

1078-M-4

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1333 H STREET, N.W., 2nd FLOOR, WEST TOWER
WASHINGTON, D.C. 20005

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NOTICE

March 25, 2011

**FORMAL CASE NO. 1078, IN THE MATTER OF AN INVESTIGATION INTO
THE ADEQUACY OF BILLING INFORMATION ON MONTHLY UTILITY
BILLS**

1. In furtherance of the Public Service Commission of the District of Columbia's ("Commission") mission to assist residential ratepayers in better understanding their utility bills, the Commission hereby invites public comments on the following proposals that the Potomac Electric Power Company ("Pepco") and Washington Gas Light Company ("WGL") include new, revised and additional information on all residential utility bills.

A. Pepco

2. Pepco currently provides 13 months of data on kilowatt hour usage on each residential Standard Offer Service (SOS) bill so residential customers can track their usage on a month-to-month and year-over-year basis. Pepco also provides the number of days in a billing cycle for 13 months since this can be a factor in month-to-month and year-over-year changes. However, unlike WGL, Pepco does not currently provide weather-related information on a 13-month basis despite the fact weather is a major driving force in energy usage. Therefore, the Commission proposes that Pepco include weather-related factors such as heating degree days ("HDD") and cooling degree days ("CDD") or preferably average temperature data for 13 months so residential customers can understand the impact of weather changes on their usage each month.¹ It appears from Pepco's bills that there is adequate room to add a row for the weather-related data.

3. The Commission suggests that Pepco enlarge the font size for contact information regarding the Commission and OPC on the residential bills. We have received complaints that the information needs to be more visible to residential customers.

¹ A degree day is a unit for estimating the demand for energy required for heating or cooling. In the United States, the typical standard indoor temperature is 65°F (18.3°C). For each 1°F decrease or increase from this standard in the average outside temperature one heating or cooling degree day is recorded. For example, if the average outside temperature for a day was 60°F, it records as 5 heating degree days (HDD); if it was 70°F, it records as 5 cooling degree days (CDD).

4. The Commission also proposes that Pepco provide graphs showing the trends over the 13-month period in usage, weather, and the number of billing days on its bills or, if that is not feasible, at least under the “My Account” section of its website.

B. WGL

5. For WGL’s standard residential customer, the Company currently provides 12 months of usage (in therms) and weather (in HDDs) data on its residential bills so residential customers can track their usage and the extent to which weather is impacting their usage over the period. However, 12 months of data does not enable residential customers to compare their usage with the same period in the previous year. Therefore, the Commission proposes WGL add a 13th month to its chart to permit this comparison. The Commission also proposes that WGL include the number of days in each billing cycle for the same 13-month period so that residential customers can understand how the variation in the number of days of a given billing cycle may contribute to changes in usage on a month-to-month and year-over-year basis.

6. WGL currently provides two months of usage (in total therms and therms per day), weather (average temperature), and number of days in the billing cycle on the bills of residential customers who have chosen an alternative supplier. The Commission proposes that WGL provide at least three months of these data in order to include the same month in the previous year (data currently provided), the previous month (data currently not provided) and the current month. This will enable these residential customers to track their month-to-month changes for each of the above factors.

7. In addition, the Commission recommends that WGL include the full name of the Commission on its residential bills for customers who have chosen an alternative supplier, e.g., “District of Columbia Public Service Commission” or, if space is a problem, “DC Public Service Commission.” Currently, the Commission is simply referred to as the “DC Commission.” Reference to the Commission should precede reference to the Office of the People’s Counsel (“OPC”) since the OPC description references the Commission. Lastly, the Commission’s address should be included.

8. As with Pepco, the Commission also proposes that WGL provide graphs showing the trends over the 13-month period in usage, weather, and the number of billing days on its bills or, if that is not feasible, the Commission proposes that WGL make the information retrievable for residential customers from its website.

9. Comments on the above proposed bill and website changes should be submitted to the Office of the Commission Secretary, 1333 H Street, N.W., Second Floor, West Tower, Washington, D.C., 20005. All comments must be received within 30 days of the date of this Notice. Persons wishing to file reply comments may do so no later than 45 days of the date of this Notice.