

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

**ORDER**

**September 8, 2017**

**PEPCCR-2017-01, IN THE MATTER OF THE POTOMAC ELECTRIC POWER  
COMPANY'S QUARTERLY CALL CENTER – CUSTOMER CARE REPORT, Order No.  
19095**

**I. INTRODUCTION**

1. By this Order, the Public Service Commission of the District of Columbia (“Commission”) grants the Potomac Electric Power Company’s (“Pepco” or “Company”) motion to discontinue certain quarterly reporting requirements relating to Pepco’s customer call center operations.

**II. BACKGROUND**

2. On September 27, 2012, the Commission issued Order No. 16930 in *Formal Case No. 1087* in which, the Commission expressed concern about, among other matters, Pepco’s customer call center quality of service and directed Pepco to file quarterly reports that would allow the Commission to monitor and assess Pepco’s future improvements in its customer call center operations.<sup>1</sup> On October 31, 2012, Pepco filed an application for reconsideration and clarification of Order No. 16930.<sup>2</sup> On the same date, the Office of the People’s Counsel also filed an application for reconsideration of Order No. 16930.<sup>3</sup>

3. On December 26, 2012, the Commission issued Order No. 17027 in which it reaffirmed its decision that Pepco provide quarterly reports on an on-going basis showing monthly

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<sup>1</sup> *Formal Case No. 1087, In the Matter of the Application of the Potomac Electric Power Company for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service (“Formal Case No. 1087”), Order No. 16930, rel. September 27, 2012 (“Order No. 16930”) at ¶¶ 229-230.*

<sup>2</sup> *Formal Case No. 1087, Application of Potomac Electric Power Company for Reconsideration and Clarification of Order No. 16930, filed October 31, 2012.*

<sup>3</sup> *Formal Case No. 1087, Office of the People’s Counsel’s Application for Reconsideration of Order No. 16930, filed October 31, 2012.*

call volume and staffing levels (including both contract and direct employees) in its customer call center.<sup>4</sup> Pepco filed its first Quarterly Call Center - Customer Care Report on April 30, 2013.<sup>5</sup>

4. The quarterly reports include the monthly volume of complaints, broken out by type of complaint, including those related to major service outages; provide separate statistics about calls that come from Pepco's District of Columbia ("District") customers and those that come from its Maryland customers; and includes a separately-labeled section containing actions taken by Pepco to adjust the "current practice and configuration of the Call Center" to ensure improved call service for District customers, over and above the minimum service standards prescribed in the Commission's rules.<sup>6</sup>

5. On July 26, 2017, Pepco filed a Motion to Discontinue Reporting Requirements ("Motion") requesting that it be allowed to discontinue the quarterly reporting on its call center customer care.<sup>7</sup> In its Motion, Pepco describes that since it began filing its quarterly call center reports in 2013, no party has filed comments or otherwise expressed concerns about the measures or statistics being reported.<sup>8</sup> Pepco also indicates that it separately reports in its quarterly Electricity Quality of Service Standards ("EQSS") filings<sup>9</sup> on several call center performance metrics, including its call abandonment rate and a telephone service factor.<sup>10</sup> For these reasons, Pepco requests that it be allowed to discontinue the quarterly call center reporting required by Order Nos. 16930 and 17027. No responses were filed to Pepco's Motion.

### III. DECISION

6. The Commission finds that good cause exists to grant Pepco's Motion. As Pepco represents, the Company's EQSS Reports on its call center operations substantially overlap the reporting required by Order Nos. 16930 and 17027. Moreover, Pepco's EQSS reporting on its call center operations includes a requirement that the Company submit corrective action plans for deficient performance, a requirement that is not otherwise set forth in Order Nos. 16930 and 17027. Therefore, granting Pepco's Motion will eliminate unnecessary duplication without adversely impacting the Commission's ability to monitor and, as necessary, impose remedial actions with

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<sup>4</sup> *Formal Case No. 1087*, Order No. 17027, rel. December 26, 2012 ("Order No. 17027") at ¶ 15.

<sup>5</sup> *Formal Case No. 1087*, Quarterly Call Center – Customer Care Report of the Potomac Electric Power Company, filed April 30, 2013.

<sup>6</sup> *See* 15 DCMR §§ 3602, *et seq.* (2008).

<sup>7</sup> *PEPCCR-2017-01, Motion of the Potomac Electric Power Company to Discontinue Reporting Requirements*, filed July 26, 2017 ("Pepco's Motion").

<sup>8</sup> Pepco's Motion at 1.

<sup>9</sup> Pepco's Motion at 1.

<sup>10</sup> *See* 15 DCMR. §§ 3602.8 and 3602.2 (2011).

respect to Pepco's customer care provided through its call center. Accordingly, Pepco's motion is granted.

**THEREFORE, IT IS ORDERED THAT:**

7. The Potomac Electric Power Company's Motion to Discontinue Call Center Reporting Requirements required by Order Nos. 16930 and 17027 is **GRANTED**.

**A TRUE COPY:**

**BY DIRECTION OF THE COMMISSION:**

A handwritten signature in black ink, reading "Brinda Westbrook-Sedgwick". The signature is written in a cursive, flowing style.

**CHIEF CLERK:**

**BRINDA WESTBROOK-SEDGWICK  
COMMISSION SECRETARY**