

**PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1325 G STREET, N.W., SUITE 800
WASHINGTON, D.C. 20005**

ORDER

May 16, 2024

**FORMAL CASE NO. 977, IN THE MATTER OF THE INVESTIGATION INTO THE
QUALITY OF SERVICE OF WASHINGTON GAS LIGHT COMPANY, DISTRICT OF
COLUMBIA DIVISION, IN THE DISTRICT OF COLUMBIA, Order No. 21994**

I. INTRODUCTION

1. By this Order, the Public Service Commission of the District of Columbia (“Commission”) denies Washington Gas Light Company’s (“WGL” or “Company”) request for a waiver to impose penalties for its failure to comply with certain provisions of the Commission’s Natural Gas Quality of Service Standards (“NGQSS”)¹ and Merger Commitment No. 50. The Commission does not believe a waiver of any penalty is warranted. Therefore, the Commission directs WGL to Show Cause why a penalty of \$120,000 should not be imposed for its failure to comply with certain provisions of the NGQSS. WGL’s response is due within 15 days of the date of this Order. In addition, WGL is directed to file a resiliency plan to prevent gaps or disruption in notification and reporting to the Commission within 15 days of the date of this Order.

II. BACKGROUND

2. The Commission adopted NGQSS rules to establish performance standards and requirements to ensure that the natural gas utility and alternative service providers operating in the District of Columbia (“District”) meet an adequate level of quality, reliability, and safety in the provision of natural gas service to District customers.² Per the Commission’s rules, the Company must file quarterly and annual reports summarizing WGL’s performance.³ On February 2, 2024, WGL filed the Company’s 2023 Annual Report and Request for Waiver (“Report”).⁴ No comments were filed in response to the Report.

¹ 15 DCMR §§ 3700-3799 (2019).

² 15 DCMR §§ 3700-3799 (2019).

³ 15 DCMR § 3707 (2019).

⁴ *Formal Case No. 977, In the Matter of the Investigation into the Quality of Service of Washington Gas Light Company, District of Columbia Division, in the District of Columbia*, Washington Gas Light Company’s Annual Report for Calendar Year 2023, filed February 2, 2024 (“Report”). WGL filed a public and confidential version of the Report. There are no page numbers on the Report, therefore when this Order refers to a page number to the Report, the first page of the Report is page 1 with the remaining pages to be referred to sequentially thereafter. The Commission grants WGL’s February 1, 2024, motion for leave to file out of time the Annual NGQSS Report due to changes in staffing assignments.

III. DISCUSSION

3. WGL concedes that the Company failed to meet specific NGQSS standards during Calendar Year 2023. The Company requests that the Commission waive any penalties for its noncompliance for several reasons, including: (1) WGL narrowly missed a metric within 2%; (2) WGL underreported notifications for some planned and unplanned outages due to the Company's computer systems being taken offline for updates and/or security system issues; and (3) a service technician and dispatcher's failure to follow proper protocols. Below, the Commission addresses the Company's failure of the standards, the explanations, and the waiver request.

a. Subsections 3701.8⁵, 3701.10⁶, and 3701.12⁷ (Reporting Requirements for Reportable and Limited Service Outages and Gas Incidents), Subsections 3702.3⁸ and 3702.5⁹ (Reporting and Repairing

⁵ 15 DCMR § 3701.8 states that

The Natural Gas Utility shall report by telephone and e-mail all Incidents to OCE and OPC at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility's dispatch has been informed of the Incident, with as much detailed information as possible. To the extent that all information required by Subsection 3701.11 is not available at the time of the initial communication, the Natural Gas Utility shall, within two (2) hours of the dispatch, supplement its initial report with the additional information. The Natural Gas Utility shall continue providing updates to the Commission and OPC on all Incidents as information becomes available or is requested by the pipeline safety inspector. This reporting requirement applies to business and non-business hours."

⁶ 15 DCMR § 3701.10, provides that "[t]he Natural Gas Utility shall file an initial written report concerning all Incidents with the Commission, and a copy to OPC, within five (5) days of the event occurrence."

⁷ 15 DCMR § 3701.12, states that "[t]he Natural Gas Utility shall update the initial written report and shall file same with the Commission, and a copy to OPC, within thirty (30) days of the event occurrence."

⁸ 15 DCMR § 3702.3, states:

The Natural Gas Utility shall report to OCE and OPC by telephone and e-mail all natural gas leaks, except gas leaks found inside residential and/or commercial customers' properties, at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility's dispatch has been informed about and determined that the gas odor complaint resulted from a leak and/or the dispatch has determined that a leak has occurred on the Natural Gas Utility's gas system, with as much detailed information as possible. To the extent all information required by Subsection 3702.5 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch supplement its initial report with the additional information....

⁹ 15 DCMR § 3702.5 states that each telephone and e-mail report to OCE and OPC of Grade 1, Grade 2, and Grade 3 leak(s) due to a gas-related odor complaint shall state clearly, at a minimum, the following information:

- (a) A description of the type of leak(s);
- (b) The dates when the leak began and ended;
- (c) The location of the leak(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
- (d) Pipe size, material, pressure and type of gas pipeline involved.
- (e) The estimated number of customers and/or persons whose services were disrupted, if any;

Requirements for Gas Leaks and Odor Complaints), and Subsections 3703.2¹⁰, 3703.3¹¹, 3703.4¹², and 3703.5¹³ (Reporting and Responding Requirements for Gas Emergencies).

4. Under these subsections, WGL must notify the Commission and Office of the People’s Counsel for the District of Columbia (“OPC”) of service outages, gas incidents, gas leaks, odor complaints, and gas emergencies. According to WGL, during each of the 2023 reporting quarters, there were underreported notifications for service outages, gas incidents, gas leaks, odor complaints, and gas emergencies due to outages of the Company’s IT system that supports the processing of the notifications required by the NGQSS rules. WGL claims that to maintain the health and security of the IT technology platforms, the Company must frequently plan IT outages to patch and upgrade system components.¹⁴ WGL avers that these IT outages mainly occur at night. In addition, the Company states that when the IT systems are offline for updates, there is a slight possibility that notifications and reporting for service outages, gas incidents, gas leaks, odor complaints, and gas emergencies may be missed.¹⁵ WGL indicates that items for which notifications were not sent were subsequently updated and recorded in the Leak Identification, Detection and Repair, and Odor Complaints (“LIDAROC”) database reporting.¹⁶

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- (f) A preliminary assessment as to the cause of the leak(s), if known.
 - (g) The estimated time to repair the leak, if known; and
 - (h) The Natural Gas Utility shall provide OCE and OPC with regular updates to the initial report as it receives more information.

¹⁰ 15 DCMR§ 3703.2 states in relevant part that “[a] A Gas Emergency shall be reported by telephone and e-mail to OCE and OPC with as much detailed information as possible at the earliest practicable time, but not later than thirty (30) minutes after the Natural Gas Utility’s dispatch has been informed that a Gas Emergency has occurred. The Natural Gas Utility shall provide updates to the initial report as it receives more information....”

¹¹ 15 DCMR§ 3703.3 provides the same list of minimum filing information as 3702.5 above but moves the substance of section (g) to section (h) and adds a new section (g) which requires the gas company to provide “the time between becoming aware of the Gas Emergency and responding (arriving at the emergency site) to the Gas Emergency, if known.” In addition, the provision added sections (i) “[t]he estimated time to repair Pipeline Facilities affected by the Gas Emergency, and/or restore service, if known”, and (j) “[a] preliminary assessment as to any injuries, deaths, or personal property damage, if known.

¹² 15 DCMR§ 3703.4 provides that “[d]uring the course of a Gas Emergency on the Natural Gas Utility’s system, the Natural Gas Utility shall report periodically by telephone and e-mail to OCE and OPC, regarding the status of the Gas Emergency and the utility’s progress in clearing the Gas Emergency and making the site safe. The Natural Gas Utility shall provide updates or progress on the Gas Emergency every hour until the Gas Emergency is resolved.”

¹³ 15 DCMR§ 3703.5 states that “[w]ritten reports concerning all Gas Emergencies shall be filed with the Commission and OPC within five (5) days of the event occurrence. The Natural Gas Utility shall provide updates to its written report as it receives more information.”

¹⁴ Report at 14, 16, 17, and 19.

¹⁵ Report at 14, 16, 17, and 19.

¹⁶ Report at 14, 16, 17, and 19. LIDAROC is the master database that contains all records for all gas leaks and customer-reported gas-related odor complaints.

5. During the first quarter, WGL reported two IT system outages, one of which was related to a software access permission issue and the other related to a change initiated by the vendor, which prevented WGL’s internal systems from communicating with the vendor.¹⁷ On April 18, 2023, during the second quarter, WGL determined that the vendor handling the NGQSS notifications changed its integration format without notifying the Company, preventing the transmission of NGQSS closure notifications.¹⁸ WGL states that the Company implemented a temporary manual fix on April 19, 2023, and restored automation on May 3, 2023.¹⁹ As to the third quarter, the Company indicates that from July 27, 2023, through July 31, 2023, the vendor implemented an IT change that affected WGL’s ability to send NGQSS updates and closure notifications during this period. WGL notes that the Company applied a temporary manual fix to trigger the closure notifications, and on July 31, 2023, a permanent fix was implemented.²⁰ WGL indicates nominal underreporting for the fourth quarter due to IT system outages that support the NGQSS reporting process.²¹

6. According to the Company, the Commission staff is apprised of unplanned outages that significantly impact RM 37 notification and reporting.²² In addition, WGL states that “[t]he Company is expanding its capabilities for more timely detection of [NGQSS] anomalies and engaging [the vendor] to close communication gaps.”²³

¹⁷ Report at 14.

¹⁸ Report at 17. Closure notifications provide information on the completed work.

¹⁹ Report at 17.

²⁰ Report at 17.

²¹ Report at 19.

²² Report 14, 16, 17, and 19.

²³ Report at 14, 16, 17, and 19-20.

b. Subsections 3702.2 (a), 3702.2 (b), 3702.2 (c), and 3702.2 (f)²⁴/Merger Commitment No. 50²⁵ (Reporting and Repairing Requirements for Gas Leaks and Odor Complaints).

7. WGL explains that the Company failed to comply with certain response times for gas leaks and odor complaints for a variety of reasons, such as: (1) WGL missed the Code 2 response time metric (§ 3702.2 (b)), by approximately 2% but that the 2% was an improvement from 2022 when it missed the same measure by 8%; (2) in June a service technician and dispatcher did not follow proper protocols, § 3707.2 (a), (b), (c) and (f), and missed an assigned order or follow up on order; (3) on April 4, 2023, an area-wide odor complaint in the N.E. quadrant of the City generated 44 orders; (4) in July a few Code 1²⁶ calls were received around midnight which caused WGL to exceed § 3702.2 (a), that there be no more than 3% of the overall monthly response times of over 50 minutes; (5) in September there was a concurrence of emergency orders over a

²⁴ 15 DCMR§ 3702.2, provides that the Natural Gas Utility shall:

(a) Respond to (be at the site of) all Code 1 Orders within thirty (30) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than three (3) percent of the overall monthly response times over fifty (50) minutes and no single event response time exceeding two (2) hours;

(b) Respond to (be at the site of) all Code 2 Orders within sixty (60) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than ten percent (10%) of the overall monthly response times over seventy-five (75) minutes and no single event response time exceeding four (4) hours;

(c) Respond to all Code 3 Orders, by making a determination as to the severity of the gas leaks and/or reported odor complaints and indicate to the customer/caller when a representative will be at the site, provided that on a monthly average basis, a representative will be at the site not later than ninety (90) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business and non-business hours; with no more than twenty percent (20%) of the overall monthly response times over ninety (90) minutes and no single event response time exceeding six (6) hours;

... and

(f) Provide to OCMS and OPC on a quarterly basis the compliance reporting required by Subsection 3707.2. The Natural Gas Utility shall provide explanations if these time limits are exceeded, pursuant to Subsection 3708.3.

²⁵ Merger Commitment 50. The commitment states that to the extent not already provided to the Commission, the Applicants shall file, quarterly, quality of service reports that examine pre- and post-Merger reliability and customer service performance. The reports shall examine and report monthly, items including but not limited to, the number of service disruptions/outages, cause of service disruptions/outages, length and duration of service disruption/outage, the number of safety/gas odor calls, average time to respond to safety/gas odor calls, the number of confirmed gas leaks, the number of leaks repaired, and the month-end Grade 2 leak backlog. *See Formal Case No. 1142, In the Matter of the Merger of AltaGas, Ltd. and WGL Holdings, Inc.*, Order No. 19396, Appendix A.

²⁶ Code 1 Orders are gas leak or customer reported odor complaint calls involving a strong gas leak, carbon monoxide, illness, broken service main or gaslight, fire in progress, explosion, uncontrolled appliance heat, steam or noise, gas blowing or hissing, second call, or pressure alarm.

short duration that caused WGL to miss the Code 2 metric, § 3702.2 (b), of not more than 10% of the overall monthly response times to exceed 75 minutes²⁷ and (6) on November 15th and 16th there were more emergency orders generated than any two day span the entire year.²⁸

8. To address compliance failures, WGL indicated that it took remedial actions. Specifically, the Company: (1) performed internal retraining of dispatch staff; (2) followed up with technicians and dispatchers regarding a missed assigned order and missed follow-up contact on an emergency order; (3) coached technicians and their supervisors on following the procedures for emergency responses, and (4) continues to plan and conduct additional service technician development schools for training employees to respond to emergency orders.²⁹

IV. DECISION

9. The Commission is concerned that the Company continually fails to comply with the NGQSS standards and annually requests that the Commission waive any penalty for noncompliance.³⁰ For the calendar year (“CY”) 2021 reporting period, WGL failed to comply with a number of NGQSS rules concerning Codes 1, 2, and 3 response times for gas leak and odor complaints to delayed or missed service appointments due to computer glitches.³¹ Again, in CY2022, the Company failed to comply with notification and reporting requirements for gas leaks and the response times for Codes 2 and 3 gas leaks due to similar IT outages and staff mishaps.³² In both instances, we granted WGL’s waiver request. We did not impose any penalties for the Company’s failures,³³ concluding that the Company’s computer system monitoring and enhanced quality control for notification and reporting were reasonable remedial actions. However, we noted our concern that staffing remained an issue and directed the Company to develop and file an updated staffing plan.³⁴ On September 11, 2023, WGL filed an updated staffing plan detailing its recruitment and retention efforts.³⁵ The Commission reviewed the updated staffing plan, but WGL explained that staffing mishaps continue to contribute to WGL’s failure to meet our performance standards.

²⁷ Code 2 Orders are gas leak or customer reported odor complaint calls involving a “medium” gas leak, or noise.

²⁸ Report at 14-15, and 18-19.

²⁹ Report at 14-19.

³⁰ *Formal Case No. 977*, Order No. 20254, ¶¶ 44-46, rel. November 13, 2019.

³¹ *Formal Case No. 977*, Order No. 21167, ¶ 4, June 16, 2022.

³² *Formal Case No. 977*, Order No. 21893, ¶¶ 5, 8, rel. August 10, 2023 (“Order No. 21893”).

³³ *Formal Case No. 977*, Order Nos. 21167, ¶ 4, and 21893, ¶¶ 5, 8.

³⁴ *Formal Case No. 977*, Order No. 21893, ¶¶ 5-7.

³⁵ *Formal Case No. 977*, Washington Gas Light’s Response to Order No. 21893, filed September 11, 2023.

10. For CY2023, WGL concedes the Company failed to comply with the notification provisions in §§ 3701.8, 3701.10, 3702.3, 3702.5, 3703.4, and 3704.5, and submitted a remedial plan and a waiver penalty request. The remedial plan reiterates why the Company's IT system outages impacted the automated notification process. The remedial plan also notes that WGL coached and retrained staff and supervisors, planned and conducted additional service technician development schools, and corrected the IT problems. While WGL contends that its IT caused the missed notification timelines, WGL offers no explanation for the inaccurate information and missing data prescribed by §§ 3701.11³⁶ and 3701.12 subsequently submitted to the Commission.³⁷ For example, some of the delinquent notifications, among other things, failed to provide: (1) the estimated number of customers and/or persons affected by the gas incident; (2) the estimated dollar amount of damage or loss; and (3) the root cause analysis of the gas incident.³⁸ Without this information, the Commission cannot assess WGL's service performance in addressing customer complaints and maintaining and ensuring overall gas system reliability.

11. WGL is responsible for ensuring the Company's proper operation of its IT technology to ensure timely notification of gas incidents to OPC and the Commission. WGL must ensure that any IT-related outages when updating its IT systems do not disrupt the dispatch of its personnel for gas emergencies while also providing the prescribed reporting to the Commission. The Commission recognizes that unforeseen situations may interrupt the timely submission of notices and dispatch of work crews. Although the Company corrected the notification problems and engaged a vendor in closing the communications gap, the Commission finds that WGL's explanations are wanting because the Company's reporting systems should have some resiliency to prevent gaps in communication in operations. Therefore, the Commission directs WGL to file a resiliency plan within 15 days of the date of this Order to prevent gaps or disruption in notification and reporting of the NGQSS when the Company takes its IT system offline for maintenance of its technology platform. The plan should include the process the Company will utilize to inform the Commission and OPC that the Company's IT system is offline for maintenance and how the Company plans to provide timely notification to OPC and the Commission. In addition, we note WGL's contention that the underreported notifications were eventually updated and recorded in the LIDAROC database. However, the LIDAROC database clearly shows that WGL has not provided the data required by the NGQSS rules. We find that the incomplete/insufficient or inaccurate/inconsistent notifications were, for the most part, inaccurate and failed to meet the NGQSS notice requirements.

12. WGL also concedes that the Company failed to meet certain response and dispatch timelines prescribed by §§ 3702.2 (a), (b), (c), and (f)/Merger Commitment No. 50 reporting

³⁶ 15 DCMR § 3701.11 (a) - (m) provides the parameters for the five-day Incident Report.

³⁷ 15 DCMR § 3701.12; *See also* 15 DCMR § 2306 (Incident Reports and Safety-Related Condition Reports) which also sets forth when incident reports are required, what they should contain, when the Commission should be notified, and that a copy of each report filed with a federal agency regarding the safety or service failures.

³⁸ As examples, *see Formal Case No. 977*, Washington Gas Light Company's Confidential Gas Reports filed January 5, 2023, January 31, 2023, May 30, 2023, July 28, 2023, September 29, 2023, and December 29, 2023. *See also, Formal Case No. 977*, Confidential Leak Identification, Detection and Repair, and Odor Complaints Database, filed February 1, 2024.

requirements. Although WGL filed an updated staffing plan detailing its enhanced recruitment and retention efforts, we have not seen results from the plan. Thus, it appears that the Company needs to continue to focus more effort and resources on developing and retaining qualified employees to perform leak and odor complaint work.

13. Accordingly, after careful review and consideration of WGL's explanations and the remedial actions taken by the Company, the Commission is not inclined to grant a waiver and believes that a penalty is warranted for the Company's failure to comply with the NGQSS for CY2023. Pursuant to D.C. Code §§ 34-706 and 15 DCMR §§ 2397.2 and 3708, the Commission has the authority to adjudicate violations of the Commission's regulations and impose penalties on WGL.³⁹

14. For WGL's failure to comply with §§ 3701.8, 3701.10, 3701.11, 3701.12, 3702.3, 3702.5, 3703.4, and 3703.5, to provide adequate notification, the Commission groups these violations together and proposes a penalty of \$5000 for each month WGL failed to provide proper notifications.⁴⁰ That equates to \$15,000 for each of the four (4) quarters the Company was unable to meet the notification requirements totaling \$60,000. WGL is directed to Show Cause why the Company should not be subject to the \$60,000 penalty proposed for WGL's failure to comply with 15 DCMR §§ 3701.8, 3701.10, 3701.11, 3701.12, 3702.3, 3702.5, 3703.4, and 3703.5.

15. Likewise, the Commission believes that a penalty should be imposed for the Company's failure to adhere to the NGQSS §§ 3702.2 (a), (b), (c), and (f)/Merger Commitment No. 50 for responding to and reporting gas leaks and odor complaints. Again, the Commission has grouped these violations and proposes a penalty of \$15,000 for each of the four (4) quarters

³⁹ D.C. Code § 34-706 (a) states in part that "[i]f any public utility shall violate any provision of this subtitle, . . . , for every such violation, failure, or refusal such public utility shall forfeit and pay to the District of Columbia the sum of \$5,000 for each such offense...."

15 DCMR § 2397.2 states in part that violations of this chapter are subject to \$100,000 or greater maximum penalty as established by federal laws or regulations for each violation but not to exceed \$1,000,000 or greater maximum penalty as established by federal laws or regulations.

15 DCMR § 3708.1 provides:

The regulations in this chapter are natural gas quality of service standards, some of which affect the reliability of services provided to customers. Subsections 3701.2 to 3701.14 and 3705.1 to 3705.6 contain quality of service rules which are designated as reliability performance standards adopted by the Commission within the meaning of D.C. Official Code § 34-706(e). If a utility fails to comply with Reporting Requirements . . . it may be subject to forfeiture or civil penalty in accordance with D.C. Official Code § 34-706.

⁴⁰ 15 DCMR §§ 3708.2 and 3708.3 allows the Commission to impose penalties as set forth in D.C. Code §34-706(a) in the amount of \$5000 per incident and in accordance with Chapter 23. 15 DCMR §§ 2397.2 and 2397.4 sets forth the limits per incident and provides a penalty chart for guidance. The penalty chart notes a base amount of \$5000 as the penalty for failure to provide incident reports and accurate notification of pipeline incidents.

the Company failed to meet the response and reporting requirements in the total amount of \$60,000.⁴¹ WGL is directed to Show Cause why the Company should not be subject to the \$60,000 penalty proposed for WGL's failure to comply with 15 DCMR §§ 3702.2 (a)(b)(c) and (f)/Merger Commitment No. 50.

16. In determining the appropriate first-time penalty, the Commission considered: (1) the Company's previous similar violations in CY2021 and CY2022 for which we waived the penalty; (2) the gravity of the violation in failing to notify the Commission and failing to respond timely to leak and odor complaints; (3) the duration of the violations which was from a few hours to a few days for both the failure to provide notification for service outages, gas leaks, odor complaints, and gas emergencies as well as the response times for gas leaks, odor complaints, and gas emergencies; and (4) WGL's good faith efforts in attempting to achieve compliance after becoming aware of the violations by developing and implementing IT changes, reinforcing policies, and enhancing recruitment and training efforts.

17. For the reasons noted above, WGL is directed to Show Cause why the Company should not be subject to the proposed \$120,000 penalty described above. WGL shall submit its explanation and reasons why the Commission should not implement the proposed penalties within 15 days from the date of this Order.

18. If WGL does not contest the imposition of the penalty, payment of penalties is to be made by ACH/Wire Transfer. When making payment, WGL should submit an email (pscpcwires@psc.dc.gov) within two days of ACH/Wire Transfer to the AFO with the following information: 1) Case Number; 2) Company Name; 3) PSC Order No., if applicable; 4) Wire Transfer Submitted Date; 5) Wire Transfer Confirmation Number; and 6) Wire Transfer Amount.

⁴¹ D.C. Code §34-706(a) sets forth a penalty amount of \$5000 per incident.

THEREFORE, IT IS ORDERED THAT:

19. Washington Gas Light Company's request for waiver of penalties is **DENIED**;

20. Washington Gas Light Company is **DIRECTED** to, within 15 days of the date of this Order, file a resiliency plan to prevent gaps or disruption in notification and reporting on the Natural Gas Quality of Service Standards; and

21. Within fifteen (15) days of the date of this Order, the Commission **DIRECTS** Washington Gas Light Company to Show Cause why it should not be assessed a penalty of \$120,000 for the Company's failure to adhere to the Natural Gas Quality of Service Standards, 15 DCMR Subsections §§ 3701.8, 3701.10, 3701.11, 3701.12, 3702.2 (a), (b), (c), (f)/Merger Commitment No. 50, 3702.2, 3702.3, 3702.5, 3703.2, 3703.3, 3703.4 and 3703.5.

A TRUE COPY:

BY DIRECTION OF THE COMMISSION:



CHIEF CLERK:

**BRINDA WESTBROOK-SEDGWICK
COMMISSION SECRETARY**

COMMISSION ACTION

FORMAL CASE NO. 977, IN THE MATTER OF THE INVESTIGATION INTO THE QUALITY OF SERVICE OF WASHINGTON GAS LIGHT COMPANY, DISTRICT OF COLUMBIA DIVISION, IN THE DISTRICT OF COLUMBIA,

Date 5/16/24 Formal Case No. 977 Tariff No. _____ Order No. 21994

	Approved Initial & Date	Dissent In Part Initial & Date	Abstain Initial & Date
Chairman Emile Thompson	<u>ET/CL 5/16/24</u>	_____	_____
Commissioner Richard A. Beverly	<u>RB/CL5/16/24</u>	_____	_____
Commissioner Ted Trabue	<u>TT/CL 5/16/24</u>	_____	_____

Certification of Action

C. Lipscombe
General/Deputy General Counsel

Kimberly Lincoln-Stewart
OGC Counsel/Staff