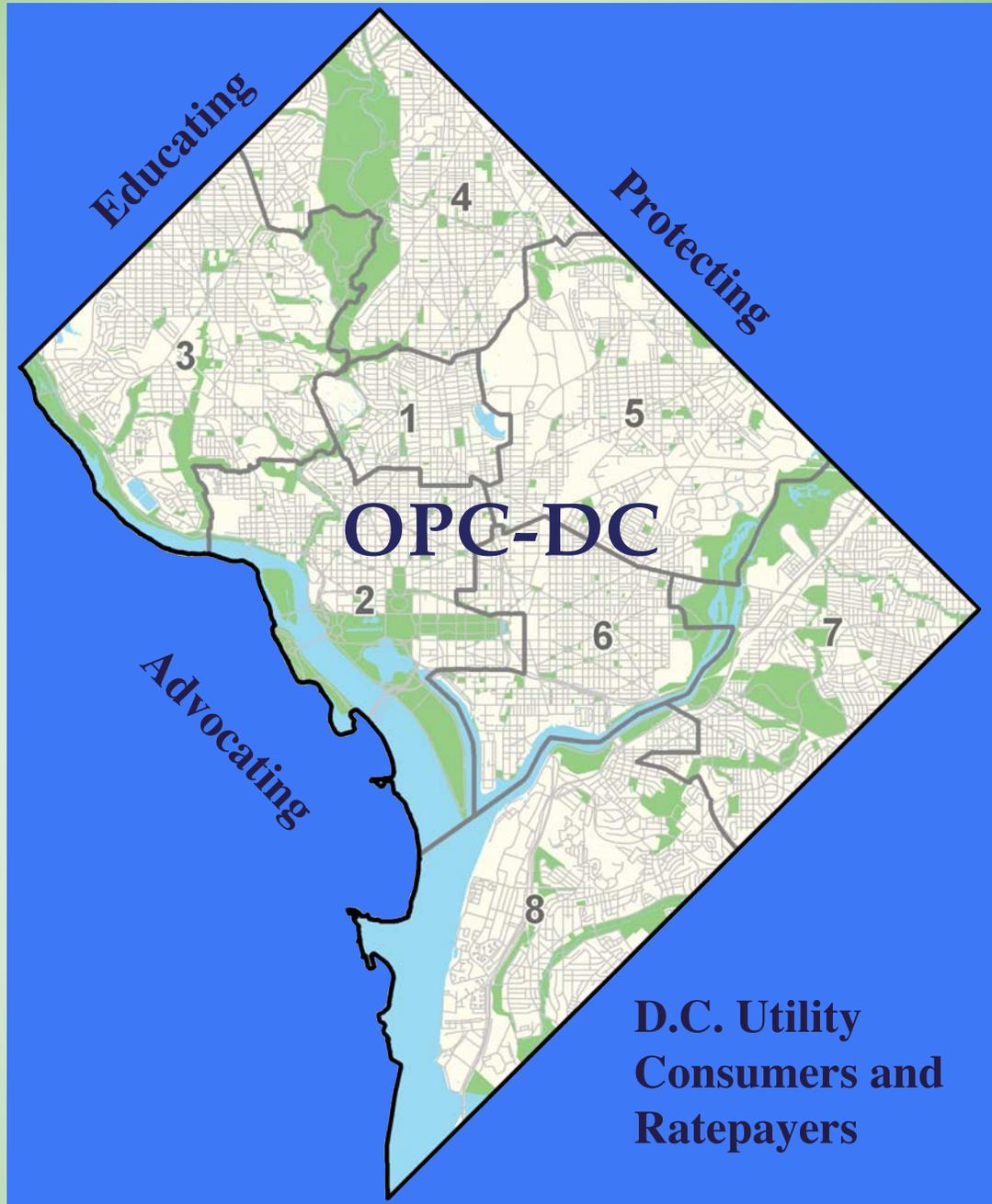


2008 ANNUAL REPORT



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People's Counsel for the District of Columbia



Office of the People's Counsel

Retail Customers in the District of Columbia

Utility	District Customers	Total Customers for Company
<u>PEPCO</u>		
Residential	213,848	692,987
Non-residential	20,811	73,446
Total	234,659	766,433

Source: DC PSC website

<u>Washington Gas</u>		
Residential	125,647	867,202
Non-residential	8,421	46,253
Total	134,068	913,455

Source: DC PSC website
and Washington Gas website

<u>Verizon</u>		
Residential		Verizon asserts information is proprietary.
Non-residential		Verizon asserts information is proprietary.



The Office of the People's Counsel is the public advocate for natural gas, electric, and telecommunications ratepayers in the District of Columbia. By law, the Office represents D.C. utility ratepayers' interests before the Public Service Commission, FERC, FCC, other utility regulatory bodies and the courts. The Office is mandated to conduct consumer education and outreach and may represent individual consumers with complaints related to their utility service and bills.





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ADRIAN M. FENTY
MAYOR

Dear District Residents:

It is my pleasure to present the 2008 Annual Report of the District of Columbia Office of the People's Counsel.

The District of Columbia Office of the People's Counsel is an independent agency of the District government responsible for advocating for and educating consumers on utility issues affecting rates, quality of service, competitive choice and consumer safeguards.

In 2008, OPC-DC worked to educate consumers on strategies to reduce energy consumption. OPC-DC's *Energy Expo* and its role in *Joint Utility Discount Day* brought valuable energy information to thousands of consumers. At the same time, the office's regulatory work to monitor jurisdictional revenues, scrutinize utility infrastructure plans, review quality of service and demand higher reliability to reduce outages augment our business and economic development goals.

If you need further information regarding utility services in the District, please feel free to contact the People's Counsel with any question or concerns.

A handwritten signature in black ink, appearing to read "Adrian Fenty".

Adrian Fenty
Mayor



Dear D.C. Consumers and Utility Ratepayers :

I am pleased to present the 2008 Annual Report of the District of Columbia Office of the People's Counsel. The Report highlights our activities, accomplishments and the future for the Office's education and advocacy on your behalf.

2008 presented significant challenges and success. The overarching challenge, however, is continuing to effectively advocate for rates that are just and reasonable (READ: affordable) while assuring energy service is safe, adequate and reliable at a time when the demands and costs of protecting the environment compete with the impact of consumers' ability to pay increasingly high energy bills. Choosing between the environment and paying our energy bills is an almost impossible choice.

With his election, President Obama wants to see a "Clean Energy Future" for America, and the Mayor of the District of Columbia is committed to reducing the city's carbon footprint. In doing its part, the Office is focusing on educating consumers on energy efficiency. The four "Es" remain a standard for creating a sustainable future and guiding the Office's education and advocacy:

Energy: energy efficiency; affordable rates; quality of service; reliability; and safety

Environment: renewables; who pays for sustainability

Education: ensuring consumer knowledge about utility issues and how to control them; ensuring consumer safeguards and protections

Economic Development: encouraging commercial sector to use energy efficiently, emphasizing bottom line, a delicate balance of ratepayer and investor protection

Thank you for giving the Office the privilege to serve you, District of Columbia consumers and ratepayers.

Respectfully submitted,

Elizabeth A. Noël, Esq.
People's Counsel

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."

– Margaret Mead

Consumer Complaints

Ever increasing rates and declining quality of service provided by Verizon, Pepco and Washington Gas – the “Big Three” utility service providers – were primary causes for consumer dissatisfaction in 2008. The volume of Verizon complaints continued to grow, while consumers expressed serious concerns about the reliability and safety of Pepco’s and WG’s infrastructures.

OPC-DC staff received 3,873 utility consumer complaints and inquiries in 2008. Complaints about utility service from Spanish-speaking consumers have been increasing over the last three years. In 2008, twenty six percent (26%) of the complaints were from Spanish-speaking consumers.

Consumer walk-ins or calls not requiring negotiations between OPC-DC’s complaint staff and utility company representatives are considered “consumer inquiries.” In those instances, OPC-DC staff provides information about other District government agencies’ services or directs consumers to the appropriate resource. Consumer complaints, however, generally require negotiations between OPC-DC staff and utility company representatives for resolution. These disputes primarily involve bills based on frequent estimated meter readings, service disconnection and reconnection, and payment and billing.

There has been a noticeable shift in the types of complaints received by the Office over the past several years. Billing disputes and payment issues still comprise a significant share of consumer complaints. Now, however, complaints about the quality of service provided by the District’s utility companies have dramatically increased. Testimony provided by consumers at the February 2008 Quality of Service Hearings held before the Council Committee on Public Services and Consumer Affairs, chaired by Ward Three Councilmember Mary M. Cheh, underscored these concerns.

Pepco’s rate hike affected consumers, regardless of income. Many multi-family housing units began to switch from master to individual meter accounts. For the first time, those residents faced electric service bills, just as rates increased. As their Pepco bills increased, consumers in every ward in the city were affected by chronic power outages, regardless of weather conditions. Consumer dissatisfaction deepened as their bills increased and service became more unreliable.

Consumer complaints about discourteous utility company customer service representatives and problems with automated phone response systems (being on indefinite hold or calls completely dropped) caused further consumer dissatisfaction. Outsourced customer service representatives only added to consumers’ frustrations. Consumers cited language barriers and outsourced representatives’ lack of knowledge or concern. Meanwhile, the exclusion of the District from Verizon’s deployment of FiOS further frustrated consumers.

Thank you for responding to my letter. Thank you for your concern and your services to this matter. It was well appreciated.

Sincerely,
Grace Greene

The District's utility consumers are coping with increasing home energy and telecommunications service costs. Utility rates continue to spiral upward as quality of service declines. Disturbingly, more low to moderate income and seniors confront the very real prospect of having to make the difficult monthly decision as to which competing bills to pay, utilities, food, medicine, or rent or mortgage.

There are few viable utility service providers for residential consumers. "Consumer choice" has failed to materialize for District residents, leaving them with higher bills, poor quality of service, and no alternatives.

What Do the Numbers Mean?

Verizon

Over the last several years, Verizon has had the highest number of consumer complaints. In 2008, Verizon accounted for 42 percent of the total complaints received and resolved. Poor quality of service, high repair costs, dissatisfaction with bundled service packages, the inability to talk with a customer service representative and delayed FiOS deployment were among the most frequent causes for Verizon complaints.

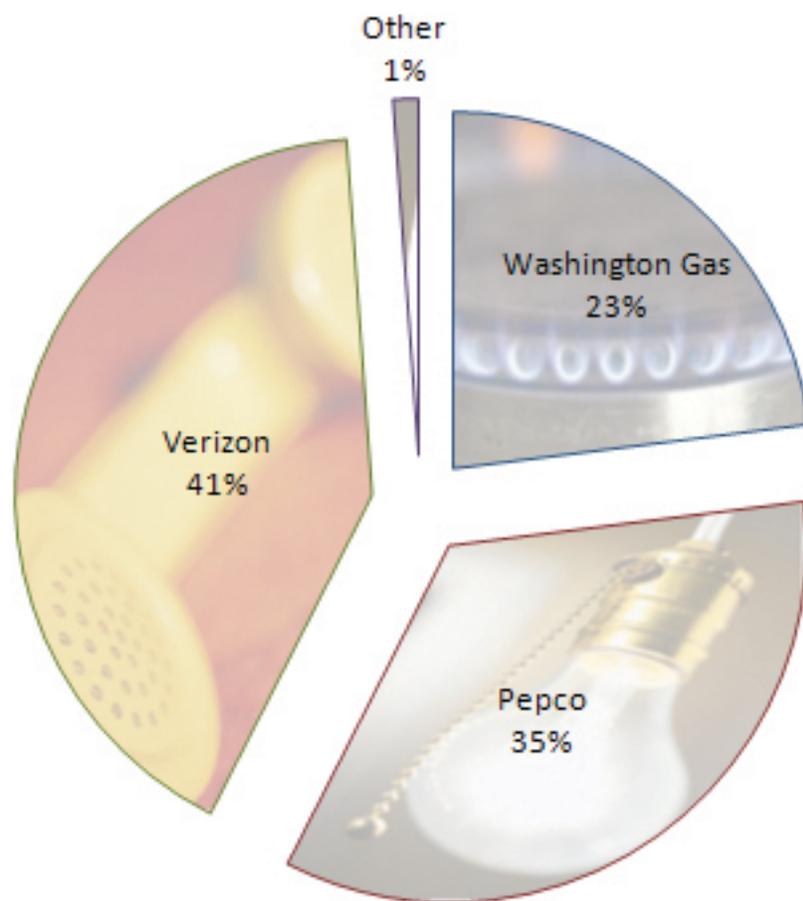
Pepco

Consumer complaints about Pepco amounted to 34 percent of all consumer complaints received in 2008. There was a significant increase in complaints about recurring power outages, as neighborhoods in virtually every ward in the city were affected by loss of electric service. Consumers also frequently complained about estimated meter readings, which led to high recalculated bills, increasingly higher bills, and problems with the phone response system, greatly limiting access to customer service representatives.

Washington Gas

Washington Gas accounted for 23 percent of the consumer complaints OPC-DC staff received and resolved in 2008. Billing disputes, payment problems and service disconnection without sufficient notice comprised the majority of complaints. Consumers also complained about increased budget payment plan amounts with insufficient explanation or notification, delayed service reconnection and overall poor quality of customer service.

COMPLAINTS BY THE NUMBERS



What Our Consumers Are Saying to OPC!

Linda Jefferson did an excellent presentation at our Shaw East Civic Association this past Monday.

Respectfully,
Mahdi Leroy Thorpe, Jr.
President, East Central Civic Association

I very much appreciate this intervention of the Office to which I had recourse only as an ultimate solution. I still think it is shameful that Verizon forces its customers to fall back on the services of the People's Counsel as the only way in which it can be reached in the event of a disagreement on a minor billing issue.

Sincerely Yours,
Jacques Polak

Ms. Newman,

I want to extend my congratulations to you for succeeding in my behalf where I was unable to achieve any results. I had such strong feelings of frustration and helplessness. You have relieved me of those feelings. Thank you ever so much for being my advocate in this matter. Case closed and I am truly satisfied.

Very Best Wishes,
Ines Kerch

Ms. Newman,

Thank you so much for responding promptly to my complaint against PEPCO for overcharges for electricity in one of the units at my apartment building.

Sincerely,
Barbara Bedford, Owner

Thank you for your quick action last Friday in assisting Ms. Parker. Your efforts are greatly appreciated.

John D. DeTaeye
Director, Constituent Services
Office of Councilmember Jim Graham, Ward One



Joint Utility Discount Day

On September 30, OPC-DC staff participated in Joint Utility Day (JUDD) 2008, where more than 6,000 District residents applied for discounted energy, water and telephone service from the District's local utilities, Pepco, Washington Gas, Verizon and WASA, through the Low Income Energy Assistance Program and Utility Discount Program grants. This was the 22nd JUDD. The event was co-sponsored by OPC-DC, Pepco, Washington Gas, Verizon DC, WASA and the D.C. Department of the Environment's Energy Office.



As a result of increasing unemployment and rising utility costs, however, more than 800 residents at this year's JUDD were asked to complete their applications later in the week. OPC-DC staff assisted in completing grant assistance forms the next day.



OPC-DC helped make JUDD 2008 a "value added" event by inviting a variety of healthcare, social service and family counseling organizations to participate. Exhibitors included the D.C. Department of Social Services, D.C. Department of Employment Services, D.C. Center on Disability Rights, Mary's Center's Mama and Baby Bus, Change, Inc. and Housing Counseling Services.



People's Counsel Elizabeth A. Noël, speaking during the JUDD press conference, encouraged applicants to become more energy efficient and in this way, help the District become a best case example of a "green and sustainable" city.



OPC-DC Recognizes Outstanding Community Advocates

On October 25, OPC-DC's People's Counsel, Elizabeth A. Noel, and staff attended the D.C. Federation of Civic Associations' 78th Annual Awards Luncheon and Celebration. OPC-DC joined the Federation in celebrating 78 years of service to the residents of the District.

The theme for the luncheon was "Communities Working Together as One City" and featured a keynote address from District of Columbia Council Chair, Vincent Gray. OPC-DC was pleased to present Outstanding Consumer Advocacy Awards to two residents of this "One City" who made a difference in the lives of District residents in 2008.

The Office honored Kojo Nnamdi of the Public Broadcasting community for 20 years in hosting leaders in the utility arena, including the People's Counsel, on his radio and TV programs. Whether corporate presidents, public officials or everyday citizens, Mr. Nnamdi delivers straightforward probing interviews of utility stakeholders that include discussion on how their decision-making actually affects consumers.

The Office also honored native Washingtonian, William E. Toyer, Jr. In June 2007, the Fairlawn Community experienced a series of severe electrical power surges. Mr. Toyer immediately stepped in and contacted OPC-DC and Pepco on his neighbors' behalf. He stayed on top of every aspect of the power surges and the damages they caused. After learning from some residents Pepco would not permit them to make reimbursement claims, he began a relentless campaign to ensure his community received nothing less than fair treatment from Pepco.

OPC-DC was proud to present Kojo Nnamdi and William E. Toyer, Jr. with the 2008 Outstanding Consumer Advocate Award.



OPC-DC Brings Utility Consumer Bill of Rights into the 21st Century

OPC-DC is proud that after nearly four years, its efforts resulted in the PSC approving amendments to the Utility Consumer Bill of Rights (UCBOR). The newly adopted rules reflect the first major change in the UCBOR since its development over 29 years ago by the first People's Counsel, Annice Wagner, as well as the collaborative work with stakeholders. The UCBOR Working Group was made up of representatives of OPC-DC, the PSC, public utilities and alternative suppliers.

In January 2004, OPC-DC asked the PSC to revise the UCBOR which covers such areas as service termination, metering, billing and complaint processes. Given the changing era of utility service, the Office's proposed amendments were designed to enhance consumer protections and safeguards in a body of regulations nearly 30 years old. Many of the proposed amendments were developed in response to the numerous consumer complaints OPC-DC has resolved.

The UCBOR amendments take effect in September 2009. OPC-DC is pleased that many essential consumer protections and safeguards have been maintained or enhanced by the new UCBOR. The Office will do all it can to continue to make consumers aware of their rights and responsibilities under the UCBOR.

Highlights of the Amended UCBOR

- Consumers must be given electronic and telephonic means to read and report a customer meter reading whenever a meter reader is on the premises and cannot make an actual reading.
- The utilities must give consumers detailed meter reading instructions when service is begun and annually thereafter.
- Consumers need not disclose their social security numbers to obtain or maintain service. If it is requested, the utility must inform consumers they may voluntarily provide it, but it will not affect providing service to the consumer.
- The use of guarantors in lieu of a cash deposit to establish service for utility applicants will continue.
- Utility field representatives must be able to produce identification and must wear clothing bearing the company's name and logo.
- Consumers must notify a utility three business days in advance of the discontinuance of service and are only responsible for energy consumed for three days after notifying the utility.
- All deferred payment agreements must be in writing, and details of the agreement must be in a uniform format.
- Each utility must have access to Spanish-speaking translators.
- Informal and formal consumer complaint procedures have been clarified.
- Third-party verification of consumer enrollment with competitive energy service suppliers will be maintained.
- Provisions governing transactions between consumers and telecommunications service providers were established.

OPC-DC's 13th Home Energy Expo

On November 1, OPC-DC held its 13th Home Energy Efficiency Expo. With the theme, "Creating A Greener DC Through Energy Efficiency," this year's event featured home energy products that can reduce carbon emissions, one of the primary causes of climate change. More than 35 vendors provided hands-on demonstrations of energy saving products, information on energy audits, green loan programs and solar energy, home energy upgrade success stories, and much more.

The Office partnered with Bank of America for this year's Expo. The event was co-sponsored by D.C. Councilmember Mary Cheh, the District Department of the Environment, the U.S. Department of Energy, the Metropolitan Washington Council of Governments, YMCA National Capital, Eco-Green Living, the D.C. Consumer Utility Board and the *Washington Informer*.

OPC-DC's Energy Efficiency Expo is fast becoming one of the District government's most popular events, providing residents with information on how to reduce home energy costs while helping the city "go green." This year's Expo again encouraged District residents to continue their efforts to make the nation's capitol a sustainable city.

The Office is steadfastly committed to ensuring consumers learn and do all they can to make their homes more energy efficient to achieve tangible savings and to reduce our carbon footprint.





OPC-DC Successfully Advocates for Stronger Safeguards for 2008-2009 Winter Heating Season

On September 26, the Commission requested comments on whether it should implement previous temporary regulations to assist consumers in paying their gas bills in the upcoming winter heating season and whether similar provisions should be applied to electric bills.

OPC-DC strongly supported renewing the temporary measures that assisted consumers during the 2005-2006 winter heating season. In addition, OPC-DC believed having similar provisions for the electric company was needed. The Office also proposed Washington Gas and Pepco produce reports on the number of disconnections during the winter heating season from 2006 through 2008, and file annual reports on a forward-going basis.

On December 10, the Commission agreed and also required both WG and Pepco to provide consumer disconnection information from 2005 to the present.

OPC-DC was successful in obtaining a number of enhanced protections including:

- Assessing security deposits over a three-month period and not requiring a security deposit be paid prior to reconnection
- Assessing the reconnection charge the month after reconnection, not at the time of reconnection
- Providing a good-faith effort to negotiate settlement of delinquent accounts through deferred payment arrangements
- Waiving previous late payment fees and charges during the payment arrangement if the customer adheres to the payment schedule
- Permitting consumers to enroll in budget payment plans, provided they are no more than two months in arrears
- Actively educating consumers about budget payment plans, deferred payment arrangements and government assistance programs when contacted by consumers

Is WG's Distribution System Safe and Reliable?

In January 2004, OPC-DC filed an emergency petition requesting the Commission open a formal investigation of a spate of natural gas service interruptions that caused gas furnaces to cut off, meters to freeze, and homes to be without heat and hot water. OPC-DC's primary concern was public safety and system reliability. In close-by District Heights, Maryland, in March 2005, a natural gas-related incident resulted in an explosion and fire to a private residence.

The Office advised the Commission that the Maryland incident raised serious concerns about the safety and reliability of WG's distribution system. OPC-DC asked that a thorough investigation be conducted to reassure the public every possible action was being taken to ensure the integrity of the District's natural gas distribution system.

The PSC deferred a final decision until FERC and the Maryland PSC conducted their investigations.

In March 2008, the PSC directed OPC-DC and other parties to prepare a procedural schedule and a list of issues on the prudence of WG's hexane strategy in light of conclusions reached by the Maryland PSC. In October, OPC-DC filed its report and recommendations regarding WG's leaks and the injection of hexane into its distribution system. OPC-DC concluded the following:

- WG has not complied with the applicable safety code requirements.
- WG has not addressed the recommendations of the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration advisories.
- WG has ignored the events and activities leading up to the proposed rules on integrity management, which bear directly on the types of issues it is confronting.
- Revaporized LNG from Cove Point is not the primary source of WG's leaking coupling problems, although it may be a contributing factor.
- There is no evidence to support WG's claim that application of hot tar to compression couplings was standard industry practice.
- WG's purported understanding of the problems has been understated and inconsistent over time and across jurisdictions.
- WG has not developed a plan to proactively address coupling leaks in the District.

WG filed reply comments in November. A decision is pending.

Washington Gas Appeals PSC Order Mandating Payment of \$350K Fine

Washington Gas asked the D.C. Court of Appeals to review the September 28, 2007 order of the Public Service Commission fining WG \$350,000 for its failure to provide the Commission requested documents on WG's business process outsourcing.

This issue arose during the investigation of WG's rate increase request. The Office asked for a number of documents from the Company, including its June 19, 2007 contract with Accenture for business process outsourcing. In addition to OPC-DC, OPEIU Local 2 Union and Commission staff requested a copy of the entire contract between WG and Accenture. WG objected to providing the documents to all the parties.

On July 19, 2007, OPC-DC filed a motion with the PSC asking it to order WG to produce the documents. The Office provided additional information for the motion on July 20. The Commission ordered WG to provide it with copies of the depreciation documents and the complete, unredacted agreement with Accenture on July 21. WG provided the Commission with the requested accounting documents, but only provided an incomplete, redacted and unsigned copy of the Accenture agreement. On July 23, the first day of the evidentiary hearings, the PSC ordered WG to produce copies of the documents to the parties by 5:00 p.m. that day. The Company told the Commission at the hearing it would not do so, and the PSC suspended the hearings.

On September 28, 2007, the PSC denied WG's request for the Commission to reconsider its order to provide the documents and again ordered the Company to provide them to the parties. In a separate order issued that same day, the PSC fined WG \$350,000 for its failure to provide the Commission with a complete, unredacted copy of the WG/Accenture contract for review when it was initially ordered to do so.

As a result of the Commission's orders fining WG, the Company appealed. OPC-DC filed a notice of intervention with the D.C. Court of Appeals supporting the Commission's orders upholding the \$350,000 fine. WG filed its briefs on April 21, and June 25, 2008. OPC-DC and the PSC filed briefs on June 4. The court held oral arguments on September 29. Subsequently, the court requested additional briefs on four questions involving the statute under which the PSC fined WG, and they were filed in the fall. A decision is pending.



Compensating Net Energy Metering Customer-Generators for Their Excess Generation

OPC-DC has been actively involved in efforts to ensure District residents are able to participate in renewable energy efforts that will reduce their personal energy costs and ultimately reduce the District's carbon footprint. To that end, the Office has wholeheartedly supported residential consumer participation in net energy metering (NEM) which was approved by the D.C. City Council in 1999. OPC-DC believes properly structured net metering provides consumers with a viable option to receive some benefits from the retail competition market, which the 1999 law promised. Net metering should be one of many options available to consumers.

The Office filed comments in 2008, which addressed the level of compensation to be received by NEM customers who deliver excess energy to Pepco's distribution system.

In 2007, the PSC proposed to compensate NEM customers for generation only. OPC-DC supported the PSC's proposal because these customers build, operate and maintain generation facilities; therefore it is appropriate for them to be compensated for the excess energy they deliver to the distribution system. The PSC, however, changed its mind in January 2008, when it proposed to "correct" the mistake caused by a transcription error.

The PSC's "correction" substantially changed its 2007 compensation proposal in a way the Office could not support. Specifically, the PSC proposed to allow NEM customer-generators to be compensated for the excess energy they deliver to Pepco's distribution system at the full retail rate, which it defined as "the generation, transmission and distribution charges applicable to the net energy billing customer during the billing period." OPC-DC did not support this 2008 "correction" because NEM customers do not provide or purchase transmission and/or distribution services when they deliver their excess electricity to Pepco's grid. Compensating NEM customers at the retail transmission and distribution rates, in addition to the retail generation rates, would result in non-NEM customers subsidizing NEM customers.

In June 2008, the PSC adopted its proposal to compensate NEM customer-generators with a bill credit at the full retail rate. The PSC did not dispute OPC-DC's claim that compensating NEM customers at the full retail rate would create a subsidy paid for by non-NEM customers, but said that from a public policy perspective, it believed a comprehensive NEM program would inure to the benefit of District residents. The PSC also noted any subsidy would be limited by the statutory 100 kilowatt size limit per installation. Additionally, the PSC said providing compensation at the full retail rate may provide an important incentive to the development of solar energy in the District and that distributed generation would have positive impacts on the transmission and distribution system.

In July, OPC-DC asked the PSC to reconsider its decision, but it denied the request in October, citing once again its public policy reasons for supporting its decision on compensation. Issuance of a final version of the revised NEM rules is pending.



OPC-DC Opposes Decoupling Because It Shifts Risk to Ratepayers

On October 17, 2008, OPC-DC asked the Public Service Commission to dismiss Pepco's proposed Bill Stabilization Adjustment (BSA), a revenue decoupling mechanism that would enable Pepco to periodically readjust its distribution rates based on changes in average revenue per customer, regardless of the cause of such changes.

Decoupling is the separation of a utility's revenue from the volume of energy sold to its customers. It is intended to reduce a utility's disincentive to promote energy efficiency. Because a distribution-only utility such as Pepco does not produce electric energy, its revenues are already decoupled and not linked to the amount of energy delivered.

The Company first proposed a BSA in its most recent rate request. In January 2008, the PSC granted Pepco a \$31 million rate increase. The Commission also opened a Phase II to address the BSA and directed parties to address whether and how the BSA could be implemented consistent with law.

OPC-DC opposes the BSA because it would effectively shift a significant amount of risk associated with the operation of Pepco's distribution system from Pepco stockholders to District ratepayers and consumers. If Pepco's revenues decline because of the risk from colder or warmer weather than normal, consumer energy conservation efforts, energy efficiency improvements, system failures, or weather-related outages, Pepco would recover these lost revenues from District ratepayers and consumers regardless of whether consumers engage in efforts to reduce their energy bills.

In August, the PSC determined while it has the authority to implement the BSA, the evidentiary record before it was insufficient to conclude Pepco's BSA proposal is just and reasonable. In September 2008, OPC filed a proposed list of issues and a procedural schedule as requested by the PSC, but Pepco did not file. Instead, it asked the Commission to approve the proposal on the existing record, which the PSC had already determined was deficient.

OPC-DC Testifies on Heat Wave Safety Amendment Act of 2008 before Council Committee

In July 2008, the D.C. Council, in response to concerns about electric residential consumers suffering from extreme heat without electricity, enacted an emergency bill, the “Heat Wave Safety Emergency Amendment Act of 2008.” The Act prohibits Pepco from disconnecting residential electric service to any residential consumer the day before and during a day when the forecasted heat index is at least 95°. The Act modifies a similar law enacted on a temporary basis in the summer of 2007.

OPC-DC testified on the Act in October 2008, before the D.C. Council’s Committee on Public Services and Consumer Affairs. Because the cost of providing these protections may ultimately be borne by District of Columbia ratepayers and consumers, OPC asked the Committee to modify the law to limit the prohibition on service termination only for senior adults and the physically challenged when the temperature is forecast to be 90° or above.

In a follow-up response to the committee chair, OPC-DC reiterated its concern that if all consumers are afforded the Act’s protection when it may actually be needed for the more at-risk D.C. population, District ratepayers and consumers may have to absorb any uncollected revenue shortfall. This could further increase distribution rates when Pepco requests full recovery of these uncollected revenues.

The Office asked the Council committee to:

- Evaluate the financial impact of the protection the 2008 Heat Wave Act provides to all consumers, and compare it to protection limited to senior adults, the physically infirmed, and the seriously ill, all who are most vulnerable during periods of extreme heat.
- Consult with the appropriate District government agency(ies) which could determine the relative health risks and reasonable measures that could be taken to protect the public during periods of extreme heat.
- Establish an age threshold of 65 for senior adults.
- Define the term “seriously ill” to mean an illness that is life-threatening or that will cause irreversible adverse consequences to human health or that has a significant potential to become life threatening.
- Define the term “physically challenged” to include persons with physical disabilities or impairments that can limit mobility.
- Ensure senior adults, young children, the physically infirmed, and the seriously ill can be identified prior to experiencing extreme heat conditions occurring so utility service disconnection can be postponed.



Until the Council committee takes further action on the 2008 Heat Wave Act, there will be no permanent protection for consumers facing electric service termination during periods of severe heat. Assuming the Committee presents a final law for adoption by the entire City Council and is adopted, the 2008 Heat Wave Act would become a permanent utility consumer protection law in the District.



Where's the Power?

Flickering lights and unplanned power outages have been occurring throughout the entire District with increasing frequency and for extended durations. No ward has been spared. On June 17, following an extended outage affecting major portions of the downtown D.C. area, OPC-DC said “enough is enough” and filed a petition with the Commission asking for an investigation into the 2008 power outages. Citing the 152 outages that occurred in the first half of the year, the Office called for a comprehensive review of Pepco’s distribution system, and the Commission agreed to an investigation in an existing case.

Unfortunately, the number of outages continued to climb causing OPC-DC on August 1, to ask the PSC to hold community hearings in each quadrant of the District to allow maximum community participation. The Office continued to press the need for a formal evidentiary hearing to address the reliability of the distribution system, citing the importance of a high level of regulatory scrutiny given Pepco’s poor performance when measured by industry benchmarking standards.

The Commission held one community hearing on November 8, at the PSC. OPC-DC testified, again imploring the PSC to exercise the full scope of its authority to ensure Pepco fulfills its statutory obligation to provide safe and reliable service. The Office stressed that financial penalties for failure to meet acceptable standards are the most effective means for getting Pepco’s attention.

OPC-DC also testified at a special oversight hearing held by the District Council’s Committee on Public Services and Consumer Affairs about the reliability of Pepco’s distribution system and the Company’s poor performance.

A Commission decision is pending.

How Much Would It Cost to Bury Overhead Electric Wires?

\$121,000 per mile, totaling \$1.06 billion over 20 years to bury just 87.5 miles of electric wire



Changing Energy Usage

In 2008, the D.C. Council passed legislation changing the way sustainable energy and energy efficiency services are delivered to District consumers and ratepayers.

Throughout the year, OPC-DC provided comments and testified before the Council on the proposed legislation, the “Clean and Affordable Energy Act of 2008” (Act). The Office offered its support of the proposed law’s goals. While OPC-DC voiced its wholehearted support of the Council’s objective, the Office viewed the proposed legislation through the singular consumer prism of ensuring the continued provision of safe, reliable and affordable electric rates, while effectively reducing D.C.’s footprint on the environment, i.e., ensuring every ratepayer dollar spent would be a good dollar used for an effective and viable plan.

The centerpiece of the Act is the Sustainable Energy Utility (SEU), which will be a private contractor who will develop, coordinate and provide programs to D.C. energy end-users to promote the sustainable use of energy in the District. The D.C. Department of the Environment’s Energy Office will contract for the SEU.

While participation in the SEU programs is voluntary, every District ratepayer who uses electricity and/or natural gas will pay a surcharge to fund these programs, even if they choose not to participate. The Act shifts the authority for evaluating and adopting renewable energy and energy efficiency programs from the Public Service Commission to the SEU.

The Act eliminates the Reliable Energy Trust Fund and the Natural Gas Trust Fund. They will be folded into a Sustainable Energy Trust Fund that will pay for the SEU’s expenses, as well as other costs such as renewable energy programs and the Energy Assistance Trust Fund, which will pay for low-income programs such as the Residential Assistance Discount and Residential Essential Service discount programs.

The SEU must achieve several minimum objectives, specifically: reduce per-capita energy consumption; increase renewable energy generating capacity in the District; reduce the growth of peak electricity demand; improve the energy efficiency of low income housing; reduce the largest energy users’ growth of energy demand; and increase the number of green-collar jobs in the District. If these objectives are not met, the SEU can be penalized.



The Act also establishes an appointed 13-member oversight board, the Sustainable Energy Utility Advisory Board, to provide advice, comments and recommendations to the DDOE Energy Office about the procurement and administration of the SEU contract and the SEU's performance under its contract. The Board will comprise the Mayor or his designee, the People's Counsel, the Chair of the PSC, representatives appointed by D.C. Councilmembers and eight members appointed by the Mayor.

OPC-DC views the Board's composition as critical because the members will determine and advance the SEU's mission. As a statutory member of the Board, the Office will vigorously advocate on behalf of District consumers to ensure the programs developed are effective and efficient and provide tangible benefits.

Did You Know?

- Compact fluorescent light bulbs use about 75 percent less energy than standard incandescent bulbs and last up to 10 times longer.
- Save about \$30 or more in electricity costs over each bulb's lifetime.
- Produce about 75 percent less heat, so they are safer to operate and can cut energy costs associated with home cooling.
- Are available in different sizes and shapes to fit in almost any fixture, for indoors and outdoors.

www.energystar.gov

At Long Last, Smart Meter Pilot Program Underway!!

After some delay, the two-year PowerCentsDC pilot program kicked off on July 21, and is scheduled to run through February 2010. OPC-DC believes the program will be a valuable tool for assessing and evaluating the benefits of advanced metering technology before requiring ratepayers to fund the huge investment needed to support the technology.

PowerCentsDC builds on earlier electric utility industry “smart” meter studies, but is the first to test responses of residential customers to advanced metering with three different pricing options: Hourly Pricing, Critical Peak Pricing and Critical Peak Rebate. Each of these options will enable customers to reduce their electricity costs by shifting energy use away from high priced periods.

OPC-DC conceived the pilot program, which is being funded by \$2 million from Pepco, negotiated through a settlement agreement. The program participants are 1,200 randomly selected District residents representing all eight city wards.

Each participant received a free “smart meter” installation for their residence to measure the customer’s electricity use at hourly intervals and transmit usage data to Pepco each day through a wireless communications network. Each month, participants will be sent a detailed Electric Usage Report along with their bills. Roughly one quarter of the participants also received a free “smart thermostat” that should reduce central air conditioner compressor and central heating system use in response to a radio signal during high priced periods. The thermostat will provide customer messages such as real time electricity price signals and a daily running total of the customer’s bill. The programmable thermostat will automatically control use during all hours.

The Office’s goal is to learn how consumers react to pricing information and whether they alter their usage habits, potentially resulting in lower energy costs, achieving energy efficiency gains, and reducing the number of kilowatts needed to supply the District’s demand, and thus benefiting all consumers.

PowerCentsDC places the District in the forefront among states pursuing the benefits of advanced metering technologies.





OPC-DC Challenges Market-Based Rates for PJM Capacity Market

In January 2008, OPC-DC joined the Maryland Office of People's Counsel, the PJM Industrial Customer Coalition, and the New Jersey Board of Public Utilities (Joint Petitioners) asking the U.S. Court of Appeals for the District of Columbia Circuit to review certain FERC orders because the Joint Petitioners disputed FERC granting market-based authority for sales under PJM's capacity market. The capacity market allows PJM to ensure there is sufficient electricity to meet consumer demand.

In the orders, FERC found PJM, the regional grid operator, had demonstrated its existing capacity market was not just and reasonable because of (1) a lack of a locational component reflecting the value of capacity based on the location of the capacity; (2) insufficient financial incentives for new capacity construction; and (3) an absence of a requirement for long-term forward commitment of resources.

The proposed PJM capacity market is known as the Reliability Pricing Model (RPM) and was designed to create sufficient incentives for the development and retention of generation, transmission and demand resources, including obtaining three-year-ahead binding commitments from capacity resource providers to ensure reliability. Under the RPM, the PJM conducts auctions for the sale of capacity for delivery three years in the future. The successful bidder will receive payments to maintain existing or to construct new generating facilities.

The Joint Petitioners challenged FERC because:

- There was no reasonable basis to authorize market-based rates for sales under RPM.
- FERC has approved a rate-setting mechanism with certain trappings of a market, but which actually sets price based on administrative findings. FERC has not established a zone of reasonableness for rates produced by the RPM and has not satisfied its statutory duty to ensure just and reasonable rates.
- FERC failed to examine the impact of the RPM on customers in states such as New Jersey.

This case is significant to District ratepayers and consumers because the cost of electricity paid in the generation portion of consumer bills is linked to the RPM. With rising demand for electricity in PJM, the cost for electricity supply has also increased through increasing RPM prices. Because of greater measures to reduce energy consumption, OPC-DC and the other petitioners believe the RPM does not account for these reductions and may be extracting excessive rates from consumers.

Oral arguments have not been set.

OPC-DC Supports PJM Market Power Screen at FERC and PJM

In May 2008, FERC established a proceeding to examine whether PJM's existing market power screen, the Three Pivotal Supplier test, has become unjust and unreasonable. OPC-DC joined with other consumer advocates and public power organizations in opposing efforts by electricity suppliers to deem the Three Pivotal Supplier test unjust and unreasonable.

Market power is the ability of a firm to alter the market price of a good or service. A firm with market power can raise prices without losing all customers to competitors. PJM uses the Three Pivotal Supplier test to assess market power in its energy, capacity and regulation markets. More precisely, the test examines the concentration of ownership of energy supply compared to the level of demand.

The test presumes that in a market with many different electricity suppliers and more than enough capacity to meet energy demand, three suppliers could successfully collude to raise energy prices, even though demand could be met without any of the capacity of two suppliers and only a small fraction of the third supplier's capacity. If the test indicates market power exists, PJM imposes a cap on bids into the PJM energy market at or above a level the supplier would bid if it faced significant competition, i.e., the supplier's variable cost of production plus a 10 percent adder. The mitigation rules for PJM's RPM capacity auctions cap capacity offers at the supplier's going-forward cost to remain available to produce energy, including avoidable labor costs, operation and maintenance expenses, administrative expenses, variable expenses, taxes, fees, insurance, corporate level expenses and carrying charges.

OPC-DC believes PJM must undertake a market power screen to determine if generators are exercising market power, potentially subjecting consumers to higher than normal energy prices. The concept that a single pivotal supplier or group of pivotal suppliers can influence market outcomes has long been used as a test to measure the potential for market power in markets with inelastic demands.

The Office thus opposes efforts to discontinue this market power screen because the Three Pivotal Supplier test, combined with PJM's offer-capping market power mitigation rules, by design, provides for just and reasonable payments to suppliers and helps achieve just and reasonable rates for consumers.



OPC-DC Joins Challenge to PPL Electric's Transmission Rate

OPC-DC joined other consumer advocate offices in challenging a tariff rate filing with FERC made by PPL Electric to cover the cost of constructing a proposed 500-kV transmission project, the Susquehanna-Roseland Line, that will span 130 miles across Pennsylvania to northern New Jersey. PPL's portion of this transmission line is estimated to cost between \$300 and \$350 million. The District's share is estimated to be between \$4.9 and \$5.7 million.

The project is expected to be completed in 2012, and was approved by PJM to address reliability needs by providing additional transmission capacity to transmit electricity from generating facilities to locations with increasing demand for energy. Current demand strains the PJM regional transmission system, causing certain areas to be constrained. System constraints result in higher energy prices for consumers. Adding new transmission capacity should reduce system constraints, as well as energy prices.

Under traditional ratemaking principles, a utility is granted recovery of all project capital costs plus a reasonable return on its equity investment. OPC-DC and the other advocates challenged PPL's request for FERC to grant a baseline return on equity of 12.34 percent because an expert retained by the Maryland Office of People's Counsel indicated a more reasonable return on equity for the project was closer to 10 percent. Although transmission costs represent about three percent of a D.C. consumer's energy bill and the District's share of the project costs is small, OPC-DC believes it was important to challenge PPL's request as being unjust and unreasonable, given the reduced risk in operating a transmission facility.

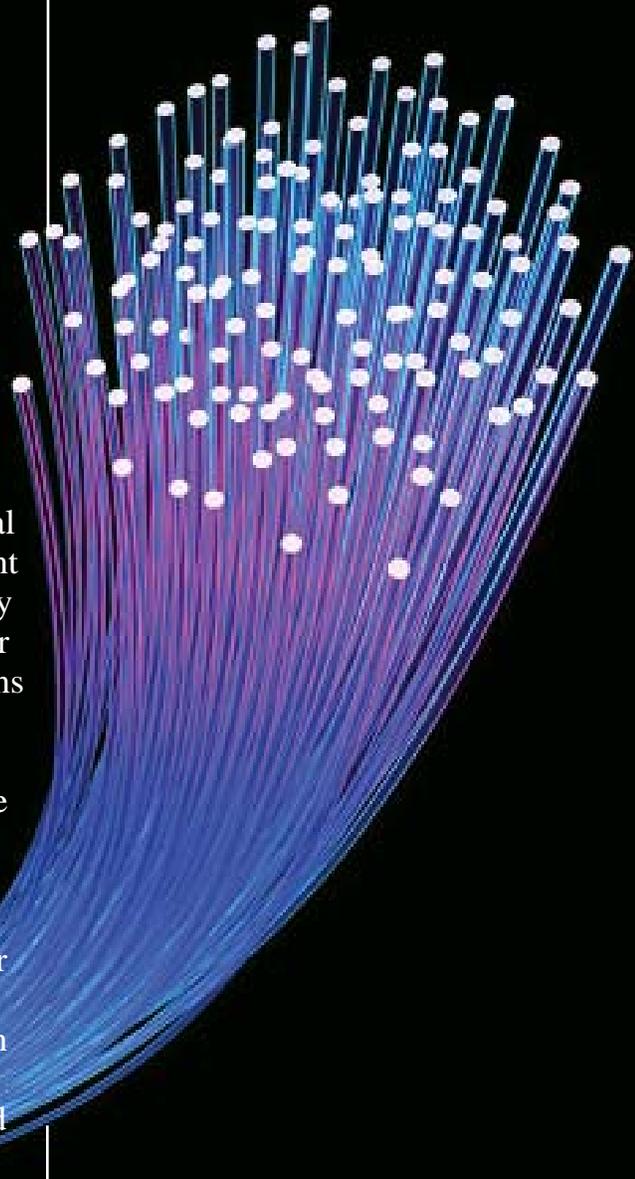
FERC proposed this matter be referred to a settlement judge for resolution. Although no further action has been taken, OPC-DC hopes to work with the other consumer advocates and PPL to resolve this matter amicably on behalf of District consumers.

D.C. Gets Closer to FiOS

On October 6, 2008, the Council of the District of Columbia introduced Bill 17-095, the “Approval of Verizon Washington, DC Inc.’s Cable Television System Franchise Act of 2008.” On October 31, the Office testified before the Council fully supporting the deployment of broadband services like FiOS in the District, particularly since it is the last jurisdiction in the area to receive the service. However, the franchise agreement permitting FiOS to be delivered must have provisions serving the best interests of D.C. consumers.

OPC-DC’s testimony supported the equitable and ubiquitous deployment of fiber and recommended several proposals designed to ensure: 1) the Franchise Agreement does not permit FiOS deployment to thwart or effectively eliminate telecommunications competition and consumer choice; 2) consumers have access to consumer protections and a fair and clear complaint resolution process; and 3) consumers have access to safe, adequate and reliable service. Specifically, the Office’s testimony provided the following proposals:

- ensure the deployment of FiOS will not thwart or hinder telecommunications competition and customer choice is preserved
- prevent Verizon from imposing an onerous deposit on District consumers
- include financial sanctions against Verizon for missed appointments
- remove Verizon’s authority to decide when billing disputes are resolved
- require Verizon to have trained personnel based in D.C. to handle system outages
- include language to clarify how complaints are to be handled





Telephone Consumer Protections Victory!

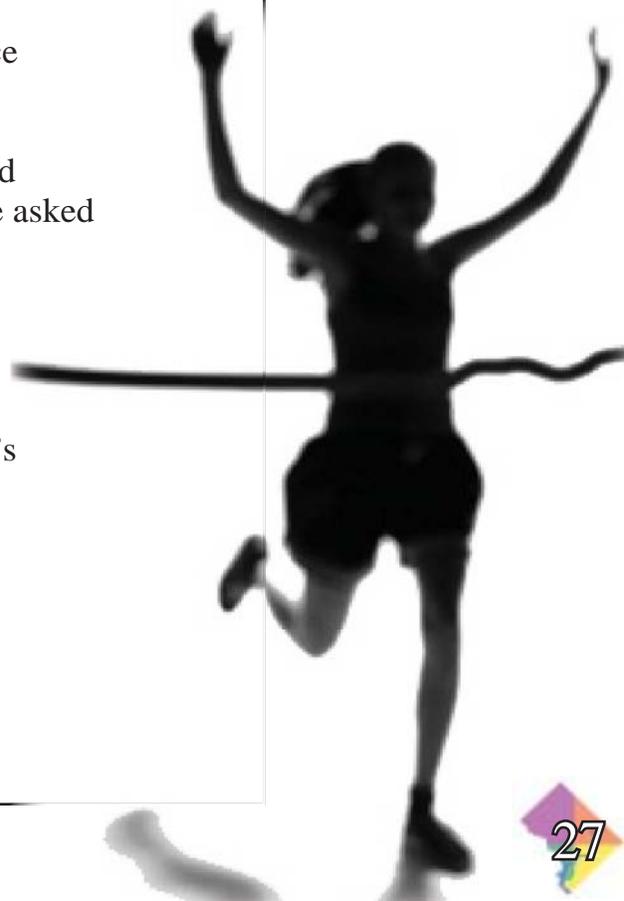
Full or “effective” competition in D.C.’s telecommunications market has long been an unrealized goal, and Verizon DC remains the dominant provider of landline telecommunications service. In 2008, however, under Price Cap Plan 2008 (Plan 2008), OPC-DC negotiated stiff consumer protections for District telco consumers.

The Office’s settlement positions were based on numerous consumer complaints made to OPC-DC and also incorporated the concerns and frustrations expressed by more than 100 witnesses who testified at the Quality of Service Hearings held before the D.C. Council’s Committee on Public Services and Consumer Affairs.

The Office-developed consumer protections were approved by the PSC. Plan 2008 requires Verizon to:

- no longer disconnect consumers’ Verizon landline service for nonpayment or disputes about customers’ wireless service
- freeze residential rates until September 2010
- offer billing credits to customers who have service outages lasting 24 hours or longer
- provide more effective training for customer service representatives and repair technicians to reduce repeat trouble calls
- train customer service personnel that, unless needed to perform a credit check, consumers should not be asked for social security numbers
- dedicate two local personnel to assist OPC-DC in resolving consumer complaints

OPC-DC continues to monitor Verizon’s practices to assure Plan 2008 remains a “win-win” for the District’s telephone ratepayers.



Economy II

In 2008, OPC-DC continued to advocate for telecommunications' consumers by ensuring the continued viability of universal telephone service in the District, particularly the provision of Economy II service. As a member of the Universal Service Working Group, the Office made recommendations to improve the efficiency and effectiveness of the Economy II certification and recertification process. The Office also met with representatives from District agencies and community organizations to inform them about the service.

The District's Economy II program is one of the most affordable low income telephone services in the country, allowing consumers who meet the eligibility guidelines to receive basic telephone for either \$1 or \$3. Consumers who want to receive Economy II service must submit proper documentation to the District's Department of the Environment's Energy Office to prove eligibility. The recertification process requires those already receiving the service to reapply annually.

Since 2001, OPC-DC has participated in the Universal Service Working Group established by the Commission. Throughout the process, OPC-DC has advocated for rules to ensure the delivery of tangible benefits to District consumers through affordable access to basic telephone service, the Telecommunications Relay Service for the deaf and hard of hearing community, service quality standards, and the ability to redefine universal service to include new services to be identified as universal as telecommunications service technology evolves.

OPC Directorate

The Directorate includes the People’s Counsel, her Staff Assistant, Jean Gross-Bethel, and the management team of Sandra Mattavous-Frye, Esq., Deputy People’s Counsel; Derryl Stewart, Director of Operations; Herbert Jones, Manager, and Associate People’s Counsel Karen Sistrunk, Consumer Services Division; and Darlene Wms-Wake, Network Administrator, Management Information Systems Division. The Directorate determines policy consistent with the Agency mission and provides legislative analysis and assistance on utility matters to the Executive and the Council of the District of Columbia.

Elizabeth A. Noel, Esq.
People’s Counsel

Jean Gross Bethel
Staff Assistant to the People’s Counsel

OPC Advocates for and Represents Consumers: Litigation Services Division

The Litigation Services Division, headed by Sandra Mattavous-Frye, Esq., consists of the Energy, Telecommunications and Technical Sections. There is also a Market Monitoring Section created pursuant to the District’s electric retail restructuring law to monitor the market for market abuses. The Division manages and presents cases involving utility companies before the Public Service Commission, federal regulatory agencies, and the D.C. Court of Appeals. This work includes developing overall litigation strategies, preparing aspects of each case, coordinating outside counsel, and marshaling various expert technical witnesses.

Sandra Mattavous-Frye, Esq.
Deputy People’s Counsel

Laurence Daniels, Esq.
Assistant People’s Counsel

Yohannes K.G. Mariam, Ph.D.
Senior Economist

Maggie Sallah, Esq.
Assistant People’s Counsel

Naunihal Singh Gumer
Accountant Rate Case Manager

Barbara Burton, Esq.
Assistant People’s Counsel

Brian Edmonds, Esq.
Assistant People’s Counsel

Brenda Pennington, Esq.
Assistant People’s Counsel

Jennifer Weberski, Esq.
Assistant People’s Counsel

Tamika Dodson
Office Assistant



Lauren Shuman
Litigation Assistant

OPC Consumer Education and Outreach: Consumer Services Division

The Consumer Services Division, headed by Herbert Jones and Attorney Karen Sistrunk, provides education and outreach to District consumers and responds to requests for information and for speaking engagements. Consumer Services staff provide assistance and representation to individual consumers with utility complaints and complaints about public pay telephones. The Division also provides assistance and resources to the Consumer Utility Board and community civic and consumer organizations.

A Litigation Division staff attorney supervises and advises the consumer complaint staff to determine whether legal action or new policies should be developed. This function helps OPC-DC make and argue strong cases for matters raised through individual complaints demonstrating the need for a policy shift or legal change.

Herbert Jones
Manager

Karen Sistrunk, Esq.
Associate People's Counsel

Kami Corbett
Consumer Education Specialist

Melanie Deggins
Consumer Education & Outreach
Specialist

Silvia Garrick
Consumer Education & Outreach Specialist

Phillip Harmon
Public Policy Analyst

Linda Jefferson
Consumer Education & Outreach Specialist

Laurence Jones
Public Policy Analyst

Pamela Nelson
Consumer Education & Outreach Specialist

Ardella Newman
Consumer Complaints Specialist

Cheryl Morse
Office Assistant

OPC Technology

The Management Information Systems Division, headed by Darlene Wms-Wake, is responsible for all aspects of the Office's computer network and information management. MIS provides staff computer training and support, tools for production of consumer education and outreach materials, the Consumer Information Database research and other information databases, presentation and desktop publishing, and equipment and technology upgrades. OPC-DC's website, www.opc-dc.gov, is also a product of the Division.

Darlene Wms-Wake
Network Administrator

Anthony Lee
Computer Specialist



OPC's Ability to Function Effectively

The Operations Division, headed by Derryl Stewart, is responsible for fiscal management, editorial functions, assessments, space acquisition and management, materials and non-IT equipment, procurement, human resources, staff development, benefits administration, and legal matters related to OPC-DC's daily operations.

Derryl D. Stewart
Director of Operations

Frank Scott, Jr.
Administrative Officer

Erica Bright
Administrative Assistant

Rosena Corsey-Perkins
Receptionist

SOURCE OF FUNDS

Funds for the Office are provided through two sources. The appropriated budget provides for administrative and general operating expenses (rent, salaries, equipment) of the Office and is authorized by the D.C. government in the governmental budget review process. Assessment funds are used to pay the costs of litigation and investigations. The costs are directly assessed to the affected utility.

Operating Budget

Appropriated funds are also used to support such additional activities as: 1) representing the interests of District consumer before the Council, the Congress and federal courts and agencies; 2) conducting independent investigations or audits of utility companies; 3) monitoring the implementation of utility rates; and 4) providing technical assistance to community groups. By law, these funds must be reimbursed to the District by the three regulated utility companies and the alternate energy and telecommunications providers according to an established formula as outlined in the Public Utility Reimbursement Fee Act, D.C. Code § 34-912(b)(1).

Formal Case Assessments

To fully participate in complex litigation before the Public Service Commission and the courts, the People's Counsel is authorized to retain the professional services of attorneys and expert technical consultants such as economists, accountants and engineers, as needed to effectively represent D.C. utility consumers. By law, the affected utility company is required to pay the costs of regulatory litigation of the Office through a special franchise tax. This applies to the PSC as well. D.C. Code § 34-912 (a)(1). In turn, the law recognizes the utility may include these costs, as well as its own litigation-related expenses, as operating expenses which are an element of rates.

There are monetary limits to the assessments of the utilities by the Office. With respect to rate cases the Office is permitted to assess no more than a total of one-quarter of one percent of a company's District revenues. With respect to all other cases or investigations (those not involving the setting of rates), the Office is permitted to assess one-twentieth of one percent for all investigations of a company per year.

DID YOU KNOW?

Less than half a penny of each dollar you pay for utility service goes to OPC!



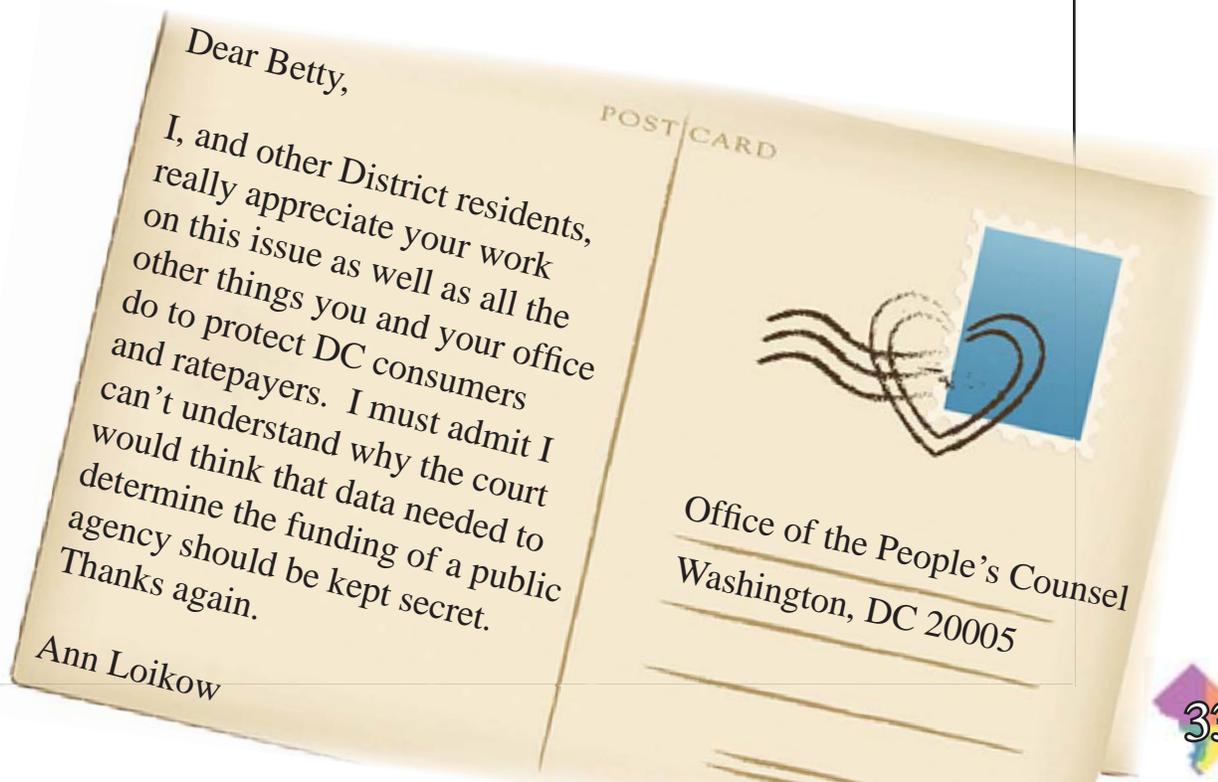
OPC-DC Asks PSC for Transparency in Government

In 2008, OPC-DC continued challenging the PSC decision refusing to make public the jurisdictional revenues of the three public utilities. In May, the Office took its appeal to the D.C. Court of Appeals, giving the court an opportunity to clarify the law on the public's right to know the utilities' gross jurisdictional revenues.

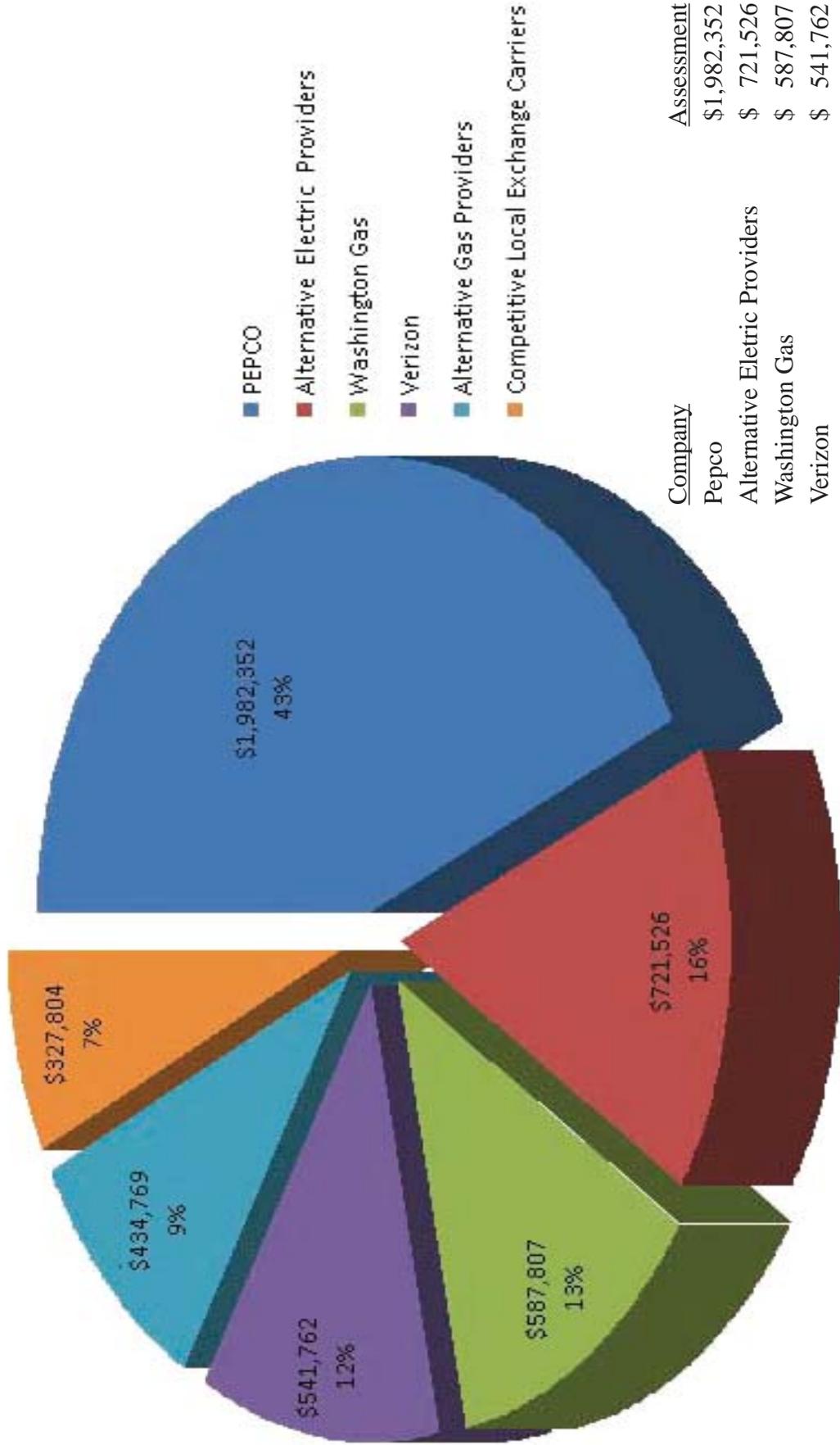
The Office argued for public disclosure because the utility companies' District of Columbia earnings fund OPC-DC's and the PSC's operating budgets. As the statutory legal advocate for utility consumers, the Office argued that since the earnings are derived from ratepayers, consumers have a vested interest and the right to know the information.

Unfortunately, the court found the Commission's decision not to make the information public was not unreasonable. But the court also held consumers still have access to the information by filing a Freedom of Information Act request. OPC-DC encourages the public to act on the court's recommendation to get the information from the PSC.

The issue is not dead. OPC-DC continues to believe every dollar earned by the utilities on its operations in the District must remain in the public domain. The Office will maintain a laser-like focus on the issue. Transparency in government is critical.



Assessments of Utilities and Alternative Energy & Telco Providers for OPC-DC's FY 2008 Operating Budget*



* D.C. Code, Section 34-912 (b) (1)

January 2008

Outreach Office on Aging Director's Meeting
 Councilmember Mary M. Cheh: Bill 17-492, "Clean and Affordable Energy Act of 2007"
 Consumer Utility Board Meeting
 YMCA Board Meeting

February 2008

Outreach ANC 8C
 Utility Quality of Service Hearings #1
 Utility Quality of Service Hearings #2
 NARUC Winter Committee Meeting
 Outreach Office on Aging DC Cameo Club
 Outreach National Association of Retired Federal Employees (NARFE)
 Outreach Carlos Rosario International Public Charter School
 Outreach Neighbors' Consejo
 Outreach Latino Youth Summit
 Consumer Utility Board Meeting

March 2008

Outreach Shrine of the Sacred Heart
 Outreach Housing Counseling Services
 Consumer Utility Board Meeting
 Outreach La Clinica del Pueblo/Neighbors' Consejo
 Outreach Sierra Club and Ward 8 Green Meeting
 Outreach Chinatown Community Cultural Center
 YMCA Board Meeting

April 2008

Outreach "Health Fair"- MacFarland Middle School
 Outreach Neighbors' Consejo
 Outreach DC for Independent Living
 Outreach Aging and Health Services/Asian Living
 Outreach Sr. Citizens Day - Howard University
 Outreach La Clinica del Pueblo
 Outreach (DDOE) "Green DC Day"- Freedom Plaza
 YMCA Board Meeting
 Consumer Utility Board Meeting

May 2008

Conference "Futures for the Sustainable Workforce" Green Jobs - Morgan State University
 Outreach "Health Fair" - Powell Academic Campus
 Outreach Carlos Rosario International Public Charter School - "Learn About DC"
 Outreach Ward 8 Business & Environmental Groups
 Outreach Senior Day at the DC Armory
 Public Hearing - "Green Business Recognition Act of 2008"

May 2008 con't

Outreach La Oficina del Alcalde para Asuntos Latinos
Outreach DC Superior Court Multi Door Resolution Division
Consumer Utility Board Meeting
Outreach Office of Latino Affairs – Reeves Center
Outreach La Oficina del Alcalde para Asuntos Latinos
Outreach Shrine of the Sacred Heart School - Green & Health Fair
YMCA Board Meeting

June 2008

Outreach Jubilee Housing
Outreach Barbara Chambers Children's Ctr.
Outreach Mayor's Office on Asian and Pacific Islander Affairs
Outreach Ethiopian Community Service and Development Council
Outreach Martha's Table
Outreach Rittenhouse Tenant Association
National Fuel Fund Conference
Outreach Jubilee Housing
Consumer Utility Board Meeting
YMCA Board Meeting

July 2008

Hearing on Sustainable Energy Utility (SEU)
Outreach Martha's Table
Outreach Barbara Chambers Children's Center
Outreach Tenants Advisory Council "Citywide Town Hall Meeting"
Oversight Hearing "Power Outages & Reliabilities."
2nd Reading on the SEU
SMPPI Press Conference
Outreach Smart Meter Town Hall Meeting #1
Outreach Smart Meter Town Hall Meeting #2
Outreach Smart Meter Town Hall Meeting #3
Outreach Educational Outreach: drop-offs
Outreach "Celebrating Our Heritage, Respecting Our Language Rights" at Columbia Heights Community Center
Outreach SOME, Inc
Outreach Change, Inc
Outreach Latino Economic Development Corporation
YMCA Board Meeting
Consumer Utility Board Meeting

August 2008

Outreach Latino Economic Development Corporation
Outreach Latino Federation of Greater Washington
Outreach Seniors Services Network Roundtable

August 2008 con't

Outreach Social Services Network Roundtable
 NASUCA Consumer Protection Committee Conference Call
 Outreach 1st annual Project (ECO) – Environmental Community Outreach
 Meeting with Jack Warner
 Outreach Vietnamese-American Community Service Center
 Training on Title I (Employment) on Americans with Disabilities Act (ADA)/Title II (Services, Programs and Activities)
 Outreach Planned Parenthood of Metropolitan Washington

September 2008

Outreach Office of Latino Affairs
 Outreach Elderfest at Freedom Plaza
 Meet & Greet with Mr. Ernest Jolly - Manager of the Energy Division WASA
 NASUCA – Consumer Protection Cmte.- Conference Call
 Digital TV Transition with Denise Rhodes
 Children & Youth Invest. Trust Corp. - Literacy Initiatives
 Outreach AIDS Alliance for Children, Youth and Family
 Outreach Bell Multicultural HS/MCIP
 Key Community Leader Briefings #1
 Key Community Leader Briefings #2
 “Reliable Energy Trust Fund Programs” – Brown Bag
 JUDD Training with DDOE
 1st Annual Tenant Summit the Kellogg Conf . Center at Gallaudet University
 JUDD “Joint Utility Discount Day” – Washington Convention Center

October 2008

“Heat Wave Safety Amendment Act of 2008” with Councilmember Mary Cheh
 Outreach Maya Communications
 Outreach Palisades Community Center
 Outreach 2008 DC Disability Awareness Conference
 Outreach Barbara Chambers Children’s Center, Neighbors’ Consejo, Shrine of the Sacred Heart, Outreach Bell Multi High School/MCIP and Dept. of Parks and Recreation
 Outreach Latin American Youth Center
 Outreach Martha’s Table
 Outreach CentroNia
 Outreach CARECEN
 Outreach Advocates for Justice and Education
 Outreach Bell Multicultural High School/MCIP
 Outreach DC LEARNs
 D.C. Federation of Civic Associations 78th Annual Awards Luncheon
 Verizon FiOS Meeting with Councilmembers’ Brown, Alexander and Thomas
 Low-Income (Pepco) Energy Assistance Summit
 Consumer Utility Board Meeting
 YMCA Board Meeting

November 2008

OPC Home Energy EXPO

PSC “Unplanned Outages” Public Hearing

Outreach Emmaus Aging Senior Center

Webinar - Utility Comm International (UCI) **Renewable Energy: Community Challenges

Outreach Big Brothers/Big Sisters of the National Capital Area

Outreach Ethiopian Community Center

Consumer Utility Board Meeting

Outreach Neighbor’s Consejo

Outreach Barbara Chambers Children’s Center

Outreach Shrine of the Sacred Heart

Bell Multicultural High School Auditorium

YMCA Board Meeting

Consumer Utility Board Meeting

December 2008

Outreach “City-Wide Celebration for Inclusive Schools Week!”

Outreach DC LEARNs

Outreach Annual Senior Holiday Party – DC Armory

2008 OPC-DC Staff Professional Development and Education

Liaison Committee Meeting with PJM Board
Consumer Energy Symposium
Alliance for Public Telephony (APT) 2008 Policy Forum on Broadband
NARUC 2008 Winter Committee Meetings
2008 DOE-NARUC National Electricity Forum “The Role of Electricity Delivery Infrastructure in Addressing Climate Change, Demand Growth, and Energy Security”
Transmission Summit 2008 “What Do Climate Change Megatrends Mean for Transmission?”
FCC Reform: Changing the Institution
Web Conference: Introduction to Energy Efficiency
The ACEEE Energy Efficiency Finance Forum
Second Annual Conference on “Climate Change Regulation and Policy”
Global Marine Renewable Energy Conference
2008 PJM Annual Meeting
Baltimore Green Week “Green Jobs Green Economy”
“Affordable Green Buildings” Conference
2008 NASUCA Mid-Year Meeting
31st Annual National Conference of Regulatory Attorneys
Clean Energy: An In-Depth, No-Hype Introduction
Financial Education and Empowerment
17th MADRI Working Group Meeting
Mapping Your Community: Intro to GIS
D.C. Bar Continuing Legal Education Program, “Nuts and Bolts of Federal Grants Law”
Transition to Digital Television Information Session
GridWeek 2008 Conference
PGS Energy Training
OPC’s Report Card on the Reliable Energy Trust Fund
Solar Power International 2008
Low Income Energy Assistance Summit 2008
Landlord-Tenant Practice and Rent Control in the District of Columbia
Primer for Smart Grid Webinar “What is the Value Proposition for Consumers?”
2008 NARUC Annual Conference
2008 NASUCA Annual Meeting
“Stepping Up to Leadership” Training
Renewable Energy: Communication Challenges

OPC-DC Sharing With Homeless Children And Low-Income Families

As in 2007, OPC-DC selected Bright Beginnings with whom to share during the holiday season. Bright Beginnings is a child and family development center that provides free, year-round child care and case management for homeless infants, toddlers, preschoolers, and their families. Bright Beginnings also provides an early-learning evening care program to families in need of safe, reliable non-traditional care.



OPC Gives to USSOFORAL

As one of its 2008 charitable projects, the Office decided to donate clothing, school supplies and funds to USSOFORAL, a non governmental organization founded in March 2000, in Guinea-Bissau, one of the poorest nations in Africa. The organization assists out-of-school children, from the ages of 3 to 20, by providing an alternative to delinquency and idleness through artistic activities promoting culture, such as traditional dance and theater. Over 300 children who live in Guinea-Bissau, Senegal, USSOFORAL also teaches women how to read and write.



Satio Diatta Rosche, founder and director of USSOFORAL and OPC Attorney Barbara Burton

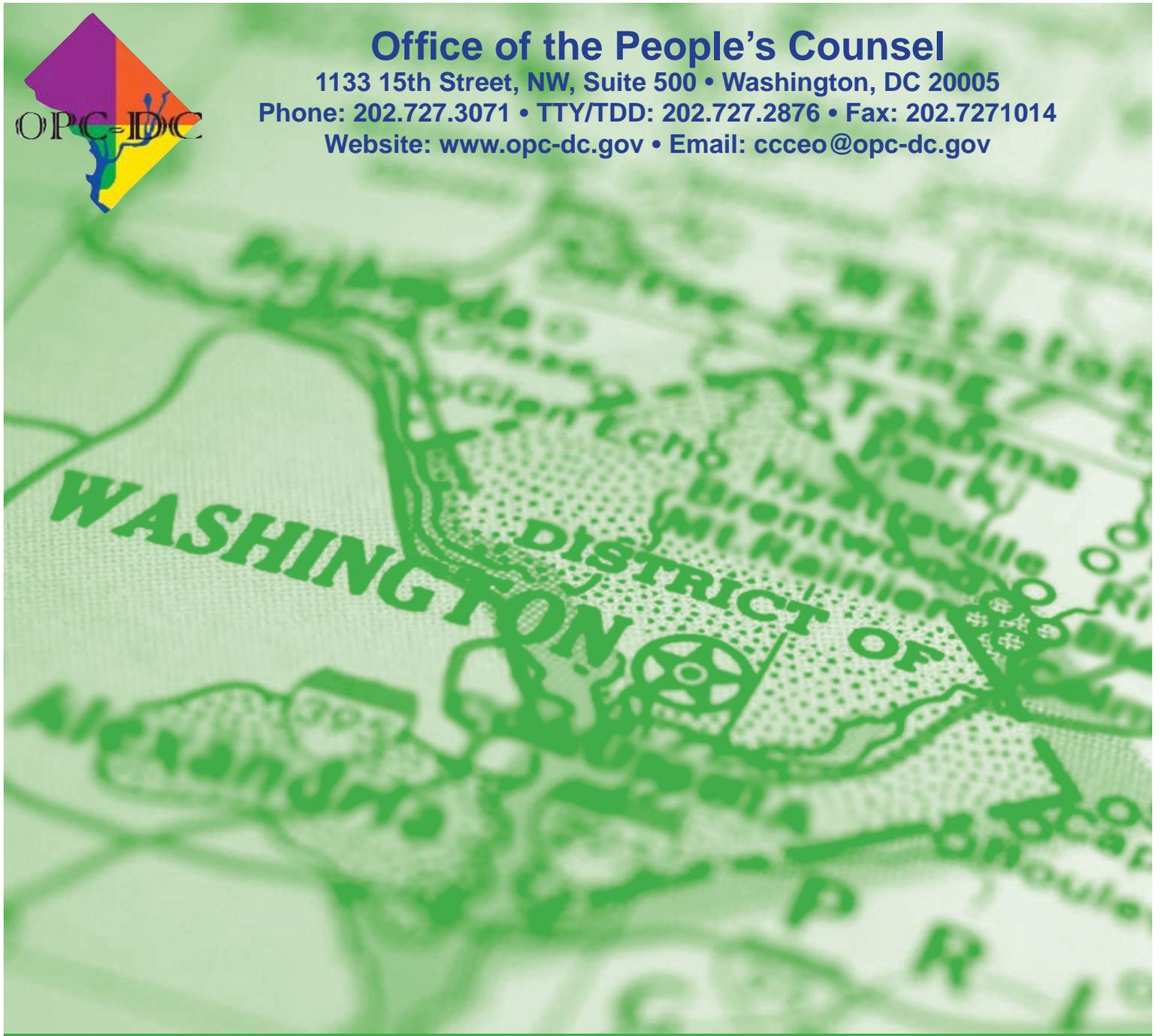
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TO

