



PUBLIC SERVICE COMMISSION
FY 2024 PERFORMANCE ACCOUNTABILITY REPORT
JANUARY 15, 2025

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1 PUBLIC SERVICE COMMISSION

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.

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.

2 2024 OBJECTIVES

Strategic Objective

Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates

Foster Fair and Open Competition among Service Providers

Educate Consumers and Inform the Public

Create and maintain a highly efficient, transparent, and responsive District government.

Consider Environmental Issues In Adjudications and Infrastructure Matters

3 2024 OPERATIONS

| Operation Title | Operation Description |
|--|---|
| Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates | |
| One Call Inspections: Daily Service USDOT Rating: Key Project | Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating. Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program. |
| Pipeline Inspections: Daily Service Mergers and Acquisitions: Key Project | Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards. Consider applications for merger or acquisition of utility companies |
| Monopoly Request Adjudication: Key Project PowerPath DC: Key Project | The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable. 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. |
| Construction Projects: Key Project | 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. |
| Racial Equity: Key Project | In 2022, the Commission will establish a new position, the Equity and Ethics Officer, who will be responsible for (1) liaison with the Office of Racial Equity and the Board of Ethics and Government Accountability; and (2) advancement of racial equity within utility proposals, including clean energy proposals and climate change commitments. |
| Foster Fair and Open Competition among Service Providers | |
| DC USTF: Key Project | 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. |
| Renewable Portfolio Applications Granted: Daily Service | 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. |
| Competitive Applications Processed: Daily Service | Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment. |
| Educate Consumers and Inform the Public | |
| Consumer Complaints and Inquiries: Daily Service | 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. |
| Outreach Events: Daily Service | Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation. |
| Community Hearings: Key Project | 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. |
| Create and maintain a highly efficient, transparent, and responsive District government. | |
| Complaint Management: Key Project | Percentage of Complaints resolved at an informal level is a measure of agency efficiency. |

(continued)

| Operation Title | Operation Description |
|--|--|
| Adjudication Management: Key Project | 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. |
| Consider Environmental Issues In Adjudications and Infrastructure Matters | |
| Environmental metrics established: Key Project | The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies. |

4 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 | FY 2024 Target | Was 2024 KPI Met? |
|--|----------------|---------------|-------------|----------------|----------------|----------------|----------------|---------|----------------|-------------------|
| Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates | | | | | | | | | | |
| Adjudicative Case decisions issued within 90 days of record closure | Up is Better | Not Available | 96% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 100% | 95% | Met |
| US Department of Transportation Rating of DC Pipeline Safety Program | Up is Better | Not Available | 100% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 100% | 98% | Met |
| Educate Consumers and Inform the Public | | | | | | | | | | |
| Number of Community Outreach Events and Education Summits, Including Those Directed at Vulnerable Communities | Up is Better | New in 2024 | New in 2024 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 37 | 35 | Met |
| Create and maintain a highly efficient, transparent, and responsive District government. | | | | | | | | | | |
| Percent of Consumer Complaints Resolved at an informal level | Up is Better | 99% | 99% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 100% | 98% | Met |
| Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years. | Up is Better | New in 2023 | New in 2023 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 100% | - | - |
| Percent of new hires that are District residents | Up is Better | New in 2023 | 62.5% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 25% | - | - |
| Percent of employees that are District residents | Up is Better | New in 2023 | 35% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 34.6% | - | - |
| Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia | Up is Better | New in 2023 | 11.1% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 7.7% | - | - |

Key Performance Indicators (continued)

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 | FY 2024 Target | Was 2024 KPI Met? |
|---|----------------|-------------|---------------|----------------|----------------|----------------|----------------|-------------------------|----------------|-------------------|
| Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time. | Up is Better | New in 2023 | New in 2023 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | No applicable incidents | - | - |
| Consider Environmental Issues In Adjudications and Infrastructure Matters | | | | | | | | | | |
| Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered | Up is Better | 100% | Not Available | Annual Measure | Annual Measure | Annual Measure | Annual Measure | No Data Available | 90% | |
| Percentage of RPS Applications Processed Within 30 Business Days of the Submission Date | Up is Better | New in 2024 | New in 2024 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | No Data Available | 85% | |
| Number of Solar Megawatts Added to the Electric Grid to Meet the Goals of the Local Solar Expansion Amendment Act of 2022 | Up is Better | New in 2024 | New in 2024 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | No Data Available | 264 | |

Workload Measures

| Measure | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 |
|---|---------|---------|------------|------------|------------|------------|---------|
| One Call Inspections | | | | | | | |
| Number of 811 damage prevention inspections conducted | 661 | 716 | 150 | 123 | 76 | 76 | 425 |
| Pipeline Inspections | | | | | | | |
| Pipeline Safety inspections conducted | 345 | 500 | 130 | 123 | 107 | 54 | 414 |
| Renewable Portfolio Applications Granted | | | | | | | |
| Renewable Portfolio Standards Applications processed | 2,703 | 2,221 | 1,079 | 1,108 | 1,014 | 890 | 4,091 |
| Consumer Complaints and Inquiries | | | | | | | |
| Number of Consumer Complaints and Inquiries Processed | 1,180 | 1,630 | 311 | 362 | 246 | 356 | 1,275 |