

Office of the People’s Counsel (“OPC”)

FY16 -17 Performance Oversight Hearing Responses

Before the

Committee on Business and Economic Development

Kenyan McDuffie, Chairperson

February 22, 2017

I. Agency Organization and Personnel

1. **Provide a complete, up-to-date organizational chart for each division within OPC including, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision. Also, provide a narrative explanation of any organizational changes made during FY16 and thus far in FY17.**

Directorate Division – determines overall policy, consistent with the Agency’s mission to advocate for and protect the interests of D.C. utility consumers.

Operations Division – coordinates fiscal management, communications, editorial functions, assessments, space acquisitions, procurement, human resources, staff development, benefits administration, and management information systems—including all aspects of the Agency’s computer network and information management.

Litigation Services Division – litigates before the Public Service Commission, federal regulatory agencies and the D.C. Court of Appeals. This Division consists of the Energy, Telecommunications, Technical, and Market Monitoring Sections.

Consumer Services Division – provides education and outreach to District consumers as well as assistance and representation to individual consumers in dispute with utility companies. Also provides technical resources and support to the Consumer Utility Board and other community and civic associations.

Energy Efficiency and Sustainability Section – identifies strategies and activities to support and facilitate the transition of the District to a clean-energy economy and provides D.C. consumers with long-term environmental and economic benefits.

Organizational Changes:

In January of FY 2017 OPC hired a Public Information Officer (“PIO”). The PIO serves as an expert public information and communications advisor to senior management, responsible for managing planning, developing and administering the agency’s communication program and processes.

In October of FY 2017 OPC filled a community outreach specialist vacancy with a Department of Employment Services L.E.A.P. (Learn, Earn, Advance, Prosper) participant. The community outreach specialist assists with the coordination and provision of outreach and education programs to utility customers and consumers in the District of Columbia.

In January of FY 2017 OPC hired a Paralegal who is responsible for providing routine support to attorneys, managers, and supervisors in the form of basic legal research, drafting of legal correspondence and business communications, and general file management. Works closely with other staff to ensure correctness of research findings. Observes the handling of more complex issues and thereby gains experience.

In October of FY 2017 OPC filled a Program Analyst position with an internal hire who met the requirements and qualifications for the position. The Program Analyst provides critical analyses and evaluations of actual or potential effectiveness of current and for projected program activities in addition to providing technical assistance in the design, development and implementation of improved program designs/operations.

See Attachment 1: OPC Org Chart

2. Provide a complete, up-to-date position listing for the agency, which includes the following information:

- A. Title of Position**
- B. Subdivision of the agency in which the position is located**
- C. Name of employee or statement that the position is vacant, unfunded, or proposed**
- D. Date employee began in position**
- E. Salary and fringe benefits, including the specific grade, series, and step of position**
- F. Job status (continuing/term/temporary/contract)**

See Attachment 2: "Position Listing"

3. Provide the number of FY16 full-time equivalents ("FTEs") for the agency, and FY17 FTEs to date, broken down by program and activity. Please also note the number of vacancies at the close of FY16 and in FY17, to date, by program and activity.

A. For each vacant position, please note how long the position has been vacant and whether or not the position has been filled.

See Attachment 3 - A, "OPC FTEs by Program and Activity"

B. How many vacancies within the agency were posted during FY16 and how many have been posted during FY17, to date?

OPC had a total of 6 vacancies in FY 16, and a total of 4 vacancies in FY 17, to date.

4. Please provide:

- A. A list of all employees who receive cell phones, personal digital assistants, or similar communications devices at the agency's expense.**

OPC Employee Communication Devices:

Eric Scott

Frank Scott

iPad

Sandra Mattavous-Frye

- B. A list of all employees who receive laptops and tablets at the agency's expense.**

No OPC employee has received a laptop at the agency's expense. Laptops are available for employees to sign out for use off premises as needed and returned when assignments are completed.

- C. A list of vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.**

The agency vehicles are not assigned to one person. The vehicles are assigned on an as needed basis.

2017 Dodge Caravan SE Leased

2016 Dodge Caravan SE Leased

2002 Dodge Caravan SE Owned

- D. A list of employee bonuses or awards granted in FY16 and FY17, to date, if any.**

No employee bonuses or awards were granted in FY 16 and FY 17 to date.

- E. A list of travel expenses, arranged by employees. For each such occurrence, list the official event titles, the names and job titles of the individuals who attended the event, the cost (detailed by cost of registration, lodging, airfare, per diems, etc.) of attending the event, the funding source used to pay for each expense, and how participation benefited the agency and its clients.**

See Attachment 4E - "OPC Travel Expenses"

5. Please list and describe all employee training provided in FY16 and FY17, to date. In addition, please list and describe all proposed employee training for the remainder of FY17.

OPC employees are encouraged to take advantage of any and all courses offered through the District of Columbia Office of Human Resources' (DCHR) Center for Learning and Development (CLD). In addition, in working with employees' individual development plans during each performance year, employees are directed to identify courses that they may be interested in taking outside of District government to support professional development goals. These courses are approved based on managerial approval and at the budgetary discretion of the Directorate. In addition, in FY 16, employees participated in Spanish language classes, LGBTQ training, Hands on Hearts CPR training, social media training, workplace violence training and EEOC review training, all held at OPC's offices.

In FY 17 the agency has held business etiquette training, and will be promoting trainings on sexual harassment, and writing for essential communication. As in previous years, OPC will also be sending a delegation to the annual National Association for Regulatory Utility Commissioners (NARUC) and National Association of State Utility Consumer Advocates (NASUCA) conferences.

6. Does the agency conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Managers conduct performance planning sessions with each staff member. This provides a basis for evaluating performance. Each team member has 3-5 goals that they are responsible for completing before the end of each fiscal year.

Managers conduct evaluations and ensure their assigned staff member is meeting job requirements and performing their principal job functions. Managers also conduct individual monthly meetings with staff. This enables supervisors to provide feedback on individual performance.

The agency has further enhanced the performance management system in critical areas of performance planning, performance execution, performance assessment, and performance review, through its implementation and utilization of the District Government's e-Performance Management process.

7. Please provide a list of the total overtime payments paid in FY16 and FY17, to date.

There were no overtime payments made in FY 16.

The agency paid \$195.82 in overtime in FY 2017 for OPC that resulted from a technical error which has been corrected. The year-to-date of overtime expenditure remain zero.

- 8. Please provide an explanation of the type of work approved for overtime pay. Please provide a list of employees and the amount of overtime they were paid.**

There were no overtime payments made in FY 16.

See Attachment 8: "Explanation of overtime payment"

- 9. Please provide a list of workman's compensation payments paid in FY16 and FY17, to date.**

The agency made no workman's compensation payments in FY16 and no such payments have been made in FY17 to date.

II. Budget

- 10. Please provide a chart showing OPC's approved budget and actual spending, by program, for FY16 and FY17 to date. In addition, describe any variance between fiscal year appropriations and actual expenditures for FY16 and FY17, to date.**

See Attachment 10: "OPC Approved Budget for FY 16 and FY 17, to date"

- 11. List any reprogramming which occurred in FY16 or which have occurred in FY17, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.**

See Attachment 11, "OPC Reprogrammings"

- 12. Provide an accounting of all intra-District transfers received by or transferred from the agency during FY16 or during FY17, to date.**

See Attachment 12, "Intra-District Transfers"

- 13. Does the agency anticipate any additional spending pressures for FY17? If so, provide a detailed account of the amount and source of the spending pressures.**

This agency currently does not anticipate any spending pressures.

- 14. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY16 or FY17, to date. For each account, please list the following:**
- A. The revenue source name and code**
 - B. The source of funding**
 - C. A description of the program that generates the funds**
 - D. The amount of funds generated by each source or program in FY16 and FY 16, to date**
 - E. Expenditures of funds, including the purpose of each expenditure, for FY16 and FY17, to date**

See Attachment 14, "Special Purpose Revenue"

- 15. Please provide a complete accounting of all federal grants received for FY16 and FY17, to date**

OPC did not receive any federal grants in FY 16 and FY 17, to date.

- 16. Have any disbursements been made out of the Settlement and Judgment Fund in FY16 or FY17, to date, arising from a legal claim filed against the District as a result of actions taken by your agency?**

The Office of the People's Counsel did not make any disbursements from the Settlements and Judgment Fund in FY 2016.

III. Property and Other Fixed Costs

- 17. Provide a list of all properties occupied by OPC in FY16 and thus far in FY17. For each property, what were your total rental costs in FY16 and what have been your total rental costs thus far in FY17?**

The Office of the People's Counsel is located at 1133 15th. Street, NW. The total rental cost for FY 2016 was \$633,732.56. The year-to-date cost for FY 2017, through January 31, 2017, is \$248,412.47. The agency does not occupy any other properties in the District.

- 18. Provide a list of OPC's fixed costs budget and actual spending for FY16 and thus far in FY17.**

See Attachment 18, "Fixed Costs and Actual Spending"

19. What steps were taken in FY16 and FY17, to date, to reduce the following?

A. Energy use

In FY16 to date OPC has completed the installation of the occupancy and vacancy light sensors to reduce light usage when no one is in the space. LED lights have been installed to reduce power while adding illumination.

B. Communication costs

The agency completed an upgrade on the phone system. This will allow the agency to request removal of excess lines for a savings.

C. Space utilization

In FY 2016 OPC did not take any steps to reduce space utilization.

III. Agency Programs and Policies

20. Please provide the Committee with OPC's last annual report.

OPC's latest annual report is being provided electronically on a portable drive enclosed with all OPC publications for FY 16 and FY 17, to date.

21. Please list each program and policy initiative (“program”) of your agency during FY16 and FY17, to date. For each program, please provide:

- A. A detailed description of the program
- B. The name of the employee who is responsible for the program
- C. The total number of FTEs assigned to the program
- D. The name and title of each employee assigned to the program, including the percent of the employee’s time dedicated to the program
- E. The amount of funding budgeted to the program
- F. A description of the initiative
- G. The funding required to implement to the initiative
- H. Any documented results of the initiative

CONSUMER SERVICE PROGRAM ACTIVITIES

OPC Sponsors Public Meeting in Compliance with Language Access Act of 2004

All District residents, regardless of their English proficiency, should understand OPC’s mission, services, and assistance options. To comply with the Language Access Act of 2004 (“ACT”), OPC sponsored public meetings in 2016 to develop a dialogue between OPC and the District’s Amharic-speaking community to improve the Agency’s services to this demographic. During the meetings, a formally-trained interpreter assisted OPC by delivering OPC’s message in the attendees’ native language. OPC’s principal message was that it provides all D.C. consumers the same type and quality of service—regardless of their race, creed, color, religion, or sexual orientation. As required by the Act, OPC convenes at least one public meeting per fiscal year. OPC received a perfect Language Access compliance score in FY 15 and continued its LEP/NEP consumer education programs in FY 16.

*Responsible staff:
Barbara Burton
Silvia Garrick*

OPC in Your Neighborhood

CSD staff created “OPC in Your Neighborhood” as a way for Consumer Outreach Specialists to meet ratepayers at neighborhood locations, such libraries and supermarkets, throughout the city. Through these “Pop Ups,” OPC staff discussed utility topics, helped consumers understand their utility bill line items, provided energy efficiency tips and initiated consumer complaints resolution.

*Responsible staff:
Linda Jefferson
Jean Gross-Bethel
Cheryl Morse
Stephen Marencic*

Silvia Garrick
Erica Jones

Advisory Neighborhood Commission Chairs Briefing

As a component of its comprehensive consumer education program, CSD held an Advisory Neighborhood Commission Chairs Briefing on formal cases and utility projects, including Formal Case No. 1116 (Pepco's Power Line Undergrounding), PROJECTpipes (WGL pipeline replacement project), Third Party Suppliers, and enhancing the ANC-OPC partnership.

*Responsible staff:
Laurence Jones
Linda Jefferson
Cheryl Morse*

Jetu Tenants Utility Education Forum

WC Smith Property Management Company has proposed to convert its Jetu Apartment's Pepco master meters to individual meters. Located in the 800 block of 21st Street, NE, Jetu Apartments contains 442 one and two bedroom units. Many of the apartments' tenants will be first time Pepco account holders. CSD staff has created a program to educate Jetu tenants about their rights and responsibilities as Pepco customers. The forum will include and overview of OPC as utility consumer advocate, energy efficiency information to help lower costs, and resources available to residential energy consumers. The initial forum will be held at a location near the apartments. Follow up workshops will take place in each of the apartment buildings before the meter conversions are implemented. CSD staff anticipates using the Jetu Tenants Utility Education Forum as a template for other master to individually metered apartment conversions.

*Responsible staff:
Jean Gross-Bethel
Laurence Jones*

Energy Efficiency Workshops

OPC continued to address the energy efficiency needs of District residents through its hands-on, energy efficiency workshops. OPC's Energy Efficiency and Sustainability (EES) staff educated District ratepayers about simple and practical energy efficiency measures they can use for energy savings. OPC's ongoing partnerships and collaborations with other District agencies and private organizations ensure that consumers received beneficial energy efficiency and renewable energy information to empower them in making informed energy-saving choices. OPC staff conducted 104 Energy Efficiency outreach events in

2015 and 93 events in 2016 for a combined total of 197 energy efficiency consumer education and outreach events for 2015 and 2016. OPC conducted its energy efficiency workshops at a variety of neighborhood locations, including churches, mosques, public schools, libraries, and neighborhood retail outlets. OPC continued its collaboration with DC SEU, DOEE's Energy and Watershed Protection Divisions (Storm Water Retention) and other District stakeholders to empower the District's faith-based community, small businesses and others to make long-term energy efficiency retrofits to their respective spaces. OPC's EES added a new community partner, the FBR Branch of the Boys and Girls Club (THEARC), to its hands-on Energy Efficiency Workshop (EEW) outreach events. The program instructed young men and women about the importance of understanding and applying basic and practical energy efficiency measures in their homes for energy savings. OPC's Energy Efficiency and Sustainability Consumer Education Specialist conducted 14 summer and winter EEWs in 2016 for the FBR Boys and Girls Club.

OPC's Boys and Girls Club EEW also included a do-it-yourself "Making a Draft Log" feature that guided the young men and women through the entire sewing processes, including cutting materials, using a sewing needle and thread, stitching by hand and much more. The exercise helped attendees learn the importance of reusing, recycling and using old clothing for productive and environmentally sound purposes.

Responsible staff:
Pamela Nelson
Denise Blackson

Social Services Coordination Meetings

The goal of the Social Services Coordination meetings was for participants to learn about the social and financial services provided by specific District of Columbia agencies and organizations. Through experience, OPC staff has learned that residents experiencing utility services issues may have other concerns, as well. Some residents may be confronted with problems ranging from unemployment to child care to mental health care. While OPC can help negotiate complaints with utility providers, providing direct social services assistance is beyond the scope of OPC's authority. Furthermore, the Office's mandate does not allow for provision of any financial or social services support. During utility complaints resolution, OPC staff may refer complainants to social service agencies for additional assistance. These referrals will be more effective if OPC staff knows the range of services provided by the District's various social service agencies. It is also our goal to create a master manual of social service providers in the District for use by all discussion meeting participants.

CSD convened its Social Services Coordination meetings Thursday, April 21, 2016, and Friday, April 22, 2016, at OPC's offices. Government agency representatives attended the Thursday session, and non-profit organizations attended the Friday session. Government and non-profit representatives met at OPC Tuesday, November 29, 2016. More than 35 social services representatives participated, including representatives from the Executive Office of the Mayor, Ward 3 Councilmember Mary Cheh and Ward Four Councilmember Brandon

Todd's offices, Strong Families, Salvation Army, Iona Senior Services, and Catholic Charities.

Responsible staff:

Linda Jefferson

Stephen Marencic

OPC Sponsors Public Meeting in Compliance with Language Access Act of 2004

All District residents, regardless of their English proficiency, should understand OPC's mission, services, and assistance options. To comply with the Language Access Act of 2004 ("ACT"), through its various activities OPC has introduced thousands of limited English speaking ("LEP") and non-English speaking ("NEP") District residents, ratepayers, and utility consumers to the Office of the People's Counsel and the services we provide. For example, in FY 2016 OPC staff encountered over 4,400 LEP/NEP residents through over 40 outreach activities—such as, participating in events sponsored by DC government constituent agencies, nonprofit organizations, and religious institutions; conducting walkthroughs in LEP/NEP neighborhoods to inform small-business owners about current utility issues; and assisting LEP/NEP consumers with their inquiries and complaints about utility issues. OPC translated sixty-one documents into Amharic, Chinese, French, Korean, Spanish, and Vietnamese and distributed them to these populations through multiple media platforms, including OPC's website. OPC has received perfect compliance scores for its Language Access activities in Fiscal Years 2012 through 2015. Although the final compliance scores are not yet in, OPC was recently acknowledged by the Language Access staff as being one of the top ten agencies with a perfect or near-perfect compliance score in FY 2016.

Responsible staff:

Barbara Burton, Assistant People's Counsel

Silvia Garrick, Consumer Outreach Specialist

LEGAL ADVOCACY AND REPRESENTATION

ADVOCACY BEFORE THE PUBLIC SERVICE COMMISSION

Exelon-PHI Merger (Formal Case No. 1119)

Formal Case No. 1119 is the Commission's investigation regarding the request of PHI and Exelon to merge the two companies. The Application to merge was filed in June 2014. Several months later, the Commission established the following seven public interest factors to determine if the merger is in the public interest:

- ratepayers, shareholders, the financial health of the utilities standing alone and as merged, and the economy of the District;*
- utility management and administrative operations;*
- public safety and the safety and reliability of services;*

- risks associated with all of the Joint Applicants' affiliated non-jurisdictional business
- operations, including nuclear operations;
- the Commission's ability to regulate the new utility effectively;
- competition in the local retail, and wholesale markets that impacts the District and
- District ratepayers; and
- Conservation of natural resources and preservation of environmental quality.

OPC was an active participant in each phase of this case. On November 3, 2014, the Office provided extensive testimony on each of the seven public interest factors and was an active participant in the evidentiary hearings held in February 2015. The Office's litigation position was that the merger was not in the public interest because it provided a wealth of benefits for Exelon and PHI but provided too few benefits to consumers and exposed them to a number of risks. The Office's specific policy concerns focused on ensuring electric service reliability would be improved, that the District's considerable progress in the area of renewable generation would not be compromised due to Exelon's corporate philosophy that did not favor renewables and that consumers would not be exposed to higher rate increases than they would with PHI.

On August 25, 2015, the Commission denied the proposed merger, finding that the Application was not in the public interest. Several weeks later, the Office was presented with a proposed settlement by the District's Department of Energy and the Environment. OPC evaluated the proposed Settlement Agreement and outlined its concerns and presented additional proposals for consideration to be included in the final Settlement Agreement. On October 30, 2015, the Office filed testimony in support of the proposed Settlement Agreement with the Commission. The Office also participated in the public interest hearing on December 3 and 4, 2015 before the Commission. OPC's policy position on the Settlement Agreement was that it was in the public interest because it provided protections against immediate rate increases, a number of enforceable commitments for reliability improvements, a number of investments in renewables and, several programs designed to benefit low-income consumers and solar-generation projects.

OPC's Advocacy in 2016

On February 26, 2016, the Commission denied the Settlement Agreement, finding that it was not in the public interest. On March 7, 2016, the Joint Applicants filed a Request for Other Relief. All parties rejected the Joint Applicants unilateral Offer of Settlement. On March 23, 2016, the Commission approved the Joint Applicants request for other relief, thus approving the merger. OPC and several parties sought reconsideration of the order approving the merger, but the Commission denied all such requests.

On August 12, 2016, OPC filed a Petition for Review with the D.C. Court of Appeals seeking judicial review of the Commission's order approving the merger. In February 2017, OPC filed its brief explaining the basis for its appeal.

In addition to being active in the litigation and settlement phases of the proceeding, the Office's Consumer Services Division and Litigation Services Division did an extensive education and outreach campaign over several months to inform consumers about the substantive aspects of the merger and explained how consumers could participate in the process.

Responsible Staff:

*Laurence Daniels, Director, Litigation Services Division
Arick Sears, Assistant People's Counsel*

This case is funded through OPC's budgeted funds and assessments from Pepco.

In the Matter of the Office of the People's Counsel Complaint Against Washington Gas Light Company Regarding the Unlawful Compensation of Competitive Service Providers in Violation of Its Rate Schedule No. 5 (Formal Case No. 1126)

This proceeding is a prime example of the Office's vigilance, zealous advocacy, and effectiveness—all of which culminated in OPC successfully securing a \$2.4 million refund for WGL's District customers. On August 5, 2014, OPC filed a Complaint against WGL requesting that the Commission open an investigation into allegations that during the 2008-2009 winter heating season, WGL made unauthorized and unlawful cash compensation payments to competitive service providers ("CSPs") who over-delivered natural gas supplies which, among other things, caused District ratepayers to incur an additional \$2.4 million in natural gas costs during that period. In response, the Commission issued Order No. 17741, on December 19, 2014, which, among other things, opened this investigation.

On June 1, 2015, pursuant to Order No. 17909, the Commission notified the parties of its intent to render partial summary judgment sua sponte on the issue of whether WGL acted outside of the Commission approved tariff, Firm Delivery Service Gas Supplier Agreement - Rate Schedule No. 5, for remedying imbalances caused by over- or under-deliveries by CSPs when it compensated CSPs with cash-out payments in 2009 for the 2008-2009 heating season. Both WGL and OPC submitted responses in opposition on June 22, 2015, arguing, among other things, that there were material issues of fact in dispute.

Subsequently, on October 27, 2015, the Commission issued Order No. 18008, wherein it declined to render summary judgment but nevertheless found that: (a) no material issues of fact were identified; (b) WGL did not violate its tariff provisions but that WGL acted outside of its approved tariff provisions when it used an unapproved method of reconciling the 2008-2009 over-delivery of Daily Required Volumes ("DRV") in violation of D.C. Code § 34-1101's requirement that utilities doing business in the District are required to furnish services that are just, reasonable, and approved by the Commission; and (c) Rate Schedule No. 5's imbalance account adjustment procedure was a fairer way to remedy the [over-delivery] problem because it accomplishes WGL's stated objective and avoids forcing ratepayers to shoulder unnecessary costs. In addition, the Commission reserve[d] judgment on the propriety and nature of any future proceeding (including a paper proceeding) regarding the issues surrounding the amount/cost/impact of the cash payment method on the firm service customers/ratepayers and stated that if necessary it will schedule future proceedings.

The Commission directed both parties to: (1) provide a recommendation for the threshold for reporting future over- or under-deliveries to the Commission and to provide an explanation in support of why their recommendation is reasonable; and (2) address in their comments or

reply comments, the issue of the threshold for notifying/reporting future over- or under-deliveries to the Commission and OPC in the future when they will have a negative impact on customers' bills. These directives were in response to OPC's request that both it and the PSC be alerted in the future when it experiences similar imbalances on its system.

Ultimately, following the submission of several more pleadings by both OPC and WGL, respectively, on August 11, 2016, the Commission issued Order No. 18505—which directed WGL to refund District ratepayers approximately \$2.4 million as recompense for the unauthorized and unlawful cash compensation payments WGL made to CSPs during the 2008-2009 winter heating season. WGL began issuing refunds on December 1, 2016 through billing adjustments and will continue to do so through November 30, 2017. Again, if it were not for the Office bringing this matter to the PSC's attention and fighting indefatigably on behalf of WGL's District ratepayers, WGL's infelicitous actions would have been unimpugned and its customers would have unknowingly been overcharged approximately \$2.4 million for natural gas during the period in question.

Responsible Staff:

Travis R. Smith, Sr., Trail Supervisor

Barbara Burton, Assistant People's Counsel

D.C. PLUG (Formal Case Nos. 1116 and 1121)

On March 3, 2014, the Council signed into law the Electric Company Infrastructure Improvement Financing Act of 2014 (hereinafter "Undergrounding Statute"), which became effective on May 3, 2014. This legislation authorized the Potomac Electric Power Company ("Pepco") and the District Department of Transportation ("DDOT") to place several dozen of the District's riskiest, most-vulnerable overhead power lines underground throughout five of the city's eight wards in order to prevent storm-related outages. Pepco and DDOT have named this initiative the "District of Columbia Power Line Undergrounding" project (hereinafter "D.C. PLUG"). Before construction could commence, the Undergrounding Statute required the Public Service Commission for the District of Columbia ("PSC" or "Commission") to first approve Pepco/DDOT's construction plan and the two surcharges that would be used to finance D.C. PLUG, one of which would be used to generate revenue to service the District bonds that will be issued to pay DDOT's construction costs. The PSC provided its necessary approvals in November 2014. Construction was initially scheduled to commence in June 2015 in Wards 3 and 7, but it has been delayed.

The commencement of D.C. PLUG has been delayed for two reasons. First, the Apartment and Office Building Association of Metropolitan Washington ("AOBA") appealed the Commission orders approving the two D.C. PLUG surcharges, arguing that they did not allocate costs to Pepco's customer classes in the manner required by the Undergrounding Statute. The D.C. Court of Appeals denied AOBA's appeal in January 2016. The second delay, which is ongoing, relates to the General Services Administration ("GSA"). In June 2015, GSA notified city leaders that it will not pay the D.C. PLUG surcharge that will be

used to repay the forthcoming bond issuance, the proceeds from which will be used to pay DDOT's construction costs. GSA claims the surcharge in question is actually a tax, from which it is exempt. The resulting shortfall will have to be paid for by remaining customers (residential and commercial). This could cause the original surcharge estimates to increase substantially for residential customers—which is particularly unfair given that GSA's buildings are served by underground electric distribution infrastructure that was paid for by all of Pepco's customers (including residential), and GSA, along with all of Pepco's customers, would receive reliability benefits from D.C. PLUG. As a result of GSA's refusal to pay, the construction is stalled.

District agencies and stakeholders have been working together throughout FY 2016 to resolve this matter with GSA but, to date, have been unsuccessful. On October 11, 2016, City Council Chair Phil Mendelson proposed legislation that would amend the Undergrounding Statute for the stated purpose of making Pepco solely responsible for any revenue shortfalls related to the surcharge GSA refuses to pay in hopes that GSA would no longer view it as a tax and would agree to pay. However, it appears his proposal, as drafted, would also force the remaining ratepayers, including residential ratepayers, to pay higher base rates in the future.

If Chairman Mendelson's originally proposed Bill becomes law and GSA continues to refuse to remit payment for the surcharge in question, residential ratepayers would experience the following negative consequences:

- *The revenue deficiencies caused by GSA's non-payments would be socialized to residential ratepayers;*
-
- *Pepco's credit rating may be negatively affected, which would increase residential ratepayers' costs under D.C. PLUG and in their future base rates; and*
-
- *GSA would not pay its full share for D.C. PLUG, even though (i) residential customers paid their full share for the undergrounding of the electric distribution infrastructure that serves GSA's buildings and all ratepayers, including GSA, will receive reliability benefits from D.C. PLUG.*

OPC, an original party to the stakeholder group that developed the undergrounding plan, continues to support D.C. PLUG and is agreeable to amendments to the Undergrounding Statute that will (i) cause GSA to pay its full share of both D.C. PLUG surcharges, (ii) prevent cost under-recoveries due to GSA's non-payments from being socialized to residential customers, and (iii) prevent Pepco's credit rating from being impacted in a manner that would increase residential ratepayers' base rates. The Office cannot support legislation that will allow GSA to pay anything less than its allocated share of costs under D.C. PLUG or that will require residential customers to subsidize GSA.

OPC is continuing to work with District agencies and stakeholders to resolve this impasse with GSA. Additionally, Pepco and DDOT's Second Triennial Plan—which was filed with the Commission on September 30, 2016, and, per the Undergrounding Statute's

prescriptions, was supposed to detail the construction projects Pepco proposed to undertake from 2018-2020—has (per Pepco and DDOT’s request) been held in abeyance by the Commission until Pepco and DDOT file an amendment with the PSC.

Responsible Staff:

Travis R. Smith, Sr., Trial Supervisor

Thaddeus Johnson, Assistant People’s Counsel

In the Matter of 15 DCMR Chapter 9-Net Energy Metering-Community Renewable Energy Amendment Act of 2013 (Formal Case No. 945/RM9-2015-01)

In September 2014, the D.C. PSC released its proposed rules to implement the Community Renewable Energy Amendment Act. This new law expands access to renewable energy to more DC consumers—such as renters, homeowners with shaded roofs, and tenants of apartment buildings. The law represents an important step towards both making clean energy more equitable for District residents and achieving the goals of the Sustainable DC Plan. OPC played a pivotal role in the drafting, analysis, and review of the Community Renewables Energy Act. The Office was an active participant in the working group convened by the DC Council in 2012 to finalize technical details related to the legislation. OPC submitted clarifying comments on the PSC’s proposed rulemaking in October 2014.

On February 4, 2015, the PSC issued a revised Notice of Proposed Rulemaking (2nd NOPR), which focused primarily on the credit rate that would be applied to community renewable energy facility (CREF) participants. OPC submitted comments on the 2nd NOPR on March 2, 2015 in support of the Commission’s determination regarding the on-bill credit that CREF participants should receive. On April 24, 2015, the Commission issued its Final Rules for implementation of the Community Renewable Energy Amendment Act. Following the issuance of the Final Rules, the Commission required that Pepco submit its proposed CREF Procedural Manual and related documents. On August 10, 2015 OPC submitted comments on Pepco’s submission. On December 11, 2015, the Commission issued an Order on Pepco’s proposed CREF Procedural Manual requiring that Pepco make certain revisions. One month later, Pepco filed an Application for Reconsideration of this Order. On January 19, 2016, OPC filed a response to Pepco’s Application. OPC is awaiting the Commission’s decision. Ultimately, when community renewable energy facilities are deployed in the District, more residents will be able to participate in solar energy generation and receive energy cost savings on their monthly bills.

Responsible Staff:

Laurence C. Daniels, Litigation Director

Travis R. Smith, Sr., Trial Supervisor

Nicole W. Sitaraman, Assistant People’s Counsel

Commission Investigation into the Residential Aid Discount (Formal Case No. 1120)

The Commission opened Formal Case No. 1120 on July 14, 2014 to investigate the structure and application of the Residential Aid Discount (“RAD”) program—the energy bill assistance program for low-income District of Columbia electricity customers. The purpose of this proceeding was to address the unduly complex structure of the RAD program and the discount’s lack of portability—that is, the inability of Standard Offer Service (“SOS”) customers to retain their discount when they became customers of competitive energy suppliers. OPC joined with Pepco, the District Department of Energy & Environment (“DOEE”), and Commission staff in several technical working group meetings to deliberate about ways to improve the RAD program. OPC and the other technical working group

stakeholders submitted numerous comments, presentations, and other supporting data throughout the process.

Pepco and Commission staff submitted a joint proposal that would make a 30% discount applicable only to the distribution portion of the customers' electricity bills. OPC and DOEE joined to submit a proposal that would make a 33% discount applicable to all portions of the electricity bill (generation, distribution, and transmission), exclusive of surcharges. OPC and DOEE further proposed that that Pepco display on RAD customers' bills the surcharge items that RAD customers avoid paying based on their participation in the RAD program (i.e., the Sustainable Energy Trust Fund Surcharge, the Energy Assistance Trust Fund Surcharge, and RAD Surcharge, Underground Project Charge, and DDOT Underground Electric Company Infrastructure Improvement Charge). The Commission approved Pepco and Commission staff's joint proposal and denied the OPC/DDOE proposal. However, the Commission approved OPC and DOEE's request that bills display the surcharge items RAD customers avoid paying.

The Commission subsequently ordered Pepco to submit an implementation plan for the new RAD program. Pepco submitted its RAD program implementation plan to the Commission on February 5, 2016. The Commission accepted Pepco's implementation plan on March 24, 2016 and Pepco subsequently submitted customer education materials in May 2016. Pepco also notified the PSC in May that customers would receive eBills with the new RAD program on them on June 2, 2016, and customers would receive the first round of paper bills with the new RAD program on them a few days later. The new RAD methodology for calculating the RAD subsidy became effective June 1, 2016. By year's end, Pepco had filed its annual update to the Rider "RADS" and requested an increase in the RAD surcharge because the number of RAD customers increased and caused program costs to rise. The PSC is expected to approve Pepco's tariff filing soon.

Responsible Staff:

Travis R. Smith, Sr., Trial Supervisor

Barbara L. Burton, Assistant People's Counsel

Nicole W. Sitaraman, Assistant People's Counsel

Yohannes Mariam, Ph.D., Senior Economist

In the Matter of the Commission's Establishment of a Discount Program for Low-Income Natural Gas Customers in the District of Columbia (Formal Case No. 1127)

The DC Council passed the Residential Essential Service ("RES") Subsidy Stabilization Emergency Amendment Act on July 14, 2014, which required the Commission to establish a low-income program for natural gas customers in the District of Columbia and to set the eligibility, funding, and administrative guidelines for the program. Additionally, the Act abolished use of the Energy Assistance Trust Fund as a source of funding for the RES program.

The Commission opened Formal Case No. 1127 to meet the Act's directive. In its initial order, the Commission established RES as the low-income program for natural gas customers, set the program's eligibility requirements, and directed the Department of Energy and the Environment ("DOEE") to administer the program. The Commission then turned its attention to the RES funding mechanism. In Order No. 17965, the Commission determined that the RES program will be funded by a surcharge and directed WGL to file a proposed surcharge in September 2015 and again in December 2015.

On January 20, 2016, the Commission held a hearing, during which OPC advocated for the inclusion of Washington Gas Light Company's interruptible customers in the calculation of the RES surcharge. The inclusion of interruptible customers would ensure all District non-RES customers are paying their fair share to support the RES program and lower the cost for residential ratepayers.

On October 11, 2016, the Commission adopted a new method for computing the Residential Assistance Credit associated with the RES program. OPC participated in the Technical Conference that recommended several changes for restructuring the discount. The Commission adopted the Technical Conference's proposed reforms that constitute the basis for the new RES methodology. OPC commented on the implementation plan WGL submitted in November 2016 describing how the Company intended to inform and educate customers about the restructured RES discount. WGL also informed the Commission that customers should receive information about the new RES discount with their bills in January 2017.

Responsible Staff:

Travis R. Smith, Sr. Trial Supervisor

Arick Sears, Assistant People's Counsel

Barbara Burton, Assistant People's Counsel

In the Matter of the Investigation into the Public Service Commission's Rules of Practice and Procedure ("Formal Case No. 712"); Licensure of Electricity Suppliers (RM 46-2015-01); Consumer's Rights and Responsibilities (RM3-2014-01)

On February 6, 2015, the Commission issued a Notice of Proposed Rulemaking ("NOPR") to begin the process of examining the existing rules regarding electric suppliers. By this NOPR, the Commission gave notice of the adoption of Chapter 46, Title 15, of the District Code of Municipal Regulations ("D.C.M.R."). Chapter 46 is a new chapter, which establishes rules governing the licensure and bonding of electricity suppliers in the District of Columbia. The proposed amendments were based on the need for enhanced consumer protections in the retail choice market, as advocated for by the Office in Formal Case Nos. 1105 and 1107, and the Commission's desire to codify the licensing and bonding requirements for electric suppliers in one chapter of the Commission's rules. OPC actively participated in Supplier Education Workshop and a Technical Conference convened on August 4, 2015 to discuss the PSC's consumer complaint process and the Energy Supplier Consumer Protection Standards of section 327. There was a particular emphasis on

amendments to the rules regarding the means of contracting; the rescission period for a given contract; and solicitation of customers.

The amendment to the consumer protection rules is also a topic being handled in RM 3-2014-01. The parties to these matters have conferred, and while there were certain amendments to the Consumer Protection Rules to which OPC, RESA, DC Government, WGL Energy, NRG Energy, and Pepco agreed, there were other amendments upon which no consensus could be reached. These areas include Rule 321.1—re: the review period for TPS pamphlets; Rule 327.7(c)—re: the explanation of the price for fixed and variable products; Rules 327.21 and 327.22 (telephone solicitations); Rules 327.26 (door-to-door solicitations); and Rule 327.27 (direct mail solicitations). For each of the identified sales channels, these rules require that suppliers obtain two forms of consent from a customer when entering into a contract.

OPC recommended that: (1) the time period to conduct its comprehensive review of a CES consumer pamphlet be extended from 5 days to 21 days; (2) the manner in which a customer's private information can be used; (3) an explanation of the potential impact of a variable rate option be provided; and (4) the manner in which a CES must respond once a customer informs the Supplier they want to limit the type of solicitation from the Supplier. Currently, OPC is awaiting the Commission's final rulemaking in this matter.

Responsible Staff:

*Laurence C. Daniels, Director of Litigation
Travis R. Smith, Sr., Trials Supervisor
Danielle Lopez, Assistant People's Counsel
Talib Abdus-Shahid, Assistant People's Counsel*

Pepco's Reliability Dockets (Formal Cases Nos. 766, 1002, 982)

Based on a number of reliability and quality-of-service issues that have arisen, Pepco has been required to submit reports related to its performance and plans for improvement. Specifically, Pepco is required to submit an Annual Consolidated Report, which consists of a Comprehensive Plan, Productivity Improvement Plan, and the annual Manhole Event Report. The Annual Consolidated Report provides information on the present reliability of Pepco's electric transmission and distribution systems and the current status of the planning, design, and operating processes for meeting load growth and maintaining system reliability. Further, it provides information on the status of Pepco's ongoing and planned activities for maintaining and improving its system reliability. Additionally, it includes an annual Underground Failure Analysis Report. Pepco filed its 2016 Consolidated Report on April 18, 2016. Additionally, in response to Commission Order (No. 15941), Pepco filed its 2016 Repeat Priority Feeder Improvement Plan on July 25, 2016.

OPC has continued to actively represent consumers in the ever-expanding reliability dockets to address the reliability issues and concerns of District residents. The Office filed Comments

addressing Pepco's Annual Consolidated Report on June 20, 2016. OPC continues to be critical of Pepco's load forecasting methods, which is the Company's basis for many of the proposed substation and transmission capacity increases. Further, OPC continues to request additional detail and information, including cost benefit analyses, for various Pepco reliability projects proposed by the Company.

OPC also actively participates in a Productivity Improvement Working Group ("PIWG"), which consists of individuals from Pepco, the PSC, and OPC, to discuss Pepco's performance and plans for improving reliability.

Responsible Staff:

Laurence C. Daniels, Director of Litigation

Travis R. Smith, Sr., Trial Supervisor

Danielle Lopez, Assistant People's Counsel

In the Matter of Washington Gas Light Company's Request for Approval of a Revised Accelerated Pipeline Replacement Plan (Formal Case No. 1115)

By Order No. 17789, the Commission approved the Settlement Agreement between WGL, OPC, and AOBA in which established the cost-recovery mechanism for WGL's 5-year accelerated pipe replacement—PROJECTpipes. Pursuant to this Settlement Agreement, WGL is required to file a project reconciliation report by December 31st of each year of the approved 5-year PROJECTpipes Program. OPC is actively involved in the review of WGL's PROJECTpipes program—including a review of all project lists, cost reconciliation, and project reconciliation reports.

During OPC's review of WGL's Year 1 Project Reconciliation Report,¹ variations in project work and project costs were noted—i.e., there were several projects where the original amount of services or pipe to be replaced/remediated were amended and where certain costs varied greatly from the costs as originally estimated and submitted to the Commission. The Office filed comments on March 30, 2016 arguing that, based on the variations observed in Year 1 of the PROJECTpipes program, it is of paramount importance that the PSC closely evaluate the amounts WGL seeks to transfer into its base rates in the Company's newly filed rate case in Formal Case No. 1137.²

The Commission did not give WGL carte blanche to do and spend as it chooses when it authorized the surcharges associated with the PROJECTpipes program. As such, the Office continues to argue WGL must be held accountable for its pervasive poor project implementation and management and cost overruns. To further evaluate specific Program costs the Company seeks to transfer into its base rates and to ensure District ratepayers are

¹ This report contained information regarding all Year 1 projects filed with the PSC—including items such as a description of the project, including location, pipe to be remediated/replaced, start and completion dates, estimated cost, and final costs.

² See Formal Case No. 1137, In the Matter of The Application Of Washington Gas Light Company For Authority to Increase Existing Rates and Charges For Gas Service ("Formal Case No. 1137"), WGL's Application, filed February 26, 2016.

not unfairly charged for cost overruns resulting from imprudent and unnecessary expenditures, in WGL's current rate case, which is currently being decided before the Commission in Formal Case No. 1137, the Office requested that the Commission direct WGL to provide detailed explanations for the cost overruns of all Program projects for which the Company seeks inclusion in base rates in Formal Case No. 1137. The Office further argued that any and all imprudent expenditures should be disallowed and the Commission should direct WGL to implement cost control measures. The Commission has not yet issued its merits Order in Formal Case No. 1137.

Responsible Staff:

*Laurence C. Daniels, Director of Litigation
Travis R. Smith, Sr., Trial Supervisor
Danielle Lopez, Assistant People's Counsel*

In the Matter of the Application of Washington Gas Light Company for Authority to Increase Existing Rates and Charges for Gas Service (Formal Case No. 1137)

On February 26, 2016, Washington Gas Light Company (WGL) filed an application with the PSC requesting a \$17.4 million increase in its base distribution rates, which represents a 7.6% increase in existing rates and charges for gas service in the District. This request was revised on March 31, 2016 to a \$19.9 million increase. An evidentiary hearing was held on October 14, 17, 24, 27-28 and Nov 2, 2016. The Office argued in testimony, on brief, and at hearing that WGL should not receive an increase higher than \$160,585. One very important reason for OPC's assertion is that WGL has consistently and significantly overspent on ProjectPipes and Mechanical Couplings Replacements Projects and should not be allowed to continue to recover costs in excess of the budgeted amounts. Additionally, WGL's request for an increase in its authorized rate of return should be denied because it is higher than the prevailing market rates and would unjustifiably burden D.C. consumers.

At hearing, the Office presented its expert witnesses and questioned WGL's witnesses to further its claim that WGL is not entitled to the requested increase. OPC argued that if any such increase be granted, it should be reduced significantly by excluding, among other things, rampant cost overruns that plague WGL's pipe replacement programs and costs that are not reasonable and/or have been deemed non-recoverable by the D.C. Public Service Commission (the Commission) in past rate matters. Now that hearings have concluded in this matter and the parties have filed briefs in support of their respective positions with the Commission in November and December, a final decision will follow on or about March 2, 2017.

Responsible Staff:

*Laurence C. Daniels, Director of Litigation
Travis R. Smith, Sr., Trial Supervisor
Danielle Lopez, Assistant People's Counsel
Kenneth Mallory, Assistant People's Counsel*

*Barbara Burton, Assistant People's Counsel
Thaddeus Johnson, Assistant People's Counsel*

Formal Case No. 1025 - Utility Discount Program Working Group

This case is the formal docket for the Utility Discount Program Working Group (“UDPWG”). The UDPWG membership includes representatives from the Commission, Department of Energy and Environment (“DOEE”), Office of the People’s Counsel (“OPC”), Potomac Electric Power Company (“Pepco”), Washington Gas Light (“Washington Gas”), DC Water, and Verizon. The UDPWG meets on a frequent basis to discuss and devise methods to spread the word about UDP to District consumers. In FY16, OPC continued its outreach efforts to inform District utility consumers of UDP. OPC’s Consumer Services Division (“CSD”) conducted or participated in numerous outreach events and contacted hundreds of District residents with an array of backgrounds, including seniors and those who are limited and non-English speakers (“LEP/NEP”). OPC staff used outreach events to provide information and flier distribution about UDP. OPC staff also provided UDP information to consumers who came to OPC for assistance with utility matters. Additionally, UDP information was posted on OPC’s website. OPC continues to work closely with the UDWPG to devise new methods of outreach, including using social media to spread the word about UDP. This year, OPC was excited to witness the UDPWG employ the use of social media analytics in addition to social media advertising, which appeared, in part, to help drive a slight increase in UDP applications.

Responsible Staff:

*Kenneth Mallory, Assistant People’s Counsel
Silvia Garrick, Consumer Outreach Specialist*

DOEE’s “Solar for All” Task Force

OPC was an active participant in the District Department of Energy & Environment’s (“DOEE”) “Solar for All” Task Force. DOEE established the “Solar for All” Task Force to provide recommendations on how DOEE should design and implement the “Solar for All” initiative, as mandated in the Renewable Portfolio Standard Expansion Amendment Act of 2016. The RPS Expansion Act requires DOEE to administer a program to “increase the access of seniors, small local businesses, nonprofits, and low-income households in the District to the benefits of solar power. The Program shall reduce by at least 50% the electric bills of at least 100,000 of the District’s low-income households with high energy burdens by December 31, 2032.” The RPS Expansion Act required DOEE to submit a program design plan to the D.C. Council in February 2017.

With this task in mind, DOEE requested that the “Solar for All” Task Force provide their ideas and recommendations to the agency in November 2016. OPC staff chaired two subgroups of the “Solar for All” Task Force—namely, the Customer Acquisition subgroup and the Customer Education subgroup. The purpose of the Customer Acquisition subgroup was to make recommendations for identifying the universe of District customers who can

benefit from the “Solar for All” program and to facilitate and maintain customer participation in the program. The purpose of the Customer Education subgroup was to make recommendations for educating D.C. consumers about the fundamentals of going solar as well as establish a marketing campaign for the “Solar for All” program. Ultimately, all subgroups conducted numerous planning meetings over the course of three months. In November 2016, they submitted a robust suite of complementary recommendations to DOEE to help the agency develop its “Solar for All” implementation plan. OPC is proud to have been an active contributor to the “Solar for All” planning process and will continue to be partner with DOEE to ensure low-income consumers can benefit from solar power.

Responsible Staff:

*Pamela Nelson, Energy Efficiency Outreach Specialist
Thaddeus Johnson, Assistant People’s Counsel*

In the Matter of the Investigation into Modernizing the Energy Delivery System for Increased Sustainability (Formal Case No. 1130)

The Grid of the Future (or “grid modernization”) generally refers to a forward-looking planning process to implement the improvements that must be made by the utility industry and other stakeholders to update our aging energy infrastructure and accommodate public policy commitments to and greater consumer demand for renewable and distributed energy resources.

In recognition of the need to understand and best adapt to the profound changes happening in the energy sector, the PSC, in June 2015, established this proceeding to explore the issues and perspectives of energy stakeholders related to grid modernization. Specifically, this proceeding is intended to identify technologies and policies that can modernize the District’s energy delivery system for increased sustainability and will make our electric infrastructure more reliable, efficient, cost-effective and interactive. The PSC hosted two informational workshops in the Fall of 2015 and one workshop in the Spring of 2016 in which energy stakeholders were asked to give their perspective on the existing regulatory framework around distributed energy resources. OPC actively participated in all workshops and submitted extensive comments to the Commission. OPC will continue to be active in this proceeding and will engage consumers to understand their concerns and the capabilities they wish to see as the grid of the future is developed and deployed.

Responsible Staff:

*Laurence C. Daniels, Litigation Director
Travis R. Smith, Sr., Trial Supervisor
Danielle Lopez, Assistant People’s Counsel
Kenneth Mallory, Assistant People’s Counsel*

In the Matter of the Development and Designation of Standard Offer Service in the District of Columbia (Formal Case No. 1017)

By way of background, after the establishment of the restructured energy market in the District, the Commission adopted a wholesale model in which Pepco, as the Standard Offer Service (“SOS”) Administrator, would be responsible for conducting competitive bidding in an auction to obtain third-party contracts to provide SOS for District electricity customers who do not select a competitive energy supplier.

Pursuant to regulations requiring a periodic review of SOS, in 2013, the Commission initiated a review of the SOS program in this proceeding and invited comments on several specific questions. Numerous parties, including OPC, provided input on the questions posed by the Commission. During the period of the Commission’s review of the comments submitted, Exelon and PHI submitted a joint merger application with the Commission. Given the potential impact the PSC’s then-forthcoming decision on Exelon and PHI’s joint merger application could have on the SOS program, the Commission suspended this proceeding.

Following the Commission’s June 2016 final order on PHI and Exelon’s joint application, the Commission resumed its review of the SOS program in this proceeding. The PSC requested that parties update the comments they submitted previously and respond to new questions regarding the SOS auction process, the financial capabilities of potential bidders, and the effect of the Community Renewable Energy Amendment Act on the SOS program. OPC submitted initial and reply comments, raising concerns about the potential conflict of interest involved in Pepco remaining the SOS Administrator, as well as concerns about the costs of administering the SOS program. OPC will continue its zealous advocacy in this proceeding on behalf of consumers to ensure the SOS program is managed in a transparent and fair manner.

Responsible staff:

Laurence C. Daniels, Litigation Director

Travis R. Smith, Sr., Trial Supervisor

Yohannes Mariam, Ph.D., Senior Economist

PJM Interconnection, Inc. Stakeholder Process

PJM Interconnection, LLC is the mid-Atlantic regional transmission organization that manages the electric grid, coordinates the movement of wholesale electricity, and administers the wholesale electricity market in Delaware, Illinois, Indiana, Kentucky, Maryland, Michigan, New Jersey, North Carolina, Ohio, Pennsylvania, Tennessee, Virginia, West Virginia and the District of Columbia. PJM is a nongovernmental company that is responsible for planning transmission expansions in the mid-Atlantic region, forecasting future loads to be served, maintaining the reliability of the bulk-power system, and administering several energy markets where power is bought and sold to serve load.

OPC was involved in the formation of Consumer Advocates of PJM States, Inc. (“CAPS” or “Consumer Advocates”), a non-profit organization established to serve as a resource for all of the consumer advocate agencies in the PJM region and to represent their interests in PJM proceedings. OPC continues to play an active role in the PJM stakeholder process through its involvement in numerous committees and user groups, such as the Markets and Reliability Committee, the Members Committee, Capacity Senior Task Force, the Public Interest Environmental Organization User Group, and the Regional Planning Process Task Force.

In FY16/17, OPC continued to be an active participant in the PJM stakeholder process and provided input on such issues as energy offer price caps, capacity performance, and identification of mechanisms for enhancing the value of distributed energy resources in the wholesale electricity and capacity markets. OPC served as a member of the Executive Committee and Board of Directors of Consumer Advocates of PJM States, Inc. (CAPS).

Permanent Funding for CAPS

One of OPC's primary priorities, on the regional level, in FY 15 was to work closely with the members of the Consumer Advocates of the PJM states ("CAPS") and the CAPS Executive Director to secure votes of PJM members to approve PJM's filing of a tariff with FERC for permanent funding for CAPS. The importance of this issue cannot be overstated. The PJM stakeholder process is an integral part of PJM's function as an RTO. It enables stakeholders to advocate on behalf of their respective constituencies/interests and to collaboratively develop proposals for changing its tariffs, operating procedures, and market manuals. It is also the vehicle for review of PJM's planning process. The process includes over two hundred meetings per year and review of significant technical material. Customers are supposed to be the beneficiaries of competitive markets as realized in the PJM stakeholder process. Last year, CAPS worked hard to persuade PJM stakeholders—in various sectors—that representation by consumers is critical to the credibility and success of the PJM stakeholder process. For the vast majority of consumers in the region, the consumer advocate offices are the only entities with a legal mandate to represent their interests. Yet, several state consumer advocate offices have limited budgets and are faced with full dockets of cases before their local jurisdictions. The additional work required to fully participate in the PJM stakeholder process and the regional issues it addresses severely strains the resources of state consumer advocate offices throughout the PJM footprint and presents a barrier to their full participation.

CAPS members formally submitted the CAPS funding proposal to the PJM stakeholders at the Members Committee Meeting on October 1, 2015. The Members voted on the proposal on October 22, 2015. The proposal received a super-majority vote, with 81% in support. Furthermore, the proposal received at least two-thirds support in each of the five sectors, demonstrating that the proposal had broad-based support. This is a groundbreaking and tremendous victory for D.C. consumers and beyond. It was a critical step to securing permanent funding for CAPS and ensuring that consumer perspectives are sufficiently represented in the PJM stakeholder process.

Responsible Staff:

Travis R. Smith, Sr., Trial Supervisor

Yohannes Mariam, Ph.D., Senior Economist

Advocacy before the Federal Energy Regulatory Commission

The Federal Energy Regulatory Commission ("FERC") is the federal regulatory agency with jurisdiction over the interstate transmission of electricity, wholesale electric rates, interstate natural gas and oil pipelines, and hydroelectric licensing. Any changes which PJM intends to make to its market rules or operating agreement must first be approved by FERC. OPC is a party to various proceedings before FERC which have an impact on D.C. ratepayers. Indeed, rules established in the wholesale marketplace have a direct impact on retail customer utility bills because generation costs make up the majority of ratepayers' bills. Additionally, it is

widely believed that the integration of renewable energy in a way that equitably benefits the economic and environmental wellbeing of all consumers will occur at the interstate transmission level.

Responsible Staff:

Nicole Sitaraman, Assistant People's Counsel

PJM Tariff Filing for CAPS Funding (Docket No. ER16-561)

Shortly after the PJM Members Committee voted in favor of permanent CAPS funding, PJM Interconnection filed the funding proposal with FERC. Specifically, PJM filed Schedule 9–CAPS, an amendment to the PJM Open Access Transmission Tariff (“Tariff”). The purpose of this amendment is to provide a mechanism in the Tariff for funding CAPS. Consumer advocates within the PJM footprint, including OPC, immediately filed a joint intervention and comments in support of PJM’s filing. Additionally, numerous organizations and companies—such as the Independent Market Monitor, Exelon Corporation, PJM Industrial Customer Coalition, the Sustainable FERC Project and Public Citizen—filed comments in support of PJM’s filing. The PJM Providers Group, Talen Energy, and Essential Power PJM Companies filed a joint protest – the only protest submitted. The Joint Consumer Advocates and the Independent Market Monitor filed answers to the protest. On February 29, 2016, FERC issued an order approving PJM’s permanent funding mechanism for CAPS.

On March 30, 2016, the Talen Companies and Essential Power (both of which are members of PJM) filed a request for rehearing of FERC’s order approving permanent CAPS funding. The Joint Consumer Advocates (a coalition of CAPS members) submitted an answer on April 14, 2016 wherein the Consumer Advocates asked FERC to deny the Talen Companies and Essential Power’s rehearing request and uphold its order approving permanent funding for CAPS. FERC did just that: on December 21, 2016 it issued an order denying the Talen Companies and Essential Power’s rehearing request. Had FERC granted rehearing, its initial merits order would have been overturned, which means the permanent CAPS funding proposal approved by PJM’s stakeholders could not have been implemented.

Responsible Staff:

Travis R. Smith, Sr., Trial Supervisor

Appeal of FERC Order No. 745

Demand response refers to the practice of electricity customers curtailing or suspending their use of electricity during periods of high (or peak) electricity demand. Wholesale demand response programs pay electricity customers for commitments to reduce their use of power during such periods. In 2011, FERC issued a rule, Order No. 745, which set rates for demand response in wholesale electricity markets within RTO/ISOs. Electric grid operators, such as PJM Interconnection, which serves the District of Columbia and 13 states spanning

the Mid-Atlantic region, were thereafter required to pay customers, who bid their demand response in the markets, the same way they paid suppliers of traditional energy resources—such as coal, oil, and natural gas.

The Electric Power Supply Association (“EPSA”)—an organization that represents energy generators—filed an appeal with the Court of Appeals for the District of Columbia Circuit (“D.C. Circuit”) wherein it challenged FERC’s authority to regulate the compensation of demand-response resources participating in wholesale electricity markets. EPSA claimed demand response was purely a retail level product, and therefore, beyond the scope of FERC’s jurisdiction. The D.C. Circuit agreed with EPSA in a 2-1 decision. See Electric Power Supply Association v. Federal Energy Regulatory Commission, 753 F.3d 216 (D.C. Cir. 2014). FERC, however, appealed the decision to the Supreme Court. OPC and numerous groups from a broad range of sectors—including environmental organizations, utility regulators, and consumer advocacy groups—backed FERC in its petition to the higher court.

OPC was actively involved in supporting FERC’s Supreme Court appeal. The People’s Counsel joined with the Sierra Club, Natural Resources Defense Council, Environmental Defense Fund and other noted environmental organizations in filing an amicus brief (or friend of the court brief) in February 2015. OPC continued its advocacy on behalf of District consumers by joining with the National Association of State Utility Consumer Advocates (“NASUCA”) in a second amicus brief in July 2015. On January 25, 2016 the Court sided with FERC, upholding Order No. 745 and FERC’s authority to regulate demand response in wholesale electricity markets. See Federal Energy Regulatory Commission v. Electric Power Supply Association, 136 S. Ct. 760 (2016).

This was a tremendous victory for District ratepayers for several reasons. First, when it costs less to pay consumers to refrain from using power than it does to pay producers to supply more of it, demand response can lower wholesale prices and increase grid reliability by reducing demand and removing generation from the system during peak periods, which is when the electric grid is most stressed and thereby susceptible to failures and outages. In addition, if the Supreme Court had determined that demand-response resources were not FERC jurisdictional, District ratepayers’ demand-response resources would not have been allowed to participate in PJM’s wholesale energy markets. If District ratepayers were not compensated by PJM’s wholesale energy markets for curtailing their energy use during peak periods, there would have been no incentive for them to do so in the future. Furthermore, the revenue stream from PJM’s wholesale energy markets will be needed to implement and sustain a dynamic-pricing program in the District. Lastly, the Supreme Court’s decision is important for D.C. consumers because it opens doors for the DC Sustainable Energy Utility to potentially participate in PJM’s demand-response program.

Responsible Staff:

*Travis R. Smith, Sr, Trial Supervisor
Danielle Lopez, Assistant People’s Counsel
Kenneth Mallory, Assistant People’s Counsel*

Advocacy before the Federal Trade Commission

In the Spring of 2016, the Federal Trade Commission launched a proceeding focused on solar consumer protection and competition issues. The FTC solicited public input, and on June 21, 2016, the agency held a day-long workshop titled “Something New Under the Sun: Competition and Consumer Protection Issues in Solar Power.” OPC participated in this widely-attended forum and submitted written comments to the FTC. OPC applauded the FTC’s efforts to galvanize a meaningful discussion about consumer protections for solar customers. In its comments, OPC emphasized the importance of consumers being fully informed about: (1) the most effective process for going solar; (2) how their solar PV (or solar thermal) systems work; (3) their contractual obligations under third-party solar provider agreements; (4) the real financial costs and benefits of their solar energy systems; and (5) where and how to seek recourse for violation(s) of their consumer rights. OPC also discussed the National Association of State Utility Consumer Advocates’ (“NASUCA”) Resolution 2014-05: “Urging Broad Consumer Protections for Distributed Generation Customers,” which OPC authored and NASUCA passed. OPC will continue to advocate for enhanced consumer protections and education for solar customers on the local, regional, and federal levels.

Responsible Staff:

Barbara Burton, Assistant People’s Counsel

Membership on the D.C. Sustainable Energy Utility Board

The D.C. Sustainable Energy Utility (SEU) is a private contractor procured by the District of Columbia government. Its primary purpose is to help District residents, businesses, and institutions save energy and money through energy-efficiency-and renewable-energy programs. The SEU currently works to fulfill this purpose by providing both short-term quick-start, energy-efficiency products to the public and coordinating long-term market transformation initiatives. Since the SEU was created by the Clean and Affordable Energy Act of 2008, OPC has been an active member of the SEU Advisory Board.

The People’s Counsel is the Agency’s representative on the Board. OPC staff provided research and technical analysis to support the People’s Counsel’s monitoring of the SEU’s activities. The Advisory Board is responsible for providing advice, comments, and recommendations to the D.C. Council and the District Department of Energy and the Environment on the performance and administration of the SEU.

Responsible Staff:

Sandra Mattavous-Frye, People’s Counsel

Karen Sistrunk, Deputy People’s Counsel

Barbara Burton, Assistant People’s Counsel

22. Did the agency meet the objectives set forth in its performance plan for FY16? Please provide a narrative description of what actions the agency undertook to meet the key performance indicators or any reasons why such indicators were not met.

See Attachment 22: "OPC FY 16 Performance Accountability Report (PAR) and FY 17 Q1 Results"

The agency met and/or exceeded all targeted metrics set forth in its performance plan for FY16.

23. How well is OPC currently meeting the objectives set forth in its performance plan for FY17? Please provide a narrative description of what actions the agency is undertaking to meet the key performance indicators or any reasons why such indicators are not being met.

OPC is meeting its FY 17 Performance Plan objectives. To date, the agency is working efficiently and effectively to assist District consumers with individual inquiries and resolving 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's robust seniors' outreach and education program, a vital component of its comprehensive consumer education and outreach program, is designed to help seniors manage their utility services costs. OPC staff educates seniors through presentations at community meetings and senior centers throughout the District. OPC staff's quarterly "Seniors Resource Guide" updates include home energy efficiency tips, overviews of the District's utility markets, and social service resources.

In response to Bill 21-158, the Fiscal Year 2016 Budget Support Act of 2015, Councilmember Anita Bonds' amended legislation, OPC convened a Low and Limited Income Seniors Focus Group in February 2016. The focus group included ANC commissioners, senior's activists, and government and non-profit social service agency representatives. Report findings included low and moderate income seniors demands for a voice in utility rate proceedings, concerns about billing line item costs, concerns about poor quality of utility customer services, use of a variety of media to provide utility service information, and need for education about affordable home energy efficiency methods. The focus group report findings helped strengthen OPC's seniors program by incorporating community newspaper, Metro bus and Metro rail advertising, and OPC's role as utility consumer advocate.

To improve its consumers outreach, OPC updated its primary information handout as "rack cards," also translated in foreign languages to meet Language Access requirements. OPC introduced its "door knock campaign," leaving rack card door hangers at more than 8,300 utility consumers' homes in Wards 5, 7 and 8.

As a component of its Third Party Supplier (TPS) monitoring program, OPC staff met with company representatives to discuss Consumer Bill of Rights regulations governing marketing and sales to District consumers. OPC staff also updated consumers on Exelon/Pepco acquisition compliance terms and delays to the Pepco/DDOT Undergrounding Plan (DC PLUG). In addition, OPC provided briefings on PROJECTpipes, WGL's accelerated pipeline replacement program.

In late 2016, OPC staff received an increasing number of consumer complaint calls from residents in Wards 2 and 6 about WGL construction projects. The complaints included failure to notify residents before initiating construction, failure to identify the utility involved in the construction project, poor quality workmanship, damage to property and landscaping, and failure to recognize local historic district guidelines pertaining to location of exterior

utility meters. OPC staff made several site visits to meet with complainants, attended ANC meetings to provide residents with information about the projects, and met with WGL officials to convey residents' concerns and how their complaints could be resolved. In December 2016, OPC petitioned the PSC to initiate a formal investigation of WGL's pipe replacement and meter relocation practices.

Additionally, OPC has launched its wellness program for staff which will empower employees with information and resources to make better, more informed wellness and fitness choices. OPC is continuing to expand its digital service delivery across all aspects of agency service through expanded use of social media and communication tools, and workgroup systems such as SharePoint and Office 365 applications.

- 24. Please describe any initiatives of your agency implemented in FY16 or thus far in FY17, to improve the internal operation of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative. If the results fall into the “expected” category, please provide a timeline explaining when the results can be expected.**

In FY16 OPC revived its newsletter, “The OPC Connection”, which is distributed monthly to newsletter subscribers as well as posted on OPC’s website and social media platforms. The OPC Connection provides insight into OPC’s activities including, but not limited to, a note from the People’s Counsel, legal matters, renewable energy and sustainability issues, energy efficiency tips and more.

In FY16 OPC established a “Text OPC” number which provides the general public the opportunity to subscribe to our monthly newsletter, mailing list, and receive general information concerning utility and energy issues that directly affect them and their surrounding community by way of text.

25. Please provide a copy of all publications, brochures, and pamphlets prepared by or for the agency during FY16 and FY17, to date.

OPC is providing a flash drive with all publications produced in 2016, including the annual report.

26. Please provide a copy of all policy statements issued during FY16 and FY17, to date.

There were no policy statements issued during FY16 and FY17 to date

27. Please list and describe any ongoing or completed investigations, studies, audits, or reports on your agency or any employee of your agency during FY16 or FY17, to date.

No audit has been conducted by the Office of the Inspector General or the DC Auditor involving OPC during FY16 or FY17 to date.

28. Please identify any recommendations regarding OPC made by the Office of the Inspector General or the D.C. Auditor during FY16 or thus far in FY17. Please note what actions have been taken to address these recommendations.

No audit has been conducted by the Office of the Inspector General or the DC Auditor involving OPC during FY16 or FY17, to date.

29. Please explain how any possible or anticipated changes in the energy market will or could have affect the function of your agency.

There will be continued changes in the area of distributed generation, especially solar generation in the District of Columbia. New rules have been established to facilitate the interconnection of distributed generation options. OPC will monitor how the rules are impacting consumers' ability to install solar generation. In terms of other changes in the energy market, there could be advances in battery storage technology that could require new rules to be implemented. The initial review of this new technology would be evaluated in Formal Case No. 1130, the case established by the Commission to identify technologies and policies that can modernize our energy delivery system.

30. The 2016 budget required OPC to conduct two studies. One to address emerging alternatives for energy choice for residential customers and one to provide targeted outreach and education of low-income and elderly residents regarding the benefits for energy-efficiency programs and practices. When will the studies be completed? If completed, please provide a copy.

Outreach and Education of Low-Income and Elderly Residents Regarding the Benefits for Energy-Efficiency Program

OPC convened a focus group on February 22, 2016 to collaborate with stakeholders to obtain information on the best methods to educate seniors and low-income utility customers and consumers on energy efficiency practices and programs. Based on focus group feedback, OPC launched an OPC Awareness and Energy Efficiency Education Campaign. OPC issued an RFP for an outreach consultant to provide targeted outreach and education of low-income and elderly consumers regarding OPC's services and the benefits and options for energy-efficiency programs and practices in the District of Columbia. The CBE outreach consultant was tasked with (1) direct resident household dissemination of educational publications on energy efficiency, renewable energy and low-income energy assistance programs available in the District; and (2) direct resident household dissemination of OPC literature to increase resident awareness of the function of OPC and the utility-related services provided by OPC. The outreach consultant, CNXIS, began this door-to-door campaign on September 5th and concluded on October 31st. At completion, CNXIS disseminated information to 8,358 low-income and elderly households in Wards 5, 7 and 8. Following another one of the focus group recommendations, OPC placed informational announcements in publications like East of the River and The Beacon to inform consumers how OPC can assist them in resolving their utility issues. The Office has also expanded its information dissemination to include notices on metro trains and buses to advise consumers of the services it provides.

The Value of Solar

In 2015, the DC Council charged OPC to conduct a study to review and assess emerging alternatives for energy choice for residential consumers. Given the growing importance of solar in the DC energy landscape, and OPC's commitment to consumer empowerment and mitigating the impacts of climate change, OPC decided a study of DC solar capacity and valuation would be highly useful to policymakers and energy stakeholders, since DC has never conducted a value of solar study before. OPC issued an RFP and retained two expert consultants to conduct a Value of Solar (VoS) study for the District of Columbia.

OPC focused on securing an energy consultant to conduct a study that would review and make recommendations regarding policies to support distributed generation, assess the potential for various types of distributed generation (particularly solar PV) in the District, and quantify the value of solar in the District. The Office selected Synapse Energy Economics, a research and consulting firm specializing in energy, economic, and environmental topics to execute the Value of Solar Study. For 20 years, Synapse Energy Economic has grown to

become a leader in providing rigorous analysis of the electric power sector for public interest and governmental clients. We look forward to sharing Synapse's work on this very critical study.

Additionally, the People's Counsel wanted to ensure that the Value of Solar also addressed a key constituency and commissioned Paige and Associates to conduct Value of Solar Study that focused on barriers and benefits of solar to low and limited income residents of the District. Dr. Jerome S. Paige is the founder and principal of Jerome S. Paige & Associates, LLC and his firm partnered with PEER PC Consultants who are highly skilled and experienced personnel in: distributed solar energy policy and procedure; emerging distributed energy alternatives current deployed, piloted or under development; electric utility distribution networks; integration of high penetration solar into the grid; Smart Grid systems and technologies including Advanced Metering infrastructure (AMI); current and upcoming trends in regulation; the District's energy goals, and programs.

Throughout the study, OPC has consistently reached out to stakeholders to receive their input on its methodology and findings. Most recently, both studies underwent a rigorous peer review by industry experts and we look forward to finalizing the studies in the coming weeks. Once, the final review is completed OPC plans to present its findings to the Mayor, the Council, the Public Service Commission, policy makers and the public. This study will be released in the second quarter of FY 17.

IV. Contracting and Procurement

- 31. Please list each contract, procurement, lease, and grant awarded or entered into by OPC during FY16 and FY17, to date. For each contract, please provide the following information, where applicable:**
- A. The name of the contracting party or vendor**
 - B. The nature of the contract, including the end product or service**
 - C. The dollar amount of the contract, including budgeted amount and actual spending**
 - D. The term of the contract**
 - E. Whether the contract was competitively bid or not**
 - F. The name of the agency's contract monitor and the results of any monitoring activity**
 - G. The funding source**
 - H. Indicate whether or not the vendor is a certified business enterprise**

See Attachment 31, "OPC Contracts"

- 32. Does your agency have a written policy to increase contracting with, and procurement from certified business enterprises? If so, please provide a copy of the policy. Please describe the methods used by the agency to increase contracting with, and procurement from certified business enterprises.**

The Office of the People’s Counsel established OPC Administrative Order NO 100-04-12, “Guidelines in the use of certified small business enterprises (CSBE) firms within the Office of the People’s Counsel.” The purpose of this administrative order is to establish guidelines in OPC to ensure compliance with the required goal of procuring 50% of the expendable budget with certified small business enterprises (CSBE) firms.

The Office of the People’s Counsel has a continued commitment to monitor the allocation of funds expended with certified small business enterprises to ensure that the Department of Small and Local Business Development’s (DSLBD) CSBE requirements are met. The Agency is making a determined effort to identify CSBE vendors with experience in specialized areas in which we operate, such as utility law, regulatory accounting, and rate case proceedings. In addition, the agency continues to first seek CSBE vendors when procuring goods and services through the use of the DC Supply Schedule and DSLBD’s CBE Certified Contractors search engine.

33. Please provide a list of all MOUs in place during FY16 and FY17, to date.

OPC maintained the following MOU for FY16:

The Council of the District of Columbia – Purchase of the D.C. Official Code for Fiscal Year 2016

OPC maintains the following MOU's for FY16 to date:

The Council of the District of Columbia- Purchase of the D.C. Official Code for Fiscal Year 2017

V. Legislative and Regulatory Requirements

- 34. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement.**

There are no legislative requirements for which the Agency lacks sufficient resources to implement.

- 35. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.**

OPC does not have direct oversight for any rules. However, as the advocate for utility consumers, OPC vigorously seeks to protect ratepayers' rights by using all of the rules contained in Chapter 3 of Title 15 of the District of Columbia Municipal Regulations ("Consumer Bill of Rights").

36. Please explain the impact of any legislation passed at the federal level during the FY16 and FY17, to date, that significantly affected your agency's operations.

During FY16 and FY17, there has not been any federal legislation that significantly affects OPC agency's operations. OPC will stay focused on the new administration's energy policies to examine the impact it may have on agency operations.

37. Please identify any statutory or regulatory impediments to your agency's operations.

Currently, D.C. Code §34-912 (a) (3) has a special franchise tax deposit for rat cases and investigations, but there is no specific provision to fund merger cases. The Commission's most recent proceeding examining the proposed merger of PHI an Exelon, the Commission designated the matter as an investigation, which means OP received far less money to fund the case than it would have had it been designated rate case. Because merger cases are very complex and comprehensive, OPC needs to ensure adequate funding exists—which it does not under this current Code provision.

38. Please identify any legislation and regulations the agency plans to introduce in FY17.

OPC does not plan on introducing any new legislation or regulations during FY 17. However, OPC will seek to have a new rule enacted governing electronic filing of documents before the DC Public Service Commission. OPC proposed this new rule change in June 2016 and the Commission recently issued a Notice of Proposed Rulemaking for it on February 3, 2017.

VI. Consumer Issues

39. To the extent permissible to discuss, please provide an explanation, as detailed as possible, of the role the OPC is playing in the following:

A. The Electric Company Infrastructure Improvement Financing Act of 2014;

On March 3, 2014, the Council signed into law the Electric Company Infrastructure Improvement Financing Act of 2014 (hereinafter “Undergrounding Statute”), which became effective on May 3, 2014. This legislation authorized the Potomac Electric Power Company (“Pepco”) and the District Department of Transportation (“DDOT”) to place several dozen of the District’s riskiest, most-vulnerable overhead power lines underground throughout five of the city’s eight wards in order to prevent storm-related outages. Pepco and DDOT have named this initiative the “District of Columbia Power Line Undergrounding” project (hereinafter “D.C. PLUG”). Before construction could commence, the Undergrounding Statute required the Public Service Commission for the District of Columbia (“PSC” or “Commission”) to first approve Pepco/DDOT’s construction plan and the two surcharges that would be used to finance D.C. PLUG, one of which would be used to generate revenue to service the District bonds that will be issued to pay DDOT’s construction costs. The PSC provided its necessary approvals in November 2014. Construction was initially scheduled to commence in June 2015 in Wards 3 and 7, but it has been delayed.

The commencement of D.C. PLUG has been delayed for two reasons. First, the Apartment and Office Building Association of Metropolitan Washington (“AOBA”) appealed the Commission orders approving the two D.C. PLUG surcharges, arguing that they did not allocate costs to Pepco’s customer classes in the manner required by the Undergrounding Statute. The D.C. Court of Appeals denied AOBA’s appeal in January 2016. The second delay, which is ongoing, relates to the General Services Administration (“GSA”). In June 2015, GSA notified city leaders that it will not pay the D.C. PLUG surcharge that will be used to repay the forthcoming bond issuance, the proceeds from which will be used to pay DDOT’s construction costs. GSA claims the surcharge in question is actually a tax, from which it is exempt. The resulting shortfall will have to be paid for by remaining customers (residential and commercial). This could cause the original surcharge estimates to increase substantially for residential customers—which is particularly unfair given that GSA’s buildings are served by underground electric distribution infrastructure that was paid for by all of Pepco’s customers (including residential), and GSA, along with all of Pepco’s customers, would receive reliability benefits from D.C. PLUG. As a result of GSA’s refusal to pay, the construction is stalled.

District agencies and stakeholders have been working together throughout FY 2016 to resolve this matter with GSA but, to date, have been unsuccessful. On October 11, 2016, City Council Chair Phil Mendelson proposed legislation that would amend the Undergrounding Statute for the stated purpose of making Pepco solely responsible for

any revenue shortfalls related to the surcharge GSA refuses to pay in hopes that GSA would no longer view it as a tax and would agree to pay. However, it appears his proposal, as drafted, would also force the remaining ratepayers, including residential ratepayers, to pay higher base rates in the future. If Chairman Mendelson's originally proposed Bill becomes law and GSA continues to refuse to remit payment for the surcharge in question, residential ratepayers would experience the following negative consequences:

- *The revenue deficiencies caused by GSA's non-payments would be socialized to residential ratepayers;*
- *Pepco's credit rating may be negatively affected, which would increase residential ratepayers' costs under D.C. PLUG and in their future base rates; and*
- *GSA would not pay its full share for D.C. PLUG, even though (i) residential customers paid their full share for the undergrounding of the electric distribution infrastructure that serves GSA's buildings and all ratepayers, including GSA, will receive reliability benefits from D.C. PLUG.*

OPC, an original party to the stakeholder group that developed the undergrounding plan, continues to support D.C. PLUG and is agreeable to amendments to the Undergrounding Statute that will (i) cause GSA to pay its full share of both D.C. PLUG surcharges, (ii) prevent cost under-recoveries due to GSA's non-payments from being socialized to residential customers, and (iii) prevent Pepco's credit rating from being impacted in a manner that would increase residential ratepayers' base rates. The Office cannot support legislation that will allow GSA to pay anything less than its allocated share of costs under D.C. PLUG or that will require residential customers to subsidize GSA.

OPC is continuing to work with District agencies and stakeholders to resolve this impasse with GSA. Additionally, Pepco and DDOT's Second Triennial Plan—which was filed with the Commission on September 30, 2016, and, per the Undergrounding Statute's prescriptions, was supposed to detail the construction projects Pepco proposed to undertake from 2018-2020—has (per Pepco and DDOT's request) been held in abeyance by the Commission until Pepco and DDOT file an amendment with the PSC.

B. Washington Gas and Light Company's plan to modernize its pipeline system

By Order No. 17789, the Commission approved the Settlement Agreement between WGL, OPC, and AOBA for the cost recovery mechanism for WGL's 5-year accelerated pipe replacement—PROJECTpipes. Pursuant to this Settlement Agreement, WGL is required to file a project reconciliation report by December 31st of each year of the approved 5-year PROJECTpipes Program. OPC is actively involved in the review of WGL's PROJECTpipes program, including reviewing all project lists, cost reconciliation, and project reconciliation reports.

During OPC’s review of WGL’s Year 1 Project Reconciliation Report³ variations in project work and project costs were noted—i.e., there were several projects where the original amount of services or pipe to be replaced/remediated were amended and where certain costs varied greatly from the costs as originally estimated and submitted to the Commission. The Office filed comments on March 30, 2016 arguing that, based on the variations observed in Year 1 of the PROJECTpipes program, it is of paramount importance that the PSC closely evaluate the amounts WGL seeks to transfer into its base rates in the Company’s newly filed rate case—FC 1137.⁴

The Commission did not give WGL carte blanche to do and spend as it chooses when it authorized the surcharges associated with the PROJECTpipes program. As such, the Office continues to argue WGL must be held accountable for its pervasive poor project implementation and management and cost overruns. To further evaluate specific Program costs the Company seeks to transfer into its base rates, and to ensure District ratepayers are not unfairly charged for cost overruns resulting from imprudent and unnecessary expenditures, the Office requested that the Commission direct WGL to provide detailed explanations for the cost overruns of all Program projects for which the Company seeks inclusion in base rates in Formal Case No. 1137. The Office also argued that any and all imprudent expenditures should be disallowed and that the Commission should direct WGL to implement cost control measures. The Office is currently awaiting the Commission’s merits Order in Formal Case No. 1137 regarding this issue.

PROJECTS AND RELATED SPENDING PLAN

The cost of the revised plan as proposed by WGL is \$110 Million for the First 5-years 2014-2018:

- *Program 1 Projects: \$40 million to replace an undetermined number of bare and/or unprotected service replacements—the individual service lines to a home or business.*
- *Program 2 Projects: \$32.5 million to replace 18 miles of bare and unprotected steel main—the pipe that carries natural gas to multiple customers and extended areas. These pipelines are typically located in the public Right-Of Way (ROW) under the street, alley or sidewalk.—and an undetermined number of services.*
- *Program 4 Projects: \$37.5 million to replace 20 miles of cast iron mains.*

WGL has committed to replacing the top 3 “riskiest” pipes each year, as scored by Optimain DS—a standard gas industry rating system. Optimain DS uses a distribution integrity computer program designed to analyze and resolve critical factors about pipe

³ This report contained information regarding all Year 1 projects filed with the PSC—including items such as a description of the project, including location, pipe to be remediated/replaced, start and completion dates, estimated cost, and final costs.

⁴ See Formal Case No. 1137, In the Matter of The Application Of Washington Gas Light Company For Authority to Increase Existing Rates and Charges For Gas Service (“Formal Case No. 1137”), WGL’s Application, filed February 26, 2016.

segments and to rank relative priorities based on a number of factors—including leak or inspection information.

COST TO CONSUMERS

This is a monthly charge that is calculated by multiplying the customer's monthly usage by an annually adjusted factor. For a typical residential heating customer who uses 760 annual therms or units of gas per year, the Year 1 cost for PROJECTpipes is estimated to be \$9.60 or \$0.60 per month. The initial surcharge represents the costs for the work done on PROJECTpipes for the first 16 months of the Plan. This surcharge would then be re-evaluated by the Commission at the end of the period to adjust for any differences in actual costs spent by the Company on the Project versus the surcharge collected from customers during that period. This charge should appear on customer bills as a separate line item labeled "ProjectPipes Adjustment." The adjustment may vary based on customer rate class.

CURRENT STATUS

Although the unanimous settlement was approved by the PSC on January 29, 2015, OPC is still actively involved in the review of WGL's Annual Accelerated Pipe Replacement Plan project lists—including review of any changes and issuance of data requests, objections to projects, and/or comment if necessary.

WGL filed its Year 1 Project Reconciliation Report on December 31, 2015. This report contained information regarding all Year 1 projects filed with the PSC—including items such as: a description of the project, including location, pipe to be remediated/replaced, start and completion dates, estimated cost and final costs. WGL provided final costs as of September 30, 2015. During OPC's review of the reconciliation report, variations in project work and project costs were noted (i.e., there were several projects where the original amount of services or pipe to be replaced/remediated were amended and where certain costs did not match the costs as originally estimated). The Office propounded discovery on January 29, 2016, per the terms of the Settlement Agreement, asking for, among other things, additional information on these projects and justification of cost variations. WGL's responses are due February 22, 2016. Upon receipt and review of these responses, the Office will determine whether further action, such as Commission review of certain projects, is required.

C. Verizon Washington DC's copper-to-fiber optic technology service infrastructure transition

On October 1, 2015, OPC filed an Application for Reconsideration requesting the PSC reverse a few of its decisions in its August 25, 2015 Order on the copper-to-fiber transition case. The Public Service Commission's (PSC) Order made essential findings about the importance of battery power backup and customer rights to information and choice of service during the copper-to-fiber transition. The PSC decided to establish rulemakings to consider backup power requirements and its regulations for copper abandonment. The PSC ordered Verizon to amend its welcome kits and customer service scripts to include information about the backup battery and a disclosure that FiOS

Digital Voice (“FDV”) service is an unregulated service. The PSC also directed Verizon to amend its instruction to its technicians to obtain documentation of a customer’s choice regarding the installation of a backup battery if the customer agrees to a service migration to fiber facilities.

While OPC was generally pleased with the PSC’s Order enumerating important consumer protections, OPC sought reconsideration of the PSC’s findings that Verizon’s FDV emergency and crisis service response capabilities are equivalent to fiber switched and copper service and that the PSC has no regulatory authority over FDV services. Additionally, OPC requested the PSC clarify whether or not it intended to establish a rulemaking proceeding to consider eliminating Verizon’s exemption from certain obligations under the Consumer Bill of Rights (“CBOR”).

On December 4, 2015, the PSC issued its Order on Reconsideration and declined OPC’s request to reconsider its decision regarding two issues. The PSC also clarified that it does not intend to establish a rulemaking to repeal Verizon’s exemption from the CBOR. After carefully reviewing the PSC’s Order, OPC decided not to appeal the PSC’s decisions on reconsideration. OPC will now turn its attention to monitoring Verizon’s compliance with the PSC’s directives to ensure it fully complies with them.

In January 2016, Verizon filed eight documents to comply with the Commission’s directive, and by April 2016 the Commission had approved Verizon’s changes to all of them. OPC will continue to monitor Verizon’s copper to fiber transition activities and assist consumers who may have complaints about the treatment they receive when they request repairs for their copper telephone service.

D. Ensuring District utility consumers benefit from the District’s sustainable-energy programs

OPC, as a statutory member of the D.C. Sustainable Energy Utility Advisory Board, represents the interests of D.C. energy consumers and ratepayers through its advice and guidance in the development and evaluation of the SEU’s energy-efficiency and renewable-energy programs. Through its Energy Efficiency and Sustainability Section (“EES”), OPC has advocated on behalf of and educated consumers and policymakers about emerging energy-efficiency- and renewable-energy opportunities. For example, OPC staff chaired the Customer Acquisition and Customer Education subgroups and participated in the Workforce Development subgroup that were established to develop recommendations on how to fulfill the objectives of the Renewable Portfolio Expansion Act of 2016’s “Solar for All” program. The “Solar for All” program is designed to help District ratepayers “go green” by bringing the advantages of renewable energy to individual District businesses and residents. OPC’s subgroups submitted recommendations to the Department of Energy and Environment (“DOEE”) in November 2016. At the national level, on September 1, 2016, OPC submitted comments to the National Association of Regulatory Utility Commissioners (“NARUC”) Staff Subcommittee on Rate Design on the Draft NARUC Manual on Distributed Energy Resources. Further, OPC continues to take an active role on the Distributed Energy Resources Committee within the National Association of State Utility Consumer Advocates (“NASUCA”). Additionally, in 2016 OPC began work on its “Value for

Solar” study that assesses the extent to which the benefits of solar exceed the costs and the integration of distributed energy resources for limited income households in the District. On a national and regional level, OPC will continue to work with other consumer advocates on developing useful policy frameworks for analyzing regulatory incentives for energy-efficiency- and distributed-energy resources—such as, decentralized solar energy, microgrids, and energy storage.

40. Please provide a detail narrative of how OPC handles consumer complaints.

By District law, OPC is the advocate for District residents who use natural gas, electricity and local telephone services. One element of its role as utility consumer advocate is to resolve individual consumer complaints against utility companies. Consumers' complaints require negotiations between OPC staff and utility company representatives to resolve the disputes. OPC receives complaints by phone and fax, in person, through its website, from other District government agencies, social services agencies and DC Council staff members.

OPC staff interviews the consumer to get details of the complaint. Staff reviews OPC's informal complaints resolution process with the complainant, including a timeframe when staff will provide the complainant with the investigation findings. OPC staff then initiates an investigation of the complaint through the utility company. The company's findings are reviewed with the consumer. Depending on the utility company's response, OPC may then find it necessary to ask utility company representatives additional follow up questions. OPC's intervention can usually resolve a dispute in the informal complaint resolution phase. However, if the consumer is not satisfied with the results of the informal complaints resolution findings, they are informed they can request the DC Public Service Commission (PSC) open a complaints investigation. The PSC's findings may result in scheduling a pre-hearing conference. The PSC pre-hearing conference is mediation between the consumer and the utility company. OPC staff can attend the pre-hearing conference, but does not represent the consumer. The PSC staff person will render a decision on the complaint. If dissatisfied with the decision, the consumer can request a formal hearing. Following a review of the case, an OPC attorney may represent the consumer at the formal hearing.

41. How many consumer complaints did the agency receive during FY16, and FY17, to date? What trends in complaints has the agency noticed?

In FY16, OPC staff received 2,585 consumer complaints. Of those, Pepco accounted for 59% of the complaints received that fiscal year, while WGL accounted for 17%, Verizon 16% and Third Party Suppliers 8% of all fiscal year complaints. For FY17 to date (First Quarter FY17), the Office has received 521 consumer complaints.

OPC staff has identified the following trends in consumer complaints:

Third Party Suppliers (TPS)

Third Party Suppliers (TPS) complaints trends include representatives' failure to provide differentiation between fixed and variable rate contract terms, dramatic increases in energy bill amounts after contracting with TPS, difficulty contacting TPS company representatives to terminate contracts and TPS inconsistent compliance with Section 327 of the Consumer Bill of Rights (e.g., providing consumers with signed written energy supplier contracts).

Pepco

Trending complaints about Pepco services are high bills, disconnection notice and disconnection, understanding supplier charges, effects of the Exelon/Pepco acquisition on residential rates and customer service, smart meter accuracy, privacy, health and safety concerns, solar panel connection time, and lengthy holds or dropped calls attempting to contact representatives on Pepco's customer service phone line.

Washington Gas Light

Consumer complaints trends about Washington Gas Light (WGL) services include concerns about billing and meter accuracy, failure to notify consumers prior to moving gas meters or making street cuts for service repairs, delayed street or property repairs, failure to educate and notify consumers about PROJECTpipes scheduled work and costs, poor quality of outsourced customer service, and difficulty making online account payments.

Verizon

Trending Verizon consumer complaints are deteriorating copper line infrastructure, "blue sky" dial tone loss, weather-related service outages, the frequency and high cost of repairs, overly aggressive FiOS marketing representatives, consumer confusion about the differences between fiber optic cable and FiOS, copper phone lines switched to fiber optic cable without notifying the consumer, billing disputes about bundled package features costs, and failure to educate consumers about the transition from copper to fiber optic cable.

42. Please provide a list of consumer complaints OPC advocated on behalf of District residents and the outcome of those cases.

OPC closed 2,451 individual consumer complaints and handled 824 consumer inquiries in FY 16. The following is a list of the types of complaints OPC staff received during the fiscal year:

Pepco

- *Negative effects of Exelon/Pepco acquisition on rates, quality of services and the environment*
- *Payment problems*
- *High bills*
- *Disconnection notice*
- *Disconnection*
- *Smart meter kilowatt consumption accuracy*
- *Health, safety and privacy concerns about smart meters*
- *Contacting a customer service representative by phone*
- *Delayed solar panel interconnections*

Third Party Suppliers (TPS)

- *Deceptive door to door and telephone marketing and sales practices*
- *Failure to provide complete contract terms*
- *Failure to differentiate between fixed and variable contract terms*
- *High energy bills after contracting with a TPS*
- *Difficulty contacting TPS company representatives regarding contract termination*

Verizon

- *Failure to differentiate between fiber optic cable and FiOS features packages*
- *Overly aggressive FiOS marketing*
- *Poor quality of FiOS installation*
- *FiOS deployment schedule information*
- *Poor copper phone line maintenance*
- *Failure to provide complete information about copper/fiber cable transition and consumer options*
- *Frequent phone service repairs*
- *High cost of phone service repairs*
- *Phone service outages*
- *Removal of copper phone lines without prior notification*

WGL

- *Failure to notify consumers before street cuts or excavations were made*
- *Failure to notify consumers before moving meters or cutoff valves from interior to exterior of homes*

- *Poor quality workmanship*
- *Refusal to recognize local historic district regulations regarding exterior meter and gas line locations*
- *Delayed repair following street cuts or excavations*
- *Poor quality of outsourced customer services*
- *Online and telephone bill payment problems*

Complaints resolutions contains information that cannot be provided due to rules and regulations implemented to protect consumers' privacy rights.

43. Please explain how OPC helps monitor the presence of competitive energy supplies in the District marketplace.

OPC monitors Third Party Suppliers (TPS) marketing and sales activities in the District several ways. Through its consumer complaints intake process and consumer education program, OPC is able to identify and track practices and trends associated with the various utilities and TPS. The Office's Consumer Information Database (CID) is a repository for consumer inquiries and complaints. OPC staff regularly generates CID reports that define consumers' inquiries and complaints based on the specific TPS company, type of inquiry or complaint (e.g., deceptive marketing practices or failure to provide contract terms and conditions), frequency of complaints, and the complainant's ward. OPC is able to track TPS practices — particularly their “bad business practices”—utilizing this information. Trends are identified and information shared with the Office's attorneys to determine if legal intervention is necessary. As part of OPC's consumer education and outreach program, CSD staff participates in numerous consumer education and outreach events in each of the District's wards. It is through community meetings and outreach events that the Office gathers “real time” information from consumers affected by TPS marketing and sales practices.

Additionally, the Office created a TPS team, comprised of Litigation and Consumer Services Division staff members, to monitor TPS activity and provide consumers with the information necessary to make an informed choice about their energy supplier. The TPS team has taken the initiative to reach out to representatives of all TPS (both gas and electric) licensed to provide residential energy to District consumers. The TPS team initiated a series of meetings and conference calls with company representatives to inform them about consumer complaint trends and educate energy suppliers on the Consumer Bill of Rights regulations that regulate their business practices. The Office regularly monitors the PSC website to identify which TPS are actively marketing energy services to residential consumers.

Through OPC's advocacy, stringent guidelines have been imposed regarding Starion Energy's reentry to the District's utility market. The PSC's 2013 landmark decision in the Starion investigation forced the TPS to halt sales and significantly revise its marketing practices. OPC and PSC are monitoring Starion complaints each month to determine if the TPS is in compliance with the guidelines.

The TPS team created “A Consumer's Guide to Third Party Suppliers” to provide ratepayers with background on energy choice, questions to ask a third party supplier, consumer's rights and responsibilities and understanding energy bill charges. The guide is distributed at consumer education and outreach meetings and events and is on OPC's website. The TPS guide is being updated.

Finally, through membership in the National Association of State Utility Consumer Advocates (NASUCA), the Office monitors TPS issues and consumer advocates interactions on behalf of consumers in other jurisdictions.

VII. Other

44. Please describe the OPC's three biggest accomplishments in FY16.

OPC Advocacy before U.S. Supreme Court Benefits DC Consumers through Promotion of Demand Resources

OPC joined a number of consumer advocates and environmental groups on an amicus brief filed with the U.S. Supreme Court in February 2015, pertaining to a decision by the U.S. Court of Appeals for the D.C. Circuit that vacated FERC's Order No. 745. In Order No. 745, the Federal Energy Regulatory Commission ("FERC") directed wholesale market operators (i.e., RTOs and ISOs) to pay the same price to demand response providers for conserving energy as to generators for producing it, so long as a "net benefits test," which ensures that accepted bids from demand-response resources actually save consumers money, is met. The Office participated in drafting and editing the joint amicus brief. On January 25, 2016, the Supreme Court ruled in favor of FERC and upheld its Order No. 745. This was a tremendous victory for District ratepayers for several reasons. When it costs less to pay consumers to refrain from using power than it does to pay producers to supply more of it, demand response can lower wholesale prices and increase grid reliability by removing generation from the system during peak periods (wholesale demand response programs pay electricity customers for commitments to reduce their use of power during peak periods). In addition, if the Supreme Court had determined that demand-response resources were not FERC jurisdictional, District ratepayers' demand-response resources would not have been allowed to participate in PJM's wholesale energy markets. If District ratepayers were not compensated by PJM's wholesale energy markets for curtailing their energy use during peak periods, there would have been no incentive for them to do so in the future. Finally, the revenue stream from PJM's wholesale energy markets will be needed to implement and sustain a dynamic-pricing program in the District.

OPC Legal Advocacy Resulted in WGL's \$2.4 million refund to natural gas customers (Formal Case No. 1126)

On August 5, 2014, OPC filed a complaint with the Commission asserting that WGL violated a PSC-approved tariff by paying competitive supply providers (CSPs) in cash, rather than altering future gas delivery quantities, to correct the problem that occurred when the CSPs delivered too much gas to WGL during 2008-2009. OPC requested the Commission establish an investigation into the matter and it did. OPC and WGL submitted comments and briefs on issues specified by the Commission and on August 11, 2016, following its review of the evidence and argument, the PSC concluded that WGL had violated the law, but not the tariff, because it provided a service not approved by the Commission when it compensated the CSPs in cash. The PSC ordered WGL to refund \$2.4 million to District natural gas ratepayers, the amount OPC calculated was due. The PSC decided the fairer way to compensate CSPs for delivering too much gas to WGL's city gates through no fault of their own was to use the tariff-approved method for reconciling over and under-deliveries of natural gas rather than pay the CSPs cash. The PSC concluded the

imbalance account method is fairer because it would compensate CSPs for the natural gas they supplied, but does not include cash payments to them, or require WGL's customers to pay prices that are higher than the actual costs. Under WGL's implementation plan, customers began receiving bills reflecting the refund in January 2017.

OPC Senior Outreach and Energy Efficiency Education Project

On February 22, 2016, in response to Bill 21-158, the Fiscal Year 2016 Budget Support Act of 2015, which instructed OPC to award a grant not to exceed \$125,000 for targeted outreach to and education of low-income and elderly residents on energy efficiency programs and practices, OPC convened a Low- and Limited-Income Seniors Focus Group to obtain information on the best methods to educate seniors on energy efficiency practices and programs. The focus group was comprised of a diverse group of 17 seniors, ANC commissioners, and non-profit and community leaders. Participants discussed concerns, experiences and problems pertaining to utility services in the District, culminating in a voting to determine priority rankings for problems and suggested solutions. The recurring themes from the focus group included a lack of awareness of OPC's work to assist consumers with utility issues like disconnections or making payment arrangements, and a need for greater outreach in the community, including radio and newspapers, on utility issues, including energy efficiency measures and programs.

As a result of focus group feedback, OPC launched an OPC Awareness and Energy Efficiency Education Campaign, targeting outreach and education of low-income and elderly consumers regarding OPC's services and the benefits and options for energy-efficiency programs and practices in the District. This was accomplished through OPC's door-to-door campaign from September through October, wherein it disseminated educational publications to increase resident awareness of the existence of OPC and the services it provides to DC utility consumers, in addition to information on energy efficiency, renewable energy and low-income energy assistance programs offered in the District. As a result, OPC provided beneficial information to 8,358 low-income and elderly households in Wards 5, 7 and 8. Based on another focus group recommendation, OPC placed informational announcements in publications like East of the River and The Beacon to inform consumers how OPC can assist them in resolving their utility issues. The Office has also expanded its information dissemination to include notices on metro trains and buses to advise consumers of the services it offers. Finally, OPC has prepared a formal report on the work of the seniors' focus group and OPC's actions in response thereto.

45. Please identify all electronic databases maintained by OPC, including the following:

A. A detailed description of the information tracked within each system

The office is in the process of upgrading the Consumer Information Database (CID) from Microsoft Access to Leidos IQ, an enterprise-strength business process management solution. The new database will enable OPC to be more responsive to its external and internal customers. IQ provides the capabilities to effectively manage information, track processes and measure performance.

OPC's CID was first created in 1998 to be the repository of confidential information provided by consumers regarding disputes with utility companies. The CID is used to log, track, and compile District utility consumers' inquiries and complaints about the District's utility-service providers. Inquiries and complaints are received by telephone, email, facsimile, in person at the Office, community meetings, and by referral from District Council members and their staff or other District government agencies. The CID also allows the Consumer Services Division to track meetings attended by ward, subject matter of the outreach event and community concerns and questions arising during educational and outreach meetings. The CID tracks consumer complaints taken in various languages (as per D.C. Language Access Law). OPC staff uses the information to develop a chronology of how OPC staff resolves individual consumer complaints. The information contained within the CID includes the individual consumer's name, address, telephone number(s), gender, account number, type(s) of complaints, the applicable utility, and results of the staff interaction with the complainant and utility company representatives. For reporting purposes, consumer complaints data can be retrieved on a daily, monthly, quarterly, and yearly basis.

Time Matters:

The OPC Litigation Services Division (LSD) utilizes Time Matters for document management. Copies of all filings received from external sources, as well as all outgoing filings from our office, are scanned and saved in Time Matters.

SharePoint:

LSD utilizes this database to transfer large files or quantities of data that cannot be e- mailed easily. Currently, SharePoint has files uploaded from discs that the Office received associated with data responses from the recent rate case The Office has expanded the functionality of this data base to allow it to create and configure the SharePoint site for HR personnel within the existing OPC SharePoint environment. The site now includes the following features: HR Administration, Benefits, Forms and templates, Expenses and Reimbursements, News and Updates, Travel Arrangements, Administrative orders, and Employee Training Scheduling, ordering office supplies, materials and scheduling of conference rooms, and vans.

B. *The age of the system and any discussion of substantial upgrades that have been made or are planned to the system*

The CID was created in June 1998. The Agency has upgraded the CID to further enhance its flexibility for data input and retrieval with the following improvements:

- *Back-end information migrated to a MS SQL server for better performance, security, and cross-platform information access;*
- *Allow the staff to capture consumer complaints taken in various languages (D.C. Language Access Law);*
- *Better record search methods using more complex criteria;*
- *Better and more refined reporting;*
- *Capability to link documents including scanned documents, Adobe Acrobat documents (PDF), Word, Excel, and many graphic format files;*
- *Adding more information to complaint records that were not tracked in the previous database; and*
- *Ability to look up Ward information and plotting Google maps from record addresses.*

The Time Matters and SharePoint database systems were created in 2011 and 2012, respectively.

Time Matters and SharePoint databases are newer databases that are have been finalized for optimized use by the Agency to perform the following functions:

- *Better and more refined reporting;*
- *Capability to link documents including scanned documents, Adobe Acrobat documents (PDF), Word, Excel, and many graphic format files;*
- *Adding more information to complaint records that were not tracked in the previous database; and*
- *Ability to look up Ward information and plotting Google maps from record addresses*

C. *Whether the public can be granted access to all or part of each system*

Identification of persons who have access to each system, and whether the public can be granted access to all or part of each system Because of its sensitive nature, CID data is confidential. Access to CID data is limited only to Consumer Services and several Litigation Division staff members. The public does not have access to any component of the CID. The public has access to the Office website to file a consumer complaint and to schedule educational and outreach meetings. The Time Matters program itself is a user interface facilitating the management of documents. The files themselves are saved on our office network on a drive referred to as the "Litigation Drive." The Litigation Drive is accessible to all LSD staff. The public does not have access to our network. Accessing SharePoint requires a URL, a username, and a password. The usernames and passwords are generated and

distributed by OPC's Computer Specialist. LSD staff and consultants involved. LSD staff is able to upload, download, and manipulate information on SharePoint. Consultants are limited to downloading information. The public does not have access to SharePoint.

- 46. What has the agency done in the past year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.**

OPC has become more transparent to the public through increased use of Twitter and Facebook to inform consumers of agency services and events, utility news that affects their households and opportunities for them to participate in rate case proceedings at the Public Service Commission. The social media reach has steadily growth and expanded. For example, at the start of 2016, OPC had 370 Twitter followers. At the end of 2016, that number had doubled. In addition, the agency provided a social media class for staff members to learn how social media can be used to engage consumers. The social media strategy is being expanded to include greater use of videos and other media to draw consumers to information that will help them save energy and money, and keep them better informed about how OPC is advocating, educating and protecting them.

47. How does the agency solicit feedback from customers?

OPC solicits feedback from consumers through its Consumer Education and Outreach Program and Informal Complaints Resolution process. OPC staff also interacts with Council members' staff, Advisory Neighborhood Commissioners, civic and citizen association members, as well as senior citizen and other community groups regarding the quality, affordability, and reliability of the District's utility services.

Consumer feedback is solicited by phone, facsimile, email, Facebook, Twitter, website, regular mail and direct interaction with consumers. Following community meetings, OPC staff completes Community Evaluation Surveys, which identify the organization sponsoring the meeting, government/utility/community leaders in attendance, and consumers' key utility questions. For example, following OPC sponsored events, OPC staff conducted consumer surveys. The surveys provide very useful information on attendance, impressions of the event, the usefulness of the information presented, how the event could be improved, and concerns about utility services.

48. Has the agency changed its practices as a result of such feedback?

Through feedback, OPC has received valuable information detailing utility ratepayers' opinions about the quality of their experiences with the District's utility services, rates and billing, reactions to changes affecting the District's utility markets, effectiveness of the utility regulatory process, and OPC's role as utility consumer advocate. As an example, consumers have expressed problems and concerns regarding their experiences with Third Party Suppliers (TPS). Consumers' complaints about TPS marketing and business practices and "variable rates" were the impetus for OPC's petition to investigate their marketing activities in the District. That consumer feedback led to OPC's filing a petition for investigation before the DC Public Service Commission. Also, ratepayers filed complaints about WGL's failure to notify residents before starting construction projects or relocating meters. As a result, OPC initiated an investigation of WGL's pipe replacement and meter relocation practices.

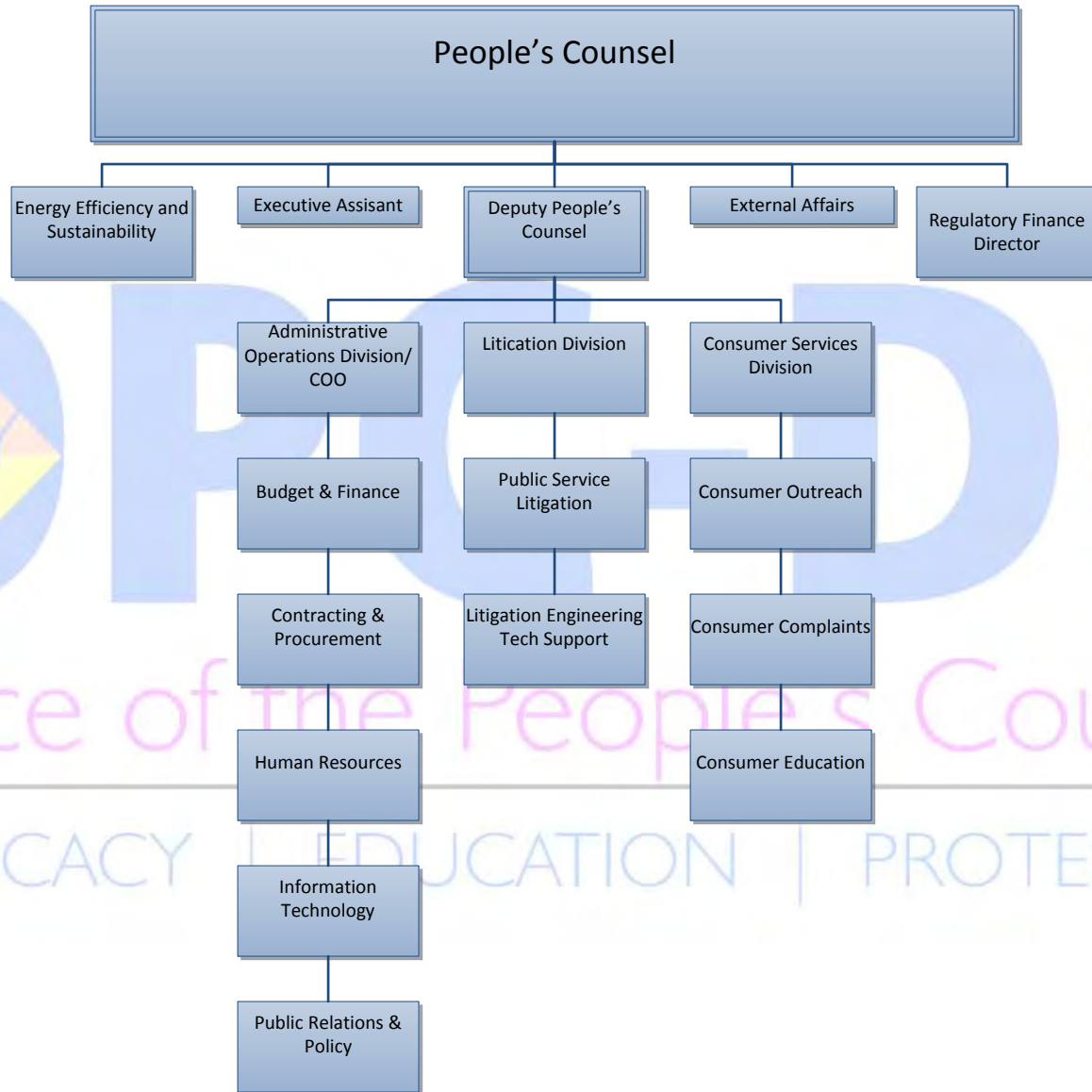
OPC receives feedback on the effectiveness of its policies and practices through consumers' comments. This feedback allows the Office to tailor its representation and advocacy to consumers' needs. As a result of consumer feedback, OPC has enhanced its social media presence through its website, Facebook and Twitter to better reach the District's changing demographics. Use of social media augments OPC's "traditional" education and outreach program, using community meetings and email blasts for information exchange and feedback.

49. Please provide any addition information, feedback, or requests to the Committee that OPC deems necessary.

OPC has no additional questions or comments at this time.

ATTACHMENT 1
“OPC ORG CHART”

OPC FUNCTIONAL ORG CHART
Office of the People's Counsel for the District of Columbia



OPC

Office of the People's Counsel

ADVOCACY | EDUCATION | PROTECTION

ATTACHMENT 2
“POSITION LISTING”

Question 2: Please provide a complete, up-to-date position listing for your agency, which includes the following information:



POSITION LISTING FOR THE PEOPLE'S COUNSEL (DJ0)

Position Listing (FY 2017)

Fund: O-Type

	POSITION TITLE	NAME	Hire date	GRADE	STEP	SALARY	JOB STATUS	#
Program: People's Counsel Activities: Consumer Advocacy and Representation Activity 2010	People's Counsel	Mattavous Frye,Sandra	10/1/1984	11	0	182,196	Continuing	0.75
	Deputy Peoples Counsel	Sistrunk,Karen Rene	9/18/2006	2	0	171,875	Continuing	0.95
	Assistant Peoples Counsel	Burton,Barbara Lynne	7/25/1993	14	10	145,755	Continuing	0.05
	Public Policy Analyst	Jones,Laurence F	6/11/1995	15	0	125,811	Continuing	0.30
	Accountant/Rate Case Manager	Gumer,Naunihal Singh	4/26/1987	17	0	156,221	Continuing	0.95
	Assistant Peoples Counsel	Lopez,Danielle	7/2/2012	15	7	158,311	Continuing	0.95
	Assistant Peoples Counsel	Mallory,Kenneth Kever	2/10/2014	14	5	127,115	Continuing	0.05
	Assistant Peoples Counsel	Smith,Travis Randall	9/3/2013	15	9	165,071	Continuing	0.95
	Electrical Engineer	Cumberbatch,Jason Selwyn	9/8/2014	13	8	99,229	Continuing	0.50
	Public Information Officer	McCoy,Doxie A	1/4/2016	13	0	116,390	Continuing	0.10
	Paralegel Specialist	Dodson,Tamika Renee	6/27/2004	9	8	57,741	Continuing	0.20
	Assistant Peoples Counsel	Abdus-Shahid,Talib Sirraaj	7/2/2012	15	7	158,311	Continuing	0.95
	Assistant Peoples Counsel	Sears,Arick R	12/6/2010	14	6	130,855	Continuing	0.05
	Assistant Peoples Counsel	Daniels,Laurence Christopher	1/30/2000	15	10	168,403	Continuing	1.00
	Consumer Outreach Specialist	Gross Bethel,Jean M	10/29/1984	13	10	104,423	Continuing	0.75
	Litigation Assistant	Houston,Dwayne C	1/23/2017	11	1	56,852	Continuing	0.20
	Consumer Outreach Specialist	Marcus-Garvie,Abigail Betsy	6/20/2010	11	10	73,295	Continuing	0.30
	Consumer Outreach Specialist	Jefferson,Linda Holland	5/29/2007	14	5	108,063	Continuing	0.30
	Consumer Complaint Specialist	Morse,Cheryl Lee	9/17/2006	13	7	96,632	Continuing	0.20
	Consumer Outreach Specialist	Jones,Erica Katrina	12/17/2012	11	1	56,852	Continuing	0.95
	Assistant Peoples Counsel	Johnson,Thaddeus Jerome	4/21/2013	13	7	113,893	Continuing	0.20
	Consumer Outreach Specialist	Garrick,Silvia V	12/20/1993	13	9	101,826	Continuing	0.30
	Consumer Outreach Specialist	Nelson,Pamela Alexis	4/3/2000	14	6	111,131	Continuing	0.30
	Chief Operations Officer	Scott,Eric B	11/17/2014	16	0	160,300	Continuing	0.50
	Consumer Outreach Specialist	Marencic,Stephen	1/25/2016	11	8	69,641	Continuing	0.50
	Policy Analyst	Harmon,Phillip G	12/1/1997	15	0	129,434	Continuing	0.20
	Senior Economist	Mariam,Yohannes K.G.	8/6/2007	15	0	123,478	Continuing	0.95
Program Coordinator III	Austin, Keishaa Velva	2/9/2015	13	9	101,826	Continuing	0.20	
								13.60

Program: People's Counsel
Activities Public Information and Dissemination
Activity 2020

People's Counsel	Mattavous Frye,Sandra	10/1/1984	11	0	182,196	Continuing	0.25
Deputy Peoples Counsel	Sistrunk,Karen Rene	9/18/2006	2	0	171,875	Continuing	0.05
Assistant Peoples Counsel	Burton,Barbara Lynne	7/25/1993	14	10	145,755	Continuing	0.95
Public Policy Analyst	Jones,Laurence F	6/11/1995	15	0	125,811	Continuing	0.70
Accountant/Rate Case Manager	Gumer,Naunihal Singh	4/26/1987	17	0	156,221	Continuing	0.05
Assistant Peoples Counsel	Lopez,Danielle	7/2/2012	15	7	158,311	Continuing	0.05
Assistant Peoples Counsel	Mallory,Kenneth Kever	2/10/2014	14	5	127,115	Continuing	0.95

Question 2: Please provide a complete, up-to-date position listing for your agency, which includes the following information:



POSITION LISTING FOR THE PEOPLE'S COUNSEL (DJ0)

Position Listing (FY 2017)

Fund: O-Type

	POSITION TITLE	NAME	Hire date	GRADE	STEP	SALARY	JOB STATUS	#
Vacancies:								
Agency Management/Information Tech	Computer Specialist	Vacant	5/28/2017	9	1	47,185		1.00
People's Counsel/Consumer Advocacy	Manager, Consumer Services	Vacant	3/13/2017	14	0	119,591		0.30
People's Counsel/Public Information	Manager, Consumer Services	Vacant	3/13/2017	14	0	119,591		0.70
People's Counsel/Consumer Advocacy	Assistant Peoples Counsel	Vacant	3/13/2017	14	0	112,155		0.95
People's Counsel/Public Information	Assistant Peoples Counsel	Vacant	3/13/2017	14	0	112,155		0.05
Agency Management/Budget Operat	Budget Analyst	Vacant	6/12/2017	13	4	96,090		1.00
	Total Vacancies							4.00
Grand Toal-Agency-Authorized								41.40

Question 2: Please provide a complete, up-to-date position listing for your agency, which includes the following information:



POSITION LISTING FOR THE PEOPLE'S COUNSEL (DJ0)

Position Listing (FY 2017)

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	Public Policy Analyst	Jones,Laurence F	6/11/1995	15	0	125,811	Continuing	0.30
	Accountant/Rate Case Manager	Gumer,Naunihal Singh	4/26/1987	17	0	156,221	Continuing	0.95
	Assistant Peoples Counsel	Lopez,Danielle	7/2/2012	15	7	158,311	Continuing	0.95
	Assistant Peoples Counsel	Mallory,Kenneth Kever	2/10/2014	14	5	127,115	Continuing	0.05
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	Assistant Peoples Counsel	Abdus-Shahid,Talib Sirraaj	7/2/2012	15	7	158,311	Continuing	0.95
	Assistant Peoples Counsel	Sears,Arick R	12/6/2010	14	6	130,855	Continuing	0.05
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	Consumer Outreach Specialist	Jones,Erica Katrina	12/17/2012	11	1	56,852	Continuing	0.95
	Assistant Peoples Counsel	Johnson,Thaddeus Jerome	4/21/2013	13	7	113,893	Continuing	0.20
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	Chief Operations Officer	Scott,Eric B	11/17/2014	16	0	160,300	Continuing	0.50
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	Policy Analyst	Harmon,Phillip G	12/1/1997	15	0	129,434	Continuing	0.20
	Senior Economist	Mariam,Yohannes K.G.	8/6/2007	15	0	123,478	Continuing	0.95
Program Coordinator III	Austin, Keishaa Velva	2/9/2015	13	9	101,826	Continuing	0.20	
								13.60

Program: People's Counsel
Activities Public Information and Dissemination
Activity 2020

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Deputy Peoples Counsel	Sistrunk,Karen Rene	9/18/2006	2	0	171,875	Continuing	0.05
Assistant Peoples Counsel	Burton,Barbara Lynne	7/25/1993	14	10	145,755	Continuing	0.95
Public Policy Analyst	Jones,Laurence F	6/11/1995	15	0	125,811	Continuing	0.70
Accountant/Rate Case Manager	Gumer,Naunihal Singh	4/26/1987	17	0	156,221	Continuing	0.05
Assistant Peoples Counsel	Lopez,Danielle	7/2/2012	15	7	158,311	Continuing	0.05
Assistant Peoples Counsel	Mallory,Kenneth Kever	2/10/2014	14	5	127,115	Continuing	0.95

Question 2: Please provide a complete, up-to-date position listing for your agency, which includes the following information:



POSITION LISTING FOR THE PEOPLE'S COUNSEL (DJ0)

Position Listing (FY 2017)

Fund: O-Type

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People's Counsel/Public Information	Manager, Consumer Services	Vacant	3/13/2017	14	0	119,591		0.70
People's Counsel/Consumer Advocacy	Assistant Peoples Counsel	Vacant	3/13/2017	14	0	112,155		0.95
People's Counsel/Public Information	Assistant Peoples Counsel	Vacant	3/13/2017	14	0	112,155		0.05
Agency Management/Budget Operat	Budget Analyst	Vacant	6/12/2017	13	4	96,090		1.00
	Total Vacancies							4.00
Grand Toal-Agency-Authorized								41.40

ATTACHMENT 3
“OPC FTEs”

Question 3: Provide the number of FY16 full-time equivalents ("FTEs") for the agency, and FY17 FTEs to date, broken down by program and activity. Please also note the number of vacancies at the close FY16 and in FY17, to date, by program and activity.



**POSITION LISTING FOR THE PEOPLE'S COUNSEL (DJ0)
Position Listing (FY 2016)**

Fund: O-Type

	POSITION TITLE	NAME	Hire date	GRADE	STEP	SALARY	JOB STATUS	#
Program: People's Counsel Activities: Consumer Advocacy and Representation Activity 2010	People's Counsel	Mattavous Frye,Sandra	10/1/1984	11	0	170,086	Continuing	0.75
	Deputy Peoples Counsel	Sistrunk,Karen Rene	9/18/2006	2	0	160,631	Continuing	0.95
	Assistant Peoples Counsel	Burton,Barbara Lynne	7/25/1993	14	10	131,660	Continuing	0.05
	Public Policy Analyst	Jones,Laurence F	6/11/1995	14	10	119,811	Continuing	0.30
	Accountant/Rate Case Manager	Gumer,Naunihal Singh	4/26/1987	17	0	151,671	Continuing	0.95
	Assistant Peoples Counsel	Lopez,Danielle	7/2/2012	15	7	142,948	Continuing	0.95
	Assistant Peoples Counsel	Mallory,Kenneth Kever	2/10/2014	14	5	114,775	Continuing	0.05
	Assistant Peoples Counsel	Smith,Travis Randall	9/3/2013	15	9	150,892	Continuing	0.95
	Electrical Engineer	Cumberbatch,Jason Selwyn	9/8/2014	13	8	96,341	Continuing	0.50
	Public Information Officer	McCoy,Doxie A	1/4/2016	13	0	113,000	Continuing	0.10
	Paralegal Specialist	Dodson,Tamika Renee	6/27/2004	9	8	56,059	Continuing	0.20
	Assistant Peoples Counsel	Abdus-Shahid,Talib Siraaj	7/2/2012	15	7	142,948	Continuing	0.95
	Assistant Peoples Counsel	Sears,Arick R	12/6/2010	14	6	118,152	Continuing	0.05
	Assistant Peoples Counsel	Sitaraman,Nicole Williams	6/3/2013	14	8	124,906	Continuing	0.95
	Assistant Peoples Counsel	Daniels,Laurence Christopher	1/30/2000	15	10	154,864	Continuing	1.00
	Consumer Outreach Specialist	Gross Bethel,Jean M	10/29/1984	13	10	101,385	Continuing	0.75
	Manager, Consumer Services	Bunn,Sheila	5/16/2016	14	0	135,000	Continuing	0.30
	Consumer Outreach Specialist	Marcus-Garvie,Abigail Betsy	6/20/2010	11	10	71,161	Continuing	0.30
	Consumer Outreach Specialist	Jefferson,Linda Holland	5/29/2007	14	5	104,916	Continuing	0.30
	Consumer Complaint Specialist	Morse,Cheryl Lee	9/17/2006	13	7	93,819	Continuing	0.20
	Administrative Assistant	Jones,Erica Katrina	12/17/2012	9	5	51,667	Continuing	0.95
	Assistant Peoples Counsel	Johnson,Thaddeus Jerome	4/21/2013	13	7	102,843	Continuing	0.20
	Consumer Outreach Specialist	Garrick,Silvia V	12/20/1993	13	9	98,863	Continuing	0.30
	Consumer Outreach Specialist	Nelson,Pamela Alexis	4/3/2000	14	6	107,895	Continuing	0.30
Chief Operations Officer	Scott,Eric B	11/17/2014	16	0	155,631	Continuing	0.50	
Consumer Outreach Specialist	Marencic,Stephen	1/25/2016	11	8	67,613	Continuing	0.50	
Policy Analyst	Harmon,Phillip G	12/1/1997	15	0	125,664	Continuing	0.20	
Senior Economist	Mariam,Yohannes K.G.	8/6/2007	15	0	119,882	Continuing	0.95	
Executive Assistant	Austin, Keishaa Velva	2/9/2015	12	10	87,374	Continuing	0.20	
								14.65
Program: People's Counsel Activities Public Information and Dissemination Activity 2020	People's Counsel	Mattavous Frye,Sandra	10/1/1984	11	0	170,086	Continuing	0.25
	Deputy Peoples Counsel	Sistrunk,Karen Rene	9/18/2006	2	0	160,631	Continuing	0.05
	Assistant Peoples Counsel	Burton,Barbara Lynne	7/25/1993	14	10	131,660	Continuing	0.95
	Public Policy Analyst	Jones,Laurence F	6/11/1995	14	10	119,811	Continuing	0.70

ATTACHMENT 4E
“FY 16 and FY 17, to date, TRAVEL
EXPENSES”

**Question 4E:**

A list of travel expenses, arranged by employees. For each such occurrence, list the official event titles, the names and job titles of the individuals who attended the event, the cost (detailed by cost of registration, lodging, airfare, per diems, etc.) of attending the event, the funding source used to pay for each expense, and how participation benefited the agency and its clients.

Please see response below:

**OFFICE OF THE PEOPLE'S COUNSEL (DJO)
FY 2016 EDUCATION & TRAINING RELATED TRAVEL EXPENSES**

TRAVELER	PAYABLE TO:	TITLE	CONFERENCE TITLE	CONFERENCE DATES (START DATE)	CONFERENCE DATES (END DATE)	LOCATION	REGISTRATION	AIRFARE/TRAIN/RENTAL VEHICLE	LODGING	PER DIEM	Total Special Purpose 0631
ALICIA SMITH	ALICIA SMITH	Financial Specialist	Basics Practical Regulatory Training	10/11/15	10/16/15	Albuquerque, NM	1,125.00	751.20	535.34	280.50	2,692.04
ALICIA SMITH	ALICIA SMITH	Financial Specialist	GFOA 110th Annual Conference	05/21/16	05/25/16	Toronto, Ontario, Can	265.00	728.31	874.52	477.00	2,344.83
ALICIA SMITH	ALICIA SMITH	Financial Specialist	CAMP NARUC	08/07/16	08/12/16	Lansing, MI	1,150.00	487.48	518.95	324.50	2,480.93
ALYA SOLOMON	ALYA SOLOMON	Consumer Education Outreach Co	Low Income Energy Forum	05/18/16	05/19/16	Pittsburgh, PA		288.50	181.26	81.00	550.76
ALYA SOLOMON	ALYA SOLOMON	Consumer Education Outreach Co	NEAUC 2016 Annual Conference	06/05/16	06/09/16	Denver, CO	750.00	770.36	807.84	310.50	2,638.70
BARBARA BURTON	BARBARA BURTON	Assistant People's Counsel	NARUC 127TH Annual Meeting	11/08/15	11/11/15	Austin, TX	1,130.00	378.39	672.75	206.50	2,387.64
BARBARA BURTON	BARBARA BURTON	Assistant People's Counsel	2016 NASUCA Mid-Year Meeting	06/06/16	06/08/16	New Orleans, LA	450.00	459.02	621.58	160.00	1,690.60
CHERYL MORSE	CHERYL MORSE	Consumer Outreach Specialist	NEAUC 2016 Annual Conference	06/05/16	06/09/16	Denver, CO	750.00	844.13	807.84	310.50	2,712.47
CHRISTOPHER SELLERS	CHRISTOPHER SELLERS	Administrative Specialist	CAMP NARUC	08/07/16	08/12/16	Lansing, MI	1,150.00	506.12	485.00	324.50	2,465.62
DOXIE McCOY	DOXIE McCOY	Public Information Officer	2016 NABJ/NAHJ Convention Fair	08/22/16	08/25/16	Washington, DC	508.00				508.00
ERIC SCOTT	ERIC SCOTT	Chief Operations Officer	NARUC 127TH Annual Meeting	11/08/15	11/11/15	Austin, TX	450.00	488.64	672.75	206.50	1,817.89
ERIC SCOTT	ERIC SCOTT	Chief Operations Officer	NEAUC 2016 Annual Conference	06/05/16	06/08/16	Denver, CO	750.00	754.24	605.88	241.50	2,351.62
ERIC SCOTT	ERIC SCOTT	Chief Operations Officer	Electric Utility Rates & Impact of Renew	08/22/16	08/25/16	San Francisco, CA	1,840.00	861.26	741.79	259.00	3,702.05
ERICA JONES	ERICA JONES	Consumer Outreach Specialist	CAMP NARUC	08/07/16	08/12/16	Lansing, MI	1,150.00	416.70	485.00	324.50	2,376.20
FRANK SCOTT	FRANK SCOTT	Administrative Officer	Fred Pryor Seminars			WEB BASE	199.00				199.00
JASON CUMBERBATCH	JASON CUMBERBATCH	Electrical Engineer	CAMP NARUC	08/13/16	08/19/16	Lansing, MI	1,150.00	402.20	582.00	383.50	2,517.70
JEAN GROSS BETHEL	JEAN GROSS BETHEL	Consumer Outreach Specialist	Low Income Energy Forum	05/18/16	05/19/16	Pittsburgh, PA		418.55	181.26	81.00	680.81
JEAN GROSS BETHEL	JEAN GROSS BETHEL	Consumer Outreach Specialist	NEAUC 2016 Annual Conference	06/04/16	06/08/16	Denver, CO	750.00	664.96	807.84	310.00	2,532.80
KAREN SISTRUNK	KAREN SISTRUNK	Deputy People's Counsel	NARUC 127TH Annual Meeting	11/07/15	11/11/15	Austin, TX	1,130.00	483.96	897.00	265.50	2,776.46
KAREN SISTRUNK	KAREN SISTRUNK	Deputy People's Counsel	2016 NASUCA Mid-Year Meeting	06/05/16	06/08/16	New Orleans, LA	450.00	550.71	828.77	224.00	2,053.48
KEISHAA AUSTIN	KEISHAA AUSTIN	Executive Assistant	Duke Conference & Event			WEB BASE	1,190.00				1,190.00
KEISHAA AUSTIN	KEISHAA AUSTIN	Executive Assistant	CAMP NARUC	08/13/16	08/19/16	Lansing, MI	1,150.00	551.20	582.00	383.50	2,666.70
KENNETH MALLORY	KENNETH MALLORY	Assistant People's Counsel	Basics Practical Regulatory Training	10/11/15	10/16/15	Albuquerque, NM	1,125.00	793.70	848.91	280.50	3,048.11
LAURENCE DANIELS	LAURENCE DANIELS	Assistant People's Counsel	NARUC 127TH Annual Meeting	11/07/15	11/11/15	Austin, TX	450.00	467.20			917.20
LAURENCE DANIELS	LAURENCE DANIELS	Assistant People's Counsel	2016 NASUCA Mid-Year Meeting	06/05/16	06/08/16	New Orleans, LA	450.00	747.20	828.77	224.00	2,249.97
NAUNIHAL SINGH GUMER	NAUNIHAL SINGH GUMER	Accountant/Rate Case Manager	NARUC 127TH Annual Meeting	11/07/15	11/15/15	Austin, TX	1,130.00	803.21	897.00	265.50	3,095.71
NAUNIHAL SINGH GUMER	NAUNIHAL SINGH GUMER	Accountant/Rate Case Manager	Solar Focus 2015	12/07/15	12/07/15	Baltimore, MD	212.50				212.50
NAUNIHAL SINGH GUMER	NAUNIHAL SINGH GUMER	Accountant/Rate Case Manager	Consumer Solutions:Meeting Consumer	04/05/16	04/07/16	Miami, FL		139.48	74.77	160.00	374.25
NAUNIHAL SINGH GUMER	NAUNIHAL SINGH GUMER	Accountant/Rate Case Manager	13th Reff Wall Street Renewable Financ	05/20/16	06/22/16	New York, NY	999.00	535.96	1,094.92	185.00	2,814.88
NICOLE SITARAMAN	NICOLE SITARAMAN	Assistant People's Counsel	NARUC 127TH Annual Meeting	11/08/15	11/10/15	Austin, TX	450.00	434.70	448.50	147.50	1,480.70
NICOLE SITARAMAN	NICOLE SITARAMAN	Assistant People's Counsel	Solar Focus 2015	12/07/15	12/07/15	Baltimore, MD	87.50	32.52			120.02
PAMELA NELSON	PAMELA NELSON	Consumer Outreach Specialist	NEAUC 2016 Annual Conference	06/04/16	06/08/16	Denver, CO	750.00	818.82	807.84	310.50	2,687.16
SANDRA MATTAVOUS FRYE	SANDRA MATTAVOUS FRYE	People's Counsel	NARUC 127TH Annual Meeting	11/08/15	11/11/15	Austin, TX	1,130.00	483.96	879.00	265.50	2,758.46
SANDRA MATTAVOUS FRYE	SANDRA MATTAVOUS FRYE	People's Counsel	Authentic Leadership Development	02/08/16	02/13/16	Cambridge, MA	14,500.00	397.22			14,897.22
SANDRA MATTAVOUS FRYE	SANDRA MATTAVOUS FRYE	People's Counsel	2016 NASUCA Mid-Year Meeting	06/05/16	06/08/16	New Orleans, LA	450.00	448.32	627.57	224.00	1,749.89
SHEILA BUNN	SHEILA BUNN	Consumer Services Manager	CAMP NARUC	08/07/16	08/12/16	Lansing, MI	1,150.00	554.70	485.00	324.50	2,514.20
STEPHEN MARENCIC	STEPHEN MARENCIC	Consumer Outreach Specialist	CAMP NARUC	08/07/16	08/12/16	Lansing, MI	1,150.00	457.04	485.00	324.50	2,416.54
TAMIKA DODSON	TAMIKA DODSON	Paralegal Assistant	Fred Pryor Seminars			WEB BASE	299.00				299.00
TAMIKA DODSON	TAMIKA DODSON	Paralegal Assistant	CAMP NARUC	08/14/16	08/19/16	Lansing, MI	1,150.00			324.00	1,474.00
YOHANNES MARIAM	YOHANNES MARIAM	Senior Economist	Solar Focus 2015	12/07/15	12/07/15	Baltimore, MD	87.50	22.00			109.50
AGENCY GRAND TOTAL							43,057.50	17,941.96	19,366.65	8,189.50	88,555.61



Question 4E:

A list of travel expenses, arranged by employees. For each such occurrence, list the official event titles, the names and job titles of the individuals who attended the event, the cost (detailed by cost of registration, lodging, airfare, per diems, etc.) of attending the event, the funding source used to pay for each expense, and how participation benefited the agency and its clients.

Please see response below:

**OFFICE OF THE PEOPLE'S COUNSEL (DJ0)
FY 2017 EDUCATION & TRAINING RELATED TRAVEL EXPENSES**

TRAVELER	PAYABLE TO:	TITLE	CONFERENCE TITLE	CONFERENCE	CONFERENCE	LOCATION	REGISTRATION	AIRFARE/TRA	LODGING	PER DIEM	Total Special
BARBARA BURTON	BARBARA BURTON	Assistant People's Counsel	2016 NASUCA Annual Meeting	11/13/16	11/17/16	La Quinta, CA	450.00	871.20	850.79	288.00	2,459.99
JASON CUMBERBATCH	JASON CUMBERBATCH	Electrical Engineer	SEMA Conference	11/12/16	11/19/16	Orlando, FL	375.00	355.20	625.50	265.50	1,621.20
KAREN SISTRUNK	KAREN SISTRUNK	Deputy People's Counsel	2016 NASUCA Annual Meeting	11/13/16	11/17/16	La Quinta, CA	450.00	835.00	907.89	288.00	2,480.89
KENNETH MALLORY	KENNETH MALLORY	Assistant People's Counsel	2016 EBA Primer Series	11/02/16	11/05/16	New Orleans, LA	125.00	575.20	1,340.29	224.00	2,264.49
NAUNIHAL SINGH GUMER	NAUNIHAL SINGH GUMER	Accountant/Rate Case Manager	2016 NASUCA Annual Meeting	11/13/16	11/17/16	La Quinta, CA	450.00	736.20	907.89	288.00	2,382.09
NICOLE SITARAMAN	NICOLE SITARAMAN	Assistant People's Counsel	2016 NASUCA Annual Meeting	11/13/16	11/16/16	La Quinta, CA	450.00	987.20	1,323.58		2,760.78
PAMELA NELSON	PAMELA NELSON	Consumer Outreach Specialist	2016 Green the Church Summit	10/24/16	10/26/16	Windsor Mill, MD	50.00	117.90	339.72		507.62
SANDRA MATTAVOUS FRYE	SANDRA MATTAVOUS FRYE	People's Counsel	2016 NASUCA Annual Meeting	11/12/16	11/17/16	La Quinta, CA	450.00	783.20	941.84	352.00	2,527.04
YOHANNES MARIAM	YOHANNES MARIAM	Senior Economist	PEPCO's DC Bid Day	12/05/16	12/05/16	Baltimore, MD		49.50			
AGENCY GRAND TOTAL							2,800.00	5,310.60	7,237.50	1,705.50	17,004.10

ATTACHMENT 10

**“FY 16 and FY 17, to date, APPROVED
BUDGET”**

Question 10. Please provide a chart showing your agency's approved budget and actual spending, by program, for FY16 and FY17, to date. In addition, describe any variance between fiscal year appropriations and actual expenditures for FY16 and FY17, to date.

See Response below:



FY16

Expenditures through 09/30/16

1000 - AGENCY MANAGEMENT

CSG	Comptroller Source Group title	FY 2016 Approved Budget	FY 2016 Revised Budget	Expenditures	Variance	% Unexpended	Explanation of Variance
0011	REGULAR PAY - CONT FULL TIME	556,250.00	501,364.00	498,496.00	2,868.00	1%	Variance due to Vacant positions.
0014	FRINGE BENEFITS - CURR PERSONNEL	95,675.00	85,144.00	84,564.00	580.00	1%	Variance due to Vacant positions.
PERSONNEL SERVICES		651,925.00	586,508.00	583,060.00	3,448.00	1%	
0030	ENERGY, COMM AND BUILDING RENTALS	835.00	835.00	452.00	383.00	46%	Exp. as billed by DPW for automotive fuel.
0031	TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	36,580.00	42,860.00	42,180.00	680.00	2%	Telecommunication charges as billed by OCTO in FY 2016. Agency is billed as the expenditures occur. Expenditures included Request for Telephone Service charges (RTS) that are not initially budgeted.
0032	RENTALS - LAND AND STRUCTURES	1,206,496.00	634,496.00	633,733.00	763.00	0%	Expenditures based on the terms of the lease.
0040	OTHER SERVICES	308,272.00	303,404.00	295,514.00	7,890.00	3%	Agency needs were met and no additional funds were needed for Other Services and Charges.
0050	SUBSIDIES AND TRANSFERS	-	2,380,485.00	2,322,650.00	57,835.00	2%	The remaining balance for Subsidies and Charges category will be carried over to FY 2017 for refunds to the utility companies for FY 2012-2015. The companies contributed to the budget pool but could not be reimbursed due to no response from the companies regarding W9's.
0070	EQUIPMENT	157,000.00	219,748.00	217,972.00	1,776.00	1%	Agency did not need any additional funds at the year-end.
NON-PERSONNEL SERVICES		1,709,183.00	3,581,828.00	3,512,501.00	69,327.00	2%	
1000 - AGENCY MANAGEMENT TOTAL		2,361,108.00	4,168,336.00	4,095,561.00	72,775.00	2%	

100F - AGENCY FINANCIAL OPERATIONS

CSG	Comptroller Source Group title	FY 2016 Approved Budget	Revised Budget	Expenditures	Variance	% Unexpended	Explanation of Variance
0011	REGULAR PAY - CONT FULL TIME	270,609.00	272,609.00	272,577.00	32.00	0%	Variance due to labor distribution.
0013	ADDITIONAL GROSS PAY	-	411.00	410.00	1.00	0%	
0014	FRINGE BENEFITS - CURR PERSONNEL	46,545.00	65,125.00	57,661.00	7,464.00	11%	Variance due to fringe benefit rate fluctuations.
PERSONNEL SERVICES		317,154.00	338,145.00	330,648.00	7,497.00	2%	
100F - AGENCY FINANCIAL OPERATIONS TOTAL		317,154.00	338,145.00	330,648.00	7,497.00	2%	

2000 - OFFICE OF THE PEOPLES COUNSEL

CSG	Comptroller Source Group title	FY 2016 Approved Budget	Revised Budget	Expenditures	Variance	% Unexpended	Explanation of Variance
0011	REGULAR PAY - CONT FULL TIME	3,387,147.00	3,371,401.00	3,367,758.00	3,643.00	0%	Variance due to vacant FTEs.
0013	ADDITIONAL GROSS PAY	-	188.00	898.00	(710.00)	0%	Terminal leave payments to the staff that has left the agency in FY 2016.
0014	FRINGE BENEFITS - CURR PERSONNEL	582,589.00	631,900.00	631,331.00	569.00	0%	Variance due to vacant FTEs.
PERSONNEL SERVICES		3,969,736.00	4,003,489.00	3,999,987.00	3,502.00	0%	

0020	SUPPLIES	40,124.00	43,224.00	32,071.00	11,153.00	26%	Agency's needs for supplies were met and no additional funds were needed.
0040	OTHER SERVICES	237,968.00	314,792.00	270,574.00	44,218.00	14%	Agency's needs for Other Services and Charges items were met and no additional funds were needed.
0041	CONTRACTUAL SERVICES	722,000.00	954,589.00	954,553.00	36.00	0%	Agency's needs for Contractual Services items were met and no additional funds were needed.
NON-PERSONNEL SERVICES		1,000,092.00	1,312,605.00	1,257,198.00	55,407.00	4%	
2000 - OFFICE OF THE PEOPLES COUNSEL TOTAL		4,969,828.00	5,316,094.00	5,257,185.00	58,909.00	1%	
OPC FY 2016 TOTALS AS OF 09/30/16		7,648,090.00	9,822,575.00	9,683,394.00	139,181.00	1%	

ATTACHMENT 11
“FY 16 REPROGRAMMINGS”

Question 11: List any reprogramming which occurred in FY16 or which have occurred in FY17, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.



Response: In FY16, the agency reprogrammed the funds as follows:

ORIGINAL PURPOSE OF FUNDS	Comptroller Source Group	Comptroller Source Group	Amount of Reprogramming	Amount of Reprogramming	PURPOSE OF REPROGRAMMING
	From	To	Decrease	Increase	
#1					
The funds for the reprogramming were derived from the salary lapse (\$53,748) and \$25,000 was reprogrammed from contractual services budget line. Contractual Services funds were used to to address a higher priority item such as making the new space workable for OPC staff.	11,14,41	70	(\$78,748.00)	\$78,748.00	The reprogramming was needed for new space that had been added to agency per the lease executed in FY 2015. The agency had to furnish the new space with needed furniture and equipment and the reprogramming was processed with at goal.
#2					
The funds were initially budgeted for building rent at OPC's office loaction at 1133 15th. St. NW and additional funding for increased office space. The lease was renegotiated in FY 2016 that decreased the renatal cost by a significant amount.	32	31, 20,40,41,70	(\$490,000.00)	\$490,000.00	The reprogramming of funds was needed to align the budget with revised spending plans. The funds were needed to cover the cost of educational training and travel, vehicle maintenance, office support, contractual services. Reprogrammed funds covered the projected variance in fringe benefist and regular pay through September 30, 2016.
#3					
The funds were budgeted for personal services, equipment and supplies.	11,14,70,20,13	11,14,31,40	(\$147,645.00)	\$147,645.00	The reprogramming of funds was needed to cover the personal and non-personal services variances resulting from the need to align the budget with the expenditures at the Activity and Object level at the year-end. The variances resulted from the labor distribution changes, fringe benefit fluctuations and reconciliation Purchase Card transactions etc. at the year-end.
Agency Total			(\$716,393.00)	\$716,393.00	

FY 2017:

No funds have been reprogrammed in FY 2017 thus far.

ATTACHMENT 12
“FY 16 INTRA-DISTRICT
TRANSFERS”

Question 12: Provide an accounting of all intra-District transfers received by or transferred from the agency during FY 16 and FY 17, to date.



Response: See Table Below:

OPC-Buyer

Fund	CSG	Item	2016 Actual	FY 2017	Transferred To/From	Purpose
OPC-Buyer						
	20	Supplies	15,000	5,000	Office of Financial Resource & Management	Purchase and travel card advances
	30	Utilities-Auto Fuel	452	601	Department of Public works	Auto fuel for agency fleet
	31	Telephone, Telegraph, Telegram, Etc.	42,180	67,056	Office of the Chief Technology Officer	Telecommunications and RTS requests
	32	Building Rent	633,733	832,246	Office of Financial Resource & Management	Building rent for the agency's primary location
	40	Other Services and Charges (410)	20,000	20,000	Office of Financial Resource & Management	Purchase and travel card advances
		Other Services and Charges (404)	49	1,152	Department of Public Works	Maintenance and Repairs (AUTO)
		Other Services and Charges (494)	-	1,537	Office of the Chief Technology Officer	OCTO Assessment (Budget or FY 2016 was \$1,240.00)
		Other Services and Charges (402)	49,601	10,000	Office of Financial Resource & Management	Purchase and travel card advances
		Other Services and Charges (408)	30,000	15,000	Office of Financial Resource & Management	Purchase and travel card advances
	40	Other Services and Charges	741	840	Council of the District of Columbia	Purchase of D.C. Official Code
		Equipment (702)	-	5,000	Office of Financial Resource & Management	Purchase card advances
		Total	\$ 791,756	\$ 958,432		

OPC-Seller

No Funds were transferred to Office of the People's Counsel in FY 2016 by any District agency. The agency has not received any intra-District transfers in FY 2017 thus far.

ATTACHMENT 14
“FY 16 SPECIAL PURPOSE
REVENUE”



Question 14: Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY16 or FY17, to date. For each account, please list the following:

- The revenue source name and code
- The source of funding
- A description of the program that generates the funds.
- The amount of funds generated by each source or program in FY15 and FY16, to date
- Expenditures of funds, including the purpose of each expenditure, for FY15 and FY16, to date

Response:

See summary below:

**Office of the People's Counsel
Special Purpose revenue
FY 16 & FY 17 (as 2/9/17)**

Fund Title/Revenue Source	Rev. Object	Object	Account Description	FY 2016	Actuals	FY 2017	Actuals
OPERATING - UTILITY ASSESSMENT	1021	3226	UTILITIES REIMBURSEMENT	\$	8,003,495	\$	22,082
<i>Expenditures</i>					<i>9,683,396</i>		<i>2,434,228</i>
Balance				\$	(1,679,901)	\$	(2,412,146)

Program Description: Utility Assessment

Revenues are derived from fees assessed to the three traditional utilities (electric, gas and telephone) and competitive service providers. Each company is charged a pro rata share of the Public Service Commission's total approved annual operating budget based on their percentage share of the total jurisdictional revenue generated in the District of Columbia market place.

Note:

1. Utilities and competitive service providers are assessed their portion of the current fiscal year assessments in the month of August. FY 17 total revenue will not be due until August 2017.
2. Negative variance in revenue for FY 2016 is due to revenue refunds to the utility companies for FY 2012,13,14 and FY 15. Fund balance will be used to offset the variance.


Budgets:

FY 2016 approved budget= \$7,648,091.21

FY 2017 approved Budget =\$ 7,497,285.05

ATTACHMENT 18
**“FY 16 and FY 17 to date FIXED
COST”**

Question 18: Provide a list of OPC's fixed costs budget and actual spending for FY16 and thus far in FY17.


OFFICE OF THE PEOPLE'S COUNSEL
AGENCY FIXED COSTS
BUDGET VS ACTUAL
 As of 1-31-2017

ATTACHMENT 19

GROSS FUNDS	FY 2016				FY 2017				Description
	Appropriated Budget (Revised)	Actual	Variance	(%) Expended	Appropriated Budget	Actual	Variance	(%) Expended	
30 ENERGY, COMM. AND BLDG RENTALS	\$ 835	\$ 452	383	54%	\$ 601	\$ -	601	0%	Fleet Services Fuel Expense (DPW) - Actual usage as charged by the Department of Public Works for FY 2016. Agency is on target in spending the FY 2017 allocation.
31 TELEPHONE, TELEGRAPH, TELEGRAM, ETC	42,860	42,180	680	98%	67,056	1,137	65,919	2%	Telecommunications (OCTO) - In FY 2016 and FY 2017, the agency is currently spending below the target level. Expenditure level will be higher when all the telecommunication work has been completed and billed.
32 RENTALS - LAND AND STRUCTURES	634,496	631,733	2,763	100%	832,246	248,412	583,834	30%	The building lease for the agency was renegotiated in FY 2016 that brought the annual lease amount lower than that of FY 2016. The agency is on target in expending the FY 2017 appropriation. The approved budget for building rent was \$1,206,496 for FY 2016 that included funds for additional space build out.
35 OCCUPANCY FIXED COSTS	-	-	-	0%	1,774	73	1,701	4%	No funds were budgeted for occupancy for FY 2016 as estimated by Department of General Services.
GRAND TOTAL	\$ 678,191	\$ 674,365	\$ 3,826	99%	\$ 899,903	\$ 249,549	\$ 650,354	28%	

ATTACHMENT 20
“OPC 2015 ANNUAL REPORT”

Office of the People's Counsel

2015 ANNUAL REPORT

Preparing Today for a Brighter Utility Tomorrow




Office of the People's Counsel
ADVOCACY | EDUCATION | PROTECTION

★ ★ ★
WE ARE
WASHINGTON
DC

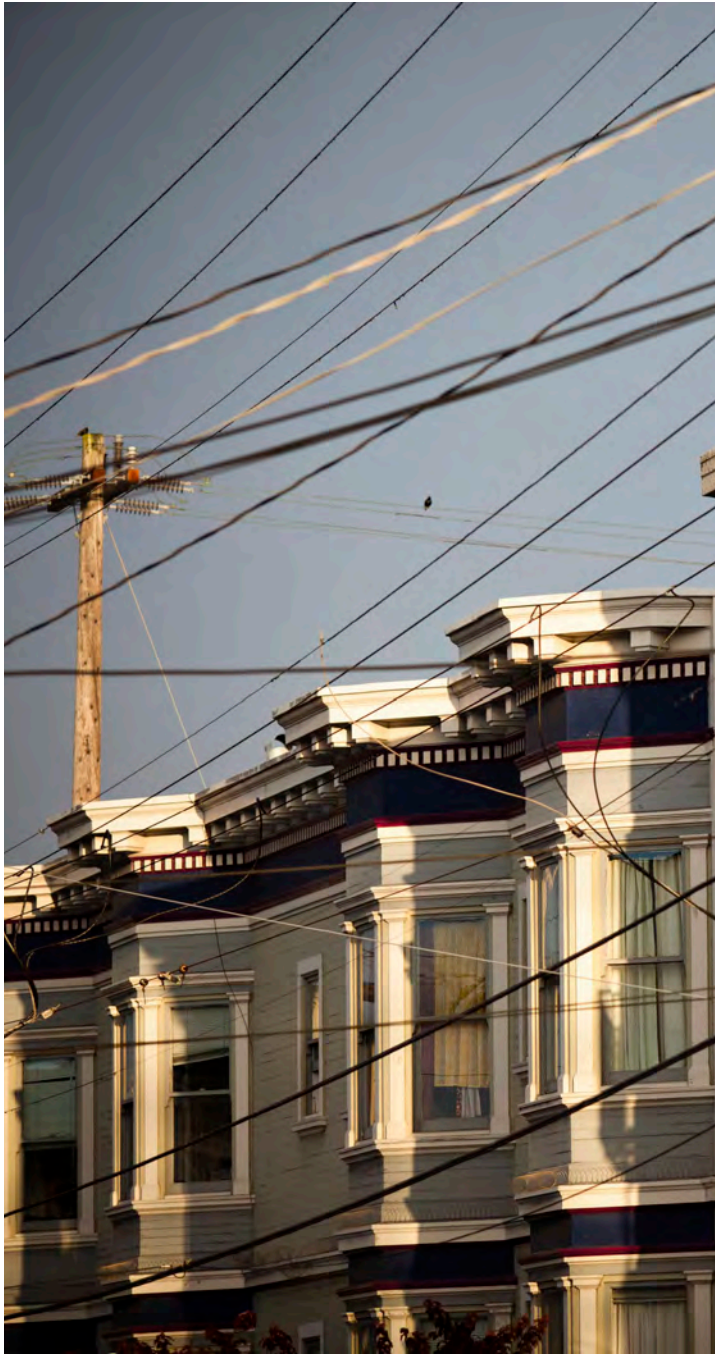


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LETTER FROM THE MAYOR

Dear District Residents:

I am pleased to join the Office of the People's Counsel in presenting its 2015 Annual Report: *Preparing Today for a Brighter Utility Tomorrow*.

This past year proved to be an unprecedented period for utility consumers in the District of Columbia, as numerous transitional issues emerged in the reshaping of the city's energy landscape. OPC has been at the forefront of these issues, working daily to educate, protect, and advocate for District ratepayers in all eight wards and ensure reliable and safe utility services.

By statute, OPC is mandated to engage in outreach activities to educate neighborhood leaders, community organizations, civic associations, and individuals on their rights, responsibilities, and options as utility consumers. Most notably, in April of 2015, OPC hosted "Horizons 2015: Uniting Energy, Technology and Consumers," which was free and open to all sectors of the public. This consumer education symposium featured hands-on workshops and presentations on the full scope of energy issues, ranging from solar initiatives and environmental justice to microgrids and pipeline undergrounding. The symposium was not only timely and informative, but also appropriate for a city that continually seeks to lead the nation in adopting and advancing energy efficiency and sustainability measures.

Lastly, OPC has been a steadfast resource for consumers needing help to pay utility bills and resolve disputes. OPC's advocacy remains an important part of my administration's efforts to create pathways to the middle class. I look forward to further opportunities to partner with the Office of the People's Counsel as we work together...*Preparing Today for a Brighter Utility Tomorrow*.

Sincerely,



Muriel Bowser
Mayor



MESSAGE FROM THE PEOPLE'S COUNSEL

Dear District of Columbia Consumers:

As People's Counsel for the District of Columbia, I am honored to present to you the 2015 Annual Report of the Office of the People's Counsel. This Annual Report shares the highlights of a very productive year for OPC — a year in which many challenging but rewarding opportunities were at hand. In the fall, it was my privilege to be reappointed by Mayor Muriel Bowser to serve a second term as your People's Counsel. I am honored and humbled by this opportunity to continue my service to District utility consumers and I am excited about what we can achieve together over the next four years. While this Annual Report offers a review of the prior year, I can assure you that OPC is already focused on Preparing Today for a Brighter Utility Tomorrow.

In 2015, the Office of the People's Counsel demonstrated dedication and commitment to every aspect of our mandate to educate, protect, and advocate on behalf of District ratepayers. We implemented numerous outreach initiatives in all eight wards of the city, litigated several critical cases before the DC Public Service Commission, and successfully resolved more than 2,000 consumer complaints and disputes with utility companies.

I am extremely proud of what my team has been able to accomplish in a single year. Moving forward, OPC will strive to an even higher degree to ensure that District residents have utility services that are affordable, reliable, safe, and — in every respect — reflective of the District of Columbia's goals to achieve energy efficiency and sustainability.

On April 18, 2015, we accomplished a key mandate for providing consumer education by sponsoring “Horizons 2015: Uniting Energy, Technology, and Consumers” at the University of the District of Columbia's David A. Clarke School of Law. Horizons 2015 was a first-of-its-kind endeavor in many ways. District residents were able to participate in interactive and informative workshops supporting topics such as hands-on energy efficiency, solar development, and senior consumers. Moreover, DC Public School students were featured in a fascinating essay and art contest. Horizons 2015 also featured presentations and discussions with leading utility industry experts and a keynote address by community activist Rev. Lennox Yearwood, Jr. of the Hip Hop Caucus. The event was a success because of the innovative



experiences it provided residents seeking comprehensive information on utility technology and service advancements.

In 2015 OPC played a major role in the Pepco/Exelon merger application, carrying out OPC's mandate to ensure affordable and reliable service for consumers. The Pepco/Exelon merger is perhaps the most important utility case of our time. The merger will shape the District's and the nation's utilities for decades to come. OPC's sole focus was to ensure that consumers at all levels received tangible and measureable benefits.

It was critical for OPC to keep consumers informed of the merger proceedings. We engaged residents by attending dozens of community and Advisory Neighborhood Commission meetings, and conducting numerous constituent briefings at our office. Moreover, we strongly encouraged District residents to let their voices be heard at Public Service Commission hearings on the case.



People's Counsel Sandra Mattavous-Frye with Horizons 2015 speaker, Quentin James, COO & Founding Partner at Vestige Strategies.

Simultaneously with the Pepco/Exelon merger, OPC litigated 17 additional cases in 2015. They included: the Washington Gas light pipe replacement settlement, the investigation into Verizon's transition from copper wire to a fiber-based network, the Pepco power line undergrounding project (DC PLUG), and the grid modernization proceeding. Indeed, it has been a busy year for OPC's litigation team, a fact that underscores the complexity of the new regulatory landscape taking shape in the District of Columbia.

As we look ahead, I can assure you that we will continue to be engaged with the community and proactively encourage ratepayers to remain vigilant, informed, and vocal. The consumer's voice must never be stifled, and diverse opinions must be heard in order to ensure a utility future that is inclusive and reflects the interests of residents in all eight wards of the District of Columbia.

As People's Counsel, I give my assurance that OPC will remain steadfast in advocating, protecting, and educating consumers in our great city. The Office of the People's Counsel is Preparing Today for a Brighter Utility Tomorrow that is environmentally and economically sustainable for generations to come.

Sincerely,

Sandra Mattavous-Frye
People's Counsel



*Mayor Muriel Bowser with People's Counsel
Sandra Mattavous-Frye and OPC staff.*

DC OFFICE OF THE PEOPLE'S COUNSEL MISSION STATEMENT

The Office of the People's Counsel is an independent agency of the District of Columbia government. By law, the Office advocates for consumers of natural gas, electric, and telephone services. The Office also represents the interests of District utility ratepayers before the DC Public Service Commission, Federal Energy Regulatory Commission, Federal Communications Commission, other utility regulatory bodies, and the courts. The Office is mandated to conduct consumer education and outreach, and may represent individual consumers with complaints related to their utility service and bills.

Through this mission, the Office of the People's Counsel is Preparing Today for a Brighter Utility Tomorrow for the benefit of consumers in all eight wards, as well as the betterment of the economy of the District of Columbia, the conservation of natural resources, and the preservation of environmental quality.



Consumer Services Division outreach at the Chinatown Community Cultural Center.

2015 OFFICE OF THE PEOPLE'S COUNSEL HIGHLIGHTS



2,000 Utility Consumer Complaints Resolved



100 Energy Efficiency Made Simple Workshops

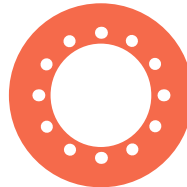


35 Community Briefings on Pepco/Exelon Merger



100% Compliance with DC Language Access Act

2,500 Limited and Non-English Speaking Persons Engaged



Active Support and Advocacy for Growth in Solar Energy
130% Increase in Investments in Solar Installations in DC



100% Compliance with DC Certified Business Enterprise Goals (contracts with local & small businesses)

ENGAGEMENT WITH DC RATEPAYERS

In order to best represent the ratepayers of the District of Columbia, People’s Counsel Sandra Mattavous-Frye met with community members and participated in events across all eight wards. Key appearances of the People’s Counsel are represented in the list below.

January 29	DC Council Committee on Business, Consumer and Regulatory Affairs hearing testimony on status of Pepco/Exelon merger, Washington Gas PROJECTpipes
January 30	WAMU 88.5 FM <i>Kojo Nnamdi Show</i> live interview on the Pepco/Exelon merger
February 2	Mayor Muriel Bowser’s Open House
February 4	WJLA-TV <i>Seven on Your Side</i> live interview on consumer complaints about high bills and the status of DC Power Line Undergrounding (DC PLUG) construction project
February 12	XM-Radio <i>The Armstrong Williams Show</i> live interview on the Pepco/Exelon merger
March 13	Greater Washington Urban League Whitney M. Young Jr. Memorial Dinner
March 14	Metropolitan Washington Council, AFL-CIO Evening with Labor Dinner
March 20	Foster Grandparents briefing on Pepco/Exelon merger
March 26	Ward 3 Democrats debate on Pepco/Exelon merger
March 31	State of the District Address
April 8	UDC Law School debate on Pepco/Exelon merger
May 9	At-Large Councilmember Vincent Orange’s Mother’s Day Celebration
May 14	Ward 4 Councilmember Brandon Todd’s Swearing-in Ceremony and Open House
May 18	U.S. Congress testimony on the role of the public advocate for the 21st Century Roundtable on the Energy Workforce Sector Jobs Initiative Act
June 1	Missionary Baptist Ministers Conference DC and Vicinity briefing on Pepco/Exelon merger
July 23	Ward 8 Councilmember LaRuby May’s Savannah Street Pop-Up Office
June 22	National Energy Utility Affordability Coalition Conference: Presentation on educating consumers about new energy providers
August 27	Ward 8 Councilmember LaRuby May’s Minnesota Avenue Pop-Up Office
September 9	DC for Democracy briefing on Pepco/Exelon merger
September 15	Public Power Advocates discussion on proposed DC municipal electric utility



Jean Gross-Bethel of Consumer Services, Gloria Canton of AARP Penn-Branch Chapter, People’s Counsel Sandra Mattavous-Frye, and Laurence Jones of Consumer Services as OPC is recognized for briefing seniors on the Pepco/Exelon merger.

September 26	Tenant Association Annual Summit Energy Efficiency Workshop at Gallaudet University
October 5	DC Council Committee on Business, Consumer and Regulatory Affairs hearing testimony on the Status of Utilities in the District of Columbia
October 14	Metropolitan Washington Council, AFL-CIO briefing on Pepco/Exelon merger
October 23	Holy Trinity United Baptist Church briefing on Pepco/Exelon merger
October 28	DC Federation of Civic Associations briefing on Pepco/Exelon merger
October 30	DC Council Committee on Business, Consumer and Regulatory Affairs hearing testimony on Heatwave Safety Amendment Act and Community Renewable Energy Emergency Amendment Act
November 3	Advisory Neighborhood Commission 8A briefing on Pepco/Exelon merger
November 4	Advisory Neighborhood Commission 8C briefing on Pepco/Exelon merger
November 5	Ward 4 Councilmember Brandon Todd’s Riggs LaSalle Community Center Senior Day consumer briefing
November 21	Ward 4 Democrats briefing on Pepco/Exelon merger
November 24	DC Federation of Civic Associations briefing on Pepco/Exelon merger

SERVING CONSUMERS

The Consumer Services Division (CSD) provides education and outreach to District consumers. CSD gives assistance and representation to individual consumers in disputes with utility companies. CSD also provides assistance and resources to community, civic, and consumer organizations that serve ratepayers. As part of this assistance, CSD representatives attended community events and meetings in all eight wards.

Horizons 2015 Symposium A Success

On April 18, 2015, OPC hosted Horizons 2015: Uniting Energy, Technology & Consumers, a groundbreaking consumer education symposium at the University of the District of Columbia David A. Clarke School of Law. Unlike previous consumer education events, Horizons 2015 challenged District residents and stakeholders to take a deep dive into conversations about emerging issues in the city's energy landscape. OPC is proud to report that Horizons 2015 met and surpassed its desired goals by exemplifying OPC's landmark efforts to raise community awareness about the energy marketplace and the "new energy normal." More than 200 people attended workshops on topics such as Microgrids in DC's Future, Community Institutions Going Solar, How to Become Energy Smart, and Uniting Seniors and Technology. Participants engaged in lively, thought-provoking discussions and received useful information that empowered them to make smarter energy consumption choices.

Several District government and regulatory leaders participated, including members of the DC Council; Director Tommy Wells of the District Department of Energy & Environment; Commissioner Willie Phillips of the DC Public Service Commission; and Dean Katherine S. Broderick of the University of the District of Columbia, David A. Clarke School of Law (UDC Law).

Several nationally known environmental and clean energy leaders gave dynamic speeches that educated attendees on the intersection between clean energy innovation, public health, and environmental stewardship. Quentin James, the Chief Operating Officer of Vestige Strategies and former National Director of the Sierra Club's Sierra Student Coalition, gave the morning 'Charge to the Audience' and got symposium attendees excited about the day. LaDoris G. Harris, Director of the U.S. Department of Energy Office of Economic Impact and Diversity, discussed her agency's forward-looking energy innovation, diversity, and community engagement programs. Climate justice and voting rights activist Reverend Lennox Yearwood, the President/CEO of the Hip Hop Caucus and UDC Alumnus, gave a spirited and inspirational keynote address. He talked about environmental justice issues in the District and the importance of clean energy to mitigate climate change and provide economic empowerment for DC neighborhoods.

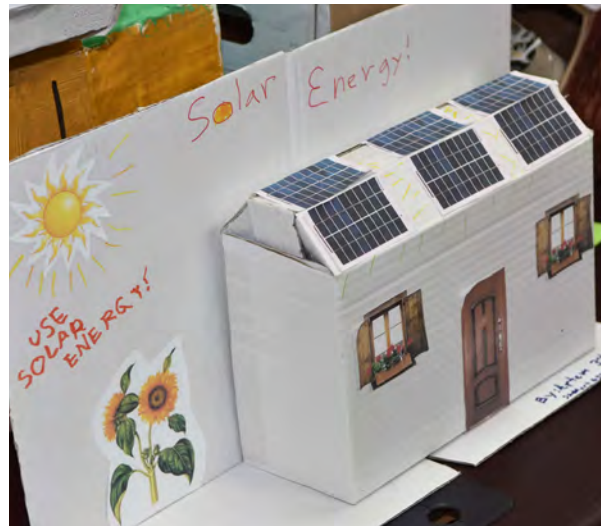
Horizons 2015 also featured a creative art and essay contest for DC Public Schools students. They crafted colorful and artistic reflections on energy efficiency, sustainability, conservation, and renewable energy. Mark Davis, President of WDC Solar, a solar energy company based in Ward 8, joined OPC staff in presenting prizes to the contest winners.

Horizons 2015 was co-sponsored by UDC Law, the DC Sustainable Energy Utility (SEU), DOEE, Pepco, Washington Gas, AARP DC and WDC Solar. Several community partners also helped make the symposium a success. They included the DC Federation of Civic Associations, 1776, Grid Alternatives, Groundswell, United Planning Organization, Greater Washington Urban League, Interfaith Power Light for MD, DC and VA, the Washington DC Chapter of the Sierra Club, and the YMCA.

OPC is proud to have provided a tremendous opportunity for consumers to engage with neighbors, government leaders, environmental activists, and students on issues we all face in the changing energy landscape. In its work Preparing Today for a Brighter Utility Tomorrow, OPC looks forward to presenting more dynamic consumer education events in the future.

HORIZONS 2015

The art & essay contest was a highlight of Horizons 2015. Judges scored colorful entries by DC Public School students on their creativity and display of energy efficiency, sustainability, conservation, and renewable energy themes.



A Win for Ratepayers: Securing Permanent Funding to Keep the Lights On

The OPC Energy Efficiency and Sustainability Section works closely with other consumer advocates to help secure resources that ensure utility consumers across our region have a voice in planning for the future of their utilities. In 2015, OPC secured a groundbreaking victory for District consumers related to obtaining permanent funding for the Consumer Advocates of PJM States, Inc. (CAPS). As the regional transmission organization that coordinates the movement of wholesale electricity in 13 states and the District of Columbia, “PJM” or “PJM Interconnection” is the electric grid operator responsible for “keeping the lights on” 365 days a year.

Securing permanent funding for CAPS will ensure that consumer advocate members have future, consistent resources to maintain full participation in the PJM stakeholder process and advocate for the interests of retail consumers at the wholesale energy market level.

The PJM stakeholder process is an integral part of the organization’s function as a regional transmission organization. Stakeholders engage in more than 200 meetings per year and review considerable technical material, which means that significant staffing and resources are necessary for meaningful engagement in the PJM planning process. CAPS was established in 2013, with initial funding coming as a result of the 2012 settlement between Constellation Commodities and the Federal Energy Regulatory Commission (FERC). In order to continue as a voice for consumers in the PJM stakeholder process, CAPS needed to secure guaranteed, permanent funding. This was accomplished through an amendment to a tariff FERC imposes on load-serving entities.

In 2015, CAPS worked diligently to persuade fellow PJM stakeholders that the continued participation of consumer advocates is critical to the credibility and success of the PJM stakeholder process. CAPS members formally submitted their funding proposal to the PJM stakeholders and they overwhelmingly approved the proposal in October 2015. OPC’s key role in obtaining PJM member approval for CAPS permanent funding helped to secure a critical victory for District consumers — Preparing Today for a Brighter Utility Tomorrow — and ensured that consumer perspectives will be represented in the PJM stakeholder process for many years to come.

Resolving Tyler House Billing Concerns

OPC’s Consumer Services Division works with consumers and utilities to resolve a wide array of consumer complaints about utility services, including high bills, disconnections, and questionable billing practices. These complaints assist OPC in identifying trends that may require further action. For example, in late June 2015, OPC began receiving calls from residents of the Tyler House Apartments, a 280-unit building located at 1200 North Capitol Street NW, who were concerned about their Washington Gas (WGL) bills.

The residents explained that over a two-year period, as their apartment building was undergoing extensive renovations, the landlord had moved many tenants around to one, two, or even three different units. During this time, billing from WGL was inconsistent and appeared inaccurate. Some residents reported they were told to pay as much as \$8,000 in “back charges.” OPC learned from tenants and verified with WGL that building management had gained access to individual WGL customer account numbers and included this information in letters announcing to tenants that their gas service would be disconnected if the charges were not paid by early July 2015.

Residents told OPC that they believed they were treated unfairly because there was no way to track how they were billed as they were moved to different apartments during building renovations. At issue was whether tenants had been billed for multiple accounts during their forced moves. Moreover, some tenants reported they had not even received a bill for more than six months.

With resident complaints in hand, OPC immediately contacted WGL and arranged for a 30-day moratorium to delay any action on all affected customers. OPC staff attended several tenant association meetings to provide residents with utility service information, including resources needed to navigate the complaints resolution process. OPC also arranged for the DC Public Service Commission to conduct tests to determine the accuracy of the meters serving each customer account, with representatives from OPC on-site to witness the tests.



Hispanic Coordinator Silvia Garrick shares tools and tips for saving energy and money with a constituent of the Mayor's Office on Latino Affairs.

“People’s Counsel Mattavous-Frye and her capable staff are very responsive to consumers in my community, providing us with information on a variety of utility topics and making sure that we have the background to make informed choices about our vital utility services. We know that OPC stands with the consumer.” - Mary Cuthbert, Chairperson of Advisory Neighborhood Commission 8C

Ultimately, OPC and the WGL consumer services division worked together to address resident concerns and provide relief. Corrective action included developing payment plans for consumers and referring them to agencies that provide energy assistance payments.

OPC’s Consumer Services Division continues to advise Tyler House residents. OPC’s goal is to ensure that tenants at Tyler House and rental properties across the city do not pay for services they did not use, as well as protect them from erroneous charges that could negatively affect their finances and overall quality of life.

Language Access Recognition

OPC remains committed to ensuring that our limited or non-English speaking clients receive safe, reliable, and affordable utility service. In 2015, OPC received its fourth consecutive rating of 100% for compliance with the Language Access Act, and received commendation from the DC Office of Human Rights for proactive efforts in assisting limited or non-English proficient (LEP/NEP) constituents. OPC staff has substantial contact with District residents who need language translation or interpretation services when they use our services or programs. Therefore, our message to LEP/NEP constituents is that their limited ability to speak English is no barrier to receiving quality service related to their public utility concerns. OPC’s LEP/NEP client base includes residents whose first language is Spanish, Amharic, Chinese, Korean, French, or Vietnamese.

OPC sponsors a public dialogue with at least one selected LEP/NEP community each year. On May 2015, Consumer outreach staff held a dialogue with Amharic-speaking residents at Hubbard Place Urban Village in Northwest to inform them of the services OPC provides. We emphasized that although some members of the Amharic-speaking community are not proficient in English, that is no barrier to receiving help with any utility matter, including billing disputes.

For the first time ever at a public event of its kind, OPC made available interpretation equipment at the Horizons 2015 consumer education symposium in April 2015. OPC also conducted walk-throughs in specific neighborhoods such as Mount Pleasant where LEP/NEP small businesses are located to introduce them to our services and distribute information about current utility issues. For example, OPC staff distributed a consumer alert with important information, including addressing high Pepco bills.

Consumer Complaints Resolution Process

OPC's mission to advocate on behalf of consumers includes not only advocacy before regulatory bodies, but also mediating resolutions for individual consumer complaints. OPC's comprehensive consumer complaints resolution process ensures utility ratepayers are adequately represented in their disputes with utility service providers.

The steps of the complaints resolution process include:

- 1 Consumer Services Division (CSD) staff receives complaints by phone, email, fax, community meetings, referrals from non-profit organizations, government agencies and the DC Council.
- 2 CSD staff interviews the consumer to gather information about their complaint and provide them with a description of OPC's informal complaints resolution process.
- 3 CSD initiates an investigation with the utility company.
- 4 CSD staff contacts the consumer to review the investigation findings.
- 5 If the consumer is dissatisfied, CSD staff informs the consumer that they can ask the Public Service Commission (PSC) to open a complaint investigation. Based on the findings of the PSC investigation, the consumer can request a PSC informal hearing and, subsequently, a formal hearing if the consumer is not satisfied with the decision. OPC can formally represent the consumer at a formal hearing convened by the PSC.



OPC is helping tenants adjust to paying an electric bill rather than having usage included in their rent payments. They will get individual apartment meters to replace the master meters like those shown here that collectively measure usage of all tenants.



Consumer Complaints by Utility

OPC's Consumer Services Division staff continued to represent DC consumers in utility related disputes in matters such as disconnections, poor service, and payment plans. In all, OPC received 2,058 consumer complaints during 2015. While the total number of complaints decreased compared to 2014, the variety and complexity of complaints has grown. More than half of the total complaints received involved Pepco services, followed by Washington Gas (WGL). Verizon complaints have continued to decrease over the last several years, possibly due to the steady growth of customer use of mobile phones or computer-based communications systems instead of the traditional landlines. Third Party Suppliers (TPS) complaints declined by more than 50% compared to the number of TPS complaints received in 2014.



PEPCO

In 2015, Pepco's consumer complaints totaled 1,189, representing 57% of all complaints received. Pepco's new billing format, high bills, time payment arrangements (TPAs), disconnection notices, and disconnections were some of the most frequent complaints received from consumers. On January 5, 2015, Pepco launched a new billing system and ensuing software issues caused it to withhold or issue partial bills to about 650 customers. Pepco customers also complained that they had not received bills for 60 or more days of service. Pepco offered negotiated time payment arrangements (TPAs) to customers to address this error. Complaints about high bills reflecting extended service periods decreased in the spring.



WASHINGTON GAS

Consumer complaints about WGL services slightly decreased from the number logged in 2014. In 2015, OPC received 471 WGL complaints, or 23% of the total OPC received. Complaints about WGL included high bills, billing disputes and disconnections. Some residents complained that they had not been notified prior to the start of construction work for PROJECTpipes in their neighborhoods. Consumers also cited WGL's online billing system and what they described as the poor quality of outsourced customer services.



VERIZON

OPC received 256 Verizon complaints in 2015, 13% of all complaints. Consumers expressed frustration with Verizon's FiOS marketing practices and concerns about information provided by technicians about the transition from copper to fiber optic cable, their rights to retain copper lines, and overall poor quality of customer services.

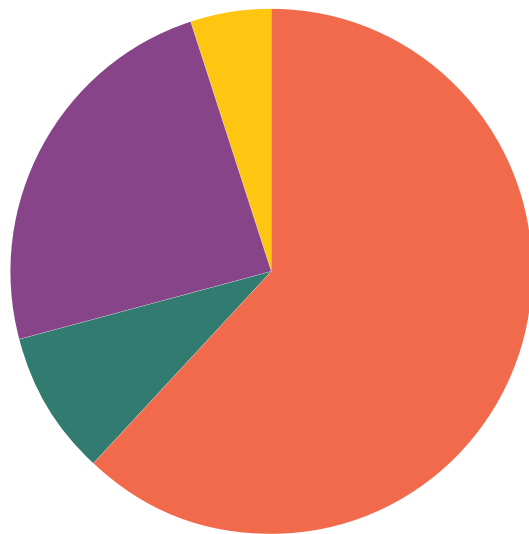
THIRD PARTY SUPPLIERS (TPS)

After accounting for 446 complaints in 2014, TPS complaints declined to 137 complaints in 2015, representing 7% of all complaints received. The decline can possibly be attributed to Public Service Commission Formal Case 1105, which resulted in a \$100,000 settlement with Starion Energy. Terms of the settlement required Starion Energy to recalculate hundreds of customers' bills.

“OPC staff is responsive and attentive to utility consumers' needs. The staff goes the extra mile to assist DC's residents in need.” - Venus Little, President of the Tyler House Apartments Tenants Association

What's in Your Electricity Bill?

Average Monthly Bill for a Standard Offer Service (SOS) Residential Customer, 2015-2016



- Generation / 62% / \$55.16
- Distribution / 24% / \$21.35
- Surcharges / 9% / \$7.67
- Transmission / 5% / \$4.76

LITIGATING FOR CONSUMERS

The OPC Litigation Services Division (LSD) consists of the Energy, Telecommunications, Technical and Market Monitoring Sections. LSD litigates cases involving utility companies before the Public Service Commission, federal regulatory agencies, and the DC Court of Appeals. This work includes all aspects of trial litigation and case management.

OPC Advocates for Consumers During Pepco/Exelon Merger

The merger between Pepco Holdings, Inc. and the Exelon Corporation generated more public interest and participation in 2015 than any other utility proceedings in recent memory. In April 2014, Chicago-based Exelon announced plans to purchase District-based Pepco and sought approval from the DC Public Service Commission. From the outset, the People's Counsel maintained that in order to meet the public interest standard necessary for the merger to proceed and gain OPC's support, the merger must deliver tangible benefits for District consumers, including rate relief, sustained improvements in reliability, and continued growth in energy efficiency and conservation programs. After careful examination of the merger application filed by the companies in July 2014, OPC found it to be wholly deficient in all of these areas and requested that the Commission reject it.

In August 2015, the Commission denied the merger, finding that the proposal included too many benefits for Pepco and Exelon, and too few benefits and several risks for consumers. While noting the deficiencies, the Commission declined to impose conditions that would prevent a merger under different terms. In October 2015, OPC and others filed a settlement agreement with the Commission seeking a number of consumer benefits in a future merger application, including rate increase credits, low-income energy assistance, and job training and employment opportunities for District residents. The filing also sought commitments from the companies to deploy solar and wind generation projects.

In February 2016, the Commission denied the settlement agreement, but offered an alternative proposal which OPC, the District government, and other parties believe fell short of the proposed agreement and therefore not in the public interest. Ultimately, the Commission approved the Pepco/Exelon merger, moving forward a revised agreement that OPC continues to oppose because it fails to offer consumer rate protections and other benefits that consumers deserve.

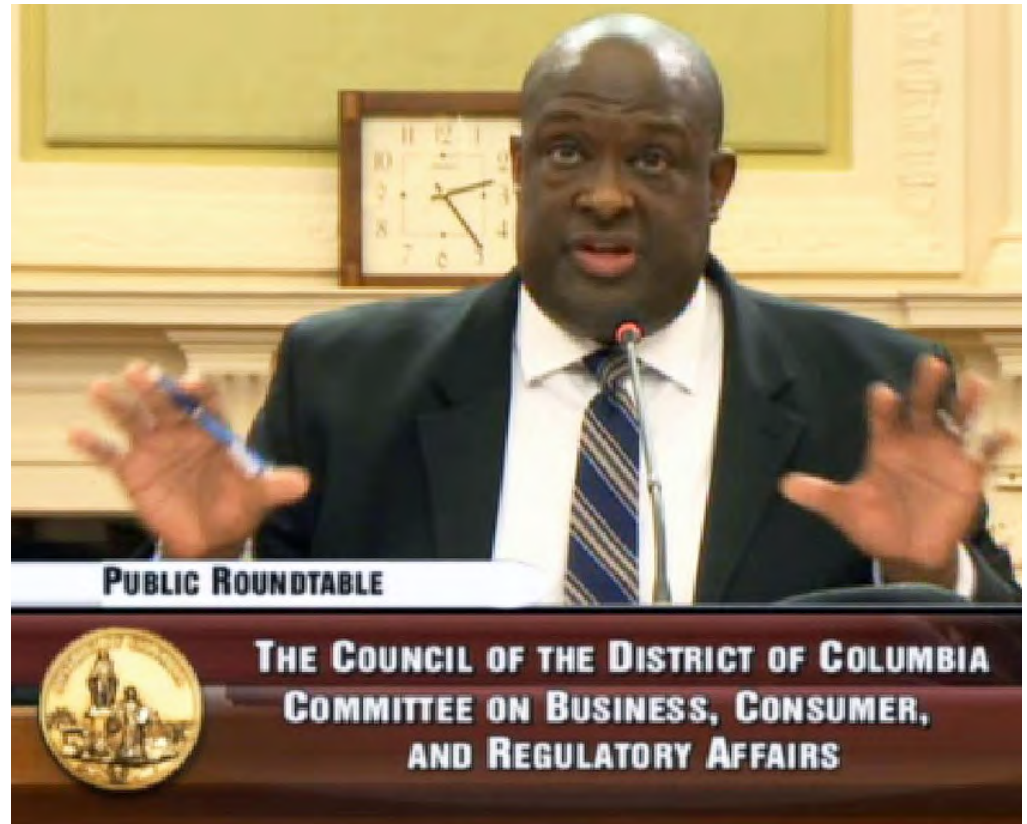
OPC is dedicated to Preparing Today for a Brighter Utility Tomorrow by advocating on a daily basis for reliable, safe, and environmentally sustainable electric service for consumers in the District of Columbia. OPC litigation staff are actively engaged in ensuring that Pepco/Exelon comply with the almost 150 provisions of the merger.

PROJECTpipes Moves Forward with Consumer Protections

One of the most worrisome concerns facing natural gas consumers is service reliability as a result of the aging infrastructure of natural gas pipes serving the city. To address this issue in the District, in August 2013 Washington Gas (WGL) filed a proposal with the DC Public Service Commission that detailed “PROJECTpipes,” a multi-million-dollar plan to increase reliability and safety by replacing hundreds of miles of outdated gas main lines. WGL sought approval to obtain up-front funds for the construction by adding a surcharge to its customers’ bills, rather than recovering funding through a traditional rate increase after project completion.

Consistent with OPC’s historical opposition to single-issue ratemaking and surcharges, OPC litigation staff initially opposed WGL’s surcharge request. However, once the Commission gave final approval to WGL’s five-year plan for PROJECTpipes on August 21, 2014 and the parties began settlement negotiations, it became apparent that OPC’s objective must focus on protecting consumer interests as the urgently-needed work moved forward. WGL estimates the cost of PROJECTpipes to be \$110 million for the first five years. For a typical residential heating customer, this translates to a 60-cent per month surcharge for the first year of the project.

After considering the Commission’s decision and public safety, OPC agreed to a surcharge for a limited period of time. WGL is required to file two rate cases during the span of PROJECTpipes, which will allow the cost of completed pipe replacement to be included when new rates are established and ensure that consumers do not have to pay an open-ended surcharge. To further ensure PROJECTpipes is transparent and accountable, OPC negotiated a unique settlement with WGL, with terms that require WGL to provide public access to project proposals for each year of implementation and facilitate opportunities for public review and comment.



OPC Director of Litigation Laurence Daniels testifies at DC Council hearing on the Pepco/Exelon merger.

Now underway with important consumer protections, PROJECTpipes is a mechanism for Preparing Today for a Brighter Utility Tomorrow as the reliability and safety issues that result from aging natural gas pipes will be addressed in an expedited manner for the benefit of District consumers.

OPC Seeks Fair and Affordable Undergrounding as DC PLUG Moves Forward

OPC litigation staff continued to represent consumer interests as a member of the District of Columbia Power Line Undergrounding (DC PLUG) Task Force in 2015. The District created the DC PLUG Task Force and initiated the undergrounding project in 2012 after a series of damaging storms resulted



Provisions of the Verizon DC Decision

The DC Public Service Commission directed Verizon DC to:

- Permit voice service customers to retain or return to copper wire infrastructure upon request.
- Revise service technician materials to include language to reflect that customers have the right to be informed that they are not required to switch to fiber optics in order to receive repairs to the existing copper system.
- Update its fiber optics user guide to include information about the Power Reserve Backup Battery Unit (BBU) that may be required to maintain service during electric power outages.
- Amend maintenance and procedural manuals to include BBU disclosures and recordation of customer agreement and understanding of the BBU disclosures by service technicians.
- Amend customer service representatives' training materials and language to provide full disclosure of:
 1. the availability, features, and price of the BBU;
 2. access to 9-1-1 service during a commercial power outage; and
 3. compatibility with home security and alarm systems when customers call in to Verizon DC and inquire about ordering or changing to fiber voice service or FiOS Digital Voice service.

in extended power outages for Pepco customers. The DC PLUG initiative is designed to deliver more reliable electricity services by relocating overhead power lines underground and shoring-up the city's electric infrastructure to withstand harsh weather conditions. OPC has played a major role on with the Task Force, particularly regarding affordability and reliability issues. The DC Council and the DC Public Service Commission approved Task Force recommendations in 2014. OPC's role is now to work with Pepco, the District Department of Transportation (DDOT), and DC communities to ensure the implementation of an undergrounding plan that is both fair and affordable for District residents.

The DC Council passed legislation in May 2014 to enable the DC PLUG Task Force to develop an implementation plan to relocate overhead power lines most susceptible to damage. In November 2014, the Public Service Commission approved a construction plan submitted by Pepco and DDOT and approved Pepco's proposal for funding DC PLUG, including monthly surcharges for Pepco customers. In addition, the Commission required the creation of the Undergrounding Project Consumer Education Task Force to provide recommendations on how to best educate District residents about the undergrounding project and to monitor the effectiveness of Pepco and DDOT's consumer outreach.

In Preparing Today for a Brighter Utility Tomorrow, OPC is working hard to help educate consumers about DC PLUG every step of the way, and ensure that this program helps the District secure reliable, resilient, affordable, and safe electric service now and far into the future.

OPC Advocates for Consumers During Verizon FiOS Transition Proceedings

As the telecommunications industry evolves and consumers are exposed to new technologies, many of the procedures and terms used to describe new services can be confusing to traditional telephone service customers. In 2015, OPC helped consumers understand what was involved in Verizon DC's transition to newer technologies, such as fiber optics and FiOS Digital Voice.

In January 2013, the Public Service Commission established a proceeding to investigate several public interest concerns, including how Verizon DC was transitioning its customers from a copper wire to fiber optic



OPC's legal and regulatory team: (seated) Jason Gray, Director of Litigation Laurence Daniels, People's Counsel Sandra Mattavous-Frye and Deputy People's Counsel Karen Sistrunk; (standing) Nicole Sitaraman, Arick Sears, Danielle Lopez, Tamika Dodson and Naunihal Singh Gumer.

infrastructure, whether customer needs and choices were respected, and whether service quality and reliability would be maintained during and after the transition. The Commission opened the proceeding because consumers complained that Verizon used questionable marketing practices that compelled them to switch to the fiber infrastructure with service inferior to the copper infrastructure. OPC cited these deficiencies in a filing to the Commission.

OPC actively participated in the proceedings, which will have far-reaching implications for the future of telecommunications service in the District. OPC supported the introduction of new technologies and urged the Commission to protect the right of consumers to purchase local phone service delivered over copper or fiber wire. OPC's testimony further urged the Commission to ensure that Verizon's fiber telephone service offers the same functions as copper, particularly regarding 9-1-1 service and reliability of telephone service during electrical outages.

On September 1, 2015, the Commission issued a decision approving a number of new rules to govern how Verizon provides FiOS to District residents, including new disclosure and reporting requirements as recommended by OPC. The Commission's decision focused on particular aspects of the FiOS service, as FiOS Digital Voice is not regulated by the Commission. The Commission's decision reflects consumer and OPC concerns and includes important provisions to protect consumers, laying the groundwork for the delivery of reliable telecommunications services in the District and Preparing Today for a Brighter Utility Tomorrow.

ENERGY EFFICIENCY & SUSTAINABILITY

The OPC Energy Efficiency and Sustainability Section identifies policies, strategies, and activities that help the District of Columbia transition to a sustainable and clean energy economy. In carrying out its mission, OPC insists on pursuing only those initiatives that will provide long-term environmental and economic benefits to the ratepayers in all eight wards of the District.

OPC Shares in Major Victory for Consumers with Supreme Court FERC "Demand Response" Decision

In 2015, OPC vigorously advocated for the preservation of "demand response," a rate mechanism for reduced energy use in the wholesale energy marketplace. OPC's actions helped to win a major court victory for consumers. Demand response refers to the practice of large electricity customers reducing their energy use during periods of high demand to help prevent power outages. In the District, wholesale energy costs comprise approximately 70% of consumers' monthly bills, so reducing overall usage could significantly reduce monthly bill amounts in high-demand periods.

In 2011, the Federal Energy Regulatory Commission (FERC) issued Order 745, a rule that set rates for demand response in the wholesale electricity markets. This was significant because FERC maintained that demand response can be regulated on both the retail and the wholesale levels because demand response provides the same value to the grid during periods of peak demand. The rule meant that electricity grid operators were required to pay demand response providers who reduced energy usage the same way they would pay suppliers of traditional energy resources such as coal, oil and natural gas. Demand response providers

include universities, shopping malls, and other large businesses, as well as some aggregated or grouped residential customers.

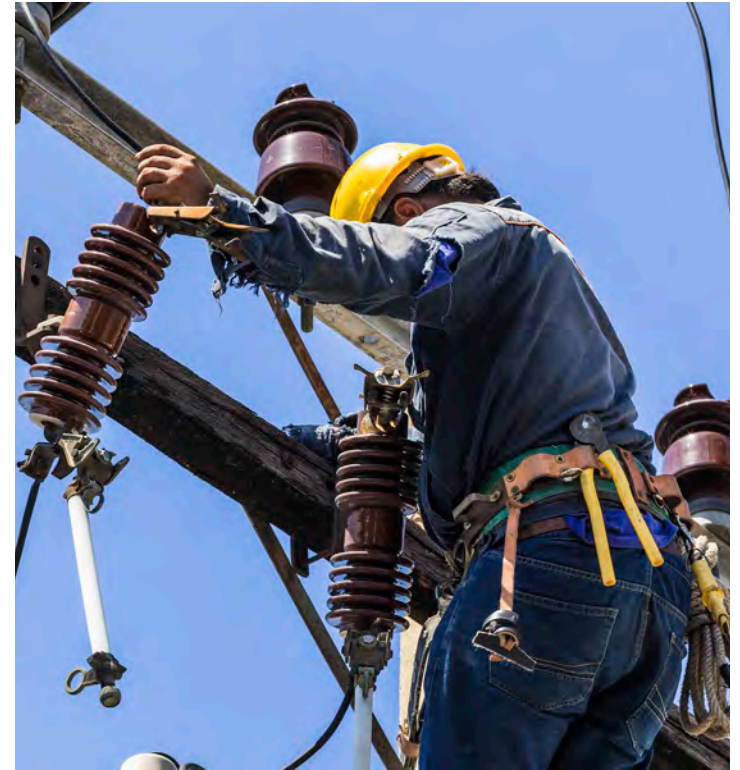
The Electric Power Supply Association (EPSA) — an organization that represents energy suppliers — later brought a lawsuit against FERC, claiming that the federal agency did not have the authority to regulate demand response. The U.S. Court of Appeals for the DC Circuit agreed with EPSA. FERC, however, appealed to the U.S. Supreme Court, arguing that it did have this authority.

In February 2015, OPC joined with the Sierra Club, Natural Resources Defense Council, Environmental Defense Fund and other organizations in filing a “friend of the court” brief supporting FERC’s jurisdiction over demand response. OPC joined with the National Association of State Utility Consumer Advocates (NASUCA) on a second brief in July 2015.

On January 25, 2016, the Supreme Court handed consumers a victory by affirming FERC’s authority to regulate demand response. The decision allows FERC to continue establishing incentives for consumers to be compensated for reducing their electric consumption. Treating demand response as an energy-saving vehicle in the wholesale markets — and thereby Preparing Today for a Brighter Utility Tomorrow — reduces the need for utilities to purchase more power during peak demand periods and reduces the need for utilities to build new power plants at consumer expense. Both developments will lead to lower consumer bills.

OPC Chairs NASUCA Distributed Energy Resources Committee

OPC is committed to providing a voice for national and local consumer advocates in policy discussions about distributed energy resources. OPC is a founding member of the Distributed Energy Resources (DER) Committee of the National Association of State Utility Consumer Advocates (NASUCA), and an OPC staff member chaired that committee in 2015. DER initiatives are sweeping the country and will directly impact utilities of the future. Distributed energy consists of the deployment of power sources smaller than the typical utility system and is designed to provide electricity and energy in locations close to consumers. Sources include fossil and renewable energy technologies like solar panels, fuel cells, and wind, combustion, and steam turbines. Distributed energy can provide solutions to many of the nation's most pressing energy and electric power problems, including blackouts and brownouts, energy security concerns, tighter emissions standards, and the desire for greater control over energy costs.



A technician works on overhead power lines.



OPC Interim Consumer Services Manager Laurence Jones hands out energy efficiency information at the Ward 4 Senior Day event.

“People’s Counsel Mattavous-Frye’s dedication and hard work in helping to promote the early adoption of solar in low income neighborhoods and churches in the District of Columbia...has shown great concern for the residents of the District of Columbia. Her office has sought to provide long-term environment and economic benefits to DC residents.”

- Mark Davis, President of WDC Solar, Inc.

The purpose of the NASUCA DER Committee is to share information and establish policies regarding energy efficiency, renewable energy, and distribution generation that foster the development of cost-effective programs and promote fairness and value for all consumers. OPC coordinated meetings, presentations, and roundtable discussions on various DER topics throughout the year and introduced a number of nationally recognized experts in the field.

For example, these meetings included presentations by Katherine Hamilton, Policy Director at the Energy Storage Association. Hamilton discussed the status of commercial deployment of energy storage at the distribution/retail level, how energy storage can optimize renewable energy resources and load management, and how energy storage can be integrated in a cost-effective manner for consumers in the future. Energy storage is a solution to the challenges of intermittent generation often associated with wind and solar power. Additionally, OPC coordinated a roundtable on community solar initiatives across the country. OPC, along with DER Committee members from California, Minnesota, and Maryland, gave presentations on community solar initiatives and statutes passed in their states, and on the consumer education and regulatory issues involved.

At the December 2015 DER Committee meeting, OPC featured Karl Rabago and Radina Valova of the Pace Energy and Climate Center discussing their organization’s involvement in the New York “Reforming the Energy Vision” (REV) proceeding at the New York Public Service Commission. Rabago addressed a variety of consumer issues surrounding New York REV, including the impact of fixed and demand charges on low-income and low-use customers; the importance of maximizing energy efficiency potential in the affordable multi-family housing sector; and affordability and consumer engagement issues.

Engaging the Public Through Energy Efficiency Education

A key priority for OPC is empowering District consumers with information about using energy efficiently. OPC has long been committed to teaching consumers how to be energy-smart and to take control of their energy consumption to save money. In 2015, OPC addressed the energy efficiency needs of District residents in a number of different ways.



OPC Energy Efficiency Outreach Specialist Pamela Nelson gives energy saving tips at a community workshop.

“The Office of the People’s Counsel consists of professionals who are compassionate and caring and get the job done to help all constituents. They are equipped with staff who will make personal appearances to your group activities or organizations. As a senior, my faith has been renewed because...OPC took the time that was needed to help me as a consumer.” - Bettie Florence, Chairman of Ward 4 Mini-Commission on Aging

Outreach staff hosted a variety of innovative hands-on workshops in all eight wards to educate DC ratepayers about simple, practical, and affordable measures they could immediately use in their homes.

OPC’s ongoing partnerships and collaborations with District agencies such as the District Department of Energy and Environment, DC Sustainable Energy Utility, DC PACE (Property Assessed Clean Energy), and with various nonprofit and for-profit organizations helped ensure that ratepayers had comprehensive access to efficient and renewable energy resources. OPC strove to put consumers in the driver’s seat and empower them to make informed choices. Our goal is for consumers to take charge of their own energy usage and finances, using their knowledge to help the District in Preparing Today for a Brighter Utility Tomorrow.

OPC conducted more than 100 energy efficiency workshops and presentations at churches, civic organizations, public schools, and libraries. A number of them were conducted by OPC’s L.E.A.P intern who came onboard and underwent training in energy efficiency and sustainability. L.E.A.P., which stands for “Learn, Earn, Advance, Prosper,” is an employment program administered by the District Department of Employment Services.

Outreach efforts also resulted in new partnerships and policy dialogues with entities that are working with OPC to pave the way for innovative community-based projects and initiatives. Partners included ThinkBox, the National Energy Utility and Affordability Coalition, 15th Street Presbyterian Church, Greater Washington Interfaith Power & Light, and Energy First.

AGENCY FUNDING

Source of Funds

Funding for the Office of the People's Counsel is provided through two sources: 1) Appropriated Budget and 2) Assessment Funds. All funds are paid by DC utility ratepayers.

Appropriated Budget (Operating Funds)

The appropriated budget provides for administrative and general operating expenses for OPC (rent, salaries, equipment) and is authorized by the District of Columbia in the governmental budget review process. Appropriated funds are also used to support such additional activities as: 1) representing the interests of District consumers before the DC Council, Congress, and federal courts and agencies; 2) conducting independent investigations or audits of utility companies; 3) monitoring the implementation of utility rates; and 4) providing technical assistance to community groups. By law, these funds must be reimbursed to the District by the three regulated utility companies and the alternative energy and telecommunications providers according to an established formula, outlined in the Public Utility Reimbursement Fee Act, DC Code § 34-912(b)(1).

Formal Case Assessments

Assessment funds are used to pay the costs of litigation and investigations. OPC assesses the affected utility and the utility is allowed to recover those costs directly from consumers through rate increase cases.

To fully participate in complex litigation before the Public Service Commission and the courts, the People's Counsel is authorized to retain the professional services of attorneys and expert technical consultants such as economists, accountants, and engineers, as needed, to effectively represent DC utility consumers. By law, the affected utility company is required to pay a special franchise tax to cover the costs of regulatory litigation by OPC. In turn, the law recognizes that the utility may include these costs, as well as its own litigation-related expenses, as operating expenses that can be recovered from consumers through rate increase requests. OPC must adhere to monetary limits in imposing assessments on the utilities. In a rate case, the Office is permitted to assess no more than a

total of one-quarter of one percent of a company's District revenues. With respect to all other cases or investigations (those not involving the setting of rates), OPC is permitted to assess one-twentieth of one percent of all investigations of a company per year. All unused money is returned to the company on an annual basis.



Consumer Services staff members Linda Jefferson, Jean Gross-Bethel, Erica Jones, Laurence Jones and Cheryl Morse are recognized for outreach to Ward 8 residents.

“The Office of the People’s Counsel is a model for all DC agencies. OPC provides exceptional guidance.” - Kathy Henderson, Commissioner, Advisory Neighborhood Commission 5D

OFFICE OF THE PEOPLE'S COUNSEL STAFF

Directorate Division

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Karen Sistrunk, Esq., Deputy People's Counsel
Keishaa Austin, Esq., Executive Assistant
Naunihal Gumer, Regulatory Finance Director
Christopher Sellers, Administrative Specialist
Alya Solomon, Consumer Affairs Liaison

Operations Division

Eric Scott, Esq., Chief Operations Officer
Frank Scott, Administrative Officer
Erica C. Bright, Administrative Specialist, Training Coordinator
Phillip Harmon, Public Policy Analyst
Anthony T. Lee, Supervisory Computer Specialist
Doxie A. McCoy, Public Information Officer
Aniccia Miller, Human Resources Specialist
Alicia Smith, Financial Specialist

Consumer Services Division

Laurence F. Jones, Interim Consumer Services Manager
Linda H. Jefferson, Senior Consumer Education Specialist
Silvia Garrick, Consumer Outreach Specialist
Jean Gross-Bethel, Consumer Outreach Specialist
Erica Jones, Administrative Assistant
Cheryl Morse, Consumer Outreach Specialist

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Energy Efficiency and Sustainability Section

Barbara Burton, Esq., Assistant People's Counsel, Senior Attorney
Yohannes Mariam, Ph.D., Senior Economist, Market Monitoring Specialist
Pamela Nelson, Energy Efficiency Outreach Specialist
Nicole Sitaraman, Esq., Assistant People's Counsel



Deputy People's Counsel Karen Sistrunk and People's Counsel Sandra Mattavous-Frye guide OPC's mission to advocate, educate and protect consumers.



Women leaders in the DC utility industry at Horizons 2015: Deputy People’s Counsel Karen Sistrunk, Public Service Commissioner Joanne Doddy Fort, Pepco Regional President Donna Cooper, People’s Counsel Sandra Mattavous-Frye, and Washington Gas Vice President Roberta Simms.

CONSUMER EDUCATION AND OUTREACH STAFF IN THE COMMUNITY

JANUARY 2015

- Parkside Civic Association
- Shrine of the Sacred Heart Community, St. John’s Episcopal Church, and Pennsylvania Avenue Baptist Church Senior Outreach
- Re’ese Adbarat Debre Selam Kidest Mariam Church Event for Hubbard Place Residents
- Ward 3 Citizen Advisory Group
- Advisory Neighborhood Commission Outreach (ANC 4A, ANC 4C)
- Family Ministry Food Distribution Program
- Homebuyers Foreclosure Prevention Clinic
- CentroNía Parent Teacher Association PTA
- John Burroughs Education Campus Outreach

FEBRUARY 2015

- Green Construction Program
- Rittenhouse Tenants Association
- Informational Workshop: African Diaspora Marketplace (ADM III) Business Plan
- Advisory Neighborhood Commission Outreach (ANC 2C, ANC 6B, ANC 2B)
- Low Vision Support Group
- Mayor’s Office on African Affairs’ FreshStart Open House
- Seabury Advisory Council
- Savannah Street and Hayes Senior Center Community Health, Wellness and Informational Fairs
- Model Cities Senior Wellness Center Outreach
- Undergrounding Project Outreach
- DC Association of People Supporting Employment First (DC APSE) Chapter Meeting for DC Residents with Disabilities

MARCH 2015

- Advisory Neighborhood Commission Outreach on Pepco/Exelon Merger (ANC 8A, ANC 1C, ANC 1B, ANC 6C)
- Stoddard Baptist Nursing Home Senior Outreach
- 2015 Lunar New Year Celebration for the Year of the Goat
- Family Ministry Food Distribution Program Meeting
- Brightwood Community Association Meeting
- House of Lebanon Senior Outreach
- DC Supporting Families Community of Practice Outreach
- Washington Ethical Society Senior Symposium
- Foster Grandparents Briefing on Pepco/Exelon Merger
- Sixteenth Street Heights Civic Association, Executive Committee Meeting
- Congress Heights and Connecticut Avenue Community Health, Wellness and Informational Fairs
- Latin American Youth Center 3rd Annual Post-Secondary Fair
- TERRIFIC, Inc. Asian & Pacific Islander Senior Center Lunar New Year Celebration

APRIL 2015

- Advisory Neighborhood Commission Outreach on Pepco/Exelon Merger (ANC 2E, ANC 4A01, ANC 7C, Ward 8 ANCs)
- Seaton & Mayor's Office on Latino Affairs Health & Wellness Fair
- Victory House Energy Efficiency Presentation to Senior Citizens
- Energy Efficiency Day at 15th Street Presbyterian Church
- Energy Efficiency Workshop for Visually Impaired Residents of Low Vision Support Group
- Ft. Lincoln Senior Outreach
- Horizons 2015 Consumer Education Symposium
- AARP Chapter 2414
- Dahl Greene Court Apartments Senior Outreach

- Hubbard Place & Urban Village Apartments Outreach Event
- The Severna Community Senior Citizen Outreach
- Delegation of Ugandan Utility Regulators Visit to OPC
- North Michigan Park Community Health, Wellness and Informational Fair

MAY 2015

- Penn-Branch, Crestwood, Fairlawn Citizens, and Deanwood Citizens/ Civic Associations
- TERRIFIC, Inc. Ward 4 Community Health Fair
- La Clinica Del Pueblo Community
- Friends of Kingman Park
- Pepco Community Advisory Group
- Ward 8 Parks Council

JUNE 2015

- Advisory Neighborhood Commission Outreach (ANC 6E, ANC 7B, ANC 7D)
- Hillcrest Community, Eastland Gardens Civic Associations
- Ward 7 Health Alliance
- 6th District Citizens Advisory Committee
- DC Department of Parks and Recreation Senior Picnic
- Rock Creek Ford Apartments Outreach
- Webster Street Outreach
- Aya Community Markets at Southwest Waterfront
- Adventure Dental and Orthodontics Community Outreach
- 20th Annual North Michigan Park Family Day
- Mt. Airy Baptist Church Outreach
- Environmental Professionals of Color Event
- Adventure Dental Community Resource



Participants at Horizons 2015.

- United Medical Center’s Lunch & Learn Open House
- DC Department of Housing and Community Development 7th Annual Housing Expo
- Anacostia Coordinating Council Meeting
- DC Department of Energy and Environment Session at Thurgood Marshall Academy

JULY 2015

- Advocates for Justice and Education, DC Parent Information Network
- Webster Gardens Tenants
- Groundwork Anacostia/National Park Service Urban Archaeology Event
- Ward 7 Vision Tours
- Fort View Apartment Outreach
- First Baptist Senior Center Outreach

- Catholic Charities Meeting
- Tyler House Tenants Association
- Young African ConneXions Annual Summit & Mandela Day of Service
- Brochure Distribution at Lombardi Cancer Center

AUGUST 2015

- Shepherd Park Power Outage Meeting
- Suppliers Education Workshop and the Technical Conference
- National Night Out
- Ward 8 DC Council Pop-Up Offices
- Diabetes Forum for District Workers and Residents
- Parkwood Senior Citizen Outreach
- Douglas Knolls Apartment Family/Community Day

SEPTEMBER 2015

- Pennsylvania Baptist Church Community Day
- Ward 8 Chapter of AARP
- Ft. Stanton Community Health, Wellness and Informational Fair
- Pope Branch Park Film Night
- Hispanic Heritage Month Kickoff
- Senior Transportation Advisory Council
- Guy Mason Senior Program
- Barry Farm Senior Appreciation
- Tenant and Tenant Association Summit
- Pepco Energy Assistance Summit

OCTOBER 2015

- Congress Heights Senior Wellness Center, Community Informational Fair
- Retired Educators Outreach
- The George Washington University Block Party Outreach
- River Park Senior Health Fair

NOVEMBER 2015

- Advisory Neighborhood Commission Outreach on Pepco/Exelon Merger (ANC 8E, ANC 8A, ANC 8C, ANC 1B, ANC 5D05, ANC 5A, ANC 3B, ANC 7B, ANC 4B)
- Matthews Memorial Church and Ward 8 Democrats Briefings on Pepco/Exelon Merger
- Latino Leaders Network Meeting
- Ward 4 Councilmember Brandon Todd's Senior Day
- Capital Community Service Meeting
- Annual 2015 Disability Awareness Exposition
- Mayor's Town Hall Meeting at Arena Stage on Pepco/Exelon Merger
- Model Cities Senior Wellness Center Community Health, Wellness and Informational Fair

- Edgewood Civic, DC Citizens Associations Briefings on Pepco/Exelon Merger
- DC Consumer Utility Board Meeting

DECEMBER 2015

- Advisory Neighborhood Commission Outreach on Pepco/Exelon Merger (ANC 4A, ANC 4D)
- Jetu Apartments Tenants Meeting on Master Meter Conversion
- Mayor's Annual Senior Holiday Celebration
- Kibar Senior Center Meeting
- Briefing on the Proposed Pepco/Exelon Settlement Agreement
- AARP Outreach in Grid Reliability
- Mt. Pleasant Community Canvassing to Distribute Pepco/Exelon Merger Information



OPC staff at Ben & Jerry's ice cream social promoting clean energy.





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ATTACHMENT 22
**“FY 16 OPC Performance
Accountability Report”**

Office of the People's Counsel FY2016

Agency Office of the People's Counsel Agency Acronym OPC Agency Code DJ0 Fiscal Year 2016

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
Consumer Services Division (1 Objective)	
2	Provide consumer education and outreach and technical assistance to District ratepayers and consumers on matters relating to utilities.
Litigation Services Division (1 Objective)	
1	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District.
Operations Division (1 Objective)	
3	Enhance agency operational efficiency to improve customer service and reduce costs.

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	Current Fiscal Year Target	Q1FY2016	Q2FY2016	Q3FY2016	Q4FY2016	FY 2016	Was KPI Met?	Please explain any barriers to meeting your KPI Target?
2 - Provide consumer education and outreach and technical assistance to District ratepayers and consumers on matters relating to utilities. (2 Measures)										
Number of consumer education and outreach meetings/encounters attended		Quarterly	175	134	72	117	148	471	Met	
Percentage of consumer complaints closed		Quarterly	90	95.18	95.03	95	95.03	95%	Met	

2016 Workload Measures

Measure	Frequency of Reporting	Q1FY2016	Q2FY2016	Q3FY2016	Q4FY2016	FY 2016
Workload Measure (4 Measures)						
Number of consumer inquiries	Quarterly	152	127	203	342	824
Number of cases litigated before the Public Service Commission	Quarterly	10	16	18	61	105
Number of limited and non-English speaking persons served by the agency	Quarterly	719	580	2403	790	4492
Number of consumer complaints	Quarterly	436	704	700	745	2585

2016 Initiatives

Objective - Agency	Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description	Update from:	Initiative Status Update	Status of Impact	Explanation of Impact	% Complete	If not 100% please explain why this wasn't completed in FY16
Consumer Services Division - 2 (8 Initiatives)											
Office of the People's Counsel	2		2.1	Continue education and outreach programs to limited and Non-English speaking residents.	To further the agency's mission in providing consumer education and outreach to all DC residents, in FY16, OPC will translate its most important consumer education material in Amharic, Chinese, French, Korean, Spanish and Vietnamese, to ensure that all residents are well informed about changes in the District's utility markets, their rights and responsibilities as utility ratepayers, and OPC's role as utility consumer advocate.	FY16Q4	OPC translated its most important consumer education material in Amharic, Chinese, French, Korean, Spanish and Vietnamese, As a result of the success of its non-English proficient consumers' education and outreach programs, OPC received an "A" rating from the Language Access program and a commendation from the DC Office of Human Rights.	Demonstrable	OPC consistently receives A rating from the DC Office of Human Rights for its Language Access Program. OPC is committed to ensuring that the LEP/NEP populations are served well by the agency.	Complete	
Office of the People's Counsel	2		2.2	Develop and conduct a consumer education program on DC PLUG.	OPC will conduct a consumer education program for Wards 3, 4, 5, 7 and 8 to provide ratepayers with neighborhood-specific information on the power line undergrounding construction, including the timing, notice and	FY16Q4	The GSA refused to pay its share of the surcharge to pay for undergrounding overhead power lines in Wards 3, 4, 5, 7 and 8, which delayed implementation of DC PLUG.	Incremental	OPC has taken legislative steps to continue to support advocacy for the DC PLUG program.	0-24%	The program has not been fully implemented at the federal level. Further implementation is currently being pursued.

Objective - Agency	Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description	Update from:	Initiative Status Update	Status of Impact	Explanation of Impact	% Complete	If not 100% please explain why this wasn't completed in FY16
					precise locations of construction and Pepco and DDOT contacts for assistance.						
Office of the People's Counsel	2		2.3	Develop and conduct a consumer education program on WGL's Pipeline Replacement Project.	OPC will conduct a city-wide consumer education program to provide ratepayers with neighborhood-specific information on the timing, notice and precise locations of construction pertaining to WGL's natural gas pipeline replacement program, as well as WGL contacts for consumer assistance.	FY16Q4	OPC presented information about WGL's pipeline projects at Advisory Neighborhood Commission (ANC) and citizens' association meetings. OPC staff met with WGL officials to exchange information about the effects of the projects on neighborhoods. As the result of OPC's interaction with consumers concerning WGL's failure to provide proper notification about construction projects, OPC filed a petition requesting the Public Service Commission investigate implementation of WGL's construction projects.	Demonstrable	OPC education program is part of ongoing work to ensure that District ratepayers are informed of the impact of utility construction on the community.	Complete	
Office of the People's Counsel	2		2.4	Develop and conduct a consumer education program on Verizon's transition from a copper to fiber telecommunications network.	OPC will conduct a city-wide consumer education program to provide ratepayers with comprehensive information on consumers' rights and responsibilities and the telecommunications services available during Verizon's transition from its copper to fiber network.	FY16Q4	OPC included information about Verizon's transition from copper to fiber telecommunication's network as an element of its comprehensive Consumer Education and Outreach Program. As the result of the PSC's ruling in Formal Case 1102, OPC staff provided consumers with the background information necessary to make informed choices about the copper/fiber optic transition through forums and workshops throughout the city.	Demonstrable	OPC is consistent in educating consumers to make sound decisions in their choices for utility services.	Complete	
Office of the People's Counsel	2		2.5	Educate consumers about their rights regarding third party energy suppliers.	OPC will continue its consumer education program to inform ratepayers about their rights and responsibilities regarding service from third party energy suppliers and educate consumers on critical questions to ask marketers when considering contracting with a third party energy supplier. OPC will update its "Third Party Suppliers Guide" informational brochure to ensure consumers have up-to-date information about energy choices.	FY16Q4	OPC included information about third party energy suppliers (TPS) as an element of its comprehensive Consumer Education and Outreach Program. OPC staff has developed a tracking system to determine the frequency and location of consumers' TPS complaints. OPC staff met with TPS company representatives throughout the year to inform them about the District's energy suppliers' marketing practices and OPC's role as utility consumer advocate.	Demonstrable	OPC is committed to ensuring that District ratepayers are informed about their rights when dealing with aggressive marketing practices of third-party energy suppliers (TPS).	Complete	
Office of the People's Counsel	2		2.6	Continue implementation of CSD's social media program.	To improve the breadth of its education and outreach to all District utility consumers regarding OPC's	FY16Q4	OPC staff underwent social media training. As a result, staff improved coordination of Tweets and	Incremental	OPC will continue to make greater strides in its social media program to reach more	Complete	

Objective - Agency	Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description	Update from:	Initiative Status Update	Status of Impact	Explanation of Impact	% Complete	If not 100% please explain why this wasn't completed in FY16
					consumer advocacy, OPC will expand its presence on social media through increased use of Twitter, Facebook and OPC's website.		Facebook posts about its consumer outreach events with the public relations unit. OPC has doubled its Twitter followers since January, 2016.		technology savvy consumers in the District.		
Office of the People's Counsel	2		2.7	Advocate for improved consumer education on DC SEU energy efficiency and renewable energy programs.	In FY 16, OPC will work with the DC Sustainable Energy Utility Advisory Board and the DC SEU for enhanced consumer education and outreach to inform District ratepayers of the array of renewable and energy efficiency programs available to residential, small business, and commercial consumers.	FY16Q4	In FY 16, OPC staff worked with the DC Sustainable Energy Utility Advisory Board and the DC SEU to improve District utility ratepayers' education about the various renewable and energy efficiency programs available to residential consumers. OPC's CSD and Energy Efficiency and Sustainability Unit staffs coordinated presentations to community organizations that included information on SEU energy efficiency and renewable energy programs.	Demonstrable	This is a mission critical function of OPC to provide consumers with the education needed to make sound decisions on utility and energy consumption.	Complete	
Office of the People's Counsel	2		2.8	Continue education of seniors about home energy efficiency measures.	OPC will enhance its energy efficiency outreach and education program for seniors to assist in reducing their home energy costs, increase their knowledge about energy efficiency measures and tips and ensure they are kept aware of the potential benefits and availability of renewable energy options in DC.	FY16Q4	OPC continued implementation of its comprehensive seniors' education program. Staff participated in seniors events throughout the District, providing information on how to read utility bills, changes in the city's utility markets, TPS, and home energy efficiency measures. OPC's Energy Efficiency and Sustainability Unit and Consumer Services Division staffs coordinated presentations to seniors, which include energy efficiency tips and information about the District's energy efficiency programs.	Demonstrable	OPC's education programs demonstrate OPC's commitment to empowering consumers with the knowledge needed to make choices that will assist them in saving money on energy usage.	Complete	
Litigation Services Division - 1 (9 Initiatives)											
Office of the People's Counsel	1		1.1	PHI/Exelon Proceeding	Advocate on behalf of electric utility consumers in the PHI/Exelon proceeding. In FY16, OPC will review the Commission's order denying the proposed merger of PHI and Exelon and respond to any appeals from said order.	FY16Q4	In FY 16, OPC sought reconsideration of the Public Service Commission's approval of the PHI-Exelon merger because the Commission removed consumer benefits negotiated by the Office and employed procedures that did not provide sufficient due process. The Office subsequently filed a currently-pending appeal with the District of Columbia Court of Appeals.	Demonstrable	OPC's filing of an appeal in the PHI-Exelon merger demonstrates OPC's commitment to fighting for consumer rights and protections in the DC marketplace.	Complete	
Office of the People's Counsel	1		1.2	Natural Gas Pipeline Replacement	In FY16, OPC will comprehensively review and evaluate WGL's annual pipeline replacement projects included in the approved five-	FY16Q4	The Office has been extremely active in reviewing Washington Gas Pipe Replacement Projects and WGL's Vintage Mechanical Coupling	Incremental	This is ongoing work of the agency which supports OPC's mandate to provide safe and reliable delivery of	Complete	

Objective - Agency	Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description	Update from:	Initiative Status Update	Status of Impact	Explanation of Impact	% Complete	If not 100% please explain why this wasn't completed in FY16
					year plan to ensure the projects and associated costs to be paid by DC consumers are accurate and appropriate.		Replacement Programs. Through this review process the Office has noted issues with WGL's progress of work and cost variances. The Office was successful in getting the PSC to perform an independent audit of both projects and continues to advocate for a more stringent review of the Company's progress of work and cost variances.		natural gas delivery to District ratepayers.		
Office of the People's Counsel	1		1.3	Advocate for effective rules to protect consumers who receive energy service from third party suppliers.	In FY16, OPC will advocate for revision of the DC Public Service Commission rules governing the licensing and marketing practices of third party energy suppliers by proposing specific rules to better protect consumers who choose to purchase energy from third party suppliers.	FY16Q4	In FY 16, OPC continued to monitor Starion's marketing and sales practices as they prepare to reenter the District energy market to ensure the Company complies with consumer-protection standards as well as the provisions of the Settlement Agreement and Voluntary Compliance Plan confected between Starion and the Office.	Demonstrable	This is mission critical work for the agency and demonstrates OPC's commitment to protecting District consumers in the utility marketplace.	Complete	
Office of the People's Counsel	1		1.4	Advocate for effective policies to modernize the District of Columbia's energy infrastructure.	In FY16, OPC will aggressively advocate for enhanced energy delivery to DC consumers in the DC Public Service Commission's energy grid modernization proceeding by developing and evaluating proposed new technologies and policies aimed at modernizing DC's energy delivery system to increase service reliability and sustainability, and to enhance DC residents' ability to produce and sell energy.	FY16Q4	OPC drafted comments identifying issues and concerns associated with enhancing energy delivery to DC consumers, while keeping energy affordable and accessible to all consumers. The Office also participated in a workshop convened by the PSC to discuss proposals and considerations for grid modernization.	Demonstrable	This work is mission critical for the agency, and demonstrates OPC's commitment to ensuring affordable and reliable utility services.	Complete	
Office of the People's Counsel	1		1.5	Advocate for affordable energy rates.	In FY16, OPC will advocate on behalf of consumers for affordable rates, reliable service and consumer protections in rate cases to be filed by Pepco and Washington Gas.	FY16Q4	In FY16, OPC aggressively litigated WGL's application for an increase in rates. The Office filed testimony advocating for a significant reduction in WGL's requested rate increase in an attempt to ensure consumers receive quality service at affordable rates. The Office also advocated for affordable rates, reliable service, and consumer protections in response to Pepco's rate application. Specifically, OPC conducted discovery, identified issues, began analyzing Pepco's application, and participated in the prehearing conference	Demonstrable	The impact of OPC's advocacy demonstrates its commitment to providing protection against utility rate increases.	Complete	

Objective - Agency	Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description	Update from:	Initiative Status Update	Status of Impact	Explanation of Impact	% Complete	If not 100% please explain why this wasn't completed in FY16
Office of the People's Counsel	1		1.6	Advocate on behalf of consumers for effective implementation of the D.C. Power Line Undergrounding initiative.	In FY 16, OPC will zealously advocate for the provision of accurate, timely, and educational information to consumers regarding the D.C. Power Line Undergrounding ("D.C. PLUG") initiative and ensure that implementation of D.C. PLUG complies with the Electric Company Infrastructure Improvement and Financing Act of 2014.	FY16Q4	In FY16, the Office worked very closely with a number of District agencies and Pepco to develop legislation and other methods to surmount the current impasse with the General Services Administration regarding its refusal to pay one of the D.C. PLUG surcharges, which has delayed the start of construction.	Incremental	OPC is continuing to work through the legislative process to support the successful launching and execution of the D.C. PLUG program.	Complete	
Office of the People's Counsel	1		1.7	Advocate for the refund of excessive natural gas costs to ratepayers.	In FY 16, OPC will zealously advocate for the refund of millions of dollars in natural gas costs back to DC consumers who were improperly charged for costs associated with the over-delivery of natural gas to Washington Gas by competitive energy suppliers.	FY16Q4	In August 2016, the Commission found that WGL improperly compensated competitive supply providers for the over-delivery of natural gas and ordered WGL to refund its District natural gas customers \$2.4 million that OPC first calculated was owed to these customers. WGL filed its implementation plan for refunding the money in August 2016.	Demonstrable	OPC's careful and consistent advocacy resulted in a refund to District ratepayers.	Complete	
Office of the People's Counsel	1		1.8	Advocate for the fair and reasonable conversion of Verizon's infrastructure from copper to fiber optics.	In FY 16, OPC will review the Public Service Commission's order regarding Verizon's copper-to-fiber network conversion and further advocate as necessary to require Verizon to fully comply with the Commission's directives and mandates to ensure quality telecommunications service to DC residents during the transition.	FY16Q4	On September 1, 2015, the PSC identified a number of new rules governing the manner in which Verizon DC provides FIOS in the District. The PSC's order highlighted a number of issues regarding Verizon DC's interactions with customers about their copper facilities and ordered Verizon DC to correct them. OPC monitored the company's compliance with these corrective actions, which Verizon DC completed in the spring of 2016.	Demonstrable	OPC's work to monitor Verizon's compliance with the PSC's order demonstrates the agency's commitment to ensuring that District ratepayers receive quality customer service.	Complete	
Office of the People's Counsel	1		1.9	Advocate on behalf of consumers at the wholesale and federal levels.	In FY 16, OPC will advocate for affordable, reliable and sustainable energy service for DC consumers by actively participating in energy matters before the Federal Energy Regulatory Commission and PJM Interconnection to ensure the fair and equitable inclusion in and compensation for demand response resources in PJM's energy and capacity markets. OPC will also advocate for sustainable and affordable energy	FY16Q4	OPC actively participated in the PJM stakeholder process. OPC also served as a member of the Executive Committee and Board of Directors of Consumer Advocates of PJM States, Inc. Additionally, OPC joined a U.S. Supreme Court Amicus Brief in an appeal challenging FERC's jurisdiction over demand response resources in wholesale energy markets. On January 25, 2016, the Supreme Court issued its decision holding FERC has	Demonstrable	OPC's work with PJM and its regulatory work on the federal level demonstrates OPC's commitment to monitoring the energy markets and its participation in shaping national energy policymaking.	Complete	

Objective - Agency	Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description	Update from:	Initiative Status Update	Status of Impact	Explanation of Impact	% Complete	If not 100% complete, why this wasn't completed in FY16
					service for DC consumers before the U.S. Environmental Protection Agency regarding its proposed carbon-emissions standards.		jurisdiction in this area, which is what OPC argued in its joint Amicus Brief.				
Operations Division - 3 (3 Initiatives)											
Office of the People's Counsel	3		3.1	INITIATIVE 3.1 Develop and implement an office communications team to enhance customer service and mission effectiveness.	OPC is conducting an internal communications assessment to analyze the agency's current communications structure and processes, and in FY16, will utilize the assessment results to draft a communications strategy and establish a dedicated communications team to enhance OPC's ability to communicate with external and internal customers to provide greater customer education and better service to District ratepayers.	FY16Q4	OPC completed a communications assessment which resulted in the hiring of a Public Information Officer and the identification of FTE's to serve as members of the internal communications team. In addition, OPC re-launched its monthly newsletter which educates external customers and stakeholders as to OPC's activities and programs.	Transformative	Hiring key positions and assembling communications stakeholders in the agency has provided for better external dissemination of information to the public.	Complete	
Office of the People's Counsel	3		3.2	Enhance agency operations through review and creation of agency standard operating policies and procedures.	In FY16, OPC will conduct an internal review of agency administrative orders and policies and procedures, revising and drafting new policies, as needed, in an effort to enhance agency operational efficiency, effectiveness and transparency.	FY16Q4	Completed - In FY16 OPC completed its revision of the OCP employee handbook and reviewed and identified additional agency policies and procedures for revision.	Demonstrable	Completion of the OPC Handbook has allowed the agency to make timely updates to workplace policy as needed.	Complete	
Office of the People's Counsel	3		3.3	Enhance agency operations through the implementation of new computer applications.	In FY16, OPC will purchase and install computer applications that will allow employees access to needed software application tools from anywhere they can access a Web connection, and from virtually any device. Additionally, OPC will migrate to newer computer applications which will create intranet sites using workflows to help streamline the agency's business processes that enhance efficiency and effectiveness of agency operations.	FY16Q4	Completed - In FY16 OPC upgraded to Office 365 and officially launched the office wide implementation of SharePoint which allows for enhanced efficiency and greater productivity.	Demonstrable	The implementation of both Office 365 and SharePoint are useful tools for staying abreast of newer technology and are also inline with the District government's technology standards.	Complete	

2016 Accomplishments

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?
Developed and implemented energy efficiency outreach program for DC senior community.	OPC has been able to reach the senior community in new ways to assist seniors in making better energy and utility choices.	As an agency, OPC takes pride in working with all residents to ensure that they receive the benefits of utility regulation and energy efficiency.
OPC obtained refund of \$2.4M in improper natural gas charges to consumers for costs associated with over delivery of gas to Washington Gas by energy suppliers.	The PSC ordered Washington Gas to begin disbursement of the refund in December, 2016.	The finding of the improper natural gas charges highlights OPC's commitment to protecting the consumers of the District of Columbia.

<p>What is the accomplishment that your agency wants to highlight?</p> <p>Received an "A" rating from the Language Access program and a commendation from the DC Office of Human Rights for its non-English proficient consumers' education and outreach programs .</p>	<p>How did this accomplishment impact residents of DC?</p> <p>The LEP/NEP populations are served well by OPC's consumer services and education.</p>	<p>How did this accomplishment impact your agency?</p> <p>As an agency, OPC understands the importance of reaching all residents of the District of Columbia.</p>
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ATTACHMENT 31
**“OPC FY 16 AND FY 17, to date,
CONTRACT LISTING”**

OFFICE OF THE PEOPLE'S COUNSEL
FY16 CONTRACTS/PROCUREMENTS

VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITVELY BID	CONTRACT MONITOR
A Digital Solutions Inc.	Y	FOUR SECTIONAL FURNITURE - A DIGITAL SOLUTIONS	31,000.00	31,000.00	N/A	600	NO	E.SCOTT
A Digital Solutions Inc.	Y	FOUR SECTIONAL FURNITURE - A DIGITAL SOLUTIONS	9,595.80	9,595.80	N/A	600	NO	E.SCOTT
A Digital Solutions Inc.	Y	PRINTING SERVICES - A DIGITAL SOLUTIONS	35,224.20	35,224.20	N/A	600	YES	E.SCOTT
A Digital Solutions Inc.	Y	SCANNING OF DIRECTORATE FILES - A DIGITAL SOLUTIONS	33,750.00	33,750.00	N/A	600	YES	E.SCOTT
ALLIED TELECOM GROUP,LLC	N	INTERNET ACCESS - ALLIED TELECOM	11,700.00	11,700.00	12 MONTHS	600	NO	E.SCOTT
ALLIED TELECOM GROUP,LLC	N	INTERNET ACCESS - ALLIED TELECOM	960	960	12 MONTHS	600	NO	E.SCOTT
AM Conservation Group	N	LOGO ON DIFFERENT ADVERTSING ITEMS - AM CONSERVATION GRP	2,900.00	2,704.00	N/A	600	N/A	E.SCOTT
American Eagle Courier, Inc.	N	MESSENGER SERVICE - AMERICAN EAGLE	3,000.00	3,000.00	12 MONTHS	600	N/A	E.SCOTT
American Eagle Courier, Inc.	N	MESSENGER SERVICE - AMERICAN EAGLE	1,400.57	1,400.57	12 MONTHS	600	N/A	E.SCOTT
BANCORP.COM BANK /JEFF. LEA.	N	VEHICLE LEASE - JEFFERSON LEASING	6,900.00	6,900.00	12 MONTHS	600	NO	E.SCOTT
Blueprint Consulting Services, LLC	Y	SOFTWARE - BLUEPRINT	1,099.50	1,099.50	N/A	600	N/A	E.SCOTT
Blueprint Consulting Services, LLC	Y	SOFTWARE - BLUEPRINT	322	322	N/A	600	N/A	E.SCOTT
Blueprint Consulting Services, LLC	Y	SOFTWARE - BLUEPRINT	8,825.00	8,825.00	N/A	600	N/A	E.SCOTT
Blueprint Consulting Services, LLC	Y	FURNITURE - BLUEPRINT	61,230.00	61,230.00	N/A	600	YES	E.SCOTT
Blueprint Consulting Services, LLC	Y	UPGRADE TO OFFICE365 - BLUEPRINT	6,742.00	6,742.00	N/A	600	NO	E.SCOTT
Blueprint Consulting Services, LLC	Y	ASSESSMENT - BLUEPRINT	9,600.00	9,600.00	N/A	600	NO	E.SCOTT
Blueprint Consulting Services, LLC	Y	SOFTWARE - BLUEPRINT	9,750.00	9,750.00	N/A	600	NO	E.SCOTT
CAPITAL COMMUNITY NEWS INC	N	ADVERTISING - CAPITAL COMMUNITY NEWS	1,701.00	1,018.50	N/A	600	N/A	E.SCOTT
CNXIS CONSULTING LLC	Y	OUTREACH - CNXIS	45,000.00	45,000.00	N/A	600	NO	E.SCOTT

OFFICE OF THE PEOPLE'S COUNSEL
FY16 CONTRACTS/PROCUREMENTS

VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITVELY BID	CONTRACT MONITOR
COLONIAL PARKING INC	N	PARKING - COLONIAL PARKING	1,799.01	1,799.01	12 MONTHS	600	N/A	E.SCOTT
COLONIAL PARKING INC	N	PARKING - COLONIAL PARKING	4,410.54	4,410.54	12 MONTHS	600	N/A	E.SCOTT
COMCAST CABLE COMMUNICATIONS	N	CABLE/SERVICE - COMCAST	1,251.48	1,251.48	12 MONTHS	600	N/A	E.SCOTT
COMCAST CABLE COMMUNICATIONS	N	CABLE/SERVICE - COMCAST	396	396	12 MONTHS	600	N/A	E.SCOTT
COMM-WORKS FORTRAN LLC	N	MAINTENANCE - COMPEL	23,637.59	23,637.59	12 MONTHS	600	N/A	E.SCOTT
COMM-WORKS FORTRAN LLC	N	CABLING - COMPEL	4,249.43	4,249.43	N/A	600	YES	E.SCOTT
COMM-WORKS FORTRAN LLC	N	CABLING - COMPEL	27,372.00	27,372.00	N/A	600	YES	E.SCOTT
COMM-WORKS FORTRAN LLC	N	MAINTENANCE - COMPEL	6,805.03	6,805.03	12 MONTHS	600	NO	E.SCOTT
COMM-WORKS FORTRAN LLC	N	MAINTENANCE - COMPEL	5,000.00	5,000.00	12 MONTHS	600	NO	E.SCOTT
COMM-WORKS FORTRAN LLC	N	MAINTENANCE - COMPEL	3,000.00	1,849.25	12 MONTHS	600	NO	E.SCOTT
COMM-WORKS FORTRAN LLC	N	WIRELESS HANDSET - COMPEL	2,028.00	2,028.00	N/A	600	NO	E.SCOTT
COMM-WORKS FORTRAN LLC	N	CAT6 CABLING - COMPEL	1,547.55	1,547.55	N/A	600	N/A	E.SCOTT
COMM-WORKS FORTRAN LLC	N	UPDATE OMNITOUCH AND LICENSES - COMPEL	6,453.50	6,453.50	N/A	600	NO	E.SCOTT
COMM-WORKS FORTRAN LLC	N	UPDATE OMNITOUCH AND LICENSES - COMPEL	5,074.27	5,074.27	N/A	600	NO	E.SCOTT
COMM-WORKS FORTRAN LLC	N	UPDATE OMNITOUCH AND LICENSES - COMPEL	6,453.50	6,453.50	N/A	600	NO	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	3,000.00	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	FURNITURE - CAPITAL SERVICES & SUPPLIES	2,451.40	2,451.40	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	BINDERS - CAPITAL SERVICES & SUPPLIES	2,996.19	2,996.19	N/A	600	N/A	E.SCOTT

OFFICE OF THE PEOPLE'S COUNSEL
FY16 CONTRACTS/PROCUREMENTS

VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITVELY BID	CONTRACT MONITOR
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	2,769.19	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	2,769.19	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	FURNITURE - CAPITAL SERVICES & SUPPLIES	2,379.00	2,084.00	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	3,000.00	N/A	600	N/A	E.SCOTT
Corenic Construction	Y	CONSTRUCTION - CORENIC	3,000.00	3,000.00	N/A	600	NO	E.SCOTT
Corenic Construction	Y	CONSTRUCTION - CORENIC	70,825.00	70,825.00	N/A	600	YES	E.SCOTT
DATA NET SYSTEMS CORP	Y	WEBSERVER - DATANET	30,528.45	30,528.45	N/A	600	NO	E.SCOTT
DATA NET SYSTEMS CORP	Y	WEBSITE DESIGN - DATANET	78,000.00	78,000.00	N/A	600	NO	E.SCOTT
DATAWATCH SYSTEMS	N	MAINTENANCE/MONITORING - DATAWATCH	1,432.54	1,432.54	12 MONTHS	600	N/A	E.SCOTT
DATAWATCH SYSTEMS	N	MAINTENANCE/MONITORING - DATAWATCH	651.25	651.25	12 MONTHS	600	N/A	E.SCOTT
DATAWATCH SYSTEMS	N	MAINTENANCE/MONITORING - DATAWATCH	1,975.00	1,975.00	12 MONTHS	600	N/A	E.SCOTT
DC FEDERATION OF CIVIC ASSOC	N	ADVERTISEMENT - D.C FEDERATION OF CIVIC ASSOC	350	350	N/A	600	N/A	E.SCOTT
Duncan & Allen	N	LEGAL SERVICES - DUCAN ALLEN	8,000.00	8,000.00	N/A	600	YES	E.SCOTT
Duncan & Allen	N	LEGAL SERVICES - DUCAN ALLEN	8,000.00	8,000.00	N/A	600	YES	E.SCOTT
Duncan,Weinberg,Genzer	N	LEGAL SERVICES - DUNCAN, WEINBERG, GENZER & PEMBROKE	10,000.00	9,865.80	N/A	600	YES	E.SCOTT
EAGLE CONSTRUCTION & BUILDING	Y	ESTIMATING COST SERVICES - EAGLE CONSTRUCTION	300	300	N/A	600	N/A	E.SCOTT
GOVERNMENT EMPLOYEES INS CO	N	VEHICAL REPAIR	3,421.32	3,421.32	N/A	600	NO	E.SCOTT
Goldblatt Martin Pozen LLP	Y	TECHNICAL SERVICES - GOLDBLATT MARTIN POZEN	21,000.00	21,000.00	N/A	600	YES	E.SCOTT
HARRISON MALDONADO ASSOCIATES	Y	TRANSLATION - HARRISON, MALDONADO ASSOCIATES	25,000.00	10,962.33	12 MONTHS	600	NO	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	8,000.00	7,469.93	6 MONTHS	600	NO	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,648.45	2,648.45	N/A	600	N/A	E.SCOTT

OFFICE OF THE PEOPLE'S COUNSEL
FY16 CONTRACTS/PROCUREMENTS

VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITVELY BID	CONTRACT MONITOR
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	N/A	600	N/A	E.SCOTT
Irvine Sheffey	N	community outreach SERVICES - IRVINE SHEFFEY	8,000.00	3,450.00	N/A	600	YES	E.SCOTT
JEROME S PAIGE & ASSOCIATES	Y	LEGAL SERVICES- JEROME PAIGE	82,000.00	78,882.55	N/A	600	YES	E.SCOTT
LANDS END INC	N	SHIRTS - LANDS' END	96.95	96.95	N/A	600	N/A	E.SCOTT
LANDS END INC	N	SHIRTS - LANDS' END	106.95	106.95	N/A	600	N/A	E.SCOTT
LANDS END INC	N	SHIRTS - LANDS' END	96.95	96.95	N/A	600	N/A	E.SCOTT
LANDS END INC	N	SHIRTS - LANDS' END	96.95	96.95	N/A	600	N/A	E.SCOTT
LANDS END INC	N	SHIRTS - LANDS' END	183.95	183.95	N/A	600	N/A	E.SCOTT
LANGUAGE LINE SERVICES	N	INTERPRETATION PLAN - LANGUAGE LINE SVCS	500	116.92	N/A	600	N/A	E.SCOTT
LINK Strategic Partners	N	ANNUAL REPORT - LINK	23,470.00	22,074.13	N/A	600	YES	E.SCOTT
Leidos Digital Solutions	Y	BUILD CID AND TRAINING- LOCKHEED MARTIN	56,570.50	56,570.50	N/A	600	YES	E.SCOTT
Leidos Digital Solutions	Y	BUILD CID AND TRAINING- LOCKHEED MARTIN	56,570.50	56,570.50	N/A	600	YES	E.SCOTT
Leidos Digital Solutions	Y	BUILD CID AND TRAINING- LOCKHEED MARTIN	4,450.88	4,450.88	N/A	600	YES	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	NOTE BOOKS - METROPOLITAN OFFICE PRODUCTS	2,960.15	2,960.15	N/A	600	N/A	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	MAINTENANCE - TOSHIBA ESTUDIO 407	1,200.00	1,200.00	12 MONTHS	600	N/A	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	MAINTENANCE - TOSHIBA ESTUDIO 407	1,000.00	1,000.00	12 MONTHS	600	N/A	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	TOSHIBA PRINTER - METROPOLITAN OFFICE PRODUCTS	12,400.00	12,400.00	12 MONTHS	600	NO	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	MAINTENANCE TOSHIBA - METROPOLITAN OFFICE PRODUCTS	11,550.00	11,550.00	12 MONTHS	600	NO	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	MAINTENANCE - TOSHIBA ESTUDIO 407	1,200.00	1,200.00	12 MONTHS	600	N/A	E.SCOTT
METROPOLITAN OFFICE PRODUCTS	Y	MAINTENANCE - TOSHIBA ESTUDIO 407	1,000.00	1,000.00	12 MONTHS	600	N/A	E.SCOTT

OFFICE OF THE PEOPLE'S COUNSEL
FY16 CONTRACTS/PROCUREMENTS

VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITVELY BID	CONTRACT MONITOR
MINDFINDERS INC	Y	TEMP - MINDFINDERS	45,000.00	45,000.00	12 MONTHS	600	YES	E.SCOTT
MVS, Inc.	Y	MAINTENANCE SUPPORT - MVS	689.7	689.7	12 MONTHS	600	N/A	E.SCOTT
MVS, Inc.	Y	MAINTENANCE SUPPORT - MVS	363	363	12 MONTHS	600	N/A	E.SCOTT
MVS, Inc.	Y	CISCO WIRELESS ACCESS - MVS	1,475.00	1,475.00	12 MONTHS	600	N/A	E.SCOTT
MVS, Inc.	Y	PRODUCTION SUPPORT COVERAGE - MVS	1,738.00	1,738.00	12 MONTHS	600	N/A	E.SCOTT
MVS, Inc.	Y	PROSUPPORT PLUS - MVS	2,923.49	2,923.49	12 MONTHS	600	N/A	E.SCOTT
MVS, Inc.	Y	VEEAM ESSEN STD - MVS	1,605.99	1,605.99	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	CISCO ANYCONNECT PLUS - MVS	973.5	973.5	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	CISCO ANYCONNECT PLUS - MVS	298.9	298.9	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	CISCO ANYCONNECT PLUS - MVS	1,550.00	1,550.00	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	VEEAM ESSEN STD - MVS	2,624.40	2,624.40	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	IT TECHNICIAN ON SITE SERVICE - MVS	2,640.00	2,640.00	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	INSTALLATION - MVS	950	950	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	COMPUTER - MVS	949.9	949.9	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	COMPUTER - MVS	854.9	854.9	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	COMPUTER - MVS	88.19	88.19	N/A	600	N/A	E.SCOTT
McCarter & English, LLP	N	LEGAL SERVICES - McCARTER & ENGLISH	15,000.00	2,397.05	12 MONTHS	600	YES	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	REGISTRATION - NASUCA	3,150.00	3,150.00	N/A	600	NO	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	MEMBERSHIP - NASUCA	9,000.00	9,000.00	N/A	600	NO	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	MEMBERSHIP - NASUCA	600	600	12 MONTHS	600	NO	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	MEMBERSHIP - NASUCA	1,093.00	1,093.00	12 MONTHS	600	NO	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	MEMBERSHIP - NASUCA	504	504	12 MONTHS	600	NO	E.SCOTT
Outfront Media Inc.	N	ADVERTISING - OUTFRONT MEDIA	21,925.00	21,925.00	N/A	600	YES	E.SCOTT
Outfront Media Inc.	N	ADVERTISING - OUTFRONT MEDIA	21,925.00	21,925.00	N/A	600	YES	E.SCOTT

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VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITVELY BID	CONTRACT MONITOR
Outfront Media Inc.	N	ADVERTISING - OUTFRONT MEDIA	21,925.00	21,925.00	N/A	600	YES	E.SCOTT
PJM INTERCONNECTION LLC	N	DUES - PJM	500	500	12 MONTHS	600	N/A	E.SCOTT
PRICE MODERN INC	N	FURNITURE - PRICE MODERN	7,423.18	7,064.82	N/A	600	NO	E.SCOTT
Protiviti Government Services	Y	TEMP - PROTIVITI GOVERNMENT	24,000.00	24,000.00	12 MONTHS	600	YES	E.SCOTT
Protiviti Government Services	Y	TEMP - PROTIVITI GOVERNMENT	10,000.00	4,437.50	12 MONTHS	600	YES	E.SCOTT
Quench USA INC	N	WATER SYSTEMS - MACKE	600	523.45	12 MONTHS	600	N/A	E.SCOTT
RECALL TOTAL INFORMATION MGMT	N	STORAGE OF OPC FILES - RECALL TOTAL INFORMATION	6,000.00	6,000.00	12 MONTHS	600	NO	E.SCOTT
RECALL TOTAL INFORMATION MGMT	N	STORAGE OF OPC FILES - RECALL TOTAL INFORMATION	3,000.00	688.81	12 MONTHS	600	NO	E.SCOTT
RELX Inc	N	DATA SYSTEM - LEXISNEXIS	24,648.00	24,648.00	12 MONTHS	600	NO	E.SCOTT
SHRED-IT USA, INC.	N	SHREDDING - SHRED-IT	1,000.00	431.65	12 MONTHS	600	N/A	E.SCOTT
SHRED-IT USA, INC.	N	SHREDDING - SHRED-IT	3,000.00	258.07	12 MONTHS	600	N/A	E.SCOTT
SUPERIOR COURIERS, LLC	N	MESSENGER SERVICE - SUPERIOR COURIERS	3,000.00	2,599.00	12 MONTHS	600	N/A	E.SCOTT
SYNAPSE ENERGY ECONOMICS	N	TECHNICAL SERVICES - SYNAPSE ENERGY ECONOMICS	15,000.00	14,977.50	12 MONTHS	600	YES	E.SCOTT
SYNAPSE ENERGY ECONOMICS	N	TECHNICAL SERVICES - SYNAPSE ENERGY ECONOMICS	115,400.00	93,125.00	12 MONTHS	600	YES	E.SCOTT
Sara Greenburg	N	INTERN - SARA GREENBERG	5,000.00	5,000.00	3 MONTHS	600	NO	E.SCOTT
Sara Greenburg	N	INTERN - SARA GREENBERG	1,141.25	1,141.25	3 MONTHS	600	NO	E.SCOTT
Spiegel and McDiarmid LLP	N	LEGAL SERVICES - SPIEGEL & MCDIARMID	2,873.25	2,873.25	N/A	600	N/A	E.SCOTT
Spiegel and McDiarmid LLP	N	LEGAL SERVICES - SPIEGEL & MCDIARMID	1,519.00	1,519.00	N/A	600	N/A	E.SCOTT
Spiegel and McDiarmid LLP	N	LEGAL SERVICES - SPIEGEL & MCDIARMID	2,567.74	2,567.74	N/A	600	N/A	E.SCOTT
Spiegel and McDiarmid LLP	N	LEGAL SERVICES - SPIEGEL & MCDIARMID	15,000.00	15,000.00	12 MONTHS	600	YES	E.SCOTT

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Spiegel and McDiarmid LLP	N	LEGAL SERVICES - SPIEGEL & MCDIARMID	7,500.00	7,500.00	12 MONTHS	600	YES	E.SCOTT
Spiegel and McDiarmid LLP	N	LEGAL SERVICES - SPIEGEL & MCDIARMID	1,211.43	1,211.43	12 MONTHS	600	N/A	E.SCOTT
THE HAMILTON GROUP	Y	TOTE BAGS - THE HAMILTON GROUP	6,610.00	6,610.00	N/A	600	YES	E.SCOTT
THE HAMILTON GROUP	Y	TOTE BAGS - THE HAMILTON GROUP	7,835.70	7,835.70	N/A	600	YES	E.SCOTT
THE HAMILTON GROUP	Y	TOTE BAGS - THE HAMILTON GROUP	9,999.00	9,999.00	N/A	600	YES	E.SCOTT
THE HAMILTON GROUP	Y	OUTREAC MATERIAL - THE HAMILTON GROUP	22,000.00	22,000.00	N/A	600	YES	E.SCOTT
THE WASHINGTON INFORMER	N	ADVERTISING - WASHINGTON INFORMER	2,000.00	2,000.00	N/A	600	N/A	E.SCOTT
TOUCAN PRINTING & PROMO PROD	Y	OUTREAC MATERIAL - TOUCAN	17,250.00	17,250.00	N/A	600	YES	E.SCOTT
Total Solutions Group LLC	N	CABLING INSTALLATION - TOTAL SOLUTIONS GROUP	21,321.00	21,321.00	N/A	600	YES	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80	20,000.00	20,000.00	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80	5,260.00	5,260.00	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80	3,000.00	3,000.00	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80	3,000.00	3,000.00	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX 4110 TSG	43,680.00	43,680.00	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80 TSG	13,036.70	13,036.70	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80 TSG	16,751.75	16,751.75	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	TOSHIBA PRINTER - TOTAL SOLUTION GROUP	7,000.00	7,000.00	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - TOTAL SOLUTIONS GROUP	1,875.00	1,875.00	N/A	600	N/A	E.SCOTT
UNITED PARCEL SERVICE	N	SHIPPING SERVICE - UPS	3,000.00	2,349.49	12 MONTHS	600	NO	E.SCOTT
UNITED PARCEL SERVICE	N	SHIPPING SERVICE - UPS	3,000.00	128.79	N/A	600	NO	E.SCOTT

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WASH METRO AREA TRANSIT AUTH	N	SMARTBENEFITS - WASH METRO AREA TRANSIT AUTH	15,000.00	13,126.70	12 MONTHS	600	NO	E.SCOTT
WASH METRO AREA TRANSIT AUTH	N	SMARTBENEFITS - WASH METRO AREA TRANSIT AUTH	10,000.00	10,000.00	12 MONTHS	600	NO	E.SCOTT
Walls & Associates, Inc.	N	MEDIA AND COMMUNICATION SERVICES - WALLS & ASSOCIATES	15,000.00	13,000.00	12 MONTHS	600	YES	E.SCOTT
Walls & Associates, Inc.	N	MEDIA AND COMMUNICATION SERVICES - WALLS & ASSOCIATES	20,000.00	11,200.00	12 MONTHS	600	YES	E.SCOTT
Wilson Energy Economics	N	TECHNICAL SERVICES - WILSON ENERGY ECONOMICS	14,000.00	13,584.00	12 MONTHS	600	YES	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 8900	51.48	30.03	12 MONTHS	600	N/A	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 8900	38.76	19.38	12 MONTHS	600	N/A	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 8900	1,000.00	852.84	12 MONTHS	600	N/A	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 560	26,628.72	22,859.61	12 MONTHS	600	NO	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 560	8,028.12	6,021.09	12 MONTHS	600	NO	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 560	1,000.00	1,000.00	N/A	600	NO	E.SCOTT
XEROX CORPORATION	N	MAINTENANCE - XEROX 560	3,000.00	2,580.67	N/A	600	NO	E.SCOTT

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A Digital Solutions Inc.	Y	PRINTING SERVICES - A DIGITAL SOLUTIONS	2,900.00	2,900	N/A	600	N/A	E.SCOTT
A Digital Solutions Inc.	Y	PRINTING SERVICES - A DIGITAL SOLUTIONS	2,500.00	2,500	N/A	600	N/A	E.SCOTT
ALLIED TELECOM GROUP,LLC	N	INTERNET ACCESS - ALLIED TELECOM	11,700.00	11,700	12 MONTHS	600	NO	E.SCOTT
BANCORP.COM BANK /JEFF. LEA.	N	VEHICLE LEASE - JEFFERSON LEASING	5,748.00	5,748	12 MONTHS	600	NO	E.SCOTT
BANCORP.COM BANK /JEFF. LEA.	N	VEHICLE LEASE - JEFFERSON LEASING	8,124.00	8,124	12 MONTHS	600	NO	E.SCOTT
Blueprint Consulting Services, LLC	Y	METRER OVERAGE - BLUEPRINT	30,000.00	30,000	3 MONTHS	600	NO	E.SCOTT
COLONIAL PARKING INC	N	PARKING - COLONIAL PARKING	2,186.55	2,186.55	12 MONTHS	600	N/A	E.SCOTT
COLONIAL PARKING INC	N	PARKING - COLONIAL PARKING	2,470.68	2,470.68	12 MONTHS	600	N/A	E.SCOTT
COMM-WORKS FORTRAN LLC	N	MAINTENANCE - COMPEL	26,188.20	26,188.20	12 MONTHS	600	NO	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	3,000	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	3,000	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	3,000	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	3,000	N/A	600	N/A	E.SCOTT
Capital Services and Supplies	Y	SUPPLIES - CAPITAL SERVICES & SUPPLIES	3,000.00	2,585.23	N/A	600	N/A	E.SCOTT
Corenic Construction	Y	PAINTING - CORENIC	2,805.00	2,805	N/A	600	YES	E.SCOTT
DATAWATCH SYSTEMS	N	MAINTENANCE/MONITORING - DATAWATCH	1,432.54	1,432.54	12 MONTHS	600	N/A	E.SCOTT
DATAWATCH SYSTEMS	N	MAINTENANCE/MONITORING - DATAWATCH	651.25	651.25	12 MONTHS	600	N/A	E.SCOTT
DC FEDERATION OF CIVIC ASSOC	N	ADVERTISING - DC FEDERATION	350	350	N/A	600	N/A	E.SCOTT
District of Columbia Agencies	N	VEH REGISTRATION (TAGS) - DMV	151	151	N/A	600	N/A	E.SCOTT
Dupont Computers	Y	PRINTING SERVICES - DUPONT COMPUTERS	10,495.00	10,495	N/A	600	YES	E.SCOTT
Dupont Computers	Y	PRINTING SERVICES - DUPONT COMPUTERS	11,570.00	11,570	N/A	600	YES	E.SCOTT
Dupont Computers	Y	PRINTING SERVICES - DUPONT COMPUTERS	1,966.00	1,966	N/A	600	YES	E.SCOTT

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EMERGENCY 911 SECURITY	Y	LOCK REPLACEMENT - EMERGENCY 911	1,783.08	1,783.08	N/A	600	YES	E.SCOTT
Goldblatt Martin Pozen LLP	Y	TECHNICAL SERVICES - GOLDBLATT MARTIN POZEN	25,000.00	10,500	12 MONTHS	600	YES	E.SCOTT
HARRISON MALDONADO ASSOCIATES	Y	TRANSLATION - HARRISON, MALDONADO ASSOCIATES	15,000.00	6,001.36	12 MONTHS	600	NO	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,505.80	2,505.80	1 MONTH	600	N/A	E.SCOTT
Intermedia.net, Inc.	N	EMAIL ACCESS - INTERMEDIA	2,310.50	2,310.50	1 MONTH	600	N/A	E.SCOTT
JEROME S PAIGE & ASSOCIATES	Y	TECHNICAL SERVICES- JEROME PAIGE	45,154.79	43,254.45	12 MONTHS	600	YES	E.SCOTT
JEROME S PAIGE & ASSOCIATES	Y	TECHNICAL SERVICES- JEROME PAIGE	45,154.79	43,254.45	12 MONTHS	600	YES	E.SCOTT
JKB, LLC	Y	PRINTING SERVICES - JKB	11,918.74	11,918.74	N/A	600	YES	E.SCOTT
MINDFINDERS INC	Y	TEMP FOR HR - MINDFINDERS	40,000.00	0	6 MONTHS	600	YES	E.SCOTT
MINDFINDERS INC	Y	TEMP FOR HR - MINDFINDERS	20,000.00	14,646.89	6 MONTHS	600	YES	E.SCOTT
MVS, Inc.	Y	ON SITE SERVICE - MVS	880	880	N/A	600	N/A	E.SCOTT
MVS, Inc.	Y	VEEAM BCKP ESS - MVS	1,169.40	1,169.40	N/A	600	N/A	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	MEMBERSHIP - NASUCA	10,000.00	10,000	12 MONTHS	600	NO	E.SCOTT
NAT'L ASSOC. OF STATE UTILITY	N	MEMBERSHIP - NASUCA	1,197.00	1,197	12 MONTHS	600	N/A	E.SCOTT
Outfront Media Inc.	N	ADVERTISING - OUTFRONT MEDIA	10,000.00	10,000	N/A	600	NO	E.SCOTT
Outfront Media Inc.	N	ADVERTISING - OUTFRONT MEDIA	8,075.00	8,075	N/A	600	NO	E.SCOTT
PJM INTERCONNECTION LLC	N	DUES - PJM	500	500	12 MONTHS	600	N/A	E.SCOTT
POST MASTER	N	POSTAGE - POST MASTER	5,000.00	5,000	N/A	600	NO	E.SCOTT
PROJECT ENERGY SAVERS LLC	N	PRINTING OF MISC - ENERGY SAVERS	27,213.00	27,213	N/A	600	NO	E.SCOTT
Protiviti Government Services	Y	TEMP - PROTIVITI GOVERNMENT	40,000.00	16,450	12 MONTHS	600	YES	E.SCOTT
RADIO ONE INC.	N	DEVELOP AND BROADCAST RADIO AWARENESS - RADIO ONE	5,050.00	5,050	N/A	600	YES	E.SCOTT
RELX Inc	N	DATA SYSTEM - LEXISNEXIS	25,884.00	25,884	12 MONTHS	600	NO	E.SCOTT
SENIOR BEACON OF GREATER WASH.	N	ADVERTISING - BEACON	1,400.00	1,400	N/A	600	NO	E.SCOTT
SUPERIOR COURIERS, LLC	Y	MESSENGER SERVICE - SUPERIOR COURIERS	3,000.00	2,171	2 MONTHS	600	YES	E.SCOTT
SUPERIOR COURIERS, LLC	Y	MESSENGER SERVICE - SUPERIOR COURIERS	25,000.00	729	10 MONTHS	600	YES	E.SCOTT
SYNAPSE ENERGY ECONOMICS	N	TECHNICAL SERVICES - SYNAPSE ENERGY ECONOMICS	22,275.00	21,837.50	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX 4110 TSG	25,000.00	25,000	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX 4110 TSG	10,000.00	10,000	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX V-80 TSG	62,520.00	62,520	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - XEROX WC7225PT TSG	22,500.00	22,500	12 MONTHS	600	NO	E.SCOTT
Total Solutions Group LLC	N	MAINTENANCE - TOSHIBA'S 407C	49,509.00	49,509	12 MONTHS	600	NO	E.SCOTT
UNITED PARCEL SERVICE	N	SHIPPING SERVICE - UPS	3,000.00	291.06	N/A	600	NO	E.SCOTT

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VENDOR	CBE Y/N	PRODUCT/SERVICE	BUDGETED AMOUNT	ACTUAL SPENDING	TERM OF CONTRACT	FUNDING SOURCE	COMPETITELY BID	CONTRACT MONITOR
WASH METRO AREA TRANSIT AUTH	N	SMARTBENEFITS - WASH METRO AREA TRANSIT AUTH	25,000.00	5,351.10	12 MONTHS	600	NO	E.SCOTT
Walls & Associates, Inc.	N	MEDIA AND COMMUNICATION SERVICES - WALLS & ASSOCIATES	15,000.00	15,000	12 MONTHS	600	NO	E.SCOTT
Wilson Energy Economics	N	TECHNICAL SERVICES - WILSON ENERGY ECONOMICS	20,000.00	1,976	12 MONTHS	600	NO	E.SCOTT