

FY2017 Performance Accountability Report

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

Mission

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

Summary of Services

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

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OPC successfully reduced Pepco's latest rate increase request from \$77.494 million to \$36.888 million—a 52 percent decrease. Additionally, OPC's advocacy persuaded the Commission to allocate a large portion of the Customer Base Rate Credit (CBRC) to Pepco's Residential and Master-Metered Apartment rate classes. Once exhausted, the CBRC will have effectively frozen electric distribution rates for residential customers for a five-year period, 2014-2019.	OPC's advocacy is mission critical in ensuring that ratepayers are defended against unreasonable increases in utility rates. The agency is vigilant in ensuring that we do everything possible to protect the ratepayers of the District.	OPC reduced the amount of increase that ratepayers would have had to pay out in higher bills, which results in millions of dollars saved by the utility consumers of the District.
OPC commissioned two Value of Solar Studies in 2015, the two studies were: Distributed Solar in the District of Columbia and Solar Generation Potential and Integration of Distributed Energy Resources in Low and Middle Income Communities in the District of Columbia. In April 2017, OPC released both studies to the public and hosted several community and stakeholder events to inform rate-payers and residents of the findings of the studies.	Through these studies, OPC reinforces its commitment to ensuring that District ratepayers are educated consumers and have the most current information available to make empowered decisions about the utility and energy consumption.	These studies have a tremendous impact on District residents as sustainable energy sources become more attainable for the District's low and middle income populations.
OPC launched a partnership with the District Department of Parks and Recreation creating a youth education program educating DPR summer camp attendees in the area of energy efficiency and safety.	The agency has received positive feedback for branching out to serve young people in this capacity. This program has opened a new avenue of	This partnership allowed the agency to reach out to our youngest constituency in the District. Through this initiative, we are engaging young people in learning about energy efficiency practices and safety tips, which can prove useful into their adulthood.

	communication that will have a long term impact on OPC's educational policy and enhances our energy efficiency and sustainability program for District residents.	
The office has upgraded the Consumer Information Database (CID) from Microsoft Access to Leidos IQ, an enterprise-strength business process management solution. The new database will enable OPC to be more responsive to its external and internal customers. IQ provides the capabilities to effectively manage consumer information, track processes and measure performance.	IQ is an example of OPC's commitment to providing outstanding customer service to its stakeholders. IQ is a valuable tool in support of OPC's daily mission critical activities in serving the utility consumers of the District. IQ will allow for increased efficiency of staff members in processing and resolving consumer complaints.	This major upgrade will now allow members of the consumer services division to more accurately track the progress of consumer complaints, to ensure that the consumer is receiving the best customer service. In addition IQ will allow valuable data be collected on the nature of consumer complaints in real time so that the Office can provide the highest quality advocacy for District residents. In addition, IQ will provide trend analysis which will facilitate systemic litigation by OPC's legal services division and ultimately deliver broad public benefits to all consumers.

2017 Strategic Objectives

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

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
1 - Provide consumer education, outreach and technical assistance to District ratepayers and consumers on matters relating to natural gas, electric and telephone utilities. (3 Measures)									
Percentage of consumer complaints closed	Quarterly	90%	95%	95%	95%	95%	95%	Met	
No. of consumer outreach meetings	Quarterly	175	110	101	105	194	510	Met	
Number of NEP/LEP persons served	Quarterly	2400	473	1187	3513	661	5834	Neutral Measure	
2 - Ensure effective advocacy on behalf of consumers and ratepayers of natural gas, electric and telephone services in the District. (1 Measure)									
No. of proceedings initiated by OPC	Annually	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	Met	

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

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Consumer assistance (2 Measures)						
Number of Consumer Complaints	Quarterly	521	519	661	648	2349
Number of Consumer Inquiries	Quarterly	241	357	173	153	924
2 - OPC Consumer Advocacy (1 Measure)						
Number of cases litigated before the Public Services Commission, Federal Energy Regulatory Commission, Federal Communications Commission and PJM	Quarterly	11	9	14	12	46

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
Daily Operations (3 Strategic initiatives)				
AGENCY WELLNESS INITIATIVE	Per District mandate, OPC is launching a wellness program in FY 17. The goal is to empower employees with information and resources to make better wellness and fitness choices.	Complete	OPC held a successful nutrition wellness event in the fourth quarter of FY 2017. The wellness event was conducted by Food Jonezi, a local dietician and CBE in the District.	
Paperless Office	<p>The Modern Office we envision must provide digital service delivery across all aspects of agency service. This is not limited to internal communications. The key to our digital service goal is to enable data sharing within the office in real time, which will permit a multi-faceted intra-agency response that can produce more rapid outcomes and allow for two-way feedback from our stakeholders. This improved internal process will allow for optimal community engagement. As an example, information contained in consumer complaints and inquiries could be used to respond more rapidly to other public stakeholders who may be experiencing similar utility challenges. Our plan is to broadly adopt modern communications tools and platforms—social media, workgroup software, etc., to not only meet "paperless office" and "document retention" goals but to more accurately capture and respond to District ratepayers and the D.C. Community as a whole.</p> <p>Utilization of digital platforms can save money, boost productivity, save space, make documentation and information sharing easier, keep personal information more secure, and help the environment.</p>	75-99%	<p>In order to assist the agency in more efficiently handling invoices and billing procedures, the Office has instituted an e-invoice system in FY 17.</p> <p>Additionally, to better serve our consumer clientele, the Office has also upgraded its Consumer Information Database. This upgrade will assist</p>	As of September 30, 2017, the billing system is operational, however, through initial tests, we have learned that there are a few minor software fixes that are needed for optimal operation. The software developers are currently working on the fixes, and are due to have

			the consumer services division's (CSD) commitment to capturing valuable data on issues with utility service providers that will provide guidance in formulating strategies for serving the needs of the utility consumers of the District.	the application complete by October 27, 2017.
OPC Green Office	OPC is launching initiatives to encourage employees to employ energy efficient and environmentally-friendly workplace practices.	75-99%	OPC held a two day green office event, where we recycled old documents and books no longer in use. Staff members were encouraged to throw away any used batteries and other small electronic devices for destruction, utilizing environmentally safe methods.	Due to scheduling conflicts, OPC's Green Office event days were pushed back into the first quarter of FY 18. The events were held on October 11 and 12, 2017.