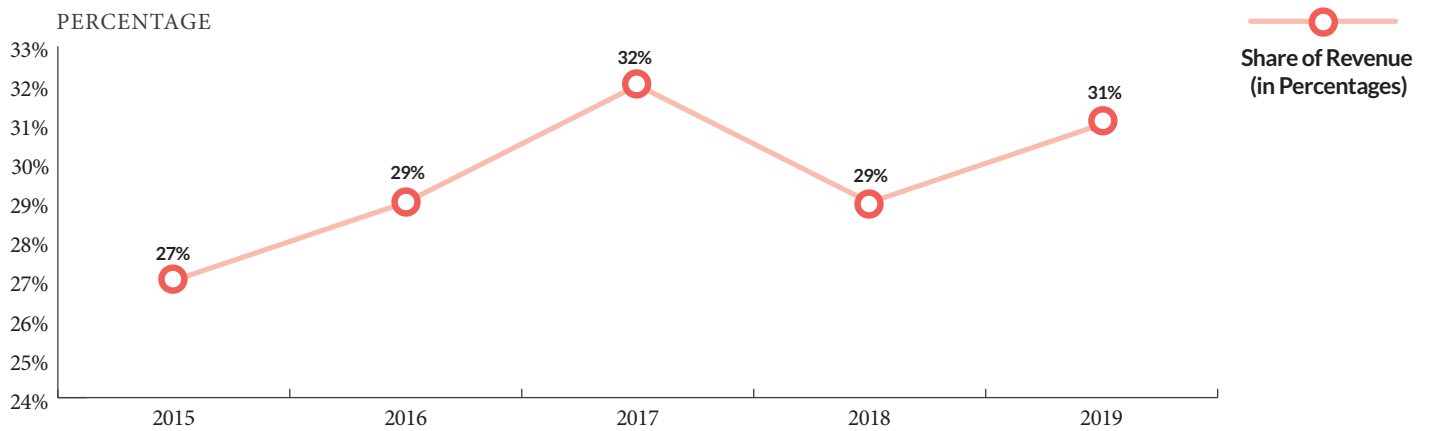


Source: Commission Secretary's Office

The DCPSC has 90 days to approve each Telecommunication Interconnection Agreement (TIA) that was processed.

In CY 2019, one Interconnection Agreement was approved by Commission order.

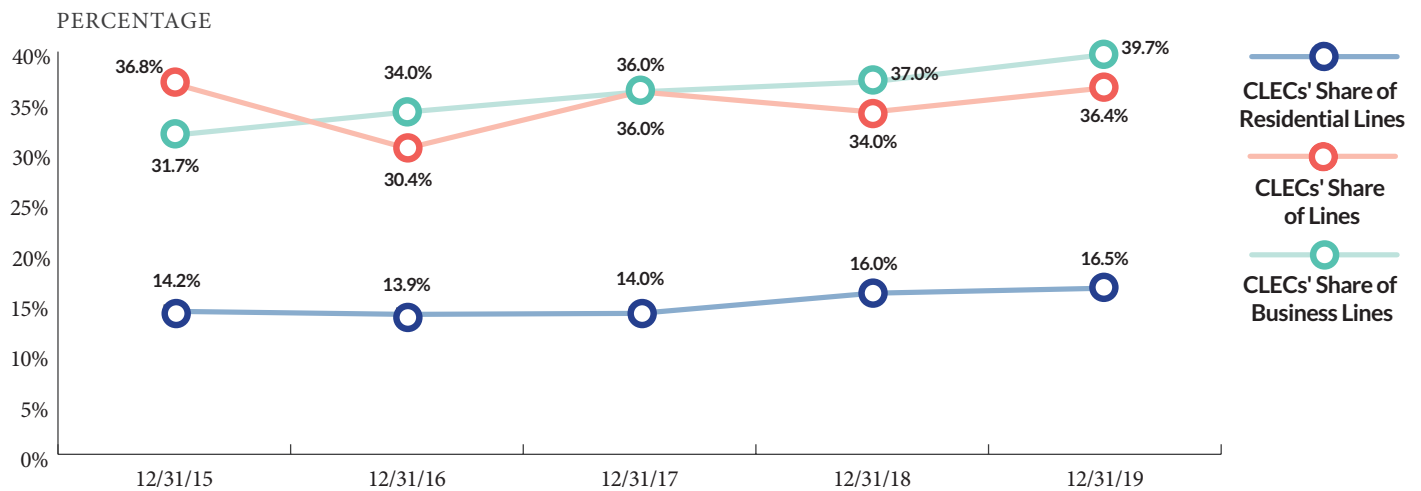
30. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) REVENUES (IN PERCENTAGE OF TOTAL TELECOM REVENUE) CY 2015–CY 2019



Source: 2020 Annual Assessment Survey Responses for CY 2019

The percentage of CLECs revenue increased by 2% from 29% in 2018 to 31% in 2019.

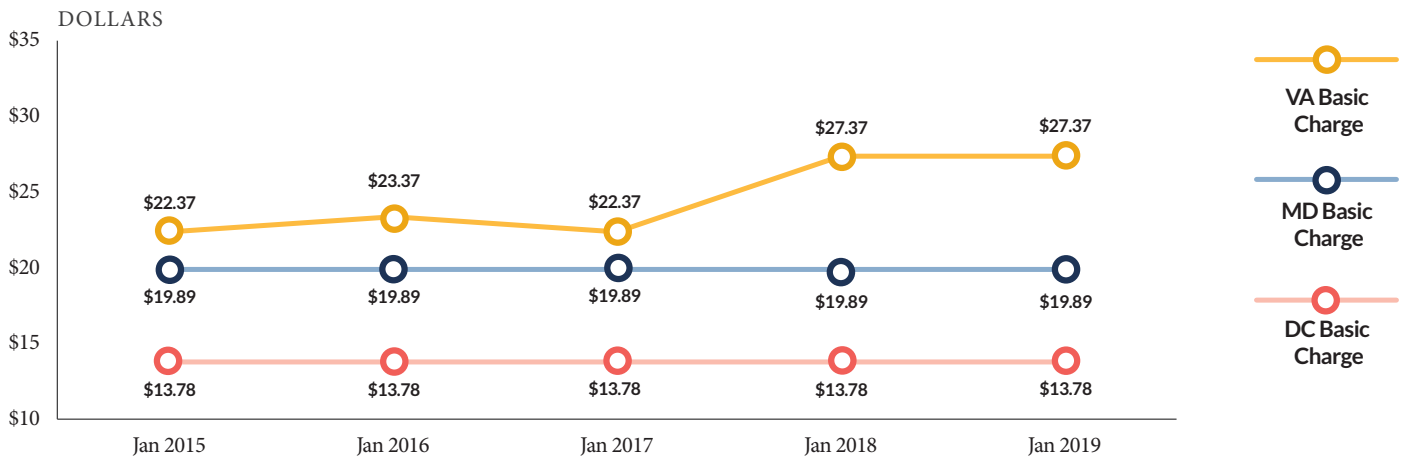
31. COMPETITIVE LOCAL EXCHANGE PROVIDERS' (CLECS) SHARE OF LINES IN D.C. IN CY 2015–CY 2019



Source: PSC of the District of Columbia and CLECs and Verizon Annual Assessment Survey Responses (CY 2019)

In 2019, CLECs share of residential lines increased by 0.5% from 16% to 16.5%. CLECs share of business lines increased by 2.7% from 37.0% to 39.7%. The CLECs share of total lines also slightly increased.

32. VERIZON MONTHLY RESIDENTIAL TELEPHONE RATES IN D.C., MD AND VA (FLAT RATE SERVICE) IN CY 2015–CY 2019

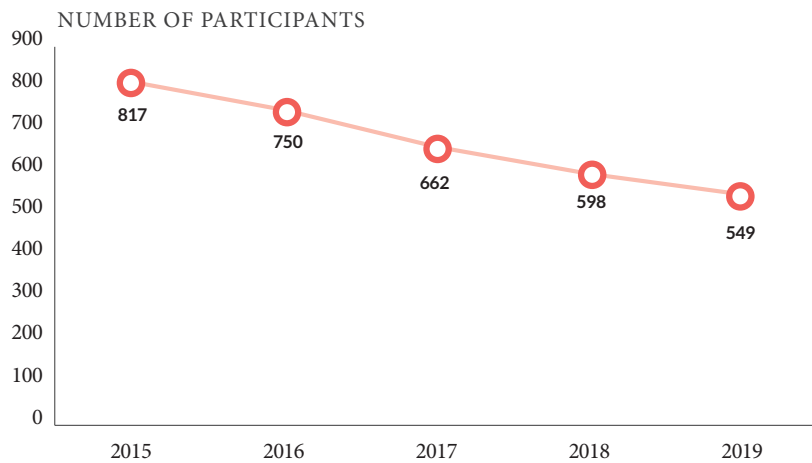


Source: PSC of the District of Columbia and Verizon Tariffs
MD and VA Verizon Tariffs

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

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

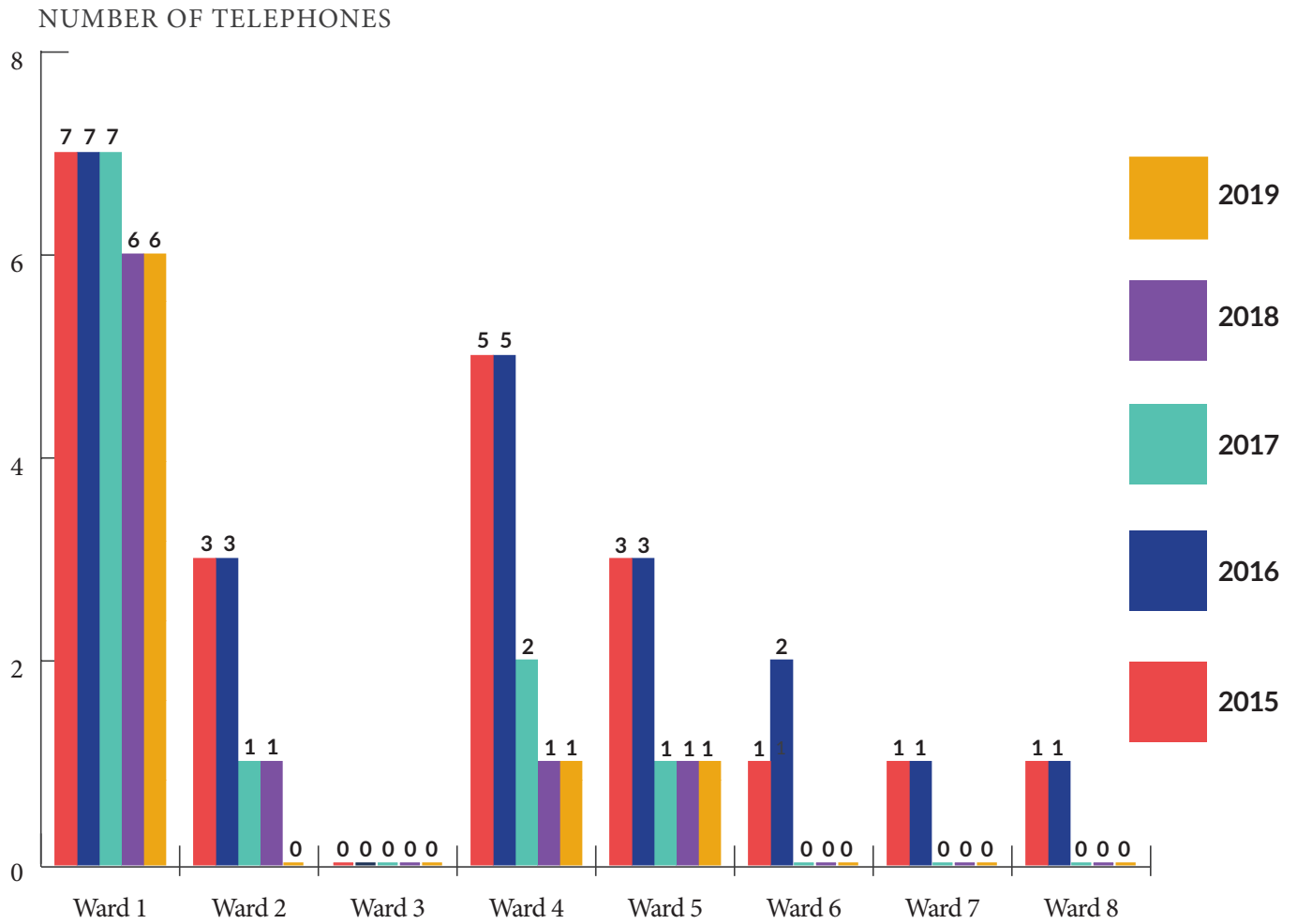
33. ENROLLMENT IN VERIZON'S LOW-INCOME ECONOMY II SERVICE PROGRAM IN CY 2015–CY 2019



Enrollment in Verizon's low-income Economy II service program (also known as Lifeline) has been decreasing every year during the five year history shown here. Enrollment continued to decrease in CY 2019 with 549 validated customers, i.e. a 8.2% reduction from 598 in CY 2018.

Source: F.C. 988 Verizon's Quarterly Request for Reimbursement for the Fourth Quarter of 2019 filed January 31, 2020.

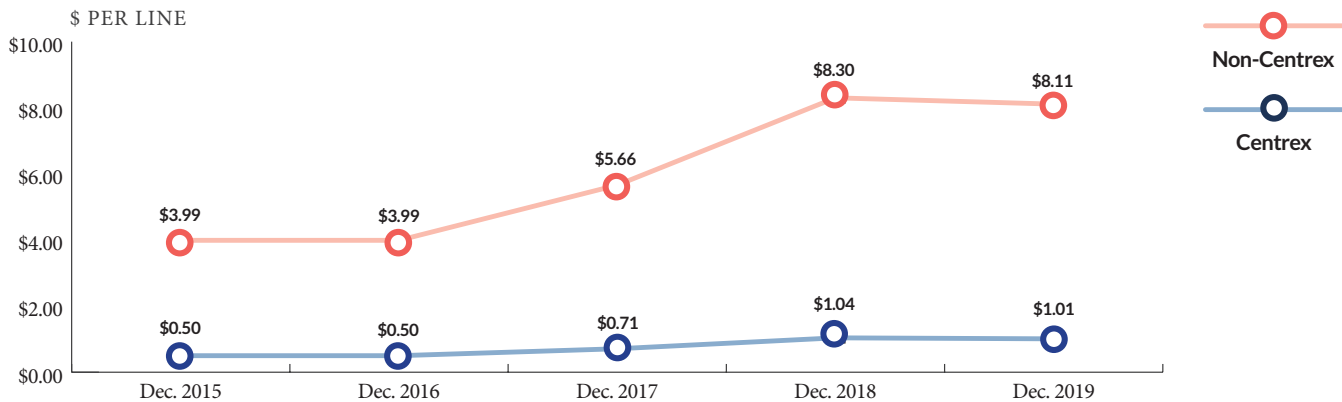
34. NUMBER OF ACTIVE PAY TELEPHONES BY WARD IN CY 2015-CY 2019



Source: Verizon Washington, D.C.

The number of active pay telephones in the District declined over the past three years. This decline continued in CY 2019 to 8 payphones in service. Ward 1 had the most payphones (6) and Wards 4 and 5 each had one payphone for a total of 8 payphones. There were no payphones in the remaining wards.

35. VERIZON'S RIGHTS-OF-WAY FEES (ROW) CY 2015–CY 2019 (\$ PER LINE)



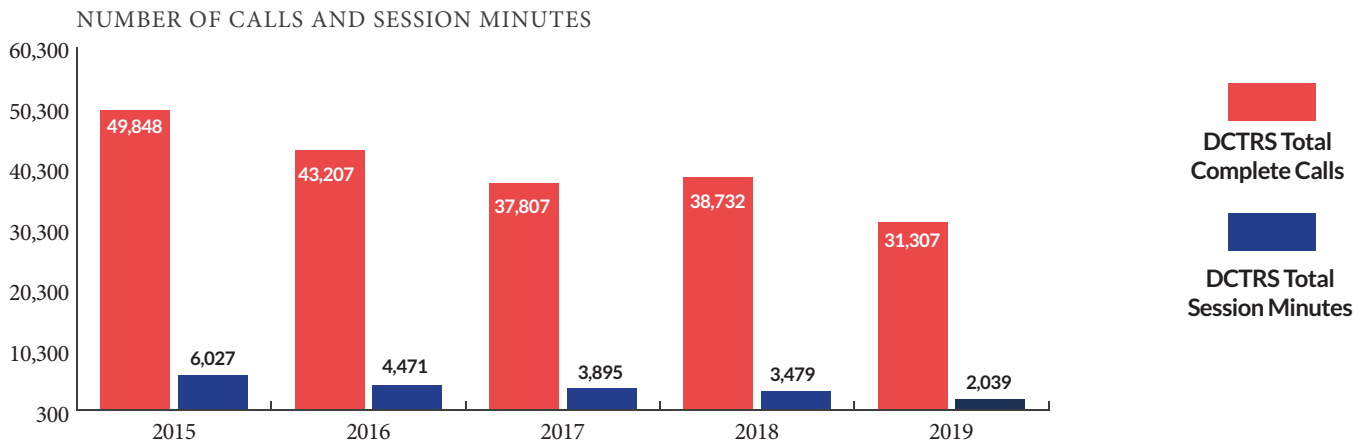
Source: Verizon Public Occupancy Surcharge for filing 2019

Verizon files its **Rights-of-Way (ROW)** fees in accordance with the Company's General Regulations Tariff. The fee appears as a separate line item on customers' bills. The DCPSC reviews the fees to verify the costs. The graph shows Verizon's ROW fees remained constant in both Centrex and non-Centrex line rates in 2015 and 2016, and trended upward in 2017 and 2018, and slightly declined in 2019.

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

*Note—Prior data for Verizon's ROW fees from 2016 to present was updated on November 4, 2020 by Verizon to reflect the approved surcharge rates as opposed to the proposed rates initially provided.

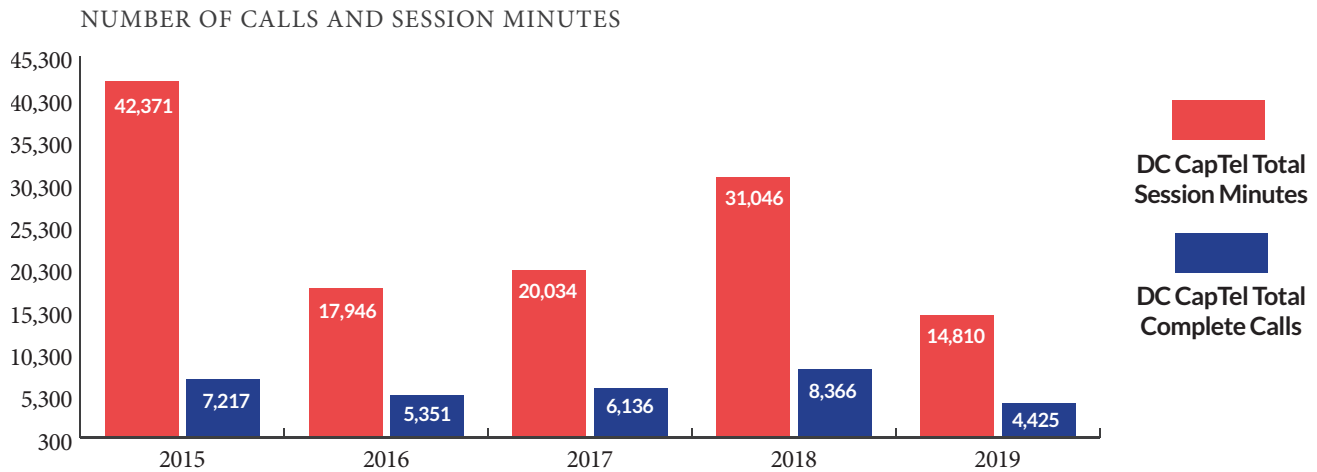
36. D.C. TELEPHONE RELAY SERVICE (TRS) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015–2019



Source: Hamilton Relay

Telecommunications Relay Service (TRS) Phone Number: 711 Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. Hamilton Relay is the D.C. TRS provider in the District. A completed call is when a call hits the relay switch, is answered by a Communications Assistant (CA) and then performs an outbound call (through relay) to an end user. This data reflects a nationwide trend of declining TRS calls as customers transition to the use of texting and Video Relay Services.

37. D.C. CAPTIONED TELECOMMUNICATIONS SERVICE (CAPTEL) TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2015–2019



Source: Hamilton Relay

D.C. Captioned Telephone (CAPTEL) Service is used by District residents who use a Captioned Telephone (CAPTEL) phone. A CapTel phone allows people to receive word-for-word captions of their telephone conversations. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. Session minutes accumulate from when the CA (Communication Assistant) answers the call into relay switch to when they disconnect with the originating caller. This includes set up and wrap up with the originating caller into relay, along with conversation minutes. This data reflects a nationwide trend of declining Captioned Telephone minutes as many users transition to Internet Protocol Captioned Telephone services.

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

#	Company	Residential	Commercial	Customer Service Telephone
1	Access One, Inc		•	312-441-1000
2	Access Point, Inc.	•	•	919-827-0443
3	ACN Communication Services, Inc.		•	704-260-3000
4	Airespring, Inc.		•	818-786-8990
5	AT&T Corp.		•	615-353-3993
6	Atlantech Online, Inc.		•	301-589-3060
7	BCM One, Inc.		•	888-543-2000
8	BCN Telecom, Inc.		•	908-367-5600
9	Block Line Systems, LLC		•	610-355-9746
10	Broadband Dynamics, LLC		•	480-941-0444

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

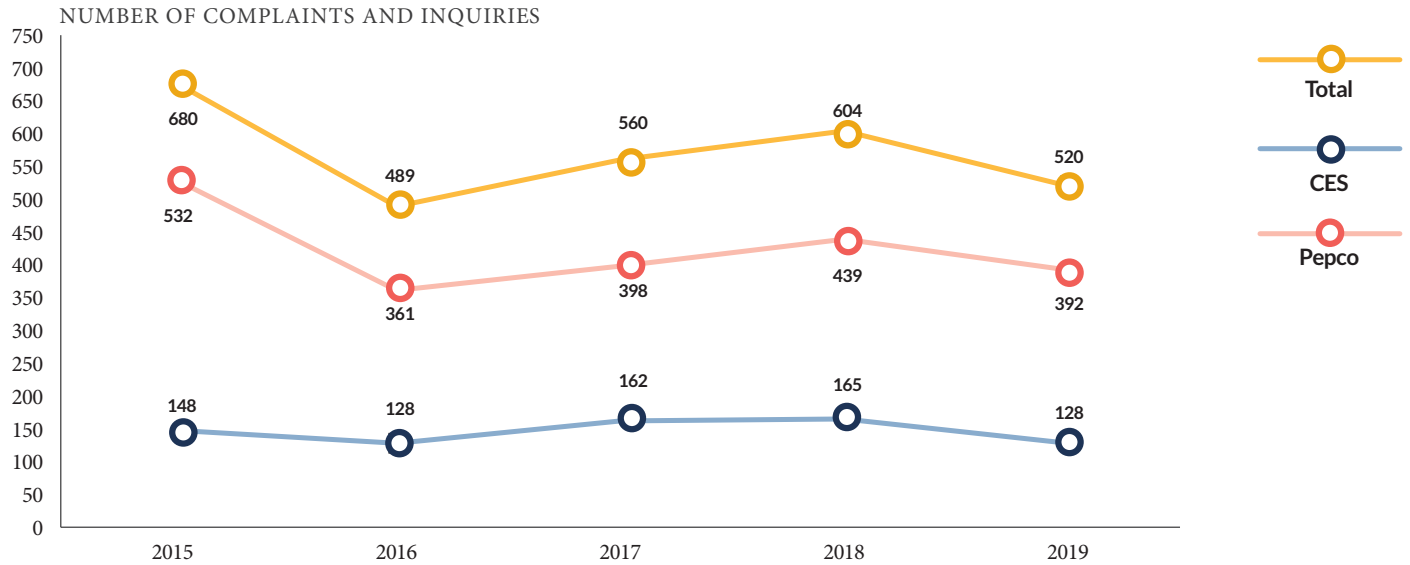
#	Company	Residential	Commercial	Customer Service Telephone
11	Broadview Networks, Inc.	•	•	800-276-2384
12	Broadwing Communications LLC		•	720-888-3988
13	BullsEye Telecom Inc.		•	248-748-2500
14	Cavalier Telephone Mid-Atlantic, LLC		•	855-352-2731
15	Cbeyond Communications, LLC		•	877-772-4724
16	CenturyLink Communications, LLC		•	303-883-2118
17	CTC Communications Corp. d/b/a EarthLink Business II		•	855-352-2731
18	Crown Castle Fiber, LLC		•	703-434-8533
19	DSCI, LLC		•	877-487-8722
20	Dynalink Communications, Inc.		•	212-352-7307
21	EnTelegent Solutions, Inc.		•	704-323-7488
22	FiberLight, LLC		•	800-672-0181
23	Global Crossing Local Services, Inc.		•	720-888-3988
24	Granite Telecommunications, LLC		•	617-837-5520
25	Level 3 Communications, LLC		•	720-888-3988
26	Level 3 Telecom of D.C., LLC		•	303-883-2118
27	Lighttower Fiber Networks I, LLC		•	703-434-8533
28	MassComm, Inc.		•	855-352-2731
29	Matrix Telecom, LLC d/b/a Matrix Business Technologies	•	•	888-411-1175
30	MCImetro Access Transmission Services LLC		•	800-624-0533
31	McLeod USA Telecommunications, LLC		•	954-252-1023
32	Metropolitan Telecommunications of D.C.		•	212-607-5074
33	New Horizons Communications Corp.		•	781-290-4611
34	NOS Communications, Inc.		•	702-547-8486
35	One Voice Communications, Inc.		•	877-363-3133
36	Paetec Communications, Inc.		•	855-352-2731

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

#	Company	Residential	Commercial	Customer Service Telephone
37	Quantum Shift Communications, Inc. d/b/a VCOM Solutions		•	800-804-8266
38	Securus Technologies, Inc.		•	972-277-0472
39	Spectrotel, Inc.		•	732-345-7000
40	Starpower Communications, LLC	•	•	609-681-2182
41	Telco Experts, LLC		•	201-935-9100
42	Telcove Operations, LLC		•	720-888-3988
43	Teleport Communications America, LLC		•	615-353-3993
44	US LEC of Virginia LLC		•	855-352-2731
45	VDL, Inc. d/b/a Global Telecom Brokers		•	410-581-4833 x125
46	Velocity the Greatest Phone Company Ever, Inc.		•	419-868-9983
47	Voicecom Telecommunications, LLC		•	407-260-1011
48	Wholesale Carrier Services, Inc.		•	954-227-1700
49	XO Communications Services, Inc.		•	800-421-3872
50	Verizon Washington, D.C. Inc.	•	•	717-777-3501
Total Number of CLECs		5	50	

Multi-Utility

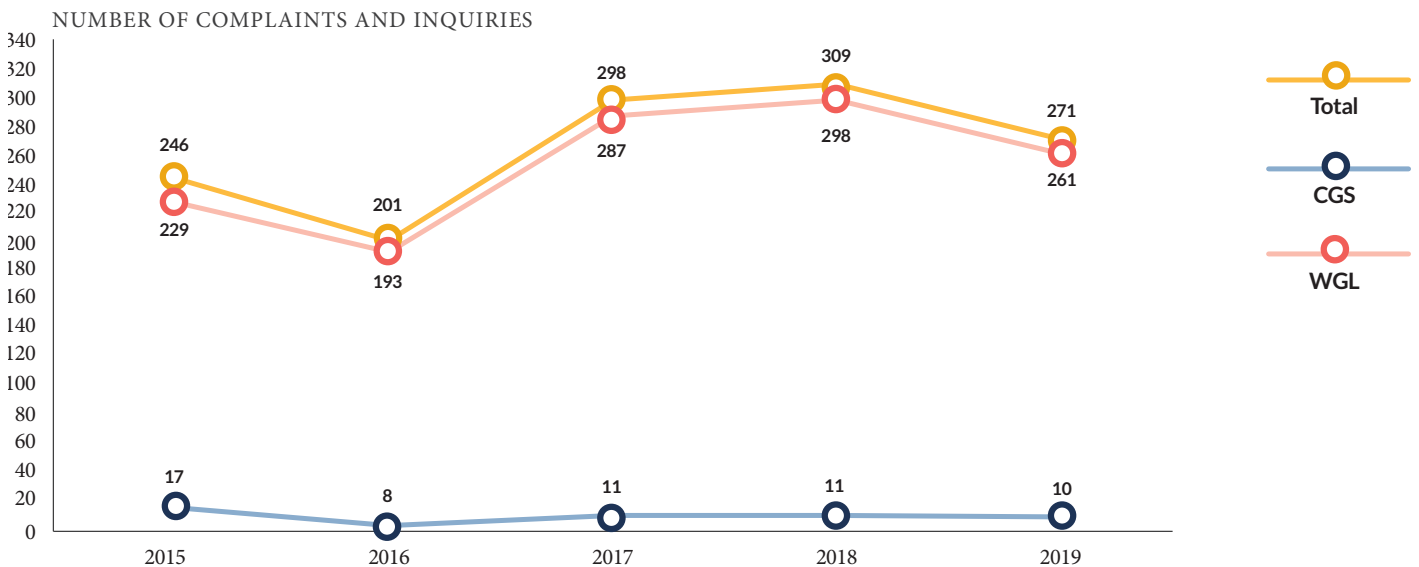
39. CONSUMER COMPLAINTS AND INQUIRIES—ELECTRIC INDUSTRY FOR CY 2015–CY 2019



Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission.
CES - Competitive Energy Suppliers

Total complaints and inquiries for the electric industry decreased 13.9%, from 604 in 2018 to 520 in 2019. Total complaints and inquiries for Pepco decreased 10.70%, from 439 in 2018 to 392 in 2019. Total complaints and inquiries for competitive electric suppliers (CES) decreased 22.4%, from 165 in 2018 to 128 in 2019.

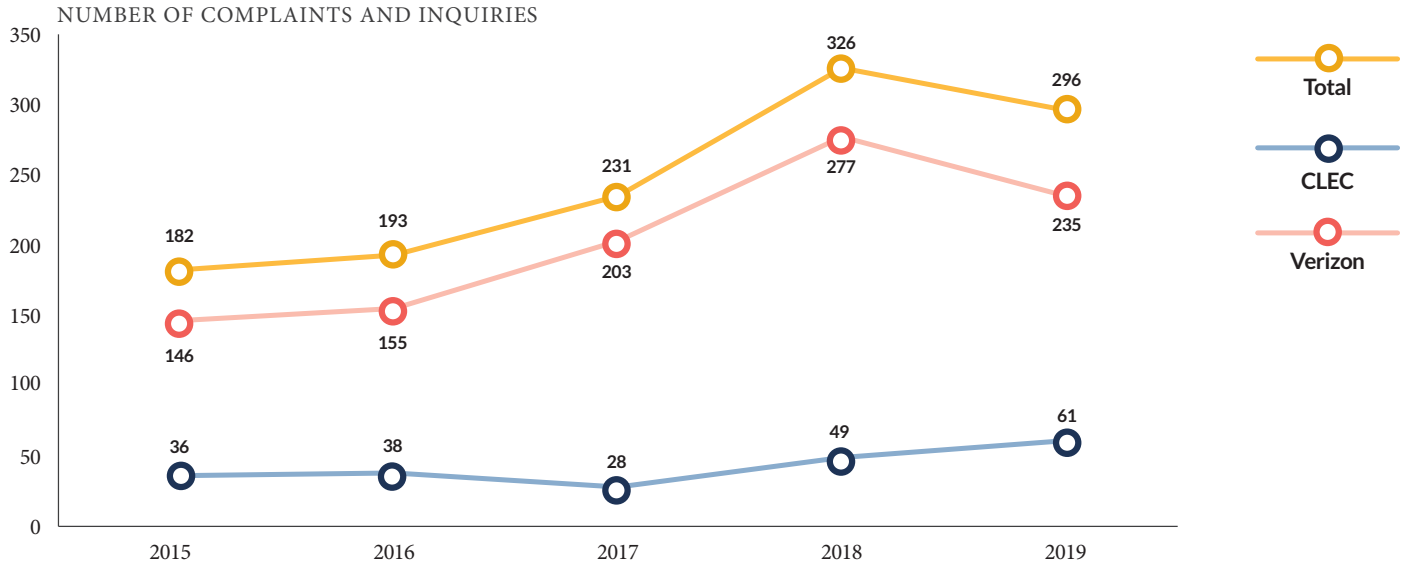
40. CONSUMER COMPLAINTS AND INQUIRIES—NATURAL GAS FOR CY 2015–CY 2019



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

Total complaints and inquiries for the natural gas industry decreased 12.2%, from 309 in 2018 to 271 in 2019. Total complaints and inquiries for Washington Gas decreased 12.4%, from 298 in 2018 to 261 in 2019. Total complaints and inquiries for competitive gas suppliers decreased 9.0%, from 11 in 2018 to 10 in 2019.

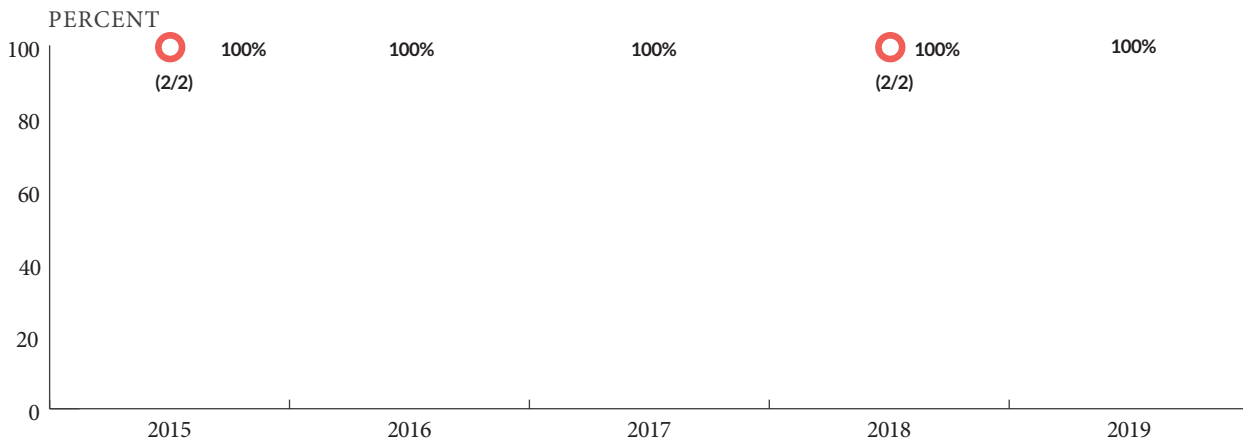
41. CONSUMER COMPLAINTS AND INQUIRIES—TELECOM FOR CY 2015–CY 2019



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

Total complaints and inquiries for the telecom industry decreased 9.2%, from 326 in 2018, to 296 in 2019. Total complaints and inquiries for Verizon decreased 15.2%, from 277 in 2018 to 235 in 2019. Total complaints and inquiries for competitive local exchange carriers (CLECs) increased 24.5%, from 49 in 2018 to 61 in 2019.

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

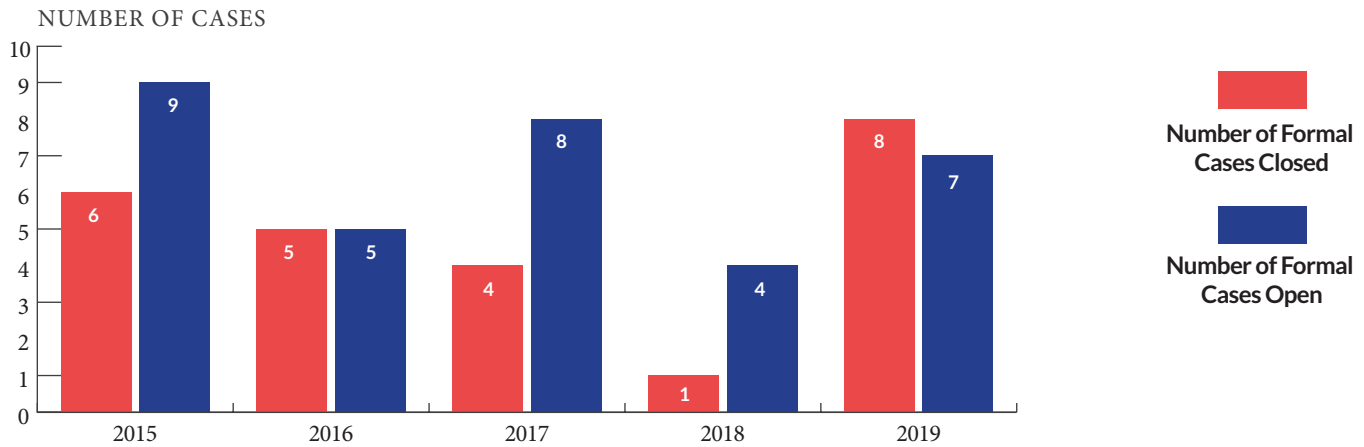


* (2) Number of Rate Cases Processed on a Timely Basis
Source: Office of General Counsel, the PSC of the District of Columbia

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

Performance: There were no rate cases adjudicated in 2019.

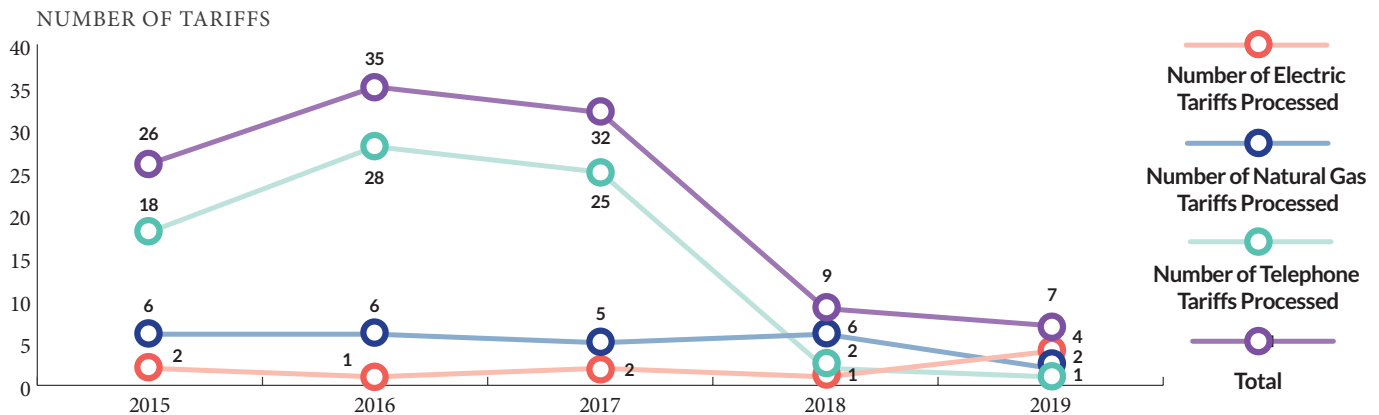
43. TOTAL NUMBER OF FORMAL CASES CLOSED AND OPENED IN CY 2015–CY 2019



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

In CY 2019, the DCPSC opened seven formal cases and closed eight formal cases.

44. TOTAL NUMBER OF ELECTRIC, NATURAL GAS, & TELEPHONE TARIFFS PROCESSED* IN CY 2015–CY 2019



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

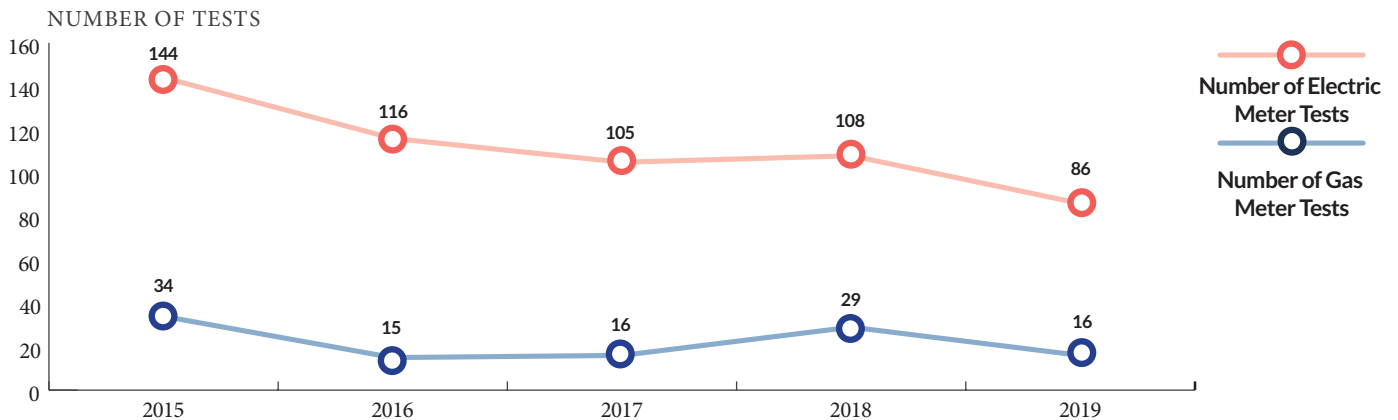
Source: PSC of the District of Columbia

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

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

Rate increases for discretionary services are capped at no more than 15%.

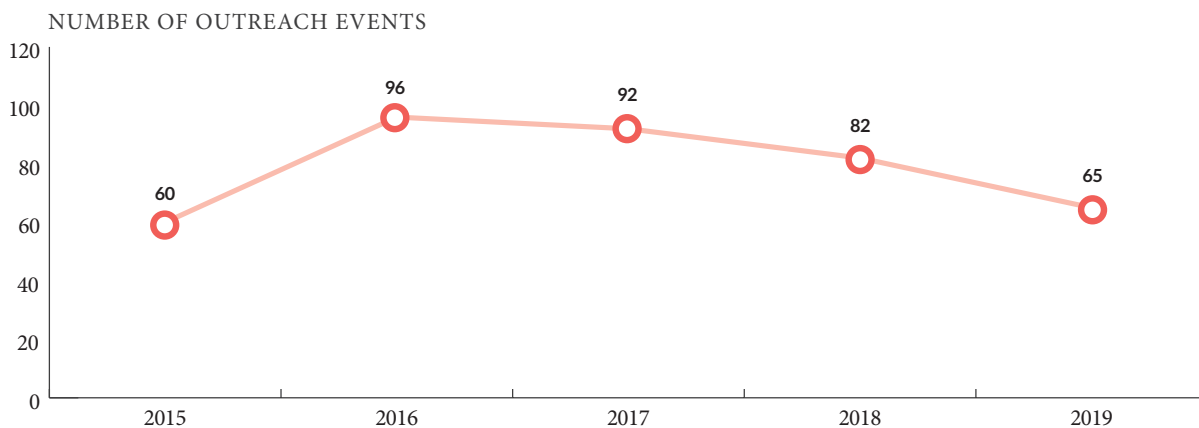
45. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED IN CY 2015–CY 2019



Source: PSC of the District of Columbia

Meter tests are refereed by the Commission pursuant to a request by a consumer. In CY 2019, the Commission refereed a total of 102 meter tests, comprised of 86 electric meters and 16 gas meter tests.

46. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS) IN CY 2015–CY 2019



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

In 2019, the Commission continued its ongoing efforts to engage and educate the community about public utility services and benefits—engaging directly with the community to inform them of various ongoing and popular programs, such as Winter Ready DC, Taking It to the Streets, Parking Day, Utility Discount Programs, and Beat the Streets. The Commission continues to augment its efforts through sponsorships, educational forums, community walks and speaking directly to special interest populations, such as seniors and low-income consumers.

Multi-Utility

47. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (“CBE”) CY2015–CY 2019 PERFORMANCE

In 2020, PEPCO, WGL and Verizon filed their CY 2019 Supplier Diversity Annual Reports in accordance with the February 12, 2012 Memoranda of Understanding (MOU) between the companies and the DCPSC regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). A diverse supplier is a minority business enterprise, a woman business enterprise, a disabled veteran business enterprise or non-profit. CBEs are defined as businesses certified by the D.C. Department of Small and Local Business Development.

TABLE I: System-Wide Diverse Suppliers compared to Total System Procurement

Utility	2015	2016	2017	2018	2019
	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend	Diverse Supplier Percentage of Total System Spend
Pepco	13.30%	16.70%	25.70%	28.80%	33.20%
WGL	26.60%	29.10%	24.00%	25.10%	25.50%
Verizon	39.00%	48.20%	41.90%	48.10%	53.40%

TABLE II: D.C.-based Certified Business Enterprises (CBE) compared to Total System Procurement

Utility	2015	2016	2017	2018	2019
	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend	CBE Percentage of Total System Spend
Pepco	5.51%	7.20%	13.40%	9.10%	8.00%
WGL	7.48%	7.70%	7.10%	6.50%	6.90%
Verizon	18.52%	18.40%	19.80%	21.90%	28.80%

TABLE III: D.C.-based Certified Business Enterprises (CBE) compared to D.C. Procurement

Utility	2015	2016	2017	2018	2019
	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend	CBE Percentage of Total D.C. Procurement Spend
Pepco	97.20%	61.40%	39.20%	26.40%	98.30%
WGL	57.10%	53.40%	50.30%	47.20%	50.00%

*Verizon does not file D.C. specific procurement dollars spent

Source: Supplier Diversity Reports from Pepco, WGL and Verizon

48. PEPCO AND WGL NET RATE BASE

Pepco and WGL Net Rate Base			Pepco and WGL Surcharge Rate Base		
	PEPCO (In Millions)	WGL (In Millions)		PEPCO (D.C. PLUG Under- ground Project Charge) (In Millions)	WGL (PROJECTpipes1) (In Millions)
2019 Jurisdictional Rate Base	\$1,921 ^{1,2,3}	\$392.7 ^{1,4}	2019 Surcharge Rate Base	\$0.1 ⁵	\$49.7 ⁶

Notes:

¹These are unapproved rate base numbers obtained from Pepco & WGL's most currently available Quarterly Jurisdictional Earnings reports.

²Pepco's 2019 rate base numbers vary from the rate base number approved in Pepco's last rate case FC 1150 filed on December 12, 2017 which had an implied rate base of approximately \$1.8 billion.

³Given that Pepco's pending rate case was filed on May 30, 2019, the last Quarterly Jurisdictional Earnings report was filed on May 2, 2019 and the company does not typically file additional quarterly earnings report outside of the ongoing rate case proceedings.

⁴Given that WGL's pending rate case was filed on January 13, 2020, the last quarterly jurisdictional earnings report was filed on November 25, 2019 and the company did not file any additional quarterly earnings report outside of the ongoing rate case proceedings.

⁵This amount was obtained from Pepco's FC 1159 D.C. PLUG Underground Project Charge Notice filed on April 1, 2020. We expect the UPC surcharge rate base for D.C. Plug to significantly grow in the near term, as new underground feeders are completed and placed in service.

⁶This amount was obtained from WGL's FC 1115 PROJECTpipes 1 Revised Year 5 Financial Reconciliation Report filed on December 31, 2019.



**PUBLIC SERVICE
COMMISSION**

District of Columbia

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1325 G Street, NW, Suite 800
Washington, D.C. 20005
202.626.5100 • www.dcpSC.org