

# Office of the People's Counsel 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 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.

## Summary of Services

OPC is a party to all utility-related proceedings before the DC Public Service Commission and represents the interests of DC ratepayers before local and federal regulatory agencies and courts. The Office assists individual consumers in disputes with utility companies about billing or services and provides consumer education and outreach to community groups and associations on emerging issues impacting the quality, reliability and affordability of their utility services and associated environmental issues. The Office provides technical assistance to consumers, the Consumer Utility Board (CUB), as well as other D.C. community groups. OPC also provides legislative analysis for, assistance to and testimony before the D.C. Council on utility matters.

## 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?
In Formal Case No. 1142 (the AltaGas/WGL Merger), OPC secured Washington Gas' District ratepayers a host of consumer benefits. For example, the Office negotiated a one-time bill credit (ranging from \$45 to \$150), a two-year rate moratorium, increased system reliability, commitments to reduce gas leaks, stringent credit-rate- and ring-fencing protections, and a \$6 million contribution to the DC Infrastructure Academy to train DC residents for utility jobs. AltaGas will also provide \$4.2 million to support low- and limited-income residents in affordable multifamily units and provide financial contributions to the Washington Area Fuel Fund for emergency utility bill assistance to Washington Gas consumers who meet income requirements.	See response.	This initiative is an example of OPC's commitment to utility ratepayers in the District of Columbia.
OPC successfully negotiated various consumer benefits for Pepco's District ratepayers in a settlement that resolved (1) Pepco's most recent rate case (i.e., Formal Case No. 1150) and (2) the Commission's investigation regarding the rate impact of the Tax Cuts and Jobs Act of 2018 ("TCJA") upon the District's utilities (i.e., Formal Case No. 1151). Through this settlement, OPC secured Pepco's District ratepayers a \$24.1 million rate reduction, an accelerated flow back of Excess Deferred Income Taxes, an across-the-board allocation of the accrued tax liability Pepco has accumulated since the corporate tax rate dropped from 35% to 21% in on January 1, 2018, and a rate case moratorium until May 1, 2019.	See response.	The successful negotiation of Formal Case 1150 and TCJA of 2018, demonstrates OPC's staunch commitment to advocating for fair and just rates for District consumers.
OPC helped successfully negotiate a settlement resolving Washington Gas' TCJA proceeding (i.e., Formal Case No. 1151). This settlement resulted in an \$8.2 million rate reduction for Washington Gas' District ratepayers and a \$5,101,325 one-time bill credit to refund federal-income-tax-related overcollections.	See response.	The successful settlement of Formal Case 1151 demonstrates OPC's staunch commitment to advocating for fair and just rates for District ratepayers.

## 2018 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.
4	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
<b>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)</b>									
Percent of consumer complaints closed annually	Quarterly	90%	92.8%	95.1%	91%	50.8%	84.8%	Nearly Met	The number of closed complaints decreased in the 4th Quarter of FY 18 due to the complexity of several complaints, inordinately high past due account balances, and limited financial assistance resources. These factors increased the time staff had to negotiate with utility companies on behalf of consumers.
Number of consumer outreach meetings	Quarterly	175	134	167	144	205	650	Met	
<b>2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)</b>									
Number of proceedings initiated by OPC	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	No Target Set	

\*\*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

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
<b>1 - Consumer assistance (3 Measures)</b>						
Number of Consumer Complaints	Quarterly	362	509	409	313	1593
Number of Consumer Inquiries	Quarterly	255	463	197	267	1182
Number of NEP/LEP persons served by the agency	Quarterly	805	662	566	838	2871
<b>2 - OPC Consumer Advocacy (1 Measure)</b>						
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	Quarterly	15	20	17	4	56

## 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>CONSUMER ADVOCACY &amp; REPRESENTATION (2 Strategic initiatives)</b>				
Community Education on WG Merger	OPC will develop and implement a citywide community education and outreach program to educate DC residents on the upcoming merger proposal of the District's natural gas utility, Washington Gas, and the Canadian company, Alta Gas, regarding the facts of the proposed merger. OPC will assess the potential impact on DC consumers to determine ultimately whether merger meets the public interest standard established by the Public Service Commission. OPC will also advise consumers on how they can become involved in the regulatory process.	Complete	In FY 18 the agency worked vigorously to protect consumers in the WG Merger case. Details of the settlement agreement can be found in the press release linked below.	
<b>CONSUMER EDUCATION (7 Strategic initiatives)</b>				
Youth Outreach - Energy Efficiency Workshops	OPC's Youth Energy Efficiency Outreach Workshops will educate and engage youth (grades 5 - 12) on energy efficiency and sustainability practices through interactive and hands-on presentations, using age appropriate products and services.	Complete	In FY 18, the agency conducted 57 energy efficiency youth workshops in collaboration with government and community programs such as, Church Summer Camp Partnership, DC Public Schools After School Program, Department of Parks and Recreation Summer Camps, Publix Charter School During School, and DC Housing Authority Summer Camp.	

Title	Description	Complete to Date	Status Update	Explanation
OPC Utility Primer	The utility primer series will feature an assortment of 30 - 60 second videos that will clarify a single utility issue for consumers. Each single issue clip will share basic statements or definitions, such as, "what is the Consumer Bill of Rights," "How do I file a complaint," "About Utility Cases," and "Going Solar in DC." OPC intends to use in-house video production	Complete	In FY 18, OPC has created 3 new animated videos, "About OPC," "Consumer Bill of Rights" and , "How to Read Your Bill." These videos can be found on OPC's home page at <a href="http://www.opc-dc.gov">www.opc-dc.gov</a> or on YouTube: <a href="http://opc-dc.gov/news-events/news/videos">http://opc-dc.gov/news-events/news/videos</a> .	
OPC in your Neighborhood	CSD staff developed "OPC in your Neighborhood" as a tool for consumer outreach specialists to meet ratepayers at neighborhood locations, such as libraries and supermarkets, throughout the city. Through these "pop-ups" OPC staff will discuss utility topics, help consumers understand their utility bill, provide energy efficiency tips and initiate consumer complaint resolution.	Complete	In addition to OPC's regular outreach to the community, OPC also conducted 58 "OPC in Your Neighborhood" events.	
Low-Medium Income Solar Education	OPC will conduct community outreach and produce and distribute an OPC going solar guide, to low and medium income District residents, providing these consumers with a solar energy systems primer. The solar guide will include topics like, benefits of solar, available system types and financing options.	Complete	OPC is committed to ensuring that all District residents have the timely information regarding the energy marketplace in the District. To this end, OPC has been working to make certain that low-medium income households are informed utility and energy consumers. In FY 18, OPC conducted 247 solar education events.	
Energy Affordability Lab	The Energy Affordability Lab will be launched within the Office of the People's Counsel for the District of Columbia to serve as an interactive resource for District of Columbia rate-payers, stakeholders and residents to learn more about the steps they can take to make energy more affordable in their homes and communities.	50-74%	In FY 18, OPC worked internally to develop the initial plans for the energy lab. The agency proceeded with an RFP process to find a consultant to assist with the design and construction of the lab. in the fourth quarter of FY 18, a consultant was selected and hired. The consultant will begin working on the lab in early FY 19, and we anticipate completion by January, 2019.	It was determined that the agency needed to obtain a consultant to assist with the planning and build out of the energy lab.
<b>Daily Operations (1 Strategic Initiative)</b>				
e-Invoice and Contract Tracking System	OPC will develop and implement an e-Invoice and Contract Tracking System to enhance the agency's procurement process and ensure adherence to the District's Quick Payment Act.	Complete	In an effort to streamline internal invoicing, the agency implemented an e-invoice system to better track the speed of invoices being paid. (The e-invoice system was implemented prior to the District's e-invoice system going live).	