

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE ATTORNEY GENERAL



BRIAN L. SCHWALB
ATTORNEY GENERAL

Public Advocacy Division
Housing and Environmental Justice Section

ELECTRONIC FILING

March 15, 2024

Ms. Brinda Westbrook-Sedgwick
Public Service Commission
Of the District of Columbia Secretary
1325 G Street, N.W., Suite 800
Washington, DC 20005

**Re: Formal Case No. 1125 – In the Matter of the Promotion of the Utility
Discount Programs**

Dear Ms. Westbrook-Sedgwick:

On behalf of the Department of Energy & Environment please find enclosed its Report on Customer Feedback Survey Results for February 2024. If you have any questions regarding this filing, please do not hesitate to contact the undersigned.

Respectfully submitted,

BRIAN L. SCHWALB
Attorney General

By: /s/ Brian Caldwell
BRIAN CALDWELL
Senior Assistant Attorney General
(202) 727-6211 – Direct

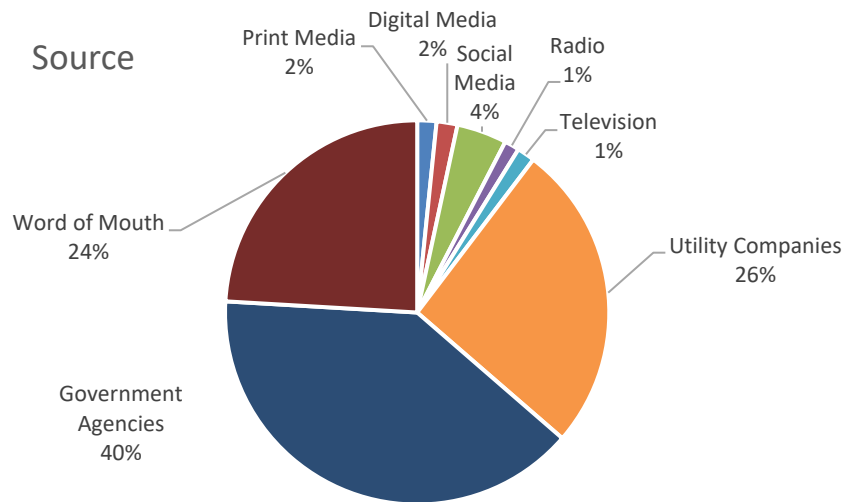
Email: brian.caldwell@dc.gov

cc: Service List

Question No. 2: How did you learn about the Utility Discount Programs (UDP)?

Response:

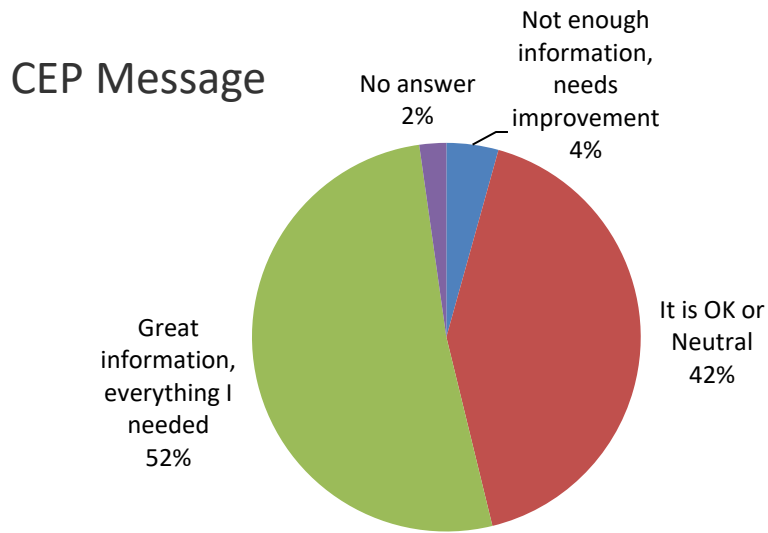
In February 2024, 40% of the surveyed applicants reported learning about the UDP through government agencies, 26% from utility companies, and 24% by word of mouth. The remaining respondents selected social media by 4%, print media 2%, digital media 2%, television by 1%, and radio 1%. The following chart provides a graphical depiction of the relative share of the responses to this question:



Question No. 3: On a scale of 1-3, how would you rate the information you have received on UDP?

Response:

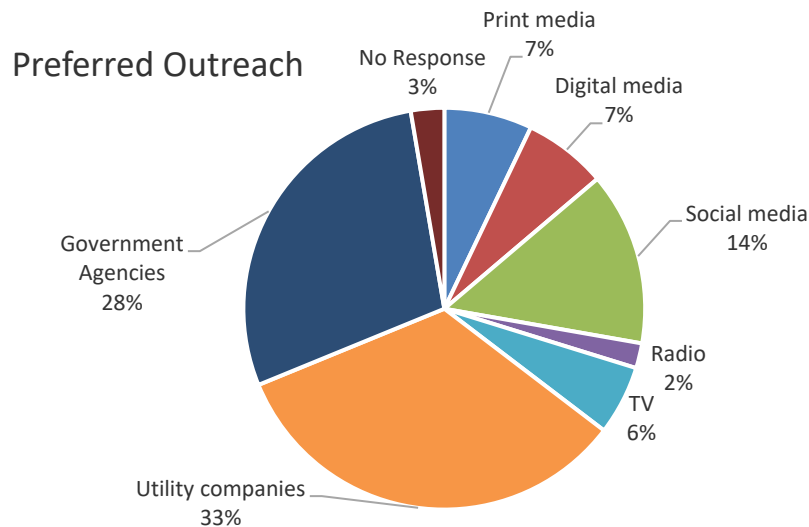
Of those surveyed 52% specifically rated the information provided on UDP as, “Great information, everything I needed,” and another 42% gave a neutral rating. Four percent said the messaging had, “Not enough information, needs improvement” and 2% of those surveyed did not provide a rating. The following chart provides a graphical depiction of the relative share of the responses to this question:



Question No. 4: What method of outreach would be most effective to inform you about the UDP?

Response:

In February 2024, 33% of surveyed respondents selected utility companies as the most effective outreach, 28% chose government agencies, and 14% for social media. Following the top 3, print media was preferred by 7%, digital media was selected by 7%, television was selected by 6%, and radio was selected by only 2%. Three percent of those surveyed did not respond to this question. The following chart provides a graphical depiction of the relative share of the responses to this question:



Respectfully submitted,

Sharon Y. Cooke

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Utility Affordability Administration

Department of Energy & Environment

Government of the District of Columbia

1207 Taylor Street NW

Washington, DC 20011

202-673-6740

Sharon.Cooke@dc.gov

CERTIFICATE OF SERVICE

I hereby certify that on this 15th day of March 2024, I caused true and correct copies of the Department of Energy & Environment's Report on Customer Feedback Survey Results for February 2024 to be emailed to the following:

Lara Walt
General Counsel
1333 H Street, N.W.
7th Floor
Washington, D.C. 20005
LWalt@psc.dc.gov

Kinteshia Scott
Office of the People's Counsel
655 15th Street, N.W.
Suite 200
Washington, D.C. 20005
ldaniels@opc-dc.gov

Iris Adams
Verizon Washington, DC Inc.
1310 I Street NW, Suite 400W
Washington, DC 20005
iris.adams@verizon.com

Danielle Wright
Department of Energy & Environment
1200 First Street, N.E., 5th Floor
Washington, D.C. 20002
danielle.wright@dc.gov

Hussain Karim
Department of Energy & Environment
1200 First Street, N.E., 5th Floor
Washington, D.C. 20002
hussain.karim@dc.gov

Salvatore Cooper
Solix, Inc.
30 Lanidex Plaza West
Parsippany, NJ. 07054
salvatore.cooper@solixdc.com

Robert Cain
Washington Gas Light Company
1000 Maine Ave. SW
Washington, D.C. 20024
rcain@washgas.com

Dennis Jamouneau
Potomac Electric Power Company
701 9th Street, NW
Suite 1100, 10th Floor
Washington, D.C. 20068
djamouneau@pepcoholdings.com

Barbara Mitchell
D.C. Water
5000 Overlook Ave. SW
Washington, D.C. 20032
barbara.mitchell@dcwater.com

/s/ Brian Caldwell
Brian Caldwell