



**FY2011 PERFORMANCE PLAN**  
**Office of the People's Counsel**

**MISSION**

The Office of the People's Counsel's mission is to advocate the provision of quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory; to assist individual consumers in disputes with utility providers; to provide technical assistance, education and outreach to consumers and ratepayers, community and civic groups and associations, and the Consumer Utility Board; and to provide legislative analysis and information to the Council of the District of Columbia on matters relating to utilities.

**SUMMARY OF SERVICES**

OPC is a party to all utility-related proceedings before the Public Service Commission and represents the interests of D.C. ratepayers before federal regulatory agencies, courts, and commissions.

The Office assists individual consumers in disputes with utility companies about billing or services and provides consumer education and outreach to community, civic, and consumer organizations and associations on emerging issues impacting the quality, reliability and affordability of their utility services.

OPC also provides legislative analysis for, assistance to and testimony before the D.C. Council on utility matters.

**AGENCY WORKLOAD MEASURES**

<b>Measures</b>	<b>FY2008 Actual</b>	<b>FY2009 Actual</b>	<b>FY2010 YTD</b>
Number of consumer inquiries <sup>1</sup>	3,069	2,209	858
Number of consumer complaints <sup>2</sup>	1,370	2,460	1,221
Number of cases litigated before the PSC	150	157	152

<sup>1</sup> Inquiries are walk-ins or consumer calls to the Office, which do not require OPC staff intervention with a utility, but do involve providing consumers with utility contact numbers and information about local utility programs, long distance services and other District agencies.

<sup>2</sup> Consumer complaints generally require negotiations between OPC staff and utility company representatives and/or legal representation in formal hearings before the PSC. Issues addressed include quality of service, disconnection and reconnection, payments and billing.



**OBJECTIVE 1: Advocate on behalf of consumers and ratepayers of natural gas, electric and telephone service in the District.**

**INITIATIVE 1.1: Propose legislation to address Pepco's reliability in the provision of electric service.**

Pepco's reliability of service and restoration time after incidents has consistently been an issue before the Public Service Commission. Pepco's level of service has not improved over the past two years, as measured by standard industry reliability indices, and OPC believes that customer expectations are not being met, while customer rates have continued to rise. Historically, OPC has requested that PSC investigate Pepco's system reliability, and there are now several proceedings investigating system quality and reliability. Despite indications that PSC believes reliability should be considered in a rate case, it has failed to make reliability an issue in the past two rate cases. Recently, OPC has also testified before the Council. Power outages have occurred, some of which have been major and weather-driven, and reliability remains a major concern for ratepayers, for consumers and for the Office. Acknowledging that reform attempts through PSC have been unsuccessful, OPC will propose legislation to ensure that Peopco fulfills its obligation to provide safe and reliable service. This project should be completed by September 30, 2011.

**OBJECTIVE 2: Provide community education and outreach to District ratepayers and consumers on matters relating to utilities.**

**INITIATIVE 2.1: Provide consumer education and outreach regarding the deployment of AMI and smart meters.**

While the deployment of AMI technology, including smart meters, will change the manner in which consumers receive electric service, OPC's statutory role remains the same – to advocate for and to educate consumers. In fact, because the electric landscape will experience such a drastic change as a result of AMI deployment, OPC's role is more important than ever. Consumers, who depend on electricity to power their households and small electronics, need to understand how to make effective use of the wide option of rates and tools inherent with an AMI network. As a result, OPC will be holding smart meter educational forums throughout the city and targeting community and ANC meetings to provide information. As a member of the PSC AMI Taskforce, the Office will be working with the Commission, Pepco and DDOE to design a more general and appropriate educational program. This project should be completed by September 30, 2011.

**INITIATIVE 2.2: Provide consumer education and outreach regarding the deployment of FiOS.**

While the surrounding jurisdictions have long had Verizon FiOS, a bundled set of telecommunication services that include internet, television, and telephone services, the



District has been unable to receive the service. Verizon has now begun deployment of FiOS and has issued a schedule for completion. OPC will plan and conduct a number of dedicated education forums, as well as target community meetings to continue to educate consumers about their opportunities and rights as potential FiOS customers. This project should be completed by September 30, 2011.

**OBJECTIVE 3: Provide assistance to individual consumers regarding their billing and service complaints against the utilities.**

**INITIATIVE 3.1: Provide information on OPC's website in the languages required by the Language Access Act.**

The Office is statutorily required to comply with the District's Language Access Act, which under certain circumstances requires vital documents be translated into Spanish, Vietnamese, Traditional Chinese, Amharic, Korean and French. Currently, OPC has some of the information on the website translated into Spanish, but not the other languages. Even though our LEP/NEP (limited English proficiency/non-English proficient) consumers are primarily Hispanic, and we are not required to provide additional translations on the website, we will be translating at least vital information into the five other languages. This project should be completed by March 31, 2011.

**PROPOSED KEY PERFORMANCE INDICATORS**

Measures	FY2009 Actual	FY 2010 Target	FY2010 YTD	FY2011 Projection	FY2012 Projection	F2013 Projection
Number of consumer education and outreach meetings/encounters attended	137	Not Available	157	165	165	165
Percentage of consumer complaints closed	99%	Not Available	98%	98%	98%	98%
Percentage of consumer complaints closed within 30 days	Not Available	Not Available	Baseline	65%	67%	67%
Percentage of consumer complaints closed within 60 days	Not Available	Not Available	Baseline	85%	87%	87%