

# PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA



## OFFICE OF CONSUMER SERVICES

### FY 2017 1<sup>st</sup> Quarter Consumer Complaints Report

**Table 1: 1st Quarter FY 2017 Consumer Complaint Totals**

UTILITY	1Q FY 2017	1Q FY 2016
Verizon	30	34
Washington Gas	60	40
Pepco	71	97
Competitive Local Exchange Carriers	2	6
Competitive Gas Suppliers	2	1
Competitive Electric Suppliers	29	30
Other Complaints	0	13
<b>Total Complaints</b>	<b>194</b>	<b>221</b>

**Table 1A: 1st Quarter FY 2017 Consumer Inquiry Totals**

UTILITY	1Q FY 2017	1Q FY 2016
Verizon	4	6
Washington Gas	8	1
Pepco	14	8
Competitive Local Exchange Carriers	6	1
Competitive Gas Suppliers	1	0
Competitive Electric Suppliers	4	1
Other	36	14
<b>Total</b>	<b>73</b>	<b>31</b>

**Table 2: 1st Quarter FY 2017 Consumer Complaints and Inquiries by Source**

Source of Complaints	1Q FY 2017	1Q FY 2016
Call	227	163
Walk-in	6	23
Letter	8	13
Email	24	46
Facsimile	1	1
Website	1	2
Other	0	4
<b>Total</b>	<b>267</b>	<b>252</b>

**Table 3: 1st Quarter FY 2017 Complaints by Customer Classification**

Classification	Complaint Totals
Senior	23
RAD	25
RES	2
ECON II	2
<b>Total</b>	<b>52</b>

**Table 4: 1st Quarter FY 2017 Consumer Complaints & Inquiries by Spanish Speaking Consumers**

Spanish-Speaking Customers	1Q FY 2017	1Q FY 2016
Complaints	4	4
Inquiries	2	1
<b>Total</b>	<b>6</b>	<b>5</b>

**Table 5: 1st Quarter FY 2017 Types of Consumer Complaints and Inquiries by Company**

Types of Complaints and Inquiries	Verizon	WGL	Pepco	CLECs	CGS	CES	Other	Total	%
Billing and Payment	14	42	58	0	0	2	0	116	59.79
Quality of Service	15	18	11	1	0	0	0	45	23.20
Others	1	0	2	0	2	16	0	21	10.82
Competitive Suppliers	0	0	0	0	0	11	0	11	5.67
Unregulated Services	0	0	0	1	0	0	0	1	0.52
<b>Total Complaints</b>	<b>30</b>	<b>60</b>	<b>71</b>	<b>2</b>	<b>2</b>	<b>29</b>	<b>0</b>	<b>194</b>	<b>100.00</b>
<b>Inquiries</b>	<b>4</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>36</b>	<b>73</b>	<b>100.00</b>
<b>Total Complaints and Inquiries</b>	<b>34</b>	<b>68</b>	<b>85</b>	<b>8</b>	<b>3</b>	<b>33</b>	<b>36</b>	<b>267</b>	<b>100.00</b>

**Table 6: 1st Quarter FY 2017 Billing and Payment Consumer Complaints by Company**

Billing and Payment Issues	Verizon	WGL	Pepco	CES	Total	%
Billing	9	13	15	1	38	32.76
High Bill	1	5	17	0	23	19.83
Payment Arrangements	1	2	11	0	14	12.07
Service Termination	1	6	4	0	11	9.48
Disconnection	1	7	1	0	9	7.76
Disconnect Notice	1	1	3	0	5	4.31
Budget Billing	0	2	1	0	3	2.59
Estimated Billing	0	0	3	0	3	2.59
Deposit	0	2	0	0	2	1.72
Auto-payE-payPay-by-Phone	0	2	0	0	2	1.72
DOEEUDP	0	1	1	0	2	1.72
Slamming	0	0	0	1	1	0.86
Account Responsible Party	0	0	1	0	1	0.86
Rate Classification	0	1	0	0	1	0.86
Reverse Metering	0	0	1	0	1	0.86
<b>Total</b>	<b>14</b>	<b>42</b>	<b>58</b>	<b>2</b>	<b>116</b>	<b>100.00</b>



**Table 7: 1st Quarter FY 2017 Quality of Service Complaints by Company**

Quality of Service Issues	Verizon	WGL	Pepco	CLECs	Total	%
Equipment	3	1	2	1	7	15.56
Personnel	1	2	2	0	5	11.11
Service Outage - Non Major	3	0	2	0	5	11.11
Service Interruption	2	2	0	0	4	8.89
Construction	0	3	1	0	4	8.89
Trouble Report	2	1	0	0	3	6.67
Downed wire	2	0	0	0	2	4.44
Missed Appointment	0	2	0	0	2	4.44
New Service Installation	1	0	1	0	2	4.44
Service Reconnection	0	2	0	0	2	4.44
Property Damage	0	1	0	0	1	2.22
Disconnect in Error	0	1	0	0	1	2.22
Wires	0	0	1	0	1	2.22
EasementRight of Way	1	0	0	0	1	2.22
Meter Access	0	0	1	0	1	2.22
Other	0	1	0	0	1	2.22
Poles	0	0	1	0	1	2.22
Property Damage	0	1	0	0	1	2.22
Restoration DateTime	0	1	0	0	1	2.22
<b>Total</b>	<b>15</b>	<b>18</b>	<b>11</b>	<b>1</b>	<b>45</b>	<b>100.00</b>

**Table 8: 1st Quarter FY 2017 Complaints and Inquiries by Ward and Company**

Ward	Verizon	WGL	Pepco	CLECs	CGS	CES	Other	Total	%
None	7	12	16	5	1	7	26	74	27.72
Ward 1	2	4	6	0	0	0	1	13	4.87
Ward 2	2	2	2	0	0	0	0	6	2.25
Ward 3	4	6	6	1	0	0	0	17	6.37
Ward 4	6	4	6	0	0	1	2	19	7.12
Ward 5	3	8	16	0	1	1	0	29	10.86
Ward 6	4	13	4	1	0	1	0	23	8.61
Ward 7	5	10	11	1	0	9	5	41	15.36
Ward 8	1	9	18	0	1	14	2	45	16.85
<b>Total</b>	<b>34</b>	<b>68</b>	<b>85</b>	<b>8</b>	<b>3</b>	<b>33</b>	<b>36</b>	<b>267</b>	<b>100.00</b>

## 1st Quarter FY 2017 Electric Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Pepco	71	71.00	14	77.78	85	72.03
IDT Energy	9	9.00	1	5.56	10	8.47
Major Energy	6	6.00	0	0.00	6	5.08
Liberty Power	4	4.00	0	0.00	4	3.39
Direct Energy Services	3	3.00	1	5.56	4	3.39
Clear Choice	0	0.00	1	5.56	1	0.85
Xoom Energy	1	1.00	0	0.00	1	0.85
Renaissance Power & Gas, Inc.	1	1.00	0	0.00	1	0.85
Ethical Electric	1	1.00	0	0.00	1	0.85
WGES	1	1.00	0	0.00	1	0.85
Starion Energy	1	1.00	0	0.00	1	0.85
Clearview Energy	1	1.00	0	0.00	1	0.85
Constellation New Energy	1	1.00	0	0.00	1	0.85
Think Energy	0	0.00	1	5.56	1	0.85
<b>Total</b>	<b>100</b>	<b>100.00</b>	<b>18</b>	<b>100.00</b>	<b>118</b>	<b>100.00</b>

### 1st Quarter FY 2017 Competitive Electric Suppliers Complaints by Type

Company	Billing	Cancellation Request	Deceptive Marketing	Other	Slamming	Total	%
IDT Energy	1	1	1	5	1	9	31.03
Major Energy	0	2	1	3	0	6	20.69
Liberty Power	0	4	0	0	0	4	13.79
Direct Energy Services	0	0	1	2	0	3	10.34
Xoom Energy	0	0	0	1	0	1	3.45
Renaissance Power & Gas, Inc.	0	0	0	1	0	1	3.45
Ethical Electric	0	0	0	1	0	1	3.45
WGES	0	0	0	1	0	1	3.45
Starion Energy	0	1	0	0	0	1	3.45
Clearview Energy	0	0	0	1	0	1	3.45
Constellation New Energy	0	0	0	1	0	1	3.45
<b>Total</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>16</b>	<b>1</b>	<b>29</b>	<b>100.00</b>

### 1st Quarter FY 2017 Natural Gas Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Washington Gas	60	96.77	8	88.89	68	95.77
WGES	1	1.61	1	11.11	2	2.82
Constellation NewEnergy - Gas Division	1	1.61	0	0.00	1	1.41
<b>Total</b>	<b>62</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>71</b>	<b>100.00</b>

### 1st Quarter FY 2017 Competitive Gas Suppliers Complaints by Type

Company	Billing	Cancellation Request	Deceptive Marketing	Other	Slamming	Total	%
Constellation NewEnergy - Gas Division	0	0	0	1	0	1	50.00
WGES	0	0	0	1	0	1	50.00
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>100.00</b>

### 1st Quarter FY 2017 Telecom Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Verizon	30	93.75	4	40.00	34	80.95
RCN	2	6.25	3	30.00	5	11.90
Comcast	0	0.00	2	20.00	2	4.76
Other	0	0.00	1	10.00	1	2.38
<b>Total</b>	<b>32</b>	<b>100.00</b>	<b>10</b>	<b>100.00</b>	<b>42</b>	<b>100.00</b>

**1st Quarter FY 2017 Competitive Local Exchange Carriers Complaints by Type**

Company	Quality of Service	Unregulated Services	Total	%
RCN	1	1	2	100.00
<b>Total</b>	1	1	2	100.00



# PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA



**OFFICE OF CONSUMER SERVICES**

**FY 2017 2<sup>nd</sup> Quarter Consumer Complaints & Inquiries Report**

**Table 1: 2nd Quarter FY 2017 Consumer Complaint Totals**

<b>UTILITY</b>	<b>2Q FY 2017</b>	<b>2Q FY 2016</b>
Telecom Companies	30	30
Gas Companies	70	43
Electric Companies	93	98
Competitive Local Exchange Carriers	0	8
Inter Exchange Carriers	0	1
Competitive Gas Suppliers	5	3
Competitive Electric Suppliers	46	39
Other	2	3
<b>Total</b>	<b>246</b>	<b>225</b>

**Table 1A: 2nd Quarter FY 2017 Consumer Inquiry Totals**

UTILITY	2Q FY 2017	2Q FY 2016
Telecom Companies	4	2
Gas Companies	9	2
Electric Companies	18	10
Competitive Local Exchange Carriers	2	4
Competitive Electric Suppliers	1	0
Other	55	13
<b>Total</b>	<b>89</b>	<b>31</b>

**Table 2: 2nd Quarter FY 2017 Consumer Complaints and Inquiries by Source**

Source of Complaints	2Q FY 2017 Complaint Totals	2Q FY 2016 Complaint Totals
Call	291	167
Walk-in	14	22
Letter	3	11
Email	22	44
Facsimile	0	2
Website	1	10
Other	4	0
<b>Total</b>	<b>335</b>	<b>256</b>

**Table 4: 2nd Quarter FY 2017 Consumer Complaints & Inquiries by Spanish Speaking Consumers**

<b>Spanish-Speaking Customers</b>	<b>2Q FY 2017</b>	<b>2Q FY 2016</b>
Complaints	6	3
Inquiries	6	1
<b>Total</b>	<b>12</b>	<b>4</b>

**Table 5: 2nd Quarter FY 2017 Types of Consumer Complaints and inquiries by Company**

Types of Complaints and Inquiries	Verizon	WGL	Pepco	CLECs	CGS	CES	Other	Total	%
Billing and Payment	16	53	74	0	0	0	0	143	57.89
Quality of Service	14	17	19	0	0	0	0	50	20.24
Others	0	0	0	0	0	1	0	1	0.40
Competitive Suppliers	0	0	0	0	6	45	1	53	21.46
Unregulated Services	0	0	0	0	0	0	0	0	0.00
<b>Total Complaints</b>	<b>30</b>	<b>70</b>	<b>93</b>	<b>0</b>	<b>6</b>	<b>46</b>	<b>1</b>	<b>246</b>	<b>100.00</b>
<b>Inquiries</b>	<b>4</b>	<b>9</b>	<b>18</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>55</b>	<b>89</b>	<b>100.00</b>
<b>Total</b>	<b>34</b>	<b>79</b>	<b>112</b>	<b>2</b>	<b>6</b>	<b>47</b>	<b>56</b>	<b>335</b>	<b>100.00</b>

CLECs = Competitive Local Exchange Carriers

CGS = Competitive Gas Suppliers

CES = Competitive Electric Suppliers

**Table 6: 2nd Quarter FY 2017 Billing and Payment Consumer Complaints by Company**

Billing and Payment Issues	Verizon	WGL	Pepco	Total	%
High Bill	1	15	24	40	27.97
Billing	6	14	14	34	23.78
Disconnection	1	2	7	10	6.99
Auto-payE-payPay-by-Phone	0	9	0	9	6.29
Payment Arrangements	1	1	3	5	3.50
Disconnect Notice	0	1	3	4	2.80
CollectionsCourt Action	0	0	4	4	2.80
Construction Cost Estimate	0	0	4	4	2.80
Estimated Billing	0	1	3	4	2.80
Refund(s)	0	3	1	4	2.80
Deposit	0	3	0	3	2.10
Budget Billing	0	0	3	3	2.10
Call PlansPackages	3	0	0	3	2.10
No Bills Received	0	2	1	3	2.10
Other	1	0	1	2	1.40
Reverse Metering	0	0	2	2	1.40
Taxes, Surcharges and Fees	2	0	0	2	1.40
Account Name Change	0	1	0	1	0.70
Account Responsible Party	0	1	0	1	0.70
Balance Transfer	0	0	1	1	0.70
DOEE/UDP	1	0	0	1	0.70
Due Date Change	0	0	1	1	0.70
Fraud/Identity Theft	0	0	1	1	0.70
Rate Classification	0	0	1	1	0.70
<b>Total</b>	<b>16</b>	<b>53</b>	<b>74</b>	<b>143</b>	<b>100.00</b>

**Table 7: 2nd Quarter FY 2017 Quality of Service Complaints by Company**

Quality of Service Issues	Verizon	WGL	Pepco	Total	%
New Service Installation	0	1	4	5	10.00
Personnel	3	1	1	5	10.00
Trouble Report	4	0	1	5	10.00
Poles	2	0	3	5	10.00
Missed Appointment	1	2	1	4	8.00
Service Reconnection	0	3	1	4	8.00
Safety Concern	2	1	1	4	8.00
Construction	0	2	1	3	6.00
Disconnect in Error	0	1	2	3	6.00
Property Damage	0	2	0	3	6.00
Downed wire	1	0	0	1	2.00
Smart Meter	0	0	1	1	2.00
Gas Leak/Odor	0	1	0	1	2.00
Meter Access	0	1	0	1	2.00
Net MeteringSolar	0	0	1	1	2.00
Restoration Date/Time	0	1	0	1	2.00
Scheduled Outage	0	0	1	1	2.00
Customer Service	0	1	0	1	2.00
Service Interruption	1	0	0	1	2.00
<b>Total</b>	<b>14</b>	<b>17</b>	<b>19</b>	<b>50</b>	<b>100.00</b>



**Table 8: 2nd Quarter FY 2017 Complaints and Inquiries by Ward and Company**

Ward	Verizon	WGL	Pepco	CLECs	CGS	CES	Other	Total	%
None	9	14	20	1	0	6	41	91	27.16
Ward 1	4	4	13	0	1	1	1	24	7.16
Ward 2	1	6	6	0	0	2	1	16	4.78
Ward 3	4	3	2	0	0	2	1	12	3.58
Ward 4	3	7	15	0	2	2	1	30	8.96
Ward 5	2	13	9	0	1	2	1	28	8.36
Ward 6	2	10	9	0	0	2	2	25	7.46
Ward 7	3	11	16	0	0	10	3	43	12.84
Ward 8	6	11	21	1	2	20	5	66	19.70
<b>Total</b>	<b>34</b>	<b>79</b>	<b>111</b>	<b>2</b>	<b>6</b>	<b>47</b>	<b>56</b>	<b>335</b>	<b>100.00</b>

## 2nd Quarter FY 2017 Electric Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Pepco	93	66.91	18	77.78	111	70.25
IDT Energy	20	14.39	0	5.56	20	12.66
Liberty Power	10	7.19	0	0.00	10	6.33
Major Energy	5	3.60	0	0.00	5	3.16
Constellation New Energy	3	2.16	0	0.00	3	1.90
Clear Choice	2	1.44	0	5.56	2	1.27
Stream Energy Columbia	2	1.44	0	0.00	2	1.27
Direct Energy Services	0	0.00	1	5.56	1	0.63
Eligo Energy	1	0.72	0	0.00	1	0.63
Clearview Energy	1	0.72	0	0.00	1	0.63
Zoom Energy	1	0.72	0	0.00	1	0.63
DC Gas & Electric	1	0.72	0	0.00	1	0.63
<b>Total</b>	<b>139</b>	<b>100.00</b>	<b>19</b>	<b>100.00</b>	<b>158</b>	<b>100.00</b>

## 2nd Quarter FY 2017 Competitive Electric Suppliers Complaints by Type

Company	Cancellation Request	Deceptive Marketing	Variable Rates	Slamming	Solicitation	Total	%
IDT Energy	11	4	1	4	0	20	43.48
Liberty Power	3	1	0	6	0	10	21.74
Major Energy	2	0	0	2	1	5	10.87
Constellation New Energy	0	2	0	1	0	3	6.52
Clear Choice	1	0	0	1	0	2	4.35
Stream Energy	2	0	0	0	0	2	4.35
Eligo Energy	0	0	0	1	0	1	2.17
DC Gas & Electric	0	0	0	1	0	1	2.17
NextEra	0	0	1	0	0	1	2.17
Zoom Energy	0	0	0	1	0	1	2.17
<b>Total</b>	<b>19</b>	<b>7</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>46</b>	<b>100.00</b>

## 2nd Quarter FY 2017 Natural Gas Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Washington Gas	70	93.33	5	100.00	75	93.75
Gateway Energy Services	2	2.67	0	0.00	2	2.50
WGES	1	1.33	0	0.00	1	1.25
IDT Energy	1	1.33	0	0.00	1	1.25
Constellation NewEnergy - Gas Division	1	1.33	0	0.00	1	1.25
<b>Total</b>	<b>75</b>	<b>100.00</b>	<b>5</b>	<b>100.00</b>	<b>80</b>	<b>100.00</b>

## 2nd Quarter FY 2017 Competitive Gas Suppliers Complaints by Type

Company	Billing	Cancellation Request	Deceptive Marketing	Slamming	Total	%
Gateway Energy Services	0	1	0	1	2	40.00
Constellation NewEnergy - Gas Division	0	1	0	0	1	20.00
IDT Energy (Gas)	0	0	1	0	1	20.00
WGES	0	1	0	0	1	20.00
<b>Total</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>100.00</b>

## 2nd Quarter FY 2017 Telecom Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Verizon	30	100.00	4	66.67	34	94.44
RCN	0	0.00	1	16.67	1	2.78
Comcast	0	0.00	1	16.67	1	2.78
<b>Total</b>	<b>30</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	<b>36</b>	<b>100.00</b>

# PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA



**OFFICE OF CONSUMER SERVICES**

**FY 2017 3<sup>rd</sup> Quarter Consumer Complaints & Inquiries Report**

**Table 1: 3rd Quarter FY 2017 Consumer Complaint Totals**

<b>UTILITY</b>	<b>3Q FY 2017 Complaint Totals</b>	<b>3Q FY 2016 Complaint Totals</b>
Telecom Companies	47	57
Gas Companies	57	38
Electric Companies	76	78
Competitive Local Exchange Carriers	1	7
Competitive Gas Suppliers	2	0
Competitive Electric Suppliers	23	28
Other	2	1
<b>Total</b>	<b>208</b>	<b>210</b>



**Table 1A: 3rd Quarter FY 2017 Consumer Inquiry Totals**

UTILITY	3Q FY 2017 Inquiry Totals	3Q FY 2016 Inquiry Totals
Telecom Companies	14	1
Gas Companies	8	0
Electric Companies	19	2
Competitive Local Exchange Carriers	5	1
Competitive Gas Suppliers	1	0
Competitive Electric Suppliers	3	0
Other	52	5
<b>Total</b>	<b>102</b>	<b>9</b>

**Table 2: 3rd Quarter FY 2017 Consumer Complaints and Inquiries by Source**

Source of Complaints	3Q FY 2017 Complaint Totals	3Q FY 2016 Complaint Totals
Call	276	148
Walk-in	10	14
Letter	4	9
Email	16	30
Facsimile	1	0
Website	3	18
Other	0	0
<b>Total</b>	<b>310</b>	<b>219</b>

**Table 4: 3rd Quarter FY 2017 Consumer Complaints & Inquiries by Spanish Speaking Consumers**

Spanish-Speaking Customers	3Q FY 2017 Complaint Totals	3Q FY 2016 Complaint Totals
Complaint	5	2
Inquiry	6	1
<b>Total</b>	11	3

**Table 5: 3rd Quarter FY 2017 Types of Consumer Complaints and Inquiries by Company**

<b>Types of Complaints and Inquiries</b>	<b>Verizon</b>	<b>WGL</b>	<b>Pepco</b>	<b>CLECs</b>	<b>CGS</b>	<b>CES</b>	<b>Other</b>	<b>Total</b>	<b>%</b>
Billing and Payment	24	44	60	0	0	0	0	128	61.54
Quality of Service	23	13	15	1	0	0	0	52	25.00
Others	0	0	0	0	0	0	1	1	0.48
Competitive Suppliers	0	0	1	0	2	23	1	27	12.98
<b>Total Complaints</b>	<b>47</b>	<b>57</b>	<b>76</b>	<b>1</b>	<b>2</b>	<b>23</b>	<b>2</b>	<b>208</b>	<b>100.00</b>
Inquiries	14	8	19	5	1	3	52	102	100.00
<b>Total</b>	<b>61</b>	<b>65</b>	<b>95</b>	<b>6</b>	<b>3</b>	<b>26</b>	<b>54</b>	<b>310</b>	<b>100.00</b>

**CLECs = Competitive Local Exchange Carriers**

**CGS = Competitive Gas Suppliers**

**CES = Competitive Electric Suppliers**

**Table 6: 3rd Quarter FY 2017 Billing and Payment Consumer Complaints by Company**

Billing and Payment Issues	Verizon	WGL	Pepco	Total	%
Billing	11	14	13	38	29.69
High Bill	1	11	20	32	25.00
Disconnection	0	1	9	10	7.81
Deposit	0	8	0	8	6.25
Payment Arrangements	0	0	6	6	4.69
Auto-payE-payPay-by-Phone	1	2	3	6	4.69
Payment Arrangements	0	0	6	6	4.69
Disconnect Notice	1	1	2	4	3.13
Call PlansPackages	4	0	0	4	3.13
DOEEUDP	2	1	0	3	2.34
Estimated Billing	0	0	3	3	2.34
No Bills Received	0	3	0	3	2.34
Due Date Change	1	1	0	2	1.56
Taxes, Surcharges and Fees	1	0	1	2	1.56
Refund(s)	1	0	1	2	1.56
Account Name Change	0	1	0	1	0.78
Balance Transfer	0	0	1	1	0.78
Late Fees	1	0	0	1	0.78
Rate Classification	0	0	1	1	0.78
Tax Exemption	0	1	0	1	0.78
<b>Total</b>	<b>24</b>	<b>44</b>	<b>60</b>	<b>128</b>	<b>100.00</b>

**Table 7: 3rd Quarter FY 2017 Quality of Service Complaints by Company**

Quality of Service Issues	Verizon	WGL	Pepco	CLECs	Total	%
Trouble Report	7	0	1	0	8	15.38
Personnel	2	3	2	0	7	13.46
Poles	2	0	4	1	7	13.46
New Service Installation	1	2	1	0	4	7.69
Service Interruption	2	0	2	0	4	7.69
Meters	0	1	2	0	3	5.77
Downed wire	2	0	0	0	2	3.85
Missed Appointment	0	2	0	0	2	3.85
Wires	2	0	0	0	2	3.85
Customer Service	2	0	0	0	2	3.85
Service Outage – NON MAJOR (ELECTRICITY)	0	0	2	0	2	3.85
Property Damage	0	1	0	0	1	1.92
Smart Meter	0	0	1	0	1	1.92
Construction	0	1	0	0	1	1.92
Gas Leak/Odor	0	1	0	0	1	1.92
Property Damage	0	1	0	0	1	1.92
Service Reconnection	1	0	0	0	1	1.92
Service outage - MAJOR (TELCOM)	1	0	0	0	1	1.92
Service outage - NON MAJOR (TELCOM)	1	0	0	0	1	1.92
Safety Concern	0	1	0	0	1	1.92
<b>Total</b>	<b>23</b>	<b>13</b>	<b>15</b>	<b>1</b>	<b>52</b>	<b>100.00</b>

**Table 8: 3rd Quarter FY 2017 Complaints and Inquiries by Ward and Company**

Ward	Verizon	WGL	Pepco	CLECs	CGS	CES	Other	Total	%
None	23	18	12	3	2	4	35	97	31.30
Ward 1	6	7	5	0	1	1	0	20	6.45
Ward 2	3	2	5	1	0	0	2	13	4.19
Ward 3	8	7	3	1	0	0	1	20	6.45
Ward 4	5	8	11	1	0	0	4	29	9.35
Ward 5	8	8	16	0	0	0	5	37	11.94
Ward 6	2	6	4	0	0	2	1	15	4.84
Ward 7	3	6	14	0	0	4	2	29	9.35
Ward 8	3	3	25	0	0	15	4	50	16.13
<b>Total</b>	<b>61</b>	<b>65</b>	<b>95</b>	<b>6</b>	<b>3</b>	<b>26</b>	<b>54</b>	<b>310</b>	<b>100.00</b>

### 3rd Quarter FY 2017 Electric Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Pepco	76	76.77	19	95	95	78.51
Liberty Power	6	6.06	0	0.00	6	4.96
Clearview Energy	3	3.03	0	0.00	3	2.48
IDT Energy	3	3.03	0	0.00	3	2.48
Major Energy	3	3.03	0	0.00	3	2.48
Direct Energy Services	2	2.02	1	4.55	3	2.48
Clear Choice Electricity (BRKR)	1	1.01	0	0.00	1	0.83
DC Gas and Electric (Energy Service Providers)	1	1.01	0	0.00	1	0.83
Renaissance Power and Gas	1	1.01	0	0.00	1	0.83
Clearview Energy	1	1.01	0	0.00	1	0.83
Zoom Energy	0	0.00	1	4.55	1	0.83
DC Gas & Electric	0	0.00	1	4.55	1	0.83
<b>Total</b>	<b>99</b>	<b>100.00</b>	<b>22</b>	<b>100.00</b>	<b>121</b>	<b>100.00</b>



**Table: 3rd Quarter FY 2017 Competitive Electric Suppliers Complaints by Type**

<b>Company</b>	<b>Cancellation Request</b>	<b>Deceptive Marketing</b>	<b>Early Termination Fee</b>	<b>Slamming</b>	<b>Total</b>	<b>%</b>
Liberty Power	2	2	0	4	8	36.36
Clearview Energy	1	2	0	0	3	13.64
IDT Energy	1	0	0	2	3	13.64
Major Energy	1	1	0	1	3	13.64
Direct Energy Services	0	0	1	1	2	9.09
Clear Choice Electricity (BRKR)	1	0	0	0	1	4.55
DC Gas and Electric (Energy Service Providers)	0	0	0	1	1	4.55
Renaissance Power and Gas	1	0	0	0	1	4.55
<b>Total</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>22</b>	<b>100.00</b>

### 3rd Quarter FY 2017 Natural Gas Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Washington Gas	57	96.61	8	88.89	65	95.59
Gateway Energy Services	1	1.69	0	0.00	1	1.47
WGES	1	1.69	0	0.00	1	1.47
Other	0	0.00	1	11.11	1	1.47
<b>Total</b>	<b>59</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>68</b>	<b>100.00</b>

### 3rd Quarter FY 2017 Competitive Local Exchange Carriers

Company	Quality of Service	Total	%
Comcast	1	1	100.00
<b>Total</b>	<b>1</b>	<b>1</b>	<b>100.00</b>

# PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA



## OFFICE OF CONSUMER SERVICES

### **FY 2017 4<sup>th</sup> Quarter Consumer Complaints & Inquiries Report**

**Table 1: 4th Quarter FY 2017 Consumer Complaint Totals**

<b>UTILITY</b>	<b>4Q FY 2017 Complaint Totals</b>	<b>4Q FY 2016 Complaint Totals</b>
Telecom Companies	54	33
Gas Companies	66	39
Electric Companies	69	80
Competitive Local Exchange Carriers	9	5
Competitive Gas Suppliers	1	4
Competitive Electric Suppliers	42	27
Other	2	4
<b>Total</b>	<b>243</b>	<b>194</b>

**Table 1A: 4th Quarter FY 2017 Consumer Inquiry Totals**

<b>UTILITY</b>	<b>4Q FY 2017 Inquiry Totals</b>	<b>4Q FY 2016 Inquiry Totals</b>
Telecom Companies	8	4
Gas Companies	12	4
Electric Companies	27	21
Competitive Local Exchange Carriers	3	0
Competitive Electric Suppliers	6	1
Other	54	29
<b>Total</b>	<b>110</b>	<b>59</b>

**Table 2: 4th Quarter FY 2017 Consumer Complaints and Inquiries by Source**

Source of Complaints and Inquiries	4Q FY 2017 Totals	4Q FY 2016 Totals
Call	303	189
Walk-in	8	28
Letter	7	7
Email	29	26
Facsimile	3	2
Website	3	1
Other	0	0
<b>Total</b>	<b>353</b>	<b>253</b>

**Table 4: 4th Quarter FY 2017 Complaints & Inquiries by Spanish Speaking Consumers**

<b>Spanish-Speaking Customers</b>	<b>4Q FY 2017 Complaint Totals</b>	<b>4Q FY 2016 Complaint Totals</b>
Complaint	3	2
Inquiry	1	3
<b>Total</b>	<b>4</b>	<b>5</b>



**Table 5: 4th Quarter FY 2017 Types of Consumer Complaints and Inquiries by Company**

<b>Types of Complaints and Inquiries</b>	<b>Verizon</b>	<b>WGL</b>	<b>Pepco</b>	<b>CLECs</b>	<b>CGS</b>	<b>CES</b>	<b>Other</b>	<b>Total</b>	<b>%</b>
Billing and Payment	21	54	58	3	0	2	1	139	57.20
Quality of Service	33	12	11	4	0	0	1	61	25.10
Others	0	0	0	1	0	0	0	1	0.41
Competitive Suppliers	0	0	0	1	1	40	0	42	17.28
Unregulated Services	0	0	0	0	0	0	0	0	0.00
<b>Total Complaints</b>	<b>54</b>	<b>66</b>	<b>69</b>	<b>9</b>	<b>1</b>	<b>42</b>	<b>2</b>	<b>243</b>	<b>100.00</b>
Inquiries	8	12	27	3	0	6	54	110	100.00
<b>Total</b>	<b>62</b>	<b>78</b>	<b>96</b>	<b>12</b>	<b>1</b>	<b>48</b>	<b>56</b>	<b>353</b>	<b>100.00</b>

**CLECs = Competitive Local Exchange Carriers**

**CGS = Competitive Gas Suppliers**

**CES = Competitive Electric Suppliers**

**Table 6: 4th Quarter FY 2017 Billing and Payment Consumer Complaints by Company**

Billing and Payment Issues	Verizon	WGL	Pepco	CLECs	CES	Other	Total	%
Billing	6	11	9	2	0	0	28	20.14
High Bill	2	8	15	0	1	0	26	18.71
Disconnection	1	6	15	1	0	0	23	16.55
Deposit	0	16	1	0	0	0	17	12.23
Disconnect Notice	0	2	7	0	0	0	9	6.47
No Bills Received	0	4	2	0	0	0	6	4.32
Collections Court Action	2	0	2	0	0	0	4	2.88
Payment Arrangements	0	1	2	0	0	1	4	2.88
Budget Billing	0	2	1	0	0	0	3	2.16
Call Plans Packages	2	0	0	0	0	0	2	1.44
DOEEUDP	1	1	0	0	0	0	2	1.44
Due Date Change	1	0	1	0	0	0	2	1.44
Taxes, Surcharges and Fees	2	0	0	0	0	0	2	1.44
Cramming	1	0	0	0	0	0	1	0.72
Other	0	0	1	0	0	0	1	0.72
Account Responsible Party	0	1	0	0	0	0	1	0.72
Auto-pay E-pay Pay-by-Phone	0	1	0	0	0	0	1	0.72
Balance Transfer	0	0	1	0	0	0	1	0.72
Construction Cost Estimate	1	0	0	0	0	0	1	0.72
Estimated Billing	0	0	1	0	0	0	1	0.72
Fraud Identity Theft	0	0	0	0	1	0	1	0.72
Late Fees	1	0	0	0	0	0	1	0.72
Number Portability	1	0	0	0	0	0	1	0.72
Refund(s)	0	1	0	0	0	0	1	0.72
<b>Total</b>	<b>21</b>	<b>54</b>	<b>58</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>139</b>	<b>100.00</b>

**Table 7: 4th Quarter FY 2017 Quality of Service Complaints by Company**

Quality of Service Issues	Verizon	WGL	Pepco	CLECs	Other	Total	%
Service Interruption	9	3	0	1	0	13	21.31
Downed wire	4	0	2	2	1	9	14.75
Trouble Report	6	1	1	0	0	8	13.11
Wires	3	0	2	0	0	5	8.20
Safety Concern	2	2	1	0	0	5	8.20
Construction	0	3	0	0	0	3	4.92
Poles	2	0	1	0	0	3	4.92
Service outage - MAJOR (TELCOM)	2	0	0	1	0	3	4.92
New Service Installation	1	0	1	0	0	2	3.28
Service Outage – NON MAJOR (ELECTRICITY)	0	0	2	0	0	2	3.28
Equipment	1	0	0	0	0	1	1.64
Disconnect in Error	1	0	0	0	0	1	1.64
Restoration Date/Time	0	1	0	0	0	1	1.64
Service Reconnection	0	1	0	0	0	1	1.64
Service outage - NON MAJOR (TELCOM)	1	0	0	0	0	1	1.64
Customer Service	0	0	1	0	0	1	1.64
Number Portability	1	0	0	0	0	1	1.64
<b>Total</b>	<b>33</b>	<b>12</b>	<b>11</b>	<b>4</b>	<b>1</b>	<b>61</b>	<b>100.00</b>

**Table 8: 4th Quarter FY 2017 Complaints and Inquiries by Ward and Company**

Ward	Verizon	WGL	Pepco	CLECs	CGS	CES	Other	Total	%
None	15	13	22	3	1	8	37	99	28.05
Ward 1	8	4	8	2	0	1	1	24	6.80
Ward 2	2	6	2	0	0	1	0	11	3.12
Ward 3	1	5	1	1	0	4	1	13	3.68
Ward 4	6	12	13	2	0	3	4	40	11.33
Ward 5	12	11	10	0	0	5	0	38	10.76
Ward 6	7	4	7	3	0	3	3	27	7.65
Ward 7	7	13	19	1	0	8	4	52	14.73
Ward 8	4	10	14	0	0	15	6	49	13.88
<b>Total</b>	<b>62</b>	<b>78</b>	<b>96</b>	<b>12</b>	<b>1</b>	<b>48</b>	<b>56</b>	<b>353</b>	<b>100.00</b>

### 4th Quarter FY 2017 Electric Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Pepco	69	63.30	27	81.82	96	67.61
IDT Energy	9	8.26	3	9.09	12	8.45
LifeEnergy LLC	8	0.00	0	0.00	8	0.00
Constellation New Energy	4	0.00	0	0.00	4	0.00
Star Energy Partners	3	0.00	0	0.00	3	0.00
Xoom Energy	0	0.00	0	0.00	0	0.85
Renaissance Power & Gas, Inc.	0	1.00	0	0.00	0	0.85
Ethical Electric	0	1.00	0	0.00	0	0.85
WGES	0	1.00	0	0.00	0	0.85
Starion Energy	0	1.00	0	0.00	0	0.85
Major Energy	2	0.00	0	0.00	2	0.00
Viridian Energy	2	0.00	0	0.00	2	0.00
Clear Choice Electricity (BRKR)	2	0.00	0	0.00	2	0.00
Direct Energy Services	1	0.00	0	0.00	1	0.00
DC Gas and Electric (Energy Service Providers)	1	0.00	0	0.00	1	0.00
Renaissance Power and Gas	1	0.00	0	0.00	1	0.00
Ethical Electric	1	0.00	0	0.00	1	0.00
WGES	0	0.00	1	0.00	1	0.00
BidUREnergy (BRKR)	0	0.00	1	0.00	1	0.00
Groundswell (BRKR)	0	0.00	1	0.00	1	0.00
5 (BRKR)	1	0.00	0	0.00	1	0.00
Renaissance Power and Gas	1	0.00	0	0.00	1	0.00
Ambit Energy	1	0.00	0	0.00	1	0.00
Starion Energy	1	0.00	0	0.00	1	0.00
Liberty Power	1	0.00	0	0.00	1	0.00
Xoom Energy	1	0.00	0	0.00	1	0.00
<b>Total</b>	<b>109</b>	<b>100.00</b>	<b>33</b>	<b>100.00</b>	<b>142</b>	<b>100.00</b>

**Table: 4th Quarter FY 2017 Competitive Electric Suppliers Complaints by Type**

Company	Cancellation Request	Deceptive Marketing	Early Termination Fee	Fraud / Identity Theft	Slamming	Solicitation	Total	%
IDT Energy	2	3	0	0	2	2	9	22.50
LifeEnergy LLC	0	6	0	0	0	2	8	20.00
Constellation New Energy	0	0	3	1	0	0	4	10.00
Star Energy Partners	0	1	0	0	2	0	3	7.50
Major Energy	0	0	0	0	2	0	2	5.00
Viridian Energy	1	0	0	0	1	0	2	5.00
Clear Choice Electricity (BRKR)	0	1	0	0	1	0	2	5.00
Liberty Power	1	0	0	0	0	0	1	2.50
Xoom Energy	1	0	0	0	0	0	1	2.50
Renaissance Power & Gas, Inc.	0	0	0	0	1	0	1	2.50
Ambit Energy	0	0	0	0	1	0	1	2.50
Ethical Electric	0	0	0	0	0	1	1	2.50
5 (BRKR)	1	0	0	0	0	0	1	2.50
Starion Energy	0	1	0	0	0	0	1	2.50
Direct Energy Services	0	1	0	0	0	0	1	2.50
DC Gas and Electric (Energy Service Providers)	0	0	0	0	1	0	1	2.50
Renaissance Power and Gas	0	0	0	0	1	0	1	2.50
<b>Total</b>	<b>6</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>5</b>	<b>40</b>	<b>100.00</b>

### 4th Quarter FY 2017 Natural Gas Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Washington Gas	66	98.51	12	100.00	78	98.73
Constellation New Energy Gas Division	1	1.49	0	0.00	1	1.27
<b>Total</b>	<b>67</b>	<b>100.00</b>	<b>12</b>	<b>100.00</b>	<b>79</b>	<b>100.00</b>

### 4th Quarter FY 2017 Competitive Gas Suppliers

<b>Company</b>	<b>Billing</b>	<b>Total</b>	<b>%</b>
Constellation NewEnergy - Gas Division	1	1	100.00
Total	1	1	100.00



### 4th Quarter FY 2017 Telecom Industry Complaints and Inquiries

Company	Total Complaints	%	Total Inquiries	%	Total Complaints and Inquiries	%
Verizon	54	88.52	8	72.73	62	86.11
RCN	4	6.56	2	18.18	6	8.33
Comcast	3	4.92	0	0.00	3	4.17
AT & T	0	0.00	1	9.09	1	1.39
<b>Total</b>	<b>61</b>	<b>100.00</b>	<b>11</b>	<b>100.00</b>	<b>72</b>	<b>100.00</b>

### 4th Quarter FY 2017 Competitive Local Exchange Carriers

Company	Billing and Payment	Competitive Suppliers	Others	Quality of Service	Total	%
Comcast	0	0	1	3	4	44.44
RCN	3	1	0	0	4	44.44
Level 3 Communications	0	0	0	1	1	11.11
<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>100.00</b>

**List of Current Open Cases and Status  
(Fiscal Year 2017)**

Attachment 26

<b>ELECTRIC</b>	
<b>Case Number</b>	<b>Case Description</b>
FC 766	In the Matter of the Public Service Commission's Fuel Adjustment Clause Audit and Review Program.
FC 982	Electric Quality of Service Standards (EQSS), monthly outage reports, outage investigations, and follow-up and electric service restoration issues
FC 1017	Pepco's default Standard Offer Service (SOS) for electricity customers who have not chosen an alternative generation supplier and transmission rate deadband filings
FC 1050	Mid-Atlantic Distributed Resources Initiative (MADRI) model small generator interconnection procedures
FC 1056	Pepco's implementation of Advanced Metering Infrastructure (AMI) including the deployment of smart meters and the development and implementation of a customer education program through the AMI Customer Education Working Group
FC 1076	Pepco rate case and related Cost Allocation Manual (CAM) and management audit issues
FC 1086	Pepco's request for approval of a residential air conditioner direct load control program
FC 1098	Washington Gas Energy Services' petition for an investigation into retail electricity supplier access to smart meter data
FC 1099	Pepco's application for a certificate authorizing it to issue and sell up to \$850,000,000.00 of long-term secured and unsecured debt securities
FC 1101	OPC's petition for an investigation to establish a mechanism by which Pepco's management compensation will be adjusted for poor electric distribution system reliability performance in DC
FC 1105	Investigation into the business and solicitation practices of Starion Energy in the District
FC 1114	Investigation of the policy, economic, legal and technical issues and questions related to establishing a dynamic pricing plan in the District of Columbia.- Suspended as of May 13, 2015, pursuant to Commission Order No. 17877.
FC 1116	Pepco/DDOT's application for approval of the Power Lines Underground Projects Plan
FC 1117	Pepco's formal notice of plans to construct four 138 kV underground transmission circuits between Little Falls Parkway in Maryland and Pepco's Van Ness Substation in Northwest, DC
FC 1119	Merger of Exelon Corporation, Pepco Holdings, Inc., Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC
FC 1120	Commission's investigation into the Residential Aid Discount.
FC 1121	Pepco's Financing Order Application/DC PLUG Initiative
FC 1123	Pepco's formal notice of plans to construct a 230 kV/138 kV/13 kV substation and four 230 kV/138 kV underground transmission circuits on buzzard point in Southwest, DC

**List of Current Open Cases and Status  
(Fiscal Year 2017)**

Attachment 26

<b>ELECTRIC</b>	
<b>Case Number</b>	<b>Case Description</b>
FC 1124	Pepco's application for authorization to issue \$750,000,000.00 of long-term secured or unsecured debt securities
FC 1136	Pepco's formal notice of plans to construct two 230 kV underground transmission circuits on Buzzard Point in Southwest, DC
FC 1139	Pepco's Application for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service
FC 1143	Pepco's Proposal for a Limited Demand Management Program for Plug-In Vehicle Charging in the District of Columbia.
FC 1144	Pepco's Formal Notice of Construction of the Capital Grid Project.
FC 1145	Applications for approval of Power Line Underground Projects Plans.
FC 1147	Pepco's application to the Commission for a certificate authorizing the Company to issue and sell up to \$600,000,000 of long-term secured or unsecured debt securities.
BE - E	Electricity suppliers billing error notifications (Includes Pepco)
CAM2014-01	Pepco's 2014 Annual Cost Allocation Manual
CAM2015-01	Pepco's 2015 Annual Cost Allocation Manual
PEPCAM2016-01	Pepco's 2016 Annual Cost Allocation Manual
PEPCAM2017-01	Pepco's 2017 Annual Cost Allocation Manual
DCC2014-01	Petition for Review of Commission Order Nos. 17625 and 17666
DCC2014-02	Petition for Review of Commission Order Nos. 17626 and 17666
DCC2015-01	Petition for Review of Commission Order Nos. 17697 and 17769
DCC2015-02	Petition for Review of Commission Order Nos. 17697 and 17769
DCC2016-01	OPC's Petition for Review of Commission Order No. 18243
DCC2016-02	DC Government's Petition for Review of Commission Order No. 18243
DCC2016-03	DC SUN & Public Citizens' Petition for Review of Commission Order No. 18243
EAs	Electric Applications - Requests for certification of alternative electric generation suppliers
ET 00-2	Pepco's Rights of Way Fee
FERC	Federal Energy Regulatory Commission Filings
PEPACR	Pepco's Annual Consolidated Reports
PEPAMIR	Pepco's Advanced Metering Infrastructure Reports
PEPBSAR	Pepco's Bill Stabilization Adjustment Reports
PEPCAM	Pepco's Cost Allocation Manual Filings
PEPCCR	Pepco's Call Center Reports
PEPDLPR	Pepco's Direct Load Program Reports
PEPEMMR	Pepco's Electric Market Monitoring Reports
PEPGD	Pepco's Watthour Meter Test Reports
PEPISCR	Pepco's Incremental Storm Damage Costs Reports
PEPMIR	Pepco's Manhole Inspection Reports
PEPPOR	Pepco's Purchase of Receivables Reports
PEPRADR	Pepco's Residential Aid Discount Reports
PEPRORETR	Pepco's Rate of Return Reports
PSCMIR	Commission's Manhole Inspection Audit Reports
RM5	ACR Rules (D.C.M.R. Chapter 5)

**List of Current Open Cases and Status  
(Fiscal Year 2017)**

Attachment 26

<b>ELECTRIC</b>	
<b>Case Number</b>	<b>Case Description</b>
RM9	Net Metering Rules (D.C.M.R. Chapter 9)
RM29	RPS Rules (D.C.M.R. Chapter 29)
RM36	Electric Quality of Service Standards' Rules (D.C.M.R. Chapter 36)
RM41	Standard Offer Service Rules (D.C.M.R. Chapter 41)
RM46	Electricity Suppliers Licensing and Bonding Rules (D.C.M.R. Chapter 46)
RPS	Renewable Energy Portfolio Standards Applications
RPSR	Renewable Energy Portfolio Standards Application Reports

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<b>NATURAL GAS</b>	
<b>Case Number</b>	<b>Case Description</b>
FC 787	Application of Washington Gas Light Company for authority to increase existing rates and charges for gas service
FC 874	Washington Gas Light's (WGL's) natural gas procurement plans
FC 977	Establishment and monitoring of WGL's quality of service standards
FC 1027	Investigation and monitoring of water leaks into WGL's distribution system, monitoring WGL's implementation of a vintage coupling encapsulation program, and the approval of a cost recovery mechanism
FC 1089	Development of natural gas pipeline safety rules and regulations
FC 1115	WGL's request for approval of a revised accelerated pipeline replacement plan
FC 1122	WGL's application for authority to issue debt securities and preferred stock
FC 1126	OPC's Complaint against WGL regarding its unlawful compensation of competitive service providers in violation of its Rate Schedule No. 5
FC 1127	Commission's establishment of a discount program for low-income natural gas customers in the District of Columbia
FC 1128	Integrus Energy Services Natural Gas, LLC for itself and in its capacity as agent for Pepco Energy Services, Inc., Novac Energy Solutions, Inc., Direct Energy Services, LLC, and Bollinger Energy, LLC's complaint regarding Operational Flow Order Noncompliance Penalties Levied by WGL for the period January through March, 2014
FC 1129	Commission's Investigation into default gas service provided by Washington Gas Light Company through the Purchase Gas Charge in the District of Columbia
FC 1133	WGL'S Application for Approval of Special Contract
FC 1134	Commission's Investigation into the Procurement Cost Adjustment for Standard Offer Services
FC 1135	WGL's Request to Establish a Regulatory Asset
FC 1137	WGL's Application for authority to increase exiting rates and charges for Gas Service; and to revise terms and conditions related to gas service in the District of Columbia.
FC 1138	Commission's investigation into WGL's new billing system and process and the potential impact on customers and competitive natural gas suppliers.
FC 1140	Investigation into the establishment of a purchase of receivables program for natural gas suppliers and their customers in the District of Columbia.
FC 1141	OPC's Petition for an Investigation into the Pipe Replacement and Meter Relocation Practice of WGL.
FC 1142	AltaGas Ltd., WGL Holdings, Inc., and Washington Gas Light Company's Merger Application with supporting testimony, exhibits, and work papers to obtain approval for a change of control.
FC 1146	WGL's Application for Authority to Issue Debt Securities and Preferred Stock.
ACA	Washington Gas' Actual Cost Adjustment Reports
BE - G	Natural gas suppliers' billing error notifications (Includes WGL)
FDS 2015-01	WGL's Balancing and Equalization
Gas	Gas Applications - Requests for certification of commodity natural gas suppliers
GT 00-2	WGL's rights of way fee
GT 01-1	WGL's hedging programs

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<b>NATURAL GAS</b>	
<b>Case Number</b>	<b>Case Description</b>
GT 95-3	WGL's Application for Authority to Amend its Steam and Chilled Water Tariff
GT 96-3 and GT 97-3	WGL's customer choice programs for residential and large commercial customers respectively
GT2013-01	WGL's Compressed Natural Gas Service Tariff
GT2014-01	WGL's Application to Amend General Service Provision No. 4
GT2014-03	WGL's Application to Amend Rate Schedule Nos 3 3A, and 5
GT2016-01	WGL's Residential Essential Surcharge Tariff
GT2016-02	WGL's Residential Essential Reform Tariff
OPC2017-01	OPC's Independent Data Request to WGL regarding AltaGas, Ltd.'s proposed indirect acquisition of WGL.
PGC	WGL's Purchased Gas Charge Reports
RM23	Natural Gas (Chapter 23 of the D.C.M.R.)
VIO	Notices of Probable Utility Violations
WGCAM	WGL's Cost Allocation Manual Filings
WGIA 2016-01	WGL's Request for Approval of Independent Accountant
WGPRPR	WGL's Pipeline Replacement Project Reports
WGRORETR	Washington Gas' Rate of Return Reports

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<b>TELECOMMUNICATIONS</b>	
<b>Case Number</b>	<b>Case Description</b>
FC 892 and TAs (Telecommunications Applications)	Requests for certification of Competitive Local Exchange Carriers (CLECs)
FC 950	Investigation into the Payment Center Operations of Verizon
FC 962	Implementation of DC and Federal Telecommunications Competition Acts, including establishment of unbundled network element (UNE) rates
FC 988	D.C. Universal Service Trust Fund (DCUSTF) and Telecommunications Relay Service (TRS) issues
FC 990	Establishment and monitoring, wholesale and retail telecommunications quality of service standards for the District of Columbia and investigations of service quality in the telecommunications industry
FC 1057	Verizon's petition for approval of Price Cap Plan 2007 and monitoring Verizon's promotional offerings
FC 1090	OPC's request for an investigation into the reliability of Verizon's telecommunications infrastructure in the District of Columbia
FC 1102	In the Matter of the Investigation into the Continued Use of Verizon Washington, DC, Inc.'s Copper Infrastructure to Provide Telecommunications Services.
FC 1125	Orders, filings, and reports on the Consumer Education Program and Utility Discount Program Education Working Group
BE - T	Telecommunications providers' billing error notifications (Includes Verizon)
FCC	Federal Communications Commission Filings
NC	Numbering Conservation Filings
SO - T	Telecommunications providers' service outage reports
TIAs	Verizon's Telephone Interconnection Agreements
TT 00-5	Verizon's rights of way fee
TT 06-6	Verizon's promotional filings
RM13	Rules Implementing the Public Utilities Reimbursement Fee Act of 1980 (D.C.M.R. Chapter 13)
RM27	Telecommunications Service Rules (D.C.M.R. Chapter 27)
RM28	Universal Service Trust Fund Rules (D.C.M.R. Chapter 28)
VAPLR	Verizon's Annual Payment Location Reports
VERGD	Verizon's General Dockets

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<b>MULTI-UTILITY</b>	
<b>Case Number</b>	<b>Case Description</b>
FC 712	Commission's rules, including the mandatory efilng rulemaking and the implementation of the DC Council's Act re fines and forfeitures
FC 1130	The Commission's Investigation into Modernizing the Energy Delivery Structure for Increased Sustainability
ASMT	Annual assessments of electric, natural gas, and local telecommunications providers serving the District for PSC's and OPC's operating budgets
ARDIR	Pepco and WGL's Arrearages and Disconnections Reports
CC	Formal Consumer Complaints
FOIAs	Freedom of Information Act Requests
GD	Matters requiring potential formal action by the Commission
MOUs	Monitoring Pepco, Verizon and WGL's minority contracting initiatives in accordance with a Memorandum of Understanding (MOU) with the Commission
RM1	PSC Rules of Practice and Procedure (D.C.M.R. Chapter 1)
RM3	Consumer Rights and Responsibilities (D.C.M.R. Chapter 3)