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March 27, 2018

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: <u>Formal Case Nos. 1086 and 1119</u>

Dear Ms. Westbrook-Sedgwick:

Enclosed please find Potomac Electric Power Company's ("Pepco") Annual Direct Load Control ("DLC") Program Report in compliance with Order No. 17469, issued April 29, 2014, in the above-referenced proceeding. In addition, as part of the merger commitments approved by the Public Service Commission of the District of Columbia ("Commission") in Order No. 18148, Paragraph 113 of Attachment B, Pepco committed to maintaining and promoting energy efficiency and demand response programs consistent with the direction and approval of the Commission as well as District and federal law. Pepco submits that the DLC program is evidence of this commitment and will continue to operate the program consistent with Commission direction.

Please feel free to contact me if you have any questions regarding this matter.

Sincerely,

Dennis P. Jamouneau

Enclosure

cc: All Parties of Record

District of Columbia
Residential Air Conditioner Direct Load Control Program

Annual Performance Report

January – December 2017

Formal Case No. 1086

Submitted by: Potomac Electric Power Company
On: March 27, 2018

Milestones

1. Program Authorization: The Residential Air Conditioner Direct Load Control (DLC) Program was approved November 3, 2011 in Order No. 16602, Formal Case No. 1086.

2. Launch of the Program Website and Program: The website was operational on March 30, 2012 and the customer education materials were created and produced to begin the launch and mailing of the materials in Q2 2012.

3. Completion of the Program Build-out Goal: As reported in the Q3 2013 report, Pepco completed the installation of 26,654 devices prior to September 30, 2013 which exceeded the build-out goal of 25,250 devices by December 30, 2013.

4. Final Formal Evaluation Report (Phase I): Pepco filed this report on April 2, 2014, pursuant to Order No. 16602.

5. Acceptance of Annual Report Proposal: The Commission accepted Pepco's proposal to file Annual DLC Reports on April 1, 2014 through Order No. 17661. Reports must be filed by March 31 of each year.

6. Approval of Phase II: The Commission approved Pepco's proposal for Phase II of its Direct Load Control Program on October 16, 2015 through Order No. 18003, Formal Case No. 1086.

7. Year-end 2016: As of December 31, 2016, Pepco has installed 32,330 devices.

8. Year-end 2017: As of December 31, 2017, Pepco has installed 32,503 devices.

Numerical Goals and Status

- At the end of 2017, 28,046 participants have been enrolled and 32,503 devices have been installed in the program, exceeding the program build-out target. Of those, 25,386 participants and 28,900 devices were active at the end of 2017. The difference between enrolled and active represents customers who left the program or defaulted out of the program. A default occurs when a previously active customer moves from their premise and the premise remains vacant.

- Table 1 lists the original planned program-to-date installation goals by quarter as well as the revised installation plans and actual installations. Although the Company has ceased active recruitment into the program, it continues to install devices for customers who voluntarily enroll and 173 devices were installed in 2017.

Table 1
Installation Goals

	Target Installations	Revised Target Installations as of 9/30/2012	Actual Installations
1Q 2012	-	-	-
2Q 2012	1,825	1,122	1,122
3Q 2012	5,400	3,160	3,160
4Q 2012	5,400	4,200	3,019
Total	**12,625**	**8,482**	**7,301**
1Q 2013	6,320	5,700	7,301
2Q 2013	6,305	5,700	5,008
3Q 2013	-	5,368	7,044
4Q 2013	-	-	739
Total	**12,625**	**16,768**	**20,092**
1Q 2014	-	-	1,294
2Q 2014			486
3Q 2014			552
4Q 2014			968
Total	-	-	**3,300**
1Q 2015	-	-	436
2Q 2015			613
3Q 2015			295
4Q 2015			163
Total	-	-	**1,507**
1Q 2016	-	-	32
2Q 2016			27
3Q 2016			54
4Q 2016			25
Total	-	-	**138**
1Q 2017	-	-	51
2Q 2017			48
3Q 2017			48
4Q 2017			26
Total	-	-	**173**
Total	**25,250**	**25,250**	**32,503**

*In the 2016 DC DLC report filed with the Commission on March 31, 2017, the number of installed devices (program to date) reported was 32,338. Subsequently, that number was adjusted to 32,330 based on administrative corrections to installation work orders. This true up reduced the total number of devices installed by 8.

Customer Education/Awareness and Program Implementation

1. In 2012, the program team launched the website, and implemented a recruitment campaign that included direct mail sent to customers and former Kilowatchers' participants and separate direct mail sent to segmented customer groups using targeted messaging, plus emails, door-to-door educational recruitments and community outreach.
2. In 2013, the program team continued direct mail to targeted customers, emails, door-to-door recruitment, and community outreach, and added bill inserts, news releases, marketing newsletters, instant installs via door-to-door program representatives, and outbound calling, plus an advertising campaign using Web and print ads, and radio and TV spots.
3. In 2014, as the installation goal had been met at the end of 2013, active recruitment was not undertaken, except for pre-season letters sent to retain customer awareness, and news releases and website notifications issued prior to Peak Savings Day curtailment events. Participation requests continued to come in from prior-year recruitment tactics and from word of mouth referrals.
4. In 2015, minimal recruitment activities were conducted. The program team followed the customer education plan that was implemented in 2014.
5. In 2016 as in 2015, minimal recruitment activities were conducted. The program team followed the customer education plan that was implemented in 2014.
6. On July 25, 2017, in Order No. 18846, the Commission directed Pepco to discontinue active recruitment. Active recruitment had begun to decline in 2014, after the installation goal was met at the end of 2013, and the current Statement of Work with the vendor reflects that active recruitment has ceased completely.

Changes in Program (Goals, Incentives, Tasks, Schedules and Plans)

1. No contractor employees of the EWR program are residents of the District of Columbia.

2. Pepco is not actively recruiting customers at this time, but will continue to install devices for any customers who choose to enroll in the program via the website or telephone.

3. On September 19, 2014, Pepco filed with the Commission a proposal for the next phase of the program that includes the years 2014 through 2017. This "Phase II" filing was approved on October 16, 2015 through Order No. 18003.

4. On July 25, 2017, in Order No. 18846, the Commission approved Pepco's recovery of costs related to the DLC program and permitted Pepco to continue the program in 2018. However, Order No. 18846 also directed Pepco to discontinue active recruitment and file a report by September 25, 2017 to explain Pepco's plans to reduce program costs and detail its plans for DLC in future years.

5. On September 25, 2017, Pepco made a filing in compliance with Order No. 18846. See below.

Customers Leaving Program and Reasons for Leaving

In 2017, 255 customers left the program. Table 2 indicates the number of customers leaving and the reasons they provided to Pepco. This table does not include the number of premises that were vacant on December 31, 2017. These premises are inactive until the new resident moves in, which triggers re-activation of the premise into the program.

Table 2

Reason	A	B	C	D	E	F	G	H	I	J	K	L	M	Total
1Q 2012														0
2Q 2012	1				2									3
3Q 2012	2	1	4	6	1	1			1				2	18
4Q 2012	1		3	14	1			1					21	41
Total	**4**	**1**	**7**	**20**	**4**	**1**	**0**	**1**	**1**	**0**	**0**	**0**	**23**	**62**
1Q 2013	5	1		52	19	2	6	3	1	2			88	179
2Q 2013	3			3	12	3	6	1		17	7	74	44	170
3Q 2013				1	5	1	1	3		13	2	47	8	81
4Q 2013	3		6	12	2	3	3	4	1			62		96
Total	**11**	**1**	**6**	**68**	**38**	**9**	**16**	**11**	**2**	**32**	**9**	**183**	**140**	**526**
1Q 2014					1	1					14		2	18
2Q 2014	3				3						68	2	2	78
3Q 2014	1				1						44	3	2	51
4Q 2014											6	1		7
Total	**4**	**0**	**0**	**0**	**5**	**1**	**0**	**0**	**0**	**0**	**132**	**6**	**6**	**154**
1Q 2015	2							1			6			9
2Q 2015					1			2			27		1	31
3Q 2015	2				2						25	1	2	32
4Q 2015	1							1			4	1		7
Total	**5**	**0**	**0**	**0**	**3**	**0**	**0**	**4**	**0**	**0**	**62**	**2**	**3**	**79**
1Q 2016									1		11			12
2Q 2016			1		1						7		5	14
3Q 2016	4	1			2				1		47		9	64
4Q 2016	1				2				1		5			9
Total	**5**	**1**	**1**	**0**	**5**	**0**	**0**	**0**	**3**		**70**	**0**	**14**	**99**
1Q 2017			1		1	23		1		1	11	2		40
2Q 2017	1				3	34	1			4	38	2	32	115
3Q 2017	5			1	5	24		1	2	1	27	4	4	74
4Q 2017	2		1			6				4	10	3		26
Total	**8**	**0**	**2**	**1**	**9**	**87**	**1**	**2**	**2**	**10**	**86**	**11**	**36**	**255**
Total	**37**	**3**	**16**	**89**	**64**	**98**	**17**	**18**	**8**	**42**	**359**	**202**	**222**	**1175**

Customer-Stated Reasons for Leaving the Program

A. Customer uncomfortable with temperature in home
B. Incentive not worth the discomfort they are experiencing
C. T-stat too complicated
D. Customer misunderstood program requirements
E. Health condition
F. HVAC contractor recommended removal
G. Utility bill is higher
H. Landlord requested removal
I. Moving
J. Customer equipment failure
K. Changed mind
L. No longer interested
M. Other

Customers Requesting Change in Cycling Level and Reason for Change

In 2017, 1,057 customers modified their preferred cycling level – 766 increased and 291 decreased their cycling level participation. The customers did not provide a specific reason for the change in their level of cycling.

Number of Cycling Events

As shown in Table 3, five cycling events were activated in 2017.

Table 3

Date	Start Time	End Time	# of Hours	PJM Emergency	Type of Event	Comments
4/24/2017	10:00	13:00	3	No	System Test	
6/22/2017	12:00	3:30	3.5	No	PHI	Harvard substation only; 342 devices
7/13/2017	1400	1800	4	No	PHI	
7/21/2017	1300	1700	4	No	PHI	
10/18/2017	1400	1500	1	No	PJM Test	

Customer Complaints for Overrides

None.

Number of Customers who have Used Two Overrides

One.

Number of Customers who Requested Change in Cycling Level After Reaching Two Overrides

None.

Issues Relating to AMI Communications Network

None.

PJM Market Participation Data Affecting Program Earnings

PJM market revenues received in 2017 amounted to $785,514 .

Program Cost Data

Table 4 provides program cost details by quarter and program to date through 2017 with the original projections for 2013-2015. This table has been expanded to include the Phase II approved years of 2017 and 2018 as well as the revised budget for 2014 and 2015.

Table 4

Residential Air Conditioner Direct Load Control (DLC) Program
Quarterly Performance Report
Through December 2017 &
2018 Quarterly Budget

	O&M		Capital		Marketing		Customer Installation Credit		Customer Annual Incentives		Residential Demand Response Total		
	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Variance
2011 Totals	**$ 256,300**	**$ 25,000**	**$ -**	**$ -**	**$ 318,902**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 575,202**	**$ 25,000**	**$ (550,202)**
2012 Totals	**$ 795,131**	**$ 384,586**	**$ 2,797,700**	**$1,244,003**	**$ 1,594,508**	**$1,396,293**	**$ 511,313**	**$ 212,037**	**$ 217,000**	**$ 84,807**	**$ 5,915,652**	**$ 3,321,726**	**#########**
2013 Totals	**$ 929,062**	**$ 487,636**	**$ 4,029,700**	**#######**	**$ 2,156,265**	**$2,461,980**	**$ 735,313**	**$ 653,403**	**$ 1,000,000**	**$ 721,684**	**$ 8,850,340**	**$ 7,187,712**	**#########**
1Q 2014	$ 156,425	$ 102,909	$ 96,309	$ 276,047	$ 87,113	$ 314,739	$ 16,200	$ 41,320	$ -	$ 556	$ 356,046	$ 735,571	$ 379,525
2Q 2014	$ 156,425	$ 78,088	$ 96,309	$ 189,607	$ 87,113	$ 75,055	$ 16,200	$ 28,025	$ 169,917	$ 176,358	$ 525,963	$ 547,133	$ 21,170
3Q 2014	$ 156,425	$ 76,257	$ 96,309	$ 122,955	$ 87,113	$ 142,497	$ 16,200	$ 8,985	$ 509,752	$ 523,185	$ 865,798	$ 873,879	$ 8,081
4Q 2014	$ 156,425	$ 72,346	$ 96,309	$ 182,597	$ 87,113	$ 161,824	$ 16,200	$ 27,240	$ 169,917	$ 179,940	$ 525,963	$ 623,947	$ 97,984
2014 Totals *	**$ 625,699**	**$ 329,600**	**$ 385,234**	**$ 771,206**	**$ 348,452**	**$ 694,115**	**$ 64,800**	**$ 105,570**	**$ 849,586**	**$ 880,039**	**$ 2,273,771**	**$ 2,780,530**	**$ 506,759**
1Q 2015	$ 190,457	$ 77,164	28,893	$ 65,452	$ 83,820	$ 84,064	$ 4,860	$ 45,945	$ -	$ -	$ 308,030	$ 272,625	$ (35,405)
2Q 2015	$ 190,457	$ 136,193	28,893	$ 134,683	$ 83,820	$ 157,077	$ 4,860	$ 17,145	$ 171,471	$ 166,292	$ 479,500	$ 611,390	$ 131,890
3Q 2015	$ 190,457	$ 119,690	28,893	$ 56,641	$ 83,820	$ 114,059	$ 4,860	$ 9,751	$ 514,412	$ 548,130	$ 822,442	$ 848,271	$ 25,829
4Q 2015	$ 190,457	$ 111,882	28,893	$ 36,288	$ 83,820	$ 145,444	$ 4,860	$ 5,723	$ 171,471	$ 206,448	$ 479,500	$ 505,785	$ 26,285
2015 Totals *	**$ 761,829**	**$ 444,929**	**$ 115,570**	**$ 293,064**	**$ 335,279**	**$ 500,644**	**$ 19,440**	**$ 78,564**	**$ 857,354**	**$ 920,870**	**$ 2,089,472**	**$ 2,238,071**	**$ 148,599**
1Q 2016	$ 167,988	**$ 101,325**	$ 28,892	**$ 13,127**	$ 84,022	**$ 17,876**	$ 4,860	**$ 1,245**	**$ -**	**$ (141)**	$ 285,762	$ 133,432	$ (152,330)
2Q 2016	$ 167,988	**$ 110,052**	$ 28,892	**$ 11,317**	$ 84,023	**$ 116,824**	$ 4,860	**$ 1,095**	$ 172,997	**$ 169,077**	$ 458,760	$ 408,365	$ (50,395)
3Q 2016	$ 167,988	**$ 117,832**	$ 28,893	**$ 14,676**	$ 84,023	**$ 58,985**	$ 4,860	**$ 2,343**	$ 518,992	**$ 500,235**	$ 804,756	$ 694,071	$ (110,685)
4Q 2016	$ 167,988	**$ 111,532**	$ 28,893	**$ 16,800**	$ 84,023	**$ 136,546**	$ 4,860	**$ 1,232**	$ 172,997	**$ 187,386**	$ 458,761	$ 453,496	$ (5,265)
2016 Totals	**$ 671,952**	**$ 440,741**	**$ 115,570**	**$ 55,920**	**$ 336,091**	**$ 330,231**	**$ 19,440**	**$ 5,915**	**$ 864,986**	**$ 856,557**	**$ 2,008,039**	**$ 1,689,364**	**$ (318,675)**
1Q 2017	$ 170,726	**$ 106,581**	$ 28,892	**$ 18,150**	$ 84,222	**$ 32,335**	$ 4,860	**$ 2,295**	**$ -**	**$ (120)**	**$ 288,700**	**$ 159,240**	**$ (129,460)**
2Q 2017	$ 170,726	**$ 130,359**	$ 28,892	**$ 9,113**	$ 84,222	**$ 128,978**	$ 4,860	**$ 2,355**	$ 174,497	**$ 170,343**	**$ 463,197**	**$ 441,148**	**$ (22,049)**
3Q 2017	$ 170,726	**$ 119,631**	$ 28,893	**$ 8,914**	$ 84,222	**$ 77,123**	$ 4,860	**$ 2,448**	$ 523,491	**$ 515,001**	**$ 812,192**	**$ 723,117**	**$ (89,075)**
4Q 2017	$ 170,726	**$ 110,797**	$ 28,893	**$ 18,156**	$ 84,222	**$ 87,084**	$ 4,860	**$ 1,245**	$ 174,497	**$ 194,586**	**$ 463,198**	**$ 411,868**	**$ (51,329)**
2017 Totals	**$ 682,903**	**$ 467,368**	**$ 115,570**	**$ 54,333**	**$ 336,889**	**$ 325,519**	**$ 19,440**	**$ 8,343**	**$ 872,486**	**$ 879,810**	**$ 2,027,288**	**$ 1,735,374**	**$ (291,914)**
1Q 2018	$ 134,007		$ 13,045		$ 23,240		$ 4,092		$ -		$ 174,384		
2Q 2018	$ 145,549		$ 11,246		$ 87,341		$ 3,599		$ 171,806		$ 419,540		
3Q 2018	$ 155,839		$ 14,584		$ 44,099		$ 7,700		$ 509,537		$ 731,760		
4Q 2018	$ 147,507		$ 16,695		$ 92,209		$ 4,049		$ 191,143		$ 451,604		
2018 Total	$ 582,903		$ 55,570		$ 246,889		$ 19,440		$ 872,486		$ 1,777,288		
Program **	**$ 4,663,934**	**#######**	**$ 6,061,217**	**$5,281,535**	**$ 5,156,158**	**#######**	**$ 1,089,910**	**$1,063,832**	**$ 5,401,705**	**$ 4,343,767**	**########**	**$ 18,977,777**	**#########**

* 2014 and 2015 budgets were revised per the approval of the Phase II Program in Order 18003, Formal Case 1086 on October 16, 2015

** The program budget total for each cost category is comprised of the actual spend in 2011 and 2012 plus the budgeted annual cost for 2013 through 2017. See the 2012 Fourth Quarter report, dated January 30, 2013, for details of the reallocated funds.

Program Cost Data Notes

1. Consistent with the approved program Tariff, projected costs for Customer Annual Incentives were added for 2012 and later.

2. The Company recouped $3.7 million from the ARRA grant. This amount exceeds the $3.55 million that was anticipated. ARRA proceeds reduce the costs of the program and the amounts sought by the Company for recovery in future distribution base rate cases(s).

3. The spending for 2017 was less than the budgeted amount. The program costs are still less than the forecasted spend for the program through 2017 by approximately $3.4 million.

Follow Up to Order No. 18846

As stated above, Order No. 18846 directed Pepco, within 60 days of the order, to identify steps the Company has taken or will take to reduce the costs of the DLC program and its plans going forward. On September 25, 2017, Pepco filed a letter explaining its efforts at controlling DLC costs, as well as its plan going forward for the program. Below are the items identified in the September 25, 2017 letter, each with an update (as applicable) on the current status.

1. **Cessation of Active Participant Recruiting**
   Status: Active recruiting has ceased and the reduced overall program costs are reflected in the budget found in Table 4 including O&M, Capital and Marketing.

2. **Reduction in Quantity of DLC Marketing Materials**
   Status: Post-season Participation letters have been removed from the schedule for 2018 and those savings are reflected in the Marketing column of the budget found in Table 4.

3. **Modify DLC Bill Credits**
   Status: Participant Market Research Focus Groups are planned to occur during October 2018 to explore customer acceptance of credit modifications, including ongoing program credits and installation credit.

4. **PJM Stakeholder Process – Market Opportunities for Residential DLC Programs**
   Status: Pepco has continued to monitor the evolution of PJM wholesale market participation of demand response programs. The Company and its Exelon affiliates supported approval of the PJM charter (Summer Only Demand Response Senior Task Force) to examine possible adjustments to the PJM load forecast to reflect demand response reductions. This charter was approved by the PJM Market Reliability Committee on February 22, 2018.

5. **Maximize PJM Capacity and Energy Market Earnings**
   Status: On June 8, 2017, Pepco filed a letter with the Commission providing updates on the status of the PJM markets. As stated in the June 8, 2017 letter, beginning with the PJM Delivery Year 2020/21, all capacity products (including eligible demand response and energy efficiency derived demand reductions) must meet the year around availability requirements of Capacity Performance or be paired with another seasonal resource. As a result of this capacity market change, available demand reductions from Pepco's direct

load control program must be matched with a winter seasonal capacity resource in PJM Delivery Year 2020/2021. The aggregation of seasonal capacity products permits summer demand-side resources to be paired with winter capacity market resources and participate in the May 2017 BRA as Capacity Performance. Similar to 2017, Pepco and the other Exelon Utilities issued a Request for Proposals ("RFP") on March 23, 2018 seeking winter PJM qualified capacity resources interested in aggregating with Pepco's summer resources prior to the May 2018 Base Residual Auction for PJM Delivery Year 2021/2022. Proposals are due from interested parties by April 9, 2018.

6. **Meet with the District of Columbia Sustainable Energy Utility on the Integration of Other Smart Thermostats in Pepco's DLC program and Other Similar Initiatives**
   Status: Pepco has met with the SEU on several occasions since the issuance of Order No. 18846. While these meetings have not resolved how or whether the smart thermostat units offered in an SEU program could be incorporated into Pepco's DLC program, the Company appreciates the SEU's willingness to closely coordinate and continue dialogues regarding Pepco and SEU initiatives.

7. **Explore use of EWR Program to Defer Additional Distribution System Construction and Reliably Supply Electricity**
   Status: EWR distribution deferral pilot is planned for Pepco Maryland service territory during the summer of 2018. Maryland Commission approval pending. Pilot study results expected to be available in 2019.

8. **Use of DLC Program Thermostats to Better Manage Customer Electricity Consumption**
   Status: Continue to support web based smart thermostat programming. . Customers can access their web-programmable thermostat through the Company's Self-Service Mobile App. Offering customers a Wi-Fi web-programmable thermostat, by request and in situations where the paging signal does not reach the thermostat location. Evaluating a BYOT 'Bring your own Thermostat' program to offer customers more thermostat choice. This program would run in conjunction with the existing DLC program platform. Refer also to item 6, above.

CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's Annual Direct Load Control Program Report was served this Tuesday, March 27, 2018 on all parties in Formal Case Nos. 1086 and 1119 by electronic mail or first-class mail, postage prepaid.

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