

State of Rhode Island and Providence Plantations

# Budget



## Fiscal Year 2016

Volume I – General Government and Quasi-Public Agencies

Gina M. Raimondo, Governor

# Agency

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## Public Utilities Commission

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### Agency Mission

To provide fair regulation of public utilities, CATV, common carriers, and major energy facilities; ensure just and reasonable rates; ensure sufficient utility infrastructure to promote economic development; implement legislative mandates that facilitate renewable electric generation, improve water availability, deliver rapid communications and assure that Rhode Island is on the cutting edge of reliability and environmental quality regulation; and cooperate with other state and federal government agencies to coordinate efforts to meet the above objectives.

### Agency Description

The Public Utilities Commission (PUC) comprises two distinct regulatory bodies: a three member Commission (Commission) and the Division of Public Utilities and Carriers (Division). The Public Utilities Commission serves as a quasi-judicial tribunal with jurisdiction, powers, and duties to implement and enforce the standards of conduct under §39-1-27.6 and to hold investigations and hearings involving the rates, tariffs, tolls, and charges, and the sufficiency and reasonableness of facilities and accommodations of railroad, ferry boats, gas, electric distribution, water, telephone, telegraph, and pipeline public utilities, the location of railroad depots and stations, and the control of grade crossings, the revocation, suspension or alteration of certificates issued pursuant to §39-19-4, appeals under §39-1-30, petitions under §39-1-31, and proceedings under §39-1-32. Through participation in the Energy Facility Siting Board, the Commission's chair also exercises jurisdiction over the siting of major energy facilities, pursuant to Chapter 42-98.

The Division, which is headed by an Administrator, who is not a Commissioner, exercises the jurisdiction, supervision, powers and duties not specifically assigned to the Commission, including the execution of all laws relating to public utilities and carriers and all regulations and orders of the Commission governing the conduct and charges of public utilities. The Division has exclusive jurisdiction over the rates, tariffs, tolls and charges, and the sufficiency, and reasonableness of facilities and accommodations of common carriers of property and passengers over the State's public roadways, pursuant to Chapters 39-12, 39-13, and 39-14. Additionally, the Division supervises and regulates Community Antenna Television Systems (CATV) in Rhode Island; certifies all public utilities; and has independent regulatory authority over the transactions between public utilities and affiliates, and all public utility equity and debt issuances.

### Statutory History

The PUC and its predecessor agency, the Rhode Island Railroad Commission, have been regulating utilities in this state since 1839. The Railroad Commission was later abolished by an act of the legislature, leading to the creation of the more comprehensive Public Utility Commission in 1912. From 1981 to 1996, the duties of the Administrator of the Division and Chairperson of the Commission were combined in a single position. The Utility Restructuring Act of 1996 later divided these duties into two separate positions: Chairman of the Commission and Administrator, Division of Public Utilities and Carriers.

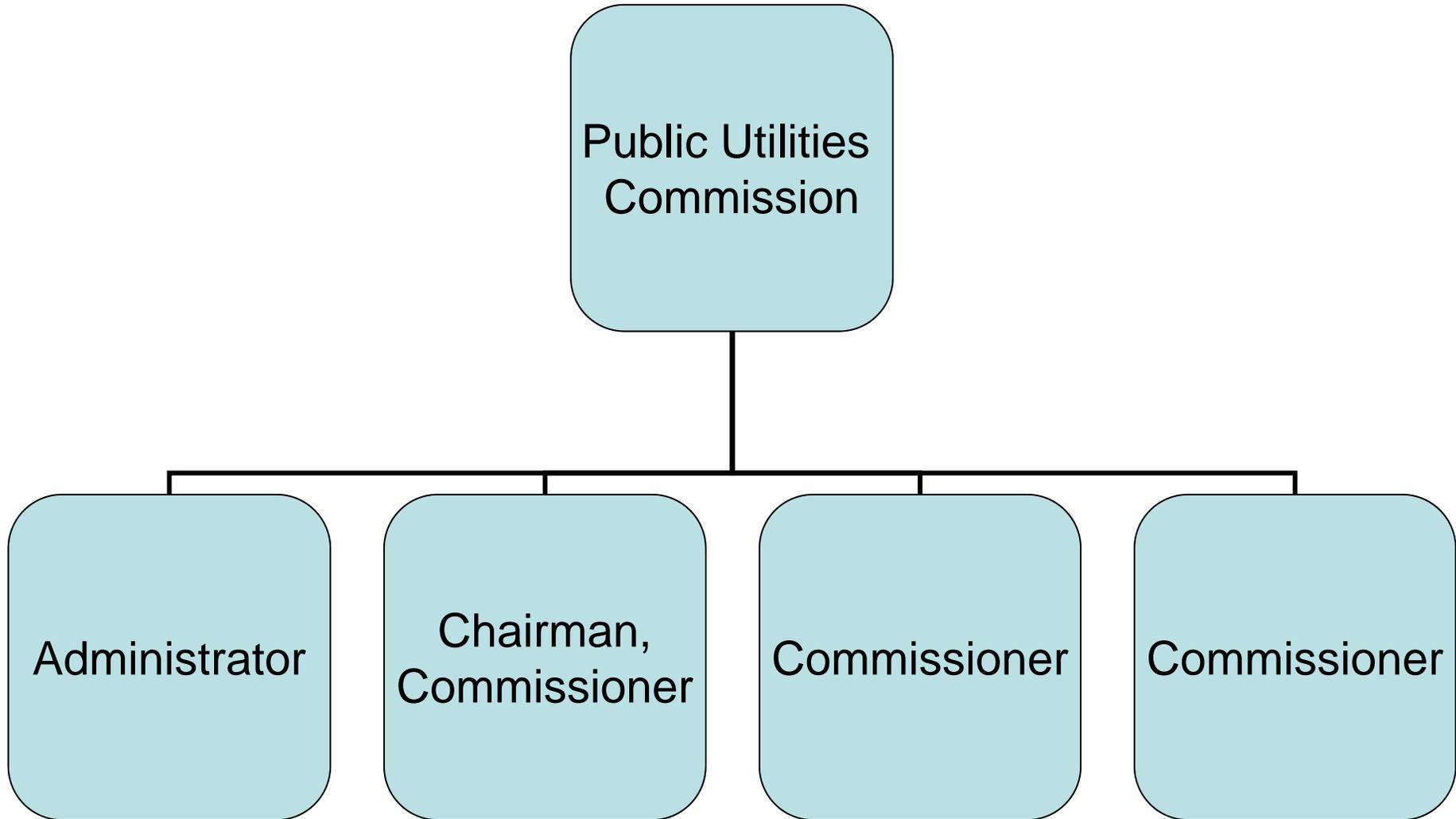
# Budget

## Public Utilities Commission

	FY 2013 Audited	FY 2014 Audited	FY 2015 Enacted	FY 2015 Revised	FY 2016 Recommend
<b>Expenditures By Program</b>					
Central Management	7,130,573	6,823,882	8,459,886	8,430,886	8,684,685
<b>Total Expenditures</b>	<b>\$7,130,573</b>	<b>\$6,823,882</b>	<b>\$8,459,886</b>	<b>\$8,430,886</b>	<b>\$8,684,685</b>
<b>Expenditures By Object</b>					
Personnel	6,306,300	6,205,483	7,459,618	7,463,786	7,688,818
Operating Supplies and Expenses	760,332	584,205	937,931	936,763	936,530
Assistance and Grants	-	-	337	337	337
<b>Subtotal: Operating Expenditures</b>	<b>7,066,632</b>	<b>6,789,688</b>	<b>8,397,886</b>	<b>8,400,886</b>	<b>8,625,685</b>
Capital Purchases and Equipment	63,941	34,194	62,000	30,000	59,000
<b>Total Expenditures</b>	<b>\$7,130,573</b>	<b>\$6,823,882</b>	<b>\$8,459,886</b>	<b>\$8,430,886</b>	<b>\$8,684,685</b>
<b>Expenditures By Funds</b>					
Federal Funds	281,102	207,575	87,733	87,733	90,000
Restricted Receipts	6,849,471	6,616,307	8,372,153	8,343,153	8,594,685
<b>Total Expenditures</b>	<b>\$7,130,573</b>	<b>\$6,823,882</b>	<b>\$8,459,886</b>	<b>\$8,430,886</b>	<b>\$8,684,685</b>
<b>FTE Authorization</b>	<b>48.0</b>	<b>49.0</b>	<b>50.0</b>	<b>50.0</b>	<b>50.0</b>

# The Agency

## Public Utilities Commission



# Personnel

## Public Utilities Commission Central Management

	Grade	FY 2015		FY 2016	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ASSISTANT DIRECTOR FOR LEGAL SERVICES (DOT)	00141A	1.0	122,445	1.0	124,853
CHIEF PUBLIC UTILITIES ACCOUNTANT	00140A	1.0	116,532	1.0	118,829
CHIEF OF LEGAL SERVICES	00139A	1.0	112,439	1.0	114,623
ASSOCIATE PUBLIC UTILITIES ADMIN FOR OPER & CHIEF FINANCIAL ANALYST	00136A	1.0	99,649	1.0	101,621
PUBLIC UTILITIES ADMINISTRATION & ASSOCIATE PUBLIC UTILITIES ADMINISTRATOR	00138A	1.0	98,586	1.0	100,522
ASSOCIATE ADM CABLE TV & LEGIS LIAIS FOR INVESTIGATIVE AUDITOR	00136A	1.0	89,161	1.0	90,886
DEPUTY CHIEF OF LEGAL SERVICES	00133A	2.0	168,951	2.0	169,174
PUBLIC UTILITIES ANALYST V	00137A	2.0	165,744	2.0	169,060
SENIOR LEGAL COUNSEL	0AB33A	5.0	414,003	5.0	427,995
ASSISTANT TO CHIEF PUBLIC UTILITIES	00134A	2.0	163,636	2.0	166,767
PUBLIC UTILITIES ANALYST IV	00034A	1.0	68,771	1.0	70,146
PRINCIPAL AUDITOR	00027A	1.0	68,285	1.0	69,624
PUBLIC UTILITIES ENGINEERING SPECIALIST II	0AB28A	1.0	66,705	1.0	67,386
PROGRAMMING SERVICES OFFICER	00028A	4.0	251,180	4.0	261,827
CHIEF CONSUMER AGENT (DPUC)	00031A	1.0	61,172	1.0	62,936
CHIEF FIELD INVESTIGATOR (MOTOR VEHICLES)	0AB24A	1.0	60,294	1.0	61,483
MOTOR CARRIER COMPLIANCE INSPECTOR	00024A	1.0	56,858	1.0	57,996
INFORMATION SERVICES TECHNICIAN I	00020A	2.0	93,688	2.0	95,562
CONSUMER AGENT (DPUC)	00016A	2.0	88,859	2.0	90,601
PUBLIC UTILITIES ANALYST II	0AB18A	5.0	216,417	5.0	221,875
INFORMATION SERVICES TECHNICIAN II	00022A	1.0	42,869	1.0	44,972
CUSTOMER SERVICE SPECIALIST I	00020A	1.0	40,421	1.0	41,229
	0AB15A	1.0	37,671	1.0	39,469
<b>Subtotal</b>		<b>41.0</b>	<b>\$2,888,427</b>	<b>41.0</b>	<b>\$2,961,851</b>
<b>Unclassified</b>					
ADMINISTRATOR, DIVISION OF PUBLIC UTILITIES & CHAIRPERSON, PUBLIC UTILITIES COMMISSION	00847A	1.0	154,955	1.0	157,986
MEMBER, PUBLIC UTILITIES COMMISSION	00842A	1.0	114,502	1.0	116,792
PRINCIPAL POLICY ASSOCIATE	00839A	2.0	218,703	2.0	223,078
STAFF ATTORNEY II	00837A	1.0	82,687	1.0	87,482
ADMINISTRATIVE ASSISTANT	00830A	1.0	81,764	1.0	83,323
ADMINISTRATIVE ASSISTANT	00129A	1.0	81,763	1.0	83,365
ADMINISTRATIVE ASSISTANT	00822A	2.0	105,437	2.0	108,986
<b>Subtotal</b>		<b>9.0</b>	<b>\$839,811</b>	<b>9.0</b>	<b>\$861,012</b>

# Personnel

## Public Utilities Commission Central Management

	Grade	FY 2015		FY 2016	
		FTE	Cost	FTE	Cost
Overtime		-	50,800	-	50,800
Turnover		-	(135,460)	-	(111,772)
<b>Subtotal</b>		-	<b>(\$84,660)</b>	-	<b>(\$60,972)</b>
<b>Total Salaries</b>		<b>50.0</b>	<b>\$3,643,578</b>	<b>50.0</b>	<b>\$3,761,891</b>
<b>Benefits</b>					
Payroll Accrual			20,749		21,551
FICA			276,224		285,413
Retiree Health			245,509		225,667
Health Benefits			575,594		646,778
Retirement			874,119		914,411
<b>Subtotal</b>			<b>\$1,992,195</b>		<b>\$2,093,820</b>
<b>Total Salaries and Benefits</b>		<b>50.0</b>	<b>\$5,635,773</b>	<b>50.0</b>	<b>\$5,855,711</b>
<b>Cost Per FTE Position (Excluding Temporary and Seasonal)</b>			<b>\$112,715</b>		<b>\$117,114</b>
<b>Statewide Benefit Assessment</b>			<b>\$154,488</b>		<b>\$159,582</b>
<b>Payroll Costs</b>		<b>50.0</b>	<b>\$5,790,261</b>	<b>50.0</b>	<b>\$6,015,293</b>
<b>Purchased Services</b>					
Information Technology			115,000		115,000
Clerical and Temporary Services			87,784		87,784
Management & Consultant Services			965,737		965,737
Legal Services			443,000		443,000
Other Contracts			15,504		15,504
Buildings and Ground Maintenance			45,750		45,750
Design and Engineering Services			750		750
<b>Subtotal</b>			<b>\$1,673,525</b>		<b>\$1,673,525</b>
<b>Total Personnel</b>		<b>50.0</b>	<b>\$7,463,786</b>	<b>50.0</b>	<b>\$7,688,818</b>
<b>Distribution By Source Of Funds</b>					
Federal Funds		-	\$80,926	-	\$83,426
Restricted Receipts		50.0	\$7,382,860	50.0	\$7,605,392
<b>Total All Funds</b>		<b>50.0</b>	<b>\$7,463,786</b>	<b>50.0</b>	<b>\$7,688,818</b>

# Performance Measures

## Public Utilities Commission Central Management

### *Timeliness of Motor Carrier Applications and Reports*

When the Division of Public Utilities and Carriers (DPUC) receives an application to operate as a motor carrier (e.g., taxi, limousine, water taxi, etc.), it is docketed and a public hearing is scheduled and advertised. Following the hearing, DPUC issues a formal written report approving or denying the application. The figures below represent the percentage of motor carrier applications completed within 60 business days.

	2012	2013	2014	2015	2016
<b>Target</b>	--	95%	95%	95%	95%
<b>Actual</b>	--	87.5%	90.7%	--	--

Performance for this measure is reported by state fiscal year.

### *Timeliness of Cable Service and Telecom Inquiry Resolution*

DPUC receives cable and telecom customer inquiries involving billing disputes, tariff issues, rate increases, interconnect issues, product installation, repairs, and service quality. The figures below represent the percentage of inquiries resolved within 60 business days.

	2012	2013	2014	2015	2016
<b>Target</b>	--	100%	100%	100%	100%
<b>Actual</b>	--	98.9%	99.8%	--	--

Performance for this measure is reported by state fiscal year.

### *Timeliness of Informal Consumer Payment Plan Process*

Customers enrolling in a payment plan are required to make an initial down payment of 10 percent of their unpaid balance in order to avoid utility service termination or to have their service restored. The figures below represent the percentage of informal consumer payment agreements processed within 60 days of an inquiry.

	2012	2013	2014	2015	2016
<b>Target</b>	--	90%	90%	90%	90%
<b>Actual</b>	--	98.9%	96.4%	--	--

Performance for this measure is reported by state fiscal year.

### *Timeliness of Consumer Billing Complaint Investigations*

DPUC investigates complaints involving motor carriers and public utilities including electric, gas, and water providers. Non-payment related billing complaints are often attributable to clerical error, customer misunderstanding, and faulty utility meters. The figures below represent the percentage of non-payment related billing complaint investigations completed within 60 business days.

	2012	2013	2014	2015	2016
<b>Target</b>	--	90%	90%	90%	90%
<b>Actual</b>	--	97.3%	99.2%	--	--

Performance for this measure is reported by state fiscal year.