Public Service Commission FY2016

Agency Public Service Commission

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 The Public Service Commission regulates public utilities operating in the District of Columbia. of Services 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.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
(empty)	(4 Objectives)
1	Ensure Safe, Reliable and Quality Electric, Natural Gas and Local Telecommunications Services
2	Foster Fair and Open Competition among Utility Service Providers
3	Educate Utility Consumers and Iinform the Public
4	Motivate Customer and Results-Oriented Employees

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013		FY 2015	FY 2015 Target	FY 2016 Target		
1 - Ensure Safe, Reliable and Quality Electric, Natural Gas and Local Telecommunications Services (1 Measure)									
USDOT Calendar Year Rating of Gas Pipeline Safety Program		Annually					98		
2 - Foster Fair and Open Competition among Utility Service Providers (1 Measure)									
Adjudicative Case decisions to be issued within 90 days of close of record		Annually					95		
3 - Educate Utility Consumers and Iinform the Public (1 Measure)									
Perecentage of Consumer Complaints Resolved at an informal level		Annually					98		

2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015		
Workload Measure (7 Measures)						
Number of Cases Opened	Quarterly	798	847	1,108		

Number of Orders Issued	Quarterly	339	408	392
Number of gas pipeline safety inspections conducted	Quarterly	330	270	191
Number of One Call Inspections Conducted	Quarterly	956	1,102	1,103
Number of payphone sites inspected	Quarterly	263	210	125
Number of RPS applications processed	Quarterly	344	385	660
Number of consumer complaints and inquiries processed	Quarterly	1,697	1,470	1,250

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description				
(empty) - 1 (2 Initiatives)								
1		1.1	Oversee the Implementation of the Electric Company Infrastructure Improvement Financing Act	On June 17, 2014, Pepco and the District of Columbia Department of Transportation (DDOT) filed a joint application requesting (a) approval of the Triennial Underground Infrastructure Improvement Projects Plan ("Triennial Plan") to underground certain electric distribution feeders in the District of Columbia, for the first three years of the undergrounding project (2015-2017), and (b) approval of a Underground Project Charge to be charged by Pepco with respect to the costs it incurs for the underground project. The entire undergrounding project is expected to extend for a period of 7-10 years at a total cost of approximately \$1 billion. In addition, by law, Pepco and DDOT filed with the Commission by August 1, 2014 a proposed Financing Plan for approval of a Finance Charge to be charged by the District with respect to its financing costs. In FY 2015, the Commission granted the application and approved the Triennial Plan, the Underground Project Charge and the Financing Charge. However, the Commission's Orders are under appeal with a decision expected to be rendered in FY 2016. After the decision, and assuming that it is favorable to the Commission, construction of underground feeders will begin in earnest. The Commission will review the design drawings and construction plans of Pepco and DDOT, will assist in coordinating those plans with other utilities, will provide engineering support for oversight of the construction, and will monitor the implementation of the Customer Education Plan. Completion Date: September 2016 for start of construction on Feeder 308 (Ward 3), with additional oversight of plans for additional feeders.				

1

1.2 Oversee
Washington
Gas Light's
Implementation
of its
accelerated
pipeline
replacement
program
(PROJECTpipes)

In Order No. 17431, issued in FY 2014, the Commission approved WGL's Accelerated Pipeline Replacement Program (PROJECTpipes) subject to conditions set out in that Order, including the submission of a detailed first-year implementation plan. The Commission also opened a new formal case docket (Formal Case No. 1115) for the proceedings and decisions pertaining to PROJECTpipes going forward. In FY 2015, the parties reached a settlement on a proposed cost recovery mechanism. After a public interest hearing, the Commission gave final approval to the PROJECTpipes Plan and to a surcharge cost recovery mechanism for the utility to recover the costs of the revised Plan from District ratepayers on an expedited basis without a traditional base rate proceeding. WGL began the actual implementation of PROJECTpipes in FY 2015. During 2016, the Commission will monitor the program, including the Customer Education Plan, reviewing individual pipeline prioritization and design drawings, surveying construction sites, ensuring coordination with the DC PLUG initiative to maximize construction efficiencies, and evaluating and auditing costs of the projects, to assist in timely completion of the projects within the established budgets. Completion Date: September, 2016 for some tasks with monitoring tasks continuing for the life of Project Pipes.

TOT

(empty) - 2 (1 Initiative)

2

Investigate
Ways to
MOdernize the
Energy Delivery
System for
Increased
Sustainability

2.1

In June 2015, the Commission opened Formal Case No. 1130, an investigation into technologies and policies that can modernize our energy delivery system for increased sustainability, as well as promote policies for a reliable, efficient, cost-effective and interactive system in a competitive environment. This investigation is in response to interest among various stakeholders for a review of the current energy delivery system in the District to determine whether that system as presently structured is currently supporting the goals in the Mayor's Plan for a Sustainable DC and the legislative mandates of the Council. The investigation will identify current plans to modernize the system, will examine new technologies including energy storage, distributed energy resources, electric vehicles, microgrids and will explore regulatory and other policies to modernize energy delivery systems consistent with the overall goals of the District of Columbia, including the promotion of fair competition. Completion Date: October 1 for Kick-Off Workshop; September 2016 for continuing work to develop Reports and Recommendations.

TOT

(empty) - 3 (1 Initiative)

3	3.1	Update the Commission's website	The Commission's website, found at www.dcpsc.org, is the primary way that the Commission communicates with the public. In FY 2016 we will conduct a top-to-bottom review of the website and will institute changes to make the website more user-friendly, more direct and less duplicative. We will design and implement a survey to allow us to gain insight from consumers and members of the public as to what changes would make the website (and the accompanying mobile app) more useful. We will also institute changes that will allow us to update some sections of the website directly, without the assistance of the web host. The instituted changes will also create a more streamlined approach for searching for content on the Commission's website and internally. Historical content removed from the website will be archived in a searchable portal available for public access. In addition, an internal centralized repository for content will be created for continuing use by Commission employees. Completion Date: September 2016 for roll-out of new website.

TOT

(empty) - 4 (1 Initiative)

4.1 Update the COOP Plan and Train Employees in Security Matters

The Commission must be prepared to fulfill its mission under all circumstances. It must be prepared for operations during a crisis so as to reduce the impact of that crisis on its employees, facilities, mission and constituents. A Continuity of Operations Plan (COOP) provides for resuming and sustaining essential functions as soon as possible during and after a localized, District-wide or catastrophic emergency. The Commission will review its current COOP and assure that it is in conformance with the template provided by the Homeland Security and Emergency Management Agency of the District of Columbia Government (HSEMA). This will entail workshops with Office Directors to determine such matters as the order of succession for each manager at the Commission, a delineation of the Essential Functions for each Commission office, and a determination of protection for vital Commission records, databases and other Information. In connection with this exercise, the Commission will also undertake Commission-wide briefings to better monitor the Cyber and Physical Security plans of the utilities we regulate. Additional training will include Internet Security issues, and proper handling of Commission Confidential Information and Critical Infrastructure Information. Completion Date: Staff Briefings and new COOP completed by September 2016.

TOT

TOT			