



## 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 for 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.

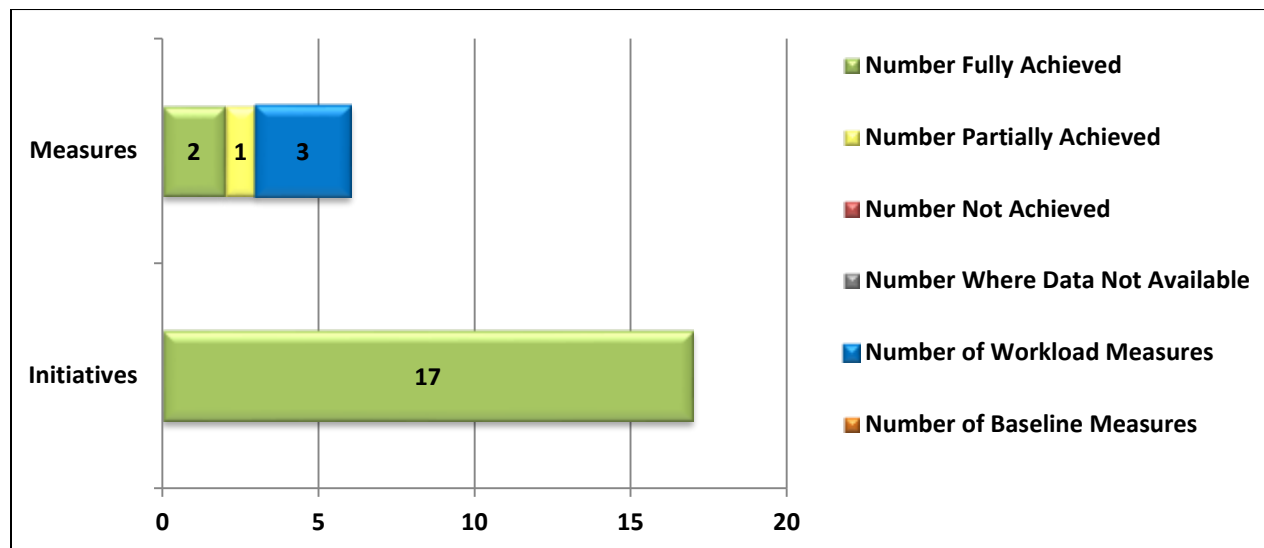
### ACCOMPLISHMENTS

- ✓ Aggressively sought PSC investigation of abusive business practices of alternative energy providers, resulting in PSC proceeding against Starion Energy and another proceeding review and strengthen consumer protection rules against all alternative energy providers.
- ✓ Aggressively advocated for improvements to electric service reliability for DC consumers by participating in PSC proceedings and worked within the Mayor's Power Line Undergrounding Task Force to develop legislation now pending before the DC Council to underground electric lines for improved electric reliability at an affordable cost to consumers.
- ✓ Aggressively advocated for improvements in Verizon's quality of service to DC consumers through vigorous examination and litigation of Verizon service issues before the PSC and engagement of the community in the process through Town Hall meetings.

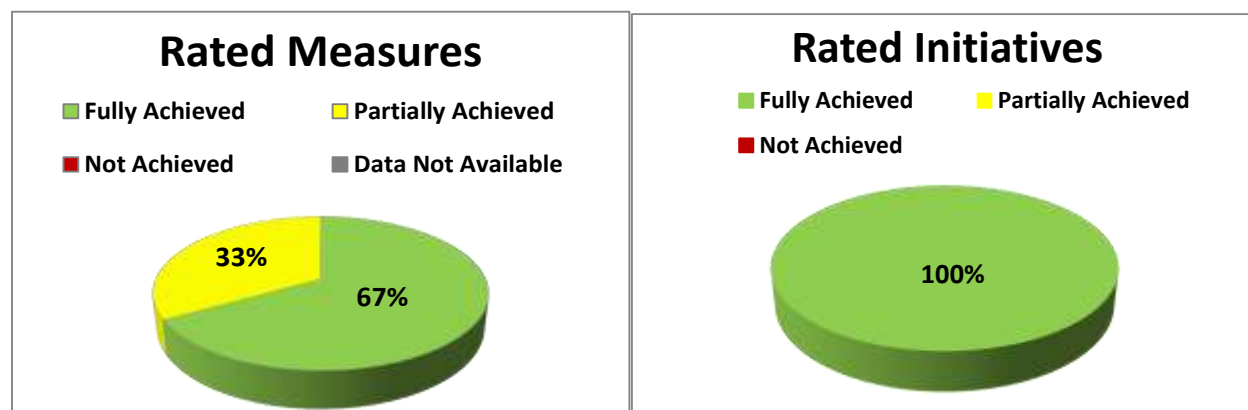


## OVERALL AGENCY PERFORMANCE

### 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: 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

- **This initiative was fully achieved.** OPC Aggressively advocated for improvements in Verizon's quality of service to DC consumers through vigorous examination and litigation of Verizon service issues before the PSC and engagement of the community in the process through Town Hall meetings.

#### INITIATIVE 1.2: Expand consultant database

- **This initiative was fully achieved.** In FY2013, OPC successfully expanded its database of technical expert and legal consultants to assist OPC in its advocacy before the Public Service Commission and DC Council through research, attending professional conferences and meetings held by the National Association of Regulatory Utility Commissioners (NARUC), the National Association of State Utility Consumer Advocates (NASUCA) and other professional organizations and seeking recommendations from colleagues.

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

- **This initiative was fully achieved.** OPC aggressively opposed Washington Gas Light Company's request for \$29 million rate increase in Formal Case 1093, resulting in the Commission's approval of less than 30% of the requested increase.

#### INITIATIVE 1.4: Continue implementation of Time Matters Case Management Program

- **This initiative was fully achieved.** OPC's Time Matters Case Management Program has been implemented and is currently in use with internal processes by centralizing access to information for cases; organizing and tracking all contacts, documents, events, phone calls and other information associated with a case; and automating workflows with an alert.

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

- **This initiative was fully achieved.** OPC exhausted all means of litigation and legislative efforts to provide consumers with an opt-out by requesting an investigation to determine the technical and economic feasibility of Pepco providing an opt-out provision. OPC also successfully advocated for smart meter legislation, which is pending.

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

- **This initiative was fully achieved.** OPC has actively participated in numerous proceedings before the DC Public Service Commission advocating for the improvement of electric service reliability. Additionally, OPC is an active participant in the Mayor's Power Underground Task Force established to improve electric reliability.



#### **INITIATIVE 1.7: Research and analyze undergrounding**

**This initiative was fully achieved.** In efforts to improve electric service reliability for DC consumers, OPC actively participated in the research and analysis of the technical and economic feasibility of undergrounding electric lines within the Mayor's Power Line Undergrounding Task Force. Specifically, the People's Counsel and OPC's staff accountant were active members of the Technical and Finance subcommittees of the Mayor's Undergrounding Task Force, resulting in submission of proposed undergrounding legislation currently pending before the DC Council.

#### **INITIATIVE 1.8: Advocate stronger scrutiny of alternative energy providers**

**This initiative was fully achieved.** OPC brought a petition to examine the practices of Starion Energy in FY 2013. The proceeding established as a result of the Office's petition is ongoing and the Commission established another proceeding to examine the rules governing all alternative energy providers. OPC is actively participating in that proceeding as well.

#### **INITIATIVE 1.9: Enhance OPC's Technical Expert Unit**

**This initiative was fully achieved.** OPC strengthened its Technical Expert Unit to better support its legal advocacy by increasing professional training of its accountant and economist, increasing outside professional presentations of accountant, development of comprehensive energy outage survey by OPC's staff economist to support OPC's advocacy in energy proceedings, including the Mayor's Power Line Undergrounding Task Force. OPC also was successful in obtaining a staff position for an engineer.

### **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 database**

**This initiative was fully achieved.** The Consumer Services Division (CSD) is responsible for community education outreach and technical assistance. CSD has expanded the consumer and community group data base by more than 20 new entries to the database. This included newly elected ANC Commissioners', and dozens of additional District Senior Citizen Centers as sources for outreach presentations by our consumer outreach specialists. CSD obtained access to these centers through an ongoing communication with the D.C. Office on Aging and the D.C. Commission on Aging. CSD continues to develop its 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 FY13, OPC enhanced its use of Facebook to expand its outreach in the social networking arena. OPC's Social media efforts also included 34 targeted email blasts, each, to several thousand community contacts and the introduction of our lay advocate contacts to Twitter. We also now monitor and respond to community listservs.

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

**This initiative was fully achieved.** This objective has been fully achieved. During FY 2013, OPC was an active participant in various DC sustainable energy initiatives including but not limited to the Community Renewables Energy Act working group, Advisory Board for the Sustainable Energy



Utility, review of the Renewable Portfolio Standard Amendment Act and input on DC's Comprehensive Energy Plan. OPC continued its work in the stakeholder process of PJM Interconnection with a focus on the benefits of demand response in the PJM capacity market. Additionally, the Office submitted various pleadings to the Federal Energy Regulatory Commission, including comments on proposed enhancements to the Small Generator Interconnection Procedures that would streamline the interconnection process and reduce costs related to solar installations. OPC successfully addressed the energy efficiency needs of District residents by conducting 118 hands-on Energy Efficiency Workshops.

**INITIATIVE 2.4: Develop and conduct targeted consumer education programs to increase consumer awareness**

**This initiative was fully achieved.** OPC successfully developed and conducted numerous consumer education programs, including OPC's (1) Utility 101 Workshop series addressing consumer rights and responsibilities and how to read utility bills, (2) community leaders education program series on Pepco and Washington Gas rate cases, issues concerning abusive business practices of alternative energy providers and electric undergrounding issues, two citywide Town Hall meetings regarding Verizon Quality of Service experiences, issues and concerns, bringing Verizon management face-to-face with concerned DC consumers, and residential consumer-based energy efficiency workshop series conducted throughout the city.

**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**

**This initiative was fully achieved.** In FY 2013, OPC successfully participated in the education, planning and design of commercial and non-commercial education materials which is on-going. OPC worked with the AMI working group on a monthly basis to discuss Pepco's deployment progress, issues and ways to educate consumers about the pending benefits of the smart grid. In addition OPC independently educates consumers through our consumer education division outreach specialists at more than 150 outreach events annually.

**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**

**This initiative was fully achieved.** 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 partnered with a community based organization that serves a significant LEP/NEP population to discuss OPC's programs, services and activities, and to obtain input about how to improve this population's access and greater participation in these programs, services and activities.



**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**

**This initiative was fully achieved.** OPC partnered with a community based organization that serves a significant limited and non-English proficient (LEP/NEP) population and hosted a dialogue about

- OPC and its available services regarding billing and service complaints, and information on energy efficiency measures. In addition, OPC's staff designated to work with LEP/NEP populations worked to refine OPC's outreach strategy to strategically reach greater numbers of LEP/NEP District residents.

**INITIATIVE 3.2: Enhance the Consumer Bill of Rights educational awareness program.**

**This initiative was fully achieved.** The Consumer Services Division (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 process, interpreting general consumer bill of rights, etc. CSD completed four workshops thus far. CSD complimented the Utility Workshop 101 by completing four Community Leaders Briefings to enhance leaders' awareness of consumer utility issues so they could better inform their constituencies.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program	
	●	1.1	Number of cases litigated before the Public Service Commission	279	Target Not Required		72	Workload Measure Not Rated	OFFICE OF PEOPLES COUNSEL
	●	2.1	Number of Consumer Education and Outreach Meetings	317	160		330	206.25%	OFFICE OF PEOPLES COUNSEL
	●	2.2	Number of limited and non-English speaking persons served by the agency	2,052	2,200		2,613	118.77%	OFFICE OF PEOPLES COUNSEL
	●	3.1	Percentage of consumer complaints closed	94%	90%		85.21%	94.67%	OFFICE OF PEOPLES COUNSEL
	●	3.2	Number of consumer inquiries	1,772	Target Not Required		986	Workload Measure Not Rated	OFFICE OF PEOPLES COUNSEL
	●	3.3	Number of consumer complaints	2,031	Target Not Required		1,717	Workload Measure Not Rated	OFFICE OF PEOPLES COUNSEL