

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

July 12, 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 **June 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)**

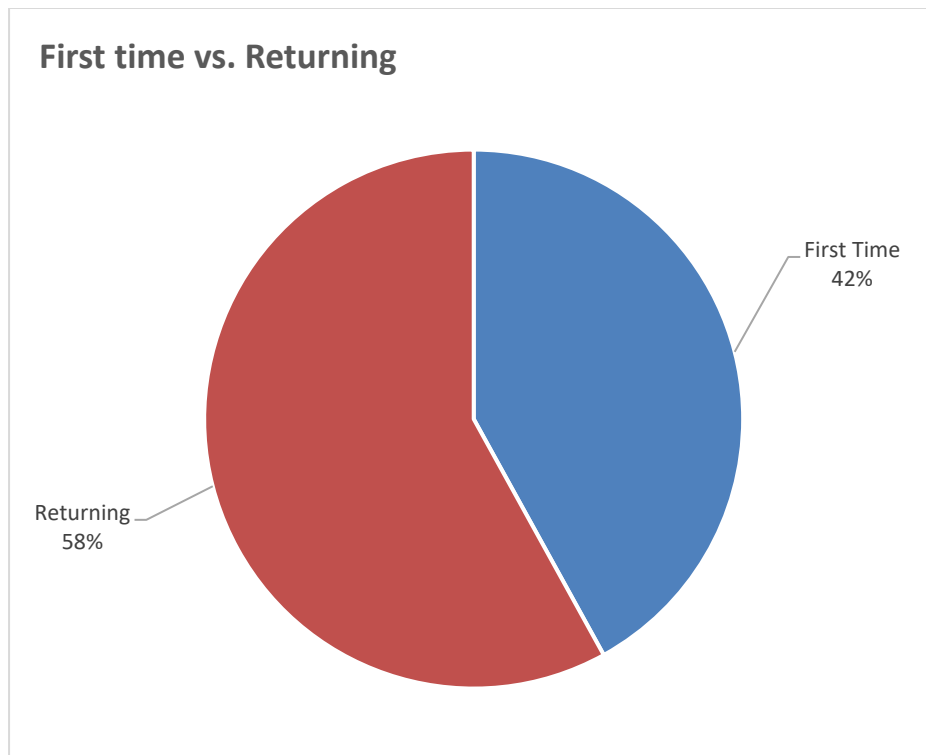
**THE DEPARTMENT OF ENERGY & ENVIRONMENT’S
REPORT ON CUSTOMER FEEDBACK SURVEY RESULTS FOR JUNE 2024**

Pursuant to Order Nos. 17161 and 17283 of the Public Service Commission of the District of Columbia, the Department of Energy & Environment (DOEE) collected **635** surveys in **June 2024**. The following are the results of these surveys:

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

Response:

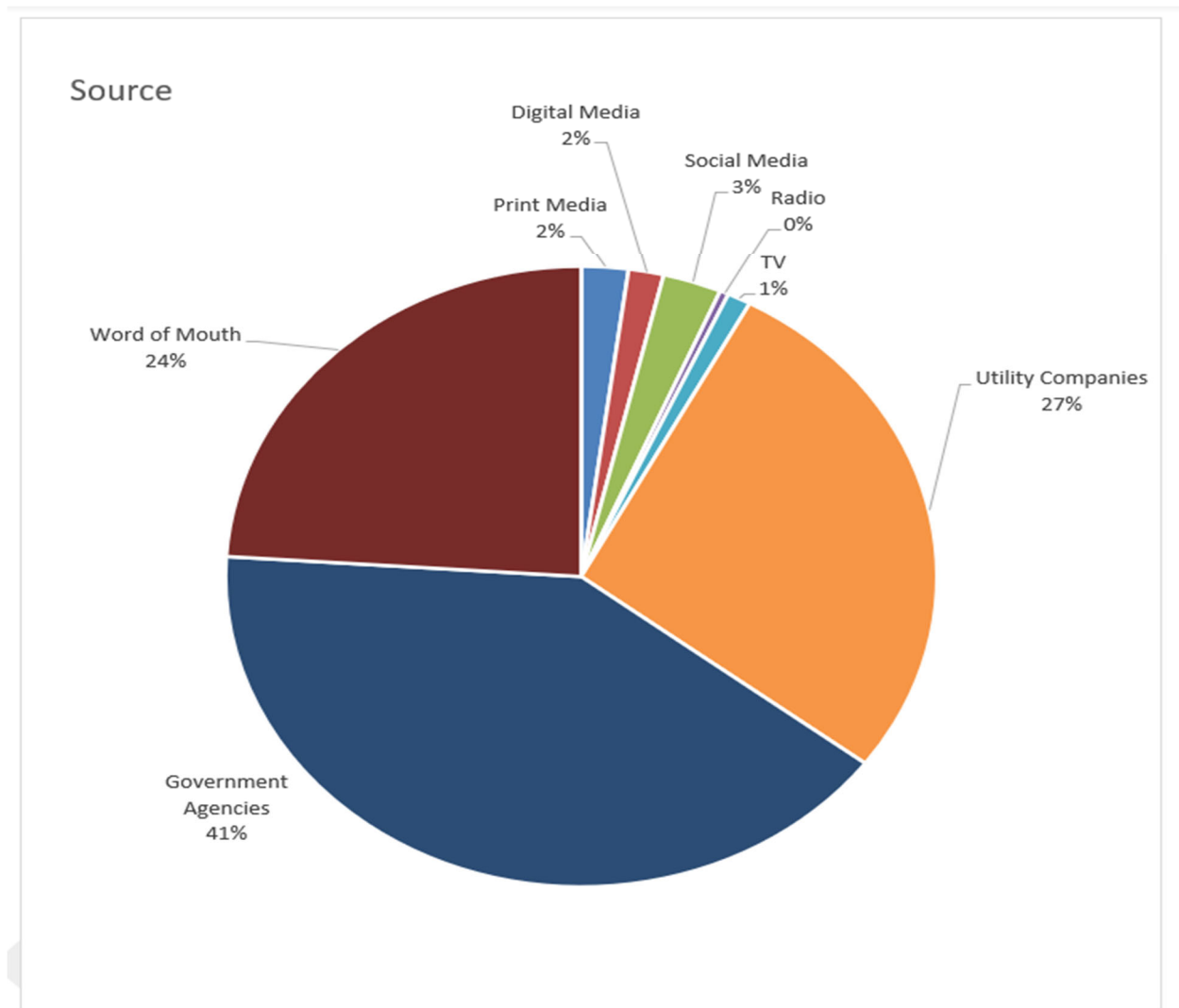
42% - Yes 58% - No



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

Response:

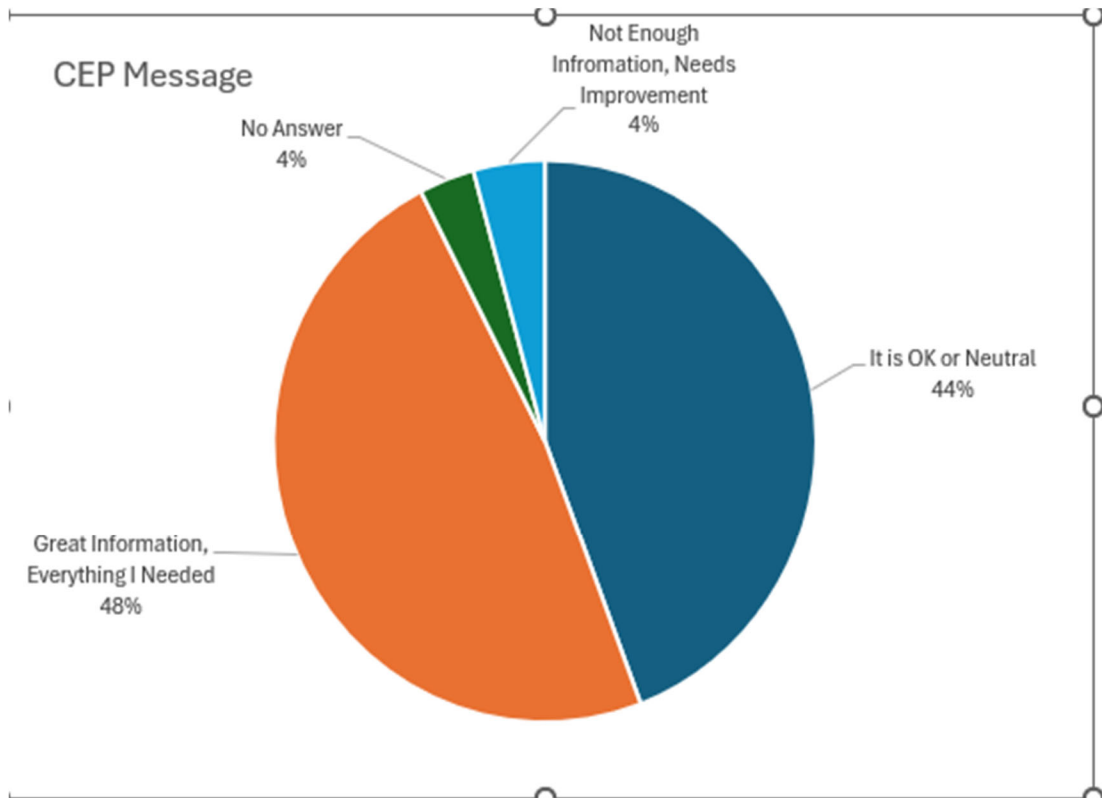
In **June 2024**, 41% of the surveyed applicants reported learning about the UDP through government agencies, 27% from utility companies, and 24% by word of mouth. The remaining respondents selected social media by 3%, digital media by 2%, print media by 2%, television by 1%, and radio by <1% (rounded down to 0% in chart below). 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:

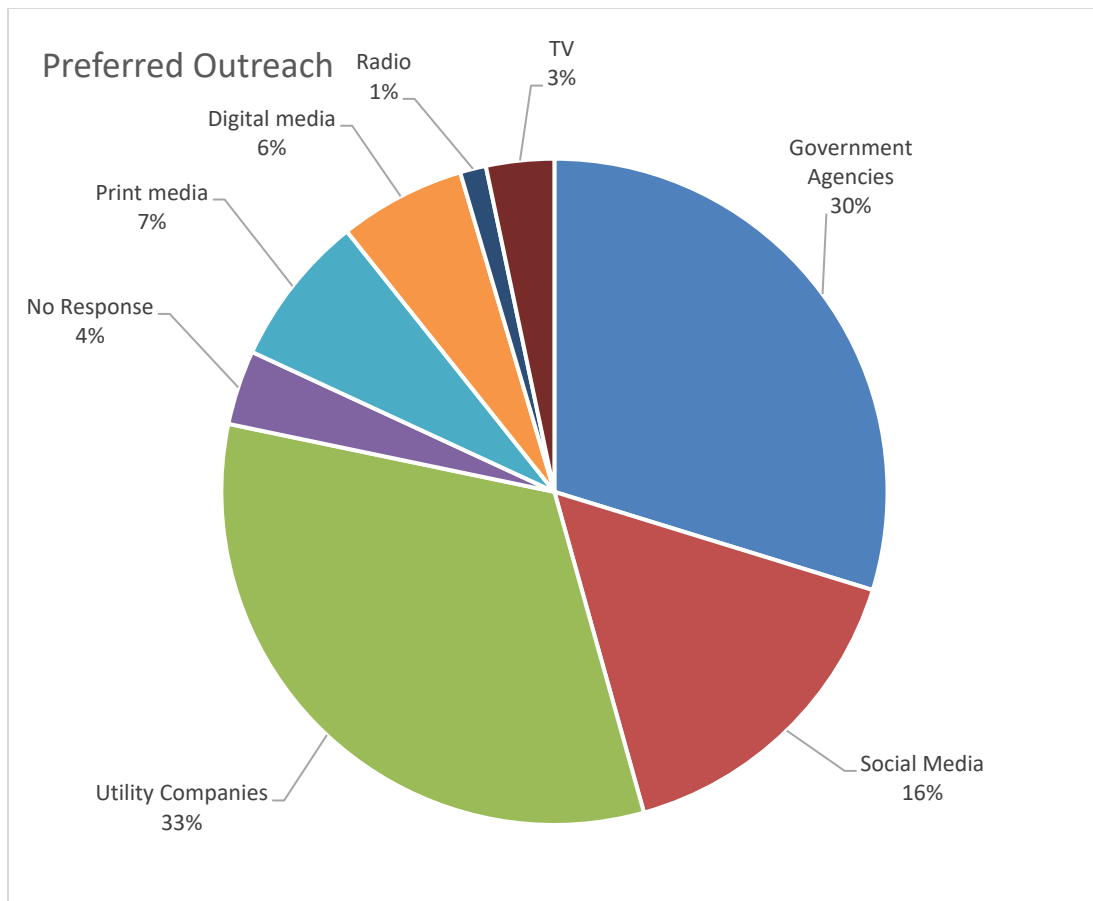
Of those surveyed 48% specifically rated the information provided on UDP as, “Great information, everything I needed,” and another 44% gave a neutral rating. Four percent said the messaging had, “Not enough information, needs improvement” and 4% of those surveyed did not provide a rating. The following 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 **June 2024**, 33% of the surveyed respondents selected utility companies as the most effective outreach, and another 30% chose government agencies as the most effective outreach, and 16% for social media. Following the top 3, print media was preferred by 7%, digital media was selected by 6%, television was selected by 3%, and radio was selected by 1%. Four 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

Sharon Y. Cooke

Utility Affordability Administration

Department of Energy & Environment

Government of the District of Columbia

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CERTIFICATE OF SERVICE

I hereby certify that on this 12th day of July 2024, I caused true and correct copies of the Department of Energy & Environment's Report on Customer Feedback Survey Results for June 2024, to be emailed to the following:

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