

Public Service Commission FY2018

FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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 of Services

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

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
FC 1151 was an investigation into the impact of the Tax Act of 2018.	As a result of the Commission's actions DC Pepco ratepayers enjoyed a one-time credit of \$24.2 million and a revenue requirement reduction of \$39.4 million. WGL ratepayers will receive a \$5.1 million one time credit and a revenue requirement reduction of \$8.2 million.	Significant person hours were spent on this case.
We began Phase Two of our initiative Modernizing the Energy Delivery System for increased Sustainability (MEDSIS) by establishing 6 stakeholder Working Groups that will help chart the road map for the District's grid modernization efforts.	These Working Groups will be open to District residents and will embrace stakeholder input to set the objectives for the next phase of the initiative.	In order to assist the Commission staff in this initiative, the Commission hired the Smart Electric Power Alliance, a D.C. based non-profit organization composed of stakeholders from across the energy landscape. Commission staff will benefit from the expertise that SEPA brings to the MEDSIS project.
The Commission approved the merger of AltaGas Ltd, and Washington Gas Light Company following a Settlement Agreement between the applicants, the Office of the People's Counsel, The Apartment and Office Building Association of Metropolitan Washington, the U.S. Department of Defense and others.	Among the benefits the Commission identified in approving the merger were a onetime rate credit for WGL residential customers of over \$20 million and for WGL non-residential customers of over \$5 million, \$4.2 million in energy-efficiency funding, \$1.5 million in funding for the Washington Area Fuel Fund, and development of 10 Mega Watts of energy storage or renewable resources in D.C.	Significant staff resources were expended in evaluating and approving the Application for merger.

2018 Strategic Objectives

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

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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	Annually	98	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Adjudicative Case decisions issued within 90 days of record closure	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)									
Percentage of Consumer Complaints Resolved at an informal level	Annually	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.9%	Met	

**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.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - One Call Inspections (1 Measure)						
Inspections Conducted	Quarterly	149	171	245	225	790
1 - Payphone Inspections (1 Measure)						
Payphone Inspections	Quarterly	0	3	23	27	53
1 - Pipeline Inspections (1 Measure)						

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Pipeline Safety inspections conducted	Quarterly	85	66	83	78	312
2 - Renewable Portfolio Applications Granted (1 Measure)						
Renewable Portfolio Standards Applications processed	Quarterly	251	174	242	272	939
3 - Consumer Complaints and Inquiries (1 Measure)						
Number of Consumer Complaints and Inquiries Processed	Quarterly	337	426	369	419	1551
4 - Cases Opened (1 Measure)						
Number of Cases Opened	Quarterly	274	395	322	302	1293
4 - Number of Orders Issued (1 Measure)						
Number of Orders Issued	Quarterly	92	84	90	521	787

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
LEGAL (1 Strategic Initiative)				
WGL/AltaGas Merger	Consider an application from Washington Gas Light Co and Alta Gas Co to merge.	Complete	Issued Order 19396 on June 29, 2018 approving the merger of WGL and Alta Gas.	
UTILITY REGULATION (2 Strategic initiatives)				
DC PLUG	Complete action on approval of Pepco/DDOT application for construction of underground feeders.	Complete	Issued Order 19167 on November 9, 2017 approving the Pepco application. That Order is under appeal at the District of Columbia Court of Appeals.	
MEDSIS	Adopt an order and establish rulemakings to implement modernization of the energy delivery system; establish ground rules for pilot projects in the District.	Complete	Issued the MEDSIS Vision Statement on February 14, 2018 and issued two Notices of Proposed Rulemaking on May 4, 2018.	