

CALENDAR YEAR 2023

# Statistical Report



**PUBLIC SERVICE  
COMMISSION**

District of Columbia

**Your Energy. Your Voice.**



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There is no room for guesswork in the regulation of public utilities. The Public Service Commission of the District of Columbia relies on data to make decisions across all areas of our work — electricity, natural gas, renewable energy, and telecommunications.

Each year, the Commission's Office of Technical and Regulatory Analysis (OTRA) analyzes a wealth of information on provider performance, competition, rates, and infrastructure. By mining this data, the Commission uncovers hidden insights, tracks progress on initiatives, and identifies areas for improvement.

This 2023 Statistical Report reflects calendar year 2023 data and details OTRA compliance reviews, audits, inspections, utility assessments, and annual surveys.

Among the many highlights are data on the District's continued growth in renewable energy. A national leader in sustainability and environmental conservation, the District has one of the most aggressive renewable energy standards of any city in the country. This report demonstrates the Commission's commitment to the District's environmental goals, as demonstrated by OTRA's efficiency in certifying applicants' requests to become renewable energy generators.

To learn more about the Commission's work, please visit [dcpssc.org](https://dcpssc.org).

**Respectfully submitted,**



**Emile C. Thompson**  
Chairman



**Richard A. Beverly**  
Commissioner



**Ted Trabue**  
Commissioner





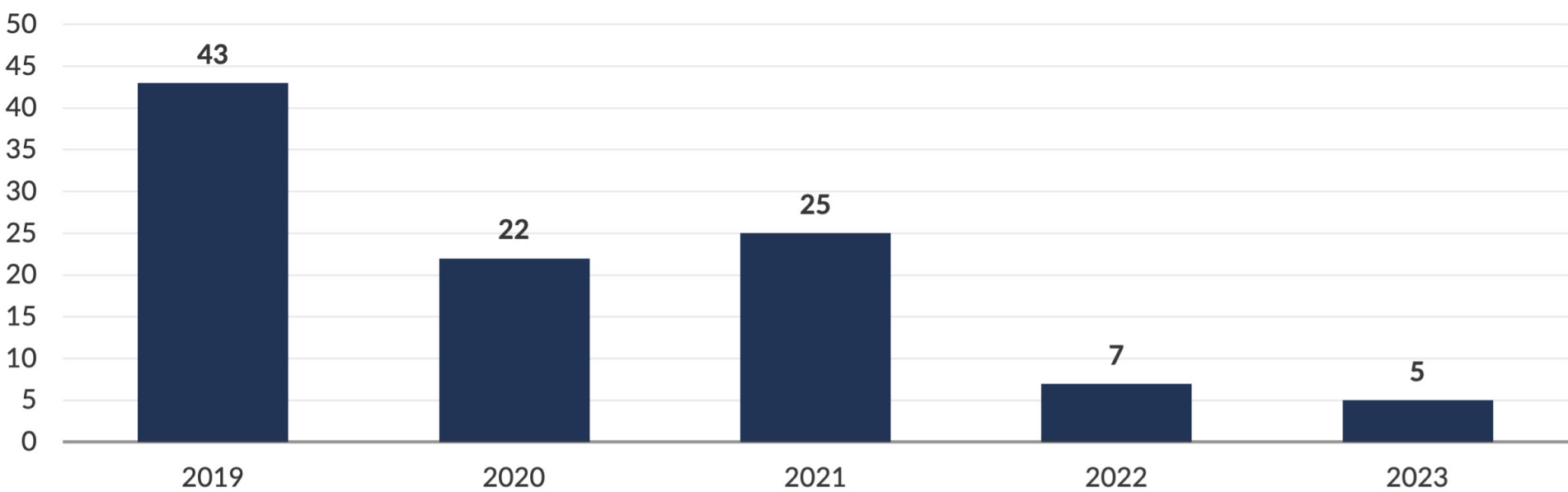
## Part One

# Compliance



# 1. Manhole Events (Explosions, Fires, and Smoking Manholes), CY 2019-2023

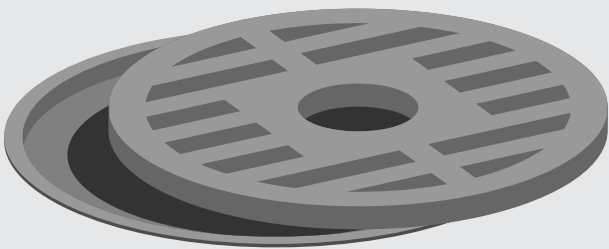
Number of events



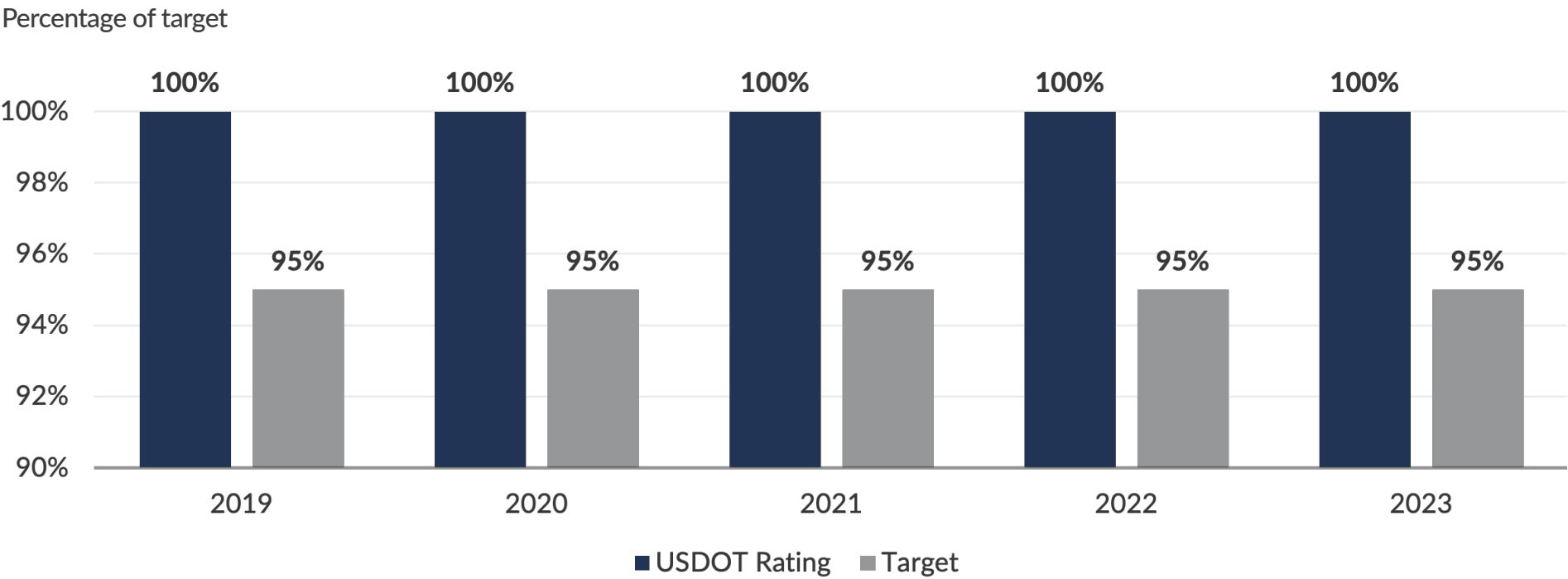
Source: Pepco 2023 Annual Consolidated Report

The Commission oversees and audits Pepco’s manhole inspection, repair, and maintenance program. Reportable “manhole events” are a subset of underground equipment failures culminating in a significant visual result (e.g., smoke, flames, or cover displacement). While moisture-related cable failure is the most common cause, the total number of manhole events can also be impacted by significant weather incidents, cumulative annual moisture, and a changing electric load.

Pepco’s inspection, maintenance, and repair efforts have contributed to a general downward trend, from 25 manhole events in CY 2021 to five in CY 2023, in which three were classified as “Smoking Manhole”, one classified as “Manhole Fire”, and one classified as “Manhole Explosion”.



## 2. USDOT Annual Audit Ratings for the DCPSC Natural Gas Pipeline Safety Program, CY 2019-2023



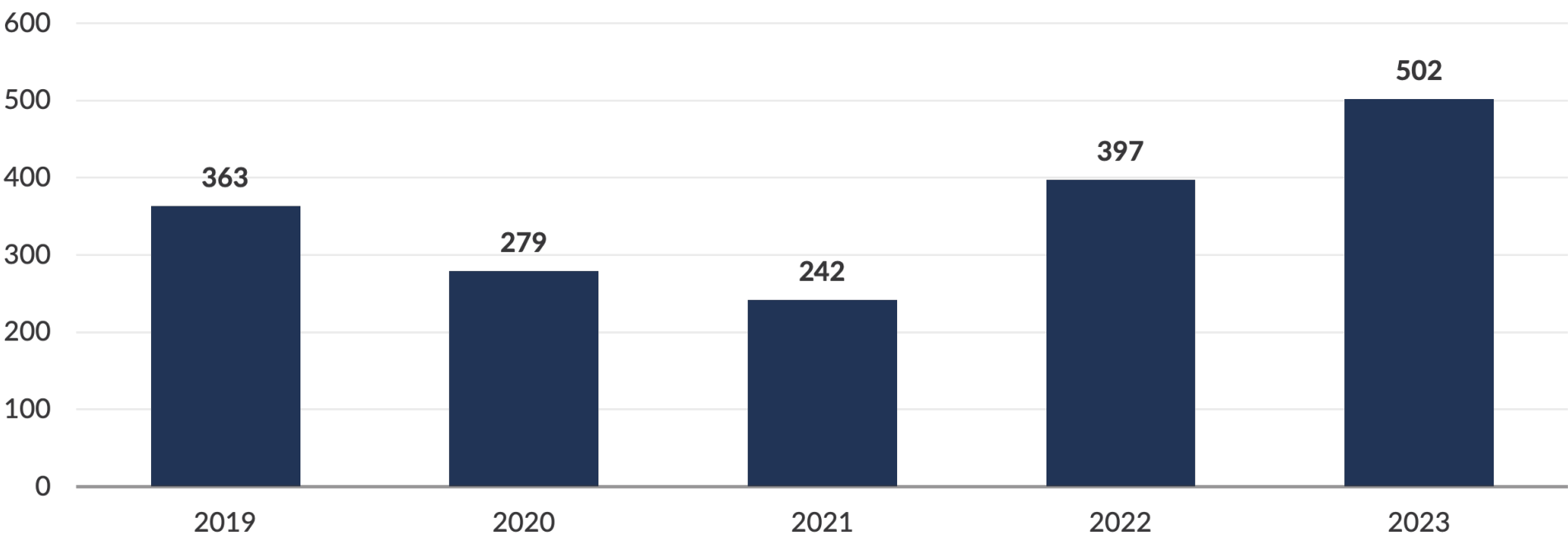
Source: Public Service Commission of the District of Columbia

As mandated by federal law, the Commission enforces pipeline safety regulations through its Natural Gas Pipeline Safety Program (NGPSP). The NGPSP evaluates the gas utility's compliance with federal and state regulations, incident reporting and response, safety management systems, public awareness programs, and performance metrics.

Each year, the NGPSP is evaluated by the U.S. Department of Transportation through its Pipeline and Hazardous Materials Safety Administration (PHMSA). This evaluation measures the effectiveness of the NGPSP inspections of the gas utility's pipeline construction, operation and maintenance, records management, drug and alcohol inspections, and operator qualifications for the prior calendar year.

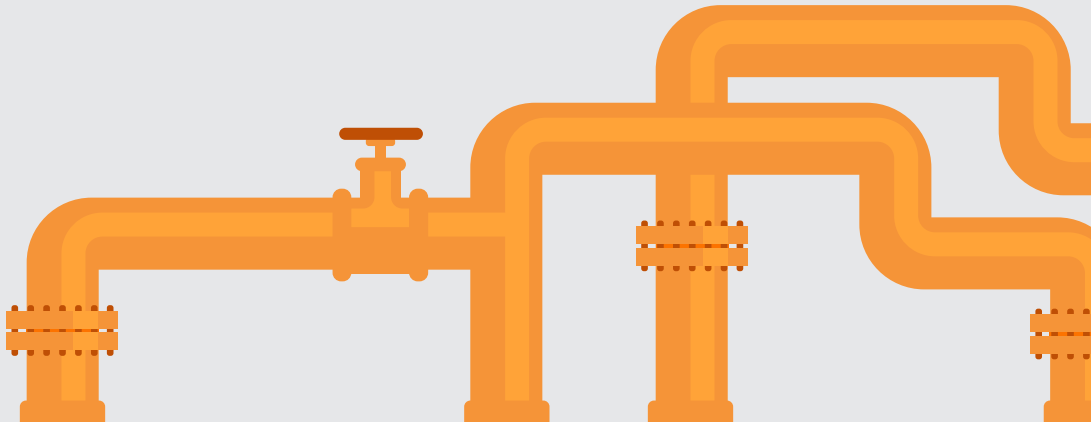
The Commission aims to achieve an audit rating/score equal to or better than the performance target goal of 95% set by PHMSA. In 2023, the NGPSP received a 100% score for the ninth consecutive year.

### 3. Natural Gas Pipeline Safety Inspections Performed, CY 2019-2023



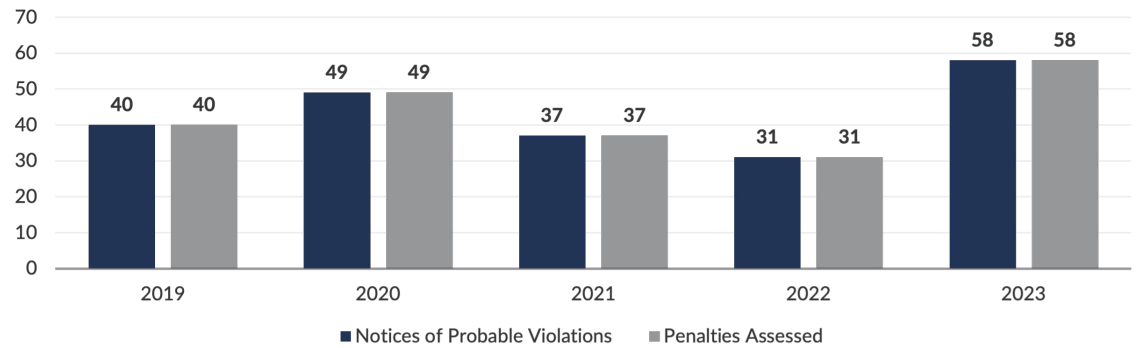
In CY 2023, the DCPSC Office of Compliance and Enforcement (OCE) conducted 502 pipeline safety inspections, compared to 397 in CY 2022. This 26% increase was largely due to successful recruiting efforts to restore the full complement of full-time inspectors, and the training and deployment of additional OCE staff to supplement full-time inspectors as needed. Additionally, OCE continues the inspections of Washington Gas Light's (WGL) Mercury Service Regulator replacement and relocation activities, consistent with National Transportation and Safety Board guidance.

OCE achieved PHMSA's target metric of inspector person days and continues to closely monitor WGL's Natural Gas Quality of Service Standards performance.

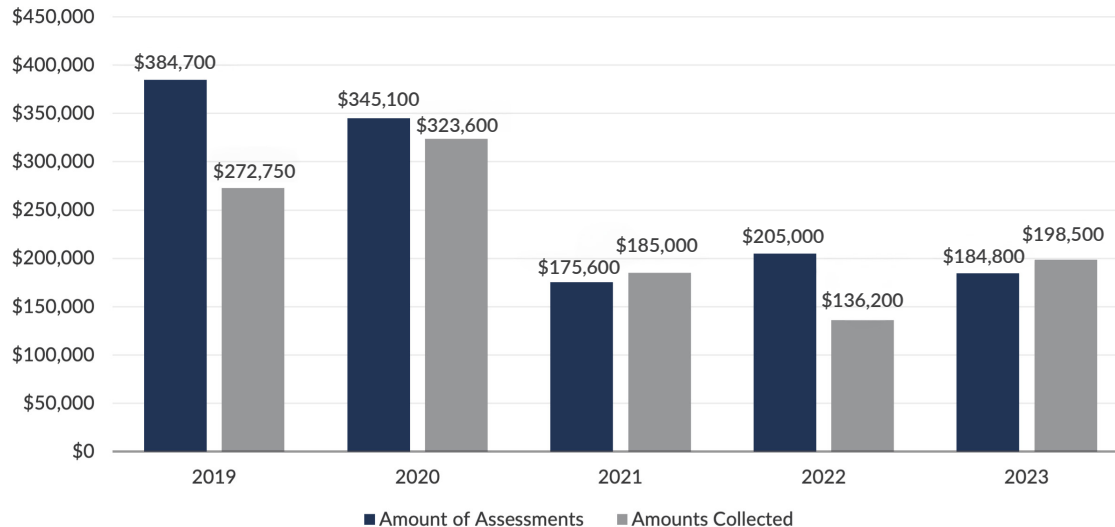




#### 4. Enforcement Activities in the Natural Gas Pipeline Safety and Damage Prevention Program in DC, CY 2019-2023



Source: Public Service Commission of the District of Columbia



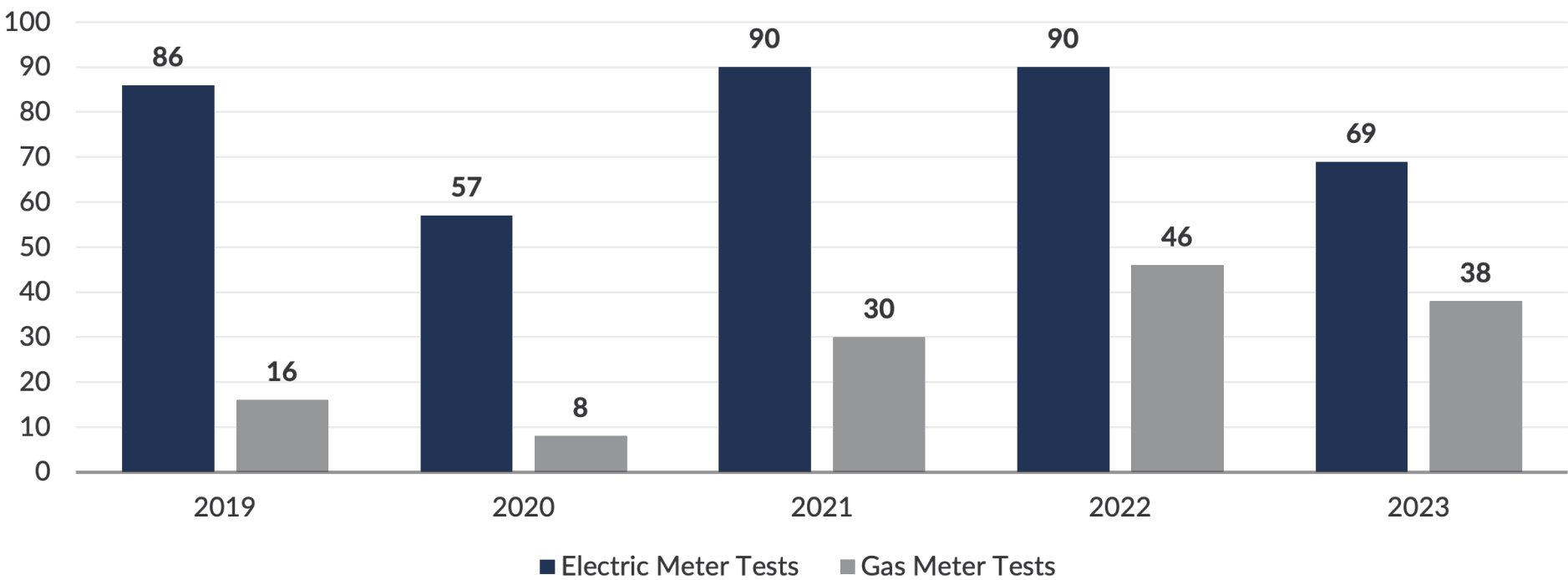
#### Enforcement Penalties in the Natural Gas Pipeline Safety and Damage Prevention Program in DC, CY 2019-2023

Source: Public Service Commission of the District of Columbia

In CY 2023, 58 Notices of Probable Violations (NOPVs) were prepared and issued for civil penalties totaling \$184,800, and 64 were settled for \$198,500 (including seven carried over from the previous year totaling \$15,600). Two NOPVs are being contested – one for \$45,000 in 2023 and one for \$1,900 carried over to CY 2024. PHMSA reviews the Commission's pipeline safety enforcement activity during each annual audit.

# 5. Electric and Natural Gas Meter Tests Witnessed, CY 2019-2023

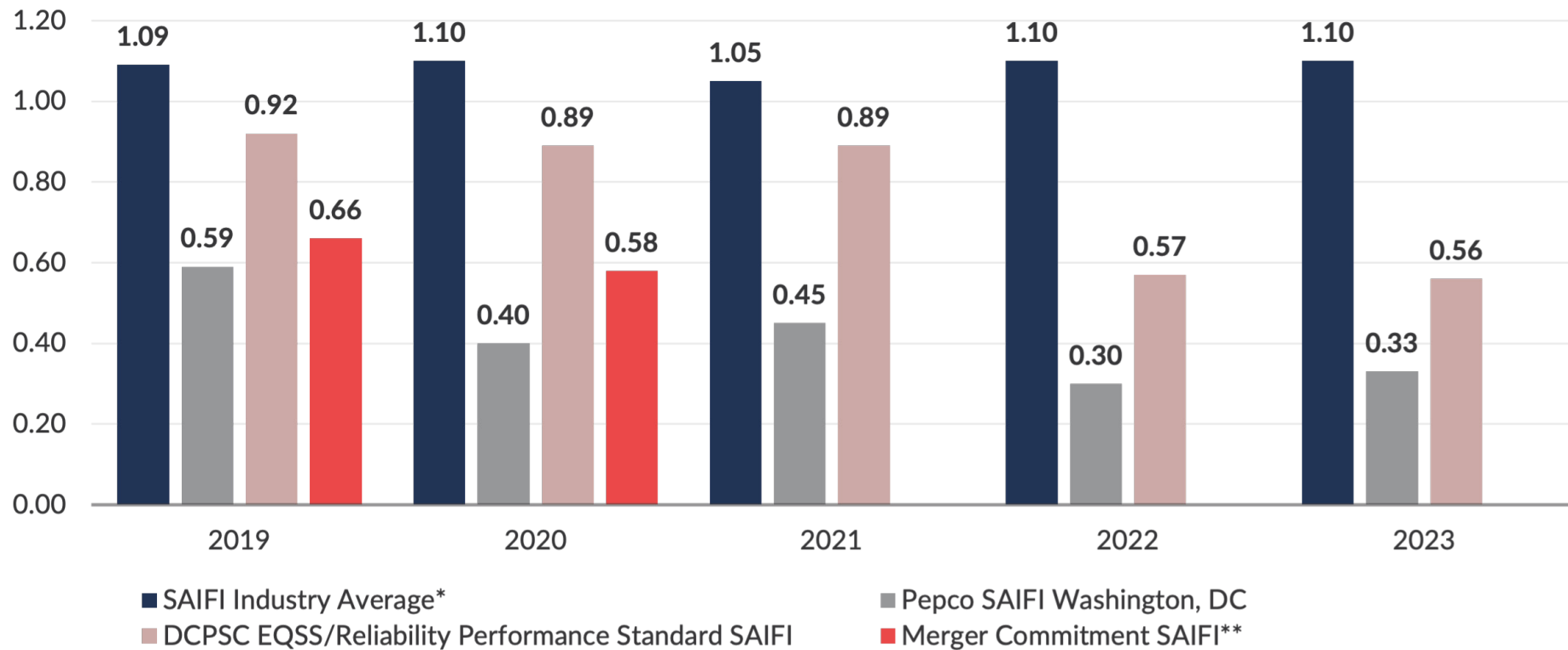
Number of tests



Source: Public Service Commission of the District of Columbia

Meter tests are refereed by the Commission when requested by a consumer through the DCPSC or the Office of the People’s Counsel for the District of Columbia. In CY 2023, OCE refereed 107 meter tests for 69 electric meters and 38 gas meters. The slight reduction from CY 2022 was due to a decrease in requests for meter tests.

## 6. System Average Interruption Frequency Index (SAIFI), CY 2019-2023



Source: Pepco 2023 Consolidated Report

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

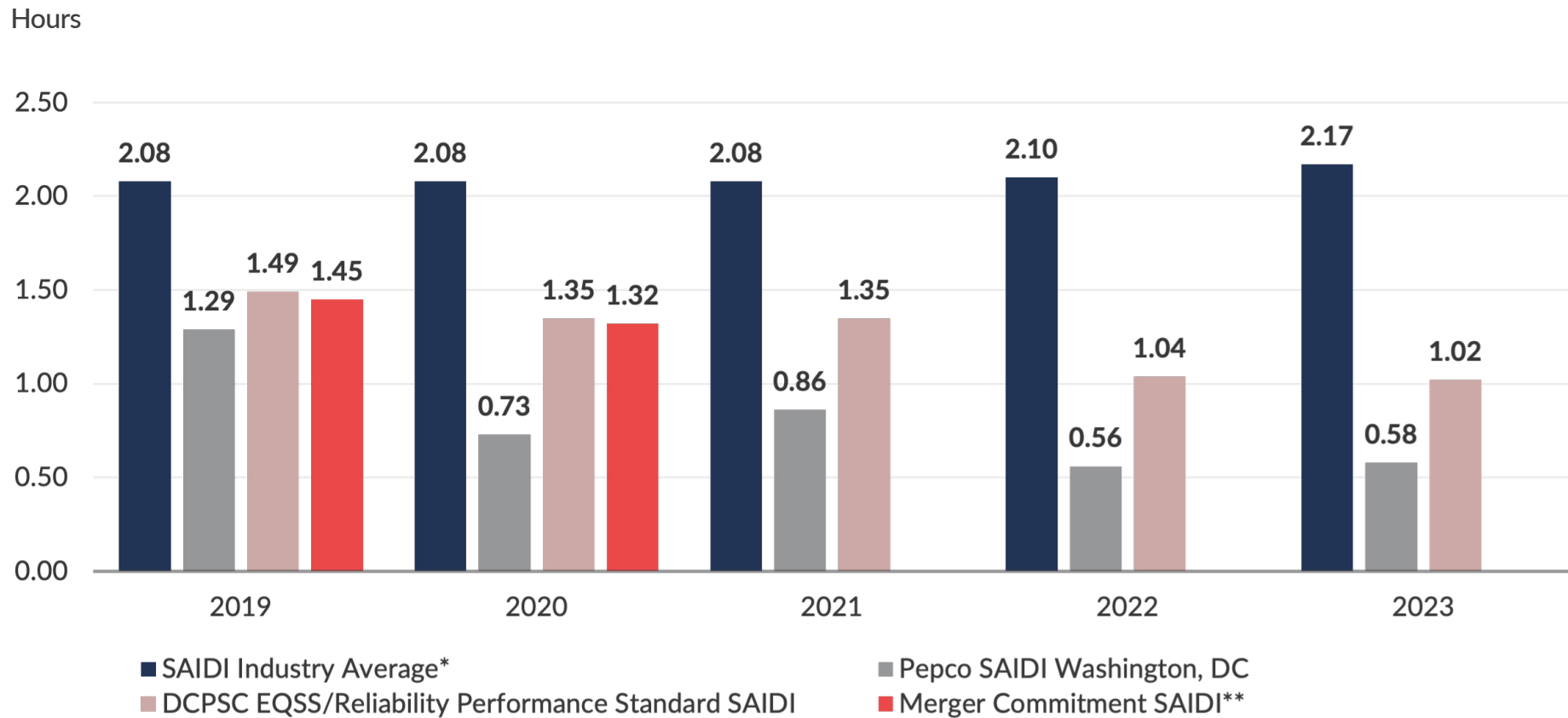
\*\*The Pepco/Exelon merger commitments expired in 2020.

The System Average Interruption Frequency Index (SAIFI) is the average frequency of sustained interruptions per customer served in a predefined area (a lower number means better SAIFI performance). Sustained interruptions are interruptions that are five minutes or greater.

Based on Pepco's reporting, Pepco's SAIFI has been better (lower) than the industry average, the DCPSC Electric Quality of Service Standards (EQSS) from 2019 to 2023, and the Pepco/Exelon merger commitments from 2017 to 2020.

Pepco's SAIFI metric has followed a downward trend since 2017, showing continued improvement except for two slight increases. In 2019, a significant outage at the Florida Avenue substation negatively affected Pepco's SAIFI performance. In 2020, less severe weather and a pandemic-related reduction in commercial load contributed to a better SAIFI performance. In general, however, Pepco has achieved top decile industry reliability performance in many post-merger years.

## 7. System Average Interruption Duration Index (SAIDI), CY 2019-2023



Source: Pepco 2023 Consolidated Report

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

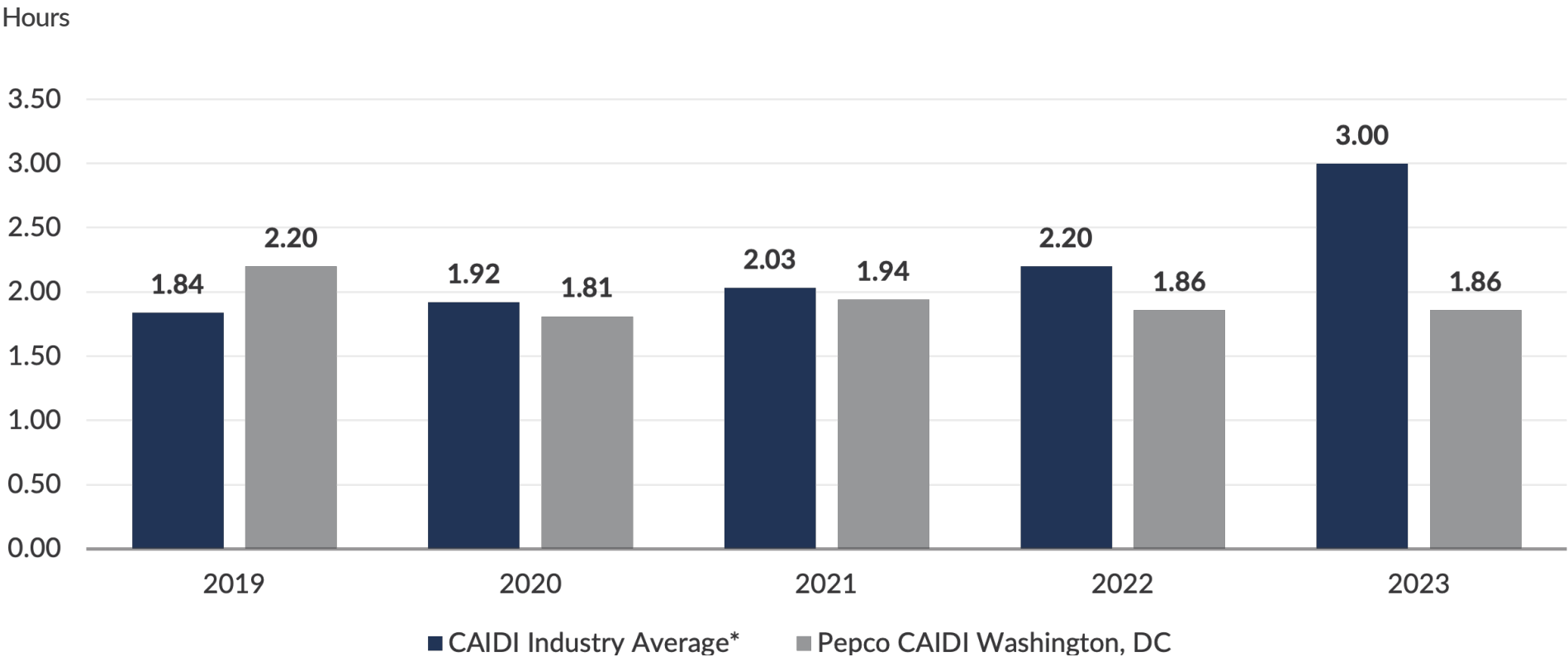
\*\*The Pepco/Exelon merger commitments expired in 2020.

The System Average Interruption Duration Index (SAIDI) represents the total number of minutes (or hours) of interruption that the average customer experiences. A lower number means better SAIDI performance. During 2023, the average Pepco customer experienced about 0.56 hours of interruption.

Based on Pepco's reporting, Pepco's SAIDI has been better (lower) than the industry average and the DCPSC EQSS from 2017 to 2023 and the Pepco/Exelon merger commitments from 2017 to 2020. In 2019, a significant outage at the Florida Avenue substation negatively affected Pepco's SAIFI performance. In 2020, less severe weather and a pandemic-related reduction in commercial load contributed to a better SAIFI performance. In general, however, Pepco has achieved top decile industry reliability performance in many post-merger years.



## 8. Customer Average Interruption Duration Index (CAIDI), CY 2019-2023



Source: Pepco 2023 Consolidated Report

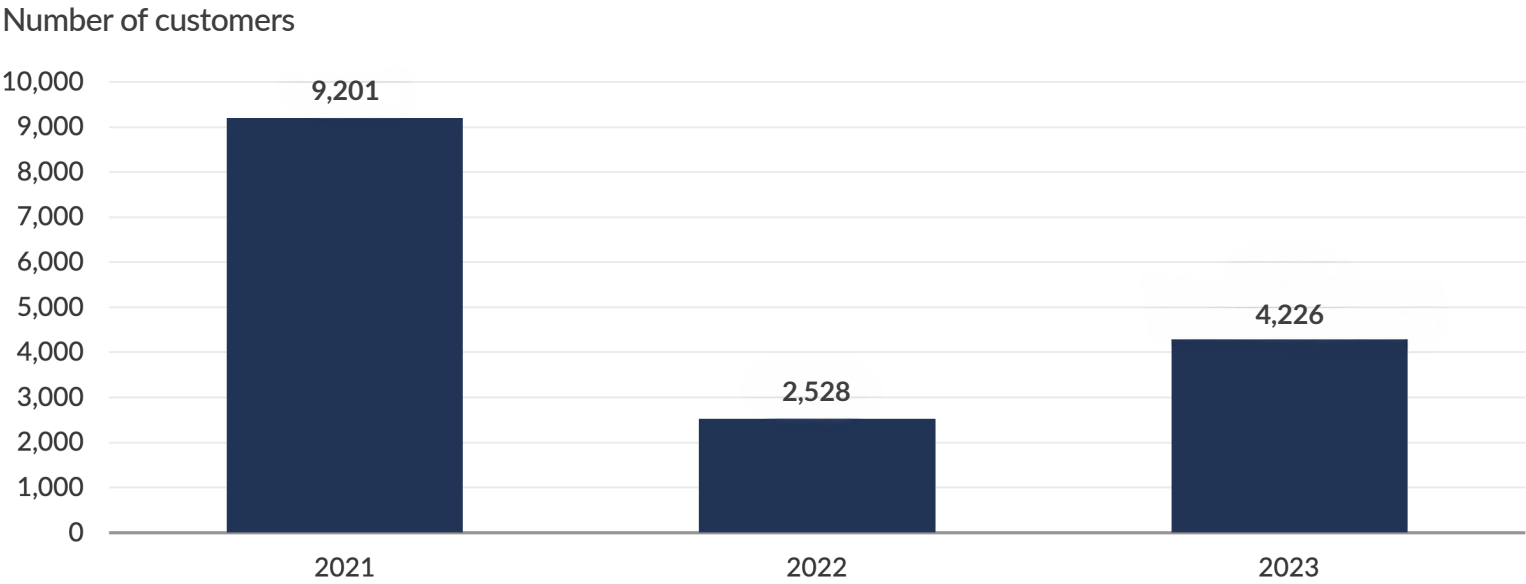
\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

The Customer Average Interruption Duration Index (CAIDI) is the average time required to restore service to a customer experiencing a sustained interruption. A lower number means better CAIDI performance.

Pepco's CAIDI performance has been favorable (lower) than the industry average over the last five years, except for 2019 when Pepco experienced the Florida Avenue substation outage.

Pepco's 2023 CAIDI performance was slightly favorable to 2022 performance, with customers experiencing a reduction in outage time by five minutes.

# 9. Customers Experiencing More Interruptions More than 3 Interruptions Index (CEMI-3) in DC, CY 2021-2023



Source: Pepco Performance Tracking Metrics (PTMs) Reports (October 31, 2022, February 15, 2023, and February 15, 2024) in Formal Case 1156

Note: All the CEMI-3 numbers shown here exclude Major Service Outages (MSOs) and planned outages. There were no MSOs in 2020, 2021, and 2022. There was one MSO in 2023. A MSO in the District refers to customer interruption occurrences and durations during periods when 10,000 or more of the electric utility’s District customers are without service, and the restoration effort due to this major service outage takes more than 24 hours.

	2021	2022	2023
Total number of District customers (year-end)	328,064	337,487	342,952
Percentage of CEMI-3 customers at the District level	2.80%	0.75%	1.23%

The Customers Experiencing Multiple Interruptions More than 3 Interruptions Index (CEMI-3) measures the number of customers experiencing three or more interruptions in one year. Through its rulemaking RM36-2020-02-E issued in April 2022, the Commission requires Pepco to report annually its CEMI-3 across the District as a whole, by Ward, and within each District neighborhood by Ward. Following the Commission’s directives, Pepco was directed to provide an analysis regarding the neighborhoods most susceptible to outages as determined by the outage data.

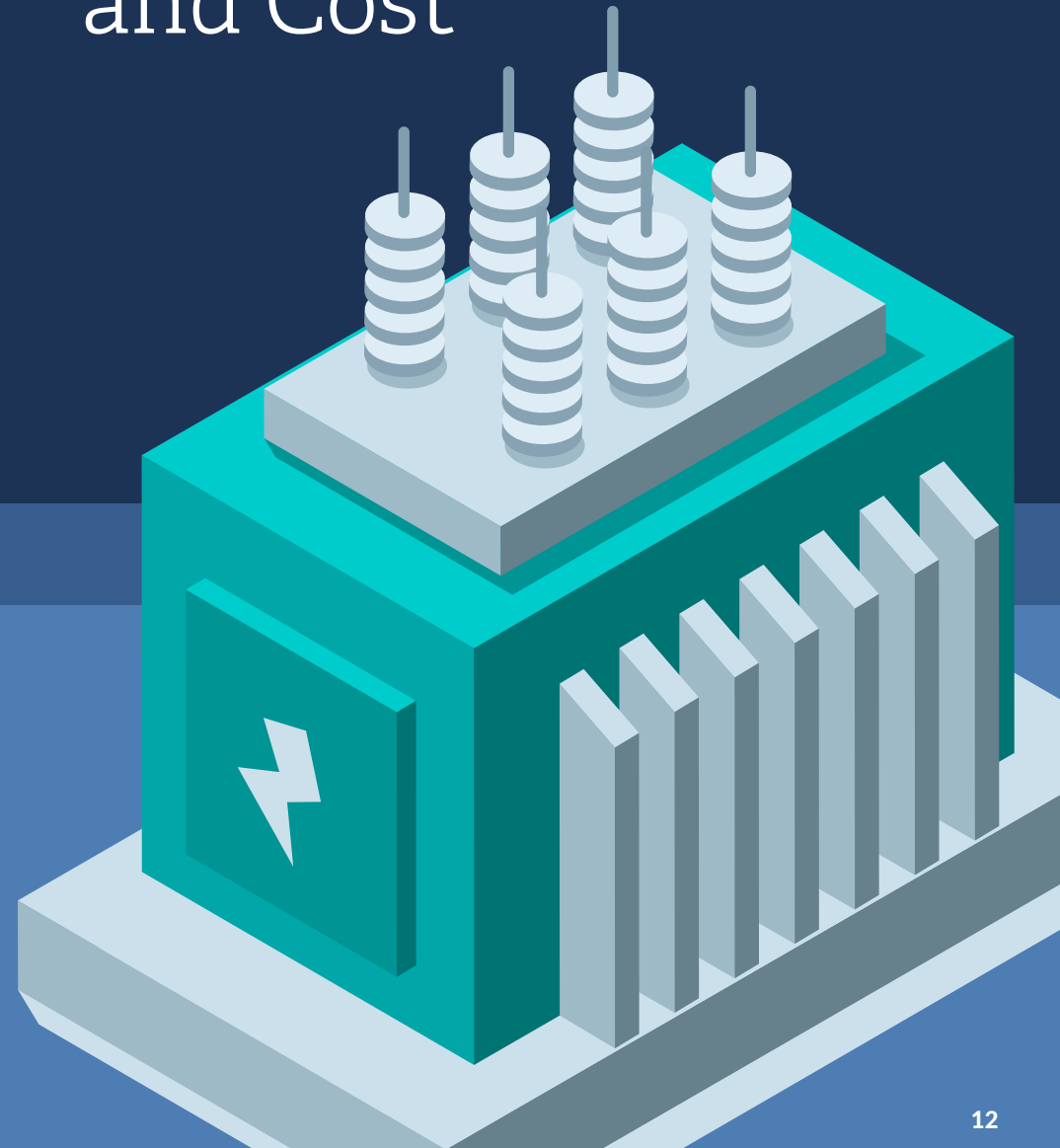
The Commission monitors Pepco’s reliability initiative, the Most Susceptible Neighborhood Program, which is based on customers experiencing multiple interruptions within certain neighborhoods. The Commission also directed Pepco to report on CEMI-3 as a Performance Tracking Mechanism as a part of Formal Case 1156.

While there was an increase in the percentage of CEMI- 3 customers is observed in 2023, the trend has been generally improving since 2020. Pepco’s increased investments in various reliability-focused programs, such as Priority Feeder, Comprehensive Feeder, and Most Susceptible Feeder Programs in 2021, as well as favorable weather generally, contributed to better CEMI-3 results in 2022 and 2023.



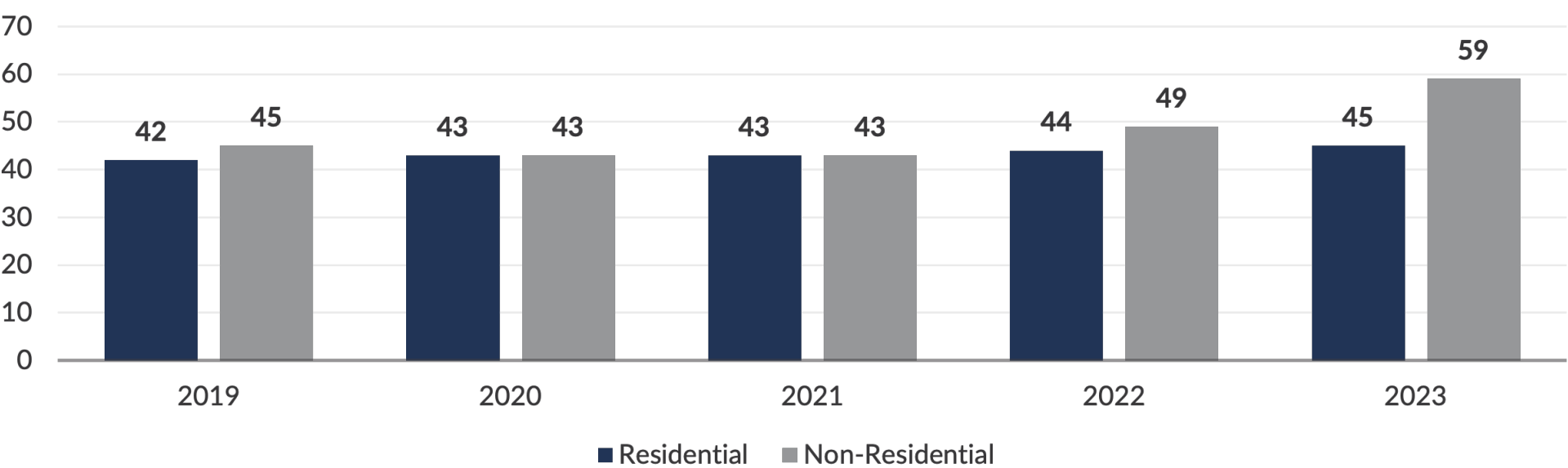
## Part Two

# Electricity Supply and Cost



# 10. Active DC Residential and Non-Residential Competitive Electric Suppliers, CY 2019-2023\*

Number of Competitive Electric Suppliers

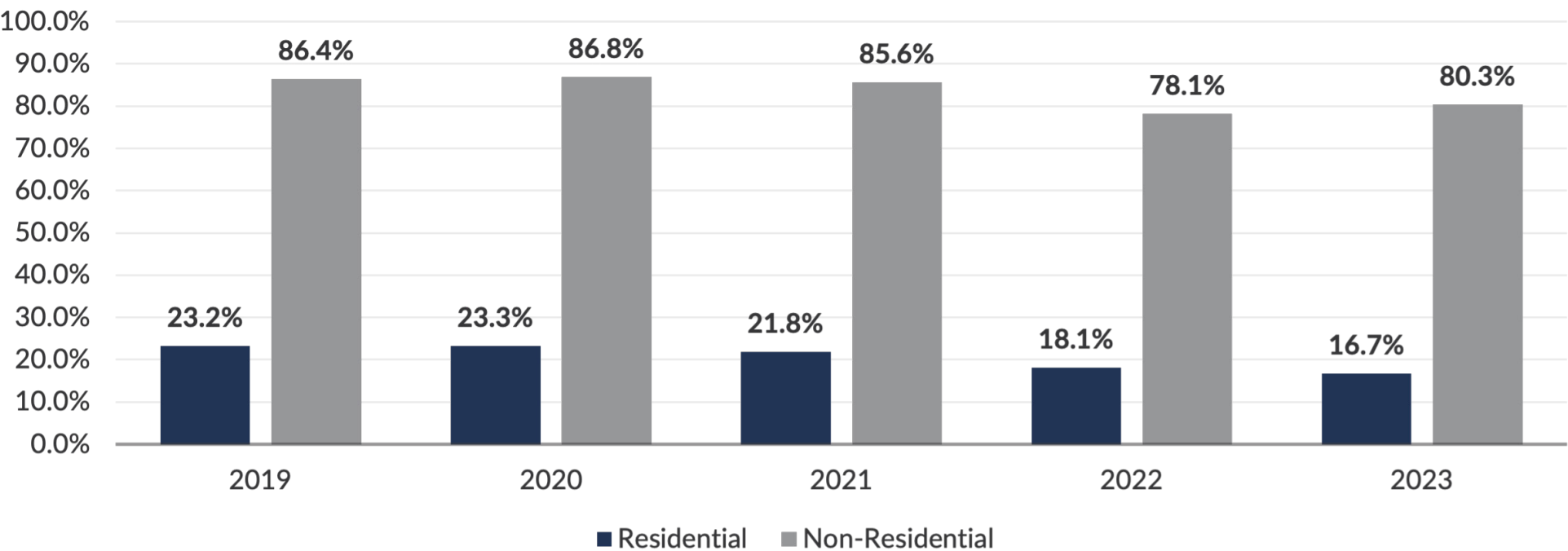


\*As of the end of CY 2023  
Source: Pepco Electric Market Monitoring Report (PEPEMMR) and eDocket Electric Applications (EA)



# 11. Competitive Electric Suppliers' Share of Electricity Usage, CY 2019-2023

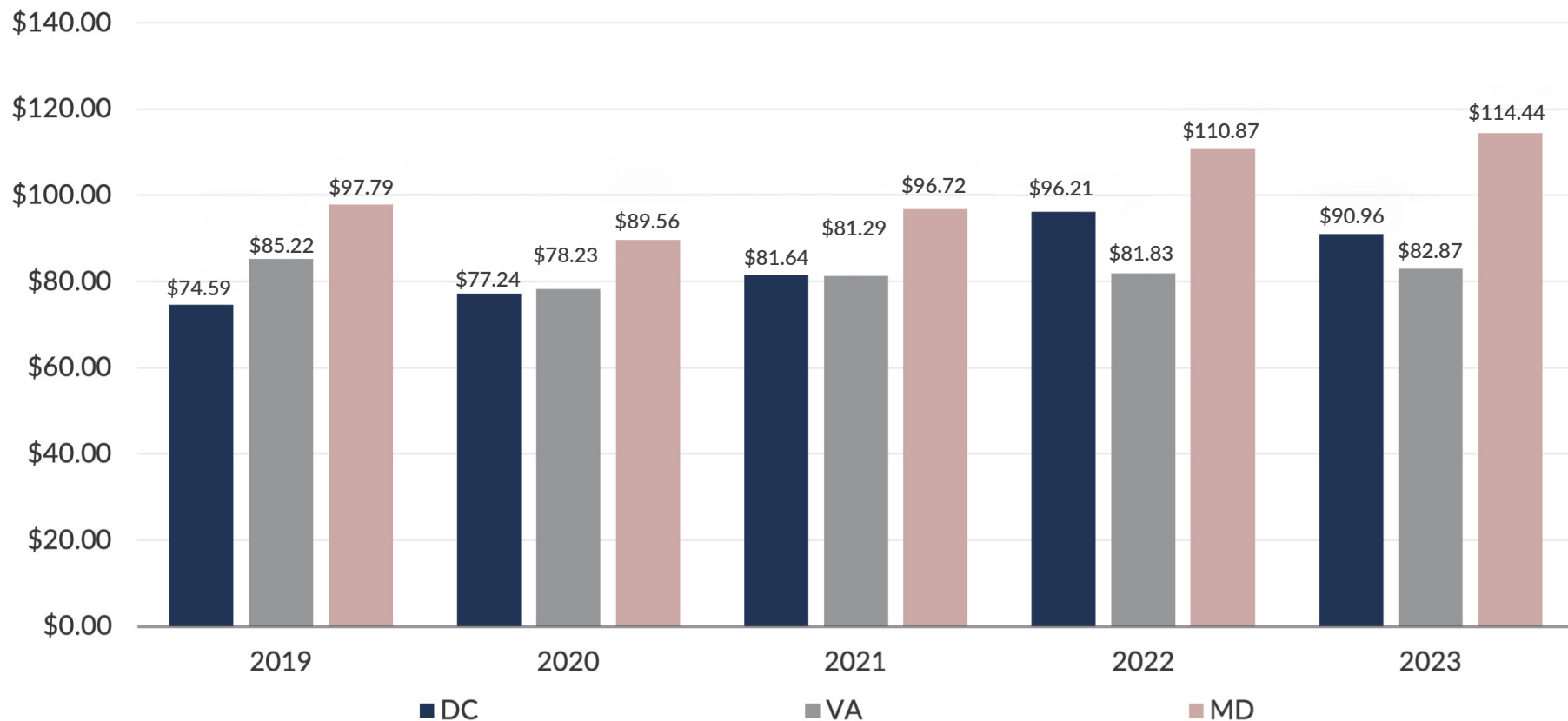
Percentage of electricity usage



Source: Pepco Annual Assessment Survey Response

The Competitive Electric Suppliers' (CES) share of electricity usage in the District by residential customers decreased from 18.1% to 16.7% in 2023. The non-residential share of electricity usage increased from 78.1% to 80.3%. The decrease in usage for CES is due to customers switching back to Standard Offer Service (SOS).

## 12. Average Monthly Residential Electric Bills in DC, MD, and VA, CY 2019-2023



Source: Pepco and Public Service Commission of the District of Columbia

In the District, Pepco's average residential electric bill includes generation, transmission, distribution, and all additional charges, including federal and DC taxes and surcharges.

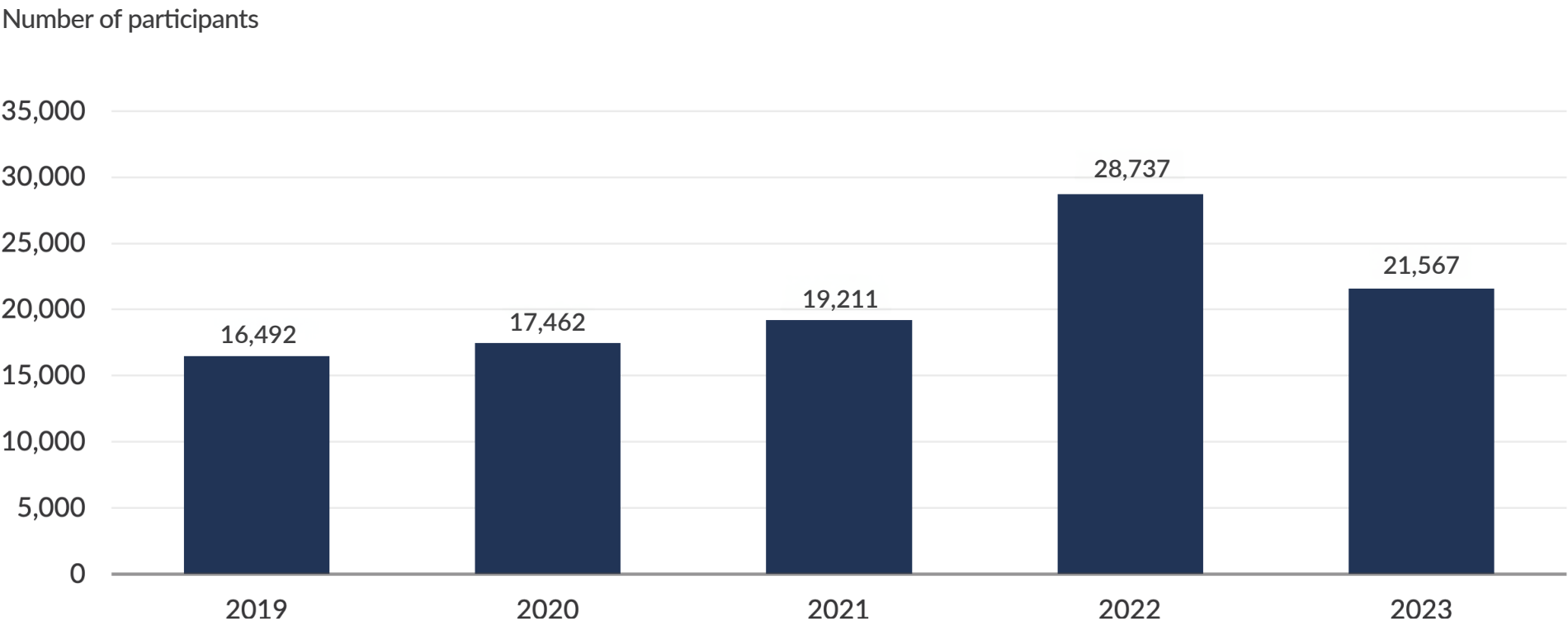
In CY 2023, the average monthly consumption for residential customers was 568 kWh. Average annual consumption is affected by weather and efficiency measures. Average consumption was down about 7.5% in 2023 compared to CY 2022.

In CY 2023, average residential electric bills remained lower in the District than in Pepco's MD service territory. The average bills in the District were higher than in Northern VA, where Dominion Power provides electric service.

The distribution charge (including fees, taxes, and surcharges) represents about 35% of the electricity bill. The other 65% comprises the cost of electricity itself — generation and the wholesale delivery charge (transmission). Note that the DCPSC only regulates the distribution portion of the bill. Generation and transmission rates are market-based and not under Commission jurisdiction.

Average residential electric rates for CY 2023 include the effects of higher Sustainable Energy Trust Fund (SETF) surcharges, pursuant to the Clean Energy DC Act of 2018. Average monthly bills were lower in CY 2023 compared to CY 2022 by approximately 5%. Average monthly electric bills are also affected by the amount of electricity customers use. The decline in usage in CY 2023 compared to CY 2022 is the primary reason for lower average monthly bills.

### 13. Pepco Low-Income Residential Aid Discount (RAD) Program Enrollment, FY 2019-2023



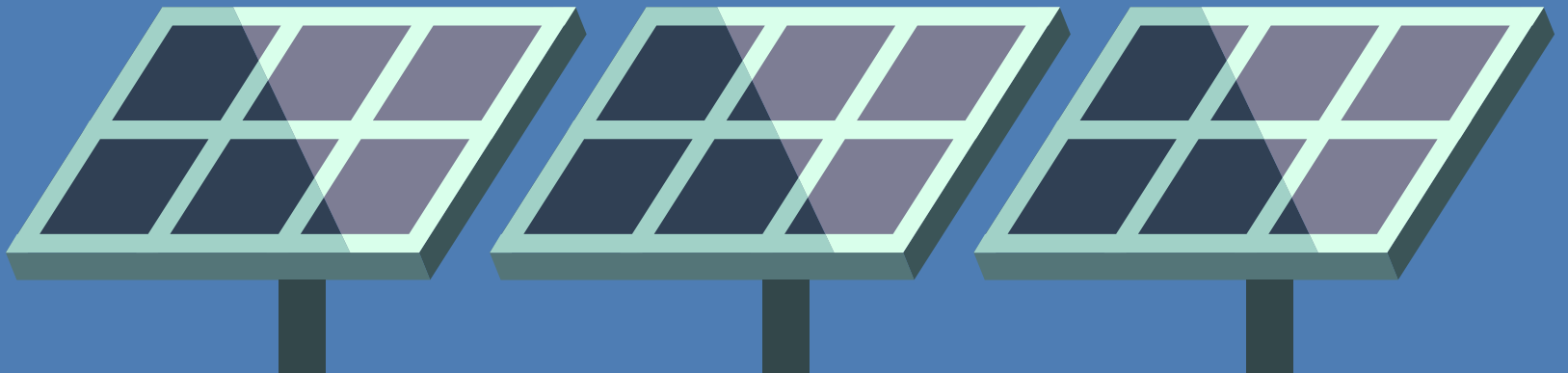
Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2023

The number of participants enrolled in Pepco's Low Income Residential Aid Discount (RAD) decreased by 7,170 in FY 2023, from 28,737 in FY 2022 to 21,567 in FY 2023. During the COVID-19 pandemic in 2021, the DCPSC increased the eligibility threshold for RAD customers from 60% of the state median income to 80% of the area median income. The RAD program provides qualified low-income customers with a credit equal to 100% of their Pepco distribution bill and certain surcharges.



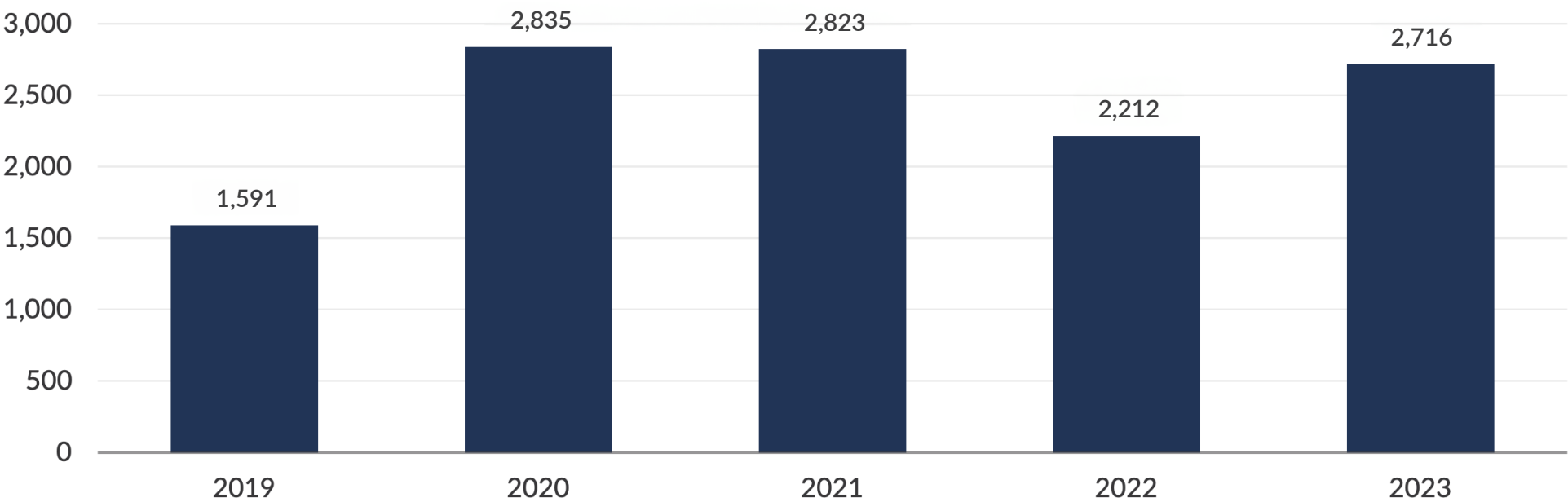
### Part Three

# Renewables and Clean Energy



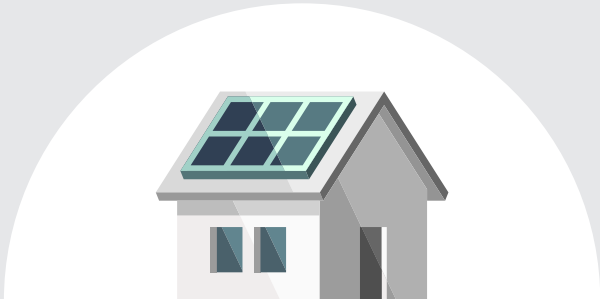


# 14. Renewable Portfolio Standard (RPS) Applications Received, CY 2019-2023

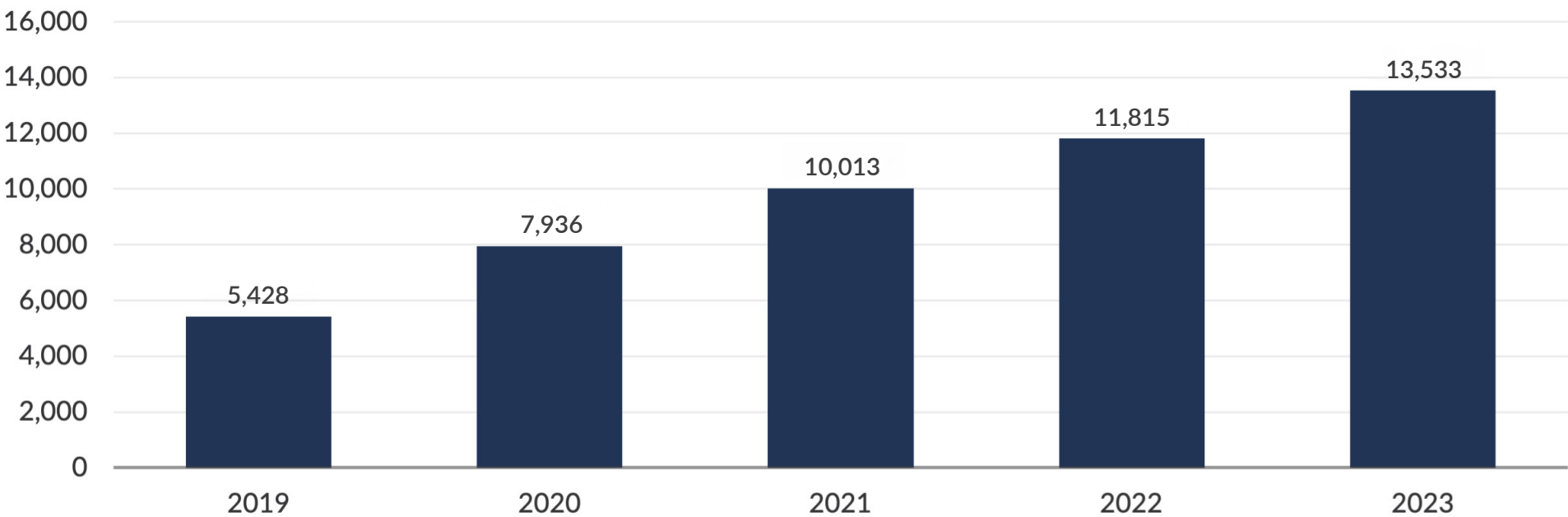


Source: Public Service Commission of the District of Columbia

In 2019, the Commission initiated an automated process for RPS applications, easing the ability to file these applications. The Commission has also mandated enhancements in the interconnection process, including the deployment of a public interconnection queue and a cost-sharing mechanism to help subsidize the costs of any distribution system upgrades required to accommodate community renewable energy facilities (CREFs).



# 15. District Solar Energy Systems Eligible for Renewable Portfolio Standard (RPS) Program, CY 2019-2023



Source: Public Service Commission of the District of Columbia

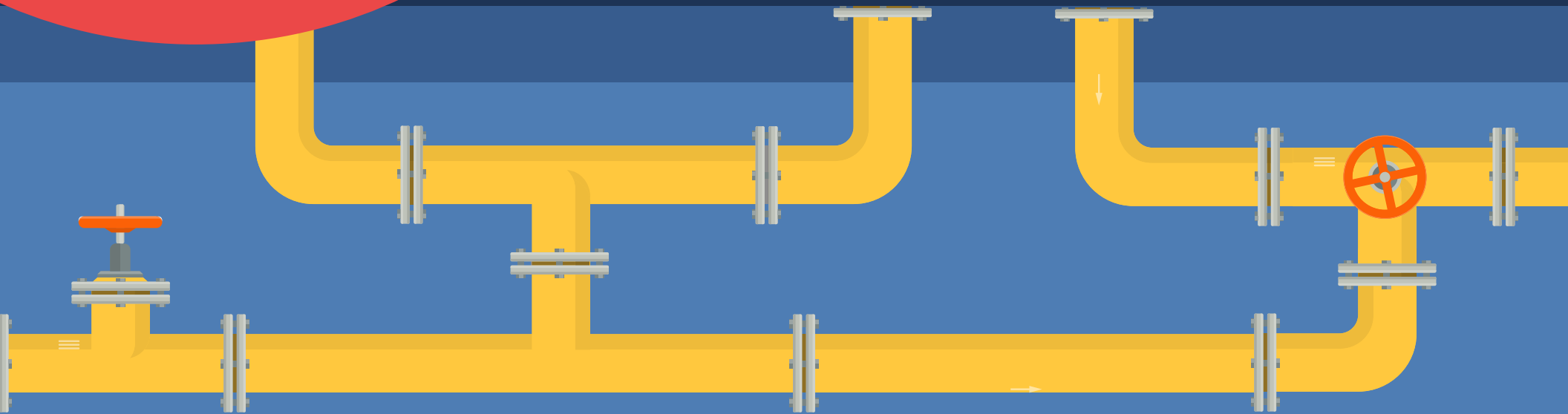
The number of solar energy systems located in the District of Columbia and eligible for the District’s RPS program increased from 11,815 at the end of December 2022 to 13,533 in December 2023 (an increase of nearly 15%). The number of certified RPS facilities includes CREFs.

The total reported capacity associated with all eligible solar facilities as of December 31, 2023, is about 268.4 MW, of which roughly 214.5 MW is located within the District, representing about 80% of reported capacity. As of the end of CY 2023, 367 CREFs were certified for RPS participation in the District, comprising over 45.5 MW of capacity.



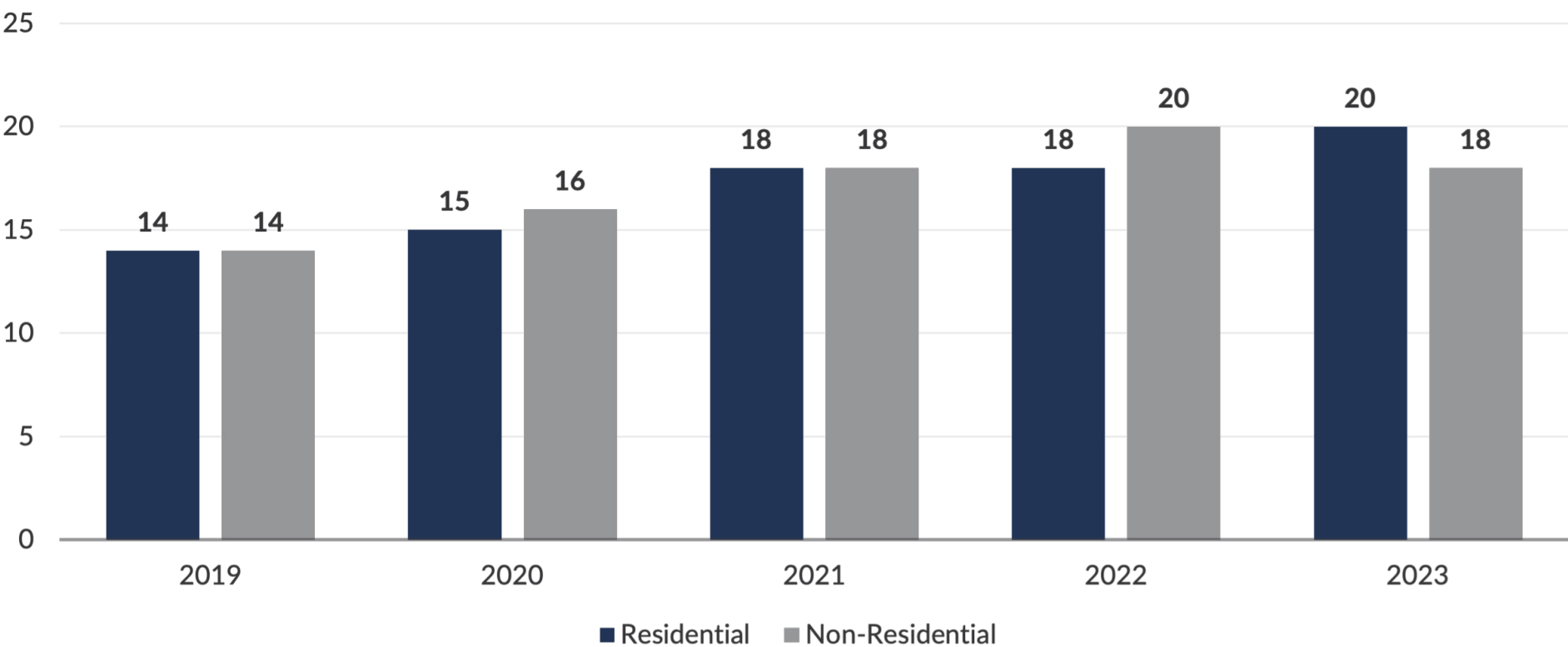
## Part Four

# Natural Gas



# 16. Active DC Residential and Non-Residential Competitive Gas Suppliers, CY 2019-2023

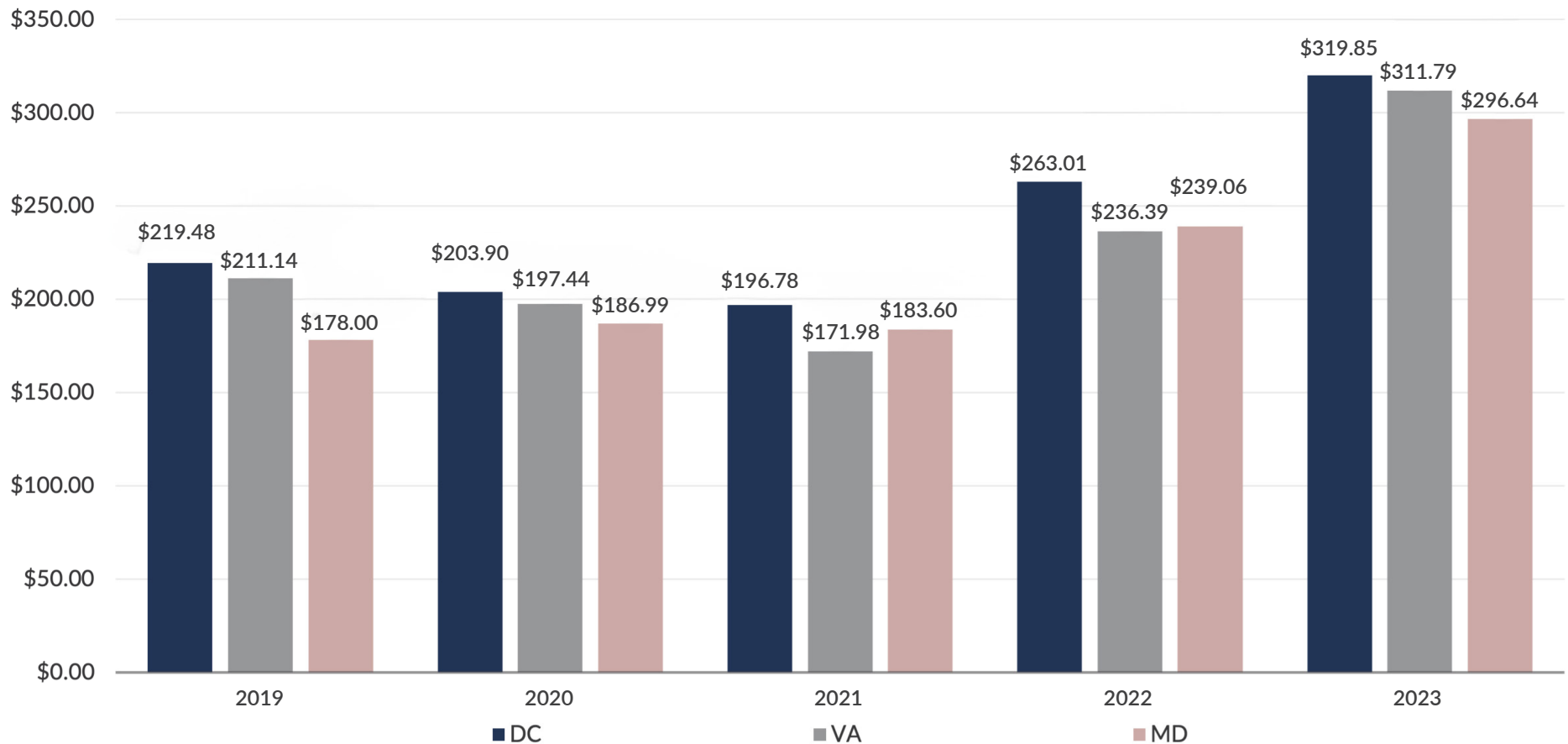
Number of Competitive Gas Suppliers



Source: Public Service Commission of the District of Columbia

In CY 2023, the number of active residential competitive gas suppliers participating in the residential natural gas Customer Choice Program in the District increased while those participating in the non-residential natural gas Customer Choice Program in the District decreased from the previous year.

## 17. Average Residential Natural Gas Bills in DC, MD, and VA, CY 2019-2023



Source: Public Service Commission of the District of Columbia

The WGL bill for January of each year includes the purchased gas charge, transmission, distribution, and all applicable taxes, fees, and surcharges. The bill in the District is higher than in Maryland and Virginia primarily due to higher taxes and right-of-way fees. Average winter gas rates are affected by energy efficiency measures, weather patterns, gas commodity cost changes, and the timing of any recently approved distribution rate increases.

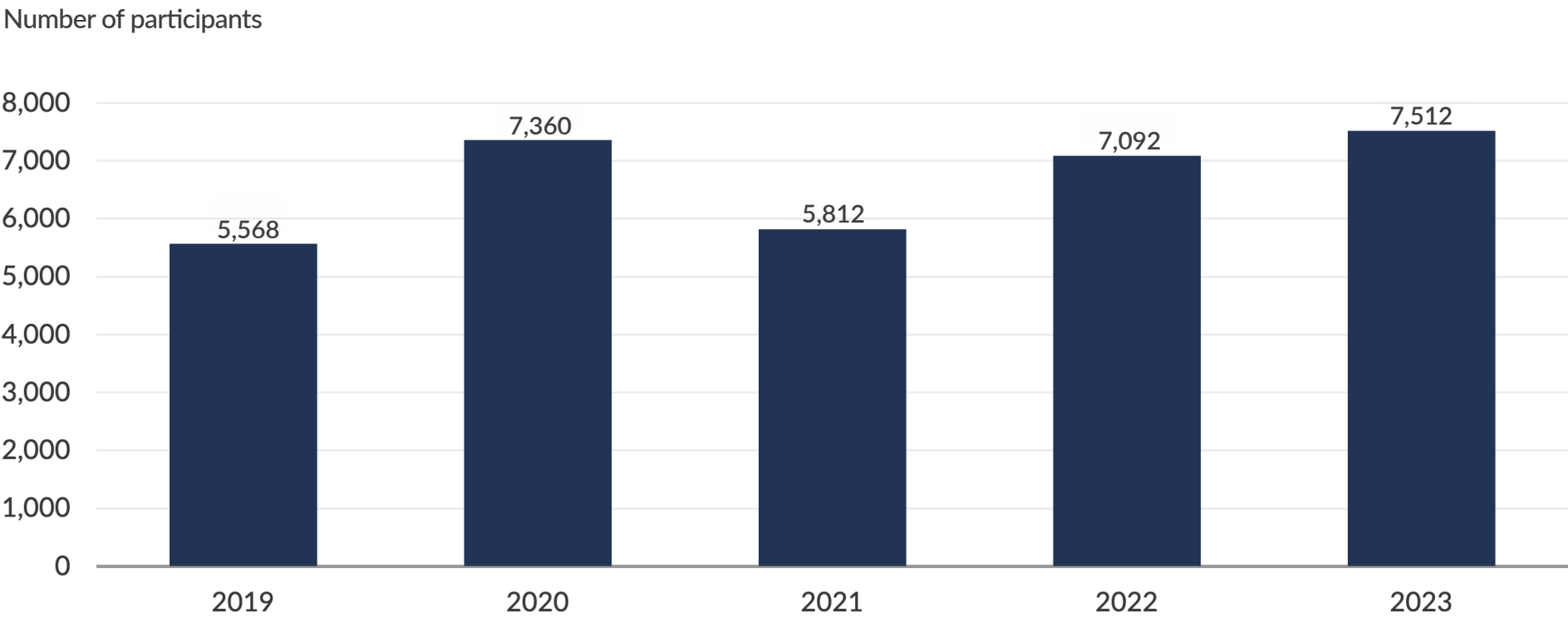
In general, average residential bills have significantly increased in all jurisdictions in the region and nationally, due to higher gas commodity prices reflecting volatile gas market conditions arising from global impacts related to the Russian war on Ukraine.

The average January 2023 gas bill for District customers increased nearly 22% over the prior year's January bill for residential house heat gas customers. Residential gas house heat DC customer gas bills for January 2023 were about 3-8% higher than those for the same year for VA and MD residential customers.

The DCPSC only has authority over WGL distribution delivery charges. The remainder of the bill consists of gas supply charges (where the Commission regulates only default service provided by WG) and taxes and surcharges that the Commission does not regulate.

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

# 18. WGL Low-Income Residential Essential Service (RES) Program Enrollment, FY 2019-2023



Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2023

WGL was directed to place a line item on RES customers’ bills highlighting the amount of their RES credit and the total avoided cost of all surcharges from which they are exempt. The number of low-income customers receiving the credit has fluctuated over the years.

Similar to the RAD program, during the COVID-19 pandemic in 2021, the DCPSC increased the eligibility threshold for RES customers from 60% of state median income to 80% of area median income.

## Part Five

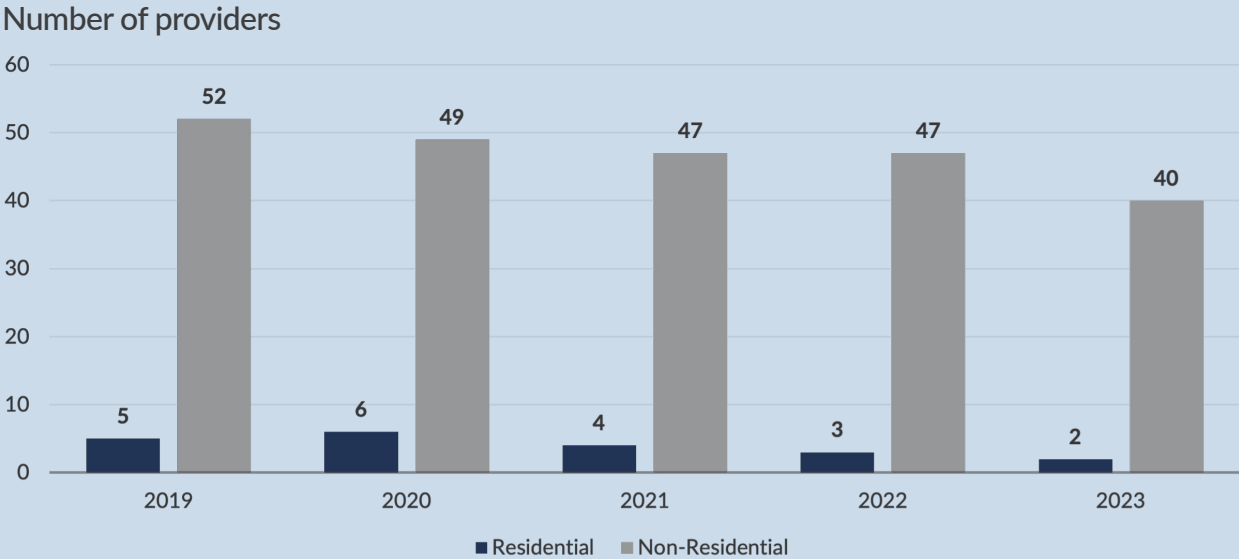
# Telecommunications





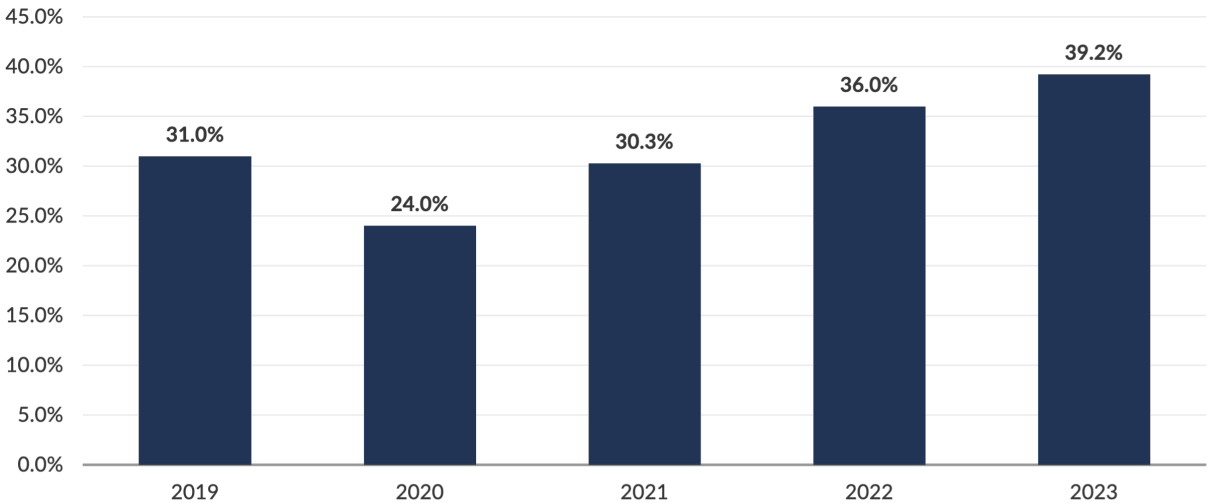
## 19. Competitive Local Exchange Carriers Active in DC, CY 2019-2023

The number of residential Competitive Local Exchange Carriers (CLECs) has steadily declined as smaller companies consolidated and users abandoned landlines in favor of mobile phones and VoIP solutions.



Source: 2024 Annual Assessment Survey for CY 2023  
Note: Some providers serve both residential and non-residential customers.

### Percentage share of revenue



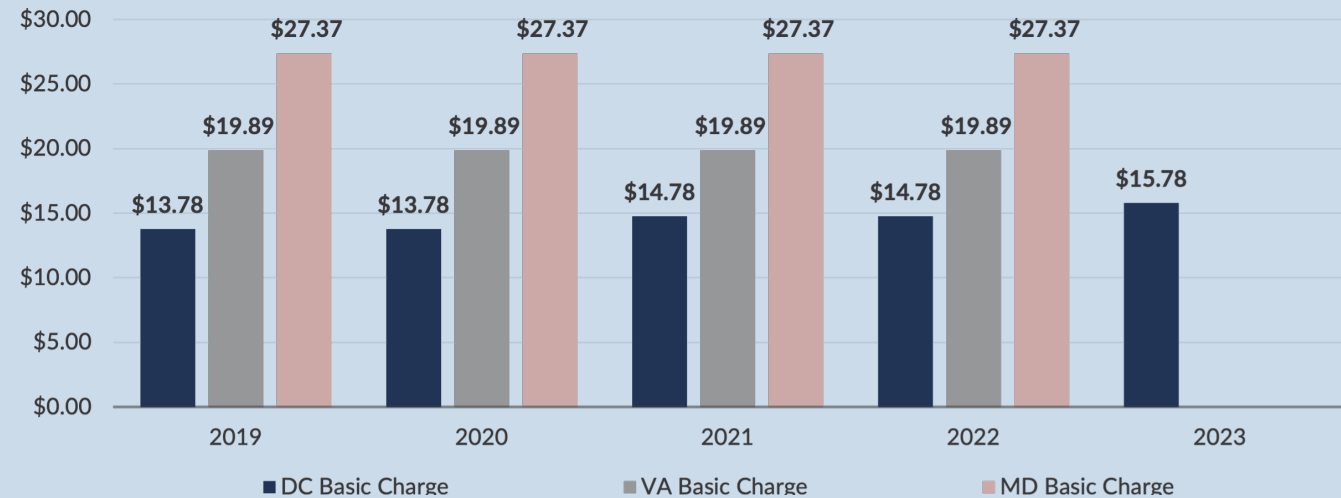
Source: 2024 Annual Assessment Survey for CY 2023

## 20. Competitive Local Exchange Carriers Percentage of Total Revenue, CY 2019-2023

## 21. Verizon Monthly Residential Telephone Rates in DC, MD, and VA (Flat Rate Service), CY 2019-2023

Flat Rate Service rate data for Maryland and Virginia in CY 2023 are unavailable.

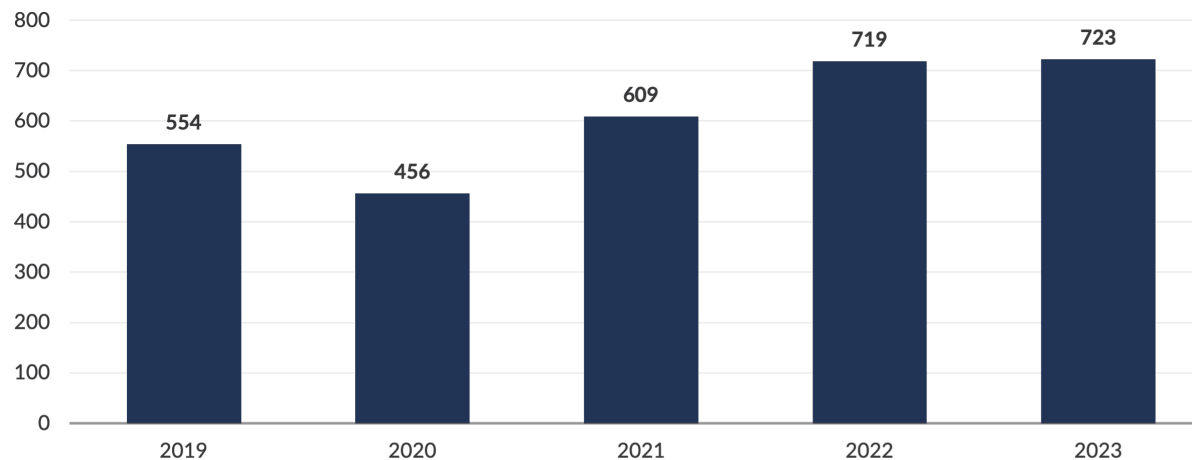
Flat rate service



Source: Verizon Tariffs filings in MD and VA, and Verizon DC Tariff filed on April 30, 2021 (Docket No. FC 1057-846)

## 22. Enrollment in Verizon's Low-Income Economy II Service Program, FY 2019-2023

Number of participants



In FY 2023, enrollment in Verizon's Low Income Economy II service program (also known as Lifeline) increased by 1%, to 723 customers, from 719 customers in FY 2022.

Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2023



## Part Six

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# Supplier Diversity

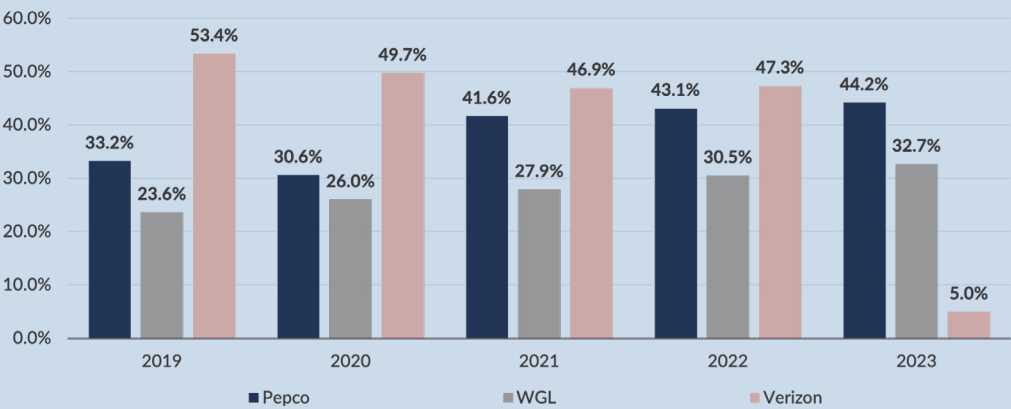


# Diverse Supplier and Certified Business Enterprise Performance, CY 2019-2023

A Memoranda of Understanding (MOU) was executed on March 31, 2021, by Pepco, WGL, Verizon, and the Public Service Commission of the District of Columbia. In 2024, Pepco, WGL, and Verizon filed their CY 2023 Supplier Diversity Annual Reports in accordance with the MOU between the utilities and the Commission regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). The companies aim to achieve 25% in diverse supplier procurement, pursuant to the new MOUs.

A diverse supplier is a minority business enterprise, a woman-owned business enterprise, a disabled veteran business enterprise, or a non-profit. CBEs are defined as businesses headquartered in the District of Columbia and certified by the District Department of Small and Local Business Development.

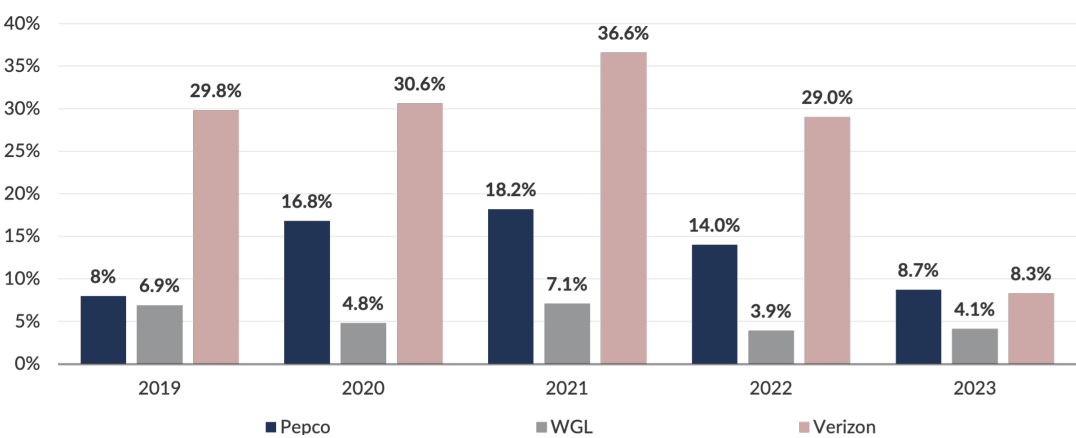
Diverse supplier percentage of total system



## 23. Diverse Suppliers compared to Total System Procurement, CY 2019-2023

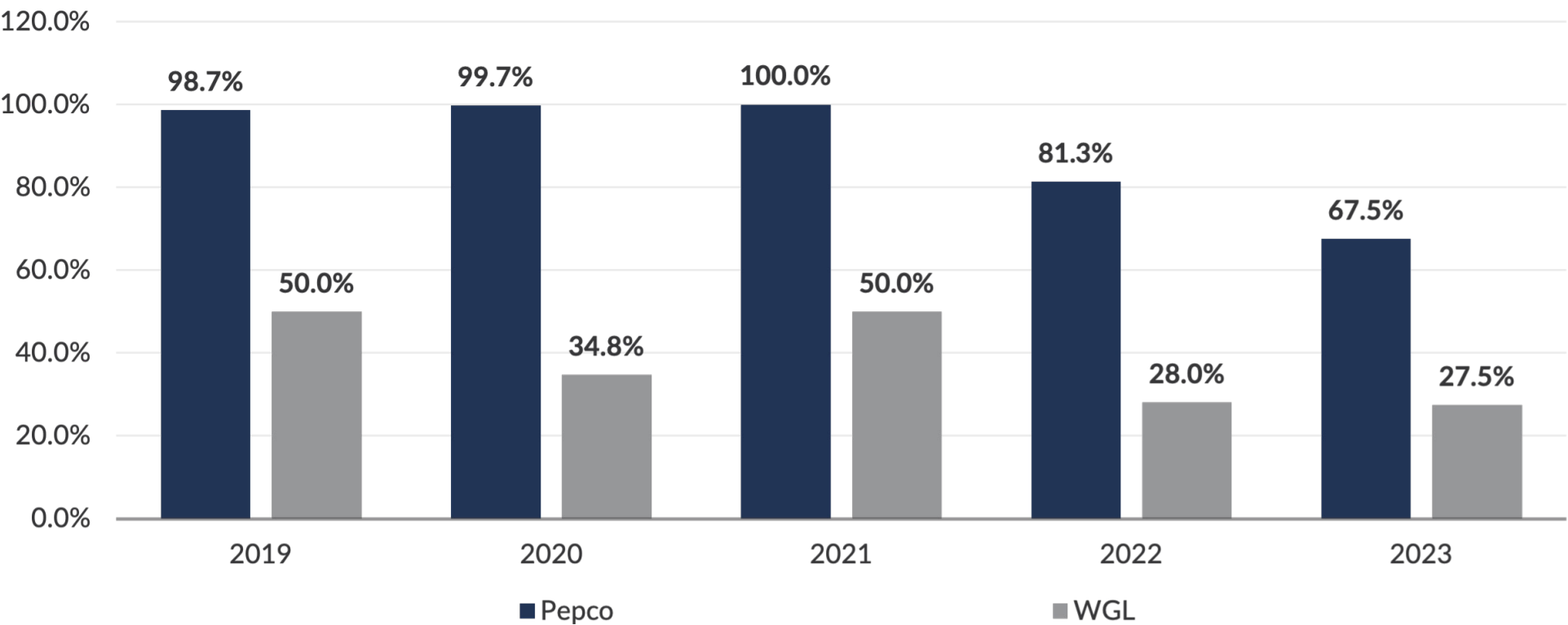
## 24. DC-Based Certified Business Enterprises Compared to Total System Procurement, CY 2019-2023

CBE percentage of total system spend



## 25. DC-Based Certified Business Enterprises Compared to DC Procurement, CY 2019-2023

CBE percentage of total District procurement spend



Source: Supplier diversity reports from Pepco, WGL, and Verizon  
NOTE: Verizon does not file DC-specific procurement dollars spent







## Part Seven

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# Multi-utility

## 26. Average Net Rate Base for Pepco and WGL Base Rates

Approved Jurisdictional Rate Base	Amount	Notes
	\$2,472.3 million	Pepco's FC 1156 rate case was filed on May 19, 2019, and approved on June 8, 2021. Pepco's approved rate base for CY 2022 (as contained in Order No. 20755) is \$2,472.3 Million. The FC1156 rates are effective until December 31, 2024.
	\$580.4 million	WGL's last rate case, FC 1169, was filed on April 4, 2022, and approved on December 22, 2023, via Order No. 21939. WGL's approved rate base for CY 2021 (per Order No. 21939) is \$580.4 million.

Current Jurisdictional Rate Base	Amount	Notes
	\$2,472.3 million	Pepco's DC PLUG average rate base amount was obtained from Pepco's FC 1168 DC PLUG Underground Project Charge Reconciliation Compliance Filing, filed on April 1, 2024. The UPC Surcharge Rate Base for DC Plug is expected to significantly grow in the near term as new underground feeders are completed and placed in service.
	\$580.4 million	WGL's PROJECTpipes end-of-period rate base amount was obtained from WGL's FC 1154 PROJECTpipes Reconciliation Factor Financial Report January-December 2023, filed on April 1, 2024.

Source: Public Service Commission of the District of Columbia