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May 14, 2019

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

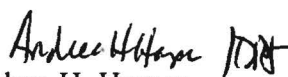
Re: Formal Case 982

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-referenced proceeding.

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

Sincerely,


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 October 1, 2018 – March 31, 2019 Power Quality Report is provided as Appendix A and Appendix B.

Respectfully submitted,
POTOMAC ELECTRIC POWER COMPANY

By Andrea H. Harper
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May 14, 2019

APPENDIX A

Appendix A

FC No. 982 – Electricity Quality of Service Standards

Power Quality Report.

Reporting Period: October 1, 2018 – March 31, 2019

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: 17

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	8	47%
Surges	2	11%
Low Voltages	3	18%
High Voltages	0	0%
Voltage Spikes	1	6%
Other	3	<u>18%</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>
Oct-18	9	32
Nov-18	1	33
Dec-18	2	53
Jan-19	3	40
Feb-19	0	0
Mar-19	2	23
	<u>17</u>	

Average number of days to resolve (all complaints): 30

APPENDIX B

APPENDIX B

Power Quality Complaints Received - District of Columbia

WO No.	Complaint Type	Results of Subsequent Investigations	Corrective Actions	Resolution Time (Days)	Date Received	Date Completed
60484046	Flickering Lights	Measured voltages.	Voltages found within Pepco limits. Customer stated issue was resolved when their heat pump was reset. No further work needed.	14	10/8/2018	10/22/2018
60486602	Low Voltage	Monitored voltages. Found within Pepco limits. Customer had leaking roof that was causing water to short out a plug outlet inside. Electrician also found bad circuit breaker in main panel.	No further work by Pepco needed. Customer advised.	15	10/16/2018	10/31/2018
60484599	Other	Voltage checked line and load. Customer hears noise coming from electrical outlets. Customer had open neutral (4volt flight) in SEC.	Removed tree branch from service. Customer is in need of a heavy-up. Customer satisfied that issue is in SEC and there is no need to consult with an electrician.	0	10/9/2018	10/9/2018
60484044	Flickering Lights	Checked voltage meter loadside. Recorded voltages found within limits. Found loose connections.	Repaired loose connections. No further issues.	22	10/8/2018	10/30/2018
60484001	Flickering Lights	Installed voltmeter on 10/18, removed it 10/29. Data shows voltages out of Pepco limits.	Recommend house be rearranged to feed off of different transformer. This will correct problem. Recommendation made to engineering. Customer satisfied.	56	10/5/2018	11/30/2018
60487633	Flickering Lights	Installed voltmeter and left door tag for customer to call back. Good voltages found at meter and manhole. Found defect in meter box.	Cstomer electrician made repairs to defect inside meter box. Customer stated no further issues.	53	10/25/2018	12/17/2018
60487284	Flickering Lights	Conducted various testing and monitoring on service for 10 days. No issues found on Pepco side.	Customer satisfied with all findings.	22	10/22/2018	11/13/2018
60487634	Other	Found bad neutral.	Found smart meter upside down, flipped it back over and problem was resolved. Customer satisfied.	10	10/25/2018	11/4/2018
60487333	Low Voltage	Customer states that they lost power and sound while stage play was in progress. Found solar generating panel equipmenet tied in with 2 network transformers. Voltage and load were indicated at both switchgear and monitors installed.	Investigated and found that that the thresholds for the solar requirements set by the solar company were not the thresholds aproved by Pepco. The solar company made adjustments and problem has not occurred since then.	100	10/23/2018	1/31/2019

APPENDIX B

Power Quality Complaints Received - District of Columbia

WO No.	Complaint Type	Results of Subsequent Investigations	Corrective Actions	Resolution Time (Days)	Date Received	Date Completed
60489327	Flickering Lights	Checked voltages with and without load. Checked connections. Found bad connection in customers meter stack. Unable to tighten connection in stack.	Needs to be replaced by electrician. Advised customer. No further Pepco action needed at this time.	33	11/7/2018	12/10/2018

APPENDIX B

Power Quality Complaints Received - District of Columbia

WO No.	Complaint Type	Results of Subsequent Investigations	Corrective Actions	Resolution Time (Days)	Date Received	Date Completed
60504240	Other	Voltages tested. Found blown B phase limiter.	Made repairs. Customer satisfied.	18	12/14/2018	1/1/2019
60505	Surges	Installed recording meters on the two network transformers servicing the customer. Found two new 250 kva transformers. Found to be within limits.	Advised customer. No further action required.	87	12/22/2018	3/19/2019

APPENDIX B

Power Quality Complaints Received - District of Columbia

WO No.	Complaint Type	Results of Subsequent Investigations	Corrective Actions	Resolution Time (Days)	Date Received	Date Completed
60506008	Flickering Lights	Checked voltages in manhole service hole, checked good. Checked high lugs in meter, tight and secure. Unable to gain access to rear of home/meter.	Multiple attempts made to contact customer. Left voicemail and door tag. No response from customer. Closed.	41	1/29/2019	3/11/2019
60503108	Surges	Checked voltages and conducted load test. Voltage found steady under load. Reviewed data.	Feeder is in process of being attended to. Customer understands and is satisfied at this time.	31	1/5/2019	2/5/2019
60503461	Flickering Lights	Checked voltages and conducted load test at meter. Found voltages within range. No shift in voltages with load.	Removed slack out of OH triplex. Informed customer of findings. Customer stated no longer having issues.	48	1/4/2019	2/21/2019

APPENDIX B

Power Quality Complaints Received - District of Columbia

WO No.	Complaint Type	Results of Subsequent Investigations	Corrective Actions	Resolution Time (Days)	Date Received	Date Completed
		NONE		0		

APPENDIX B

Power Quality Complaints Received - District of Columbia

WO No.	Complaint Type	Results of Subsequent Investigations	Corrective Actions	Resolution Time (Days)	Date Received	Date Completed
15863357 03	Voltage Spikes	Customer states 500+ volts on crane computer. Voltage recorder installed, no problems found.	No further work needed.	14	3/6/2019	3/20/2019
15863357 02	Low Voltage	Customer states lights dim occasionally. Building management does not know which tenant or apartment reported it. Voltage monitoring done at main buildings wathour meter stack. No adverse voltages were recorded.	Management office was advised, no further work necessary.	33	3/6/2019	4/8/2019

CERTIFICATE OF SERVICE

I hereby certify that a copy of the 6-Month Power Quality Report of Potomac Electric Power Company was served, this May 14, 2019 on all parties in Formal Case No. 982 by electronic mail.

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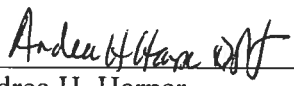
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