



Public Service Commission

PSC (DH)

MISSION

The Mission of the Public Service Commission is to serve the public interest by ensuring that financially healthy electric, gas, and telecommunications companies provide safe, reliable, and quality services at reasonable rates for District of Columbia residential, business, and government customers.

SUMMARY OF SERVICES

- Protecting consumers to ensure public safety, reliability, and quality services;
- Regulating monopoly services to ensure their rates are just and reasonable;
- Fostering fair and open competition among service providers;
- Resolving disputes among consumers and service providers; and
- Educating consumers and informing the public.

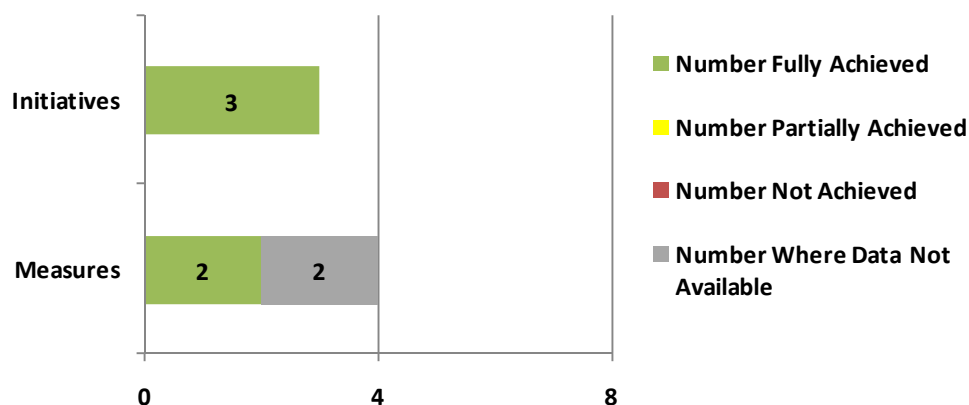
AGENCY OBJECTIVES

1. Ensure public safety by managing the Natural Gas Pipeline Safety Program and monitoring and investigating electric, gas, and telecommunications incidents.
2. Ensure just and reasonable rates and services by expediting and streamlining the adjudicative process and thereby increasing the timeliness of rate cases and other proceedings.
3. Ensure quality electric, gas, and local telecommunications services by regulating monopoly services and fostering competition among all providers.

3 KEY ACCOMPLISHMENTS

- ✓ The Commission implemented quality of service standards for electric and natural gas suppliers. Standards for local telecommunications providers have already been adopted.
- ✓ The Commission approved a new Consumer Bill of Rights that will be applicable to all utility service providers.
- ✓ The Commission approved a new price cap plan for Verizon.

OVERVIEW OF AGENCY PERFORMANCE






Performance Initiatives – Assessment Details


Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported


OBJECTIVE 1: Ensure public safety by managing the Natural Gas Pipeline Safety Program and monitoring and investigating electric, gas, and telecommunications incidents.

-  **INITIATIVE 1.1: Exceed federal standards for natural gas inspections.**
Fully Achieved. The PSC exceeded their target for natural gas pipeline safety and inspections and received high ratings from the US Department of Transportation. The Commission's rating included the maximum number of points allowed for inspection procedures, records and forms; incident investigations; and field inspections.

OBJECTIVE 2: Ensure just and reasonable rates and services by expediting and streamlining the adjudicative process and thereby increasing the timeliness of rate cases and other proceedings.

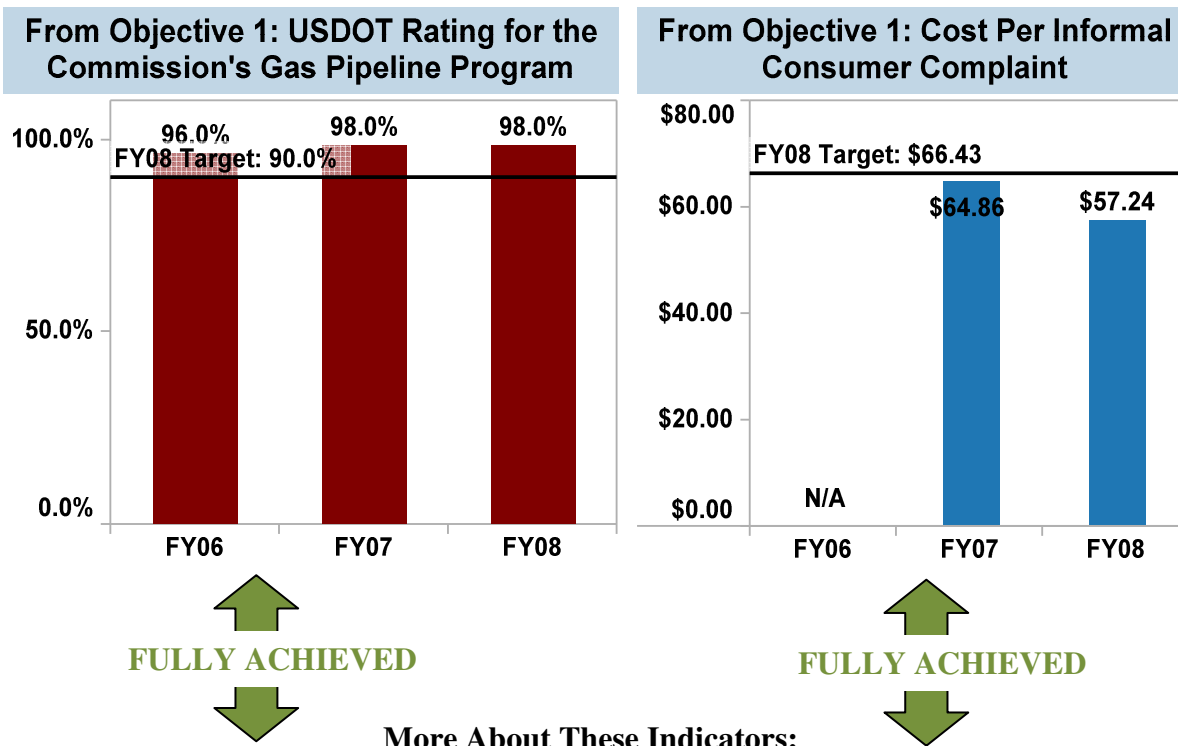
-  **INITIATIVE 2.1: Streamline the process for rate cases and other Commission proceedings.**
Fully Achieved. While the Commission was not able to bring in additional Administrative Law Judges in FY08, which would have lead to a faster adjudications, they successfully issued decisional orders in both Pepco and Washington Gas rate cases that had been pending since FY07. The Commission had one adjudicative proceeding in FY08, on Verizon's price cap plan, and an order was issued within 90 days of the close of the record.

OBJECTIVE 3: Ensure quality electric, gas, and local telecommunications services by regulating monopoly services and fostering competition among all providers.

-  **INITIATIVE 3.1: Implement and monitor quality of service standards for utilities.**
Fully Achieved. In FY08, the PSC accomplished its goal of implementing natural gas quality of service standards and monitoring electric, natural gas, and local telecommunications providers' compliance with the standards. Where standards were not met, the company provided a remedial plan that described the steps to be taken to bring its performance into compliance.



Key Performance Indicators – Highlights



More About These Indicators:

How did the agency's actions affect this indicator?

- US Department of Transportation (USDOT) concluded that the Commission is generally complying with the pipeline safety program requirements.
- USDOT expressed appreciation for the Commission's support in filing the Program Manager position in October 2007 to enhance the pipeline safety program in DC.

What external factors influenced this indicator?

- Commission lost 2 points in General Program Compliance due to the delay in the hiring of a Chief Engineer/Program Manager for the natural gas pipeline safety program. The growth of opportunities in the energy industry created a serious shortage of qualified engineers in the market, particularly at a District Government pay level.

How did the agency's actions affect this indicator?

- The improved efficiency was the result of filling the Supervisory Consumer Specialist position from within the Office of Consumer Services, thereby creating the Senior Consumer Specialist vacancy.
- Despite the Commission's best efforts, including posting and advertising the vacancy announcement several times, the vacancy was not filled by the end of the year.

What external factors influenced this indicator?

- There was a 10% decrease in the number of consumer complaints filed in FY08. OCS processed 1,795 complaints in FY07 and 1,709 in FY08. However, the close-out rate decreased from 68% in FY07 to 50% in FY08.
- The reduction in the close-out rate is attributed both to existence of the vacancy and the increased complexity and effort required to handle many consumer complaints.



Key Performance Indicators – Details

Performance Assessment Key:

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

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Ensure public safety by managing the Natural Gas Pipeline Safety Program and monitoring and investigating electric, gas, and telecommunications incidents.					
● USDOT rating for the Commission’s gas pipeline safety program (Results are on a calendar year basis) – This measure can be benchmarked with other jurisdictions	96%	98%	90%	98%	90%
● Cost per informal consumer complaint.	N/A	\$64.86	\$66.43	\$57.24	\$68.42
OBJECTIVE 2: Ensure just and reasonable rates and services by expediting and streamlining the adjudicative process and thereby increasing the timeliness of rate cases and other proceedings.					
● Adjudicative case decisions to be issued within 60 days from the close of the record	N/A	N/A	Baseline	100%	90%
OBJECTIVE 3: Ensure quality electric, gas, and local telecommunications services by regulating monopoly services and fostering competition among all providers.					
● Percent of electric, gas, and local telecommunications service standards that are not met and for which improvement plans have been requested and implemented	N/A	N/A	Baseline	100%	90%