

Public Service Commission FY2019

Agency Public Service Commission

Agency Code DH0

Fiscal Year 2019

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.

2019 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.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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	Up is Better	Waiting on Data	No data available	Waiting on Data	98
Adjudicative Case decisions issued within 90 days of record closure	Up is Better	No applicable incidents	100%	100%	95%
5 - Create and maintain a highly efficient, transparent and responsive District government. (1 Measure)					
Percent of Consumer Complaints Resolved at an informal level	Up is Better	99%	98.7%	98.9%	98%

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services at Just and Reasonable Rates (9 Activities)			

Operations Header	Operations Title	Operations Description	Type of Operations
PIPELINE SAFETY	USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program	Key Project
UTILITY REGULATION	Approve and Monitor Construction Projects	A major new construction project has been proposed by PEPCO: the Capital Grid Project (FC 1144). This will entail review of Pepco plans for reliability and resiliency in distribution, transmission and substation facilities. In addition, two major utility construction projects will continue in 2019: 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
UTILITY REGULATION	Monitor Compliance with TQSS	Telecommunications Quality of Service Standards (TQSS) are the indicia by which we judge whether telecommunications companies are providing safe, reliable and quality service.	Key Project
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 2019 the Commission will implement new rules to modernize the energy delivery system.	Key Project
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
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
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
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
LEGAL	Mergers and Acquisitions	Consider applications for merger or acquisition of utility companies	Key Project
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
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
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

Operations Header	Operations Title	Operations Description	Type of Operations
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
COMMUNICATIONS	Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation	Daily Service
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
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. In addition to opening new cases, efficient records management also includes developing a new system for Integrated Case Management, allowing for automatic docketing and tracking of cases.	Daily Service
UTILITY REGULATION	Number of Orders Issued	The number of Orders issued is a measure of the results-oriented efficiency of our staff.	Daily Service
5 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)			
UTILITY REGULATION	Percentage of Complaints Resolved	Percentage of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project
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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - One Call Inspections (1 Measure)			
Inspections Conducted	913	967	790
1 - Payphone Inspections (1 Measure)			
Payphone Inspections	93	57	53

Measure	FY 2016	FY 2017	FY 2018
1 - Pipeline Inspections (1 Measure)			
Pipeline Safety inspections conducted	352	403	312
2 - Renewable Portfolio Applications Granted (1 Measure)			
Renewable Portfolio Standards Applications processed	779	954	939
3 - Consumer Complaints and Inquiries (1 Measure)			
Number of Consumer Complaints and Inquiries Processed	949	1265	1551
4 - Cases Opened (1 Measure)			
Number of Cases Opened	1207	1351	1293
4 - Number of Orders Issued (1 Measure)			
Number of Orders Issued	736	772	787

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Approve and Monitor Construction Projects (1 Strategic Initiative)		
Capital Grid	Review Notice of Construction for major new construction project involving distribution, transmission and substation facilities. Act on NOC as appropriate.	09-30-2019
Cases Opened (1 Strategic Initiative)		
Integrated Case Management System	Implement Phase One of the Integrated Case Management System; establish rules for RPS applications and confidential filings; establish a communications plan and training schedule for staff and stakeholders.	09-30-2019
MEDSIS (1 Strategic Initiative)		
MEDSIS	Oversee progress of Working Groups; consider WG recommendations; prepare for implementation of Pilot Project(s)	09-30-2019