



**OFFICE OF THE PEOPLE'S COUNSEL
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

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1 OFFICE OF THE PEOPLE'S COUNSEL

Mission: The mission of the Office of the People's Counsel ("OPC" or "Office") is to advocate for the provision of safe and reliable quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory.

Services: OPC is a party to all utility-related proceedings before the DC Public Service Commission and represents the interests of DC ratepayers before local and federal regulatory agencies and courts. The Office assists individual consumers in disputes with utility companies about billing or services and provides consumer education and outreach to community groups and associations on emerging issues impacting the quality, reliability and affordability of their utility services and associated environmental issues. The Office provides technical assistance to consumers, the Consumer Utility Board (CUB), as well as other D.C. community groups. OPC also provides legislative analysis for, assistance to and testimony before the D.C. Council on utility matters.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.

Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.

Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.		
Daily Consumer Education Activities	OPC's consumer services division provides daily consumer education and outreach activity by attending and conducting various community meetings on a weekly and monthly basis.	Daily Service
Consumer assistance	On a daily basis, OPC provides consumers with pertinent information for city services, not provided by OPC. The agency receives many misdirected calls, and strives to ensure that residents needing assistance are referred to the correct city agency for service.	Daily Service
Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.		
OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service
Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.		
Enhancing Agency Operational Efficiency	OPC is working efficiently and effectively to assist District consumers with individual inquiries and complaints regarding their utility services and billing on both an informal and formal basis. OPC staff is continuing its comprehensive consumer education program, which includes outreach to non-English speaking and senior consumers. OPC has a robust seniors outreach and education program that is a vital component of its consumer education and outreach program. OPC has enhanced its partnerships with AARP, the Office on Aging and Commission on Aging. OPC staff educates seniors through presentations at community and mini-commission on aging meetings and at senior centers throughout the District. OPC staff also regularly updates the "Seniors Resource Guide" about home energy efficiency tips and changes in the District's utility markets. OPC's seniors outreach and education program is designed to assist seniors in managing their utility services costs.	Daily Service

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.					
Number of consumer outreach meetings	Up is Better	1,632	1,564	400	400
Number of outreach events or communications based on consumer complaint data	Up is Better	New in 2024	New in 2024	New in 2024	8
Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.					
Percentage of cases closed that were open 90 days or less	Up is Better	New in 2024	New in 2024	New in 2024	Not Yet Available
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2023	55.6%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	48.9%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	No Applicable Incidents	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	Not Available	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Consumer assistance		
Number of consumer complaints received regarding water services	827	1,172
Number of consumer complaints received regarding electric, gas, or telephone services	2,512	2,961
Number of NEP/LEP persons served by the agency	3,228	1,802
Number of general consumer inquiries regarding, programs, assistance or services	3,626	4,163
Daily Consumer Education Activities		
Number of consumer outreach meetings for Water Services Division (WSD)	24	56
Number of consumer outreach meetings for Consumer Services Division (CSD)	400	165
OPC Consumer Advocacy		
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	70	58
Number of cases litigated before a DC Water Hearing Officer	2	3