



## Office of the People's Counsel OPC (DJ)

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### MISSION

The mission of the Office of the People's Counsel is to advocate the provision of quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory to District ratepayers.

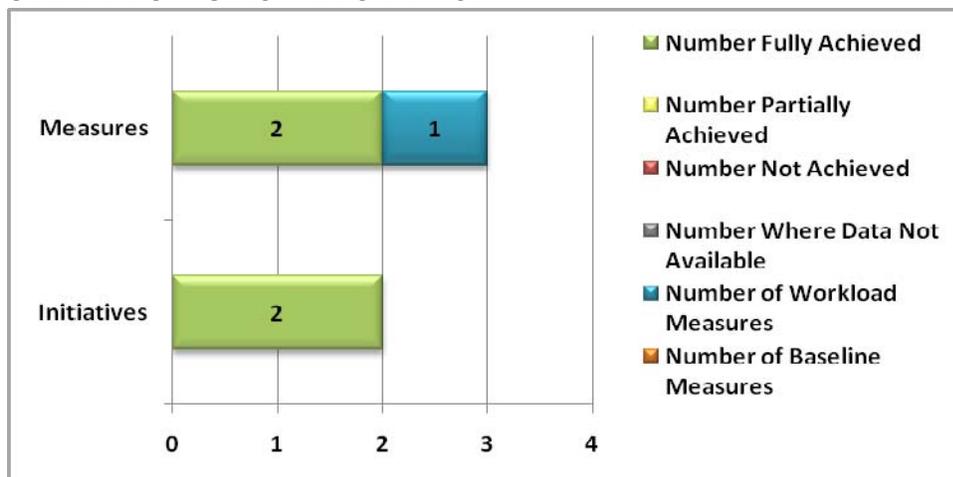
### SUMMARY OF SERVICES

OPC is a party to all utility-related proceedings before the Public Service Commission and represents the interests of D.C. ratepayers before federal regulatory agencies, courts, and commissions. The Office assists individual consumers in disputes with utility companies about billing or services and provides consumer education and outreach to community, civic, and consumer organizations and associations. OPC also provides legislative analysis and assistance on utility matters.

### ACCOMPLISHMENTS

- ✓ Mounted a strong legal case against Pepco's \$44.4 million rate increase request (Formal Case No. 1076), attended formal hearings, used expert witnesses with convincing arguments as to why the request should not be granted, and ultimately helped limit the increase granted to only \$19.4 million. OPC spent much time in the community providing information and educating consumers about the rate increase request, as well as other energy matters. The Agency encouraged individual citizens, organizations and associations to speak out by submitting oral or written testimony on Pepco's request. The Public Service Commission held a series of community hearings so the public could provide comments on the request. More than 45 public witnesses testified at the community hearings. As a result, the PSC granted only \$19.4 million, in large part due to OPC's legal representation and the overwhelming consumer concerns raised in public forums.
- ✓ Sponsored the 14th Home Energy Expo at the D.C. Convention Center with the theme "Moving Toward an Energy Efficient DC," embracing the District's initiative for a green Nation's capital. This was OPC's first time partnering with DDOE. There were more than 60 vendors providing demonstrations on an array of energy saving products and methods, as well as seminars describing energy efficiency programs. Reaching a much broader audience, there were more than 1,200 area residents in attendance.

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

**Performance Assessment Key:**

Fully achieved    
 Partially achieved    
 Not achieved    
 Data not reported

### OBJECTIVE 1: Increase the Office's ability to store, retrieve, and compile consumer data.

- INITIATIVE 1.1: Upgrade the Consumer Information Database (CID)**  
 The CID has been updated and now is in compliance with the Language Access Act. Speakers of the languages covered by the Act can all be counted. This data can be used for reporting purposes under the Act. Additionally, the data could assist consumer relations staff in identifying and targeting a wider range of consumers for outreach and education on utility issues. OPC can produce a wider variety of reports and will be able to respond more quickly when the data is needed.

### OBJECTIVE 2: Improve the quality of the Office's management information systems.

- INITIATIVE 2.1: Upgrade and improve computer operations.**  
 The computer system underwent a complete upgrade, hardware and software. All staff now uses the same software for word processing. The Litigation Division has software allowing them to better track discovery due dates and filings. Outlook permits staff to schedule meetings on everyone's calendar, in addition to their own. The copiers can now also be used as printers, giving the Office far greater printing capacity. Lengthy documents can be printed without delaying more routine print requests. Training was provided for all staff.

## Key Performance Indicators – Details

**Performance Assessment Key:**

Fully achieved    
 Partially achieved    
 Not achieved    
 Data not reported    
 Workload Measure

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
	Number of cases litigated before the Public Service Commission	N/A	N/A	153	N/A	
	Percentage of informal consumer complaints closed within 10 working days	N/A	85%	78%	109%	
	Percentage of consumer complaints closed	N/A	85%	92%	108%	