



## Office of the People's Counsel OPC (DJ)

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### 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.

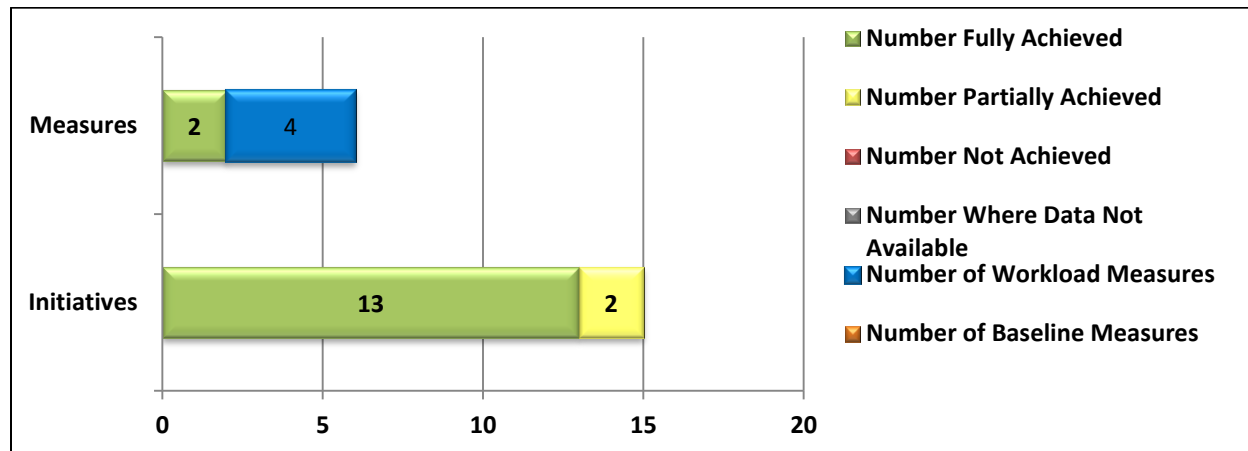
### ACCOMPLISHMENTS

- ✓ Aggressively opposed Pepco's \$42 million increase request through aggressive litigation.
- ✓ Aggressively opposed Washington Gas Light Company's request for \$29 million rate increase.
- ✓ Presented over 135 hands-on Energy Efficiency Workshops.

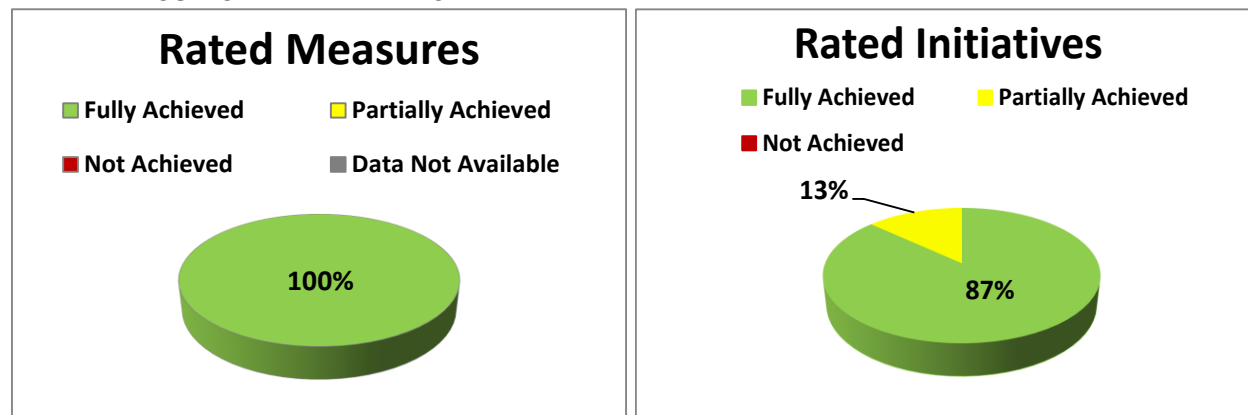


## OVERALL OF AGENCY PERFORMANCE

### TOTAL MEASURES AND INITIATIVES



### RATED MEASURES AND INITIATIVES




**Note:** Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

### Agency Management

#### **OBJECTIVE 1: 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.**

- This initiative was fully achieved. In FY12, OPC expanded its team of staff to prepare and oversee funding request filings.

##### **INITIATIVE 1.2: Expand consultant data base.**

- This initiative was fully achieved. In FY12, OPC expanded its consultant database through research, attending professional conferences and seeking consultant recommendations from colleagues.

##### **INITIATIVE 1.3: Digitalize existing litigation case files.**

- This initiative was fully achieved. OPC litigation case files have been digitalized and paper files have been archived.

##### **INITIATIVE 1.4: Implement Time Matters Case Management Program.**

- This initiative was partially achieved. OPC's Time Matters Case Management Program has been substantially implemented and is currently in use. However, a small component of the program is still in the implementation phase.

#### **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.**

- This initiative was fully achieved. The Consumer Services Division (CSD) has expanded the consumer and community group data base by including ANC commissioners' and civic associations' meeting schedules by ward as sources for outreach presentations by our consumer outreach specialists. CSD has also initiated a new data base to track D.C. residents who have testified in ratepayer cases and the substance of their testimonies.

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

- This initiative was fully achieved. In addition to increasing the amount of information on the OPC website to reflect opportunities for the public to participate in community education workshops, CSD has also utilized email groups, local newspapers and Channel 8 D.C. Cable T.V. to notify the public. Agency contacts have been enhanced significantly in terms of total outreach contacts and the development of new users. Feedback includes a statistically significant response to citywide survey of utility and outage issues



which has helped inform the regulatory process, city officials and consumers. Two-way email traffic has also picked up with consumers.

**INITIATIVE 2.3: Enhance Agency Web Site.**

This initiative was fully achieved. OPC has made a number of improvements to the Agency's website to help make it more consumer friendly and assist with providing users with accurate and relevant information. This past year OPC's website underwent a major renovation including the addition of a video message from the People's Counsel, a media gallery, which includes training videos, an Energy Sustainability section and clearer placement of important information. New content policies have also been implemented. Continuous content management and evaluation is underway as planned. The Office continues to work with consumer groups and staff to enhance the overall experience and visual aesthetics of its website.

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

This initiative was fully achieved. The People's Counsel authorized the creation of the Energy Efficiency and Sustainable Section of OPC to educate District utility residents about renewable energy programs and simple and practical energy efficiency measures they can apply to their homes for energy savings.

Specifically, OPC offers hands-on Energy Efficiency Workshops: Keeping it Simple and Practical through demonstrations of hands-on energy efficiency products and measures, showing residents how to apply them to their homes for energy savings. The Office firmly believes that when residents are armed with proper energy efficiency measures, such actions empower them to take proactive measures to control their energy usages for savings, whereby, helping the District to reduce its overall carbon footprint for positive environmental benefits.

OPC's 3 major accomplishments regarding its Energy Efficiency outreach are as follows: (1) creation of workshops; (2) simplification of format of the workshops; and (3) actual presentation of the hands-on workshops.

Each of the three initiatives were fully achieved through presentations to over 135 civic and community, senior and church groups, elementary school and parent groups.

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

This initiative was fully achieved. CSD initiated the Utility Workshop 101 series which is designed to increase consumers' awareness of the general ratepayer process such as reading and interpreting bills, dispute measures, general consumer rights and responsibilities.



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

This initiative was fully achieved. Progress is ongoing by order of the D.C. PSC which is expected to extend the working group project through AMI full deployment (2015). Participation in the education, planning and design of commercial and non-commercial education materials is on-going. Validation of message and coordination with working group stakeholders is ongoing. OPC held several joint town hall meetings in 2012 to educate consumers about Pepco's smart grid deployment. In addition to the town hall meetings, OPC, Pepco, the Commission, AARP and several other stakeholders meet on a monthly basis to discuss Pepco's deployment progress, issues and ways to educate consumers about the initial benefits of the smart grid.

**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.**

This initiative was fully achieved. The Consumer Information Database upgrade was completed in 2011, with revisions implemented in 2012. IT staff has added an additional data entry category.

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

This initiative was fully achieved. CSD has designed Consumer Information Database (CID) and Consumer Complaints Workshops that provide OPC staff with guidelines for CID data entry, interacting with complainants and comprehensive follow through to complaint resolution.

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

This initiative was partially achieved. . An overview of the CBR is made a part of every consumer outreach presentation and a formal educational awareness program is being developed.

**OBJECTIVE 4: OBJECTIVE 4: Promote GreenDC Agenda.**

- **INITIATIVE 4.1: Develop OPC Green Team Program.**

This initiative was fully achieved. OPC's internal environmental sustainability program has been implemented, including recycling, energy efficient use of equipment and lights, and education of 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.**

This initiative was fully achieved. OPC developed one outreach program specifically for this particular community which provides education about OPC and its available services to consumers regarding billing and service complaints, and information on energy efficiency measures. In addition, we have designated one staff person to focus on this specific consumer group.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program	
	●	1.1	No. of cases litigated before the D.C. P.S.C.	54	NA		279	Workload Measure	OFFICE OF PEOPLES COUNSEL
	●	1.2	No. of formal appearances before the D.C. Council	6	NA		6	Workload Measure	OFFICE OF PEOPLES COUNSEL
	●	2.1	No. of consumer outreach meetings	135	160		317	198.13%	OFFICE OF PEOPLES COUNSEL
	●	3.1	Percentage of consumer complaints closed	100	90		94.38%	104.86%	OFFICE OF PEOPLES COUNSEL
	●	3.2	No. of consumer inquiries	702	NA		1,772	Workload Measure	OFFICE OF PEOPLES COUNSEL
	●	3.3	No. of consumer complaints	1,734	NA		2,031	Workload Measure	OFFICE OF PEOPLES COUNSEL