

## FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## 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.

## Summary of Services

The Public Service Commission regulates public utilities operating in the District of Columbia. They do so by issuing orders in formal proceedings that may include written comments or testimony, hearings, studies, and investigations; ensuring fair and appropriate utility prices; fostering competition by licensing utility service providers and supervising the competitive bidding process; ensuring utility providers meet various environmental regulations and standards by operating in ways that conserve natural resources and preserve environmental quality; and resolving disputes among consumers and utility service providers. In addition to its regulatory services, the Commission also conducts outreach via its website, public forums, and various literatures in order to educate utility consumers and inform the public.

## FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Development of a Merger Commitment Tracker, a vehicle that identifies the progress Pepco and Exelon make in satisfying the 100-plus commitments made as a result of their merger.	The tracker has proven to be an effective tool for overseeing the commitments made. Although initially, development of the tracker was time-consuming, it has proven to be beneficial to our ability to be sure that Pepco/Exelon are living up to their promises. We may use a tracker mechanism in future cases.	Posted online, the tracker enables DC residents to see how Pepco/Exelon have met the reliability, and other commitments the parties made.
Release of a Staff Report in FC 1130, Modernizing the Energy Distribution System for Increased Sustainability (MEDSIS). This Report provides the foundation for Commission actions to implement a modern energy distribution grid, including Pilot Programs funded by Pepco/Exelon as part of their merger commitments.	Considerable agency resources are required - and will be required - to develop the necessary policies and rule changes that will allow deployment of a modern grid.	DC residents will enjoy a more reliable, bi-directional modern grid which will accommodate microgrids, and deployment of renewable energy sources.
Hosting a "Winter Ready DC" event in the fall of 2016. This was an event for community leaders to help citizens prepare for winter weather. Panelists from utilities and DC agencies provided advice and guidance on preparedness and programs to help consumers.	Winter Ready DC was a very successful outreach program, attended by close to hundred participants. It will be repeated in 2018.	Residents of DC, taking advantage of the advice and guidance, can reduce winter heating bills and take advantage of various discount programs.

## 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	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
<b>1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measures)</b>									
Adjudicative Case decisions issued within 90 days of record closure	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
US Department of Transportation Rating of DC Pipeline Safety Program	Annually	98	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
<b>5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)</b>									
Percentage of Consumer Complaints Resolved at an informal level	Annually	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.7%	Met	

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
<b>1 - One Call Inspections (1 Measure)</b>						
Inspections Conducted	Quarterly	232	263	227	245	967
<b>1 - Payphone Inspections (1 Measure)</b>						
Payphone Inspections	Quarterly	2	8	47	0	57
<b>1 - Pipeline Inspections (2 Measures)</b>						
Number of gas pipeline safety inspections conducted	Quarterly	110	108	116	69	403
Pipeline Safety inspections conducted	Quarterly	110	108	116	69	403
<b>2 - Renewable Portfolio Applications Granted (1 Measure)</b>						
Renewable Portfolio Standards Applications processed	Quarterly	271	151	225	307	954
<b>3 - Consumer Complaints and Inquiries (1 Measure)</b>						
Number of Consumer Complaints and Inquiries Processed	Quarterly	267	335	310	353	1265

4 - Cases Opened (1 Measure)						
Number of Cases Opened	Quarterly	301	387	310	353	1351
4 - Number of Orders Issued (1 Measure)						
Number of Orders Issued	Quarterly	97	84	85	506	772

## 2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>UTILITY REGULATION (2 Strategic initiatives)</b>				
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.	Complete	On July 25, the Commission issued an Order denying the Pepco requested rate increase and approving, with conditions, a rate increase considerably lower.	
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.	Complete	On May 12, 2017, the Commission substantially denied multiple Applications for Reconsideration of its Order. That decision has not been appealed.	