

MULTI-UTILITY DISCOUNT WORKING GROUP

2003 Joint Annual Report



May 2002 ~ April 2003
Utility Discount Programs (UDPs)



Washington
Gas

pepco



Anthony A. Williams, Mayor

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MULTI-UTILITY DISCOUNT WORKING GROUP 2003 JOINT ANNUAL REPORT UTILITY DISCOUNT PROGRAMS

I. BACKGROUND

The purpose of the Utility Discount Program (UDP) is to reduce the impact of rising utility costs on low-income citizens in the District of Columbia. These lifeline rate structures enable low-income consumers to afford electric, natural gas, telephone and water services.

There are four Utility Discount Programs (UDPs) for low-income consumers, three of which, those for electricity, telephone and gas, were created by mandate of the Public Service Commission of the District of Columbia (Commission) and the fourth by the DC Water and Sewer Authority. The DCEO, along with PEPCO, Verizon, Washington Gas and WASA, jointly administer the programs.

The Potomac Electric Power Company (PEPCO) offers the longest running UDP, the Residential Aid Discount (RAD). RAD discounts residential electric service rates on the first 400 kilowatt-hours (kwh) used. The program began in 1982, after being authorized by the Public Service Commission on an experimental basis in Formal Case No. 785, Order No.7716.

An additional electric discount program, the Universal Service Discount Program (USDP) was established by the Council and Mayor of the District of Columbia, through the enactment of the Retail Electric Competition and Consumer Protection Act of 1999. The USDP discounts, which began in June of 2001, added to those provided by the RAD program. Today, the combined programs are referred to as the RAD program. However, the tables separate the two programs to show the contribution of each to rate reduction.

In 1985, the Commission approved a low-income discount rate called Economy II (ECON II) provided by Verizon in Formal Case No. 827, Order No. 8300. The following year, the Commission authorized Residential Essential Service (RES), a discount rate for gas service, offered by Washington Gas (WG) in Formal Case No. 840 in Order No. 8569. In October of 2000, the DC Water and Sewer Authority (WASA) began providing a water discount program called the Customer Assistance Program (CAP). The tariff sheets for all of these programs, except for WASA, which does not use a tariff, are contained in Appendix 1.

The RES program is in effect November through April, although this year data for April are not available (see Table 2 foot note {a}), and is available to consumers who use natural gas as their principal source of space heating. In contrast to the limited availability of RES, the RAD programs, ECON II, and the CAP are available year round.

To participate in any UDP, all applicants must qualify under income guidelines, in addition to age guidelines as a senior in ECON II and proof of homeownership for the water discount program. Applicants must be certified by the D.C. Energy Office (DCEO) and must be re-certified each year to participate in UDP. DCEO processes applications for these programs on a year-round basis.

Applications for UDP are received and processed by DCEO in several ways: (1) directly through the Low Income Home Energy Assistance Program (LIHEAP); (2) from applications forwarded by utility companies, Office of People's Counsel (OPC), the Commission, and other agencies who receive applications through their community outreach programs; (3) from walk-in applicants; and (4) through mail-in applications. UDP clients do not have to participate in LIHEAP in order to participate in the UDP program.

Utilities solicit applicants for the four UDPs through mailed notices, outreach activities, and radio advertisements. The DCEO, through LIHEAP, begins in October of each year making appointments for UDP applicants to be certified for all utility programs. LIHEAP applicants are signed up for UDP during these appointments, and senior citizens are processed first. Applications are then accepted from the remaining population. Utility Discount sign-up days are also used as an effective means of outreach in identifying new customers.

II. CURRENT DISCOUNT RATES

This section discusses the number of participants in each of the four UDPs, current program discount information and the percentage discounts that were realized during the 2002-2003 UDP Program period. Percentages give another dimension compared to the program tables. These tables show discounts in dollars and cents, but a statement in percentage terms can enhance the significance of the monetary amounts. Customers eligible for UDP benefits also buy gas, electricity and phone service from alternative suppliers, companies other than Washington Gas, PEPCO and Verizon. There is no alternative supplier for water.

The breakdown of 2002-2003 UDP participation by customers of the four principal suppliers is as follows: the monthly averages supplied by Washington Gas (RES) and PEPCO (RAD) were 12,966 and 4,850 respectively; the quarterly average supplied by Verizon (ECON II) was 13,726 and WASA's total for CAP customers was 2,663. The changes in customers for the four principal suppliers from 2001-2002 to 2002-2003 were as follows: Washington Gas (RES) decreased by 992 from 5,842; PEPCO (RAD) increased by 715 from 12,251; Verizon (ECON II) increased by 718 from 13,028. Changes in WASA's CAP operation do not allow comparisons with 2001-2002: See Table 3 Part 3 footnote {b}.

Customers of Alternative Suppliers: For three years alternative suppliers have been selling their services to customers who qualify for UDP programs. These customers are few at present. For 2002-2003 there was a monthly average of 1,316 RAD customers up from 308. Information on RES and ECON II customers is not available this year.

A. Economy II (ECON II)

The Commission, in Formal Case No. 850, modified the ECON II tariff in response to the District of Columbia's declining telephone penetration rate. The Commission also increased the number of free calls available to participants and reduced the monthly charge. On November 15, 1998, the Commission issued Order No. 11286 in compliance with the May, 1997 FCC Report

and Order No. 97-157. In response to that, Verizon (then Bell Atlantic-DC) removed the head of household requirement and introduced the option of toll blocking for a lifeline customer. ECON II customers may be required to pay one month's advance payment, not to exceed \$3.00. Finally, ECON II customers were exempted from paying the Subscriber Line Charge, which represented an average saving of \$3.85 per month for the period of May 2002-April 2003.

The monthly charge for ECON II service is \$3.00 per month for qualified customers who are less than 65 years old. Qualified customers 65 years old and over receive a further discount which reduces the \$3.00 monthly rate to \$1.00 per month. With ECON II Service, eligible customers can make unlimited outgoing calls per month within the District of Columbia, as well as Maryland and Virginia suburbs.

The combined savings resulting from the ECON II rates and the exemption from paying the Subscriber Line Charge, noted above, result in an average saving of approximately 93 percent for Economy II customers.

In addition to ECON II service, Verizon also offers Link-Up America to help reduce telephone costs. Link-Up America is a service that offers low-income residents a reduction in connection charges for telephone service. People who are eligible for social service assistance may qualify for a 50% reduction in service connection charges associated with installing a single phone line in their home. Link-Up applies only to service connection charges. There is no longer a restriction on the number of times customers may receive the Link-Up America discount.

B. Residential Aid Discount (RAD) and Universal Service Discount (USD)

Since its establishment in 1982, the Commission has increased the discount applicable to the RAD program several times. Currently, All participants receive a discount on all kilowatt-hours (kwh) used up to 400 kwh per month. As a result of electricity deregulation, the USD Program went into effect in June 2001. Additional discounts from the USD program apply to the first 400 kwh for RAD Standard customers and to the first 700 kwh for RAD All-Electric customers. For the twelve months ending April 2003, the average RAD Standard customer received discounts on 335 kwh with average percentage discounts of 60% in the summer months and 36% in winter. The average RAD All-Electric customer received discounts on 593 kwh. With average percentage discounts on the first 400 kwh of 58% in both the summer and winter months. For usage from 401 to 700 kwh, RAD All-Electric customers received an average of 38% discount during the summer months and 51% in the winter months.

C. Residential Essential Service (RES)

In response to a working group report recommending that RES discounts be based on graduated levels for therm discounts according to income level, the RES program was modified in 1995. Customers were classified by the DCEO to reflect household size and income level. For the winter (November through April) of 2002/2003, those rates provided discounts in a tiered system according to usage and month. Customers in the "A" category (0 to 50% of poverty level) received a discount of 18.97 cents per therm, "B" category (incomes between 51% and 100% of Poverty level) received

a discount of 15.18 cents per therm, and “C” category (incomes between 101% and 150% of Poverty level) received discount of 14.25 cents per therm. Discounts are offered for different maximum monthly therm usages: for November and April, the first 75 therms are discounted, for December and March the first 175 therms, and for January and February the first 200 therms. This system allows RES customers to receive a greater discount in the colder months.

The percentage discounts for RES customers depends on the price WG pays for gas. For the 2002-2003 heating season (November 2002 through April 2003) WG paid prices ranging from 57.43 cents per therm in January, to 98.03 cents per therm in March and averaged 68.19cents per therm over the six-month period. The average percentage discounts received were 29% for the “A” category, 23% for the “B” category and 22% for the “C” category.

D. Customer Assistance Program (CAP)

Since the implementation of WASA’s new state-of-the-art Customer Information and Billing System, the Authority has begun applying the water discounts to qualifying customers as their accounts are billed by the new system. For qualifying homeowners the program provides a discount of 100 % of the cost of the first 4 CCF (400 cubic feet or approximately 3,000 gallons) of water used per month. The cost of water during WASA’s Fiscal year 2002 was \$1.786 per CCF (\$2.39 per 1000 gallons). WASA reduced the cost of water to \$1.69 per CCF (\$2.26 per 1000 gallons) starting in October 2002. For the UDP Report Year, May 2002 through April 2003, which bridges the change in the cost of water, the average cost per 1000 gallons was \$2.31. The WASA table is presented in gallons because this measure is much more familiar to general readers than CCF.

Data in this year’s table are not comparable to those in last year’s table. WASA began the CAP program in June 2001 and made discounts retroactive to October 2000 for all customers receiving water during the months of June, July and August 2001. This year, discounts were given only for water actually metered.

III. COST SAVINGS TO UDP CUSTOMERS

UDPs offer substantial savings to participating customers. Table 2 summarizes the mean monthly actual savings realized and the mean monthly potential savings that UDP customers can achieve by participating in the four programs. Gas, electricity and water monthly savings estimates are calculated assuming average RES, RAD and WASA program usage levels. The calculations in Table 2 show aggregate savings from RES, RAD, USDP and WASA programs totaled \$491,000, \$785,000, \$853,000 and \$141,000 respectively in the 2002-2003 period. For ECON II, only potential savings can be estimated because Verizon has not made the study of residential telephone call volume, which is required to estimate actual savings. Natural gas monthly savings estimates had to be calculated this year using only 5 months of data because of April’s data being unavailable (see Table 2 footnote {a}). Table 3 provides the detailed support for the summary calculations in Table 2. Table 2 shows RES savings on natural gas averaged \$20.00 a month or \$100.00 for the 5-month period compared to a maximum potential of \$28.66

or \$143.30.

RAD electricity savings for the original RAD program rates calculated using monthly summer and winter kilowatts per hour usage. The average actual monthly savings for all RAD customers, RAD Standard and RAD-AE, are \$5.05 compared to a potential savings of \$5.41 (Table 2). The corresponding annual totals are \$60.60 and \$64.96. Table 3, Part 2, Chart 2 shows the extra savings from the addition of the USDP, an average for all RAD customers of an additional \$5.48 (Table 2) per month or \$65.76 for the year.

CAP results are shown in Table 3, Part 3. Participants averaged a monthly savings of \$4.41 or \$53.97 for the year in comparison to a potential savings of \$6.35 per month or \$76.23 for the year.

Potential ECON II savings (Table 3, Part 4) are calculated using estimates for 2002-2003 of the number of telephone customers changing to ECON II from having no telephone or from the other Verizon services: Economy I, DC Only, Message Rate, Message Rate B, Flat Rate and from one ECON II age class to the other. The maximum potential savings per month was \$12.69 (Table 2) or \$152.27 per year.

IV. MULTI-UTILITY DISCOUNT WORKING GROUP

In an effort to increase participation in all four UDPs and in recognition of common challenges in promoting these programs, a Multi-Utility Discount Working Group was established. Members include representatives from each of the four utility companies, DCEO, OPC, and the Commission staff. Since its inception, the working group has met at least once every quarter. The primary focus of the working group is to seek ways to jointly promote all four of the discount programs.

Several strategies have been employed -- joint advertising, the development of a joint application form and sharing information regarding efforts to reach new participants. The Multi-Utility Discount Working Group also monitors trends in participation rates for each program and seeks new ideas about ways to increase these participation rates. Jointly sponsored sign-up days have been undertaken at least once a year as a means to encourage eligible citizens to participate in the programs. However, in early 1996 the Working Group decided to conduct one major sign-up day per year. The number of jointly sponsored sign-up days conducted to date has been 15.

Each year the Multi-Utility Discount Working Group provides these services and events to support and promote the UDPs:

1. Distribution of a joint utility application form. All four utilities, DCEO, OPC and the Commission staff are using these forms to enable people to sign up for more than one program simultaneously. The applications are now available in English, Spanish, Chinese, and Vietnamese.
2. An annual Multi-Utility Discount Working Group report to the Commission.

3. Joint participation with the four utilities and DCEO in LIHEAP/UDP sign-up days throughout various wards in the city.
4. Joint sponsorship of an annual sign-up day. The sign-up day for 2002-2003 season was held October 17, 2002 at the D.C. Convention Center 900 9th Street, N.W. (Ward 2).
5. Mid-season advertising to promote Utility Discount Program.

V. PROMOTION OF UTILITY DISCOUNT PROGRAMS

Advertising and promotion is vital to the success of the Utility Discount Programs. Studies conducted by the Utilities have shown that many customers are still unaware of the programs. The following sections describe the strategies that have been employed by PEPCO, WG, Verizon, the Commission, and OPC, WASA and the DCEO over the last year.

VI. OUTREACH EFFORTS

A common strategy employed by the utilities, OPC, the Commission, DCEO, and WASA in an effort to inform residents of discount programs being offered, is to make oral presentations before community groups throughout the District. During the past year, a total of 361 site visits were made. This figure is shown in Table 9. At these meetings, brochures and joint application forms were distributed as well.

A. Joint 2002-2003 UDP Sign-Up Day Results

On October 17, 2002, the four utility companies, PEPCO, WG, Verizon, and WASA, jointly sponsored one sign-up day during this report period, with assistance provided by the Commission, OPC and the DCEO. The event was extensively promoted in advance through radio stations WHUR, WPGC, WMMJ, and WKYS; radio talk show appearances on WPFW, WYCB, WOL and WACA (Spanish station); press releases and distribution of posters and brochures by social service providers, day care centers, schools and other organizations. Local media coverage included TV channels 4,7,8,9, Univision (Spanish station) and cable TV 16. In addition, 480 employee volunteers from sponsoring organizations, including 150 WG volunteers made the Joint Utility Discount Day's record-setting accomplishments possible.

The Utility Discount Day was held at the D.C. Convention Center located at 900 9th Street, N.W. (Ward 2). A record 5,188 District residents were in attendance. Of this number, 4,357 applicants were processed for at least one of the four utility services. A summary of this report is included in Appendix 2. Also included in Appendix 2, is the report showing the number of approved clients originating directly from the UDP (16,934) and the number from LIHEAP (18,044), which also includes many UDP applicants who were processed as a result of the Sign-Up Day.

B. PEPCO Outreach Activities

From May 2002 through April 2003, PEPCO has undertaken several individual and joint initiatives to promote and increase enrollment in its RAD program. Community outreach efforts included but not limited to, community meetings, energy conservation workshops, neighborhood events, distribution of literature, appearances on radio, advertising in newspapers, bill inserts, and advertising media.

PRINT MEDIA	RADIO
<ul style="list-style-type: none">▪ Capital Spotlight▪ Washington New Observer▪ Washington Informer▪ Washington Sun▪ News Dimensions▪ Afro American	<ul style="list-style-type: none">▪ WOL▪ WUST▪ WMMJ▪ WYCB▪ WHUR

Residential Aid Discount (RAD) Increased for Low-Income Customers

The Commission approved an increase in the discount provided to low-income customers who participate in PEPCO's RAD program. This discount applies to bills issued on or after June 11, 2001.

RAD customers without all-electric heating will receive a 32 percent discount on the first 400 kilowatt-hours (kwh) used in the winter months and 63 percent discount on the first 400 kwh used in the summer months, resulting in a savings of approximately \$6 per month in winter and \$12 per month in summer, or about \$102 per year.

RAD customers with all-electric heating (RAD-AE) will receive a 51 percent discount on the first 700 kwh used in the winter months and a 38 percent discount on the first 700 kwh used in the summer months, for a savings of about \$20 per month, or about \$240 per year.

Reliable Energy Trust Fund (RETF) Surcharge

The Commission implemented the Reliable Energy Trust Fund (RETF) to assist qualified low-income electric customers in the District. The program will be funded through a monthly surcharge of \$0.00019 cents per kwh, effective for service rendered on and after June 5, 2001. The RETF surcharge will appear as a new line item in the distribution portion of the customer's bill.

The Commission implemented this new surcharge as part of the legislation that created customer choice, which began January 2001. The legislation is designed to recover the costs of funding

expanded rate discounts for low-income customers, the Low Income Home Apartment Weatherization Program and certain administrative costs of the DCEO to conduct these programs. The surcharge will not include any profit for PEPCO.

C. Washington Gas Outreach Activities

WG in September 2002, mailed letters to 8,000 previous RES customers reminding them of the availability of the Residential Essential Service Program.

The D.C. Public Affairs Division promoted the RES program at a number of outreach activities. These included, but were not limited to, community meetings, energy conservation workshops and neighborhood events such as Adams Morgan Day and Chinese New Year Celebration. WG also advertised the RES program in newspaper and radio advertisements.

D. Verizon Outreach Activities

Verizon offers low-income residents of the District reduced rates for basic telephone service through ECON II. ECON II is a flat rate service offered to income-qualified residents of the District of Columbia. The total number of ECON II customers receiving this service as of April 30, 2003 was 13,642. The rate for this service is \$3.00 a month for customers age 64 and younger and a locally funded service upgrade that is available to customers who are 65 years or older reduces the ECON II rate to \$1.00 a month. With ECON II, Verizon DC offers a free blocking option for long distance calls. If a customer chooses this blocking option voluntarily, no security deposit will be required.

In addition to ECON II, Verizon also offers Link-Up America to help reduce telephone costs. Link-Up America is a service that offers low-income residents a reduction in connection charges for telephone service. People who are eligible for social service assistance may qualify for a 50% reduction in service connection charges associated with installing a single phone line in their home. Link-Up applies only to service connection charges.

Verizon used its extensive community outreach network to identify those customers eligible for ECON II and Link-Up America. Customers are encouraged to apply for these services during outreach activities. Community Outreach efforts included presentations to groups, distribution of literature, appearances on radio and television programs, advertising in newspapers, bill inserts, advertising media, and various other participation and interactions with the community.

Verizon DC has provided written information on its residence services to senior citizens' groups, civic organizations, religious groups, Advisory Neighborhood Commissions (ANCs), government agencies, individual citizens, and other groups.

Through a minimum of 3 outreach efforts per month, Verizon DC targeted more than 50,000 community members, and distributed more than 10,000 pieces of literature throughout the community through various channels (see Table 12)

Printed Advertising – Newspapers	Media Advertising	OTHER ADVERTISING
<ul style="list-style-type: none"> ▪ Asian Fortune ▪ City Paper ▪ Northwest Currents ▪ El Pregonero ▪ In Towner ▪ Senior Beacon ▪ Washington Afro-American ▪ Eagle News ▪ Washington Informer 	<ul style="list-style-type: none"> ▪ District Cable Channels 13 and 16 ▪ Radio One/WOL/WMMJ 	<ul style="list-style-type: none"> ▪ Letters to LIHEAP participants ▪ BA-DC bill inserts ▪ BA-DC Newsletter ▪ Newsletters and programs of religious and community org. ▪ Distribution to D.C. Public School ▪ Community Forums ▪ Joint Utility Discount Sign-Up Day ▪ BA-DC Web Page ▪ Flyers distributed at authorized payment locations.

E. WASA Outreach Activities

During the spring of 2002 WASA produced its first quarterly newsletter , which was mailed to its 130,000 customers. The newsletter included a section on the upcoming Joint Utility Discount Day and our partnership with DCEO and other local utilities to provide discounts. The newsletter also contained the telephone number for the WASA Customer Service Department for customer inquiries in reference to the water discount.

Newsletters included updated information in reference to the discount programs and any upcoming sign-up events. All customer service representatives were trained on the programs so that they may provide inquiring customers with the appropriate information and direct them on submitting applications.

In addition, WASA has promoted its customer assistance programs at a number of community outreach events. These included, but were not limited to, community meetings, energy awareness day, and earth day.

Serving by Lending a Helping Hand (S.P.L.A.S.H.)

Each year about 17 percent of District residents experience some form of financial hardships. Fortunately, WASA developed a program called Serving by Lending a Helping Hand project (S.P.L.A.S.H). This program provides assistance to needy families so they can retain critical services like water. S.P.L.A.S.H. operates solely by contributions form the community and caring customers. The program is administered directly by the Salvation Army and contributions are distributed to all eligible customers.

WASA pays for all administrative costs associated with this program and has redesigned its water and sewer bills to enable generous customers to easily make contributions. We urge everyone who can to contribute to this program.

F. Office Of The People's Counsel Outreach Activities

Through the efforts of the Consumer Service Division (CSD), the OPC promotes awareness and participation in UDPs. The OPC promotes the UDPs on three levels: First, through the outreach efforts of CSD, the OPC provides presentations and literature to various community groups on current utility issues and programs, including the UDPs; secondly, through the consumer complaint intake process, CCCEO staff advises consumers with complaints and of the availability of the programs and encourages participation. Finally, the OPC meets with members of the D.C. City Council, organizations such as the United Planning Organization (UPO), focus groups, small businesses, civic/citizens associations and ANCs to promote public awareness and participation in UDPs.

OPC's outreach efforts over the years have included presentations before the following traditional groups: ANCs, D.C. Office on Aging, Mini Commission on Aging, Change Inc., Rate Payers for a Better Economy, civic/citizens associations, social service agencies, University Legal Services, as well as numerous briefings with City Council staff and Councilmembers. OPC has worked to identify and inform new constituents such as small business consumers, environmental justice advocates, utility tax reform advocates and national consumer advocates with local contacts here in the District of Columbia. The OPC has participated in more than 250 community outreach events and in numerous utility discount sign-up sessions for qualified low-income residents and senior citizens. OPC's outreach efforts are conducted in Wards 1 through Ward 8 in the District. Audience size ranges from 10 to 200 individuals, with an average of 20 to 30 persons in attendance.

The OPC sponsored a series of city-wide "Quality of Service" community hearings in order to give D.C. consumers an opportunity to express concerns and observations with respect to overall utility service quality. The hearings attracted approximately 150 persons, with over 60 individuals presenting testimony. Again, OPC was able to use the event as a distribution point for the Joint Utility Discount Day (JUDD) Information.

The OPC has also participated in several "Town Hall Meetings" sponsored by Mayor Anthony Williams, as well as other "Town Hall Meetings" sponsored by the D.C. Office on Aging and individual city council members. The Office participated in the Ward 8 Health Fair, sponsored by Councilmember Sandy Allen, which attracted approximately 1,000 residents of Ward 8. Recently, OPC sponsored a conference entitled, Consumer Choice: "Utility Consumer Education Forum on Electric Restructuring and Retail Competition". DCEO provided brochures on utility discounts, which were on display. The conference attracted over 160 consumers.

Outreach efforts to the Latino community will continue to be a major focus of OPC. To that end, Silvia Garrick, who is Spanish speaking, has recently been promoted as the community outreach coordinator. OPC has been able to make major contacts with Latino community based organizations to assist in its outreach efforts in that community. As a result, OPC has translated and produced documents that take the messages of basic consumer rights, energy conservation, the Utility Consumer Bill of Rights/Responsibilities and the importance of regular participation to this segment of the community. OPC has also provided consumer information in the following languages: Spanish, Vietnamese, Chinese and Amharic. In addition, the Mayor's Office of Latino Affairs has

been called upon in an advisory capacity as well as to serve as a major distribution point for the JUDD.

On a daily basis, OPC receives complaints from consumers on a variety of issues regarding utility matters. Where a complainant or the complainant's circumstances indicate the need for financial assistance with their utility bills, either presently or in the future, the complainant is provided with information and phone numbers for contacting PEPCO, WG, Bell Atlantic, or the DCEO for assistance in applying for the UDPs. Additionally, the OPC publishes "Utility Notes" on a quarterly basis, wherein several articles appear in the publication regarding UDP activities, goals, and objectives.

G. Public Service Commission Outreach Activities

Operating as a quasi-judicial agency, the Commission is an independent District Government agency established by Congress in 1913 to regulate electric, gas and telephone companies in the District. The Commission's mission is to promote the availability, reliability, affordability, and quality of energy and telecommunications services and foster economic development in the District.

The Commission accomplishes this mission by empowering and protecting consumers, resolving consumer and service provider disputes and by empowering customer and results-oriented employees. Consumer oriented issues are resolved by the Commission's Office of Consumer Services (OCS) staff. This office is responsible for the day-to-day activities associated with three programs; (1) mediation of utility company complaints and inquiries; (2) public and community outreach programs to assist consumers in making informed choices in a competitive environment; and (3) registration of applications to install new payphones and the mediation of complaints regarding existing payphones

The OCS staff routinely disseminates information and makes presentations to District consumers at Town Hall Meetings, ANC, civic association and special interest group meetings. Description and promotion of participation in the UDPs is included in all outreach activities and prominently displayed on the website, www.dcpssc.org. OCS staff members educate and inform consumers about discount programs offered by the utility companies when handling complaints and inquiries. The Commission participated in the Utility Discount Sign-Up events in an ongoing effort to reach all segments of the District's diverse population. Further, the Commission also supports UDPs by encouraging employees to voluntarily participate in the annual JUDD activities.

Commission outreach events are customized to meet the needs of the target audience and may vary from twelve (12) to as many as one hundred (100). The audiences include residential consumers, small business representatives, government officials and community business leaders. The Commission participated in outreach activities throughout each ward of the District and has been successful in reaching many consumer groups. The addition of language specific materials and hand-outs increased the ability to reach more residents.

All outreach fact sheets were translated into Spanish and a bilingual supervisor was brought on board and assigned the responsibility for UDP Spanish outreach. A new medium for reaching the

Latino community was developed and implemented in April of 2002; a thirty-minute radio program that includes UDP information airs on Radio Capital, AM 730 monthly. OCS also established the DCPSC Language Resource Bank and employees proficient in Spanish, Farsi, Hindi, Swahili, Thai and Mandarin voluntarily assist consumers with translations as required. Plans are in place to produce fact sheets and brochures in other languages.

The Commission provides information to consumers who call, write or visit the Commission and indicate a need for assistance with their utility bills. Consumers are also given discount application forms and materials that explain the three programs and eligibility requirements. A chronological list of community meetings, seminars and other activities can be found in Table 14.

H. District of Columbia Energy Office Outreach Activities

Promotion of the UDP is an integral part of DCEO's outreach to the community. The following is an outline of the strategies employed by the DCEO to increase consumer participation in UDPs in the District:

- Jointly sponsored paid radio advertisements for the JUDD Sign-Up Day were conducted between September, 2001 and October, 2002. Radio stations WHUR, WPGC, WYCB, WMMJ/WOL, WPFW, La Mega (Spanish station) and WKYS were used for advertising.
- The Hispanic Working Group was established, in an effort to increase participation in the Hispanic community, and jointly sponsored newspaper advertisements were conducted between September 19, 2001 and September 29, 2002. El Tiempo and El Nacion were the Hispanic Newspapers used for advertising.
- DCEO met with the Director of the Asian American Lead, in an effort to increase participation in the Vietnamese community. Brochures and applications were provided for distribution.
- LIHEAP and RCAP conducted Public Service Announcements (radio & press) to promote their federal programs. Since the UDPs are tied to the LIHEAP income guidelines, DCEO has increased the clients on the UDPs through this effort. DCEO staff on a year-round basis processes applicants for the RAD and ECON II programs. Applicants for RES are also taken on a year-round basis by DCEO; however, these applications are forwarded to WG November through April, (the six months which it operates the RES program).
- DCEO staff made site visits to various senior citizens groups that requested additional information on the UDPs. As a result of the site visits, the DCEO has reached approximately 1,401 clients.
- DCEO, in two separate mailings, sent letters, brochures, and applications to over 600 churches to be disseminated to members through announcements in church services/programs or placed on bulletin boards.

- DCEO has completed 166 homebound visits since October 2002.
- DCEO distributed 2,261 brochures and applications to special interest groups and mailed 4,682 brochures and applications to clients requesting information through the DCEO hotline. In addition, 3,000 brochures and applications were distributed to the utilities, the Commission and the OPC upon request.
- DCEO updated and printed 25,000 UDP brochures in English and 25,000 brochures in Spanish, Chinese, and Vietnamese. These brochures contain the average monthly and yearly savings by customers participating in the RAD, RES and ECON II programs, as well as a description of each program.
- DCEO mailed brochures and applications to ANC Commissioners throughout the city.

DCEO will continue to develop innovative promotional activities to solicit interest in the UDP and all DCEO programs.

RECOMMENDATIONS AND FUTURE UDP ACTIVITIES FOR 2003-2004

The Multi-Utility Discount Working Group members have seen significant improvement in citizens' awareness of the utility discount programs as a result of their information sharing and distribution efforts. Consistent with the goals of the Commission and that of the working group members to increase District residents' participation in these programs, the following events are planned for the 2003/2004 period.

- The DC Cable Office will do year-round advertisement/PSA's on channel 16.
- The Multi-Utility Discount Working Group will continue to conduct its sign-up day at the DC Convention Center because it has produced the highest number of eligible individuals and families. Also, it is large enough to expand the event depending on applicants' demand.
- The Multi-Utility Discount Working Group will continue to participate in a jointly funded effort by PEPCO, WG, Verizon, WASA and DCEO to air advertisements on radio stations in an effort to increase client participation. Each of the four participants will contribute up to \$5,000 annually for this promotional effort. The advertisements will air in conjunction with the UDP sign-up day.
- The Multi-Utility Discount Working Group will continue to issue brochures and applications in four different languages: English, Chinese, Spanish and Vietnamese.
- DCEO will continue to work on upgrading its computer program to send approvals

overnight and to include new WASA data, beginning fiscal year 2004.

- DCEO has established a year-round church liaison outreach network that will be in full operation for this coming cycle.
- DCEO has established an outreach coordinator for the Chinese and Vietnamese sector in an effort to increase these groups' participation in the UDP.
- DCEO has established a similar liaison for the Spanish community.

TABLE 1

**DISTRICT OF COLUMBIA ENERGY OFFICE
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM
INCOME GUIDELINES FY 2003**

<u>HOUSEHOLD SIZE</u>	<u>MAXIMUM ANNUAL INCOME</u>
1	\$ 13,290
2	\$ 17,910
3	\$ 22,530
4	\$ 27,150
5	\$ 31,770
6	\$ 36,390
7	\$ 41,010
8	\$ 45,630

**FOR FAMILY UNITS WITH MORE THAN 8 MEMBERS,
ADD \$4,620 FOR EACH ADDITIONAL MEMBER.
GUIDELINES ARE SUBJECT TO CHANGE ANNUALLY.**

TABLE 2

UTILITY DISCOUNT (UDP) AND UNIVERSAL SERVICE DISCOUNT (USDP)

SUMMARY OF PROGRAMS 2002 - 2003

**ACTUAL AND POTENTIAL COST SAVINGS TO UDP PROGRAM CUSTOMERS:
MONTHLY AND FOR YEAR**

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
UTILITY	PROGRAM	MEAN MONTHLY CUSTOMERS	MEAN MONTHLY PER CUSTOMER SAVINGS \$	NUMBER OF MONTHS	(3) X (4) X (6) TOTAL ACTUAL SAVINGS (\$1,000)	(3) X (5) X (6) MAXIMUM POTENTIAL SAVINGS (\$1,000)	
			Actual	Maximum Potential			
WASHINGTON GAS	RES	4,850 {a}	20.00	28.66	5 {a}	491	695
PEPCO	<u>RAD</u>	12,996	5.05	5.41	12	785	844
WASA	CAP {b}	2,663	4.41	6.35	12	141	203
SUB-TOTAL: RES, RAD, CAP		{c}	{c}	23.71 {d}		1,417	1,742
VERIZON	Econ II	13,726 {e}	{f}	12.69	12	{f}	2,090
SUBTOTAL: ALL UDP PROGRAMS		{c}	{c} {f}	36.40{d}		{f}	3,832
PEPCO	USDP	12,996	5.48	6.01	12	853	937
TOTAL: ALL PROGRAMS		{c}	{c} {f}	42.41 {d}		{f}	4,769

{a} Data for November through March only. Programming required by new tariffs, starting in April 2003, has not been perfected to produce RES data comparable to the previous 5 mos.

{b} WASA data in this year's table are not comparable to those in last year's table. See Table 3, Part 3, footnote {b}.

{c} Unduplicated count of customers not available.

{d} Computed on 12-month basis for all programs.

{e} Assumption made that mean quarterly customers equals mean monthly customers.

{f} Verizon has made no studies of call volumes. These data are necessary for calculation of actual savings.

TABLE 3, PART I

UDP PROGRAM 2002-2003 {a}
[DATA FOR NOVEMBER 2002 THROUGH MARCH 2003 ONLY]

ACTUAL AND MAXIMUM POTENTIAL PROGRAM SAVINGS:
MONTHLY AND FOR 5-MONTH YEAR

WASHINGTON GAS -- RESIDENTIAL ESSENTIAL SERVICE (RES)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
			(2) x (3)		(3) x (5)	(4) x (5)		(5) x (8)	(2) x (9)
	DISCOUNT PER THERM	PER CUSTOMER ACTUAL MEAN DISCOUNTED THERMS	PER CUSTOMER ACTUAL MEAN SAVINGS	TOTAL CUSTOMERS	TOTAL ACTUAL DISCOUNTED THERMS	TOTAL ACTUAL SAVINGS	MAXIMUM PER CUSTOMER DISCOUNTED THERMS	MAXIMUM TOTAL POTENTIAL DISCOUNTED THERMS	TOTAL POTENTIAL SAVINGS
	(\$)		(\$)		(1,000s)	(\$1,000)		(1,000s)	(\$1,000)
Class A (0-50% of Poverty Level)									
Month									
Nov-02	0.1897	36	6.83	357	13	2.4	75	27	5.1
Dec-02	0.1897	88	16.69	1,178	104	19.7	175	206	39.1
Jan-03	0.1897	110	20.87	1,379	152	28.8	200	276	52.4
Feb-03	0.1897	118	22.38	1,619	191	36.2	200	324	61.5
Mar-03	0.1897	106	20.11	1,835	194	36.9	175	321	60.9
Mean Month	0.1897	103	19.47	1,274					
Five-Month Total					654	124.0	825	1,154	219.0
Class B (51-100% of Poverty Level)									
Month									
Nov-02	0.1519	44	6.68	317	14	2.1	75	24	3.6
Dec-02	0.1519	103	15.65	1,385	143	21.7	175	242	36.8
Jan-03	0.1519	124	18.84	1,663	206	31.3	200	333	50.6
Feb-03	0.1519	132	20.05	1,753	231	35.1	200	351	53.3
Mar-03	0.1519	118	17.92	2,015	239	36.1	175	353	53.6
Mean Month	0.1519	117	17.72	1,427					
Five-Month Total					832	126.4	825	1,303	197.9
Class C (101-150% of Poverty Level)									
Month									
Nov-02	0.1425	67	9.55	630	42	6.0	75	47	6.7
Dec-02	0.1425	143	20.38	1,773	254	36.1	175	310	44.2
Jan-03	0.1425	167	23.80	2,128	355	50.6	200	426	60.7
Feb-03	0.1425	179	25.51	3,161	567	80.6	200	632	90.1
Mar-03	0.1425	154	21.95	3,057	470	67.1	175	535	76.2
Mean Month	0.1425	157	22.38	2,150					
Five-Month Total					1,689	240.5	825	1,950	277.9
RES Mean Month		131	20.00	4,850					
RES 5-Month Total				24,250	3,175	490.9	2,475	4,407	694.8

**TABLE 3A, PART 1, CHART 1
 UDP PROGRAM 2002 – 2003
 REPORTED AND COMPUTED
 SAVINGS AND DISCOUNTED THERMS {a}
 MONTHLY AND FOR YEAR
 WASHINGTON GAS – RESIDENTIAL ESSENTIAL SERVICE (RES)**

PANEL I: RESULTS USING WASHINGTON GAS REPORTED DISCOUNTED THERMS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
					(3) x (5)	(5) / (4)	(3) x (7)
LINE	CUSTOMER CLASS	DISCOUNT PER THERM	-- REPORTED --		----- COMPUTED -----		
			TOTAL CUSTOMERS	TOTAL DISCOUNTED THERMS	TOTAL SAVINGS	PER CUSTOMER MEAN	
				(1,000s)	(\$1,000)	DISCOUNTED THERMS	SAVINGS (\$)
		(\$)					
1	Class A (0-50% of Poverty Level)						
2	Mean Month	0.1897	2,086			29	5.51
3	Year Total			362	69		
4	Class B (51-100% of Poverty Level)						
5	Mean Month	0.1519	2,242			25	3.79
6	Year Total			337	51		
7	Class C (101-150% of Poverty Level)						
8	Mean Month	0.1425	1,514			28	4.18
9	Year Total			256	38		
ALL WASHINGTON GAS CUSTOMERS							
10	MEAN MONTH		5,842			27	4.51
11	YEAR TOTAL			955	158		

PANEL 2: RESULTS USING WASHINGTON GAS REPORTED SAVINGS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
					(5) / (3)	(6) / (4)	(3) / (7)
LINE	CUSTOMER CLASS	DISCOUNT PER THERM	-- REPORTED --		----- COMPUTED -----		
			TOTAL CUSTOMERS	TOTAL SAVINGS	TOTAL DISCOUNTED THERMS	PER CUSTOMER MEAN	
				(\$1,000)	(1,000)	DISCOUNTED THERMS	SAVINGS (\$)
		(\$)					
12	Class A (0-50% of Poverty Level)						
13	Mean Month	0.1897	2,086			89	16.86
14	Year Total			211	1,112		
15	Class B (51-100% of Poverty Level)						
16	Mean Month	0.1519	2,242			94	14.35
17	Year Total			193	1,271		
18	Class C (101-150% of Poverty Level)						
19	Mean Month	0.1425	1,514			100	14.31
20	Year Total			130	911		
ALL WASHINGTON GAS CUSTOMERS							
21	MEAN MONTH		5,842			94	15.24
22	YEAR TOTAL			534.9	3,294		

{a} See discussion below Chart 2.

**TABLE 3A, PART 1, CHART 2
UDP PROGRAM 2002-2003
REPORTED AND COMPUTED YEAR TOTAL
SAVINGS AND DISCOUNTED THERMS
WASHINGTON GAS – RESIDENTIAL ESSENTIAL SERVICE (RES)**

**DIFFERENCES IN TOTAL DISCOUNTED THERMS AND TOTAL SAVINGS BETWEEN CHART 1, PANEL 1 AND
CHART 1, PANEL 2**

(1)			(2)	(3)	(4)			(5)	(6)
CHART 1			YEAR TOTAL DISCOUNTED THERMS (1,000s)		CHART 1			YEAR TOTAL SAVINGS (\$1,000)	
PANEL	COLUMN	LINE	REPORTED	COMPUTED	PANEL	COLUMN	LINE	REPORTED	COMPUTED
1	(5)	11	955		1	(6)	11		158
2	(6)	22		3,294	2	(5)	22	534	
DIFFERENCE (Reported less computed)	-2,339							376	

DISCUSSION

Discrepancies in Washington Gas (WG) data for 2001 – 2002 provided to DCEO required a radical change in the UDP table for the RES Program, Table 3A, Part 1, and in Table 3, the UDP Summary.

Normally, WG’s annual RES data are, with insignificant differences, internally consistent. Computing total discounted therms by dividing total reported dollars of discounts by the discount per therm normally yields a match between the computed and the reported total discounted therms. Performing the corresponding check for total reported dollars of discounts (multiplying total reported discounted therms by the discount per therm) yields a match between the computed and the reported figures.

For WG’s 2001 – 2002 RES data, November 2001 – April 2002, however, significant discrepancies resulted from the check computations described above. Chart 1 displays the check computations for the Mean Month and Year Total for each Customer Class in Panels 1 and 2. These Panels omit the monthly figures usually shown because the data discrepancies do not warrant showing such detail. Chart 2 displays the differences between the Total Therms and Total Savings for All Washington Gas Customers from the two check-total calculations shown in Panel 1 and Panel 2: Reported Total Discounted Therms are 2.3 million less than Total Computed Therms and Reported Total Savings are \$376,000 more than Computed Savings.

There were an average of 763 customers per month buying gas from alternative suppliers during the November 2001 – April 2002 period. The same type of discrepancies explained above was present in the WG data for these customers. Because the discrepancies noted above cannot be resolved, all WG figures are omitted from the Summary table, Table 3.

TABLE 3, PART 2, CHART 1

UDP PROGRAM 2002-2003

ACTUAL AND MAXIMUM POTENTIAL PROGRAM SAVINGS:

MONTHLY AND FOR SEASON AND YEAR

PEPCO

RESIDENTIAL AID DISCOUNT (RAD) PROGRAM 2002 - 2003

RAD Customers {a}: RAD Standard (RAD-S) and RAD All Electric (RAD-AE)

Discounts for customer charge (first 30 Kwh) and next 370 Kwh (31-400 Kwh)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
			[(2)X(3)]+{b}		(3) X (5)	(4) X (5)		(5) X (8)	{d}
CUSTOMER GROUPS	DISCOUNT FOR:	PER-CUSTOMER ACTUAL		MEAN MONTHLY CUSTOMERS {c}	TOTAL ACTUAL		MAXIMUM PER CUSTOMER DISCOUNTED Kwh	MAXIMUM TOTAL POTENTIAL	
	(\$)	DISCOUNTED Kwh	MEAN SAVINGS (\$)		DISCOUNTED Kwh	SAVINGS (\$1,000)		DISCOUNTED Kwh	SAVINGS (\$1,000)

RAD STANDARD For 31-400 Kwh {b}

Summer per month	0.01309	349	5.14	9,421	3,286	48	370	3,486	51
5 Summer months	0.01309	1,744	25.70	9,421	16,429	242	1,850	17,428	255
Winter per month	0.01309	326	4.84	9,812	3,197	47	370	3,630	53
7 Winter months	0.01309	2,281	33.88	9,812	22,380	332	2,590	25,413	373

RAD STANDARD For 31-400 Kwh {b}

Mean month		335	4.96	9,649					
Year Total					38,809	574	4,440	42,841	628

RAD ALL ELECTRIC For 31-400 Kwh {b}

Summer per month	0.01309	356	5.24	3,225	1,150	17	370	1,193	17
5 Summer months	0.01309	1,782	26.20	3,225	5,748	85	1,850	5,967	87
Winter per month	0.01309	362	5.30	3,383	1,223	18	370	1,252	18
7 Winter months	0.01309	2,531	37.10	3,383	8,561	126	2,590	8,762	129

RAD ALL ELECTRIC For 31-400 Kwh {b}

Mean month		359	5.30	3,317					
Year Total					14,309	211	4,440	14,729	216

TOTAL RAD PROGRAM: Chart 1

RAD-S AND RAD-AE For 31-400 Kwh {b}

Mean month		341	5.05	{e}	{e}	{e}		{e}	
Year Total				12,967	53,118	785	4,440	57,570	844

{a} All RAD Customers, whether they bought electricity from PEPCO or alternative suppliers. Alternative suppliers sold to 436 Summer and 880 Winter customers.

{b} Customer Charge Discount: First 30 Kwh: 0.57

{c} "Mean Monthly Customers" is used to improve evaluation of program activity levels. See 2003 Report Recommendation Section.

{d} (5) x [(2) x 370]+{b}

{e} Sum: RAD-S plus RAD-AE

NOTE: Parts may not add to totals because of rounding

TABLE 3, PART 2, CHART 2

UNIVERSAL SERVICE DISCOUNT (USD) PROGRAM 2002-2003

**ACTUAL AND MAXIMUM POTENTIAL PROGRAM SAVINGS:
MONTHLY AND FOR SEASON AND YEAR**

AND COMBINED TOTALS FOR RAD AND USD PROGRAMS

PEPCO

RAD Customers {a}: RAD Standard (RAD-S) and RAD All Electric (RAD-AE)

RAD-S: Discounts for customer charge (first 30 Kwh) and next 370 Kwh (31-400 Kwh)

RAD-AE: Discounts for customer charge (first 30 Kwh), next 370 Kwh (31-400 Kwh) and next 300 Kwh (401-700 Kwh)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
			[(2)X(3)]+(b)		(3) X (5)	(4) X (5)		(5) X (8)	{d}
CUSTOMER GROUPS	DISCOUNT FOR:	-PER CUSTOMER DISCOUNTED Kwh	ACTUAL SAVINGS	MEAN MONTHLY CUSTOMERS (c)	--- TOTAL ACTUAL DISCOUNTED Kwh	SAVINGS	MAXIMUM PER CUSTOMER DISCOUNTED Kwh	MAXIMUM TOTAL -- POTENTIAL -- DISCOUNTED Kwh	SAVINGS
	(\$)		(\$)		(1,000)	(\$1,000)		(1,000)	(\$1,000)
RAD STANDARD									
For 31-400 Kwh {b}									
Summer per month	0.01659	349	6.36	9,421	3,286	60	370	3,486	62
5 Summer months	0.01659	1,744	31.80	9,421	16,429	300	1,850	17,428	309
Winter per month	0.00070	326	0.80	9,812	3,197	8	370	3,630	7
7 Winter months	0.00070	2,281	5.60	9,812	22,380	55	2,590	25,413	47
RAD STANDARD:									
For 31-400 Kwh {b}									
Mean month		335	3.07	9,649					
Year Total					38,809	355	4,440	42,841	357
RAD ALL ELECTRIC (RAD-AE)									
For 31-400 Kwh {b}									
Summer per month	0.01522	356	5.86	3,225	1,150	19	370	1,193	20
5 Summer months	0.01522	1,782	29.30	3,225	5,748	94	1,850	5,967	98
Winter per month	0.01522	362	5.93	3,383	1,223	20	370	1,252	21
6 Winter months	0.01522	2,531	41.51	3,383	8,561	140	2,590	8,762	144
RAD - AE: 31-400 Kwh {b}									
Mean month		359	5.88	3,317					
Year Total					14,309	234	4,440	14,729	241

{a} All RAD customers, whether they bought electricity from PEPCO or alternative suppliers. Alternative suppliers sold to 436 Summer and 880 Winter customers.

{b} Customer Charge Discount: First 30 Kwh: 0.43

{c} "Mean Monthly Customers" is used to improve evaluation of program activity levels. See 2003 Report Recommendation Section.

{d} (5) X [(2) X 370]+(b)

NOTE: Parts may not add to totals because of rounding.

TABLE 3, PART 3

UDP PROGRAM YEAR: MAY 2002 – APRIL 2003
AND
WASA FISCAL YEAR 2002: OCTOBER 01 – SEPTEMBER 02 {a}
First Half of Fiscal Year 2003: October 2002 – March 2003

WASA-CUSTOMER ASSISTANCE PROGRAM (CAP) {b}

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
		(6) / (5)	(2) X (3)			(4) X (5)		(5) X (8)	(2) X (9)
PERIOD	DISCOUNT PER 1000 GALLONS {c}	--PER CUSTOMER-- DISCOUNTED GALLONS	SAVINGS	TOTAL CUSTOMERS FOR PERIOD	--TOTAL ACTUAL-- DISCOUNTED GALLONS	CUSTOMER SAVINGS	MAXIMUM PER CUSTOMER DISCOUNTED GALLONS	MAXIMUM TOTAL -- POTENTIAL -- DISCOUNTED GALLONS	CUSTOMER SAVINGS
	(\$)	(1,000)	(\$)		(1,000)	(\$1,000)	(1,000)	(1,000)	(\$1,000)

UDP REPORT YEAR:

MAY 2002 – APRIL 2003	2.31{d}	23	52.97	2,663	60,991	141	33	87,656	203
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WASA FISCAL YEAR PERIODS: {a}

FY 2002:

OCTOBER 2001- SEPTEMBER 2002	2.39	20.5	48.94	2,365	48,480	116	33	77,847	186
------------------------------	------	------	-------	-------	--------	-----	----	--------	-----

First half of FY 2003:

OCTOBER 2002- MARCH 2003	2.26	10.8	24.40	2,440	26,319	60	15	36,507	82
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{a} Presented at WASA's request

{b} Data in this year's table are not comparable to those in last year's table. WASA began the CAP program in June 2001 and made discounts retroactive to October 2000 for all customers receiving water during the months of June, July and August of 2001. This year, credits were given only for water actually metered.

{c} Discounts per 1,000 gallons for the first 3,000 used; and Effective Dates:

	\$ 2.39	October 2001 through September 2002
	\$ 2.26	October 2002 through April 2003

{d} Average rate for UDP Report Year

TABLE 3, PART 4

UDP PROGRAM 2002- 2003 MAXIMUM POTENTIAL PROGRAM SAVINGS: MONTHLY AND FOR YEAR {a}

VERIZON ECONOMY II SERVICE (ECON II)

(1)	(2)			(3)	(4)	(5)	(6)	(7)	(8)	
						(2)+(3)+(4)	12 x (5)	Mean Quarterly	(6) x (7)	
Service Prior to Economy II {b}	-----Component Savings Versus Econ II----- Rate for Services (Prior minus Current)				FSLC{c} Exemption	Calls x \$0.05	Maximum Potential Saving Per Customer Monthly Yearly		Customers {b} {d}	Potential Savings
	(\$)			(\$)	(\$)	(\$)	(\$)		(\$1,000)	
AGE 65 AND OVER										
NO TELEPHONE	NA			NA	NA	NA	NA	251	NA	
Economy I	6.00	- 1.00	= 5.00	3.85	120x = 6.00	14.85	178	118	21	
DC Only	8.59	- 1.00	= 7.59	3.85	No Limit	11.44	137	838	115	
Message Rate	7.29	- 1.00	= 6.29	3.85	45x = 2.25	12.39	149	404	60	
Message Rate B	7.29	- 1.00	= 6.29	3.85	45x = 2.25	12.39	149	434	65	
Flat Rate	12.78	- 1.00	= 11.78	3.85	No Limit	15.63	188	2,399	451	
ECON II <65	3.00	- 1.00	= 2.00	NA	NA	2.00	24	172	4	
Year Total								4,616	716	
AGE UNDER 65										
NO TELEPHONE	NA			NA	NA	NA	NA	126	NA	
Economy I	6.00	- 3.00	= 3.00	3.85	120x = 6.00	12.85	154	74	11	
DC Only	8.59	- 3.00	= 5.59	3.85	No Limit	9.44	113	753	85	
Message Rate	7.29	- 3.00	= 4.29	3.85	45x = 2.25	10.39	125	460	58	
Message Rate B	7.29	- 3.00	= 4.29	3.85	45x = 2.25	10.39	125	741	93	
Flat Rate	1.78	- 3.00	= 9.78	3.85	No Limit	13.63	164	6,884	1,129	
ECON II 65+	1.00	- 3.00	= -2.00	NA	NA	-2.00	-24	72	-2	
Year Total								9,110	1,374	
Economy II Year Total								13,726	2,090	

NA: Not Applicable

{a} Verizon has made no studies of residential services call volumes. This data is necessary for calculation of actual savings.

{b} Total Economy II customers proportioned among prior services using time-weighted mean data from fourth quarter 1997 through first quarter 2003. This data is a count of the number of customers moving each quarter from each prior service to the Economy II program.

{c} FSLC – Average Federal Subscriber Line Charge. This charge changed twice during the period from May 2002 through April 2003.

{d} 'Mean Quarterly Customers' is used to improve evaluation of program activity levels. See Recommendation section for 2002.

TABLE 4**MONTHLY DISPOSITION OF APPLICATIONS
PROCESSED BY D.C. ENERGY OFFICE
MAY 2002 - APRIL 2003**

MONTHS	APPROVALS	DENIALS	*PENDING	TOTAL
MAY '02	739	9	2	750
JUN '02	304	1	0	305
JUL '02	170	3	1	174
AUG '02	788	10	52	850
SEP '02	513	4	47	564
OCT '02	3,820	107	122	4,049
NOV '02	13,700	30	129	13,859
DEC '02	7,034	91	274	7,399
JAN '03	5,405	69	139	5,613
FEB '03	3,239	20	58	3,317
MAR '03	4,021	67	155	4,243
APR '03	783	13	4	800
TOTALS	40,516	424	983	41,923

* PENDING - AWAITING ADDITIONAL INFORMATION

SOURCE: D.C. ENERGY OFFICE

TABLE 5				
QUARTERLY DISPOSITION OF APPLICATIONS PROCESSED BY D.C. ENERGY OFFICE MAY 2002 - APRIL 2003				
QUARTER	APPROVALS	DENIALS	*PENDING	TOTALS
MAY/02-JUN/02	1,043	10	2	1,055
JUL/02-SEP/02	1,471	17	100	1,588
OCT/02-DEC/02	24,554	228	525	25,307
JAN/03-MAR/03	12,665	156	352	13,173
APR/03-APR/03	783	13	4	800
TOTALS	40,516	424	983	41,923

* PENDING - AWAITING ADDITIONAL INFORMATION
SOURCE: D.C. ENERGY OFFICE

TABLE 6
DISPOSITION OF UDP APPLICATIONS PROCESSED

BY DCEO BY PROGRAM MAY 2002 - APRIL 2003					
PROGRAM	MONTHS	APPROVALS	DENIALS	PENDING	TOTAL
PEPCO "RAD"	MAY '02	331	3	1	335
	JUN '02	115	0	0	115
	JUL '02	55	3	1	59
	AUG '02	404	3	4	411
	SEP '02	90	0	1	91
	OCT '02	1,160	9	18	1,187
	NOV '02	4,725	12	42	4,779
	DEC '02	2,412	8	20	2,440
	JAN '03	1,894	12	22	1,928
	FEB '03	1,111	0	6	1,117
	MAR '03	1,399	1	7	1,407
	APR '03	262	3	2	267
	TOTAL	13,958	54	124	14,136
WG "RES"	MAY '02	13	6	1	20
	JUN '02	14	0	0	14
	JUL '02	12	0	0	12
	AUG '02	11	2	47	60
	SEP '02	380	4	45	429
	OCT '02	513	95	97	705

**TABLE 6 (Cont.)
DISPOSITION OF UDP APPLICATIONS PROCESSED
BY DCEO BY PROGRAM
MAY 2002 - APRIL 2003**

PROGRAM	MONTHS	APPROVALS	DENIALS	PENDING	TOTAL
WG "RES" <i>Continued</i>	NOV '02	2,560	12	45	2,617
	DEC '02	1,244	79	228	1,551
	JAN '03	1,078	56	111	1,245
	FEB '03	625	19	52	696
	MAR '03	971	64	141	1,176
	APR '03	159	9	1	169
	TOTAL	7,580	346	768	8,694
Verizon "ECON II"	MAY '02	353	0	0	353
	JUN '02	154	1	0	155
	JUL '02	93	0	0	93
	AUG '02	352	5	0	357
	SEP '02	40	0	0	40
	OCT '02	2,064	3	5	2,072
	NOV '02	5,531	6	13	5,550
	DEC '02	2,992	4	10	3,006
	JAN '03	2,232	1	5	2,238
	FEB '03	1,409	1	0	1,410
	MAR '03	1,495	1	4	1,500
	APR '03	298	1	1	300
	TOTAL	17,013	23	38	17,074

Table 6 (cont.)
DISPOSITION OF UDP APPLICATIONS PROCESSED
BY DCEO BY PROGRAM
MAY 2002– April 2003

PROGRAM	MONTHS	APPROVALS	DENIALS	PENDING	TOTAL
WASA “CAP”	MAY ‘02	42	0	0	42
	JUN ‘02	21	0	0	21
	JUL ‘02	10	0	0	10
	AUG ‘02	21	0	1	22
	SEP ‘02	3	0	1	4
	OCT ‘02	83	0	2	85
	NOV ‘02	884	0	29	913
	DEC ‘02	386	0	16	402
	JAN ‘03	201	0	1	202
	FEB ‘03	94	0	0	94
	MAR ‘03	156	1	3	160
	APR ‘03	64	0	0	64
	TOTAL	1,965	1	53	2,019

TABLE 7**NUMBER OF PARTICIPANTS BY UTILITY PROGRAM
MARCH 1992 - APRIL 30, 2003**

PEPCO - "RAD"												
QUARTER ENDING	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
MARCH												
JUNE	14,638	13,971										
SEPT												
DEC												
APRIL			15,191	15,540	13,094	13,389	13,094	13,370	13,718	12,465	12,771	12,996

WASHINGTON GAS - "RES"												
QUARTER ENDING	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
NOV			68	2,072					3,971			3,439
DEC			1,168	4,207					4,212	3,230		4,735
JAN			2,459	5,231					4,452	3,825		5,242
FEB			4,270	5,863					4,558	4,321	6,298	6,323
MARCH			5,715	6,298					5,143	4,901	6,537	6,480
APRIL	7,279	7,552	8,042	7,899	7,456	6,486	5,823	5,750	5,767	7,148	7,008	7,459

TABTABLE 7 (CONT.)
NUMBER OF PARTICIPANTS BY UTILITY PROGRAM
MARCH 1992 – APRIL 30, 2003

Verizon - "ECON II"												
QUARTER ENDING	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
MARCH	3,225											
JUNE	4,435											
SEPT	505											
DEC	5,605											
APRIL		12,513	11,008	11,008	9,251	9,369	8,648	10,038	11,207	12,790	13,028	13,726

WASA - "CAP"												
QUARTER ENDING	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
MARCH												
JUNE												
SEPT												
DEC												
APRIL										1,096	1,444	2,663

TABLE 8
Trends In The Number Of RAD Participants

<u>DATE</u>	<u>NUMBER</u>	<u>DATE</u>	<u>NUMBER</u>
09/30/85	9,183	12/31/90	12,077
12/31/85	9,306	01/31/91	12,374
04/30/86	12,184	02/28/91	12,789
06/30/86	13,384	03/31/91	13,321
09/30/86	13,495	04/30/91	13,848
12/31/86	13,756	05/31/91	14,049
03/31/87	14,464	06/30/91	14,106
06/30/87	13,785	07/31/91	13,620
09/30/87	13,037	08/31/91	13,213
12/31/87	11,267	09/30/91	12,579
03/31/88	12,890	12/31/91	12,448
06/30/88	13,082	03/30/92	13,956
09/30/88	12,087	05/30/92	14,638
12/31/88	10,184	10/31/92	12,932
03/31/89	11,093	11/30/92	12,804
06/30/89	11,454	12/31/92	12,812
09/30/89	9,780	01/31/93	12,856
12/31/89	8,513	02/28/93	12,856
03/31/90	11,753	03/31/93	13,227
06/30/90	12,534	04/30/93	13,858
07/31/90	12,327	05/31/93	13,971
10/31/90	11,200	06/30/93	13,512
11/30/90	11,494	07/31/93	13,030
02/28/94	11,922	06/30/96	12,813

<u>DATE</u>	<u>NUMBER</u>	<u>DATE</u>	<u>NUMBER</u>
03/31/94	14,362	07/31/96	12,498
04/30/94	15,191	12/31/96	11,400
05/31/94	15,344	01/31/97	11,639
06/30/94	15,027	02/28/97	11,847
07/31/94	14,595	04/30/97	13,094
08/31/94	14,245	05/31/97	13,262
09/30/94	13,493	06/30/97	13,295
10/31/94	13,370	08/31/97	12,781
11/30/94	13,627	11/30/97	11,347
12/31/94	14,151	12/31/97	12,014
01/31/95	14,732	02/28/98	13,445
02/28/95	15,129	03/31/98	13,826
03/31/95	15,299	04/30/98	13,741
08/31/93	12,441	05/31/98	13,886
09/30/93	11,584	06/30/98	13,394
10/31/93	10,995	09/30/98	12,099
11/30/93	10,866	10/31/98	11,353
12/31/93	11,189	12/31/98	12,130
01/31/94	11,715	01/31/99	12,054
04/30/95	15,540	02/28/99	12,540
05/31/95	15,698	03/31/99	13,370
09/30/95	13,543	04/30/99	13,489
12/31/95	13,204	05/31/99	13,576
02/29/96	13,732	06/30/99	12,882
03/28/96	14,100	12/31/99	10,842
04/30/96	13,389	02/29/00	12,254

<u>DATE</u>	<u>NUMBER</u>	<u>DATE</u>	<u>NUMBER</u>
03/31/00	13,467	05/31/02	14,242
04/30/00	13,718	07/31/02	13,182
5/31/00	13,559	08/31/02	12,315
06/30/94	13,489	10/31/02	12,052
07/31/00	13,254	11/30/02	12,153
08/31/00	12,876	12/31/02	12,194
10/31/00	11,561	01/31/03	11,971
12/31/00	12,163	02/28/03	13,596
01/31/01	12,612	03/31/03	13,942
03/31/01	13,370	04/30/03	14,267
05/31/01	12,465		
06/30/01	12,617		
11/30/01	11,255		
12/31/01	11,529		
01/31/02	11,584		
03/31/02	14,561		
04/30/02	14,690		

TABLE 9

**Number Of Site Visits/Outreach by Utilities
OPC, PSC, DCEO, AND WASA
May 2002 – May 2003**

PEPCO	22
WG	6
Verizon	43
OPC	217
PSC	56
DCEO	17
WASA	24
TOTAL	385

Source: PEPCO, WG, BA-DC, and OPC, WASA
PSC, AND DCEO

Table 10

**PEPCO
Community Outreach
April 2002-April 2003**

Arthur Caper Senior Center
All Souls Church
Arthur Caper Senior Center
Benning Park Apartments
Bodywise Health Fair
Campbell Heights
Chevy Chase Community Center
Columbia Heights
Edgewood Terrace
Ft. Lincoln #1
Ft. Lincoln #2
Hardy Recreation Center
Hawaii Apartments
Martin Luther King Library
Office On Aging Senior Day
Potomac Gardens
Robert Walls Senior Apartments
Senior Citizens Counseling Center
Sibley Plaza
Southeast House
Utility Discount Day
Walker House Senior Apartments

Table 11

Washington Gas Community Outreach April 2002 - April 2003

Metropolitan AME Seniors Group
OPC
DC Housing Finance Agency
ANC 4D05
ANC 4 D Chairperson Meeting
Upper Northwest Community Group Civic Association
Townhall Meeting Ward 4
ANC1D
ANC 6B
Anacostia Senior High School
DC Office of Aging
ANC 1D
Community Hearing
Hampshire Gardens Apartments Board of Directors
Elderfest
DC Energy Office
Lamont Community Action Group
JUDD
National Council of Negro Women
River Terrace Community Organization
Community Services Agency & Metro Council, AFL-CIO
ANC 7C Townhall Meeting
Petworth Action Committee
Fairlawn Citizens Association
Congress Heights Community Association
Maury Elementary School
Ward 6 Democrats

Georgia Ave. Collaborative
Fort Dupont Civic Association

Table 12

Verizon Community Outreach April 2002-April 2003

ANC 6 Town Hall Meeting
Office of Latino Affairs
Ward 4 Town Hall Meeting @ Raymond Elementary
Dupont Circle Civic Association @ Central Baptist Church
Mini Joint Utility Discount Day @ Marriott Wardman Park
Hotel
The Center for Asian American Services
Eastern Market Community Advisory Committee
Washington East Foundation

Anacostia Coordinating Council
Parklands Community Center
Theodore Hagans Cultural Center
YWCA
Barney Neighborhood House
Federation of Civic Associations
Congress Heights Community Day
Columbia Heights Development Corporation
Department of Fire and Emergency Services @ DC Armory
DC Housing Authority Potomac Region
ANC 3C
BodyWise Heath Fair
Marshall Heights CBO
Aiton Elementary

Jubilee Jobs
Washington Literacy Council
Salvation Army
Elderfest
East of the River CDC

Joint Utility Discount Day
DC College Access program
The National Council of Negro
Women
Martin Luther King Jr. Library
United Planning Organization
Union Temple Baptist Church
Greater DC Cares
Community of Hope
Calvary Bilingual
ANC1A01
Ward 4 Outreach
Ibero Chamber of Commerce
Mary Center
Latin American Youth Center
Brentwood Civic Association
Covenant House

TABLE 13
DC Water & Sewer Authority
Community Outreach Activities
June 2002 – May 2003

Annual DIA Safety Day
Annual Health Festival
Job Fest
Energy Awareness Day
ANC Ward 8 Community Meeting
Benning Ridge Civic Association Meeting
ANC 6B Meeting
Staton Elementary School Public Meeting
AARP Meeting Chapter 3473
ANC Ward 6C02 Single Member District Meeting
Bread for the Soul Toy and Book Drive
Public Meeting on New Customer Service Initiatives
The Edgewood Civic Association
The Georgia Avenue Collaborative Community Meeting
The Third Annual Ward 5 Constituent Services Summit
Naylor/Dupont ANC 7B Meeting
DC Federation of Civic Associations Monthly Meeting
Chesapeake Bay Environmental Justice Forum
Ward 8 Townhall Meeting
Gain Sharing Volunteer Program-Great American Clean-up Kick-off
ANC 7B Meeting
Mayor's Committee on Persons with Disabilities
Earth Day 2003
Energy Expo 2003

Table 14

**Public Service Commission
Community Outreach
April 2002– April 2003**

Ward Seven Pennsylvania Avenue Baptist Church	Ward One Cardoza Senior High School
Fruit of the Spirit Baptist Church (3)	Ward Eight Faith Tabernacle of Prayer
Central Northeast Civic Association Ward Memorial AME Church	Gethsemane Baptist Church (2)
Ft. Dupont Civic Association Sixth District Police Pct.	Ward 6 Hine Junior High
Ward 3 Wilson Senior High	Ward 2 Hardy Middle School
ANC 8C Meeting, Petey Green Center	First Rising Mt. Zion Baptist Church
Ward 4 People’s Congregational Church	Deanwood Civic Association Meeting Ron Brown Middle Scholl
Platical Latinas Radio Broadcast (2)	Rittenhouse Square Residents Association
Powell Elementary School PTA Meeting	Ward 1 Reeves Center
Metropolitan Police Department 4D	Dupont Park Civic Association
Foundry United Methodist Church	Ward Memorial A.M.E. Church
La Salle Park Civic Association	Lincoln Temple Baptist Church
Ebenezer Pentecostal Church	Ward 5 Saint George’s Episcopal Church
Brightwood Civic Association St. John’s United Methodist Church (2)	Ward 7 River Terrace
Latino Task Force Meeting Reeves Center	Commission on Latino Community Development, Reeves Center (2)
Mayor’s Ward 2 Cluster Meeting	Mid Atlantic Pay Telephone Association Meeting
Formal Case 1014 Community Hearing, Washington Highlands	7 th District Metropolitan Police Department
Advisory Neighborhood Commissioners Mailing	Civic Association Mailing
City Council Mailing	Far Northeast/Southeast Council, 6 th District MPD (2)
Latin Exposition DC Convention Center (2)	Community Day
Joint Utility Discount Day Washington Convention Center (5)	Latino Day Upshur Recreation Center
Campbell A.M.E. Church Heath Fair	

Table 15
Office of the People's Counsel
Community Outreach
April 2002 – April 2003

Martha's Table (2)	Energy Awareness Day
Operation WHEN	D.C. Dept. Recreation and Parks
Petey Green Center	Arboretum Civic Association (2)
Tony's Group (St. Anthony's Church)	Ward 6 Town Hall Meeting
Holy Redeemer Church	Galludet Community Relations Council's Awards Program
Kenilworth/Parkside Seniors	D.C. Consumer Utility Board
CM Chavous Town Hall Meeting on Education (2)	Shalom Seniors
AARP (3)	Holy Comforter's Friendly Senior
University Legal Services	Mutli-Cultural Community Services
Council of Latino Agencies	Washington Urban League
ANC 1-B	Model Cities Senior Program
Juan Albert	Lamond-Riggs Citizens Association
Genevieve Johnson Senior Center	Washington Senior Wellness Center
ANC 1-C	Mt. Olivet Heights Civic Association (2)
OPC Community Briefing on FC 989 (2)	Columbia Senior Center
D.C. Consumer Utility Board (8)	DC Foster Grandparents Program
COCOT Task Force Meeting	Congress Heights Farmer's Market
EOFULA (2)	Annual Senior Citizens Day
Downtown Cluster of Congregations	PSC Hearing on FC 989 (3)
Calvary Bilingual Center	The Family Place
Royal Family Block Club	National Association of Retired Federal Employees
Marshal Heights Home Buyers Club	Ecumenical Program on Central America (EPICA)
Spanish Education Center	Raymond Elementary School
Phillip T. Johnson Senior Center	Peabody Street Association
Cardozo High School	Owen Place Block Club
Ft. Stevens Senior Program	Bruce-Monroe Elementary School
Ward 8 Annual Health Festival	Wah Luck House
Dupont Park Civic Association	BodyWise Health Fair
UPO Community Health Fair	ANC 2A
Calvary Baptist Church Amenities Committee	MIAMS Community Health Fair
Edgewood Civic Association	Career Enrichment Day for Latino Community
Annual Senior Summer Fair	Iglesia Metodista Unida
Mt. Pleasant Baptist Senior Center	Latin American Youth Center
Arthur Capper Senior Center	Legal Counsel for the Elderly

JUDD Latino Outreach	Congress Heights Wellness Senior Program (2)
Ward 8 Farmer's Market	Carlos Rosario Int'l Career Center
Capitol Hill Towers	Carroll Senior Center
Potomac Gardens Senior Center	Greenleaf Senior Building
Claibum Senior Center	Takoma Community Mtg.
DCEO Mtg.	UPO Staff Briefing
St. Columbia's Church	ADAS Seniors
St. Thomas Parish	Urban League/Visually Impaired
UPO Back To School Fair	Change Inc. Health Fair
Wheeler Creek Senior	Chevy Chase Community Center
MLK Library	Guy Mason Center
Georgetown Visitation Prep	Ft. Dupont Civic Association (2)
Elderfest	Circulode Andromeda
Cleveland Park Citizens	OPC Energy Expo
Calvary Episcopal Church	Unity Health Care Staff Briefing
D.C. Clearinghouse Committee	ANC 3E
Congress Heights Senior Center	Change Inc.
	ANC 2A
Jubilee Job Center	Plan Takoma
LeDroit Park Civic Association (2)	Latino Youth Center
Delta Towers	St. Mary's Court
New Samaritan Seniors	Latino Day
Ft. Lincoln One	Galilee Baptist Church
ANC 3E	JUDD Day
Citizens Association of Georgetown	Israel Baptist Church
DC Federation of Civic Association Banquet	St. George's Senior
Spanish Catholic Center	South Manor Neighborhood Association
ANC 4A	Hispanic Expo
St. Mary's Center	Police Dept. Community Mtg.
ANC 3E	Brookland Union Baptist Church
National Council of Negro Women	15 th St. Prebyterian Church
Latino Economic Development Corp.	Asian Center
St. Benedict de Moor Seniors	4 th District Police
Carlos Rosario School	Golden Challengers Senior Club
Neighbors Consejo	Columbia Heights Village
Ward 8 Strategic Planning Committee	Congress Heights Community Association
Petey Green Seniors	Washington Senior Wellness Center
Change, Inc.	D.C. Retired Federal Employees/Ft. Davis Group
Clinico Del Pueblo	Community Hearing on Formal Case 1014
Casa del Pueblo	Congress Heights Community Organization
Shaw Family Support Services	Kingman Park Civic Association
Simpson Hamline Senior Group	Office of Latino Affairs
Spanish Education Center	ANC7CO6
Senior Citizens Counseling and Delivery	Deanwood Citizens Association

Service	
National Baptist Church	Hood Crime Neighborhood Watch
Mayor's Office of Constituent Services	Lamond Riggs Retired Federal Workers
Spanish Catholic Center	Ft. Lincoln I Seniors
St. Luke's Thursday Group	Shrine of the Sacred Heart (2)
Church of the Atonement Seniors	Shiloh Blind and Visually Impaired Seniors
Brookland Manor Boys and Girls Club	Tenth Street Baptist Seniors
Office of the Mayor	Oasis Seniors
Royal Family Block Club	New Samaritan Seniors
National Association of Retired Federal Workers	St. Luke's Senior
Ward 6 Emergency Prep. Meeting	Mennonite Church
St. Anthony Church's Tony's Group	St. Steven's Seniors
Mayor's Office of Latino Affairs	South Central Community Association
Israel Baptist Senior Center	National Council of Negro Women
Ecumenical Program on Central America	Ward 8 Emergency Prep Meeting
D.C. Federation of Civic Associations	Marshall Heights Community Development Organization
Ft. Lincoln III Senior	Ward 1 Emergency Prep. Meeting
OPC's 5 th Energy Expo	Ward 7 Emergency Prep. Meeting
S.W. Neighborhood Association	Catholic Charities

Table 16
D.C. Energy Office
Community Outreach Activities
April 2002– May 2003

Energy Expo

Community Forum for Persons with Disabilities

OPC's Energy Awareness Day

D. C. Family EXPO

OPC's Energy Efficiency Awareness Day

Change Inc. Energy

Joint Utility Discount Day

Ward 7 Health Fair

Gibson Plaza

Ward 8 Town Hall Meeting

Ward 6 Town Hall Meeting

Ward 4 Town Hall Meeting

D. C. Family Resources Expo

United Planning Organization

Life Pieces to Masterpieces

Association of Community Organizations for Reform Now (ACORN)

Latin Youth Center

APPENDIX

I





PEPCO'S TARIFF

DC - R

**RESIDENTIAL SERVICE
SCHEDULE "R"**

AVAILABILITY - Available in the District of Columbia portion of the Company's service area.

Available only for low voltage electric service where the use is primarily for residential purposes and for farm operations where the electricity for both farm and residential purposes is delivered through the same meter.

Available only in individual residences and in individually metered dwelling units in multi-family buildings.

Available for multiple application to master-metered apartment buildings where the use is predominantly residential and not for retail business establishments. Not available for separately metered service billed on Schedules "GS" or "GT" that did not qualify for multiple application of the residential rate as of December 31, 1982.

Not available for residential premises in which five (5) or more rooms are for hire.

Not available for seasonal loads metered separately from lighting and other usage in the same occupancy.

Not available for temporary, auxiliary or emergency service.

CHARACTER OF SERVICE - The service supplied under this schedule normally will be alternating current, sixty hertz, single phase, three wire, 120/240 volts, or three wire, 120/208 volts.

Date of Issue: May 1, 2000

Date Effective: Meters Read on and
after May 5, 2000

DC - R

MONTHLY RATE -

	Billing Months of <u>June - October</u> (Summer)	Billing Months of <u>November - May</u> (Winter)
A. Minimum Charge including the first 30 kilowatt-hours or fraction thereof of consumption	\$ 2.25 per month	\$ 2.25 per month
B. Next 370 kilowatt-hours	5.229¢ per kwhr	5.229¢ per kwhr
C. Consumption in excess of 400 kilowatt-hours	12.429¢ per kwhr	9.008¢ per kwhr

RIDER "FA" - FUEL ADJUSTMENT CHARGE - The rates stated above include a base fuel cost component of 2.48518¢ per kilowatt-hour including adjustment for losses. Incremental charges for fuel and interchange, computed in accordance with the provisions of Fuel Adjustment Charge - Rider "FA", combined with monthly charges under the provisions of this schedule, constitute the total charge for the services which the Company furnishes.

RIDER "RCS" - RESIDENTIAL CYCLING SERVICE - This rider is applied to and is a part of Schedule "R" when a customer meets the criteria set forth in Residential Cycling Service - Rider "RCS".

RIDER "R-100%" - RESIDENTIAL EXPERIMENTAL 100% CYCLING SERVICE - This rider is applied to and is a part of Schedule "R" when a customer meets the criteria set forth in Residential Experimental 100% Cycling Service - Rider "R-100%".

RIDER "RAD" - RESIDENTIAL AID DISCOUNT - This rider is applied to and is a part of Schedule "R" for 18 months after the customer is certified by the Government of the District of Columbia pursuant to the federal statutory criteria to be eligible for the Low Income Home Energy Assistance Program (LIHEAP) or the Complimentary Energy Assistance Program (CEAP). In such case the monthly rate is modified such that the minimum charge including the first 30 kilowatt-hours or fraction thereof of consumption is \$2.17 and the charge for the next 370 kWh is 4.989¢ per kilowatt-hour, and a discount of twenty-five percent (25%) will be allowed on that

Date of Issue: May 1, 2000

Date Effective: Meters Read on and after May 5, 2000

DC - R

portion of the customer's bill attributable to usage of four hundred (400) kilowatt-hours per month or less, as computed on the above rate, including the base fuel cost component of 2.48518¢ per kilowatt-hour including adjustment for losses. The discount will not pertain to the incremental fuel cost adjustment charge computed in accordance with the provision of Fuel Adjustment Charge - Rider "FA".

RIDER "R-EV" - EXPERIMENTAL RESIDENTIAL ELECTRIC VEHICLE SERVICE - This experimental rider is applied to and is a part of Schedule "R" when a customer meets the criteria set forth in Experimental Residential Electric Vehicle Service - Rider "R-EV".

RIDER "ECRR" - ENVIRONMENTAL COST RECOVERY RIDER - This rider is applied to and becomes part of Schedule "R" to reflect costs incurred for Clean Air Act compliance and to implement conservation programs.

RIDER "ERWR-EX" - EXPERIMENTAL RESIDENTIAL WATT REDUCTION PROGRAM - This experimental rider is applied to and becomes part of Schedule "R" when a customer meets the criteria set forth in Experimental Residential Watt Reduction Program - Rider "ERWR-EX".

RIDER "R-ESPP" - RESIDENTIAL ENERGY SCORECARD PILOT PROGRAM RIDER - This rider is applied to and becomes part of Schedule "R" when a customer meets the criteria set forth in Residential Energy Scorecard Pilot Program Rider - Rider "R-ESPP".

RIDER "PSOS" - PUBLIC SPACE OCCUPANCY SURCHARGE - This rider is applied to and becomes part of Schedule "R" to recover all payments made by the Company to the District of Columbia for the rental of public structures in public space.

METER READING - Watt-hour meters will be read to the nearest multiple of the meter constant and bills rendered accordingly.

GENERAL TERMS AND CONDITIONS - This schedule is subject in all respects to the Company's "General Terms and Conditions for Furnishing Electric Service" and the Company's "Electric Service Rules and Regulations".

Date of Issue: May 1, 2000

Date Effective: Meters Read on and
after May 5, 2000



WASHINGTON GAS' TARIFF

WASHINGTON GAS LIGHT COMPANY

Residential Service

Rate Schedule No. 1

AVAILABILITY

This schedule is available in the District of Columbia portion of the Company's service area for firm gas service to any customers classified residential as defined in Section 1A. of the General Service Provisions, subject to the provision for Emergency or Stand-by Service included herein.

RATE FOR MONTHLY CONSUMPTION

Customer Charge

The "customer charge" is a measure of the costs of the Company to provide and maintain the service pipe, meter and other facilities located on the customer's property as well as the monthly meter reading, billing and accounting costs that do not vary with the amount of gas the customer consumes.

Heating and/or Cooling

Billing months of September-May inclusive \$ 7.49 per customer

Non-Heating and Non-Cooling

All billing months

(a) Individually Metered Apartment \$ 3.79 per customer

(b) Other \$ 4.47 per customer

Distribution Charge

The "distribution charge" is the amount the Company charges for delivering each therm of purchased gas consumed by the customer. Such charge is a measure of the costs of the Company to provide, maintain and operate a system of underground piping to distribute purchased gas to the service piping located on the customer's property.

All gas delivered during the billing month 39.89¢ per therm

Purchased Gas Charge

The "purchased gas charge" is the amount the Company charges for each therm of gas consumed by the customer. Such charge is a measure of the costs of the Company to purchase gas to be distributed to the customer for use at the customer's premises.

The gas consumed under this schedule shall be billed an amount per therm representing the average unit cost of purchased gas in accordance with Section 16 of the General Service Provisions.

DISTRIBUTION CHARGE ADJUSTMENT

The "distribution charge" specified in this schedule shall be subject to an adjustment per therm in accordance with Subsection IV of Section 16 of the General Service Provisions.

GAS SUPPLY REALIGNMENT ADJUSTMENT

The Distribution charge shall be subject to the Gas Supply Realignment Charge (GSRA) in accordance with General Service Provision No. 21.

ISSUED: June 1, 1999

Effective for meter readings on and after
June 4, 1999

Adrian Chapman

Vice President - Regulatory Affairs &
Energy Acquisition

WASHINGTON GAS LIGHT COMPANY

Residential Service - Rate Schedule No. 1
(continued)GROSS RECEIPTS TAX CHARGE

All amounts billed to customers under this rate schedule shall also be billed a charge for District of Columbia Gross Receipts Tax. This amount is to be based on the Gross Receipts tax rate effective along with the billing of revenues to which the Gross Receipts tax rate applies.

MINIMUM MONTHLY BILL

The minimum monthly bill shall be the applicable Customer Charge and associated Gross Receipts Tax Charge.

LATE PAYMENT CHARGE

Except as provided below, the late payment charge shall be as set forth in Rule 4-3 of the Consumer Bill of Rights.

An extended payment period is available to residential customers receiving monthly Social Security or other government-sponsored, low-income monthly assistance which constitutes the main source of total income within the household. The customer is responsible for making application to the Company, and such application is subject to verification and acceptance by the Company. Continued eligibility for an extended payment period is dependent upon application renewal by the customer and acceptance by the Company during the month of March of each succeeding year. With the extended payment period, bills rendered after the fifth day of the current month will not be due before the fifth of the month following.

SPECIAL PROVISION - UNMETERED GAS FOR LIGHTING

- A. Unmetered gas service is available under this schedule for outdoor gas lights installed on the Company's side (upstream) of the meter, for only those customers receiving such service as of December 1, 1988.
1. The lights conform with the Company's General Service Provisions; and
 2. The posts and lamps are owned by and installed and maintained at the expense of the customer or property owner.
- B. The monthly gas consumption of the light or lights used in each installation shall be determined by multiplying the aggregate rated hourly input capacity of the light(s) by 730 hours and converting the product (rounded to the nearest 100 cubic feet) to therms.

ISSUED: August 28, 1998

Effective for meter readings on and after
September 30, 1998

Adrian Chapman
Department Head – Regulatory Affairs

Residential Service - Rate Schedule No. 1
(continued)

- C. Where the customer does not use metered gas for other purposes under this schedule, unmetered gas used for lighting shall be billed at the rates contained herein. But where the customer also uses metered gas under this schedule, the unmetered gas used for lighting shall be added to the metered usage and the total usage billed at the Distribution Charge and Purchased Gas Charge contained herein.

EMERGENCY OR STAND-BY SERVICE

Gas service is not available under this Rate Schedule to any customer for equipment requiring an aggregate of more than 200 cubic feet per hour for emergency, stand-by or intermittent alternate use in conjunction with another fuel.

This provision does not apply to gas-fired equipment used to generate emergency electric power for lighting, air-conditioning, elevator operation or for other uses similar in nature.

RESIDENTIAL ESSENTIAL SERVICE RIDER

Eligibility for service under this Rider shall be limited to Residential customers who use gas for their principal source of space heating requirements and who have been certified by the District of Columbia Energy Office pursuant to the Federal statutory criteria to be eligible for the Low Income Energy Assistance Program (LIHEAP). Eligibility shall be established each year on a first come, first served basis as determined by the District of Columbia Energy Office and the subsequent application of this Rider shall apply to consumption during the then current November through April heating season.

Billings for service under this Rider shall be the same as for all other heating and/or cooling customers under this Rate Schedule No. 1, except that a per therm credit as determined herein shall be applied to usage by eligible customers during the billing periods commencing with the month of November and ending with the month of April in which the customer is certified as eligible to participate. The aggregate amount of such billing credits to customers shall not exceed \$1.08 million for any November through April period. Beginning with the heating season commencing November 1, 1996, to the extent that the amount of the billing credits are less than or exceed that provided for in Formal Case No. 934, an appropriate amount shall be added to or deducted from Distribution Charge Adjustment credits applicable to firm customers as provided for in Section 16, PURCHASED GAS CHARGE, Subsection IV.A.7.

LEAST COST PLANNING (LCP) SURCHARGE

The Commodity charge specified in this schedule shall be adjusted to include the LCP surcharge, in accordance with Section 20 of the General Service Provisions.

ISSUED: April 19, 1999

Effective for meter readings on and after
June 2, 1999

Adrian Chapman
Vice President - Regulatory Affairs &
Energy Acquisition

Residential Service - Rate Schedule No. 1
 (continued)

Customers who qualify for service under this Rider shall be classified according to household size and annual income by the District of Columbia Energy Office for the purpose of establishing the level of credit to be applied to usage during the November through April billing periods. The District of Columbia Energy Office will provide the Company with one of three letter designations for each eligible customer to establish the proper billing rate. All specific customer information will remain confidential and in the possession of the District of Columbia Energy Office. The per therm credit applicable to each of the three classifications and the maximum monthly usage to which they apply is as follows:

	<u>CREDIT CLASSIFICATION</u>		
	<u>A</u>	<u>B</u>	<u>C</u>
First 75 therms of usage in the billing month of November	18.97¢	15.18¢	14.25¢
First 175 therms of usage in the billing month of December	18.97¢	15.18¢	14.25¢
First 200 therms of usage in the billing month of January	18.97¢	15.18¢	14.25¢
First 200 therms of usage in the billing month of February	18.97¢	15.18¢	14.25¢
First 175 therms of usage in the billing month of March	18.97¢	15.18¢	14.25¢
First 75 therms of usage in the billing month of April	18.97¢	15.18¢	14.25¢

GENERAL SERVICE PROVISIONS

Except as otherwise specifically provided herein, the application of this schedule is subject to the General Service Provisions of the Company as they may be in effect from time to time, and as filed with the Public Service Commission.

ISSUED: September 5, 1997

Effective for service rendered on and after August 4, 1997

Adrian P. Chapman
 Department Head - Regulatory Affairs



VERIZON'S TARIFF

LOCAL EXCHANGE SERVICES TARIFF
P.S.C.-D.C.-No. 202

Verizon Washington, DC Inc.

Section 2
Original Page 1

LOCAL EXCHANGE SERVICE

A. GENERAL

The regulations and rates contained herein are applicable to local exchange telephone services furnished within the District of Columbia (Washington Zone of the Washington Metropolitan Exchange Area [WMEA]).

B. REGULATIONS

1. Explanation of Terms

Household

A household defines those who dwell in a single housing unit or address at which Local Exchange Service may be offered.

2. Touch-Tone Calling Service and Pay Telephone Lines are provided as specified in Sections 3 and 4D respectively, of this tariff.

3. Local Service Area

The local service area of the Washington Zone includes all telephones bearing the designation of any central office of the WMEA and the Ashton (Md.), Braddock (Va.), Dulles (Continental Tel. Co. of Va.), Engleside (Va.), Gaithersburg (Md.), Herndon (Va.), Laurel (Md.) and Lorton (Continental Tel. Co. of Va.) exchanges.

The WMEA embraces the District of Columbia and certain adjacent areas in Maryland and Virginia. The WMEA comprises zones designated as follows: Alexandria-Arlington (Va.), Berwyn (Md.), Bethesda (Md.), Bowie-Glenn Dale (Md.), Capitol Heights (Md.), Clinton (Md.), Fairfax-Vienna (Va.), Falls Church-McLean (Va.), Hyattsville (Md.), Kensington (Md.), Layhill (Md.), Marlboro (Md.), Oxon Hill (Md.), Rockville (Md.), Silver Spring (Md.) and Washington, D.C.

4. Residence First and Additional Lines

Only one Residence First Line is available per household. All other residence lines in the same household, regardless of the number of subscribing customers or Local Exchange Services, will be Residence Additional Lines.

5. Lifeline Service

Economy II Flat Rate Service is the Telephone Company's Lifeline Service designed to provide qualified customers access to local exchange telephone service. Such qualified customers are charged a reduced rate for local exchange telephone service. Customers who qualify for this Lifeline Economy II Flat Rate Service (hereafter "Economy II Service") and meet other requirements set forth below are entitled to a Locally Funded Service Upgrade, as specified in C.2. (Note 6) following.

6. Mixing Classes of Service on the same Premises

Residence customers may have different classes of service provided to the same customer or household on the same premises.

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Effective: April 18, 2001

LOCAL EXCHANGE SERVICES TARIFF
P.S.C.-D.C.-No. 202

Verizon Washington, DC Inc.

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2nd Revised Page 2
Cancels 1st Revised Page 2

LOCAL EXCHANGE SERVICE

B. REGULATIONS (Cont'd)

7. Local Service Provider Freeze

A Local Service Provider Freeze is available to residence and business end user customers as a means of protection from changes to their local service provider being made without their consent. This freeze prevents a change in the end user's local service provider unless such a change is requested by the end user.

A request to activate or remove a local service freeze may be transmitted by an end user to the Telephone Company either orally or in writing. No charges apply for such requests.

C. RATES

1. Application of Rates

The rates shown herein entitle the customer to local messages to all telephones of the local service area as specified in B. preceding.

2. Rate Schedule

	Per Month		
	Residence	Business	
Flat Rate Service			
Individual Line, first	\$12.78	-	
Individual Line, additional	12.78	-	
Private Branch Exchange (PBX) Trunk, first	12.78	-	
PBX Trunk, additional	12.78	-	
Individual Line, Economy II (1) (5) (6)	3.00	-	
Message Rate Service			
Individual Line, first	7.29	\$12.10	(I)
Individual Line, additional (1)	7.29	12 10	(I)
Individual Line, Economy I (2)	6.00	-	
PBX Trunk (1)	-	12.10	(I)
Message "B" Service (1) (4)			
Previous service			
Flat, Flat/Message, or Message Rate	7.29	-	
Flat/Rate Message Rate Service			
Individual Line, first (3)	8.59	-	
Individual Line, additional (3)	8.59	-	

For explanation of notes, see Pages 3 through 7 following.

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Effective: July 26, 2002

LOCAL EXCHANGE SERVICES TARIFF
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Verizon Washington, DC Inc.

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LOCAL EXCHANGE SERVICE

C. RATES (Cont'd)

2. Rate Schedule (Cont'd)

<u>Note</u>	<u>Explanation</u>	
(1) Message Units		<u>Message Unit Allowance</u>
	<u>Service</u>	
	Residence	
	Individual Line, first and additional	Unlimited calls
	Individual Line, Message "B" Service	Unlimited calls
	Business	
	Individual Line or PBX Trunk	None#
	Pay Telephone Lines (PTL)	None#
(2)	This service is offered subject to the following conditions:	
	(a) Not offered to customers outside of the Washington Zone.	
	(b) No message unit allowance. Message units* are \$.05 each.	
(3)	This service is offered as a combined flat/message rate service which permits flat rate calling to telephones of the Washington Zone and message rate calling to the remainder of the local service area, specified in B.3. preceding, with each message unit* being \$.05.	

* Not applicable for calls to Audiotex Service, except as specified following for local messages from PTL pay telephones.

† Additional message units are \$.05 each.

Message units are \$.078 each

(I)

Issued: April 19, 2002

Effective: July 26, 2002

LOCAL EXCHANGE SERVICES TARIFF
P.S.C.-D.C.-No. 202

Verizon Washington, DC Inc.

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LOCAL EXCHANGE SERVICE

C. RATES (Cont'd)

2. Rate Schedule (Cont'd)

<u>Note</u>	<u>Explanation</u>
(4)	This service will terminate following the Telephone Company's implementation of a billing system which can maintain multiple billing balances in order to selectively disconnect services. This service will be available to any eligible customer for up to a 24 month period. This is a single line service available only to residence customers whose telephone service has been or is about to be disconnected for nonpayment. This service includes Long Distance Message Restriction and restricts Credit Card billing and collect calls to customers of this service, where feasible. Customers of this service may not subscribe to or utilize any other regulated services offered by the Telephone Company, except Touch-Tone Calling Service, Nonlisted or Nonpublished Service and Call Trace. Customers disconnected from Message "B" Service cannot return to this service. Message "B" Service is not available to Economy II customers.

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P.S.C.-D.C.-No. 202

Verizon Washington, DC Inc.

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LOCAL EXCHANGE SERVICE

C. RATES (Cont'd)

2. Rate Schedule (Cont'd)

<u>Note</u>	<u>Explanation</u>
(5)	Economy II Service is offered subject to the following conditions: <ul style="list-style-type: none">(a) This service is available to customers at their principal residences only.(b) Only one Economy II Service line is available per household.(c) Any household subscribing to Economy II Service will not be allowed to have any other exchange service.(d) Economy II Service is available only to persons who qualify under federal statutory criteria for participation in the Low Income Home Energy Assistance Program (LIHEAP) in the District of Columbia, as follows:

LIHEAP

Households in which one or more individuals are receiving:

Aid to Families with Dependent Children (AFDC) under the District's plan approved under Part A of Title IV of the Social Security Act (other than such aid in the form of Foster Care in accordance with Section 408 of such act); or

Supplemental Security Income payments under Title XVI of the Social Security Act; or

Food Stamps under the Food Stamp Act of 1977; or

Payments under Sections 415, 521, 541 or 542 of Title 38, United States Code, or under Section 306 of the Veteran's and Survivor's Pension Improvement Act of 1978; or

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LOCAL EXCHANGE SERVICE

C. RATES (Cont'd)

2. Rate Schedule (Cont'd)

<u>Note</u>	<u>Explanation</u>
(5)	Economy II Service is offered subject to the following conditions: (Cont'd)
	(d) Economy II Service is available only to persons who qualify under federal statutory criteria for participation in the Low Income Home Energy Assistance Program (LIHEAP) in the District of Columbia, as follows: (Cont'd)
	Households with incomes which do not exceed an amount equal to 150 percent of the poverty level, as determined by the District of Columbia's Poverty Guidelines.

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Verizon Washington, DC Inc.

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LOCAL EXCHANGE SERVICE

C. RATES (Cont'd)

2. Rate Schedule (Cont'd)

<u>Note</u>	<u>Explanation</u>
(5)	<p>Economy II Service is offered subject to the following conditions: (Cont'd)</p> <p>(e) In addition to meeting the criteria in (d) preceding, customers with Economy II Service must be certified for participation by the District of Columbia Energy Office (DCEO). Customers who already have been identified by the District of Columbia Energy Office as qualified to participate in LIHEAP will automatically be deemed eligible for Economy II Service. Customers who have not been so identified must file an application for Economy II Service with the DCEO or Verizon.</p> <p>(f) Customers with Economy II Service lines will be entitled to a reduction in the Interstate Customer Access Line Charge specified in The Verizon Telephone Companies Tariff F.C.C. No. 1, for the District of Columbia.</p> <p>(g) Lifeline Toll Restriction is a toll blocking arrangement that permits customers with Economy II Service lines to complete local calls; calls to the operator; calls to E911 and other N11 Service Codes; calls to Toll Free Service telephone numbers; and local Directory Assistance Calls.</p> <p>Lifeline Toll Restriction will be offered at no charge, and will be added to a customer's account solely at the customer's discretion.</p> <p>The circumstances in which a deposit will be required for a customer prior to establishment of Economy II Service will be governed by the Consumer Bill of Rights, except that under no circumstances will a deposit be required for an Economy II customer, if the customer voluntarily elects to receive Lifeline Toll Restriction. If the Telephone Company collects and holds a customer deposit and the customer later voluntarily elects to receive Lifeline Toll Restriction, the deposit will be refunded.</p> <p>Lifeline Toll restriction prevents the origination of all interstate long distance calls; 700/900 calls; and calls to Audiotex Service Telephone numbers. This arrangement also blocks collect and third number calls billed to Economy II Service lines; the use of Connect ReQuest; Verification and Verification with Interrupt Services; and interstate long distance Directory Assistance calls.</p> <p>(h) Economy II Service will not be interrupted or disconnected for failure to pay for long distance charges.</p> <p>(i) The Telephone Company may require an advance payment of one month's local charges from Economy II customers to restore local service after disconnection for non-payment of local charges.</p>

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Effective: April 18, 2001

LOCAL EXCHANGE SERVICES TARIFF
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Verizon Washington, DC Inc.

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LOCAL EXCHANGE SERVICE

C. RATES (Cont'd)

2. Rate Schedule (Cont'd)

<u>Note</u>	<u>Explanation</u>
(6)	Locally Funded Service Upgrade
(a)	A Locally Funded Service Upgrade is available to Economy II customers who are 65 years of age or older.
(b)	The Locally Funded Service Upgrade reduces the Economy II rate to \$1.00 per month.

Issued: April 18, 2001

Effective: April 18, 2001

APPENDIX II



**D.C. ENERGY OFFICE
MATRIX BREAKDOWN BY UTILITY 5/01/03**

<u>UTILITY</u>	<u>TOTAL FOR UTILITIES</u>	
PEPCO ONLY	147	1%
GAS ONLY	50	0%
TELEPHONE ONLY	3,531	21%
WASA ONLY	0	0%
PEPCO AND GAS	183	1%
PEPCO AND TELEPHONE	4,670	28%
GAS AND TELEPHONE	747	4%
PEPCO AND WASA	11	0%
GAS AND WASA	4	0%
TELEPHONE AND WASA	5	0%
PEPCO, GAS, AND TELEPHONE	5,389	32%
PEPCO, GAS, AND WASA	39	0%
PEPCO, TELEPHONE, AND WASA	134	1%
GAS, TELEPHONE, AND WASA	28	0%
PEPCO, GAS, TELEPHONE, AND WASA	1,694	10%
TOTAL NUMBER OF HOUSEHOLDS PARTICIPATING	16,632	100%

D.C. ENERGY OFFICE
Utility Discount Program
Approved Clients By Ward

WARD	Verizon	PEPCO	WASHINGTON GAS	WASA	TOTAL
1	2,258	1,607	555	193	4,613
2	1,762	929	301	58	3,050
3	143	50	21	15	229
4	1,368	1,273	860	406	3,907
5	2,657	2,314	1,498	430	6,899
6	2,220	1,555	1,006	285	5,066
7	2,831	2,589	1,593	382	7,395
8	3,774	3,641	1,746	196	9,357
Totals	17,013	13,958	7,580	1,965	40,516

**Disposition of Applications Processed by DCEO
For PEPCO
May 2002 - April 2003**

QUARTER	APPROVALS	DENIALS	*PENDING	TOTAL
May/02-Jun/02	446	3	1	450
Jul/02-Sep/02	549	6	6	561
Oct/02-Dec/02	8,297	29	80	8,406
Jan/03-Mar/03	4,404	13	35	4,452
Apr/03-Apr/03	262	3	2	267
TOTALS	13,958	54	124	14,136

*PENDING - AWAITING ADDITIONAL INFORMATION
SOURCE: D.C. ENERGY OFFICE

**Disposition of Applications Processed by DCEO
For WG
May 2002 - April 2003**

QUARTER	APPROVALS	DENIALS	*PENDING	TOTALS
May/02-Jun/02	27	6	1	34
Jul/02-Sep/02	403	6	92	501
Oct/02-Dec/02	4,317	186	370	4,873
Jan/03-Mar/03	2,674	139	304	3,117
Apr/03-Apr/03	159	9	1	169
TOTALS	7,580	346	768	8,694

* PENDING - AWAITING ADDITIONAL INFORMATION
SOURCE: D.C. ENERGY OFFICE

**Disposition Of Applications Processed By DCEO
For Verizon
May 2002 - April 2003**

QUARTER	APPROVALS	DENIALS	*PENDING	TOTALS
May/02-Jun/02	507	1	0	508
Jul/02-Sep02	485	5	0	490
Oct/02-Dec/02	10,587	13	28	10,628
Jan/03-Mar/03	5,136	3	9	5,148
Apr/03-Apr/03	298	1	1	300
TOTALS	17,013	23	38	17,074

* PENDING - AWAITING ADDITIONAL INFORMATION
SOURCE: D.C. ENERGY OFFICE

**Disposition Of Applications Processed By DCEO
By Program For WASA
May 2002 - April 2003**

QUARTER	APPROVALS	DENIALS	*PENDING	TOTALS
May/02-Jun/02	63	0	0	63
Jul/02-Sep02	34	0	2	36
Oct/02-Dec/02	1,353	0	47	1,400
Jan/03-Mar/03	451	1	4	456
Apr/03-Apr/03	64	0	0	64
TOTALS	1,965	1	53	2,019

* PENDING - AWAITING ADDITIONAL INFORMATION
SOURCE: D.C. ENERGY OFFICE

**D.C. Energy Office Utility Discount Program
Approved Clients Originating From UDP VS. LIHEAP**

UDP	LIHEAP	TOTAL
16,934	*18,044	34,978

*This total includes LIHEAP/UDP applications taken at UDP Sign-up Day.

**Joint Utility Discount Day (JUDD)
10/17/02
Application Count**

Of the 4,788 numbers that were in attendance, the breakouts of the applications are as follow:

VALID APPPLICATIONS4,357

STATUS OF VALID APPLICATIONS

1. EMERGENCY..... 865
2. CONSERVATION 167
3. REGULAR..... 3,325

The differences of the numbers are as follows:

- **Many took an application and said they would mail it in**
- **Some lived outside of the D.C. area**
- **Some were over income**

D.C. ENERGY OFFICE

District of Columbia Government

ASSISTANCE APPLICATION

UDP

LIHEAP

Check boxes that apply: Utility Discount Programs Low Income Home Energy Assistance Program

Please fill out the information below. Missing information will cause delay in processing your application.

Please return this application, **along with copies of information that provide proof of income and copies of all utility bills (e.g., electric, gas, telephone and/or water)**, in the enclosed envelope. If you are applying for the telephone discount (ECON II), you must also send proof of age if you are age 65 or over. If you are applying for the water discount, you must show proof of home ownership.

Social Security # Date Of Birth Application Date () Male () Female

Last Name First Name M.I. Day Phone #

Street Address Quadrant Apt. # Zip Code Ward ANC

Household members by age: ___2-under ___3-5 ___6-18 ___19-59 ___60+
___Disabled

Household size: _____ Total annual household income: \$_____ Is heat included in your rent? Yes () No ()

Type of dwelling: ()Single family ()Multi-family Are you the home owner? Yes () No ()

Electric Account # (RAD): Vendor Billing Name

Gas Account # (RES): Vendor Billing Name

Water Account # (WASA): Vendor Billing Name
(202) -

Phone Account #: Vendor Billing Name

Fuel Oil/ Other: Vendor Billing Name

If your heat is included in your rent, you can receive payment through Electronic Benefit Transfer or a deposit in your bank account:
() EBT # () Bank Acct. #

Application affirmation and authorization to verify income:

1. I swear (or affirm) that all information on this application, and all information I submitted or will submit in support of this application, is true, correct, and complete to the best of my ability, knowledge and belief. I understand that I can be penalized by fine and/or imprisonment for making false statements. My signature on this application grants permission to contact any parties necessary to verify the information that I have provided.
2. I understand that I will be notified by mail in the event that energy assistance funding is no longer available or this application is denied.
3. I herein grant permission to the D.C. Energy Office to provide information in my file to utility companies for rate classification purposes and to other agencies and organizations from whom I may seek financial assistance.
4. I understand that I am obligated to pay my utility bills, regardless of approval or disapproval of this application. _____

Applicant's Signature

How did you hear about the DC/REACH Program?
() DC Energy Office --- () Community Agency --- () Radio --- () Television --- () Newspaper --- () Flyer --- () Friend or Relative --- () Other _____

**OFICINA DE ENERGIA DEL DISTRITO DE COLUMBIA
GOBIERNO DEL DISTRITO DE COLUMBIA
SOLICITUD DE ASISTENCIA**

Chequear casillas correspondientes: **UDP** **LIHEAP**

Programas de Descuento(Gas, Luz, Teléfono y Agua) Programa de Energía Para Hogares de Bajos Recursos Económicos

Porfavor completar este formulario. La falta de información causará un retraso en el procesamiento.
Porfavor devuelva o envíe este formulario junto con las copias de prueba de ingresos, cuentas utilitarias (Gas, Luz, Teléfono o/y Agua), en el sobre adjunto. Si usted está aplicando para el descuento telefónico (ECONII) deberá mostrar prueba de edad si está entre los 65 años de edad o más. Si usted está aplicando para recibir el descuento de agua se requiere que sea dueño de casa.

_____ Número de Seguro Social	_____ Fecha de Nacimiento	_____ Fecha de Solicitud	() Masculino	() Femenino
_____ Apellido	_____ Nombre	_____ Segundo Nombre (Iniciales)	_____ Número telefónico	
_____ Dirección	_____ Cuadrante	_____ # Apt.	_____ Código Postal	_____ Area Municipal ANC
Número de miembros en casa por edad: ___2 – menos ___3-5 ___6-18 ___19-59 ___60 o más ___Incapacitado				
Total de miembros en casa: _____ Total de ingresos anuales en casa: \$ _____ Está la calefacción incluida en su renta? Si () No ()				
Tipo de vivienda: () Casa () Apartamento Es usted dueño de vivienda? Si () No ()				

_____ Número de cuenta Eléctrica (RAD)	_____ Proveedor	_____ Nombre de la persona cuyo nombre aparece en la cuenta
_____ Número de cuenta de GAS (RES)	_____ Proveedor	_____ Nombre de la persona cuyo nombre aparece en la cuenta
_____ Número de cuenta de Agua (WASA)	_____ Proveedor	_____ Nombre de la persona cuyo nombre aparece en la cuenta
(202) _____ Número de cuenta Telefónica (13 dígitos) (ECON II)	_____ Proveedor	_____ Nombre de la persona cuyo nombre aparece en la cuenta
_____ Aceite/Propáno/u otros:	_____ Proveedor	_____ Nombre de la persona cuyo nombre aparece en la cuenta

Si su calefacción está incluida en su renta, podría recibir sus fondos por medio de cuentas electrónicas (EBT) o podría ser depositado en su cuenta bancaria:

() EBT # _____ () Número de cuenta bancaria _____

Afirmación y Autorización del aplicante para verificar ingresos

- Yo juro (o afirmo) que toda la información en este formulario que será o fue enviada por mí es verdadera, correcta y fue completada por medio de mi consentimiento. También comprendo que puedo estar sujeto/a a pagar una multa y/o cumplir un periodo en prisión por dar información falsa. Mi firma en este formulario les otorga el permiso de contactar a cualquier agencia que sea necesaria para verificar la información proveída.
- Entiendo que seré notificado/a por correo si en un dado caso los fondos de el programa de Asistencia de Energía se terminen o si mi solicitud no es aprobada.
- Yo le otorgo el permiso a la Oficina de Energía para que envíen mis documentos a las compañías utilitarias por razones de clasificación incluso a otras agencias u organizaciones a las cual pertenezco o de quien solicito ayuda financiera.
- Yo comprendo que estoy obligada a pagar mis cuentas utilitarias aunque haiga sido o no aprobado/a por la Oficina de Energía del Distrito de Columbia.

Firma del Aplicante _____

哥倫比亞特區政府
哥倫比亞特區能源辦公室
補助申請表

請在合適的空格內打勾：
 UDP 公用設施減價計劃 **LIHEAP** 低收入住家能源補助計劃

請填寫完成下列資料：遺漏資料會延遲您的申請手續。

請將此份申請表，連同收入證明與所有公用設施的帳單(如電費、瓦斯、電話及/或水費)以所附的信封寄回。如果您是申請電話減價(ECON II)，您必須出示年齡六十五歲或六十五歲以上的證明。如果您是申請水費減價，您必須出示房屋所有權證明。

_____ () _____ ()
 社會安全號碼 出生日期 申請日期 男性 女性

 姓 名 中名縮寫 日間電話號碼

 地址 區別 公寓號碼 郵遞區號 行政區 鄰坊顧問委員會

家庭成員以年齡分：___ 2歲以下 3-5 6-18 ___ 19-59 ___ 60歲以上 失能傷殘者
 家庭大小： 家庭每年收入總數：\$ _____ 您的暖氣包括在房租內嗎？是() 否()
 住家型態： () 獨棟住家 () 多元住家 您是房屋所有人嗎？ 是() 否()

 電力帳戶號碼(RAD) 廠商 帳戶姓名

 瓦斯帳戶號碼(RES) 廠商 帳戶姓名

 用水帳戶號碼(WASA) 廠商 帳戶姓名
 (202) _____
 住家電話帳戶號碼(13個數字)(ECON II) 廠商 帳戶姓名

 柴油/石油氣/其他 廠商 帳戶姓名

如果您的暖氣包括在房租裏，您只能透過電子福利轉帳或直接存入您銀行戶頭的方式取得付款：
 () 電子福利轉帳(EBT)帳號 _____ () 銀行帳戶號碼 _____

申請確認及授權查證收入：

- 我發誓(或確認)此份申請表上的資料，以及我所呈交的資料，或我將呈交以證明我所申請的資料，是真的、正確的，而且是盡我的能力、知識和信念來填寫。我瞭解如果提出假的聲明，我可能受罰款及/或受監禁。我在此份申請表的簽名，允許與必要的人聯絡以查證我所提供的資料。
- 我瞭解如果能源補助經費已經用完或此份申請表未獲准通過，我會收到書面通知。
- 我謹此允許哥倫比亞特區能源辦公室為了費率分類需要而將我檔案中的資料提供予公用設施的公司，以及我可能尋求財務協助的其他機構及組織。
- 無論此份申請表是否獲得准許，我瞭解我有義務付清我的公用設施帳單。

申請者簽名 _____

*U.S. GPO: 2001-476-417/45225

VĂN PHÒNG NĂNG LƯỢNG D.C.
Chánh Quyền của Địa Phận Columbia
ĐƠN XIN GIÚP ĐỠ

UDP

LIHEAP

Đánh dấu vào ô của đơn : Chương trình giảm giá lợi ích Chương trình Năng Lượng giúp đỡ cho gia đình có thu nhập thấp.

Xin xem tất cả thông tin dưới đây. Thiếu thông tin sẽ làm chậm trễ đơn xin của bạn.

Xin gửi lại đơn này, với tất cả thông tin giấy chứng từ thu nhập và phó tô tất cả hóa đơn (e.g., điện, ga, điện thoại, và nước), gửi chung với đơn trong một bì thư. Nếu bạn xin giảm giá cho điện thoại (ECON II), bạn phải chứng minh tuổi nếu bạn 65 tuổi hoặc trên. Nếu bạn xin giảm giá cho nước, bạn phải chứng minh thu nhập của tất cả người trong gia đình.

Số Xã hội	Ngày sinh	Ngày làm đơn	() Nam	() Nữ	
Họ	Tên	Chữ lót	Số điện thoại		
Địa chỉ tên đường	Khu vực	Số phòng	Số vùng	Khu hành chính	Cố vấn hội uỷ viên hàng xóm

Tuổi của người trong gia đình: ___ 2 tuổi trở xuống ___ 3-5 ___ 6-18 ___ 19-59 ___ 60 tuổi trở lên ___ mất năng lực

Dạng gia đình lớn, nhỏ : ___ Tất cả thu nhập năm: \$ _____ Suối có cộng chung với tiền mượn không? Có () Không ()

Dạng cư ngụ : () một gia đình () nhiều gia đình Bạn có phải là chủ nhà không? Có () Không ()

Số trương mục điện (RAD)	Công ty phục vụ	Tên hóa đơn
Số trương mục ga (RES)	Công ty phục vụ	Tên hóa đơn
Số trương mục nước (WASA) (202) _____	Công ty phục vụ	Tên hóa đơn
Trương mục điện thoại (13 con số) (ECON II)	Công ty phục vụ	Tên hóa đơn
Dấu/DẤu hóa chẤt/ThỦ khác:	Công ty phục vụ	Tên hóa đơn

Nếu bạn bao gồm các thứ chung tiền mượn nhà, bạn chỉ có thể nhận chuyển trả tiền điện hoặc chuyển nợ vào bank của bạn:
 () Số chuyển lợi ích của điện (EBT) _____ () Số trương mục ngân hàng _____

Lưu ý: Khi gửi đơn xin cho phép thêm trả tiền điện

1. Tôi xin cam kết rằng tất cả lời khai trong đơn này, và tất cả thông tin tôi đệ trình hoặc sẽ đệ trình theo yêu cầu của đơn này là thật, chính xác và tốt nhất theo khả năng của tôi biết và tin. Tôi hiểu rằng tôi có thể bị hình phạt hoặc bị tù nếu tôi khai gian. Chữ ký của tôi trên đơn này thừa nhận sự cho phép bất cứ ai cần liên hệ để thẩm tra tin tức rằng tôi có chuẩn bị đầy đủ.
2. Tôi hiểu rằng tôi sẽ khai báo bằng thư cho những trường hợp quan trọng về kinh phí bổ túc năng lượng hoặc đơn này chưa được xét duyệt.
3. Tôi ở trong sự thừa nhận cho phép Văn Phòng Năng Lượng cung cấp tin tức của tôi cho cơ quan hữu ích để đánh giá phân loại kết quả và đến các khác đại diện và tổ chức từ ai tôi có thể tìm sự giúp đỡ.
4. Tôi hiểu rằng tôi buộc trả hóa đơn những lợi-ích của tôi, không kể sự phê chuẩn chấp thuận hoặc không chấp thuận của đơn này.

Người làm đơn ký tên

*U.S. GPO: 2001-470-420/6227