



PUBLIC SERVICE COMMISSION  
*of the* District of Columbia





Our job is to see that electric, gas and telecommunications companies provide quality services at reasonable rates. To do that we use all the tools at our disposal: economic regulation, competition, service standards and consumer activism.

— Betty Ann Kane

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## About the Public Service Commission

The Public Service Commission of the District of Columbia (DCPSC) is an independent agency of the District government established by Congress in 1913 to regulate electric, natural gas, and telephone companies.



### WE SERVE

We serve citizens by assuring safe, reliable, and quality utility services. For example, we oversee the Pepco program for undergrounding of electric lines and the WGL program for replacement of natural gas pipelines.



### WE REGULATE

We regulate monopoly services to ensure rates are just and reasonable. We also license competitive energy suppliers and competitive telecommunications companies to provide customer choice.



### WE RESOLVE

We resolve disputes among consumers and service providers. We also implement discount programs for income-eligible consumers and enforce service standards to insure consumer protection.



### WE CONSERVE

We conserve natural resources and preserve environmental quality through our programs on sustainability and the use of renewable energy resources, such as solar power.

## Our Mission

Our mission is to serve the public interest by ensuring that financially healthy electric, natural gas, and telecommunications companies provide safe, reliable and quality utility services at reasonable rates for District of Columbia residential, business and government customers.



## The Commission has identified three goals for carrying out its mission:

- Economic Development
- Public Safety
- Customer Satisfaction

The Commission contributes to the **ECONOMIC DEVELOPMENT** of the District by:

- Promoting competition for electric generation and transmission services, commodity natural gas service, and local telephone service in the District through our Retail Choice program. This allows consumers the opportunity to select their own energy and telecommunications providers based on economic and other factors, such as clean energy choices.
- Licensing all providers of competitive services to ensure that they meet high standards of corporate responsibility.
- Regulating monopoly providers of energy distribution services and the landline telecommunications service to ensure just and reasonable rates.
- Encouraging the development and use of alternative energy sources, including solar, and implementing a successful Renewable Portfolio Standards program.

The Commission promotes **SAFETY** and **RELIABILITY** by:

- Establishing "Quality of Service" standards which promote reliability in service delivery and determine benchmarks for repair timelines.
- Establishing "Pipeline Safety" standards, consistent with federal standards, to ensure the safety of natural gas facilities.
- Inspecting natural gas pipelines and construction projects to ensure compliance with safety regulations.
- Overseeing facilities improvements, projects such as project PIPES (pipeline replacement) and D.C. PLUG electric feeder undergrounding.

The Commission promotes **CUSTOMER SATISFACTION** by:

- Mediating consumer complaints and resolving consumer concerns about electric, gas, and telecommunications services.
- Expanding our digital presence through vigorous use of social media, including Facebook, Twitter, and YouTube.
- Enhancing and improving our website design and accessibility.
- Increasing our Outreach efforts by sponsoring consumer-oriented events and projects, such as "Winter Ready DC."
- Overseeing a utility discount program for income-eligible consumers.
- Encouraging the deployment of "smart meters" to promote consumer-driven energy use.

# Our Commissioners

The Commission is composed of a Chairman and two Commissioners. Each Commissioner is appointed to a four-year term by the Mayor and confirmed by the DC Council.



RICHARD A. BEVERLY  
COMMISSIONER



BETTY ANN KANE  
CHAIRMAN



WILLIE L. PHILLIPS  
COMMISSIONER





## Key Offices

Our staff includes experts in all areas of utility regulation, as well as specialists in resolving disputes between consumers and service providers, and in educating the public about matters that affect them.

### Office of the Executive Director (OED)

OED is responsible for strategic planning, human resources, and the financial management of the agency's budget. Administrative services, which include procurement, facility management and information technology, are the responsibility of the Deputy Executive Director, Administration.

### Office of Technical and Regulatory Analysis (OTRA)

OTRA advises the Commission on various issues including finance, accounting, economics, engineering, compliance, enforcement, infrastructure, and cybersecurity. OTRA staff monitors electric, gas and telecommunications markets at the retail and wholesale, federal, and state levels. OTRA also conducts compliance reviews, audits, inspections, and surveys to protect consumers.

### Office of Consumer Services (OCS)

OCS serves as the consumer relations arm for the Commission. OCS specialists mediate consumer complaints, manage community outreach events, schedule community hearings in formal cases and inform consumers about Commission activities through press releases, consumer advisories, fact sheets, and events.

### Office of the General Counsel (OGC)

OGC serves as the legal advisor to the Commission on a broad spectrum of issues that relate to the Commission's statutory mandates and daily operations. OGC also represents the Commission in appellate actions before the District Court of Appeals, and is authorized to intervene in cases before federal forums in which communications and energy-related issues affecting the District are decided.

# Our Work

The Commission is a quasi-judicial body that functions much like a court. However, the work of the Commission is more involved than merely hearing formal cases and issuing orders. Below are examples of the work we perform.



## Filings

The Commission receives official filings from utilities, regulatory agencies, consumers, and industry stakeholders. These filings are docketed and handled by the Office of the Commission Secretary. They are electronically accessible through the Commission's online and interactive docketing system, eDocket, [www.dcpssc.org/eDocket](http://www.dcpssc.org/eDocket).



## Hearings

Many formal cases require the Commission to hold an evidentiary hearing to receive written and oral testimony, to question witnesses, and to examine exhibits. The Commission also may hold legislative-type hearings to produce a formal record upon which the Commission decides the case.



## Investigations

The Commission has broad powers to investigate any matter within its jurisdiction. Such investigations can be of a relatively routine nature, such as investigating whether a utility is in compliance with Commission rules, or can be more comprehensive. For example, the Commission has initiated an investigation into technologies and policies that can be implemented to modernize the distribution energy delivery system in the District of Columbia (Formal Case No. 1130, also known as MEDSIS).



## Community Hearings

In conjunction with formal cases, the Commission will often conduct Community Hearings to seek public input and engagement on matters before the Commission. To accommodate the schedules of residents, such hearings are held throughout all wards of the District, during daytime, nighttime, and weekend hours. Transcripts of community hearings are entered into the record of the case and help the Commissioners make their decision.



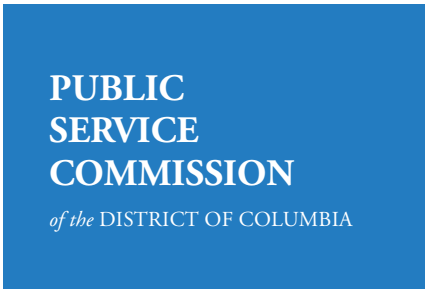
## Open Meetings

The Commission conducts its business in an open and transparent manner. Twice a month, the three Commissioners meet in the Commission Hearing Room to consider formal case matters. These Commission meetings are open to the public and are live streamed and archived on our website, [www.dcpssc.org](http://www.dcpssc.org).



## Orders

The Commission communicates its decisions through its Orders, which are like court decisions. A party who disagrees with a Commission order must first petition the Commission to reconsider or modify its Order. An order denying a request for reconsideration or modification of a Commission Order is ultimately appealable to the D.C. Court of Appeals.



FROM TOP LEFT TO RIGHT: Commission employees: [1] Conducting a community hearing; [2] Engaging with consumers; [3] Training for a natural gas emergency; [4] Testing a meter; and [5] Inspecting for pipeline safety.

## Contact Us

Need more information? Answers to your questions are always just a phone call or email away.

Consumers can also visit our offices at 1325 G Street N.W., Suite 800, 20005 Monday through Friday between 9:00 a.m. and 5:30 p.m. (except holidays).

Call (202) 626-5100 or Telecommunications Relay Service (TTY) – 711

Visit us on the web at [www.dcpssc.org](http://www.dcpssc.org)

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OF THE DISTRICT OF COLUMBIA**

1325 G STREET N.W., SUITE 800  
WASHINGTON, DC 20005  
202-626-5100 / [WWW.DCPSC.ORG](http://WWW.DCPSC.ORG)

