

**COUNTY COUNCIL OF PRINCE GEORGE'S COUNTY, MARYLAND**  
**2007 Legislative Session**

Resolution No. CR-75-2007

Introduced by Council Members Olson, Exum, Harrington, Bland, Campos, Dean,  
Dernoga, Knotts and Turner

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Date of Introduction October 23, 2007

**RESOLUTION**

1 A RESOLUTION concerning

2 The Outsourcing of Local Jobs by Washington Gas Light Company

3 For the purpose of expressing concern that Washington Gas Light Company has announced its  
4 intention to eliminate 300 positions in the Washington metropolitan area and outsource customer  
5 service and gas leak call center work to a foreign corporation.

6 WHEREAS, Washington Gas Light Company has announced that it will outsource  
7 customer service and gas leak call center work, eliminating 300 positions and over 250 existing  
8 jobs to a company called Accenture Ltd., a foreign company based in Bermuda, which is being  
9 sued by the U.S. Department of Justice, claiming that Accenture defrauded the U.S. Government  
10 on numerous government contracts since the 1990s; and

11 WHEREAS, the outsourced work will be done in the Philippines, Canada and Texas, and  
12 gas leak and service calls will be answered by workers thousands of miles away; and

13 WHEREAS, there is deep concern that workers thousands of miles away could be handling  
14 calls dealing with dangerous situations, considering recent gas-related explosions that have  
15 occurred in District Heights and Adelphi, Maryland and Bristow, Virginia; and

16 WHEREAS, customers' financial data, including billing address, checking account  
17 numbers, and credit card numbers will now be sent out of the country; and

18 WHEREAS, Washington Gas Light Company is a regulated utility distributing and selling  
19 natural gas, a commodity requiring a skilled and competent workforce to respond to the  
20 potentially deadly dangers to consumers in their own homes; and

21 WHEREAS, in addition to outsourcing call centers, Washington Gas Light Company will

1 also have the vast majority of its walk-in customer service offices staffed by Accenture outside  
2 contractors and not by its own employees; and

3 WHEREAS, many of the impacted workers are people of color, single mothers with young  
4 children, and residents of Prince George's County; and

5 WHEREAS, Washington Gas Light Company is requesting rate increases from all its rate  
6 payers in Maryland, Virginia and the District of Columbia and will use \$29 million of that rate  
7 increases to pay for the outsourcing of approximately 300 local good paying jobs for people who  
8 pay local taxes and participate in the local economies in the Washington metropolitan area; and

9 WHEREAS, Washington Gas Light Company has filed a request with the Maryland Public  
10 Service Commission a proposal for a so-called Performance Based Ratemaking plan which  
11 would allow the Company and its shareholders to capture one half of the profits derived from the  
12 outsourcing; and

13 WHEREAS, Washington Gas Light Company's proposal does not include any plan to  
14 lower rates for customers even as shareholders are expected to profit from the outsourcing.

15 NOW, THEREFORE, BE IT RESOLVED by the County Council of Prince George's  
16 County, Maryland, that that the Prince George's County Council is deeply troubled by the  
17 proposed outsourcing of good local jobs by Washington Gas Light Company to a foreign  
18 corporation that does not pay taxes in Maryland.

19 BE IT FURTHER RESOLVED that the Prince George's County Council calls upon the  
20 Maryland Public Service Commission to rigorously evaluate Washington Gas Light Company's  
21 rate request and profit sharing application and demand that Washington Gas Light Company  
22 maintain the quality customer services that we have already paid for in rates and that the  
23 Commission require that Washington Gas Light Company fulfill its obligation to protect the  
24 health and safety of its customers.

25 BE IT FURTHER RESOLVED that the Clerk of the Council shall transmit copies of this  
26 Resolution to each member of the Maryland Delegation to the United States Congress, to the  
27 Governor of Maryland, to each member of the Prince George's County Senate and House  
28 Delegations to the General Assembly, to the membership of the Public Service Commission and  
29 to the member governments of the Council of Governments.

Adopted this 23rd day of October, 2007.

COUNTY COUNCIL OF PRINCE  
GEORGE'S COUNTY, MARYLAND

BY: \_\_\_\_\_  
Camille A. Exum  
Chair

ATTEST:

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Redis C. Floyd  
Clerk of the Council