



OFFICE OF THE PEOPLE'S COUNSEL

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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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 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>The Office of the People’s Counsel and the District of Columbia Government filed a Joint Complaint and Petition before the DC Public Service Commission to institute a formal investigation into Pepco’s CREF practices, alleging that Pepco has systematically mishandled a program designed to allow District residents to participate in the renewable energy market.</p>	<p>The Commission granting OPC’s petition and establishing parameters for an audit represents a victory for consumers because it means there is a focused proceeding that will pave the way for a transparent and quick resolution of long-standing issues and ensuring the accuracy of future community solar credit issues.</p>	<p>This investigation will enhance OPC’s ability to support the city’s goal of meeting the District’s Renewable Portfolio Standard target related to solar.</p>
<p>The DC Court of Appeals ruled in favor of OPC on two cost recovery proposals in the Pepco rate case heard by the DC Public Service Commission.</p>	<p>This decision was favorable to consumers as they did not have to pay for costs that should not have been passed on by Pepco.</p>	<p>This win at the Court of Appeals was significant for OPC because it clarified the law governing which costs should and should not be passed on to ratepayers.</p>
<p>OPC completed a study entitled, Equity Assessment of Electrification Incentives in the District of Columbia,</p>	<p>Consumers will benefit from this study as the Commission and other decision makers will have a well-reasoned basis to make sound climate decisions.</p>	<p>The study helps OPC in its climate advocacy by defining equitable electrification in DC in terms of transitioning away from fossil fuels in a manner that considers the implications of economic and geographic disparities in both existing and future decarbonization efforts.</p>

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.	2	2
Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric, telephone and water services in the District.	0	1
Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.	0	1
Create and maintain a highly efficient, transparent and responsive District government	10	0

4 2022 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

5 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric, telephone and water services.											
Percent of consumer complaints closed annually	Up is Better	81.7%	76%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Number of consumer outreach meetings	Up is Better	1334	1422	400	457	378	441	356	1632	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Consumer assistance							
Number of consumer complaints received regarding electric, gas, or telephone services	1090	1970	471	777	473	791	2512
Number of general consumer inquiries regarding, programs, assistance or services	1392	1258	602	457	1376	1191	3626
Number of NEP/LEP persons served by the agency	1077	848	924	749	708	847	3228
Number of consumer complaints received regarding water services	New in 2022	New in 2022	225	192	177	233	827
Daily Consumer Education Activities							
Number of consumer outreach meetings for Water Services Division (WSD)	New in 2022	New in 2022	6	4	11	3	24
Number of consumer outreach meetings for Consumer Services Division (CSD)	New in 2022	New in 2022	97	94	130	79	400
OPC Consumer Advocacy							
Number of cases litigated before a DC Water Hearing Officer	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	Not Available	57	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70