

Public Service Commission FY2021

Agency Public Service Commission

Agency Code DHO

Fiscal Year 2021

Mission

The mission of the Public Service Commission of the District of Columbia is to serve the public interest by ensuring that financially healthy utility companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia customers, while fostering grid modernization, conservation of natural resources, preservation of environmental quality, and advancement of the District's climate policy commitments.

Summary of Services

The Public Service Commission regulates public utilities operating in the District of Columbia. It does so by issuing orders in formal proceedings that may include written comments or testimony, hearings, studies, and investigations; ensuring fair and appropriate utility prices; fostering competition by licensing utility service providers and supervising the competitive bidding process; ensuring that utility providers meet various environmental regulations and standards by operating in ways that conserve natural resources and preserve environmental quality; and resolving disputes among consumers and utility service providers. In addition to its regulatory services, the Commission also conducts outreach via its website, public forums, and various literatures in order to educate utility consumers and inform the public.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In 2021, the Commission acted upon an application to increase rates filed by Pepco. In acting on this application, which was unusually complex, the Commission created a new approach to rate applications, allowing a Multi-year Rate Plan with specific performance targets.	Extraordinary legal and technical manpower was needed to complete this project.	Eliminating annual "pancaked" rate applications will save residents the cost of adjudicating these expensive applications.
The Commission sponsored a "Clean Energy Summit" which brought together national and local experts to explore ways of increasing the use of renewable energy sources.	This event brought national attention to the efforts of the Commission to be among the leaders in environmental protection.	Events like this will encourage reduction in greenhouse gas emissions and will lead to cleaner energy.
Our Certified Business Enterprise initiative has led to increased awareness and use of District-based companies in agency and utility procurement.	All our procurements are now "CBE-focused", so that use of CBE's is among the primary criteria in selecting our vendors.	CBEs employ District residents, are headquartered in the District and support the local economy.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measures)											
US Department of Transportation Rating of DC Pipeline Safety Program	Annually	100%	100%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Waiting on Data	
Adjudicative Case decisions issued within 90 days of record closure	Annually	100%	100%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	66%	Unmet	Paradigm shifting Pepco Rate Case was not closed within 90 days of the close of the record because of the extraordinary number and complexity of the issues raised by the applicant, and by the parties. The matter is subject to reconsideration and a Notice of Appeal to the District Court of Appeals has been filed. Extra time was needed in order to assure the legal standards were met.
4 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)											
Percent of Consumer Complaints Resolved at an informal level	Annually	99%	99%	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Measure)											
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Annually	New in 2020	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - One Call Inspections (1 Measure)							
Inspections Conducted	875	792	91	93	172	183	539
1 - Pipeline Inspections (1 Measure)							
Pipeline Safety inspections conducted	349	321	63	39	60	68	230
2 - Renewable Portfolio Applications Granted (1 Measure)							
Renewable Portfolio Standards Applications processed	1341	2559	893	526	521	701	2641
3 - Consumer Complaints and Inquiries (1 Measure)							
Number of Consumer Complaints and Inquiries Processed	1415	1038	269	296	197	432	1194

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (7 Activities)		
One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service
USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
Pipeline Inspections	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.	Daily Service
Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
PowerPath DC	FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system.	Key Project
Monopoly Request Adjudication	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project
Construction Projects	The Commission continues to oversee utility construction projects to ensure that they contribute to the reliability and resiliency of the distribution system. Commission oversight helps to ensure that these projects will be constructed efficiently, with minimal disruption to consumers and with coordination with other District agencies.	Key Project
2 - Foster Fair and Open Competition among Service Providers (3 Activities)		
DC USTF	The Commission oversees management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget and disbursements.	Key Project
Renewable Portfolio Applications Granted	Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources.	Daily Service
Competitive Applications Processed	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.	Daily Service
3 - Educate Consumers and Inform the Public (3 Activities)		
Consumer Complaints and Inquiries	When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue.	Daily Service

Operations Title	Operations Description	Type of Operations
Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Daily Service
Community Hearings	In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views.	Key Project
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)		
Complaint Management	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
Adjudication Management	Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff.	Key Project
5 - Consider Environmental Issues In Adjudications and Infrastructure Matters (1 Activity)		
Environmental metrics established	The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies.	Key Project

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Adjudication Management (1 Strategic Initiative)				
CBE Initiative	In 2021, the Commission will launch a major new initiative to increase procurement of professional and technical services from Certified Business Enterprises. The initiative will include developing educational opportunities for CBEs to learn about the Commission, as well as creating a list of CBEs qualified to work on Commission projects.	Complete	The Commission held a CBE Webinar in May and June that attracted over 100 participants. In addition, Pepco, WGL and Verizon have each signed a Memorandum of Understanding with the Commission by which they commit to an aspirational 25% CBE hiring in 2022. We continue to emphasize opportunities for CBEs, however, we consider this year's initiative to be complete.	
Environmental metrics established (1 Strategic Initiative)				
AltaGas Climate Business Plan	A condition of the merger of AltaGas and Washington Gas in 2018 was the filing of a Climate Business Plan. The Plan was filed by AltaGas in 2020. In 2021 the Commission will open a case to evaluate Comments and Reply Comments filed in connection with the Plan.	Complete	The Commission has opened Formal Case 1167 to consider climate plans filed by WGL and Pepco.	
Monopoly Request Adjudication (1 Strategic Initiative)				
Rate Cases	The Commission will issue final decisions on the Pepco and WGL applications for rate increases in FY 2021. (These are quasi-judicial proceedings in which party status is conferred and a party's exercise of its due process rights may impact the length of the proceedings.)	Complete	The Commission issued final decisions in both the Pepco and WGL rate cases.	
PowerPath DC (1 Strategic Initiative)				
Grid Modernization	The Commission will facilitate activities of the Power Path DC Governance Board and will make expenditures from the \$21.5 million Pilot Projects Fund.	Complete	The Commission has facilitated the activities of the Governance Board and has approved expenditures for a consultant to study the value of Distributed Energy Resources.	