

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1333 H STREET, N.W., SUITE 200, WEST TOWER
WASHINGTON, DC 20005

NOTICE OF PROPOSED RULEMAKING

FORMAL CASE NO. 982, IN THE MATTER OF THE INVESTIGATION OF
POTOMAC ELECTRIC POWER COMPANY REGARDING INTERRUPTION
TO ELECTRIC ENERGY SERVICE;

FORMAL CASE NO. 1002, IN THE MATTER OF THE JOINT APPLICATION
OF PEPCO AND THE NEW RC, INC. FOR AUTHORIZATION AND
APPROVAL OF MERGER TRANSACTION

1. The Public Service Commission of the District of Columbia ("Commission") hereby gives notice, pursuant to Section 2-505 of the District of Columbia Code,¹ of its intent to adopt Chapter 36, Electricity Quality of Service Standards ("EQSS") to be codified in Title 15 of the District of Columbia Municipal Regulations ("DCMR") in not less than 30 days from publication of this Notice of Proposed Rulemaking ("NOPR") in the *D.C. Register*.

2. The proposed EQSS combine previous Commission-approved standards with newly proposed standards.² In addition, the EQSS incorporate the terms of Section 34-401 of the District of Columbia official code.³ The EQSS serve to establish standards and requirements for ensuring that the electric utility operating in the District of Columbia meet an adequate level of quality and reliability in the electricity service provided to District of Columbia residents.

¹ D. C. Official Code § 2-505.

² The EQSS is an attempt to codify for publication in *the D.C. Register* the previously Commission-approved "Service Outage and Restoration Performance Standards for Reports to the District of Columbia Public Service Commission" ("Reporting Standards") and the interim standards for customer service and system reliability – "Customer Service and Reliability Standards" ("CSRS"), as well as new electricity service quality standards discussed further herein.

³ D.C. Official Code § 34-401, "Utilities to report accidents; Commission may investigate."(requiring public utilities to notify and report to both the Public Service Commission and the Office of the People's Counsel whenever there is an incident resulting in loss of human life, personal injury requiring hospitalization, or significant service interruption).

**CHAPTER 36 ELECTRICITY QUALITY OF SERVICE
STANDARDS**

Secs.

- 3600 Purpose and Applicability
3601 Reporting Requirements for Service Outages, Manhole Incidents, and
 Power Quality Complaints
3602 Customer Service Standards
3603 Reliability Standards
3699 Definitions

3600 PURPOSE AND APPLICABILITY

3600.1 The purpose of this chapter is to establish standards and requirements for ensuring that an electric utility operating in the District of Columbia meets an adequate level of quality and reliability in the electricity service provided to District of Columbia customers.

3600.2 This chapter shall apply to an electric utility company operating in the District of Columbia, subject to the authority of the Public Service Commission.

**3601 REPORTING REQUIREMENTS FOR SERVICE OUTAGES,
MANHOLE INCIDENTS, AND POWER QUALITY COMPLAINTS**

3601.1 The electric utility shall report all major and non-major electricity service outages and manhole incidents, as well as incidents that result in the loss of human life, personal injury requiring hospitalization, or service disruption directly or indirectly arising from or connected with the electric utilities' maintenance or operation, that occur on the electric system within the District of Columbia to the Public Service Commission of the District of Columbia and to the Office of the People's Counsel of the District of Columbia.

3601.2 Upon notice of the incident, all major service outages shall be reported by telephone to the Public Service Commission's Office of Engineering and to the Office of the People's Counsel as soon as practicable, but not later than one (1) hour after the utility has determined a major service outage had occurred.

3601.3 At a minimum, each telephone report rendered by the utility subsequent to a major service outage shall state clearly the following information:

- (a) The location of the service outage(s);

- (b) The Ward(s) where the service outage(s) occurred;
- (c) The total number of customers out of service;
- (d) A preliminary assessment as to the cause of the service outage(s);
- (e) The estimated repair and/or restoration time; and
- (f) A notification that the incident has progressed to major service outage status as defined herein.

3601.4 During the course of a major service outage, the utility shall report periodically to the Public Service Commission's Office of Engineering regarding the status of the service outage and the utility's progress in restoration efforts. The frequency of such periodic updates to the Office of Engineering shall be jointly determined by the utility and the Office of Engineering at the start of the service outage and/or as modified during the course of the service outage. At a minimum, the utility shall provide an update to the Office of Engineering and to the Office of the People's Counsel prior to making any changes to its estimated restoration time.

3601.5 Specific restoration information, including estimated restoration times, shall be provided to District of Columbia customers by the utility's customer service representatives and by the utility's automated voice response unit.

3601.6 The utility shall report non-major service outages by telephone to the Public Service Commission's Office of Engineering and the Office of the People's Counsel as soon as practicable upon notice of the incident, but no later than one (1) hour after the utility becomes aware of the incident.

3601.7 Notwithstanding the above:

- (a) The utility shall report a single customer service outage of more than eight (8) hours only upon verification that the service outage was caused by some event on the utility's side of the customer's meter; and
- (b) No report need be filed if the single customer service outage was caused by some event on the customer's side of the meter.

3601.8 At a minimum, each telephone report concerning a non-major service outage shall state clearly the following information:

- (a) The location of the service outage(s);

- (b) The Ward(s) where the service outage(s) occurred;
 - (c) The total number of customers out of service;
 - (d) A preliminary assessment as to the cause of the service outage(s); and
 - (e) The estimated repair and/or restoration time.
- 3601.9 The utility shall report by telephone all manhole incidents, including smoking manholes, manhole fires, and manhole explosions, to the Commission's Office of Engineering and the Office of the People's Counsel within thirty (30) minutes upon receiving notice of the incident.
- 3601.10 At a minimum, each telephone report concerning a manhole incident shall state clearly the following information:
- (a) The location of the incident(s);
 - (b) The Ward(s) where the incident(s) occurred;
 - (c) The total number of customers out of service;
 - (d) A preliminary assessment as to the cause of the incident(s); and
 - (e) The estimated repair and/or restoration time.
- 3601.11 The utility shall report by telephone all incidents that result in the loss of human life and/or personal injury requiring hospitalization, directly or indirectly arising from or connected with the electric utility's maintenance or operation, to the Commission's Office of Engineering and the Office of the People's Counsel within thirty (30) minutes upon receiving notice of the incident.
- 3601.12 At a minimum, each telephone report concerning the loss of human life and/or personal injury shall state clearly the following information:
- (a) The location of the incident(s);
 - (b) The Ward(s) where the incident(s) occurred;
 - (c) The total number of customers and/or persons affected;
 - (d) A preliminary assessment as to the cause of the incident(s); and
 - (e) The steps the electric utility will take to provide assistance.

3601.13 A written report concerning each non-major service outage and/or manhole incident shall be submitted to the Commission and the Office of People's Counsel within five (5) days of the event occurrence.

3601.14 At a minimum, each written report concerning a non-major service outage and/or manhole incident shall state clearly the following information as applicable to the given incident:

- (a) A description of the service outage(s) and/or incident(s) and information as to the cause of the event(s);
- (b) The location of the service outage(s) and/or incident(s);
- (c) The Ward(s) where the service outage(s) or incident(s) occurred;
- (d) The exact time of the service outage(s) or incident(s) occurrence;
- (e) The actual repair and restoration times of the service outage(s) and/or incident(s);
- (f) The duration of the service outage(s) and/or incident(s) in hours and minutes;
- (g) The total number of customers affected by the service outage(s) and/or incident(s);
- (h) The number of manholes involved in the incident(s); and
- (i) The classification of the manhole incident(s).

3601.15 Written reports concerning all incidents that result in the loss of human life and/or personal injury requiring hospitalization, directly or indirectly arising from or connected with the electric utilities' maintenance or operation, shall be submitted to the Commission and the Office of the People's Counsel within five (5) days of the event occurrence.

3601.16 At a minimum, each written report concerning the loss of human life and/or personal injury shall state clearly the following information:

- (a) A description of the incident(s) and information as to the cause of the event(s);
- (b) The location of the incident(s);
- (c) The Ward(s) where the incident(s) occurred;

- (d) The exact time of the incident(s) occurrence;
- (e) The total number of customers and/or persons affected;
- (f) The steps the electric utility took to provide assistance;
- (g) The amount of time it took for assistance to arrive; and
- (h) The steps the electric utility will undertake to prevent such an occurrence in the future.

3601.17 The utility shall provide a detailed report on all non-major service outages, manhole incidents, and/or incidents that result in the loss of human life and/or personal injury requiring hospitalization, to the Productivity Improvement Working Group ("PIWG") every quarter.

3601.18 The utility shall file a written report concerning all major service outages with the Public Service Commission and the Office of People's Counsel within three (3) weeks following the end of a major service outage.

3601.19 At a minimum, each written report concerning a major service outage shall state clearly the following information:

- (a) The date and time when the major service outage started, and the date and time when the major service outage ended;
- (b) The date and time when the restoration effort started, and the date and time when the restoration effort ended;
- (c) The date and time when the maximum number of customers were experiencing a sustained interruption and the total number of customers affected at that time (both on a system-wide basis and for the District of Columbia only);
- (d) The total number of customers that experienced a sustained interruption given in one hour intervals throughout the major service outage (both on a system-wide basis and for the District of Columbia only);
- (e) The total number of customer interruption durations (converted into hours) during the major service outage (both on a system-wide basis and for the District of Columbia only);

- (f) Any information concerning requests made for outside assistance, including the organization(s) to which such requests were made, the date and time of the requests, and the resources requested;
- (g) Any information concerning outside assistance received, including the organization(s) that provided personnel, the date(s) and time(s) of personnel arrivals and departures, the number of and types of vehicles provided, the total number of personnel received, the total number of personnel assigned to primary overhead line crews, the total number of personnel assigned to secondary overhead line crews, the total number of personnel assigned to tree trimming crews, the total number of personnel assigned to primary underground line crews, the total number of personnel assigned to secondary underground line crews, and the total number of personnel assigned to substation crews;
- (h) Any information concerning the utility's own personnel and resources used in restoration efforts, including the total number and types of vehicles used, the total number of utility personnel involved in the restoration effort, the number of personnel assigned to primary overhead line crews, the total number of personnel assigned to secondary overhead line crews, the total number of personnel assigned to damage assessment crews, the total number of personnel assigned to tree trimming crews, the total number of personnel assigned to primary underground line crews, the total number of personnel assigned to secondary underground line crews, the total number of personnel assigned to substation crews, and the total number of personnel assigned to other supporting activities;
- (i) Any information concerning customer communications, including the hourly call volumes (specifically identifying the total number of customer calls received and the total number of calls answered by the utility during each hour of the service outage), the hourly staffing numbers (specifically identifying the total number of customer service representatives logged into the call center and supporting phone systems actively taking or waiting to take customer calls), and the telephone service factor provided on an hourly basis during the entire duration of the service outage (specifically identifying the percentage of answered calls that were answered within a 60-second timeframe);
- (j) The total number of customers interrupted and the customer interruption durations (converted into hours) caused by each of the following: fallen tree or tree limb, fallen or broken pole, lightning damage, ice accumulation on conductors, and any other major

causes (both on a system-wide basis and for the District of Columbia only);

- (k) The total number of each of the following occurring as part of the restoration efforts: the number of poles replaced, the number of distribution transformers replaced, the number of fuses replaced, the number of downed wires, the number and location of substations where equipment was damaged, the number of cross-arms issued for replacement, and the total length (in feet) of secondary and primary wires replaced or issued for replacement (both on a system-wide basis and for the District of Columbia only);
- (l) Any issues concerning the availability of materials that affected restoration progress and a description of the emergency measures taken to resolve such issues;
- (m) A self-assessment of the utility's restoration efforts in the District of Columbia;
- (n) The total number of customers, and percent of all customers, restored given in one hour intervals throughout the major service outage restoration effort (both on a system-wide basis and for the District of Columbia only); and
- (o) An analysis, based upon the availability of the data and all other surrounding circumstances, of the utility's performance in its current restoration efforts as compared to its past restoration efforts, taking into account all relevant factors, such as the severity of the current major service outage in terms of the percent of customers affected on a system-wide or local basis.

3601.20 The utility shall submit a written report to the Commission on its Outage Management System's ("OMS") actual performance during the major service outage within thirty (30) days after restoration efforts are completed.

3601.21 The utility shall record the number of power quality complaints received, the types of complaints received, the results of any subsequent investigations and the corrective actions taken, and the time it took to resolve the customer's problem.

3601.22 Power quality problems shall include, but shall not be limited to, disturbances such as voltage spikes or transients, flicker and voltage sags, surges and short-time over-voltages, as well as harmonics and noise.

- 3601.23 The utility shall report on its Section 3601.21 records every six (6) months. The report shall be submitted to the Commission forty-five days following the relevant reporting period, starting with the January-June 2007 reporting period.
- 3601.24 The report submitted pursuant to Section 3601.23 shall exclude complaints resolved by the initial response of a trouble crew.
- 3602 **CUSTOMER SERVICE STANDARDS**
- 3602.1 The electric utility shall maintain a customer service (walk-in) office physically located in the District of Columbia.
- 3602.2 The electric utility shall answer seventy (70) percent of all customer phone calls received within thirty (30) seconds and shall maintain records delineating customer phone calls answered by a utility representative or an automated operator system. The electric utility shall measure and report on the average wait time of a customer transferred from an automated operator system to a utility representative.
- 3602.3 The utility's statistics concerning customer calls answered shall exclude calls made during periods of major telecommunication failures, periods of labor disruptions and periods of major service outage.
- 3602.4 If the utility fails to meet the Section 3602.2 standard, it shall be required to develop a corrective action plan.
- 3602.5 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.2, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3602.6 Progress on current corrective action plans shall be included in the utility's annual Productivity Improvement Plan (PIP) report.
- 3602.7 The utility shall report the actual call center performance during the reporting period in the annual PIP of the following year.
- 3602.8 The utility shall maintain a call abandonment rate below ten (10) percent.
- 3602.9 The utility's call abandonment statistics shall exclude calls made during periods of major telecommunication failures, periods of labor disruption and periods of major service outage.

- 3602.10 If the utility fails to meet the standard set in Section 3602.8, it shall be required to develop a corrective action plan.
- 3602.11 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.8, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3602.12 Progress on any current corrective action plans will be included in the utility's annual PIP report.
- 3602.13 The utility shall report the actual performance obtained during the reporting period in the annual PIP of the following year.
- 3602.14 The utility shall complete installation of new residential service requests within ten (10) business days of the start date for the new installation.
- 3602.15 The start date for new installations shall be designated as the first business day after all of the following events have taken place;
- (a) The customers' valid billing information is received;
 - (b) The site is ready for service (cleared, graded, staked, etc.);
 - (c) The service connection fee is paid;
 - (d) The electrical inspection is received;
 - (e) The security deposit is paid;
 - (f) All mainline primary and transformers are installed;
 - (g) Any required public space excavation is completed;
 - (h) Any delays due to weather emergencies do not intervene;
 - (i) All right-of-way and permits are obtained; and
 - (j) In the case of net metering facilities, all the applicable contract terms and conditions are met.
- 3602.16 The utility shall regularly report on its performance pursuant to Section 3602.14 every six (6) months. The report shall be submitted to the Commission forty-five (45) days following the reporting period, starting with the July-December 2007 reporting period.

- 3602.17 After four (4) Section 3602.16 reports have been submitted, the frequency of the reporting may be changed by the Commission.
- 3602.18 The Section 3602.16 report shall clearly state the total number of new residential service installation requests received during the relevant reporting period, and of the new residential installation service requests received, the percentage of new residential service connections that were completed in accordance with Section 3602.14.
- 3602.19 If the utility fails to meet the standard set in Section 3602.14, it shall be required to develop a corrective action plan.
- 3602.20 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.14, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3602.21 Progress on any current corrective action plans will be included in the utility's annual PIP report.
- 3602.22 The utility shall report the actual performance obtained during the reporting period in the annual PIP of the following year.

3603 **RELIABILITY STANDARDS**

- 3603.1 The electric utility shall implement a plan to improve the performance of the two (2) percent least performing feeders such that no feeder in the two (2) percent least performing group shall repeat as a member of the two (2) percent least performing feeders following the implementation of the plan.
- 3603.2 Individual feeder performance shall be determined using the utility's composite performance index.
- 3603.3 If the utility fails to comply with Section 3603.1, it shall be required to develop a corrective action plan.
- 3603.4 The corrective action plan shall clearly describe the cause(s) of the utility's non-compliance with Section 3603.1 (including an explanation as to why a particular feeder has remained on the list after the implementation of the plan in 3603.1), describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and provide a target date for completion of the corrective measure(s).
- 3603.5 The utility shall report on the progress of the corrective action plan in the Annual Consolidated Report submitted to the Commission.

- 3603.6 The utility shall continue the current annual PIP reporting of the worst performing (lowest two (2) percent) feeders (utility methodology) and corresponding corrective action plans, with the action taken in year 1 and the subsequent performance in year 2.
- 3603.7 The utility shall complete service restoration within twenty-four (24) hours following a non-major service outage.
- 3603.8 The utility shall report on the number and percentage of non-major service outages that extend beyond the twenty-four (24) hour standard and the causes for these extended service outages.
- 3603.9 The report drafted pursuant to Section 3603.8 shall be included in the annual PIP report on reliability data.
- 3603.10 The utility shall not exceed the benchmark levels established for the following indices: System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI).
- 3603.11 The benchmark levels for SAIFI, SAIDI, and CAIDI shall be calculated as follows:
- (a) For 2006, the benchmark calculations shall take into account three (3) full years (2003-2005) of the utility's OMS data;
 - (b) For 2007, the benchmark calculations shall take into account four (4) full years (2003-2006) of the utility's OMS data;
 - (c) Thereafter, five (5) full years of OMS data shall be used in calculating the benchmarks;
 - (d) The calculations shall exclude OMS data from major event days consistent with the I.E.E.E. 1366, Guide for Electric Power Distribution Reliability Indices standard as approved and as may be revised;
 - (e) The utility shall calculate its SAIFI, SAIDI, and CAIDI for each year in accordance with the requirements established in Sections 3603.11(a)-(c);
 - (f) The utility shall calculate the average and standard deviation for each of the SAIFI, SAIDI and CAIDI calculations; and

- (g) The benchmark shall be calculated by adding two (2) standard deviations to the average value.
- 3603.12 Applying the Section 3603.11 methodology, the SAIFI, SAIDI and CAIDI benchmarks for 2006 shall be as follows:
- (a) SAIFI = 1.09;
 - (b) SAIDI = 3.52 hours; and
 - (c) CAIDI = 3.72 hours.
- 3603.13 The SAIFI, SAIDI and CAIDI benchmarks shall be reset annually using a rolling five (5) year average.
- 3603.14 If the utility fails to comply with Section 3603.10, it shall be required to develop a corrective action plan.
- 3603.15 The corrective action plan shall clearly describe the cause(s) of the utility's deterioration in performance and failure to comply with Section 3603.10, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and provide a target for completion of the corrective measure(s).
- 3603.16 The utility shall report on the progress on the corrective action plan in the annual PIP report submitted to the Commission.
- 3603.17 The utility shall also, per the orders of the Commission, continue current requirements of reporting annual reliability indices of SAIFI, SAIDI and CAIDI (with and without major events) in the annual PIP of the following year.

3699 **DEFINITIONS**

- 3699.1 When used in this chapter, the following terms and phrases shall have the meaning ascribed:

Abandoned Call – a call received from a customer that a customer terminates after the customer selects the menu option and is placed in the queue, but before the call is answered by the utility customer representative or any other automated response system.

Call Abandonment Rate – the annual number of calls to the utility's call center or business office that were abandoned, divided by the total number of calls that the company received.

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

Composite Performance Index (CPI) – a measure of feeder performance that combines, in a single number, four measures of distribution feeder performance: (1) number of interruptions, (2) number of customer hours of interruption, (3) system average frequency of interruption, and (4) system average interruption duration.

Customer Average Interruption Duration Index (CAIDI) – a performance index that measures the average time required to restore service to the average customer experiencing a sustained interruption per sustained interruption. The measure is calculated by dividing the sum of all customer interruption durations (converted into hours) by the total number of customer sustained interruptions.

Interruption duration – the period of time, truncated or rounded to the nearest minute, during which a sustained interruption occurs.

Major service outages – customer interruption occurrences and durations during time periods where more than 10,000 of the electric utility's District of Columbia customers are without service, and the restoration effort due to this major service outage takes more than twenty-four (24) hours.

Manhole fire – incident in which flame is visible at holes in the manhole cover or around the cover's edge and the cover remains seated in its frame.

Manhole explosion – incident in which a release of energy from the manhole occurs and one or more manhole covers are dislodged from their respective frames, or debris, such as cement or dirt, is projected into the air.

Momentary interruption – loss of electric service of a duration limited to the time required to restore electric service by automatic and supervisory-controlled switching operation or by manual switching at a location where an operator is immediately available. If the automatic, supervisory-controlled or manual switching is not completed within five (5) minutes of the initial loss of service, the interruption is considered a sustained interruption.

Non-major service outages – customer service outages caused by the failure of devices such as breakers, fuses, feeder lines, substation equipment, etc., lasting over eight (8) hours, regardless of how many customers are affected; or customer service outages affecting over 100, but less than 10,000 customers, regardless of duration.

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

Power quality – the characteristics of electric power received by the customer, with the exception of sustained interruptions and momentary event interruptions. Characteristics of electric power that detract from its quality include waveform irregularities and voltage variations, either prolonged or transient.

Smoking manhole – a manhole incident in which smoke, but no visible flame, is escaping from holes in the cover or around the cover's edge.

Sustained interruption – loss of electric service not classified as a momentary interruption.

System Average Interruption Duration Index (SAIDI) – a performance index that measures the average time customers are interrupted and is calculated by dividing the sum of all customer interruption durations (converted into hours) by the total number of customers served.

System Average Interruption Frequency Index (SAIFI) – a performance index that measures the average frequency of interruptions per customer and is calculated by dividing the total number of customer sustained interruptions by the total number of customers served.

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

3. Comments on the proposed EQSS must be made in writing to Dorothy Wideman, Commission Secretary, Public Service Commission of the District of Columbia, 1333 H Street, N.W., West Tower, Suite 200, Washington, DC 20005. All comments must be received within 30 days of the date of publication of this Notice in the *D.C. Register*. Persons wishing to file reply comments may do so no later than 45 days of the date of publication of this Notice in the *D.C. Register*. Once the comment and reply periods have expired, the Commission will take final rulemaking action.

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1333 H STREET, N.W., SUITE 200, WEST TOWER
WASHINGTON, DC 20005

NOTICE OF PROPOSED RULEMAKING

**FORMAL CASE NO. 1048, IN THE MATTER OF THE INVESTIGATION OF
TELECOMMUNICATIONS SERVICE PROVIDERS' BILLING SYSTEM'S
PRACTICES AND PROCEDURES,**

AND

**FORMAL CASE NO. 990, IN THE MATTER OF THE DEVELOPMENT OF
LOCAL EXCHANGE CARRIER QUALITY OF SERVICE STANDARDS FOR
THE DISTRICT OF COLUMBIA**

1. The Public Service Commission of the District of Columbia ("Commission"), pursuant to its authority under District of Columbia Official Code §§ 34-802 and 34-2002(g)¹ hereby gives notice of its intent to adopt the following amendments to Chapter 27 of Title 15 of the District of Columbia Municipal Regulations ("DCMR") in not less than 30 days from the date of publication of this Notice of Proposed Rulemaking ("NOPR") in the *D.C. Register*.

2. Chapter 27, which is entitled "Regulation of Telecommunications Service Providers, contains the Commission's rules and service quality standards for local exchange carriers in the District of Columbia. The following proposed amendments to Chapter 27 will establish billing error reporting and notification requirements for local telecommunications service providers.

2730 BILLING ERROR NOTIFICATION

2730.1 Each telecommunications service provider must inform the Commission and the Office of the People's Counsel when a billing error has affected 100 or more customers or the number of affected customers is equal to or more than two (2) percent of the telecommunications service provider's customer base. A telecommunications service provider with a customer base of less than 100 customers shall report errors when two (2) or more customers are affected.

2730.2 Each telecommunications service provider shall file an initial billing error notification within one (1) business day of discovering or being notified of

¹ D.C. Official Code §§ 34-802 and 34-2002(g) (2001 Ed.).

the error. After submitting the initial notification, the telecommunications provider must submit a follow-up written report within 14 calendar days and a final written report within 60 calendar days.

- 2730.3 The initial billing error notification shall be sent via email to the Commission's Office of Consumer Services and the Office of the People's Counsel.
- 2730.4 The initial billing error notification shall contain the following information:
- (a) Type(s) of billing error(s) found;
 - (b) Date and time the billing error(s) was discovered;
 - (c) How the telecommunications service provider discovered the error(s); and
 - (d) Approximate number of customers affected.
- 2730.5 The follow-up written report shall contain the following information:
- (a) Type(s) of billing error(s);
 - (b) Date and time of the billing error(s);
 - (c) Number of customers affected;
 - (d) Cause of the error and status of any and all corrective action(s) taken; and
 - (e) Timeline for completing any and all other required corrective action(s).
- 2730.6 The final written report shall contain the following information:
- (a) Type(s) of billing error(s);
 - (b) Date and time of billing error(s);
 - (c) Number of customers affected and the dollar amount involved;
 - (d) Duration of the billing error(s);

- (e) Corrective action(s) and preventative measure(s) taken; and
- (f) Lessons learned, if any.

2730.7 Upon receipt of the final written report, the Commission shall determine whether any further investigation is necessary.

3. Any person interested in commenting on the subject matter of this proposed rulemaking action may submit written comments and reply comments not later than thirty (30) and forty-five (45) days, respectively, after publication of this notice in the *D.C. Register* with Dorothy Wideman, Commission Secretary, Public Service Commission of the District of Columbia, 1333 H Street, N.W., East Tower, Suite 700, Washington, DC 20005. Copies of these proposed rules may be obtained, at cost, by writing the Commission Secretary at the above address.