

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

ORDER

November 13, 2019

RM37-2017-01- NATURAL GAS QUALITY OF SERVICE STANDARDS AND RELIABILITY PERFORMANCE; and

FORMAL CASE NO. 977, IN THE MATTER OF THE INVESTIGATION INTO THE QUALITY OF SERVICE OF WASHINGTON GAS LIGHT COMPANY, DISTRICT OF COLUMBIA DIVISION, IN THE DISTRICT OF COLUMBIA, Order No. 20254

I. INTRODUCTION

1. By this Order, the Public Service Commission of the District of Columbia (“Commission”) adopts final amendments to Chapter 37 of Title 15 of the District of Columbia Municipal Regulations (“DCMR”), commonly referred to as the Natural Gas Quality of Service Standards and Reliability Performance (“NGQSS”) rules. The rules in Attachment A shall become effective upon publication of the Notice of Final Rulemaking (“NOFR”) in the *D.C. Register*. Washington Gas Light Company (“WGL”) shall have until April 30, 2020, to fully implement the reporting requirements of Sections 3701, 3702 and 3703 and to come into full compliance with the revised rules in Chapter 37 of Title 15 of the District of Columbia Municipal Regulations. The Billing Error Notification provisions in Section 3706 of the rules will be relocated to Chapter 3 of Title 15 of the DCMR. Therefore, the Commission will issue a Notice of Proposed Rulemaking (“NOPR”) revising Chapter 3 to include these provisions.

II. BACKGROUND

2. In September 2009, the Commission adopted the NGQSS with the goal of ensuring that the natural gas utility and natural gas service providers maintained an adequate level of quality, reliability, and safety in the provision of natural gas service to District of Columbia (“District”) customers.¹ Pursuant to the NGQSS rules, the natural gas utility and natural gas service providers are required to file quarterly and annual reports with the Commission detailing their compliance with the quality of service and reliability standards.² Since the implementation of these rules, WGL has filed NGQSS Reports which, among other things, have demonstrated the Company’s level of compliance with the rules.

¹ See 56 *D.C. Reg.* 7646 (September 25, 2009). See also, 15 *DCMR* §§ 3700-3799 (2009).

² 15 *DCMR*. §§ 3708.1 and 3708.2 (2009), as amended (2012).

3. By Order No. 19293, the Commission recognized that certain provisions of the quality of service standards needed to be amended due to WGL's inability to meet the requirement of Subsection 3702.2 concerning response times for gas leaks and customer-reported odor complaints.³ Therefore, the Commission initiated a rulemaking to review the NGQSS rules, and in particular, to amend § 3702.2 by allowing WGL to respond to all gas leaks and customer-reported odor complaints on a monthly average basis.⁴

4. On August 11, 2017,⁵ and March 9, 2018,⁶ NOPRs were published in the *D.C. Register* to address, among other things, the performance standards for response times for gas leaks and customer-reported odor complaints, and the reliability performance measures. Throughout the process, WGL and the Retail Energy Supply Association ("RESA") filed comments and or reply comments to the NOPRs.⁷ The Commission convened five technical conferences on October 31, 2017, April 18, 2018, May 17, 2018, July 20, 2018, and August 6, 2018, and developed recommendations concerning the leak response prescriptions, the various reporting and repairing requirements, and the new or revised definitions for safety priorities (Code Orders, Leak Grades, Service Outages). On July 2, 2018, WGL filed an Implementation Plan detailing how it plans to comply with the reporting requirements for the proposed rules.⁸ On May 14, 2019, WGL filed a public Implementation Plan.⁹ WGL filed an Updated Implementation Plan on August 14, 2019.¹⁰

5. After full consideration of the matters addressed at the technical conferences, review of the comments and reply comments, and review of WGL's proposed Implementation Plan, the Commission published a Third NOPR on November 30, 2018.¹¹ The Third NOPR

³ *Formal Case No. 977, In the Matter of the Investigation into the Quality of Service of Washington Gas Light Company, District of Columbia Division, in the District of Columbia, ("Formal Case No. 977")* Order No. 19293, ¶10, rel. March 9, 2018, citing *Formal Case No. 977*, Order No. 17385, ¶ 60, rel. February 25, 2014.

⁴ *Formal Case No. 977*, Order No. 19293, ¶ 10.

⁵ 64 *D.C. Reg.* 7960-7983 (August 11, 2017).

⁶ 65 *D.C. Reg.* 2483-2507 (March 9, 2018).

⁷ *Formal Case No. 977*, Washington Gas Light Company's Comments on the August 11, 2017, Notice of Proposed Rulemaking, filed September 11, 2017 ("WGL's 1st Comments"); *Formal Case No. 977*, Retail Energy Association's Reply Comments to Proposed Amendments to Chapter 37 of Title 15 of the DCMR, filed September 26, 2017 ("RESA's Reply Comments"); and *Formal Case No. 977*, Washington Gas Light Company's Comments on the March 9, 2018, Notice of Proposed Rulemaking, filed April 9, 2018. ("WGL's 2nd Comments").

⁸ *Formal Case No. 977*, Washington Gas Light Company's Confidential Implementation Plan, filed July 3, 2018 ("IP").

⁹ *Formal Case No. 977*, Washington Gas Light Company's Public Version of its IT Implementation Plan, filed May 14, 2019 ("WGL's Public IP").

¹⁰ *Formal Case No. 977*, Washington Gas Light Company's Updated Implementation Plan, filed August 14, 2019 ("WGL's IP Update").

¹¹ 65 *D.C. Reg.* 13227 - 13255 (November 30, 2018).

primarily amended the definitions section to add two new terms: 1) Limited Service Outage(s); and 2) Reportable Service Outage(s). On December 31, 2018, WGL filed Comments to the Third NOPR.¹² No reply comments were filed.

III. DISCUSSION

A. Chapter 37 Overview

6. Chapter 37 establishes the standards and requirements for ensuring that the Natural Gas Utility and Natural Gas Service Providers operating in the District meet an adequate level of quality, reliability, and safety in the provision of natural gas service to District customers. Each of the sections in this prospective amended Chapter 37 is summarized below.

7. **Section 3700 PURPOSE AND APPLICABILITY.** This section provides that the rules in the chapter apply to the Natural Gas Utility and Natural Gas Service Providers operating in the District of Columbia. In addition, the section requires all NGQSS reports, studies, surveys, or filings to be filed with the Commission.

8. **Section 3701 REPORTING REQUIREMENTS FOR REPORTABLE AND LIMITED SERVICE OUTAGES AND GAS INCIDENTS.** This section describes what constitutes a Limited Service Outage, a Reportable Service Outage, and a Gas Incident. In addition, this section: 1) requires the Natural Gas Utility report all Limited and Reportable Service Outages, and Gas Incidents; 2) identifies the information to be reported; and 3) sets forth the reporting requirements.

9. **Section 3702 REPORTING AND REPAIRING REQUIREMENTS FOR GAS LEAKS AND ODOR COMPLAINTS.** This section requires that the Natural Gas Utility's leak detection, classification, and repair personnel meet the Federal training requirements for natural gas operations, maintenance and emergencies. In addition, it requires the Natural Gas Utility to respond to (be at the site of) all Code Orders¹³ within a specified time period to assess the severity

¹² *Formal Case No. 977*, Washington Gas Light Company's Comments on the November 30, 2018, Notice of Proposed Rulemaking, filed December 31, 2018 ("WGL's 3rd Comments").

¹³ Code Orders are defined in Section 3799 (Definitions) as follows:

Code 1 Orders – gas leak or customer reported odor complaint calls involving a strong gas leak, carbon monoxide, illness, broken service main or gaslight, fire in progress, explosion, uncontrolled appliance heat, steam or noise, gas blowing or hissing, second call, or pressure alarm.

Code 2 Orders – gas leak or customer reported odor complaint calls involving a “medium” gas leak, or noise.

Code 3 Orders – gas leak or customer reported odor complaint calls involving a “slight” gas leak.

of the gas leak and/or odor complaint. Section 3702 also provides information on categorizing gas leaks as Grade 1¹⁴, 2¹⁵, or 3.¹⁶

10. **Section 3703 REPORTING AND RESPONDING REQUIREMENTS FOR GAS EMERGENCIES.** This section directs the Natural Gas Utility to immediately dispatch personnel to the site of Gas Emergencies and to arrive within fifty (50) minutes of receiving the emergency call. In addition, it requires that Gas Emergencies be reported to the Commission's Office of Enforcement and Compliance ("OCE") and the Office of the People's Counsel ("OPC") at the earliest time practicable but not later than thirty (30) minutes from when dispatch has been informed that an emergency has occurred.

11. **Section 3704 CUSTOMER SERVICE STANDARDS, CUSTOMER SURVEYS, SERVICE PROVISIONING.** This section requires the Natural Gas Utility to maintain a customer service office located in the District of Columbia. In addition, the Natural Gas Utility is required to, among other things: (a) conduct annual surveys to assess customer satisfaction; (b) gather data and report statistics regarding the number of service calls met on the same day requested or scheduled; (c) gather data on the percentage of meters that are actually read by the company on a monthly basis; (d) perform customer requested meter tests on a timely basis; (e) answer at least seventy percent (70%) of all customer phone calls within thirty (30) seconds and maintain records of the same; and (f) meet the ninety-five percent (95%) completion rate for new residential installation service requests.

12. **Section 3705 RELIABILITY STANDARDS, LOW PRESSURE WATER FILTRATION, UNDERGROUND DAMAGE PREVENTION, LOST TIME ACCIDENTS OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA) 300 LOG.** This section requires the Natural Gas Utility to establish a Gas Main risk ranking index to determine its Gas Main segments most in need of improvements or replacement in an effort to eliminate segments most susceptible to leakage, excavation damage, failure, supply interruptions or failure to meet minimum design pressure and volume deliverability requirements.

13. **Section 3706 BILLING ERROR.** This section requires the Natural Gas Utility and Natural Gas Service Providers to inform the Commission and OPC, within one (1) business day of knowledge of a billing error that affects one hundred (100) or more customers or two percent (2%) or more of its customer base.

14. **Section 3707 COMPLIANCE REPORTING.** This section requires the Natural Gas Utility and Natural Gas Service Providers to collect and retain accurate data demonstrating compliance with Chapter 37. In addition, the Natural Gas Utility and Natural Gas Service Providers are required to file the compliance data pursuant to a schedule.

¹⁴ Grade 1: A leak that presents an immediate or probable hazard to person(s) or property and requires immediate repair or continuous action until the conditions are no longer hazardous.

¹⁵ Grade 2: A leak that is recognized as being non-hazardous at the time of detection, but requires scheduled repair based on probable future hazard.

¹⁶ Grade 3: A leak that is non-hazardous at the time of detection and can be reasonably expected to remain non-hazardous.

15. **Section 3708 PENALTIES.** This section notes that failure to comply with the natural gas quality of service standards may result in penalties in accordance with D.C. Code Section 34-706.

B. NOPRs

16. The three NOPRs published in the *D.C. Register* provided several amendments to the Chapter 37 rules. The NOPRs amended and clarified, among other things; (1) the Reporting Requirements for Reportable and Limited Service Outages and Gas Incidents (§ 3701); (2) the Reporting and Repairing Requirements for Gas Leaks and Odor Complaints (§ 3702); (3) Reporting and Responding Requirements for Gas Emergencies; (4) Customer Service Standards, Customer Surveys, Service Provisioning (§ 3704); (5) Reliability Standards, Low Pressure Water Infiltration, Underground Damage Prevention, Lost Time Accidents Occupational Safety & Health Administration (OSHA) 300 Log (§ 3705); (6) Compliance Reporting (§3707); (7) Penalties (§ 3708); and (8) Definitions (§ 3799).¹⁷

C. Comments and Reply Comments

17. **WGL:** WGL's comments on the first NOPR primarily opposed proposed penalty provisions for failing to comply with prescribed performance levels. WGL indicated that "[a]ny proposed standard(s) that is seeking prudent commitment of resources to improve current performance should not be subject to penalty for non-performance, until such time as the utility fails to prudently commit and develop the resources to achieve such improvement."¹⁸ The Company requested a technical conference to discuss the proposed rules, to reach a consensus with any commenters and Commission Staff on the proposed standards, and to review the potential consequences, costs and limitations presented by the proposed rulemaking.¹⁹ Some of the specific concerns WGL sought to address in the technical conference were: (a) the definitions and the reporting threshold for the reporting requirements for Reportable Service Outages (formerly Major Service Outage) and Limited Service Outages in § 3701; (b) the revised timeframes for reporting and repairing requirements for gas leaks and odor complaints in § 3702; and (c) the standards for new installations as set forth in § 3704.

18. In response to the Second and Third NOPRs, WGL asserted generally that "some of the proposed rules are overly broad and burdensome and/or would not enhance the Company's performance or provide additional value in the Commission's oversight"; and that the Company will need a reasonable period to adjust its processes for reporting the incidents enumerated in §

¹⁷ See 64 *D.C. Reg.* 7960-7983 (August 11, 2017) ("First NOPR"); 65 *D.C. Reg.* 2483-2507 (March 9, 2018) ("Second NOPR"); and 65 *D.C. Reg.* 13227 - 13255 (November 30, 2018) ("Third NOPR").

¹⁸ WGL's 1st Comments at 2.

¹⁹ WGL's 1st Comments at 2.

3701.²⁰ The Company requested an opportunity to submit plans to implement necessary improvements to facilitate reporting on various provisions of the rules.²¹ Lastly, WGL suggested that the Commission modify § 3702.2 to allow for an overall annual response time when reporting.²²

19. After several technical conferences were held and the Third NOPR was published, the Company noted that it no longer had objections to § 3701 as proposed but it would need a reasonable period to adjust its processes for reporting incidents enumerated in § 3701.²³ Thus, WGL requested a waiver of the provisions for reporting Reportable and Limited Service Outages until it can implement process changes for reporting purposes.²⁴ In addition, the Company proposed revisions to § 3705.1 that would limit the reporting in this subsection to the information that is currently provided in *Formal Case No. 1115* (PROJECTpipes) regarding Gas Main segments and associated services which are most in need of improvement or replacement. The Company's proposed revisions would also move any references to gas pressure, water infiltration and volume deliverability requirements from § 3705.1 into § 3705.2.²⁵

20. **RESA:** RESA's reply comments noted that the Billing Error notifications requirement in § 3706 is problematic because requiring notification to the Commission and the OPC within one business day of discovering or being notified of a billing error is a tight reporting deadline. According to RESA, other departments and/or even vendors may need to be consulted to obtain the relevant data and to determine customer impacts in order to fully understand the situation that occurred. RESA contended that the process and gathering those facts and details can take longer than one business day, even for suppliers that are doing their best to adhere to the rule.²⁶ RESA recommended that the rule be amended to allow for notice to be provided within a few days.²⁷

²⁰ WGL's 2nd Comments at 1-2; WGL's 3rd Comments at 1-2.

²¹ WGL's 2nd Comments at 1-2; WGL's 3rd Comments at 1-2.

²² WGL's 1st Comments at 12-13.

²³ WGL's 3rd Comments at 2.

²⁴ WGL's 3rd Comments at 2.

²⁵ WGL's 3rd Comments at 4-6.

²⁶ RESA's Reply Comments at 1-2.

²⁷ RESA's Reply Comments at 2.

D. WGL's Implementation Plan and Update

21. WGL states that, in an effort to develop an Implementation Plan ("IP") for the reporting requirements needed to comply with the Commission's requirements as imposed by the NOPR, the Company convened a series of workshops with employees and technology providers and performed a "high level gap analyses" on the functionality of existing applications and reporting capabilities.²⁸ Two proposals were received and WGL determined that more in-depth discussions with solution providers were necessary.²⁹

22. The Company's IP emphasizes that the NOPR requires three broad areas of work: (1) Outage Management (i.e., notifications to the Commission and OPC); (2) Odor and Gas Leak Reporting and Repairs; and (3) Gas Emergency reporting. WGL notes that at a high level, the Company's proposed project schedule addresses the changes needed to its systems that would allow the Company to comply with the reporting requirements. In addition, the Company's IP indicates that the necessary system changes will be delivered in phases.³⁰ WGL proposes a project schedule with an estimated completion date of February 2020.³¹

23. In the Company's Updated IP, WGL states that "it continues to advance its technical capabilities, as well as hiring additional staff, consistent with the initiatives outlined in the July 2018 implementation plan with the clear mandate of meeting all reporting requirements"³² The Company notes that "to ensure active management of, and adherence to, reporting requirements," WGL: (a) is hiring, or has hired, additional resources in Operations and Dispatch and UO Systems & Support business units; (b) has dedicated data management resources in its Information Technology team; and (c) implemented a critical event notification system for internal support teams to be utilized for incident reporting requirements.³³

24. With respect to the system dependencies (i.e., numerous IT enterprise initiatives supporting *Formal Case No. 977* reporting requirements) noted in the July 2018 Implementation Plan, WGL states that the Company recently completed upgrades to the work management system. In addition, WGL introduced new data warehouse capabilities which allows for the collection of service orders and leak data used for WGL's operational analysis and reporting.³⁴ The Company

²⁸ WGL's Public IP at 1.

²⁹ WGL's Public IP at 1.

³⁰ WGL's Public IP at 1.

³¹ WGL's Public IP at 2.

³² WGL's IP Update at 1.

³³ WGL's IP Update at 1.

³⁴ WGL's IP Update at 1.

indicates that automation that supports field personnel is ongoing with implementation forecasted for 2020 through 2021.³⁵

25. The Updated IP includes the status of the Project Calendar Schedule and Major Milestones as noted in the charts below. The Company indicates that the majority of the tasks are on schedule but several elements (design, build, test, deploy and Field Management Software) are scheduled to be completed in April 2020, thus later than WGL's original estimated completion date of February 2020. The Company also proposes some Interim Reporting requirements in the Updated IP.³⁶

Phase	Projected Completion	Status
Project Planning	August - December 2018	Completed
Outage Management Workshops	January - March 2019	Completed
Outage Management Design, Build, Test, Deployment (3701)	July - September 2019	Pending
Commission Requirement 2 Workshops (3702)	May - September 2019	Underway
Commission Requirement 3 Workshops (3703)	July - November 2019	Pending
Commission Requirement 4 Workshops (3704)	July - November 2019	Pending
Commission Requirements 2 & 3 Design, Build, Test, Deploy	November 2019 - April 2020	Pending
Commission Requirements 4 Design, Build, Test, Deploy	October - December 2019	Pending
Recruit, Hire & Train Delivery Team	May 2019 - November 2019	Pending

Phase (Implementation Plan)	Projected Completion	Status
Work Management- Underground	October 2018	Completed
Field Management Software	April 2021	Pending
Geographic Mapping System (GIS)	March 2020	Pending
Data Warehouse	November 2018	Completed

26. WGL also states that it will continue to optimize its systems and processes to accommodate the revised reporting requirements by using a combination of system automation, data management and manual process integration to provide the Commission with the required

³⁵ WGL's IP Update at 1- 2.

³⁶ WGL's IP at 2.

reporting.³⁷ The Company asserts that, in implementing these initiatives, it has incurred costs of \$7M.³⁸

IV. DECISION

27. After reviewing several WGL Annual NGQSS Reports, the Commission determined that certain provisions of the natural gas quality of service standards needed to be amended.³⁹ As a result, the Commission published three NOPRs in the *D.C. Register* to adjust, enhance, or add new requirements for the provision of natural gas service in the District of Columbia. The Commission now considers the parties' comments to the NOPRs by each section.

A. Section 3701 Reporting Requirements for Limited and Reportable Service Outages and Gas Incidents

28. WGL expressed its concerns with the Commission's replacement of the terms "Non-major and Major service outages" with the terms "Limited and Reportable Service Outages" in the definitions section and the effect of those changes on the reporting requirements for service outages contained in § 3701 of the NOPR.⁴⁰ The proposed rules define Non-major service outages and Major service outages as follows:

Non-major service outages: "customer service outages caused by the failure of devices such as pressure regulators, underground excavation damage, or meter freeze-ups lasting more than eight (8) hours, regardless of how many customers are affected; or customer service outages affecting over 25 but fewer than 2,500 customers, regardless of duration."

Major service outages: "customer interruption occurrences and durations during time periods when 2% or more (2,500) of the natural gas utility's District of Columbia customers are without service and the restoration effort due to this service outage takes more than twenty-four (24) hours."

29. In the First NOPR, the terminology for outages was changed from Non-major to Limited and from Major to Reportable to make our rules more consistent with the language

³⁷ IP Update at 2.

³⁸ IP Update at 1.

³⁹ *Formal Case 977*, Order No. 17385, ¶ 60, rel. February 25, 2014. As early as October 2011, WGL notified the Commission that it could not meet the 100% compliance requirement of Subsection 3702.2 and began advocating for a monthly averaging response time as compared to the percentages prescribed by Subsection 3702.2. *See Formal Case No. 977*, WGL's Response to Order No. 16555, filed October 6, 2011.

⁴⁰ 65 *D.C. Reg.* 13227-13255 (November 30, 2018).

commonly used in the natural gas industry. However, in the First NOPR, the term “Limited Service Outage(s)” was defined as an outage affecting less than twenty-five (25) customers and lasting more than eight (8) hours; and “Reportable Service Outage(s)” was an outage affecting more than twenty-five (25) customers and lasting more than eight (8) hours. WGL expressed concern that the reporting requirements in § 3701 for these types of outages would be overly burdensome and would take away from the Company performing safety repairs. In an effort to ensure that WGL continued making safety repairs in a timely manner while also reporting service outages, the Commission modified the proposed rules. Limited and Reportable Service Outages in Section 3799 of the final rules shall be defined as follows:

Limited Service Outage(s) (LSO) – customer service outage(s) caused by failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infrastructure affecting 25 to 100 customers and lasting more than 8 hours.

Reportable Service Outage(s) – customer service outage(s) caused by failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infrastructure affecting more than 100 customers and lasting more than eight (8) hours; or any outage occurring at a Master-Metered Apartment Building (as defined in 15 DCMR § 499.1) affecting more than 100 residential units.

30. After revising the definitions for Limited Service Outages and Reportable Service Outages by narrowing the number of affected customers, we find that there is no need to make changes to the reporting requirements in the proposed rules. The reporting requirements as proposed reflect a reasoned approach to reporting service outages and strike a balance between the Commission’s need for information to ensure safe and reliable natural gas services for customers in the District of Columbia, and the Company’s need to manage resources when addressing service outages. Accordingly, the final version of Subsection 3701.5(a) shall state as follows:

The Natural Gas Utility shall report Reportable Service Outage(s) affecting more than 100 customers and lasting more than 8 hours on the Natural Gas Utility’s side of the gas pipeline or occurring at a Master-Metered Apartment Building affecting more than 100 residential units.

The final version of Subsection 3701.7 (a) shall state as follows:

The Natural Gas Utility shall report Limited Service Outage(s) affecting 25 to 100 customers and lasting more than 8 hours on the Natural Gas Utility’s Pipeline distribution system prior to the meter.

B. Section 3702 - Reporting and Repairing Requirements for Gas Leaks and Odor Complaints

31. Since the Gas Leaks and Odor Complaints reporting rules became final in 2009, there has been no instance in which WGL has achieved full compliance with the response time requirements of § 3702.2. The current rules require WGL to be at the site of all gas leaks or odor complaints within 50 minutes for Code 1 Orders, 60 minutes for Code 2 Orders, or not later than 95 minutes for Code 3 Orders, of when dispatch is informed.⁴¹ The Commission has interpreted compliance strictly and has determined that any failure to meet the time lines is a violation of the NGQSS rules. However, under the current rules, WGL is expected to be at the site of gas leaks or odor complaints by a time certain without any consideration for factors outside the Company's control, such as unexpected traffic when traveling from one quadrant of the City to another. The proposed amendments provide, among other things, that WGL on a **monthly average** basis, be at the site of all Code 1, Code 2, or Code 3 Orders within 30 minutes, 50 minutes, and 90 minutes, respectively, of when dispatch is informed. This section also provides qualifiers regarding the percent of calls that can fall outside of the monthly average response times. Specifically, Code 1, Code 2, and Code 3 Orders allow for no more than 3 percent, 10 percent, and 20 percent of the overall monthly response times to be over 50 minutes, 75 minutes, and 90 minutes with no event occurring more than 2 hours, 4 hours, and 6 hours, respectively. We believe that evaluating WGL's performance based on monthly averages is a more reasonable basis upon which to assess WGL performance in meeting our quality of service standards. Section 3702 shall state in relevant part:

The Natural Gas Utility shall:

- (a) Respond to (be at the site of) all Code 1 Orders within thirty (30) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than three (3) percent of the overall monthly response times over fifty (50) minutes and no single event response time exceeding two (2) hours;

⁴¹ 15 DCMR § 3702.2 (2009) states:

The natural gas utility shall respond to (be at the site of) all gas leaks or customer reported odor complaint calls involving a **strong gas leak**, ..., within **fifty (50) minutes** after the utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours. The natural gas utility shall respond to (be at the site of) all gas leaks or customer reported odor complaint calls involving a **"medium" gas leak**, ..., within **sixty (60) minutes** after the utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours. For gas leaks and customer reported odor complaint calls involving a **"slight" gas leak**, ..., a response shall involve making a determination as to the severity of the gas leaks and/or reported odor complaints and indicating to the customer/caller when a representative will be at the site, but not later than **ninety-five (95) minutes** after the utility's dispatch has been informed about the leak and/or odor complaint The natural gas utility shall provide explanations if these time limits are exceeded. [Emphasis added]

- (b) Respond to (be at the site of) all Code 2 Orders within sixty (60) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than ten (10) percent of the overall monthly response times over seventy-five (75) minutes and no single event response time exceeding four (4) hours;
- (c) Respond to all Code 3 Orders, by making a determination as to the severity of the gas leaks and/or reported odor complaints and indicate to the customer/caller when a representative will be at the site, provided that on a monthly average basis, a representative will be at the site not later than ninety (90) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business and non-business hours; with no more than twenty (20) percent of the overall monthly response times over ninety (90) minutes and no single event response time exceeding six (6) hours; and

....

C. Section 3703 Reporting and Repairing Requirements for Gas Emergencies

32. The substantive amendments to Section 3703 were primarily enhancements made to the information contained in telephone, email, and written reports that the Natural Gas Utility provides for Gas Emergencies. The amendments clarify the minimum information to be included in the natural gas quality of service reports such as a description of the Gas Emergency, the dates when it began and ended, street address/ward/quadrant where the Gas Emergency occurred, pipe size, material, pressure and type of pipe involved. Because there were no specific comments regarding the proposed amendments, the Commission adopts the proposed amendments as final. Subsections 3703.3 and 3703.6 shall read as follows:

3703.3 Each telephone and e-mail report of a Gas Emergency shall state clearly, at a minimum, the following information:

- (a) A description of the Gas Emergency;
- (b) The dates when the Gas Emergency began and ended;
- (c) The location of the Gas Emergency, including street address and intersection, the ward(s) and/or quadrant(s) where the Gas Emergency occurred and the name of the person making the report and contact information;
- (d) Pipe size, material, pressure and type of gas pipeline involved;

- (e) The estimated number of customers impacted by the Gas Emergency, and street shutdowns, if known;
- (f) A preliminary assessment as to the cause of the Gas Emergency, if known;
- (g) The time between becoming aware of the Gas Emergency and responding (arriving at the emergency site) to the Gas Emergency, if known;
- (h) The estimated time to clear the Gas Emergency, if known;
- (i) The estimated time to repair Pipeline Facilities affected by the Gas Emergency, and/or restore service, if known; and
- (j) A preliminary assessment as to any injuries, deaths, or personal property damage, if known.

3703.6 Each written report concerning a Gas Emergency shall state clearly, at a minimum, the following information:

- (a) The date and time when the Gas Emergency began and ended;
- (b) The location(s) of the Gas Emergency, including street addresses and intersections, the ward(s) and/or quadrants where the service outage occurred;
- (c) Pipe size, material, pressure, and type of gas pipeline involved, if applicable;
- (d) The date and time when the emergency crew arrived at the scene;
- (e) The estimated number of customers affected by the Gas Emergency;
- (f) The steps taken to minimize and/or control the Gas Emergency;
- (g) An assessment as to any injuries, deaths, or personal property damage; and
- (h) A description of the Gas Emergency and provide a root cause analysis of the cause of the Gas Emergency and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future, if any.

D. WGL's Implementation Plan

33. Currently, WGL is required to report on service outages, gas incidents, gas leaks, odor complaints, and gas emergencies in a particular manner (i.e., phone, email, written reports – submitted to the Office of Engineering or filed with the Commission), at certain intervals (i.e., half hour, one hour, two hours, 5 days, 10 days, three weeks, and 30 days), and with any known details (i.e., description of type of leak, location, number of customers/service disrupted, preliminary assessment, pressure involved, time utility received first call, cause of leak, repair time, actions taken to date). The amended rules modify a number of the current requirements. Therefore, to satisfy the notification and reporting requirements of the proposed rules, WGL has put forward a plan for updating its reporting on Outage Management, Odor and Gas Leaks and Repairs, and for Gas Emergencies. In its IP, WGL notes that the updates for the Project were expected to conclude by February 2020, but according to the Updated IP, the Company will need until April 2020 to complete the specific design, build, test, and deploy elements of the IP. In addition, WGL notes that the Field Management Software will not be fully operational until April 2021. The Commission is concerned about WGL extending the implementation of the rules to April 2021 as noted in the Updated IP. The Commission recognizes that WGL's initial IP only provided estimates of when elements of the IP would be accomplished, and we also understood that revisions would be made to the IP to adjust/refine the schedule. Consequently, we do not oppose extending WGL's time for implementation of the design, build, test, and deploy elements of its reporting by two months to April 2020. However, absent any explanation, we find it unreasonable to extend the implementation of the Field Management Software until April 2021, especially since WGL has not proffered any reason for the delay.

34. WGL's IP includes interim reporting. Therefore, the Commission directs WGL to provide Commission Staff with sample reports based on the planned upgrades to its system during this interim period. The reports should provide details for each milestone indicating which specific requirements are addressed by each milestone and what information is already available. WGL must use its best efforts to submit all reports, even if incomplete, as required by the revised rules during this transition period because it will allow Commission Staff to monitor the progress of the Company's system upgrades. WGL shall file these as interim quarterly reports consistent with the timing set forth in the Compliance Reporting section of the rules. Notwithstanding WGL's use of interim reporting, WGL shall continue to use the current reporting format until the Company has completely updated and integrated the new reporting requirements for Outage Management, Odor and Gas Leaks and Repairs, and for Gas Emergencies.

E. Section 3704 Customer Service Standards

35. In the third NOPR, the Commission proposed minor changes to §§ 3704.13 and 3704.14 (Customer Service Standards) by enhancing the standard for the installation of new residential services and clarifying the start date for new installations. With the changes to Subsections 3704.13 and 3704.14, WGL is now required to complete 95% of new residential

service requests within ten (10) business days of the start date.⁴² Subsections 3704.13 and 3704.14 shall read as follows:

3704.13 On a quarterly basis, the Natural Gas Utility shall complete installation of 95% of new residential service requests within ten (10) business days of the start date for the new installation.

3704.14 The start date of the installation shall be designated as the first business day after all of the following events have taken place:

- (a) The customer's valid billing information is received;
- (b) The site is ready for service (cleared, graded, staked, etc.);
- (c) The service connection fee is paid, if applicable;
- (d) The gas safety inspection report is received;
- (e) The security deposit is paid, if applicable;
- (f) All mains and regulating facilities are installed;
- (g) Any required public space excavation is completed;
- (h) Any delays due to weather emergencies do not intervene; and
- (i) All rights-of-way permits are obtained, and all One-Call requirements have been met.

F. Section 3705 Reliability Standards

36. Revisions to § 3705 (Reliability Standards) will require WGL to establish a Gas Main Risk Ranking Index and to perform, on an annual basis, an analysis of the gas main rankings. The amendments also require WGL to provide plans for eliminating the ten (10) worst performing gas main segments due to low pressure interruption problems (§ 3705.2). In reviewing WGL's

⁴² § 3704.13 states that "[o]n a quarterly basis, the Natural Gas Utility shall complete installation of 95% of new residential service requests within ten (10) business days of the start date for the new installation." § 3704.14 designates what would be considered the start date of installation.

proposed revisions to § 3705, we determined that allowing WGL to only report information that is currently provided in *Formal Case No. 1115* would not only unnecessarily constrain Commission Staff's ability to thoroughly review the improvement and replacement of Gas Mains and Service lines scheduled for repair or replacement, but would also hamper Commission Staff's ability to adequately review gas pressure issues, interruption of services due to water infiltration and volume deliverability requirements. We believe that Commission Staff should have an array of information available to them to aid with their understanding of WGL's decision making in determining what facilities are most in need of improvement or replacement. Subsections 3705.1 and 3705.2 will now read as follows:

3705.1 The Natural Gas Utility shall establish a Gas Main risk ranking index to determine its Gas Main Segments (including associated Service Lines) most in need of improvement or replacement. Factors associated with the main ranking index for making improvement and replacement decisions include, poor leak history, poor cathodic protection or poor gas main conditions determined from visual observations, poor pressure in the area, interruption of service due to water infiltration, and segment affected by city or state public improvement projects. At least once each calendar year, the Natural Gas Utility shall rank and identify areas of Pipeline Networks of its natural gas operating system requiring improvements to eliminate segments most susceptible to leakage, excavation damage, failure, supply interruptions or failure to meet its minimum design pressure and volume deliverability requirements. *The Natural Gas Utility shall retain in its leak database the leak data/leak history in the main segments and service lines it has replaced.* The Natural Gas Utility shall establish a performance ranking by area, on a scale of one to ten with one being the poorest performing segment. The Natural Gas Utility shall file the results with the Commission and a copy with the OPC on a biennial basis.

3705.2 Each calendar year, the Natural Gas Utility shall perform the necessary analysis for the issues identified in Section 3705.1 and provide plans for eliminating the ten (10) worst performing segments due to low pressure or interruption problems. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis.

G. Section 3706 Billing Error Notifications

37. RESA requests to modify § 3706.2 to increase the time in which Energy Suppliers shall notify the Commission and OPC of a billing error. According to RESA, because the potential for a penalty is new, Energy Suppliers should have more time in which to notify the Commission

and OPC of any billing errors. Upon further consideration, the Commission agrees with RESA that increasing the timeframe to allow for additional time to investigate the potential billing error before notifying the Commission and OPC that an error has occurred is reasonable. Moreover, the Commission has determined that the entire provision should be moved from Chapter 37 to Chapter 3 (commonly referred to as the “Consumer Bill of Rights”) of our rules. Therefore, the Commission will not finalize the proposed Subsection 3706 and will instead, have published a notice of proposed rulemaking amending Chapter 3 to include the Billing Error Notification provisions.

H. Sections 3707 and 3708, Compliance Reporting, and Penalty Provisions

38. Several technical amendments were made to the rules such as renaming the Office of Engineering to the Office of Compliance and Enforcement and switching the order of the Compliance Reporting and the Penalty provisions from §§ 3707 and 3708, respectively.

39. With respect to Subsection 3707, the Commission made the aforementioned non-substantive changes and capitalized certain words to recognize defined terms. Subsection 3708 (penalty provisions) was revised to include clarifying language as required by D.C. Official Code § 34-706 (e)(4). The statute requires that, in order for the Commission to assess a civil penalty on a public utility for reliability performance failures, the Commission’s regulations must include the phrase “designated as reliability performance standard adopted by the Public Service Commission.” Thus, certain subsections are specifically designated as reliability performance standards. The final penalty provisions state:

- 3708.1 The regulations in this Chapter are natural gas quality of service standards, some of which affect the reliability of services provided to customers. Subsections 3701.2 to 3701.14 and 3705.1 to 3705.6 contain quality of service rules which are designated as reliability performance standards adopted by the Commission within the meaning of D.C. Official Code § 34-706 (e). If a natural gas utility fails to comply with Reporting Requirements for Reportable and Limited Service Outages and Gas Incidents noted in Subsections 3701.2 to 3701.14 and the Reliability Standards, Low Pressure Water Infiltration, Underground Damage Prevention, Lost Time Accidents OSHA 300 Log noted in Sections 3705.1 to 3705.6, it may be subject to forfeiture or civil penalty in accordance with D.C. Official Code § 34-706.
- 3708.2 Failure to comply with the remaining Subsections of this Chapter may result in the penalties set forth in D.C. Official Code § 34-706 (a) for failure to comply with Commission rules and regulations.
- 3708.3 Violations of the natural gas quality of service standards and of the reliability performance standards set forth in this

Chapter will be handled according to the rules established in 15 DCMR, Chapter 23 Natural Gas. When determining the amount of the civil penalty for violations of this Chapter, the Commission will consider the factors established in Chapter 23.

40. Finally, the Commission amended § 3799 (“Definitions”) to add certain terms and phrases. The new definitions are as follows:

Code 1 Orders – gas leak or customer reported odor complaint calls involving a strong gas leak, carbon monoxide, illness, broken service main or gaslight, fire in progress, explosion, uncontrolled appliance heat, steam or noise, gas blowing or hissing, second call, or pressure alarm.

Code 2 Orders – gas leak or customer reported odor complaint calls involving a “medium” gas leak, or noise.

Code 3 Orders – gas leak or customer reported odor complaint calls involving a “slight” gas leak.

Gas Main – a distribution line that serves as a common source of supply for more than one service line.

Gas Main Segments – each part of a gas distribution line that serves as a common source of supply for more than one service line.

Leak Survey – a systematic inspection of a pipeline for the purpose of finding leaks on a gas piping system. Leak surveys may be done with or without instruments, depending on the class location and type of system.

Natural Gas Supplier – A licensed Person, broker, or marketer, who generates natural gas; sells natural gas; or purchases, brokers, arranges or markets natural gas for sale to customers.

On Cycle Meter Reads – the service period that a customer’s bill is read during the course of each month.

Pipeline – all parts of those physical facilities through which gas moves in transportation, including pipe, valves, and other appurtenance attached to pipe, compressor units, metering stations, regulator stations, delivery stations, holders, and fabricated assemblies.

Pipeline Facility – new and existing pipeline, rights-of-way, and any equipment, facility, or building used in the transportation of gas or in the treatment of gas during the course of transportation.

Pipeline Network – the group or system of interconnected gas transmission and distribution lines.

Service Line – a distribution line that transports gas from a common source of supply to an individual customer, to two adjacent or adjoining residential or small commercial customers, or to multiple residential or small commercial customers served through a meter header or manifold. A service line ends at the outlet of the customer meter or at the connection to a customer's piping, whichever is further downstream, or at the connection to customer piping if there is no meter.

41. After consideration of the proposed amendments to the rules and all comments, we believe that the revised natural gas quality of service and reliability standards will enable the Commission to continue evaluating WGL's performance and ensuring that WGL maintains natural gas services at an adequate level of quality, reliability, and safety for District of Columbia ratepayers. Therefore, the Commission adopts as final the amendments to Chapter 37 as published in the November 30, 2018, Notice of Proposed Rulemaking. The amendments shall become effective upon publication of the NOFR in the *D.C. Register*. After having reviewed the WGL's IP, the Commission will grant WGL until April 30, 2020, to comply fully with the reporting requirements as set forth in Sections 3701, 3702, and 3703 of the revised rules. However, WGL shall use best efforts to submit reports consistent with the revised reporting requirements, even if incomplete, during this transition period in order to provide the Commission Staff with the ability to monitor WGL's progress in making the necessary system upgrades. The Commission will review any costs associated with WGL's IP if and when presented in the Company's next base rate case.

THEREFORE, IT IS ORDERED THAT:

42. The proposed amendments to Chapter 37 of Title 15 of the District of Columbia Municipal Regulations published in the November 30, 2018, Notice of Proposed Rulemaking, with the exception of Section 3706 (Billing Error Notification), are **ADOPTED**;

43. The Commission hereby adopts the amendments in Attachment A as final and the rules shall become effective upon publication in the *D.C. Register*;

44. Washington Gas Light Company is to continue Compliance Reporting consistent with the format and provisions of the current rules until the Company completes its transition by April 30, 2020, and can report under the new rules;

45. During the transition period, Washington Gas Light Company shall provide Commission Staff with interim Service Outage reports based on the planned upgrades to its system

and shall provide details for each milestone indicating which specific requirements are addressed by each milestone and what information is already available in WGL's systems and shall file these as quarterly reports consistent with the timing set forth in the Compliance Reporting provisions of the Chapter 37 rules;

46. Washington Gas Light Company shall have until April 30, 2020, to comply fully with the reporting requirements of Sections 3701, 3702 and 3703 of Title 15 of the District of Columbia Municipal Regulations; and

47. Washington Gas Light Company and the Natural Gas Suppliers are to continue to file Compliance Reports consistent with Section 3707.

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**

Chapter 37, NATURAL GAS QUALITY OF SERVICE STANDARDS AND RELIABILITY PERFORMANCE, of Title 15, Public Utilities and Cable Television, of the DCMR is amended as follows:

Sections 3700 – 3705 are amended to read as follows:

3700 PURPOSE AND APPLICABILITY

3700.1 The purpose of this chapter is to establish standards and requirements for ensuring that a Natural Gas Utility and Natural Gas Service Providers operating in the District of Columbia meet an adequate level of quality, reliability, and safety in the provision of natural gas service to District of Columbia customers.

3700.2 This chapter shall apply to all Natural Gas Utility and Natural Gas Service providers operating in the District of Columbia, subject to the authority of the Public Service Commission of the District of Columbia (“Commission”).

3700.3 All written Natural Gas Quality of Service Standards (“NGQSS”) reports, studies, surveys, or filings required shall be filed with the Commission.

3701 REPORTING REQUIREMENTS FOR REPORTABLE AND LIMITED SERVICE OUTAGES AND GAS INCIDENTS

3701.1 The Natural Gas Utility shall report to the Commission and the Office of the People’s Counsel (“OPC”) of the District of Columbia all Reportable, Limited Service Outages and gas Incidents.

3701.2 The Natural Gas Utility shall report Reportable Service Outages by telephone and e-mail to the Commission’s Office of Compliance and Enforcement (“OCE”) and OPC, at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility’s dispatch has been informed of a Reportable Service Outage, with as much detailed information as possible. To the extent that all information required by Section 3701.3 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch, supplement its initial report with the additional information. This reporting requirement applies to business and non-business hours.

3701.3 During the course of each Reportable Service Outage, the Natural Gas Utility shall report periodically to OCE and OPC regarding the status of the service outage and the Natural Gas Utility’s progress in restoration efforts. The frequency of such periodic updates to OCE shall be jointly determined by the Natural Gas Utility and OCE at the start of the service outage and/or as modified during the course of the

service outage. The Natural Gas Utility shall update OCE and OPC if the originally estimated restoration time needs to be extended.

3701.4 Updated estimated restoration information, if available, shall be continuously provided to District of Columbia customers by the Natural Gas Utility's customer service representatives and by the Natural Gas Utility's automated voice response unit.

3701.5 The reporting requirements for Reportable Service Outage(s) are as follows:

- (a) The Natural Gas Utility shall report Reportable Service Outage(s) affecting more than one hundred (100) customers and lasting more than eight (8) hours on the Natural Gas Utility's side of the gas pipeline or occurring at a Master-Metered Apartment Building affecting more than one hundred (100) residential units;
- (b) No report is required if the service outage is the result of the Natural Gas Utility's planned maintenance activities, provided that the customers were informed prior to the implementation of the maintenance activities;
- (c) Each telephone, text messaging, or email report concerning Reportable Service Outages shall state clearly, at a minimum the following information:
 - 1. A description of the service outage(s);
 - 2. The dates when the service outage(s) began and ended;
 - 3. The location(s) of the service outage(s), including street addresses and intersections; the ward(s) and/or quadrant(s) where the service outage(s) occurred;
 - 4. Pipe size, material, pressure and type of gas pipeline involved;
 - 5. The estimated number of customers out of service, if known;
 - 6. A preliminary assessment as to the cause(s) of the service outage(s), if known; and
 - 7. The estimated repair and/or restoration time, if known.
- (d) The Natural Gas Utility shall file a written report concerning all Reportable Service Outages with the Commission and a copy to OPC within twenty-one (21) days following the end of a Reportable Service Outage.

- (e) Each written report concerning a Reportable Service Outage shall state clearly at a minimum, the following information:
1. The date(s) and times when the Reportable Service Outage began and ended;
 2. The location(s) of the service outage(s), including street addresses and intersections, the ward(s) or quadrant(s) where the service outage occurred;
 3. Pipe size, material, pressure and type of gas pipeline involved, if applicable;
 4. The date(s) and time(s) the Natural Gas Utility received the first call regarding the outage(s) or became aware of the outage(s);
 5. The dates and times when the restoration effort began and ended;
 6. The date and time when the maximum number of customers experienced an outage and the total number of customers affected at that time for both the District of Columbia and system-wide;
 7. The total number of customers that experienced an outage given in one-hour intervals throughout the outage for both the District of Columbia and system-wide;
 8. The total number of customer interruption durations (converted into hours) during the outage for both the District of Columbia and system-wide;
 9. Any information concerning requests made for outside assistance, including the organization(s) to which such requests were made, the date and time of the requests, and the resources requested;
 10. Any information concerning outside assistance received through mutual aid agreements, including the organization(s) that provided personnel, the date(s) and time(s) of personnel arrivals and departures, all crew personnel with names, identification (ID) numbers and the type of work (covered tasks) performed with complete Operator Qualifications (OQ) records;
 11. Any information on the Natural Gas Utility and its contractor's personnel and resources used in the restoration efforts with names, ID numbers and the type of work (covered tasks) performed with complete OQ records;

12. Any system-wide information concerning customer communications including the hourly call volumes (specifically identifying the total number of customer calls received and the total number of customer calls answered by the Natural Gas Utility during each hour of the service outage), the hourly staffing numbers (specifically identifying the total number of customer service representatives logged into the call center and supporting phone systems actively taking or waiting to take customer calls), and the telephone service factor provided on an hourly basis during the entire duration of the service outage (specifically identifying the percentage of answered calls that were answered within a 30-second timeframe);
13. The total number of customers interrupted and the customer interruption durations (converted into hours) along with the causes of the outages for both the District of Columbia and system-wide;
14. The detailed explanation of the work (covered tasks) performed as part of the emergency restoration efforts by mutual aid agreements and the Natural Gas Utility and its contractor's personnel and the resources used with names, ID numbers and the type of work (covered tasks) performed with complete OQ records for both the District of Columbia and system-wide;
15. Restoration efforts affected by the unavailability of materials and a description of the emergency measures taken to resolve such issues;
16. The total number of customers, and percent of all affected customers, restored, given in one-hour intervals throughout the Reportable Service Outage restoration effort for both the District of Columbia and system-wide;
17. An analysis, based upon the availability of the data and all other surrounding circumstances, of the Natural Gas Utility's performance in its current restoration efforts as compared to its past restoration efforts, taking into account all relevant factors, such as the severity of the current outage in terms of the number of customers affected for both the District of Columbia and system-wide;

18. A description of the service outage and provide a root cause analysis of the of the cause of the outage(s) and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future;
19. Whether there were any safety issues associated with the natural gas service outage, if so, provide information on what actions the natural gas company took to address the safety issues and indicate if any customers were in danger at any time during the restoration; and
20. A self-assessment of the Natural Gas Utility’s restoration efforts in the District of Columbia.

3701.6 The Natural Gas Utility shall report Limited Service Outage(s) by telephone and e-mail to OCE and OPC at the earliest practicable time, but not more than one (1) hour after the Natural Gas Utility’s dispatch has been informed of a Service Outage, with as much detailed information as possible. To the extent that all information required by Section 3701.9 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch supplement its initial report with the additional information. This reporting requirement applies to business and non-business hours.

3701.7 The reporting requirements for Limited Service Outage(s) are as follows:

- (a) The Natural Gas Utility shall report Limited Service Outage(s) affecting twenty-five (25) to one hundred (100) customers and lasting more than eight (8) hours on the Natural Gas Utility’s Pipeline distribution system prior to the meter;
- (b) No report needs to be filed if the customer service outage was caused by an event on the customer’s side of the meter; and
- (c) No report is required if the service outage is the result of the Natural Gas Utility’s planned maintenance activities, provided that the customer was informed prior to the implementation of the maintenance activities.
- (d) Each telephone and e-mail report concerning Limited Service Outage(s) shall state clearly, at a minimum, the following information:
 1. A description of the service outage(s);
 2. The dates when the service outage(s) began and ended;

3. The location(s) of the service outage(s), including street addresses and intersections, the ward(s) and/or quadrant(s) where the service outage(s) occurred;
 4. Pipe size, material, pressure and type of gas pipeline involved;
 5. The estimated number of customers out of service, if known;
 6. A preliminary assessment as to the cause(s) of the service outage(s), if known; and
 7. The estimated repair and/or restoration time, if known.
- (e) The Natural Gas Utility shall file a written report concerning all Limited Service Outage(s) with the Commission, and a copy to OPC, within ten (10) calendar days from the date of repair/restoration completion or within two (2) weeks of the event occurrence whichever comes first.
- (f) Each written report concerning Limited Service Outage(s) shall state clearly, at a minimum, the following information as applicable to the given outage(s):
1. The dates and times when the Limited Service Outage began and ended;
 2. The location(s) of the service outage(s), including street addresses and intersections, the ward(s) and/or quadrants where the service outage occurred;
 3. Pipe size, material, pressure, and type of gas pipeline involved, if applicable;
 4. The date(s) and time(s) the Natural Gas Utility received the first call regarding the outage(s) or became aware of the outage(s);
 5. The dates and times when the restoration effort began and ended;
 6. The total number of customer interruption durations (converted into hours) during the outage(s);
 7. The estimated number of customers affected by the service outage(s);
 8. The steps taken to minimize and/or control the service outage(s);

9. Any information on the Natural Gas Utility and its contractor's personnel and resources used in the restoration efforts with names, ID numbers and the type of work (covered tasks) performed with complete OQ; and
10. A description of the service outage(s) and provide a root cause analysis of the cause of the outage(s) and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future, if any.

3701.8 The Natural Gas Utility shall report by telephone and e-mail all Incidents to OCE and OPC at the earliest practicable time, but not later than one (1) hour after the Natural Gas Utility's dispatch has been informed of the Incident, with as much detailed information as possible. To the extent that all information required by Section 3701.11 is not available at the time of the initial communication, the Natural Gas Utility shall, within two (2) hours of the dispatch, supplement its initial report with the additional information. The Natural Gas Utility shall continue providing updates to the Commission and OPC on all Incidents as information becomes available or is requested by the pipeline safety inspector. This reporting requirement applies to business and non-business hours.

3701.9 The reporting requirements for gas Incidents are as follows:

- (a) Each telephone and e-mail report concerning, all Incident(s) shall state clearly, at a minimum, the following information:
 1. A description of the Incident(s);
 2. The date(s) and time(s) when the Incident began and ended;
 3. The location(s) of the Incident(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
 4. Pipe size, material, pressure and type of gas pipeline involved;
 5. A preliminary assessment as to the cause(s) of the Incident(s), if known; and
 6. The estimated number of customers and/or persons affected, if known.

3701.10 The Natural Gas Utility shall file an initial written report concerning all Incidents with the Commission, and a copy to OPC, within five (5) days of the event occurrence.

3701.11 Each written report concerning all Incidents shall state clearly, at a minimum, the following information:

- (a) The date(s) and time(s) when the Incident(s) began and ended;
- (b) The location(s) of the incident(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
- (c) Pipe size, material, pressure and type of gas pipeline involved;
- (d) The date(s) and time(s) the Natural Gas Utility received the first call regarding the incident(s) or became aware of the incident(s);
- (e) The date(s) and time(s) when the Incident began and ended;
- (f) The estimated number of customers and/or persons affected, and street shutdowns;
- (g) The steps the Natural Gas Utility took to provide assistance;
- (h) The amount of time it took for assistance to arrive;
- (i) The date(s) and time(s) of arrival of the first Natural Gas Utility responder to the scene of the incident;
- (j) The date and time the area was made safe;
- (k) The total number of injuries, hospitalizations, and fatalities;
- (l) An estimated total dollar amount of damage and loss to the Natural Gas Utility caused by the incident(s) if known; and
- (m) A description of the Incident(s) and provide a root causes analysis of the Incident(s) and steps the Natural Gas Utility will implement to prevent such an occurrence in the future.

3701.12 The Natural Gas Utility shall update the initial written report and shall file same with the Commission, and a copy to OPC, within thirty (30) days of the event occurrence.

3702 REPORTING AND REPAIRING REQUIREMENTS FOR GAS LEAKS AND ODOR COMPLAINTS

3702.1 The Natural Gas Utility's leak detection, classification, and repair personnel shall meet the federal training requirements for natural gas operations, maintenance, and emergencies (49 Code of Federal Regulations, Part 192). The reporting and repair requirements for gas leaks and odor complaints shall follow four steps:

- (a) Respond to all leaks and odor complaints within the timeframes established for the appropriate Code Orders and categorize any gas leak by grade;
- (b) Notify OCE and OPC by e-mail and telephone of each Grade 1, Grade 2, and Grade 3 gas leaks;
- (c) Provide periodic updates to the initial notification; and
- (d) Submit written reports on the results of the leak detection and repair, and odor complaints. The leak detection, classification, and repair personnel shall meet the federal training requirements for natural gas operations, maintenance, and emergencies (49 Code of Federal Regulations, Part 192).

3702.2 The Natural Gas Utility shall:

- (a) Respond to (be at the site of) all Code 1 Orders within thirty (30) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than three (3) percent of the overall monthly response times over fifty (50) minutes and no single event response time exceeding two (2) hours;
- (b) Respond to (be at the site of) all Code 2 Orders within sixty (60) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business or non-business hours, on a monthly average basis; with no more than ten (10) percent of the overall monthly response times over seventy-five (75) minutes and no single event response time exceeding four (4) hours;
- (c) Respond to all Code 3 Orders, by making a determination as to the severity of the gas leaks and/or reported odor complaints and indicate to the customer/caller when a representative will be at the site, provided that on a monthly average basis, a representative will be at the site not later than ninety (90) minutes after the Natural Gas Utility's dispatch has been informed about the leak and/or odor complaint during business and non-business hours; with no more than twenty (20) percent of the overall monthly response times over ninety (90) minutes and no single event response time exceeding six (6) hours; and
- (d) Notify OCE and OPC within on the first business day after the end of each month, for those Code 1 response times that do not meet the requirements of these rules and that exceeded the fifty (50) minutes allowable response

time and the single event maximum response time, and provide to OCE, on a monthly basis, the following additional information:

1. Full root cause analysis;
2. Location from which the technician was dispatched;
3. Time of dispatch;
4. Time of arrival;
5. Length of time of the response;
6. Whether the Natural Gas Utility's standard processes for dispatch and response were followed and if not, a description of any deviation and the reason why;
7. Reason for any response in excess of the average allowable response time and in excess of two hours;
8. Number of in-progress Code Orders (any Code) at the time of dispatch in the District of Columbia;
9. Number of in-progress gas leaks (any Grade) at the time of dispatch in the District of Columbia;
10. Number of service technicians (qualified per Pipeline Hazardous Material Safety Administration OQ requirements to respond to Code 1 Orders) on-the-clock at the time of dispatch; and
11. Proposed remedy to prevent a similar circumstance, if any;

- (e) Categorize the gas leak by grade pursuant to Section 3702.4 if the Natural Gas Utility determines, upon responding to a Code 1, Code 2, or Code 3 Order, that a gas leak is in need of repair; and
- (f) Provide to OCMS and OPC on a quarterly basis the compliance reporting required by Section 3707.2. The Natural Gas Utility shall provide explanations if these time limits are exceeded, pursuant to Section 3708.3.

3702.3 The Natural Gas Utility shall report to OCE and OPC by telephone and e-mail all natural gas leaks, except gas leaks found inside residential and/or commercial customers' properties, at the earliest practicable time, but not later than one (1) hour

after the Natural Gas Utility's dispatch has been informed about and determined that the gas odor complaint resulted from a leak and/or the dispatch has determined that a leak has occurred on the Natural Gas Utility's gas system, with as much detailed information as possible. To the extent all information required by Section 3702.5 is not available at the time of the initial communication, the Natural Gas Utility shall within two (2) hours of the dispatch supplement its initial report with the additional information. Gas odor complaints reported inside customers' facilities and odor complaints where no leaks are found shall not be reported. This reporting requirement applies to gas leaks that are found during business and non-business hours.

3702.4 Each gas leak shall be categorized as Grade 1, 2, or 3 as follows:

- (a) Grade 1: A leak that presents an immediate or probable hazard to person(s) or property, and requires immediate repair or continuous action until the conditions are no longer hazardous;
- (b) Grade 2: A leak that is recognized as being non-hazardous at the time of detection, but requires scheduled repair based on probable future hazard; and
- (c) Grade 3: A leak that is non-hazardous at the time of detection and can be reasonably expected to remain non-hazardous.

3702.5 Each telephone and e-mail report to OCE and OPC of Grade 1, Grade 2, and Grade 3 leak(s) due to a gas-related odor complaint shall state clearly, at a minimum, the following information:

- (a) A description of the type of leak(s);
- (b) The dates when the leak began and ended;
- (c) The location of the leak(s), including street addresses and intersections, the ward(s) and/or quadrant(s);
- (d) Pipe size, material, pressure and type of gas pipeline involved.
- (e) The estimated number of customers and/or persons whose services were disrupted, if any;
- (f) A preliminary assessment as to the cause of the leak(s), if known.
- (g) The estimated time to repair the leak, if known; and

- (h) The Natural Gas Utility shall provide OCE and OPC with regular updates to the initial report as it receives more information.

3702.6 All Grade 1 leaks shall be promptly repaired. If not repaired immediately, upon detection, because of downgrading of the Grade 1 leak to a Grade 2 leak, the Natural Gas Utility shall recheck the location within forty-eight (48) hours to determine if a Grade 1 leak returns. The location shall be continuously observed until completion of the repair or downgrade of the Grade 1 leak to a Grade 2 leak. If the Grade 1 leak returns, the leak must be repaired under current Grade 1 standards. The Natural Gas Utility shall submit a written report after one (1) week from the initial grading of the leak to OCE and OPC regarding the status of the downgraded leak and the Natural Gas Utility's progress in completing repairs and follow sections 3702.11 and 3702.12 for Grade 2 and Grade 3 leaks, respectively until completion of the leak repair. Within eight (8) hours after a Grade 1 leak is downgraded to a Grade 2 leak, the Natural Gas Utility shall report by telephone and e-mail to OCE and OPC and shall state clearly the leak downgrading information, Section 3702.5 information and the name, telephone number, and identification of the technician downgrading the leak.

3702.7 Each written report to OCE and OPC concerning Grade 1 leaks shall state clearly, at a minimum, the following information as applicable to the incident:

- (a) The street address, the ward(s) and/or quadrant(s) location of the leak or odor;
- (b) A description of the type of leak;
- (c) Pipe size, material, pressure, and type of the gas pipeline involved;
- (d) The time the Natural Gas Utility received the first call regarding a gas leak or leak detection;
- (e) The time the Natural Gas Utility's technician reached the site;
- (f) The cause of the leak, if known;
- (g) The time the area was made safe; and
- (h) The actual repair time; the time and date when the job was completed with actual repair duration.

3702.8 Grade 2 leaks shall be monitored and reevaluated at least once every six months until cleared with no further signs of leak. Depending upon the location of the leak, reevaluation may be made earlier than six months. If reevaluation of a Grade 2 leak indicates a probable hazard, i.e., reclassified as a Grade 1 leak, it shall be repaired

immediately. For Grade 2 leaks that are non-hazardous, the Natural Gas Utility shall schedule repairs within thirty (30) days. Otherwise, Grade 2 leaks shall be repaired within one calendar year, but no later than fifteen (15) months from the date the leak was first reported.

3702.9 Grade 3 leaks shall be monitored and reevaluated during the next scheduled leak survey, or within fifteen (15) months of the date reported, whichever occurs first, until the leak is repaired with no further signs of leak.

3702.10 Written reports for leaks classified as Grade 2 and Grade 3 shall be filed semi-annually with OCE and OPC. The reports shall be submitted by July 31st and January 31st of each year.

3702.11 Each semi-annual written report concerning Grades 2 and 3 leaks shall state clearly, at a minimum, the following information as applicable:

- (a) The street address, the ward(s) and/or quadrant(s) location of the leak or odor;
- (b) A description of the type and cause of leak;
- (c) Pipe size, material, pressure, and type of the gas pipeline involved; and
- (d) The schedule and the status of repair of all Grade 2 leaks consistent with the standard provided in Sections 3702.10 or 3702.11.

3702.12 The Natural Gas Utility shall create and maintain database(s) for all gas leaks and customer reported gas-related odor complaints. The database(s) shall be referred to as the Leak Identification, Detection and Repair, and Odor Complaints (“LIDAROC”). The database(s) shall contain, at a minimum:

- (a) The origination date;
- (b) The work completion date;
- (c) The grade of the leak;
- (d) The type of leak;
- (e) The location (address or intersection including the ward and/or quadrant where the leak occurred);
- (f) The ward;
- (g) The Number of customers whose services were disrupted because of the leak, if any;

- (h) The cause of the leak;
- (i) The response time in minutes;
- (j) The actions taken;
- (k) The leak ID number;
- (l) The work request Order number;
- (m) the work request type code;
- (n) the Code Number;
- (o) the actual repair time in days; and
- (p) the actual repair time in minutes.

3702.13 The Natural Gas Utility shall incorporate all natural gas leaks and customer reported odor complaint calls into the database(s) within five (5) days of receipt of the gas-related odor complaint and/or determination that a leak has occurred on its gas system.

3702.14 The Natural Gas Utility shall update the database(s) after it has repaired and/or resolved the leak and customer reported odor complaints and shall submit an electronic and a hard copy of the database(s) to the Commission and OPC on a quarterly basis.

3703 REPORTING AND RESPONDING REQUIREMENTS FOR GAS EMERGENCIES

3703.1 The Natural Gas Utility shall immediately dispatch personnel to the site of the Gas Emergency and shall arrive at the site within fifty (50) minutes of receiving an emergency call during normal business and non-business hours.

3703.2 A Gas Emergency shall be reported by telephone and e-mail to OCE and OPC with as much detailed information as possible at the earliest practicable time, but not later than thirty (30) minutes after the Natural Gas Utility's dispatch has been informed that a Gas Emergency has occurred. The Natural Gas Utility shall provide updates to the initial report as it receives more information. This reporting requirement applies to business and non-business hours.

3703.3 Each telephone and e-mail report of a Gas Emergency shall state clearly, at a minimum, the following information:

- (a) A description of the Gas Emergency;

- (b) The dates when the Gas Emergency began and ended;
- (c) The location of the Gas Emergency, including street address and intersection, the ward(s) and/or quadrant(s) where the Gas Emergency occurred and the name of the person making the report and contact information;
- (d) Pipe size, material, pressure and type of gas pipeline involved;
- (e) The estimated number of customers impacted by the Gas Emergency, and street shutdowns, if known;
- (f) A preliminary assessment as to the cause of the Gas Emergency, if known;
- (g) The time between becoming aware of the Gas Emergency and responding (arriving at the emergency site) to the Gas Emergency, if known;
- (h) The estimated time to clear the Gas Emergency, if known;
- (i) The estimated time to repair Pipeline Facilities affected by the Gas Emergency, and/or restore service, if known; and
- (j) A preliminary assessment as to any injuries, deaths, or personal property damage, if known.

3703.4 During the course of a Gas Emergency on the Natural Gas Utility's system, the Natural Gas Utility shall report periodically by telephone and e-mail to OCE and OPC, regarding the status of the Gas Emergency and the utility's progress in clearing the Gas Emergency and making the site safe. The Natural Gas Utility shall provide updates or progress on the Gas Emergency every hour until the Gas Emergency is resolved.

3703.5 Written reports concerning all Gas Emergencies shall be filed with the Commission and OPC within five (5) days of the event occurrence. The Natural Gas Utility shall provide updates to its written report as it receives more information.

3703.6 Each written report concerning a Gas Emergency shall state clearly, at a minimum, the following information:

- (a) The date and time when the Gas Emergency began and ended;
- (b) The location(s) of the Gas Emergency, including street addresses and intersections, the ward(s) and/or quadrants where the service outage occurred;

- (c) Pipe size, material, pressure, and type of gas pipeline involved, if applicable;
- (d) The date and time when the emergency crew arrived at the scene;
- (e) The estimated number of customers affected by the Gas Emergency;
- (f) The steps taken to minimize and/or control the Gas Emergency;
- (g) An assessment as to any injuries, deaths, or personal property damage; and
- (h) A description of the Gas Emergency and provide a root cause analysis of the cause of the Gas Emergency and the steps the Natural Gas Utility will implement to prevent such an occurrence in the future, if any.

3704 CUSTOMER SERVICE STANDARDS, CUSTOMER SURVEYS, SERVICE PROVISIONING

- 3704.1 The Natural Gas Utility shall maintain a customer service (walk-in) office physically located in the District of Columbia.
- 3704.2 The Natural Gas Utility shall conduct annual customer surveys to assess customer satisfaction with the quality of customer service provided by the company to its District of Columbia customers. The Natural Gas Utility shall provide the results of the surveys to the Commission and OPC. The customer satisfaction surveys shall be conducted from: (1) a statistically representative sample of residential customers; and (2) customers randomly selected from those customers who have contacted the company's customer service department within the year in which service is being measured. The representative sample shall be drawn from customers contacting the company's customer service department in the previous year and shall be conducted with a sample of customers who contacted the Natural Gas Utility by walk-in, telephone, or e-mail. The survey instrument and the method shall be pre-approved by OCE. The Natural Gas Utility shall include the results from all available previous years of the survey up to a maximum of ten years in the Quality of Service Standard Performance Report (QSSPR).
- 3704.3 The Natural Gas Utility shall gather data and report statistics regarding the number of service calls met on the same day requested or scheduled, excluding instances where a customer misses a mutually agreed upon time to the Commission and OPC. The Natural Gas Utility shall report the percentage of scheduled service appointments met by the Natural Gas Utility on the same day requested. Service appointment data shall be compiled and aggregated monthly. A minimum performance standard of ninety-five (95) percent on a quarterly basis will apply. The Natural Gas Utility shall record the delay, in hours and/or days, in responding

to requested or scheduled service calls. The Natural Gas Utility shall provide the results on service calls met and delayed to the Commission and OPC on an annual basis in the QSSPR.

- 3704.4 The Natural Gas Utility shall gather data on the percentage of meters that are actually read by the company on a monthly basis. Eligible meters include both residential and commercial accounts. On-cycle meter reads performance standard of ninety-five (95) percent on a quarterly basis will apply. The Natural Gas Utility shall provide the results to the Commission and OPC on an annual basis in the QSSPR.
- 3704.5 The Natural Gas Utility shall perform the customer requested meter testing on a timely basis, but at a minimum shall test ninety-seven (97) percent of customer requested meter tests. The Natural Gas Utility shall report the results on a quarterly basis on pre-scheduled customer requested meter testing. The Natural Gas Utility shall also submit its results to the Commission and OPC on an annual basis in the QSSPR.
- 3704.6 The Natural Gas Utility shall answer at least seventy (70) percent of all customers' phone calls within thirty (30) seconds and shall maintain records delineating customer phone calls answered by a Natural Gas Utility representative or an automated operator system. The Natural Gas Utility shall measure and report on an annual basis to the Commission and OPC the average customer wait time before being transferred from an automated operator system to a Natural Gas Utility representative.
- 3704.7 The Natural Gas Utility's Call Answering statistics shall exclude calls made during periods of major telecommunications failures, and periods of labor disruption.
- 3704.8 The Natural Gas Utility shall maintain a Call Abandonment Rate below ten (10) percent on a quarterly basis and shall report the information to the Commission and OPC on an annual basis in the QSSPR.
- 3704.9 The Natural Gas Utility's Call Abandonment Rate statistics shall exclude Abandoned Calls, and calls made during periods of major telecommunications failures, and periods of labor disruption.
- 3704.10 If the Natural Gas Utility fails to meet the standards set forth in sections 3704.3, 3704.4, 3704.5, 3704.6 or 3704.8, for two consecutive quarters, it shall be required to develop a corrective action plan.
- 3704.11 The corrective action plan shall describe the cause(s) of the Natural Gas Utility's non-compliance with sections 3704.3, 3704.4, 3704.5, 3704.6 or 3704.8, 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).

3704.12 Progress on current corrective action plans shall be included in the Natural Gas Utility's annual QSSPR, filed with OCE and OPC by April 30 of each year.

3704.13 On a quarterly basis, the Natural Gas Utility shall complete installation of 95% of new residential service requests within ten (10) business days of the start date for the new installation.

3704.14 The start date of the installation shall be designated as the first business day after all of the following events have taken place:

- (a) The customer's valid billing information is received;
- (b) The site is ready for service (cleared, graded, staked, etc.);
- (c) The service connection fee is paid, if applicable;
- (d) The gas safety inspection report is received;
- (e) The security deposit is paid, if applicable;
- (f) All mains and regulating facilities are installed;
- (g) Any required public space excavation is completed;
- (h) Any delays due to weather emergencies do not intervene; and
- (i) All rights-of-way permits are obtained, and all One-Call requirements have been met.

3704.15 The Natural Gas Utility shall submit a written report on its performance pursuant to Section 3704.13 every six (6) months. The report shall be submitted to OCE and OPC, forty-five (45) days after the six-month reporting period ends.

3704.16 After the submission of four (4) consecutive reports pursuant to Section 3704.15, the Commission may modify the frequency of the reporting.

3704.17 The reports pursuant to Section 3704.15 shall clearly state the total number of new residential service installation requests received during the relevant reporting period, and for the new residential installation service requests received, the percentage of new residential service connections that were completed in accordance with Section 3704.13.

- 3704.18 If the Natural Gas Utility fails to meet the standard set in Section 3704.13 in any two consecutive reports, it shall develop a corrective action plan.
- 3704.19 The corrective action plan shall describe the cause(s) of the Natural Gas Utility's non-compliance with Section 3704.13, 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).
- 3704.20 Progress on any current corrective action plans shall be included in the Natural Gas Utility's annual QSSPR.
- 3704.21 The Natural Gas Utility shall report the actual performance obtained during the reporting period in the annual QSSPR of the following year.
- 3705 RELIABILITY STANDARDS, LOW PRESSURE WATER INFILTRATION, UNDERGROUND DAMAGE PREVENTION, LOST TIME ACCIDENTS OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA) 300 LOG**
- 3705.1 The Natural Gas Utility shall establish a Gas Main risk ranking index to determine its Gas Main Segments (including associated Service Lines) most in need of improvement or replacement. Factors associated with the main ranking index for making improvement and replacement decisions include, poor leak history, poor cathodic protection or poor gas main conditions determined from visual observations, poor pressure in the area, interruption of service due to water infiltration, and segment affected by city or state public improvement projects. At least once each calendar year, the Natural Gas Utility shall rank and identify areas of Pipeline Networks of its natural gas operating system requiring improvements to eliminate segments most susceptible to leakage, excavation damage, failure, supply interruptions or failure to meet its minimum design pressure and volume deliverability requirements. The Natural Gas Utility shall retain in its leak database the leak data/leak history in the main segments and service lines it has replaced. The Natural Gas Utility shall establish a performance ranking by area, on a scale of one to ten with one being the poorest performing segment. The Natural Gas Utility shall file the results with the Commission and a copy with the OPC on a biennial basis.
- 3705.2 Each calendar year, the Natural Gas Utility shall perform the necessary analysis for the issues identified in Section 3705.1 and provide plans for eliminating the ten worst performing segments due to low pressure or interruption problems. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis.

- 3705.3 The Natural Gas Utility shall respond to all underground utility locate requests and locate their facilities in accordance with the damage prevention laws established within the District of Columbia and the U.S. Department of Transportation. The Natural Gas Utility shall maintain an accurate count of all locate requests, responses to locate requests, number of gas main and service lines inaccurately marked which resulted in damages (e.g., hits per 1,000 locates) or construction delays, number of locations which the Natural Gas Utility failed to mark as required by the damage prevention rules, number of calls not made for One Call ticket numbers by excavator(s), reports of incidents to underground utilities, damages caused by excavators or third party to gas underground facilities, third party responsible for the damage, and the root cause(s) of the damage. An annual report shall be filed with the Commission and a copy to OPC in the QSSPR no later than February 15 of the following year.
- 3705.4 The Natural Gas Utility shall monitor high volume condensate drips on its low-pressure distribution network to minimize service continuity disruption. In no case shall a natural gas customer outage caused by condensate accumulation affect more than five (5) percent of the low-pressure customers during two consecutive winter periods. The Natural Gas Utility shall prepare a remediation plan within one hundred twenty (120) days of exceeding the five (5) percent standard of service interruption, for the approval of the Commission, and provide a target date for completion of the recommended repair to the low-pressure piping network. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis in the QSSPR.
- 3705.5 The standard in Section 3705.4 may be changed or modified by the Commission, at a later date, based on a study of trends in service interruptions.
- 3705.6 The Natural Gas Utility shall measure annually its Lost Time Accident Rate as reported in the Occupational Safety and Health Administration (“OSHA”) 300 Log Summary of Occupational Injuries and Illnesses. The Natural Gas Utility shall file the results with the Commission and a copy to OPC on an annual basis in the QSSPR.

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Sections 3707 - 3799 are amended to read as follows:

3707 COMPLIANCE REPORTING

- 3707.1 The Natural Gas Utility and all Natural Gas Suppliers shall collect and retain accurate data demonstrating compliance with the measures in this chapter. Data are to be collected on a monthly basis in a format established by the Commission.

- 3707.2 The Natural Gas Utility and all Natural Gas Suppliers shall file monthly compliance data, and aggregated data for the three (3) months in the quarter, with the Commission, with a copy provided to OPC, on a quarterly basis pursuant to the following schedule:
- (a) The report for the months of January, February, and March shall be filed on April 30;
 - (b) The report for the months of April, May, and June, on July 30;
 - (c) The report for the months of July, August, and September, on October 30; and
 - (d) The report for the months of October, November, and December, on January 30 of the following year. A cumulative annual report for the current reporting year shall also be filed by January 30 of the following year.
- 3707.3 If the Natural Gas Utility fails to comply with any requirement stated in Subsection 3702.2, that is not already subjected to an approved action plan, for two consecutive months, the Natural Gas Utility shall provide the reason(s) for not meeting the requirement(s) (including the actual response time(s) and the dispatch location(s) for the technicians responding to the event(s), a proposed remedy to prevent a similar occurrence(s), and show cause as to why a penalty(s) shall not be imposed). The Natural Gas Utility shall file a report with the Commission, with a copy provided to OPC, within fifteen (15) days of the end of the month.

3708 PENALTIES

- 3708.1 The regulations in this Chapter are natural gas quality of service standards, some of which affect the reliability of services provided to customers. Subsections 3701.2 to 3701.14 and 3705.1 to 3705.6 contain quality of service rules which are designated as reliability performance standards adopted by the Commission within the meaning of D.C. Official Code § 34-706(e). If a utility fails to comply with Reporting Requirements for Reportable and Limited Service Outages and Gas Incidents noted in Subsections 3701.2 to 3701.14 and the Reliability Standards, Low Pressure Water Infiltration, Underground Damage Prevention, Lost Time Accidents OSHA 300 Log noted in Sections 3705.1 to 3705.6, it may be subject to forfeiture or civil penalty in accordance with D.C. Official Code § 34-706.
- 3708.2 Failure to comply with the remaining Subsections of this Chapter may result in the penalties set forth in D.C. Official Code § 34-706 (a) for failure to comply with Commission rules and regulations.

3708.3 Violations of the natural gas quality of service standards and of the reliability performance standards set forth in this Chapter will be handled according to the rules established in 15 DCMR, Chapter 23 Natural Gas. When determining the amount of the civil penalty for violations of this Chapter, the Commission will consider the factors established in Chapter 23.

3709 WAIVER

3709.1 The Commission may, in its discretion, waive any provisions of Chapter 37 of this title.

3799 DEFINITIONS

3799.1 When used in this chapter, the following terms and phrases shall have the meaning ascribed:

Abandoned Calls – Calls to the Natural Gas Utility that are terminated by the customer after the customer selects the menu option and is placed in the queue and has been in queue at least thirty seconds, but has not yet reached a customer service representative or any other automated response system.

Abnormal Operating Condition – A condition that may indicate failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infra-structure that may result in a hazard(s) to persons, property or the environment.

Call Abandonment Rate – The annual number of Abandoned Calls divided by the total number of calls the Natural Gas Utility received.

Call Answering – A process whereby a Natural Gas Utility representative, voice response unit, or other automated operator system is ready to render assistance or ready to accept information necessary to process a customer's call. An acknowledgement that the customer is waiting on the line does not constitute an answer.

Code 1 Orders – Gas leak or customer reported odor complaint calls involving a strong gas leak, carbon monoxide, illness, broken service main or gaslight, fire in progress, explosion, uncontrolled appliance heat, steam or noise, gas blowing or hissing, second call, or pressure alarm.

Code 2 Orders – Gas leak or customer reported odor complaint calls involving a “medium” gas leak, or noise.

Code 3 Orders – Gas leak or customer reported odor complaint calls involving a “slight” gas leak.

Commission – Public Service Commission of the District of Columbia.

Condensate Drips – Devices installed on low pressure natural gas distribution system at its lowest elevation to facilitate collection of condensates such as ground water or other liquids infiltrating the gas piping.

Dispatch – Unit of the Natural Gas Utility that receives calls, disseminates information and assigns service calls to technicians and field crews, and acknowledges their feedback during responses to gas leaks, incidents and emergencies.

Distribution Line – Gas pipelines that provide natural gas delivery service to customers.

Gas Emergency – Any sudden and unexpected situation where leakage, blowing gas, loss of gas pressure, an overpressure condition, or loss of telemetry or control-system has caused or may cause serious injury or damage to life and/or property. Examples of emergencies include gas-fed fires, explosions involving gas, escaping gas, unplanned supply interruptions, releases of hazardous material, carbon monoxide poisonings, and odorant releases.

Gas Main – A distribution line that serves as a common source of supply for more than one service line.

Gas Main Segments – Each part of a gas distribution line that serves as a common source of supply for more than one service line.

Gas Pipeline Facility – A pipeline, a right of way, a building, or equipment used in transporting natural gas or treating natural gas during its transportation.

Grade 1 – A leak that presents an immediate or probable hazard to persons or property, and requires immediate repair or continuous action until the conditions are no longer hazardous;

Grade 2 – A leak that is recognized as being non-hazardous at the time of detection, but requires scheduled repair based on probable future hazard; and

Grade 3 – A leak that is non-hazardous at the time of detection and can be reasonably expected to remain non-hazardous.

High Pressure (HP) System – A gas pipeline in which the gas pressure is higher than the pressure provided to the customer. Typically, high pressure pipelines

operate over sixty (60) pounds per square inch gauge (psig) and are not transmission pipes.

Interruption Duration – The period of time, truncated or rounded to the nearest minute, during which a Reportable Service Outage occurs.

Incident – An event involving the release of natural gas that interrupts normal operations. An incident is an event that involves the release of gas and a death or injury requiring in-patient hospitalization or property damage or costs of \$5,000 or more to the Natural Gas Utility, or an event receiving media attention or that requires closing a public street.

Leak Survey - A systematic inspection of a pipeline for the purpose of finding leaks on a gas piping system. Leakage surveys may be done with or without instruments, depending on the class location and type of system.

Limited Service Outage(s) (LSO) – Customer service outage(s) caused by failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infrastructure affecting twenty-five (25) to one hundred (100) customers and lasting more than eight (8) hours.

Low Pressure (LP) System – A gas pipeline in which the pressure is substantially the same as the pressure provided to the normal residential customer. Low pressure lines normally operate at 7.8 inches water column.

Medium Pressure (MP) System – A gas pipeline in which the gas pressure is higher than the pressure provided to the customer. Typically, medium pressure pipelines operate higher than the LP System (at 7.8 inches water column) up to sixty (60) pounds per square inch gauge (psig).

Natural Gas – Is a [gaseous](#) flammable [fossil fuel](#) consisting primarily of [methane](#).

Natural Gas Service Provider – A natural gas supplier, including an Aggregator, Broker, or Marketer, who generates or produces natural gas, sells natural gas, or purchases, brokers, arranges, or markets natural gas for sale to customers.

Natural Gas Supplier – A licensed Person, broker, or marketer, who generates natural gas; sells natural gas; or purchases, brokers, arranges or markets natural gas for sale to customers.

Natural Gas Utility – The company that owns or controls the distribution facilities required for the transmission and delivery of natural gas to customers, provides sales service and delivery of distribution service of natural gas, and is regulated by the Public Service Commission of the District of Columbia.

Normal Business Hours – Monday through Friday, 8:00 a.m. to 9:00 p.m., and Saturday, 8:00 a.m. to 4:30 p.m. (except major holidays). The main office serves customers Monday through Friday (except holidays) from 8:30 a.m. to 4:30 p.m. The Anacostia office accepts bill payments by check or money order only, Monday through Friday (except holidays), 8:00 a.m. to 4:00 p.m. All other hours including, holidays and Sunday are designated as non-normal business hours.

Occupational Safety and Health Administration (OSHA) 300 log (OSHA 300 Log) – A log of all recordable occupational injuries and illnesses on forms approved by OSHA. This form is called OSHA 300 Log. It is regularly updated by OSHA. OSHA 300 Log shall be used to record each case within seven (7) calendar days after the employer received information that a recordable work-related injury or illness has occurred.

Office of the Commission Secretary (OCMS) – Secretary of the Public Service Commission of the District of Columbia.

Office of Compliance and Enforcement (OCE) – Office of Compliance and Enforcement of the Public Service Commission of the District of Columbia.

Office of the People’s Counsel (OPC) – Office of the People’s Counsel of the District of Columbia.

On Cycle Meter Reads – The service period that a customer’s bill is read during the course of each month.

Outside Assistance – Resources not routinely used by a Natural Gas Utility for service restoration. Natural Gas Utility resources transferred among utility operating areas are not considered outside assistance.

Pipeline – All parts of those physical facilities through which gas moves in transportation, including pipe, valves, and other appurtenance attached to pipe, compressor units, metering stations, regulator stations, delivery stations, holders, and fabricated assemblies.

Pipeline Facility – New and existing pipeline, rights-of-way, and any equipment, facility, or building used in the transportation of gas or in the treatment of gas during the course of transportation.

Pipeline Network – The group or system of interconnected gas transmission and distribution lines.

PSIG – Pounds per square inch gauge.

Regulator Station – A facility for controlling the pressure and flow of natural gas serving a distribution system.

Reportable Service Outage(s) – Customer service outages caused by failure of gas piping integrity or a deviation from normal operation or a malfunction of a component on gas piping infrastructure affecting more than one hundred (100) customers and lasting more than eight (8) hours; or any outage occurring at a Master-Metered Apartment Building (as defined in 15 DCMR § 499.1) affecting more than one hundred (100) residential units.

Service Line – A distribution line that transports gas from a common source of supply to an individual customer, to two adjacent or adjoining residential or small commercial customers, or to multiple residential or small commercial customers served through a meter header or manifold. A service line ends at the outlet of the customer meter or at the connection to a customer's piping, whichever is further downstream, or at the connection to customer piping if there is no meter.

Telephone Service Factor – The percentage of calls answered within a specified amount of time. For example, if the service level time is set at thirty (30) seconds and seventy (70) percent of calls are answered in less than thirty (30) seconds, then the telephone service factor is seventy (70).

Transmission Line – A pipeline, other than a gathering line, that: (1) transports gas from a gathering line or storage facility to a gas distribution center, storage facility, or large volume customer that is not down-stream from a gas distribution center; (2) operates at a hoop stress of twenty (20) percent or more of Specified Minimum Yield Strength (SMYS); or (3) transports gas within a storage field.