



Winter Preparedness 2016

Winter Ready DC





Welcome

Chairman Betty Ann Kane

Public Service Commission of the District of Columbia



PUBLIC SERVICE COMMISSION DISTRICT OF COLUMBIA

www.dcpsc.org



Opening Remarks

Director Tommy Wells

Department of Energy and Environment





Historical Cold Weather Event Statistics and 2017 Winter Season Outlook

John Howley, Senior Economist

Public Service Commission of the District of Columbia



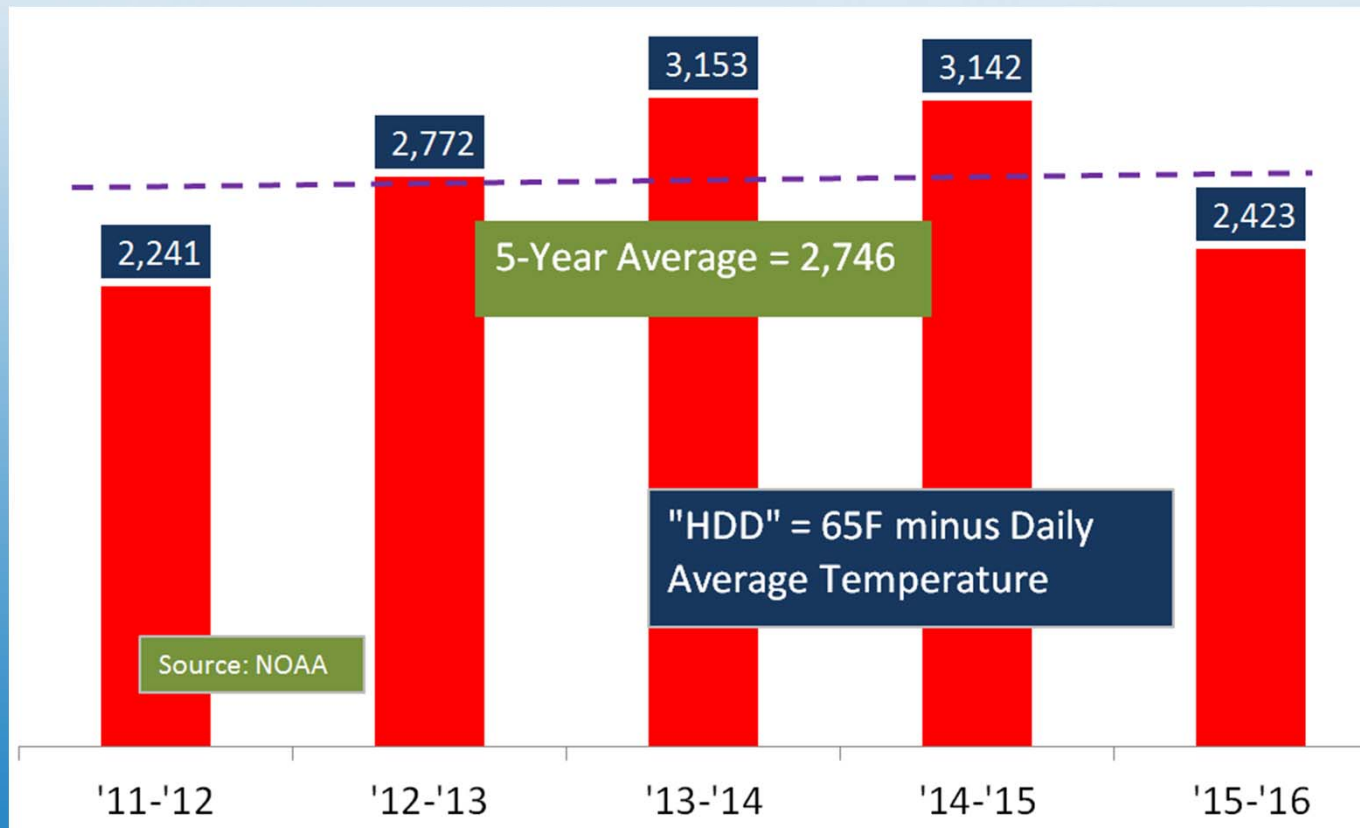
Winter Heating Bills in the District of Columbia



- *Most D.C. residents heat their homes with natural gas; some have electric heating.*
- *Most of a D.C. resident's annual natural gas bill is for winter heating.*
- *Colder winter temperatures mean residents use more natural gas (or electricity) leading to larger bills.*
- *The price of natural gas also affects the size of bills.*



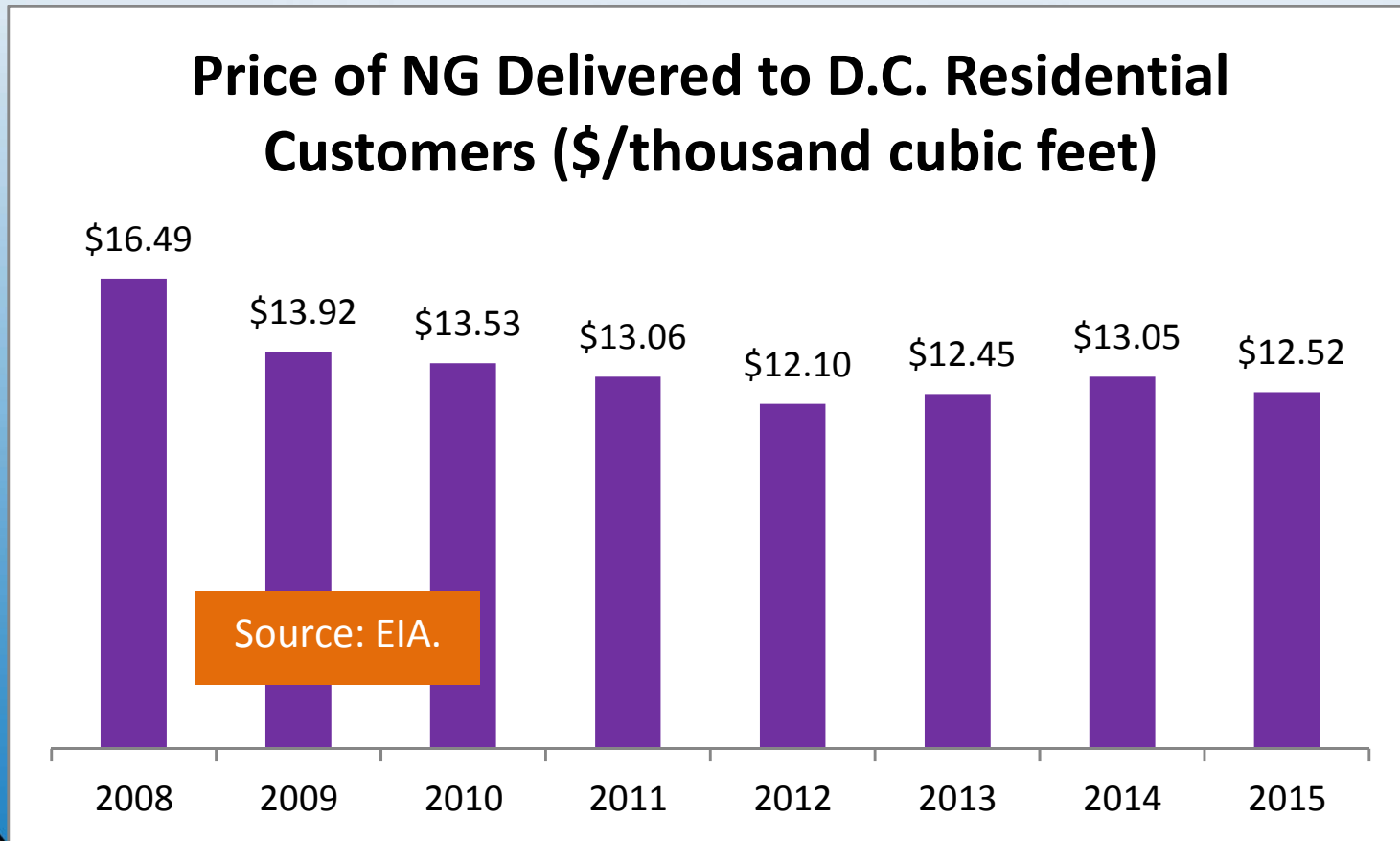
of Heating Degree Days at National Airport (Dec-Mar)



Natural Gas Prices Have Dropped Since 2008, Stable After 2011



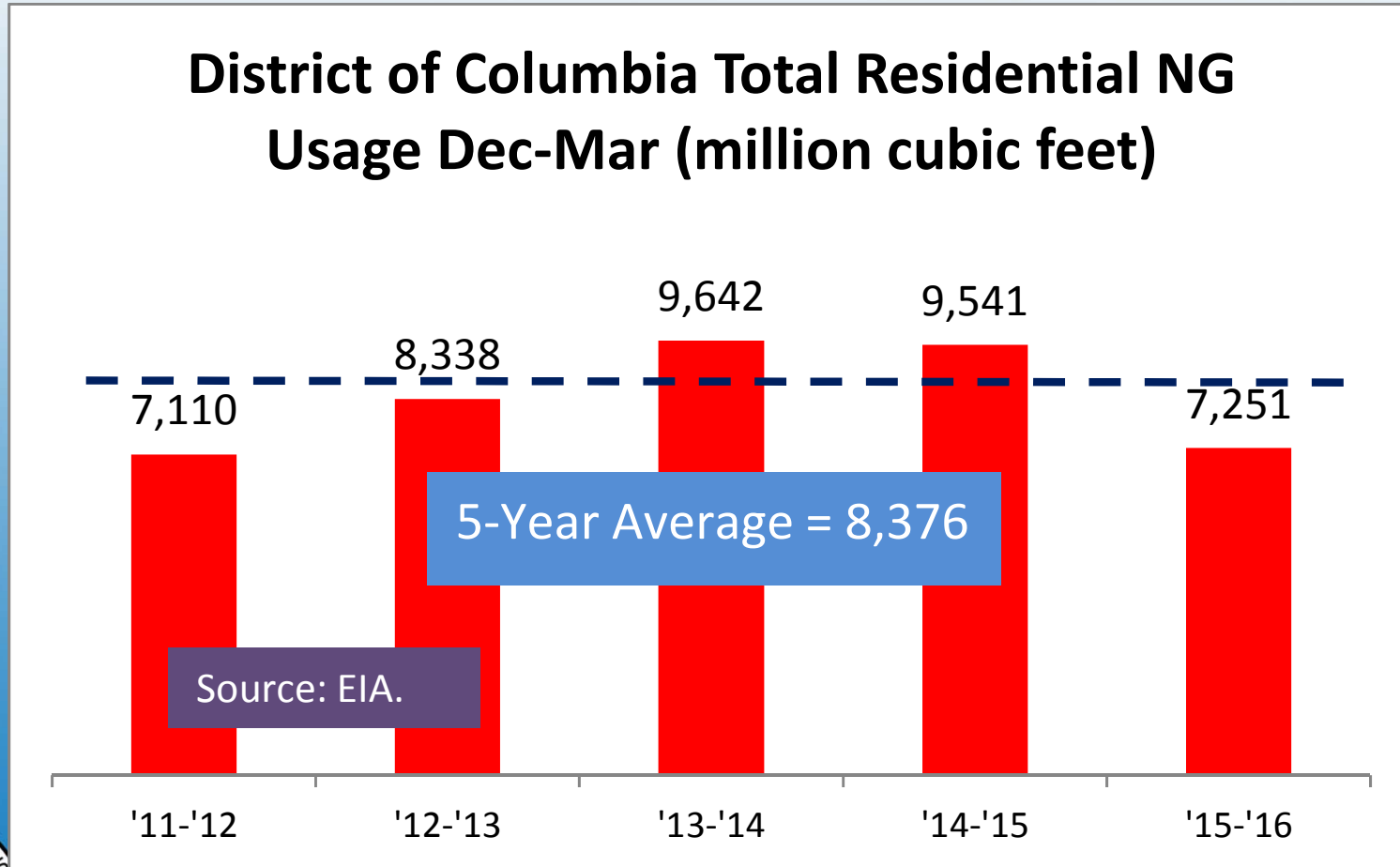
Price of NG Delivered to D.C. Residential Customers (\$/thousand cubic feet)



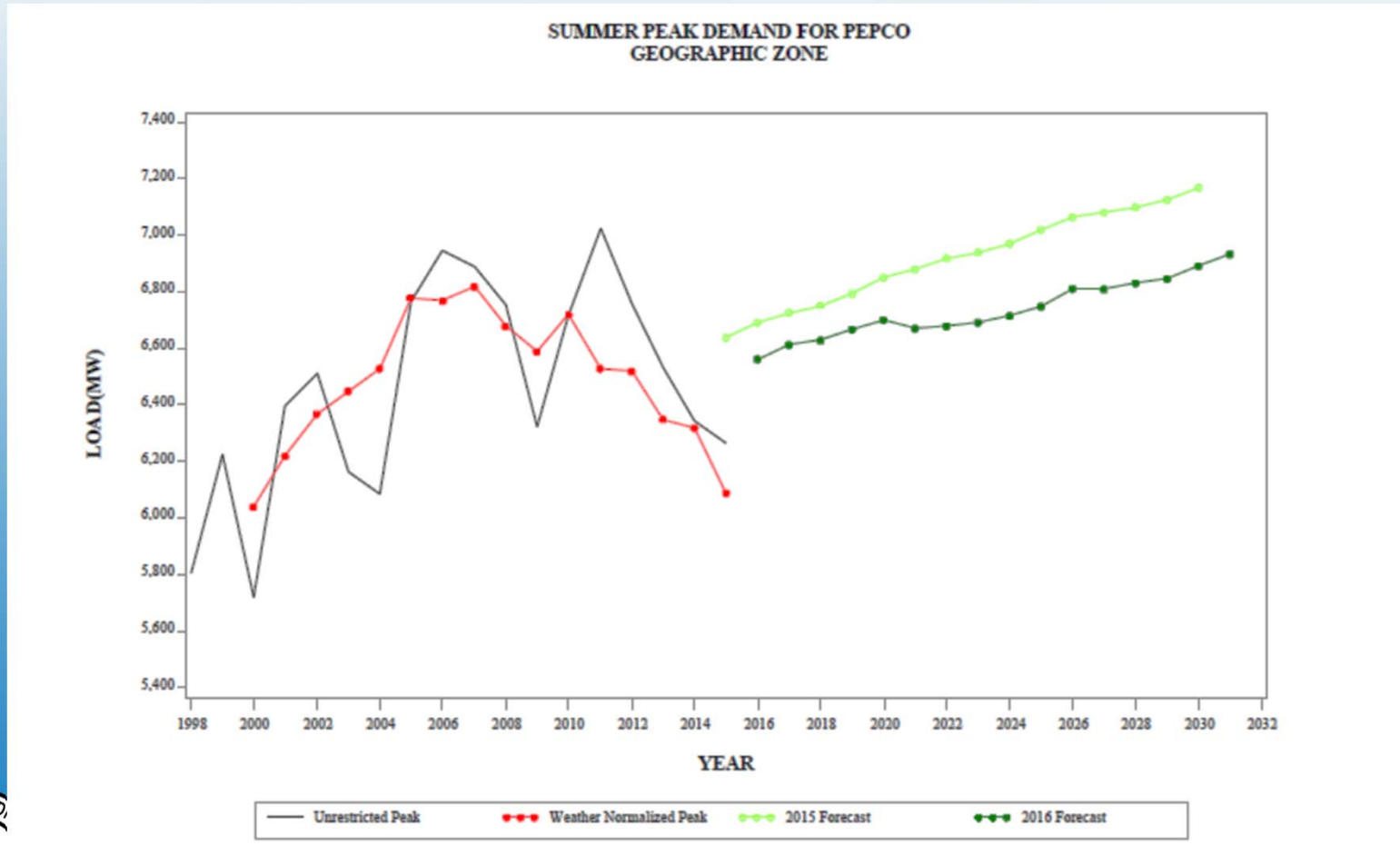
Natural Gas Usage Reflects Temperature



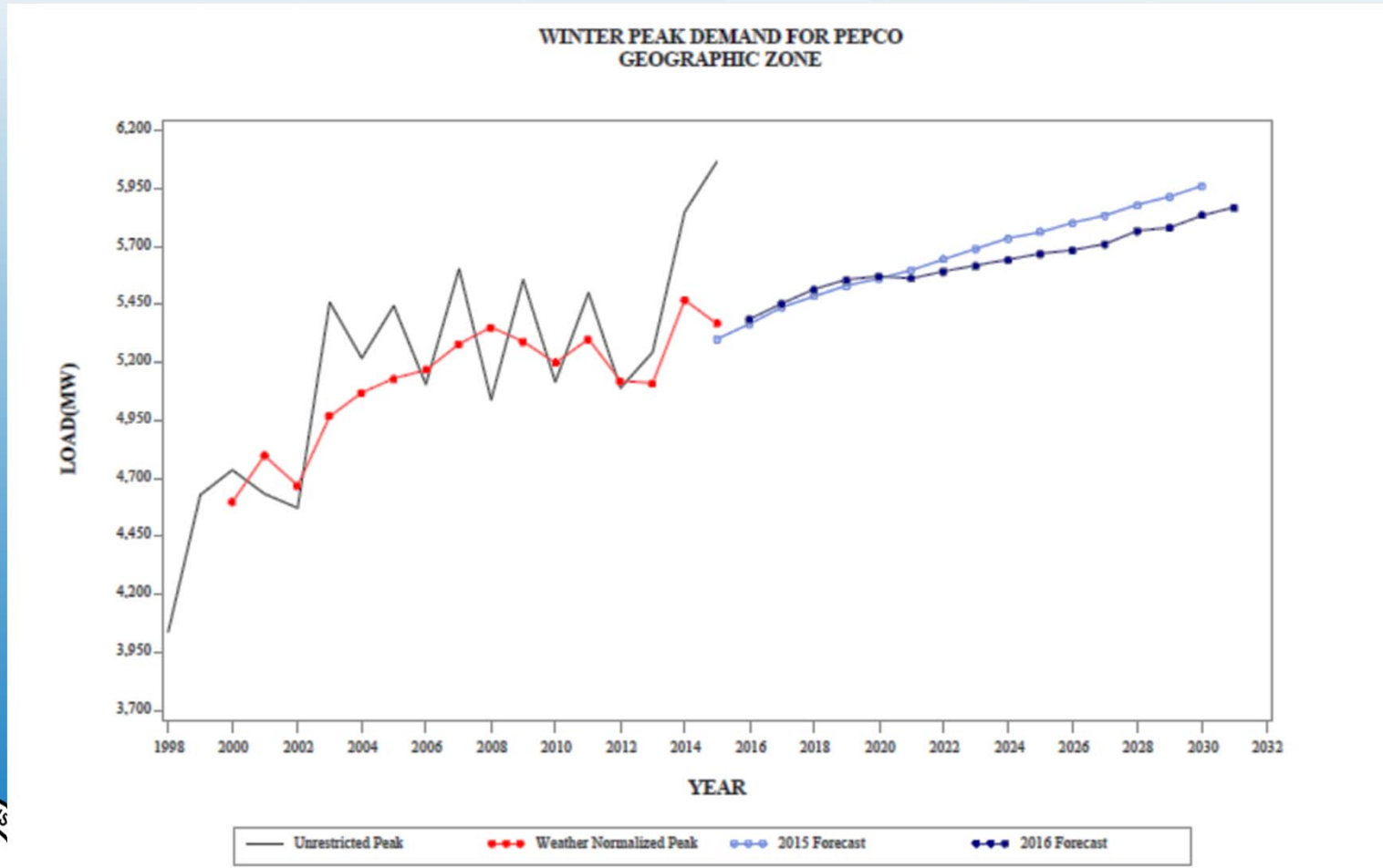
**District of Columbia Total Residential NG
Usage Dec-Mar (million cubic feet)**



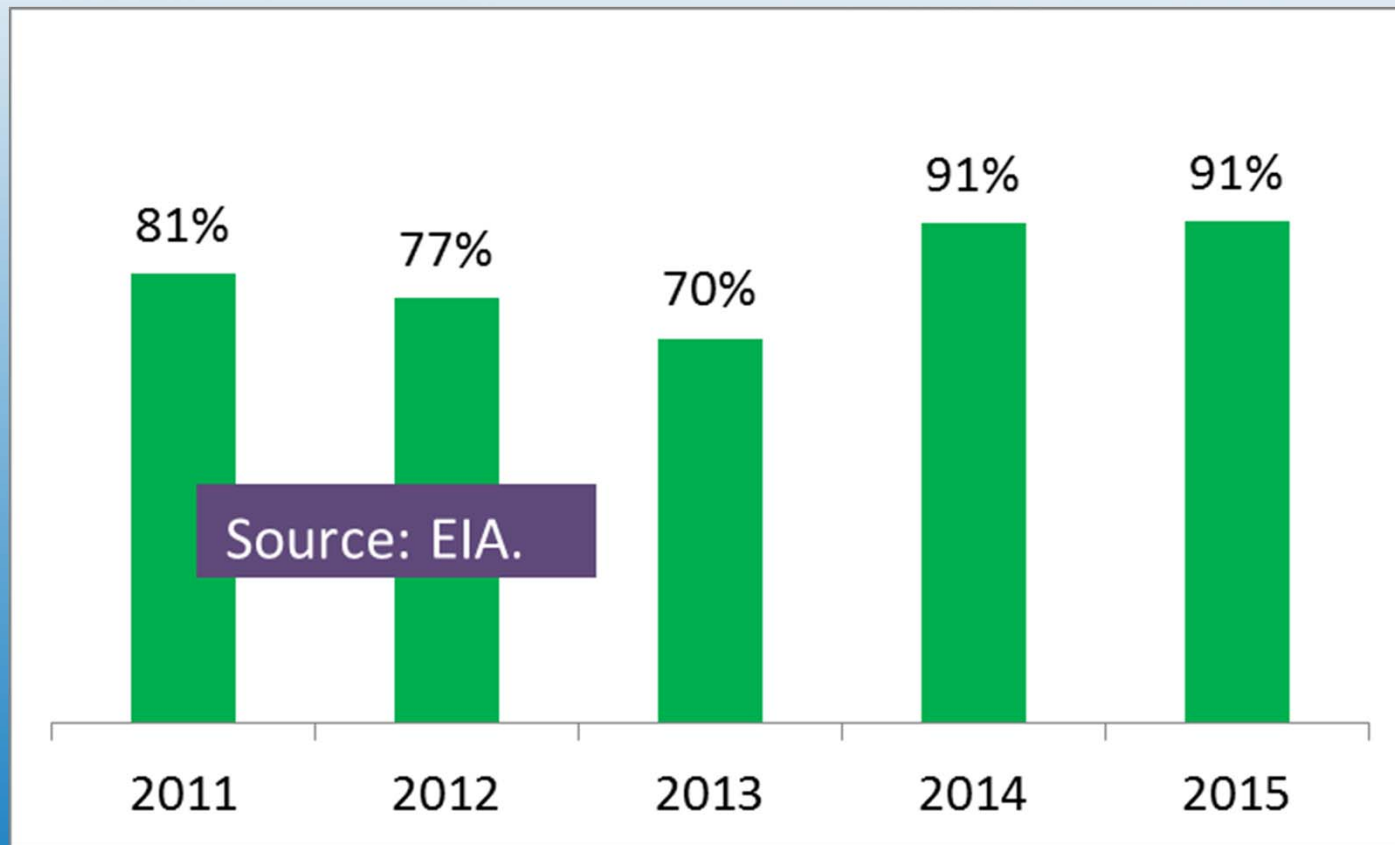
Summer Peak Demand for Pepco Zone (PJM)



Winter Peak Demand for Pepco Zone (PJM)



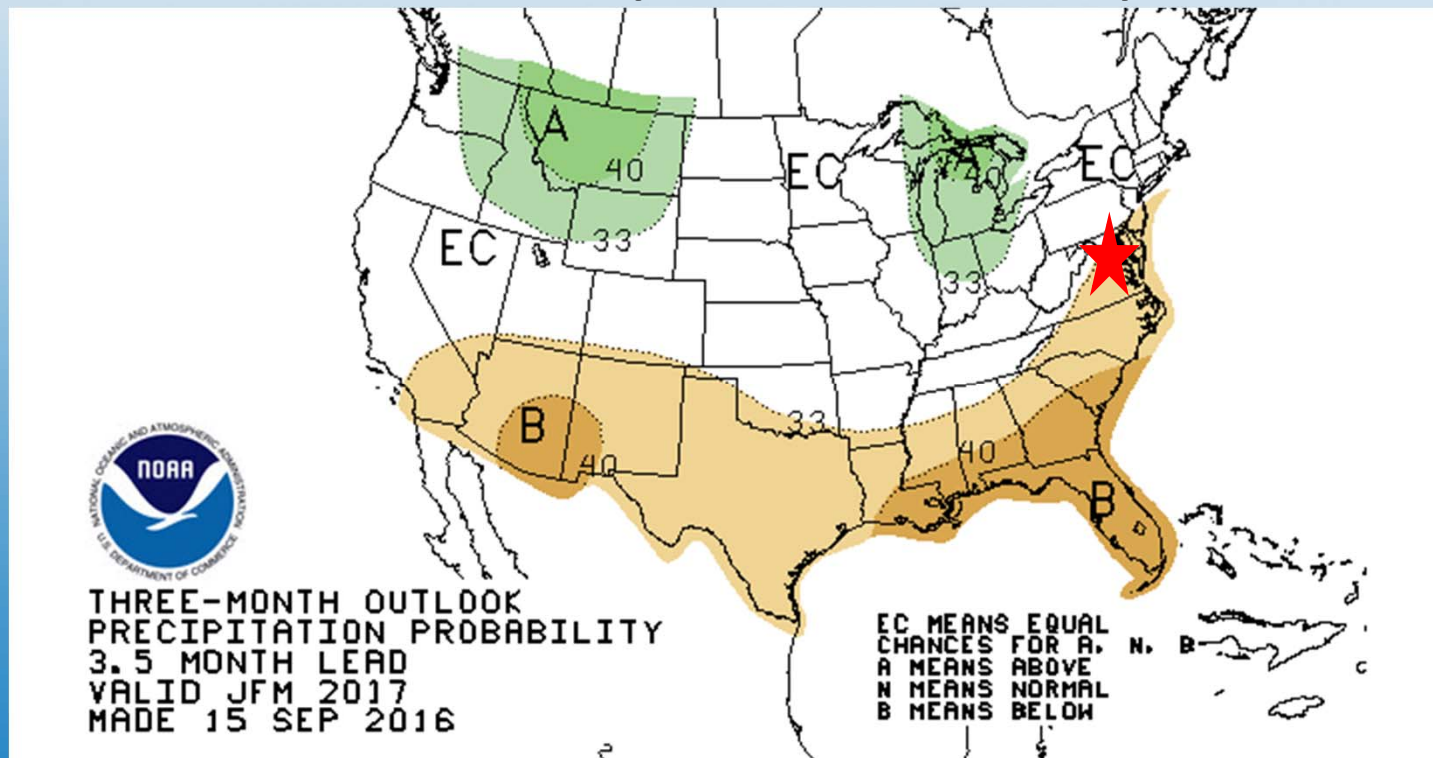
Ratio of January to July Total Electricity (kWh) District of Columbia



NOAA Precipitation Outlook Winter '16-'17



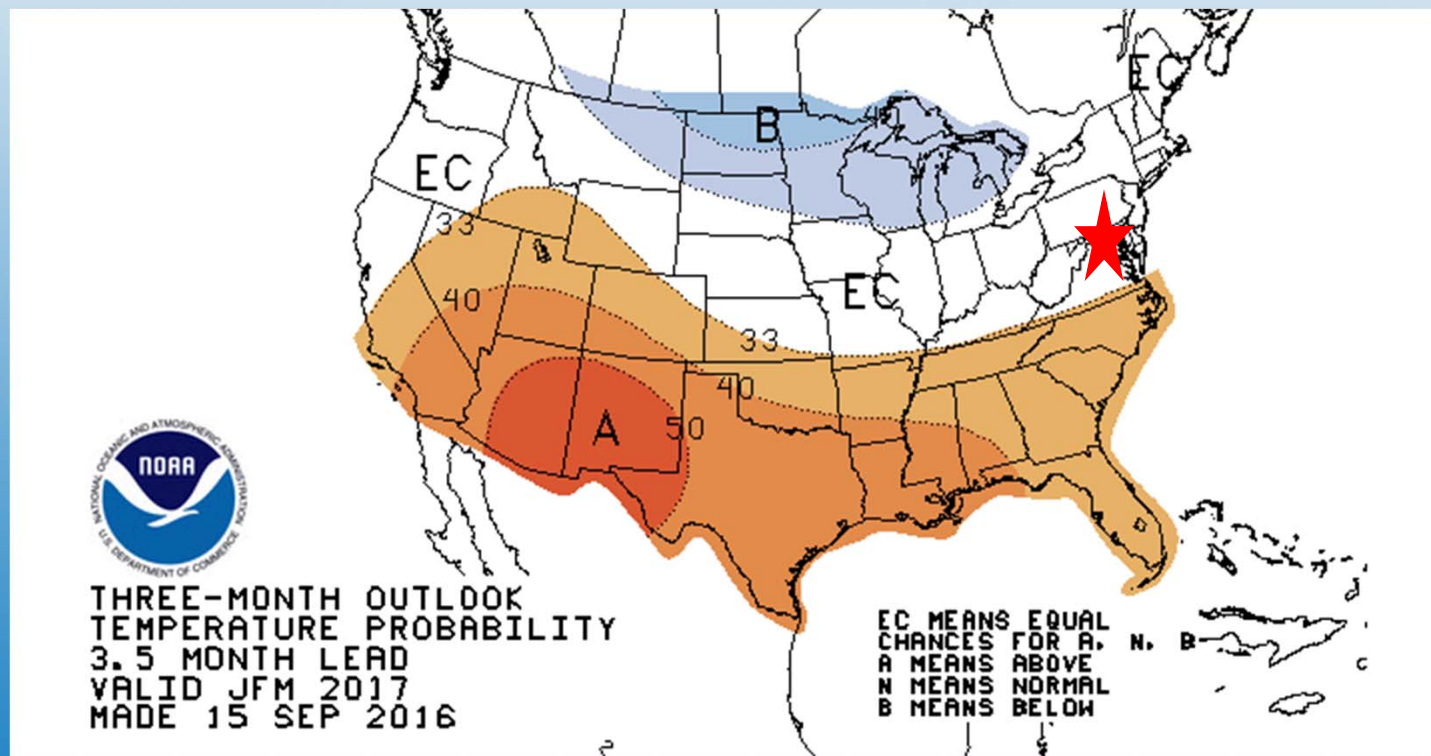
- *Below Normal Precipitation Anticipated.*



NOAA Temperature Outlook Winter '16-'17



- *Normal Winter Temperatures Anticipated.*





Utilities and Winter Weather Preparedness: What step are utilities taking to prepare for winter?

Introduction by Commissioner Joanne Doddy Fort
Public Service Commission of the District of Columbia





Winter Preparedness

Pepco Is Prepared for Winter Weather





Winter Preparedness 2016

Donna Cooper

President, Pepco Region
Potomac Electric Power Company

October 6, 2016



Pepco's Seasonal Preparedness



- Pepco's preparedness strategy, resource allocation and decision-making are aligned with the needs of the communities we serve.
- Pepco provides information that our customers can use to help them prepare for winter [<http://www.pepco.com/storm/>]
- Pepco plans for winter weather events: Pepco's outage event planning includes operational readiness, training, technology deployment, and second roles for employees to provide storm response.
- We are constantly assessing our seasonal preparedness strategy with the goal of anticipating the needs of those we serve and exceeding their expectations.



Preparing our System



- Pepco proudly serves 282,000 customers in the District of Columbia. To ensure our customers continue to get the reliable service they deserve, Pepco has spent more than \$658 million over the last three years to strengthen and modernize the District's electric system. The upgrades have included:
 - Replacing poles, feeders and wires
 - Upgrading and building new substations
 - A robust vegetation management program which includes trimming trees
- Although there has been an increase in severe weather and storm activity in the District, our customers are seeing a reduction in the frequency and duration of outages
 - Since 2011, our customers have experienced a 42 percent reduction in the number of outages and when outages occur, they have been restored 33 percent quicker



Preparing Our Employees

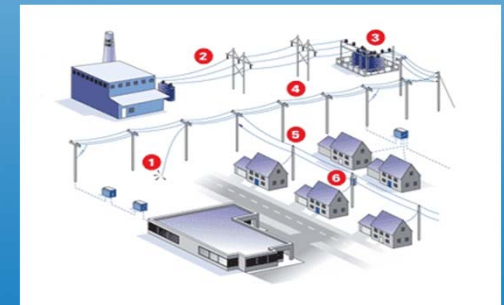


- Readiness Winter 2016 is currently underway at Pepco which, among other
- activities, includes: communication coordination readiness, verifying staff resources for local Emergency Operation Centers (EOCs), verifying vehicle readiness for winter, reviewing safe winter driving habits, and sending Readiness letters to customers and key state, county, and municipal officials.
- To prepare employees, Pepco holds storm preparation drills each year.
 - The 2016 drill will be held in November.
- When the threat of a storm is imminent,
 - Pepco works with meteorologists from StormGeo to track the storm
 - Holds storm calls on a regular schedule in accordance with the severity of the event
 - Checks with each operation department to ensure necessary staffing levels
 - Secures appropriate resources on site and obtains mutual assistance crews as appropriate
 - Since the merger with Exelon, Pepco has access to more crew resources from ComEd, BGE and PECO
 - The communications department will send out its preparedness release and other information to assist in preparation and restoration
 - Customer care will start making pre-recorded calls to ask customers to prepare for possible outages
- Should a severe storm occur and cause widespread outages,
 - Pepco opens its Incident Command Center
 - Pepco deploys its crews and mutual assistance to undertake restoration activities as soon as weather conditions are stabilized enough to permit work to be safely performed
 - Pepco works closely with its emergency preparedness partners, such as the District Homeland Security and Emergency Management Agency and the Red Cross. Pepco maintains a 24-hour presence at the designated Emergency Operations Center, upon it being activated. This facilitates real-time information sharing and coordination.
 - Pepco communicates with government officials by holding daily phone calls to provide progress updates
 - Customers are provided updated communications throughout the event



Preparing our Customers

- Pepco is constantly reviewing how we can help customers prepare for winter weather by reminding them of the tools they now have to assist them during severe weather events, including:
 - Smart Meters which allow Pepco to remotely determine if a location has lost service or been restored during outage situations, saving time and reducing the duration of outages.
 - Mobile Apps, which provide customers real-time information about outages, including receiving notifications about outage restoration progress, using the interactive outage map to check the status of outages in their area and setting-up a link to receive outage alerts.
- At the start of each winter season or before storms occur, Pepco issues reminders to its customers to be prepared in case of outages (special outreach to customers with medical equipment occurs). Pepco asks customers to:
 - Have an emergency kit, including a flashlight, battery powered clock/radio; maintain a charged phone and have extra batteries
 - Keep non-perishable food items including bottled water, a can opener and important phone numbers
 - Customers are asked to practice safety by staying away from
downed power lines and to call Pepco's customer care center at 877-737-2662
 - Customers can also get a copy of Pepco's Weathering the Storm Fact sheet from our website at www.pepco.com
- In the event the system is damaged by severe weather, Pepco repairs equipment that will restore the largest number of customers first. Generally the sequence is as follows:
 - Downed live wires or potentially life-threatening situations and public health and safety facilities without power.
 - Transmission lines serving thousands of customers.
 - Substation equipment.
 - Main distribution lines serving large numbers of customers.
 - Secondary lines serving neighborhoods.
 - Service lines to individual homes and businesses.



Helping Our Customers Manage Their Bills



- Budget Billing is available to customers and can help them avoid seasonal peaks in their electric bills by dividing their payments evenly over the course of the entire year. This plan makes it easier for customers to budget and pay their energy bill each month.
- Special Payment Arrangements are available for customers who may be experiencing financial conditions that make it difficult to keep their accounts current.
- Extended Payment Date Plan is available to customers whose main source of household income is from government or assistance programs. They may qualify for a regular extension of their bill due date without incurring a late charge.
- Energy Assistance Programs: Low Income Home Energy Assistance Program and the Residential Aid Discount Program (these programs provide assistance to qualified residents who meet certain income requirements)

Customers can contact the District Department of Energy and the Environment for more information about Energy Assistance Programs by dialing 3-1-1 or visit doee.dc.gov/liheap (you can click on Utility Discount Program to obtain information on the Residential Aid Discount Program)



Conclusion



- Pepco will continue to maintain and upgrade it's electric system to make it more resilient and we constantly evaluate opportunities to improve customer communications to deliver the highest quality of service to our valued customers.



Questions?





WASHINGTON GAS

PREPARING FOR THE 2016-17 WINTER HEATING SEASON

Roberta W. Sims, Vice President
Rates & Regulatory Affairs

OCTOBER 6, 2016



PUBLIC SERVICE COMMISSION DISTRICT OF COLUMBIA

www.dcpsc.org

Safety First

- **Smell Gas?**
 - **Call 911 and 703-750-1400**
- **Doing gardening, landscaping, fencing or general digging?**
 - **Call 811 before you dig**

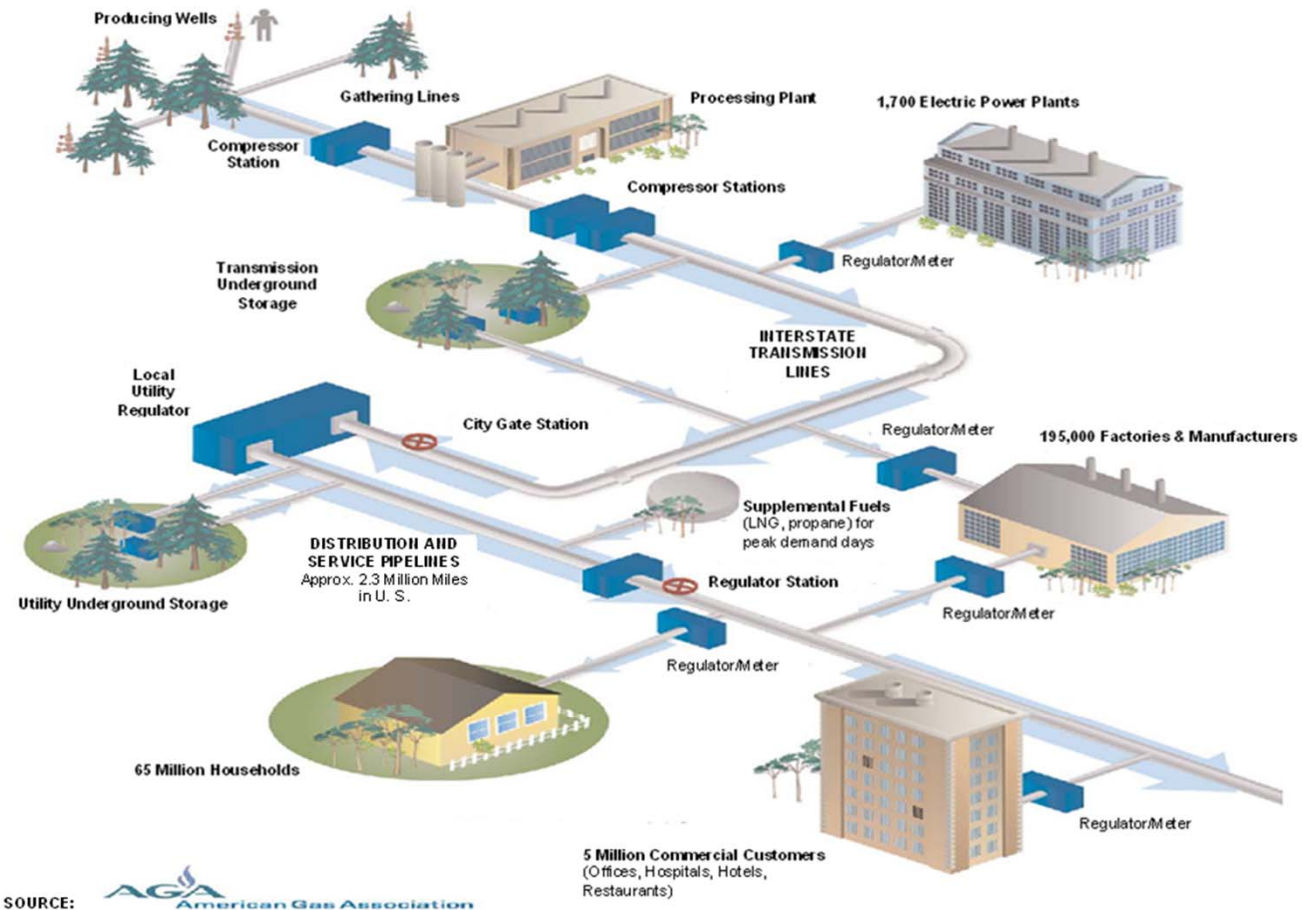


Overview

- **System Readiness**
 - Pre-winter efforts make sure that sufficient delivery capacity is available.
 - Commodity sourcing plan is in place to acquire natural gas required by customers.
- **Communications**
 - Washington Gas provides energy education year round.
 - Winter preparedness for 2016-17 communications began in August 2016 with the “Maximize Your Energy Savings” bill insert, to be followed in mid-October with the “District of Columbia Energy Assistance” bill insert in all customer bills.
 - Washington Gas maintains a webpage with helpful information on energy assistance, energy savings tips and other energy resources.



NATURAL GAS DELIVERY SYSTEM



Comprehensive Winter Communications

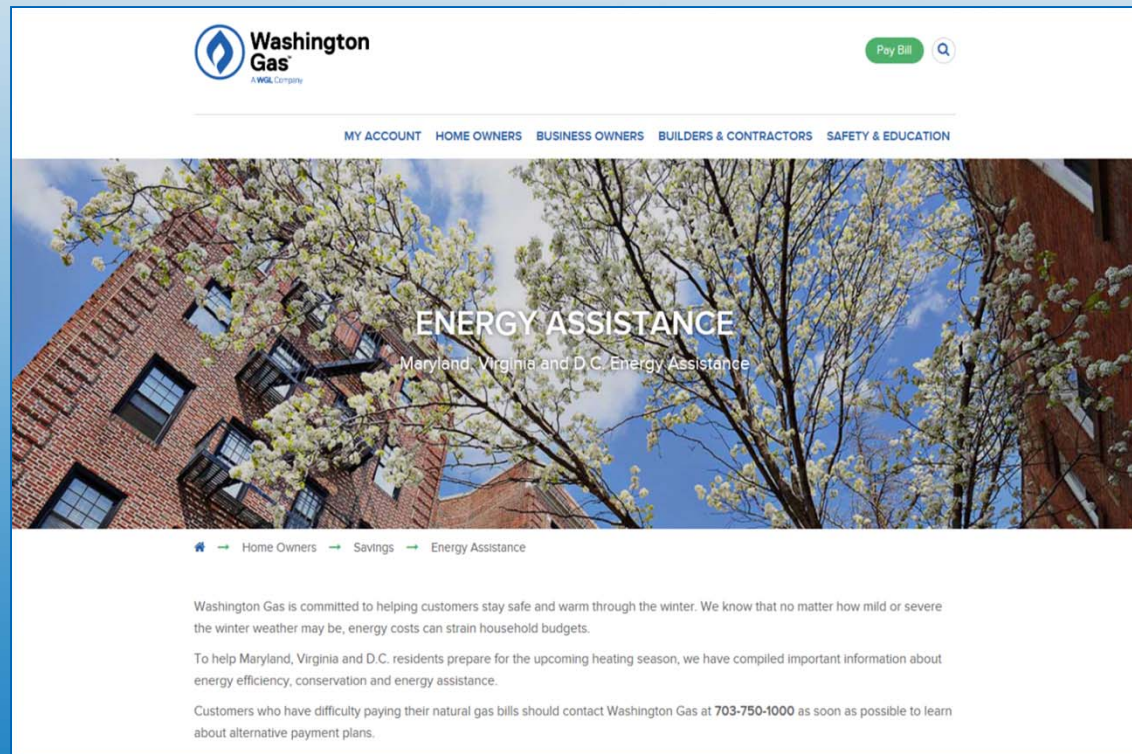
- **Maximize Your Energy Savings**
 - Safety
 - Energy Efficiency
 - Budget Plan
 - Customer Choice
 - Energy Assistance
- **Residential Essential Service Program**
Describes RES, and more
- **Washington Area Fuel Fund**
Energy Assistance bill insert
- **Always Safe**
Quarterly Customer Newsletter -- Public Awareness and Safety Education
- **Winter Messages on Customers' Bills**
- **Print Advertising**
Safety



washingtongas.com



- Safety & Education
- Energy Assistance Program
- Payment Options
- Energy Savings Tips
- Other Helpful Energy Resources

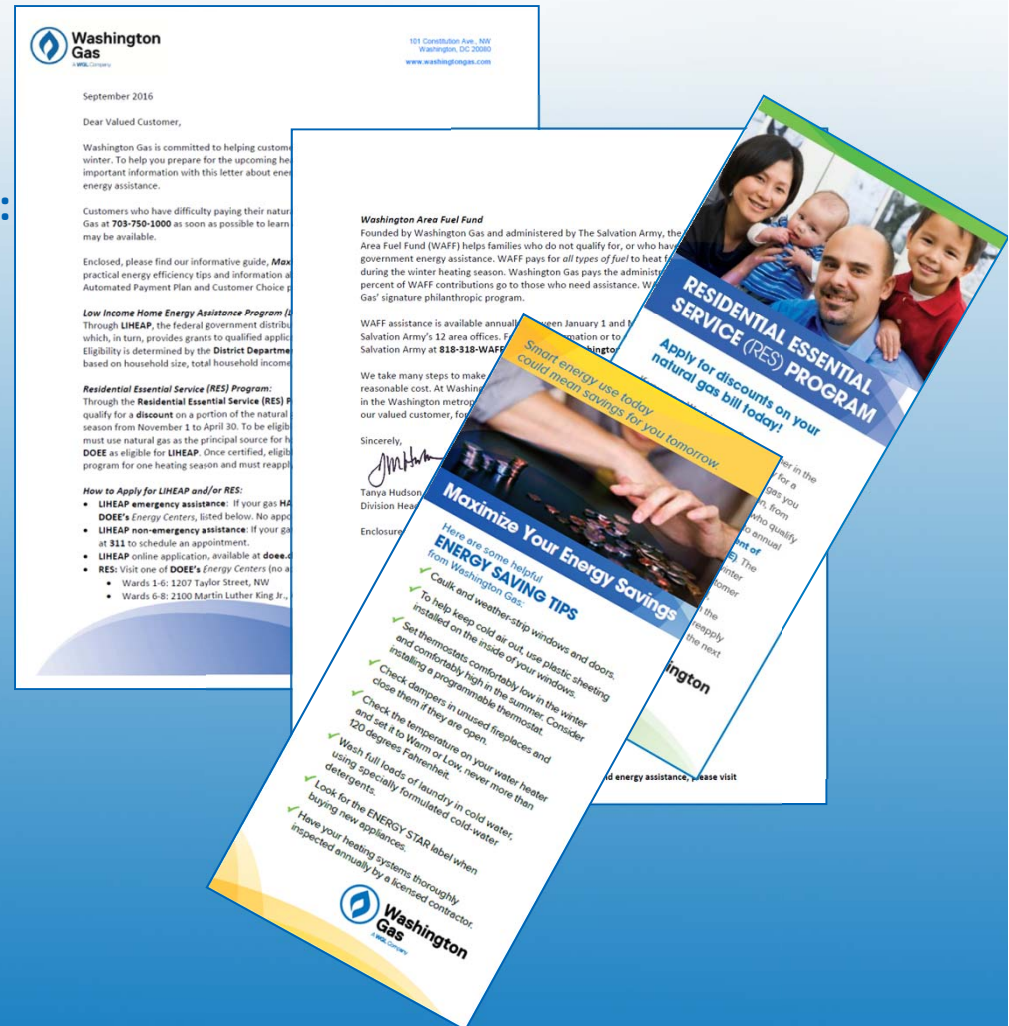




Outreach to Low Income Customers

October direct mail campaign will reach approximately 15,000 low-income customers in the District and will include:

- Residential Essential Service Program contact information
- Washington Gas contact information
- Maximize Your Energy Savings bill insert



Winter Heating Season Customer Bill Impact

- **Average Residential heating customer bills for the 2016-2017 heating season are expected to be higher than last year, based on normal weather.**
- **Last winter's heating season was significantly warmer than normal, resulting in lower gas bills.**
- **Outside economic factors and variable winter weather patterns can have an impact on the actual cost of natural gas.**





Winter Preparedness 2016

Verizon



Verizon Strategic Planning

- Continuity of Operations Plan
 - Command & control
- Area Preparedness Plan
 - Force and asset planning
- Critical Center Planning
 - Planning specific to mission critical centers
- Site Emergency Action Planning
 - Building and employee safety
- Network/IT Infrastructure Disaster Recovery Planning
 - Planning specific to critical network sites

October, 6, 2016



Verizon Tactical Planning & Response

- StormCon Process
 - Phase 0: Pre-Planning
 - Phase 1: Preliminary Preparations
 - Phase 2: Enhanced Preparations
 - Phase 3: EOC Activations
 - Phase 4: Final Preparations/Landfall
 - Phase 5: Post Storm Recovery
- National Emergency Coordination Center
- Area Control Center
- Local Emergency Control Centers

October, 6, 2016



Verizon Disaster Resources

- Mobile Incident Command Centers
- Human Needs Trailers
- Emergency Communications Equipment
- Restoration Equipment
- National Emergency Response Database



October, 6, 2016



Verizon Emergency Response Vehicles



October, 6, 2016





Winter Preparedness



October 6, 2016



PUBLIC SERVICE COMMISSION DISTRICT OF COLUMBIA

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FOCUS



- Incident Management Team (IMT) to support our:
 - Customers
 - Infrastructure
 - City



Background

- Regional agency south of DC on Potomac River, est. 1938
- Six jurisdictions
 - 2 million customers

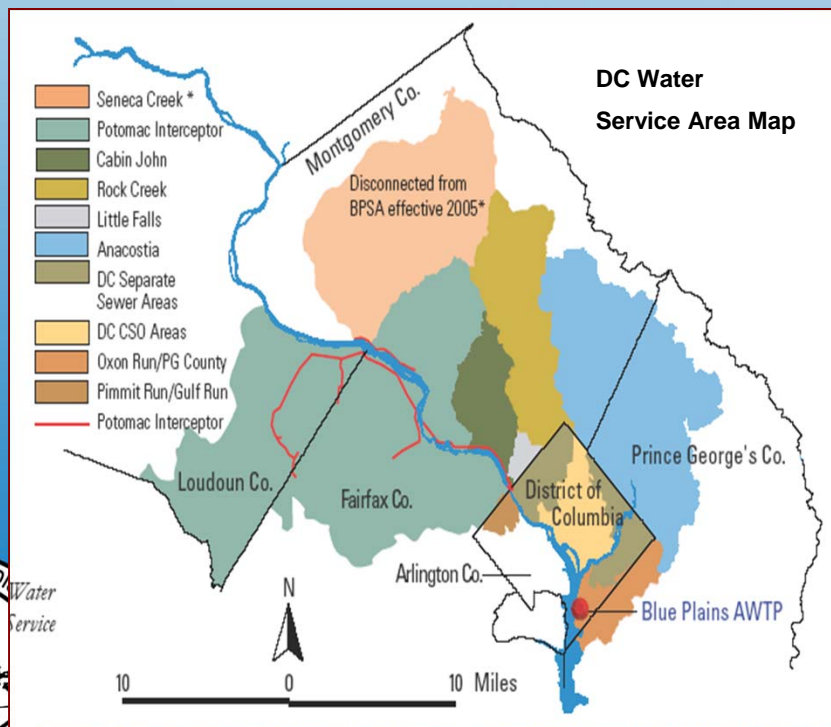
Water distribution

- 1300 miles water pipes
- 5 pumping stations (2 staffed)
- 5 reservoirs
- 4 elevated water storage tanks

Wastewater treatment

- Blue Plains AWTP:
370 mgd WW capacity (1B wet-weather) (staffed)
- 1800 miles sanitary and combined sewers
- 22 flow-metering stations
- 9 offsite WW pumping stations (2 staffed)
- 16 stormwater pumping stations

Customer service center (staffed)





Winter Storm Challenges



- Access to areas to inspect and repair breaks/blockages
- Marking areas for utility location covered in snow
- Unable to respond if 911 is halted
- Identifying break locations due to snow cover
- Flooding of catch basins due to snow blockages





Winter Storm Preparedness



- Activation of Incident Management Team
- Messaging to customer on preparedness actions
- Filling of all reservoirs
- Staging of emergency power generation
- Sending personnel to DC EOC to support the cities snow response





Winter Storm Response



- Use IMT to create emergency response structure
- Use of objectives to identify critical repairs to minimize customer outages
- Halt on all non-emergency work
- Focus on minimizing disruptions to customers
- Coordinate with city to ensure coordinated response

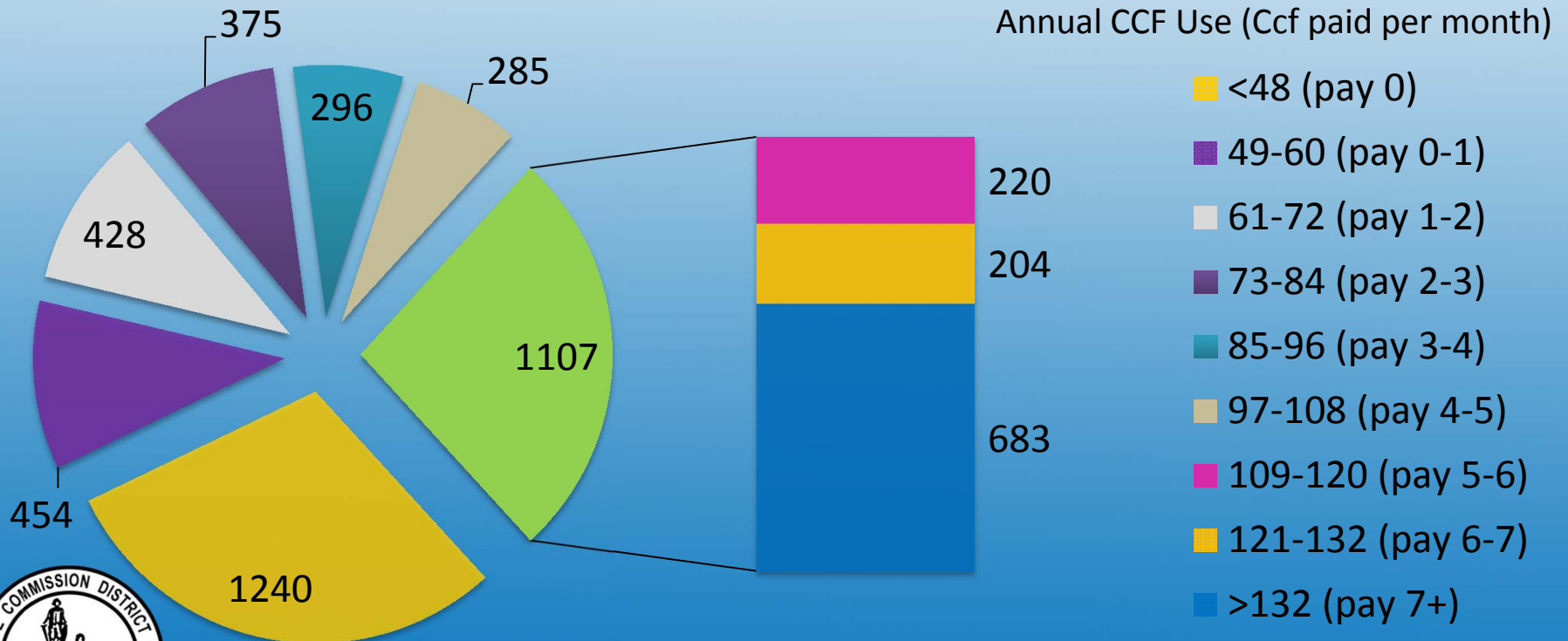


Customer Assistance Program (CAP) CAP Customers with Annual Ccf Sales



- 1,674 (41%) of CAP customers use <60 Ccf per year; they pay for 0 – 1 Ccf per month
- 1,348 (33%) use between 60 and 108 CCF per year; they pay for 1 – 5 Ccf per month
- 1,107 (26%) use more than 108 Ccf per year, paying for 5 Ccf or more per month

of Accounts in each annual Ccf sales group





Common Reasons for Large Water Bills



- 💧 Inefficient plumbing fixtures
 - Low flush 1.6 gallon toilet vs. 3.5 gallon type saves \$75 - \$100 per year based on 10 to 14 flushes per day.

- 💧 Undetected or unrepaired interior plumbing leaks
 - Undetected toilet leak can easily cost \$20 per day

- 💧 Sudden breaks of service lines (frozen pipes or similar damage)

- 💧 Large families
 - 14% of our CAP customers have 5 or more family members
 - 51 CAP households have 8 or more family members
 - 58% of CAP eligible households are 1 or 2 people – their high use is more commonly a leak than an wasteful use of water





Open Forum





Winter Ready DC: What resources are available for District consumers?

Introduction by Maurice Smith, Director of Consumer Services
Public Service Commission of the District of Columbia





Resources
for
District
Consumers

Taresa Lawrence
October 6, 2016



PUBLIC SERVICE COMMISSION DISTRICT OF COLUMBIA

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LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)



- Helps low-income families pay their utility bills
- Offers assistance through a benefit sent directly to utility companies
- Provides emergency or crisis assistance for households without electric/gas service or home heating oil
- Administered at DOEE's Energy Service Centers located at:
 - 2100 MLK Ave, SE, Washington, DC
 - 1207 Taylor St, NW, Washington, DC
- Call 311 for an appointment, or apply online
- Income eligibility criteria and more information available at <http://doee.dc.gov/liheap>





Utility Discount Program (UDP)



DOEE administers electric, gas, and water UDP in partnership with utility companies

- Provides a discounted rate on utility bills for low-income District residents
- Residents may apply at DOEE's Energy Service Centers, online, or mail completed application form with supporting documentation
- More information available at <http://doee.dc.gov/udp>



Residential Aid Discount: A Residential Aid Credit for Distribution and Surcharges (RAD, SETF and EATF) - **approx. 30% savings off total bill**



Residential Essential Service: discounts Distribution portion of bill by 50% and exempts from SETF, EATF and RES surcharge - **approx. 25% savings off total bill**



Customer Assistance Program: discounts the first 4 CCF of water and sewer use – **potential savings of over \$400 annually**

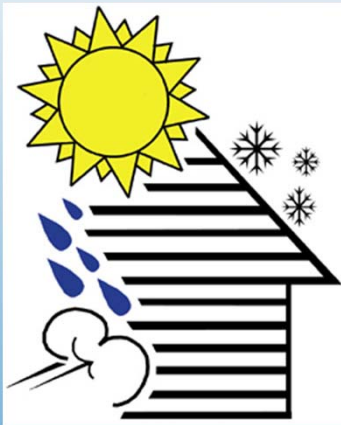


Lifeline Service: \$1 home phone service for seniors 65 and older, \$3 service for all other eligible households

Lifeline Administrator – **1800-253-0846**



WEATHERIZATION ASSISTANCE PROGRAM (WAP)



- Performs an energy audit/assessment of your home
- Provides cost-effective energy efficiency measures for existing residential and multifamily housing with low-income residents.
 - Measures include insulation, air-sealing measures, heating and cooling systems, and electricity consuming appliances.
 - Makes homes more energy efficient
 - Provides education/information to help residents conserve energy
 - More information available at <http://doee.dc.gov/service/weatherization-assistance-program>

SOLAR & CLEAN ENERGY

SOLAR FOR ALL

- Increase solar access to: Low-Income; Seniors; Small local businesses; Non-profits
- Serve 100,000 low-income households & cut their electricity bills by 50%
- Can make roof/home solar ready
- Funded by REDF (RPS alternative compliance payments)





Winter Preparedness 2016

Karen Sistrunk, Deputy People's Counsel
Office of the People's Counsel





DC
SUSTAINABLE ENERGY
UTILITY



PUBLIC SERVICE COMMISSION DISTRICT OF COLUMBIA

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Serving District Residents



- Home Performance with ENERGY STAR®
- Income Qualified Multi-family
- Rebates on Efficient Products



Long-Term Planning



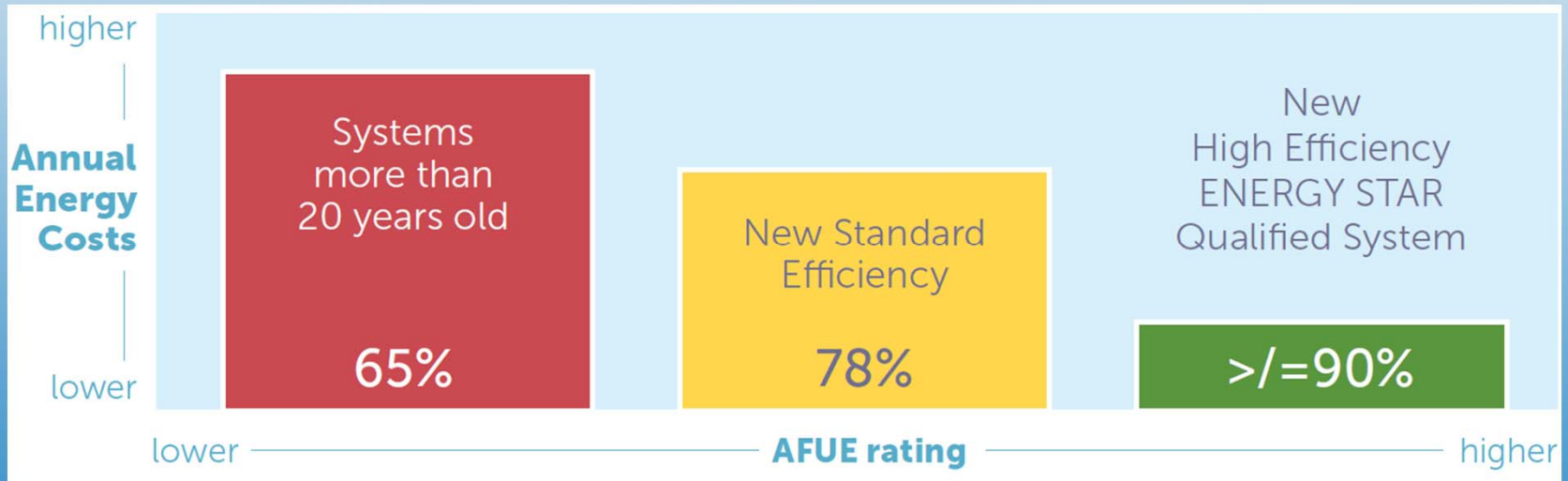
- Insulation
- Heat Pump System
- Furnace



Efficiency



- AFUE-measures how efficiently your furnace can utilize its fuel





Contact Us

www.dcseu.com

202-479-2222

info@dcseu.com





Open Forum





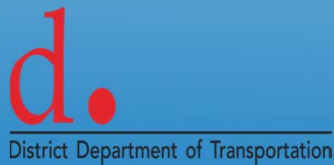
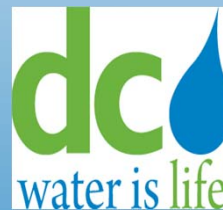
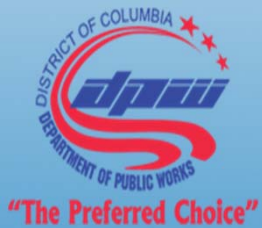
Winter is Coming: What is the District's strategy for emergency preparedness?

Introduction by Susan Nelson, Program Analyst
Public Service Commission of the District of Columbia





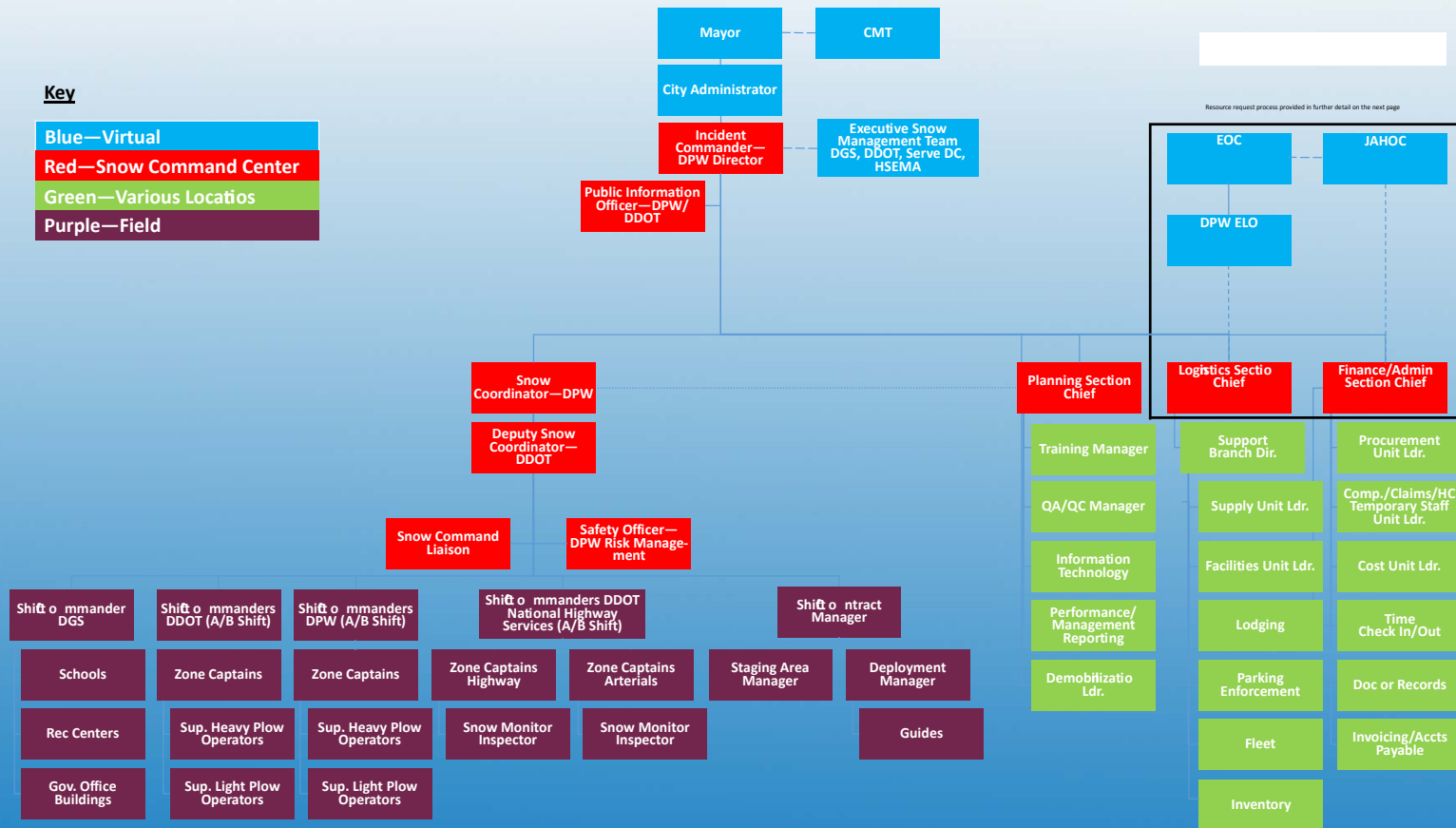
2016-17 Winter Maintenance Planning and Preparation



Snow and Ice Removal Organization Chart

Key

- Blue—Virtual
- Red—Snow Command Center
- Green—Various Locations
- Purple—Field



Resource request process provided in further detail on the next page



Winter Equipment and Resources



Salt



Plows



Pre-treatment



Acquisition of Materials: Salt / Brine



Location	Salt Dome Capacity (in tons)	Current Inventory (in tons)	% in Stock
2750 S. Capitol Street (Salt dome is being rebuilt)	7,500	0	0%
3890 Fort Reno Drive NW	4,500	2,500	56%
401 Farragut Street NE	18,000	12,400	69%
Brentwood Rd and W Street NE	12,000	5,500	46%
K. Street NW (under the Key Bridge)	100	75	75%
Current Order (Salt scheduled to be delivered)		7,692	
Total	42,100	28,167	67%

Pre-Treatment Solution	Container Capacity (in gallons)	Current Inventory (in gallons)	% in Stock
Raw Beet Juice	12,500	6,000	48%
Brine/Hot mix	30,000	29,000	97%



Acquisition of Materials: Equipment



Current Equipment Inventory

Vehicle/Equipment Type	Quantity
Heavy Trucks (6Wh & 10Wh)	131
Light Plow Pick-Ups	97
Front End Loaders (Heavy)	9
Liquid Dispensing Trucks	8
Loader (skid steer wheels)	14
Loaders (skid steer tracks)	7
Sub-Total	266
Vehicle/Equipment Type	Quantity
NHS-Heavy Trucks (6Wh & 10Wh)	50
Light Plow Pick-Ups	50
Sub-Total	100

Leased Equipment Inventory*

Vehicle/Equipment Type	Quantity
Heavy Trucks (6Wh & 10Wh)	55
Light Plow Pick-Ups	83
Front End Loaders (Heavy)	7
Liquid Dispensing Trucks	4
Loader (skid steer wheels)	10
Loaders (skid steer tracks)	10
Trailers (towing Skid Steers)	3
Gaters (liquid dispenser/plow and spreader)	10
Sub-Total	182

Grand Total: 548

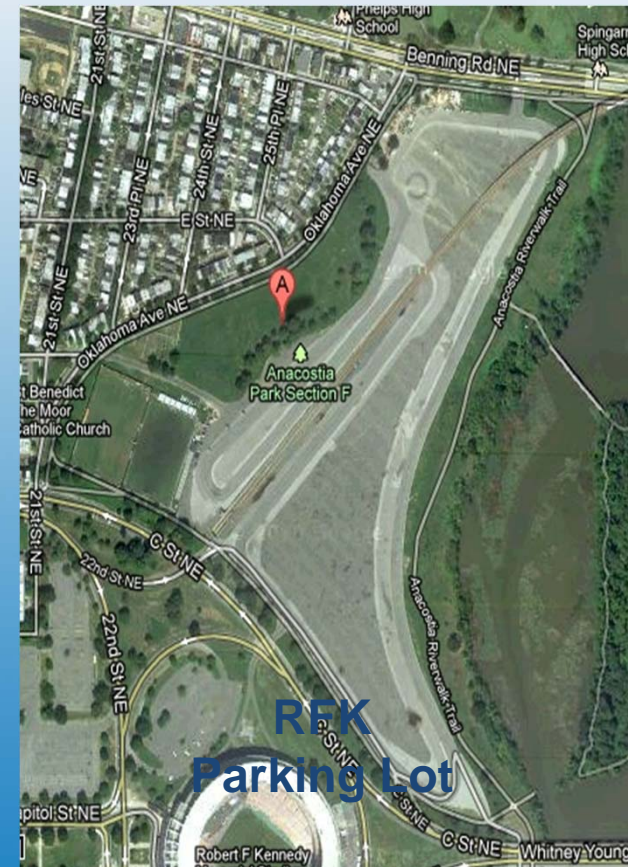
*Request Pending
**Contracts Pending



Environmental Considerations

Environmental Protection Measures

- Snow Disposal Sites
 - Contract for specialists to implement environmental safeguards
- Vehicle Inspections
- Material Spills
 - Shift Inspections
- Salt Storage
 - Reuse Briny Runoff
- Equipment Cleaning
- Road Salt Alternatives





Volunteer Outreach

Serve DC-The Mayor's Office On
Volunteerism



Updates-DC Volunteer Snow Team

- **Mission:** Provide snow removal assistance to high-need seniors and disabled residents
- **Goals:** Connect 3,000 Volunteers → 4,500 Requesters
- **Volunteer Recruitment**
 - Target 1-Organizations | Target 2-Volunteers At-Large
- **Requester Enrollment**
 - Recruitment strategy
 - Eligibility requirements
- **Improvements**
 - Work flow management software
 - Online waiver and orientation





Office of Unified Communications

DC911 and DC311



Wanda Gattison
Marcellus Walker Jr.





Wanda Gattison

- Public Affairs Specialist
- OUC Employee for 9 years
- Social Media Manager
- Community Engagement
- Voice of 311

Marcellus Walker Jr.

- Call Center Operations Supervisor
- Native Washingtonian
- OUC Employee for 8 years
- 311 Training Facilitator





TEXT "STREET LIGHT" TO 32311 TO REPORT A BROKEN STREET LIGHT

1

Text
"Street
Light"
to 32311



2

Reply with
your
address and
confirm



3

Answer the
remaining
questions about
the broken light

#SaferStrongerBrighter



How to use Text to DC311

https://www.youtube.com/watch?v=N_0a-ZWCbOw&feature=youtu.be



311 shortcuts bypass the standard menu.

User texts any word to DC311 (32311) to start text dialogue

Shortcut	Action
"9", "0", "return", "exit", "begin", "start", "new", "menu", "back", "service"	DC311 Main Menu
"Operator", "311", "agent"	Call 311
"Information", "agency"	Contact Information Menu
"DDOT", "DPW", "Mayor", "FEMS", "Fire", "Police", "MPD", "OUC"	Contact Info (for agency)
"DC"	DC Website
"Parking", "Meter"	Submit SR Dialogue - Parking Meter
"Potholes", "Pothole"	Submit SR Dialogue - Pothole
"Status"	Service Request Status Dialogue
"Trash", "Missed Trash"	Submit SR Dialogue - Trash
"WMATA", "Safe Track", "Safetrack"	WMATA Message
"911"	"If this is an emergency, please call 911"

Standard 311 Menu gives users the following options:

1. Text "1" for DC Gov Agency Contact Info
2. Text "2" to check on an existing service request
3. Text "3" to submit a new service request

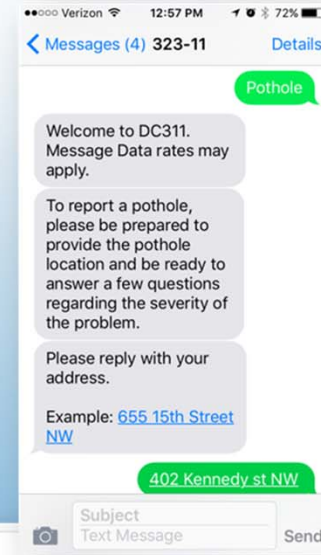
Welcome to DC311. Message Data rates may apply.

Reply

- 1 - for DC Government agency contact information
- 2- to check on an existing service request
- 3 - to submit a new service request

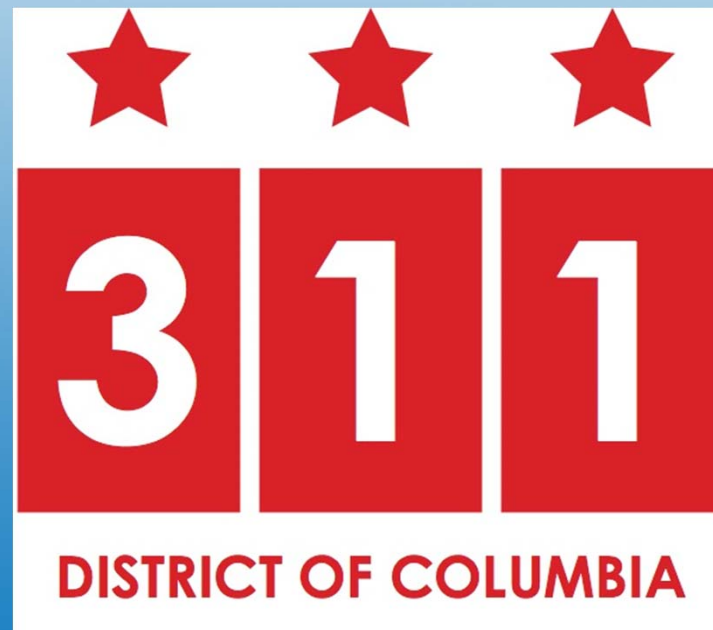
At any time, text MENU to come back to this menu.

For more info please visit: 311.dc.gov



DC311 Enhancements coming soon!

- 311 Online (311.dc.gov)
- Mobile Application
- Live Chat



SMART 911



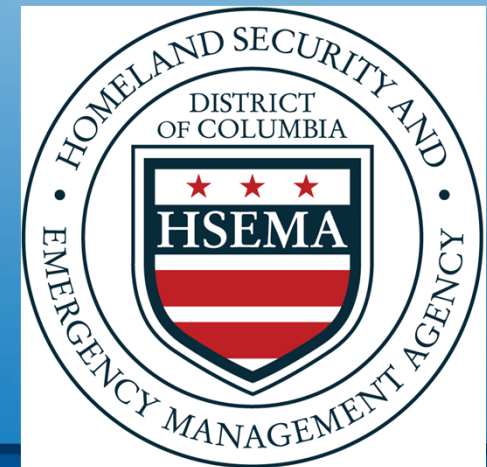
- Create a safety profile for their household.
- During a 911 call a profile from a registered user is immediately displayed and information such as existing medical conditions, disabilities, special needs, locations of bedrooms, and pets can be listed.
- More efficient and better informed response from field units in emergency situations.
- FREE
- Register online at www.Smart911.com
- <https://www.youtube.com/watch?v=-pgpJzK4d9U>





Emergency Preparedness

Kim McCall - Community Outreach Specialist



PUBLIC SERVICE COMMISSION DISTRICT OF COLUMBIA

www.dcpsc.org

How Are District Agencies Preparing?



- Learning from January 2016 Winter Storm
- Increasing Collaboration Between Agencies
 - District snow summit with multiple agencies



How Can You Prepare?



Be Aware



Make a Plan



Build a Kit



Stay Informed



Be Aware



- The District is vulnerable to a variety of hazards
 - Different challenges:
 - Natural Hazards – hurricane, flood and winter storms
 - Terrorism – biological attacks, active shooter
 - Technological/Human Caused – chemical/fuel explosions
- How will you and your family respond...
 - At home?
 - At work?
 - At school?



Make a Plan

- Single most important action you can take today!
- How will you communicate if you lose power?
 - Family
 - Seniors
 - People with Disabilities and/or Access and Functional Needs
 - Pets
 - Home



Make a Plan



- Key tips:
 - Make and regularly update a list of phone numbers for members of your family to call during an emergency.
 - Keep all important family records such as, birth certificates, healthcare records, social security cards, and passports in a safe place, such as a fire and waterproof safe or a bank safety deposit box.
 - Fill up your car with fuel.
 - Evacuate if told to do so by local authorities.



Build an Emergency Kit



- Stocked with essential items, such as:

- ✓ Water: One gallon of water per person, per day, for at least three days, to be used for drinking and sanitation
- ✓ Food: At least a three-day supply of non-perishable food for each member of your family
- ✓ Battery, solar powered, or hand crank radio and a NOAA Weather Radio
- ✓ Prescription medications, eyewear, extra contacts
- ✓ A list of emergency contacts with phone numbers
- ✓ Cash
- ✓ A whistle to signal for help

Other considerations:

- People with Disabilities and/or Access and Functional Needs
- Seniors
- Vehicle
- Pets



Stay Informed



- AlertDC
 - alertdc.dc.gov
- Smartphone App
 - App available in Google Play or Apple Store
- Twitter
 - twitter.com/DC_HSEMA
- Facebook
 - facebook.com/hsemadc
- Website
 - hsema.dc.gov



DC Emergency Telephone Numbers



- Police and Fire 911
- City Services and Non-Emergency 311
- Report Suspicious Activity (202) 727-9099
- HSEMA (202) 727-6161 24hr.
TTY: 711
- DC Animal Control (202) 576-6664 24hr.
- Poison Control Center (800) 222-1222
- Pepco Power Outage (877) 737-2662
- Washington Gas Emergency Line (703) 750-1400 or (800) 752-7520
- DC Water (202) 612-3400





Open Forum





Closing Remarks

Commissioner Willie L. Phillips

Public Service Commission of the District of Columbia

