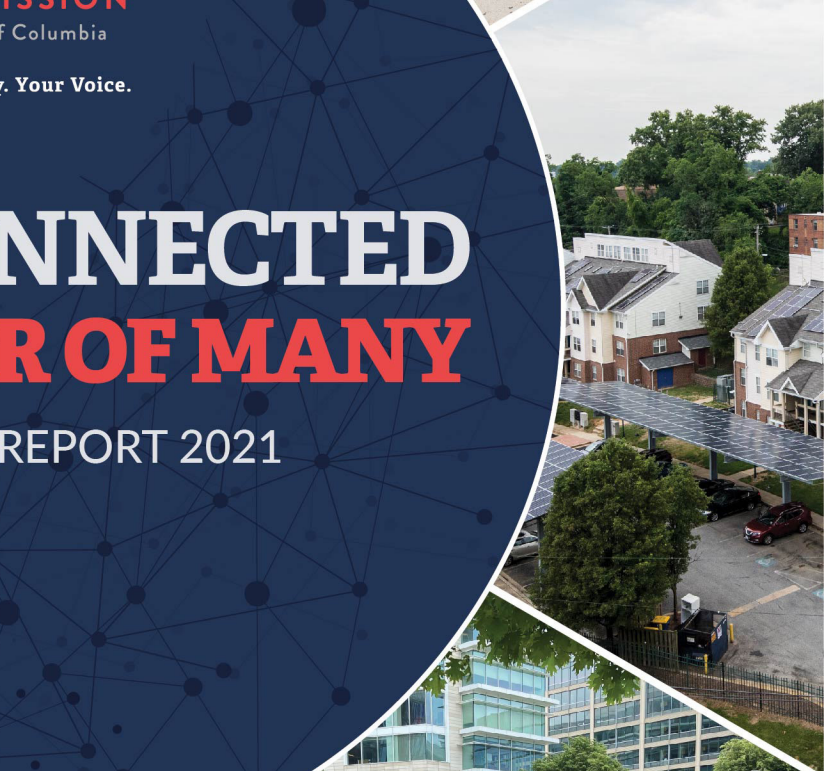




**PUBLIC SERVICE
COMMISSION**

District of Columbia

Your Energy. Your Voice.

INTERCONNECTED **THE POWER OF MANY**

STATISTICAL REPORT 2021





There is no room for guesswork in the regulation of public utilities. The Public Service Commission of the District of Columbia (the Commission) 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 to gather an indisputable source of truth for 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 2021 Statistical Report—a companion piece to our 2021 Annual Report entitled **Interconnected the Power of Many**—represents a year's worth of OTRA compliance reviews, audits, inspections, utility assessments and annual surveys.

Among the many highlights: the District's continued growth in renewable energy. A national leader in sustainability and environmental conservation, the District of Columbia, has one of the most aggressive renewable energy standards of any city in the country. We've also added a new section on supplier diversity—a major priority for the Commission.

Our goal with this report is to not only demonstrate the District's leadership in utility regulation, but also to provide a meaningful learning experience that will lead to real and lasting results for District ratepayers.

To learn more about the Commission's work, please visit dcpsc.org.

Respectfully submitted,

Emile C. Thompson
Chairman

Richard A. Beverly
Commissioner

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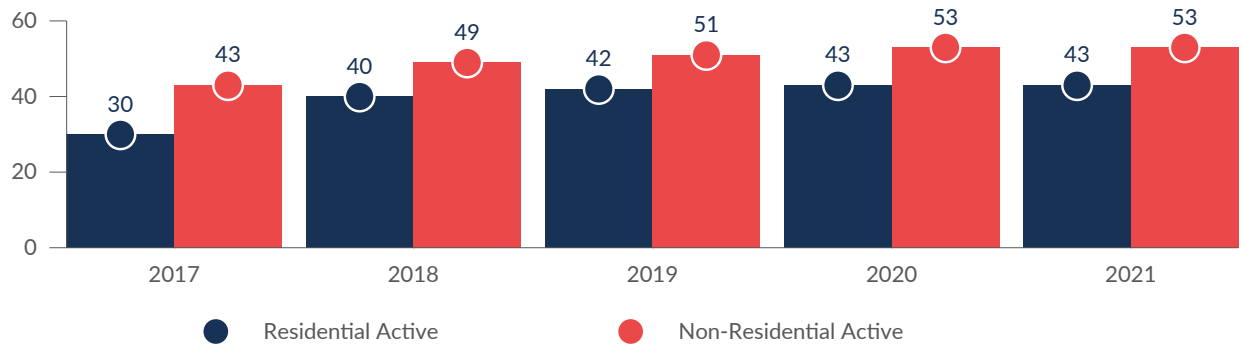
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1. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE ELECTRIC SUPPLIERS (CES) LICENSED TO PROVIDE SERVICE IN D.C. IN CY 2017 - CY 2021*

Number of CES

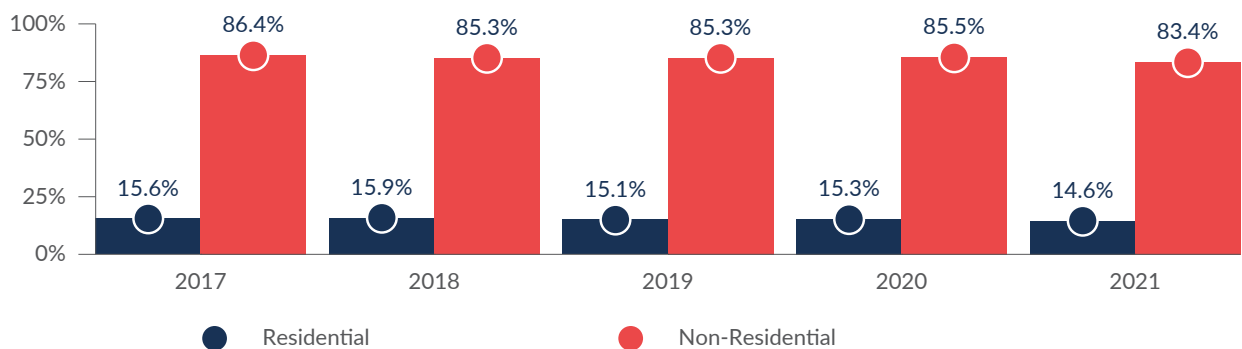


*Cumulative as of the end of Calendar Year (CY) 2020 | Source: Case EA in eDocket

The number of active residential and non-residential **Competitive Electric Suppliers (CES)** in D.C. remained unchanged CY 2021 as there were no new suppliers approved.

2. COMPETITIVE ELECTRIC SUPPLIERS' (CES) SHARE OF ELECTRICITY USAGE (% OF MWHs USED BY CES CUSTOMERS) IN CY 2017 - CY 2021

Percentage of Electricity Usage

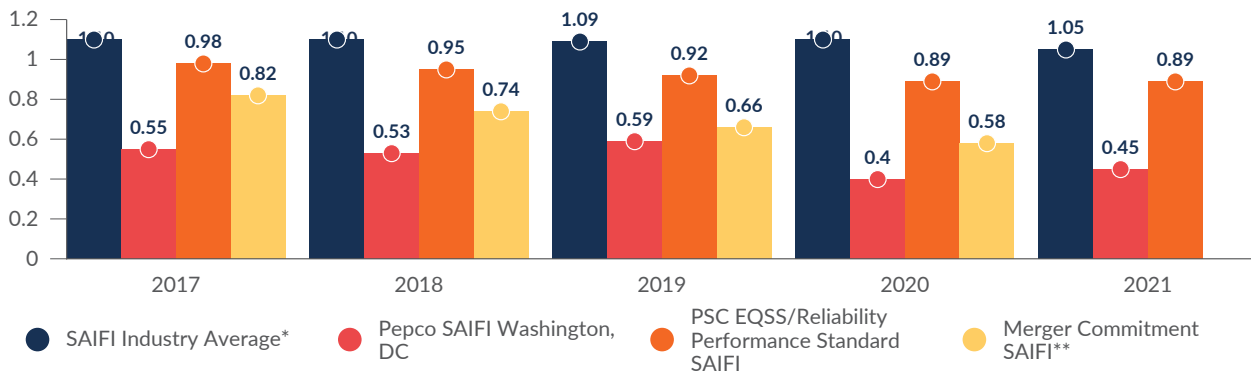


Source: Pepco's Monthly Market Monitoring Report

In CY 2021, the **Competitive Electric Suppliers' (CES)** share of electricity usage in D.C. by residential customers slightly decreased from 15.3% to 14.6%. The non-residential share of electricity usage decreased from 85.5% to 83.4%.

3. SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX (SAIFI) IN CY 2017 - CY 2021

System Average Interruption Frequency Index (SAIDI)



Source: Pepco's 2022 Consolidated Report

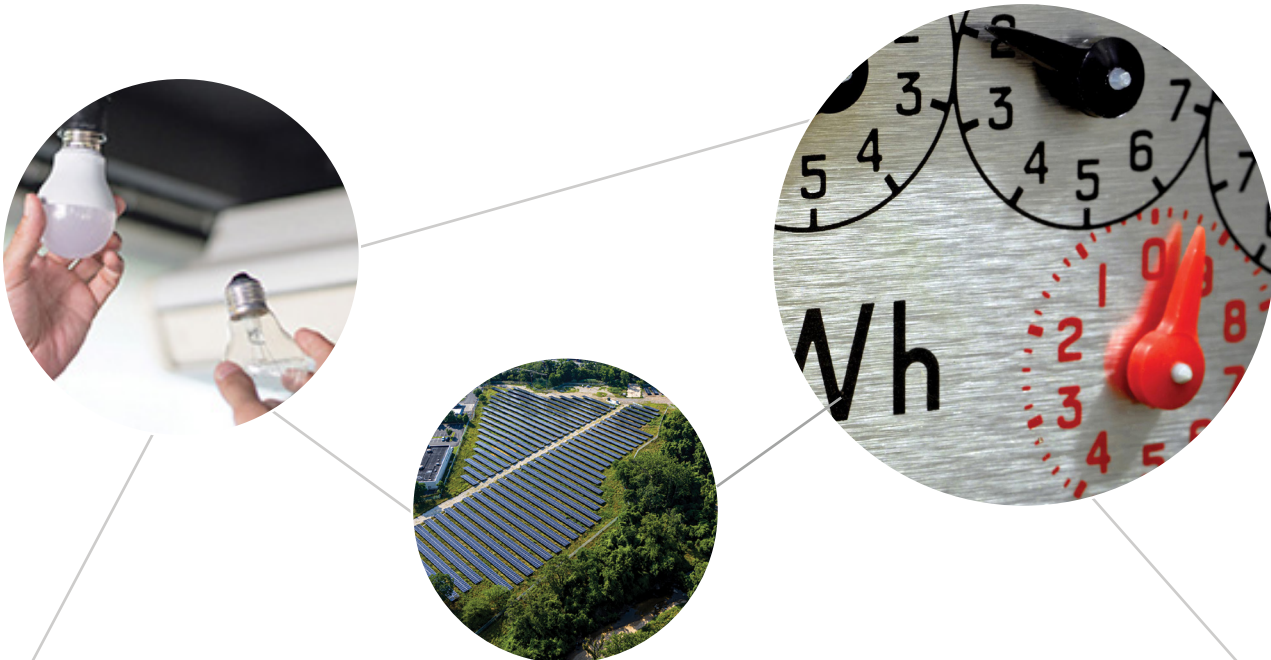
*Industry average numbers reported in this table are based on IEEE Major Event Day (MED) exclusive data.

**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 (lower number means better SAIFI performance). Sustained interruptions are interruptions that are five minutes or greater.

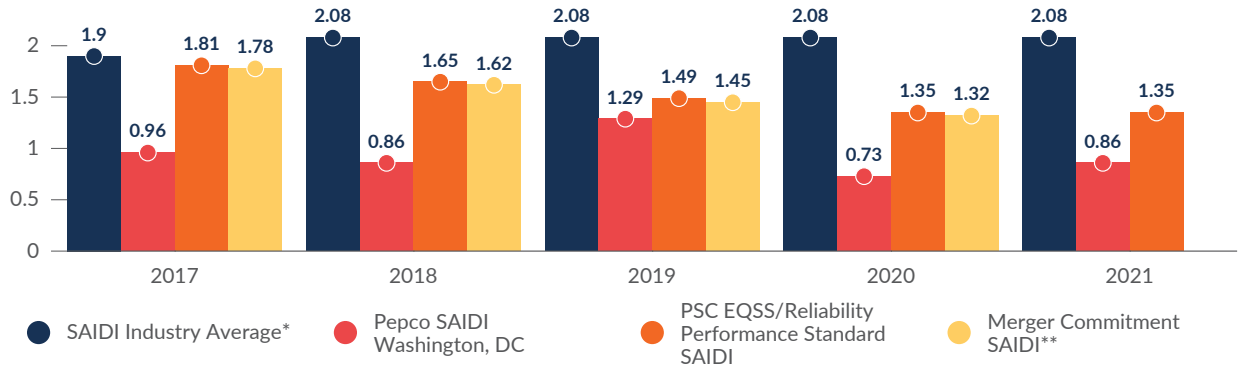
Based on Pepco's reporting, Pepco's SAIFI has been better (lower) than the Industry Average and the PSC EQSS (Electric Quality of Service Standards) from 2017 to 2021 and the Pepco/Exelon merger commitments from 2017 to 2020. The Pepco/Exelon merger commitments expired in 2020. Pepco's SAIFI metric has 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.



4. SYSTEM AVERAGE INTERRUPTION DURATION INDEX (SAIDI) IN CY 2017 - CY 2021

System Average Interruption Duration Index (SAIDI) (Hours)



Source: Pepco's 2022 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.

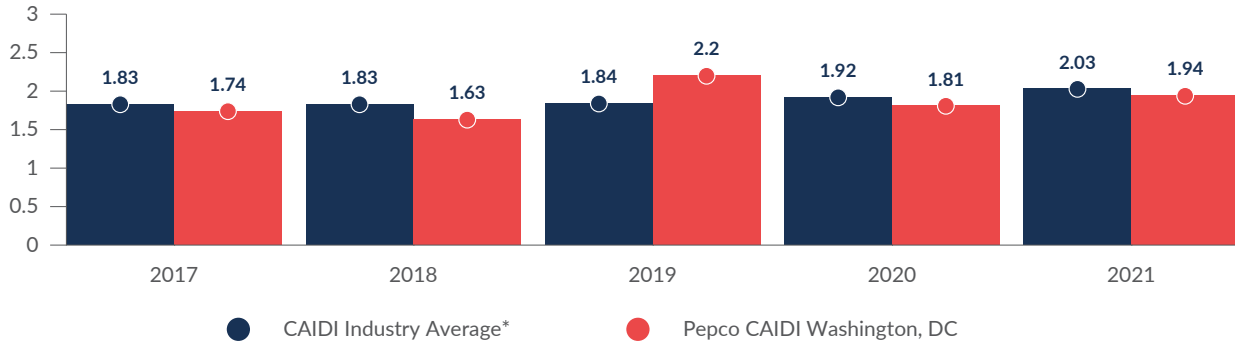
The **System Average Interruption Duration Index (SAIDI)** is the average time that the customers served in a predefined area are interrupted. SAIDI measures the average duration of system outages in hours or minutes (lower number means better SAIDI performance). SAIDI reflects the average outage duration experienced by each customer over a period of time. An average customer experienced about 0.86 hours of interruption during 2021.

Based on Pepco's reporting, Pepco's SAIDI has been generally better (lower) than the Industry Average and the PSC EQSS (Electric Quality of Service Standards) from 2017 to 2021 and the Pepco/Exelon merger commitments from 2017 to 2020. The Pepco/Exelon merger commitments expired in 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. Although there was an increase in 2019 and 2021, Pepco's SAIDI performance was still lower than the Industry Average in both 2019 and 2021. In general, Pepco has achieved top decile industry reliability performance in many of the post-merger years.



5. CUSTOMER AVERAGE INTERRUPTION DURATION INDEX (CAIDI) IN CY 2017 - CY 2021

Customer Average Interruption Duration Index (CAIDI) (Hours)



Source: Pepco's 2022 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).

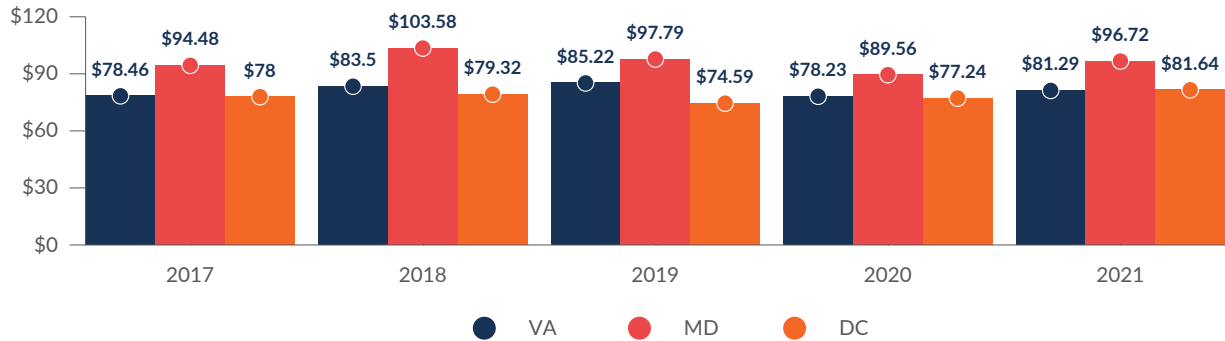
Pepco's CAIDI performance has been favorable (or lower) than the industry over the last five years, except for 2019 (the year in which Pepco experienced the Florida Ave substation outage).

Pepco's 2021 CAIDI performance was slightly unfavorable to 2020 performance, with customers experiencing 8 mins of additional outage time.



6. AVERAGE RESIDENTIAL ELECTRIC BILLS IN D.C., MD & VA IN CY 2017 - CY 2021

Amount of Average Monthly Residential Electric Bill



Source: Pepco and PSC of the District of Columbia

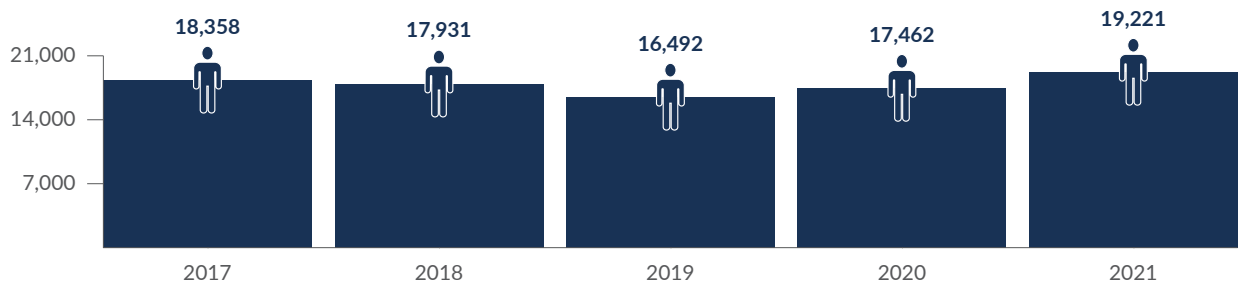
In D.C., Pepco's **average residential electric bill** includes generation, transmission and distribution and all additional charges, including federal and D.C. taxes and surcharges.

In 2021, the average monthly consumption for residential customers was 636 kWh. Average consumption in a given year is affected by weather and efficiency measures. Average consumption was up about 1.6% in 2021 compared to 2020.

In CY 2021, average residential electric bills continued to be lower in DC than in Pepco's MD service territory. The average bills in DC were marginally higher than in Northern VA, where electric service is provided by Dominion Power.

7. ENROLLMENT IN PEPCO'S LOW INCOME RESIDENTIAL AID DISCOUNT (RAD) PROGRAM* IN FY 2017-2021

Number of Participants



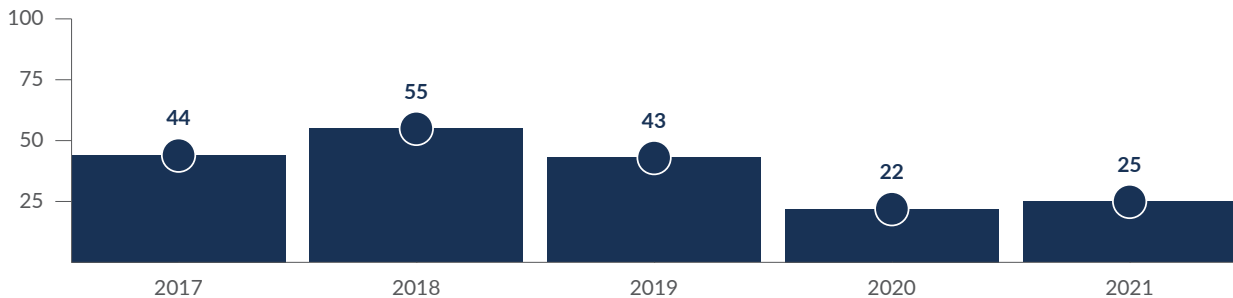
Source: F.C.1125 Utility Discount Program Annual Report for Fiscal Year 2021

The number of participants enrolled in **Pepco's Low Income Residential Aid Discount (RAD)** increased by 1,749 in 2021, from 17,462 in 2020 to 19,211 in 2021. The Commission approved an increase to the eligibility threshold for RAD customers, from the previous 60% of State Median Income to 80% of the Area Median Income.

The Residential Aid Discount (RAD) Program provides qualified low-income customers with a credit equal to 100% of their Pepco distribution bill and certain surcharges.

8. TOTAL NUMBER OF MANHOLE EVENTS (EXPLOSIONS, FIRES AND SMOKING MANHOLES) IN CY 2017 - CY 2021

Number of Events



Source: Pepco's 2020 Annual Consolidated Report

The Commission oversees Pepco's manhole inspections and repairs. 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 (smoke, flames, cover displaced). Among the UG equipment failures, the most frequent cause involves cable-related failures.

In 2021, there were a total of 25 reportable manhole events in the District of Columbia. Of these 25 manhole events, 16 were classified as Smoking Manholes, 8 were classified as Manhole Explosions, and 1 was classified as Manhole Fire.

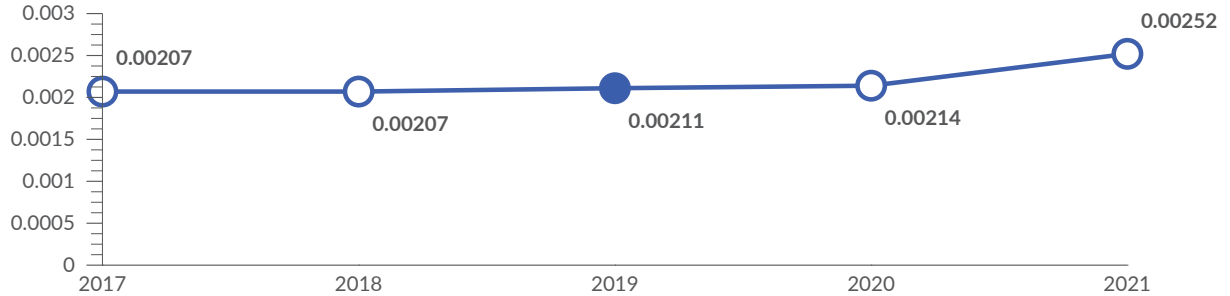
Reportable manhole events for CY 2021 increased by 3 events when compared to CY 2020, but showed a decrease of 18 when compared to CY 2019.

Since 2014, the leading cause of manhole reportable events in the District has been cable failures, primarily due to insulation related issues. Moisture plays a major role in the deterioration of the cable insulations.

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

9. PEPCO'S PUBLIC SPACE OCCUPANCY SURCHARGE (RIDER PSOS) IN CY 2017 - CY 2021 (\$ PER KWH)

\$ per kWh



Source: PEPCO, Public Space Occupancy Surcharge Filing for 2021

Pepco's **Rights-of-Way (ROW) Fee** is called a **Public Space Occupancy Surcharge Rider (Rider PSOS)** and it appears as a separate surcharge on Pepco's customer bills.

Pepco files proposed PSOS updates once a year in docket ET00-2. The surcharge update consists of two parts reflecting: (1) the payments to be made by Pepco to the District of Columbia for the current year, and (2) the over or under recovery from prior year. The PSC reviews the PSOS to verify the costs the Company pays the District to lease space in underground conduits.

The 18% increase in the PSOS rate per kilowatt-hour from \$0.00214 in CY 2020 to \$0.00252 in CY 2021 is due to the overstatement of the sales forecast for 2020, which caused an undercollection of \$2 million. This undercollected amount was added to the overall amount that needed to be collected in 2021. Also, usage patterns, including weather, economic activities, and energy efficiency, have an impact on the total number of kilowatt hours available to support the PSOS charge.

DISTRICT OF COLUMBIA CLEAN ENERGY GOALS



100% renewable
energy by 2032



10% of electricity from solar
energy sources by 2041



50% reduction in greenhouse
gas emissions by 2032

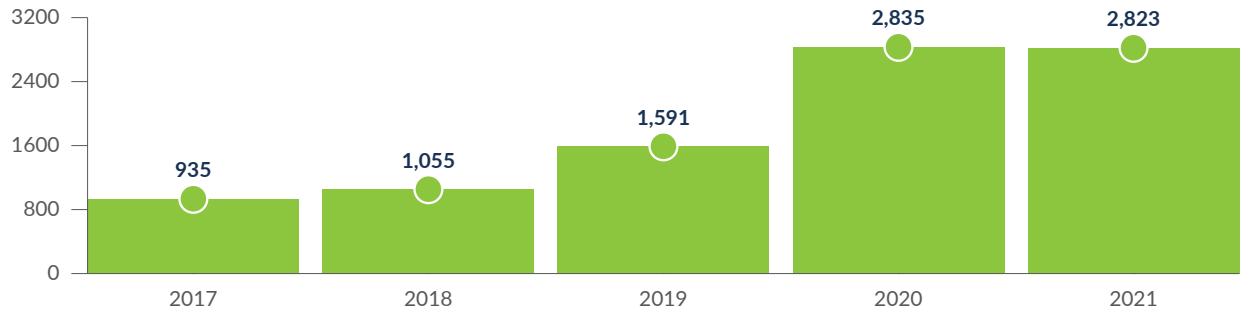


Carbon neutrality
by 2050

The Climate Commitment Amendment Act of 2022 calls for a 60% reduction in greenhouse gas emissions by 2030 and carbon neutrality by 2045.

10. NUMBER OF RENEWABLE PORTFOLIO STANDARD (RPS) APPLICATIONS RECEIVED BY THE PSC IN CY 2017 - CY 2021

Number of RPS Applications



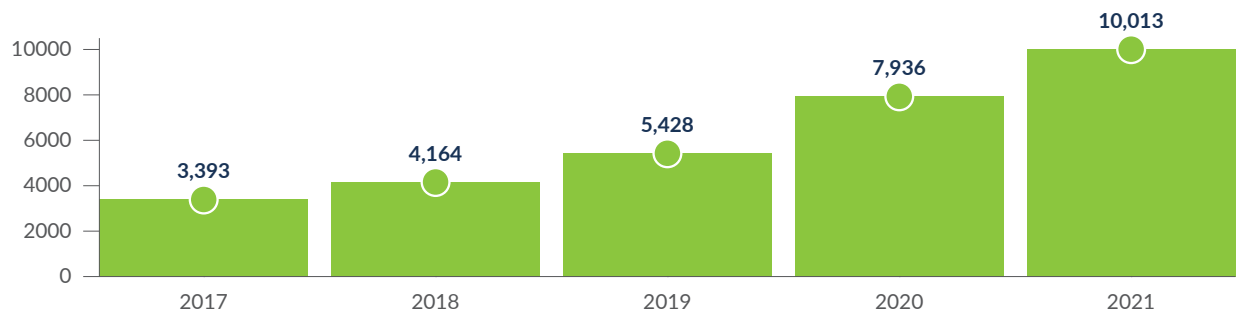
Source: PSC of the District of Columbia

The number of **RPS applications** has significantly increased over the past two years, versus the three prior years, despite pandemic challenges.

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 CREFs. Additional enhancements are also under consideration, including cost-sharing measures for non-CREF projects requiring distribution system upgrade costs.

11. NUMBER OF SOLAR ENERGY SYSTEMS ELIGIBLE FOR RENEWABLE PORTFOLIO STANDARDS (RPS) PROGRAM IN D.C. IN CY 2017 - CY 2021

Number of Eligible Solar Energy Systems



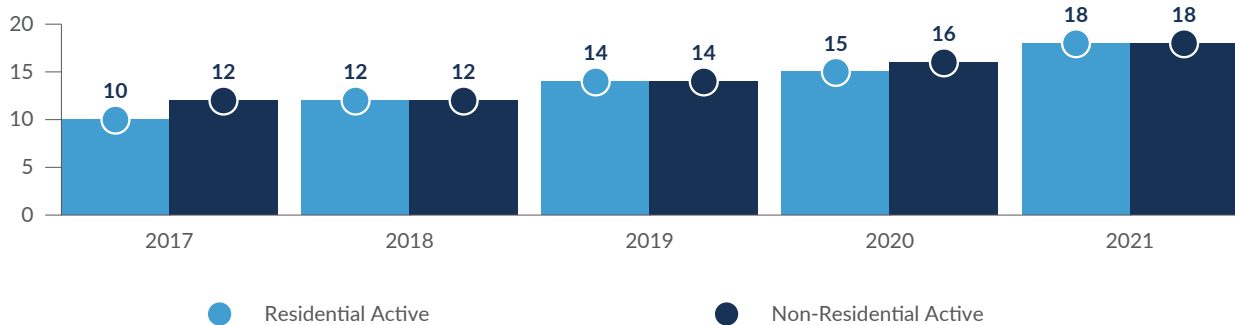
Source: PSC of the District of Columbia

The number of Solar Energy Systems that are located in DC and eligible for the **District's Renewable Portfolio Standards (RPS) Program** increased from 7,936 at the end of December 2020 to 10,013 in December 2021 (an increase of approximately 26%). The number of certified RPS facilities includes CREFs.

The total reported capacity associated with all of the eligible solar facilities as of December 31, 2021 is about 191.8 MW, of which 154.7 MW is located within the District, representing about 81% of reported capacity. As of the end of CY'21 there were 219 CREF's certified for RPS participation in DC, comprising over 26 MW of capacity.

12. ACTIVE RESIDENTIAL AND NON-RESIDENTIAL COMPETITIVE GAS (CGS) SUPPLIERS LICENSED TO SERVICE IN D.C. IN CY 2017 - CY 2021

Number of GCS's

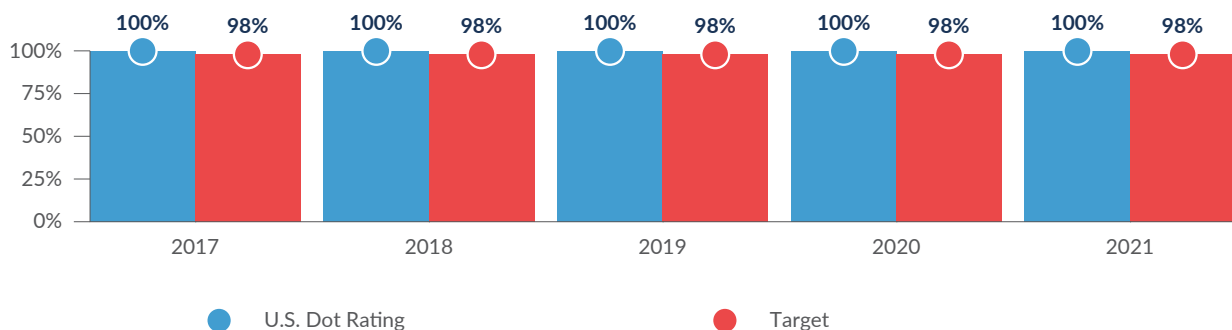


Source: WGL's Monthly Market Monitoring Report

In 2021, the number of **Active Residential Competitive Gas Suppliers (CGS)** participating in the residential natural gas Customer Choice Program in DC increased from the previous year, and the number of commercial suppliers increased as well.

13. US/DOT ANNUAL AUDIT RATINGS FOR THE PSC'S NATURAL GAS PIPELINE SAFETY PROGRAM IN CY 2017 - CY 2021

Percentage of Target



Source: PSC of the District of Columbia

As with other States and Puerto Rico, the USDOT/PHMSA conducts annual evaluations of PSC's implementation of the District of Columbia's **Natural Gas Pipeline Safety Program**, including underground gas facility damage prevention.

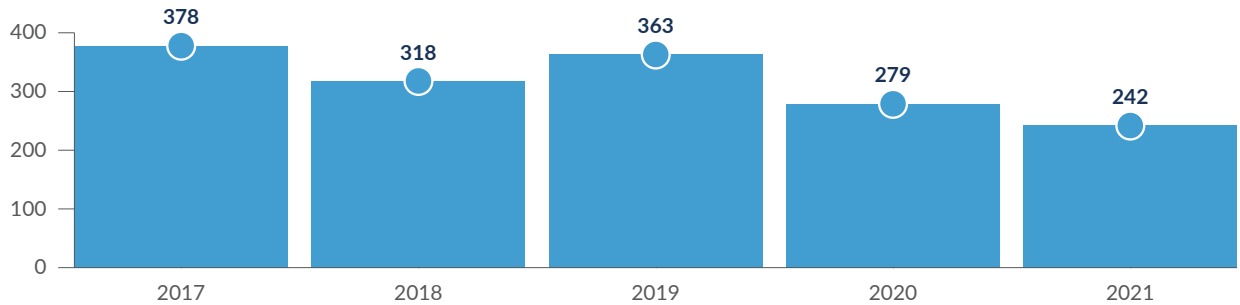
The PSC's goal is to achieve an audit rating/score equal to or better than the performance target set each year for the District of Columbia by the Commission. For the past 6 years (since 2015) the Commission's Pipeline Safety Program achieved USDOT/ PHMSA audit ratings of 100% each year, exceeding the Commission's target of 98% for the District.

The USDOT/PHMSA score for the PSC audit conducted in a given calendar year is for PSC's pipeline safety performance during the previous year. For example, the USDOT/PHMSA audit score of 100% received in CY 2021 is for PSC's performance during CY 2020. *DOT/PHMSA-U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration.

*DOT/PHMSA-U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration.

14. NUMBER OF NATURAL GAS PIPELINE SAFETY FIELD INSPECTION ACTIVITIES PERFORMED IN CY 2017 - CY 2021

Number of Activities

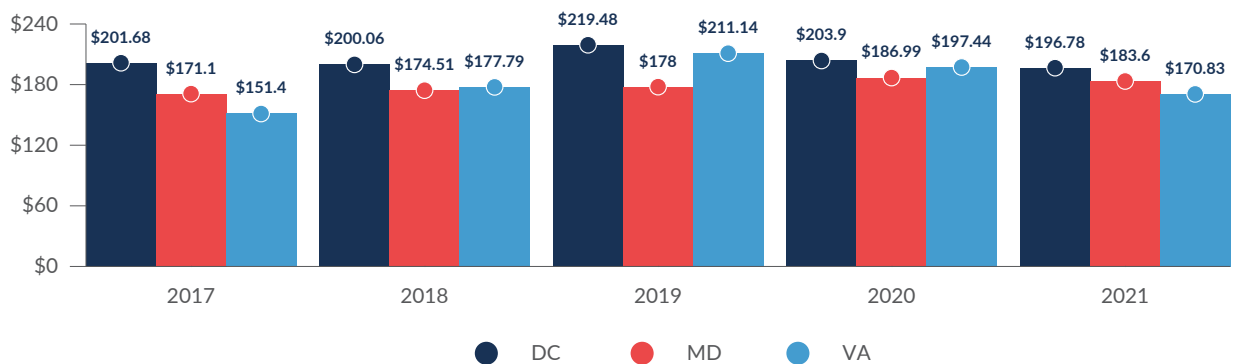


Source: PSC of the District of Columbia

The slow-down in pipeline safety inspections in 2020 vs. 2019 was caused by the need to undertake additional personnel safety measures due to pandemic conditions. In addition, there were stand-downs from field activities due to potentially unsafe conditions in the District.

In 2021, the DC PSC's number of inspections was slightly lower than the previous year (2020). This was again due to stand-down directives related to the pandemic and unsafe conditions in the District. Despite the constraints, OCE's Pipeline Safety Program (PSP) achieved PHMSA's assigned target metric for inspection-person days. Our overall execution of the PSP earned the DC PSC 100% on the PHMSA Annual Audit of our program for the 6th straight year.

15. WGL'S RESIDENTIAL NATURAL GAS BILLS IN DC, MD AND VA (200 THERMS OF USAGE)* IN CY 2017 - CY 2021



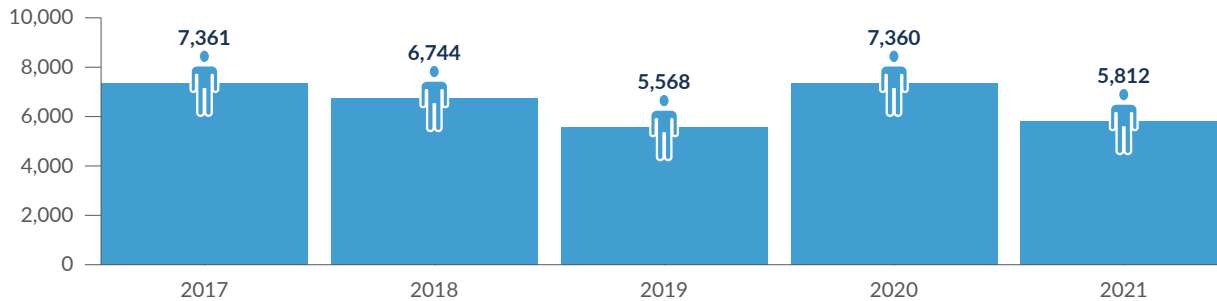
Source: WGL and PSC of the District of Columbia

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

For DC customers, the average total gas bill dropped in January of 21' vs. 20' by approximately 3.5%. Note: 200 therms of usage applies to all three jurisdictions served by WGL (DC, MD and VA).

16. ENROLLMENT IN WGL'S LOW INCOME RESIDENTIAL ESSENTIAL SERVICE (RES) PROGRAM IN FY 2017 - FY 2021

Number of Participants



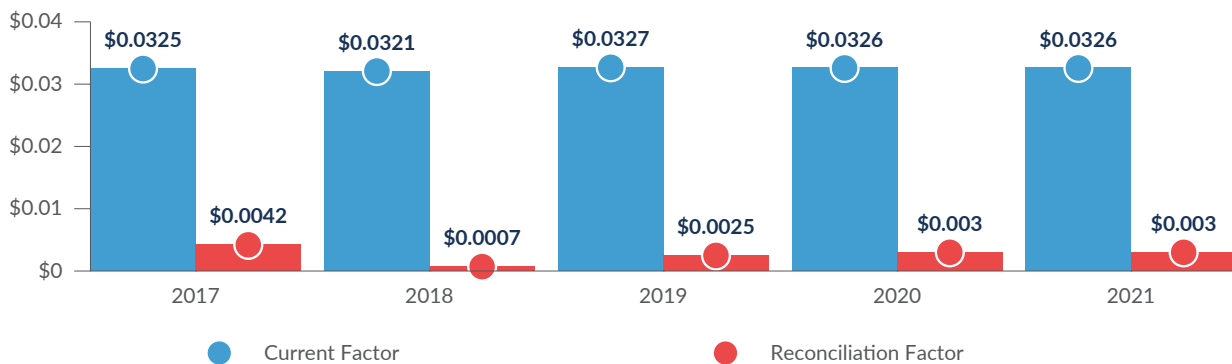
Source: F.C.1125 Utility Discount Program Annual Report for Fiscal Year 2021

Participating RES customers previously received a 55% credit on the distribution charges included within their heating season (November through April) bill during recent years. Effective April 1, 2021, and consistent with the recent WGL rate case settlement approved by the PSC, participating RES customers will now receive an enhanced bill credit equivalent to 100% of the distribution charges.

Pandemic-driven economic conditions in 2020 contributed to the rise in RES participants for that year. The combined effects of additional Federal and DC energy assistance funding and other customer bill assistance programs, may have helped reduce enrollment levels in 2021. The Commission continues to monitor fluctuations in RES enrollment and will work with service providers to help identify process improvements in both solicitations and enrollment, as the effects of the pandemic continue for some time.

17. WGL'S RIGHTS-OF-WAY FEES IN CY 2017 - CY 2021 (\$ PER THERM)

\$ per Therm



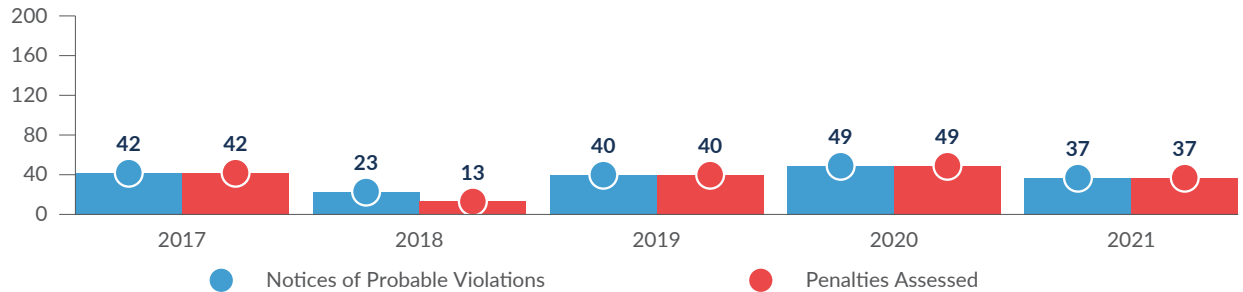
Source: : Washington Gas District of Columbia Rights-of-Way for Surcharge Filing in 2020

WGL's **Rights-of-Way (ROW)** fee has two parts; a Current Factor and a Reconciliation Factor. The Reconciliation Factor recovers any over or under collection resulting from the application of the Current Factor to customers' bills in the previous year. WGL's fee appears as a separate line item on customers' bills. WGL files revised Current and Reconciliation Factors annually in GT 00-2. The PSC reviews the fees to verify the costs.

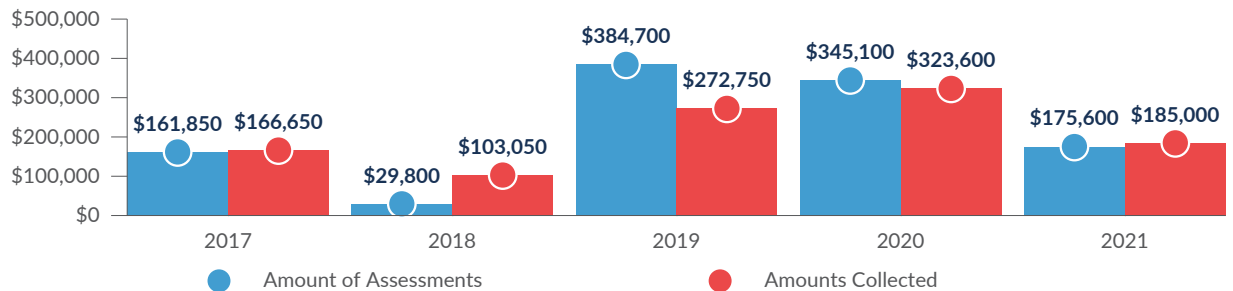
The graph shows a slight downward trend in the current factor between 2020 and 2021. *The amount of the annual reconciliation factor is affected by recent weather patterns, energy efficiency, and general economic activity.*

18. ENFORCEMENT ACTIVITIES IN THE NATURAL GAS PIPELINE SAFETY AND DAMAGE PREVENTION PROGRAM IN D.C. IN CY 2017 - CY 2021

Numbers



Amounts



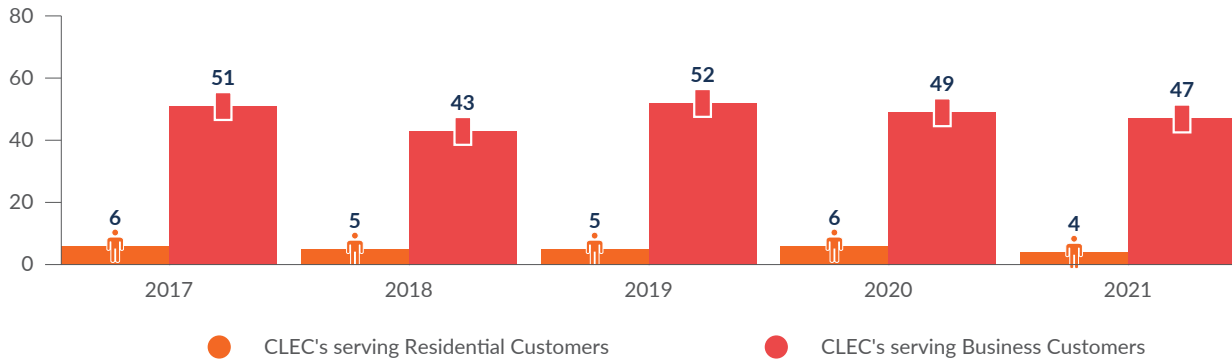
In CY 2017, 47 NOPVs were issued for a total amount of \$161,850 and were settled, including carrying over for \$166,650. On August 10, 2018, a Consent Order was signed by OCE and WGL to settle four (4) disputed NOPVs. As part of the settlement, WGL attended three Technical Conferences and continued to implement a 20-month Damage Prevention Enforcement Improvement Plan (DPEIP). WGL has complied with these requirements.

In CY 2019, 40 NOPVs were issued for a total amount of \$384,700. Thirty-six NOPVs were settled in 2019 for \$272,750. The remaining four (4) 2019 NOPVs assessed and issued in 2019 for \$111,950 were carried to 2020 for settlement.

In CY 2020, 49 NOPVs were issued for a total amount of \$345,100. Forty-five NOPVs were settled in 2020 for \$323,600. The remaining four (4) 2020 NOPVs assessed and issued in 2020, along with balances from other NOPVs, were carried to 2021 for settlement. In CY 2021, 37 NOPVs were issued for a total of \$175,600. All 37 NOPVs were settled in CY 2021 for a total of \$157,600, and \$185,000 was collected in CY 2021, including a carryover of \$27,000 from the previous year.

19. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) ACTIVE IN D.C. IN CY 2017 - CY 2021

Number of Providers



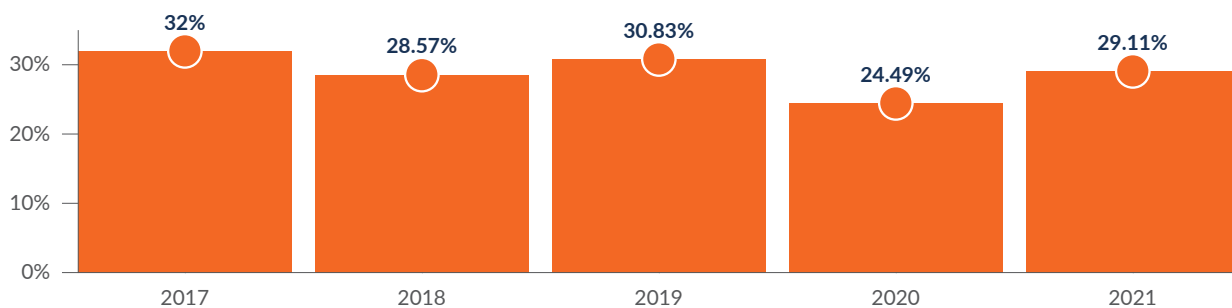
Source: : 2022 Annual Assessment Survey for CY 2021

The number of CLECs serving residential customers decreased from 6 in 2020 to 4 in 2021.
The number of CLECs serving business customers decreased from 49 to 47 in 2021.

**Some providers serve both business and residential customers.*

20. COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS) REVENUES (IN PERCENTAGE OF TOTAL TELECOM REVENUE) CY 2017 - CY 2021

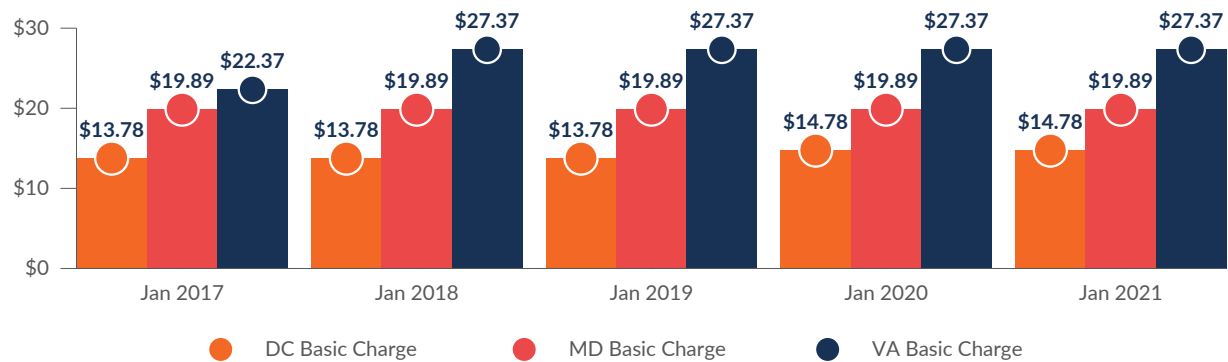
Share of Revenue (%)



Source: : 2022 Annual Assessment Survey Responses for CY 2021

The percentage of CLECs revenue increased from 24.5% in 2020 to 29.1% in 2021.
2021 CLEC revenues as percentage of total telecom revenue has returned to more normalized revenue following 2020 bankruptcies of a certain CLEC and its affiliates.

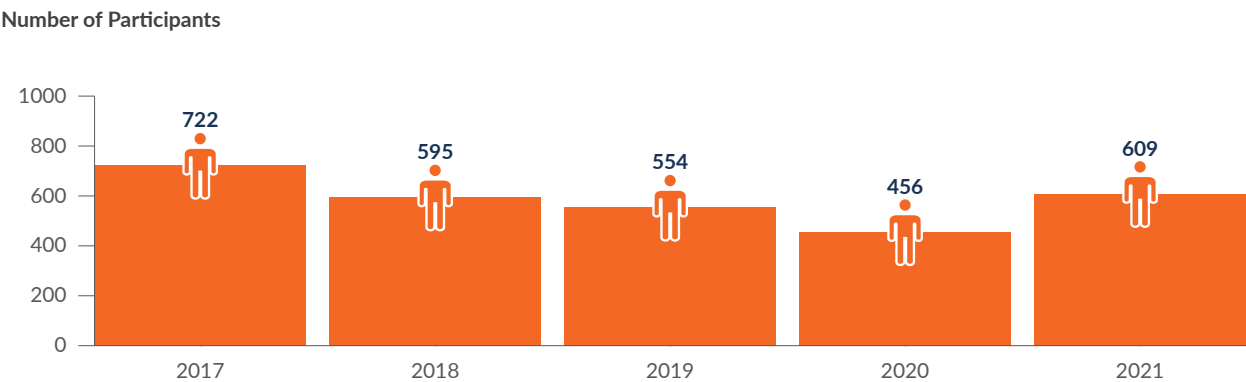
21. VERIZON MONTHLY RESIDENTIAL TELEPHONE RATES IN DC, MD AND VA (FLAT RATE SERVICE) IN CY 2017 - CY 2021



Source: : PSC of the District of Columbia and Verizon Tariffs MD and VA Verizon Tariffs Verizon DC Tariff filed on April 30, 2021 Docket No. FC1057-844

The District of Columbia has the lowest basic charge for flat rate service in the region. The increase in Verizon's basic residential service from \$13.78 to \$14.78 is based on the terms of the 2008 Price Cap, which states that after December 2009, price increases are limited to the greater of 10% annually or \$1.00 per monthly recurring, non-recurring, or per-use charge. The \$1.00 increase in DC Basic charge was the first rate increase to occur in over five years effective 11/1/2020.

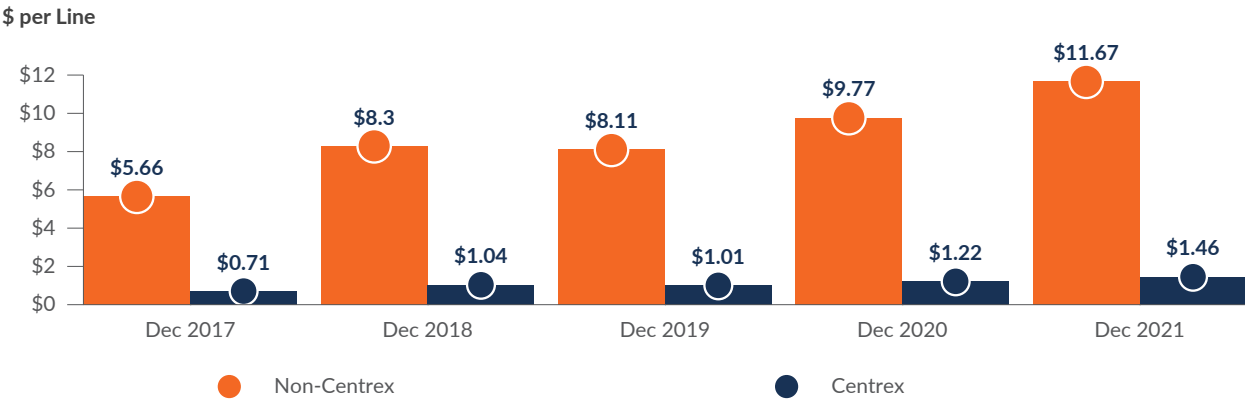
22. ENROLLMENT IN VERIZON'S LOW-INCOME ECONOMY II SERVICE PROGRAM IN FY 2017 - FY 2021



Source: F.C. 1125 Utility Discount Program (UDP) Annual Report for Fiscal Year 2021

In FY 2021, enrollment in Verizon's **Low Income Economy II** service program (or "Lifeline") increased by 25% from 456 customers in FY 2020 to 609 customers. This 25% increase in enrollment was due to continued negative economic and employment pressures arising from the pandemic.

23. VERIZON'S RIGHTS-OF-WAY FEES (ROW)
CY 2017 - CY 2021 (\$ PER LINE)



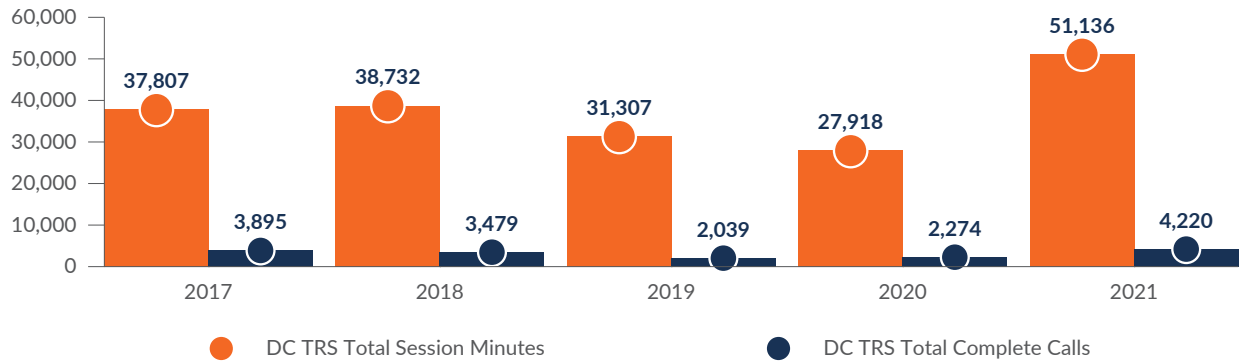
Source: : Verizon Public Occupancy Surcharge for filing 2021
Centrex line is an equivalent of eight non-Centrex lines. For this reason, ROW per line is eight times lower for Centrex than for non-Centrex

Verizon files its **Rights-of-Way (ROW)** fees in accordance with the Company's General Regulations Tariff. The fee appears as a separate line item on customers' bills. The graph shows Verizon's ROW fees trended upward from 2020 to 2021. The increase in ROW fees was due to a reduction in regulated access lines, which is the allocation base for all ROW fees.



24. DC TELEPHONE RELAY SERVICE (TRS)
TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2017 - 2021

Number of Calls and Session Minutes

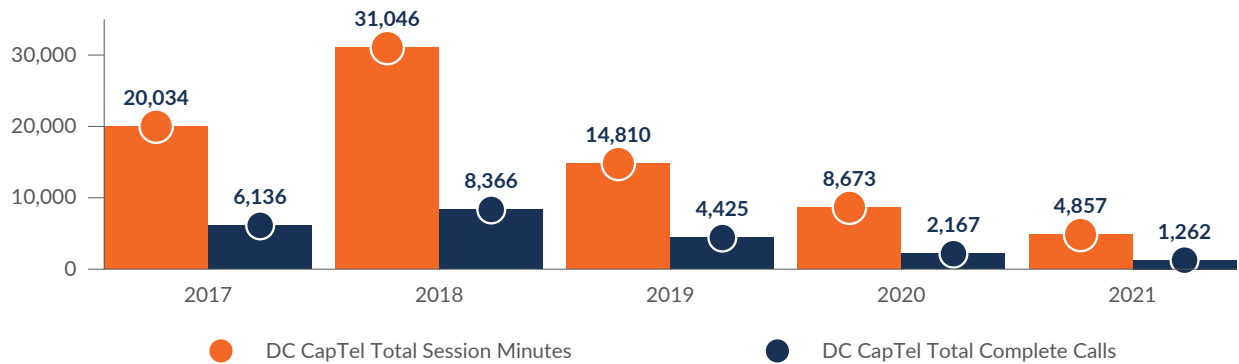


Source: : Hamilton Relay

Telecommunications Relay Service (TRS) Phone Number: 711 Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. Hamilton Relay is the D.C. TRS provider in the District. A completed call is when a call hits the relay switch, is answered by a Communications Assistant (CA) and then performs an outbound call (through relay) to an end user.

25. DC CAPTURED TELECOMMUNICATIONS SERVICE (CAPTEL)
TOTAL SESSION MINUTES AND TOTAL COMPLETE CALLS IN CY 2017 - 2021

Number of Calls and Session Minutes

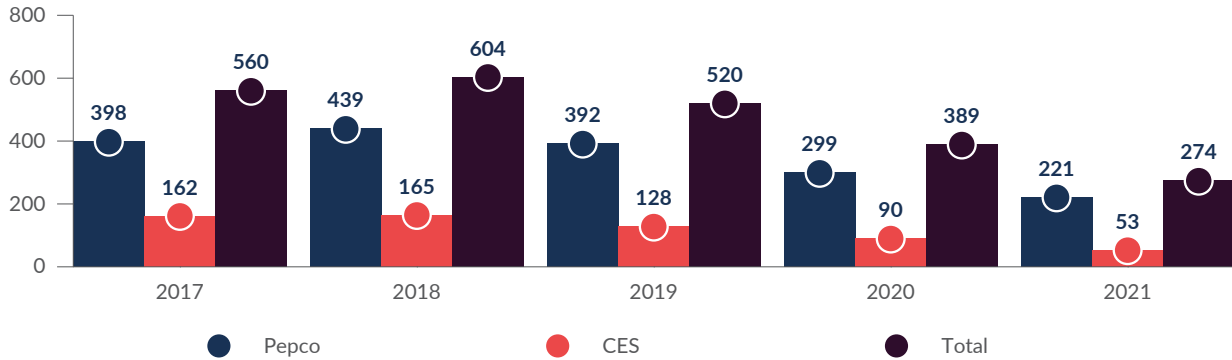


Source: : Hamilton Relay

D.C. Captioned Telephone (CAPTEL) Service is used by District residents who use a Captioned Telephone (CAPTEL) phone. A CapTel phone allows people to receive word-for-word captions of their telephone conversations. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. Session minutes accumulate from when the CA (Communication Assistant) answers the call into relay switch to when they disconnect with the originating caller. This includes set up and wrap up with the originating caller into relay, along with conversation minutes.

26. CONSUMER COMPLAINTS AND INQUIRIES - ELECTRIC INDUSTRY FOR CY 2017 - CY 2021

Number of Complaints and Inquiries

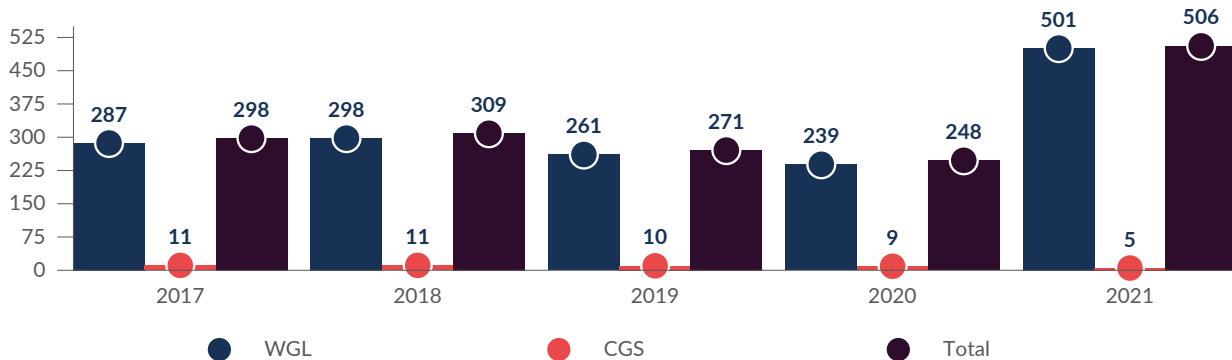


Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission

Total complaints and inquiries for the electric industry decreased 25.19%, from 520 in 2019 to 389 in 2020. Total complaints and inquiries for Pepco decreased 23.7%, from 392 in 2019 to 299 in 2020. Total complaints and inquiries for competitive electric suppliers (CES) decreased 29.7%, from 128 in 2019 to 90 in 2020.

27. CONSUMER COMPLAINTS AND INQUIRIES - NATURAL GAS FOR CY 2017 - CY 2021

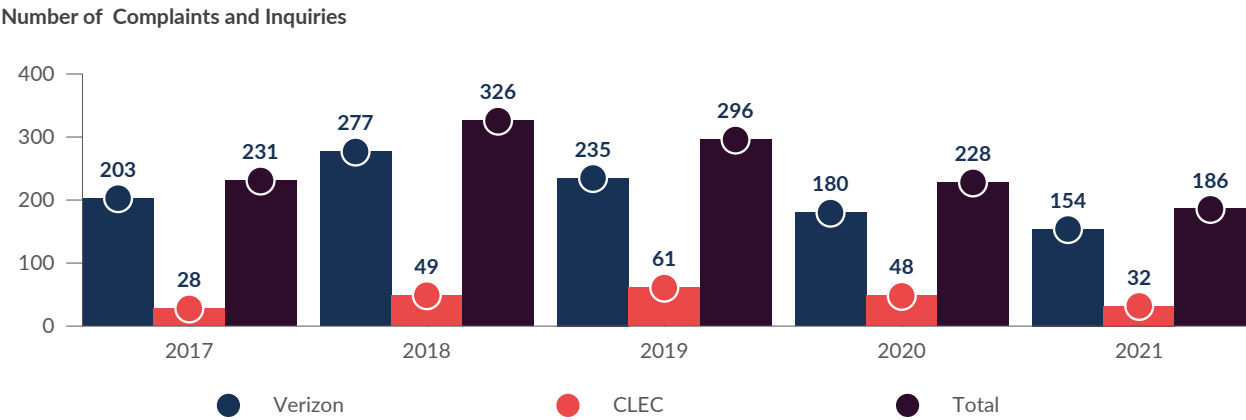
Number of Complaints and Inquiries



Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission

Total complaints and inquiries for the gas industry increased 104.0%, from 248 in 2020 to 506 in 2021. Total complaints and inquiries for Washington Gas increased 109.7%, from 239 in 2020 to 501 in 2021. This increase was a result of performance issues with the company's customer service help line, but those issues were resolved in 2022. Total complaints and inquiries for competitive gas suppliers (CGS) decreased 44.4%, from 9 in 2020 to 5 in 2021.

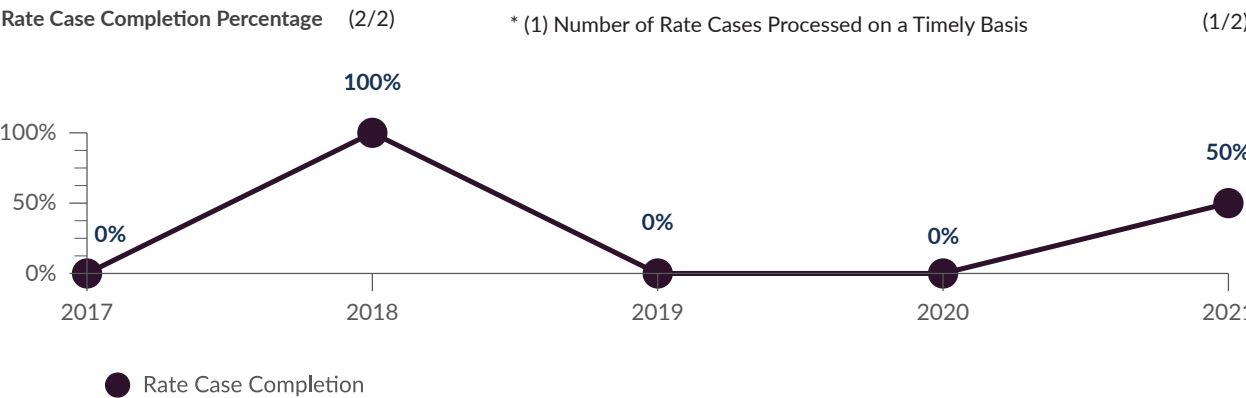
28. CONSUMER COMPLAINTS AND INQUIRIES - TELECOM
FOR CY 2017 - CY 2021



Source: Consumer Complaint Management System (CCMS), Office of Consumer Services of the Commission

Total complaints and inquiries for the telecom industry decreased 23%, from 296 in 2019, to 228 in 2020. Total complaints and inquiries for Verizon decreased 23.4%, from 235 in 2019 to 180 in 2021. Total complaints and inquiries for competitive local exchange carriers (CLECs) decreased 21.3%, from 61 in 2019 to 48 in 2020.

29. NUMBER AND PERCENTAGE OF RATE CASES
PROCESSED ON A TIMELY BASIS

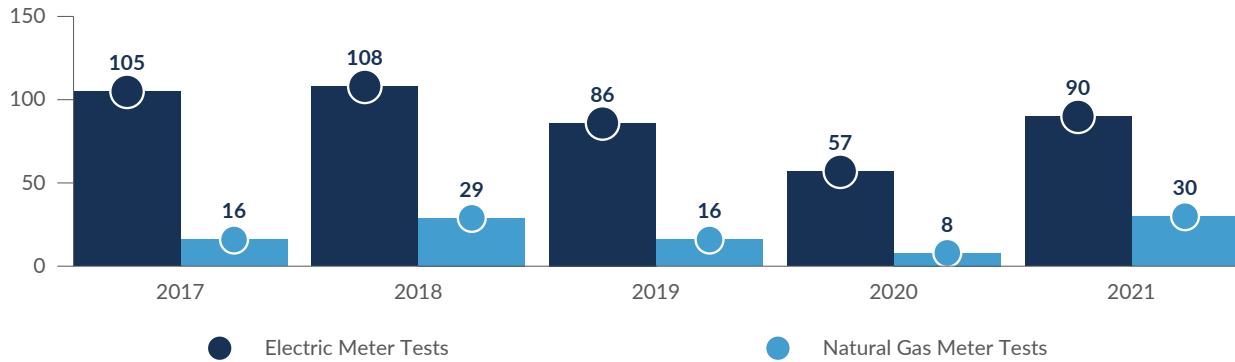


Source: Office of General Counsel, the PSC of the District of Columbia

Target: Issue decisional orders within 90 days of the close of the record.
Performance: There was one rate case adjudicated (processed timely) in 2021.

30. NUMBER OF ELECTRIC AND NATURAL GAS METER TESTS WITNESSED IN CY 2017 - CY 2021

Number of Tests

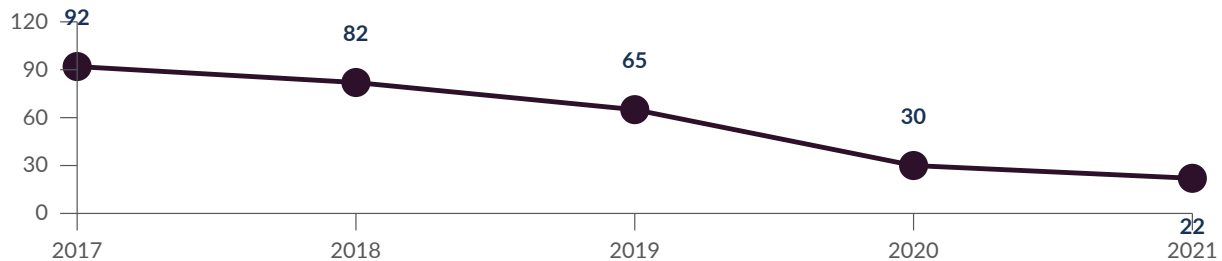


Source: PSC of the District of Columbia

Meter tests are refereed by the Commission when requested by a consumer. In CY 2020, 65 meter tests were refereed by the Commission, comprised of 57 electric meters and eight gas meter tests. Meter tests in 2020 vs. 2019 were affected by pandemic conditions and the need to institute additional personnel safety measures. In CY 2021, refereed meter tests showed an uptick in the number of tests carried out. A total of 120 meter tests were refereed by the Commission and comprised of 90 electric meters, and 30 gas meters. This was due partly to the improving COVID conditions, resumption of more field activities, and more requests for tests.

31. NUMBER OF OUTREACH ACTIVITIES (EXCLUDING METER TESTS) IN CY 2016 - CY 2020

Number of Outreach Events



Source: Office of Consumer Services of the PSC of the District of Columbia

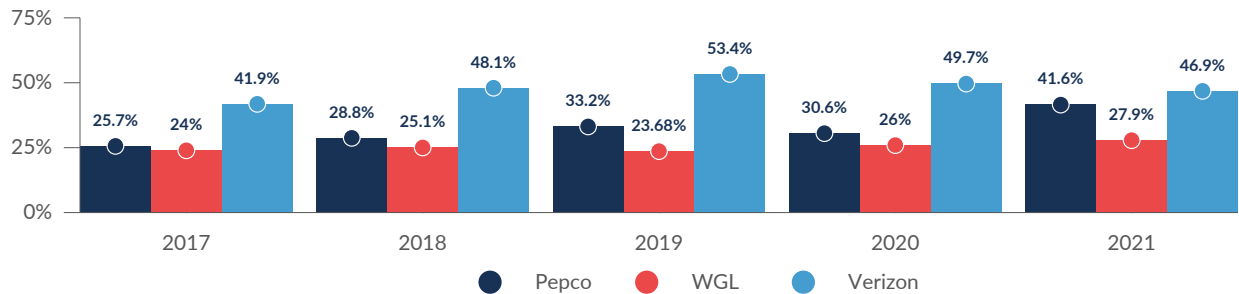
As the nation struggled with the effects of the global COVID-19 pandemic, the District and the PSC were similarly affected, as public outreach events were prohibited by the District's stay-at-home requirements. Regardless, the PSC was able to participate and conduct a number of virtual events, such as ANC briefings and other public information sessions regarding utility discounts and assistance.

32. DIVERSE SUPPLIERS AND CERTIFIED BUSINESS ENTERPRISES (“CBE”) CY 2017 - CY 2021 PERFORMANCE

New Memoranda of Understanding (MOU) were executed by PEPCO, WGL, Verizon and the Public Service Commission of the District of Columbia. In 2022, PEPCO and Verizon filed their CY 2021 Supplier Diversity Annual Reports in accordance with the new March 25, 2021, MOU between the utilities and the PSC regarding contracting with diverse suppliers and Certified Business Enterprises (CBEs). WGL executed its MOU with the Commission on March 31, 2021. A diverse supplier is a minority business enterprise, a woman-owned business enterprise, a disabled veteran business enterprise, or a non-profit. CBEs are certified by the D.C. Department of Small and Local Business Development. The companies endeavor to achieve 25% in diverse suppliers’ procurement across their respective systems, pursuant to the new MOUs.

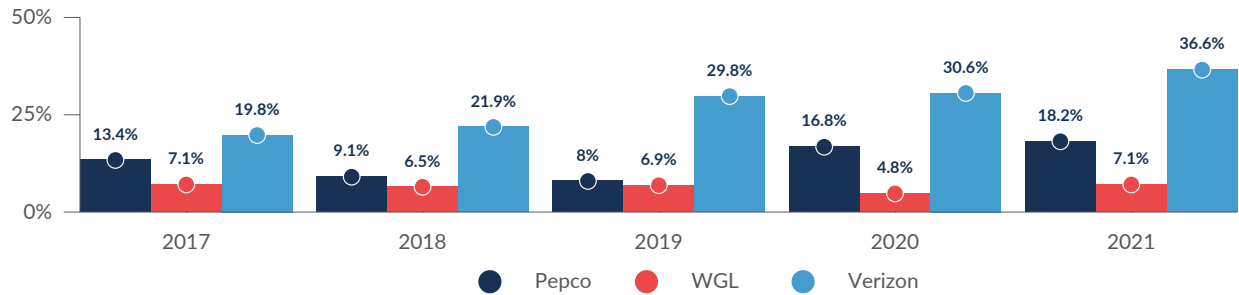
SYSTEM-WIDE DIVERSE SUPPLIERS COMPARED TO TOTAL SYSTEM PROCUREMENT

Diverse Supplier % of Total System



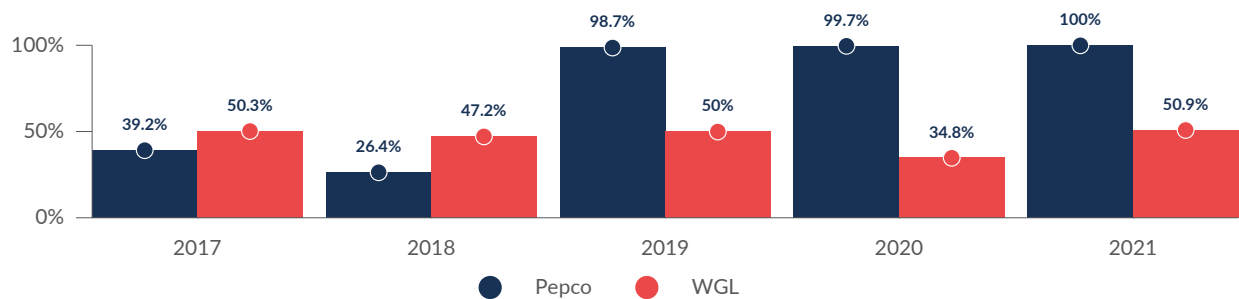
DC-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO DC PROCUREMENT

CBE % of Total System Spend



DC-BASED CERTIFIED BUSINESS ENTERPRISES (CBE) COMPARED TO TOTAL SYSTEM PROCUREMENT

CBE % of Total DC Procurement Spend



*Verizon does not file D.C. specific procurement dollars spent.
Source: Supplier Diversity Reports from Pepco, WGL and Verizon.

33. AVERAGE NET RATE BASE FOR PEPCO AND WGL

AVERAGE NET RATE BASE FOR PEPCO AND WGL BASE RATES

	Pepco	Notes	WGL	Notes
	(in millions)		(in millions)	
Current Jurisdictional Rate Base	\$2,333.5	1, 2	\$461.3	1, 3

AVERAGE NET RATE BASE FOR PEPCO AND WGL SURCHARGES

	PEPCO (DC PLUG Underground Project Charge)	Notes	WGL (PROJECTpipes1)	Notes
	(in Millions)		(in Millions)	
Current Surcharge Rate Base	\$9.4	4	\$45.2	5

1. Pepco's rate base is the "approved rate base" for CY 2021 from FC 1156 Order No. 20755. WGL's rate base is the "approved implied rate base" in FC 1169 Notice of Agency Funds Requirements (NOAFR).
2. Pepco's last rate case was FC 1156 filed on May 19, 2019 and approved on June 8, 2021. Pepco's approved rate base for CY 2021 (as contained in Order No. 20755) is \$2,333.5 Million.
3. WGL's last rate case FC 1162 was filed on January 13, 2020. The Commission approved a Non-Unanimous Agreement of Stipulation and Full Settlement for FC 1162 on February 24, 2021 per Order No. 20705.
4. This amount was obtained from Pepco's FC 1168 DC PLUG Underground Project Charge Reconciliation Compliance Filing, filed on April 1, 2022. 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.
5. This amount was obtained from WGL's FC 1154 PROJECTpipes 7 Reconciliation Factor Financial Report January-December 2021, filed on March 31, 2022.

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Find out how your
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