

**BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF MARYLAND**

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**IN THE MATTER OF THE APPLICATION  
OF POTOMAC ELECTRIC POWER  
COMPANY FOR AN INCREASE  
IN ITS RETAIL RATES FOR THE  
DISTRIBUTION OF ELECTRIC  
ENERGY**

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**Case No. 9655**

**Surrebuttal Testimony of**

**Melissa Whited**

**On Behalf of**

**The Maryland Office of People's Counsel**

**April 20, 2021**

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1     **I. INTRODUCTION**

2     **Q. Please state your name, title, and employer.**

3     A. My name is Melissa Whited. I am a Principal Associate at Synapse Energy Economics  
4       ("Synapse"), located at 485 Massachusetts Avenue, Cambridge, MA 02139.

5     **Q. Have you previously submitted testimony in this proceeding?**

6     A. Yes. On behalf of the Office of People's Counsel (OPC) I submitted direct testimony in  
7       this proceeding on March 3, 2021.

8     **Q. What is the purpose of your surrebuttal testimony?**

9     A. The purpose of my surrebuttal testimony is to respond to rebuttal testimony submitted on  
10       behalf of Potomac Electric Power Company (Pepco or the Company). My surrebuttal  
11       testimony rebuts several points from Mr. McGowan, Mr. Stewart, Ms. Bell-Izzard  
12       regarding my recommendations on distribution system planning and performance incentive  
13       mechanisms (PIMs), but it does not attempt to address every instance of disagreement.  
14       Thus, silence on any issue should not be interpreted as agreement.

15    **Q. What materials did you rely on to develop your testimony?**

16    A. The sources for my testimony and exhibits are public documents, responses to discovery  
17       requests, and my personal knowledge and experience.

18    **Q. Was your testimony prepared by you or under your direction?**

19    A. Yes.

1 **II. SUMMARY OF CONCLUSIONS AND RECOMMENDATIONS**

2 **Q. Please summarize your main conclusions.**

3 A. My conclusions are:

- 4 • The low risk of disallowance and rapid rate of cost recovery under the MYP construct  
5 exacerbates the incentive that Pepco has to over-invest in its system. For these reasons,  
6 additional measures are needed to protect customers, such as a reduced return on equity  
7 (ROE), integrated distribution system planning, and metrics or PIMs that encourage the  
8 Company to empower customers and seek cost-effective non-wires alternatives.
- 9 • Neither Pepco's proposal nor my proposal contain PIMs – rather they contain tracking  
10 metrics, which are a useful tool for increasing transparency and accountability.
- 11 • I maintain that Pepco's proposed tracking metrics are largely inappropriate for full  
12 PIMs with financial incentives. The metrics are in many cases redundant and would  
13 reward Pepco for activities that it is already committed to undertaking or could easily  
14 achieve.

15 **Q. Please summarize your recommendations.**

16 A. I offer the following recommendations:

- 17 1. The Commission should balance the benefits provided to shareholders through the  
18 MYP construct with ratepayer protections. In particular, I recommend that the  
19 Commission require Maryland utilities to conduct integrated distribution planning to  
20 enhance transparency and facilitate the determination of whether investments included

1 in MYPs are cost-effective relative to alternatives. My testimony provides multiple  
2 examples of how other jurisdictions have implemented integrated distribution planning.

3 2. The Commission should reject Pepco’s proposed PIMs and instead consider metrics  
4 and incentives to encourage Pepco to (a) explore cost-effective non-wires alternatives  
5 (NWAs), and (b) empower customers to access and engage with their electricity usage  
6 data. I urge the Commission to adopt the tracking metrics I recommended in my direct  
7 testimony.

8 **III. PEPCO’S MYP SHIFTS RISKS TO RATEPAYERS**

9 **Q. How does Pepco respond to your concerns that ratepayers will be saddled with high**  
10 **costs due to Pepco’s inadequate distribution planning process?**

11 A. First, Pepco Witness McGowan acknowledges the need for distribution system planning  
12 “to evolve with technology, policy, and customer needs,” and states that Pepco is working  
13 to adopt new approaches that enhance planning and make it “more inclusive, data driven,  
14 and transparent.”<sup>1</sup>

15 Mr. McGowan also claims that the MYP process increases transparency and accountability  
16 of Pepco’s planning process, since the MYP is “forward-looking” and the Company has  
17 provided “significant information to the parties” as part of the MYP application.

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<sup>1</sup> Rebuttal testimony of Pepco Witness McGowan, Case No. 9655, March 31, 2021, at 21.

1 **Q. Does Pepco's response mitigate your concerns?**

2 A. Not at all. The lack of transparency and insufficient consideration of alternatives in Pepco's  
3 planning process impacts customers through inflated revenue requirements in this rate case,  
4 and now more than ever due to the altered incentives provided by the MYP. Details  
5 regarding Pepco's failure to adequately consider lower-cost alternatives were provided in  
6 the direct testimony of OPC Witnesses Alvarez and Stephens and are further addressed in  
7 their surrebuttal testimony. Thus, while I appreciate that Pepco claims to be undertaking  
8 efforts to enhance its planning process, this does not assuage my concerns regarding  
9 Pepco's planning and investments in the instant proceeding, or the fact that ratepayers will  
10 pay for the investments approved in the MYP for many years to come.

11 **Q. How does the fact that the MYP is forward-looking affect how the Commission should**  
12 **view Pepco's investment proposals?**

13 A. By setting revenue requirements for the Company based on cost forecasts, the forward-  
14 looking nature of the MYP accelerates cost recovery and can shift substantial risk from  
15 shareholders to ratepayers, unless mitigated by other mechanisms.

16 **Q. Why do you claim that the forward-looking nature of the MYP shifts risk from**  
17 **shareholders to ratepayers?**

18 A. The MYP construct fundamentally alters the traditional approach to regulation. Under cost-  
19 of-service regulation, cost recovery for investments is only provided after assets are placed  
20 in service. In contrast, under the MYP, the utility's revenues each year are based on its  
21 forecasted costs and regulatory lag is virtually eliminated. The accelerated cost recovery  
22 and approval of forecasted revenue requirements provides greater certainty to investors and  
23 lessens the need for utilities to restrain their spending in order to achieve their allowed

1 return. As noted by S&P Global, “Because of their ability to reduce regulatory lag and offer  
2 earnings enhancement opportunities, [Regulatory Research Associates] generally views  
3 the presence of alternative ratemaking plans as constructive from an investor viewpoint.”<sup>2</sup>  
4 In other words, risk is shifted from shareholders to ratepayers.

5 **Q. How can regulators balance this shift in risk to ratepayers?**

6 A. There are several ratepayer protections that regulators can implement in order to balance  
7 shareholder and ratepayer interests. As noted in my direct testimony, regulators can take  
8 the following steps:

- 9 • Reduce the allowed ROE in recognition of the greater certainty and reduced  
10 regulatory lag provided by the MYP;
- 11 • Require transparent, robust integrated distribution planning processes with  
12 substantial stakeholder engagement and full consideration of non-wires  
13 alternatives; and
- 14 • Implement metrics and PIMs that encourage the utility to deliver greater value  
15 to customers.

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<sup>2</sup> S&P Global, Market Intelligence, “Alternative Regulatory Paradigms Offer Utility Investors A Degree Of Certainty”, April 21, 2020, available at <https://www.spglobal.com/marketintelligence/en/news-insights/research/alternative-regulatory-paradigms-offer-utility-investors-a-degree-of-certainty>.

1 Without fully transparent, robust planning processes or adjustment to the ROE, the  
2 forward-looking characteristic of the MYP noted by Pepco places ratepayers at greater risk  
3 that Pepco will over-invest in its system.

4 **Q. Pepco Witness Stewart claims that the Company's planning process is already**  
5 **"robust" and designed to consider alternatives.<sup>3</sup> Does Pepco's planning process meet**  
6 **the criteria for a robust integrated distribution planning process?**

7 A. No. Pepco's planning process is opaque, lacks stakeholder input, and does not adequately  
8 consider non-wires alternatives. For example:

- 9 • Detailed project justifications, quantified and qualitative benefits, risk  
10 assessments, and discussion of alternatives for Pepco's proposed capital  
11 investments are available only in confidential attachments, and were developed  
12 without stakeholder input.<sup>4</sup>
- 13 • There is little information provided by the Company regarding how distributed  
14 energy resources (DERs) and electrification will affect load forecasts, and no  
15 scenarios were presented to illustrate the impacts of various future DER  
16 trajectories.<sup>5</sup> Instead, the Company simply states that the solar and electric  
17 vehicle (EV) forecasts for its long range plan are based on historical solar and  
18 EV adoption and typical future adoption curves.<sup>6</sup>

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<sup>3</sup> Rebuttal testimony of Pepco Witness Stewart, Case No. 9655, March 31, 2021, at 12.

<sup>4</sup> See, e.g., Voluntary Response DR 1-48 .

<sup>5</sup> Voluntary Response DR 1-7 Attachment B provides the data and methodology regarding the Company's out-of-model adjustments for DERs. For solar and EV adoption, the MYP forecasts are based on linear historical adoption trends, while the LRP adjusts load further to account for "typical adoption curves."

<sup>6</sup> Voluntary Response DR 1-7 Attachment B.



- 1           • The only specific inclusion of NWAs in the Company's investment plans are  
2           the battery storage investments that the Company was required to undertake  
3           under the Energy Storage Pilot Project Act.

4           This planning approach differs substantially from the jurisdictions that have adopted more  
5           transparent, integrated distribution planning processes, in which:

- 6           • A range of DER growth trajectories and impacts on peak demand are  
7           considered;
- 8           • Third party DERs or portfolios of DERs are considered as options for  
9           NWAs; and
- 10          • There is meaningful stakeholder engagement.<sup>7</sup>

11   Q.    **Can you provide any examples of how other jurisdictions have implemented modeling  
12   of various DER trajectories?**

13   A.    Yes. Minnesota provides a good example of how jurisdictions have required consideration  
14   of various DER trajectories. The Minnesota Public Utilities Commission's IDP  
15   requirements for Xcel Energy state:

16                   In order to understand the potential impacts of faster-than-  
17                   anticipated DER adoption, define and develop conceptual  
18                   base-case, medium, and high scenarios regarding increased  
19                   DER deployment on Xcel's system. Scenarios should reflect

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<sup>7</sup> For a more detailed discussion of IDP, see GridLab (2019) "Integrated Distribution Planning: A Path Forward"  
available at <https://gridlab.org/works/integrated-distribution-planning/>

1 a reasonable mix of individual DER adoption and aggregated  
2 or bundled DER service types, dispersed geographically  
3 across the Xcel distribution system in the locations Xcel  
4 would reasonably anticipate seeing DER growth take place  
5 first.<sup>8</sup>

6 **Q. Can you provide any examples for how jurisdictions have mandated the consideration**  
7 **of non-wires alternatives?**

8 A. Yes. In New York, the utilities are required to provide information that allows DER  
9 developers to offer non-wires alternatives. Specifically, the New York Public Service  
10 Commission's Order Adopting Distributed System Implementation Plan Guidance<sup>9</sup>  
11 requires the utilities to:

- 12 • Provide the information necessary for developers to offer solutions that can  
13 improve the efficiency of the system and add value to customers. The  
14 utilities should begin to offer as much information as is readily available to  
15 begin the process of supporting optimal DER investments.
- 16 • Include identification of specific areas in each utility's service territory  
17 where there is an impending or foreseeable delivery infrastructure upgrade  
18 need and where DERs would potentially provide delivery infrastructure

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<sup>8</sup> Minnesota Public Utilities Commission, Integrated Distribution Planning Filing Requirements for Xcel Energy, Docket E002/CI-18-251, August 30, 2018, page 5.

<sup>9</sup> New York Public Service Commission, Order Adopting Distributed System Implementation Plan Guidance, Case 14-M-0101, April 20, 2016, Attachment 1, pages 8-9.

1 avoidance value or where DER may provide other reliability or operational  
2 benefits.

- 3 • Consistent with the transmission and distribution capital investment plans,  
4 the utilities should list specific infrastructure projects by location, and
  - 5 ○ indicate the potential for DER to resolve or mitigate forecasted  
6 system requirements, including the level of output needed over  
7 specific time periods and
  - 8 ○ describe the process used to identify the projects where DER  
9 solutions should be compared as potential alternatives to traditional  
10 grid infrastructure under varying scenarios of DER integration.

11 The New York utilities have a website in which information regarding current and  
12 upcoming NWA procurements for each utility is provided: [https://nyrevconnect.com/non-](https://nyrevconnect.com/non-wires-alternatives/)  
13 [wires-alternatives/](https://nyrevconnect.com/non-wires-alternatives/).

14 **Q. What approaches have other jurisdictions taken to incorporating stakeholder**  
15 **involvement into the IDP process?**

16 A. States have taken a variety of approaches to stakeholder engagement, with many including  
17 multiple opportunities for stakeholder input. The table below summarizes the extent to  
18 which stakeholders are involved in the IDP process in several other jurisdictions.

1 **Table 1. Examples of Stakeholder Engagement Approaches in Integrated Distribution System Plans**

State	Stakeholder Involvement
<b>New York</b>	Numerous stakeholder engagement sessions are held throughout the distribution planning process. For example, at least 15 stakeholder sessions, webinars, or meetings were held in 2017 and 2018, with the presentations available here: <a href="https://jointutilitiesofny.org/stakeholder-engagement/2018">https://jointutilitiesofny.org/stakeholder-engagement/2018</a>
<b>Hawaii</b>	The Hawaiian Electric Companies’ website states that the Integrated Grid Planning (IGP) process enables the company to engage with stakeholders and customers to gather their input and feedback throughout the IGP process. To this end, there is a “Stakeholder Council,” working groups, and a technical advisory panel as well as broad public engagement. There were at least 13 meetings of the Stakeholder Council between August 30, 2018 and March 29, 2021, with meeting presentations and notes available here: <a href="https://www.hawaiianelectric.com/clean-energy-hawaii/integrated-grid-planning/stakeholder-engagement/stakeholder-council">https://www.hawaiianelectric.com/clean-energy-hawaii/integrated-grid-planning/stakeholder-engagement/stakeholder-council</a> In addition, parties file comments in the IGP docket.
<b>New Hampshire</b>	In its 2020 Order No. 26,358 “Guidance on Utility Distribution System Planning” in docket 15-296, the New Hampshire Public Utilities Commission states “we believe there is benefit in undertaking a clearly defined stakeholder process that allows meaningful opportunities for input on decisions affecting utility planning and related investments before adjudication commences.” (p. 24) Plans must include summary of stakeholder input, how stakeholder recommendations are incorporated into the final plan, or why a stakeholder recommendation was not incorporated into the final plan.
<b>California</b>	There is continuous stakeholder engagement and involvement in the process. As stated in the Final Guidance Order, “the DRP process should be a living one, where the Commission, the Utilities and stakeholders engage continuously to refine the activities and goals that are central to the DRPs themselves.” (Assigned Commissioner’s Ruling On Guidance for Public Utilities Code Section 769 – Distribution Resource Planning, R. 14-08-013, February 6, 2015, Attachment page 11.) In addition, stakeholders participate in the Distribution Planning Advisory Group (DPAG) to assess the utilities’ Grid Needs Assessment (GNA) and Distribution Deferral Opportunity Report (DDOR) filings.
<b>Michigan</b>	Commission order notes that the determination of investments should be “informed by options presented by other technologies and solutions providers.” Order, U-20147, August 20, 2020, p. 45. In addition, the PSC Order in Docket U-20147 dated April 12, 2018 invited stakeholder comment on existing distribution plans, followed by a technical conference, and then subsequent additional comments and discussion among stakeholders on expectations for next set of distribution plans.
<b>Minnesota</b>	Xcel must hold at least one stakeholder meeting prior to filing its plan to obtain input from the public. At a minimum, Xcel must seek input from stakeholders on the following topics: (1) the load and distributed energy resources (DER) forecasts; (2) proposed 5-year distribution system investments, (3) anticipated capabilities of system investments and customer benefits derived from proposed actions in the next 5-years; including, consistency with the Commission’s Planning Objectives, and (4) any other relevant areas. Following the filing, the Commission issues a notice of comment period. If deemed appropriate by Commission Staff, additional stakeholder meetings may be held.

1 **Q. What do you conclude regarding ratepayer protections?**

2 A. The MYP construct provides substantial benefit to investors through enhanced certainty  
3 and accelerated cost recovery. These benefits should be balanced with ratepayer  
4 protections, such as a reduced ROE, rejection of investments that have not been adequately  
5 justified, as well as the introduction of a more collaborative, robust, and transparent  
6 planning process.

7 **IV. PEPCO’S PROPOSED TRACKING METRICS**

8 **Q. Pepco Witness McGowan urges the Commission to reject consideration of OPC’s**  
9 **tracking metrics on the basis that Commission Order 89638 states that “only the**  
10 **utility filing a rate case may propose a PIM.”<sup>10</sup> Do you agree that the Commission**  
11 **should not consider OPC’s tracking metrics?**

12 A. No. Pepco’s rationale for rejecting OPC’s proposed tracking metrics is not applicable, since  
13 neither Pepco’s proposal nor OPC’s proposal contain PIMs. A “performance incentive  
14 mechanism,” by definition, includes an incentive. The financial component of PIMs was  
15 recognized in the definition adopted by the PC 51 PIMs Working Group, which explicitly  
16 references financial rewards and penalties as a component of a PIM.<sup>11</sup>

17 Moreover, the Commission’s PIMs Order discusses tracking metrics separately  
18 from full PIMs,<sup>12</sup> and the Commission explained its decision to not allow intervenor-  
19 sponsored PIMs at this time due to the “implications for an MRP overall and the ultimate

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<sup>10</sup> Maryland Public Service Commission Order No. 89638, Case No. 9618, September 29, 2020 (hereafter “PIMs Order.”)

<sup>11</sup> Direct testimony of Melissa Whited, Case No. 9655, March 3, 2021, page 16.

<sup>12</sup> PIMs Order, paragraphs 9 and 30.

1 rates, which could make consideration for the filing difficult.”<sup>13</sup> Tracking metrics have no  
2 implications for rates. Thus, Pepco’s recommendation that the Commission reject OPC’s  
3 proposed tracking metrics should be ignored.

4 **Q. Pepco Witness McGowan disputes your claim that the EV PIM is redundant.<sup>14</sup> Do**  
5 **you agree with Pepco’s assessment?**

6 A. No. My testimony pointed out that the reporting of information on EV charging station  
7 (EVCS) installations is redundant, as Pepco will already be reporting on the status of its  
8 public EVCS installations as part of its Semi-Annual Progress Report to the Commission.  
9 Pepco does not dispute this point; instead, Pepco simply notes that its goal of accelerating  
10 its public EVCS deployment is different than the current approved plan timeline. Further,  
11 Pepco does not deny that the installation of charging stations will be mostly complete by  
12 the time of the next rate case, making the future establishment of a PIM with financial  
13 incentives moot.

14 **Q. Pepco Witness McGowan argues that achievement of the greenhouse gas (GHG) PIM**  
15 **is not a business as usual activity.<sup>15</sup> Do you agree with Pepco?**

16 A. No. As shown in my direct testimony, Pepco has already achieved a 42 percent emissions  
17 reduction over four years, and Pepco’s emissions were lower than its proposed 2021 target  
18 in 2017, 2019, and 2020.<sup>16</sup> Thus it is not at all evident that creating a PIM tied to very  
19 modest GHG reductions would encourage Pepco to expend more effort on GHG reductions  
20 than it is already doing. Further, providing a financial incentive for meeting its GHG targets

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<sup>13</sup> PIMs Order, paragraph 25, page 12.

<sup>14</sup> Rebuttal testimony of Pepco Witness McGowan, Case No. 9655, March 31, 2021, at 20.

<sup>15</sup> Rebuttal testimony of Pepco Witness McGowan, Case No. 9655, March 31, 2021, at 20.

<sup>16</sup> Direct testimony of Melissa Whited, Case No. 9655, March 3, 2021, at 33-34.

1 is unlikely to provide incremental benefits to ratepayers beyond what would have achieved  
2 without a PIM.

3 **Q. Pepco Witness Bell-Izzard states that your conclusions regarding the First Call**  
4 **Resolution (FCR) metric appear to be based on the Company's initial measurement**  
5 **process, rather than the Company's proposed metric for its FCR PIM.<sup>17</sup> Is this**  
6 **accurate?**

7 A. No. My comments were not based on the initial measurement process in which phone  
8 numbers in the phone log were analyzed for repeat numbers.<sup>18</sup> Instead, my comments were  
9 based on the table below of post-call survey results, as provided in response to OPC Data  
10 Request 11-24(b) and shown below.

11 **Table 2. Pepco Post-Call Survey Results**

2020 Pepco Maryland Post Call Survey Results  
(May- December)

Month	Total Post-Call Surveys Completed	FCR %
May-20	1374	85.5%
Jun-20	1543	84.3%
Jul-20	1795	84.2%
Aug-20	1626	82.7%
Sep-20	1313	86.4%
Oct-20	1220	86.1%
Nov-20	948	88.0%
Dec-20	1059	84.6%

12  
13 However, it has come to my attention that Pepco has modified its post-call survey questions  
14 since December 2020,<sup>19</sup> and thus these results may not be reflective of performance going

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<sup>17</sup> Rebuttal testimony of Pepco Witness McGowan, Case No. 9655, March 31, 2021, at 20.

<sup>18</sup> Rebuttal testimony of Pepco Witness Bell-Izzard, Case No. 9655, March 31, 2021, at 2.

<sup>19</sup> Response to OPC Data Request 11-24(b).

1 forward. Nevertheless, I maintain my initial recommendation that while this data is  
2 worthwhile to track, it should not be approved to become a PIM with financial incentives  
3 in the next rate case.

4 **Q. Why do you maintain your position that the FCR metric should not become a PIM**  
5 **with financial incentives in the next rate case?**

6 A. First, there is no evidence that a PIM is needed for performance in this area at this time. As  
7 I noted in my direct testimony, Pepco already has an overall goal to deliver premier levels  
8 of customer service, and it is not evident that additional incentives are needed to achieve  
9 the level of service that Pepco has targeted.

10 Second, Witness Bell-Izzard states that the cost of meeting the FCR targets is  
11 already included in Pepco's proposed MYP.<sup>20</sup> Pepco has not demonstrated a need for  
12 ratepayers to pay for both the cost of meeting a target (through Pepco's revenue  
13 requirement) and for additional financial incentives for meeting that same target under a  
14 future FCR PIM. Instead, incentives should be used to provide net benefits to ratepayers  
15 by driving the utility to attain better performance than it would have otherwise achieved,  
16 or to offset an existing disincentive.

17 **Q. Does this conclude your surrebuttal testimony?**

18 A. Yes, it does.

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<sup>20</sup> Rebuttal testimony of Pepco Witness Bell-Izzard, Case No. 9655, March 31, 2021, at 5.



**Potomac Electric Power Company's Application for an Electric Multi-Year Plan**

Case No. 9655

Data Responses referenced in the Surrebuttal Testimony of  
Melissa Whited

PE Response to OPC DR 11-24

PE Voluntary Response to DR 1-48

April 20, 2021

POTOMAC ELECTRIC POWER COMPANY  
MARYLAND CASE NO. 9655  
RESPONSE TO OPC DATA REQUEST NO. 11

QUESTION NO. 24

Refer to the testimony of Company Witness Bell-Izzard on page 21 regarding the FCR tracking metric.

- a. Please provide the first call resolution (FCR) tracking data required by Commission Order No. 89629 and described by Company witness Bell-Izzard in Q/A 38.
- b. Does the Company collect any other data on customers contacting Pepco’s customer service team in addition to those required by Commission Order No. 89629? If yes, please list the data that the company collects and provide this data in machine readable format.

RESPONSE:

- a. Pepco tracks FCR based on an automated analysis of the phone calls received by the Call Center. This metric is tracked at a Company level and is not currently available at the jurisdictional level.

**2020 Pepco FCR Results**

Month	FCR Calls	Unique ANI (Total Calls)	% FCR
January	71,653	95,196	75.27%
February	65,649	86,443	75.94%
March	63,563	79,271	80.18%
April	46,902	56,415	83.14%
May	41,405	50,023	82.77%
June	51,240	62,468	82.03%
July	57,455	73,370	78.31%
August	57,206	71,702	79.78%
September	52,472	64,555	81.28%
October	49,578	60,269	82.26%
November	44,286	55,410	79.92%
December	44,668	55,679	80.22%
YTD	<b>646,077</b>	<b>810,801</b>	79.68%

% FCR = FCR Calls/Unique ANI

FCR Calls = calls that appeared once within a three-day period

Unique ANI = Total calls transferred from IVR to a CSR (excludes calls from outages, Agency Assistance Numbers and internal numbers, and other numbers that are on the approved Exclusion List)

- b. In addition to the automated analysis the Company uses to quantify FCR, since 2018 the Company has also performed a Post Call survey of its customers to determine their perspective of FCR, the results of which are indicated below.

2020 Pepco Maryland Post Call Survey Results  
(May- December)

Month	Total Post-Call Surveys Completed	FCR %
May-20	1374	85.5%
Jun-20	1543	84.3%
Jul-20	1795	84.2%
Aug-20	1626	82.7%
Sep-20	1313	86.4%
Oct-20	1220	86.1%
Nov-20	948	88.0%
Dec-20	1059	84.6%

Due to technical issues (a platform change with the new telephony system), Post Call data results cannot be retrieved for results prior to May 2020. Due to a platform change with the telephony system, Post Call data results cannot be retrieved for results prior to May 2020.

The FCR post-survey question was modified in January 2021 to gather more granular information regarding the customer’s perspective of FCR. The pre-January 2021 FCR question asked if the customer’s issue or question was resolved during the call (Y/N). The modified question (as of January 2021) is described in the post-call script indicated in the response to OPC DR 11-25(a). This quantification of the number of contacts the customer had with the Company to resolve their inquiry is expected to reduce the FCR %, as the response goes beyond asking about the most recent call, and incorporates all contacts needed for resolution.

SPONSOR: Morlon D. Bell-Izzard

POTOMAC ELECTRIC POWER COMPANY  
MARYLAND CASE NO. 9655  
VOLUNTARY DISCOVERY DATA REQUEST NO. 1

QUESTION NO. 48

Provide the presentations requesting approval of capital projects over one million dollars.

RESPONSE:

“Darnestown Reauthorization - PHI BOD - August 2016”, Attachment A (Confidential);  
“06 - Pepco MD Norbeck Area Plan PRC (Feeder-level Work) - Final 101217\_1751”, Attachment B (Confidential);  
“06 - Sligo -Linden Presentation - AIC 090517”, Attachment C (Confidential);  
“07- Pepco MD Crain Hwy Area Plan PRC (Feeder-level Work) - Final 101217\_1751”, Attachment D (Confidential);  
“Install Primary Duct Bank for MSHA MD 210 OH to UG Relocation - Phase 3 - PRC 2017.2 2-9-17 401pm”, Attachment E (Confidential);  
“M1 Sligo -Linden Presentation - PRC Draft 0914171705”, Attachment F (Confidential);  
“Rockville Pole Barn - Phase 2 - AIC 2017 6-7-17 556pm”, Attachment G (Confidential);  
“Takoma -Sligo - Phase 3 PARC-RMC Approval - Revised Cost Estimate - July 2017 Email Review”, Attachment H (Confidential);  
“Takoma Substation Land Purchase - Phase 3 - PRC 2017.5.15 5-12-17 214pm”, Attachment I (Confidential);  
“W05 - PRC\_Bells Mill SUB. 121\_Replace T10.20170919 0919171723”, Attachment J (Confidential);  
“White Flint Sub - Phase 2 PARC - June 2017 R1”, Attachment K (Confidential);  
“09 - Rockville Ops Construct Pole Barn (CMP156)-Ph3-11.8.18\_1916”, Attachment L (Confidential);  
“10 - Bethesda 3T Replacement Project (UDSPRD8MB1)-Ph3-12.11.18”, Attachment M (Confidential);  
“19 - Apex Building (Office Tower) - NBC (DLPCS6M013)-Ph3-11.13.18\_1255”, Attachment N (Confidential);  
“20 - Route-1 Relocation. WR3541195 -13 kV (DLPCH0M007)-Ph3-8.1.18\_1027”, Attachment O (Confidential);  
“PG HOSPITAL MEDICAL CENTER PROJECT - Phase 3 PARC Approval - JULY 2018”, Attachment P (Confidential);  
“PHI Work Management - PARC Phase 3 Reauthorization Approval - Sept 2018”, Attachment Q (Confidential);  
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“09 - ITN TBD - Control Center Emergency Generator Upgrade - Ph3 -8.2.19\_1117”, Attachment U (Confidential);

“10 - ITN 64808 - PHI DA Server Farm Project - Ph3 - 8.5.2019\_1113”, Attachment V (Confidential);

“10 - ITN 72181 - Leisure World Transformer Replacements -Ph2 -3.7.19\_1536”, Attachment W (Confidential);

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