



**OFFICE OF THE PEOPLE'S COUNSEL  
FY 2024 PERFORMANCE PLAN**

**NOVEMBER 22, 2023**

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# 1 OFFICE OF THE PEOPLE'S COUNSEL

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*Mission:* The mission of the Office of the Peoples Counsel (“OPC” or “Office”) is to advocate for the provision of safe and reliable quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory.

*Services:* OPC is a party to all utility-related proceedings before the DC Public Service Commission and represents the interests of DC ratepayers before local and federal regulatory agencies and courts. The Office assists individual consumers in disputes with utility companies about billing or services and provides consumer education and outreach to community groups and associations on emerging issues impacting the quality, reliability and affordability of their utility services and associated environmental issues. The Office provides technical assistance to consumers, the Consumer Utility Board (CUB), as well as other D.C. community groups. OPC also provides legislative analysis for, assistance to and testimony before the D.C. Council on utility matters.

## 2 2024 OBJECTIVES

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### Strategic Objective

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Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.

Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.

Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.

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

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### 3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.</b>		
Daily Consumer Education Activities	OPC's consumer services division provides daily consumer education and outreach activity by attending and conducting various community meetings on a weekly and monthly basis.	Daily Service
Consumer assistance	On a daily basis, OPC provides consumers with pertinent information for city services, not provided by OPC. The agency receives many misdirected calls, and strives to ensure that residents needing assistance are referred to the correct city agency for service.	Daily Service
<b>Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.</b>		
OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service
<b>Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.</b>		
Enhancing Agency Operational Efficiency	OPC is working efficiently and effectively to assist District consumers with individual inquiries and complaints regarding their utility services and billing on both an informal and formal basis. OPC staff is continuing its comprehensive consumer education program, which includes outreach to non-English speaking and senior consumers. OPC has a robust seniors outreach and education program that is a vital component of its consumer education and outreach program. OPC has enhanced its partnerships with AARP, the Office on Aging and Commission on Aging. OPC staff educates seniors through presentations at community and mini-commission on aging meetings and at senior centers throughout the District. OPC staff also regularly updates the "Seniors Resource Guide" about home energy efficiency tips and changes in the District's utility markets. OPC's seniors outreach and education program is designed to assist seniors in managing their utility services costs.	Daily Service

## 4 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
<b>Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.</b>					
Number of consumer outreach meetings	Up is Better	1,422	1,632	1,564	400
Number of outreach events or communications based on consumer complaint data	Up is Better	New in 2024	New in 2024	New in 2024	8
<b>Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.</b>					
Percentage of cases closed that were open 90 days or less	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
<b>Consumer assistance</b>			
Number of consumer complaints received regarding electric, gas, or telephone services	1,970	2,512	2,961
Number of general consumer inquiries regarding, programs, assistance or services	1,258	3,626	4,163
Number of NEP/LEP persons served by the agency	848	3,228	1,802
Number of consumer complaints received regarding water services	New in 2022	827	1,172
<b>Daily Consumer Education Activities</b>			
Number of consumer outreach meetings for Water Services Division (WSD)	New in 2022	24	56
Number of consumer outreach meetings for Consumer Services Division (CSD)	New in 2022	400	165
<b>OPC Consumer Advocacy</b>			
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	57	70	58
Number of cases litigated before a DC Water Hearing Officer	New in 2022	2	3