

Office of the People's Counsel FY2023

Agency Office of the People's Counsel

Agency Code DJ0

Fiscal Year 2023

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.
2	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.
3	Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.
4	Create and maintain a highly efficient, transparent and responsive District government

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services. (2 Measure records)						
Percent of consumer complaints for electric, gas, telephone and water utilities closed annually.	Up is Better	81.7%	76%	90%	Not Available	80%
Number of consumer outreach meetings	Up is Better	1334	1422	400	1632	400

Operations

Operations Title	Operations Description	Type of Operations
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services. (2 Activity records)		
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
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District. (1 Activity)		
OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service
3 - Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction. (1 Activity)		
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

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Consumer assistance (4 Measure records)			
Number of consumer complaints received regarding water services	Not Available	Not Available	827
Number of NEP/LEP persons served by the agency	1077	848	3228
Number of consumer complaints received regarding electric, gas, or telephone services	1090	1970	2512
Number of general consumer inquiries regarding, programs, assistance or services	1392	1258	3626
1 - Daily Consumer Education Activities (2 Measure records)			
Number of consumer outreach meetings for Water Services Division (WSD)	New in 2022	New in 2022	New in 2022
Number of consumer outreach meetings for Consumer Services Division (CSD)	New in 2022	New in 2022	New in 2022
2 - OPC Consumer Advocacy (2 Measure records)			
Number of cases litigated before a DC Water Hearing Officer	New in 2022	New in 2022	New in 2022
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	Not Available	57	70

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Daily Consumer Education Activities (2 Strategic Initiative records)		
Citywide Climate Change Conference	OPC will develop and hold a community wide climate change conference that will further educate DC residents on the actions and accomplishments of the DC Government and other organizations to halt climate change with a focus on environmental justice, socio-economic and racial equity implications of environmental policies and actions.	09-30-2023
Environmental Justice Community Education Program	OPC will develop an interactive/participatory community education program on the meaning of Environmental Justice. Determine the impact on low-income and minority communities, efforts to eliminate and remediate environmental injustices and meaningful engagement in the development and decision-making process of regulatory and legislative actions on environmental matters that is inclusive, effective, and accessible to all DC residents.	09-30-2023
OPC Consumer Advocacy (2 Strategic Initiative records)		
Litigation of Washington Gas Rate Case	OPC will litigate the Washington Gas rate case, advocating for (1) denial of any decoupling mechanism, (2) costs recovery for only climate change programs that have been vetted by stakeholders and approved by the PSC as advancing DC's climate goals and beneficial to ratepayers, (3) PSC consideration of the future of natural gas in DC, (4) accountability for leak remediation performance, (5) fundamentally, affordability.	09-30-2023
Litigation of Pepco Rate Case	OPC will litigate the Pepco rate case, where it will advocate for (1) review and evaluation of multi-year rate plan pilot for cost-effectiveness and impact on residential ratepayers, (2) appropriate review and approval of climate change program costs for only those programs that have been vetted by stakeholders and approved by the PSC regarding benefits to ratepayers and DC Government, (3) adequate reliability and resiliency measures, and (4) ultimately, affordability.	09-30-2023