



FY 2013 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;
- Serving as a statutory member on the Sustainable Energy Utility Advisory Board to assist in the development of a city-wide sustainable energy policy; and
- Providing consultative services and technical assistance to utility consumers to facilitate their participation in utility proceedings and to ensure that their interests are adequately represented in these proceedings.

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.



AGENCY WORKLOAD MEASURES

Measure	FY 2010 Actual	FY 2011 Actual	FY 2012 YTD
Number of consumer inquiries	1,008	702	1,468
Number of consumer complaints	1,849	1,734	1,353
Number of cases litigated before the Public Service Commission	57	54	229

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

INITIATIVE 1.1: Improve Verizon's Quality of Local Telecommunications Service

OPC will strongly advocate for the improvement of the quality of local telecommunications service provided by Verizon by litigating this matter before the Public Service Commission in efforts to obtain an order directing Verizon to make improvements to its service in DC. Completion date: September 30, 2013.

INITIATIVE 1.2: Expand consultant data base.

In FY12, OPC began expanding 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. In FY13, OPC will continue to seek and research technical experts experienced in utility regulation and environmental sustainability to assist OPC in its consumer advocacy. Completion date: September 30, 2013.

INITIATIVE 1.3: Maintain reasonable natural gas distribution rates for DC residents

OPC will aggressively advocate for reasonable natural gas distribution rates for DC consumers through the litigation of the Washington Gas rate increase request by filing testimony opposing the requested rate increase based on review and analysis of the rate application, cross examination of Washington Gas witnesses and filing legal briefs. Completion date: September 30, 2013.

INITIATIVE 1.4: Continue implementation of the Time Matters Case Management Program.

OPC will continue implementation of 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. Completion date: September 30, 2013.



INITIATIVE 1.5: Ensure consideration of smart meter opt out availability to DC consumers

OPC will work with the Public Service Commission, DC Council and other stakeholders to examine the feasibility of and appropriate ways to make the opting out of smart meter installation available to DC Consumers through active litigation at the Public Service Commission and/or actively working with the city council to develop and enact legislation. Completion date: September 30, 2013.

INITIATIVE 1.6: Ensure consumer interests are represented in stakeholder efforts to examine and improve electric reliability

OPC will ensure that all stakeholder efforts to examine and improve electric reliability includes consumer concerns, positions and interests by actively litigating these issues in proceedings before the Public Service Commission and actively working with the DC Council on legislation aimed at enhancing electric reliability. Completion date: September 30, 2013.

INITIATIVE 1.7: Research and analyze electric undergrounding

OPC will research and analyze the technical and economic feasibility of placing the electric lines serving DC residents underground to improve electric service reliability. Completion date: September 30, 2013.

INITIATIVE 1.8: Advocate stronger scrutiny of Alternative Energy Provider Services

OPC will petition the Public Service Commission to examine consumer concerns and implement stronger consumer protection enforcement mechanisms regarding alternative energy providers in DC. Completion date: September 30, 2013.

INITIATIVE 1.9: Enhance OPC's Technical Expert Unit

OPC will enhance the Technical Experts section of the Office's Litigation Division for the purpose of strengthening the economic and engineering support for OPC's legal advocacy. Completion date: September 30, 2013.

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 expanded 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. In FY13, through its consumer education and outreach, OPC will work to continue expansion of its database by adding at least 20 new entries to the database. Completion date: September 30, 2013.



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

In FY12, OPC developed, planned and created a Facebook account to expand the agency's presence in the social networking arena. In FY13 OPC will continue active oversight and participation of the agency on Facebook, as well as monitoring neighborhood listservs to stay abreast of consumer utility issues that may arise. Completion date: September 30, 2013.

INITIATIVE 2.3: Enhance agency's new section focusing on consumer education and promotion of sustainable energy.

To further the agency's mission to promote energy efficiency and environmental sustainability of the District, in FY12 OPC created its new office unit focusing on the advocacy and education of consumers and policymakers about sustainable energy opportunities and environmental protection issues. In FY13, OPC will build on the creation of this new office unit by joining and becoming more active at PJM and in other stakeholder groups impacting energy efficiency, renewable energy and environmental sustainability issues affecting DC energy consumers, including the Mayor's Task Force on Undergrounding. Completion date: September 30, 2013.

INITIATIVE 2.4: 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 service reliability, energy efficiency, distributed generation, smart meter/smart grid, the Sustainable Energy Utility, Washington Gas rate case, and Verizon quality of service. Completion date: September 30, 2013.

INITIATIVE 2.5: Work with the Public Service Commission's AMI Education Task Force to improve Pepco's consumer education program on AMI deployment and dynamic pricing.

In FY12, OPC provided consumer education and outreach to community groups and associations specifically designed to improve Pepco's advanced metering infrastructure ("AMI") consumer education program, equipping consumers with vital information about AMI deployment and dynamic pricing in the District. In FY13, OPC will work with the AMI Task Force to revise education and outreach programs to reflect full implementation of smart meters and resulting consumer experience, including developing consumer surveys. Completion date: September 30, 2013.

INITIATIVE 2.6: Expand education and outreach programs to limited and non-English proficient residents consistent with the requirements of the D.C. Language Access Act of 2004.

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. Completion date: September 30, 2013.

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

INITIATIVE 3.1: Enhance informal consumer complaints assistance to D.C.'s limited and non-English proficient residents.

To enable the agency to provide more consumer complaints assistance to D.C.'s limited and non-English proficient residential consumers, OPC will conduct clinics in multi-cultural forums with translation and interpreter services. Completion date: September 30, 2013.

INITIATIVE 3.2: 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 consumers' awareness of their rights and responsibilities as found in the Consumer Bill of Rights (15. D.C.M.R. § 300, et seq.). Completion date: September 30, 2013.

KEY PERFORMANCE INDICATORS

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 YTD	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Number of consumer education and outreach meetings/encounters attended	135	160	222	160	165	167
Percentage of consumer complaints closed	100%	90%	94%	90%	90%	90%
Number of limited and non-English speaking persons served by the agency	1,744	NA ¹	2,052	2,200	2,400	2,450

¹ This is a new measure in FY13.