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July 18, 2016

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

Re: Request for Notice of Proposed Rulemaking

Dear Ms. Westbrook-Sedgwick:

Potomac Electric Power Company ("PEPCO") supports renewable energy and partners with its customers to ensure safe and reliable interconnection of renewable energy into the electric grid. In an effort to promote the development of solar generation in the District of Columbia, Pepco hereby requests that the Public Service Commission of the District of Columbia ("Commission") initiate a rulemaking proceeding to amend 15 D.C.M.R. §§ 4004, 4099 and 3602 in order to add new interconnection rules. This request also is consistent with Pepco's commitments that were incorporated into the March 23, 2016 Commission approval of the merger, inter alia, of Exelon Corporation, Pepco Holdings, Inc. and Pepco in Formal Case No. 1119, subject to the terms of Attachment B to Order No. 18148. Initiation of such a proceeding is in the public interest because the amended regulations would provide for a more streamlined interconnection process.

Please contact me if you have any further questions.

Sincerely,

Peter E. Meier / AHH

Peter E. Meier

PEM/mda

Enclosures

BEFORE THE PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

IN THE MATTER OF	)	
	)	
THE INVESTIGATION INTO THE PUBLIC SERVICE COMMISSION'S RULES OF PRACTICE AND PROCEDURE	)	**Formal Case No. 1119**

PETITION OF POTOMAC ELECTRIC POWER COMPANY FOR THE COMMISSION TO INITIATE A RULEMAKING PROCEEDING TO AMEND 15 D.C.M.R. §§ 4004, 4099, and 3602

Pursuant to D.C. Code § 2-505(b) and Rule 101.1[1] of the Rules of Practice and Procedure of the Public Service Commission of the District of Columbia ("Commission"), Potomac Electric Power Company ("Pepco") respectfully requests that the Commission initiate a rulemaking proceeding to amend 15 D.C.M.R. §§ 4004, 4099 and 3602 in order to add new interconnection rules required by Order No. 18148.[2] Specifically, Pepco requests that the Commission issue a Notice of Proposed Rulemaking ("NOPR") amending the Commission's regulations (1) to add a 20-business-day deadline for issuing the Authorization to Operate to 15 D.C.M.R. § 4004.3, (2) to add a definition of "Authorization to Operate" to 15 D.C.M.R. § 4099, and (3) to make the deadlines in 15 D.C.M.R. §§ 4004.3(a) and (c) and the new 20-business-day Authorization to Operate deadline under 15 D.C.M.R. § 4004.3(d) subject to the Electricity Quality of Service Standards ("EQSS") requirements in 15 D.C.M.R. § 3602 and to report its performance as part of the Consolidated Report. The changes proposed herein are in the public interest because they will promote a more streamlined Level 1 small generator

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1 15 D.C.M.R. §101.1.

2 *In the Matter of the Joint Application of Exelon Corporation, Pepco Holdings, Inc., Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC for Authorization and Approval of Proposed Merger Transaction*, Formal Case No. 1119, Order No. 18148 (Mar. 23, 2016) ("Order No. 18148"), as corrected in Order No. 18160.

interconnection process. The requested changes conform with Attachment B to Order No. 18148 ("Attachment B"), Paragraphs 123(a) and (c).[3] In addition, by adding the 20-business-day Authorization to Operate deadline in 15 D.C.M.R. § 4004.3(d), Pepco's performance of this requirement will be included in its annual report to be filed with the Commission pursuant to 15 D.C.M.R. § 4008.5. Consequently, by the change proposed in this petition, Pepco will have satisfied the merger commitment contained in Attachment B, Paragraph 123(b).

I. Petition for Rulemaking Proceeding

On March 23, 2016, the Commission approved the merger of Exelon Corporation, Pepco Holdings, Inc. and Pepco in Formal Case No. 1119 subject to the terms of Attachment B. Paragraph 123 of Attachment B set forth certain required changes to the Level 1 small generator interconnection process. Specifically, Attachment B, Paragraph 123(a) requires that Pepco "issue a permission to operate to the interconnection customer, in the form of an email, within twenty (20) business days after the interconnection [Level 1] customer satisfies the requirements of 15 D.C.M.R. § 4004.4." Attachment B, Paragraph 123(c) further requires that "[w]ithin 180 days after the closing of the Merger, Pepco shall file a request for proposed rulemaking to add the requirement with respect to issuance of permission to operate set forth in clause (a) above to 15 D.C.M.R., Chapter 40, and to make adherence to the deadlines contained in 15 D.C.M.R. Chapter 40 at not less than 90% compliance level subject to the EQSS standards in 15 D.C.M.R. Chapter 36." Because the provisions requiring changes are embedded in the Commission's regulations, they must be changed through the initiation of a rulemaking proceeding. Pepco

[3] Pepco addressed Attachment B, Paragraph 123(d) in the letter dated June 16, 2016, filed in Formal Case No. 1119, requesting elimination of the $100 application fee associated with Level 1 interconnection applications. This request was approved on July 14, 2016 in Order No. 18269 (*In the Matter of the Investigation of Implementation of Interconnection Standards in the District of Columbia*, Formal Case Nos. 1050 and 1119, Order No. 18269 (Jul. 14, 2016)).

proposes to modify 15 D.C.M.R. §§4004, 4099 and 3602 as described below and has provided the modified versions of 15 D.C.M.R. §§ 4004, 4099 and 3602 in Attachment 1 hereto, redlined to reflect the requested changes.

A. Authorization to Operate

The Level 1 Interconnection Review process appears in Section 4004 of 15 D.C.M.R., Chapter 40. Section 4004.3 provides the timelines that Pepco is required to meet in performing different steps of the review process. Pepco proposes to add a new subsection (d) to Section 4004.3 that incorporates the new requirement for issuance of the Authorization to Operate in the timeframe specified in Attachment B, as shown below.

> (d) The EDC shall, within twenty (20) business days after the interconnection customer satisfies the requirements of 15 D.C.M.R. § 4004.4, issue the Authorization to Operate to the interconnection customer.

B. Application of EQSS Standards

Attachment B, Paragraph 123(c) further provides that Pepco's required adherence with the 20-business-day timeframe not less than 90% of the time be subject to the EQSS standards. To implement this directive, Pepco proposes to add Sections 3602.23-3602.34 to 15 D.C.M.R., Chapter 36. These sections would incorporate into the EQSS standards the 90% compliance to the deadlines required in 15 D.C.M.R. §§ 4004.3(a), (c) and (d), require that Pepco report on performance in the annual Consolidated Report, require a corrective action plan should Pepco fail to meet this standard, and require Pepco to report on its progress with respect to any corrective action plan in its Consolidated Report. Pepco's proposes the provisions to read as follows.

> 3602.23 If, on an annual basis, the electric utility fails to inform at least ninety (90) percent of Level 1 interconnection applicants whether their applications are complete or incomplete and

indicate what materials, if any, are missing within ten (10) business days in accordance with 15 D.C.M.R. § 4004.3(a), it shall be required to develop a corrective action plan.

3602.24 The corrective action plan shall describe the cause(s) of the electric utility's non-compliance with Section 3602.23, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.25 Progress on current corrective action plans shall be included in the electric utility's annual Consolidated Report.

3602.26 The electric utility shall report the actual performance of compliance with 15 D.C.M.R. § 4004.3(a) during the reporting period in the annual Consolidated Report of the following year.

3602.27 If, on an annual basis, the electric utility fails to verify that the Level 1 small generator facility equipment can be interconnected safely and reliably, provide an interconnection agreement to the customer and, if necessary, conduct a spot or area network impact study, as required in 15 D.C.M.R. § 4004.3(c), at least ninety (90) percent of the time, it shall be required to develop a corrective action plan.

3602.28 The corrective action plan shall describe the cause(s) of the electric utility's non-compliance with Section 3602.27, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.29 Progress on current corrective action plans shall be included in the electric utility's annual Consolidated Report.

3602.30 The electric utility shall report the actual performance of compliance with 15 D.C.M.R. § 4004.3(c) during the reporting period in the annual Consolidated Report of the following year.

3602.31 If, on an annual basis, the electric utility fails to issue at least ninety (90) percent of all Authorizations to Operate in the Level 1 interconnection process within the twenty (20) business days after the interconnection customer satisfies the requirements of 15 D.C.M.R. § 4004.4, as required in 15 D.C.M.R. § 4004.3(d), it shall be required to develop a corrective action plan.

3602.32 The corrective action plan shall describe the cause(s) of the electric utility's non-compliance with Section 3602.31, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.33 Progress on current corrective action plans shall be included in

the electric utility's annual Consolidated Report.

3602.34 The electric utility shall report the actual performance of compliance with 15 D.C.M.R. § 4004.3(d) during the reporting period in the annual Consolidated Report of the following year.

C. Definition of Authorization to Operate

Finally, to ensure clarity, Pepco proposes to add the following definition of Authorization to Operate into the definitions in Section 4099.

> "**Authorization to Operate**" means written notification that the Small Generator Facility is approved for operation under the terms and conditions of the District of Columbia Small Generator Interconnection Rules, including 15 D.C.M.R. § 4004.4.

II. Conclusion

Pepco respectfully requests that the Commission grant Pepco's petition to initiate a rulemaking proceeding, as discussed herein, to implement the changes required in Attachment B, Paragraphs 123(a) and (c).

Respectfully submitted,
POTOMAC ELECTRIC POWER COMPANY

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Washington, D.C.
July 18, 2016

ATTACHMENT 1

4004 LEVEL 1 INTERCONNECTION REVIEWS

4004.1 For Level 1 Review, the EDC shall use Level 1 procedures for evaluation of all interconnection requests to connect inverter-based small generation facilities when:

(a) The small generator facility has a nameplate capacity of 10 kW or less; and

(b) The customer interconnection equipment proposed for the small generator facility is certified.

4004.2 For Level 1 Adverse Impact Screens, the EDC shall evaluate the potential for adverse system impacts using the following screens, which must be satisfied:

(a) For interconnection of a proposed small generator facility to a line section on a radial distribution circuit, the aggregated generation on the line section, including the proposed small generator facility, shall not exceed fifteen (15) percent of the line section's annual peak load.

(b) For interconnection of a proposed small generator facility to an area network with two (2) two-way power flow or to a spot network distribution system with two (2) two-way power flow, there shall be no reverse power conditions through the EDC network protector. The proposed small generator facility shall not cause network protector cycling; cause inadvertent network protector opening; or impact any other customer under any conditions (including fault conditions).

(c) For interconnection of a proposed small generator facility to the load side of spot network protectors and, when aggregated with other generation, load may not exceed five (5) percent of the spot network's maximum load.

(d) When a proposed small generator facility is to be interconnected on a single-phase shared secondary line, the aggregate generation capacity on the shared secondary line, including the proposed small generator facility, may not exceed 20 kW.

(e) When a proposed small generator facility is single-phase and is to be interconnected on a center tap neutral of a 240 volt service, its addition may not create an imbalance between the two sides of the 240 volt service of more than twenty (20) percent of the nameplate rating of the service transformer.

(f) Construction of facilities by the EDC on its own system is not required in order to accommodate the small generator facility.

4004.3 The Level 1 Interconnection Review shall be conducted in accordance with the following procedures:

(a) An EDC shall, within ten (10) business days after receipt of the interconnection request, inform the interconnection customer in writing or by electronic mail that the interconnection request is complete or incomplete and indicate what materials, if any, are missing.

(b) When an interconnection request is complete, the EDC shall assign a queue position.

(c) The EDC shall, within fifteen (15) business days after the end of the ten (10) business days noted above in paragraph (a), verify that the small generator facility equipment can be interconnected safely and reliably using Level 1 screens and provide an interconnection agreement to the customer. If deemed necessary by the EDC, the EDC shall conduct a spot or area network impact study at its own expense within the fifteen (15) business days referenced above.

(d) The EDC shall, within twenty (20) business days after the interconnection customer satisfies the requirements of 15 D.C.M.R. § 4004.4, issue the Authorization to Operate to the interconnection customer.

4004.4 Unless the EDC determines and demonstrates to the interconnection customer that a small generator facility cannot be interconnected safely or reliably to its system and provides a letter to the interconnection customer explaining its reasons for denying an interconnection request, the EDC shall approve the interconnection request subject to the following conditions:

(a) The small generator facility has been approved by local or municipal electric code officials with jurisdiction over the interconnection;

(b) A certificate of completion has been received by the EDC from the interconnection customer. Completion of local inspections may be designated on inspection forms used by local inspecting authorities;

(c) The EDC has either waived the right to a Witness Test or completed its Witness Test in accordance with Section 4004.6; and

(d) The interconnection customer has signed a small generator interconnection agreement. If an interconnection customer does not sign the agreement within thirty (30) business days after submission by the EDC by mail or electronic mail, the interconnection request may be deemed withdrawn unless the deadline has been extended in writing by mutual agreement of the parties.

4004.5 Within ten (10) business days of the estimated commissioning date, the EDC may, upon reasonable notice and at a mutually convenient time, conduct a Witness Test of the small generator facility to ensure that all equipment has been appropriately installed and that all electrical connections have been made in accordance with applicable codes. If the EDC does not perform the Witness Test within the ten (10) business day period or such other time as is mutually agreed to by the parties, the Witness Test is deemed waived.

4004.6 When a small generator facility is not approved under a Level 1 review, the interconnection customer may submit a new interconnection request for consideration under Level 2, Level 3, or Level 4 procedures.

SOURCE: As amended by Final Rulemaking published at 56 DCR 1415, 1418 (February 13, 2009).

4099 Definitions

4099.1 When used in this chapter, the following terms and phrases shall have the following meaning:

"Adverse System Impact" means a negative effect, due to technical or operational limits on conductors or equipment being exceeded, that compromises the safety and reliability of the electric distribution system.

"Affected System" means an electric system not owned or operated by the electric distribution company reviewing the interconnection request that may suffer an adverse system impact from the proposed interconnection.

"Area Network" means a type of electric distribution system served by multiple transformers interconnected in an electrical network circuit, which is generally used in large metropolitan areas that are densely populated. Area networks are also known as grid networks. Area network has the same meaning as the term distribution secondary grid networks in 4.1.4.1 of IEEE Standard 1547.

"Authorization to Operate" means written notification that the Small Generator Facility is approved for operation under the terms and conditions of the District of Columbia Small Generator Interconnection Rules, including 15 D.C.M.R. § 4004.4.

"Certificate of Completion" means a certificate in a completed form approved by the Commission containing information about the interconnection equipment to be used, its installation and local inspections.

"Certified Equipment" means a designation that the interconnection equipment meets the requirements set forth in Section 4002 of this document

"Commission" means the Public Service Commission of the District of Columbia.

"Commissioning Test" means the tests applied to a small generator facility by the interconnection customer after construction is completed to verify that the facility does not create adverse system impacts. The scope of the commissioning tests performed shall include the commissioning test specified IEEE Standard 1547 section 5.4 "Commissioning tests".

"Distribution System Upgrade" means a required addition or modification to the EDC's electric distribution system at or beyond the point of common coupling to accommodate the interconnection of a small generator facility. Distribution upgrades do not include interconnection facilities.

"District of Columbia Small Generator Interconnection Rule (DCSGIR)" means the most current version of the procedures for interconnecting Small Generator Facilities adopted by the District of Columbia Public Service Commission.

"Draw-out Type Circuit Breaker" means a switching device capable of making, carrying and breaking currents under normal and abnormal circuit conditions such as those of a short circuit. A draw-out circuit breaker can be physically removed from its enclosure, creating a visible break in the circuit. For the purposes of these regulations, the draw-out circuit breaker shall be capable of being locked in the open, draw-out position.

"Electric Distribution Company" or "EDC" means an electric utility entity that distributes electricity to customers and is subject to the jurisdiction of the Commission.

"Electric Distribution System" means the facilities and equipment used to transmit electricity to ultimate usage points such as homes and industries from interchanges with higher voltage transmission networks that transport bulk power over longer distances. The voltage levels at which electric distribution systems operate differ among areas but generally carry less than 69 kilovolts of electricity. Electric

distribution system has the same meaning as the term Area EPS, as defined in 3.1.6.1 of IEEE Standard 1547.

"Estimated Commissioning Date" means the date an interconnection customer is expected to start operation.

"Facilities Study" means an engineering study conducted by the EDC to determine the required modifications to the EDC's Electric Distribution System, including the cost and the time required to build and install such modifications as necessary to accommodate an Interconnection Request.

"Fault Current" means the electrical current that flows through a circuit during an electrical fault condition. A fault condition occurs when one or more electrical conductors contact ground or each other. Types of faults include phase to ground, double- phase to ground, three-phase to ground, phase-to-phase, and three-phase. Fault current is several times larger in magnitude than the current that normally flows through a circuit.

"Good Utility Practice" means any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry during the relevant time period, or any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result of the lowest reasonable cost consistent with good business practices, reliability, safety and expedition. Good Utility Practice is not intended to be limited to the optimum practice, method or act to the exclusion of all others, but rather to be acceptable practices, methods, or acts generally accepted in the region.

"Governmental Authority" means any federal, State, local or other governmental regulatory or administrative agency, court, commission, department, board, or other governmental subdivision, legislature, rulemaking board, tribunal, or other governmental authority having jurisdiction over the Parties, respective facilities, or services provided, and exercising or entitled to exercise any administrative, executive, police, or taxing authority or power; provided, however, that such term does not include the Interconnection Customer, EDC or any affiliate thereof.

"IEEE Standard 1547" means the Institute of Electrical and Electronics Engineers, Inc. (IEEE) Standard 1547 (2003) "Standard for Interconnecting Distributed Resources with Electric Power Systems", as amended and supplemented at the time the interconnection request is submitted.

"IEEE Standard 1547.1" means the IEEE Standard 1547.1 (2005) "Conformance Test Procedures for Equipment Interconnecting Distributed Resources with Electric Power Systems", as amended and supplemented at the time the interconnection request is submitted.

"Interconnection Customer" means an entity that has submitted an interconnection request to interconnect a small generator facility to an EDC's electric distribution system.

"Interconnection Equipment" means a group of equipment, components, or an integrated system connecting an electric generator with a local electric power system or an electric distribution system that includes all interface equipment including switchgear, protective devices, inverters or other interface devices. Interconnection equipment may be installed as part of an integrated equipment package that includes a generator or other electric source.

"Interconnection Facilities" means facilities and equipment required by the EDC to accommodate the interconnection of a small generator facility. Collectively, interconnection facilities include all facilities and equipment between the small generator facility and the point of common coupling, including modification, additions, or upgrades that are necessary to physically and electrically interconnect the small generator facility to the electric distribution system. Interconnection facilities are sole use facilities and do not include distribution upgrades.

"Interconnection Request" means an interconnection customer's request, in a form approved by the

Commission, requesting the interconnection of a new small generator facility, or to increase the capacity or modify operating characteristics of an existing approved small generator facility that is interconnected with the EDC's electric distribution system.

"Line Section" means that portion of an EDC's distribution system connected to an interconnection customer, bounded by automatic sectionalizing devices or the end of the distribution line.

"Local Electric Power System" or "Local EPS" means facilities that deliver electric power to a load that are contained entirely within a single premises or group of premises. Local electric power system has the same meaning as the term local electric power system defined in 3.1.6.2 of IEEE Standard 1547.

"Minor Equipment Modification" means changes to the proposed small generator facility that do not have a material impact on safety or reliability of the electric distribution system.

"Nameplate Capacity" means the maximum rated output of a generator, prime mover, or other electric power production equipment under specific conditions designated by the manufacturer and is usually indicated on a nameplate physically attached to the power production equipment.

"Nationally Recognized Testing Laboratory" or "NRTL" means a qualified private organization that meets the requirements of the Occupational Safety and Health Administration's (OSHA) regulations. NRTLs perform independent safety testing and product certification. Each NRTL shall meet the requirements as set forth by OSHA in the NRTL program.

"Parallel Operation" or "Parallel" means the sustained state of operation over 100 milliseconds, which occurs when a small generator facility is connected electrically to the electric distribution system and thus has the ability for electricity to flow from the small generator facility to the electric distribution system.

"PJM Interconnection" means the regional transmission organization that is regulated by the Federal Energy Regulatory Commission and functionally controls the transmission system for the region that includes the District of Columbia.

"Point of Common Coupling" means the point where the small generator facility is electrically connected to the electric distribution system. Point of common coupling is has the same meaning as defined in 3.1.13 of IEEE Standard 1547.

"Primary Line" means a distribution line rated at greater than 600 volts.

"Production Test" is defined in IEEE Standard 1547.

"Queue Position" means the order of a valid interconnection request, relative to all other pending valid interconnection requests, that is established based upon the date and time of receipt of the valid interconnection request by the EDC.

"Radial Distribution Circuit" means a circuit configuration where independent feeders branch out radially from a common source of supply. From the standpoint of a utility system, the area described is between the generating source or intervening substations and the customer's entrance equipment. A radial distribution system is the most common type of connection between a utility and load in which power flows in one direction from the utility to the load.

"Scoping Meeting" means a meeting between representatives of the interconnection customer and EDC conducted for the purpose of discussing alternative interconnection options, exchanging information including any electric distribution system data and earlier study evaluations that would be reasonably expected to impact interconnection options, analyzing information, and determining the potential feasible points of interconnection.

"Secondary Line" means a service line subsequent to the primary line that is rated for 600 volts or less, also referred to as the customer's service line.

"Shared Transformer" means a transformer that supplies secondary source voltage to more than one customer.

"Small Generator Facility" means the equipment used by an interconnection customer to generate or store electricity that operates in parallel with the electric distribution system and, for the purposes of this standard, is rated 10 MW or less. A small generator facility typically includes an electric generator, prime mover, and the interconnection equipment required to safely interconnect with the electric distribution system or local electric power system.

"Spot Network" means a type of electric distribution system that uses two or more inter- tied transformers to supply an electrical network circuit. A spot network is generally used to supply power to a single customer or a small group of customers. Spot network has the same meaning as the term distribution secondary spot networks defined in 4.1.4.2 of IEEE Standard 1547.

"Standard Agreement for Interconnection of Small Generator Facilities, Interconnection Agreement, or Agreement" means a set of standard forms of interconnection agreements approved by the Commission which are applicable to interconnection requests pertaining to small generating facilities. The agreement between the Interconnection Customer and the EDC, which governs the connection of the Small Generator Facility to the EDC's Electric Distribution System, as well as the ongoing operation of the Small Generator Facility after it is connected to the EDC's Electric Distribution System.

"UL Standard 1741" means Underwriters Laboratories' standard titled "Inverters Converters, and Controllers for Use in Independent Power Systems", as amended and supplemented at the time the interconnection request is submitted.

"Witness Test" means verification (either by an on-site observation or review of documents) by the EDC that the installation evaluation required by IEEE Standard 1547 Section 5.3 and the commissioning test required by IEEE Standard 1547 Section 5.4 have been adequately performed. For interconnection equipment that has not been certified, the witness test shall also include the verification by the EDC of the on-site design tests as required by IEEE Standard 1547 Section 5.1 and verification by the EDC of production tests required by IEEE Standard 1547 Section 5.2. All tests verified by the EDC are to be performed in accordance with the applicable test procedures specified by IEEE Standard 1547.1.

SOURCE: As amended by Final Rulemaking published at 56 DCR 1415, 1418 (February 13, 2009).

3602 CUSTOMER SERVICE STANDARDS

3602.1 The electric utility shall maintain a customer service (walk-in) office physically located in the District of Columbia.

3602.2 The electric utility shall answer seventy (70) percent of all customer phone calls received within thirty (30) seconds and shall maintain records delineating customer phone calls answered by a utility representative or an automated operator system. The electric utility shall measure and report on the average customer wait time of a customer transferred from an automated operator system to a utility representative.

3602.3 The utility's statistics concerning customer calls answered shall exclude calls made during periods of major telecommunication failures, periods of labor disruptions and periods of major service outage.

3602.4 If the utility fails to meet the Section 3602.2 standard, it shall be required to develop a corrective action plan.

3602.5 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.2, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.6 Progress on current corrective action plans shall be included in the utility's annual Consolidated Report.

3602.7 The utility shall report the actual call center performance during the reporting period in the annual Consolidated Report of the following year.

3602.8 The utility shall maintain a call abandonment rate below ten (10) percent.

3602.9 The utility's call abandonment statistics shall exclude calls made during periods of major telecommunication failures, periods of labor disruption and periods of major service outage.

3602.10 If the utility fails to meet the standard set in Section 3602.8, it shall be required to develop a corrective action plan.

3602.11 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.8, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.12 Progress on any current corrective action plans will be included in the utility's annual Consolidated Report.

3602.13 The utility shall report the actual performance obtained during the reporting period in the annual Consolidated Report of the following year.

3602.14 The utility shall complete installation of new residential service requests within ten (10) business days of the start date for the new installation.

3602.15 The start date for new installations shall be designated as the first business day after all of the following events have taken place;

(a) The customers' valid billing information is received;

(b) The site is ready for service (cleared, graded, staked, etc.);

(c) The service connection fee is paid;

(d) The electrical inspection is received;

(e) The security deposit is paid;

(f) All mainline primary and transformers are installed;

(g) Any required public space excavation is completed;

(h) Any delays due to weather emergencies do not intervene;

(i) All right-of-way and permits are obtained; and

(j) In the case of net metering facilities, all the applicable contract terms and conditions are met.

3602.16 The utility shall regularly report on its performance pursuant to Section 3602.14 every six (6) months. The report shall be submitted to the Commission forty-five (45) days following the reporting period, starting with the six (6) month reporting period following the EQSS' adoption in Title 15 of the DCMR.

3602.17 After four (4) Section 3602.16 reports have been submitted, the frequency of the reporting may be changed by the Commission.

3602.18 The Section 3602.16 report shall clearly state the total number of new residential service installation requests received during the relevant reporting period, and of the new residential installation service requests received, the percentage of new residential service connections that were completed in accordance with Section 3602.14.

3602.19 If the utility fails to meet the standard set in Section 3602.14, it shall be required to develop a corrective action plan.

3602.20 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.14, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.21 Progress on any current corrective action plans will be included in the utility's annual Consolidated Report.

3602.22 The utility shall report the actual performance obtained during the reporting period in the annual Consolidated Report of the following year.

3602.23 If, on an annual basis, the electric utility fails to inform at least ninety (90) percent of Level 1 interconnection applicants whether their applications are complete or incomplete and indicate what materials, if any, are missing within ten (10) business days in accordance with 15 D.C.M.R. § 4004.3(a), it shall be required to develop a corrective action plan.

3602.24 The corrective action plan shall describe the cause(s) of the electric utility's non-compliance with Section 3602.23, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.25 Progress on current corrective action plans shall be included in the electric utility's annual Consolidated Report.

3602.26 The electric utility shall report the actual performance of compliance with 15 D.C.M.R. § 4004.3(a) during the reporting period in the annual Consolidated Report of the following year.

3602.27 If, on an annual basis, the electric utility fails to verify that the Level 1 small generator facility equipment can be interconnected safely and reliably, provide an interconnection agreement to the customer and, if necessary, conduct a spot or area network impact study, as required in 15 D.C.M.R. § 4004.3(c), at least ninety (90) percent of the time, it shall be required to develop a corrective action plan.

3602.28 The corrective action plan shall describe the cause(s) of the electric utility's non-compliance with Section 3602.27, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.29 Progress on current corrective action plans shall be included in the electric utility's annual Consolidated Report.

3602.30 The electric utility shall report the actual performance of compliance with 15 D.C.M.R. § 4004.3(c) during the reporting period in the annual Consolidated Report of the following year.

3602.31 If, on an annual basis, the electric utility fails to issue at least ninety (90) percent of all Authorizations to Operate in the Level 1 interconnection process within the twenty (20) business days after the interconnection customer satisfies the requirements of 15 D.C.M.R. § 4004.4, as required in 15 D.C.M.R. § 4004.3(d), it shall be required to develop a corrective action plan.

3602.32 The corrective action plan shall describe the cause(s) of the electric utility's non-compliance with Section 3602.31, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).

3602.33 Progress on current corrective action plans shall be included in the electric utility's annual Consolidated Report.

3602.34 The electric utility shall report the actual performance of compliance with 15 D.C.M.R. § 4004.3(d) during the reporting period in the annual Consolidated Report of the following year.

SOURCE: Final Rulemaking published at 54 DCR 9376 (September 28, 2007); as amended by Final Rulemaking published at 55 DCR 1943 (February 29, 2008).

CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's Request for Notice of Proposed Rulemaking was served this 18th day of July 2016 on all parties in Formal Case No. 1119 by electronic mail.

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