



Office of the People's Counsel (OPC) – DJO

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Central Purpose

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; assist individual consumers in disputes with utility providers; provide technical assistance, education and outreach to consumers and ratepayers, community groups, associations and the Consumer Utility Board; and provide legislative analysis and information to the Council of the District of Columbia on matters relating to utilities. The Office's mission further includes consideration of the District's economy and promotion of the environmental sustainability of the District.

Key Facts

- OPC participated on the Mayor's Powerline Underground Task Force ("Task Force"). The Task Force was charged with coming up with recommendations to improve Pepco's reliability performance and address continuing power outages from weather events and as a member of the Task Force, OPC achieved its objective of ensuring that the undergrounding plan would increase reliability at the lowest possible costs to residential consumers.
- Currently, OPC is participating in one of the most important utility merger cases in the history of the PSC -- Formal Case No. 1119, the proposed \$6.9 billion merger between Pepco Holdings and the Exelon Corporation.
- OPC successfully represented the public interest in PSC Formal Case No. 1087, concerning Pepco's request for \$42.1 million rate increase. The Office's advocacy resulted in a significant victory; Pepco only

received \$24.3 million of the \$42.1 request. Additional wins for consumers in this case was OPC's argument against Pepco's (RIM) Reliability Investment Recovery Mechanism proposal. This proposal would have shifted substantial cost and risk to DC Consumer and increase rates by approximately \$7.4 million a year.

- In PSC Formal Case No. 1103, OPC asked the PSC to require PEPCO to provide much more detailed information/data in their next rate case to support the company's construction budgets and plans. Additionally, OPC's intervention and advocacy in this case resulted in a reduction of Pepco's original request from \$44.1 million to \$23.4 million.
- In PSC Formal Case No. 1093, Washington Gas ("WGL") requested \$28.9 million in increased rates. As a result of OPC's intervention and advocacy only \$8.3 million of WGL's initial request of \$28.9 million was granted by the PSC. In direct response to issues and concerns raised by OPC, the PSC opened a second phase of this case to investigate WGL's pipeline infrastructure replacement plans.
- As a result of consumers' calls and e-mails about Verizon's quality of service and transition from copper to fiber optic cable, the Office filed two petitions seeking review of PSC Formal Case No. 1090, which deals with Verizon's Quality of Service and PSC Formal Case No. 1102, which concerns Verizon's transition from copper to fiber optic service technology. States across the country are dealing with this issue, and particularly, how information about the transition needs to be communicated to Verizon's customers. As a result of OPC's

advocacy, the PSC has convened a formal hearing and established two (2) community hearings in PSC Formal Case No. 1102.

- As a result of OPC's continuing education and outreach efforts, the Office discovered that certain companies were engaged in abusive marketing and sales practices. As a result of numerous complaints filed by DC consumers, the Office filed a PSC petition to open up an investigation on the marketing and sales practices of "Competitive Energy Suppliers." The PSC's investigation focused on Starion Energy. The case ended in a settlement between OPC and Starion, which included a \$100,000 donation (administered through the Greater Washington Urban League) to assist low income consumers in paying their utility bills. The fund assisted 208 low income consumers and all consumers who submitted complaints to OPC had their bill re-calculated and were reimbursed through credits or a check. As this issue has garnered national attention, the Office maintains open communication with state representatives. For example, the People's Counsel met with United State Senators Chris Murphy and Richard Blumenthal, both from Connecticut, and the Director of the Federal Trade Commission ("FTC") along with four nearby state consumer advocates to discuss the need for comprehensive federal consumer protections to address abusive marketing and sales practices.
- In 2011, the People's Counsel established the "Energy Efficiency and Sustainability Section" ("EES") within OPC to increase consumer awareness of energy efficiency, renewable and sustainable energy options to DC consumers in all wards and income levels. To date, EES has conducted over 350 workshops focused on emerging options, basic ways to save on energy bills. EES has actively participated in and monitored the implementation of the DC Sustainable Energy Utility ("SEU").

Goals/Performance Measures

OPC's first goal is to aggressively and effectively advocate at the local and federal regulatory agencies and courts on behalf of DC consumers of natural gas, electric and telephone service.

OPC's second goal is to provide comprehensive community education and outreach DC consumers on utility matters.

OPC's third goal is to provide effective assistance to individual consumers regarding their billing and service complaints against DC utilities.

OPC's fourth goal is to enhance the agency's operational efficiency to improve customer service and reduce costs.

OPC performance measures include:

- Number of consumer inquiries
- Number of consumer complaints
- Number of cases litigated before the PSC
- Number of consumer education and outreach meetings/encounters attended
- Percentage of consumer complaints closed
- Number of limited and non-English speaking persons served by the agency

Programs and Services

- Program No. 1: Legal Advocacy and Representation

The Office of the People's Counsel is the statutory legal advocate for all District utility consumers in matters involving rates and services before the DC Public Service Commission, the Federal Energy and Regulatory Commission, Federal Communications Commission, other regulatory bodies and the courts. OPC's Litigation Services Division is routinely engaged in over 200 filings, petitions, rate and service investigations annually. OPC Litigation Services may provide legal representation in individual consumer complaints.

- Program No. 2: Consumer Education and Outreach

The Office is mandated to conduct consumer education and outreach to District utility ratepayers and is empowered to protect individual consumers in matters of dispute involving natural gas, electricity and telecommunications services. OPC conducts over 200 outreach presentations annually before a broad cross section of District social service, civic, tenant, homeowner, ANC, NGO, and faith based communities. Our consumer services and Litigation staffs also provide technical assistance to lay advocates seeking to fully participate in regulatory matters.

- Program No. 3: Energy Efficiency and Sustainability

OPC’s Energy Efficiency and Sustainability Division (EES) is responsive to transition in the utility industry in areas including conservation and sustainability initiatives. EES represents the interest of District consumers before national and regional authorities such as the FERC and the PJM Interconnection which manages the flow and integrity of electric transmission throughout the mid-Atlantic and Northeast region. EES also conducts more than 125 energy efficiency education events per year.

- Program No. 4: Agency Operations

The following provides an overview of Program No. 4, OPC’S Agency Operations:

- MIS Upgrades

OPC has performed the following MIS tasks:

The Office’s network infrastructure has been updated to include DELL PowerEdge R710 hosts, Dell MD3220i iSCSI Storage and VMware ESX 5.5; in addition the Management Information Systems section has completed configuration, deployment, monitoring, and maintenance of all network wireless access points, replacement of all workstation hardware and the transitioning of all operating system software.

Agency-wide, OPC has deployed Sharepoint software to communicate, collaborate and share data and Lexis-Nexus Time Matters case management system to streamline and improve its internal litigation processes. In conjunction with OCTO, the Office is upgrading agency internet and data services to T1 lines. Data Security enhancements include Implementing Symantec Endpoint Protection.

The OPC consumer information database which records details of thousands of consumer complaints has also undergone upgrades to enable the capture and reporting of new consumer complaint categories to better assist the Litigation Services Division in developing and litigating consumer concerns.

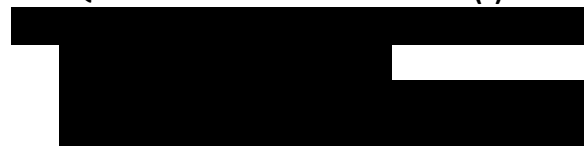
- Agency Website and Social Media Improvements

OPC has redeveloped the Office website, which will allow for better dissemination of information to the public while embracing modern trends and technology such as social media. We also expanded the agency's presence in the social networking arena by creating Twitter, Facebook and Constant Contact accounts to disseminate utility-related information to a greater number of District residents.

- Agency Administrative Rules

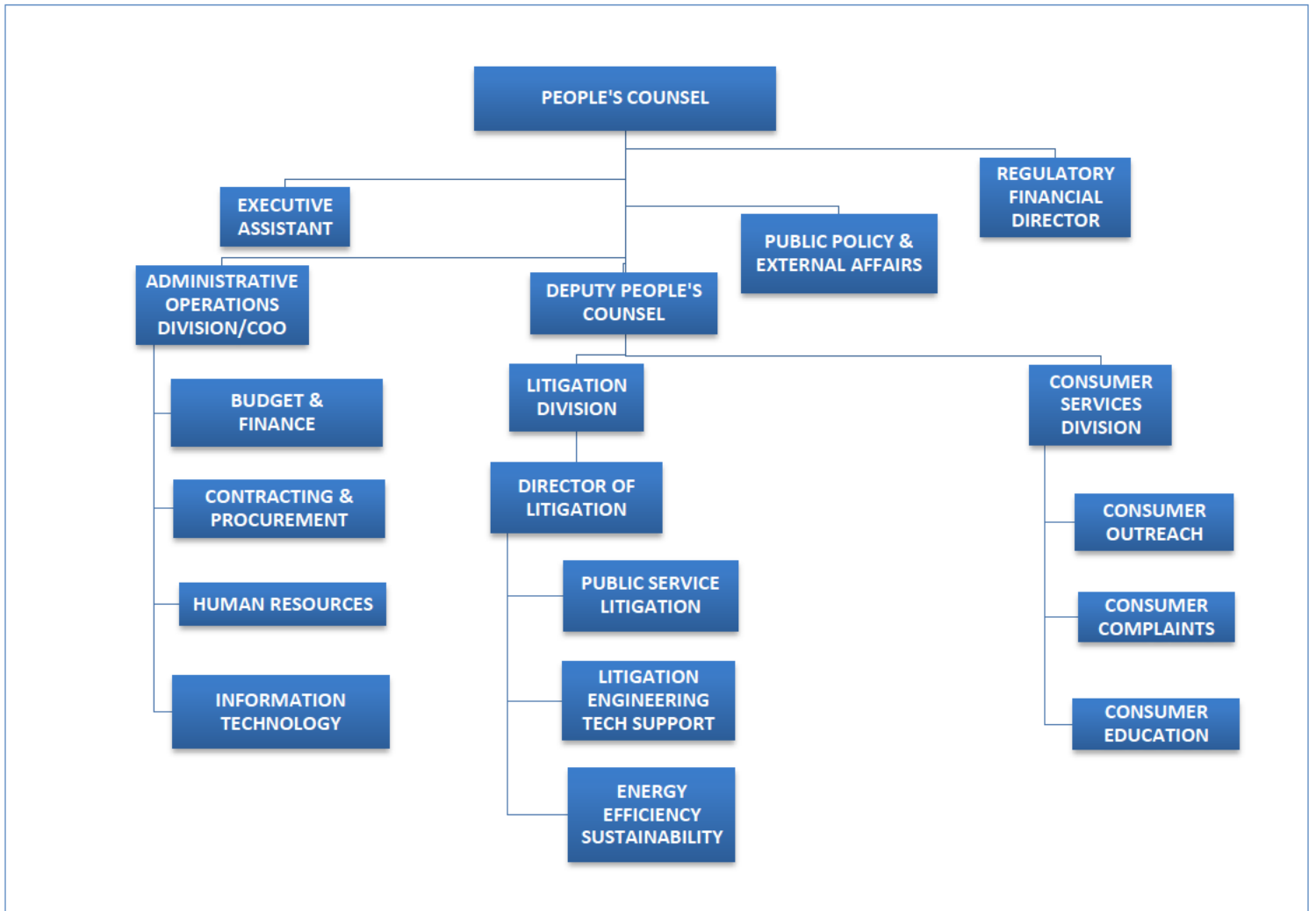
OPC management has worked toward improving communication to staff of agency operating rules impacting employees by the development and issuance of agency administrative orders over the last four years.

First Quarter CY2015 Hot Button Issue(s)



[Redacted text block]

ORGANIZATIONAL CHART



Boards and Commissions relevant to the agency (if any)

Board Name	Name of Chairperson	No. of Members
N/A		

Budget FY2015

Total Budget	\$ 6,911,031
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No. of Employees

Current No. of FTEs	40
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Union Representation

Union(s)	Union Representative	No. of Members
None		N/A
Municipal Employees (AFSCME)		N/A

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
Office of the People's Counsel	1133 15 th Street, N.W. Suite 500	20005	2	(202) 727-3071
Customer Service Center	Same as above	Same as above	Same as above	Same as above

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
Formal Case No. 1119: Pepco/Exelon merger	In June 2014, Pepco and Exelon filed an application to merger with the District of Columbia Public Service Commission. In August, the Commission designated the proceeding as an investigation and established seven public interest factors to examine whether the propose merger in is the public interest. OPC will zealously advocate on behalf of consumers by examining the proposal and will present testimony that outlines whether the proposed merger is in the public interest and details what tangible benefits consumers should receive.	October 2014
Formal Case No. 1103 : Pepco rate case	Pepco requested a rate increase of \$44.1 million, the Commission granted an increase of \$23.4 (\$20.7 million less than Pepco's request) As a result of OPC's advocacy, the Commission required Pepco to provide much more detailed data in the next rate case to support the Company's reliability construction budgets and plans.	March 2014
Formal Case No. 1087 : Pepco rate case	Pepco requested a rate increase of \$42.1 million, the Commission granted \$24.3 (\$17.8 million less than Pepco's request) OPC successfully argued against Pepco's proposal to implement a Reliability Investment Recovery Mechanism ("RIM"). Had the RIM been adopted, it would have significantly	September 2012

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	altered the regulatory landscape, shifted risks to consumers and increased rates by approximately \$7.4 million a year.	
Formal Case No. 1093: Washington Gas Light rate case	WGL requested a rate increase of \$28.9 million, the Commission granted an increase of \$8.3 million (\$20.6 million less than WGL’s request). More importantly, as a result of OPC’s advocacy, the Commission established a proceeding to investigate WGL’s request to replace a substantial amount of its pipeline infrastructure.	March 2014
Formal Case No. 1105: Investigation into the Practices of Competitive Energy Suppliers	In 2013, based upon a number of consumer complaints, OPC initiated an investigation into the abusive marketing and solicitation practices of competitive energy suppliers. The Commission’s investigation focused on Starion Energy. The case ended in a settlement which yielded the creation of a \$100,000 fund managed by the Greater Washington Urban League. The Fund provided financial assistance to over 208 consumers; the Settlement also led to a rulemaking proceeding in which the Commission proposed amending several of its consumer protection rules to ensure consumers can safely participate in the competitive energy market.	February 2013
Formal Case No. 1115: Investigation into Washington Gas Light’s Request for Approval of a Revised Accelerated Pipe Replacement Plan	This proceeding is the Commission’s investigation to review the reasonableness of WGL’s proposal to replace significant portions of its natural gas infrastructure. OPC’s position in this case is that any capital improvements that WGL makes to its system—for which it seeks an increase in rates—must be supported by the necessary details that will allow the Commission to fully evaluate the merits of the plan. This includes details as to why selected projects should be replaced on an accelerated basis as opposed to in the normal course of maintenance of the system and how the proposed replacements address the more vulnerable pipe in their system.	October 2014
Education and Outreach for Utility Consumers	Since 2010, OPC has provided numerous educational briefings to community leaders about each of the rate cases and investigations. These outreach efforts inform the community about the issues impacting their utility service and rates and provides them with information in order for them to meaningfully participate in Commission public hearings.	2010-2014
Telecommunications Quality of Service	In two separate proceedings, Formal Case Nos. 1090 and 1102, OPC petitioned for investigations into the quality of service provided by Verizon. Both of these proceedings are ongoing, but once complete, will ensure that Verizon is providing quality telecommunications services and consumers are fully aware of their legal rights and make informed decisions regarding Verizon’s transition from a copper network to a fiber optic network.	Formal Case No. 1090; August 2011 Formal Case No

Project/Initiative Name	Brief Description	Delivery Date
		1102; January 2013
Language Access Act outreach	The purpose of the Language Access Act of 2004 is to provide greater access and participation in public services, programs and activities for District residents with limited or no-English proficiency. In the past four years, OPC has engaged in numerous outreach events to residents with limited English proficiency. In FY 2010 and FY 2011, OPC received an "Above Average Compliance" rating for fulfilling its Language Access program activities in these fiscal years. In FY 2012 and FY 2013, OPC received perfect scores by fulfilling all of its Language Access program requirements.	2010-2014
Mayor's Powerline Underground Task Force	The People's Counsel was a part of an unprecedented task force to address the long term issue of storm outages in the District of Columbia. The People's Counsel introduced the need for a creative financing construct that would keep costs reasonable for consumers and increase reliability. The task force's efforts resulted in legislation providing for the undergrounding of select electric powerlines to improve reliability in the face of storms at a reasonable cost for consumers.	August 2012 - present
Council Testimony on Power Outages	At a City Council roundtable, OPC recommended legislation including requiring periodic oversight hearings regarding utilities performance, improving ratepayers' damage claims process, and imposing civil penalties on utilities with poor performance records.	July and September 2010
Energy Efficiency "Expo In-a Box," Wards 6, 7 and 8	Energy Efficiency "Expo In-a-Box" was designed to address energy efficiency needs of District residents. Presentations included solar panel and geothermal installation and "hands-on" exhibits of tankless hot water heaters, rain barrels, energy efficient windows and a variety of home energy efficiency products.	October 2010
Community Renewable Energy Amendment Act of 2013	OPC provided comments supporting the implementation of the Community Renewable Energy Amendment Act ("CREA"). CREA allows energy consumers to subscribe to a portion of renewable energy from any community energy facility within Washington, DC, and receive a credit on their monthly utility bill corresponding to the amount of renewable energy their portion provides to the grid.	October 2013
Renewable Portfolio Standard Amendment Act of 2013	This Renewable Portfolio Standard Amendment Act would remove black liquor as a qualifying biomass under the RPS's Tier 1 category of renewable sources. Black liquor, an industrial by-product of the pulp and paper industry, is burned by paper mill facilities to create electricity. OPC supported the overall	

Project/Initiative Name	Brief Description	Delivery Date
	objective of the legislation given black liquor's negative impact on public health and the environment, as well as the rising cost of black liquor RECs in the PJM market.	October 2013
Community Education Symposium	The Office of the People's Counsel is sponsoring a symposium in April 2015 to educate consumers about solar energy options, energy efficiency tools, the status and purpose of the Powerline Undergrounding Project, and the energy efficiency offerings of the DC Sustainable Energy Utility.	April 2015

Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
N/A					

Important/Significant Dates

Event	Brief Description	Delivery Date
Formal Case No. 1115	This matter concerns Washington Gas and Light Company's plan to modernize its pipe system.	Evidentiary Hearing: November 12-14, 2014
Formal Case No. 1102	This case concerns Verizon's transition from copper to fiber service technology.	Evidentiary Hearing: December 3-4, 2014
Formal Case No. 1119	This matter concerns the \$6.83 billion proposed merger of Pepco Holdings., Inc. ("PHI"), the parent company of the District's sole electric service provider Pepco, and the Chicago-based Exelon corporation The proposed \$6.83 billion proposed merger of Pepco Holdings., Inc. ("PHI"), Pepco's parent company of the District's sole electric service provider Pepco, and the Chicago-based Exelon corporation;	Evidentiary Hearing: February 9 -13, 2015
Consumer Education Symposium: "Horizons 2015: Uniting Energy, Technology And Consumers."	At this event, OPC will provide information to District consumers about "hot" topics in the utility space including Locally Generated Energy in DC, Expanding Solar options for consumers, Energy Efficiency, the Power Line Undergrounding Project Impact and citywide natural Gas pipeline improvements.	Saturday, April 18, 2015 from 9:00 AM - 4:00 PM, at the University of the District of Columbia, David A. Clarke School of Law, 4200 Connecticut Avenue N.W., 5th Floor, Washington DC, 20008.

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
N/A			

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
N/A		

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
N/A				

Active Litigation(s)

Project Name	Brief Description
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Project Name	Brief Description
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Project Name	Brief Description
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Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		