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November 15, 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: Case No. 982**

Dear Ms. Westbrook-Sedgwick:

Enclosed for filing is the 6-Month Power Quality Report of Potomac Electric Power Company in response to the Notice of Final Rulemaking Electric Quality Service Standards as published April 27, 2012, in the above-reference proceeding.

Please contact me if you have any further questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrea H. Harper", written in a cursive style.

Andrea H. Harper

Enclosures

cc: All Parties of Record

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

**IN THE MATTER OF**

**The Investigation of Potomac  
Electric Power Company Regarding  
Interruption to Energy Service**

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**Formal Case No. 982**

**POWER QUALITY REPORT OF  
POTOMAC ELECTRIC POWER COMPANY  
IN RESPONSE TO NOTICE OF FINAL RULEMAKING  
ELECTRIC QUALITY SERVICE STANDARDS**

Potomac Electric Power Company (“Pepco”; “Company”), submits this Power Quality Report in response to Section 3601.23 in the Notice of Final Rulemaking (“NOFR”) on the Electricity Quality of Service Standards (“EQSS”), dated February 29, 2008. In the NOFR, Section 3601.23 states,


*The utility shall report on its Section 3601.21 records every six (6) months. The reports shall be submitted to the Commission forty-five days following the reporting period, starting with the six (6) month reporting period following the EQSS’ adoption within Title 15 of the District of Columbia Municipal Regulations (DCMR).*

Further, Section 3601.24 states,

*The report submitted pursuant to Section 3601.23 shall exclude complaints resolved by the initial response of a trouble crew.*

The April 1, 2018 – September 30, 2018 Power Quality Report is provided as Appendix A and Appendix B.

Respectfully submitted,  
**POTOMAC ELECTRIC POWER COMPANY**

By   
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November 15, 2018

## **APPENDIX A**

## **Appendix A**

### **FC No. 982 – Electricity Quality of Service Standards**

#### **Power Quality Report.**

**Reporting Period: April 1, 2018 – September 30, 2018**

#### **Report Content Requirements – Section 3601.21**

*The utility shall record the number of power quality complaints received, the types of complaints received, the results of any subsequent investigations and the corrective actions taken, and the time it took to resolve the customer's problem.*

The number of power quality complaints received: 19

Complaint types received include flickering lights, surges, low or high voltages, voltage spikes and other. See Table 1, Complaint Types by Category.

**Table 1: Complaint Types By Category**

Flickering Lights	10	53%
Surges	0	0%
Low Voltages	1	5%
High Voltages	2	10%
Voltage Spikes	0	0%
Other	6	<u>32%</u>
		100%

The results of subsequent investigations and corrective actions include but are not limited to installing recording voltmeters to check for voltage inconsistencies, remaking service connections to service poles, replacing service wire, checking transformer leads and informing customers of the results of the investigations. Details of the *results of subsequent investigations and the corrective actions taken* are shown in Appendix B.

The time taken to resolve the customer's problem is shown in Table 2, Time Taken to Resolve Customer's Problem. Note, the number of days to resolve the power quality complaint may not reflect the number of days that it took to complete the actual work but rather, the number of days it took to complete the job AND the number of days it took for the customer to be notified. In many instances, the work is completed and it takes several days to contact the customer to inform them of the work status in order to close out the job. The job may also require equipment replacement, redesign of services and construction. Dates will reflect that time as well.

Table 2: Time Taken to Resolve Customer's Problem

<u>Month / Year</u>	<u>Number of Complaints Received</u>	<u>Average Time to Resolve Complaint (Days)</u>
Apr-18	2	42
May-18	0	NA
Jun-18	5	43
Jul-18	3	50
Aug-18	4	42
Sep-18	5	24
	<u>19</u>	

Average number of days to resolve (all complaints): 39

The status of the three remaining jobs that were not resolved as noted in Appendix B of this report will be updated in Pepco's May 15, 2019 filing to include the days to resolve complaints for these jobs.

## **APPENDIX B**

**Power Quality Complaints Received - District of Columbia**

<b>WO No.</b>	<b>Complaint Type</b>	<b>Results of Subsequent Investigations</b>	<b>Corrective Actions</b>	<b>Resolution Time (Days)</b>	<b>Date Received</b>	<b>Date Completed</b>
4/26/2018	Other	Installed recording meter, voltage 124/247 steady with added load. Need to replace Transformer and secondary.			04/26/18	
60381898	Flickering Lights	Installed volt meter at 3 phase. Voltages found within limits.	Advised customer. Customer satisfied.	42	04/26/18	06/07/18



Power Quality Complaints Received - District of Columbia

Complaint		Results of Subsequent	Corrective	Resolution	Date	Date
WO No.	Type	Investigations	Actions	Time (Days)	Received	Completed

NONE

**Power Quality Complaints Received - District of Columbia**

<b>WO No.</b>	<b>Complaint Type</b>	<b>Results of Subsequent Investigations</b>	<b>Corrective Actions</b>	<b>Resolution Time (Days)</b>	<b>Date Received</b>	<b>Date Completed</b>
60406956	Flickering Lights	Installed recording meter. Voltages found good. No issues found.	No work needed. Advised customer.	19	06/27/18	07/16/18
60406394	Other	Installed voltmeter. Monitored customer for 13 weeks with no issues discovered. Tracked secondaries to transformer. No issues found.	Advised customer that the problem is not on Pepco side.	106	6/26/2018	10/10/2018
60406580	Flickering Lights	Performed voltage test and load study on circuit. No issues found.	Informed customer. Customer satisfied.	2	6/25/2018	6/27/2018
60399145	Flickering Lights	Installed voltage meter, monitored for 4 days. Voltages found within limits.	Informed customer. Customer satisfied.	4	6/14/2018	6/18/2018
60398231	Other	Customer complained of loss of feeder. Installed voltage meter. Performed 3 load study tests. Found settings on switchgear at minimum and feeder transfer switch on lowest setting.	Advised customer to make adjustments to tolerance voltage level and increase feeder transfer time to 3 minutes. Electrician made adjustments and has no more problems.	83	6/8/2018	8/30/2018

**Power Quality Complaints Received - District of Columbia**

<b>WO No.</b>	<b>Complaint Type</b>	<b>Results of Subsequent Investigations</b>	<b>Corrective Actions</b>	<b>Resolution Time (Days)</b>	<b>Date Received</b>	<b>Date Completed</b>
60418704	Other	Voltages checked okay. Problem is on customer side. Tests indicate that house has an open neutral.	Equipment taken out of service and corrected all problems. No further work needed.	100	07/25/18	11/02/18
60416728	Flickering Lights	Customer states lights flicker when some appliances are in use. Found overloaded transformer. Recommend to split buss and add transformer.			7/12/2018	
60415340	Low Voltage	Customer states that half of house loses power at times. Upon inspection found that inside electrical receptacles were overloaded. After removal of some items from receptacles, no more issues.	Customer satisfied.	1	7/3/2018	7/4/2018

**Power Quality Complaints Received - District of Columbia**

<b>WO No.</b>	<b>Complaint Type</b>	<b>Results of Subsequent Investigations</b>	<b>Corrective Actions</b>	<b>Resolution Time (Days)</b>	<b>Date Received</b>	<b>Date Completed</b>
60425145	Flickering Lights	Customer states problems when refrigerator is plugged in. Installed recording meter, found no problem on Pepco side. Investigated meter box. Found burned jaw in meter box.	Advised customer to have meter box serviced.	40	08/22/18	10/01/18
60425036	High Voltage	Installed power recorder. Voltages found within limits. No problem found.	Advised customer.	6	8/21/2018	8/27/2018
60425146	High Voltage	Customer concerned about a surge that occurred. Possibly caused by lightening. Found new 3 phase bank of transformers and new connections at service pole. Installed voltage meter, found voltages within limitations. No issues found at this time.	Advised customer.	30	8/22/2018	9/21/2018
60423347	Flickering Lights	Conducted long term voltage monitoring. Found no voltage issues. Voltages were within limits.	Advised customer.	92	8/13/2018	11/13/2018

**Power Quality Complaints Received - District of Columbia**

<b>WO No.</b>	<b>Complaint Type</b>	<b>Results of Subsequent Investigations</b>	<b>Corrective Actions</b>	<b>Resolution Time (Days)</b>	<b>Date Received</b>	<b>Date Completed</b>
60454252	Flickering Lights	Customer states that customer and neighbors experience flickering lights when using hair dryer etc. Found that transformer should be replaced.			9/17/2018	
60475376	High Voltage	Installed recording meter. Found readings within limits.	Found that problem is on customer side. Informed customer, no further work needed.	12	09/26/18	10/08/18
60454253	Flickering Lights	Customer states that lights flickered a few times in the last couple months. Installed recording meter to determine when problem occurring.	No problems found, voltage found within limits. No further work needed, advised customer.	22	9/17/2018	10/9/2018
60475379	Other	Monitored customer service for 16 days. Installed test device. Left several door tags requesting that customer contact us. No response. No issues found as result of tests.	No issues found, no work needed. Job closed.	42	9/26/2018	11/7/2018
60475375	Flickering Lights	Conducted load test, found no voltage change. Dug up mole.	Found URD fault, mole burned up. Made repairs. No further issues.	19	9/26/2018	10/15/2018

## CERTIFICATE OF SERVICE

I hereby certify that a copy of the 6-Month Power Quality Report of Potomac Electric Power Company was served, this November 15, 2018 on all parties in Formal Case No. 982 by electronic mail.

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