

ORDER NO. 89435

IN THE MATTER OF THE REVIEW
OF ANNUAL PERFORMANCE
REPORTS ON ELECTRIC SERVICE
RELIABILITY FILED PURSUANT TO
COMAR 20.50.12.11

*
*
*
*
*
*
*
*
*

BEFORE THE
PUBLIC SERVICE COMMISSION
OF MARYLAND

Case No. 9353

Issue Date: January 8, 2020

Customer Communication Workgroup Order

To: All Parties of Record

1. On November 4, 2019, the Staff of the Public Service Commission (“Staff”) filed a recommended timeline for the Customer Communications Workgroup (“Workgroup”) to develop and propose to the Commission best practices related to customer communication. The Workgroup’s recommended timeline is accepted, with the modifications discussed below.

2. In Order No. 89260, the Commission found that current customer communications metrics “do not fully demonstrate whether a customer’s concerns are being resolved” and directed Staff to convene a workgroup to propose “shared best practices” for Electric Companies when handling customer communications, including which metrics “would be best suited for measuring a Company’s overall performance with regard to customer issue resolution.”¹ Staff subsequently assembled the Workgroup, which consists of representatives from Pepco Holdings, Inc., Baltimore Gas and Electric Company, Potomac Electric Power Company, Delmarva Power & Light Company, Southern Maryland Electric

¹ Order No. 89260 at 17.

Cooperative Inc., Choptank Electric Cooperative Inc., Potomac Edison Company, and the Maryland Office of People's Counsel. The Workgroup met on multiple occasions for developing a timeline and concluded that several months of work would be required to accomplish the Commission's directive.

3. Specifically, the Workgroup proposes a multi-phase process, whereby representatives would meet in Phase I with the goal of reaching a consensus recommendation for customer communication best practices and metrics. By June 1, 2020, the Workgroup would file a progress report that would provide consensus recommendations as well as identify any non-consensus issues. Next, the Workgroup proposes to discuss the Phase I progress report at the annual hearing in Case No. 9353 regarding the Electric Companies' performance reports on electric service reliability. That hearing is tentatively scheduled for June 2020. Finally, the Workgroup proposes a Phase II, where a final customer communications report and, if applicable, a petition for rulemaking, would be filed by May 1, 2021, so that any regulations could be promulgated by the end of 2021 and become effective by 2022.

4. The Commission finds that the timeline proposed by the Workgroup is generally reasonable. However, the Commission directs that the process be expedited slightly. The Commission encourages the Workgroup to present complete proposals for consensus items, as well as concrete options for any non-consensus items that require Commission guidance at the June 2020 hearing on electric service reliability. Workgroup participants should be prepared to discuss customer communication best practices at that hearing. Based on the evidence provided in the hearing, the Commission will address the appropriate date for any Phase II report in its order on the Electric Companies' annual

performance reports. With those modifications, the proposed timeline of the Customer Communications Workgroup is accepted.

IT IS THEREFORE, this 8th day of January, in the year Two Thousand Twenty, by the Commission,

ORDERED: (1) That the Customer Communications Workgroup shall endeavor to reach a consensus recommendation for customer communication best practices and metrics, and file a progress report by June 1, 2020, which will provide concrete options for any non-consensus items;

(2) That in addition to the Phase I progress report, Workgroup participants shall be prepared to discuss industry best practices related to customer communication at the June 2020 hearing on annual electric service reliability; and

(3) That the Workgroup shall file a Phase II Final Customer Communication report at a date to be subsequently determined by the Commission.

By Direction of the Commission,

/s/ Andrew S. Johnston

Andrew S. Johnston
Executive Secretary