



## **Office of the People's Counsel**

### **OPC (DJO)**

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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.

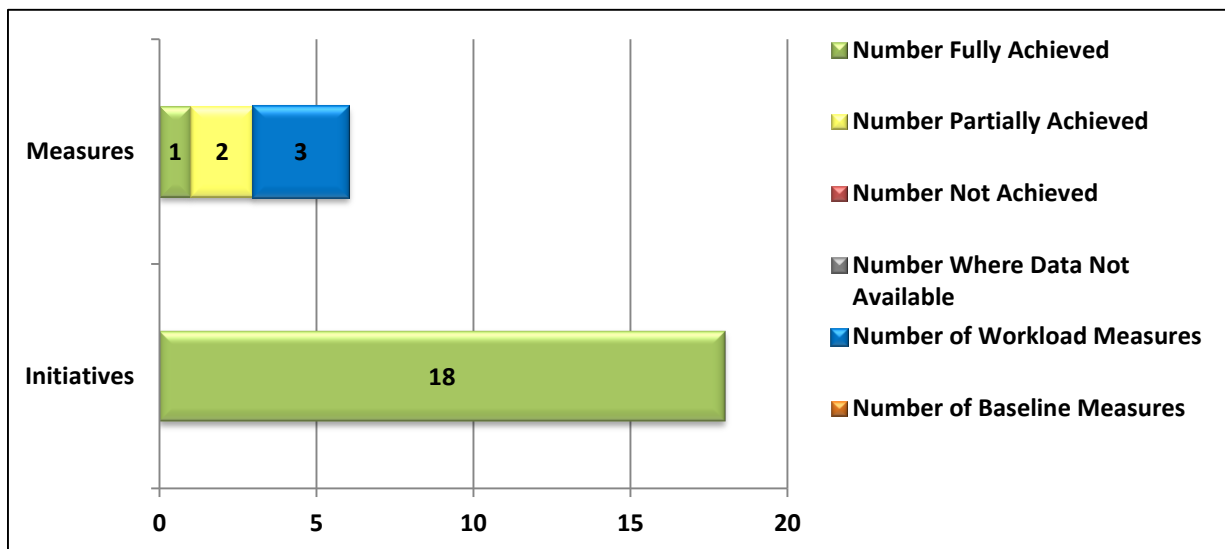
#### **ACCOMPLISHMENTS**

- ✓ Advocated in an investigation of Starion Energy resulting in consumer benefits
- ✓ Served as a member of the Mayor's Power Line Undergrounding Task Force.
- ✓ Advocated for equitable transition to fiber telecom service.

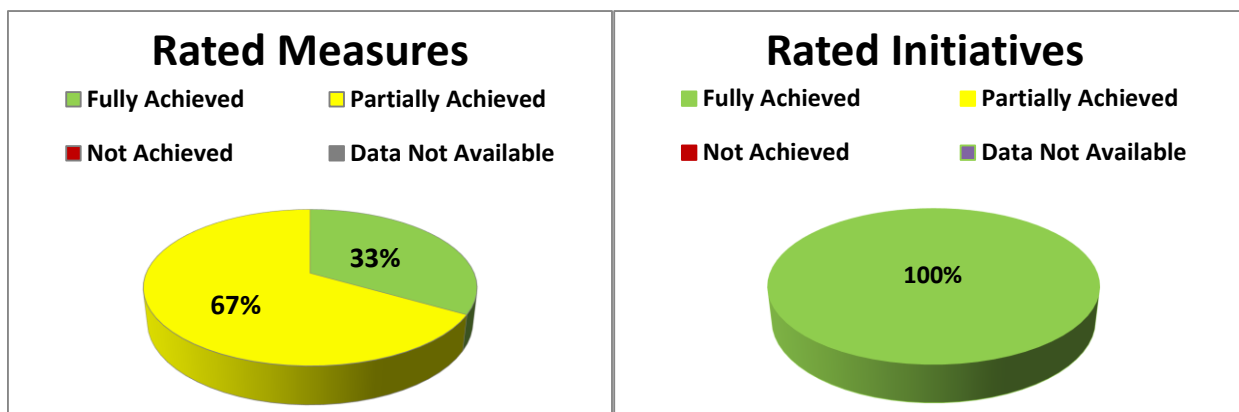


## OVERALL AGENCY PERFORMANCE

### 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: Maintain Verizon’s quality of local telecommunications service through transition from copper Infrastructure to optic fiber infrastructure.**

- **This initiative was fully achieved.** In Formal Case No. 1102, the Commission’s Investigation into Verizon’s customer migration from copper to fiber facilities, OPC aggressively advocated on behalf of consumers for high quality telephone service whether provided by Verizon on the copper or fiber-based telecommunications network.

**INITIATIVE 1.2: Continue expansion of consultant database**

- **The initiative was fully achieved.** In FY 14, due to the undergrounding project and Pepco’s merger cases, the OPC further expanded its consultant database to include legal and technical experts in the areas of Wall Street financing and environmental impacts of mergers.

**INITIATIVE 1.3: Maintain reasonable electric distribution rates for DC residents**

- **This initiative was fully achieved.** OPC fully litigated Formal Case No. 1103, the Public Service Commission’s formal review of Pepco’s application for a rate increase, to ensure that any Pepco rate increase was limited to those costs that were supported by evidence and public policy as just and reasonable.

**INITIATIVE 1.4: Continue implementation of the Time Matters Case Management Program**

- **The initiative was fully achieved.** OPC implemented upgrades to the Time Matters Case Management program that enable OPC attorneys to access the system in real time without calling the office through a secure, web-based case management system mobility service. The program permits attorneys to access calendar and contact information on smartphones and other Web-enabled mobile devices through secure integration with Microsoft® Outlook® and Microsoft Exchange.

**INITIATIVE 1.5: Continue advocacy for smart meter opt out availability to DC consumers**

- **This initiative was fully achieved.** The Office provided draft legislative language and evidentiary support to the DC City Council for an opt-out provision to Pepco’s smart meter program. Additionally, OPC educated consumers about the issues pertaining to opt-out and how to voice their views and concerns to the City Council regarding opt-out legislation.

**INITIATIVE 1.6: Advocate for implementation of electric conduit undergrounding**

- **This initiative was fully achieved.** The Office was a very active member of Mayor Vincent C. Gray’s Power Line Undergrounding Task Force (“Task Force”), which resulted in the enactment of the Electric Company Infrastructure Improvement Financing Act of 2013 (“Electric Act”) authorizing the undergrounding of up to 60 feeder distribution lines across 5 wards of the District to improve the reliability of Pepco’s provision of electric service to DC consumers.



**INITIATIVE 1.7: Advocate for stronger regulatory oversight of alternative energy provider services**

**This initiative was fully achieved.** OPC aggressively litigated on behalf of utility consumers the Commission's proceeding to investigate the business practices of Starion Energy. As a result, OPC successfully obtained a settlement that included compensating consumers for financial losses, imposing mechanisms to improve Starion's marketing practices and provision of service to consumers. Lastly, a \$100,000 donation to the Greater Washington Urban League energy assistance was made as a result of the settlement.



**INITIATIVE 1.8: Continue enhancement of OPC's Technical Expert Unit**

**This initiative was fully achieved.** In FY14, OPC added an engineer and attorney with expertise in electrical infrastructure issues, and provided staff training to support the Technical Experts section of the Office's Litigation Division.



**INITIATIVE 1.9: Continue to advocate for customer interests on D.C. Sustainable Energy Utility Advisory Board**

**This initiative was fully achieved.** OPC was fully engaged in Sustainable Energy Utility Advisory Board's review and analysis of the SEU's performance benchmarks. Additionally, OPC was the lead author of the SEU Advisory Board's FY 2013 Annual Report and continued to facilitate discussions among District sustainable energy stakeholders regarding how the SEU can become even more effective in the future.



**OBJECTIVE 2: Provide community education outreach and technical assistance to District ratepayers and consumers on matters relating to utilities.**

**INITIATIVE 2.1: Enhance consumer information database to strengthen consumer advocacy**

**This initiative was fully achieved.** In FY 2014, OPC enhanced the Consumer Information Database (CID) by implementing data input and retrieval modifications and expanding the array of consumer complaints captured to better assist the Litigation Services Division in developing and litigating consumer concerns.



**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.** OPC is expanding agency presence in the area of social media networking through the use of twitter and Facebook, and dedicated email blasts. Use of twitter has led to new community contacts and has enabled the Office to respond to an emerging set of techno-consumers, both residential and small business users that may be severely impacted by utility outages and service disruptions.



**INITIATIVE 2.3: Increase OPC's scope of outreach and education through DC Cable TV.**

**The initiative was fully achieved.** OPC worked with DC Cable TV to film and air several events. The aired events included the press conference to announce the landmark settlement agreement with competitive energy supplier Starion that provided \$100,000 to the Greater Washington Urban League for energy assistance, the rebroadcast public and community hearings on critical issues including Powerline Undergrounding and the Competitive Energy Supplier case, and OPC Public service announcements to assist in educating consumers and informing consumers of upcoming public events.





**INITIATIVE 2.4: Continue consumer education and promotion of sustainable energy through the agency's Energy Efficiency and Sustainability Section.**

**This initiative was fully achieved.** OPC advocated on behalf of DC consumers in a wide variety of local, regional and federal sustainable energy initiatives, including enhanced participation in the PJM stakeholder process through its active membership in the Consumer Advocates for PJM States and other strategic partnerships on key issues such as demand response and the impact of winter weather events on capacity markets. The submission of comments to the U.S EPA on its proposed rules for carbon emissions from new power plants, and the submission of testimony to the D.C. Council on legislation proposing the removal of black liquor as a Tier 1 renewable energy source from DC's Renewable Portfolio Standard, input on the energy benchmarking data access provisions of the Sustainable DC Omnibus Act of 2014, and participation in DDOE's Solar Stakeholder Working Group.

**INITIATIVE 2.5: Continue to develop and conduct targeted consumer education programs to increase consumer awareness of utility issues.**

**This initiative was fully achieved.** OPC staff educated utility consumers on emerging utility issues. Utility consumers were provided access to information on the following topics: Pepco's service reliability and rate case, power line undergrounding, smart meter/smart grid, energy efficiency, the Sustainable Energy Utility, Verizon's quality of service and transition from copper to fiber optic network, and alternative energy suppliers' marketing practices. OPC regularly disseminated information through the following venues: meetings, forums, workshops briefings to Advisory Neighborhood Commissions, and other community organizations.

**INITIATIVE 2.6: Continue to work with the Public Service Commission's Automated Metering Infrastructure ("AMI") Education Task Force to improve Pepco's consumer education program on AMI deployment and dynamic pricing.**

**This initiative was fully achieved.** OPC actively participated in the PSC's AMI Task Force, ensuring the protection of utility consumers' interests in the deployment and progression of smart meters and the consideration and/or development of smart meter-related pricing and other policy issues.

**INITIATIVE 2.7: Continue 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.** OPC had translated several vital OPC documents in six languages and English and installed them on OPC's website with revolving links so that a speaker of each of these languages could go directly to the documents in his/her language. Those documents included "OPC Is Your Lawyer", a brochure that describes OPC's mission and services, and the energy consumption survey OPC developed and disseminated in 3rd quarter FY 2014, among others. Finally, OPC had an abridged version of OPC's 2013 Annual Report translated into Spanish.

**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 had translated several vital OPC documents in six languages and English and installed them on OPC's website with revolving links so that a



speaker of each of these languages could go directly to the documents in his/her language. Those documents included “OPC Is Your Lawyer”, a brochure that describes OPC’s mission and services, and the energy consumption survey OPC developed and disseminated in 3rd quarter FY 2014, among others. Finally, OPC had an abridged version of OPC’s 2013 Annual Report translated into Spanish.

**INITIATIVE 3.2: Enhance Consumer Bill of Rights Educational Awareness Program.**

- **This initiative was fully achieved.** OPC staff educated consumers about the Consumer Bill of Rights (CBR) in its presentations to community organizations throughout the District. OPC staff enhanced its consumers outreach through development of consumer-friendly translations of sections of the CBR included in its OPC Consumers’ Guide and OPC Seniors Utility Guide.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.1	Number of cases litigated before the Public Service Commission	72	Not Applicable		80	Not Rated Workload Measure	AGENCY MANAGEMENT
●	2.1	Number of Consumer Education and Outreach Meetings / encounters attended	160	175		323	184.57 %	AGENCY MANAGEMENT
●	2.2	Number of Limited and non-English speaking persons served by the agency	2,100	2,100		1,757	79.86%	AGENCY MANAGEMENT
●	3.1	Percentage of Consumer Complaints Closed	85.21%	90%		84.17%	93.52%	AGENCY MANAGEMENT
●	3.2	Number of Consumer Inquiries	986	Not Applicable		807	Not Rated Workload Measure	AGENCY MANAGEMENT
●	3.3	Number of Consumer Complaints	1,717	Not Applicable		2,464	Not Rated Workload Measure	AGENCY MANAGEMENT