

Office of the People's Counsel FY2019

Agency Office of the People's Counsel

Agency Code DJ0

Fiscal Year 2019

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.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities.
2	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District.
3	Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Measures)					
Percent of consumer complaints closed annually	Up is Better	95%	95%	84.8%	90%
Number of consumer outreach meetings	Up is Better	471	510	650	175
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)					
Number of proceedings initiated by OPC	Up is Better	Not Available	2	4	4

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Activities)			
CUSTOMER 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
			Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
CONSUMER EDUCATION	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.	
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Activity)			
CONSUMER ADVOCACY & REPRESENTATION	OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service
3 - Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction. (1 Activity)			
Daily Operations	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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Consumer assistance (3 Measures)			
Number of Consumer Complaints	2585	2349	1593
Number of Consumer Inquiries	72	924	1182
Number of NEP/LEP persons served by the agency	4492	5834	2871
2 - OPC Consumer Advocacy (1 Measure)			
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	61	46	56

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Consumer assistance (2 Strategic initiatives)		
Spanish Language Brochure	Develop a Spanish brochure in a cartoon format to expand outreach and education to the NEP/LEP Spanish-speaking community on utility services and OPC's work.	09-30-2019
Infographic utility Pictographi	Develop an infographic pictorial as a useful tool in educating consumers on a variety of utility topics.	09-30-2019
Daily Consumer Education Activities (4 Strategic initiatives)		
OPC Town Hall	Town halls to be conducted throughout the city to address specific consumer utility issues.	09-30-2019
State of the Utilities	Meeting of consumer advocates, utilities and community members to discuss the current state of utility services.	09-30-2019
Solar Education	Expand solar education to include teaching consumers about the differences between solar energy companies and third-party energy suppliers. Educate consumers on the existence, benefits and availability of solar, particularly community solar, as a sustainable energy resource for all DC residents.	09-30-2019
Energy Efficiency Lab	This is a continuation and completion of the work started on OPC's energy lab planning and implementation in FY 18.	01-31-2019
OPC Consumer Advocacy (8 Strategic initiatives)		
Affordability	OPC will file a petition with the Public Service Commission requesting that a proceeding be initiated to examine the issue of affordability of utility service, specifically energy service, in the District of Columbia.	09-30-2019
D.C. Power Line Undergrounding Project (DC PLUG)	OPC will advance the purpose of DC PLUG by participating in the Commission proceedings examining Pepco's construction proposals to underground sections of its infrastructure. OPC will also actively serve as a member of Mayor Bowser's Undergrounding Project Consumer Education Task Force (UPCE)	09-30-2019
Modernizing the Energy the Energy Delivery System (MEDSIS)	OPC will advance the goals of MEDSIS by advocating for policies and funding for pilot programs that lead to a modernized grid that serves the public interest.	09-30-2019
Third Party Suppliers Study and enhanced TPS consumer education	OPC will develop a comprehensive Third-Party Suppliers (TPS) education plan, which will include a study of the impacts of TPS on the District's energy market.	09-30-2019
Active participation in related Energy Efficiency and Renewable Energy - related District government sponsored working groups	OPC will attend and actively participate in any District Government agency city-wide energy efficiency and renewable energy initiatives by being a contributing working group member(s) for any such proposed program development plans when appropriate.	09-30-2019
WGL's Compliance with the merger conditions	OPC will establish a process to monitor WGL's compliance with the numerous commitments detailed in the DC Public Service Commission's June 29, 2018 order approving the WGL/AltaGas merger.	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Alternative Ratemaking	OPC will participate in the proceeding established by the Commission to determine the appropriate ratemaking process through advocating for the mechanism that best benefits and protects for consumers.	09-30-2019
DC Water Consumer Education	Pending the passage of legislation, entitled The DC Water and Consumer Protection Amendment Act (Bill 22-0662), by the Council, OPC will begin educating consumers on water utility issues and concerns.	09-30-2019