

Office of the People's Counsel FY2023

Agency Office of the People's Counsel

Agency Code DJ0

Fiscal Year 2023

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.

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

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services. (2 Measures)					
Percent of consumer complaints for electric, gas, telephone and water utilities closed annually.	Up is Better	81.7%	76%	90%	80%
Number of consumer outreach meetings	Up is Better	1334	1422	400	400

Operations

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, telephone and water services. (2 Activities)		
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
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District. (1 Activity)		
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)		
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

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Consumer assistance (4 Measures)		

Measure	FY 2020 Actual	FY 2021 Actual
Number of consumer complaints received regarding water services	Not Available	Not Available
Number of NEP/LEP persons served by the agency	1077	848
Number of consumer complaints received regarding electric, gas, or telephone services	1090	1970
Number of general consumer inquiries regarding, programs, assistance or services	1392	1258
1 - Daily Consumer Education Activities (2 Measures)		
Number of consumer outreach meetings for Water Services Division (WSD)	Not Available	Not Available
Number of consumer outreach meetings for Consumer Services Division (CSD)	Not Available	Not Available
2 - OPC Consumer Advocacy (2 Measures)		
Number of cases litigated before a DC Water Hearing Officer	Not Available	Not Available
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	Not Available	57