

April 13, 2020

VIA ELECTRONIC FILING

Brinda Westbrook-Sedgwick  
Commission Secretary  
Public Service Commission  
of the District of Columbia  
1325 "G" Street, N.W., 8<sup>th</sup> Floor  
Washington, D.C. 20005


**Re: Formal Case No. 1125  
[Washington Gas – Explanation for the Decline in the Residential  
Essential Service Numbers ]**

Dear Ms. Westbrook-Sedgwick:

Transmitted herewith for filing is Washington Gas Light Company's ("Washington Gas") Explanation for the Decline in the Residential Essential Service ("RES") Numbers and the Data Issues that Prevented the Company for Reporting the RES Numbers, pursuant to Order Number 20306.

If there are questions regarding this matter, please do not hesitate to contact me.

Sincerely,



Robert C. Cain, II  
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pc: Per Certificate of Service

**BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF THE DISTRICT OF COLUMBIA**

IN THE MATTER OF

THE IPROMOTION OF THE UTILITY  
DISCOUNT

Formal Case No. 1125

**WASHINGTON GAS LIGHT COMPANY'S EXPLANATION FOR THE  
DECLINE IN THE RESIDENTIAL ESSENTIAL SERVICE NUMBERS**

Pursuant to the Public Service Commission for the District of Columbia's ("Commission") Order No. 20306, Washington Gas Light Company ("Washington Gas" or "Company") provides the foregoing Explanation for the Decline in the Residential Essential Service ("RES") Numbers and the Data Issues that Prevented the Company from Reporting RES numbers in December 2018, January 2019, and October 2019 ARDIR Reports.

1. By Order No. 15134, in FC 1043, the Commission Ordered Washington Gas to file with the Commission by the 20<sup>th</sup> day each month, the following information on disconnections for non-payment including the following:

- a. the number of residential customers;
- b. the number of low-income residential customers;
- c. the number of residential customers in arrears and the total dollar amount of those arrearages;
- d. the number of low-income customers in arrears and the total dollar amount of their arrearages;
- e. the number of residential terminations for non-payment;
- f. the number of low-income residential terminations for non-payment;
- g. the number of low-income residential service arrearage-related restorations;
- h. the number of residential service arrearage-related restorations;

- i. the total dollar amount of low-income residential accounts determined uncollectible;
- j. the total dollar amount of residential accounts determined uncollectible;
- k. the number of disconnection notices issued to residential customers;
- l. the number of disconnection notices issued to low-income residential customers;
- m. total revenues from low-income residential customers;
- n. total revenues from residential customers;
- o. the number of low-income deferred payment agreements entered each month and the total dollar amount associated with each low-income deferred payment agreement; and
- p. the number of residential deferred payment agreements entered each month and the total dollar amount associated with each residential deferred payment agreement.

2. Although the order did not explicitly require the Company to provide RES numbers, the Company did so monthly.

3. DOEE is the District of Columbia government agency that enrolls customers into RES and the Low-Income Home Energy Assistance Program ("LIHEAP"). Each month DOEE provides the Company with an electronic transmittal of customers enrolled into the programs.

4. William White was the DOEE employee who was responsible for submitting and transmitting to Washington Gas the list of District of Columbia customers who were enrolled in RES and LIHEAP.

5. In December 2018, after not receiving file transmissions, the Company contacted DOEE and discovered that Mr. White had passed away. DOEE did not have another employee that was familiar with Mr. White's function of transmitting LIHEAP and RES enrollments to the Company.

6. After numerous unsuccessful file submissions, The Company receiving program enrollments in March 2019, capturing enrollments for December 2018, and January 2019.

7. Starting in December 2019, the Company was having difficulties formatting the enrollment files that DOEE transmitted to Washington Gas for both the LIHEAP and RES programs. The transmitted files were being rejected by the Company's billing system. The formatting problems were inadvertently caused by DOEE.
8. DOEE advised that a new contractor was performing the file exchange.
9. After a few months and a lot of trial and error, DOEE eventually successfully submitted RES files for the Fiscal Year of 2019, beginning January 2020, capturing enrollments from October 2019.
10. Washington Gas has begun receiving RES enrollment files more frequently, but continue to work with DOEE to solidify the process for a more efficient and consistent file exchange.

Respectfully Submitted,

*Robert C. Cain, II*

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## **CERTIFICATE OF SERVICE**

I, the undersigned counsel, hereby certify that on this 13th day of April 2020, I caused copies of the foregoing document to be hand-delivered, mailed, postage-prepaid, or electronically delivered to the following:

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