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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

June 14, 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 May 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*
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cc: Service List

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE DISTRICT OF COLUMBIA

IN THE MATTER OF:

The Promotion of	**)**	
The Utility Discount	**)**	**Formal Case No. 1125**
Programs	**)**	

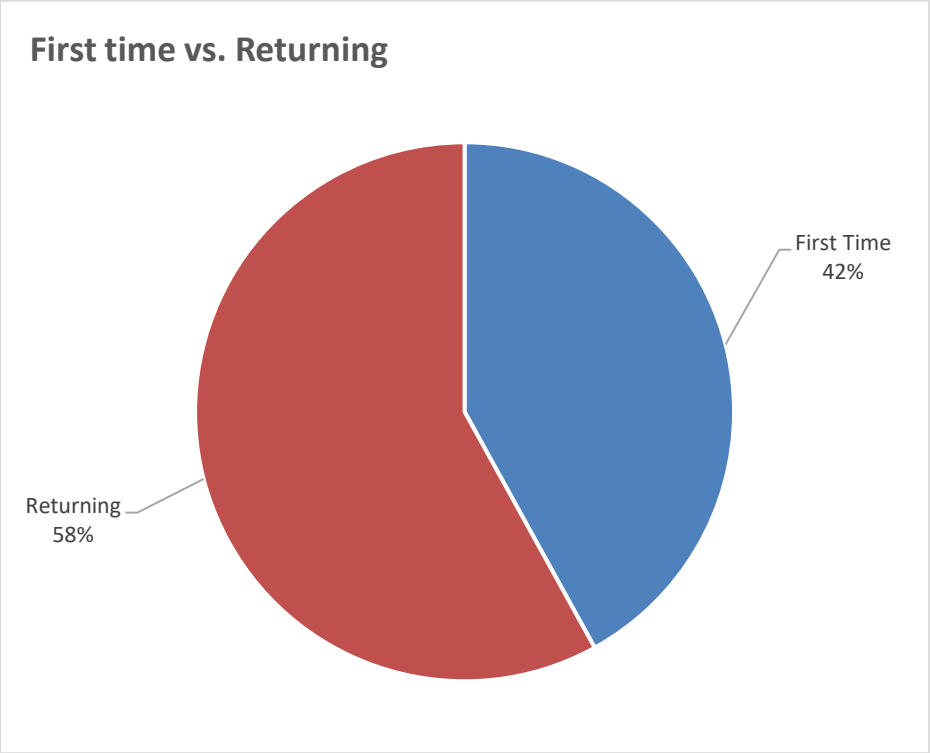
THE DEPARTMENT OF ENERGY & ENVIRONMENT'S
REPORT ON CUSTOMER FEEDBACK SURVEY RESULTS FOR MAY 2024

Pursuant to Order Nos. 17161 and 17283 of the Public Service Commission of the District of Columbia, the Department of Energy & Environment (DOEE) collected **911** surveys in May 2024. The following are the results of these surveys:

Question No. 1: Is this your first time applying for utility assistance and discounts?

Response:

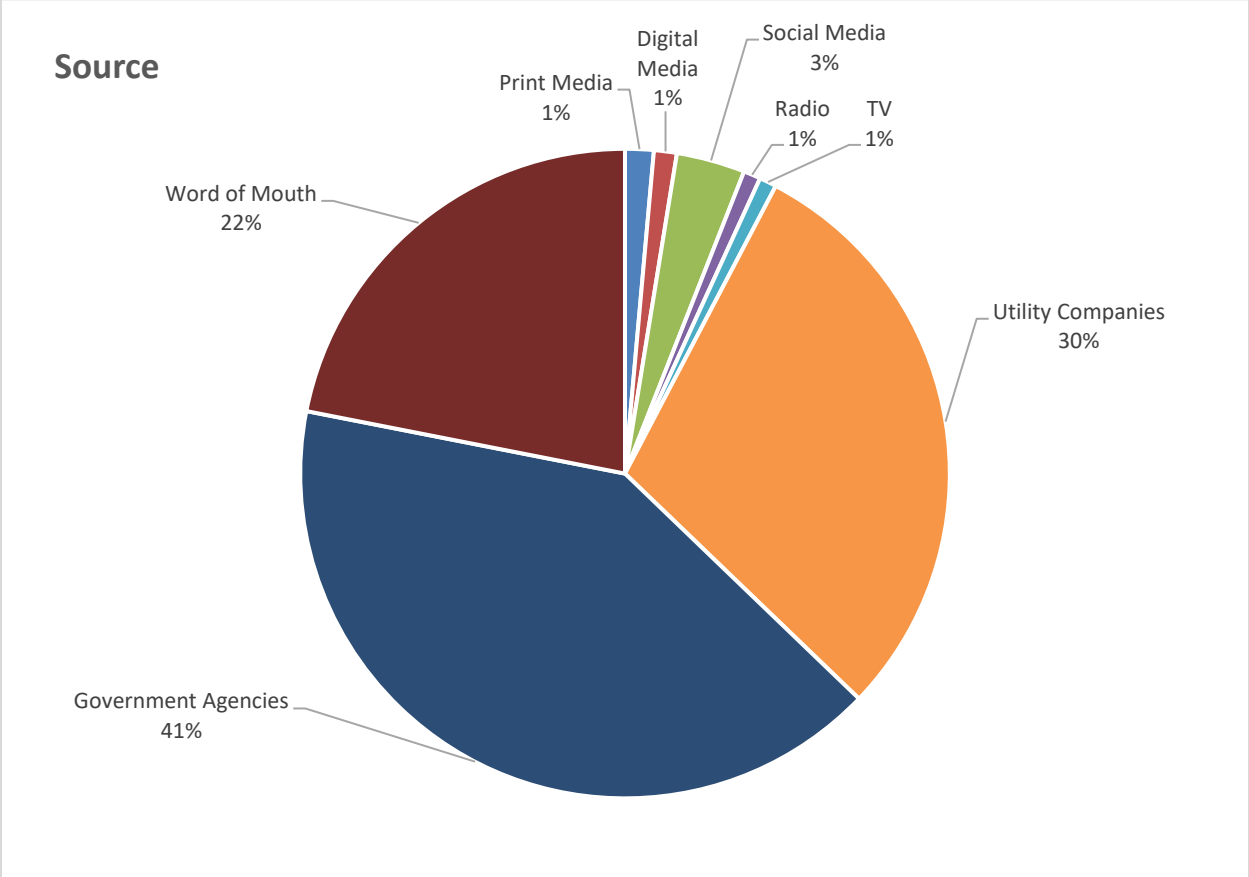
42% - Yes 58% - No



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

<u>Response</u>:

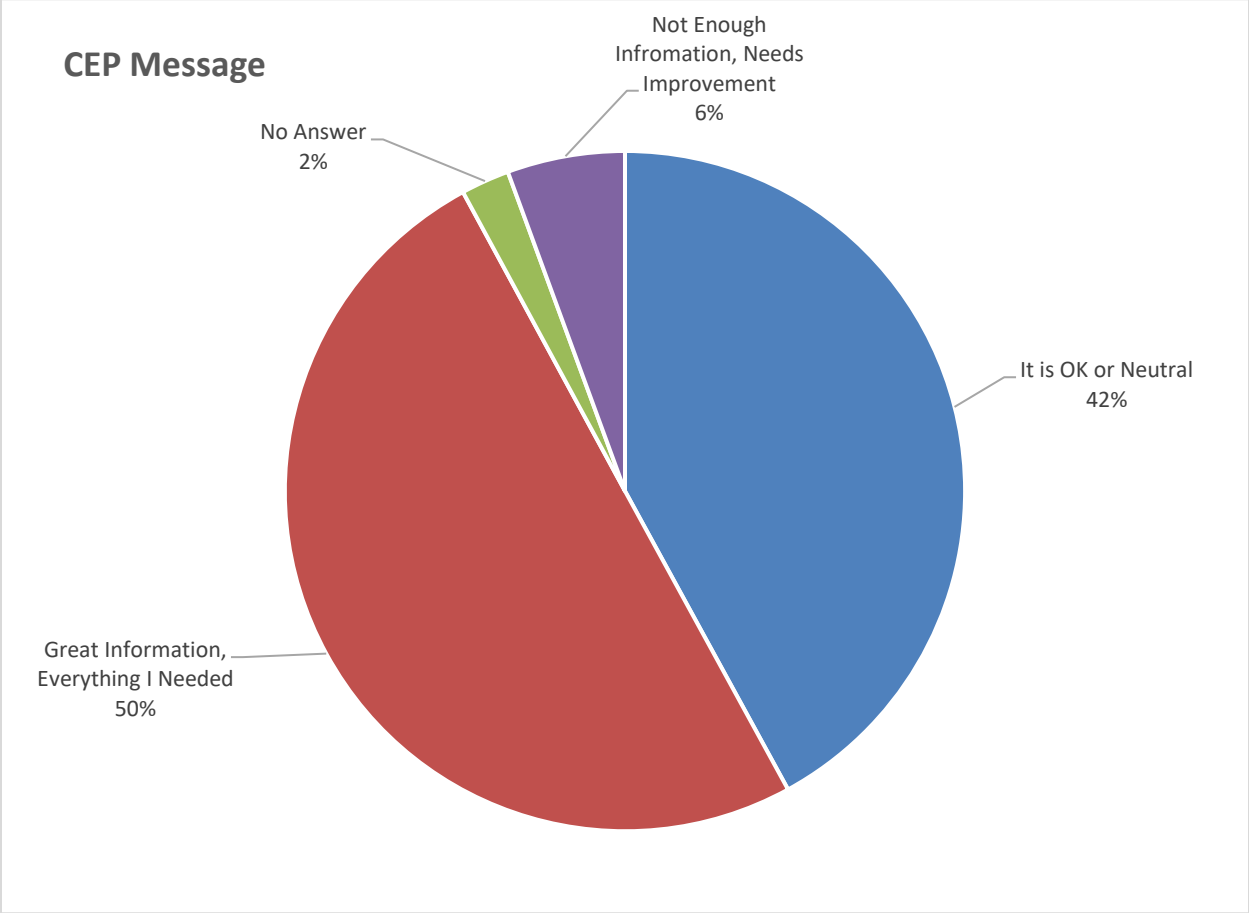
In May 2024, 41% of the surveyed applicants reported learning about the UDP through government agencies, 30% from utility companies, and 22% by word of mouth. The remaining respondents selected social media by 3%, digital media by 1%, print media by 1%, television by 1%, and radio by 1%. The following 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?

<u>Response</u>:

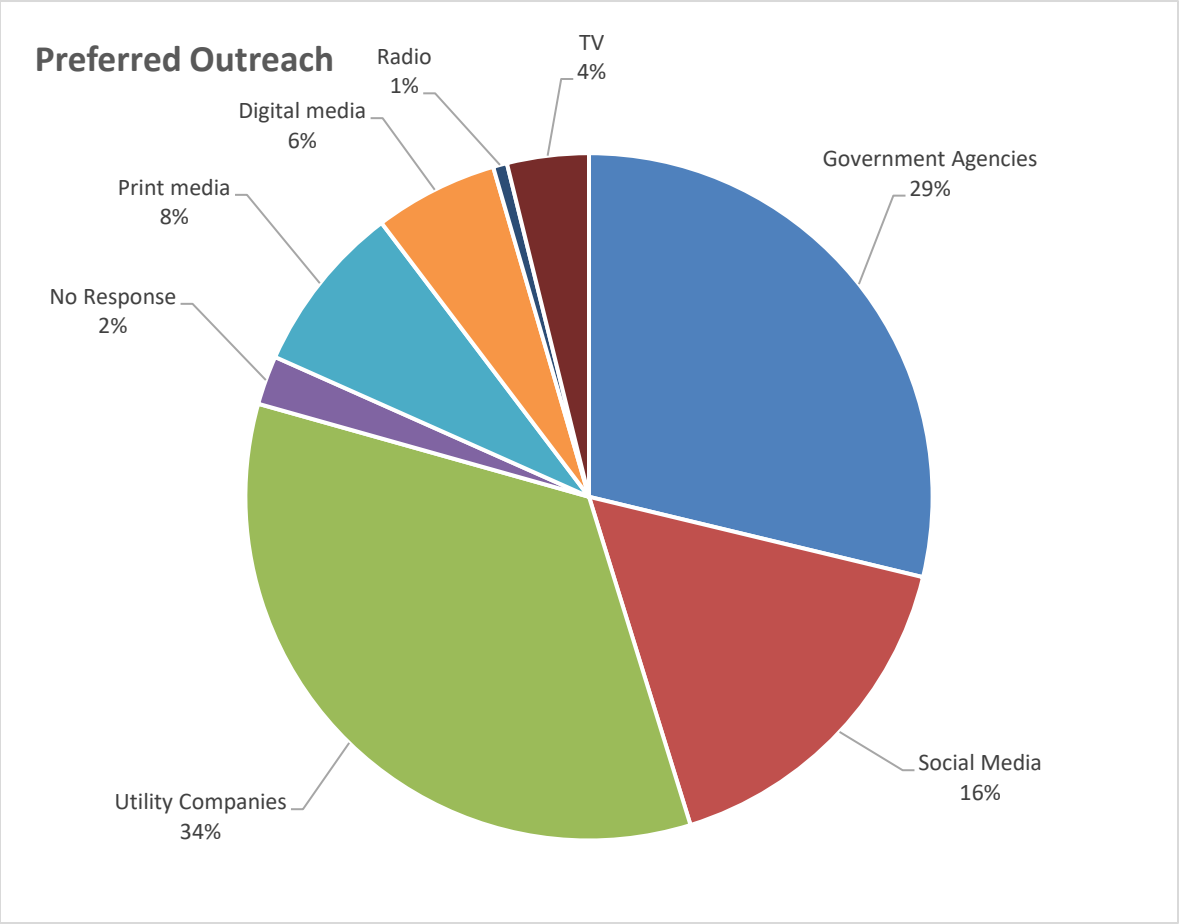
Of those surveyed 50% specifically rated the information provided on UDP as, "Great information, everything I needed," and another 42% gave a neutral rating. Six percent said the messaging had, "Not enough information, needs improvement" and 2% of those surveyed did not provide a rating. The following 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?

<u>Response</u>:

In May 2024, 34% of the surveyed respondents selected utility companies as the most effective outreach, and another 29% chose government agencies as the most effective outreach, and 16% for social media. Following the top 3, print media was preferred by 8%, digital media was selected by 6%, television was selected by 4%, and radio was selected by 1%. Two 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,

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CERTIFICATE OF SERVICE

I hereby certify that on this 14th day of June 2024, I caused true and correct copies of the Department of Energy & Environment's Report on Customer Feedback Survey Results for May 2024, to be emailed to the following:

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