

CONSUMER ADVISORY

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OPC PETITION SEEKS INVESTIGATION OF JUNE POWER OUTAGES

On Monday, June 25, People's Counsel Sandra Mattavous-Frye petitioned the DC Public Service Commission to initiate an investigation into the cause of power outages that began on Friday June 22nd, and the circumstances of the restoration efforts that continued through the weekend and into the early morning hours of Monday June 25th.

“Pepco reported the Company experienced approximately 18,000 outages in the District of Columbia during the June 22, 2012 rain storm. According to Pepco, power was restored to over 99 percent of those who were out of service from the storm by 5:45pm Sunday, June 24th. Just over 100 District residents were reported to be awaiting restoration. The Office of the People's Counsel needs to know what happened, how the response was managed and what we should expect as we head into the summer storm season” stated Ms. Mattavous-Frye.

“There is an element of irony that as Pepco is engaged in a \$42.5 million rate increase case that is very much about service reliability, the Company finds itself trying to defend its reliability record and response in this real time crisis” said the People's Counsel.

OPC is focused on ensuring that consumers are receiving safe adequate and reliable service. This outage is another reminder that service quality is not where it should be. The question is; “What can the Company learn from this and how will that translate into better service quality?” Stay tuned.