

Public Service Commission FY2017

Agency Public Service Commission

Agency Code DH0

Fiscal Year 2017

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

2017 Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|---|
| 1 | Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates |
| 2 | Foster Fair and Open Competition among Service Providers |
| 3 | Educate Consumers and Inform the Public |
| 4 | Motivate Customer and Results-Oriented Employees |
| 5 | Create and maintain a highly efficient, transparent and responsive District government.** |

2017 Key Performance Indicators

| Measure | New Measure/ Benchmark Year | Frequency of Reporting | Add Data Fields (if applicable) | FY 2014 Actual | FY 2015 Target | FY 2015 Actual | FY 2016 Target | FY 2016 Actual | FY 2017 Target |
|---|-----------------------------------|------------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measures) | | | | | | | | | |
| Adjudicative Case decisions issued within 90 days of record closure | <input type="checkbox"/> | Annually | | Not available | Not available | Not available | Not available | No applicable incidents | 95% |
| US Department of Transportation Rating of DC Pipeline Safety Program | <input type="checkbox"/> | Annually | | 96 | 97 | 97 | 98 | Waiting on Data | 98 |
| 5 - Create and maintain a highly efficient, transparent and responsive District government.** (10 Measures) | | | | | | | | | |
| Percentage of Consumer Complaints Resolved at an informal level | <input type="checkbox"/> | Annually | | Not available | Not available | Not available | Not available | 99% | 98% |
| Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Contracts/Procurement-Contracts lapsed into retroactive status | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Budget- Local funds unspent | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Budget- Federal Funds returned | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Customer Service-Meeting Service Level Agreements | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources-Vacancy Rate | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources-Employee District residency | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources-Employee Onboard Time | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Performance Management-Employee Performance Plan Completion | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |

2017 Operations

| Operations Header | Operations Title | Operations Description | Type of Operations |
|-------------------|------------------|------------------------|--------------------|
|-------------------|------------------|------------------------|--------------------|

| 1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (8 Activities) | | | |
|---|--|--|---------------|
| PIPELINE SAFETY | Pipeline Inspections | Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards. | Daily Service |
| One Call inspections | One Call Inspections | Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating. | Daily Service |
| UTILITY REGULATION | Payphone Inspections | Coin operated payphones are inspected to assure that they are in good working order, available for public use and not used for illegal activities. | Key Project |
| PIPELINE SAFETY | USDOT Rating | Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program | Key Project |
| UTILITY REGULATION | Monitor Construction Projects | Two major utility construction projects will be underway in 2017: the undergrounding of electric power lines (DC PLUG) and the replacement of natural gas pipelines (PROJECTPipes). Oversight of these projects helps to assure that they will be constructed efficiently, with minimal disruption and with coordination with other projects and District agencies. Monitoring entails review of design drawings to assure prudence and consistency with industry standards, site inspections, participation in Consumer Education activities, and auditing of expenses. | Key Project |
| UTILITY REGULATION | Monitor Compliance with TQSS | Telecommunications Quality of Service Standards (TQRSS) are the indicia by which we judge whether telecommunications companies are providing telecom companies are providing safe, reliable and quality service. Recently, the Commission has received complaints regarding service quality of copper facilities. In FY 17, we shall ensure compliance with the rules. | Key Project |
| UTILITY REGULATION | MEDSIS | FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system. | Key Project |
| UTILITY REGULATION | Adjudicate Monopoly Requests for Rate Adjustments | The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable. | Key Project |
| 2 - Foster Fair and Open Competition among Service Providers (3 Activities) | | | |
| UTILITY REGULATION | Renewable Portfolio Applications Granted | Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources. | Daily Service |
| UTILITY REGULATION | DC USTF | Oversee management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget and disbursements. | Key Project |
| UTILITY REGULATION | Competitive Applications Processed | Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment. | Daily Service |
| 3 - Educate Consumers and Inform the Public (3 Activities) | | | |
| UTILITY REGULATION | Consumer Complaints and Inquiries | When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue. | Daily Service |
| COMMUNICATIONS | Outreach Events | Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation | Daily Service |
| COMMUNICATIONS | Community Hearings | In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views. | Key Project |
| 4 - Motivate Customer and Results-Oriented Employees (2 Activities) | | | |
| UTILITY REGULATION | Cases Opened | The opening of new cases is a measure of the efficiency of the staff, requiring the establishment of a docket, notification, and establishment of a records management approach for each case. | Daily Service |
| UTILITY REGULATION | Number of Orders Issued | The number of Orders issued is a measure of the results-oriented efficiency of our staff. | Daily Service |
| 5 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities) | | | |
| UTILITY REGULATION | Adjudications Completed w/in 90 days of record close | Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff. | Key Project |
| UTILITY REGULATION | Percentage of Complaints Resolved | Percentage of Complaints resolved at an informal level is a measure of agency efficiency. | Key Project |

| Measure | New Measure/ Benchmark Year | Add Historical and Target Data (FY17) | Numerator Title | Units | Frequency of Reporting | FY 2014 | FY 2015 | FY 2016 Actual |
|---|-----------------------------------|--|--------------------------|------------------|---------------------------|---------------|---------------|----------------------|
| 1 - One Call Inspections (1 Measure) | | | | | | | | |
| Inspections Conducted | <input type="checkbox"/> | | One Calls | Inspections | Quarterly | Not available | Not available | 913 |
| 1 - Payphone Inspections (1 Measure) | | | | | | | | |
| Payphone Inspections | <input type="checkbox"/> | | Payphones | Inspections | Quarterly | Not available | Not available | 93 |
| 1 - Pipeline Inspections (2 Measures) | | | | | | | | |
| Number of gas pipeline safety inspections conducted | <input type="checkbox"/> | | Unknown | Inspections | Quarterly | Not available | Not available | 352 |
| Pipeline Safety inspections conducted | <input type="checkbox"/> | | Pipes inspected | INspections | Quarterly | Not available | Not available | 352 |
| 2 - Renewable Portfolio Applications Granted (1 Measure) | | | | | | | | |
| Renewable Portfolio Standards Applications processed | <input type="checkbox"/> | | Applications | Number Granted | Quarterly | Not available | Not available | 779 |
| 3 - Consumer Complaints and Inquiries (1 Measure) | | | | | | | | |
| Number of Consumer Complaints and Inquiries Processed | <input type="checkbox"/> | | Complaints and Inquiries | Number Processed | Quarterly | Not available | Not available | 949 |
| 4 - Cases Opened (1 Measure) | | | | | | | | |
| Number of Cases Opened | <input type="checkbox"/> | | Cases | Number Opened | Quarterly | Not available | Not available | 1207 |
| 4 - Number of Orders Issued (1 Measure) | | | | | | | | |
| Number of Orders Issued | <input type="checkbox"/> | | Orders | Number Issued | Quarterly | Not available | Not available | 736 |

2017 Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|--|--|--------------------------|
| UTILITY REGULATION (2 Strategic initiative-operation links) | | |
| FC 1139: Pepco Rate Case | On June 30, 2016 Pepco filed an application for a distribution rate increase of \$85.5 million. In 2017, the Commission will oversee discovery, hold community and evidentiary hearings, consider testimony and render a decision or act on a settlement proposal, as appropriate. | 09-30-2017 |
| FC 1137: WGL Rate Case | On February 26, 2016, WGL filed an application for a rate increase of \$17.3 million. In 2017, the Commission will hold community and evidentiary hearings, consider testimony and render a decision or act on a settlement proposal, as appropriate. | 09-30-2017 |