



**PUBLIC SERVICE  
COMMISSION**

District of Columbia

**Your Energy. Your Voice.**

**STATISTICAL REPORT**  
**CALENDAR YEAR 2022**



Frederick Douglass Memorial Bridge (Ward 6/8)



**Your Energy. Your Voice.**

There is no room for guesswork in the regulation of public utilities. The **Public Service Commission of the District of Columbia** relies on data to make decisions across all areas of our work — electricity, natural gas, renewable energy, and telecommunications.

Each year, the Commission's Office of Technical and Regulatory Analysis (OTRA) analyzes a wealth of information on provider performance, competition, rates, and infrastructure. By mining this data, the Commission uncovers hidden insights, tracks progress on initiatives, and identifies areas for improvement.

This 2022 Statistical Report reflects calendar year 2022 data and details OTRA compliance reviews, audits, inspections, utility assessments, and annual surveys.

Among the many highlights are data on the District's continued growth in renewable energy. A national leader in sustainability and environmental conservation, the District has one of the most aggressive renewable energy standards of any city in the country. This report demonstrates the Commission's commitment to the District's environmental goals, as demonstrated by OTRA's efficiency in certifying applicants' requests to become renewable energy generators.

To learn more about the Commission's work, please visit [dcpsc.org](https://dcpsc.org).

Respectfully submitted,



**Emile C. Thompson**  
Chairman



**Richard A. Beverly**  
Commissioner



**Ted Trabue**  
Commissioner

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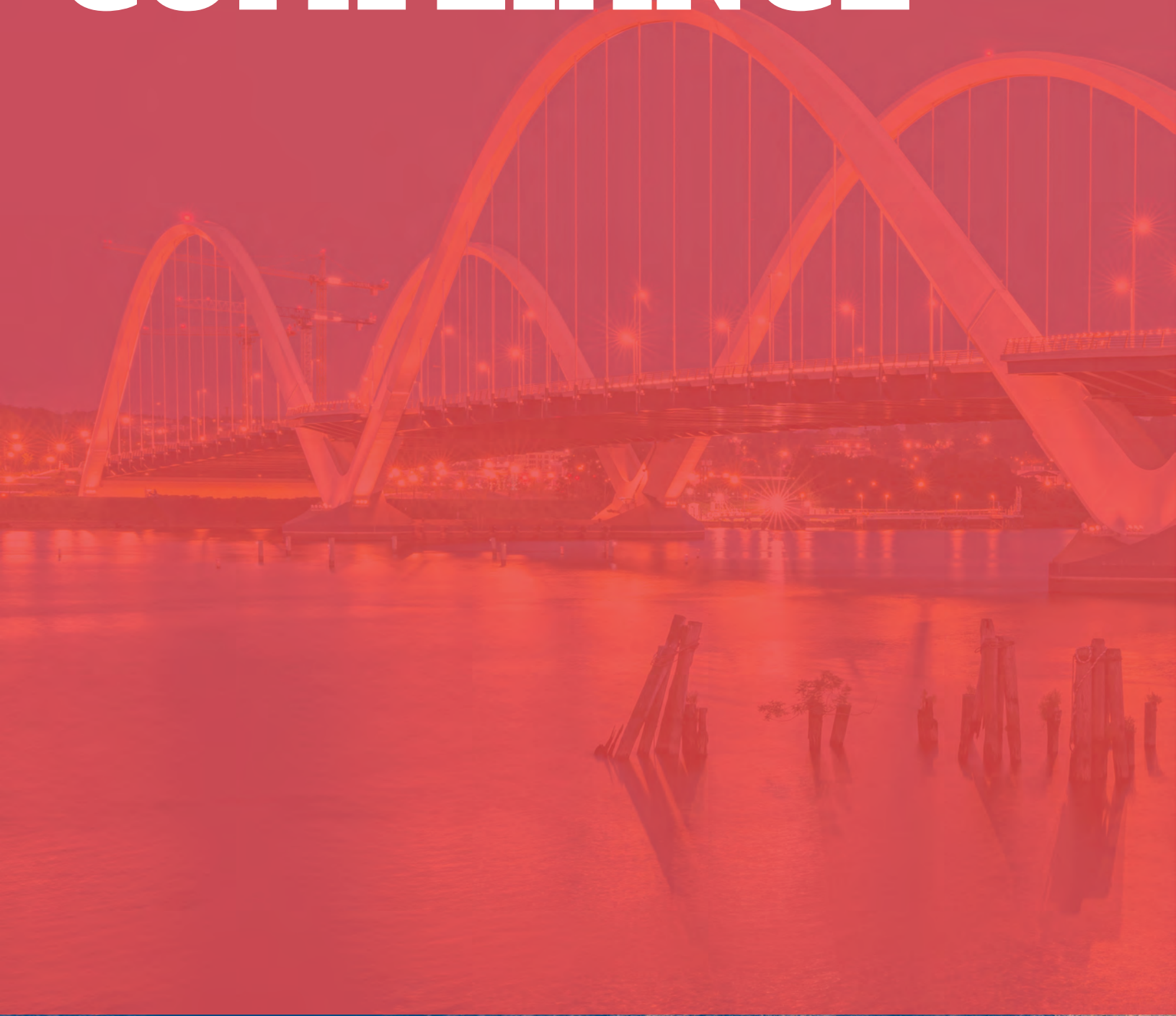


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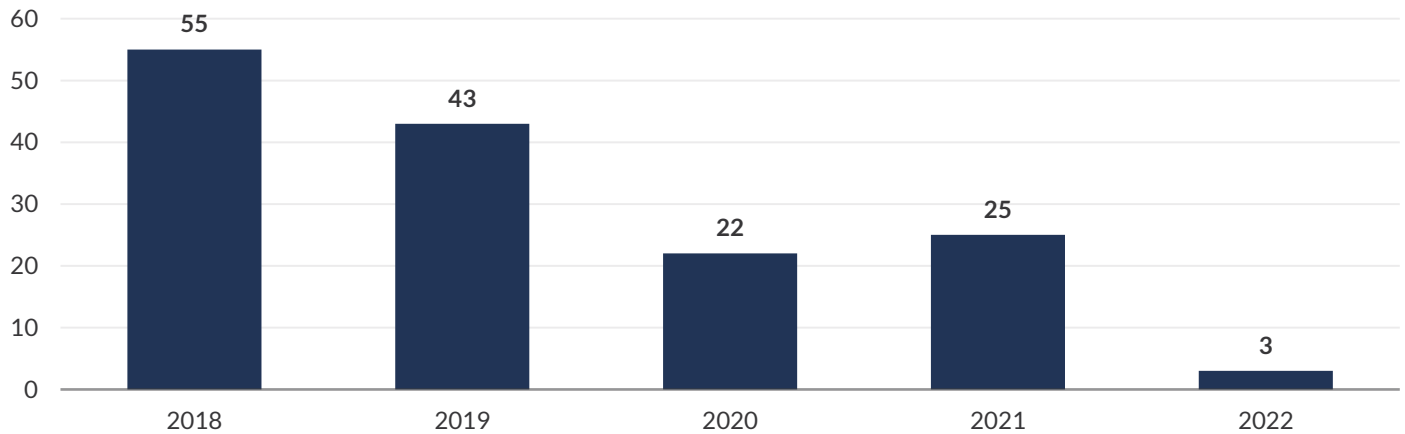
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# COMPLIANCE



## 1. Manhole Events (Explosions, Fires, and Smoking Manholes), CY 2018-2022

Number of events



Source: Pepco 2023 Annual Consolidated Report

The Commission oversees and audits Pepco's manhole inspection, repair, and maintenance program. Reportable manhole events may be considered a subset of underground (UG) equipment failures and are comprised of equipment failures for which there is a significant visual result (e.g., smoke, flames, or cover displaced). Among the UG equipment failures, the most frequent cause involves cable-related failures. Moisture plays a major role in the deterioration of the cable insulations.

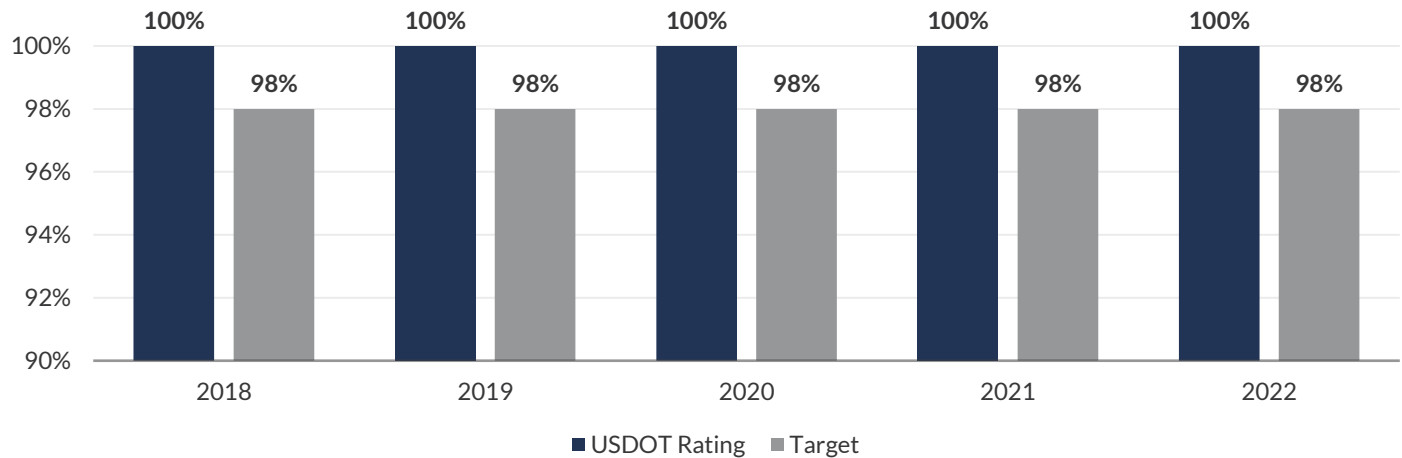
In CY 2022, there were a total of three reportable manhole events in the District. Of these three manhole events, two were classified as Smoking Manholes, one was classified as Manhole Fire and there were no Manhole Explosions.

There was a significant decrease in reportable manhole events from CY 2021 to CY 2022, from 25 reportable events in CY 2021 down to three events in 2022, representing an 88% reduction. This favorable trend has continued over recent years, with Pepco recording 43 manhole events in 2019. Weather, the amount of annual moisture, as well as the annual electric load, can impact the overall trend of recordable manhole events.

Pepco's enhanced manhole inspection, maintenance, and repair efforts have also meaningfully contributed to fewer manhole incidents.

## 2. USDOT Annual Audit Ratings for the DCPSC Natural Gas Pipeline Safety Program, CY 2018-2022

Percentage of target



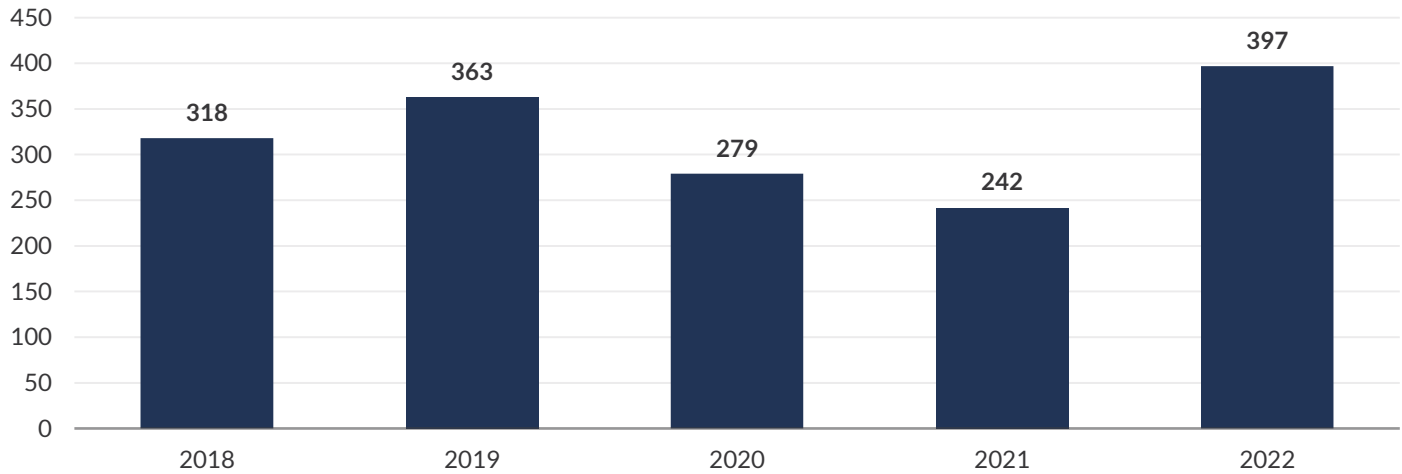
Source: Public Service Commission of the District of Columbia

As with other states and Puerto Rico, the United States Department of Transportation (USDOT) Pipeline and Hazardous Materials Safety Administration (PHMSA) conducts annual evaluations of the DCPSC's implementation of the District of Columbia's Natural Gas Pipeline Safety Program, including underground gas facility damage prevention.

The DCPSC's goal is to achieve an audit rating/score equal to or better than the performance target set each year for the District of Columbia by the Commission. Since 2015, the DCPSC Pipeline Safety Program achieved USDOT/PHMSA audit ratings of 100% each year, exceeding the Commission's target of 98% for the District.

The USDOT/PHMSA score for the DCPSC audit conducted in a given calendar year is for DCPSC's pipeline safety performance during the previous year. For example, the USDOT/PHMSA audit score of 100% received in CY 2023 is for the DCPSC's performance during CY 2022.

### 3. Natural Gas Pipeline Safety Inspections Performed, CY 2018-2022

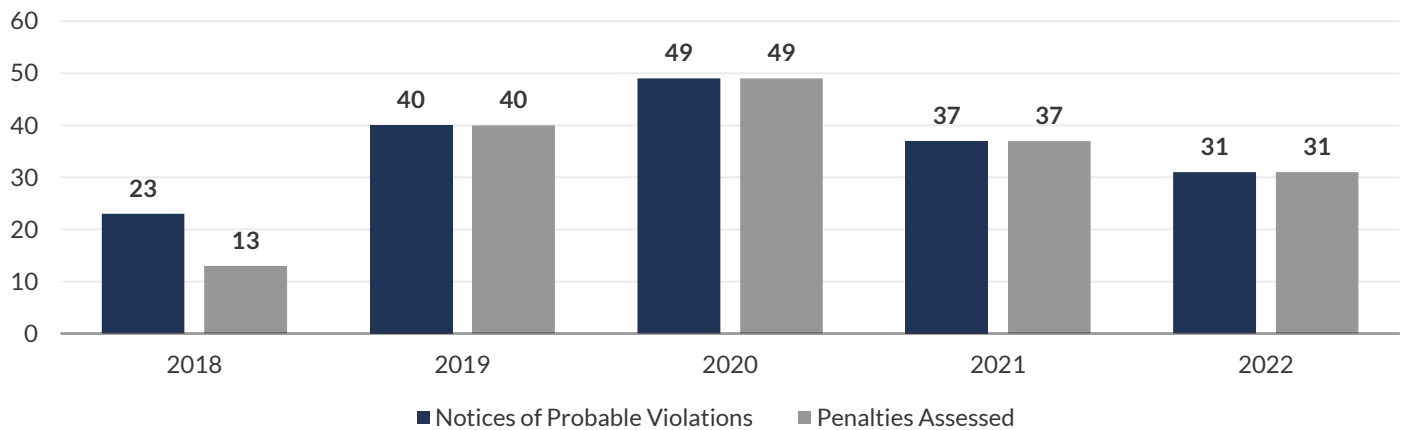


In CY 2022, the Office of Compliance and Enforcement (OCE) conducted 397 pipeline safety inspections, as compared to 242 in CY 2021. This significant increase was largely due to improved pandemic conditions, successful recruiting efforts to restore the full complement of full-time inspectors, and the training and deployment of additional OCE staff to supplement full-time inspectors as needed. OCE also commenced additional inspections of Washington Gas Light Company's (WGL) Mercury Service Regulator replacement and relocation activities, consistent with National Transportation and Safety Board guidance.

Our overall execution of the Pipeline Safety Program earned the DCPSC a 100% score on the annual PHMSA audit of our program for 8 consecutive years. Additionally, OCE achieved PHMSA's target metric of inspector person days, despite pandemic conditions over recent years. OCE staff continue to closely monitor WGL's Natural Gas Quality of Service Standards (NGQSS) performance.

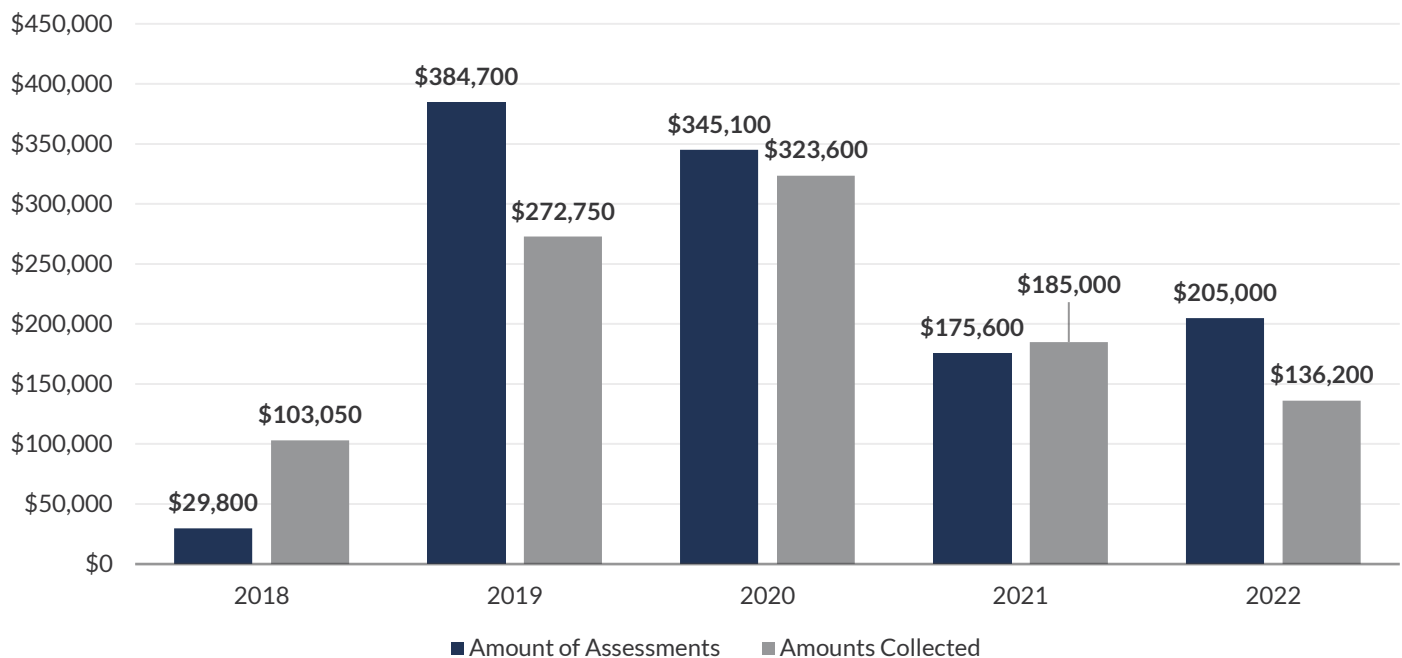


#### 4. Enforcement Activities in the Natural Gas Pipeline Safety and Damage Prevention Program in DC, CY 2018-2022



Source: Public Service Commission of the District of Columbia

#### Enforcement Penalties in the Natural Gas Pipeline Safety and Damage Prevention Program in DC, CY 2018-2022

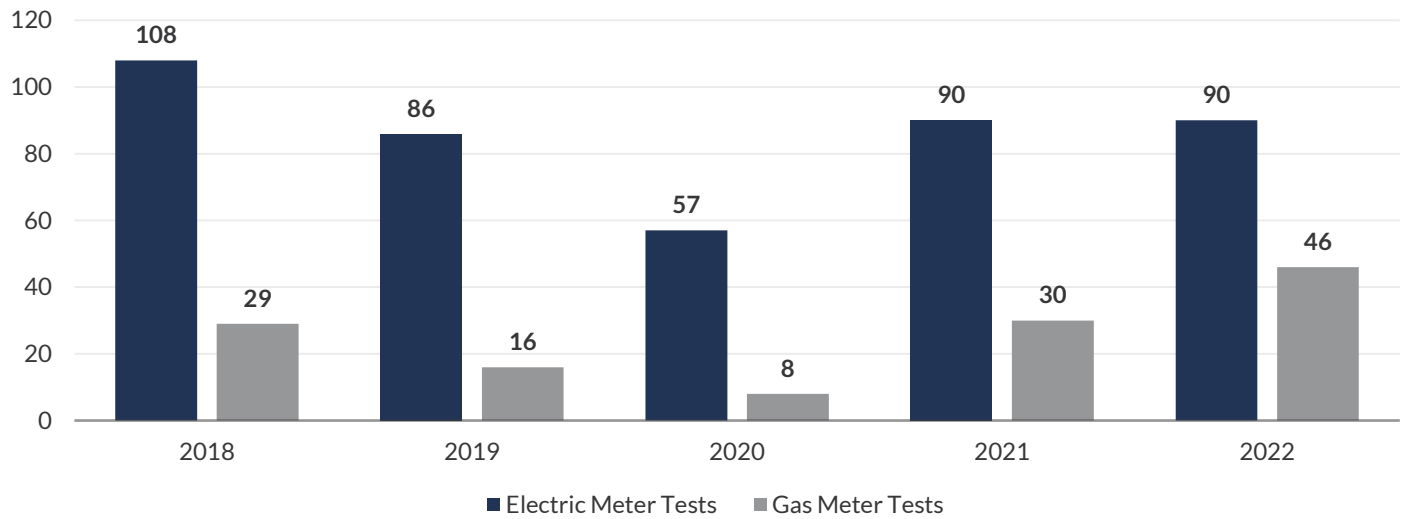


Source: Public Service Commission of the District of Columbia

In CY 2022, 31 Notices of Probable Violations (NOPVs) were prepared and issued for civil penalties totaling \$205,000. In CY 2022, civil penalties totaling \$136,200 were collected, which includes the combined impact of some reductions and negotiations on initially assessed penalty amounts, as well as additional compliance efforts required by WGL. There are eight NOPVs for which penalties were assessed in CY 2022 that have been carried over to CY 2023. PHMSA reviews the Commission's pipeline safety enforcement activity during each audit.

## 5. Electric and Natural Gas Meter Tests Witnessed, CY 2018-2022

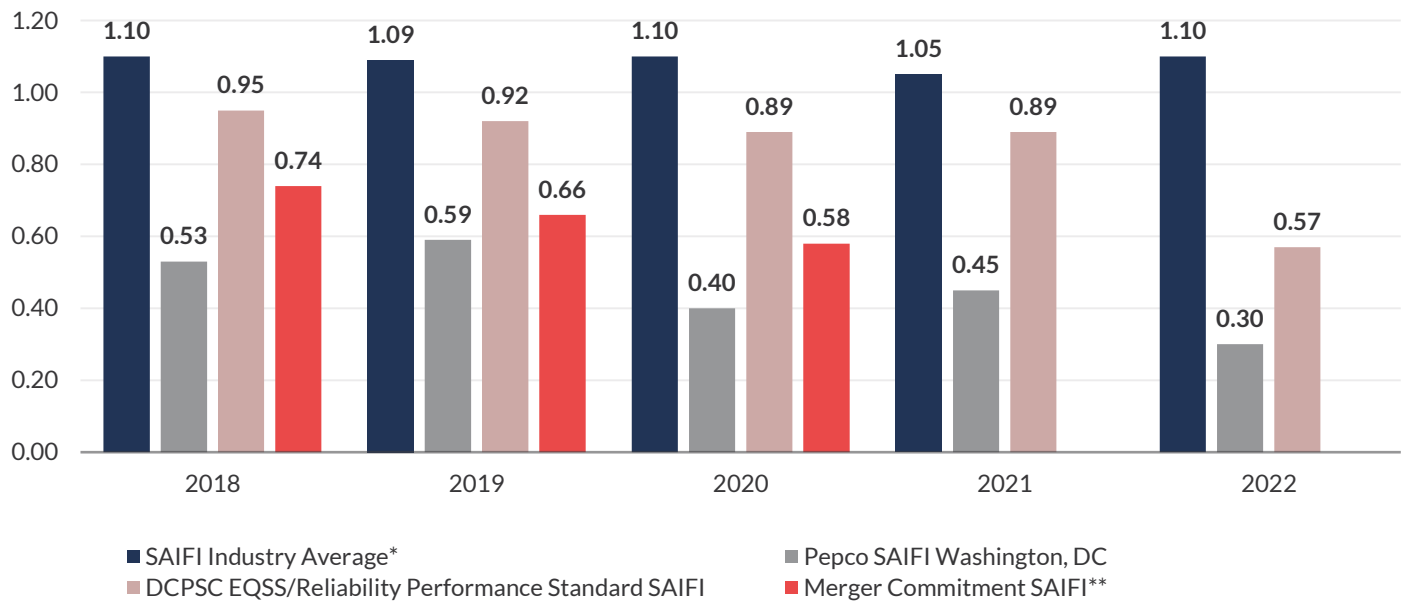
Number of tests



Source: Public Service Commission of the District of Columbia

Meter tests are refereed by the Commission when requested by a consumer. In CY 2022, refereed meter tests showed an overall uptick in total electric and gas meter tests on a combined basis; however, the uptick was fully attributed to an increase in gas meter tests. A total of 136 meter tests were referred to OCE and were comprised of 90 electric meters and 46 gas meters. The overall uptick was due partly to improved COVID conditions, the near normalization of field activities, and an increase in customer requests for gas meter tests. The overall number of meter tests can vary from year to year for both electric and gas meters, notwithstanding the recent impact of pandemic challenges.

## 6. System Average Interruption Frequency Index (SAIFI), CY 2018-2022



Source: Pepco 2023 Consolidated Report

\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

\*\*The Pepco/Exelon merger commitments expired in 2020.

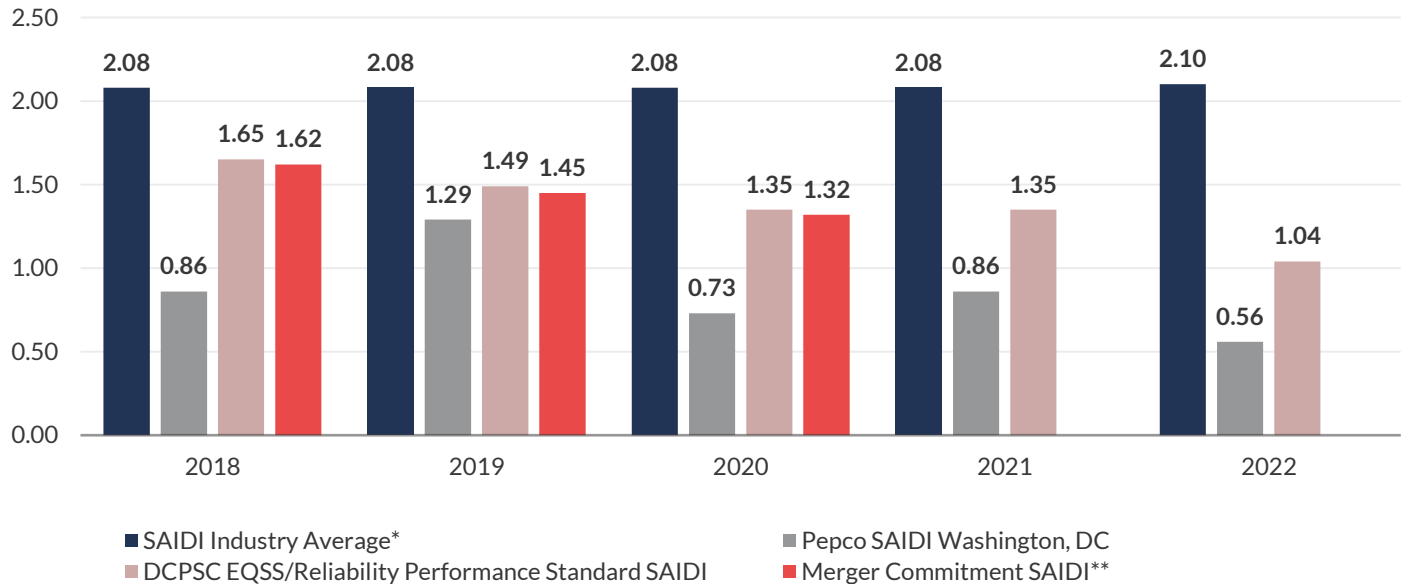
The System Average Interruption Frequency Index (SAIFI) is the average frequency of sustained interruptions per customer served in a predefined area (a lower number means better SAIFI performance). Sustained interruptions are interruptions that are five minutes or longer.

Based on Pepco's reporting, Pepco's SAIFI has been better (lower) than the industry average, the DCPSC EQSS (Electric Quality of Service Standards) from 2018 to 2022, and the Pepco/Exelon merger commitments from 2017 to 2020.

Pepco's SAIFI metric has followed a downward trend since 2017, showing continued improvement except for a slight increase in 2019 and 2021. A significant outage at the Florida Ave substation affected the SAIFI performance in 2019. A reduction in commercial loads due to the pandemic and less severe weather contributed to a better SAIFI performance in 2020. In general, Pepco has achieved top decile industry reliability performance in many post-merger years.

## 7. System Average Interruption Duration Index (SAIDI), CY 2018-2022

Hours



Source: Pepco 2023 Consolidated Report

\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

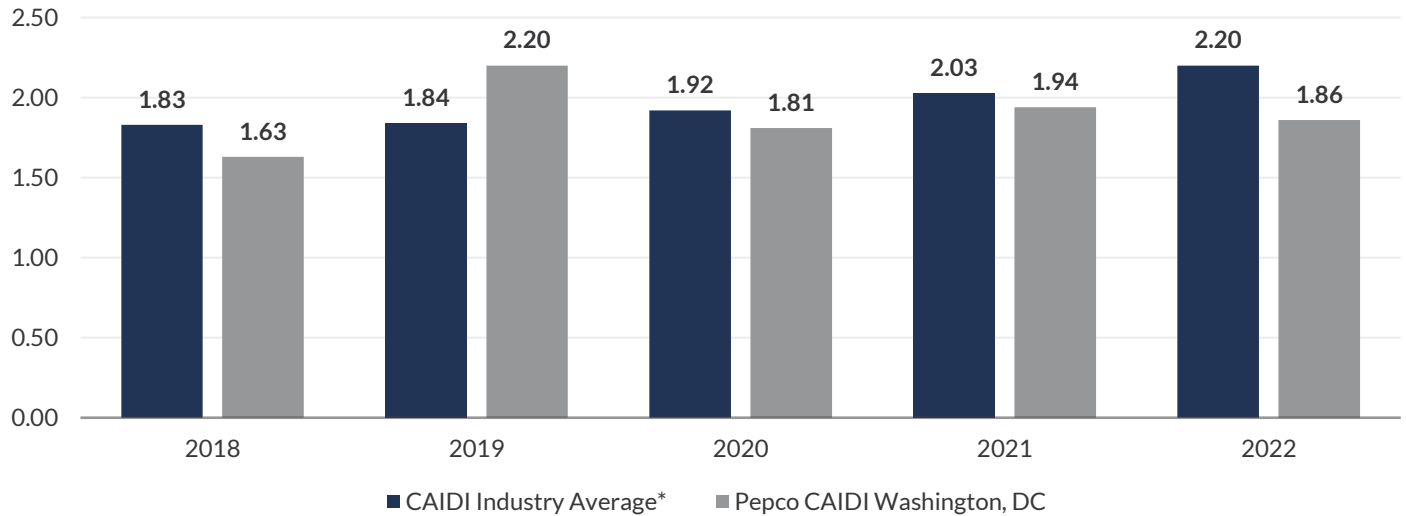
\*\*The Pepco/Exelon merger commitments expired in 2020.

The System Average Interruption Duration Index (SAIDI) is the average time that the customers served in a pre-defined area are interrupted. SAIDI measures the average duration of system outages in hours or minutes (a lower number means better SAIDI performance). SAIDI reflects the average outage duration experienced by each customer over a period of time. An average customer experienced about 0.56 hours of interruption during 2022.

Based on Pepco's reporting, Pepco's SAIDI has been better (lower) than the industry average and the DCPSC EQSS (Electric Quality of Service Standards) from 2017 to 2022 and the Pepco/Exelon merger commitments from 2017 to 2020. Pepco's SAIDI metric follows a downward trend from 2017, showing continued improvement except for 2019 and 2021 performance. A significant outage at the Florida Ave substation affected the SAIDI performance in 2019. A reduction in commercial loads due to the pandemic and less severe weather contributed to a better SAIDI performance in 2020. In general, Pepco has achieved top decile industry reliability performance in many of the post-merger years.

## 8. Customer Average Interruption Duration Index (CAIDI), CY 2018-2022

Hours



Source: Pepco 2023 Consolidated Report

\*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

The Customer Average Interruption Duration Index (CAIDI) is the average time required to restore service to a customer experiencing a sustained interruption. In other words, it measures the average duration of outages per customer in hours or minutes (lower number means better CAIDI performance).

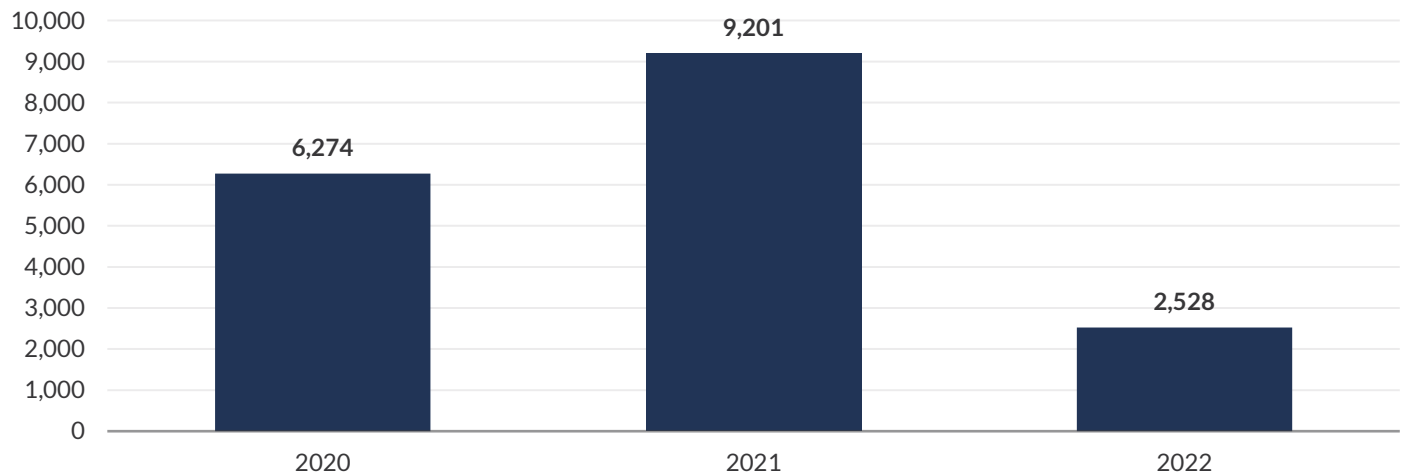
Pepco's CAIDI performance has been favorable (or lower) than the industry over the last five years, except for 2019, when Pepco experienced an outage at the Florida Ave substation.

Pepco's 2022 CAIDI performance was slightly favorable to 2021 performance, with customers experiencing a reduction in outage time by five minutes.



## 9. Customers Experiencing More Interruptions More than 3 Interruptions Index (CEMI-3) in DC, CY 2020-2022

Number of customers



Source: Pepco Performance Tracking Metrics (PTMs) Reports (October 31, 2022, and February 15, 2023) in Formal Case 1156

Note: All the CEMI-3 numbers shown here exclude planned outages. There were no Major Service Outages in 2020, 2021, and 2022. A Major Service Outage in the District refers to customer interruption occurrences and durations during time periods when 10,000 or more of the electric utility's District customers are without service, and the restoration effort due to this major service outage takes more than 24 hours.

|                                                      | 2020    | 2021    | 2022    |
|------------------------------------------------------|---------|---------|---------|
| Total number of District customers (year-end)        | 321,232 | 328,064 | 337,487 |
| Percentage of CEMI-3 customers at the District level | 1.95%   | 2.80%   | 0.75%   |

The Customers Experiencing Multiple Interruptions More than 3 Interruptions Index (CEMI-3) measures the number of customers experiencing three or more interruptions in a year. Through its rulemaking RM36-2020-02-E issued in April 2022, the Commission requires Pepco to report annually its CEMI3 across the District as a whole, by ward, and within each District neighborhood by ward. Following the Commission's directives, Pepco was directed to provide an analysis regarding the neighborhoods most susceptible to outages as determined by the outage data. The Commission monitors Pepco's reliability initiative, the Most Susceptible Neighborhood program, which is based on customers experiencing multiple interruptions within certain neighborhoods. The Commission also directed Pepco to report on CEMI-3 as a Performance Tracking Mechanism as a part of Formal Case 1156.

Pepco's increased investments in various reliability-focused programs, such as Priority Feeder, Comprehensive Feeder, and Most Susceptible Feeder Programs in 2021, and favorable weather generally contributed to better CEMI-3 results in 2022.

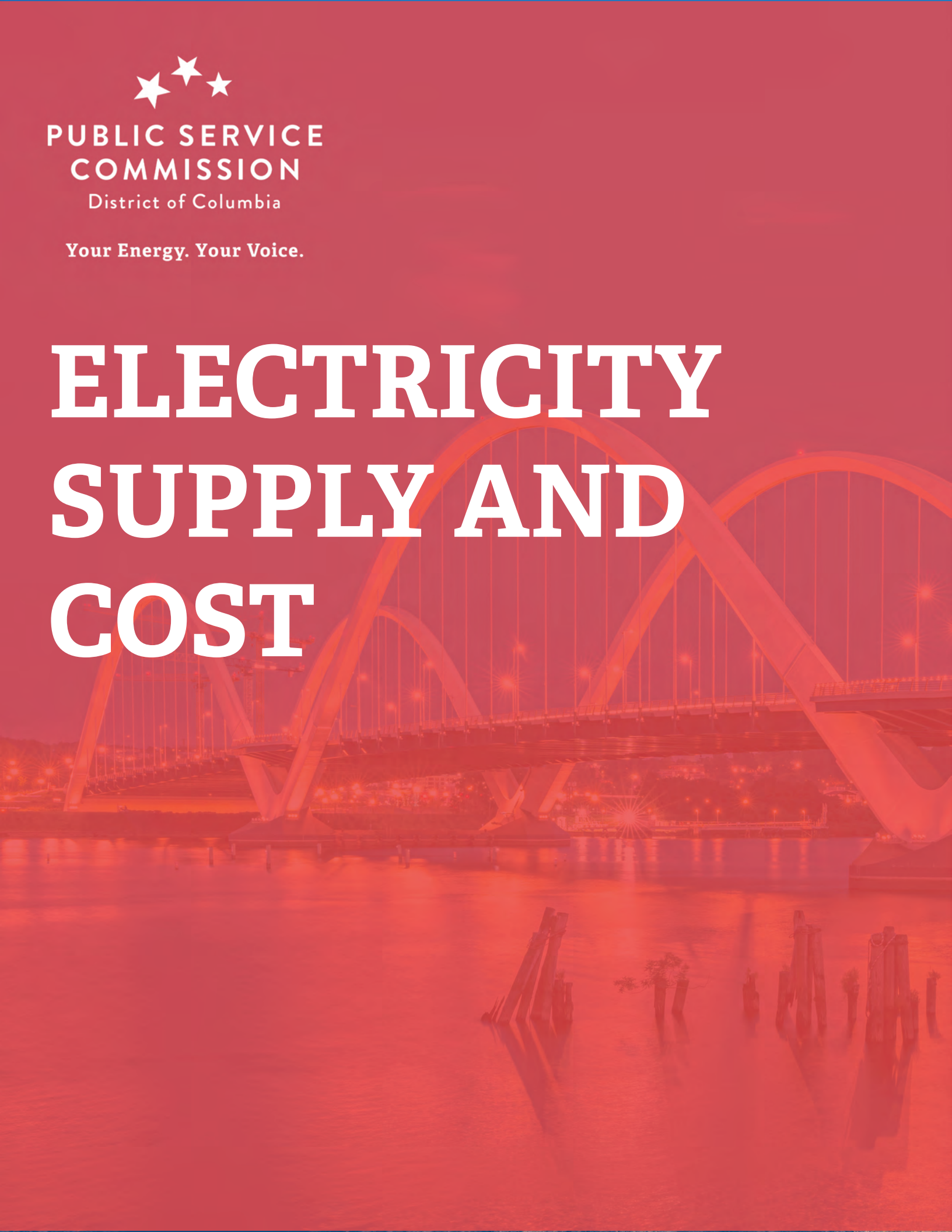


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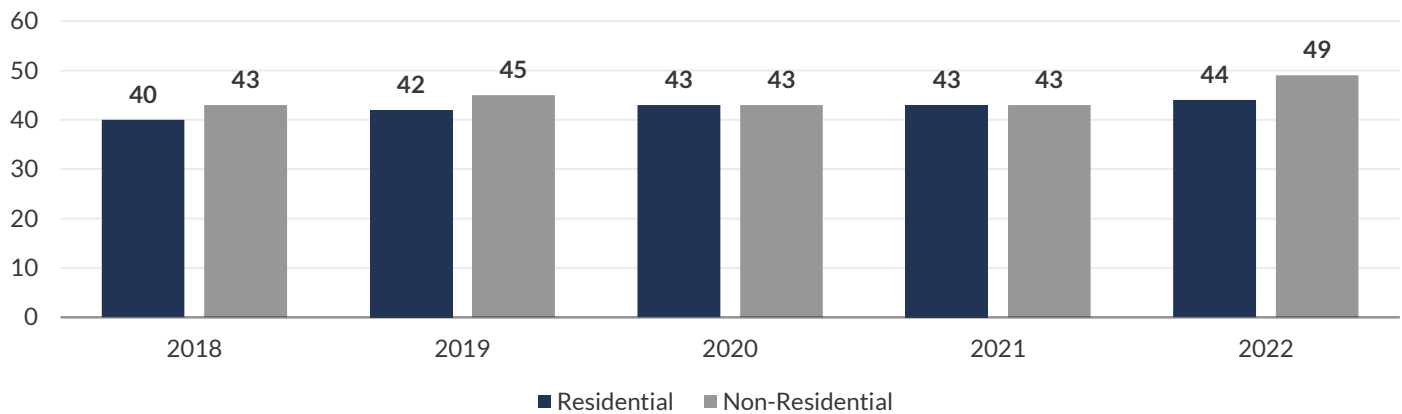
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# **ELECTRICITY SUPPLY AND COST**



## 10. Active DC Residential and Non-Residential Competitive Electric Suppliers, CY 2018-2022\*

Number of Competitive Electric Suppliers



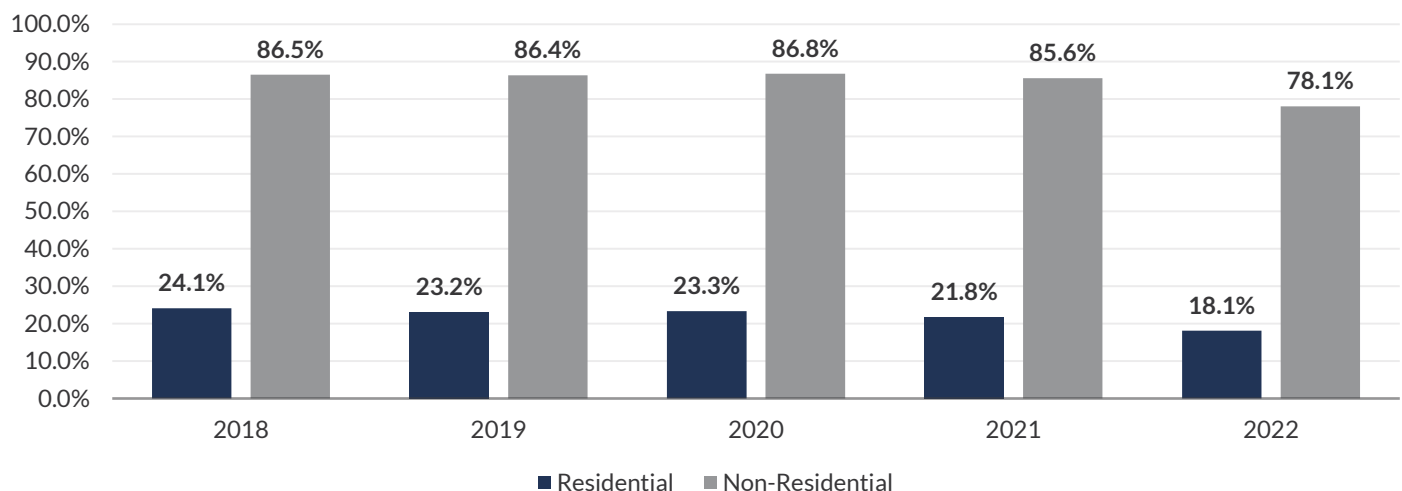
\*As of the end of CY 2022

Source: Pepco Electric Market Monitoring Report (PEPEMMR) and eDocket Electric Applications (EA)

The number of residential Competitive Electric Suppliers (CES) in the District increased by one in CY 2022, and the number of active non-residential CES increased by six. The number of active suppliers is shown above for commercial suppliers. For residential suppliers, the number of licensed suppliers was used as a proxy for the number of active suppliers, given ongoing verification efforts on the accuracy of self-reported residential supplier data.

## 11. Competitive Electric Suppliers' Share of Electricity Usage, CY 2018-2022

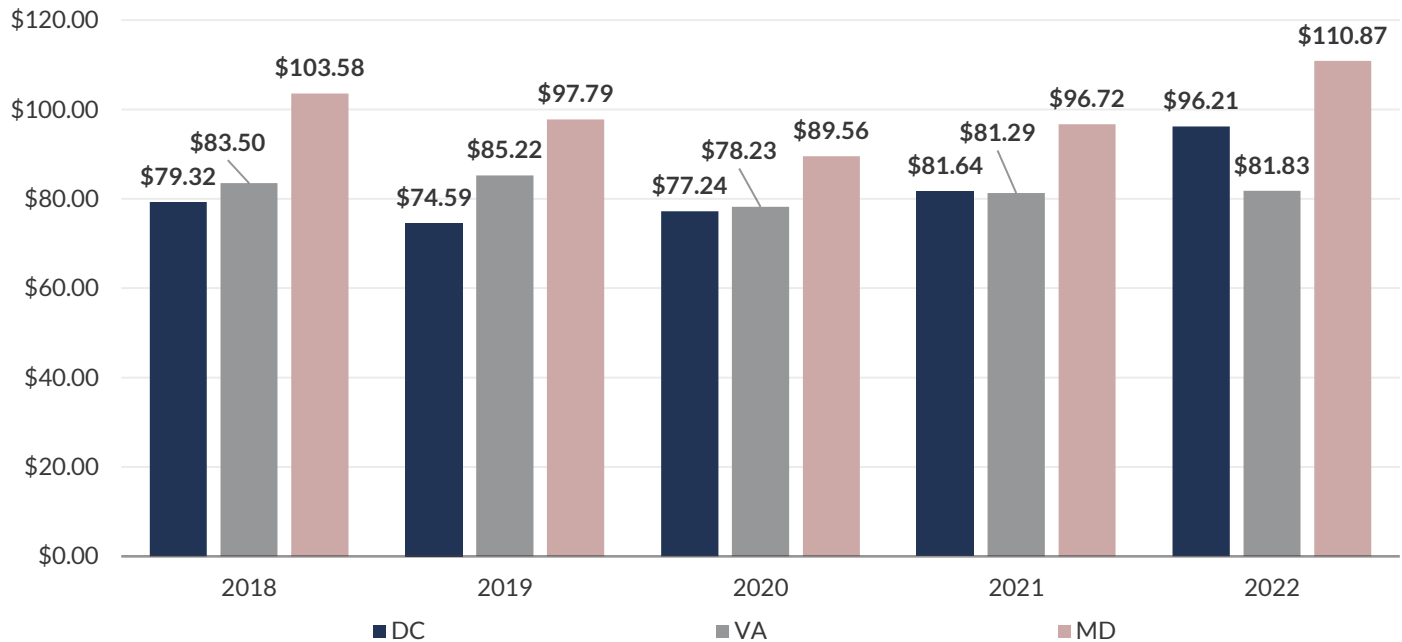
Percentage of electricity usage



Source: Pepco Annual Assessment Survey Response

In CY 2022, the Competitive Electric Suppliers' (CES) share of electricity usage in the District by residential customers decreased from 21.8% to 18.1%. The non-residential share of electricity usage decreased from 85.6% to 78.1%. The decrease in usage for CES is due to customers switching back to Standard Offer Service (SOS).

## 12. Average Monthly Residential Electric Bills in DC, MD, and VA, CY 2018-2022



Source: Pepco and Public Service Commission of the District of Columbia

In the District, Pepco's average residential electric bill includes generation, transmission, distribution and all additional charges, including federal and DC taxes and surcharges.

In CY 2022, the average monthly consumption for residential customers was 614 kWh. Average annual consumption is affected by weather and efficiency measures. Average consumption was down about 3.4% in 2022 compared to CY 2021.

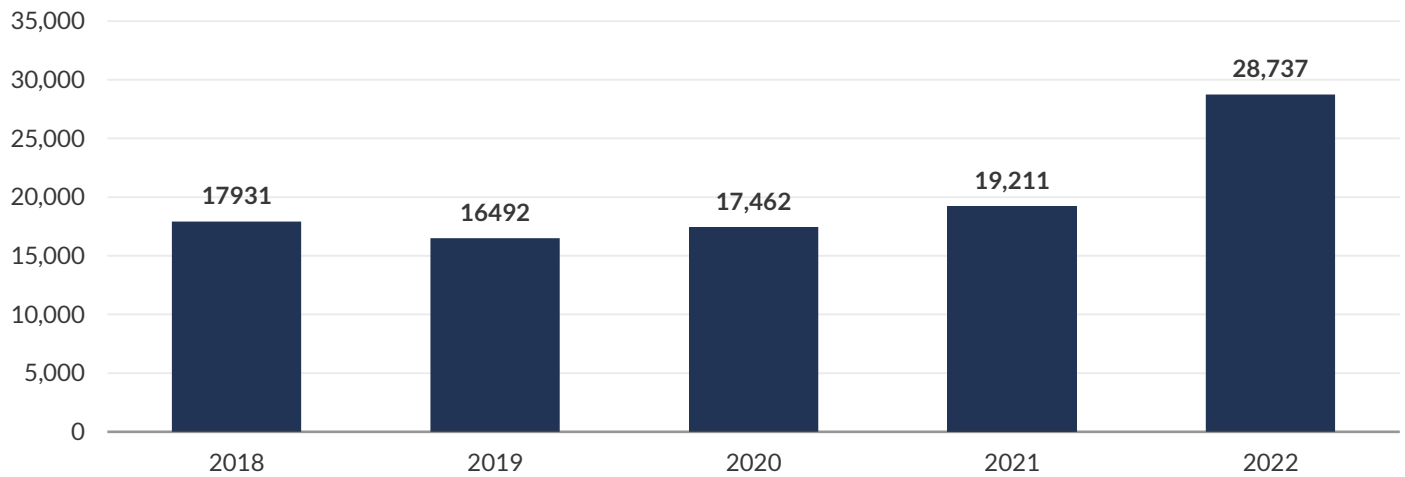
In CY 2022, average residential electric bills remained lower in the District than in Pepco's MD service territory. The average bills in the District were higher than in Northern VA, where Dominion Power provides electric service.

The distribution charge (including fees, taxes, and surcharges) represents about 36% of the electricity bill. The other 64% comprises the cost of electricity itself — generation and the wholesale delivery charge (transmission). Note that the DCPSC only regulates the distribution portion of the bill. Generation and transmission rates are market based and not under Commission jurisdiction.

Average residential electric rates for CY 2022 include the effects of higher Sustainable Energy Trust Fund (SETF) surcharges, pursuant to the Clean Energy DC Act of 2018. Average monthly bills were higher in CY 2022 compared to CY 2021 by approximately 17.8%. Average monthly electric bills are also affected by the timing and magnitude of any approved distribution rate increases. Another impact on bills is higher generation costs due to higher PJM Interconnection gas-fired generation costs and higher transmission rates.

### 13. Pepco Low-Income Residential Aid Discount (RAD) Program Enrollment, FY 2018-2022

Number of participants



Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2022

The number of participants enrolled in Pepco's Low Income Residential Aid Discount (RAD) increased by 9,526 in FY 2022, from 19,211 in FY 2021 to 28,737 in FY2022. During the COVID-19 pandemic in 2021, the DCPSC increased the eligibility threshold for RAD customers from 60% of state median income to 80% of area median income.

The RAD program provides qualified low-income customers with a credit equal to 100% of their Pepco distribution bill and certain surcharges.



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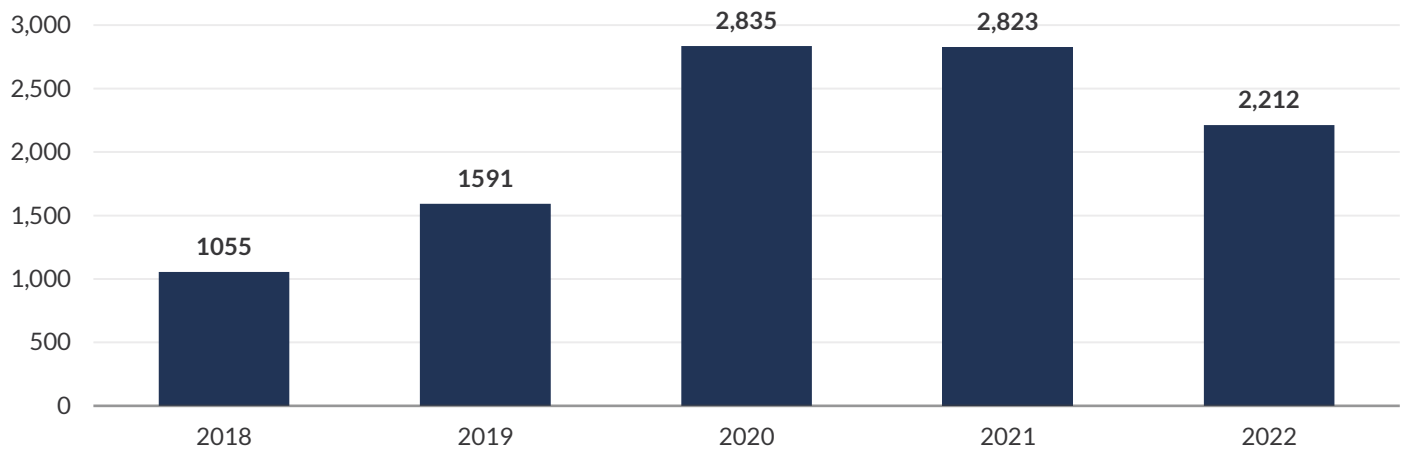
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# **RENEWABLES AND CLEAN ENERGY**



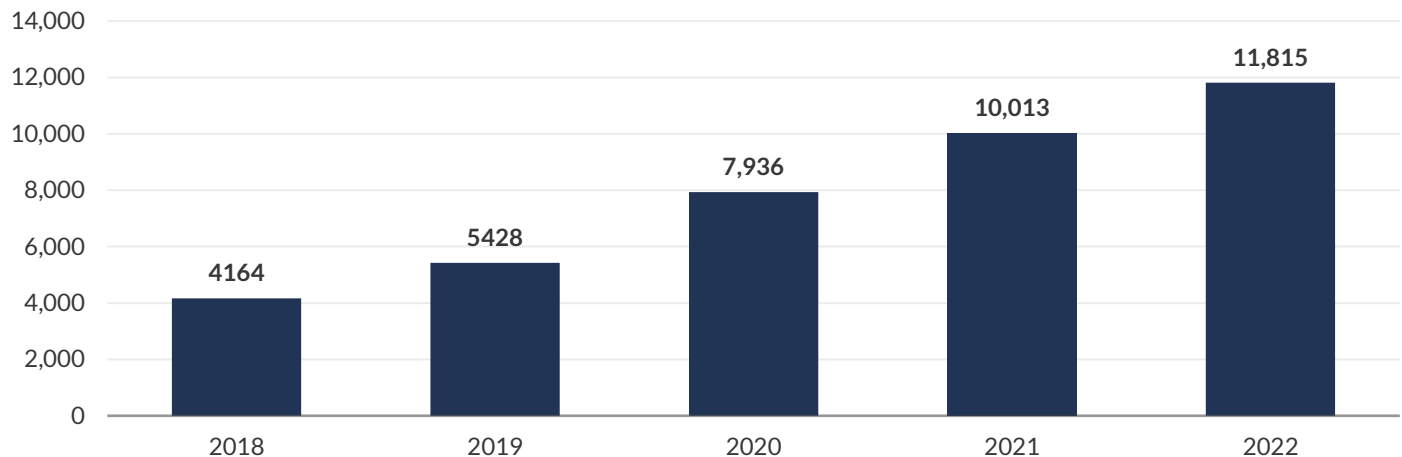
## 14. Renewable Portfolio Standard (RPS) Applications Received, CY 2018-2022



Source: Public Service Commission of the District of Columbia

In 2019, the Commission initiated an automated process for RPS applications, easing the ability to file these applications. The Commission has also mandated enhancements in the interconnection process, including the deployment of a public interconnection queue and a cost-sharing mechanism to help subsidize the costs of any distribution system upgrades required to accommodate community renewable energy facilities (CREFs).

## 15. District Solar Energy Systems Eligible for Renewable Portfolio Standard (RPS) Program, CY 2018-2022



Source: Public Service Commission of the District of Columbia

The number of solar energy systems located in the District of Columbia and eligible for the District's RPS program increased from 10,013 at the end of December 2021 to 11,815 in December 2022 (an increase of approximately 18%). The number of certified RPS facilities includes CREFs.

The total reported capacity associated with all of the eligible solar facilities as of December 31, 2022, is about 225.5 MW, of which roughly 184 MW is located within the District, representing about 82% of reported capacity. As of the end of CY 2022, there were 301 CREFs certified for RPS participation in the District, comprising over 36 MW of capacity.





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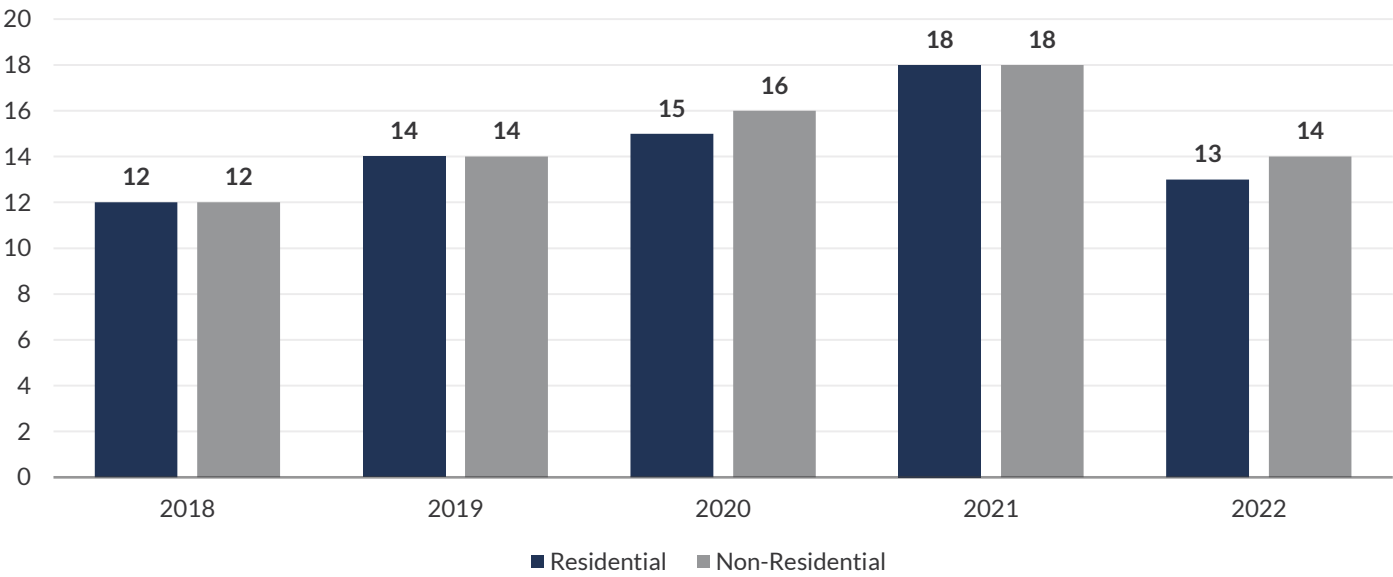
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# NATURAL GAS



16.Active DC Residential and Non-Residential Competitive Gas Suppliers,  
CY 2018-2022

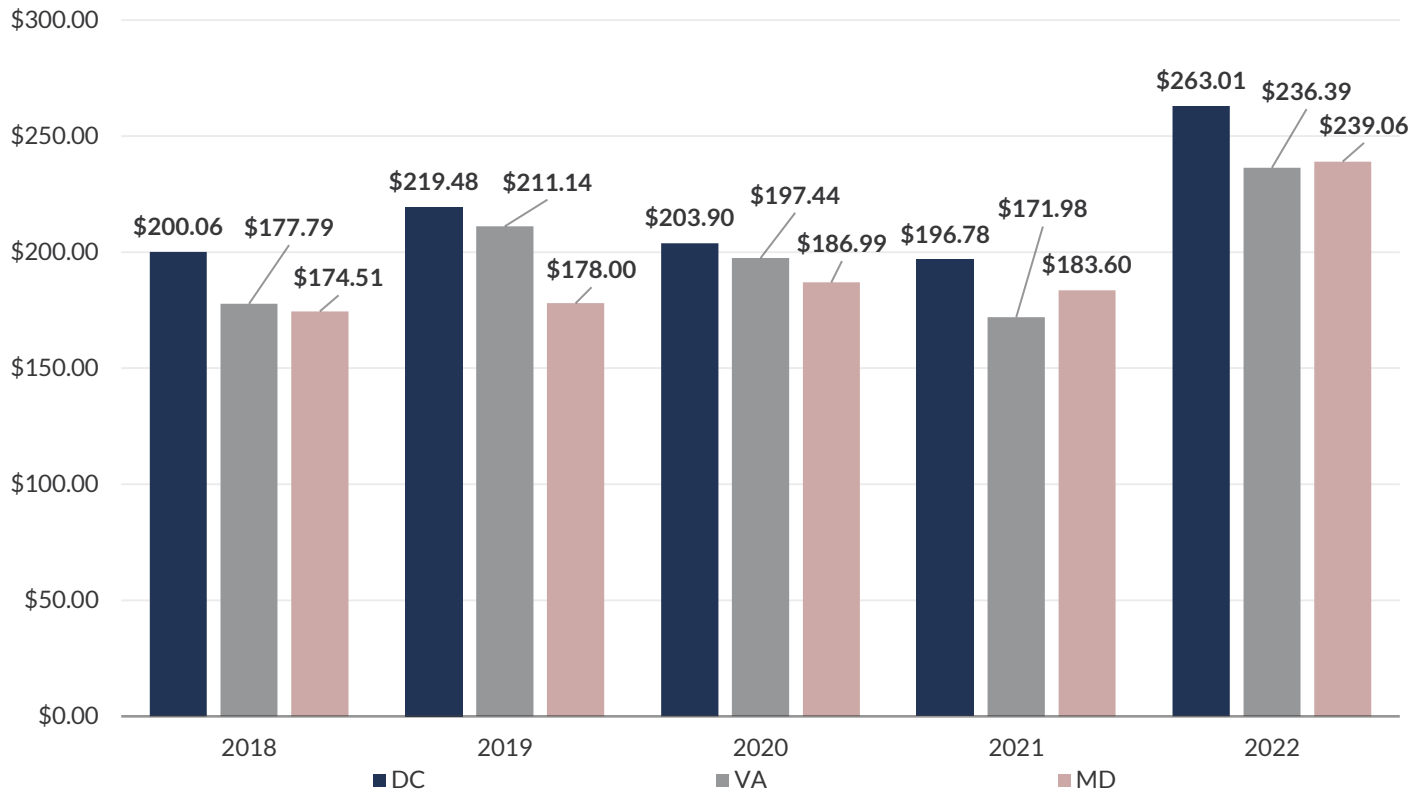
Number of Competitive Gas Suppliers



Source: Public Service Commission of the District of Columbia

In CY 2022, the number of active residential competitive gas suppliers participating in the residential and non-residential natural gas Customer Choice Program in the District decreased from the previous year.

## 17. Average Residential Natural Gas Bills in DC, MD, and VA, CY 2018-2022



Source: Public Service Commission of the District of Columbia

The WGL bill for January of each year includes the purchased gas charge, transmission, distribution, and all applicable taxes, fees, and surcharges. The bill in the District is higher than in Maryland and Virginia primarily due to higher taxes and right-of-way fees. Average winter gas rates are affected by energy efficiency measures, weather patterns, gas commodity cost changes, and the timing of any recently approved distribution rate increases.

In general, average residential bills have significantly increased in all jurisdictions in the region and on a national basis, due to higher gas commodity prices reflecting volatile gas market conditions arising from global impacts related to the Russian war on Ukraine.

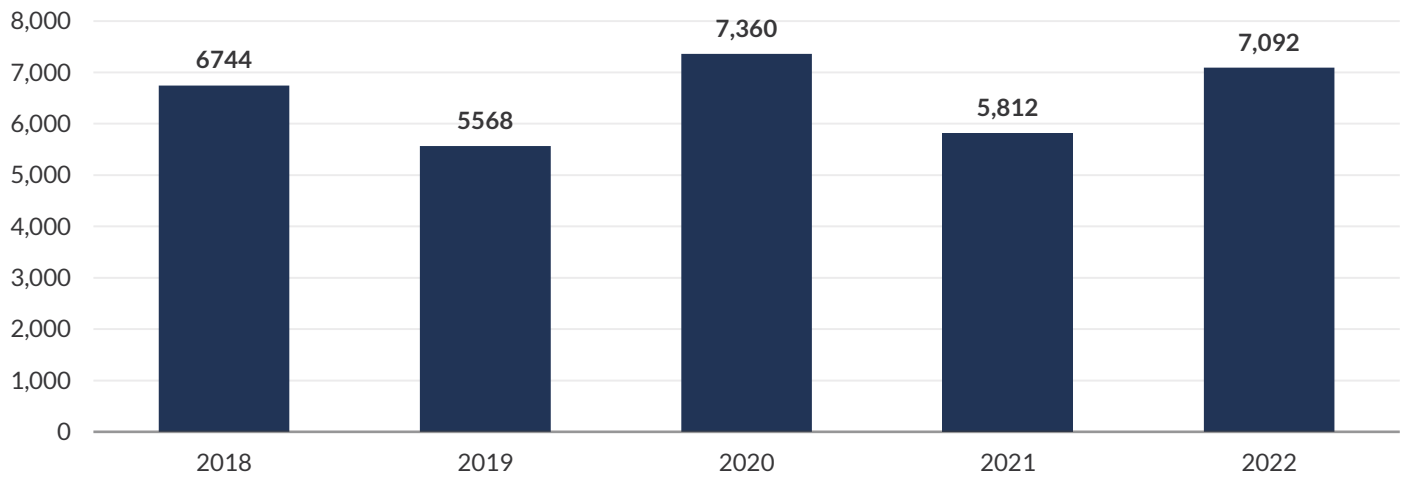
The average January 2022 gas bill for District customers increased nearly 34% over the prior year's January bill for residential house heat gas customers. Residential gas house heat DC customer gas bills for January 2022 were about 10-11% higher than those for the same year for MD and VA residential customers.

The DCPSC only has authority over WGL distribution delivery charges. The remainder of the bill consists of gas supply charges (where the Commission regulates only default service provided by WG) and taxes and surcharges that the Commission does not regulate.

Note: 200 therms of usage were used for all three jurisdictions served by WGL (DC, MD, and VA.)

## 18. WGL Low-Income Residential Essential Service (RES) Program Enrollment, FY 2018-2022

Number of participants



Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2022

WGL was directed to place a line item on RES customers' bills that highlights the amount of their RES credit and the total avoided cost of all surcharges from which they are exempt. The number of low-income customers receiving the credit has fluctuated over the years.

Similar to the RAD program, during the COVID-19 pandemic in 2021, the DCPSC increased the eligibility threshold for RES customers from 60% of state median income to 80% of area median income.



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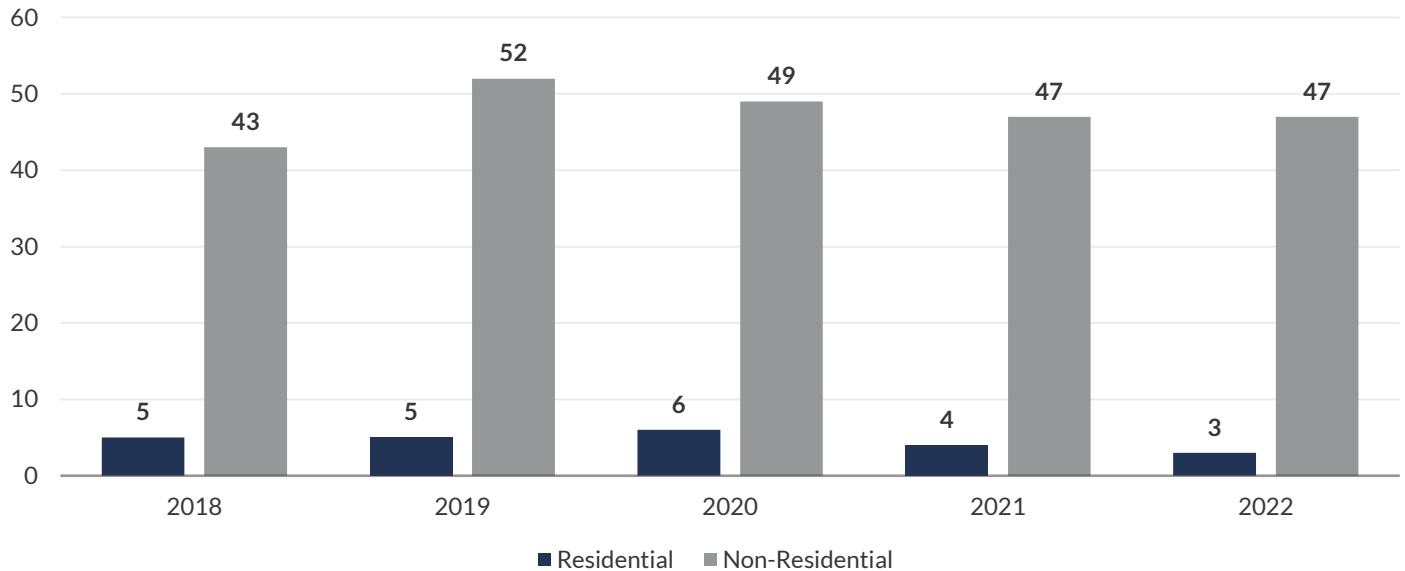
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# TELECOMMUNICATIONS



## 19. Competitive Local Exchange Carriers Active in DC, CY 2018-2022

Number of providers



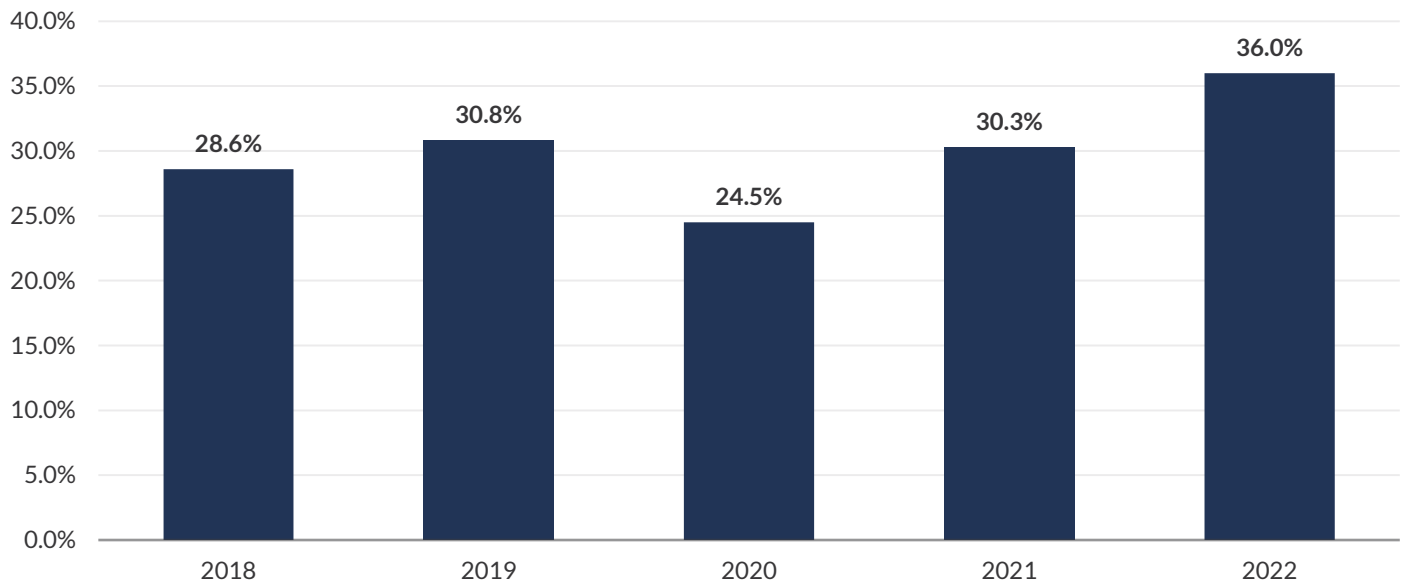
Source: 2023 Annual Assessment Survey for CY 2022.

Note: Some providers serve both residential and non-residential customers.

The number of Competitive Local Exchange Carriers (CLECs) serving residential customers decreased to three in CY 2022. The number of CLECs serving non-residential customers remained the same at 47.

## 20. Competitive Local Exchange Carrier Revenues, CY 2018-2022

Percentage share of revenue

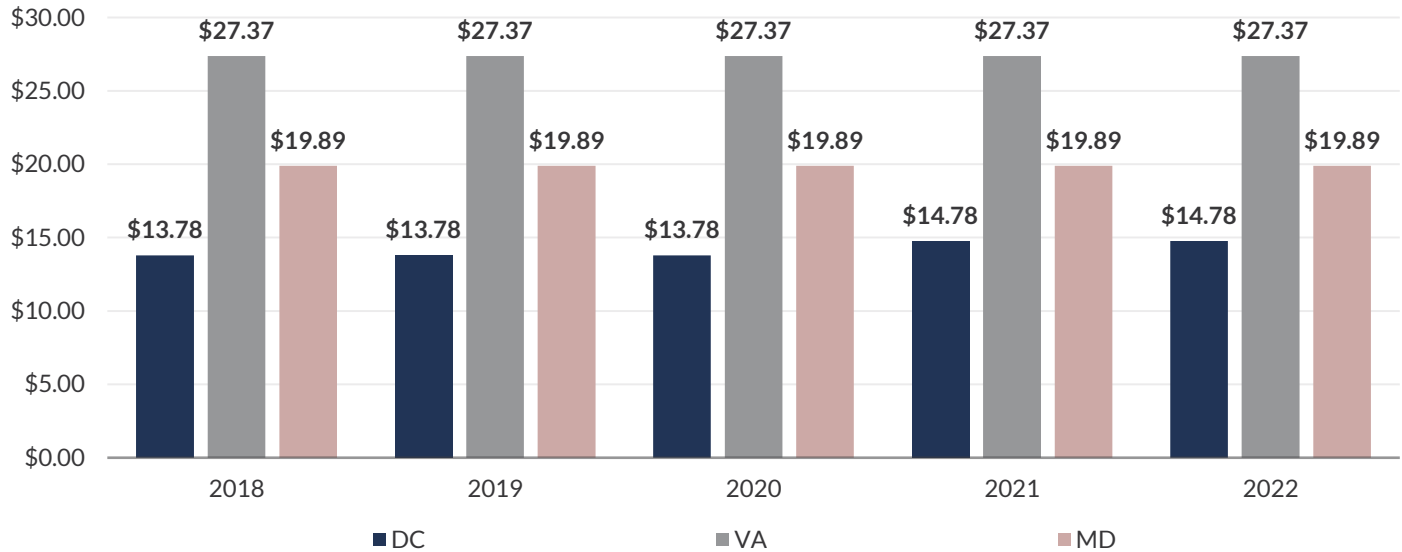


Source: 2023 Annual Assessment Survey for CY 2022.



## 21. Verizon Monthly Residential Telephone Rates in DC, MD and VA, CY 2018-2022

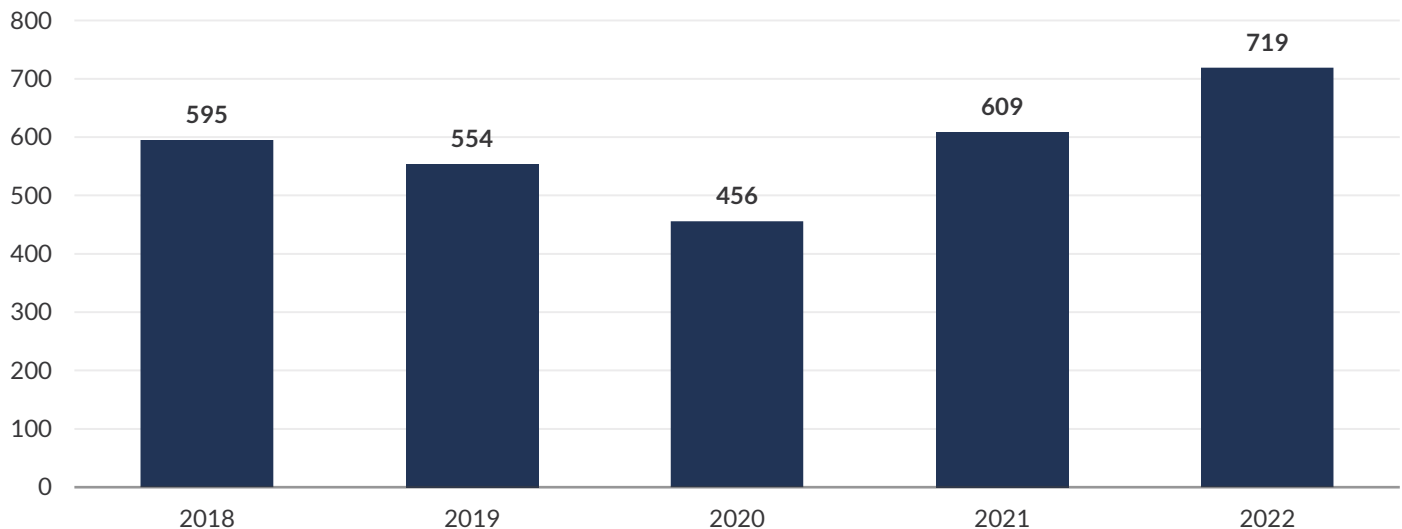
Flat rate service



Source: Tariffs filings in Maryland and Virginia and Verizon DC Tariff filing

## 22. Enrollment in Verizon's Low-Income Economy II Service Program, FY 2018-2022

Number of participants



Source: FC 1125 Utility Discount Program Annual Report for Fiscal Year 2022

In FY 2022, enrollment in Verizon's Low Income Economy II service program (also known as Lifeline) increased by 18%, to 719 customers, from 609 customers in FY 2021. This 18% increase was due to continued negative economic and employment pressures arising from the COVID-19 pandemic.

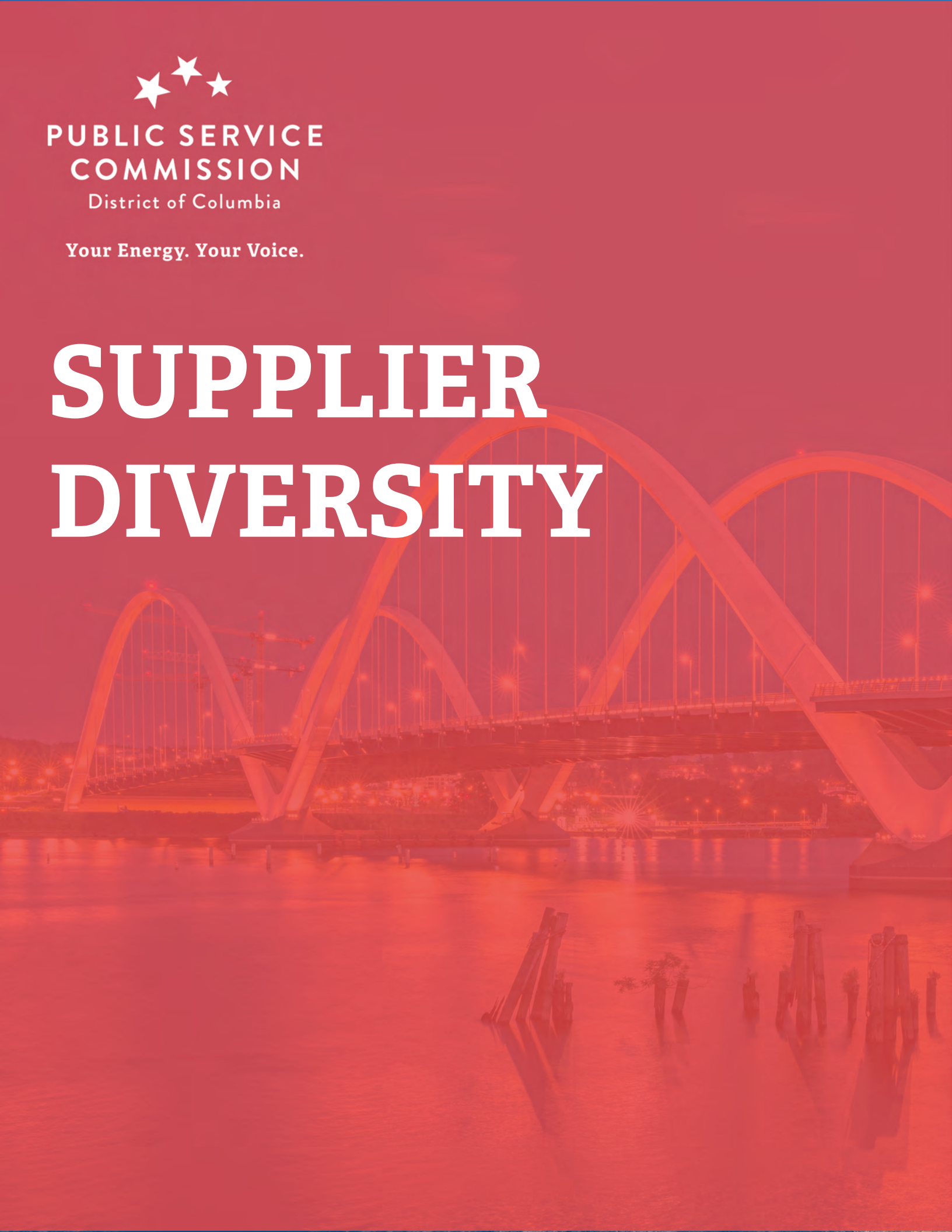


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# **SUPPLIER DIVERSITY**



## Diverse Supplier and Certified Business Enterprise Performance

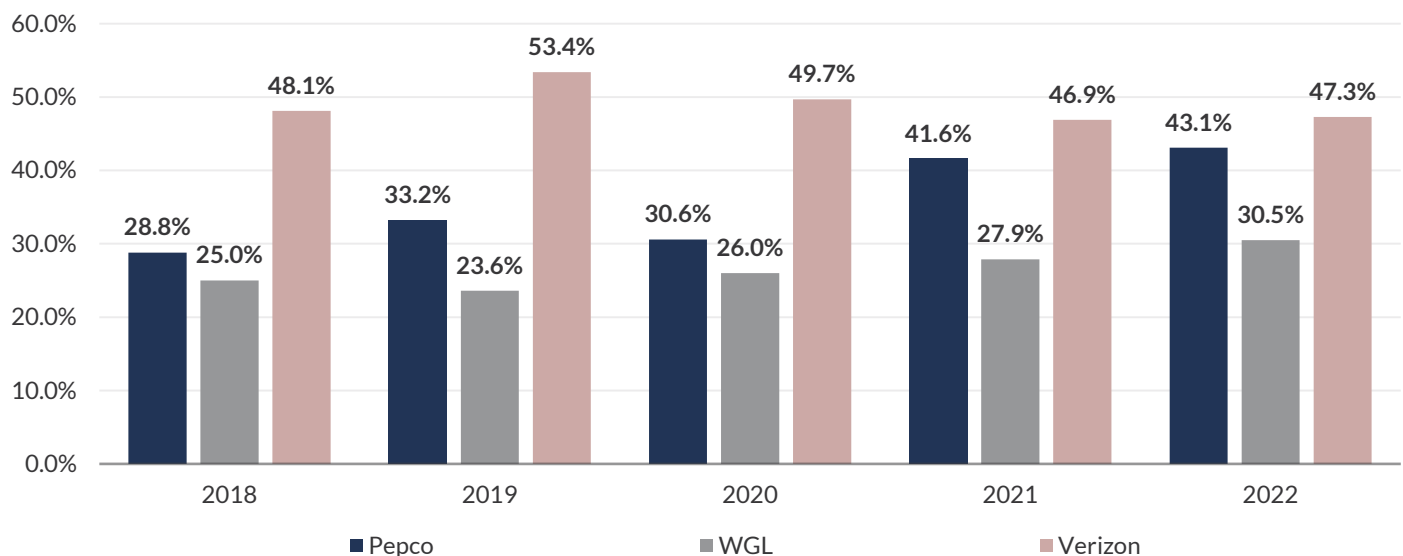
A Memoranda of Understanding (MOU) was executed on March 31, 2021, by Pepco, WGL, Verizon and the Public Service Commission of the District of Columbia. In 2023, Pepco, WGL, and Verizon filed their CY 2022 Supplier Diversity Annual Reports in accordance with the MOU between the utilities and the Commission regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). The companies aim to achieve 25% in diverse supplier procurement, pursuant to the new MOUs.

A diverse supplier is a minority business enterprise, a woman-owned business enterprise, a disabled veteran business enterprise or non-profit.

CBEs are defined as businesses certified by the District Department of Small and Local Business Development.

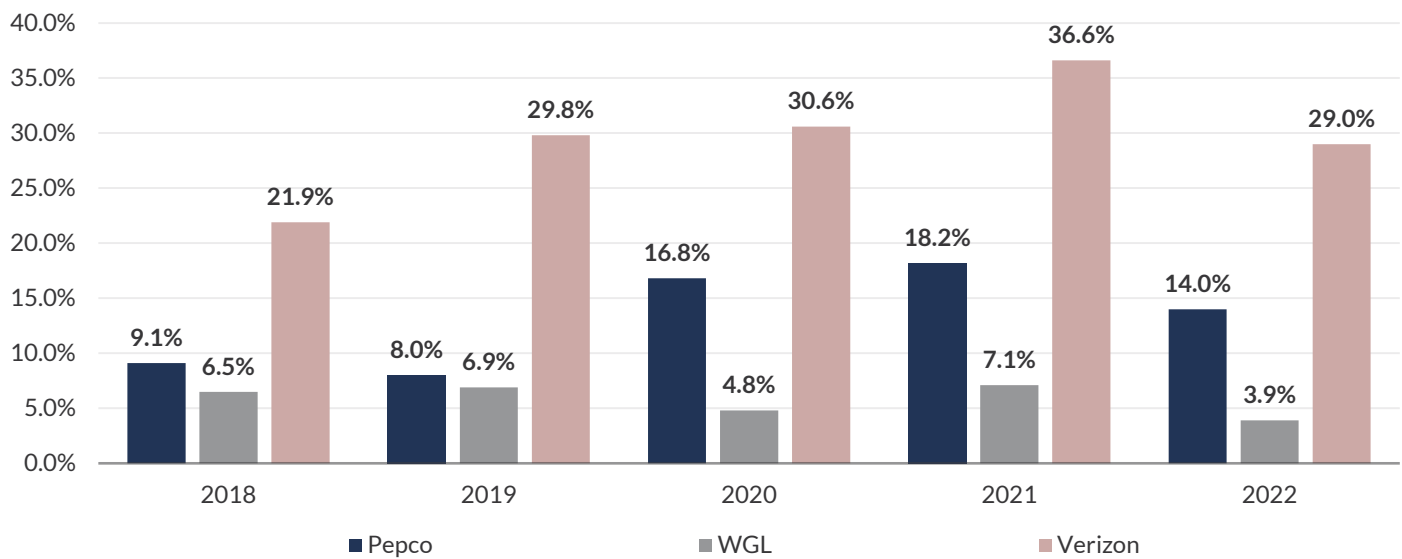
### 23. Diverse Suppliers compared to Total System Procurement, CY 2018-2022

Diverse supplier percentage of total system



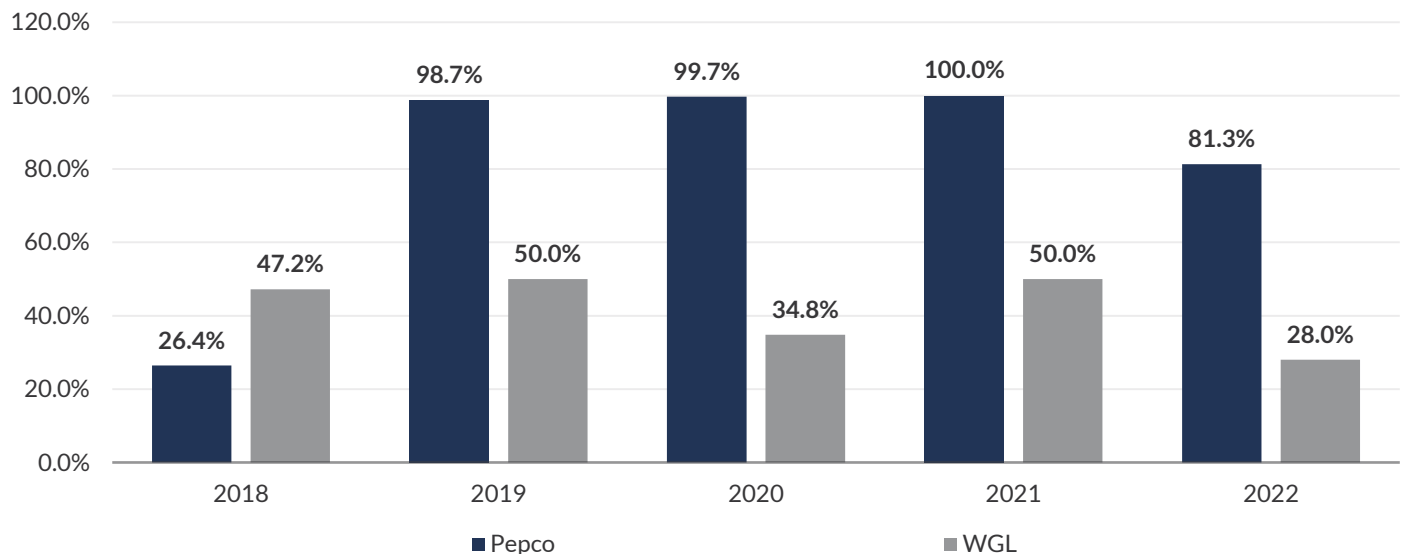
## 24. DC-Based Certified Business Enterprises Compared to Total System Procurement, CY 2018-2022

CBE percentage of total system spend



## 25. DC-Based Certified Business Enterprises Compared to DC Procurement, CY 2018-2022

CBE percentage of total District procurement spend



Source: Supplier diversity reports from Pepco, WGL, and Verizon  
 NOTE: Verizon does not file DC-specific procurement dollars spent



**PUBLIC SERVICE  
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# MULTI-UTILITY



## 26. Average Net Rate Base for Pepco and WGL Base Rates

| Approved Jurisdictional Rate Base                                                 | Amount            | Notes                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | \$2,472.3 million | Pepco's last rate case, FC 1156, was filed on May 19, 2019, and approved on June 8, 2021. <b>Pepco's approved rate base for CY 2022 (as contained in Order No. 20755) is \$2,472.3 million. Pepco's current rate case, FC 1176, was filed on April 13, 2023.</b>                                                                    |
|  | \$580.4 million   | WGL's last rate case, FC 1169, was filed on April 4, 2022, and approved on December 22, 2023, via Order No. 21939. <b>WGL's approved rate base for CY 2021 (per Order No. 21939) is \$580.4 million.</b>                                                                                                                            |
| Current Jurisdictional Rate Base                                                  | Amount            | Notes                                                                                                                                                                                                                                                                                                                               |
|  | \$9.0 million     | Pepco's DC PLUG average rate base amount was obtained from Pepco's FC 1168 DC PLUG Underground Project Charge Reconciliation Compliance Filing, filed on March 31, 2023. The UPC surcharge rate base for DC PLUG is expected to significantly grow in the near term as new underground feeders are completed and placed in service. |
|  | \$77.8 million    | WGL's PROJECTpipes end-of-period rate base amount was obtained from WGL's FC 1154 PROJECTpipes Reconciliation Factor Financial Report January-December 2022, filed on March 31, 2023.                                                                                                                                               |

Source: Public Service Commission of the District of Columbia