

Office of the People's Counsel FY2017

Agency Office of the People's Counsel

Agency Code DJO

Fiscal Year 2017

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.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities.
2	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District.
3	Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.
4	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Measures)									
Percentage of consumer complaints closed	<input type="checkbox"/>	Quarterly		83%	90%	94%	90%	95%	90%
No. of consumer outreach meetings	<input type="checkbox"/>	Quarterly		Not available	175	470	175	471	175
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)									
No. of proceedings initiated by OPC	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	4
4 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Activities)			

CUSTOMER 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
CONSUMER EDUCATION	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
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Activity)			
CONSUMER ADVOCACY & REPRESENTATION	OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service
3 - Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction. (1 Activity)			
Daily Operations	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

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Consumer assistance (2 Measures)								
Number of Consumer Complaints	<input type="checkbox"/>		Number of Consumer Complaints	Number of Complaints	Quarterly	1639	2058	2585
Number of Consumer Inquiries	<input type="checkbox"/>		Number of Consumer Inquiries	Number of inquiry calls	Quarterly	540	990	72
2 - OPC Consumer Advocacy (1 Measure)								
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	<input type="checkbox"/>		Number of cases litigated	Number of cases	Quarterly	64	72	61

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Daily Operations (3 Strategic initiative-operation links)		
AGENCY WELLNESS INITIATIVE	Per District mandate, OPC is launching a wellness program in FY 17. The goal is to empower employees with information and resources to make better wellness and fitness choices.	09-29-2017
Paperless Office	The Modern Office we envision must provide digital service delivery across all aspects of agency service. This is not limited to internal communications. The key to our digital service goal is to enable data sharing within the office in real time, which will permit a multi-faceted intra-agency response that can produce more rapid outcomes and allow for two-way feedback from our stakeholders. This improved internal process will allow for optimal community engagement. As an example, information contained in consumer complaints and inquiries could be used to respond more rapidly to other public stakeholders who may be experiencing similar utility challenges. Our plan is to broadly adopt modern communications tools and platforms—social media, workgroup software, etc., to not only meet "paperless office" and "document retention" goals but to more accurately capture and respond to District ratepayers and the D.C. Community as a whole. Utilization of digital platforms can save money, boost productivity, save space, make documentation and information sharing easier, keep personal information more secure, and help the environment.	09-30-2017
OPC Green Office	OPC is launching initiatives to encourage employees to employ energy efficient and environmentally-friendly workplace practices.	09-29-2017