

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

## FY18 -19 Performance Oversight Hearing Responses

*Before the*

## Committee on Business and Economic Development

**Kenyan McDuffie, Chairperson**

February 26, 2019

### General Questions

- 1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel, and note the date that the information was collected on the chart.**

*See Attachment 1, “OPC Org Chart”.*

*The office currently has 3 vacant positions from the O-Type budget, special revenue fund. The position are as follows:*

- *Community Outreach Coordinator DS-11*
- *Administrative Assistant DS-09*
- *Budget Analyst DS- 13*

*The office also has eight positions vacant from the newly established DC Water budget. The office cannot fill DC Water positions until Congress has approved the legislation. We anticipate the legislation being approved around mid-April. The vacant positions are as follows:*

- *Supervisor/Manager*
- *Attorney*
- *Community Outreach Coordinator*
- *Community Outreach Coordinator*
- *Community Outreach Coordinator*
- *Community Outreach Coordinator*
- *Community Outreach Coordinator*
- *Administrative Assistant*

**a. Please provide an explanation of the roles and responsibilities of each division and subdivision.**

***Directorate Division*** – Determines overall agency policy, short- and long-term strategic planning, agency fiscal and resource requirements, inter-and-intra divisional goals, litigation strategy and legislative agenda needed to effectuate the Agency's mission to advocate for and protect the interests of D.C. utility consumers.

***Operations Division*** – Coordinates fiscal management, communications, 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, Energy Efficiency & Sustainability, 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 disputes with utility companies. Organizes utility issues forums and consumer symposiums. Provides technical support to Advisory Neighborhood Commissions, civic associations and community groups. Develops strategies for consumer engagement. Develops publications and information displays.

***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.

***Technical Services Division*** – Provides technical support to the Litigation Division and advises the People's Counsel on regulatory matters dealing with financial, engineering, economics and accounting.

***DC Water Division*** – Provides education and outreach to District consumers as well as assistance and representation to individual consumers in disputes with DC Water.

**b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.**

*In April of 2018, OPC filled an Executive Assistant position. This position supports the People's Counsel. (Dionne Calhoun)*

*In May of 2018, OPC hired a Chief of Staff who reports to the People's Counsel and all divisions report to the Chief of Staff. (Eric Coard)*

*In June of 2018, OPC filled an Assistant People's Counsel who will assist the litigation division on all utility matters. (Anjali Patel)*

*In January of 2019, OPC filled the HR specialist position. This position supports all personnel matters. (Cecilia Walker)*

*In February 2019, OPC filled an Assistant People's Counsel position. This position supports the litigation division on all utility matters. (Tamika Taylor)*

*In February 2019, OPC filled an Assistant People's Counsel position. The effective date of this hire is March 2019. This position supports the Litigation division on all utility matters. (Timothy Oberleiton)*

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

*See Attachment 2, "OPC Schedule A".*

- 3. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.**

*Employee: Abigail Marcus-Garvie*

*From: Office of the People's Counsel*

*To: District Department of Human Resources*

*Reason: Personnel Matters*

*Date of Detail: 4/17/15*

*Projected Return: Undetermined*

**4. Please provide the Committee with:**

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY18 and FY19, to date;**

***FY18***

<i>Sandra Mattavous-Frye</i>	<i>iPad</i>
<i>Eric B. Scott</i>	<i>Cellphone</i>
<i>Frank G. Scott</i>	<i>Cellphone</i>
<i>Doxie R. McCoy</i>	<i>Cellphone</i>

***FY19***

<i>Sandra Mattavous-Frye</i>	<i>iPad</i>
<i>Eric B. Scott</i>	<i>Cellphone</i>
<i>Doxie R. McCoy</i>	<i>Cellphone</i>

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY18 and FY19, to date;**

***FY18***

<i>2015 Dodge Grand Caravan</i>	<i>DC10815</i>	<i>Not assigned but for agency use</i>
<i>No accidents</i>		
<i>2017 Dodge Grand Caravan</i>	<i>DC8946</i>	<i>Not assigned but for agency use</i>
<i>No accidents</i>		

***FY19***

<i>2015 Dodge Grand Caravan</i>	<i>DC10815</i>	<i>Not assigned but for agency use</i>
<i>No accidents</i>		
<i>2017 Dodge Grand Caravan</i>	<i>DC8946</i>	<i>Not assigned but for agency use</i>
<i>No accidents</i>		

- c. A list of travel expenses, arranged by employee for FY18 and FY19, to date, including the justification for travel; and**

*Please see response to question number 37.*

- d. A list of the total workers' compensation payments paid in FY18 and FY19, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

*The agency made no workers' compensation payments in FY 18 and no such payments have been made in FY19 to date.*

**5. For FY18 and FY19, to date, what was the total cost for mobile communications and devices, including equipment and service plans?**

***FY18***

*202.253.8018 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.38m x 12 = \$580.56*

*202.253.7992 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.38m x 12 = \$580.56*

*202.309.2571 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.38m x 12 = \$580.56*

*202.731.9152 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.38m x 12 = \$580.56*

***FY19***

*202.253.8018 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.47m x 12 = \$581.64*

*202.253.7992 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.47m x 12 = \$581.64*

*202.731.9152 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.47m x 12 = \$581.64*

*202.731.9152 Cellphone      America Ch 400 Sh Email/Data*  
*\$48.47m x 6 = \$290.28*

- 6. For FY18 and FY19, to date, please list all intra-District transfers to or from the agency. For each transfer, include the following details:**
- a. Buyer agency;**
  - b. Seller agency;**
  - c. The program and activity codes and names in the sending and receiving agencies' budgets;**
  - d. Funding source (i.e. local, federal, SPR);**
  - e. Description of MOU services;**
  - f. Total MOU amount, including any modifications;**
  - g. Whether a letter of intent was executed for FY18 or FY19 and if so, on what date,**
  - h. The date of the submitted request from or to the other agency for the transfer;**
  - i. The dates of signatures on the relevant MOU; and**
  - j. The date funds were transferred to the receiving agency.**

*See Attachment 6, "OPC Intra-District Transfers FY 18 – FY 19 to date".*



**7. Please list any additional intra-District transfers planned for FY19, including the anticipated agency(ies), purposes, and dollar amounts.**

*The agency is in the process of executing an intra-District agreement with the Department of Human Resources regarding the enhanced suitability screening services (hiring) in the amount of \$1,318.19. There are no other intra-District transfers planned for FY 2019 at this time.*

- 8. For FY18 and FY19, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:**
- 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;**
  - e. Expenditures of funds, including the purpose of each expenditure; and**
  - f. The current fund balance.**

*See Attachment 8, "Special Purpose Revenue FY 18 and FY 19 to date".*

- 9. For FY18 and FY19, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.**

*See Attachment, 9, “OPC P-Card Expenditures FY 18 – FY 19 to date”.*

**10. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY18 and FY19, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

*During FY2018, OPC entered an MOU with the Department of Human Resources for HR related services, effective June 1, 2018 through September 30, 2018. The total cost of the MOU was \$11,080.80.*

*During FY2019, OPC entered an MOU with the Department of Human Resources for HR related services, effective October 1, 2018 through March 31, 2019. The total cost of the MOU is \$16,953.42.*

*During FY2019, OPC entered an MOU with the Department of Human Resources for suitability verification services, effective October 1, 2018 through, 2019. The total cost of the MOU is \$1, 813.19.*

**11. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY18 and FY19, to date.**

*OPC is a member of PJM Interconnection, LLC (“PJM”), the regional grid operator (“RTO”), and votes and actively participates in stakeholder meetings. Additionally, a member of OPC staff is on PJM’s Finance Committee which advises PJM’s Board of Managers and senior staff on the RTO’s budget and expenses.*

*OPC is also a member of the Consumer Advocates of the PJM States, Inc. (“CAPS”), a group of state directed consumer advocate offices from states in the PJM footprint. OPC regularly collaborates with other CAPS members on issues both at PJM and the Federal Energy Regulatory Commission (“FERC. This collaboration includes meetings, hiring consultants, developing stakeholder proposals and filing pleadings at FERC. A member of OPC staff is on the CAPS Board of Directors.*

*OPC also regularly collaborates with environmental organizations, public power entities, trade associations, utilities, and other market participants. This collaboration includes meetings, hiring consultants, developing stakeholders’ proposals and filing pleadings at FERC.*

*OPC is a member of the National Association of State Utility Consumer Advocates (NASUCA). NASUCA is an umbrella organization representing all utility consumer advocate agencies. OPC regularly collaborates with NASUCA members regarding utility issues.*

**12. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not yet been implemented, please explain why.**

*No recommendations have been made to the agency by the Office of the Inspector General, DC Auditor or any other oversight entities in last three years for the Office of the People's Counsel.*

**13. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency's purview in FY18 and FY19, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:**

- a. An update on all capital projects begun, in progress, or concluded in FY17, FY18, and FY19, to date, including the amount budgeted, actual dollars spent, and any remaining balances.**
- b. An update on all capital projects planned for FY19, FY20, FY21, FY22, FY23 and FY24.**
- c. A description of whether the capital projects begun, in progress, or concluded in FY17, FY18, or FY19, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.**

*OPC does not have a capital budget.*

**14. Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for fiscal years 2017, 2018, and the first quarter of 2019. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).**

- a. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal years 2017 and 2018 for each program and activity code.**
- b. Attach the cost allocation plans for FY18 and FY19.**
- c. In FY17 or FY18, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.**

*See Attachment 14, OPC Approved Budget FY 18 – FY 19 to date”.*



**15. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY18 and FY19, to date. For each, include a description of the need and the amount of funding requested.**

*The agency did not request any enhancements in FY 2018 or FY 2019.*

- 16. Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY18 and FY19, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number. Please also include the program, activity, and CSG codes for the originating and receiving funds.**

*See Attachment 16, OPC Reprogrammings, FY 18 – FY 19 to date”.*

**17. Please list each grant or sub-grant received by your agency in FY18 and FY19, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.**

- a. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

*The agency does not have federal funds.*

**18. Please describe every grant your agency is, or is considering, applying for in FY20.**

*The agency is not planning to request any grant funds in FY 2020 at this time.*

**19. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY18 and FY19, to date. For each contract, please provide the following information, where applicable:**

- a. The name of the contracting party;**
- b. Contract number;**
- c. Contract type (e.g. HCA, BPA, Sole Source, sing/exempt from competition award, etc.)**
- d. The nature of the contract, including the end product or service;**
- e. Contract's outputs and deliverables;**
- f. Status of deliverables;**
- g. The dollar amount of the contract, including amount budgeted and amount actually spent;**
- h. The term of the contract;**
- i. Whether the contract was competitively bid;**
- j. Subcontracting status (i.e. Did the Contractor sub any provision of the goods and/or services with another vendor);**
- k. CBE status;**
- l. Division and activity within OPC utilizing the goods and/or services;**
- m. The name of the agency's contract monitor and the results of any monitoring activity; and**
- n. The funding source.**

*See Attachment 19, "OPC Contracts FY 18 – 19 to date".*

**20. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.**

*There are no pending lawsuits that name the agency as a party.*

- 21. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).**

*There were no settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY 19 to date.*

- 22. Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.**

*In FY18, the agency received one ongoing discipline-related personnel matter which was resolved with a finding of misconduct by an employee. As a result, the employee was disciplined in the form of a three-day suspension.*



**23. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY18 and FY19, to date, whether or not those allegations were resolved.**

*OPC's procedure for investigating allegations of sexual harassment or misconduct is outlined in OPC Administrative Order no. 100-06-12.*

*The OPC Order adopts DC Mayor's Order 2004-171 and establishes OPC policies and procedures to ensure the application of the Equal Employment Opportunity practice in the workplace.*

*The OPC Order requires, among other things, that in response to a sexual harassment or misconduct complaint:*

- All employees who become aware of incidents of sexual harassment report the conduct to an EEO official or supervisor with whom the employee feels comfortable;*
- All employees are expected to cooperate in the investigation of sexual harassment complaints;*
- The agency may unilaterally initiate and investigate if an employee who alleges or is alleged or believed to be or have been the victim of sexual harassment should decline to assist and/or participate in the investigation.*

*The OPC Order also outlines a prohibition against retaliation, and that the alleged harasser is entitled to the full protections afforded them under the law, but not limited to the presumption of innocence, unless and until there is a finding of culpability.*

*The Office is committed to the Mayor's FY 18 directive to mandate all staff persons to complete the online sexual harassment tutorial. In addition, all OPC MSS employees will be attending the mandatory sexual harassment course for managers in March. The Office designated a staff attorney to serve as the Sexual Harassment Officer as of February 2018.*

*In FY 18, an employee made two claims against another employee. The claimant declined to be interviewed, nor presented other evidence of claim. Therefore, the claims were found to be without merit.*

**24. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY18 and FY19, to date.**

- *During FY2018, OPC initiated an audit of the Agency Fund.*
- *During FY2018, OPC initiated an audit of the Purchase Card Program.*
- *There have been no audits conducted during FY2019 to date.*

**25. Please describe any spending pressures the agency experienced in FY18 and any anticipated spending pressures for the remainder of FY19. Include a description of the pressure and the estimated amount. If the spending pressure was in FY18, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.**

*OPC has not experienced any spending pressures in FY18 and FY19 to date.*

- 26. Please provide a copy of the agency's FY18 performance plan. Please explain which performance plan objectives were completed in FY18 and whether they were completed on time and within budget. If they were not, please provide an explanation.**

*See Attachment 26. "OPC FY 18 Performance Plan".*

*As a supplement to this question, OPC is also providing a listing of work completed by the Litigation Services Division as part of its performance in FY 18:*

**LITIGATION CASE- RELATED INITIATIVES**

*In the Matter of the Emergency Petition of the Office of the People's Counsel for an Expedited Investigation of the Distribution System of Washington Gas Light Company, GT97-3, In the Matter of the Application of Washington Gas Light Company for Authority to Amend Its Rate Schedule No. 6, GT06-1, In the Matter of the Application of Washington Gas Light Company for Authority to Amend General Service Provision No. 23 (Formal Case No. 1027)*

*The Commission opened Formal Case No. 1027 in response to OPC's January 13, 2004 Emergency Petition, the Office's related January 29, 2004 Supplemental Emergency Petition, and WGL's Order No. 13064 compliance filings (wherein WGL was required to provide an assessment of the causes of the outages, the activities to remedy the outages, and the Company's future plans to avoid natural gas service interruptions). In both its Emergency and Supplemental Emergency Petitions, the Office asked the PSC to open a formal case (including evidentiary hearings) to investigate natural gas service interruptions in the District of Columbia to determine, inter alia, whether they were indicia of a systemic problem affecting the integrity of WGL's natural gas distribution system.*

*In 2006, WGL submitted an Application with the Commission requesting that it be allowed to recover the costs of hexane, which it had started injecting into its distribution system to reduce the shrinkage of rubber seals in its mechanical couplings and the resulting gas leaks. The PSC denied WGL's request and tabled further action on the hexane issue until after the Maryland Commission completed its investigation of that issue in December 2007.*

*In March 2008, the PSC proceeded to consider WGL's hexane strategy.*

*On October 9, 2009, OPC and WGL filed a Settlement Agreement to resolve the designated issues in this case. The Commission approved the Settlement Agreement on December 16, 2009 in Order No. 15627 and thereby authorized WGL to implement the VMCR Program. As part of the Program, WGL agreed to encapsulate or replace vintage mechanical couplings by December 16, 2016. The Commission further authorized the imposition of an annual Plant Recovery Adjustment ("PRA") surcharge, which allowed WGL to recover Program costs and capped total Program spending at \$28 million.*

*As of December 31, 2017, WGL has completed all work related to the Program, at a final cost of \$74.5 million (i.e., \$46.5 million above the agreed-upon cost ceiling). In its last base rate case (i.e., Formal Case No. 1137), WGL expressly stated it intends to recover from District ratepayers its full Program costs, including the \$46.5 million in costs excesses, in its next rate case.*

*In light of the agreed upon express \$28 million cap on Program costs reflected in the Settlement Agreement, the Office firmly believed WGL's plan to recover \$46.5 million in cost excesses was grossly inequitable and infelicitous. Accordingly, in 2018, OPC began engaging in discussions with WGL in an attempt to persuade the Company to refrain from attempting to recover these cost overruns in its next rate case. After numerous discussions between OPC and WGL over the course of several months, the Company agreed to forego cost recovery of its VMCR overruns. On November 8, 2018, AltaGas and WGL filed letters and affidavits to this effect with the Commission. The letter was signed by AltaGas' Co-Chief Executive Office and Chairman of the Board, WGL's President and Chief Executive Officer, and WGL's Executive Vice President, Strategy and Public Affairs. Each of the foregoing also tendered a supporting affidavit. As a result of this agreement, WGL's District ratepayers will not be saddled with WGL's \$46.5 million in Program cost overruns.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Kenneth Mallory, Assistant People's Counsel*

*Advocacy Regarding Tyler House Apartments*

*During the course of a billing investigation in FY15, the Office's Consumer Services Division representatives and OPC's engineer conducted site visits at the Tyler House Apartments and discovered that natural gas meters were installed inside individual apartments in potentially harmful configurations.*

*At OPC's urging, the Department of Consumer and Regulatory Affairs ("DCRA") inspected the Tyler House buildings in March 2017. Based on its findings, DCRA issued Notices of Violation to building management regarding the configuration of the gas meters and the lack of proper ventilation. DCRA levied fines for each of the violations and directed Tyler House management to correct the configuration of the appliances causing the improper ventilation and to remove the tenants until the repairs were completed. The Notices of Violation required the violations to be abated within one (1) day of receipt of the Notices.*

*DCRA scheduled a follow-up inspection on January 3, 2018. As reported to OPC by Tyler House tenants, as of January 25, 2018, the repairs have not been completed. Throughout the course of FY18 and to the present, OPC continued to work with DCRA and to closely monitor the property to determine if the necessary repairs had been made and if all of the violations identified in the Notices of Violation had been satisfactorily ameliorated.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus J. Johnson, Assistant People's Counsel*

*Advocacy Regarding Brown's Court Condominiums*

*In response to consumer complaints regarding property damage during WGL's PROJECTpipes initiative, OPC's Consumer Services Division initiated meetings with Brown's Court residents and WGL representatives to determine the nature and scope of the complaints. Over the course of several meetings, it was determined that the complaints concerned several varying issues—including (but not limited to), the routes WGL chose to run the gas lines, the practice of forcing customers to move their meters from the indoors to the outdoors, and the nature and tone of interactions with WGL contractors.*

*OPC brought this matter to the attention of Councilmember Charles Allen and initiated a meeting between himself, DDOT, and Brown's Court residents. The construction was halted until WGL obtained the proper permitting, so the parties could work toward mutually agreeable solutions regarding gas line location, aesthetics, and communication methods.*

*OPC regularly participated in follow-up meetings with Brown's Court residents and ANC Commissioner Diane Hoskins regarding the progress. OPC also has monthly meetings with WGL regarding the progress of ProjectPIPES' construction and receives detailed information about the number, nature, and resolution of consumer complaints from Brown's Court residents.*

*In November 2018, WGL completed its above-ground piping work, to all but one of the resident's satisfaction, and brought the matter to a close.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus J. Johnson, Assistant People's Counsel*

Litigation and Appellate Advocacy on behalf of an Electric Consumer Complainant

*In FY18, the Office secured a complete victory for a then-aggrieved Potomac Electric Power Company (“Pepco” or “Company”) customer. The underlying dispute involved a 2017 informal consumer complaint filed against the Company with the Public Service Commission of the District of Columbia (“Commission” or “PSC”). In it, the Complainant argued Pepco had unlawfully charged her \$824.81 to temporarily de-energize and re-energize the distribution transformer serving her home so that Complainant's electrician could safely make necessary repairs to electric equipment she owned.*

*An informal hearing was held on May 23, 2017 at the PSC, during which Commission Staff attempted to mediate a resolution or settlement between Complainant and Pepco; however, none was reached. As a result, Complainant was informed by the mediator of her right to (i) pursue this matter further through the Commission’s formal hearing process and (ii) seek assistance and legal representation from OPC should she opt to do so.*

*Based on this instruction, Complainant filed a formal Complaint with the Commission on June 2, 2017. The formal Complaint put forth two grounds for why it was unlawful for Pepco to assess her the disputed charge. For one, she argued the work performed by Pepco (i.e., de-energizing and re-energizing her service line) for which she was charged the amount in question fell within the “ordinary course” of the Company’s provision of electric distribution service. Secondly, Complainant stated Pepco’s tariff did not authorize the Company to charge her the amount in question. She also requested in her formal Complaint that the Office represent her at the then-forthcoming formal hearing.*

*The Hearing Officer issued a merits decision on August 22, 2017. Among other things, the Hearing Officer held that Pepco’s tariff provided it the requisite authority to charge the Complainant for de-energizing and re-energizing her service line.*

*On September 11, 2017, Complainant filed with the Commission a Petition for Review of the Hearing Officer’s August 22, 2017 Decision. Therein, Complainant presented three issues for which it sought Commission review – namely, (i) whether the Hearing Officer erred by finding that the Company does not need an explicit provision under these circumstances to bill Complainant for the work performed, (ii) whether the Hearing Officer erred by finding that Sections 2(e) and 10(c)(1) of the tariff provides the Company the authority to bill the Complainant for the work performed, and (iii) whether the Hearing Officer erred by finding that the work performed under these circumstances was merely for the Complainant’s convenience. The Company filed its Response on September 21, 2017.*

*The Commission issued its Order on Appeal on November 30, 2017. The Commission’s Order upheld the Hearing Officer’s decision.*

*Complainant sought reconsideration before the Commission of its Order on Appeal on January 2, 2018. The Commission issued its Order on Reconsideration on January 31,*

*2018. The Commission's Order denied Complaint's reconsideration request and affirmed its Order on Appeal and the holdings therein.*

*In response to the Commission's Orders on Appeal and Reconsideration, Complainant filed a Petition for Review with the District of Columbia Court of Appeals ("DCCA" or "Court") on February 28, 2018. Complainant subsequently amended her Petition for Review on March 2 and March 6, 2018.*

*Complainant filed her Petitioner's Brief with the Court on June 1, 2018. In response to the arguments set forth in Complainant's Petitioner's Brief, on June 26, 2018, the Commission issued an Order of Rescission, wherein it rescinded its Orders on appeal pursuant to Complainant's Petition for Review.*

*Per the Commission's Notice of Rescission, which the Court construed as a motion to dismiss Complainant's Petition for Review, the Court dismissed Complainant's appeal of the Commission's Orders on Appeal and Reconsideration.*

*Upon rescission, this matter was subsequently reassigned to a new PSC Hearing Officer for further proceedings, de novo.*

*Shortly thereafter, the Office, on behalf of Complainant, approached the Company to explore the possibility of settlement. This led to productive settlement discussions and, ultimately, the confection of a settlement, which was signed by Complainant and Pepco on October 22, 2018. Per the terms of the settlement, Complainant received a full refund of the disputed fee, and Pepco and the Office developed tariff language to clarify that the Company has the authority to charge future customers for a service similar to that which it provided Complainant. This revised tariff language was a critical component of the settlement as it will ensure that the responsible customer, rather than the entire residential rate class, is assessed such charges in the future.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus Johnson, Assistant People's Counsel*

*In the Matter of WGL's Request for Approval of a Revised Accelerated Pipeline Replacement Plan (Formal Case No. 1115)*

*The Office is an active participant in the PROJECTpipes proceeding, the Commission's formal investigation concerning WGL's accelerated pipe replacement plan to modernize its pipeline system by replacing bare/unprotected steel and cast-iron service lines with modern polyethylene (plastic) pipe. Instead of completing the service work and going before the PSC to recover the costs paid for this work through a traditional rate case, WGL recovers the costs it incurs under this initiative through an infrastructure improvement surcharge, which was created and implemented through a December 10, 2014 settlement between the Office, WGL, and the Apartment and Office Building*



*Association of Metropolitan Washington. The foregoing settlement was approved by the Commission on January 29, 2015.*

*The Commission approved WGL's PROJECTpipes in 2014. However, in doing so, it authorized only the first 5 years (i.e., June 1, 2014 thru September 30, 2019) of WGL's 40-year proposal. According to WGL, each year of the initial five-year term is estimated to cost \$25M, and the total cost for the entire 40-years is estimated to cost approximately \$1 billion.*

*Throughout Phase 1 of PROJECTpipes, the Office aggressively reviewed the project and WGL's cost performance as the Commission did not give the company carte blanche to do and spend as it chooses when it authorized the program an underlying surcharge. A regular refrain by the Office throughout Phase 1 was that WGL must be held accountable for its pervasive poor project implementation and management and cost overruns.*

*On December 7, 2018, WGL filed a request for approval of a PROJECTpipes 2 Plan ("PIPES 2 Plan") with the Commission. If approved, the PIPES 2 Plan would span from October 1, 2019 thru December 31, 2024. It consists of 13 programs – 8 distribution replacement programs and 5 transmission replacement programs, at an estimated total cost of \$305.3M. WGL requests that the Commission authorize it to recover the costs associated with the PIPES 2 Plan through the approved PROJECTpipes surcharge mechanism and that the Commission approve the PIPES 2 Plan and surcharge mechanism in advance of the September 30, 2019 expiration of the current PIPES 1 Plan.*

*On December 28, 2018, the Commission issued a Public Notice designating a period of time during which interested persons can submit written comments regarding WGL's Pipes 2 Plan. It designated January 21, 2019 as the deadline for the submission of initial comments and February 6, 2019 as the deadline for reply comments. Pursuant to OPC's request, the Commission subsequently expanded the comment period to March 22, 2019 for initial comments and April 8, 2019 for reply comments. The Office is presently working closely with outside subject-matter experts to thoroughly analyze WGL's filing and will submit fulsome comments regarding its findings/recommendations.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus Johnson, Assistant People's Counsel*

*Advocacy regarding Pepco's Petition for an Investigation to Determine the Jurisdiction of the Public Service Commission of the District of Columbia to Regulate the Electric Distribution System at The Parks at Walter Reed (Formal Case No. 1153)*

*On September 25, 2018, the Potomac Electric Power Company ("Pepco" or "Company") filed the Petition of Potomac Electric Power Company for an Investigation to Determine the Jurisdiction of the Public Service Commission of the District of Columbia to Regulate the Electric Distribution System at The Parks at Walter Reed ("Petition"). In its Petition, the Company asks the Commission to determine if WGL Energy Systems, Inc., The Park*

at Walter Reed Owner's Association, Inc. ("Owners' Association"), or both are a public utility as a result of the operation of the electric distribution system at The Parks. The owners and operator of Walter Reed's electric distribution system currently operate that infrastructure as if it does not fall within the Commission's jurisdiction, which means the ratepayers in that area are not eligible for the protections and benefits provided by the Commission or OPC to PSC-jurisdictional utility customers.

On October 5, 2018, WGL Energy Systems ("WGL Energy") filed an *Answer and Motion to Intervene*. Through this pleading, WGL Energy controverts Pepco's assertions (as set forth in the Company's *Petition*) that the electric distribution system it operates on behalf of the Owners' Association at The Parks at Water Reed is a PSC jurisdictional utility. To the contrary, WGL Energy argues the electric distribution at the Parks is not subject to the Commission's jurisdiction because that infrastructure is a functioning microgrid.

Also, on October 5, 2018, the Owners' Association and The Parks at Walter Reed Developer, LLC ("TPWR") filed a *Joint Answer* in response to Pepco's *Petition*. Similar to WGL Energy, TPWR refutes Pepco's allegations and claims that the electric distribution system located at The Parks at Walter Reed is a non-PSC jurisdictional microgrid.

On October 19, 2018, the Commission issued Order No. 19721, which granted (1) Pepco's *Petition* for an investigation and the *Petitions to Intervene* filed by TPWR and WGL Energy, respectively.

Subsequently, on December 11, 2018, Pepco; WGL Energy; WGL Energy Services, Inc.; TPWR; the Owners' Association; and the District (collectively the "Parties") filed with the Commission a *Joint Motion for Abeyance and Expedited Ruling* ("*Motion for Abeyance*"). Through this pleading, the "Parties" requested that the Commission hold this proceeding in abeyance so as to give them time to confect a settlement. The Office is not listed as one of the enumerated "Parties" and, to date, has been excluded from all settlement discussions.

In response, on December 12, 2018, the Office filed with the Commission a letter in the docket of this proceeding and subsequently a pleading entitled the *Conditional Opposition of the Office of People's Counsel for the District of Columbia to the Joint "Parties" Motion for Abeyance and Expedited Ruling* ("*Conditional Opposition*"). OPC conveyed the same point in both: The Office is amenable to holding this proceeding in abeyance if, and only if, the Office is included in all future settlement discussions.

*On January 25, 2019, the Commission issued Order No. 19807, wherein it held, inter alia, that the procedural schedule in this proceeding will be held in abeyance for a period of 60 days from the issuance of its Order and that the Office did not have a statutory right to participate in the ongoing settlement discussions taking place between the "Parties". Accordingly, per the Commission's rulings, the Office will be unable to participate in the settlement negotiations; nevertheless, settlement or not, OPC will continue its zealous advocacy in this proceeding to ensure that a proper determination is made with respect*

*to the profoundly-important jurisdictional question at issue and that Walter Reed's electric-distribution customers are not being wrongfully denied services and protections they would otherwise be entitled to from the Commission and OPC.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus Johnson, Assistant People's Counsel*

*RM1-2018-01, In the Matter of the Commission's Investigation into the Public Service Commission's Rules of Practice and Procedure*

*In 2016, OPC petitioned the Commission to expand the use of its electronic filing capabilities. Specifically, OPC urged the adoption of amendments to the Commission's filing rules that would (1) reduce or eliminate the requirement that parties to a Commission proceeding provide paper copies of electronically filed documents and (2) allow electronic filing of confidential documents. OPC felt this would help to achieve the District's energy-efficiency- and sustainability goals and better align with the more efficient processes employed by most courts and regulators, the overwhelming majority of which employ a paperless filing process. Moreover, given the exorbitant production costs related to paper filings, a paperless-filing regime would be much more costs effective—which, in terms of the Office's production costs, would inure to the benefit of District ratepayers.*

*On January 19, 2019, the Commission issued a final rule requiring the submission of paperless filings. In doing so, the Commission found paper filings would reduce the costs to and administrative burden on individuals, companies, and other entities that file documents with the Commission and would immediately preserve natural resources by enabling those who file documents with the Commission to file all documents electronically.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus J. Johnson, Assistant People's Counsel*

*Advocacy Regarding the Consumer Bill of Rights ("CBOR")*

*OPC actively participates in Commission rulemakings regarding the CBOR. The Commission has adopted many of the Office's proposed amendments to the CBOR that clarify consumer rights and responsibilities with utility companies and Third-Party Suppliers ("TPS"). To date, the Office has successfully advocated for TPS provisions that ensure consumers have a reasonable opportunity to make informed choices prior to entering into energy-supply contracts with TPSs and are aware of their rights and responsibilities after entering a contract—including, the requirement for TPS companies to publish a consumer pamphlet, the inclusion of a no-contact provision in the soliciting*

*rules, the imposition of minimum requirements during telephone solicitations, minimum requirements for third-party verifications, a requirement to obtain wet signatures for home solicitations, and the ability to save copies of electronic contracts. OPC continues to advocate for reasonable amendments to the contract rescission rules, and reinserting rules which recognize the wind chill and heat index as considerations for whether it would be appropriate to disconnect a delinquent customer's electric or gas service*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Thaddeus J. Johnson, Assistant People's Counsel*

*In the Matter of the Merger of AltaGas Ltd. And WGL Holdings, Inc. (Formal Case No. 1142)*

*Merger Proceeding*

*Formal Case No. 1142 is the Commission's investigation regarding AltaGas Ltd.'s ("AltaGas") request to acquire WGL Holdings, Inc. ("WGL")—including Washington Gas, the District's regulated natural gas distribution company. AltaGas and WGL filed an application seeking Commission approval of the acquisition on April 24, 2017. On September 29, 2017, the Office filed extensive Direct Testimony establishing that the application as filed was not in the public interest because it provided a wealth of benefits for AltaGas and WGL's shareholders but provided paltry benefits to consumers while exposing them to a number of risks, including credit downgrades and foreign currency exchange fluctuations that could dramatically increase the cost of service. Moreover, AltaGas' status as a Canadian corporation provides it rights under the North American Free Trade Agreement that are unavailable to either WGL Holdings, Inc. or Washington Gas. The Office's specific policy concerns focused on ensuring that Washington Gas' District ratepayers received tangible/incremental benefits from, natural gas distribution reliability would be improved, Washington Gas' current executives would retain their existing authority, the District's progressive sustainability goals would not be compromised, and consumers would not be exposed to higher rates than they would have otherwise been absent the proposed acquisition. The Office also met with Advisory Neighborhood Commissions and various civic groups to educate them about the merger and its concerns.*

*The Commission held an evidentiary hearing concerning the acquisition on December 5-13, 2018. The Office filed its Initial Post-Hearing Brief and Reply Brief on January 16, 2018 and February 7, 2018, respectively. Following close of the briefing schedule, OPC participated in settlement negotiations with the Applicants and the other parties to determine if there were ways to address the risks that OPC had identified in the application.*

*AltaGas and Washington Gas approached the Office with a settlement proposal shortly before the start of the evidentiary hearing. Settlement discussions continued both during*

*and after the evidentiary hearing. Throughout settlement talks, the Office was attempting to negotiate and ascertain whether an agreement could be confected that would confer tangible/incremental benefits upon Washington Gas' District ratepayers and that would fully shield Washington Gas from financial harm associated with the travails of AltaGas and its regulated and unregulated subsidiaries.*

*On May 8, 2018, the applicants and the stakeholders, including OPC, filed a unanimous settlement package with the Commission that contained over 80 commitments designed to safeguard ratepayers and WGL from merger-related risks and to produce tangible/incremental ratepayer benefits.*

*On June 29, 2018 the Commission approved the merger, subject to the settlement conditions and certain additional financial protections. AltaGas and WGL accepted the conditions on July 2, 2018 and closed the transaction on July 6, 2018.*

*Some of the merger's key provisions are: (i) \$20.5 million in rate credits for Washington Gas' residential customers (about \$150 per WGL residential-heating customer) and \$5.4 million in credits for non-residential customers; (ii) \$4.2 million for energy-efficiency initiatives, \$1.5 million supplemental funding for the Washington Area Fuel Fund, and \$6 million for workforce development initiatives, none of which can be recovered in rates; (iii) A two-year, rate-case moratorium; (iv) robust financial, accounting, management, and cybersecurity protection measures; (v) improved reporting on Washington Gas' quality of service, pipeline replacement efforts, and distribution system leaks, and on the Company's performance compared to AltaGas's other utilities; (vi) \$4 million to hire and train additional repair crews and a requirement that WGL meet certain leak reduction targets or be subject to financial penalties for non-compliance; (vii) a limitation on the amount of money Washington Gas can recover from ratepayers through its PROJECTpipes surcharge; (viii) a requirement that Washington Gas develop and present to OPC and other interested stakeholders new home meter relocation protocols; and (ix) the development of 10 MW of an energy storage or a renewable resource, and a requirement that AltaGas file a long-term business plan on how it can evolve its business model to support and serve the District's 2050 climate goals.*

### Compliance

*OPC is monitoring WGL and AltaGas's ongoing compliance with the 85 merger conditions. In some instances, WGL has worked collaboratively with the Office to meet the requirements of some merger commitments. For example, Merger Condition No. 70 relates to WGL's gas meter relocation practices and requires WGL to develop protocols for moving meters from inside to the outside of property located in both historic and non-historic areas of the District. Staff from OPC's litigation, consumer services, and technical divisions worked with WGL to develop consumer-friendly and informative meter relocation protocols and communications' materials. In instances where the Company has fallen short of complying, OPC has brought the deficiency to the Company and the PSC's attention.*

*In addition, OPC is continuing to monitor the financial health of the utilities. OPC has concerns with AltaGas's falling stock prices and credit and with the fact that AltaGas'*

*financial outlook led credit agencies to downgrade WGL's credit ratings twice in six months.*

*Due to these concerns, on December 21, 2018 (a day after receiving notice of the second downgrade), OPC filed a motion requesting that the Commission "get ahead of the problem" and hold a status conference for the companies to explain their financial status and their plans to improve their financial outlook. That motion is currently pending.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Anjali G. Patel, Senior Assistant People's Counsel*

*Adrienne Mouton-Henderson, Assistant People's Counsel*

*Thaddeus Johnson, Assistant People's Counsel*

*In the Matter of the Application of Potomac Electric Power Company for Authority to Increase Existing Rates and Charges for Electric Distribution Service (Formal Case No. 1150) and In the Matter of the Impact of the Tax Cuts and Jobs Act of 2017 on the Existing Distribution Service Rates and Charges for Potomac Electric Company and Washington Gas Light Company. (Formal Case No. 1151)*

*On December 19, 2017, less than five months after the Commission issued a decision authorizing Pepco to increase electric rates by \$36.9 million in Formal Case No. 1139, Pepco filed another application to increase its electric distribution rates wherein it requested an additional \$66.2 million. Three days later, on December 22, 2017, the Tax Cuts and Jobs Act of 2017 ("TCJA") was signed into law. The TCJA lowered the federal corporate tax rate, reducing Pepco's 2018 tax obligations and affecting accounts that hold tax funds collected in previous years. Because Pepco's then-existing rates were based on the higher tax rate, consumers would not have received the benefits of the lowered tax rate until the distribution rates authorized by the Commission in Formal Case No. 1150 became effective, which would have taken at least one year. OPC felt such a protracted delay was inappropriate and advocated that ratepayers be alacritously refunded all tax overpayments to which they were entitled to as a result of the reduction in the federal corporate tax rate.*

*On January 23, 2018, the Commission directed Pepco to file a plan to reflect the TCJA's impact on electric rates. In so doing, Pepco also updated its December application requesting authority to increase its electric distribution rates. The Office reviewed the application in detail and engaged in several settlement discussions to ensure ratepayers were protected. The resulting settlement package included a \$24.1 million rate decrease and a moratorium on new Pepco rate proposals until May 1, 2019.*

*On August 9, 2018, the Commission issued Order No. 19433 approving the settlement agreement and directing the parties to update the Commission on the distribution of TCJA savings that accumulated in the time period between July 1, 2018 (i.e., the effective date of the new tariff that was proposed in the settlement), and August 13, 2018 (i.e., the actual effective date of the newly approved tariff).*

*On September 7, 2018, Pepco filed a letter on behalf of the settling parties explaining that for residential customers, Pepco would apply those additional savings identified in Order No. 19433 to the Residential Customer Base Rate Credit that had been established in the Pepco-Exelon Merger Case, Formal Case No. 1119, extending the Residential Customer Base Rate credit through April 2021. Pepco also explained that for commercial customers, it would post a one-time bill credit within 30 days of the letter.*

*The settlement's chief benefit, a rate reduction, is certainly a victory. However, to truly appreciate OPC's advocacy in providing rate relief to consumers, this rate reduction must be viewed along with the Residential Customer Base Rate Credit the Office advocated for and won in the Pepco/Exelon merger. As a result of both, District of Columbia consumers have not had to pay for an increase in Pepco distribution rates for four years.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

Formal Case No. 1144, In the Matter of the Potomac Electric Power Company's Notice to Construct Two 230kV Underground Circuits from the Takoma Substation to the Rebuilt Harvard Substation and from the Rebuilt Harvard Substation to the Rebuilt Champlain Substation (Capital Grid Project)

On May 10, 2017, Pepco filed the first of two Notices of Construction ("NOC") with the PSC requesting permission to implement a long-term project (i.e., the "Capital Grid Project" or "Project") that will cost an estimated \$1 billion and span a decade or more. If approved, District ratepayers would pay for this Project. Under Phase I of the Project, Pepco proposed to construct transmission lines from the Takoma Substation to, and replace and upgrade the facilities at, the Harvard and the Champlain Substations. Regarding Pepco's first Capital Grid Project application, OPC concluded that the PSC should reject Pepco's request for several reasons, all of which the Office set forth in extensive comments OPC filed with the Commission in September and November of 2017. Specifically, OPC asserted (i) there are options superior to the plan proposed by Pepco that were not vetted by the Company; (ii) the design is based on arbitrary strategies and design standards set by Pepco; (iii) the design exceeds transmission design reliability standards and the cost of the excessive design will be borne by District rate payers; (iv) the excess capacity that will be created by the Capital Grid Project will discourage new distributed energy resource investment at a time when the District is seeking to promote such resources; (v) and the Capital Grid Project design hinges on an interconnection with Virginia Electric Power Company ("VEPCO") at that company's Glebe Road substation, but that interconnection has not been approved by the relevant regulatory authorities.

In a February 14, 2018 Order, the PSC agreed with OPC and other parties and directed Pepco to file a single new comprehensive Capital Grid Application, including an assessment of a Study prepared by Synapse Energy Economics in April 2018. The PSC determined that this was necessary to provide the PSC with a holistic view of Pepco's entire Capital Grid Project. Pepco subsequently filed the new application on June 29, 2018.

On September 27, 2018, in its initial comments on the new comprehensive application, OPC concluded that Pepco failed to comply with the PSC's February 2018 order for several reasons: it did not provide adequate analyses of alternative plans as directed by the Commission; aging cable infrastructure does not demonstrate the need for the Capital Grid Project; Pepco has not demonstrated the need for the Mt. Vernon substation; both non-wires and traditional wires alternatives exist that do not require the Mt. Vernon Substation; and the Capital Grid Project will not support distributed energy resource (DER) integration. Once again, OPC urged the PSC to reject Pepco's application.

In October 2018, Pepco filed an errata to the study conducted by its consultant, Quanta Technology, that considered non-wires alternatives to the Mt. Vernon Substation.

On December 10, 2018, OPC filed comments and asserted that the errata is Pepco's attempt to show that non-wires alternatives to the Mt. Vernon Substation are not cost



*effective and the PSC should reject it. The PSC must now decide whether to approve Pepco's Capital Grid Project application. Its decision is currently pending.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People's Counsel*

*Formal Case No. 1119, In the Matter of the Joint Application of Exelon Corporation, Pepco Holdings Inc, Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC for Authorization and Approval of Proposed Merger Transaction – Root Cause Analysis*

*In March 2018, OPC requested leave to file comments on Pepco's Supplemental Report to the original Root Cause Report it filed in September 2016 to comply with Merger Commitment No. 59, one of the conditions Pepco-Exelon were to fulfill under the merger the PSC approved in March 2016. Merger Commitment No. 59 requires Pepco to conduct a root cause analysis to improve customer satisfaction. OPC's comments included consumer expert Barbara Alexander's evaluation and conclusion that the Supplemental Report was just as deficient and flawed as the original report Pepco filed in September 2016. OPC endorsed the remedy proposed by Ms. Alexander—the PSC should require Pepco to hire an independent consultant with expertise in preparing root-cause analyses to perform one to assess the customer satisfaction of the Company's District ratepayers and consumers, including incorporating data and information from Pepco's extant original report and Supplemental Report as the consultant may deem appropriate.*

*The PSC directed Pepco to file a Supplemental Report because the PSC agreed with OPC in a July 2017 order that Pepco's original report suffered from several deficiencies. The PSC had not issued an order addressing OPC's recommendation as of December 31, 2018.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People's Counsel*

Formal Case No. 1119, In the Matter of the Joint Application of Exelon Corporation, Pepco Holdings Inc, Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC for Authorization and Approval of Proposed Merger Transaction – Arrearage Management Program

*On July 20, 2018, OPC filed comments on Pepco's revised Arrearage Management Program ("AMP") Cost Recovery Proposal, which presented Pepco's methods for collecting Arrearage Management Program Costs. The AMP is a forgiveness program for qualifying customers in arrears on their Pepco bills. OPC participates on the AMP Working Group that the PSC established in June 2017. OPC believes that a successful AMP will identify payment-troubled customers, establish a payment program for those customers, and allow the customers to amortize outstanding arrearages through a deferred payment program offering credits for each timely payment.*

*OPC has always been concerned about the opportunity for double recovery under Pepco's AMP. OPC concluded Pepco's 2016 AMP proposal was flawed because, inter alia, it created a substantial risk of double recovery of costs. In February 2018, Pepco submitted its revised AMP proposal. Under the revised proposal, Pepco will forgive distribution-cost arrearages, including surcharges and taxes, and supply-cost arrearages. Pepco proposed to continue recovering uncollectible expense through base distribution rates. It also proposes to recover the arrearage forgiveness costs for SOS customers through the SOS Administrative Charge and the costs for customers receiving service from Third Party Suppliers ("TPS") through the Purchase of Receivables ("POR") discount rate.*

*OPC's July 2018 comments supported Pepco's revised AMP proposal. OPC concluded that Pepco's recovery proposal will not add a new surcharge or line item on a customer's bill, nor will it result in double recovery of costs, one of OPC's primary concerns about AMP proposals.*

*On November 30, 2018, Pepco submitted an updated implementation plan following consultation with the AMP Working Group. Pepco anticipates the AMP will be up and running by late August or September 2019. Also, with input from the AMP Working Group, Pepco selected a third-party evaluator, APPRISE, to conduct the evaluation. In December 2018, OPC participated in the Working Group meeting at which APPRISE reviewed its evaluation plan with the Working Group.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People's Counsel*

Formal Case No. 1102, In the Matter of the Investigation into the Continued Use of Verizon Washington, DC, Inc.'s Copper Infrastructure to Provide Telecommunications Services and RM27-2016-02—The Commission's Investigation into the Rules Governing Local Exchange Carrier Quality of Service Standards for the District

*In Formal Case No. 1102, wherein the PSC investigated the consumer protections needed due to Verizon DC's transition from copper to fiber, the PSC acknowledged OPC's and the Communications Workers of America's ("CWA") concerns regarding the absence of information from Verizon DC about its plans for copper retirement. The PSC acknowledged that while Verizon DC might not have plans at the present to retire its copper network, and the District does not require Verizon to provide notice of abandonment of its copper facilities to customers, OPC, or the PSC, the lack of such information would impede the PSC's ability to provide information about copper abandonment to District consumers. For this reason, the PSC stated that it would propose a notice requirement for the abandonment of copper facilities in a later rulemaking proceeding.*

*In April 2016, the PSC initiated Rulemaking RM27-2016-02 and issued for comment a Notice of Proposed Rulemaking ("NOPR") regarding the abandonment of copper facilities. The amendments therein proposed to impose notice and reporting requirements on all District telecommunications service providers ("TSP"s) seeking to abandon service to the local exchange market and service provided over copper facilities. OPC applauded the proposed changes and filed comments to that effect in 2016. The Office was particularly pleased with the NOPR's proposal to require TSPs seeking to withdraw services, including those provided over copper networks, to inform consumers of their plans and the service alternatives available to them.*

*In October 2018, the PSC issued a second notice of proposed rulemaking for comment. Shortly thereafter, OPC filed comments reiterating that consumer protection is of the utmost importance as TSPs transition from copper wire to switched fiber and IP-based facilities and wireless technologies. Without enough protections, OPC commented that consumers could face service disruptions that would threaten safety, security, and economic development in the District. OPC also emphasized the importance of applying the proposed amendments to both incumbent and competitive local exchange carriers. Applying the rules to all TSPs is important because Verizon DC—the incumbent local exchange carrier—serves a large majority of the local exchange service market in the District. As a result, its customers would most likely be adversely affected by the abandonment of copper facilities and related service withdrawals. OPC did, however, object to the PSC's decision to eliminate an amendment proposed in its first NOPR that allowed for public comment/objection regarding proposed copper abandonments and for the PSC to investigate copper abandonments in response to such comments/objections.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People's Counsel*

RM-40-2017-01 (In the Matter of 14 DCMR Chapter 40 – District of Columbia Small Generator Interconnection Rules and Formal Case No. 1050 (In the Matter of the Investigation of Implementation of Interconnection Standards in the District of Columbia))

*This case is about proposed amendments to solar interconnection standards. OPC wants the PSC to adopt interconnection rules that allow net-metering customer generators to connect to Pepco's grid as easily as possible.*

*On October 22, 2018, OPC filed initial comments regarding the PSC's third iteration of proposed changes to the Commission's current interconnection rules that allow net-metering customer generators to connect to Pepco's grid. Overall, OPC supported the proposed amendments because they will make some requirements for interconnecting applicants less constraining.*

*OPC filed reply comments on November 5, 2018 and supported recommendations to increase visibility and stakeholder participation in Pepco's hosting capacity methodology and to increase transparency and predictability with respect to interconnections.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People's Counsel*

Formal Case No. 1149, In the Matter of the Investigation into the Structure and Application of an Experimental Rate Class for Both Senior Citizens and Disabled Residents in the District of Columbia

*This case is about the creation of a new experimental rate class for senior citizens and disabled residents within the District.*

*On November 8, 2018, the PSC established a new experimental electricity rate class credit for these customer classes. OPC participated in the technical conferences that were responsible for developing the eligibility criteria ultimately proposing to the PSC. Under the program, the rate credit will be initially restricted to residents who receive the DC Homestead Deduction and Senior Citizen/Disabled Property tax reduction and are Pepco customers who do not receive the Residential Aid Discount ("RAD").*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People's Counsel*

Formal Case No. 1140, In the Matter of the Investigation into the Establishment of a Purchase of Receivables Program for Natural Gas Suppliers and Their Customers in the District of Columbia

*In October 2018, the PSC upheld its June 2017 decision that the costs associated with implementing the Washington Gas Light Company purchase of receivables (“POR”) program should come entirely from the third-party suppliers participating in the program and not District ratepayers. This has been OPC’s position throughout this proceeding. POR programs permit the utility to purchase the accounts receivable of third-party suppliers at a discount rate, thereby shifting the risk for collecting unpaid debt from the third-party to the purchasing utility. OPC subsequently reviewed the tariff WGL filed to implement the program and concluded that it was consistent with the PSC’s decision regarding cost allocation.*

*Responsible Staff:*

*Laurence C. Daniels, Director of Litigation*

*Travis R. Smith, Sr., Trial Supervisor*

*Barbara Burton, Assistant People’s Counsel*

In the Matter of 15 DCMR Chapter 9-Net Energy Metering-(Formal Case No. 1030/RM-09-2017-01)

*On November 3, 2017, the Commission issued a Notice of Proposed Rulemaking (“November 2017 NOPR”) in this proceeding proposing to amend Chapter 9, Title 15, of the District of Columbia Municipal Regulations (“DCMR”). This rulemaking reflects the initiatives being undertaken in order to clarify definitions within the renewable energy arena as more District residents participate in solar energy generation and receive energy cost savings on their monthly bills.*

*The Commission convened its first working group meeting in this proceeding on December 7, 2018, which the Office participated in, and OPC submitted initial comments on January 2, 2018. The next working group meeting is scheduled for February 7, 2019. The Office will continue to actively participate in this proceeding to ensure that the proposed amendments to the current net-energy metering regulations are just and reasonable for all District electricity ratepayers and aid in the proliferation of solar installations in the District and assist in meeting D.C.’s clean-energy objectives.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

*Travis R. Smith, Sr., Trial Supervisor*

*Adrienne Mouton-Henderson, Assistant People’s Counsel*

*In the Matter of 15 DCMR Chapter 21 – Provisions for Construction of Electric Generating Facilities & Transmission Lines (Formal Case No. 1030/RM 21-2017-01)*

*On November 3, 2017, the Commission issued a Notice of Proposed Rulemaking (“November 2017 NOPR”) in the above-captioned proceedings proposing to amend Chapter 21, Title 15, of the DCMR. In it, the Commission proposed to revise limited aspects of Chapter 21’s provisions regarding electric generating facilities and transmission lines.*

*The deadlines for the submission of initial and reply comments were January 2, 2017 and February 1, 2018, respectively. The Office filed comments on January 2, 2018 and looks forward to actively participating in working groups once convened by the Commission.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

*Travis R. Smith, Sr., Trial Supervisor*

*Adrienne Mouton-Henderson, Assistant People’s Counsel*

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

*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 facilitate and accommodate 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 to make our electric infrastructure more reliable, efficient, cost-effective and interactive.*

*The Commission subsequently issued Order No. 18144 in this proceeding, whereby it invited interested persons to submit comments on the legal and regulatory framework that is necessary to facilitate the integration and penetration of distributed energy resources (“DERs”) here in the District.*

*In its response to Order No. 18144, OPC encouraged the Commission to develop a standardized definition of “DER” for the District, reassert[ed] the importance of receiving comprehensive grid modernization plans from the utilities, and highlighted the need for robust consumer protections. OPC additionally noted that since the commencement of the MEDSIS proceeding, the Commission has been asked to consider several issues found within other formal cases that intersected with questions in the MEDSIS proceeding and requested that the Commission clarify how the deliberations and*

*policy outcomes of other pending formal cases would be incorporated into the MEDSIS proceeding.*

*On January 25, 2017, the Commission issued the MEDSIS Staff Report. The Office filed comments with the Commission regarding the MEDSIS Staff Report on April 18, 2017. In its comments, OPC, among other things, highlighted the important role utility distribution plans play in achieving modernization goals; the value of strong consumer protections; and the need to consider the economic, including rate-design, impacts of all MEDSIS initiatives.*

*On October 19, 2017, the Commission issued Order No. 19143. In Order No. 19143, the Commission presented Staff's Proposed MEDSIS Vision Statement for public comments and seeks input on additional principles and objectives the Commission should adopt to guide this proceeding. The Commission further sought input as to whether: (1) a full assessment of the current capabilities and characteristics of the District's extant energy delivery system is warranted at this time, (2) it would be prudent to retain an independent consultant to assist with such an assessment, and (3) a facilitator is needed in the stakeholder working groups in order to handle certain aspects of the Commission's MEDSIS initiative, such as MEDSIS pilot programs. The Office submitted fulsome comments in response to Order No. 19143 and Staff's Proposed Vision Statement.*

*In response to the comments submitted by numerous stakeholders, including OPC's, regarding the PSC's MEDSIS Staff Report, on June 5, 2018, the Commission selected the Smart Electric Power Alliance ("SEPA") to establish and manage working groups for Phases 1 and 2 of the MEDSIS initiative.*

*On June 27, 2018, SEPA convened a MEDSIS Technical Conference at the Commission during which stakeholders were able to provide input on whether a system-wide assessment was needed and what working groups should be formed in Phase 2 of the MEDSIS initiative. The Office both participated in the MEDSIS Technical Conference and submitted comments afterward addressing SEPA's queries. Based on the feedback/comments of OPC and other stakeholders, SEPA recommended to the Commission that it form the following working groups in Phase 2 of the MEDSIS initiative—(1) Data and Information Access and Alignment, (2) Non-Wires Alternatives to Grid Investments; (3) Future Rate Design, (4) Customer Impact, (5) Microgrids, and (6) Pilot Projects. The Commission approved SEPA's recommendations on August 9, 2018 in Order No. 19432. In 2018, the Office participated in 25 working group meetings, totaling 75 hours of time devoted strictly to this proceeding. In addition, the Office has attended an additional six working group meetings in January 2019.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

*Travis R. Smith, Sr., Trial Supervisor*

*Adrienne Mouton-Henderson, Assistant People's Counsel*

*Pepco's Proposal for a Limited Demand Management Program for Plug-In Vehicle Charging in the District of Columbia (Formal Case No. 1130 (Formerly Formal Case No. 1143\*))*

*On September 6, 2018, Pepco filed its amended Transportation Electrification (“TE”) Program in the MEDSIS docket. The TE Program consists of thirteen “Offerings” proposing to develop utility-owned- and operated infrastructure (Offerings #7-11) in the District, implement a new rate design (Offering #1), offer rebates to individual customers (Offerings #3-6), implement a data-collection program (Offering #2), and create innovation and technology funds (Offerings #12-13). Pepco proposes to recover the revenue requirement associated with the TE Program through electric distribution rates (with application for cost recovery to be made in its next base rate case following the Program’s approval) and to amortize operating and maintenance expenses associated with the Program over five years as a regulatory asset. The total estimated cost of the fully-subscribed TE Program is \$15,222,900.*

*The Office filed extensive initial and reply comments on December 12, 2018 and January 14, 2019, respectively. OPC’s primary argument is that Pepco’s TE Application, as filed, is not just and reasonable, nor is it in the public interest. Each of the offerings that Pepco proposes to implement are missing key details, including an analysis justifying the ratepayer-funded installation of thousands of chargers in a jurisdiction that is less than 70 square miles—in which a significant amount of the population does not own a car, and where there is an existing extensive public transportation network. Moreover, Pepco did not conduct any analysis of the load impacts of additional EVs on the District’s distribution system; increased load could require upgrades to Pepco’s distribution system and additional ratepayer funds.*

*A competitive electric charging market already exists in the District, and OPC is concerned that allowing Pepco to enter the market as the owner and operator of EV chargers could stifle the competitive nature of the market. Moreover, the District government is engaged in electrifying its own fleet, including its commitment to invest \$4.2 million to electrify the bus fleet. There are several paths that the District can take to fully electrify the transportation sector, but Pepco has not demonstrated that its proposed TE program, or the offerings therein, would put the District on a path that is needed or reasonable and that is not duplicative of existing efforts. Pepco’s Application is presently pending before the Commission.*

*Responsible Staff:*

*Laurence C. Daniels, Litigation Director*

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*In The Matter of The Investigation Into The Establishment and Implementation of Energy Efficiency and Energy Conservation Programs Targeted Towards Both Affordable and Multifamily Units and Master Metered Multifamily Buildings Which Include Low- and Limited-Income Residents in the District of Columbia (Formal Case No.1148)*

*On August 9, 2018, the Commission, in Formal Case No. 1148, issued Order No. 19428 and directed Commission Staff to establish an Energy Efficiency and Energy Conservation Working Group to develop a whole-building, deep energy retrofit program primarily targeting both affordable multifamily units and master-metered multifamily buildings in the District. The Commission's directive is based on comments filed by OPC and NCLC/NHTC.*

*Additionally, the working group was charged with focusing on low- and limited-income residents and consumer-education- and outreach measures. The first working group was convened on September 10, 2018 and has met a total five times as of January 24, 2019. OPC has played an integral role in developing appropriate implementation criteria, guidelines, and funding allocations for the retrofit program. The Energy Efficiency and Energy Conservation Working Group has filed progress reports with the Commission after each working group meeting and will file its final working group report containing recommendations for successful program implementation for Commission review.*

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*WGL's Application for Approval of a Reduction of Distribution Rates (Formal Case No. 1151)*

*On January 12, 2018, Washington Gas filed with the Commission an Application for approval of a reduction of its distribution rates to reflect the decrease in the federal corporate tax rate imposed by the Tax Cuts and Job Act of 2017 ("TCJA").*

*On January 18, 2018, OPC filed a Motion in Opposition of Washington Gas Light Company's Expedited Hearing and Waiver wherein the Office argued stakeholders had not been given adequate time to review the. The Commission accepted WGL's Application but denied the Company's request to waive any applicable provisions of the D.C. Code and the District's Municipal Regulations, thereby granting in part and denying in part OPC's Motion.*

*Additionally, WGL's initial calculations reflected a rate base reduction based on the TCJA to be only \$6.2 million; however, after several roundtables, the parties were able to obtain unanimous settlement of \$8.2 million. This amount was credited to all consumer bills in 2018. Further, the parties settled on a one-time bill credit of \$5,101,325 based on revenues earned from January 1, 2018 to the date of the first settlement, and the credit was applied to customers' bills in December 2018. The Office played a central role in the negotiations that produced the settlement and underlying refunds in this proceeding.*

*Responsible Staff:*

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*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 and capacity markets where power is bought and sold to serve load. OPC is an active member in all PJM stakeholder proceedings that impact District ratepayers. OPC is also a full participant in the Consumer Advocates of the PJM States, Inc. ("CAPS"), an organization of consumer advocate offices in the PJM footprint. OPC regularly coordinates its activities with other CAPS' members and relies on CAPS to leverage its strength in the PJM stakeholder process. In FY18 OPC was particularly focused on the following issues: proposed changes to the energy markets; reforms to the competitive transmission process; PJM's quadrennial review process; and the default of GreenHat energy.*

*Changes to the Energy Markets*

*PJM recently completed a year-long stakeholder process reviewing how certain reserves are priced into the energy market. In short, PJM believes that the failure to compensate generators for certain actions taken for system reliability is not sustainable in the long term as these costs must be addressed out-of-market. Because the outcome of this process, and the resulting changes to PJM's tariff, will have a significant impact on wholesale energy prices, OPC was an active participant in the process and offered a proposal to PJM stakeholders. OPC's proposal was based on two key principals: first, reserve prices should reflect the marginal reliability value of those reserves to consumers. In other words, PJM should only compensate reserves as they are needed to ensure reliable service. Second, any increases in revenue in PJM's energy market should be, as best as possible, offset by decreases in capacity market revenue. In addition to participating in the Energy Price Formation Senior Task Force, OPC had numerous conversations with PJM staff, other consumer advocate offices, and other stakeholders in an effort to refine its proposal. Now that the stakeholder process is largely complete, and no proposal received the required two-thirds stakeholder support, PJM will likely make a filing with the Federal Energy Regulatory Commission ("FERC") in late spring on proposed changes to its tariff, some of which may reflect OPC's proposal. OPC anticipates continuing to be involved in this issue at FERC.*

### Reforms to the Competitive Transmission Process

*Transmission costs are the fastest growing part of District ratepayers' wholesale energy costs and in 2017 accounted for 18% of wholesale energy costs. OPC lead the way, in partnership with a diverse group of stakeholders, in developing and refining a proposal that will require PJM to consider voluntary cost containment proposals in its competitive transmission bidding process. The proposal also includes a required comparative analysis that PJM must undertake for each project that will recognize the role cost containment plays in shifting the burden of cost overruns and future operating costs from consumers to transmission owners, who are in the best position to manage those costs. This proposal was overwhelmingly approved by PJM stakeholders in June 2018, and OPC is continuing to work with PJM on the implementation of the proposal.*

### PJM's Quadrennial Review

*In 2018 PJM conducted an every-four-year review of its variable resource requirement curve, which impacts how resources are priced in the capacity market. This review considers the shape of the curve as well as various inputs, such as the reference resource type. OPC actively participated in the stakeholder process by offering a proposal that focused on reducing the overly conservative and costly approach of PJM's previous curve and recommending that PJM change its reference resource from combustion-turbine natural gas to combined-cycle natural gas. Notably, OPC's was the only proposal before the stakeholders that argued for this change in reference resource; even though this was the recommendation of PJM's outside consultants, would result in significant cost reductions over the next four years, and represented the resource most often brought on-line in the PJM region.*

*Upon completion of the stakeholder process, PJM took an informational vote of the proposals and then filed its changes with FERC. OPC, supported by a coalition of consumer advocates, state commissions, and environmental and clean energy advocates, filed a limited protest that again advocated for a less conservative curve as well as the choice of combined-cycle natural gas as the reference resource. This matter is still pending before FERC (Docket No. ER19-105).*

### GreenHat Energy Default

*Last summer, GreenHat Energy, an energy trading firm in the PJM market, defaulted and declared bankruptcy. While the total cost of the default will not be known until all of GreenHat's positions close over the next two years, it is estimated to be as much as \$200 million. Each PJM member, excluding consumer advocate offices like OPC, will be passed a portion of those losses based on its share of the market. Given Exelon's large share of the market, its assessment will likely be quite large and, like other firms, will likely be passed down to consumers. In response to the default, PJM established a special committee to review its credit policies. OPC is extremely concerned that consumers are placed on the hook for certain market transactions and that PJM may not be doing all that is prudent to monitor and protect its credit markets. OPC has expressed these concerns to PJM and other market participants. Additionally, OPC joined with other*

*consumer advocate offices in sending a letter to the special committee investigating the default demanding a thorough, open, and transparent investigation as well as any reforms necessary to limit the probability and cost of future defaults. OPC has also intervened in several FERC proceedings to ensure that the liquidation of GreenHat's portfolio is done in the least costly manner.*

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*Yohannes Mariam, Ph.D., Senior Economist*

*Advocacy Before 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' transportation rates, 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 District 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. Besides participating in administrative proceedings at FERC, OPC has made outreach a priority with meetings between OPC staff and FERC Commissioners and staff.*

*Capacity Market Reforms (EL18-178)*

*In July 2018, FERC found both PJM's existing capacity market tariff and its two reform proposals filed earlier that year unjust and unreasonable. FERC directed stakeholders to develop proposals that would accommodate state generation policy choices – like the District's renewable energy credit program – while expanding PJM's existing minimum offer price rule ("MOPR") to cover out-of-market payments that may undermine capacity market prices. In response to FERC's directive, OPC worked with a coalition of environmental and clean energy advocates to develop a Fixed Resource Requirement – Resource Specific ("FRR-RS"). The FRR-RS was based on the following goals: (i) protect ratepayers from paying for duplicate capacity and increased costs that would result from renewable resources being subject to a MOPR; (ii) preserve the District's ability to achieve its clean energy goals; (iii) provide maximum flexibility and value for renewable resources while protecting ratepayers from gaming; (iv) require FERC to ensure a smooth transition by offering a mechanism that allows for the development of the FRR-RS without forcing ratepayers to pay excess costs in the interim. OPC's FRR-RS proposal also became the basis of a set of shared principals agreed to by other consumer advocates,*

utilities, and market principals. In October 2018, OPC made a filing at FERC advancing its FRR-RS proposal; FERC is expected to issue an order in the first half of 2019.

Energy Storage Resources (ER19-469)

Energy storage resources, particularly battery storage, will be an essential component to the District meeting its clean energy goals. FERC Order No. 841 required each RTO to make a compliance filing detailing how it would integrate energy storage resources into its system in what it describes as a participation model. The FERC's participation model is designed to ensure that energy storage resources are able to participate in all aspects of the market they are technically capable of operating within, and that they are not discriminated against or limited simply by the nature of the resource. Throughout 2018, PJM held a stakeholder process, which OPC participated in, to develop a participation model for the PJM market. PJM made its compliance filing based on the stakeholder process in December 2018, and OPC is currently reviewing and preparing to file comments to ensure that PJM's proposal meets both the spirit and letter of Order No. 841.

Ratepayer Refunds from the Tax Cut and Jobs Act of 2017 (Docket Nos. ER18-905 and ER19-10)

As a result of the Tax Cut and Jobs Act of 2017, Pepco and other Exelon utilities submitted revisions to their formula transmission rates aimed at returning their tax savings to consumers. OPC filed a response to Pepco, supporting the expeditious return of consumers money while raising concerns about Pepco's proposed treatment of different income taxes. FERC issued several letters of deficiency citing many of the same concerns OPC raised, and ultimately rejected Exelon's original filing. A subsequent filing is currently before FERC and will likely be acted on later this year.

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*Frederick (Erik) Heinle III, Assistant People's Counsel*

**27. Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator.**

*See Attachment 27, "OPC FY 19 Performance Plan".*

**28. Please provide the number of FOIA requests for FY18 and FY19, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

*During FY 2018, OPC received four FOIA requests. One request was fully granted, one request was granted in part and denied in part, and for two of the requests, the agency had no responsive records in its possession. The median number of days to process the FOIA requests were 10 days. OPC required one FTE (the agency FOIA officer) to oversee completion of the requests. Approximately 46 hours of total staff time was spent responding to the four requests. The Office's cost of compliance for FY 2018 was approximately \$2,500 in employee time.*

*During FY2019 to date, OPC has received two FOIA requests. As to the first, the agency had no responsive records in its possession. The other is still pending.*

**29. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY18 and FY19, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.**

*In the Potomac Electric Power Company's 2015-16 rate case, Formal Case No. 1139, the Commission designated performance-based ratemaking as an issue for litigation and ultimately authorized the Company to file a multi-year rate plan ("MYRP") in its next rate case. Pepco has indicated that it will file its next rate case around May 1, 2019. In preparation for Pepco's filing and to better understand alternative rate design structures, OPC contracted with Mr. Scott Hempling to prepare a white paper on alternative rate-making mechanisms. The white paper provides an overview of formula rate plans and MYRPs, a discussion of some of the components of each plan and how those components have been applied in other jurisdictions, and recommendations for criteria to use and questions to ask when developing a plan for the District. In addition to the whitepaper, OPC has been conducting independent research to ensure that if Pepco adopts a new rate design, that design will support safe, reliable, and affordable electric utility service at just and reasonable rates.*

*OPC is member of the Clean Energy States Alliance (CESA), a national nonprofit coalition of public agencies and organizations working together to advance clean energy. In collaboration with CESA and five other states, OPC was awarded a solar study grant of \$10,000 by the Solar Energy Innovation Network (SEIN) program of the National Renewable Energy Laboratory (NREL), a branch of the Federal Department of Energy (DOE). This funding is an addition to the technical support on solar related proceedings and projects that NREL experts commit to offer the District. Using the grant and OPC's own funding, a solar strategies study was developed and awarded to synapse energy economics. Unlike OPC's 2017 value of solar study, this study will estimate ward and district level optimal mixes of private and community solar that will assist the district in meeting its target. Specifically, the key deliverables of the project are (i) produce District-wide solar deployment under low, medium and high case scenarios for 2019-2040; (ii) produce Ward-level solar deployment projections, (iii) assess the feasibility of reaching new renewable portfolio standard (RPS) and the solar carve-out by 2032 and 2041, respectively, and (iv) recommended courses of actions that will assist the District in meeting the new RPS standard.*

*The collaborative study with NREL and CESA will also produce a generalized framework (report) for valuing the locational distribution value of solar. This collaborative project requires members states to attend in-person working sessions at the NREL head quarter in Denver. It is expected that the deliverable from this project will assist the CESA/SEIN member states, District of Columbia, Connecticut, New Hampshire, Rhode Island, Wisconsin, and Washington, in framing, examining or studying state-specific locational distribution value of solar. This study is expected to be completed in FY 2019.*



- 30. Please separately list each employee whose salary was \$100,000 or more in FY18 and FY19, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.**

*See Attachment 30, "OPC Special Salary Listing".*

- 31. Please list in descending order the top 25 overtime earners in your agency in FY18 and FY19, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.**

*See Attachment 31, "FY 18 Overtime".*

**32. For FY18 and FY19, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.**

*No employee received any bonuses or special pay in FY18 and FY19 to date.*

**33. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.**

*The agency is not a party to a collective bargaining agreement.*

- 34. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY18 or FY19, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.**

*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 a statutory board member. 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. Staff also actively participated in the Consensus Working Group in order to secure an evaluator to review SEU's performance benchmarks for 2018-2020.*

**35. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).**

- *Quarterly Language Access Reports to the Office of Human Rights on OPC's progress in fulfilling the requirements of the Language Access Act and our Biennial Language Access Plan (BLAP), pursuant to Title 4, Section 1213 of the DCMR;*
- *Annual language compliance and progress report 60 days after the close of the fiscal year, pursuant to Title 4, Section 1214 of the DCMR.*
- *Biennial Language Access Plan, pursuant to Title 4, Section 1212 of the DCMR.*
- *The Office of the People's Counsel is required to submit annually by February 15<sup>th</sup> of the succeeding fiscal year, its Report on Agency Fund Deposits, Disbursements and Contracts, pursuant to D.C. Code Section 34-912 (a) (7) (A-E). OPC is in compliance with this requirement.*
- *The Office of the People's Counsel files its annual performance plan and quarterly performance accountability reports, pursuant to DC Code Section 1-614.12. OPC is in compliance with this reporting requirement.*
- *The Office of the People's Counsel provides quarterly and annual reports to the D.C. Council on its spending with Certified Business Enterprise (CBE) vendors, pursuant to D.C. Code Sections 2-218.44. OPC is in compliance with this reporting requirement.*

**36. Please attach copies of the required annual small business enterprise (SBE) expenditure reports for your agency for FY17 and FY18.**

*D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the agency engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the agency intends to make during the next fiscal year to achieve their SBE expenditure goal. Has your agency submitted the required information for fiscal year 2018?*

*See Attachment 36, “SBE Expenditures FY 18 – 19 to date”.*

- 37. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.**

*See Attachment 37, "OPC Trainings FY 18 – FY 19 to date".*



**38. Does the agency conduct annual performance evaluations of all its employees? 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 team members. 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.*

## **Agency Operations**

- 39. Please describe any initiatives that the agency implemented in FY18 or FY19, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.**

### **OPERATIONS**

#### ***E-Travel***

*The agency is in the process of developing an agency electronic travel system which will provide internal staff the ability to submit requests for training and travel through a user-friendly portal. The portal will allow all internal approvals, OCFO required forms, and travel and training reports to be easily generated, reviewed and approved in an expedient and efficient manner.*

#### ***IQ Consumer Database***

*In FY18, the Office made improvements and upgrades to the IQ-Consumer Complaint template and fields. The upgrades allow Consumer Services Division (CSD) staff to input complaints information more quickly and accurately. By improving the template and fields, it allows staff to create new and improved consumer reports from the IQ complaints data. The Office also made improvements to the Consumer Outreach Survey Form, which allows staff to generate new reports. The improvements to the IQ CID allows CSD to track meetings attended by staff members, including outreach event topics, community concerns, and questions arising during educational and outreach meetings.*

### **CONSUMER SERVICES**

*OPC continued its e-newsletter, "The OPC Connection" in FY18, which is distributed monthly to newsletter subscribers, and posted on OPC's website and social media platforms. "The OPC Connection" provides insight into OPC's activities including "A Note from Your People's Counsel," legal matters, renewable energy and sustainability issues, energy efficiency tips and more. Hard copies are distributed at utility consumer outreach events.*

*In FY18 OPC continued its "Text OPC -- 42828" which provides the public with the opportunity to subscribe to our monthly e-newsletter, mailing list, and receive general information concerning utility and energy issues that directly affect them and their neighborhood, by text.*

*OPC continued its use of Facebook, Twitter and Constant Contact in FY18 to inform consumers about OPC's legal filings, education and outreach events and utility news alerts. To expand outreach to the District's utility consumers, OPC continued its Metrobus and Metrorail outreach campaign. Educational posters in buses and rail cars encouraged consumers to contact the Office to help resolve their utility service concerns. OPC's successful "Door Hanger Campaign" in Wards 5, 7 and 8 was expanded to reach utility consumers in Wards 1 and 4, informing consumers about OPC's roles as their utility consumer advocate. Both outreach campaigns and social media platforms resulted*

*in immediate increases in calls from consumers requesting utility service assistance and information.*

*“OPC in Your Neighborhood” continued in FY18, with Consumer Services Division staff providing utility information to consumers at libraries, farmers markets, and supermarkets. Staff also participated in “Parking Day” at 2100 Martin Luther King, Jr. Avenue SE and 14<sup>th</sup> and U Streets NW, distributing information to hundreds of consumers at the events. In FY18, CSD staff interacted with consumers at several street festivals and the “Mayor’s Seniors Holiday Party” at the DC Armory, providing consumers with energy efficiency tips and other useful utility services information.*

**40. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY20. How did the agency address its top priorities listed for this question last year?**

*The Office's top 5 priorities for this year, FY19, are the following:*

*MEDSIS*

*The goal of the MEDSIS proceeding is to examine policies to modernize the District's energy infrastructure. This is a priority because the outcome of this proceeding will address how electricity will be delivered in an era being impacted by climate change and technological innovation. In 2018, the Commission established six working groups to focus on the policies to be developed: 1) Data and Information Access and Alignment, 2) Non-wires Alternatives to Grid Investments, 3) Future Rate Design, 4) Customer Impact, 5) Microgrids and 6) Pilot Projects. OPC has and will continue to actively participate in each of these groups.*

*Multi-Year Rate Plan*

*In May of 2019, Pepco will submit a proposal to significantly alter the means by which it develops its rates and collects its costs of operating the electric infrastructure. This proceeding is a priority for OPC because the result of the proceeding will determine how costs will be recovered for Pepco's ongoing city-wide reliability projects and infrastructure modernization. OPC's focus in this proceeding will be to ensure sufficient due process is in place to carefully examine all of the issues and to advocate for the best new ratemaking mechanism that will benefit consumers.*

*WGL's Compliance with the Merger Conditions*

*The Commission approved the merger between AltaGas and WGL in June of 2018. The Commission determined that in order for the merger to be in the public interest, a number of conditions had to be met. Among those conditions were the reduction of Grade 2 leaks, the establishment of 10MW of renewable energy and a cost benefit analysis of the acceleration of WGL's project to replace significant portions of its infrastructure. To address this priority, OPC will closely examine each of WGL's submissions as required by the Commission and will meet quarterly with WGL.*

*DC Water and Consumer Education*

*In accordance with the DC Water Consumer Protection Amendment Act of 2018, OPC will develop and disseminate educational literature pertaining to DC Water utility services for general distribution to the public. OPC will conduct education and outreach to DC Water consumers throughout the District; and integrate information about DC Water into OPC's current outreach materials, website and social media tools.*

## *Affordability*

*The affordability of utility services for District ratepayers continues to be a central component of all OPC advocacy efforts. In this vein, OPC will conduct a technical study on the issue of energy affordability in the District to inform its policy development and advocacy. In addition, OPC plans to host an affordability summit to bring together District stakeholders to examine ways to address energy affordability. Finally, OPC will complete the construction of its Energy Affordability Lab and open it to the public in 2019. The Lab will give consumers a place to learn how to use technology and other resources to help them reduce their energy usage and ultimately, their utility bills. OPC will partner with government and non-profit organizations to increase awareness of the availability and educational benefits of the Lab to maximize public usage.*

*The Office addressed its top priorities for FY 18 as follows:*

### *Affordability*

*Affordability is vitally important to the public interest because it addresses one of the basic needs of District of Columbia residents—the ability to afford utility service. Utility service allows consumers to engage in the basic functions of heating and cooling residences, cooking, communicating and facilitates healthcare and sanitation. In FY18, OPC addressed the issue of affordability as follows:*

*OPC participated in the FC 1139 working group to develop an experimental rate class for senior citizens and disabled residents. Specifically, OPC provided guidance on how to identify the target population, develop the different discount methods, and outlined operational issues such as re-certification and future program expansion.*

*OPC participated in the working group to develop the Arrearage Management Program (AMP). The AMP is one of the merger conditions of the Pepco/Exelon merger. The purpose of the AMP is to provide a means for qualified low-income consumers who are in arrears to pay off their debt and have a fresh start with Pepco. In addition to participating in designing the program, OPC also provided input as to how the third-party evaluator will examine the program and how consumers will be educated about the program once approved.*

*OPC reviewed existing studies on affordability related to the District of Columbia and issued an RFP for a more focused affordability study to be conducted in 2019.*

### D.C. PLUG

*The purpose of DC PLUG is to underground the most vulnerable overhead primary and lateral power lines throughout five of the city's eight wards in order to prevent storm-related outages. Though construction has still not yet begun, in FY18, OPC continued to do its part to facilitate the most expeditious commencement possible. To this end, OPC intervened in and submitted a Statement in Lieu of Brief in the Apartment and Office Building Association of Metropolitan Washington's ("AOBA") appeal before the District of Columbia Court of Appeals involving AOBA's challenge to the Commission Orders approving Pepco/DDOT's current construction plan. Moreover, the Office participated in the December 2018 Semi-Annual Meeting, wherein Pepco/DDOT apprised stakeholders of the then-current status of their electric and civil construction drawings/plans for the first feeders scheduled for undergrounding and the anticipated construction start dates. Equally important to the success of the DC PLUG initiative is effective and informative consumer education and outreach. To this end, in FY18, Aaron Ward, the director of the Office's Consumer Services Division, was appointed to the Mayor's Undergrounding Project Consumer Education ("UPCE") Task Force. Its purpose is to ensure that the education/outreach plan approved by the Commission is as effective as possible; to the degree that the UPCE concludes it is not, it will be revised accordingly.*

### Modernizing the Energy Delivery System for Increased Sustainability Proceeding (MEDSIS)

*In FY18, OPC advanced the goals of MEDSIS (i.e., examining policies to modernize the District's energy infrastructure) by participating in all six of the Commission's working groups, wherein OPC attended over 50 working group meetings, and submitted extensive comments on Pepco's electric vehicle proposal. In addition, OPC is evaluating the type of pilot programs that would be appropriate to be funded with the \$21.55 million appropriated as one of the terms of the AltaGas/WGL merger.*

### Third Party Suppliers Study and TPS Consumer Education

*In FY18, in efforts to combat the challenges and complaints of District energy consumers regarding third party energy suppliers, OPC's Consumer Services Division (CSD) staff worked with the Retail Energy Supplier Association (RESA) representatives to resolve challenges that third-party suppliers are imposing on consumers with deceptive marketing practices, such as failure to differentiate between fixed and variable rate contracts. RESA members expressed support for the use of transparent marketing practices by TPS.*

*In addition, CSD staff met with third party supplier company executives regarding their use of a marketing company targeting seniors and low-income residents in the District.*

*As a result of OPC's actions to educate the executives on its actual marketing practices, the company discontinued the abusive practices.*

*Finally, in further efforts to protect District residents from TPS-related harm, CSD staff distributed over 1,000 copies of OPC's "Third Party Supplier Guide."*

*Active Participation in District government sponsored Energy Efficiency and Renewable Energy working groups (e.g., DOEE's Solar for All Program).*

*During FY 18, in efforts to promote sustainability in the District, OPC staff participated in all quarterly meetings regarding Solar for All. In addition, OPC coordinated and attended outreach events with DOEE on Solar for All, as well as worked with DOEE program managers to design consumer outreach materials to educate energy consumers on the existence and availability of DOEE's solar programs.*

**41. Please list each new program implemented by the agency during FY18 and FY19, to date. For each initiative, please provide:**

- a. A description of the initiative;**
- b. The funding required to implement to the initiative; and**
- c. Any documented results of the initiative.**

*The following are the FY19 Initiatives for OPC:*

- *OPC Town Hall meetings, projected cost of this initiative totals approximately \$8,000.*
- *State of the Utilities, projected cost of this initiative totals approximately \$10,000.*
- *Solar Education, projected cost of this initiative totals approximately \$10,000*
- *Spanish Language Brochure, projected cost of this initiative totals TBD*
- *Infographic Utility Pictograph, projected cost of this initiative totals TBD*
- *Energy Efficiency Lab, total cost, \$30,000*
- *Affordability Study, total cost \$30,000*
- *D.C. Power Line Undergrounding Project (DC Plug) N/A*
- *Modernizing the Energy Delivery System N/A*
- *Third Party Supplier study, total costs \$30,000*
- *WGL's compliance with the merger conditions N/A*
- *Alternative Ratemaking N/A*
- *DC Water Consumer Education TBD*

*All initiatives will be funded from the agency operating budget.*



**42. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY18 and FY19, to date.**

*The Consumer Services Division (CSD) staff measures programmatic success through the number of consumer complaints received and resolved and number of consumer education and outreach events attended by staff. In FY18, OPC received 1,593 consumer complaints and attended 268 education and outreach events. Consumer education and outreach includes attending ANC, civic and citizens' association meetings, faith-based organization meetings, "OPC in Your Neighborhood," "Engaging Our Youth in Energy Efficiency, DOES' "Project Empowerment," "Parking Day" at 2 locations, and "The Mayor's Seniors Holiday Event." The Office also tracks its Facebook and Twitter followers.*

**43. What are the top metrics regularly used by the agency to evaluate its operations?  
Please be specific about which data points are monitored by the agency.**

*OPC converted from the Access platform Consumer Information Database (CID) to the IQ platform in FY17. In FY18, the Office made improvements and upgrades to the IQ-Consumer Complaint template and fields. The upgrades allow CSD staff to input complaints information more quickly and accurately. By improving the template and fields, staff can create new and improved consumer reports from the IQ complaints data. The Office also made improvements to the Consumer Outreach Survey Form. The improvements to IQ allow CSD to track meetings attended by staff members, outreach event topics, community concerns, and questions asked during educational and outreach meetings.*

*CSD metrics includes 1) consumers' names, 2) contact information, other demographic indicators, 3) types of utility complaints, 4) the utility company's response to OPC's inquiry, and 5) the complaint resolution. This information can be used as background for legal filings and office policy development.*

*OPC averages between 1,500 and 2,000 consumer complaints received and resolved each fiscal year. For FY19, CSD staff projects a similar number of consumer complaints with probable changes in the types of consumer complaints received. Based on trends emerging during the last 2 fiscal years, baseline complaints indicators have been expanded to include delayed solar panel connections and net metering accuracy and billing, smart meter accuracy, gas meter relocation and pipeline replacement notification and construction complaints, online bill payment problems and Third-Party energy suppliers marketing, rates and billing amounts.*

*Seniors and low- and moderate-income utility consumers present the traditional types of utility complaints. However, a younger, more affluent consumer, which is redefining the District's population profile, often present different types of utility complaints. Those complaints frequently follow a pattern, concomitant with consumers' income, ward and neighborhood. These patterns can be useful in determining baseline complaints projections for FY19.*

*In FY18, the agency launched an electronic invoice system which provide external vendors and consultants the ability to monitor the progress of their invoices from "submission" to "payment initiated" status. Currently the system's reporting function is under development which will provide the agency the ability to track invoice lifecycles against the District's Quick Payment Act.*

**44. Please list the task forces and organizations of which the agency is a member.**

- Undergrounding Project Consumer Education Task Force (UPCE)
- Solar for All Task Force
- National Association of State Utility Consumer Advocates (NASUCA)
- NASUCA Distributed Energy Resources (DER) Committee
- NASUCA Telecommunications Committee
- National Association of Regulatory Utility Commissioners (NARUC) Consumer Affairs Committee
- NARUC Finance Committee
- Federal Communications Commission (FCC) – Telecommunication Committee
- Consumer Advocates of the PJM States, Inc. (CAPS)
- PJM Interconnection, LLC
- PJM Load Coalition – which is comprised of the PJM consumer advocate offices, PJM industrial customers, municipal and public power utilities, and other non-generating utilities
- PJM Capacity Construct/Public Policy Senior Task Force
- PJM Transmission Expansion Advisory Committee
- PJM Sub-Regional Transmission Expansion Plan – Mid-Atlantic Committee
- PJM Transmission Replacement Processes Senior Task Force
- PJM Demand Response Subcommittee
- PJM Distributed Energy Resources Subcommittee
- PJM Summer-Only Demand Response Senior Task Force
- Mid-Atlantic Distributed Resources Initiative (MADRI)
- Clean Energy State Alliance (CESA)
- Smart Electric Power Association (SEPA)
- National Energy and Utility Affordability Coalition (NEUAC)
- Distributed Energy Financial Group- Low Income Energy Issues Forum (LIEIF) and Low-Income Community Solar Working Group
- Seabury Transportation Advisory Council
- D.C. Sustainable Energy Utility Board

**45. Please explain the impact on your agency of any legislation passed at the federal level during FY18 and FY19, to date, which significantly affected agency operations.**

*During FY18 and FY19, there has not been any federal legislation that significantly affects the agency's operations. OPC will stay focused on the administration's energy policies to examine the impact it may have on agency operations.*

**46. Please describe any steps the agency took in FY18 and FY19, to date, to improve the transparency of agency operations.**

*In FY18 the agency launched an electronic invoice system which external vendors and consultants the ability to monitor the progress of their invoices from “submission” to “payment initiated” status. In FY19 updates were added to the system to improve its workflow.*

**47. Please identify all electronic databases maintained by your agency, including the following:**

**a. A detailed description of the information tracked within each system;**

*The Office of the People's Counsel's Litigation Service Division ("LSD") utilizes the electronic databases Time Matters and SharePoint to store documents received or created by OPC. Time Matters is utilized by internal staff only, and the database is stored on OPC's network server. SharePoint is utilized by internal staff as well as external staff, such as consultants hired to assist the Office with litigating formal cases. SharePoint is stored in an external cloud managed by the Office's MIS staff.*

*Time Matters houses all incoming LSD documents, including (but not limited to) orders, pleadings, discovery, testimonies, memorandums, briefs, and reports. Time Matters is also used to retain confirmation copies of all outgoing filings made by OPC.*

*SharePoint is used to upload documents considered proprietary in nature for use by outside persons. Documents that are too voluminous to send through the Office's email system are also placed on SharePoint and made accessible to appropriate parties.*

*E-invoice system is a web-based Invoice Tracking System that enabled vendors to submit their invoices online, and approvers to approve the invoices using this system. The system tracks Formal Case invoices, K-Invoices, Operations and Operating Invoices. The e-Invoice system is used to create Contract Reports. This report lists all the contracts in the system with the columns below. Users can filter contracts by date range and export the results to Excel. The Invoice report will list all the invoices in the system with the columns below. Users can filter invoices by date range, vendor, and invoice status and export the results to The Vendor report, which will list all the vendors in the system with the following columns. Users can export the results to Excel.*

*The IQ Consumer Information Database (IQ CID) provides the capabilities to effectively manage information, track processes and measure performance. The IQ 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 IQ CID 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 IQ CID tracks consumer complaints taken in seven languages as prescribed by DC 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 IQ 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.*

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

*The Time Matters and SharePoint database systems were created in 2011 and 2012, respectively. Time Matters and SharePoint are newer databases that have been finalized for optimal use by the Agency to perform the following functions:*

- *Provide better and more refined reporting;*
- *Enable Office staff and authorized users to link documents—including scanned documents, Adobe Acrobat documents (PDF), Word, Excel, and many graphic format files;*
- *Add more information to complaint records that were not tracked in the previous database; and*
- *Enable Office staff and authorized users to look up Ward information and plot Google maps from record addresses.*

**IQ-Consumer Database**

*In FY18, the Office made improvements and upgrades to the IQ-Consumer Complaint template and fields. The upgrades allow Consumer Services Division (CSD) staff to input complaints information more quickly and accurately. By improving the template and fields, it allowed staff to create new and improved consumer reports from the IQ complaints data. The Office also made improvements to the Consumer Outreach Survey Form, which allows staff to generate new reports. The improvements to the IQ CID allow CSD to track meetings attended by staff members, including outreach event topics, community concerns, and questions arising during educational and outreach meetings.*

**SharePoint**

*In FY18, the Office made improvements and upgrades to the SharePoint site. The improvements were made to the following modules/functionalities:*

- *Home page Redesign*
- *Redesigned Homepage to implement modern look and feel for better usability and Upgraded to SharePoint 2016.*
- *Conference Room Reservation*

- *Enhanced this module to enable the requestor to request for additional equipment along with the room reservation request and enhanced the workflow*
- *Van Calendar*
- *This module currently allows OPC Staff to reserve the OPC Van and notifies staff about the reservation. Certain staff decides on the request only when there are multiple bookings for a timeslot. Enhanced the Module to improve the look and feel of the Calendar and enhance the workflow*
- *Letter Writing Procedure*
- *Created a new module to enable OPC staff to create and upload documents and send it to anyone within OPC for Review and Approval. The document should be placed in a central location once approved.*
- *Hardware Loan Form*
- *Help Desk*
- *Created a new module to enable OPC Staff to be able to make a request for hardware by completing a hardware request form*

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

*The Time Matters program itself is a user interface which facilitates the management of documents. The files themselves are saved on our Office network to 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 can upload, download, and manipulate information on SharePoint. Consultants are limited to downloading information. The public does not have access to SharePoint.*

*Because of the sensitive data entered into the IQ, including consumer personal information, the IQ CID data is confidential. Access to the data is limited only to Consumer Services and several Litigation Division staff members. The public does not have access to any component of the IQ CID. The public has access to the Office website to file a consumer complaint and to schedule educational and outreach meetings. Consultants are limited to downloading information.*



**48. Please provide a detailed description of any new technology acquired in FY18 and FY19, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.**

*The Office completed transition from Windows 7 to Windows 10. The Office purchased 38 OptiPlex 7060 Small Form Factor Windows 10 computers for staff at a cost of \$40,276.20. There was no problem with the installation.*

*Office of the People's Counsel upgraded its IT Infrastructure. The upgrade consisted of the Design, implementation and configuration of a Fortinet solution. The upgrade resulted in better performance and granular control of the Office's network and network traffic. The cost was \$25,189.09. There was no issue with the installation.*

**49. How many in-person training programs took place in FY18 and FY19, to date?**

*See Attachment 49, “OPC Trainings FY 18 – FY 19 to date”.*

**50. What training deficiencies, if any, did the agency identify during FY18 and FY19, to date?**

*The agency has not experienced any training deficiencies in FY 18 and in FY 19 to date. The agency actively monitors all training options to ensure staff remains informed and up to date on critical utility issues and has access to appropriate professional development opportunities.*

## **Legislative and Regulatory Requirements**

**51. 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.*

**52. 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").*

**53. Please explain the impact of any legislation passed at the federal level during the FY18 and FY19, to date, that significantly affected your agency's operations.**

*As noted in question 45: During FY18 and FY19 to date, there has not been any federal legislation that significantly affects the agency's operations.*

**54. Please identify any legislation and regulations the agency plans to introduce during the remainder of FY19.**

*At this time, OPC has no plans to introduce any legislation or regulations during FY19.*

**55. The “DC Water Consumer Protection Amendment Act of 2018” requires OPC to assist DC Water ratepayers with complaints or disputes related to their water and sewer services. Please identify the agency’s implementation plan for this legislation.**

*OPC has taken several of steps to prepare for the important task of advocating for water consumers. OPC’s implementation plan to date involves the following: 1) learning about the intricacies of the water industry, 2) identifying the primary issues consumers have with DC Water and 3) hiring staff to serve these new clients.*

***Learning about water industry***

*Since the legislation was introduced early last year, OPC has met with representatives in the water industry, specifically, the National Association of Water Companies and with other consumer advocates throughout the country to understand the fundamentals of water advocacy. OPC has also met with DC Water officials and have scheduled a tour of the company’s facilities to understand the infrastructure. Additionally, OPC is scheduling a meeting with DC Water’s consumer complaint personnel to learn how the company processes consumer complaints.*

***Identifying customers’ primary concerns***

*In order to develop OPC’s advocacy, it is important that we understand the issues that are most pressing to consumers. At this time, OPC is reviewing the nature of the water complaints we have received over the past year and asking our fellow advocates throughout the country what are the most important issues for water consumers. OPC’s research has revealed that the top concerns are metering, billing, reconciliation of high bills caused by leaks and avoiding having a lien placed on their homes. The concern that impacts all customer classes is the Clean River Impervious Area Surcharge (CRIAC). OPC is reviewing how this charge was established specifically focusing on the consent decree between the federal government (EPA) and DC Water. In the near future, the Office plans to conduct customer surveys in order to clarify what issues need to be addressed. In order to comply with Section 205 of the DC Water Consumer Protection Amendment Act of 2018, which requires the development of a Consumer Bill of Rights for DC Water consumers, OPC is reviewing water consumer bill of rights in other jurisdictions.*

***Hiring staff and Office development***

*OPC has issued job postings for the Water Attorney, Manager of Consumer Outreach and Water Outreach Specialists. Additionally, we have issued an RFP for a law firm that will advise OPC on issues related to water regulation. Lastly, OPC has constructed office space for all of the soon-to-be-hired water personnel as well as installed the necessary communications and information technology infrastructure.*

*Once all of the personnel are hired, the Office will educate the staff about the importance of this new mandate and outline how we will introduce the Office to our new clients. At this time, the Office is developing its message to consumers that will explain the extent to which we can advocate for them.*



**56. Please discuss OPC's strategy for consumer education on the "CleanEnergy Omnibus DC Amendment Act of 2018." How will the agency work with the respective utilities to understand the impact on consumer rates?**

*OPC has been educating consumers on the CleanEnergy Omnibus DC Amendment Act of 2018 since it was introduced as a bill and plans to continue educating consumers now that it has been passed. OPC education efforts include disseminating information at consumer outreach events, issuing press releases, posting information on social media and the OPC website, and including informative/educational pieces in the OPC monthly consumer newsletter, and responses to consumer inquiries that are called in or emailed to the Office. OPC will notify DC residents about the Act's impacts on utility ratepayers through consumer alerts and articles in the newsletter.*

*OPC has and will continue to engage in conversations with Pepco and Washington Gas regarding the affordability of utility rates and the impact of the Act on rates. OPC is planning to hold an energy affordability summit to bring together the utilities and DC agencies that support vulnerable populations of the District. The purpose of the summit is to have an open conversation amongst the various stakeholders on energy affordability concerns for the stakeholders to gain a better understanding of utility rates and their impact on the ability of District consumers to afford safe and reliable energy service and to identify goals to improve energy affordability in the District.*

## **Consumer Issues**

**57. To the extent permissible, please provide an explanation of the role the OPC is playing in the following:**

- a. Formal cases before the Public Service Commission, including the MEDSIS docket;**
- b. The DC PLUG Program; and**
- c. Ensuring District utility consumers benefit from the District's solar programs.**

*(a) In formal Commission proceedings, the Office zealously advocates on behalf of ratepayers and consumers through both oral and written advocacy. The Office's written advocacy is often in the form of complex, extensive pleadings, and its oral advocacy is oftentimes through the cross-examination of opposing witnesses and the defense of the Office's policies during PSC evidentiary hearings; however, when presented with the opportunity to do so, OPC also regularly testifies at PSC legislative-style and community hearings.*

*In FY18, in Formal Case No. 1130 ("MEDSIS"), OPC participated in 25 working group meetings totaling 75 hours of time devoted strictly to that proceeding, in addition to time the Office spent completing substantial working group "homework" assigned after each working group. Additionally, the Office attended an additional eleven meetings (33 hours) in January and February 2019. The Office also dedicated considerable time to Pepco's Amended Transportation Electrification Application by filing comprehensive comments. The Office is also actively engaged in the Formal Case No. 1148 Efficiency and Energy Conservation Working Group.*

*(b) OPC has played a central role in D.C. PLUG and will continue to do so until the initiative's terminus. OPC has been a member of the Undergrounding Task Force since its inception, , and has actively participated on a number of the Task Force's committees. Through its advocacy on the Task Force, the Office successfully ensured that D.C. PLUG would provide resiliency benefits to the maximum number of District ratepayers and consumers at the lowest possible cost and that recipients of the Residential Aid Discount would not incur any costs associated with this initiative. The Office also played a central role in drafting the 2017 amendment to the original authorizing legislation, which was required to surmount the impediment to the commencement of D.C.PLUG brought about by the General Service Administration's refusal to pay one of the original surcharges. Moreover, the Office has actively participated in the Commission proceedings and related court challenges pertaining to Pepco/DDOT's original Triennial Application and the currently-effective Biennial Application. Lastly, OPC has been very active with respect to outreach. Since 2014, the Office has met with numerous ANC leaders and their respective constituents and conducted outreaches at civic association meetings, places of worship, community centers,*

*and schools throughout the District in an attempt to educate District ratepayers and consumers about the D.C. PLUG initiative. The Office also is a member of the Underground Project Consumer Education Task Force, which was established by Mayor Bowser in 2015, at the request of the Commission, to oversee and improve upon where needed Pepco/DDOT's Commission-approved consumer education plan.*

*(c) OPC coordinated and led an initiative to publish a solar guide with the assistance of CESA to actively engage with consumers at outreaches. The guide is distributed to consumers at outreaches through OPC's Consumer Services Division and serves as a guide for consumers to understand the options and complexities of going solar. The Office also has links on its website directing consumers to programs that can assist them. Furthermore, the Office keeps up-to-date with solar programs/initiatives promulgated nationwide, and more specifically in the District; and keeps District ratepayers and consumers apprised of them through its newsletter, Facebook page, and Twitter accounts.*

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

**a. How many consumer complaints did the agency receive during FY18, and FY19, to date?**

*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 about their 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, staff will inform the complainant that they can request the DC Public Service Commission (PSC) open a complaints investigation. The PSC's findings may result in scheduling a Prehearing Conference. The PSC Prehearing 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. At the consumer's request, an OPC attorney may review the case. Based on the merits of the case, OPC may represent the consumer at the formal hearing.*

**a. How many consumer complaints did the agency receive during FY18, and FY19, to date?**

*OPC staff received and resolved 1,593 consumer complaints in FY18. OPC staff received 312 consumer complaints in the first quarter of FY19 (October through December 2018).*

**b. Has the agency noticed any trends in complaints?**

**Third Party Suppliers**

*Third Party Suppliers' (TPS) complaints trends include representatives' failure to provide differentiation between fixed and variable rate contract terms for consumers, high pressure, deceptive marketing practices, dramatic increases in energy bills after contracting with TPS, difficulty contacting TPS company representatives to terminate contracts and TPS's inconsistent compliance with Section 327 of the Consumer Bill of Rights (e.g., providing consumers with signed*

written energy supplier contracts). TPS representatives have marketed outside of Metrorail stations and District government offices that provide services to seniors and low- and moderate-income residents.

### Pepco

Trending complaints pertaining to Pepco services are high bills, disconnection notices and disconnections, understanding Third Party Supplier charges, smart meter accuracy and safety concerns, solar panel connection time, net metering accuracy and lengthy holds when attempting to contact representatives on Pepco's customer service phone line. In late FY18, OPC staff noted an increase in complaints about power outages in several neighborhoods.

### Washington Gas Light

Consumer complaints trends pertaining to 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 billing amounts, poor quality of outsourced customer services, and difficulty making online account payments.

### Verizon

Trending complaints about Verizon include difficulty reaching a customer service representative by phone, poor copper phone line maintenance, copper line phone service outages, frequent phone service repairs, high cost of phone service repairs, company representatives' failure to differentiate between fiber optic cable and FiOS features packages for consumers, overly aggressive FiOS marketing, inadequate FiOS deployment schedule information, failure to provide complete information about the copper to fiber cable transition and consumers options, and removal of copper phone lines without prior notification to consumers.

As the result of numerous consumer complaints, OPC filed a petition with the Commission requesting an investigation into Verizon's practices. In late 2015, the Commission issued an order making it clear to Verizon and consumers about the company's obligation to 1) maintain the copper network, 2) inform customers of their ability to have their copper facilities repaired without having to migrate voice service to fiber facilities and, 3) continue to permit voice service customers to retain or return to copper facilities upon the customer's request. OPC educates consumers about the Commission's order directing Verizon to maintain the copper network and consumers rights if they want to switch to FiOS.

**59. Please provide a list of consumer complaints OPC advocated for on behalf of District residents in FY18 and FY19, to date. Please provide a detailed explanation of the outcome of those complaints.**

*The following is a list of the types of complaints OPC staff received during FY18 and FY19 to date:*

**Third Party Suppliers (TPS)**

*Deceptive sales practices*

*Failure to provide complete contract information*

*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*

*OPC has developed an outreach and education campaign to provide consumers with information to help prevent them from being misled about contracting with a TPS. In addition, OPC meets with individual TPS company and trade association representatives to advise them of Consumer Bill of Rights (CBOR) consumer protection requirements applicable to TPS service in the District.*

**Pepco**

*Payment problems*

*High bills*

*Disconnection notice*

*Disconnection*

*Smart meter kilowatt consumption accuracy*

*Safety and privacy concerns about smart meters*

*Contacting a customer service representative by phone*

**Verizon**

*Failure to differentiate between fiber optic cable and FiOS features packages*

*Overly aggressive FiOS marketing*

*Poor quality of FiOS installation*

*Inadequate 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 cut off 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*

*The outcome of resolved complaints is confidential. Consumer complaints resolutions includes sensitive personal information. That information is not available due to consumer confidentiality policies.*

**60. 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, CSD staff can identify and track practices and trends associated with the various TPS companies. The Office's IQ Database is a repository for consumer inquiries and complaints. CSD staff regularly generates 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. CSD staff can track TPS marketing and sales 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 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. The TPS Team maps TPS complaints to overlap marketing activity and types of complaints by ward. The team is in the process of preparing the office's comprehensive TPS Strategic Plan.*

*The TPS team and Publications Unit is in the process of revising OPC's "Consumer's Guide to Third Party Suppliers" to ensure consumers have up to date information 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.*

*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.*



## **Additional Questions**

**61. What steps were taken in FY18 and FY19, to date to reduce the following:**

**a. Energy use;**

*In FY18 and FY19 to date the agency continues to utilize occupancy and vacancy light sensors to reduce light usage when the space is unoccupied. LED Lights have been installed to reduce power usage while adding illumination.*

**b. Communication costs, and**

*In FY18 and FY19 to date the agency continued with our policy of only providing communication devices to critical staff.*

**c. Space utilization**

*In FY 19, the agency will be undertaking a space utilization study and will be working with a local CBE to identify ways to optimize use of common area storage space throughout the suite.*

**62. What has the agency done in the past year to make the activities of the agency more transparent to the public? Please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.**

*To make the agency's activities more transparent to the public during the past year, OPC updated its website by improving site navigation and refreshing content. OPC has also increased its use of social media platforms to inform a wider range of consumers about its advocacy. Staff also participated in an expanded variety of events, including "OPC in Your Neighborhood," "Parking Day," and street festivals, distributing utility education information to consumers.*

*OPC's activities could be made more transparent to the public by increasing its presence on broadcast and cable television, radio and in print media. Complaints trends compiled by staff could be included in regular updates on OPC's website.*

**63. How does the agency solicit feedback from customers?**

*OPC primarily solicits feedback from consumers through its Consumer Complaints Resolution Process. Complaints information provides feedback on the quality of consumers' experiences with the District's utility companies. Feedback is also solicited by staff attending ANC, civic and citizens association and faith-based organization meetings. Consumers also provide OPC staff with feedback at education and outreach events, by phone, fax, email and through social media.*

*The Office is planning to include customer service surveys in all of our outreach educational packages.*

**64. Has the agency changed any practices or procedures as a result of such feedback?**

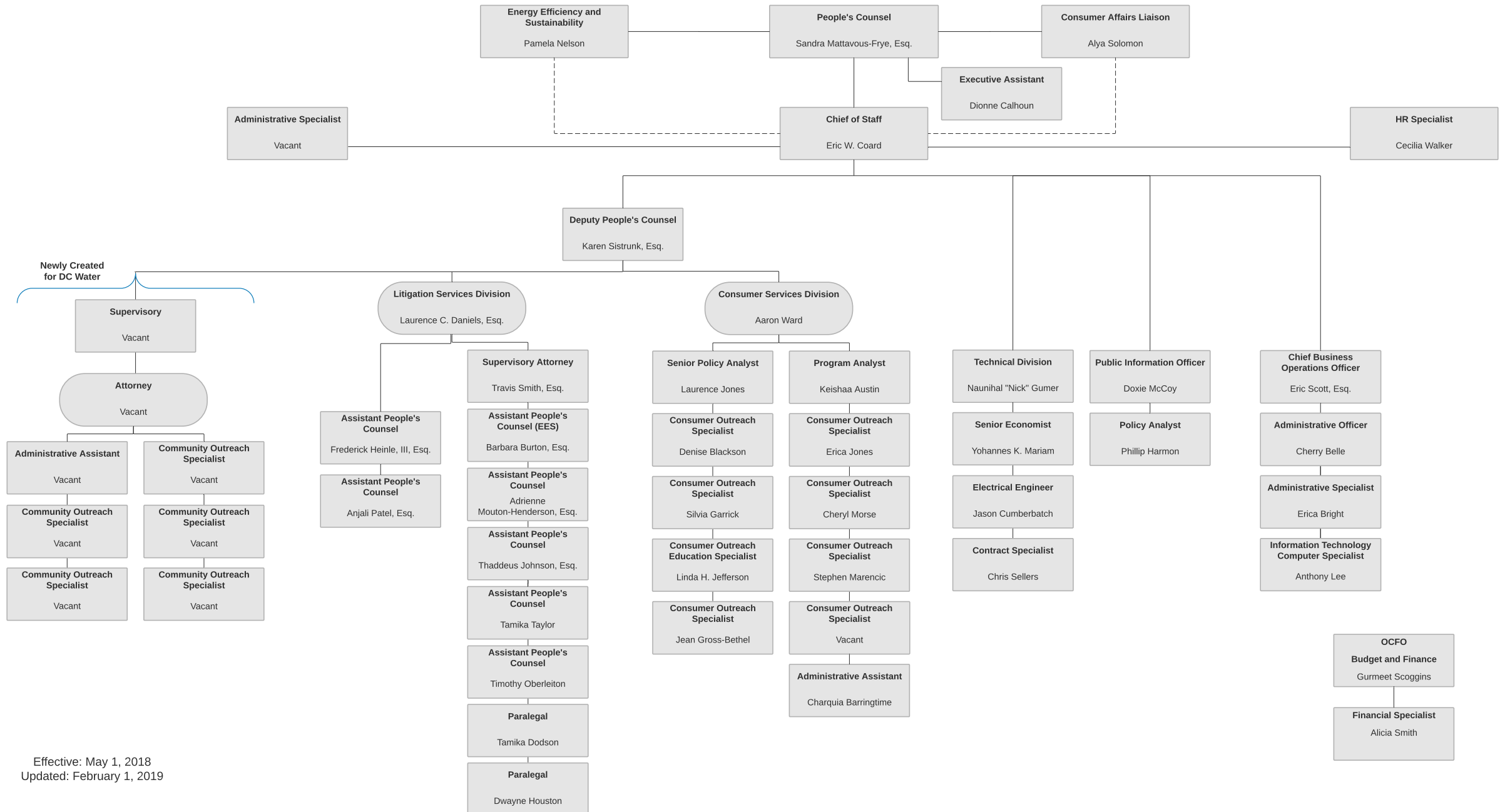
*Feedback from consumers is an essential element in developing OPC's Comprehensive Education and Outreach Program procedures. That feedback provides staff with insights about the types of complaints received from consumers. For example, consumer feedback helped initiate OPC's petition to the PSC for investigation of Third-Party Suppliers deceptive business practices. Consumer feedback, along with complaints data, was a basis for OPC initiating regular information exchange meetings with non-profit organizations and utility service providers.*

*Consumer feedback and complaints trends can be used as background for OPC's advocacy and education policies and practices. Feedback from OPC's Seniors Focus Groups helped staff revise its Seniors' Education and Outreach program procedures. As a result, staff also changed how it reaches target audiences with vital utility services information. For example, OPC enhanced its social media presence during the past year. Staff also engaged in "grass roots" outreach, with OPC information door hangers distributed in several wards.*

ATTACHMENT 1  
OPC Org Chart

## ORGANIZATIONAL CHART

Office of the People's Counsel for the District of Columbia



Effective: May 1, 2018  
Updated: February 1, 2019

ATTACHMENT 2  
OPC Schedule A FY 18 – FY 19



**Question 2:** Please provide a current Schedule A for your agency which identifies each position by program and activity, which each employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

**POSITION LISTING FOR THE PEOPLE'S COUNSEL (DJ0)**

**Position Listing (FY 2019)**

**As of 01-15-2019**

**Fund: O-Type (Special Purpose Revenue)**

	POSITION TITLE	Posn Nbr	SALARY	FRINGE BENEFITS	LENGTH OF TIME WITH AGENCY (YRS)	JOB STATUS	FEDERAL OR LOCAL LAW	FTE x DIST %
<b>Program: People's Counsel</b> <b>Activities: Consumer Advocacy and Representation</b> <b>Activity 2010</b>	People's Counsel	00001649	191,415	33,880	35	Continuing	N/A	0.75
	Deputy People's Counsel	00001504	180,572	31,961	16	Continuing	N/A	0.95
	Paralegal Specialist	00004777	65,487	11,591	14	Continuing	N/A	0.20
	Assistant Peoples Counsel	00008409	153,192	27,115	26	Continuing	N/A	0.05
	Public Policy Analyst	00008414	132,177	23,395	23	Continuing	N/A	0.30
	Accountant/Rate Case Manager	00012034	168,621	29,846	31	Continuing	N/A	0.95
	Assistant Peoples Counsel	00046361	170,940	30,256	0.07	Continuing	N/A	0.05
	Assistant Peoples Counsel	00046365	176,924	31,316	5	Continuing	N/A	0.95
	Electrical Engineer	00082405	106,981	18,936	3	Continuing	N/A	0.50
	Consumer Outreach Specialist	00085317	61,647	10,912	4	Continuing	N/A	0.50
	Assistant Peoples Counsel	00091994	161,703	28,621	1	Continuing	N/A	0.95
	Assistant Peoples Counsel	00093243	147,848	26,169	1	Continuing	N/A	0.95
	Executive Assistant	00094090	83,078	14,705	0.1	Continuing	N/A	0.50
	Assistant Peoples Counsel	00077774	176,924	31,316	19	Continuing	N/A	1.00
	Consumer Outreach Specialist	00021350	109,710	19,419	36	Continuing	N/A	0.75
	Litigation Assistant	00073336	61,647	10,912	2	Continuing	N/A	0.20
	Consumer Outreach Specialist	00071943	77,007	13,630	8	Continuing	N/A	0.30
	Consumer Outreach Specialist	00072177	116,754	20,665	21	Continuing	N/A	0.30
	Consumer Complaint Specialist	00073617	104,252	18,453	12	Continuing	N/A	0.20
	Consumer Outreach Specialist	00064883	63,567	11,251	6	Continuing	N/A	0.95
	Assistant Peoples Counsel	00074777	122,979	21,767	5	Continuing	N/A	0.20
	Consumer Outreach Specialist	00075541	109,710	19,419	25	Continuing	N/A	0.30
	Consumer Outreach Specialist	00075543	119,977	21,236	18	Continuing	N/A	0.30
	Administrative Assistant	00094193	55,910	9,896	1	Continuing	N/A	0.30
	Chief Operations Officer	00084807	171,248	30,311	5	Continuing	N/A	0.50
	Consumer Outreach Specialist	00094097	83,078	14,705	3	Continuing	N/A	0.50
	Policy Analyst	00077832	135,983	24,069	23	Continuing	N/A	0.20
	Senior Economist	00077851	135,527	23,988	11	Continuing	N/A	0.95
	Program Analyst III	00085511	109,710	19,419	4	Continuing	N/A	0.20
								<b>14.75</b>
<b>Program: People's Counsel</b> <b>Activities Public Information and Dissemination</b> <b>Activity 2020</b>	People's Counsel	00001649	191,415	33,880	35	Continuing	N/A	0.25
	Deputy Peoples Counsel	00001504	180,572	31,961	16	Continuing	N/A	0.05
	Paralegal Specialist	00004777	65,487	11,591	14	Continuing	N/A	0.80
	Assistant Peoples Counsel	00008409	153,192	27,115	26	Continuing	N/A	0.95
	Public Policy Analyst	00008414	132,177	23,395	23	Continuing	N/A	0.70
	Accountant/Rate Case Manager	00012034	168,621	29,846	31	Continuing	N/A	0.05



Assistant Peoples Counsel	00046361	170,940	30,256	0.07	Continuing	N/A	0.95
Assistant Peoples Counsel	00046365	176,924	31,316	5	Continuing	N/A	0.05
Electrical Engineer	00082405	106,981	18,936	3	Continuing	N/A	0.50
Consumer Outreach Specialist	00085317	61,647	10,912	4	Continuing	N/A	0.50
Assistant Peoples Counsel	00091994	161,703	28,621	1	Continuing	N/A	0.05
Assistant Peoples Counsel	00093243	147,848	26,169	1	Continuing	N/A	0.05
Executive Assistant	00094090	83,078	14,705	0.1	Continuing	N/A	0.50
Consumer Outreach Specialist	00021350	109,710	19,419	36	Continuing	N/A	0.25
Litigation Assistant	00073336	61,647	10,912	2	Continuing	N/A	0.80
Consumer Outreach Specialist	00071943	77,007	13,630	8	Continuing	N/A	0.70
Consumer Outreach Specialist	00072177	116,754	20,665	21	Continuing	N/A	0.70
Consumer Complaint Specialist	00073617	104,252	18,453	12	Continuing	N/A	0.80
Consumer Outreach Specialist	00064883	63,567	11,251	6	Continuing	N/A	0.05
Assistant Peoples Counsel	00074777	122,979	21,767	5	Continuing	N/A	0.80
Consumer Outreach Specialist	00075541	109,710	19,419	25	Continuing	N/A	0.70
Consumer Outreach Specialist	00075543	119,977	21,236	18	Continuing	N/A	0.70
Administrative Assistant	00094193	55,910	9,896	1	Continuing	N/A	0.70
Chief Operations Officer	00084807	171,248	30,311	5	Continuing	N/A	0.50
Consumer Outreach Specialist	00085317	83,078	14,705	3	Continuing	N/A	0.50
Policy Analyst	00077832	135,983	24,069	23	Continuing	N/A	0.80
Senior Economist	00077851	135,527	23,988	11	Continuing	N/A	0.05
Consumer Education Outreach Specialist	00082769	109,710	19,419	5	Continuing	N/A	0.80
Program Coordinator III	00085511	109,710	19,419	4	Continuing	N/A	0.80

15.05

**Program: Agency Management**  
**Activities: Personnel and Contracting**  
**and Procurement**

Administrative Officer	00011385	85,371	15,111	0.06	Continuing	N/A	1.00
Administrative Specialist	00082644	80,785	14,299	12	Continuing	N/A	1.00
Administrative Specialist	00083535	80,785	14,299	7	Continuing	N/A	1.00
Chief of Staff	00075552	168,300	29,789	1	Continuing	N/A	1.00
HR Specialist	00076963	73,906	13,081			N/A	1.00

5.00

**Program: Agency Management**  
**Activity: Information Technology**

Computer Specialist	00046360	135,983	24,069	27	Continuing	N/A	1.00
Manager, Consumer Services	00071651	141,931	25,122	1	Continuing	N/A	1.00

2.00

**Program: Agency Management**  
**Activity: Customer Service**

Consumer Education Outreach Specialist	00082769	109,710	19,419	5	Continuing	N/A	0.20
Public Information Officer	00073160	133,000	23,541	3	Continuing	N/A	1.00

1.20

**Program: Agency Management**  
**Activity: Budget Operations**

Budget Officer	00045655	136,746	24,204	15	Continuing	N/A	1.00
Financial Specialist	00016149	97,300	17,222	6	Continuing	N/A	1.00
Agency Fiscal Officer	00007857	164,609	29,136	7	Continuing	N/A	0.40

2.40

Total Filled FTEs

40.40

**Vacancies:**

Consumer Service Specialist	00021335	73,906	13,081			N/A	0.10
Consumer Service Specialist	00021335	73,906	13,081			N/A	0.90
Administrative Assistant	00044185	49,570	8,774			N/A	0.30
Administrative Assistant	00044185	49,570	8,774			N/A	0.70
Assistant Peoples Counsel	00077366	117,831	20,856			N/A	0.95
Assistant Peoples Counsel	00077366	117,831	20,856			N/A	0.05
Community Outreach Specialist	00097229	73,906	13,081			N/A	0.65
Community Outreach Specialist	00097229	73,906	13,081			N/A	0.35
Budget Analyst	10007392	103,905	18,391			N/A	1.00

**Total Vacancies**

5.00

## ATTACHMENT 2

Grand Toal-Agency-Authorized		45.40
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## ATTACHMENT 6

Intra-District Transfers FY 18 – FY 19 to date

**Question 6:** For FY18 and FY19, to date, please list all intra-District transfers to or from the agency. For each transfer, include the following details:  
For each transfer, include the following:

- a. Buyer agency;
- b. Seller agency;
- c. The program and activity codes and names in the spending and receiving agencies' budgets;
- d. Funding source (i.e. local, federal, SPR);
- e. Description of MOU services;
- f. Total MOU amount, including any modifications;
- g. Whether a letter of intent was executed for FY18 or FY19 and if so, on what date,
- h. The date of the submitted request from or to the other agency for the transfer;
- i. The dates of signatures on the relevant MOU; and
- j. The date funds were transferred to the receiving agency.

## ATTACHMENT 6

**Response:**

### FY 2018 - FY 2019

**OPC-Buyer** The amounts listed below were transferred to other agencies as intra-District transfers. The amounts for the fixed costs were communicated to the agency during the budget process. The amounts for the Purchase Card purchases were estimated by the agency. No written MOUs were processed for these transactions. The agency was not required to sign the letter of intent for these services. The funds are generally transferred to the seller agencies in the first week of October of each year.

Fund	CSG	Prog.	Activity	Prog./Activity Name	Fund.	Item	FY18 Actual	FY19	Transferred To	Purpose
<b>DJ0 Buyer</b>										
	30	1000	1030	Agency Management/Prop Mgmt.	0631	Energy, Comm, and Bldg Rentals	323	473	Department of Public Works	Auto fuel for agency fleet
	31	1000	1030	Agency Management/Prop Mgmt.	0631	Telephone, Telegraph, Telegram, Etc.	43,136	46,198	Office of the Chief Technology Officer	Telecommunications and RTS requests
	32	1000	1030	Agency Management/Prop Mgmt.	0631	Building Rent	853,304	959,413	Office of Financial Resource & Management	Building rent for the agency's primary location
	40	1000	1030	Agency Management/Prop Mgmt.	0631	Other Services and Charges	126,688	85,000	Office of Financial Resource & Management	Purchase and travel card advances
	40	1000	1070	Agency Management/Fleet	0631	Other Services and Charges	237	205	Department of Public Works	Maintenance and Repairs (AUTO)
	40	1000	1040	Agency Management/Infor. Technology	0631	Other Services and Charges	779	10,798	Office of the Chief Technology Officer	OCTO Assessment
	35	1000	1030	Agency Management/Prop Mgmt.	0631	Occupancy Fixed Cost	24,902	613	Office of Financial Resource & Management	Occupancy Cost
	40	2000	2010	People's Counsel/Consumer Advocacy & Rep.	0631	Fringe benefits	11,081	16,953	DC Dept. of Human Resources	HR services
						<b>Total</b>	<b>\$ 1,060,450</b>	<b>\$ 1,119,653</b>		

### OPC-Seller

There were no intra-District transfers from other agencies in FY 2018 and FY 2019.

## ATTACHMENT 8

Special Purpose Revenue FY 18 – FY 19 to date

**Question 8:** 1. For FY18 and FY19, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- 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;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

**Response:** Please response below:

**Office of the People's Counsel  
Special Purpose revenue  
FY 18 & FY 19 (as 1/30/19)**

Fund Title/Revenue	Rev. Object	Object	Amount	Description	FY 2018	Actuals	FY 2019	Actuals
<b>OPERATING</b>	<b>1021</b>	<b>3226</b>	<b>UTILITIES REIMI</b>	<b>\$</b>		<b>8,076,132</b>	<b>\$</b>	<b>182,824</b>
<i>Expenditures</i>						<i>8,007,384</i>		<i>2,362,976</i>
<b>Balance</b>				<b>\$</b>		<b>68,748</b>	<b>\$</b>	<b>(2,180,152)</b>

**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 19 total revenue will not be due until August 2019.

**Budgets:**

FY 2018 approved budget= \$8,062,744.35, Revised budget: \$8,091,659.81

FY 2019 approved Budget = \$ 8,970,585.57

## ATTACHMENT 9

OPC P-Card Expenditures FY 18 – FY 19 to  
date

# Transaction Detail

ATTACHMENT 9

## DCPCARD

Date/Time Printed: 02/13/2019 05:08:48 PM

Orientation: Landscape

Selection Criteria: Post Date Is Between '10/1/2017' AND '4/30/2018'

Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
197483407	10/03/2017	10/04/2017	Unknown	WASH POST SUBSCRIPTION	202-334-6100, DC	5968	\$794.27	\$0.00	\$0.00 Purchase
197483408	10/03/2017	10/04/2017	Unknown	ISSUU	8444778800, CA	5045	\$44.00	\$0.00	\$0.00 Purchase
197483409	10/03/2017	10/04/2017	Unknown	USPS PO 1049490238	WASHINGTON, DC	9402	\$60.40	\$0.00	\$0.00 Purchase
197547843	10/04/2017	10/05/2017	Unknown	FACEBK QHSNZC6W32	MENLO PARK, CA	7311	\$21.87	\$0.00	\$0.00 Purchase
197547844	10/04/2017	10/05/2017	Unknown	VSN*DOTGOVREGISTR ATION	877-734-4688, VA	4816	\$400.00	\$0.00	\$0.00 Purchase
197618373	10/05/2017	10/06/2017	Unknown	SQUARE *SQ *G&J TOWING	WASHINGTON, DC	7699	\$300.00	\$0.00	\$0.00 Purchase
197618374	10/04/2017	10/06/2017	Unknown	DIGITALOCEAN.COM	6463978051, NY	5734	\$10.08	\$0.00	\$0.00 Purchase
197721903	10/06/2017	10/09/2017	Unknown	MARRIOTT EAST LANSING	EAST LANSING, MI	3509	\$1,000.00	\$0.00	\$0.00 Purchase
197721904	10/05/2017	10/09/2017	Unknown	NASUCA INC	301-5896313, MD	8699	\$2,700.00	\$0.00	\$0.00 Purchase
197721905	10/06/2017	10/09/2017	Unknown	AGENT FEE 89007243489990	ADAM TRAVEL, DC	4511	\$25.00	\$0.00	\$0.00 Purchase
197721906	10/06/2017	10/09/2017	Unknown	UNITED 01686587137185	800-932-2732, TX	3000	\$250.40	\$0.00	\$0.00 Purchase
197721907	10/07/2017	10/09/2017	Unknown	MARRIOTT EAST LANSING	EAST LANSING, MI	3509	\$412.25	\$0.00	\$0.00 Purchase
197786819	10/09/2017	10/10/2017	Unknown	WHEATON MOTOR CITY	SILVER SPRING, MD	5511	\$530.26	\$0.00	\$0.00 Purchase
197830026	10/10/2017	10/11/2017	Unknown	SMARSH, INC.	866-7627741, OR	7399	\$475.00	\$0.00	\$0.00 Purchase
198097031	10/13/2017	10/16/2017	Unknown	CTC*CONSTANTCONT ACT.C	855-2295506, MA	5968	\$70.00	\$0.00	\$0.00 Purchase
198178648	10/16/2017	10/17/2017	Unknown	TOTAL SOLUTIONS GROUP	INFO@GOTOTSG., DC	5046	\$358.00	\$0.00	\$0.00 Purchase
198319096	10/17/2017	10/19/2017	Unknown	CP DENVER	DENVER, CO	3750	\$336.45	\$0.00	\$0.00 Purchase
198400548	10/19/2017	10/20/2017	Unknown	WHITAKERBROTHERS. COM	03012302800, MD	5044	\$240.00	\$0.00	\$0.00 Purchase
198613904	10/23/2017	10/24/2017	Unknown	XEROX CORPORATION/RBO	08007726150, NY	5044	\$669.01	\$0.00	\$0.00 Purchase

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Transaction Detail



# Transaction Detail

## ATTACHMENT 9

### DCPCARD

Date/Time Printed: 02/13/2019 05:08:48 PM

Orientation: Landscape

Selection Criteria: Post Date Is Between '10/1/2017' AND '4/30/2018'

Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
198613905	10/23/2017	10/24/2017	Unknown	XEROX CORPORATION/RBO	08007726150, NY	5044	\$2,311.86	\$0.00	\$0.00 Purchase
198613906	10/23/2017	10/24/2017	Unknown	THEECONOMIST NEWSPAPER	8004566086, NY	5968	\$160.74	\$0.00	\$0.00 Purchase
198763072	10/25/2017	10/26/2017	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$680.00	\$0.00	\$0.00 Purchase
198763073	10/25/2017	10/26/2017	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$680.00	\$0.00	\$0.00 Purchase
198763074	10/25/2017	10/26/2017	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$680.00	\$0.00	\$0.00 Purchase
198763075	10/25/2017	10/26/2017	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$680.00	\$0.00	\$0.00 Purchase
199055137	10/30/2017	10/31/2017	Unknown	THEECONOMIST NEWSPAPER	8004566086, NY	5968	\$0.00	(\$8.74)	\$0.00 Purchase
199118022	10/31/2017	11/01/2017	Unknown	ISSUU	8444778800, CA	5045	\$44.00	\$0.00	\$0.00 Purchase
199190182	10/31/2017	11/02/2017	Unknown	DIGITALOCEAN.COM	6463978051, NY	5734	\$10.08	\$0.00	\$0.00 Purchase
199269599	11/02/2017	11/03/2017	Unknown	DROPBOX*J2GYCXJPQ9 VJ	DROPBOX.COM, CA	4816	\$99.00	\$0.00	\$0.00 Purchase
199269600	11/02/2017	11/03/2017	Unknown	JOBTARGET	8604400635, CT	7361	\$770.75	\$0.00	\$0.00 Purchase
199392029	11/05/2017	11/06/2017	Unknown	SMARSH, INC.	866-7627741, OR	7399	\$475.00	\$0.00	\$0.00 Purchase
199475354	11/06/2017	11/07/2017	Unknown	FIVERR	855-5859699, NY	7399	\$630.00	\$0.00	\$0.00 Purchase
199551237	11/07/2017	11/08/2017	Unknown	ACTIVE COMMUNICATIONS	03127800500, IL	7399	\$995.00	\$0.00	\$0.00 Purchase
199551238	11/07/2017	11/08/2017	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$0.00	(\$680.00)	\$0.00 Purchase
199636424	11/07/2017	11/09/2017	Unknown	NASUCA INC	301-5896313, MD	8699	\$495.00	\$0.00	\$0.00 Purchase
199886181	11/13/2017	11/14/2017	Unknown	CTC*CONSTANTCONT ACT.C	855-2295506, MA	5968	\$70.00	\$0.00	\$0.00 Purchase
200024121	11/15/2017	11/16/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$298.00	\$0.00	\$0.00 Purchase
200099802	11/16/2017	11/17/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$229.85	\$0.00	\$0.00 Purchase

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Transaction Detail

# Transaction Detail

ATTACHMENT 9

## DCPCARD

Date/Time Printed: 02/13/2019 05:08:48 PM

Orientation: Landscape

Selection Criteria: Post Date Is Between '10/1/2017' AND '4/30/2018'

Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
200099803	11/16/2017	11/17/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$596.00	\$0.00	\$0.00 Purchase
200099804	11/16/2017	11/17/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$447.00	\$0.00	\$0.00 Purchase
200099805	11/16/2017	11/17/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$716.00	\$0.00	\$0.00 Purchase
200099806	11/16/2017	11/17/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$596.00	\$0.00	\$0.00 Purchase
200099807	11/16/2017	11/17/2017	Unknown	MARRIOTT BALTIMORE	BALTIMORE, MD	3509	\$596.00	\$0.00	\$0.00 Purchase
200223955	11/17/2017	11/20/2017	Unknown	ALPHAGRAPHS	WASHINGTON, DC	7392	\$88.72	\$0.00	\$0.00 Purchase
200684824	11/29/2017	11/30/2017	Unknown	STAPLES 00102186	WASHINGTON, DC	5943	\$706.50	\$0.00	\$0.00 Purchase
200764384	11/29/2017	12/01/2017	Unknown	AMERICAN 00170264081470	WASHINGTON, DC	3001	\$155.20	\$0.00	\$0.00 Purchase
200764385	11/29/2017	12/01/2017	Unknown	DELTA 00670264081465	WASHINGTON, DC	3058	\$120.20	\$0.00	\$0.00 Purchase
200764386	11/29/2017	12/01/2017	Unknown	AGENT FEE 89007272405332	ADAM TRAVEL, DC	4511	\$25.00	\$0.00	\$0.00 Purchase
200764387	11/30/2017	12/01/2017	Unknown	ISSUU	8444778800, CA	5045	\$44.00	\$0.00	\$0.00 Purchase
200764388	11/30/2017	12/01/2017	Unknown	FACEBK T9G2BD6X32	MENLO PARK, CA	7311	\$10.00	\$0.00	\$0.00 Purchase
200862243	12/01/2017	12/04/2017	Unknown	STAPLES 00102186	WASHINGTON, DC	5943	\$254.76	\$0.00	\$0.00 Purchase
200862244	12/01/2017	12/04/2017	Unknown	STAPLES 00115329	WASHINGTON, DC	5943	\$25.98	\$0.00	\$0.00 Purchase
200862245	12/01/2017	12/04/2017	Unknown	DIGITALOCEAN.COM	6463978051, NY	5734	\$10.08	\$0.00	\$0.00 Purchase
200862246	12/02/2017	12/04/2017	Unknown	AMTRAK .CO3350649589989	08008727245, DC	4112	\$90.00	\$0.00	\$0.00 Purchase
201013452	12/04/2017	12/06/2017	Unknown	EXHIBITINDEXES/PAM CO	SKILLMAN, NJ	5111	\$670.35	\$0.00	\$0.00 Purchase
201077890	12/06/2017	12/07/2017	Unknown	SMARSH, INC.	866-7627741, OR	7399	\$475.00	\$0.00	\$0.00 Purchase
201077891	12/06/2017	12/07/2017	Unknown	JOBTARGET	8604400635, CT	7361	\$634.00	\$0.00	\$0.00 Purchase
201166039	12/06/2017	12/08/2017	Unknown	GODADDY.COM	4805058855, AZ	4816	\$173.28	\$0.00	\$0.00 Purchase

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Selection Criteria: Post Date Is Between '10/1/2017' AND '4/30/2018'

Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
201321149	11/06/2017	12/11/2017	Unknown	DISPUTE CREDIT RT	COLUMBUS, OH	7399	\$0.00	(\$630.00)	\$0.00 Purchase
201470010	12/11/2017	12/13/2017	Unknown	NAUTICON IMAGING SYSTE	3012790123, MD	5044	\$150.00	\$0.00	\$0.00 Purchase
201540915	12/13/2017	12/14/2017	Unknown	CTC*CONSTANTCONT ACT.C	855-2295506, MA	5968	\$70.00	\$0.00	\$0.00 Purchase
201714723	12/15/2017	12/18/2017	Unknown	STAPLES 00102186	WASHINGTON, DC	5943	\$65.44	\$0.00	\$0.00 Purchase
201782546	12/19/2017	12/19/2017	Unknown	DISPUTE REBILL	CHICAGO, IL	7399	\$630.00	\$0.00	\$0.00 Purchase
202047964	12/26/2017	12/27/2017	Unknown	BARRISTERBOOKSCOM	7858562772, KS	5942	\$207.95	\$0.00	\$0.00 Purchase
202047965	12/26/2017	12/27/2017	Unknown	SP * FIND UR TEXTBOOKS	9172665739, CA	8299	\$178.74	\$0.00	\$0.00 Purchase
202129467	12/27/2017	12/29/2017	Unknown	NAUTICON IMAGING SYSTE	3012790123, MD	5044	\$127.50	\$0.00	\$0.00 Purchase
202190767	12/31/2017	01/02/2018	Unknown	FACEBK EBAJJD6X32	MENLO PARK, CA	7311	\$20.00	\$0.00	\$0.00 Purchase
202190768	12/31/2017	01/02/2018	Unknown	ISSUU	8444778800, CA	5045	\$44.00	\$0.00	\$0.00 Purchase
202190769	12/31/2017	01/02/2018	Unknown	DIGITALOCEAN.COM	6463978051, NY	5734	\$10.08	\$0.00	\$0.00 Purchase
202432958	01/05/2018	01/08/2018	Unknown	SMARSH, INC.	866-7627741, OR	7399	\$475.00	\$0.00	\$0.00 Purchase
202771789	01/13/2018	01/15/2018	Unknown	CTC*CONSTANTCONT ACT.C	855-2295506, MA	5968	\$70.00	\$0.00	\$0.00 Purchase
202914607	01/17/2018	01/18/2018	Unknown	ALPHAGRAPHS	WASHINGTON, DC	7392	\$68.44	\$0.00	\$0.00 Purchase
202914608	01/17/2018	01/18/2018	Unknown	ALPHAGRAPHS	WASHINGTON, DC	7392	\$600.00	\$0.00	\$0.00 Purchase
203195694	01/23/2018	01/24/2018	Unknown	ALPHAGRAPHS	WASHINGTON, DC	7392	\$230.31	\$0.00	\$0.00 Purchase
203195695	01/23/2018	01/24/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203195696	01/23/2018	01/24/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203195697	01/23/2018	01/24/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203263118	01/23/2018	01/25/2018	Unknown	VERIZON WRLS 0227401	WASHINGTON, DC	4812	\$0.00	(\$84.59)	\$0.00 Purchase
203263119	01/23/2018	01/25/2018	Unknown	VERIZON WRLS 0227401	WASHINGTON, DC	4812	\$79.99	\$0.00	\$0.00 Purchase

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Selection Criteria: Post Date Is Between '10/1/2017' AND '4/30/2018'

Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
203263120	01/23/2018	01/25/2018	Unknown	VERIZON WRLS 0227401	WASHINGTON, DC	4812	\$84.59	\$0.00	\$0.00 Purchase
203263121	01/24/2018	01/25/2018	Unknown	SQ *SQ *ALIMAYU DESIGN	GOSQ.COM, DC	7372	\$325.00	\$0.00	\$0.00 Purchase
203263122	01/24/2018	01/25/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203263123	01/24/2018	01/25/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203263124	01/24/2018	01/25/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203263125	01/24/2018	01/25/2018	Unknown	NATL ASSN REG UTIL COM	02028982200, DC	8699	\$450.00	\$0.00	\$0.00 Purchase
203444745	01/25/2018	01/29/2018	Unknown	THE HOME DEPOT #2583	WASHINGTON, DC	5200	\$9.35	\$0.00	\$0.00 Purchase
203576149	01/31/2018	01/31/2018	Unknown	ACCO BRANDS DIRECT	800-365-9327, NY	5111	\$752.94	\$0.00	\$0.00 Purchase
203643905	01/31/2018	02/01/2018	Unknown	ISSUU	8444778800, CA	5045	\$44.00	\$0.00	\$0.00 Purchase
203643906	01/31/2018	02/01/2018	Unknown	DIGITALOCEAN.COM	6463978051, NY	5734	\$10.08	\$0.00	\$0.00 Purchase
203643907	01/31/2018	02/01/2018	Unknown	APPLE STORE #R287	WASHINGTON, DC	5732	\$237.95	\$0.00	\$0.00 Purchase
203722856	02/01/2018	02/02/2018	Unknown	EB ACORE MEMBERSHIP R	8014137200, CA	7399	\$999.00	\$0.00	\$0.00 Purchase
203842423	02/02/2018	02/05/2018	Unknown	CHAMPION AWARDS	WASHINGTON, DC	5999	\$188.25	\$0.00	\$0.00 Purchase
203973343	02/06/2018	02/07/2018	Unknown	SMARSH, INC.	866-7627741, OR	7399	\$475.00	\$0.00	\$0.00 Purchase
203973344	02/07/2018	02/07/2018	Unknown	ACCO BRANDS DIRECT	800-365-9327, NY	5111	\$57.34	\$0.00	\$0.00 Purchase
204122495	02/08/2018	02/09/2018	Unknown	PAYPAL *JULIOLUZQUI	4029357733, MD	5946	\$900.00	\$0.00	\$0.00 Purchase
204373446	02/13/2018	02/14/2018	Unknown	BUDDE PROMOTIONS LLC	08448874708, GA	7399	\$3,433.69	\$0.00	\$0.00 Purchase
204373447	02/13/2018	02/14/2018	Unknown	CTC*CONSTANTCONT ACT.C	855-2295506, MA	5968	\$70.00	\$0.00	\$0.00 Purchase
204505348	02/14/2018	02/16/2018	Unknown	EXHIBITINDEXES/PAM CO	SKILLMAN, NJ	5111	\$103.56	\$0.00	\$0.00 Purchase

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Selection Criteria: Post Date Is Between '10/1/2017' AND '4/30/2018'

Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
204606351	02/16/2018	02/19/2018	Unknown	EXHIBITINDEXES/PAM CO	SKILLMAN, NJ	5111	\$892.80	\$0.00	\$0.00 Purchase
204755729	02/20/2018	02/22/2018	Unknown	DELTA 00670482364650	WASHINGTON, DC	3058	\$343.00	\$0.00	\$0.00 Purchase
204755730	02/20/2018	02/22/2018	Unknown	AGENT FEE 89007309465546	ADAM TRAVEL, DC	4511	\$25.00	\$0.00	\$0.00 Purchase
204755731	02/21/2018	02/22/2018	Unknown	STAPLES 00102186	WASHINGTON, DC	5943	\$232.66	\$0.00	\$0.00 Purchase
204755732	02/21/2018	02/22/2018	Unknown	UTILITY CLASSROOM	5038672234, OR	5734	\$599.00	\$0.00	\$0.00 Purchase
205174564	02/28/2018	03/01/2018	Unknown	FACEBK DU377EWW32	MENLO PARK, CA	7311	\$10.00	\$0.00	\$0.00 Purchase
205174565	02/28/2018	03/01/2018	Unknown	ISSUU	8444778800, CA	5045	\$44.00	\$0.00	\$0.00 Purchase
205774151	03/09/2018	03/12/2018	Unknown	COMM WORKS LLC	NEWINGTON, VA	4812	\$56.00	\$0.00	\$0.00 Purchase
205890820	03/12/2018	03/13/2018	Unknown	CDW GOVT #LZS0841	800-808-4239, IL	5045	\$224.99	\$0.00	\$0.00 Purchase
205890821	03/12/2018	03/13/2018	Unknown	XEROX CORPORATION/RBO	08007726150, NY	5044	\$1,047.00	\$0.00	\$0.00 Purchase
205960972	03/13/2018	03/14/2018	Unknown	MICRO-TEL INC	07704475408, GA	5734	\$895.00	\$0.00	\$0.00 Purchase
205960973	03/13/2018	03/14/2018	Unknown	CTC*CONSTANTCONT ACT.C	855-2295506, MA	5968	\$70.00	\$0.00	\$0.00 Purchase
206040345	03/13/2018	03/15/2018	Unknown	AMERICAN 00170549252473	WASHINGTON, DC	3001	\$315.60	\$0.00	\$0.00 Purchase
206040346	03/13/2018	03/15/2018	Unknown	AMERICAN 00170570302501	WASHINGTON, DC	3001	\$315.60	\$0.00	\$0.00 Purchase
206040347	03/13/2018	03/15/2018	Unknown	AGENT FEE 89007320333282	ADAM TRAVEL, DC	4511	\$25.00	\$0.00	\$0.00 Purchase
206040348	03/13/2018	03/15/2018	Unknown	AGENT FEE 89007320333293	ADAM TRAVEL, DC	4511	\$25.00	\$0.00	\$0.00 Purchase
206120230	03/15/2018	03/16/2018	Unknown	ALPHAGRAPHS	WASHINGTON, DC	7392	\$80.94	\$0.00	\$0.00 Purchase
206242253	03/17/2018	03/19/2018	Unknown	XEROX SUPPLY TEXAS	08178297238, TX	5044	\$525.96	\$0.00	\$0.00 Purchase
206384566	03/19/2018	03/21/2018	Unknown	AMERICAN 00170570304730	WASHINGTON, DC	3001	\$587.61	\$0.00	\$0.00 Purchase

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Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SCOTT, FRANK G *****7780</b>									
206384567	03/19/2018	03/21/2018	Unknown	AGENT FEE 89007323679256	ADAM TRAVEL, DC	4511	\$25.00	\$0.00	\$0.00 Purchase
206384568	03/20/2018	03/21/2018	Unknown	CAPITAL MOVING SOLUTIO	202-635-0400, DC	5111	\$159.96	\$0.00	\$0.00 Purchase
206452553	03/21/2018	03/22/2018	Unknown	PAYPAL *CLEANENERGY	4029357733, CA	8398	\$2,500.00	\$0.00	\$0.00 Purchase
206528538	03/21/2018	03/23/2018	Unknown	NATIONAL ENERGY & UTIL	ARLINGTON, VA	8699	\$690.00	\$0.00	\$0.00 Purchase
206656227	03/20/2018	03/26/2018	Unknown	CAPITAL MOVING SOLUTIO	202-635-0400, DC	5111	\$64.99	\$0.00	\$0.00 Purchase
206656228	03/20/2018	03/26/2018	Unknown	CAPITAL MOVING SOLUTIO	202-635-0400, DC	5111	\$309.99	\$0.00	\$0.00 Purchase
206656229	03/23/2018	03/26/2018	Unknown	CAPITAL MOVING SOLUTIO	202-635-0400, DC	5111	\$1,596.87	\$0.00	\$0.00 Purchase
206656230	03/23/2018	03/26/2018	Unknown	EREPLACEMENTPARTS .COM	866-802-6383, UT	5251	\$67.92	\$0.00	\$0.00 Purchase
206656231	03/24/2018	03/26/2018	Unknown	GETTY IMAGES	877-438-8966, WA	7333	\$799.00	\$0.00	\$0.00 Purchase
206656232	03/24/2018	03/26/2018	Unknown	SHERATON GRAND PHOENIX	PHOENIX, AZ	3503	\$162.10	\$0.00	\$0.00 Purchase
206656233	03/23/2018	03/26/2018	Unknown	DISCOUNTED PARTS LLC	HARRISBURG, PA	5732	\$58.88	\$0.00	\$0.00 Purchase
206737628	03/26/2018	03/27/2018	Unknown	CAPITAL MOVING SOLUTIO	202-635-0400, DC	5111	\$393.86	\$0.00	\$0.00 Purchase
207052542	03/31/2018	04/02/2018	Unknown	FACEBK EB6YFEWW32	MENLO PARK, CA	7311	\$1.13	\$0.00	\$0.00 Purchase
208647453	04/25/2018	04/27/2018	Unknown	UTILITY CLASSROOM	5038672234, OR	5734	\$0.00	(\$599.00)	\$0.00 Purchase
<b>Totals for SCOTT, FRANK G</b>					<b>Total Transactions</b>	<b>131</b>	<b>\$51,453.40</b>	<b>(\$2,002.33)</b>	<b>\$0.00</b>
<b>SELLERS, CHRISTOPHER *****5572</b>									
197562295	10/04/2017	10/05/2017	Unknown	SPECTRIO	OLDSMAR, FL	7399	\$1,274.00	\$0.00	\$0.00 Purchase
199730670	11/08/2017	11/10/2017	Unknown	ENERDYNAMICS CORP	866-765-5432, CO	8299	\$295.00	\$0.00	\$0.00 Purchase
200111850	11/15/2017	11/17/2017	Unknown	NATIONAL ENERGY & UTIL	ARLINGTON, VA	8699	\$500.00	\$0.00	\$0.00 Purchase

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Tran ID	Tran Date	Post Date	Purchase Method	Merchant	City, State	MCC	Debit Amount	Credit Amount	Tax Tran Type
<b>SELLERS, CHRISTOPHER *****5572</b>									
200624899	11/28/2017	11/29/2017	Unknown	BUDDE PROMOTIONS LLC	08448874708, GA	7399	\$784.16	\$0.00	\$0.00 Purchase
206394699	03/20/2018	03/21/2018	Unknown	DIY AWARDS	8008101216, CT	5947	\$219.96	\$0.00	\$0.00 Purchase
206678888	03/23/2018	03/26/2018	Unknown	AMAZON.COM	AMZN.COM/BILL, WA	5942	\$38.89	\$0.00	\$0.00 Purchase
206957422	03/29/2018	03/30/2018	Unknown	AE2C	2024496921, VA	8398	\$100.00	\$0.00	\$0.00 Purchase
<b>Totals for SELLERS, CHRISTOPHER</b>					<b>Total Transactions</b>	<b>7</b>	<b>\$3,212.01</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Grand Totals</b>					<b>Total Transactions</b>	<b>138</b>	<b>\$54,665.41</b>	<b>(\$2,002.33)</b>	<b>\$0.00</b>

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Transaction Date	Post Date	Transaction Amount	Cardholder Last Name	Cardholder First Name	Parent Merchant Name	Merchant Name	Original Merchant Name	Merchant Type	Original Amount	Transaction Approver Name 1
04/05/2018	04/06/2018	2,361.15	SELLERS	CHRISTOPHER	CDW GOVT #MHG1380	CDW GOVT #MHG1380	CDW GOVT #MHG1380	Computer, Hardware, Software and	2,361.15	SCOTT,ERIC
04/11/2018	04/12/2018	810.50	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	810.50	SCOTT,ERIC
04/11/2018	04/13/2018	532.39	SELLERS	CHRISTOPHER	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00171325369994	Airline	532.39	SCOTT,ERIC
04/11/2018	04/13/2018	800.58	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671325369982	Airline	800.58	SCOTT,ERIC
04/11/2018	04/13/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007329176964	Airline	25.00	SCOTT,ERIC
04/11/2018	04/13/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007329176975	Airline	25.00	SCOTT,ERIC
04/11/2018	04/13/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007329176986	Airline	25.00	SCOTT,ERIC
04/11/2018	04/13/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007329176990	Airline	25.00	SCOTT,ERIC
04/11/2018	04/13/2018	509.95	SELLERS	CHRISTOPHER	SOUTHWEST	SOUTHWEST	SOUTHWES 5261434179301	Airline	509.95	SCOTT,ERIC
04/11/2018	04/13/2018	509.95	SELLERS	CHRISTOPHER	SOUTHWEST	SOUTHWEST	SOUTHWES 5261434179311	Airline	509.95	SCOTT,ERIC
04/12/2018	04/13/2018	1,559.59	SELLERS	CHRISTOPHER	COLORNET PRINTING AND	COLORNET PRINTING AND	COLORNET PRINTING AND	Print and Duplicating Services	1,559.59	SCOTT,ERIC
04/12/2018	04/16/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007335547303	Airline	25.00	SCOTT,ERIC
04/12/2018	04/16/2018	282.40	SELLERS	CHRISTOPHER	UNITED AIRLINES	UNITED AIRLINES	UNITED 01671352903032	Airline	282.40	SCOTT,ERIC
04/13/2018	04/16/2018	1,009.75	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	1,009.75	SCOTT,ERIC
04/13/2018	04/16/2018	1,009.75	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	1,009.75	SCOTT,ERIC
04/13/2018	04/16/2018	1,009.75	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	1,009.75	SCOTT,ERIC
04/13/2018	04/16/2018	1,188.74	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	1,188.74	SCOTT,ERIC
04/13/2018	04/16/2018	56.36	SELLERS	CHRISTOPHER	ALPHAGRAPHS	ALPHAGRAPHS	ALPHAGRAPHS	Professional Services	56.36	SCOTT,ERIC
04/13/2018	04/16/2018	141.46	SELLERS	CHRISTOPHER	ALPHAGRAPHS	ALPHAGRAPHS	ALPHAGRAPHS	Professional Services	141.46	SCOTT,ERIC
04/13/2018	04/16/2018	64.69	SELLERS	CHRISTOPHER	ALPHAGRAPHS	ALPHAGRAPHS	ALPHAGRAPHS	Professional Services	64.69	SCOTT,ERIC
04/17/2018	04/19/2018	690.00	SELLERS	CHRISTOPHER	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	Other	690.00	SCOTT,ERIC
04/17/2018	04/19/2018	690.00	SELLERS	CHRISTOPHER	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	Other	690.00	SCOTT,ERIC
04/17/2018	04/19/2018	690.00	SELLERS	CHRISTOPHER	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	Other	690.00	SCOTT,ERIC
04/18/2018	04/20/2018	690.00	SELLERS	CHRISTOPHER	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	Other	690.00	SCOTT,ERIC
04/19/2018	04/20/2018	468.00	SELLERS	CHRISTOPHER	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	468.00	SCOTT,ERIC
04/23/2018	04/24/2018	277.00	SELLERS	CHRISTOPHER	CUSTOMINK LLC	CUSTOMINK LLC	CUSTOMINK LLC	Retail	277.00	SCOTT,ERIC
04/23/2018	04/24/2018	709.00	SELLERS	CHRISTOPHER	CUSTOMINK LLC	CUSTOMINK LLC	CUSTOMINK LLC	Retail	709.00	SCOTT,ERIC
04/26/2018	04/27/2018	74.80	SELLERS	CHRISTOPHER	INTERNATIONAL ART GALL	INTERNATIONAL ART GALL	INTERNATIONAL ART GALL	Retail	74.80	SCOTT,ERIC
05/01/2018	05/02/2018	16.13	SELLERS	CHRISTOPHER	INTERNATIONAL ART GALL	INTERNATIONAL ART GALL	INTERNATIONAL ART GALL	Retail	16.13	SCOTT,ERIC
05/03/2018	05/04/2018	70.00	SELLERS	CHRISTOPHER	CTC	CTC	CTC*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
05/04/2018	05/07/2018	720.12	SELLERS	CHRISTOPHER	WEBEX *WEBEX.COM	WEBEX *WEBEX.COM	WEBEX *WEBEX.COM	Professional Services	720.12	SCOTT,ERIC
05/04/2018	05/07/2018	100.00	SELLERS	CHRISTOPHER	EFFICIENCY1	EFFICIENCY1	EFFICIENCY1	Other	100.00	SCOTT,ERIC
05/07/2018	05/08/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
05/07/2018	05/09/2018	209.00	SELLERS	CHRISTOPHER	SHRM*MEMBER600845929	SHRM*MEMBER600845929	SHRM*MEMBER600845929	Other	209.00	SCOTT,ERIC
05/09/2018	05/10/2018	194.07	SELLERS	CHRISTOPHER	ALPHAGRAPHS	ALPHAGRAPHS	ALPHAGRAPHS	Professional Services	194.07	SCOTT,ERIC
05/11/2018	05/14/2018	709.70	SELLERS	CHRISTOPHER	BRX AMERICAN BISTRO	BRX AMERICAN BISTRO	BRX AMERICAN BISTRO	Restaurants	709.70	SCOTT,ERIC
05/13/2018	05/14/2018	70.00	SELLERS	CHRISTOPHER	CTC	CTC	CTC*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
05/14/2018	05/16/2018	757.26	SELLERS	CHRISTOPHER	HAMPTON INN & SUITES C	HAMPTON INN & SUITES C	HAMPTON INN & SUITES C	Lodging	757.26	SCOTT,ERIC
05/15/2018	05/16/2018	763.20	SELLERS	CHRISTOPHER	BARON TOURS	BARON TOURS	BARON TOURS	Transportation - Other	763.20	SCOTT,ERIC
05/15/2018	05/16/2018	393.75	SELLERS	CHRISTOPHER	FIVERR	FIVERR	FIVERR	Professional Services	393.75	SCOTT,ERIC
05/14/2018	05/16/2018	1,974.12	SELLERS	CHRISTOPHER	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	1,974.12	SCOTT,ERIC
05/15/2018	05/21/2018	61.50	SELLERS	CHRISTOPHER	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	Maintenance Repair Operation	61.50	SCOTT,ERIC
05/18/2018	05/21/2018	80.00	SELLERS	CHRISTOPHER	SQ *SQ *ALIMAYU DESIGN	SQ *SQ *ALIMAYU DESIGN	SQ *SQ *ALIMAYU DESIGN	Professional Services	80.00	SCOTT,ERIC
05/16/2018	05/21/2018	163.02	SELLERS	CHRISTOPHER	HYATT PLACE ROSEMONT	HYATT PLACE ROSEMONT	HYATT PLACE ROSEMONT	Lodging	163.02	SCOTT,ERIC
05/16/2018	05/21/2018	163.02	SELLERS	CHRISTOPHER	HYATT PLACE ROSEMONT	HYATT PLACE ROSEMONT	HYATT PLACE ROSEMONT	Lodging	163.02	SCOTT,ERIC
05/16/2018	05/21/2018	401.28	SELLERS	CHRISTOPHER	HYATT PLACE ROSEMONT	HYATT PLACE ROSEMONT	HYATT PLACE ROSEMONT	Lodging	401.28	SCOTT,ERIC
06/01/2018	06/04/2018	13.92	SELLERS	CHRISTOPHER	SPLASH CAR WASH INC	SPLASH CAR WASH INC	SPLASH CAR WASH INC	Vehicle Maintenance and Fuel	13.92	SCOTT,ERIC
06/04/2018	06/05/2018	225.75	SELLERS	CHRISTOPHER	FIVERR	FIVERR	FIVERR	Professional Services	225.75	SCOTT,ERIC
06/04/2018	06/06/2018	493.40	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671498422442	Airline	493.40	SCOTT,ERIC
06/04/2018	06/06/2018	493.40	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671498422453	Airline	493.40	SCOTT,ERIC
06/04/2018	06/06/2018	318.40	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671498422490	Airline	318.40	SCOTT,ERIC
06/04/2018	06/06/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007360785011	Airline	25.00	SCOTT,ERIC
06/04/2018	06/06/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007360785022	Airline	25.00	SCOTT,ERIC
06/04/2018	06/06/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007360785033	Airline	25.00	SCOTT,ERIC
06/04/2018	06/06/2018	475.00	SELLERS	CHRISTOPHER	NASUCA INC	NASUCA INC	NASUCA INC	Other	475.00	SCOTT,ERIC
06/04/2018	06/06/2018	475.00	SELLERS	CHRISTOPHER	NASUCA INC	NASUCA INC	NASUCA INC	Other	475.00	SCOTT,ERIC
06/04/2018	06/06/2018	475.00	SELLERS	CHRISTOPHER	NASUCA INC	NASUCA INC	NASUCA INC	Other	475.00	SCOTT,ERIC
06/04/2018	06/06/2018	475.00	SELLERS	CHRISTOPHER	NASUCA INC	NASUCA INC	NASUCA INC	Other	475.00	SCOTT,ERIC



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06/04/2018	06/06/2018	475.00	SELLERS	CHRISTOPHER	NASUCA INC	NASUCA INC	NASUCA INC	Other	475.00	SCOTT,ERIC
06/05/2018	06/06/2018	1,425.00	SELLERS	CHRISTOPHER	SMARSH, INC.	SMARSH, INC.	SMARSH, INC.	Professional Services	1,425.00	SCOTT,ERIC
06/05/2018	06/06/2018	450.00	SELLERS	CHRISTOPHER	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
06/06/2018	06/08/2018	744.39	SELLERS	CHRISTOPHER	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00171519813102	Airline	744.39	SCOTT,ERIC
06/06/2018	06/08/2018	410.39	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671519813090	Airline	410.39	SCOTT,ERIC
06/06/2018	06/08/2018	370.39	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671519813086	Airline	370.39	SCOTT,ERIC
06/06/2018	06/08/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007360785070	Airline	25.00	SCOTT,ERIC
06/06/2018	06/08/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007360785081	Airline	25.00	SCOTT,ERIC
06/06/2018	06/08/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007360785092	Airline	25.00	SCOTT,ERIC
06/07/2018	06/08/2018	162.10	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	162.10	SCOTT,ERIC
06/07/2018	06/08/2018	648.40	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	648.40	SCOTT,ERIC
06/06/2018	06/08/2018	840.00	SELLERS	CHRISTOPHER	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	Other	840.00	SCOTT,ERIC
06/07/2018	06/08/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
06/08/2018	06/13/2018	310.68	SELLERS	CHRISTOPHER	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	310.68	SCOTT,ERIC
06/13/2018	06/14/2018	70.00	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
06/14/2018	06/15/2018	42.11	SELLERS	CHRISTOPHER	AMAZON.COM AMZN.COM/BI	AMAZON.COM AMZN.COM/BI	AMAZON.COM AMZN.COM/BI	Retail	42.11	SCOTT,ERIC
06/12/2018	06/15/2018	197.02	SELLERS	CHRISTOPHER	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	197.02	SCOTT,ERIC
06/19/2018	06/20/2018	1,149.00	SELLERS	CHRISTOPHER	GRADUATE SCHOOL	GRADUATE SCHOOL	GRADUATE SCHOOL	Education	1,149.00	SCOTT,ERIC
06/20/2018	06/20/2018	900.00	SELLERS	CHRISTOPHER	PITNEY BOWES PI	PITNEY BOWES PI	PITNEY BOWES PI	Office Equipment and Supplies	900.00	SCOTT,ERIC
06/27/2018	06/28/2018	74.25	SELLERS	CHRISTOPHER	AMAZON MKTPLACE PMTS	AMAZON MKTPLACE PMTS	AMAZON MKTPLACE PMTS	Retail	74.25	SCOTT,ERIC
06/26/2018	06/28/2018	505.77	SELLERS	CHRISTOPHER	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	Lodging	505.77	SCOTT,ERIC
06/26/2018	06/28/2018	505.77	SELLERS	CHRISTOPHER	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	Lodging	505.77	SCOTT,ERIC
06/27/2018	06/28/2018	1,325.00	SELLERS	CHRISTOPHER	TIEMPOLATINO/PLANETA	TIEMPOLATINO/PLANETA	TIEMPOLATINO/PLANETA	Computer, Hardware, Software and	1,325.00	SCOTT,ERIC
06/27/2018	06/29/2018	560.10	SELLERS	CHRISTOPHER	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	Lodging	560.10	SCOTT,ERIC
06/27/2018	06/29/2018	560.10	SELLERS	CHRISTOPHER	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	Lodging	560.10	SCOTT,ERIC
06/27/2018	06/29/2018	560.10	SELLERS	CHRISTOPHER	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	CROWNE PLAZA NORTHSTAR	Lodging	560.10	SCOTT,ERIC
06/27/2018	06/29/2018	319.01	SELLERS	CHRISTOPHER	SOUTHWEST	SOUTHWEST	SOUTHWES 5261461415481	Airline	319.01	SCOTT,ERIC
06/28/2018	07/02/2018	379.40	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00671587870376	Airline	379.40	SCOTT,ERIC
06/28/2018	07/02/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007367125961	Airline	25.00	SCOTT,ERIC
06/29/2018	07/02/2018	45.79	SELLERS	CHRISTOPHER	AMAZON MKTPLACE PMTS W	AMAZON MKTPLACE PMTS W	AMAZON MKTPLACE PMTS W	Retail	45.79	SCOTT,ERIC
07/01/2018	07/02/2018	277.08	SELLERS	CHRISTOPHER	WEBEX *WEBEX.COM	WEBEX *WEBEX.COM	WEBEX *WEBEX.COM	Professional Services	277.08	SCOTT,ERIC
07/03/2018	07/05/2018	254.30	SELLERS	CHRISTOPHER	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00171587871151	Airline	254.30	SCOTT,ERIC
07/03/2018	07/05/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007372880543	Airline	25.00	SCOTT,ERIC
07/03/2018	07/05/2018	345.20	SELLERS	CHRISTOPHER	UNITED AIRLINES	UNITED AIRLINES	UNITED 01671587871144	Airline	345.20	SCOTT,ERIC
06/29/2018	07/09/2018	(252.43)	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	(252.43)	SCOTT,ERIC
07/07/2018	07/09/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
06/30/2018	07/10/2018	(361.35)	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	(361.35)	SCOTT,ERIC
07/04/2018	07/12/2018	(361.35)	SELLERS	CHRISTOPHER	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	SHERATON GRAND PHOENIX	Lodging	(361.35)	SCOTT,ERIC
07/13/2018	07/16/2018	70.00	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
07/16/2018	07/17/2018	28.18	BELLE	CHERRY	AMAZON MKTPLACE PMTS W	AMAZON MKTPLACE PMTS W	AMAZON MKTPLACE PMTS W	Retail	28.18	SCOTT,ERIC
07/16/2018	07/17/2018	194.65	BELLE	CHERRY	THE HAMILTON GROUP	THE HAMILTON GROUP	THE HAMILTON GROUP	Office Equipment and Supplies	194.65	SCOTT,ERIC
07/19/2018	07/20/2018	100.00	BELLE	CHERRY	SQU*SQ *ALIMAYU DESIGN	SQU*SQ *ALIMAYU DESIGN	SQU*SQ *ALIMAYU DESIGN	Professional Services	100.00	SCOTT,ERIC
07/19/2018	07/20/2018	300.00	BELLE	CHERRY	LAS AMERICAS NEWSPAPER	LAS AMERICAS NEWSPAPER	LAS AMERICAS NEWSPAPER	Professional Services	300.00	SCOTT,ERIC
07/19/2018	07/20/2018	724.52	SELLERS	CHRISTOPHER	FAIRMONT HOTELS SCOTTS	FAIRMONT HOTELS SCOTTS	FAIRMONT HOTELS SCOTTS	Lodging	724.52	SCOTT,ERIC
07/18/2018	07/23/2018	341.50	BELLE	CHERRY	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	Maintenance Repair Operation	341.50	SCOTT,ERIC
07/19/2018	07/23/2018	189.58	BELLE	CHERRY	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	Maintenance Repair Operation	189.58	SCOTT,ERIC
07/23/2018	07/24/2018	105.00	BELLE	CHERRY	SQU*SQ *A DIGITAL SOLU	SQU*SQ *A DIGITAL SOLU	SQU*SQ *A DIGITAL SOLU	Other	105.00	SCOTT,ERIC
07/23/2018	07/24/2018	323.45	BELLE	CHERRY	ALPHAGRAPHS	ALPHAGRAPHS	ALPHAGRAPHS	Professional Services	323.45	SCOTT,ERIC
07/23/2018	07/24/2018	88.00	BELLE	CHERRY	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	88.00	SCOTT,ERIC
07/25/2018	07/26/2018	813.75	BELLE	CHERRY	FIVERR	FIVERR	FIVERR	Professional Services	813.75	SCOTT,ERIC
07/25/2018	07/26/2018	(24.80)	SELLERS	CHRISTOPHER	AMAZON MKTPLACE PMTS W	AMAZON MKTPLACE PMTS W	AMAZON MKTPLACE PMTS W	Retail	(24.80)	SCOTT,ERIC
07/30/2018	08/02/2018	685.95	BELLE	CHERRY	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	Maintenance Repair Operation	685.95	SCOTT,ERIC
07/31/2018	08/02/2018	98.28	BELLE	CHERRY	DISTRICT HARDWARE &	DISTRICT HARDWARE &	DISTRICT HARDWARE &	Retail	98.28	SCOTT,ERIC
08/01/2018	08/02/2018	250.00	BELLE	CHERRY	DC BAR	DC BAR	DC BAR	Other	250.00	SCOTT,ERIC
08/02/2018	08/06/2018	823.40	SELLERS	CHRISTOPHER	GREEKTOWN CASINO HOTEL	GREEKTOWN CASINO HOTEL	GREEKTOWN CASINO HOTEL	Lodging	823.40	SCOTT,ERIC
08/03/2018	08/06/2018	27.45	SELLERS	CHRISTOPHER	USPS PO 1049490238	USPS PO 1049490238	USPS PO 1049490238	Government	27.45	SCOTT,ERIC
08/06/2018	08/08/2018	500.00	BELLE	CHERRY	LINES UP, INC.	LINES UP, INC.	LINES UP, INC.	Print and Duplicating Services	500.00	SCOTT,ERIC
08/07/2018	08/08/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
08/07/2018	08/09/2018	299.70	BELLE	CHERRY	QUENCH USA INC	QUENCH USA INC	QUENCH USA INC	Retail	299.70	SCOTT,ERIC
08/10/2018	08/13/2018	1,495.00	SELLERS	CHRISTOPHER	VALUE LINE PUBLISHING	VALUE LINE PUBLISHING	VALUE LINE PUBLISHING	Professional Services	1,495.00	SCOTT,ERIC
08/13/2018	08/14/2018	25.00	BELLE	CHERRY	PAYPAL	PAYPAL	PAYPAL *DCSTATEFAIR	Professional Services	25.00	SCOTT,ERIC
08/13/2018	08/14/2018	70.00	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
08/10/2018	08/15/2018	236.50	BELLE	CHERRY	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	Maintenance Repair Operation	236.50	SCOTT,ERIC
08/16/2018	08/17/2018	658.26	BELLE	CHERRY	CDW GOVT #NTN2416	CDW GOVT #NTN2416	CDW GOVT #NTN2416	Computer, Hardware, Software and	658.26	SCOTT,ERIC
08/24/2018	08/24/2018	68.64	BELLE	CHERRY	WEBEX *WEBEX.COM	WEBEX *WEBEX.COM	WEBEX *WEBEX.COM	Professional Services	68.64	SCOTT,ERIC
08/23/2018	08/24/2018	2,700.00	BELLE	CHERRY	MSU PAYMENTS	MSU PAYMENTS	MSU PAYMENTS	Education	2,700.00	SCOTT,ERIC
08/29/2018	08/30/2018	117.59	BELLE	CHERRY	PRESTO DIRECT LLC	PRESTO DIRECT LLC	PRESTO DIRECT LLC	Office Equipment and Supplies	117.59	SCOTT,ERIC
08/30/2018	08/31/2018	19.99	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	19.99	SCOTT,ERIC
09/04/2018	09/05/2018	1,195.00	BELLE	CHERRY	EUCI	EUCI	EUCI	Professional Services	1,195.00	SCOTT,ERIC
09/05/2018	09/06/2018	400.00	BELLE	CHERRY	VSN*DOTGOVREGISTRATION*	VSN*DOTGOVREGISTRATION*	VSN*DOTGOVREGISTRATION*	Computer, Hardware, Software and	400.00	SCOTT,ERIC

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09/05/2018	09/06/2018	1,195.00	BELLE	CHERRY	EUCI	EUCI	EUCI	Professional Services	1,195.00	SCOTT,ERIC
09/05/2018	09/07/2018	211.20	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00171772496361	Airline	211.20	SCOTT,ERIC
09/05/2018	09/07/2018	211.20	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00171772496372	Airline	211.20	SCOTT,ERIC
09/05/2018	09/07/2018	50.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007545355061	Airline	50.00	SCOTT,ERIC
09/05/2018	09/07/2018	50.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007545355072	Airline	50.00	SCOTT,ERIC
09/05/2018	09/07/2018	426.29	BELLE	CHERRY	SOUTHWEST	SOUTHWEST	SOUTHWES 5261485058661	Airline	426.29	SCOTT,ERIC
09/05/2018	09/07/2018	426.29	BELLE	CHERRY	SOUTHWEST	SOUTHWEST	SOUTHWES 5261485058662	Airline	426.29	SCOTT,ERIC
09/06/2018	09/10/2018	259.00	BELLE	CHERRY	ATD	ATD	ATD	Education	259.00	SCOTT,ERIC
09/07/2018	09/10/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
09/11/2018	09/13/2018	(199.80)	BELLE	CHERRY	QUENCH USA INC	QUENCH USA INC	QUENCH USA INC	Retail	(199.80)	SCOTT,ERIC
09/12/2018	09/13/2018	1,030.81	BELLE	CHERRY	PAYPAL	PAYPAL	PAYPAL *STEM4US	Professional Services	1,030.81	SCOTT,ERIC
09/12/2018	09/13/2018	252.45	BELLE	CHERRY	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	252.45	SCOTT,ERIC
09/12/2018	09/13/2018	252.45	SELLERS	CHRISTOPHER	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	252.45	SCOTT,ERIC
09/13/2018	09/14/2018	84.25	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	84.25	SCOTT,ERIC
09/13/2018	09/14/2018	317.01	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	317.01	SCOTT,ERIC
09/13/2018	09/14/2018	253.62	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	253.62	SCOTT,ERIC
09/13/2018	09/14/2018	79.50	BELLE	CHERRY	LABORLAWPOS	LABORLAWPOS	LABORLAWPOS	Professional Services	79.50	SCOTT,ERIC
09/13/2018	09/14/2018	650.00	BELLE	CHERRY	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	CAPITAL MOVING Solutio	Office Equipment and Supplies	650.00	SCOTT,ERIC
09/13/2018	09/14/2018	70.00	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
09/14/2018	09/17/2018	163.74	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	163.74	SCOTT,ERIC
09/13/2018	09/17/2018	(99.90)	BELLE	CHERRY	QUENCH USA INC	QUENCH USA INC	QUENCH USA INC	Retail	(99.90)	SCOTT,ERIC
09/14/2018	09/17/2018	1,900.00	BELLE	CHERRY	SMARSH, INC.	SMARSH, INC.	SMARSH, INC.	Professional Services	1,900.00	SCOTT,ERIC
09/17/2018	09/18/2018	963.23	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	963.23	SCOTT,ERIC
09/17/2018	09/19/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007551748371	Airline	25.00	SCOTT,ERIC
09/17/2018	09/19/2018	538.61	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01671800497496	Airline	538.61	SCOTT,ERIC
09/18/2018	09/19/2018	847.95	BELLE	CHERRY	CROWN AWARDS INC	CROWN AWARDS INC	CROWN AWARDS INC	Retail	847.95	SCOTT,ERIC
09/19/2018	09/20/2018	383.73	BELLE	CHERRY	RESIDENCE INN GOLDEN	RESIDENCE INN GOLDEN	RESIDENCE INN GOLDEN	Lodging	383.73	SCOTT,ERIC
09/19/2018	09/20/2018	28.52	BELLE	CHERRY	STAPLES 00102186	STAPLES 00102186	STAPLES 00102186	Office Equipment and Supplies	28.52	SCOTT,ERIC
09/20/2018	09/21/2018	327.00	BELLE	CHERRY	CROWN AWARDS INC	CROWN AWARDS INC	CROWN AWARDS INC	Retail	327.00	SCOTT,ERIC
09/20/2018	09/21/2018	1.00	SELLERS	CHRISTOPHER	CANVA 02088-4076450	CANVA 02088-4076450	CANVA 02088-4076450	Other	1.00	SCOTT,ERIC
09/20/2018	09/21/2018	2.00	SELLERS	CHRISTOPHER	CANVA 02088-4081984	CANVA 02088-4081984	CANVA 02088-4081984	Other	2.00	SCOTT,ERIC
09/21/2018	09/24/2018	408.75	BELLE	CHERRY	4IMPRINT	4IMPRINT	4IMPRINT	Professional Services	408.75	SCOTT,ERIC
09/21/2018	09/24/2018	3,246.00	BELLE	CHERRY	HILTON HOTELS	HILTON HOTELS	HILTON HOTELS	Lodging	3,246.00	SCOTT,ERIC
09/20/2018	09/24/2018	97.20	BELLE	CHERRY	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	CAPITOL OFFICE Solutio	Maintenance Repair Operation	97.20	SCOTT,ERIC
09/24/2018	09/25/2018	(1.55)	BELLE	CHERRY	STAPLES 00102186	STAPLES 00102186	STAPLES 00102186	Office Equipment and Supplies	(1.55)	SCOTT,ERIC
09/24/2018	09/25/2018	1,825.30	BELLE	CHERRY	THE HAMILTON GROUP	THE HAMILTON GROUP	THE HAMILTON GROUP	Office Equipment and Supplies	1,825.30	SCOTT,ERIC
09/24/2018	09/25/2018	1.00	SELLERS	CHRISTOPHER	CANVA 02092-4884402	CANVA 02092-4884402	CANVA 02092-4884402	Other	1.00	SCOTT,ERIC
09/26/2018	09/27/2018	500.00	BELLE	CHERRY	SQ *SQ *ALIMAYU DESIGN	SQ *SQ *ALIMAYU DESIGN	SQ *SQ *ALIMAYU DESIGN	Professional Services	500.00	SCOTT,ERIC
09/26/2018	09/28/2018	150.00	BELLE	CHERRY	NAUTICON IMAGING SYSTE	NAUTICON IMAGING SYSTE	NAUTICON IMAGING SYSTE	Print and Duplicating Services	150.00	SCOTT,ERIC
09/28/2018	10/01/2018	275.00	BELLE	CHERRY	SQ *SQ *EHN LEGACY FUN	SQ *SQ *EHN LEGACY FUN	SQ *SQ *EHN LEGACY FUN	Professional Services	275.00	SCOTT,ERIC
09/27/2018	10/01/2018	993.49	BELLE	CHERRY	HILTON HOTELS	HILTON HOTELS	HILTON HOTELS	Lodging	993.49	SCOTT,ERIC
09/28/2018	10/01/2018	235.61	BELLE	CHERRY	CROWN AWARDS INC	CROWN AWARDS INC	CROWN AWARDS INC	Retail	235.61	SCOTT,ERIC
09/27/2018	10/01/2018	(259.00)	BELLE	CHERRY	ATD	ATD	ATD	Professional Services	(259.00)	SCOTT,ERIC
09/28/2018	10/01/2018	2,426.00	SELLERS	CHRISTOPHER	B AND B FLOOR SERVICE	B AND B FLOOR SERVICE	B AND B FLOOR SERVICE	Retail	2,426.00	SCOTT,ERIC
10/02/2018	10/04/2018	(538.61)	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01671800497496	Airline	(538.61)	SCOTT,ERIC
10/03/2018	10/04/2018	10.00	SELLERS	CHRISTOPHER	FACEBK FQMU6HSW32	FACEBK FQMU6HSW32	FACEBK FQMU6HSW32	Media and Advertising Services	10.00	SCOTT,ERIC
10/04/2018	10/05/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/04/2018	10/05/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/04/2018	10/05/2018	725.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	725.00	SCOTT,ERIC
10/04/2018	10/05/2018	725.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	725.00	SCOTT,ERIC
10/04/2018	10/05/2018	725.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	725.00	SCOTT,ERIC
10/04/2018	10/05/2018	725.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	725.00	SCOTT,ERIC
10/04/2018	10/05/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/04/2018	10/05/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/05/2018	10/08/2018	236.25	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	236.25	SCOTT,ERIC
10/07/2018	10/08/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
10/09/2018	10/10/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/09/2018	10/10/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/09/2018	10/10/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/09/2018	10/10/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/09/2018	10/10/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/09/2018	10/10/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/09/2018	10/10/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/09/2018	10/10/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/09/2018	10/10/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
10/09/2018	10/11/2018	212.40	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172129731325	Airline	212.40	SCOTT,ERIC
10/09/2018	10/11/2018	81.20	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172129731340	Airline	81.20	SCOTT,ERIC
10/09/2018	10/11/2018	236.39	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172129731281	Airline	236.39	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651110	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651121	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651073	Airline	25.00	SCOTT,ERIC

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10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651036	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651040	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651051	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651062	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651106	Airline	25.00	SCOTT,ERIC
10/09/2018	10/11/2018	357.40	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01672129731160	Airline	357.40	SCOTT,ERIC
10/09/2018	10/11/2018	264.80	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01672129731333	Airline	264.80	SCOTT,ERIC
10/09/2018	10/11/2018	298.40	BELLE	CHERRY	JETBLUE 27	JETBLUE 27	JETBLUE 27972129731151	Airline	298.40	SCOTT,ERIC
10/09/2018	10/11/2018	365.96	BELLE	CHERRY	SOUTHWEST	SOUTHWEST	SOUTHWES 5261497058578	Airline	365.96	SCOTT,ERIC
10/09/2018	10/11/2018	343.96	BELLE	CHERRY	SOUTHWEST	SOUTHWEST	SOUTHWES 5261497126068	Airline	343.96	SCOTT,ERIC
10/09/2018	10/11/2018	317.96	BELLE	CHERRY	SOUTHWEST	SOUTHWEST	SOUTHWES 5261497057721	Airline	317.96	SCOTT,ERIC
10/10/2018	10/11/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/10/2018	10/11/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/09/2018	10/12/2018	(81.20)	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172129731340	Airline	(81.20)	SCOTT,ERIC
10/10/2018	10/12/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651180	Airline	25.00	SCOTT,ERIC
10/10/2018	10/12/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651154	Airline	25.00	SCOTT,ERIC
10/10/2018	10/12/2018	1,540.41	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01672129731801	Airline	1,540.41	SCOTT,ERIC
10/09/2018	10/12/2018	(264.80)	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01672129731333	Airline	(264.80)	SCOTT,ERIC
10/11/2018	10/12/2018	899.00	BELLE	CHERRY	ACT*SMARTMARK COMMUNIC	ACT*SMARTMARK COMMUNIC	ACT*SMARTMARK COMMUNIC	Professional Services	899.00	SCOTT,ERIC
10/10/2018	10/12/2018	290.40	BELLE	CHERRY	JETBLUE 27	JETBLUE 27	JETBLUE 27972129731711	Airline	290.40	SCOTT,ERIC
10/11/2018	10/12/2018	1,768.94	BELLE	CHERRY	CCI*HOTEL RES	CCI*HOTEL RES	CCI*HOTEL RES	Professional Services	1,768.94	SCOTT,ERIC
10/12/2018	10/12/2018	1,125.00	BELLE	CHERRY	NMSU CASHNET	NMSU CASHNET	NMSU CASHNET	Education	1,125.00	SCOTT,ERIC
10/11/2018	10/15/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651191	Airline	25.00	SCOTT,ERIC
10/11/2018	10/15/2018	416.41	BELLE	CHERRY	JETBLUE 27	JETBLUE 27	JETBLUE 27972129731943	Airline	416.41	SCOTT,ERIC
10/12/2018	10/15/2018	475.00	BELLE	CHERRY	NASUCA	NASUCA	NASUCA	Professional Services	475.00	SCOTT,ERIC
10/13/2018	10/15/2018	585.00	BELLE	CHERRY	ENERGY BAR ASSOCIA	ENERGY BAR ASSOCIA	ENERGY BAR ASSOCIA	Other	585.00	SCOTT,ERIC
10/12/2018	10/15/2018	808.61	BELLE	CHERRY	DELTA	DELTA	DELTA 00672129732245	Airline	808.61	SCOTT,ERIC
10/12/2018	10/15/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007564651235	Airline	25.00	SCOTT,ERIC
10/14/2018	10/15/2018	82.00	BELLE	CHERRY	EXPEDIA 7385786736979	EXPEDIA 7385786736979	EXPEDIA 7385786736979	Professional Services	82.00	SCOTT,ERIC
10/14/2018	10/15/2018	10.08	BELLE	CHERRY	EXPEDIA 7385786736979	EXPEDIA 7385786736979	EXPEDIA 7385786736979	Professional Services	10.08	SCOTT,ERIC
10/14/2018	10/15/2018	1,248.61	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US*MT7R19IC0	Retail	1,248.61	SCOTT,ERIC
10/13/2018	10/15/2018	564.80	BELLE	CHERRY	DELTA	DELTA	DELTA 00672156723232	Airline	564.80	SCOTT,ERIC
10/13/2018	10/15/2018	556.20	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01672156737635	Airline	556.20	SCOTT,ERIC
10/13/2018	10/15/2018	70.00	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
10/15/2018	10/16/2018	64.10	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US*MT6SQ2RT1	Retail	64.10	SCOTT,ERIC
10/15/2018	10/17/2018	(1,540.41)	BELLE	CHERRY	UNITED AIRLINES	UNITED AIRLINES	UNITED 01672129731801	Airline	(1,540.41)	SCOTT,ERIC
10/10/2018	10/19/2018	(212.63)	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	(212.63)	SCOTT,ERIC
10/18/2018	10/19/2018	26.87	SELLERS	CHRISTOPHER	INDEED	INDEED	INDEED	Professional Services	26.87	SCOTT,ERIC
10/18/2018	10/19/2018	250.00	SELLERS	CHRISTOPHER	WPC*ONLINEJOBSADS	WPC*ONLINEJOBSADS	WPC*ONLINEJOBSADS	Media and Advertising Services	250.00	SCOTT,ERIC
10/19/2018	10/22/2018	205.30	SELLERS	CHRISTOPHER	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172154524231	Airline	205.30	SCOTT,ERIC
10/19/2018	10/22/2018	324.80	SELLERS	CHRISTOPHER	DELTA	DELTA	DELTA 00672154524226	Airline	324.80	SCOTT,ERIC
10/19/2018	10/22/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007567910365	Airline	25.00	SCOTT,ERIC
10/23/2018	10/24/2018	3,570.97	SELLERS	CHRISTOPHER	NEXTALK	NEXTALK	NEXTALK	Professional Services	3,570.97	SCOTT,ERIC
10/23/2018	10/25/2018	234.40	SELLERS	CHRISTOPHER	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172181217692	Airline	234.40	SCOTT,ERIC
10/23/2018	10/25/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007572521265	Airline	25.00	SCOTT,ERIC
10/24/2018	10/25/2018	937.90	SELLERS	CHRISTOPHER	MARRIOTT SUITES CLEAR	MARRIOTT SUITES CLEAR	MARRIOTT SUITES CLEAR	Lodging	937.90	SCOTT,ERIC
10/24/2018	10/25/2018	1,067.00	SELLERS	CHRISTOPHER	THE BANCORP BANK	THE BANCORP BANK	THE BANCORP BANK	Professional Services	1,067.00	SCOTT,ERIC
10/25/2018	10/26/2018	99.00	SELLERS	CHRISTOPHER	DROPBOX*HG1PMCDWCJ3G	DROPBOX*HG1PMCDWCJ3G	DROPBOX*HG1PMCDWCJ3G	Computer, Hardware, Software and	99.00	SCOTT,ERIC
10/26/2018	10/29/2018	(67.90)	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	(67.90)	SCOTT,ERIC
10/26/2018	10/29/2018	(67.92)	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	(67.92)	SCOTT,ERIC
10/26/2018	10/29/2018	(67.90)	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US	Retail	(67.90)	SCOTT,ERIC
10/25/2018	10/29/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007572521291	Airline	25.00	SCOTT,ERIC
10/26/2018	10/29/2018	937.90	SELLERS	CHRISTOPHER	MARRIOTT SUITES CLEAR	MARRIOTT SUITES CLEAR	MARRIOTT SUITES CLEAR	Lodging	937.90	SCOTT,ERIC
10/26/2018	10/29/2018	937.90	SELLERS	CHRISTOPHER	MARRIOTT SUITES CLEAR	MARRIOTT SUITES CLEAR	MARRIOTT SUITES CLEAR	Lodging	937.90	SCOTT,ERIC
10/25/2018	10/29/2018	263.41	SELLERS	CHRISTOPHER	JETBLUE 27	JETBLUE 27	JETBLUE 27972181218413	Airline	263.41	SCOTT,ERIC
10/26/2018	10/29/2018	260.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	260.00	SCOTT,ERIC
10/26/2018	10/29/2018	260.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	260.00	SCOTT,ERIC
10/26/2018	10/29/2018	260.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	260.00	SCOTT,ERIC
10/26/2018	10/29/2018	240.00	SELLERS	CHRISTOPHER	CHAMPION AWARDS	CHAMPION AWARDS	CHAMPION AWARDS	Retail	240.00	SCOTT,ERIC
10/26/2018	10/29/2018	260.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	260.00	SCOTT,ERIC
10/26/2018	10/29/2018	260.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	260.00	SCOTT,ERIC
10/26/2018	10/29/2018	260.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	260.00	SCOTT,ERIC
10/26/2018	10/29/2018	1,410.00	SELLERS	CHRISTOPHER	INTLDISTRICENERGYCVENT	INTLDISTRICENERGYCVENT	INTLDISTRICENERGYCVENT	Professional Services	1,410.00	SCOTT,ERIC
10/27/2018	10/29/2018	210.60	SELLERS	CHRISTOPHER	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	210.60	SCOTT,ERIC
10/29/2018	10/30/2018	425.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	425.00	SCOTT,ERIC
10/30/2018	10/31/2018	359.00	SELLERS	CHRISTOPHER	MWW*MONSTER.COM	MWW*MONSTER.COM	MWW*MONSTER.COM	Professional Services	359.00	SCOTT,ERIC
10/30/2018	10/31/2018	520.00	SELLERS	CHRISTOPHER	NASUCA	NASUCA	NASUCA	Professional Services	520.00	SCOTT,ERIC
10/30/2018	10/31/2018	115.00	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	115.00	SCOTT,ERIC
10/30/2018	11/01/2018	322.40	SELLERS	CHRISTOPHER	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172181219755	Airline	322.40	SCOTT,ERIC
10/30/2018	11/01/2018	25.00	SELLERS	CHRISTOPHER	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007572521394	Airline	25.00	SCOTT,ERIC
10/31/2018	11/01/2018	10.00	SELLERS	CHRISTOPHER	FACEBK U93P9GAW32	FACEBK U93P9GAW32	FACEBK U93P9GAW32	Media and Advertising Services	10.00	SCOTT,ERIC
10/31/2018	11/01/2018	625.00	SELLERS	CHRISTOPHER	TIEMPOLATINO/PLANETA	TIEMPOLATINO/PLANETA	TIEMPOLATINO/PLANETA	Computer, Hardware, Software and	625.00	SCOTT,ERIC

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10/31/2018	11/02/2018	(260.00)	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	(260.00)	SCOTT,ERIC
11/02/2018	11/05/2018	40.00	BELLE	CHERRY	SQU*SQ *LATIN AMERICAN	SQU*SQ *LATIN AMERICAN	SQU*SQ *LATIN AMERICAN	Professional Services	40.00	SCOTT,ERIC
11/02/2018	11/05/2018	636.95	BELLE	CHERRY	WASH POST SUBSCRIPTION	WASH POST SUBSCRIPTION	WASH POST SUBSCRIPTION	Professional Services	636.95	SCOTT,ERIC
11/03/2018	11/05/2018	637.89	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	637.89	SCOTT,ERIC
11/02/2018	11/05/2018	500.00	BELLE	CHERRY	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	NATIONAL ENERGY & UTIL	Other	500.00	SCOTT,ERIC
11/01/2018	11/05/2018	(260.00)	SELLERS	CHRISTOPHER	MDV-SEIA	MDV-SEIA	MDV-SEIA	Other	(260.00)	SCOTT,ERIC
11/02/2018	11/05/2018	253.13	SELLERS	CHRISTOPHER	INDEED	INDEED	INDEED	Professional Services	253.13	SCOTT,ERIC
11/05/2018	11/06/2018	425.26	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	425.26	SCOTT,ERIC
11/05/2018	11/06/2018	425.26	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	425.26	SCOTT,ERIC
11/05/2018	11/06/2018	212.63	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	212.63	SCOTT,ERIC
11/05/2018	11/06/2018	637.89	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	637.89	SCOTT,ERIC
11/05/2018	11/06/2018	637.89	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	637.89	SCOTT,ERIC
11/05/2018	11/06/2018	161.12	BELLE	CHERRY	THEECONOMIST NEWSPAPER	THEECONOMIST NEWSPAPER	THEECONOMIST NEWSPAPER	Professional Services	161.12	SCOTT,ERIC
11/06/2018	11/07/2018	1,181.25	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	1,181.25	SCOTT,ERIC
11/06/2018	11/07/2018	197.44	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	197.44	SCOTT,ERIC
11/06/2018	11/08/2018	850.25	BELLE	CHERRY	CAPITOL OFFICE SOLUTIO	CAPITOL OFFICE SOLUTIO	CAPITOL OFFICE SOLUTIO	Maintenance Repair Operation	850.25	SCOTT,ERIC
11/07/2018	11/08/2018	708.75	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	708.75	SCOTT,ERIC
11/07/2018	11/08/2018	772.24	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	772.24	SCOTT,ERIC
11/07/2018	11/08/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
11/08/2018	11/09/2018	221.85	BELLE	CHERRY	METROPOLITAN OFFICE PR	METROPOLITAN OFFICE PR	METROPOLITAN OFFICE PR	Computer, Hardware, Software and	221.85	SCOTT,ERIC
11/08/2018	11/09/2018	22.71	SELLERS	CHRISTOPHER	FEDEX	FEDEX	FEDEXOFFICE 00018226	Print and Duplicating Services	22.71	SCOTT,ERIC
11/09/2018	11/12/2018	1,067.00	SELLERS	CHRISTOPHER	THE BANCORP BANK	THE BANCORP BANK	THE BANCORP BANK	Professional Services	1,067.00	SCOTT,ERIC
11/05/2018	11/14/2018	(236.25)	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	(236.25)	SCOTT,ERIC
11/13/2018	11/14/2018	1,274.04	BELLE	CHERRY	SPECTRIO	SPECTRIO	SPECTRIO	Professional Services	1,274.04	SCOTT,ERIC
11/02/2018	11/14/2018	(210.60)	SELLERS	CHRISTOPHER	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	(210.60)	SCOTT,ERIC
11/13/2018	11/14/2018	70.00	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	70.00	SCOTT,ERIC
11/13/2018	11/15/2018	259.20	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172237685340	Airline	259.20	SCOTT,ERIC
11/13/2018	11/15/2018	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007582554505	Airline	25.00	SCOTT,ERIC
11/13/2018	11/15/2018	525.00	BELLE	CHERRY	NAUTICON IMAGING SYSTE	NAUTICON IMAGING SYSTE	NAUTICON IMAGING SYSTE	Print and Duplicating Services	525.00	SCOTT,ERIC
11/13/2018	11/15/2018	259.98	BELLE	CHERRY	SOUTHWEST	SOUTHWEST	SOUTHWES 5262408477513	Airline	259.98	SCOTT,ERIC
11/07/2018	11/16/2018	(50.00)	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	(50.00)	SCOTT,ERIC
11/15/2018	11/16/2018	500.00	SELLERS	CHRISTOPHER	AFRO AMERICAN NEWSPAPE	AFRO AMERICAN NEWSPAPE	AFRO AMERICAN NEWSPAPE	Media and Advertising Services	500.00	SCOTT,ERIC
11/11/2018	11/20/2018	(212.63)	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	(212.63)	SCOTT,ERIC
11/20/2018	11/23/2018	108.00	SELLERS	CHRISTOPHER	AMTRAK .CO32	AMTRAK .CO32	AMTRAK .CO3240722101440	Transportation - Other	108.00	SCOTT,ERIC
11/20/2018	11/23/2018	108.00	SELLERS	CHRISTOPHER	AMTRAK .CO32	AMTRAK .CO32	AMTRAK .CO3240689077138	Transportation - Other	108.00	SCOTT,ERIC
11/20/2018	11/23/2018	108.00	SELLERS	CHRISTOPHER	AMTRAK .CO32	AMTRAK .CO32	AMTRAK .CO3240728082529	Transportation - Other	108.00	SCOTT,ERIC
11/14/2018	11/26/2018	(168.52)	BELLE	CHERRY	LOEWS HOTELS	LOEWS HOTELS	LOEWS HOTELS	Lodging	(168.52)	SCOTT,ERIC
11/26/2018	11/27/2018	1,229.50	BELLE	CHERRY	THE HAMILTON GROUP	THE HAMILTON GROUP	THE HAMILTON GROUP	Office Equipment and Supplies	1,229.50	SCOTT,ERIC
11/30/2018	11/30/2018	10.00	SELLERS	CHRISTOPHER	FACEBK FPVFBH2X32	FACEBK FPVFBH2X32	FACEBK FPVFBH2X32	Media and Advertising Services	10.00	SCOTT,ERIC
12/01/2018	12/03/2018	14.80	SELLERS	CHRISTOPHER	INDEED	INDEED	INDEED	Professional Services	14.80	SCOTT,ERIC
12/07/2018	12/10/2018	44.00	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	44.00	SCOTT,ERIC
12/12/2018	12/13/2018	75.84	BELLE	CHERRY	LANGUAGE LINE	LANGUAGE LINE	LANGUAGE LINE	Professional Services	75.84	SCOTT,ERIC
12/13/2018	12/14/2018	438.66	SELLERS	CHRISTOPHER	ISSUU	ISSUU	ISSUU	Computer, Hardware, Software and	438.66	SCOTT,ERIC
12/13/2018	12/14/2018	74.20	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	74.20	SCOTT,ERIC
12/14/2018	12/17/2018	60.00	BELLE	CHERRY	SQ *SQ *ALIMAYU DESIGN	SQ *SQ *ALIMAYU DESIGN	SQ *SQ *ALIMAYU DESIGN	Professional Services	60.00	SCOTT,ERIC
12/17/2018	12/18/2018	840.00	BELLE	CHERRY	FIVERR	FIVERR	FIVERR	Professional Services	840.00	SCOTT,ERIC
12/19/2018	12/19/2018	729.72	BELLE	CHERRY	AMAZON.COM*M20SS9LK2	AMAZON.COM*M20SS9LK2	AMAZON.COM*M20SS9LK2	Retail	729.72	SCOTT,ERIC
12/19/2018	12/19/2018	359.99	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US*M24CZ1061	Retail	359.99	SCOTT,ERIC
12/19/2018	12/20/2018	249.00	SELLERS	CHRISTOPHER	WWW.GLASSDOOR.COM	WWW.GLASSDOOR.COM	WWW.GLASSDOOR.COM	Professional Services	249.00	SCOTT,ERIC
12/20/2018	12/21/2018	181.35	BELLE	CHERRY	SQU*SQ *MISSIONARY BAP	SQU*SQ *MISSIONARY BAP	SQU*SQ *MISSIONARY BAP	Professional Services	181.35	SCOTT,ERIC
12/31/2018	01/02/2019	3.56	SELLERS	CHRISTOPHER	FACEBK FWM4LHWW32	FACEBK FWM4LHWW32	FACEBK FWM4LHWW32	Media and Advertising Services	3.56	SCOTT,ERIC
01/01/2019	01/02/2019	144.41	SELLERS	CHRISTOPHER	INDEED	INDEED	INDEED	Professional Services	144.41	SCOTT,ERIC
01/09/2019	01/10/2019	1,195.00	BELLE	CHERRY	EUCI	EUCI	EUCI	Professional Services	1,195.00	SCOTT,ERIC
01/09/2019	01/10/2019	1,067.00	SELLERS	CHRISTOPHER	THE BANCORP BANK	THE BANCORP BANK	THE BANCORP BANK	Professional Services	1,067.00	SCOTT,ERIC
01/09/2019	01/10/2019	1,067.00	SELLERS	CHRISTOPHER	THE BANCORP BANK	THE BANCORP BANK	THE BANCORP BANK	Professional Services	1,067.00	SCOTT,ERIC
01/09/2019	01/11/2019	487.50	BELLE	CHERRY	THE HAMILTON GROUP	THE HAMILTON GROUP	THE HAMILTON GROUP	Office Equipment and Supplies	487.50	SCOTT,ERIC
01/10/2019	01/11/2019	372.94	BELLE	CHERRY	HYATT HOUSE NEW ORLEAN	HYATT HOUSE NEW ORLEAN	HYATT HOUSE NEW ORLEAN	Lodging	372.94	SCOTT,ERIC
01/13/2019	01/14/2019	74.20	SELLERS	CHRISTOPHER	EIG	EIG	EIG*CONSTANTCONTACT.C	Professional Services	74.20	SCOTT,ERIC
01/15/2019	01/17/2019	106.50	BELLE	CHERRY	AMERICAN AIRLINES	AMERICAN AIRLINES	AMERICAN 00172387356540	Airline	106.50	SCOTT,ERIC
01/15/2019	01/17/2019	25.00	BELLE	CHERRY	AGENT FEE 89	AGENT FEE 89	AGENT FEE 89007605188574	Airline	25.00	SCOTT,ERIC
01/16/2019	01/17/2019	258.76	BELLE	CHERRY	ALPHAGRAPHS	ALPHAGRAPHS	ALPHAGRAPHS	Professional Services	258.76	SCOTT,ERIC
01/18/2019	01/21/2019	29.99	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US*MB8CH9560	Retail	29.99	SCOTT,ERIC
01/19/2019	01/21/2019	249.00	SELLERS	CHRISTOPHER	WWW.GLASSDOOR.COM	WWW.GLASSDOOR.COM	WWW.GLASSDOOR.COM	Professional Services	249.00	SCOTT,ERIC
01/22/2019	01/22/2019	271.20	BELLE	CHERRY	AMZN MKTP US	AMZN MKTP US	AMZN MKTP US*MB2ZE1B31	Retail	271.20	SCOTT,ERIC
01/23/2019	01/24/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
01/23/2019	01/24/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
01/24/2019	01/25/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
01/24/2019	01/25/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
01/24/2019	01/25/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
01/25/2019	01/28/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC
01/25/2019	01/28/2019	450.00	BELLE	CHERRY	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	NATL ASSN REG UTIL COM	Other	450.00	SCOTT,ERIC

## ATTACHMENT 9

02/11/2019 05:41:17 PM

ATTACHMENT 14  
OPC Approved Budget FY 18 – FY 19

**Question 14:** Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity for fiscal years 2017, 2018, and the first quarter of 2019. For each program and activity, please include the total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

- a. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal year 2017 and 2018 for each program and activity code.
- b. Attach the cost allocation plans for FY18 and FY19
- c. In FY17 or FY18, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

**Response: FY 2019 (as of 12/31/2018)**

Please see chart below for item a.

**Office of the People's Counsel (DJ0)**

Program/Activity	Approved Budget FY 2019	Revised Budget FY 2019	Actual Spending (Dec. 31, 2018)	Available Balance	% Expende d	Explanation for Variance in FY 2019
<b>0600 SPECIAL PURPOSE REVENUE FUNDS 'O-TYPE)</b>						
<b>(1000) Agency Management</b>						
(1010) Personnel	168,234	168,234	70,798	97,436	42%	The agency is on target in expending the FY 2019 appropriation.
(1020) Contracting And Procurement	270,943	270,943	50,482	220,461	19%	"
(1030) Property Management	1,528,997	1,528,997	1,131,244	397,753	74%	"
(1040) Information Technology	450,405	450,405	98,585	351,820	22%	"
(1050) Financial Management	204,000	204,000	52,864	151,136	26%	"
(1070) Fleet Management	16,178	16,178	1,595	14,583	10%	"
(1085) Customer Service	125,604	125,604	24,821	100,783	20%	"
<b>Subtotal (1000) Agency Management</b>	<b>2,764,361</b>	<b>2,764,361</b>	<b>1,430,389</b>	<b>1,333,972</b>	<b>52%</b>	<b>"</b>
<b>(100F) Agency Financial Operations</b>						
(110F) Budget Operations	469,355	469,355	69,558	399,797	15%	"
<b>Subtotal (100F) Agency Financial Operations</b>	<b>469,355</b>	<b>469,355</b>	<b>69,558</b>	<b>399,797</b>	<b>15%</b>	<b>"</b>
<b>(2000) Office of People's Counsel</b>						
(2010) Consumer Advocacy and Representation	3,436,549	3,436,549	1,017,671	2,418,878	30%	"
(2020) Public Information Dissemination	2,300,321	2,300,321	516,075	1,784,246	22%	"
<b>Subtotal (2000) Office of People's Counsel</b>	<b>5,736,870</b>	<b>5,736,870</b>	<b>1,533,746</b>	<b>4,203,124</b>	<b>27%</b>	<b>"</b>
<b>0100 LOCAL FUND</b>						
<b>(2000) Office of People's Counsel</b>						
(2030) DC Water - Consumer Advocacy and Represent.	775,069	775,069	0	775,069	0%	"
<b>Subtotal (2000) Office of People's Counsel</b>	<b>775,069</b>	<b>775,069</b>	<b>0</b>	<b>775,069</b>	<b>0%</b>	<b>"</b>
<b>Total Approved Operating Budget</b>	<b>9,745,655</b>	<b>9,745,655</b>	<b>3,033,693</b>	<b>6,711,962</b>	<b>31%</b>	<b>"</b>

**Response: b.**

N/A

**Response: c.**

No federal funds lapsed in FY 2019.

## ATTACHMENT 16

OPC Reprogrammings FY 18 – FY 19 to date



**Question 16**

Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY18 and FY19, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number. Please also include the program, activity, and CSG codes for the originating and receiving funds.

**Response:**

ORIGINAL PURPOSE OF FUNDS	Date	Comptroller Source Group	Activity	Comptroller Source Group	Activity	Amount of Reprogramming	Amount of Reprogramming	PURPOSE OF REPROGRAMMING
		From	From	To	To	Decrease	Increase	
<b>Reprogramming: #1</b>								
The funds for this reprogramming were derived from a surplus in funds from CSG 11 in FY 2018. This surplus resulted from five positions that remained vacant off and on during the fiscal year.	7/10/2018	11	2010, 2020	12, 13, 20, 40, 41	1010, 1020, 1050, 2010, 2020	(\$305,116.00)	\$305,116.00	This reprogramming of funds was needed to align the budget with revised projected spending. The reprogrammed funds were used to cover costs related to: (1) consumer outreach, education, and advertisement; (2) web hosting and maintenance, utility study, and energy efficiency projects; (3) IT services and a Memorandum of Understanding with the Department of Human Resources; (4) Office supplies (5) salary cost of one employee hired on term basis rather than permanent (6) costs for terminal leave payments to staff that separated from the agency.
<b>Reprogramming #2</b>								
The funds for this reprogramming were derived from a surplus in funds from CSGs 11 and 14 in FY 2018. This surplus resulted from five positions that remained vacant off and on during the fiscal year.	10/2/2018	11, 14	1010, 1020, 1085, 110F, 2010, 2020	11, 12, 13, 14, 15	1010, 1020, 1040, 1085, 2010, 2020	(\$171,343.00)	\$171,343.00	The reprogramming of funds was needed to align the budget with projected expenditures through September 30, 2018. The reprogrammed funds were used to cover variances in costs in personnel services resulting from: (1) unbudgeted terminal leave payments to the outgoing staff; (2) FTEs filled at other than budgeted salary steps and; (3) position duration changes. The reprogramming ensured all agency costs rendered through the end of FY 2018 were covered.
<b>Agency Total</b>						(\$476,459.00)	\$476,459.00	

No funds have been reprogrammed in FY 2019 thus far.

**ATTACHMENT 19**  
**OPC Contracts FY 18 – FY 19 to date**

## OPC CONTRACTS FY 2019 To Date

Contracting Party	Contract #	Contract Type	Purpose	Outputs and Deliverables	Deliverable Status	Amount Budgeted	Amount Spent	Term	Competitively Bid	Subcontracting /Status	CBE
Colonial Parking	OPC-OPS-FY19-12	Sole Source	Agency Vehicle Parking	Delivery of Service	In Progress	\$5,205.72	\$0.00	10/18-9/19	N	N	N
Xerox Financial Services	82634	Sole Source	Copier Lease	Delivery of Service	In Progress	\$15,000.00	\$4,238.45	10/18-9/19	N	N	N
MVS, Inc.	C15336	DC Supply Schedule	IT Tech Support	Delivery of Service	Completed	\$2,229.86	\$2,229.86	12/18-1/19	N	N	Y
American Business Supplies	C12751-V3	DC Supply Schedule	Supplies	Delivery of Service	In Progress	\$10,000.00	\$5,798.66	10/18-9/19	N	N	Y
Alphagraphics	NA	Small Purchase	Printing	Delivery of Service	In Progress	\$1,200.00	\$0.00	10/18-9/19	N	N	Y
Leidos Digital Solutions	CB08092018	Sole Source	Consumer Information Database Annual Upgrade Subscription	Delivery of Service	In Progress	\$2,500.20	\$0.00	10/18-9/19	N	N	N
Constant Contact , Inc.	NA	Small Purchase	Email Marketing Database Service	Delivery of Service	In Progress	\$1,000.00	\$0.00	10/18-9/19	N	N	N
Comm-Works Fortran, LLC	OPC-OPS-FY19-18	Sole Source	Tel-Comm service, software maintenance & AVST XpressCare coverage	Delivery of Service	In Progress	\$29,001.19	\$0.00	10/18-9/19	N	N	N
Mindfinders, Inc.	C12293-V4	Sole Source	Staffing	Delivery of Service	In Progress	\$65,000.00	\$47,380.16	10/18-9/19	N	N	Y
Smartmark Communications	OPC-FY19-2	Competitive	Energy Efficiency Lab	Completion of Lab	In Progress	\$30,000.00	\$0.00	10/18-4/19	Y	N	N
Quench USA, Inc.	OPC-OPS-FY19-1	Small Purchase	Water Service	Delivery of Service	In Progress	\$1,300.00	\$0.00	10/18-9/19		N	N
Datawatch Systems	OPC-OPS-FY19-2	Small Purchase	Security Monitoring & Maintenance Services	Delivery of Service	In Progress	\$2,683.79	\$0.00	10/18-9/19	N	N	Y
United Parcel Service	NA	Small Purchase	Parcel Delivery	Delivery of Service	In Progress	\$1,800.00	\$1,493.01	10/18-9/19		N	N
Comcast Cable Communications	NA	Sole Source	Cable Television Service	Delivery of Service	In Progress	\$6,750.00	\$0.00	10/18-9/19	N	N	N
Harrison Maldonado Associates	NA	Small Purchase	Language Translation	Delivery of Service	In Progress	\$2,700.00	\$736.59	10/18-9/19	N	N	Y
George Gilbert, Jr.	OPC-FY19-3	Competitive	Faith Based Outreach	Delivery of Service	In Progress	\$20,000.00	\$14,900.00	10/18-9/19	Y	N	N
Iron Mountain	OPC-OPS-FY19-4	Sole Source	Record File Storage	Delivery of Service	In Progress	\$8,000.00	\$0.00	10/18-9/19	N	N	N
CDW Government	OPC-OPS-FY19-5	Small Purchase	Adobe Pro License	Delivery of Service	In Progress	\$2,933.05	\$0.00	10/18-9/19	N	N	N
Superior Couriers LLC	OPC-OPS-FY19-15	Competitive	Courier Service	Delivery of Service	In Progress	\$10,000.00	\$7,310.00	10/18-9/19	Y	N	Y
Allied Telecom Group LLC	OPC-OPS-FY19-16	Sole Source	Web-Internet Service	Delivery of Service	In Progress	\$10,200.00	\$0.00	10/18-9/19	N	N	N
Beverly Barnes Communications	OPC-FY18-5	Competitive	Marketing Plan	Development of Plan	Completed	\$15,903.08	\$15,903.08	10/18-2/19	Y	N	
Aspen of DC/ADC Management	C13155	DC Supply Schedule	Temporary Staffing	Delivery of Service	In Progress	\$12,604.80	\$2,100.80	12/18-3/19	N	N	Y
Leidos Digital Solutions	OPC-OPS-FY19-6	Sole Source	IT Support - Complaint Template & ORB - Project Management	Delivery of Service	Completed	\$6,627.90	\$6,627.90	10/18-12/18	N	N	
MVS, Inc.	C1651-V7	DC Supply Schedule	IT Hardware	Delivery of Products	Completed	\$10,349.04	\$0.00		N	N	Y
MVS, Inc.	C260-V3	DC Supply Schedule	IT Support	Delivery of Service	Completed	\$2,200.00	\$2,200.00	1/19-2/19	N	N	Y

MVS, Inc.	C1651-V7	DC Supply Schedule	McAfee IT Licenses	Delivery of Licenses	Completed	\$1,439.40	\$1,439.40	10/18-9/19	N	N	Y
MVS, Inc.	C1651-V7	DC Supply Schedule	PC Sanitation	Delivery of Service	Completed	\$1,375.00	\$1,375.00	11/18-12/18	N	N	Y
Leidos Digital Solutions	CB12132018	Sole Source	CID Software & Oracle Software Maintenance, Support & Implementation	Delivery of Service	In Progress	\$23,389.00	\$0.00	1/19-4/19	N	N	N
Data Net Systems Corp	OPC-FY19-5	Sole Source	E-Travel Development & Implementation	Completion of Portal	In Progress	\$29,866.08	\$0.00	12/18-5/19	N	N	Y
Carahsoft Technology Corp.	OPC-OPS-FY19-13	Sole Source	Time Matters Subscription	Delivery of Service	In Progress	\$3,794.84	\$0.00	10/18-9/19	N	N	N
Data Net Systems Corp	OPC-OPS-FY19-5	Sole Source	Website Maintenance	Delivery of Service	In Progress	\$21,998.00	\$0.00	10/18-9/19	N	N	Y
Data Net Systems Corp	OPC-OPS-FY19-5	Sole Source	Website Hosting	Delivery of Service	In Progress	\$7,020.00	\$0.00	10/18-9/19	N	N	
Cintas Corporation	OPC-OPS-FY19-7	Small Purchase	First Aid Kit Refills	Delivery of Service	In Progress	\$3,000.00	\$0.00	10/18-9/19	N	N	
MVS, Inc.	C1651-V7	DC Supply Schedule	Printers & Printer Stands	Delivery of Products	In Progress	\$5,531.26	\$0.00	1/19-2/19	N	N	Y
Xerox Financial Services		Sole Source	Copier	Delivery of Service	In Progress	\$42,000.00	\$0.00	10/18-9/19	N	N	
Metropolitan Office Products	C1659-V3	DC Supply Schedule	Office Furniture	Delivery of Products	Completed	\$1,959.94	\$1,959.94	1/19-2/19	N	N	Y
Criswell Performance Cars, PO599677		Sole Source	Agency Vehicle Purchase	Delivery of Product	In Progress	\$28,346.00	\$0.00	2/19-3/19	N	N	N
B&B Solutions	C13620	DC Supply Schedule	Office Painting & Labor	Delivery of Service	Completed	\$4,650.00	\$4,650.00	1/19-2/19	N	N	
Cradle Systems	C15505	DC Supply Schedule	IT Cabling, Mapping Itemizing & Documenting	Delivery of Service	Completed	\$1,350.00	\$1,350.00	11/18-12/18	N	N	Y
Reingold Link	C12158	DC Supply Schedule	Printing	Delivery of Publications	Completed	\$6,811.96	\$6,811.96	10/18-11/18	N	N	Y
Senoda Inc.	C13809-V3	DC Supply Schedule	Printing	Delivery of Materials	Completed	\$2,198.00	\$2,198.00	11/18-12/18	N	N	Y
The Hamilton Group	C1805	DC Supply Schedule	Outreach & Education Material	Delivery of Materials	Completed	\$6,435.75	\$6,435.75	11/18-12/18	N	N	Y
American Council on Renewable Energy	NA	Small Purchase	Agency Industry Membership	Membership Activation	In Progress	\$999.00	\$0.00	10/18-9/19	N	N	N
WMATA	NA	Sole Source	SmartBenefits	Delivery of Benefits	In Progress	\$27,000.00	\$20,919.10	10/18-9/19	N	N	N
B&B Solutions	C13620	DC Supply Schedule	Surplus Equipment & Furniture Moving & Maintenance	Delivery of Service	Completed	\$3,692.00	\$3,692.00	12/18-1/19	N	N	Y

## FORMAL CASE CONTRACTS FOR FY 2018

Contracting Party	Contract #	Contract Type	Purpose	Outputs and Deliverables	Deliverable Status	Amount Budgeted/ Spent	Term	Competitively Bid	Subcontracting Status	CBE	Agency Division	Monitor	Funding Source
Goldblatt Martin Pozen LLP	K19-1	Competitive	Personnel	March	In process	\$21,000	Six months	Yes	No	No	LSD	Gumer	Appropriation
Wilson Energy Economics	K18-5	Sole Source	PJM Related	September	In process	\$20,000	One year	No	No	No	LSD	Gumer	Appropriation
Nova Energy Consulting	K18-4	Competitive	WG Merger	September	In Process	\$13,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Duncan Weinberg Genzer Pembroke PC	K18-2	Competitive	WG Merger	September	In process	\$173,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Acadian Consulting Group LLC	K18-7	Technical	WG Merger	September	In process	\$25,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Thompson Coburn LLP	K17-8	Competitive	Legal	September	In process	\$55,000	One year	yes	No	No	LSD	Gumer	Appropriation
Donna Ramos	K17-10	Competitive	WG Merger	September	In Process	\$15,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Spiegel & McDiarmid LLP	K18-6	Legal	General	September	In Process	\$20,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Synapse	K18-8	Sole source	Technical	September	In Process	\$9,880	One year	No	No	No	LSD	Gumer	Appropriation
Synapse	K18-9	Sole source	Technical	September	In Process	\$3,000	One year	No	No	No	LSD	Gumer	Appropriation
Goldblatt Martin Pozen LLP	K18-10	Competitive	Personnel	September	In process	\$22,500	One year	Yes	No	No		Gumer	Appropriation
McCarter & English	K18-11	Competitive	Legal	September	In process	\$41,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Synapse	k18-12	Sole Source	Technical	September	In process	\$5,000	One year	No	No	No	LSD	Gumer	Appropriation

**CONTRACTS FOR 2019**

<b>Contracting Party</b>	<b>Contract #</b>	<b>Contract Type</b>	<b>Purpose</b>	<b>Outputs and Deliverables</b>	<b>Deliverable Status</b>	<b>Amount Budgeted/ Spent</b>	<b>Term</b>	<b>Competitively Bid</b>	<b>Subcontracting Status</b>	<b>CBE</b>	<b>Agency Division</b>	<b>Monitor</b>	<b>Funding Source</b>
Synapse Energy	K19-1	Sole Source	Technical	September	In process	\$3,000	One year	No	No	No	LSD	Gumer	Appropriation
Wilson Energy Economics	K19-2	Sole Source	PJM Related	September	In process	\$30,000	One year	No	No	No	LSD	Gumer	Appropriation
McCarter & English	K19-3	Competitive	General Legal	September	In Process	\$17,000	One year	Yes	No	No	LSD	Gumer	Appropriation
GDS Associates	K19-4	Sole Source	Technical	September	In process	\$3,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Synapse Energy	K19-5	Sole Source	Technical	September	In process	\$1,500	One year	Yes	No	No	LSD	Gumer	Appropriation
Spiegel & McDiarmid LLP	K19-6	Competitive	General Legal	September	In process	\$28,000	One year	yes	No	No	LSD	Gumer	Appropriation
Nova Consulting	K19-7	Sole Source	Technical	September	In Process	\$3,000	One year	Yes	No	No	LSD	Gumer	Appropriation
Duncan & Allen	K19-8	Competitive	General Legal	September	In Process	\$15,000	One year	Yes	No	No	LSD	Gumer	Appropriation
GDS Associates	K19-9	Sole source	Technical	September	In Process	\$3,000	One year	No	No	No	LSD	Gumer	Appropriation
Acadian Consulting	K19-10	Competitive	General Economics	September	In Process	\$30,000	One year	No	No	No	LSD	Gumer	Appropriation
Donna Ramos, CPA	K19-11	Competitive	General Accounting	September	In process	\$15,000	One year	yes	No	No	LSD	Gumer	Appropriation
Thompson Coburn	K19-12	Competitive	Legal project Pipe	September	In process	\$45,000	One year	yes	No	No	LSD	Gumer	Appropriation
GDS Associates	K19-13	Competitive	General Engineeering	September	In process	\$20,000	One year	yes	No	No	LSD	Gumer	Appropriation
Synapse Energy	K18-12	Competitive	Technical-Solar	September	In process	\$50,000	One year	yes	No	No	LSD	Gumer	Appropriation

ATTACHMENT 26  
OPC Performance Plan FY 18

## Office of the People's Counsel FY2018

### ▼ FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

### ▼ Mission

The mission of the Office of the People's Counsel ("OPC" or "Office") is to advocate for the provision of safe and reliable quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory.

### ▼ Summary of Services

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

### ▼ FY18 Top Accomplishments

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



## 2018 Strategic Objectives

Objective Number	Strategic Objective
1	Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities.
2	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District.
3	Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.
4	Create and maintain a highly efficient, transparent and responsive District government.**

## 2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
<b>1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Measures)</b>									
Percent of consumer complaints closed annually	Quarterly	90%	92.8%	95.1%	91%	50.8%	84.8%	Nearly Met	The number of closed complaints decreased in the 4th Quarter of FY 18 due to the complexity of several complaints, inordinately high past due account balances, and limited financial assistance resources. These factors increased the time staff had to negotiate with utility companies on behalf of consumers.
Number of consumer outreach meetings	Quarterly	175	134	167	144	205	650	Met	
<b>2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)</b>									
Number of proceedings initiated by OPC	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4		

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Workload Measures

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

## 2018 Strategic Initiatives

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

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

**ATTACHMENT 27**  
**OPC Performance Plan FY 19**

## Office of the People's Counsel FY2019

Agency Office of the People's Counsel

Agency Code DJ0

Fiscal Year 2019

**Mission** The mission of the Office of the People's Counsel ("OPC" or "Office") is to advocate for the provision of safe and reliable quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory.

### 2019 Strategic Objectives

Objective Number	Strategic Objective
1	Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities.
2	Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District.
3	Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction.
4	Create and maintain a highly efficient, transparent and responsive District government.

### 2019 Key Performance Indicators

Measure	Directionality	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
<b>1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Measures)</b>							
Percent of consumer complaints closed annually	Up is Better	83%	94%	95%	95%	84.8%	90%
Number of consumer outreach meetings	Up is Better	206	470	471	510	650	175
<b>2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)</b>							
Number of proceedings initiated by OPC	Up is Better	Not available	Not Available	Not Available	2	4	4

### 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (2 Activities)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
CUSTOMER SERVICE	Consumer assistance	On a daily basis, OPC provides consumers with pertinent information for city services, not provided by OPC. The agency receives many misdirected calls, and strives to ensure that residents needing assistance are referred to the correct city agency for service.	Daily Service
CONSUMER EDUCATION	Daily Consumer Education Activities	OPC's consumer services division provides daily consumer education and outreach activity by attending and conducting various community meetings on a weekly and monthly basis.	Daily Service
<b>2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Activity)</b>			
CONSUMER ADVOCACY & REPRESENTATION	OPC Consumer Advocacy	This operation describes the mission critical work OPC conducts in advocating for consumer regulatory issues.	Daily Service
<b>3 - Enhance agency operational efficiency to improve agency efficiency and productivity, service delivery and cost reduction. (1 Activity)</b>			
Daily Operations	Enhancing Agency Operational Efficiency	OPC is working efficiently and effectively to assist District consumers with individual inquiries and 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 has a robust seniors outreach and education program that is a vital component of its consumer education and outreach program. OPC has enhanced its partnerships with AARP, the Office on Aging and Commission on Aging. OPC staff educates seniors through presentations at community and mini-commission on aging meetings and at senior centers throughout the District. OPC staff also regularly updates the "Seniors Resource Guide" about home energy efficiency tips and changes in the District's utility markets. OPC's seniors outreach and education program is designed to assist seniors in managing their utility services costs.	Daily Service

## 2019 Workload Measures

Measure	New Measure/ Benchmark Year	Numerator Title	Units	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
<b>1 - Consumer assistance (3 Measures)</b>								
Number of Consumer Complaints	<input type="checkbox"/>	Number of Consumer Complaints	Number of Complaints			2585	2349	1593
Number of Consumer Inquiries	<input type="checkbox"/>	Number of Consumer Inquiries	Number of inquiry calls			72	924	1182
Number of NEP/LEP persons served by the agency	<input type="checkbox"/>	Number of NEP/LEP persons served by the agency	persons			4492	5834	2871

Measure	New Measure/ Benchmark Year	Numerator Title	Units	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
<b>2 - OPC Consumer Advocacy (1 Measure)</b>								
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	<input type="checkbox"/>	Number of cases litigated	Number of cases			61	46	56

## 2019 Strategic Initiatives

Strategic Initiatives	Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Consumer assistance (2 Strategic initiatives)</b>			
	Spanish Language Brochure	Develop a Spanish brochure in a cartoon format to expand outreach and education to the NEP/LEP Spanish-speaking community on utility services and OPC's work.	09-30-2019
	Infographic utility Pictographi	Develop an infographic pictorial as a useful tool in educating consumers on a variety of utility topics.	09-30-2019
<b>Daily Consumer Education Activities (4 Strategic initiatives)</b>			
	OPC Town Hall	Town halls to be conducted throughout the city to address specific consumer utility issues.	09-30-2019
	State of the Utilities	Meeting of consumer advocates, utilities and community members to discuss the current state of utility services.	09-30-2019
	Solar Education	Expand solar education to include teaching consumers about the differences between solar energy companies and third-party energy suppliers. Educate consumers on the existence, benefits and availability of solar, particularly community solar, as a sustainable energy resource for all DC residents.	09-30-2019
	Energy Efficiency Lab	This is a continuation and completion of the work started on OPC's energy lab planning and implementation in FY 18.	01-31-2019
<b>OPC Consumer Advocacy (8 Strategic initiatives)</b>			
	Affordability	OPC will file a petition with the Public Service Commission requesting that a proceeding be initiated to examine the issue of affordability of utility service, specifically energy service, in the District of Columbia.	09-30-2019
	D.C. Power Line Undergrounding Project (DC PLUG)	OPC will advance the purpose of DC PLUG by participating in the Commission proceedings examining Pepco's construction proposals to underground sections of	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	its infrastructure. OPC will also actively serve as a member of Mayor Bowser's Undergrounding Project Consumer Education Task Force (UPCE)	
Modernizing the Energy the Energy Delivery System (MEDSIS)	OPC will advance the goals of MEDSIS by advocating for policies and funding for pilot programs that lead to a modernized grid that serves the public interest.	09-30-2019
Third Party Suppliers Study and enhanced TPS consumer education	OPC will develop a comprehensive Third-Party Suppliers (TPS) education plan, which will include a study of the impacts of TPS on the District's energy market.	09-30-2019
Active participation in related Energy Efficiency and Renewable Energy - related District government sponsored working groups	OPC will attend and actively participate in any District Government agency city-wide energy efficiency and renewable energy initiatives by being a contributing working group member(s) for any such proposed program development plans when appropriate.	09-30-2019
WGL's Compliance with the merger conditions	OPC will establish a process to monitor WGL's compliance with the numerous commitments detailed in the DC Public Service Commission's June 29, 2018 order approving the WGL/AltaGas merger.	09-30-2019
Alternative Ratemaking	OPC will participate in the proceeding established by the Commission to determine the appropriate ratemaking process through advocating for the mechanism that best benefits and protects for consumers.	09-30-2019
DC Water Consumer Education	Pending the passage of legislation, entitled The DC Water and Consumer Protection Amendment Act (Bill 22-0662), by the Council, OPC will begin educating consumers on water utility issues and concerns.	09-30-2019



## ATTACHMENT 30

OPC Special Salary Listing FY 18 – FY 19 to  
date



**Question 30: Please separately list each employee whose salary was \$100,00 or more in FY18 and FY19, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.**

**Office of the People's Counsel (DJ0)**  
**List of Salaries of \$100,000 or more in FY18**

Name	Posn Nbr	Position Title	Program	Activity	FTE	Salary	Fringe
Sistrunk,Karen Rene	00001504	DEPUTY PEOPLE'S COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.05	177,031	31,334
Sistrunk,Karen Rene	00001504	DEPUTY PEOPLE'S COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.95	177,031	31,334
Mattavous Frye,Sandra	00001649	PEOPLE'S COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.75	187,662	33,216
Mattavous Frye,Sandra	00001649	PEOPLE'S COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.25	187,662	33,216
Burton,Barbara Lynne	00008409	ASST PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	150,188	26,583
Burton,Barbara Lynne	00008409	ASST PEOPLES COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.05	150,188	26,583
Jones,Laurence F	00008414	POLICY ANALYST	Office of the People's Counsel	Consumer Advocacy & Representation	0.30	129,585	22,937
Jones,Laurence F	00008414	POLICY ANALYST	Office of the People's Counsel	Public Information Dissemination	0.70	129,585	22,937
Gumer,Naunihal Singh	00012034	ACCOUNT/RATE CASE MANAGER	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	165,315	29,261
Gumer,Naunihal Singh	00012034	ACCOUNT/RATE CASE MANAGER	Office of the People's Counsel	Public Information Dissemination	0.05	165,315	29,261
McCoy,Doxie A	00021335	PUBLIC INFORMATION OFFICER	Office of the People's Counsel	Consumer Advocacy & Representation	0.10	123,600	21,877
McCoy,Doxie A	00021335	PUBLIC INFORMATION OFFICER	Office of the People's Counsel	Public Information Dissemination	0.90	123,600	21,877
Gross Bethel,Jean M	00021350	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Public Information Dissemination	0.25	107,556	19,037
Gross Bethel,Jean M	00021350	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Consumer Advocacy & Representation	0.75	107,556	19,037
Benson,Doris A	00045655	BUDGET OFFICER	Agency Management	Budget Operations	1.00	134,065	23,730
Lee,Anthony T	00046360	COMPUTER SPECIALIST	Agency Management	Information Technology	1.00	133,317	23,597
Patel,Anjali	00046361	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	167,588	29,663
Patel,Anjali	00046361	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.05	167,588	29,663
Smith,Travis Randall	00046365	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	173,455	30,702
Smith,Travis Randall	00046365	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.05	173,455	30,702
Ward,Aaron S	00071651	MANAGER, CONSUMER SERVICES	Agency Management	Information Technology	1.00	139,050	24,612
Jefferson,Linda Holland	00072177	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Consumer Advocacy & Representation	0.30	114,465	20,260
Jefferson,Linda Holland	00072177	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Public Information Dissemination	0.70	114,465	20,260
Morse,Cheryl Lee	00073617	CONSUMER COMPLAINT SPECIALIST	Office of the People's Counsel	Public Information Dissemination	0.80	102,206	18,090
Morse,Cheryl Lee	00073617	CONSUMER COMPLAINT SPECIALIST	Office of the People's Counsel	Consumer Advocacy & Representation	0.20	102,206	18,090
Johnson,Thaddeus Jerome	00074777	ASST PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.20	120,568	21,341
Johnson,Thaddeus Jerome	00074777	ASST PEOPLES COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.80	120,568	21,341
Garrick,Silvia V	00075541	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Consumer Advocacy & Representation	0.30	107,556	19,037
Garrick,Silvia V	00075541	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Public Information Dissemination	0.70	107,556	19,037
Nelson,Pamela Alexis	00075543	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Consumer Advocacy & Representation	0.30	117,625	20,820
Nelson,Pamela Alexis	00075543	CONSUMER OUTREACH SPECIALIST	Office of the People's Counsel	Public Information Dissemination	0.70	117,625	20,820
Coard,Eric W	00075552	CHIEF OF STAFF	Agency Management	Personnel	1.00	165,000	29,205
Daniels,Laurence Christopher	00077774	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	1.00	173,455	30,702

Harmon,Phillip G	00077832	POLICY ANALYST	Office of the People's Counsel	Consumer Advocacy & Representation	0.30	133,317	23,597
Harmon,Phillip G	00077832	POLICY ANALYST	Office of the People's Counsel	Public Information Dissemination	0.70	133,317	23,597
Mariam,Yohannes K.G.	00077851	SENIOR ECONOMIST	Office of the People's Counsel	Public Information Dissemination	0.05	132,870	23,518
Mariam,Yohannes K.G.	00077851	SENIOR ECONOMIST	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	132,870	23,518
Cumberbatch,Jason Selwyn	00082405	ELECTRICAL ENGINEER	Office of the People's Counsel	Public Information Dissemination	0.95	104,881	18,564
Cumberbatch,Jason Selwyn	00082405	ELECTRICAL ENGINEER	Office of the People's Counsel	Consumer Advocacy & Representation	0.05	104,881	18,564
Solomon,Alya Martine	00082769	CONSUMER EDUCATION OUTREACH CO	Office of the People's Counsel	Public Information Dissemination	0.80	107,556	19,037
Solomon,Alya Martine	00082769	CONSUMER EDUCATION OUTREACH CO	Agency Management	Customer Service	0.20	107,556	19,037
Scott,Eric B	00084807	CHIEF OPERATIONS OFFICER	Office of the People's Counsel	Consumer Advocacy & Representation	0.50	167,890	29,717
Scott,Eric B	00084807	CHIEF OPERATIONS OFFICER	Office of the People's Counsel	Public Information Dissemination	0.50	167,890	29,717
Austin,Keishaa Velva	00085511	PROGRAM COORDINATOR III	Office of the People's Counsel	Consumer Advocacy & Representation	0.20	104,881	18,564
Austin,Keishaa Velva	00085511	PROGRAM COORDINATOR III	Office of the People's Counsel	Public Information Dissemination	0.80	104,881	18,564
Heinle III,Frederick John	00091994	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	158,532	28,060
Heinle III,Frederick John	00091994	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.05	158,532	28,060
Mouton-Henderson,Adrienne M	00093243	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Public Information Dissemination	0.05	144,949	25,656
Mouton-Henderson,Adrienne M	00093243	ASSISTANT PEOPLES COUNSEL	Office of the People's Counsel	Consumer Advocacy & Representation	0.95	144,949	25,656
Scoggins,Gurmeet K	00007857	AGENCY FISCAL OFFICER	Agency Management	Budget Operations	0.4	161,382	28,565
Total					27.40		

OVERTIME FOR FY 2018

Lee, Anthony	00046360	Total amount of OT for FY 2018	\$22.41
Austin,Keishaa Velva	00085511	Total amount of OT for FY 2018	\$102.32

NOTE: The overtime resulted from incorrect posting of employee time worked in the PeopleSoft system. The agency is the process to rcover the funds.

## ATTACHMENT 31

OPC OVERTIME FY 18 – FY 19 to date

**Question 31:** Please list in decending order the top 25 overtime earners in your agency in FY18 and FY19, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

<b>Response FY18:</b>	<u>Employee Name</u>	<u>Postion Number</u>	<u>Position Title</u>	<u>Program</u>	<u>Activity</u>	<u>Salary</u>	<u>Fringe</u>	<u>Overtime Pay</u>
	Anthony Lee	00046360	Computer Specialist	Agency Management	Information Technology	133,317	22,664	\$22.41
	Denise Blackson	00087803	Consumer Outreach Specialist	Agency Management	Customer Service	54,814	9,702	\$6.14
	Keishaa Austin	00085511	Program Analyst III	People's Counsel	Consumer Advocacy	104,881	17,830	\$0.29
	Keishaa Austin	00085511	Program Analyst III	People's Counsel	Public Information	104,881	17,830	\$1.18
								\$20.17
								<u>\$80.68</u>
								\$102.32

**Total Overtime for FY18** **\$130.87**

NOTE: The overtime resulted from incorrect time entieres in the Peoplesoft. The agency is in the process of recovering the funds.

<b>Response FY19:</b>	<u>Employee Name</u>	<u>Postion Number</u>	<u>Position Title</u>	<u>Program</u>	<u>Activity</u>	<u>Salary</u>	<u>Fringe</u>	<u>Amount</u>
	Denise Blackson	00085317	Consumer Outreach Specialist	People's Counsel	Consumer Advocacy	61,647	10,912	\$118.55
	Denise Blackson	00085317	Consumer Outreach Specialist	People's Counsel	Public Information	61,647	10,912	<u>\$118.55</u>
								\$237.10

**Total Overtime for FY19** **\$237.10**

## ATTACHMENT 37

OPC TRAINING LISTING FY 18 – FY 19 to date

## ATTACHMENT 37



## OPC Agency FY Training Expense

Report Date: 02/12/2019

Last Name	First Name	Conference Title	Dt From	Dt To	Per Diem	Reconciliation Report Adjustment	Registration Cost	Total Hotel Cost	Cost of Mode of Travel	Total cost per person
Austin	Keishaa	NASUCA Annual Meeting	11/11/2017	11/15/2017	\$0.00	\$134.40	\$450.00	\$447.00	\$0.00	\$1031.40
Austin	Keishaa	CESA Workshop on Solar for Public and Affordable Housing	10/16/2017	10/17/2017	\$276.00	\$124.44	\$0.00	\$0.00	\$275.40	\$675.84
Austin	Keishaa	Clean Energy State Alliance Annual Meeting	05/14/2018	05/17/2018	\$0.00	\$0.00	\$0.00	\$350.00	\$0.00	\$350.00
Austin	Keishaa	NASUCA Mid-Year Meeting in MN.	06/23/2018	06/28/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Austin	Keishaa	DEFG Low Income Community Solar Working Group	09/26/2018	08/28/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Austin	Keishaa	NASUCA Annual Meeting	11/11/2018	09/14/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
										<b>\$2057.24</b>
Barrington	Charquia	Administrative Assistants Conference	10/03/2018	10/03/2018	\$0.00	\$0.00	\$199.00	\$0.00	\$0.00	<b>\$199.00</b>
Bright	Erica	Graduate School USA - Program and Management Analysis - Management Analysis Overview, course no. PGMT7000D001.	05/15/2018	05/18/2018	\$0.00	\$0.00	\$1299.00	\$0.00	\$0.00	<b>\$1299.00</b>
Burton	Barbara	2018 NASUCA Mid Year Meeting	06/24/2018	06/27/2018	\$0.00	\$0.00	\$0.00	\$840.00	\$508.00	\$1348.00
Burton	Barbara	2018 NASUCA Annual Meeting	11/11/2018	11/14/2018	\$488.00	\$0.00	\$475.00	\$880.00	\$220.00	\$2063.00
										<b>\$3411.00</b>
Calhoun	Dionne	NARUC Utility Rate School	10/22/2018	05/26/2018	\$0.00	\$0.00	\$0.00	\$166.00	\$0.00	<b>\$166.00</b>
Coard	Eric	NARUC Utility Rate School	10/22/2018	10/26/2018	\$0.00	\$0.00	\$875.00	\$0.00	\$0.00	<b>\$875.00</b>
Cumberbatch	Jason	Microgrid 2.0: Advancing Industry Growth	10/29/2018	10/31/2018	\$0.00	\$0.00	\$1430.00	\$0.00	\$0.00	<b>\$1430.00</b>
Daniels	Laurence	NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER	06/24/2018	06/27/2018	\$0.00	\$0.00	\$475.00	\$636.00	\$230.00	\$1341.00

## ATTACHMENT 37

		ADVOCATES 2018 MID-YEAR MEETING								
Daniels	Laurence	Emerging Leaders Workshop	09/18/2018	09/19/2018	\$0.00	\$0.00	\$1950.00	\$0.00	\$0.00	\$1950.00
Daniels	Laurence	2018 NARUC Annual Meeting	11/11/2018	11/14/2018	\$0.00	\$0.00	\$680.00	\$948.00	\$390.00	\$2018.00
Daniels	Laurence	Smart Grid Customer Education Symposium	10/14/2018	10/15/2018	\$0.00	\$0.00	\$899.00	\$0.00	\$0.00	\$899.00
Daniels	Laurence	NARUC Winter Meetings, Washington, DC	02/10/2019	02/13/2019	\$0.00	\$0.00	\$450.00	\$0.00	\$0.00	\$450.00
Dodson	Tamika	An Introduction to the Electric Utility System (Early Bird Registration \$1195.00 -on or before September 7, 2018) (Regular Registration \$1395.00)	09/27/2018	09/28/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Dodson	Tamika	LAWS2256E001 - Legal Writing	01/30/2019	04/03/2019	\$0.00	\$0.00	\$385.00	\$0.00	\$0.00	\$385.00
Gross-Bethel	Jean	2018 NEUAC Conference	06/25/2018	06/29/2018	\$372.00	\$0.00	\$690.00	\$720.00	\$499.00	\$2281.00
Heinle	Frederick	2018 NASUCA Annual Meeting	11/12/2018	11/14/2018	\$198.00	\$0.00	\$475.00	\$378.00	\$213.00	\$1264.00
Heinle	Frederick	Grid Modernization in PJM States: Enabling the Grid, Utility, and "Prosumer" of the Future	11/29/2018	11/29/2018	\$45.75	\$0.00	\$0.00	\$0.00	\$78.00	\$123.75
Heinle	Frederick	NARUC Winter Policy Summit	02/10/2019	02/13/2019	\$0.00	\$0.00	\$450.00	\$0.00	\$0.00	\$450.00
Houston	Dwayne	An Introduction to Electric Utility Systems Phoenix, AZ	09/12/2018	09/14/2018	\$0.00	\$0.00	\$1395.00	\$0.00	\$0.00	\$1395.00
Houston	Dwayne	FERC Natural Gas 101 (Training Course)	02/24/2019	02/26/2019	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Johnson	Thaddeus	NASUCA Annual Meeting	11/10/2018	11/14/2018	\$295.00	\$0.00	\$495.00	\$756.00	\$0.00	\$1546.00
Johnson	Thaddeus	NARUC Winter Summit	02/10/2019	02/13/2019	\$0.00	\$0.00	\$450.00	\$0.00	\$0.00	\$450.00
Mallory	Kenneth	2017 NASUCA Annual Conference	11/12/2017	11/15/2017	\$0.00	\$0.00	\$450.00	\$687.00	\$0.00	\$1137.00
Marencic	Stephen	Government Social Media Conference 2019	04/01/2019	04/04/2019	\$0.00	\$0.00	\$795.00	\$716.00	\$0.00	\$1511.00



## ATTACHMENT 37

Mariam	Yohannes	2017 NASUCA ANNUAL MEETING	11/11/2017	11/14/2017	\$0.00	\$26.16	\$450.00	\$636.00	\$0.00	\$1112.16
Mariam	Yohannes	NARUC/ERC Energy Regulatory Partnership: Partnership Exchange on Time of Use Tariffs	03/18/2018	03/25/2018	\$2460.00	\$0.00	\$0.00	\$0.00	\$2569.31	\$5029.31
Mariam	Yohannes	Solar Focus 2018	10/30/2018	10/31/2018	\$0.00	\$0.00	\$260.00	\$0.00	\$0.00	\$260.00
Mariam	Yohannes	National Association of Regulatory Utility Commissioners' Winter Policy Summit	02/10/2019	02/13/2019	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
										\$6401.47
McCoy	Doxie	Annual Convention of the National Association of Black Journalists	08/01/2018	08/05/2018	\$0.00	\$0.00	\$508.00	\$833.75	\$360.00	\$1701.75
McCoy	Doxie	46th Eastern NARUC Utility Rate School	10/21/2018	10/26/2018	\$324.00	\$0.00	\$875.00	\$937.90	\$0.00	\$2136.90
										\$3838.65
Mouton-Henderson	Adrienne	2018 NASUCA Annual Meeting Loews Royal Pacific Orlando 6300 Hollywood Way Orlando, FL 32819	11/11/2018	11/15/2018	\$0.00	\$0.00	\$0.00	\$756.00	\$454.60	\$1210.60
Mouton-Henderson	Adrienne	Grid Modernization in PJM States: Enabling the Grid, Utility, and "Prosumer" of the Future Kleinman Center for Energy Policy, University of Pennsylvania 220 S. 34th St Fisher Fine Arts Building, 4th Floor Philadelphia, PA 19104	11/29/2018	11/29/2018	\$45.75	\$0.00	\$0.00	\$0.00	\$78.00	\$123.75
										\$1334.35
Nelson	Pamela	Clean Energy States Alliance ("CESA") - Solar Consumer Protection Workshop.	05/16/2018	05/18/2018	\$0.00	\$0.00	\$0.00	\$378.00	\$368.00	\$746.00
Nelson	Pamela	National Energy and Utility Affordability Coalition (NEAUC) annual conference.	06/23/2018	06/29/2018	\$0.00	\$0.00	\$690.00	\$0.00	\$0.00	\$690.00
Nelson	Pamela	MDV-SEIA's annual Solar Focus Conference	10/30/2018	10/31/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
										\$1436.00
Patel	Anjali	NASUCA Annual Meeting	11/10/2018	11/14/2018	\$330.00	\$0.00	\$495.00	\$945.00	\$0.00	\$1770.00

## ATTACHMENT 37

Patel	Anjali	2018 Energy Bar Association Mid-Year Energy Forum	10/29/2018	10/30/2018	\$0.00	\$0.00	\$535.00	\$0.00	\$0.00	\$535.00
Patel	Anjali	Grid Modernization in PJM States: Enabling the Grid, Utility, and “Prosumer” of the Future	11/29/2018	11/29/2018	\$45.75	\$0.00	\$0.00	\$0.00	\$78.00	\$123.75
\$2428.75										
Scott	Eric	Duke Leadership Program	12/10/2017	12/15/2017	\$0.00	\$0.00	\$9950.00	\$0.00	\$0.00	\$9950.00
Sigh Gumer	Naunihal	Cyber Security for Utilities	11/08/2017	11/09/2017	\$0.00	\$0.00	\$995.00	\$0.00	\$0.00	\$995.00
Sigh Gumer	Naunihal	NARUC Summer Policy Summit	07/14/2018	07/18/2018	\$0.00	\$0.00	\$450.00	\$0.00	\$0.00	\$450.00
Sigh Gumer	Naunihal	NARUC/NASUCA Annual Meetings	11/10/2018	11/14/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sigh Gumer	Naunihal	Solar Focus 2018	10/30/2018	10/31/2018	\$0.00	\$0.00	\$500.00	\$0.00	\$0.00	\$500.00
\$1945.00										
Sistrunk	Karen	NASUCA Annual Conference NARUC 129th Annual Conference and Educational Meeting	11/12/2017	11/15/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sistrunk	Karen	NARUC Winter Policy Meetings	02/12/2018	02/14/2018	\$0.00	\$0.00	\$450.00	\$0.00	\$0.00	\$450.00
Sistrunk	Karen	National Association of State Utility Consumer Advocates Mid-Year Meeting	06/23/2018	06/26/2018	\$0.00	\$0.00	\$475.00	\$0.00	\$0.00	\$475.00
Sistrunk	Karen	NASUCA 2018 Annual Conference NARUC 130th Annual Conference and Educational Meeting	11/10/2018	11/14/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$925.00										
Solomon	Alya	“Clean Energy Meets the Electric Utility Industry”.	02/21/2018	02/21/2018	\$0.00	\$0.00	\$599.00	\$0.00	\$0.00	\$599.00
Solomon	Alya	2018 National Energy and Utility Affordability Coalition Conference	06/24/2018	06/29/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$599.00										
Ward	Aaron	National Energy & Utility Affordability Coalition 2018 Annual Conference	06/26/2018	06/28/2018	\$372.00	\$0.00	\$690.00	\$720.00	\$0.00	\$1782.00
Ward	Aaron	NASUCA ANNUAL MEETING	11/11/2018	11/14/2018	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ward	Aaron	THE BASICS October 15-19, 2018 Three separate, concurrent courses: “The Basics”	10/15/2018	10/19/2018	\$0.00	\$0.00	\$1125.00	\$0.00	\$0.00	\$1125.00

**ATTACHMENT 37**

Practical regulatory training for the electric or natural gas local distribution (LDC) industries and FERC ratemaking for the pipeline industry.						
						<b>\$2907.00</b>
	<b>\$5252.25</b>	<b>\$285.00</b>	<b>\$33814.00</b>	<b>\$12730.65</b>	<b>\$6321.31</b>	<b>\$58403.21</b>