



FY 2012 PERFORMANCE PLAN Office of the People's Counsel

MISSION

The mission of the Office of the People's 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; assist individual consumers in disputes with utility providers; provide technical assistance, education and outreach to consumers and ratepayers, community groups, associations and the Consumer Utility Board; and provide legislative analysis and information to the Council of the District of Columbia on matters relating to utilities. The Office's mission further includes consideration of the District's economy and promotion of the environmental sustainability of the District. Specifically, OPC's mission includes:

- Advocating on behalf of D.C. consumers in adjudicatory and regulatory proceedings before the D.C. Public Service Commission, federal agencies and courts;
- Representing D.C. consumers in individual disputes involving gas, electric and telephone companies providing residential service in the District of Columbia;
- Educating consumers about on-going and emerging utility issues;
- Collaborating and forming alliances with D.C. agencies and other stakeholders involved in the utility regulatory process;
- Informing and advising D.C. policy makers, including the Executive Office of the Mayor and the D.C. Council, of emerging utility issues affecting their constituents.
- Advising the D.C. Council on the need for legislative action to address consumer-based utility issues; and
- Serving as a statutory member on the Sustainable Energy Utility Advisory Board to assist in the development of a city-wide sustainable energy policy.

SUMMARY OF SERVICES

OPC is a party to all utility-related proceedings before the D.C. Public Service Commission and represents the interests of D.C. 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.

WORKLOAD MEASURES

| Measure | FY09 Actual | FY10 Actual | FY11 YTD |
|--|------------------------|------------------------|---------------------|
| Number of formal appearances before the D.C. Council | 8 | 5 | 6 |
| Number of consumer inquiries | 1535 | 1008 | 702 |
| Number of consumer complaints | 2209 | 1849 | 1734 |
| Number of cases litigated before the D.C. PSC | 39 | 57 | 54 |

OBJECTIVE 1: Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone service in the District.

INITIATIVE 1.1: Enhance litigation funding case management plan.

OPC will enhance its case management plan to ensure retention of documents pertaining to independent contractors retained to assist the Office in the litigation of cases before the D.C. Public Service Commission. This will permit the accurate recording of all contractor expenses for which the agency will obtain funding pursuant to D.C. Code § 34-912(a).

INITIATIVE 1.2: Expand consultant data base.

OPC will expand the data base of consultants to obtain a diverse list of subject matter experts qualified to assist the Office in fully carrying out its statutory responsibilities in proceedings before the D.C. Public Service Commission.

INITIATIVE 1.3: Digitalize existing litigation case files.

OPC will convert its paper-based litigation case file documents to an electronic document database to enhance organization, conserve physical space, conserve paper resources, save time, reduce duplication of effort when producing case documents, and provide ease of access for case information.

INITIATIVE 1.4: Implement Time Matters Case Management Program.

OPC will implement a case management system to foster collaboration on litigation matters and streamline internal processes by centralizing access to information for cases;



organizing and tracking all contacts, document, events, phone calls and other information associated with a case; and automating workflows with an alert and reminder system.

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

INITIATIVE 2.1: Increase the scope of outreach by expanding the consumer and community group data base.

OPC will expand the breadth of its database of consumer and community groups to reach more segments of the District to inform consumers of the services offered by the Office in electronic and paper communications.

INITIATIVE 2.2: Increase the scope of outreach and education with social media to optimize OPC's presence and consumer contact.

OPC will optimize the agency's presence in the social networking arena by placing the agency on Facebook, and monitoring neighborhood listservs.

INITIATIVE 2.3: Enhance Agency Web Site.

OPC will optimize the agency's presence by enhancing the agency Web site for greater ease of access to important information about the Office's litigation activities, outreach and education events, filing complaints, energy bill savings options, and all other initiatives undertaken which affect utility consumers. The web site will also be expanded to provide greater access to the District's limited and non-English proficient residents.

INITIATIVE 2.4: Develop a new section focusing on educating consumers about and promoting sustainable energy.

To further the agency's mission to promote the environmental sustainability of the District, OPC will develop a new office unit with a focus on educating consumers and policymakers about sustainable energy opportunities and environmental protection issues.

INITIATIVE 2.5: Develop and conduct targeted consumer education programs to increase consumer awareness.

To further the agency's mission to provide consumer education and outreach to community groups and associations on emerging issues impacting the quality, reliability and affordability of their utility services, OPC will utilize a variety of forums and media on such matters as the Pepco rate case, energy efficiency, distributed generation, smart meter/smart grid and the Sustainable Energy Utility.

INITIATIVE 2.6: Work with the Public Service Commission's AMI Education Task Force to improve Pepco's consumer education program on AMI deployment.

OPC will provide consumer education and outreach to community groups and associations specifically designed to improve Pepco's advanced metering infrastructure ("AMI") consumer education program to provide consumers with vital information about AMI deployment in the District.



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

INITIATIVE 3.1: Enhance and update Consumer Information Database.

To enable the agency to effectively assist individual consumers in disputes with utility companies about billing or services, OPC will enhance its confidential consumer information database to capture consumer complaint data and compile complaint trend analyses for use in its advocacy on behalf of District consumers.

INITIATIVE 3.2: Enhance procedures for processing of informal consumer complaints for timely resolution.

To enable the agency to provide more seamless and timely processing of consumer complaints, OPC will enhance procedures for the processing of consumer complaints to ensure complaints are timely resolved.

INITIATIVE 3.3: Enhance the Consumer Bill of Rights educational awareness program.

To further the agency's mission to provide consumer education and outreach to community groups and associations on emerging utility issues, OPC will enhance consumer awareness of their rights and responsibilities as found in the Consumer Bill of Rights (15. D.C.M.R. § 300, et seq.).

OBJECTIVE 4: Promote GreenDC Agenda.

INITIATIVE 4.1: Develop OPC Green Team Program.

To promote and support the GreenDC agenda's emphasis on obtaining government agency commitments to adopt sustainable policies, OPC will create an OPC Green Team to develop a program to raise staff awareness of environmental issues related to daily office activities and provide tangible, sustainable alternatives to the most environmentally-destructive practices through education and training for the agency staff.

OBJECTIVE 5: Increase services to the District's limited and non-English proficient (LEP/NEP) residents.

INITIATIVE 5.1: Expand education and outreach programs to limited and non-English proficient residents consistent with the D.C. Language Access Act of 2004 requirements.

To further the agency's mission in assisting individual consumers in disputes with utility companies and providing consumer education and outreach to community groups and associations, OPC will expand its education and outreach to provide the District's limited and non-English proficient residents with greater access to and participation in OPC programs, services and activities.



PROPOSED KEY PERFORMANCE INDICATORS –

| Measure | FY10 Actual | FY11 Target | FY11 YTD | FY12 Projection | FY13 Projection | FY14 Projection |
|--|------------------------|------------------------|---------------------|----------------------------|----------------------------|----------------------------|
| Number of consumer education and outreach meetings/encounters attended | 145 | 150 | 135 | 160 | 160 | 165 |
| Percentage of consumer complaints closed | 92% | 90% | 100% | 90% | 90% | 90% |