

Elizabeth A. Noël, People's Counsel

PRESS RELEASE

CONTACT: PHIL HARMON • (202) 727-3071 • email: ccceo@opc-dc.gov

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IN 2006 THE RAINS CAME AND WHAT HAS PEPCO LEARNED FROM ISABEL?

People's Counsel, Elizabeth A. Noël, has asked the Public Service Commission to examine the effectiveness of Pepco's efforts to restore electric service to D.C. electric consumers during the June 2006 rain storms.

The central question is this: Since 2003, Hurricane Isabel and Pepco's subsequent implementation of ameliorative changes suggested in the WITT Report, what more, if anything, must Pepco now do to better protect the interests of D.C. consumers in receiving safe, adequate and reliable electric service?

"This may be the first real test of the changes instituted by the James Lee Witt Hurricane Isabel Response Assessment report, commissioned by Pepco after the devastating outages caused by Hurricane Isabel in 2003. Among the key recommendations of the WITT report were timely restoration of service, improvements to customer education, the sharing of outage restoration information with officials, and communicating the details of restoration to customers" said Ms. Noel.

Attorney Noel says "now is the appropriate time to assess the effectiveness of Pepco's actions to determine what more Pepco can do to better protect consumers' interest in safe, adequate and reliable service. The timing is perfect as we are now approaching the true "hurricane season."

"No one can predict our weather in the months ahead. If, however, the record setting rains of June are our early warning, we must all redouble our efforts to collaborate on solutions to ensure outage responses do not leave consumers alone, wet and in the dark" said People's Counsel Noël.