

# Office of the People's Counsel FY2018

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

**Agency Code** DJ0

**Fiscal Year** 2018

**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.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities.	2	2
2	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District.	1	1
3	Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.	0	1
4	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
<b>TOT</b>		<b>12</b>	<b>4</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
<b>1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Measures)</b>									
Percent of consumer complaints closed annually	<input type="checkbox"/>	83%	90%	94%	90%	95%	90%	95%	90%
Number of consumer outreach meetings	<input type="checkbox"/>	206	175	470	175	471	175	510	175
<b>2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)</b>									
Number of proceedings initiated by OPC	<input checked="" type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	New Measure	2	4

\*\*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.

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<b>1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Activities)</b>					
CUSTOMER 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	3	0
CONSUMER EDUCATION	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	0	7
TOT				3	7
<b>2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Activity)</b>					
CONSUMER ADVOCACY & REPRESENTATION	OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service	1	2
TOT				1	2
<b>3 - Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction. (1 Activity)</b>					
Daily Operations	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	0	1
TOT				0	1
<b>TOT</b>				<b>4</b>	<b>10</b>

## 2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>1 - Consumer assistance (3 Measures)</b>					
Number of Consumer Complaints	<input type="checkbox"/>	Not available	Not Available	2585	2349
Number of Consumer Inquiries	<input type="checkbox"/>	Not available	Not Available	72	924
Number of NEP/LEP persons served by the agency	<input type="checkbox"/>	Not available	Not Available	4492	5834
<b>2 - OPC Consumer Advocacy (1 Measure)</b>					
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	<input type="checkbox"/>	Not available	Not Available	61	46

## Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Community Education on WG Merger	OPC will develop and implement a citywide community education and outreach program to educate DC residents on the upcoming merger proposal of the District's natural gas utility, Washington Gas, and the Canadian company, Alta Gas, regarding the facts of the proposed merger. OPC will assess the potential impact on DC consumers to determine ultimately whether merger meets the public interest standard established by the Public Service Commission. OPC will also advise consumers on how they can become involved in the regulatory process.	09-28-2018
Youth Outreach - Energy Efficiency Workshops	OPC's Youth Energy Efficiency Outreach Workshops will educate and engage youth (grades 5 - 12) on energy efficiency and sustainability practices through interactive and hands-on presentations, using age appropriate products and services.	09-28-2018
OPC Utility Primer	The utility primer series will feature an assortment of 30 - 60 second videos that will clarify a single utility issue for consumers. Each single issue clip will share basic statements or definitions, such as, "what is the Consumer Bill of Rights," "How do I file a complaint," "About Utility Cases," and "Going Solar in DC." OPC intends to use in-house video production	09-28-2018
OPC in your Neighborhood	CSD staff developed "OPC in your Neighborhood" as a tool for consumer outreach specialists to meet ratepayers at neighborhood locations, such as libraries and supermarkets, throughout the city. Through these "pop-ups" OPC staff will discuss utility topics, help consumers understand their utility bill, provide energy efficiency tips and initiate consumer complaint resolution.	09-28-2018

Low-Medium Income Solar Education	OPC will conduct community outreach and produce and distribute an OPC going solar guide, to low and medium income District residents, providing these consumers with a solar energy systems primer. The solar guide will include topics like, benefits of solar, available system types and financing options.	09-28-2018
e-Invoice and Contract Tracking System	OPC will develop and implement an e-Invoice and Contract Tracking System to enhance the agency's procurement process and ensure adherence to the District's Quick Payment Act.	09-28-2018
Energy Affordability Lab	The Energy Affordability Lab will be launched within the Office of the People's Counsel for the District of Columbia to serve as an interactive resource for District of Columbia rate-payers, stakeholders and residents to learn more about the steps they can take to make energy more affordable in their homes and communities.	09-28-2018