

COUNCIL OF THE DISTRICT OF COLUMBIA
COMMITTEE ON BUSINESS & ECONOMIC DEVELOPMENT
PERFORMANCE OVERSIGHT PRE-HEARING QUESTIONS
1350 Pennsylvania Avenue, NW, Washington, DC 20004

January 10, 2025

Emile C. Thompson, Chairman
Public Service Commission of the District of Columbia
1325 G Street, NW, Suite 800
Washington, DC 20005

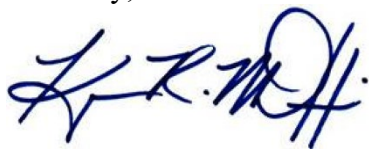
Dear Chairman Thompson:

The Committee on Business and Economic Development (“Committee”) will hold performance oversight hearings on agencies under its purview in February. The oversight hearing for public witnesses for all the agencies under the Committee’s purview will be held on February 5, 2025 at 9:30 a.m. The oversight hearing for government witnesses of the Public Service Commission (“PSC” or “Commission” or “agency”) will be held on February 7, 2025, at 9:30 a.m. PSC is currently scheduled for second on the agenda.

In preparation for the hearing, the Committee is sending the attached pre-hearing questions for your response. Please submit your responses no later than **5:00 p.m. on Friday, January 31, 2025**, in Word or Excel format, as applicable, and minimize the use of attachments. Note that the Committee will make agency responses publicly available. If there are answers or documents that should be redacted, please provide an unredacted copy for the Committee and a redacted copy for public review.

Please contact Doni Crawford, Committee Director, at dcrawford@dccouncil.gov, with any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "K.R. McDuffie".

Kenyan R. McDuffie

Racial Equity

1. Describe any programs or policies where the Department has had success in building racial equity during Fiscal Year 2024 and Fiscal Year 2025 to date.

Racial Equity Training

The Commission held its first agency-wide Racial Equity Training in FY24 (May 1, 2024). It was a full day of training led by a training specialist from the Mayor's Office of Racial Equity. This training was specifically tailored to the Commission and was successful in allowing staff to understand the importance of racial equity in our work. The training gave staff an opportunity to examine personal and collective identity, bias, and contribution to inequitable practices. The training was recorded and is being adapted for incorporation into the new employee onboarding process. This training directly reflects the Commission's dedication to equity as a core value for the agency.

GD 2019-04-M and Equity Advisory Working Group

The Commission is committed to incorporating racial equity and energy burden metrics into one of its core frameworks. In General Docket No. 2019-04-M, "In the Matter of the Implementation of the 2019 Clean Energy D.C. Omnibus Act Compliance Requirements," the Commission included the development of metrics for social equity, racial equity, and energy burden in the District as a directive during the creation of the Commission's standardized benefit-cost analysis (BCA) framework. Under this docket, the Commission has established an Equity Advisory Working Group that includes community residents and stakeholders who will meet biweekly (January 2025 – June 2025). This working advisory group will give the Commission input for the development of these equity metrics. From this process, the Commission will incorporate these metrics into the final BCA framework allowing for meaningful consideration in the Commissioner's policy decision making.

Racial Equity Incorporation In Clean Energy Summit

The Commission's 2024 Clean Energy Summit held October 30, 2024, discussed the latest advancements, challenges, and opportunities in the clean energy sector. The Summit was successful in not only incorporating racial equity, but centering it throughout every session. The Commission was intentional about ensuring that historically unrepresented voices were included, both from the speaker and participant perspectives.

2. In the context of the Commission and its mission, describe three areas, programs, or initiatives where the Commission has the greatest opportunity to address racial inequity.

Policy Decision Making

The Commission recognizes that a transition in the clean energy space not only requires proper and fair administration, but also equity in the creation of a clean energy roadmap. There is significant potential to increase racial equity when considering utility proposals, clean energy proposals, and climate change commitments. The Commission intends to include racial equity considerations when making its decisions.

As discussed previously in our response to Question 1, in GD-2019-04-M, the Commission included the development of metrics for social equity, racial equity, and environmental justice as a directive during the creation of the Commission's standardized benefit-cost analysis (BCA) framework. This framework should be completed by the end of fiscal year 2025. Adding these metrics have great potential to help begin to evaluate how the Commission can begin to close the equity gap.

Increased Participation in Utility Discount Programs

Another area of great opportunity is in participation in utility discount programs (UDPs) that assist low-income District residents in reducing their utility costs. These programs include:

1. The Residential Aid Discount Program (RAD), designed to assist the District's low-income customers in making their electric bills more affordable, is funded by D.C. electric distribution customers through a Commission-approved surcharge. It provides eligible customers with a monthly credit for their distribution charges.
2. The Residential Essential Service Program (RES), established for Washington Gas customers in the District, provides low-income gas customers with greater affordability towards their total gas bills. It provides eligible customers with a discount on a portion of natural gas used during the winter heating season, from November 1st through April 30th.

Although these programs (RAD/RES) do not directly address racial equity, data has shown that there is a correlation between race and lower-income households. Increasing participation in these programs would therefore address racial inequity. The Commission is currently assessing the best ways to increase participation rates. This includes evaluating the value of creating a common application for the UDPs.

The Commission would like to note that increased participation in UDPs programs is a topic that we highlighted in our responses last year. Although we have made progress in this area, there are still challenges and needs that must be addressed. We will continue to work to further the goal of racial equity in this area.

Supplier Diversity

The Committee may be aware that the Commission executed a revised MOU in 2021 with utility companies regarding contracts and procurement practices related to supplier diversity. Through this MOU, we collect annual data from utilities which is used to determine the utilities' compliance with voluntary commitments regarding minority hiring and efforts to use diverse suppliers. Although each utility has met their goal under the MOU, there is some concern regarding spend amounts and local partnerships. The Commission views this as an opportunity to build upon relationships with local businesses and the utility companies in the spirit of the MOU.

3. What barriers does the Commission face when trying to: (1) make progress toward racial equity or (2) better understand racial inequity within the agency's context and operations (if any)? How does the Commission's spending address existing racial inequities (grant disbursement, procurement/contracting, etc.)?

The Commission believes that it is making progress toward racial equity and that its biggest obstacle is currently being addressed – establishing metrics that talk specifically to racial equity and energy burden. Through the current Equity Advisory Working Group, the Commission will establish quantifiable and qualitative metrics that will give us clear benchmarks which will ultimately help to bridge the opportunity gaps by ensuring that race does not predict the opportunities, resources, or outcomes available to District residents.

The Commission is also committed to supporting the District's CBE program and proactively adjusts to attract and engage local, small, and minority vendors within the community. We have hosted several impactful forums, including "Chat and Chew" events that feature informal conversations with Commissioners on how local companies can work with utility companies, including Pepco, Washington Gas, and Verizon. These conversations allowed businesses that have worked with the utilities to share their knowledge and experience with those that have not, as well as provide an opportunity for a Q&A session. The Commission also hosted our annual Supplier Diversity Hearing, a legislative-style hearing and information session where representatives from Pepco, Washington Gas, and Verizon detail their utility's practices related to the use of diverse suppliers in the District over the past year.

These events have provided valuable insights into the opportunities and challenges faced by communities of color, helping to inform our approach and strengthen our partnerships with these communities.

4. Please provide data on the racial diversity among leadership and at all staff grade levels. How does retention differ by race across levels? How does pay differ by race within levels?

See Attachment 4. The Commission sees no difference in retention and pay by race across and within levels.

General Questions

5. Please provide a current organizational chart of the Commission, including the number of vacant, frozen, and filled full-time equivalents ("FTEs") in each division or subdivision, as well as the names and titles of all senior personnel. Please include the date when the information was collected.

See Attachments 5-1 through 5-12.

Additionally, please provide the following:

- a. An explanation of the roles and responsibilities of each division and subdivision, including specific programs and projects administered by each division. Please also explain the administrative organization within each division and provide the number of personnel allocated to each division; and

See Attachment 5a.

- b. A narrative explanation of any changes made during the previous year.

None.

6. Please provide a current Schedule A for the Commission, which identifies all employees by title/position, current salary, fringe benefits, and program. This Schedule A should also indicate whether the positions are continuing/term/temporary/contract and whether they are vacant or frozen positions.

See Attachment 6.

- a. For each vacant position, please state how long the position has been vacant, and provide the status of the Commission's efforts to fill the position, as well as the position number, the title, the program number, the activity number, the grade, the salary, and the fringe associated with each position. Please also indicate whether the position must be filled to comply with federal or local law, and whether there are impediments to the Commission's ability to fill those vacancies.

See Attachment 6. There are no positions that must be filled to comply with federal or local law. Accordingly, there are no impediments to the Commission's ability to fill such vacancies.

- b. For each filled position, please provide the employee's length of service with the Commission. Please provide any available information on turnover rates and/or trends identified by the Commission.

See Attachment 6. Given that the tenure of Commission employees is typically rather lengthy and there is no significant attrition, the Commission has not observed any trends relating to turnover rates. The Commission will continue to monitor this for any trends in the future.

7. Please list all employees detailed to or from the Commission, if any. For each employee identified, please provide the name of the agency from/to which the employee is detailed, the reason for the detail, the date of the detail, and the employee's projected date of return.

None.

8. Did the Commission conduct annual performance evaluations of its employees in FY24 or FY25, to date? Who conducted the evaluations? What are the performance measures by which employees are evaluated? What steps are taken to ensure that all employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

The Commission conducts annual performance evaluations of its employees. Commission employees are rated for the evaluation period of July 1 to June 30.

Commission supervisors conduct the annual performance evaluations, usually after employees are given an opportunity to provide their own draft evaluation. The employee and supervisor then discuss the draft before the supervisor finalizes the evaluation. The performance measures by which employees are evaluated are SMART goals, which are aligned with DPM and DCHR standards.

To ensure that the annual performance evaluation process proceeds efficiently, the Commission's Office of Human Resources (OHR) has held workshops for Commission staff and managers to discuss performance evaluation forms, the narrative justification, Letter of Warning instructions, and preparing for and conducting evaluation meetings. In addition, OHR has prepared a guide for implementing the performance evaluation system, which describes each component of the system as well as tools, timelines, roles, and responsibilities to ensure that the process is implemented successfully. Supervisors are encouraged to have at least semi-annual discussions with their employees to chart progress toward their goals. The Commission's Executive Director also holds bi-weekly meetings with Office Directors who are his direct reports. One of the topics in these meetings is the progress that directors are making in reaching their offices' goals.

In addition, the Commission encourages and provides opportunities for professional development and training. The agency offers in-house training through webinars and brown bag sessions led by staff or experts on emerging utility matters. The Commission also encourages staff members to take advantage of training and professional development opportunities offered by the District of Columbia government and other training suppliers.

If an employee does not meet individual job requirements, a supervisor has discretion to provide professional training, coaching, and/or a Performance Improvement Plan (PIP) if needed. If an employee continues to fail to meet established standards, this may result in termination in accordance with the DPM.

9. What is the Commission's current remote work policy?

The Commission has implemented a hybrid/in-person work policy. Employees are required to report to work in-person a minimum of three days a week. Additionally, all employees are required to be in the office the first and third Wednesday of every

month. Employees are provided with the equipment and resources necessary to work from home to ensure that their home offices are as successful as their offices at work.

Additionally, all employees are mandated to attend an in-person “All Hands Meeting” once a month. At this meeting, employees are provided with information about upcoming events and informed of the accomplishments of various divisions and individual team members.

10. Please complete the following chart about the residency of **new hires** in FY 24, and FY 25, to date:

| <i>Position Type</i> | <i>Total Number</i> | <i>Number of District Residents</i> |
|-----------------------------|----------------------------|--|
| Continuing | 13 | 4 |
| Term | 1 | 0 |
| Temporary | N/A | N/A |
| Contract | 17 | 10 |

11. Please provide the Committee with the following:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at Commission expense in Fiscal Year 2024 and Fiscal Year 2025, to date;

See Attachment 11a.

- b. A list of all vehicles owned, leased, or otherwise used by the Commission and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the Commission’s vehicles in Fiscal Year 2024 and Fiscal Year 2025, to date:

See Attachment 11b.

- c. A list of travel expenses, arranged by employee, for Fiscal Year 2024 and Fiscal Year 2025, to date, including the justification for travel and description of activities engaged in during the travel;

See Attachment 11c.

- d. A list of employee bonuses or special award pay, raises, and step increases granted in Fiscal Year 2024 and Fiscal Year 2025, to date; and

See Attachment 11d.

- e. A list of the total overtime and workers’ compensation payments paid in Fiscal Year 2024 and Fiscal Year 2025, to date, including the number of employees who received overtime and workers’ compensation payments, in what amounts, and for what reasons.

The Commission does not authorize overtime. It made no workers' compensation payments in FY24 and has not made any such payments in FY25, to date.

12. Regarding the use of communication devices:

- a. Please describe procedures that are in place to track which individuals or units are assigned mobile devices (including, but not limited to smartphones, laptops, and tablet computers) and how the usage of these devices is monitored.

The Commission's Office of Information Technology (OIT) uses the Verizon management portal to update phone assignments, monitor usage, and check for charges outside the regular monthly service cost.

- b. How does the Commission limit the costs associated with its mobile devices?

When a mobile device needs to be replaced because it is damaged, lost or defective, OIT replaces it with an older model device that the Commission already possesses. As a result, no additional expenditure is incurred. Additionally, the mobile devices the Commission deploys are iPhone and staff use their personal Apple ID. If purchases are made through the Apple App store, there is no financial impact on the Commission. The Commission also disables international mobile phone calls to limit costs.

- c. For Fiscal Year 2024 and Fiscal Year 2025, to date, what was the total cost including, but not limited to, equipment and service plans for mobile communications and devices?

In FY24, the Commission spent a total of \$16,079.78 for service plans with no expenditures for equipment. In FY 2025 to date, the Commission has spent a total of \$3,190.86 on all on service plans with no expenditures for equipment.

13. For Fiscal Year 2024 and Fiscal Year 2025, to date, please list any purchase card spending by the Commission, including the employee making each expenditure and the general purpose for each expenditure.

See Attachment 13.

14. Please provide a chart showing the Commission's approved budget, revised budget (after reprogramming, etc.) and actual spending, by division, for Fiscal Year 2024 and Fiscal Year 2025, to date. Include a description and explanation for any variance between fiscal year appropriations and actual expenditures.

See Attachment 14.

15. For Fiscal Year 2024 and Fiscal Year 2025, to date, please identify any special purpose revenue funds maintained, used, or available for use by the Commission. For each fund identified, please provide:

- a. The revenue source name and code;
- b. Legal authority for the fund (i.e. D.C. Code or DCMR citation);
- 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 15.

16. For Fiscal Year 2024 and Fiscal Year 2025, to date, please list all intra-District transfers to or from the Commission. For each transfer, include all the following details:

- a. The program and activity codes and names in the sending and receiving agencies' budgets;
- b. Funding source (i.e., local, federal, SPR);
- c. Description of memoranda of understanding ("MOU") services;
- d. Total MOU amount, including any modifications;
- e. Whether a letter of intent was executed for Fiscal Year 2024 or Fiscal Year 2025, and if so, on what date;
- f. The date of the submitted request from or to the other agency for the transfer;
- g. The dates of signatures on the relevant MOU; and
- h. The date funds were transferred to the receiving agency.

See Attachment 16.

17. Please list any additional intra-District transfers planned for Fiscal Year 2025, including the anticipated agency(ies), purposes, and dollar amounts.

The Commission is currently not anticipating any additional intra-district transfers in FY2025.

18. Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended, or option years exercised, by the Commission during Fiscal Year 2024 and Fiscal Year 2025, to date. For each contract, please provide the following information, where applicable:

- a. The name of the contracting party;
- b. The nature of the contract, including the end product or service;
- c. The dollar amount of the contract, including amount budgeted and actually spent;

- d. The status of deliverables;
- e. The term of the contract;
- f. The Certified Business Enterprise status;
- g. Whether the contract was competitively bid;
- h. The name of the Commission's contract monitor and the results of any monitoring activity; and
- i. The funding source.

See Attachment 18.

19. Please list all MOU entered into by the Commission during Fiscal Year 2024 and Fiscal Year 2025, to date, as well as any MOU currently in force. For each, indicate the date entered and the termination date.

See Attachment 19.

20. Please list the ways, other than MOU, in which the Commission collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in Fiscal Year 2024 and Fiscal Year 2025, to date.

The Commission is a member of the National Association of Regulatory Utility Commissioners (NARUC), the Mid-Atlantic Conference of Regulatory Utility Commissioners (MACRUC), and the Organization of PJM States (OPSI). Through these organizations, we collaborate with other state and federal regulatory Commissions to address common public policy issues. In addition, the Commission works with the Department of Energy and Environment (DOEE) to implement the following discount programs for utilities: the Residential Aid Discount for electric service, the Residential Essential Service discount for natural gas service, and the Lifeline Program for telephone service. Further, the Commission collaborates on a regular basis with the Office of the People's Counsel, DOEE, the DC Sustainable Energy Utility and other agencies on various outreach projects.

21. 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.

None.

22. Please describe any anticipated spending pressures for Fiscal Year 2025. Please include a description of the pressure, the estimated amount, and any proposed solutions.

The Commission does not anticipate any spending pressures for FY 2025 at this time.

23. Please list all capital projects in the financial plan and provide an update on all capital projects under the Commission's purview in Fiscal Year 2024 and Fiscal Year 2025, to date, including

the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide the following:

- a. An update on all capital projects begun, in progress, or concluded in Fiscal Year 2023, Fiscal Year 2024, and Fiscal Year 2025, to date, including the amount budgeted, actual dollars spent, and any remaining balances;
- b. An update on all capital projects planned for Fiscal Year 2025 through Fiscal Year 2030; and
- c. Whether the capital projects begun, in progress, or concluded in Fiscal Year 2023, Fiscal Year 2024, or Fiscal Year 2025, to date, have an impact on the operating budget of the Commission. If so, please provide an accounting of such impact.

The Commission has no capital projects.

24. Please provide a table showing the Commission's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for Fiscal Years 2022, 2023, and the first quarter of 2024. 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 2022, 2023, and 2024, to date, for each program and activity code.
- b. Attach the cost allocation plans for Fiscal Years 2023 and 2024.
- c. In Fiscal Years 2023 or 2024, did the Commission 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 24.

25. Please provide a list of all budget enhancement requests (including, but not limited to, capital improvement needs), for Fiscal Year 2024 and Fiscal Year 2025, to date. For each, please include a description of the need and the amount of funding requested.

The Commission did not request any program enhancements for the operating budget for FY2024 or in FY2025, to date. The Commission has no local or capital budget.

26. Please list, in chronological order, every reprogramming in Fiscal Year 2024 and Fiscal Year 2025, to date, which had an impact on the Commission, including those which moved funds into, out of, and within the Commission. For each reprogramming, please list the date, amount, rationale, and reprogramming number, and indicate whether a reprogramming impacted the Commission's ability to carry out a directive or recommendation of the Committee. Please also

include the program, activity, and CSG codes for the originating and receiving funds. Finally, provide the revised, final budget for the Commission after reprogramming for Fiscal Year 2024.

See Attachment 26.

27. Please list each grant or sub-grant received by the Commission in Fiscal Year 2024 and Fiscal Year 2025, to date. List the date, amount, and purpose of the grant or sub-grant received. Additionally, provide the following:

- a. Whether any FTEs are dependent on grant funding and, if so, how many; and
- b. A description of the terms of this funding, and, if it is set to expire, what plans, if any, are in place to continue funding.

See Attachment 27.

28. Please describe any grant the Commission is, or is considering, applying for in Fiscal Year 2025.

The Commission applies and receives an annual grant from the U.S. Department of Transportation for the Pipeline Safety program in the District each year. The grant funds, in the range of \$631,000 (requiring a match of 20%), cover the period from January 1st through December 31st each year. The grant covers the cost of three full time equivalent positions that support the grant program. The agency has applied for the Calendar Year 2025 grant. No other federal grants are anticipated in FY2025.

29. Please list any pending lawsuits that name the Commission as a party. Please identify any lawsuits that could potentially expose the District to significant financial liability and/or result in a change to Commission practices, and please include the current status of the litigation. Please provide the basis and extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation of the issues involved in each case.

None.

30. Please list all settlements entered into by the Commission, or by the District on behalf of the Commission, in Fiscal Year 2024 or Fiscal Year 2025, to date. Include 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.).

None.

31. Please list and describe any ongoing investigations, audits, or reports on the Commission or any employee of the Commission, including, but not limited to, personnel complaints, or any investigations, studies, audits, or reports on the Commission or any employee of the

Commission that were completed during Fiscal Year 2024 and Fiscal Year 2025, to date, along with the Commission's compliance or non-compliance with any recommendations.

Each year, the Commission is audited by the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA). The audit is conducted in the summer, covering the previous calendar year. PHMSA provides an annual federal grant which reimburses the Commission for expenditures on natural gas pipeline safety. The Commission has received nine consecutive 100% scores on PHMSA annual audits from 2015-2023.

32. Please provide the total number of administrative complaints or grievances filed against the Commission in Fiscal Year 2024 and Fiscal Year 2025, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to Commission policies or procedures that have resulted from complaints or grievances. As it relates to a constituent challenging the Commission's response to grievances, please indicate:
- a. Whether a formalized process is in place to request a hearing by the Chairman;
 - b. If so, whether the Chairman's decision is appealable; and
 - c. If there is a formalized hearing process, whether that process is described on the Commission's website.

The Commission has had no administrative complaints or grievances filed in FY2024 and FY2025, to date.

33. Please describe the Commission's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. Please list and describe any allegations received by the Commission in Fiscal Year 2024 and Fiscal Year 2025, to date, and whether those allegations were resolved.

The Commission has zero tolerance for sexual harassment in the workplace. To ensure that sexual harassment does not occur, the Commission requires that all employees take in-house and online sexual harassment training. We periodically remind employees and contractors of their responsibility to ensure that the Commission remains a workplace free from inappropriate conduct. In addition, all employees and contractors have electronically acknowledged and received an electronic version of Mayor's Order 2023-131, "Sexual Harassment Policy, Guidance and Procedures," dated October 31, 2023.

In the event of a sexual harassment allegation, the Commission follows the process laid out in Mayor's Order 2023-131, "Sexual Harassment Policy, Guidance and Procedures."

The Commission has had one allegation of sexual harassment in FY 2024 and FY 2025, to date. This allegation has been resolved.

- a. Has the Commission identified a primary and alternate sexual harassment officer (“SHO”) as required by Mayor’s Order 2023-131 (“Sexual Harassment Order”)? If not, why not? If yes, please provide the names of the primary and alternate SHOs.

The Commission has a primary and alternate SHO. The Primary SHO is Khadysha Moore and the Alternate SHO is Danielle Gurkin. For FY2025, the Primary SHO is Margaret Moskowitz and the Alternate SHO is Danielle Gurkin.

- b. Has the Commission received any requests from staff in an otherwise prohibited dating, romantic, or sexual relationship for a waiver of the requirements of provisions of the Sexual Harassment Order? What was the resolution of each request? If a waiver has been granted, are there limitations on the scope of the waiver?

No.

34. Please provide the number of FOIA requests received by the Commission during Fiscal Year 2024 and Fiscal Year 2025, to date. Please include the number of requests which were granted, partially granted, denied, or pending. Please also provide the average response time, estimated number of FTEs required to process requests, and the estimated number of hours spent responding to these requests.

**FOIA Requests
FY 24 (October 1, 2023 - September 30, 2024)**

| # of Requests Received | # of Requests Granted (in whole) | # of Requests Granted (in part) | # of Requests Denied | # of Requests Pending | Average Response Time | Estimated # of FTEs | Estimated # of Hours Spent |
|------------------------|----------------------------------|---------------------------------|----------------------|-----------------------|-----------------------|---------------------|----------------------------|
| 6 | 1 | 5 | 0 | 1 | 24 days | 2 | 95.25 |

FY 25 (October 1, 2024 - to Date)

| # of Requests Received | # of Requests Granted (in whole) | # of Requests Granted (in part) | # of Requests Denied | # of Requests Pending | Average Response Time | Estimated # of FTEs | Estimated # of Hours Spent |
|------------------------|----------------------------------|---------------------------------|----------------------|-----------------------|-----------------------|---------------------|----------------------------|
| 4 | 1 | 3 | 0 | 0 | 15 days | 2 | 25 |

- a. For FOIA requests disposed of because no records or Commission records containing the requested information exist, please describe the nature of the request.

None.

35. Please provide a list of all studies, research papers, reports, and analyses that the Commission prepared, or contracted for, during Fiscal Year 2024 and Fiscal Year 2025, to date. Please state the status and purpose of each and attach a copy.

2024 Renewable Energy Portfolio Standard Report (report date May 1, 2024)

The Renewable Energy Portfolio Standard Act (“REPS Act”) requires the Commission to report annually to the Council on the status of implementation of the Renewable Energy Portfolio Standards (“RPS”). The annual report fulfills the reporting requirements outlined in the REPS Act and amended by the Clean Energy DC Omnibus Amendment Act of 2018 for the most recent compliance year of 2023. The 2024 Renewable Energy Portfolio Standard Report highlights the ongoing growth in solar energy generator installations in the District and the significant increase in Community Renewable Energy Facilities (CREFs).

<https://dcpsec.org/Orders-and-Regulations/PSC-Reports-to-the-DC-Council/Renewable-Energy-Portfolio-Standard.aspx>

PSC Annual Report 2022-2023 (report date May 14, 2024)

The Commission’s Annual Report highlights the past year’s achievements and summarizes expenditures against its 2022-2023 budget. The Commission’s work is guided by its mission to serve District utility customers by ensuring that financially healthy utility companies provide safe, reliable, and high-quality services at reasonable prices while promoting the District’s climate goals. The Commission continues to pursue innovative renewable energy solutions, oversee the administration of reliable and affordable utility service to the District of Columbia, and educate residents on programs and resources available to them.

<https://dcpsec.org/getattachment/4ac56345-7f96-481e-a58d-003a0a44903e/2022-2023-Annual-Report.aspx>

PSC Statistical Report 2022 (report date February 14, 2024)

The Commission’s 2022 Statistical Report is a companion piece to the Commission’s 2022-2023 Annual Report and represents a year of OTRA compliance reviews, audits, inspections, utility assessments, and annual surveys. Among the many highlights of the Report are the District’s continued growth in renewable energy, a direct result of the District’s leadership in sustainability and environmental conservation and its aggressive renewable energy standards. The Commission continues to include in the Report its recently added section on supplier diversity—a major priority for the Commission.

<https://dcpsec.org/getattachment/926d21bd-12ed-48b1-ab5b-2f858c45f311/2022-Statistical-Report.aspx>

Report on Independent Audit to Oversee Pepco’s Reconciliation of Community Solar Metering and Billing for the Period May 8, 2015, to November 30, 2023 (report date November 14, 2024)

This independent audit by WatsonRice Accountants and Advisors examined Pepco’s processes for reconciling community solar metering and billing data from May 8, 2015, to November 30, 2023. The review examined whether Pepco generally has robust systems in place to manage community solar projects and whether certain areas require

improvement to ensure accurate billing and customer transparency, including data validation, system integration, and clear communication practices regarding billing adjustments.

<https://edocket.dcpdc.org/apis/api/Filing/download?attachId=213836&guidFileName=88081c1-0f31-4e6f-a51b-0f956fba22c8.pdf>

36. Please list all reports or reporting currently required of the Commission by the District of Columbia Code or Municipal Regulations. Please indicate whether the Commission complies with these requirements, and if not, why (e.g., the purpose behind the requirement is moot, etc.).

Below is list all reports or reporting currently required of the Commission by the District of Columbia Code or Municipal Regulations.

| Name of Report | D.C. Code | Reporting Frequency | Compliance Status |
|--|------------------|----------------------------|---|
| Bi-Annual Report on Fuel Mix | §34-1517 (c)(2) | Every two years | Compliant |
| Report on Renewable Energy Portfolio Standard | §34-1439 | May 1 of each year | Compliant |
| Report on compliance with residency requirements | §34-801 (b)(3) | Nov 1 of each year | Included in Mayor's Report to the Council |
| Deposits/Disbursements Report | §34-912 (a)(7) | Feb 15 of each year | Compliant |

37. Please identify any boards or commissions associated with the Commission, and 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 Fiscal Year 2024 or Fiscal Year 2025, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month. Finally, please indicate whether the board or commission met virtually or in person.

None.

38. Please describe how the Commission solicits feedback from customers.

- Please explain what the Commission has learned from this feedback, including specific examples; and
- Explain how the Commission has changed its practices due to such feedback.

The Commission actively solicits feedback from customers through two main avenues: daily interactions with consumers as part of the complaint resolution process and outreach events conducted by the Office of Consumer Services (OCS). OCS staff

participate in approximately 50 outreach events annually to educate the public about utility discount programs, energy efficiency initiatives, and complaint mediation services, while also gathering valuable feedback directly from community members.

Additionally, the Commission collects input through community hearings, technical conferences, workshops, and working groups. The Office of Strategic Communications (OSC) supports these efforts through the Commission’s newsletter and social media platforms, including Facebook, X, Instagram, LinkedIn, Threads, and YouTube. OSC continually evaluates engagement metrics to refine strategies, focusing resources on platforms that best connect with the public and tailoring content to broaden its reach.

Feedback from these channels has driven meaningful improvements. For example, concerns about bill clarity prompted redesigned utility bills and an online tool explaining charges in greater detail. The Commission also developed a new Consumer Relationship Management (CRM) system to enhance how OCS processes utility complaints and inquiries. This system features an internal hub that streamlines complaint handling for OCS staff and a consumer-facing portal where residents can easily file and track complaints. The portal includes translation options for the seven languages supported under the District’s Language Access Program, ensuring greater accessibility.

The Commission adheres to the District’s Language Access Policy, relying on it to expand access to vital information in multiple languages. This approach, combined with strategically chosen outreach locations, ensures engagement with vulnerable groups and underrepresented communities that may often be excluded from Commission proceedings.

Both OCS and OSC regularly share consumer feedback with Commission leadership to inform service improvements and policy adjustments. These efforts ensure that the Commission’s practices remain aligned with community needs, reflecting diverse perspectives and creating an inclusive decision-making process.

39. Please attach copies of the required annual **small business enterprise (“SBE”) expenditure** reports for the Commission for Fiscal Year 2023, Fiscal Year 2024, and Fiscal Year 2025, to date.

See Attachments 39-1 through 39-3.

- a. 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 Commission engaged in to achieve their fiscal year SBE expenditure goal and a description of any changes the Commission intends to make during the next fiscal year to achieve their SBE expenditure goal. Has the Commission submitted the required information for Fiscal Year 2024? If so, please provide a copy as an attachment. If not, please explain.

In FY2024, the Commission routinely checked the District of Columbia Supply Schedule (DCSS) and the DSLBD databases for SBEs and if not available, we searched for qualified CBEs. The Commission's needs are often specialized; however, when feasible we may modify our requirements to fit the capability of SBEs and CBEs. The Commission engages in frequent communications with DSLBD to request their assistance in identifying and communicating with qualified SBEs. When the Commission is uncertain about the capability of certain SBEs, we often contact them for clarification on how to improve our scopes of work, timing, or simply to gain insight on why they did not submit a proposal or respond to a solicitation. These practices are ongoing. Additionally, in FY2024 the Commission attended the District Connect Expo held by DSLBD. This Expo is designed to empower both CBEs and local businesses. In addition to manning a table for the Commission, we connected with SBEs, handed out agency materials, and held lively discussions with attendees. The Commission plans to participate in this event on an annual basis.

40. Please provide a copy of the Commission's Fiscal Year 2024 performance plan. Please explain which performance plan objectives were completed in Fiscal Year 2024 and whether they were completed on time and within budget. If they were not, please provide an explanation.

See Attachment 40. All performance plan objectives were completed in FY24, on time and within budget.

41. Has the Commission reviewed its Key Performance Indicators for alignment with its primary objectives?

The Commission has reviewed its KPIs and they are aligned with the Commission's primary objectives.

42. What KPIs have been removed (or changed) since Fiscal Year 2020? List each specifically and explain why it was dropped or changed.

The Commission did not remove (or change) any KPIs from FY2020 to FY2024. In FY2025, the Commission added eight new KPIs. See response to Question 43 for the new KPIs added in FY2025.

43. Describe how the Commission measures programmatic success and discuss any changes to outcome measurements in Fiscal Year 2024 and Fiscal Year 2025, to date.

The Commission measures programmatic success through the use of Key Performance Indicators (KPIs) tied to our Strategic Objectives, as shown in our Performance Plans.

In FY2024, we had four KPIs:

- 1. Whether the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) gives our natural gas pipeline safety program a**

satisfactory rating. For the last seven years, the Commission has received a perfect 100% score from PHMSA.

2. Whether we conclude adjudicative cases in a reasonable period of time (within 90 days of the close of the record). We achieved our target KPI for FY24.
3. Percentage of consumer complaints resolved at an informal level. We achieved our target KPI for FY24.
4. Percentage of adjudications or infrastructure cases where environmental issues were considered. We achieved our target KPI for FY24.

In FY2025, we have twelve KPIs:

1. Whether the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) gives our natural gas pipeline safety program a satisfactory rating.
2. Whether we conclude adjudicative cases in a reasonable period of time (within 90 days of the close of the record).
3. Percentage of consumer complaints resolved at an informal level.
4. Percentage of adjudications or infrastructure cases where environmental issues were considered.
5. Number of community outreach events and education summits, including those directed at vulnerable communities.
6. Percentage of agency staff who were employed as Management Supervisory Service (MSS) employees prior to April 1st of the fiscal year that completed an Advanced Racial Equity (AE204) training facilitated by ORE within the past two years.
7. Percentage of employees that are District residents.
8. Percentage of new hires that are current District residents and received a high school diploma from DCPS or a District charter school.
9. Percentage of new hires that are District residents.
10. Percentage of required contractor evaluations submitted to the Office of Contracting and Procurement on time.
11. Number of solar megawatts added to the electric grid to meet the goals of the Local Solar Expansion Amendment Act of 2022.
12. Percentage of RPS Application processed within 30 days of the submission date.

44. Describe the topic metrics used by the Commission to evaluate its operations, including data for those metrics over Fiscal Year 2024 and Fiscal Year 2025, to date.

The following table shows the workload measures used by the Commission to measure performance. These statistics are measured quarterly and are used by management to identify any performance anomalies.

FY 2024 Workload Measures

| Workload Measures | FY 2024 Quarter 1 | FY 2024 Quarter 2 | FY 2024 Quarter 3 | FY 2024 Quarter 4 | FY 2024 Report |
|---|------------------------------|------------------------------|------------------------------|------------------------------|---------------------------|
| Number of 811 damage prevention inspections conducted | 150 | 123 | 76 | 76 | 425 |
| Pipeline Safety inspections conducted | 130 | 123 | 107 | 54 | 414 |
| Renewable Portfolio Standards Applications processed | 1,079 | 1,108 | 1,014 | 890 | 4091 |
| Number of Consumer Complaints and Inquiries Processed | 311 | 362 | 246 | 356 | 1,275 |
| Number of Cases Opened | 1,622 | 894 | 849 | 802 | 4,167 |
| Number of Orders Issued | 37 | 38 | 515 | 46 | 636 |

45. Please provide a copy of the Commission's Fiscal Year 2025 performance plan, as submitted to the Office of the City Administrator.

See Attachment 45.

Personnel

46. Is the Commission operating under a full or partial hiring freeze? If so, why?

No, the Commission is not operating under a full or partial hiring freeze.

47. Please separately list each Commission employee whose salary was \$100,000 or more in Fiscal Year 2024 and Fiscal Year 2025, to date. Please provide the name, position number, position title, program number, activity number, salary, and fringe for each. In addition, please state the amount of any overtime or bonus pay received by each employee on the list.

See Attachment 47. For the amount of any bonus pay, see Attachment 11d.

48. Please list, in descending order, the Commission's top 25 overtime earners during Fiscal Year 2024 and Fiscal Year 2025, to date. For each, please state the employee's name, position number, position title, program number, activity number, salary, fringe, and the aggregate amount of overtime pay earned.

The Commission does not authorize overtime.

49. Please provide each collective bargaining agreement that is currently in effect for Commission employees and include the bargaining unit and the duration of each agreement.

The first agreement is between the Commission and the American Federation of Government Employees (AFGE), Local 1403, effective from October 1, 2022, through September 30, 2025, and covering the attorneys in the Office of the General Counsel. This agreement is currently in effect. See Attachment 49a.

The second agreement is between the Commission and the American Federation of State, County, and Municipal Employees (AFSCME), District Council 20, effective from July 1, 2016, through September 30, 2018. This agreement, which covers non-managerial and non-confidential employees, is currently in effect. See Attachment 49b.

50. Does the Commission conduct employee satisfaction surveys or otherwise solicit such information from employees? If so, please explain how such information is collection and evaluated, including whether responses are anonymous and/or confidential. Please explain what steps are taken to ensure that all employees are comfortable in the work environment.

The Commission uses informal voluntary surveys to gauge interest and gather feedback on internal events. However, we do not conduct employee satisfaction surveys or formally solicit such feedback. To foster a comfortable work environment, employees can share feedback through our virtual suggestion box. In FY2024, Commission staff also collaborated to define our core values which guide our work and behavior. The Commission's core values are adaptability, service, respect, collaboration, and equity.

51. Please provide the total number of complaints or grievances from employees or former employees that the Commission received or was made aware of in Fiscal Year 2024 and Fiscal Year 2025, to date, including, but not limited to, matters concerning program implementation and work environment.

The Commission has had no administrative complaints or grievances filed in FY2024 and FY2025, to date.

52. Please provide a list of any additional training or continuing education opportunities made available to Commission employees. For each, provide the subject of the training, the names of the trainers, and the number of Commission employees who participated. Please discuss whether the Commission accepts requests from employees to engage in training opportunities.

In addition to trainings offered through PeopleSoft, four in-person training classes took place in FY2024 and FY2025, to date:

- **Contract Administrator Training, D'Andre K. Dorn, Ph.D., facilitator, OCP, 26 employees.**
- **Integrated Case Management System training (general overview), Charlie Martinez and Lynn Lear, facilitators, Softek, 57 employees.**

- **Integrated Case Management System training (for the Office of the General Counsel), Jeannette McIver, facilitator, Softek, 11 employees.**
- **Integrated Case Management System training (for the Office of Technical and Regulatory Analysis), Jeannette McIver, facilitator, Softek, 17 employees.**

Also, the Commission mandates five training classes each year:

- **Ethics, through BEGA, all employees.**
- **Sexual Harassment training (agency specific training), through DCHR, all employees.**
- **Cybersecurity training, through OCTO, all employees.**
- **Performance Management training (agency specific training), through DCHR, all employees.**
- **Diversity/LGBTQ training (agency specific training), through Mayor's Office of LGBTQ Affairs, all employees.**

53. Please discuss any training deficiencies the Commission identified during Fiscal Year 2024 and Fiscal Year 2025, to date, and any plans the Commission has to address those deficiencies.

None.

Commission Operations

54. Please list each new program implemented by the Commission during Fiscal Year 2024 and Fiscal Year 2025, to date. For each initiative, please provide:

- a. A description of the initiative;
- b. Funding required to implement the initiative and the source of such funding; and
- c. Any documented results of the initiative.

The Commission implemented no new programs in FY2024 and FY2025, to date.

55. Please explain the impact on the Commission of any legislation passed at the federal level during Fiscal Year 2024 and Fiscal Year 2025, to date, which impacted Commission operations. If regulations are the shared responsibility of multiple agencies, please note.

No single federal statute enacted in FY 2024 or FY 2025 to date has drastically changed the Commission's core responsibilities. Instead, the Commission's legal staff and technical experts respond to a combination of executive orders and ongoing federal rule changes. These measures encourage faster energy project approvals and seek to reduce consumer costs, but also create some uncertainty about how existing environmental and regulatory standards will be enforced. The Commission will continue tracking federal developments—particularly any new guidance from FERC, the EPA, and the Department of Energy—and will advise the Commission on any necessary adjustments to District-level proceedings and regulations.

56. Please list all regulations to which the Commission is subject at the federal level. Please explain how the Commission complies with those regulations and explain any non-compliance or lapses in compliance.

None.

57. Please list all regulations for which the Commission is responsible for oversight or implementation in the District. Please list by chapter and subject heading, including the date of the most recent revision.

The following is a list all regulations for which the Commission is responsible for oversight or implementation in the District.

| Chapter | Subject Heading | Latest Revision |
|----------------|--|------------------------|
| 15-1 | Public Service Commission Rules of Practice and Procedure | Sept 2020 |
| 15-2 | Utility Rate Changes | Sept 2020 |
| 15-3 | Consumer Rights and Responsibilities | Oct 2020 |
| 15-4 | Master-Metered Apartment Buildings | Jul 1981 |
| 15-5 | Fuel Adjustment Clause Audit and Review Program | July 2022 |
| 15-6 | Pay Telephones | Sept 2020 |
| 15-7 | Freedom of Information Act | Dec 2021 |
| 15-8 | Interconnection with Telephone Companies Facilities | Sept 2020 |
| 15-9 | Net Energy Metering | Nov 2023 |
| 15-13 | Rules Implementing the Public Utilities Reimbursement Fee Act of 1980 | Sept 2020 |
| 15-14 | Agency Fund Requirements | Sept 2020 |
| 15-15 | Rules Implementing the Public Utilities Amendment Act of 1989 | Sept 2020 |
| 15-16 | Pole Attachment Provisions for Cable Television | Sept 2020 |
| 15-17 | Common Carriers of Passengers by Water | Jun 1985 |
| 15-18 | Non-Residential Customer's Rights | Sept 2020 |
| 15-20 | Office of the People's Counsel Agency Fund | Sept 2020 |
| 15-21 | Provisions for Construction of Electric Generating Facilities and Transmission Lines | Sept 2020 |
| 15-22 | Procurement Regulations | Sept 2020 |
| 15-23 | Natural Gas | Sept 2020 |
| 15-24 | Uniform System of Accounts for Telephone Corporations | Sept 2020 |
| 15-25 | Certification of Local Exchange Service Providers | Sept 2020 |

| | | |
|-------|--|---------------|
| 15-26 | Rules Implementing Section 252 of the Federal Telecommunications Act of 1986 | Sept 2020 |
| 15-27 | Regulation of Telecommunications Service Providers | March 2022 |
| 15-28 | Universal Service | Sept 2020 |
| 15-29 | Renewable Energy Portfolio Standard | December 2024 |
| 15-35 | Applications for Authority to Issue or Amend Tariffs to Issue Stock or Evidences of Indebtedness | Sept 2020 |
| 15-36 | Electricity Quality of Service Standards | Feb 2024 |
| 15-37 | Natural Gas Quality of Service Standards | Sept 2020 |
| 15-39 | Affiliate Transactions Code of Conduct | Sept 2020 |
| 15-40 | District of Columbia Small Generator Interconnection Rules | August 2021 |
| 15-41 | The District of Columbia Standard Offer Service Rules | August 2021 |
| 15-42 | Fuel Mix and Emissions Disclosure Reports | Sept 2020 |
| 15-43 | Rules for the Purchase of Liquid-Immersed Distribution Transformers by the Electric Utility | Sept 2020 |
| 15-44 | Submetering and Energy Allocation | Sept 2020 |
| 15-46 | Licensure of Electricity Suppliers | June 2024 |
| 15-47 | Licensure of Natural Gas Suppliers | June 2024 |

58. Please identify any statutory or regulatory impediments to the Commission's operations.

None.

59. Please identify all electronic databases maintained by the Commission, including the following:

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

ICMS:

The Integrated Case Management System (ICMS) aims to provide automated processing of Commission functions, increase transparency and staff efficiency, reduce costs via a paperless environment, and improve control of sensitive information. ICMS integrates directly into the Commission's eDocket system, which allows staff to more effectively collaborate on all aspects of orders by utilizing the following enhancements: 1) inputting the case number and drafting orders directly in ICMS; 2) selecting the order template; and 3) assigning and establishing the roles and responsibilities of staff involved in the various processes, which includes drafting, reviewing, collaborating, tracking changes, managing the due date reminders, and final approval.

Electronic Docketing System (e-Docket) Microsoft SQL Server:

This database is located on the Commission’s website and contains all public pleadings filed with the Commission since 2002. Confidential filings are only available for Commission staff and are accessible by Commission Staff via secure login. The database also contains all public orders issued by the Commission since 1913. Older rate case pleadings have also been added to eDocket.

e-Travel and Training Database (Microsoft SQL Server):

This database allows training and travel requests to be approved by appropriate managers and final approval by the Chairman. It also tracks the progress of the training and travel requests through the approval process. This database is accessible by Commission Staff to make training and travel requests. Users are provided with unique login credentials.

e-Invoice Database (Microsoft SQL Server):

This database allows invoices to be approved by appropriate contract administrators and final approval of contractor invoices by the Chairman. It includes all information pertaining to the processing of invoices, dates, amounts, etc., and it tracks the progress of the invoices through the approval process. This database is accessible by Commission Staff involved in the approval process of invoices. This includes Contract Administrators, the Agency Fiscal Officer, and the Office of the Deputy Executive Director for Administrative Matters.

e-Procurement Database (Microsoft SQL Server):

This database allows for procurement requests to be approved by managers and the Chairman. It tracks the progress and approvals of procurements utilizing a workflow to route the request for approvals. It also contains all vendors used and contact information. This database is accessible by Commission staff involved in procuring goods and services and the approval of these goods and services. This includes Contract Administrators, the Agency Fiscal Officer, and the Office of the Executive Director of Administrative Matters Staff.

Renewable Portfolio Standard Application Tracking Database (OTRA) (Microsoft SQL Server):

This database tracks application statuses of the Renewable Portfolio Standard Applications (RPS) filed with the Commission. This database is accessible to select Commission staff handling RPS Applications as well as parties filing RPS applications.

Automated Workflow System for (OCE) (Cloud-based Microsoft SQL Server):

This database tracks the inspections and results of natural gas field inspections. This database is accessible to the Office of Compliance and Enforcement (OCE) Staff.

Customer Relationship Management System (OCS) (Microsoft SQL Server):

This database contains the details pertaining to all consumer complaints and inquiries. This database is accessible by the Chairman, Commissioners, Executive Director, and OCS Staff.

Competitive Local Exchange Carrier (CLEC) Database for OTRA (Microsoft Access):
This database contains the name, contact information and status of all of the Competitive Local Exchange Carriers (CLECs) that have been certificated by the Commission. In addition, the database contains the annual survey information from all certificated CLECs. The annual information includes such items as annual jurisdictional revenues, total number of lines, total number of customers, whether the lines or customers are residential or commercial, and the method by which the CLEC is providing service (i.e. through its own facilities or through Verizon's facilities, or a combination of both).

Pay Telephone Compliance Inspections Database for (OCE) (Microsoft Access):
This database contains details of each pay telephone (including removed) located in the District of Columbia.

Natural Gas Pipeline Safety Database (OTRA) (Microsoft Access):
This database contains information pertaining to the inspection of natural gas construction projects in the District.

Master Meter Building Inspections Database (OCE) (Microsoft Access):
This database contains the records of findings pertaining to the removal of master meters from apartment buildings.

Verizon Authorized Payment Locations Database (VAPL) for (OCE) (Microsoft Access):
This database tracks all authorized payment locations for Verizon

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

Electronic Docketing System (e-Docket):
Approximately 20 years old. This system continues to be updated with improved functionality and automation in mind for both staff and external users.

e-Travel and Training Database:
Approximately 9 years old. The system was upgraded in FY20 to include functionality enhancements and improved user efficiency. Additional features and functionality will be added this year as well. A redesign with substantial upgrades is planned for FY25.

e-Invoice Database:
Approximately 10 years old. The system was upgraded in FY20 to include functionality enhancements and improved user efficiency. Additional features and functionality will be added this year as well. A redesign with substantial upgrades is planned for FY25.

e-Procurement Database:

Approximately 11 years old. The system was upgraded in FY20 to include functionality enhancements and improved user efficiency. A redesign with substantial upgrades is planned for FY25.

Renewable Portfolio Standard Application Tracking Database for OTRA:

Approximately 5 years old. This database is fully automated and housed on our website. We are in the process of an enhancement project to further automate the system and provide more usability and security upgrades.

Automated Workflow System for OCE:

Approximately 8 years old. This database is adequate for all of the Commission's needs at this time. No future upgrade is planned.

Customer Relationship Management System for OCS:

Approximately 1 year old. This system replaced our outdated CCMS system in FY2024.

Competitive Local Exchange Carrier (CLEC) Database for OTRA:

Approximately 21 years old. The Access database is adequate for all Commission needs at this time. No future upgrade is planned.

Pay Telephone Compliance Inspections Database for OCE:

Approximately 21 years old. The system was upgraded FY17 to include functionality enhancements and improved user efficiency. No future upgrade is planned.

Natural Gas Pipeline Safety Database for OTRA:

Approximately 20 years old. No substantial upgrades are planned for this database. The Access database is adequate for all of the Commission's needs at this time.

Master Meter Building Inspections Database for OCE:

Approximately 18 years old. No substantial upgrades are planned for this database. The Access database is adequate for all of the Commission's needs at this time.

Verizon Authorized Payment Locations Database (VAPL) for OCE:

Approximately 27 years old. No substantial upgrades are planned for this database. The Access database is adequate for all of the Commission's needs at this time.

c. Whether each system is publicly accessible, in whole or in part.

Electronic Docketing System (e-Docket):

The public can access the public database through the Commission's website and mobile app. There is a separate portal for Commission staff only for confidential files.

e-Travel and Training Database:

The public does not have access to the database.

e-Invoice Database:

The public does not have access to the database.

e-Procurement Database:

The public does not have access to the database.

Renewable Portfolio Standard Application Tracking Database:

The public does not have access to this database. There is a separate portal for the public to submit and monitor their RPS application.

Automated Workflow System:

The public does not have access to this database.

Customer Relationship Management System:

The public does not have access to this database. The public should not have access because it contains proprietary customer information such as account numbers and/or Customer Proprietary Network Information.

Competitive Local Exchange Carrier (CLEC) Database:

The public does not have access to the database. The information contained in this database is confidential.

Pay Telephone Compliance Inspections Database:

The public does not have access to the database.

Natural Gas Pipeline Safety Database:

The public does not have access to this database.

Master Meter Building Inspections Database:

The public does not have access to this database.

Verizon Authorized Payment Locations Database (VAPL):

The public does not have access to this database

60. Please provide a detailed description of any new technology acquired by the Commission in Fiscal Year 2024 and Fiscal Year 2025, to date, including the cost and its purpose. Please explain if there have there been any issues with implementation.

Fiscal Year 2024:

- **Security Camera System Upgrade, \$11,348. This includes a new server that enhances the camera server's performance, which reduces latency and performance issues while increasing storage capacity and allowing for additional recording retention.**
- **The Dell PowerEdge R760 server, \$34,950. This replaced three servers for the Commission's virtual machine servers with one high-performance server. This**

reduced the cost, and the increased performance will future-proof the server environment.

- **Poly Studio Conference System, \$23,538.** This system turns the Commission's conference rooms into a Microsoft Teams Room environment. It synchronizes with the Commission's Teams Rooms license and conference room scheduling panel to streamline and make the conference rooms more user-friendly.

Fiscal Year 2025, to date:

- **AV Control System Replacement and Microphone Replacement, \$21/565.** This replaced the Commission's outdated, malfunctioning AV processor and microphones. The AV system is used for Commission in-person and virtual hearings and meetings viewed by the ratepayers of the District of Columbia.
- **Intern Applicant Tracking System, \$20,000.** This system will automate the Commission's intern submission process, creating a portal on our website for application submission. This will simplify and better organize the process with a dashboard and reporting.

The Commission has had no issues with implementation of this new technology.

61. Please describe any efforts by the Commission in Fiscal Year 2024 and Fiscal Year 2025, to date, to improve the transparency of Commission operations.

The following are efforts by the Commission in Fiscal Year 2024 and Fiscal Year 2025, to date, to improve the transparency of Commission operations:

Greater Language Access:

- **Implementing Google Translate to the website and providing translated brochures in the six targeted languages to ensure access to consumer information**

User-Friendly Website Design:

- **Optimizing the Commission's website for user-friendliness. Ensuring that information is organized, and that the language is clear and easily understandable. Implementing regular updates and conducting user testing for feedback.**

Regular Website Audits:

- **Conducting regular audits of the website's content to ensure accuracy and relevance. Updating language to be more consumer-friendly and provide clear pathways for visitors to access information.**

Creative Design for Reports and Brochures:

- **Redesigning reports, brochures, and other informational materials with creative and engaging design elements. Using visuals, infographics, and concise language to convey key messages effectively.**

Onboarding Resources for Councilmembers:

- **Developing comprehensive onboarding resources, including documents and presentations, for new Councilmembers and staff. Providing an overview of the Commission's mission, organizational structure, programs, and priority issues.**

62. Please list the top five priorities for the Commission and provide a detailed explanation for how the Commission expects to achieve or work toward those priorities in Fiscal Year 2025.

a. How did the Commission address its top five priorities last year?

For FY2025, the Commission has elected to continue upon our progress from the top five priorities for FY2024. Thus, the top five priorities for FY2025 remain the same as FY2024.

The following are the top five priorities for FY2025 with updates from FY2024.

1. **Clean Energy Act Compliance.** In 2025, the Commission will continue to work on developing a standardized benefit-cost analysis (BCA) framework to review future utility actions and programs based on best regulatory practices and taking into consideration the District's climate commitments. Specifically, in General Docket No. 2019-04-M, *In the Matter of the Implementation of the 2019 Clean Energy DC Omnibus Act Compliance Requirements*, the Commission is taking concrete steps to develop a BCA which will consider factors such as reduction of GHG emissions from both electric and gas utilities and the societal benefits and costs of proposed programs. In 2024, the Commission hosted the District of Columbia Clean Energy Summit, a day-long event detailing what it will take for the District to meet its aggressive climate policy goals, set new standards, and ensure that the District's clean energy transition is equitable, affordable, and creates climate resiliency. The Clean Energy Summit has been a resounding success. Each summit is comprised of multiple panels and keynotes featuring federal, state, local, and industry leaders who share best practices and discuss how we can chart a path to a clean energy future in the District.
2. **Grid Modernization.** In 2024, the Commission successfully monitored several pilot projects underway as part of the PowerPath DC Pilot Projects Governance Board, including the Community Heat Pump pilot projects. In 2025, the Commission will continue working with the Governance Board to oversee the status of the two community heat pump pilot projects at Barry Farm Redevelopment and Meadow Green Courts apartments, both in Ward 8. The Commission will also continue to oversee the awarding of a contract for the Solar Aggregations and Advanced Inverter Pilot Project. Finally, the Commission expects an RFP for a Virtual Power Plant Pilot Project to be released in early 2025.
3. **Infrastructure Enhancements.** In 2024, the Commission continued to efficiently oversee the DC PLUG, Capital Grid Project, and PROJECTpipes initiatives, and this oversight will continue in 2025.

4. **Reasonable Rates.** In 2024, the Commission issued a decision in Formal Case No. 1176, Pepco's Multiyear Rate Plan. In 2025, the Commission will continue to oversee Formal Case No. 1180, Washington Gas Light Company's most recent application to increase rates and charges for natural gas services in the District.
5. **Equity Framework.** In 2024, the Commission advanced its goal of working to ensure that race does not predict the opportunities, resources, or outcomes available to District residents. For example, the Commission held its first agency-wide Racial Equity Training in May 2024. This was a full day of training led by the Mayor's Office of Racial Equity and was specifically tailored to the Commission's work. In 2025, the Commission will continue its work on developing metrics for social equity, racial equity, and energy burden in the District. In furtherance of this pursuit, the Equity Advisory Working Group will meet biweekly from January 2025 through June 2025 to give input on these metrics.

63. Please identify any legislative requirements that the Commission lacks sufficient resources to properly implement. Please identify any statutory or regulatory impediments to the Commission's operations or mission.

None.

64. Please describe the Commission's current legislative priorities, whether consideration by the Committee is warranted, and if the Commission foresees introducing additional measures for the Council's consideration during Fiscal Year 2025.

The Commission does not have any legislative priorities to pursue with the Committee at this time. Moreover, we do not foresee the need for any measures to be considered by the Council in FY2025.

65. To the extent permissible, please provide update on the following formal cases before the Public Service Commission:

a. Formal Case 1167

The Commission established Formal Case No. 1167 in November 2020 to commence a climate policy proceeding to consider whether and to what extent utility or energy companies under its purview are meeting and advancing the District's clean energy and climate goals; and then act, where necessary, to guide the companies in the right direction. In accordance with the Settlement Agreement (Commitment No. 79) in Formal Case No. 1142, the Commission is currently scheduling the second biannual public meeting to discuss Washington Gas & Light Company's (WGL) climate business plan. Further, WGL and Pepco must file 15-Year Plans within 180 days of the date of Order No. 22339's issuance on December 10, 2024, to provide insights into

how new federal and District legislation impacts the utilities and how the utilities plan to comply with new climate requirements, if applicable.

b. Formal Case 1176

Given the expenses of traditional utility regulation, as well as the deployment of distributed energy resources and grid modernization efforts in the District, the Commission's current practice is to allow the utilities it regulates to include in base rate cases a request for an alternative form of regulation (AFOR), including an MRP proposal. On April 13, 2023, Pepco filed an application for authority to increase existing distribution rates for electricity by \$190.7 million through implementing an MRP for the years 2024 through 2026. The proposed increases would amount to \$116.3 million for 2024, \$34.5 million for 2025, and \$35.8 million for 2026, which would result in a monthly increase in electric bills of approximately \$6.05 in 2024, \$6.00 in 2025, and \$5.96 in 2026 for a typical residential customer. On February 27, 2024, Pepco updated its MRP revenue requirement, reducing the total request to \$186.5 million.

On November 26, 2024, the Commission approved a modified version of Pepco's 2nd Multiyear Rate Plan (MRP) on an extended pilot basis for Pepco's electric distribution service in the District (Order No. 22328).

In approving the MRP application, the Commission adjusted the revenue requirement downward further and authorized a revenue increase of \$123.4 million, which represents \$99.7 million for Calendar Year 2025 and \$23.7 million for Calendar Year 2026, with a monthly bill impact of \$7.54 for 2025 and \$3.80 for 2026. This represents a 35% reduction in the revenue requirement from Pepco's original \$190.7 million, three-year MRP proposal for 2024-2026. Among other things, the Commission also established the Lessons Learned process to evaluate the overall performance and effectiveness of the modified MRP pilot to improve the MRP process and facilitate the adoption of regulations for MRP and other AFOR applications.

On December 26, 2024, the Apartment & Office Building Association of Metropolitan Washington (AOBA) and the Office of the People's Counsel (OPC) filed Applications for Reconsideration of Order No. 22328. On January 27, 2025, the Commission denied OPC's and AOBA's Applications for Reconsideration, while partially granting OPC's request for clarification of Order No. 22328. The increased rates went into effect on January 1, 2025.

c. Formal Case 1179

More than a decade ago, the Commission approved the first five-year phase of WGL's 40-year accelerated pipeline replacement program, which was normatively titled PROJECTpipes 1. Since then, WGL filed PROJECTpipes 2 in 2018, requesting approval for the second iteration of the plan and authorization to recover

costs through the surcharge mechanism approved as part of the Commission's approval of PROJECTpipes 1. The Commission approved PROJECTpipes 2 for a three-year term in 2020.

By Order No. 22003, the Commission opened Formal Case No. 1179 to investigate WGL's District SAFE Plan (or PROJECTpipes 3), which was filed on September 27, 2024. The District SAFE Plan seeks authorization to undertake targeted replacement of certain high risk/leak prone pipes on its system and to recover the costs associated with the third iteration of the plan through the previously approved surcharge mechanism.

The Commission is currently evaluating whether to approve the District SAFE Plan and will issue an Order in this proceeding in an appropriate timeframe.

d. Formal Case 1180

On August 5, 2024, WGL filed an application requesting authority to increase existing rates and charges for gas service in the District. The requested rates are designed to collect approximately \$257.2 million in total revenue, representing a \$45.6 million increase in weather-normalized annual revenue. This includes the transfer of \$11.7 million in costs associated with natural gas system upgrades previously approved by the Commission through PROJECTpipes. The net increase in new revenues is \$33.9 million, reflecting an approximate 11.9% increase over current rates.

The Commission is currently evaluating whether to approve the Application and will issue a final Order in this proceeding in an appropriate timeframe.

e. Formal Case 1182

In conjunction with approving an extended modified MRP pilot in Formal Case No. 1176, the Commission also initiated an Integrated Distribution Planning (IDSP) process through a Notice of Inquiry (NOI) to provide greater transparency for Pepco's distribution system planning, including its Long-Range Plan. This is akin to the process taken in Maryland, which allowed Baltimore Gas & Electric to proceed with its MRP while also beginning a distribution system process. The first step in the Commission's IDSP process involved the issuance of the NOI with a strawman proposal from Commission staff. This strawman proposal is partially based on the distribution planning processes of Minnesota and Michigan, as well as some of the initial principles developed in the Maryland distribution system planning process. The Commission is currently evaluating the comments received because of the NOI's issuance.

66. District consumers will see increases in electricity costs starting in June 2025 due to higher capacity prices across the region resulting from the recent Base Residual Auction conducted

by PJM Interconnection. How is the Commission addressing capacity issues that are increasing electricity costs for consumers?

Through Order No. 22334 (issued December 9, 2024), the Commission granted the Office of the People's Counsel's (OPC) Petition for an Investigation into the Impact of the PJM Capacity Auction and further granted OPC's request for the establishment of a PJM Capacity Auction Task Force. OPC's request for an investigation and establishment of a task force would: "(1) study the immediate and long-term financial impact of the July [2024] PJM capacity auction, (2) develop a robust education and outreach plan to assist consumers in understanding and preparing for the new charges set to take effect in June 2025, and (3) learn what changes Pepco will make to its business strategy in light of the capacity auctions."

In response to the release of PJM's July 2024 Base Residual Auction results and to ensure that future auctions produce just and reasonable rates, the Commission filed multiple comments through the Organization of PJM States, Inc. (OPSI) regarding the rules that govern the auction. Even with proposed rule changes, it is projected that capacity auction prices are expected to increase in each of the subsequent three auctions (July 2025, December 2025, and May 2026). The Commission recognizes the need for a coherent strategy to address rising costs, especially since the Commission lacks regulatory control over the capacity auction. Please note that Chairman Thompson currently serves as the President of OPSI.

Residential customers and small businesses also do not experience the full impact of the rise in capacity prices as the contracts for Standard Offer Service (SOS) are spread out over 3 years. Further, although this price impact will increase to about two-thirds of the higher cost by June 2025, today, residential and small commercial SOS customers will experience only about one-third of the higher wholesale market costs resulting from rising capacity prices. In contrast, large commercial customers are exposed to the full increase in capacity prices as their SOS contract is for only one year.

67. Please provide an update on reporting by utilities pursuant to Formal Case No. 1172 regarding federal funds available under the Inflation Reduction Act.

Pepco reported in January 2024 that it had submitted to the United States Department of Energy (DOE) one concept paper for the second round of the Grid Resilience and Innovation Partnership (GRIP) program, for which the Funding Opportunity Announcement (FOA) was released on November 13, 2023. Pepco noted in a February 2024 report that it received a Letter of Encouragement from DOE for its submitted concept paper. As a result, Pepco submitted a full application to the GRIP program on May 23, 2024. On October 18, 2024, Pepco received notification from DOE that its full application submitted to the GRIP program did not receive an award in that round. Pepco states that it is evaluating DOE's feedback and will continue to actively identify additional IIJA/IRA grant opportunities for which Pepco is eligible.

On October 18, 2024, the DOE publicly announced that Exelon Business Services Corporation LLC’s application for Accelerating the Management of Growing Distributed Energy Resources was accepted for negotiation. The project will leverage the existing foundational Advanced Distribution Management System (ADMS) to advance implementation of a Distributed Energy Resource Management System (DERMS) to all nine million electric customers served by Exelon. The project will progressively deploy Unbalanced Load Flow (UBLF) technology to optimize DER penetration across priority DACs within Exelon’s service territory. Implementing these base technologies will enable renewable-aware distribution operations for all Exelon utilities. Pepco and the District will benefit from this award as it establishes enhanced mechanisms for modeling, forecasting, dispatching, and settling DERs, which could lead to customer benefits in terms of resilience, reliability, clean energy enterprise, energy democracy, clean energy parity, job creation, and environmental health.

Washington Gas reported in November 2022 that it participated, as part of a cross-sector coalition of organizations in the Mid-Atlantic Hydrogen Hub (MAHH), in the submission of a Concept Paper to the DOE in order to pursue federal funds from the IIJA to establish a regional clean hydrogen hub in Washington D.C., Maryland and Virginia. The MAHH funding application was filed in April 2023, with Connected DMV as the prime applicant. DOE announced the awardees of their regional clean hydrogen hub program under the IIJA on October 13, 2023. DOE did not select the MAHH bid to receive this funding.

68. Please provide an update on the Renewable Energy Portfolio Standards program for Fiscal Year 2024 and Fiscal Year 2025, to date.

The Commission is tasked with implementing the District’s Standard RPS, which requires that a certain amount of retail electricity sales be derived from renewable energy.

The Commission’s responsibilities include:

- Certification of renewable energy systems, including Community Renewable Energy Facilities (CREFs), which help provide bill credits to low-income customers. CREFs provide an opportunity for low-income customers to participate in the RPS program and create renewable energy credits (RECs). These RECs can be sold to energy suppliers to meet their RPS requirements and also help to offset the cost of installed solar arrays by providing a stream of income to the owners of RECs.**
- Preparation of the annual report to the Council on the compliance of electricity suppliers that are required to meet the RPS requirements. Suppliers that do not submit sufficient RECs to meet the RPS requirement must make a compliance payment, which goes into the Renewable Energy Development Fund. This fund, which received about \$1.8 million in the 2023 compliance year, is currently used to support the District’s Solar for All Program.**

- **The Commission notes that the District concluded CY 2024 with 16,385 solar projects certified within the District and 2,070 eligible solar projects registered for RPS outside of the District.**

The latter figure accounts for the impact of the Renewable Energy Portfolio Standard Amendment Act of 2024, which as of January 1, 2025, required decertification by the Commission of all solar energy systems not located within the District or in a location served by a distribution feeder serving the District that were certified to produce renewable energy credits prior to February 1, 2011.

- **As of year-end 2024, 424 District Community Renewable Energy Facilities (CREFs) were certified.**
- **During CY 2024, Commission staff certified 2,852 new RPS solar facilities within the District.**
- **RPS-certified projects now equate to about 259 MW of capacity in the District, as well as roughly 49 MW outside of the District—for a total of 308 MW.**
- **The total RPS-certified solar capacity of 308 MW exceeds the District’s 2024 RPS solar carve-out estimated target of 255 MW, or 3.65% of the total estimated 2024 District retail electricity sales.**
- **This is the fourth consecutive year that the District has met or exceeded its annual RPS solar carve-out estimated goal. However, this does not necessarily mean that suppliers meet their RPS requirement without the use of alternative compliance payments.**

The Commission also reviews and amends the net metering and interconnection rules to help facilitate the expansion of distributed energy resources (DER) in the District. In particular, the Commission has approved allowing net metering customers to eventually install up to 200% of their annual energy use by 2024. Previously, customers were only allowed a threshold up to 100% of their historical usage, limited by any potential reliability issues on the distribution system.

69. Please provide an update on progress streamlining the solar interconnection process for Fiscal Year 2024 and Fiscal Year 2025, to date.

The Commission is proactively working to streamline the solar interconnection process.

Pepco made the following updates to its ConnectTheGrid (also referred to as “CTG”) online portal:

- **DocuSign - this allows CTG users to collect the necessary signatures at more points in the process than before, effectively streamlining the process flow.**

- **Billing Information Update** - this requires customers and contractors to provide billing and invoicing information within the initial application form, streamlining the payment collection process.
- **Pre-Applications** - this feature allows customers to easily submit a pre-application via the Connect the Grid portal. This will eliminate the need for manual document completion and allow customers to quickly pinpoint potential project issues prior to proceeding further.
- **Help Center** – this serves as a secure repository of knowledge, both assisting new users with onboarding and ensuring that vital information remains accessible even when team members transition.
- **Notification enhancements** - Internal team members are automatically assigned to projects. This feature provides visibility for team members, empowering them to proactively identify and address any potential issues with the application.
- **File Template Generation Search** – this allows users to quickly search for file templates during the file generation process.
- **Message Center** – this is a centralized hub that allows external users to conveniently manage all past messages across applications, while also allowing them to instantly send new communications. To preserve data security, certain filtering capabilities are not available for external users.
- **Enhanced Dashboard** – this provides a comprehensive and high-level overview of useful information such as an activity summary, application timeline and action required alerts.
- **Duplicate Application Alerts** - this alert is designed to notify users when an application with a system address matching an existing one is submitted.
- **Timer Configurations** - Customers will now receive email notifications alerting them when they have not responded to PHI's last communication, specifically for status such as More Information Required and Conditionally Approved.

In addition, Pepco has provided a corrective action plan for the interconnection process. Pepco has assessed the findings of the annual timeliness for ATIs and plans to implement the following actions:

1. Pepco will assess its resources to ensure that the appropriate allocations are in place to adhere to the timelines.
2. Reinforcing interconnection processes and timelines with the involved teams by conducting recurring refresher training exercises and status meetings.

3. **Prioritizing the issuance of Authorization To Install (ATI) for interconnection customers within the 15-day timeline while the company develops the cost estimate. Currently, the customer receives the ATI and cost estimate simultaneously, which affects the ATI timeliness threshold.**
4. **Pepco intends to conduct quarterly evaluations to determine whether the actions implemented improve the timeliness of ATIs.**

The Commission issued Order No. 22312 on October 10, 2024, which granted the OPC Petition for a formal investigation into Pepco's interconnection procedures, granted Pepco's Motion for Leave to Reply and accepted the Pepco Reply Comments, held in abeyance Pepco's Petition to Approve a Tariff Change for 20kW and Below Residential Net Energy Metering (NEM) Solar Interconnections, and denied, in part, and granted, in part, the Petition of CHESSA to initiate an emergency rulemaking to revise 15 D.C.M.R. § 4005 and a non-emergency rulemaking to amend rules in Chapters 29 and 40 of the Commission's regulations.

The investigation will cover, at a minimum, the following topics: (1) Pepco's compliance with the 15 DCMR § 4000 *et seq.*; (2) Pepco's responsiveness to interconnection requests and to questions from customers; (3) the appropriateness of Pepco's power flow analysis used for determining system upgrades; (4) Pepco's determination that Level 1 projects should be reviewed under Level 2; (5) Pepco's telemetry requirements; (6) interconnection data collection; (7) interconnection cost transparency, including how Pepco's collection of interconnection costs offsets its revenue requirement; (8) best practices in interconnection cost allocation; (9) effectiveness of the public interconnection queue; (10) best practices in storage interconnection; (11) interconnection as part of broader grid planning under an integrated distribution framework; (12) interconnection timeliness and the need for additional requirements, mainly related to ATO; (13) advanced inverter deployment; and (14) Pepco's hosting capacity analysis.

Through Order No. 22312, the Commission directed Staff to convene a technical conference to discuss the below items:

- Topic #1 – Interconnection Process and Timelines,**
- Topic #2 – Power Flow Analysis,**
- Topic #3 – Small System Upgrades (Level 1 and Level 2),**
- Topic #4 – Interconnection Cost Transparency and Accountability,**
- Topic #5 – Hosting Capacity Analysis,**
- Topic #6 – Data Collection, Reporting Requirements, Public Queue and Communication, and**
- Topic #7 – HOLD for Additional Identified Topics.**

The first technical conference is currently scheduled for February 4, 2025. At the initial meeting, Commission staff will seek input from stakeholder participants on how the technical conference should proceed. The Commission expects to act on the consensus recommendations in CY2025.

70. Please provide an update on the community geothermal pilot project at Barry Farm Redevelopment.

In November 2023, the Commission announced the award of a \$2.5 million contract to Preservation for Affordable Housing (POAH) for a community geothermal pilot project at Barry Farm Redevelopment in Ward 8. This pilot project is part of the Commission's Formal Case No. 1130, the energy delivery system modernization initiative (MEDSIS) now known as PowerPathDC. This project is designed to replace 49 conventional fossil fuel-based space conditioning systems and enhance and modernize the District's energy distribution infrastructure. The use of a geothermal resource is eligible as a Tier I resource in the District's RPS Program. Barry Farms has begun construction on the new buildings and integrated ground source heat pump system. Construction is in progress with updates expected later this year on the status of the project including expected completion and startup of the system. Coinciding with the start of construction, the Commission instructed Pepco to disperse a total of \$2.325 million from the MEDSIS funds.

71. Please provide an update on the progress of the District of Columbia Power Line Undergrounding initiative, the funding required to continue the implementation of the initiative, and timeline of completion for each overhead feeder selected to be placed underground.

The DC Power Line Undergrounding initiative (DC PLUG) program originated with the 2013 Report of the Mayor's Power Line Undergrounding Task Force. DC PLUG represents a public-private partnership between the District Government and Pepco that is intended to improve the reliability and resiliency of the District's energy grid by placing select overhead feeders underground in Wards 3, 4, 5, 7, and 8. The DC Plug initiative, as previously approved by the Commission, encompasses about \$483 Million of total investment and 20 feeders providing underground service to 26,000 customers.

DC PLUG will benefit District residents by reducing the severity of power outages during major storms, which will help improve reliability and resiliency. DC PLUG also offers significant economic opportunities for District businesses and residents.

The Undergrounding Act allows Pepco to recover up to \$250 million through a surcharge on customer bills called the Underground Projects Charge (UPC). Pepco's carrying charges on its \$250 M investment will be gradually recovered over the useful life of this equipment. At some point in the future, these annual carrying charges will be transferred into Pepco base rate distribution charges.

To cover DDOT's construction costs that will be recovered through the Underground Rider, the Act also allows the Commission to approve recovery of DDOT charges paid by Pepco in an amount of up to \$187.5 million. These charges are front-end loaded in the first 6-7 years of the initiative. DDOT may supplement with up to \$62.5 million of DDOT Capital Improvement funding that will not be recovered on customers' bills.

The DDOT Charge first took effect in February 2018, and since then, Pepco has paid the DDOT Charge for eleven months in 2018 and twelve months in 2019, 2020, 2021, and 2022, to arrive at a 59-month total of \$147.5 million through the end of December 2022. Pepco recovers the DDOT Charge from customers through the Underground Rider. From the 4th quarter of 2022 to the 3rd quarter of 2024, Pepco paid the DDOT Charge for 24 months for a total of \$32.3 million. However, approximately \$7.7 million remains to be recovered during the upcoming few months. The Commission gave notice that on March 1, 2024, Pepco filed its most recent request for approval of the true-up of the Underground Rider for the third Biennial Underground Infrastructure Improvement Projects Plan.

In November 2017, through Order No. 19167, the Commission approved the First Biennial Plan (Plug 1) proposed by DDOT and Pepco. Plug 1 included \$134 million in capital expenditures for six feeders. In January 2020, through Order No. 20285, the Commission approved the Second Biennial Plan (Plug 2) proposed by DDOT and Pepco. Plug 2 included \$264 million in capital expenditures for ten feeders. In January 2022, the Commission approved the Third Biennial Plan (Plug 3) proposed by DDOT and Pepco by Order No. 21105. Plug 3 included \$85 million in capital expenditures for four feeders.

Although the combined expenditures for DC Plug Biennial Plans #1, #2, and #3 are currently expected to be approximately \$483M (within the legislative requirements of \$500M), the Commission will continue to closely monitor spending levels and updated estimates. Finally, the Commission will work with both Pepco and DDOT to monitor respective spending limits of \$250M each and collaborate on proper ways to handle any emergent variances above these individual entity expenditure limits.

The timeline for completion for each overhead feeder selected to be placed underground is as follows:

Status of First Biennial Plan Feeders (Plug 1):

- Feeder 308 (Ward 3) - began construction in January 2020 and completed in November 2020. It was placed in service in late November 2020 and is currently serving the customers.
- Feeder 14900 (Ward 4) - is part of a much larger federally funded DDOT project to reconstruct Oregon Avenue that began construction in December 2019. Because the work on Feeder 14900 is dependent on progress on the much larger Oregon Avenue project, and in April 2023 Pepco and DDOT reported that the feeder is placed in service and is currently serving the customers.
- Feeder 368 (Ward 7) - final civil construction began in September 2022 and completed in May 2023. It was placed in service in June 2023 and is currently serving the customers.

- Feeder 14007 (Ward 5) - 100% civil design is complete. Civil construction will start in October 2025. Construction of feeder 14007 is expected to be completed in Q1 2027.
- Feeder 15009 (Ward 4) - civil construction was completed in 2024. Electrical construction is expected to start in Q2 2025. Construction of feeder 15009 is expected to be completed in CY 2026.
- Feeder 14758 (Ward 8) - civil construction was completed in 2024. Electrical construction is expected to start in Q2 2025. Construction of feeder 14758 is expected to be completed in Q4 2025.

Status of Second Biennial Plan Feeders (Plug 2):

- Feeder 14008 (Ward 5) - civil construction started and is in progress. Electrical construction is expected to start in Q1 2025. Construction of feeder 14008 is expected to be completed in Q3 2025.
- Feeder 15166 (Ward 8) - civil construction started in 2024 and is in progress. Electrical construction is expected to start in Q3 2025. Construction of feeder 15166 is expected to be completed in May 2026.
- Feeder 15001 (Ward 4) - civil construction started in 2024 and is in progress. Electrical construction is expected to start in Q4 2026. Construction of feeder 15001 is expected to be completed in Q4 2027.
- Feeders 14702 / 118 (Ward 7) - civil construction will start in Q1 2025. Electrical construction is expected to start in Q4 2026. Construction of feeder 14702 / 118 is expected to be completed in Q3 2027. Feeder 14767 (Ward 3) is on hold status, and it is at the electrical engineering design level. Some coordination issues are required from different parties and will be resumed upon their confirmation.
- Feeder 467 (Ward 3) - is in the PS&E phase. Civil construction is expected to start in Q4 2025.
- Feeder 15171 (Ward 8) - is in the PS&E phase. Civil construction is expected to start in Q3 2025.
- Feeder 14093 (Ward 5) - is in the PS&E phase. Civil construction is expected to start in Q3 2025.
- Feeder 15021 (Ward 7) - is in the PS&E phase. Civil construction is expected to start in Q3 2025.

Status of Third Biennial Plan Feeders (Plug 3): All Plug 3 feeders are in the civil engineering design level (PS&E phase).

- **Feeder 347 (Ward 7) - is in construction and will be started in 2026.**
- **Feeder 14009 (Ward 5) - is in the PS&E phase. Civil construction is expected to begin in 2026.**
- **Feeder 15174 (Ward 8) - is in the PS&E phase. Civil construction is expected to begin in 2026.**

72. Please provide an update for new construction contracts for placing overhead feeders underground that have been awarded to CBEs since the Commission's responses last year.

With respect to DC PLUG civil construction efforts, 100% of contracts thus far have been awarded to CBEs:

- **Feeder 15009: DDOT awarded a contract for civil construction management services to Kumi Construction Management Corp (CBE). The contract is worth \$1.4 million.**
- **Feeder 15166: DDOT awarded a contract for civil construction management services to Kumi Construction Management Corp (CBE). The contract is worth \$58 thousand.**
- **Feeder 14758: DDOT awarded a contract for civil construction management services to Cube Root Corporation (CBE). The contract is worth \$688 thousand.**
- **Feeder 14008: DDOT awarded a contract for civil construction management services to Cube Root Corporation (CBE). The contract is worth \$1 million.**
- **Feeder 15171: DDOT awarded a contract for civil design services to PSI (CBE). The contract is worth \$2.2 million.**
- **Feeder 347: DDOT awarded a contract for civil design services to PSI (CBE). The contract is worth \$1.2 million.**
- **Feeder 15174: DDOT awarded a contract for civil design services to PSI (CBE). The contract is worth \$1.3 million.**
- **Feeder 15021: DDOT awarded a contract for civil design services to AMT (CBE). The contract is worth \$1.4 million.**
- **Feeder 467: DDOT awarded a contract for civil design services to AMT (CBE). The contract is worth \$391 thousand.**
- **Feeder 75: DDOT awarded a contract for civil design services to AMT (CBE). The contract is worth \$237 thousand.**

- **Feeder 15166:** DDOT awarded a contract for civil design services to HB-AB-EXP (CBE). The contract is worth \$1.7 million.
- **Feeder 14093:** DDOT awarded a contract for civil design services to HB-AB-EXP (CBE). The contract is worth \$2.2 million.
- **Feeder 14009:** DDOT awarded a contract for civil design services to HB-AB-EXP (CBE). The contract is worth \$1 million. DDOT awarded a contract for civil program management services for the DC PLUG program to Capitol Underground Partners (CBE). The contract is now worth \$9.7 million.
- **Feeder 14900:** Pepco awarded a contract for electrical construction services to Cinnovas Development Group (CBE). The contract is worth \$1.5 million.
- **Feeder 368:** Pepco awarded a contract for electrical design services to Art Engineering (CBE). The contract is worth \$173 thousand. Pepco awarded a contract for electrical program management services for the DC PLUG program to Prime Partners Engineering (CBE). The contract is worth \$238,000.

73. Please provide an update on the status of PEPCO's 5% long-term power purchase agreement for new renewable energy facilities.

On April 1, 2024, the Commission approved a new Request for Proposals (RFP) to procure renewable energy through a long-term power purchase agreement (PPA) for electricity for a target of five percent of the District of Columbia Standard Offer Service load. Pepco issued the PPA RFP on April 26, 2024.

Pepco is currently reviewing and negotiating a PPA contract with a bidder. Pepco expects to complete this work during Q1 2025. If successful, the resulting PPA contract will be submitted to the Commission for its consideration and approval later in 2025.

During 2024, the Commission hired a PPA market monitoring consultant to provide guidance and oversight over the PPA process.

Consumer Issues

74. Please provide data on how many consumer complaints the Commission received during Fiscal Year 2024 and Fiscal Year 2025, to date, by utility service and type of complaint.

The Commission received 816 consumer complaints during FY24 and 150 consumer complaints for FY25 to date (as of January 15, 2025). The Commission received 477 consumer inquiries in Fiscal Year 2024 and 62 consumer inquiries in Fiscal Year 2025 to date (as of January 15, 2025).

Consumer complaints were divided among utility services as follows: In FY24, Pepco received 358 complaints, Washington Gas received 258 complaints, and Verizon received 91 complaints. Other service providers received approximately 106 complaints. In FY25 to date, Pepco has received approximately 66 complaints, Washington Gas has received approximately 46 complaints, and Verizon has received 16 complaints.

The types of complaints the Commission receives are broadly divided between billing, payment, and quality of service issues.

75. Has the Commission noticed any trends in consumer complaints (by utility service) during Fiscal Year 2024 and Fiscal Year 2025, to date? If so, please explain.

As the Commission continues upon its mission in advancement of the District's climate policy commitments, we have noticed an increase in consumer complaints associated with the rise in consumers installing solar systems in their homes and the related issues involving interconnection to the Pepco distribution system. The Commission has also noticed a trend of complaints involving billing issues associated with net energy metering.

Additionally, as the District is a competitive market for energy supply services, third-party suppliers compete with the local distribution companies (Pepco and Washington Gas) for electric and natural gas supply. The dynamic of competition for customers for electric and natural gas service is attributable to third-party supplier company complaints that the Commission receives.

76. Please describe and provide data on the capacity and effectiveness of the Commission to address complaints related to Washington Gas, Verizon, and PEPCO.

The Commission is uniquely qualified and situated to investigate, mediate, and resolve consumer complaints associated with Pepco, Washington Gas, Verizon, and various third-party suppliers doing business in the District.

The Commission employs five full-time employees, including four Consumer Service Specialists and a Consumer Services Manager, to address the input of consumer complaints and inquiries that the Commission receives. OCS employees are highly trained and experienced. In addition, OCS routinely assists in investigating and resolving consumer complaints and inquiries by key Commission divisions, such as the Office of Technical and Regulatory Analysis (OTRA) and the Office of the General Counsel (OGC). Additionally, the D.C. Municipal Regulations provide procedures where a consumer can access informal mediation services through OCS, and formal hearing procedures through the Office of the General Counsel.

77. What is the success rate of the Commission's complaint mediation program with Washington Gas, Verizon, and PEPCO respectively?

For FY24 and FY25 to date, the Commission resolved 302 of 304 Washington Gas complaints through informal mediation processes, a success rate of 99.3 percent. During the same period, the Commission resolved 107 of 107 Verizon complaints, a success rate of 100 percent. Finally, during the same period, the Commission resolved 418 of 423 Pepco complaints, a success rate of 98.8 percent.