



PUBLIC SERVICE COMMISSION

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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1 PUBLIC SERVICE COMMISSION

Mission: The mission of the Public Service Commission of the District of Columbia is to serve the public interest by ensuring that financially healthy utility companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia customers, while fostering grid modernization, conservation of natural resources, preservation of environmental quality, and advancement of the District’s climate policy commitments.

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 that 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.

2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
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3 2023 OBJECTIVES

Strategic Objective

Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates

Foster Fair and Open Competition among Service Providers

Educate Consumers and Inform the Public

Create and maintain a highly efficient, transparent, and responsive District government.

Consider Environmental Issues In Adjudications and Infrastructure Matters

4 2023 OPERATIONS

Operation Title	Operation Description
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates	
One Call Inspections: Daily Service USDOT Rating: Key Project	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating. Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.
Pipeline Inspections: Daily Service Mergers and Acquisitions: Key Project	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards. Consider applications for merger or acquisition of utility companies
Monopoly Request Adjudication: Key Project PowerPath DC: Key Project	The Commission conducts evidentiary or other hearings to determine whether proposed utility rate adjustments are just and reasonable. 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.
Construction Projects: Key Project	The Commission continues to oversee utility construction projects to ensure that they contribute to the reliability and resiliency of the distribution system. Commission oversight helps to ensure that these projects will be constructed efficiently, with minimal disruption to consumers and with coordination with other District agencies.
Racial Equity: Key Project	In 2022, the Commission will establish a new position, the Equity and Ethics Officer, who will be responsible for (1) liaison with the Office of Racial Equity and the Board of Ethics and Government Accountability; and (2) advancement of racial equity within utility proposals, including clean energy proposals and climate change commitments.
Foster Fair and Open Competition among Service Providers	
DC USTF: Key Project	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.
Renewable Portfolio Applications Granted: Daily Service	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.
Competitive Applications Processed: Daily Service	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.
Educate Consumers and Inform the Public	
Consumer Complaints and Inquiries: Daily Service	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.
Outreach Events: Daily Service	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.
Community Hearings: Key Project	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.
Create and maintain a highly efficient, transparent, and responsive District government.	
Complaint Management: Key Project	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.

(continued)

Operation Title	Operation Description
Adjudication Management: Key Project	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.
Consider Environmental Issues In Adjudications and Infrastructure Matters	
Environmental metrics established: Key Project	The Commission is charged by the Clean Energy DC Act with considering environmental issues when regulating utility and energy companies.

5 2023 STRATEGIC INITIATIVES

In FY 2023, Public Service Commission had 4 Strategic Initiatives and completed 100%.

Title	Description	Update
Rate Cases	In 2023, the Commission will take action on a Washington Gas Light (WGL) application for increased rates. In addition, the Commission will continue to oversee the Multi-Year Rate Plan for Pepco. This will include monitoring a set of Performance Improvement Measures to see whether Pepco meets clean energy and climate change commitments.	Completed to date:
Climate Plans	In FY 2023, the Commission will take action on the AltaGas/WGL Climate Business Plan, Pepco's Climate Change Commitment, the Environmental Defense Fund's Roadmap, and other stakeholder filings. We expect to develop a Comprehensive Plan on how the Commission's regulated utilities can achieve the District's climate goals.	Completed to date:
Grid Modernization	The Commission's multi-year effort to modernize the energy delivery grid will continue in 2023 with the selection of at least one additional Pilot Project for deployment in the District. The Pilot Projects will be developed and selected in collaboration with the Governance Board, consisting of District energy and environmental stakeholders.	Completed to date:

Mentoring Program	In order to assist in developing a staff capable of addressing complex issues, the Commission will adopt a formal Mentoring Program in FY 2023. The Program will be designed to increase employee retention, create promotion opportunities and transfer institutional knowledge across Commission offices. In our first cohort, we expect to have at least 5 pairs of mentor/mentee volunteers. The Program has been developed by our Racial Equity Officer and will help to enhance racial equity within the Commission.	Completed to date:
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6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates											
Adjudicative Case decisions issued within 90 days of record closure	Up is Better	66%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96%	95%	Met	
US Department of Transportation Rating of DC Pipeline Safety Program	Up is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	98%	Met	
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of Consumer Complaints Resolved at an informal level	Up is Better	99%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	98%	Met	
Consider Environmental Issues In Adjudications and Infrastructure Matters											
Percentage of Adjudications or Infrastructure Cases Where Environmental Issue Considered	Up is Better	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Needs Data Update	90%		

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
One Call Inspections							
Number of 811 damage prevention inspections conducted	539	661	127	222	191	176	716
Pipeline Inspections							
Pipeline Safety inspections conducted	230	345	128	135	106	131	500
Renewable Portfolio Applications Granted							
Renewable Portfolio Standards Applications processed	2,641	2,703	584	711	408	518	2221
Consumer Complaints and Inquiries							
Number of Consumer Complaints and Inquiries Processed	1,194	1,180	294	468	399	469	1630