



Public Service Commission (PSC) FY2016 Performance Accountability Report (PAR)

Introduction

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' progress 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. They do 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.

Overview – Agency Performance

The following section provides a summary of PSC performance in FY 2016 by listing PSC’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Publication of a book celebrating the Centennial of the Commission and containing the history of the Commission and the industries it regulates in the context of the history of the District of Columbia.	The information contained in the Centennial book is an indispensable resource on matters such as historical rate trends and customer usage.	This volume, containing text, photographs, tables and graphs, is a valuable addition to the documentation of the history of the District.
We launched our Social Media presence with accounts on Facebook and Twitter.	Social Media provides greater, more cost- and personnel- efficient outreach opportunities.	Use of Social Media gives DC residents greater opportunity to learn about Commission events and initiatives in a modern way.
In FY 2016, the Commission completed action on the application for merger of Pepco Holdings Inc. and the Exelon Corporation by accepting a Settlement Agreement with additional Commission- determined conditions.	Considerable effort went into this case, which had begun in FY 2014 and which is currently on appeal.	Acquisition of Pepco by Exelon resulted in consumer-friendly conditions being imposed on the merged entity.

In FY 2016, PSC had 3 Key Performance Indicators. Of those, 0 were neutral, and another 2 were not able to be reported by the end of the fiscal year. Of the remaining measures, 33% (1 KPIs) were met, 0% (0 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, PSC had 5 Initiatives. Of those, 80% (4) were completed and 0% (0) were nearly completed, and 20% (1) were not completed. The next sections provide greater detail on the specific metrics and initiatives for PSC in FY 2016.

FY16 Objectives

Division	Objective
Agency Management	Ensure Safe, Reliable and Quality Electric, Natural Gas and Local Telecommunications Services
Agency Management	Foster Fair and Open Competition among Utility Service Providers
Agency Management	Educate Utility Consumers and Inform the Public
Agency Management	Motivate Customer and Results-Oriented Employees

FY16 KPIs

Objective: Educate Utility Consumers and Inform the Public

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percentage of Consumer Complaints Resolved at an informal level	98	A					99	Met	None

Objective: Ensure Safe, Reliable and Quality Electric, Natural Gas and Local Telecommunications Services

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
USDOT Calendar Year Rating of Gas Pipeline Safety Program (measured on a calendar year)	98	A							Our CY 2015 KPI target was exceeded. CY 2016 DOT rating will be available in 3Q 2017.

Objective: Foster Fair and Open Competition among Utility Service Providers

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Adjudicative Case decisions to be issued within 90 days of close of record	95	A							No cases were adjudicated in 2016. Therefore, KPI was met.

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of Cases Opened	Q	273	384	268	282	1,207
Number of Orders Issued	Q	87	76	100	473	736
Number of gas pipeline safety inspections conducted	Q	76	83	99	94	352
Number of One Call Inspections Conducted	Q	227	221	237	228	913
Number of payphone sites inspected	Q	0	41	52	0	93
Number of RPS applications processed	Q	232	124	188	235	779
Number of consumer complaints and inquiries processed	Q	250	238	212	249	949

FY16 Initiatives

Title: Oversee the Implementation of the Electric Company Infrastructure Improvement Financing Act

Description: On June 17, 2014, Pepco and the District of Columbia Department of Transportation (DDOT) filed a joint application requesting (a) approval of the Triennial Underground Infrastructure Improvement Projects Plan (Triennial Plan) to underground certain electric distribution feeders in the District of Columbia, for the first three years of the undergrounding project (2015-2017), and (b) approval of a Underground Project Charge to be charged by Pepco with respect to the costs it incurs for the underground project. The entire undergrounding project is expected to extend for a period of 7-10 years at a total cost of approximately \$1 billion. In addition, by law, Pepco and DDOT filed with the Commission by August 1, 2014 a proposed Financing Plan for approval of a Finance Charge to be charged by the District with respect to its financing costs. In FY 2015, the Commission granted the application and approved the Triennial Plan, the Underground Project Charge and the Financing Charge. The Commission's Orders were appealed and upheld in 2016. However, uncertainties regarding the applicability of bond requirements to the federal General Services Administration has delayed implementation of undergrounding. Once the uncertainties have been resolved, construction of underground feeders will begin in earnest. The Commission will review the design drawings and construction plans of Pepco and DDOT, will assist in coordinating those plans with other utilities, will provide engineering support for oversight of the construction, and will monitor the implementation of the Customer Education Plan. Completion Date: Uncertain

Complete to Date: 0-24%

Status Update: The PSC is working with EOM on resolving uncertainties concerning applicability of bond requirements to GSA

If Incomplete, Explanation: Progress on undergrounding by Pepco and DDOT has been delayed by court challenges and uncertainties regarding the applicability of bond requirements to the federal General Services Administration.

Title: Oversee Washington Gas Light's Implementation of its accelerated pipeline replacement program (PROJECTpipes)

Description: In Order No. 17431, issued in FY 2014, the Commission approved WGL's Accelerated Pipeline Replacement Program (PROJECTpipes) subject to conditions set out in that Order, including the submission of a detailed first-year implementation plan. The Commission also opened a new formal case docket (Formal Case No. 1115) for the proceedings and decisions pertaining to PROJECTpipes going forward. In FY 2015, the parties reached a settlement on a proposed cost recovery mechanism. After a public interest hearing, the Commission gave final approval to the PROJECTpipes Plan and to a surcharge cost recovery mechanism for the utility to recover the costs of the revised Plan from District ratepayers on an expedited basis without a traditional base rate proceeding. WGL began the actual implementation of PROJECTpipes in FY 2015. During 2016, the Commission will monitor the program, including the Customer Education Plan, reviewing individual pipeline prioritization and design drawings, surveying construction sites, ensuring coordination with the DC PLUG initiative to maximize construction efficiencies, and evaluating and auditing costs of the projects, to assist in timely completion of the projects within the established budgets. Completion Date: September, 2016 for some tasks with monitoring tasks continuing for the life of Project Pipes.

Complete to Date: Complete

Status Update: Monitoring of the PROJECTPipes initiative has continued in FY 2016, including the establishment of audit procedures, continuation of Consumer Education activities and physical inspection of facilities

Title: Investigate Ways to MODernize the Energy Delivery System for Increased Sustainability

Description: In June 2015, the Commission opened Formal Case No. 1130, an investigation into technologies and policies that can modernize our energy delivery system for increased sustainability, as well as promote policies for a reliable, efficient, cost-effective and interactive system in a competitive environment. This investigation is in response to interest among various stakeholders for a review of the current energy delivery system in the District to determine whether that system as presently structured is currently supporting the goals in the Mayor's Plan for a Sustainable DC and the legislative mandates of the Council. The investigation will identify current plans to modernize the system, will examine new technologies including energy storage, distributed energy resources, electric

vehicles, microgrids and will explore regulatory and other policies to modernize energy delivery systems consistent with the overall goals of the District of Columbia, including the promotion of fair competition. Completion Date: October 1 for Kick-Off Workshop; September 2016 for continuing work to develop Reports and Recommendations.

Complete to Date: Complete

Status Update: Three Workshops have been held in FY 2016; Report and Recommendations were provided in draft form on September 17, 2016. Release of Staff Report for comment is expected in January 2017

Title: Update the Commission's website

Description: The Commission's website, found at www.dcpssc.org, is the primary way that the Commission communicates with the public. In FY 2016 we conducted a top-to-bottom review of the website and instituted changes to make the website more user-friendly, more direct and less duplicative. We conducted a survey to allow us to gain insight from consumers and members of the public as to what changes would make the website (and the accompanying mobile app) more useful. We also instituted changes that will allow us to update some sections of the website directly, without the assistance of the web host. The instituted changes also create a more streamlined approach for searching for content on the Commission's website. Historical content removed from the website was archived in a searchable portal available for public access. In addition, an internal centralized repository for content will be created for continuing use by Commission employees. Completion Date: September 2016 for roll-out of new website.

Complete to Date: Complete

Status Update: The Commission's new website was rolled out on July 6, 2016

Title: Update the COOP Plan and Train Employees in Security Matters

Description: The Commission must be prepared to fulfill its mission under all circumstances. It must be prepared for operations during a crisis so as to reduce the impact of that crisis on its employees, facilities, mission and constituents. A Continuity of Operations Plan (COOP) provides for resuming and sustaining essential functions as soon as possible during and after a localized, District-wide or catastrophic emergency. The Commission will review its current COOP and assure that it is in conformance with the template provided by the Homeland Security and Emergency Management Agency of the District of Columbia Government (HSEMA). This will entail workshops with Office Directors to determine such matters as the order of succession for each manager at the Commission, a delineation of the Essential Functions for each Commission office, and a determination of protection for vital Commission records, databases and other Information. In connection with this exercise, the Commission will also undertake Commission-wide briefings to better monitor the Cyber and Physical Security plans of the utilities we regulate. Additional training will include Internet Security issues, and proper handling of Commission Confidential Information and Critical Infrastructure Information. Completion Date: Staff Briefings and new COOP completed by September 2016.

Complete to Date: Complete

Status Update: The new COOP was signed on September 27, 2016. Staff training has included seminars on Active Shooters, HSEMA and Office of Unified Communications (911). Additional training will continue in 2017