



Government of the District of Columbia

ADVISORY NEIGHBORHOOD COMMISSION 3/4G

Chevy Chase, Barnaby Woods, Hawthorne

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**Resolution Urging the Public Service Commission to Take Up
the Investigation of Outages and Damages to Electrical Systems
in ANC 3/4G on August 1 and 2, 2025 (EDocket GD2025-01-E)**

WHEREAS:

- ANC Commissioners have been contacted by residents in our Single Member Districts to assist them in their struggle to communicate and work with PEPCO to address the unplanned power outages and power restoration that caused substantial damages to electric appliances and other electronic equipment, including, but not limited to, air conditioning systems, digital thermostats, wall ovens, floor ovens, microwaves, wall sockets, smart meters, televisions, security systems, surge protectors and cable boxes, in many cases beyond repair.

WHEREAS:

- Residents reported dangerous conditions on the streets and within their homes, including loud and palpable explosions; arcing; downed wires; sparks coming down from poles to the ground as young children walked below with their babysitter; ground fires, one of which melted through concrete; smoke coming from outlets; burning smells in their houses, in addition to damaged appliances.

WHEREAS:

- As of the date of this filing, the affected residents of ANC 3/4G (Wards 3 and 4) have been disappointed and unsatisfied with the PEPCO's response to their request for information and assistance in recovering their damages.
 - PEPCO conducted no proactive outreach after the outages. It was only upon ANC request that PEPCO agreed to hold one community meeting virtually (September 10).
 - PEPCO has not been transparent. At the outset of the meeting, ANC Commissioner Phinzy asked PEPCO's representative to record the meeting so that Commissioner Gore, who could not attend the meeting, could review it later. PEPCO's representative (Travoris Culpeper) agreed. All participants on the virtual meeting had a notice pop up on the screen that the meeting was being recorded, and had the option to leave the meeting. No one left. Following the meeting, PEPCO declined to release the recording of meeting, claiming it is an "IT issue" of "firewalls."
 - During the September 10 virtual meeting, PEPCO offered no other explanation for the outage, fires, and damage as an "Act of God." To date, PEPCO has not fully or adequately explained why only a subset of those who had their service restored – and not the houses closest to the downed tree-- experienced damage to their appliances. In the absence of an explanation and identification of the cause of this damage, consumers understandably remain very concerned that it may happen again in the future. Constituents asked in the virtual meeting how they could be sure this type of outage and damage would not occur again, and PEPCO had no response. PEPCO dismissed dangerous downed wires and ground fires as "normal."
 - PEPCO has denied all claims of residents, some within 24 hours of submission with no substantive investigation. According to residents whose claims have been denied, PEPCO has instructed affected customers to file claims with their homeowner's insurance company. Homeowners are faced with the dilemma of risking an increase of homeowner's insurance premiums or even cancellation of policies if they file a homeowner's claim, or paying the full cost of repairs themselves.
 - Some residents have reported that their damaged smart meters have not yet been replaced, and that they are receiving estimated bills. Some of the estimated bills have been multiples of previous bills. No explanation for the calculation of estimated bills has been provided.

WHEREAS:

- The Office of People's Counsel has deemed these complaints credible and filed a petition for investigation on behalf of our constituents.

WHEREAS:

- In exchange for its monopoly, PEPCO has the obligation to provide safe, reliable, and reasonably priced electric service. Restoring power safely is a fundamental aspect of providing reasonably safe service. But as the events of August 1 and 2 showed, PEPCO failed in its basic mission.

WHEREAS:

- The Public Service Commission has express authority to investigate and resolve the problem of unplanned electric power outages and unsafe and damaging power restoration. Specifically, it has the statutory obligation to "ensure that every public utility doing business within the District of Columbia . . . furnish service and facilities reasonably safe and adequate and in all respects just and reasonable," pursuant to D.C. Code § 1-204.93.

WHEREAS:

- The Public Service Commission further has the authority, pursuant to D.C. Code, to direct PEPCO to make repairs, improvements, changes, or additions to service or equipment within a reasonable time if it determines that repairs, improvements or changes in any electric plant equipment should be made in order to promote the comfort or convenience of the public or employees, or in order to secure adequate service or facilities.

WHEREAS:

- Formal Case (FC) 1055 (2007) of the Public Service Commission serves as precedent. In 2007, the Commission granted a similar petition for residents of the Fairlawn community in Wards 7 and 8 petition, after residents had two outages in nine days and power surges that left thousands of dollars in appliance damage. The Commission ordered PEPCO to explain in detail what happened before, during, and after the outages, why the surges occurred, how PEPCO worked to restore power, and how customers were compensated, "indicating that more questions must be answered if similar damage is to be avoided in the future." Our ANC's residents had 2 outages in as many days, suffering damages in some homes as high as \$15,000.

THEREFORE, BE IT RESOLVED:

- That ANC 3/4G urges the Public Service Commission to initiate and conduct a formal investigation into the unplanned outages of electricity service provided by PEPCO and resulting power surges that occurred on August 1 and 2 in ANC 3/4G (Wards 3 and 4) of the District of Columbia, and its impact on the reliability and safety of service in the

affected area, pursuant to D.C. Code, 2001 Ed. §§ 1-204.93 (2001), 34-808 (2001) and 34-1116 (2001).

- That such investigation include 1) investigation of the causes of the electric service outages and the power surges that occurred upon restoration of power, (2) the condition of the system infrastructure in the affected areas, (3) the corrective action necessary to enable the provision of safe and reliable service to these District residents, (4) PEPCO's efforts to resolve this problem, and (5) PEPCO's efforts to compensate its District residential customers for their losses resulting from PEPCO provided electric service, and any other lines of inquiry the PSC deems appropriate concerning these outages and the provision of electrical service by PEPCO.
- That any resident affected by the outage who had not yet contacted PEPCO or the OPC by the time OPC submitted its petition be allowed to submit data to OPC and have their description of events and damage reports added to the record.
- That the PSC require PEPCO to release the full video of the September 10 community meeting as PEPCO had agreed to do.
- That PEPCO provide the locations of homes with smart meters which are currently receiving estimated bills.
- That PEPCO explain its formula for calculating estimated bills of said homes and a timetable for replacement.
- That, as part of the above investigation, the Public Service Commission require PEPCO to provide answers to the technical questions in Data Request No.1, as sent to Assistant General Counsel Dennis Jamouneau on September 30, 2025, (see Appendix)
- That our affected residents be presented with equitable resolution of this matter, including a fair compensation and remedies for the damages they have suffered.

BE IT FURTHER RESOLVED:

- ANC 3/4G authorizes Commissioners Gore and Phinizy to represent the commission on all future matters related to this resolution.

This resolution was adopted at a duly noticed public meeting on ----- 2025, with a quorum of -- Commissioners present, voting: -- Yes, -- No, and -- abstain.

Lisa R. Gore, Chair

Elizabeth A. Nagy, Secretary

Date

Date

Appendix A. Technical Questions from Data Request No. 1.

OPC 1-1. Did the fallen tree impact a 4kV line or a 13kV line?

A. Did the tree impact a three-phase line or a single phase line?

B. Did the tree impact a covered conductor or a bare conductor line?

OPC 1-2. Please provide the feeder number(s) involved in the event A. Final reports on the last trim cycle for the affected feeder(s).

A. Please provide any arborist reports in the last four years on the feeder and the tree in question.

OPC 1-3 Provide the substation(s) serving the feeders involved in the event.

OPC 1-4 Distribution transformers are connected phase to system neutral. If a different phase conductor contacts a system neutral, the voltage on the transformer can double and can create a surge into the home.

A. Are the customers who experienced surges served by the same distribution transformer?

B. How many different transformers serve the total homes that experienced surges?

OPC 1-5. Please provide the relay oscillography that shows/documents how long the downed wires stayed energized and sparking before the power was shut down. Provide details for the outage, initial contact, reclosing attempts, voltage levels, ampere levels, etc.

OPC 1-6. When has PEPCO last inspected the grounding conductors in the vicinity of the outage? Were all pole grounds in place and undamaged?

OPC 1-7. Did PEPCO utilize step restoration (restore small sections at a time) to restore power?

A. If so, is there a correlation between the failure of appliances and the restoration geography?

OPC 1-8. Did the breaker re-trip during restoration? If so, why?

OPC 1-9. There are some 69kV overhead lines in DC. Did the outage involve a transmission line?

OPC 1-10. Provide copies of all damage claims by customers related to this event.

OPC 1-11. Provide all maps of the distribution circuit(s) involved in the outage.

- OPC 1-12. PEPCO does a bi-annual inspection of feeders. A. Provide inspection of the last two inspection reports for the feeder(s) involved in the event.
- OPC 1-13. Provide all work orders or service orders used to repair the damage to PEPCO's facilities related to the event.
- A. Include a list of materials replaced including, crossarms, conductors, meters, transformer, guys, pole grounds, lightning arresters, and poles.
- OPC 1-14. Provide a list and a map of distribution transformers related to the event.
- A. Fuse operated and had to be replaced
 - B. The location (map) of the distribution transformers that were replaced.
- OPC 1-15. Videos of the event show arcing along Barnaby Street.
- A. Did the arcing involve a primary (greater than 4kV) overhead conductor(s)?
 - 1. Were the conductors covered? If so, provide the specification of the conductor.
- OPC 1-16. Did the arcing involve a secondary (120/240 volt) overhead conductor(s)?
- A. Were the secondary conductors covered or bare?
- OPC 1-17. To PEPCO's knowledge, did the event result in any contact with any communication plant in the vicinity?
- A. If so, please provide the details of the damage to the communication facilities.
 - B. Did this contact with communication facilities result in the messenger of these facilities being energized at primary or secondary voltage?
 - 1. If so, provide the location of such contact.
- OPC 1-18. Identify any three-phase transformer banks on the feeder(s) involved in the event that are connected wye-delta and delta-wye and delta-delta.
- A. Identify if any fuses (riser pole or transformer fuses) were replaced on these transformers at the time of the event.
- OPC 1-19. Provide transcription or recording of radio communication between the operation center and the field crews working on repairs and restoration.
- A. Fuse operated and had to be replaced
 - B. The location (maps) OPC 1-20. Did the smart meters register the surge(s) and/or overvoltage? If so, what time(s) did the surges occur?
- OPC 1-21. Provide the magnitude of the surge(s) and/or overvoltage registered by smart meters.
- OPC 1-22. How many smart meters were damaged in the surge?
- OPC 1-23. Provide the locations of these meters that were replaced due to the event or subsequent to the event.

OPC 1-24 PEPCO deployed GE F60 relays which may more effectively detect high-impedance faults.

- A. Were these GE F60 in use on the feeder(s) involved in the event?
- B. If so, provide the output alarms and status indications such as “arcing suspected”, “arcing alarm”, and “down conductor detected” from the relay, including time stamps.
- C. If so, provide the fault data and oscillography information regarding the event.
- D. Explain how PEPCO uses the data from the GE F60 relay.