



Office of the People's Counsel OPC (DJ)

MISSION

The mission of the Office of the People's Counsel is to advocate the provision of quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory to District ratepayers.

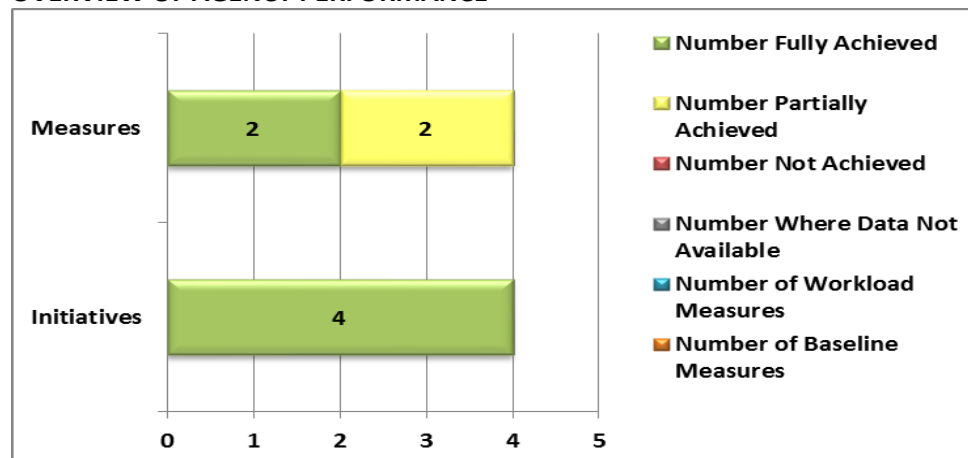
SUMMARY OF SERVICES

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. OPC also provides legislative analysis and assistance on utility matters.

ACCOMPLISHMENTS

- ✓ Successfully persuaded the Public Service Commission (PSC) to include electric reliability as a major part of the pending Pepco rate case (F.G. 1087).
- ✓ Established a new multi-divisional section within the office comprised of OPC litigation, technical and consumer education and outreach staff called the Energy Efficiency and Sustainability Section. This new section was established to increase awareness of energy efficiency, renewable and sustainable energy options to the broad base of DC consumers in all wards and income levels, and to meet the statutory mandate requiring consideration of conservation and environmental issues.
- ✓ Expanded our outreach and educational efforts in new and innovative ways. The Office is utilizing the services of the Office of Cable Television (OCT), to broadcast Public Service Announcements (PSAs) to educate the public about the work of OPC and emerging utility issues and pending cases. In addition, we have convened town hall meetings to solicit community input on matters of local concern and worked with other organizations such as AARP, to broaden and expand our client base. The end result of our efforts has produced measurable results. For example, OPC successfully petitioned the PSC to investigate the quality of service provided by Verizon.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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.**

OPC fully achieved this objective. (100% accomplished). OPC provided testimony on proposed legislation introduced by the Committee on Public Services and Consumer Affairs entitled, "Reliable Electric Service Act of 2011," on July 7, 2011 and September 8, 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.**

OPC fully achieved this objective. (100% accomplished). OPC successfully enhanced and expanded its consumer education and outreach through a variety of new measures, including attending more than 157 outreach meetings and convening two town hall meetings with over 60 participants.

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

OPC fully achieved this objective. (100% accomplished). OPC attended 2 meetings where the subject matter concerned the deployment of FiOS.

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.**

OPC fully achieved this objective. (100% accomplished). OPC has launched a new website which includes translation of key outreach publications, and information about services provided by OPC, in the seven languages mandated by the Language Access Act. In addition, OPC received special recognition from the Office of Human Rights, (OHR) for being one of the top Language Access Act compliant agencies in the city.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	2.1	Number of consumer education and outreach meetings/encounters attended	145	150		135	90%	
●	3.1	Percentage of consumer complaints closed	92%	90%		100%	111.11%	OFFICE OF PEOPLES COUNSEL
●	3.2	Percentage of closed consumer complaints closed within 30 days	88%	85%		79.94%	94.05%	OFFICE OF PEOPLES COUNSEL
●	3.3	Percentage of closed consumer complaints closed within 60 days	95%	90%		98.98%	109.98%	OFFICE OF PEOPLES COUNSEL