

Public Service Commission FY2018

Agency Public Service Commission

Agency Code DH0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates	2	9
2	Foster Fair and Open Competition among Service Providers	0	3
3	Educate Consumers and Inform the Public	0	3
4	Motivate Customer and Results-Oriented Employees	0	2
5	Create and maintain a highly efficient, transparent and responsive District government.**	10	2
TOT		12	19

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
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (2 Measures)									
US Department of Transportation Rating of DC Pipeline Safety Program	<input type="checkbox"/>	96	97	97	98	Waiting on Data	98	Not Available	98
Adjudicative Case decisions issued within 90 days of record closure	<input type="checkbox"/>	66%	95%	100%	95%	No applicable incidents	95%	100%	95%
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)									
Percentage of Consumer Complaints Resolved at an informal level	<input type="checkbox"/>	98.2%	98%	98.5%	98%	99%	98%	98.7%	98%

**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
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (9 Activities)					
PIPELINE SAFETY	USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program	Key Project	0	0
UTILITY REGULATION	Monitor Construction Projects	Two major utility construction projects will continue in 2018: the undergrounding of electric power lines (DC PLUG) and the replacement of natural gas pipelines (PROJECTPipes). Oversight of these projects helps to assure that they will be constructed efficiently, with minimal disruption and with coordination with other projects and District agencies. Monitoring entails review of design drawings to assure prudence and consistency with industry standards, site inspections, participation in Consumer Education activities, and auditing of expenses.	Key Project	0	1
UTILITY REGULATION	Monitor Compliance with TQSS	Telecommunications Quality of Service Standards (TQRSS) are the indicia by which we judge whether telecommunications companies are providing safe, reliable and quality service.	Key Project	0	0
UTILITY REGULATION	MEDSIS	FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system. In 2018 the Commission will implement new rules to modernize the energy delivery system.	Key Project	0	1
PIPELINE SAFETY	Pipeline Inspections	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.	Daily Service	1	0
One Call inspections	One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service	1	0
UTILITY REGULATION	Payphone Inspections	Coin operated payphones are inspected to assure that they are in good working order, available for public use and not used for illegal activities.	Key Project	1	0
UTILITY REGULATION	Adjudicate Monopoly Requests for Rate Adjustments	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable.	Key Project	0	0
LEGAL	Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project	0	1
TOT				3	3

2 - Foster Fair and Open Competition among Service Providers (3 Activities)					
UTILITY REGULATION	DC USTF	The Commission oversees management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget and disbursements.	Key Project	0	0
UTILITY REGULATION	Renewable Portfolio Applications Granted	Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources.	Daily Service	1	0
UTILITY REGULATION	Competitive Applications Processed	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.	Daily Service	0	0
TOT				1	0
3 - Educate Consumers and Inform the Public (3 Activities)					
UTILITY REGULATION	Consumer Complaints and Inquiries	When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue.	Daily Service	1	0
COMMUNICATIONS	Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation	Daily Service	0	0
COMMUNICATIONS	Community Hearings	In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views.	Key Project	0	0
TOT				1	0
4 - Motivate Customer and Results-Oriented Employees (2 Activities)					
UTILITY REGULATION	Cases Opened	The opening of new cases is a measure of the efficiency of the staff, requiring the establishment of a docket, notification, and establishment of a records management approach for each case.	Daily Service	1	0
UTILITY REGULATION	Number of Orders Issued	The number of Orders issued is a measure of the results-oriented efficiency of our staff.	Daily Service	1	0
TOT				2	0
5 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)					
UTILITY REGULATION	Percentage of Complaints	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project	0	0

	Resolved				
UTILITY REGULATION	Adjudications Completed w/in 90 days of record close	Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff.	Key Project	0	0
TOT				0	0
TOT				7	3

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - One Call Inspections (1 Measure)					
Inspections Conducted	<input type="checkbox"/>	1102	1103	913	967
1 - Payphone Inspections (1 Measure)					
Payphone Inspections	<input type="checkbox"/>	210	125	93	57
1 - Pipeline Inspections (1 Measure)					
Pipeline Safety inspections conducted	<input type="checkbox"/>	270	191	352	403
2 - Renewable Portfolio Applications Granted (1 Measure)					
Renewable Portfolio Standards Applications processed	<input type="checkbox"/>	385	660	779	954
3 - Consumer Complaints and Inquiries (1 Measure)					
Number of Consumer Complaints and Inquiries Processed	<input type="checkbox"/>	1470	1250	949	1265
4 - Cases Opened (1 Measure)					
Number of Cases Opened	<input type="checkbox"/>	847	1108	1207	1351
4 - Number of Orders Issued (1 Measure)					
Number of Orders Issued	<input type="checkbox"/>	408	392	736	772

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
DC PLUG	Complete action on approval of Pepco/DDOT application for construction of underground feeders.	09-30-2018
MEDSIS	Adopt an order and establish rulemakings to implement modernization of the energy delivery system; establish ground rules for pilot projects in the District.	09-20-2018
WGL/AltaGas Merger	Consider an application from Washington Gas Light Co and Alta Gas Co to merge.	09-30-2018