



**Gina M. Raimondo,  
Governor**

**State of Rhode Island and  
Providence Plantations  
Fiscal Year 2018  
Budget**

**Volume I – General Government  
and Quasi-Public Agencies**

# 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. The Division's consumer and engineering sections handle approximately 23,000 telephone inquires annually. In addition, the consumer section conducts a high volume of informal reviews and formal evidentiary hearings under the Rules Governing the Termination of Residential Electric, Gas and Water Utility Services. The hearings provide a forum for consumers to develop payment plans, under the guidelines established in the rules.

### 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.

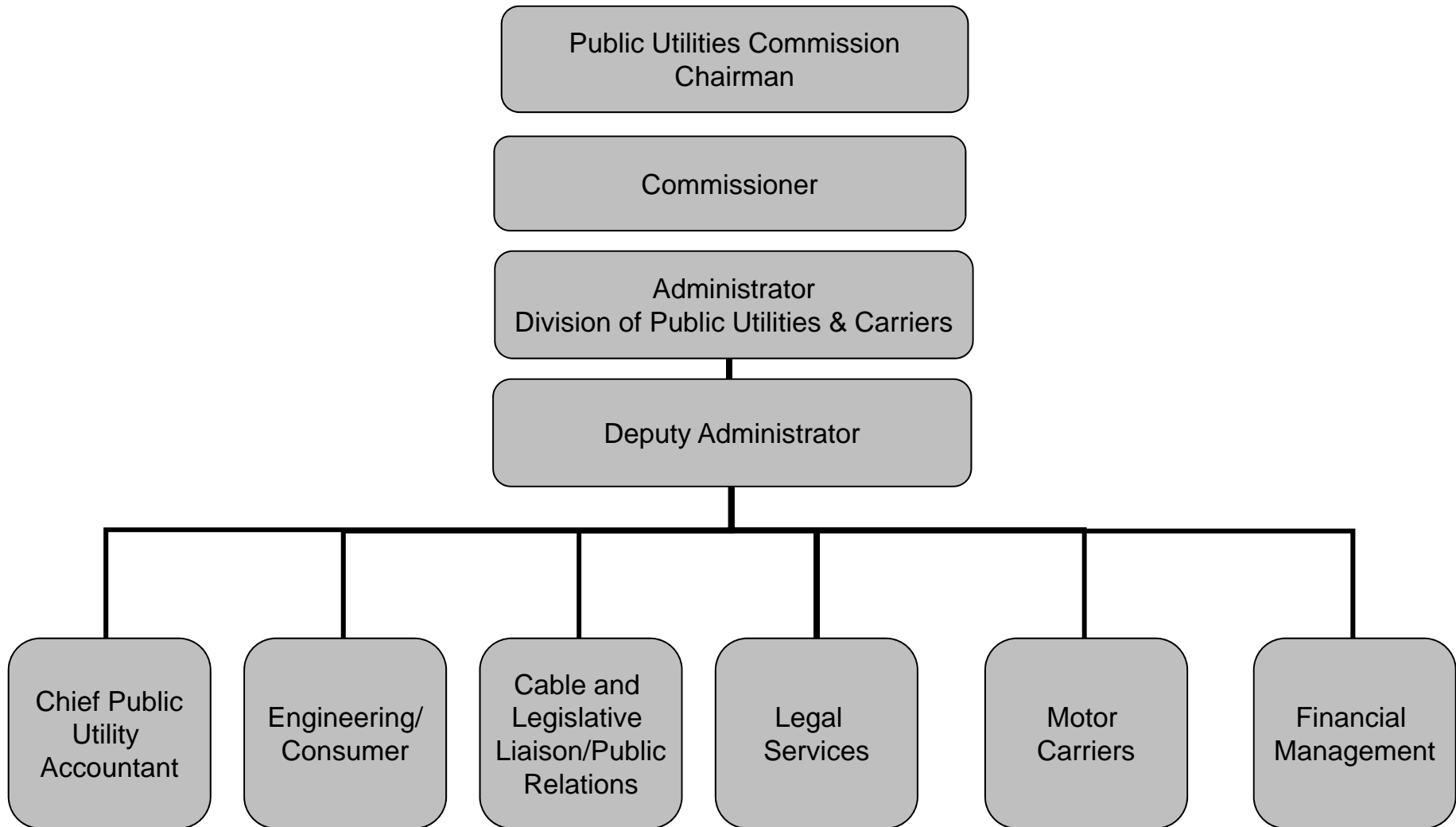
# Budget

## Public Utilities Commission

	FY 2015 Audited	FY 2016 Audited	FY 2017 Enacted	FY 2017 Revised	FY 2018 Recommend
<b>Expenditures By Program</b>					
Central Management	6,762,365	7,277,989	8,926,973	9,177,801	9,733,377
<b>Total Expenditures</b>	<b>\$6,762,365</b>	<b>\$7,277,989</b>	<b>\$8,926,973</b>	<b>\$9,177,801</b>	<b>\$9,733,377</b>
<b>Expenditures By Object</b>					
Personnel	6,135,296	6,627,828	7,925,105	8,122,597	8,536,490
Operating Supplies and Expenses	570,316	580,032	951,531	975,204	1,126,887
Assistance and Grants	-	-	337	-	-
<b>Subtotal: Operating Expenditures</b>	<b>6,705,612</b>	<b>7,207,860</b>	<b>8,876,973</b>	<b>9,097,801</b>	<b>9,663,377</b>
Capital Purchases and Equipment	56,753	70,129	50,000	80,000	70,000
<b>Total Expenditures</b>	<b>\$6,762,365</b>	<b>\$7,277,989</b>	<b>\$8,926,973</b>	<b>\$9,177,801</b>	<b>\$9,733,377</b>
<b>Expenditures By Funds</b>					
Federal Funds	81,792	107,180	104,669	128,000	129,225
Restricted Receipts	6,680,573	7,170,809	8,822,304	9,049,801	9,604,152
<b>Total Expenditures</b>	<b>\$6,762,365</b>	<b>\$7,277,989</b>	<b>\$8,926,973</b>	<b>\$9,177,801</b>	<b>\$9,733,377</b>
<b>FTE Authorization</b>	<b>50.0</b>	<b>50.0</b>	<b>51.0</b>	<b>54.0</b>	<b>57.0</b>

# The Agency

## Public Utilities Commission



# Personnel

## Public Utilities Commission Central Management

	Grade	FY 2017		FY 2018	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ASSISTANT DIRECTOR FOR LEGAL SERVICES (DOT)	00141A	1.0	125,504	1.0	125,504
CHIEF PUBLIC UTILITIES ACCOUNTANT	00140A	1.0	119,451	1.0	119,451
CHIEF OF LEGAL SERVICES	00139A	1.0	115,214	1.0	115,214
PUBLIC UTILITIES DEPUTY ADMINISTRATOR	00141A	1.0	104,582	1.0	102,860
ASSOCIATE PUBLIC UTILITIES ADMIN FOR OPER & CHIEF FINANCIAL ANALYST	00136A	1.0	102,155	1.0	102,155
DEPUTY CHIEF OF LEGAL SERVICES	00138A	1.0	101,046	1.0	101,046
ASSISTANT TO CHIEF PUBLIC UTILITIES	00137A <sup>3</sup>	2.0	186,446	3.0	264,795
ASSOCIATE PUBLIC UTILITIES ADMINISTRATOR	0AB34A	1.0	92,450	1.0	92,450
INVESTIGATIVE AUDITOR	00136A	1.0	91,353	1.0	91,353
ADMINISTRATOR, FINANCIAL MANAGEMENT	00133A	1.0	90,896	1.0	90,896
ASSOCIATE ADM CABLE TV & LEGIS LIAIS FOR PUBLIC UTILITIES ANALYST V	00137A	1.0	89,756	1.0	91,601
CHIEF COMPLIANCE INSPECTOR	00136A	1.0	88,441	1.0	88,441
SENIOR LEGAL COUNSEL	0AB33A	4.0	344,802	4.0	346,447
CHIEF PROGRAM DEVELOPMENT	0AB30A	1.0	74,494	1.0	75,051
PUBLIC UTILITIES ANALYST IV	00134A	3.0	222,686	3.0	222,427
PRINCIPAL AUDITOR	00134A <sup>2</sup>	1.0	70,342	1.0	71,121
PUBLIC UTILITIES ENGINEERING SPECIALIST II	0AB27A	1.0	69,987	1.0	69,987
PROGRAMMING SERVICES OFFICER	0AB28A	1.0	65,248	1.0	65,248
CHIEF CONSUMER AGENT (DPUC)	0AB28A	4.0	251,898	4.0	254,660
CHIEF FIELD INVESTIGATOR (MOTOR VEHICLES)	00131A	1.0	62,721	1.0	64,196
INFORMATION SERVICES TECHNICIAN II	0AB24A	1.0	61,805	1.0	61,805
MOTOR CARRIER COMPLIANCE INSPECTOR	0AB24A	1.0	58,303	1.0	58,303
PUBLIC UTILITIES ANALYST II	0AB20A	1.0	48,246	1.0	49,499
CONSUMER AGENT (DPUC)	0AB20A	2.0	96,068	2.0	96,068
INFORMATION SERVICES TECHNICIAN I	0AB22A	1.0	46,411	1.0	48,101
CUSTOMER SERVICE SPECIALIST I	0AB18A	5.0	220,802	5.0	221,521
FISCAL MANAGEMENT OFFICER	0AB16A	2.0	88,276	2.0	88,276
REGULATORY RESEARCH SPECIALIST	0AB15A	1.0	39,678	1.0	39,678
<b>Subtotal</b>		<b>43.0</b>	<b>\$3,129,061</b>	<b>46.0</b>	<b>\$3,316,933</b>
<b>Unclassified</b>					
ADMINISTRATOR, DIVISION OF PUBLIC UTILITIES & CHAIRPERSON, PUBLIC UTILITIES COMMISSION	00847A	1.0	145,462	1.0	141,259
MEMBER, PUBLIC UTILITIES COMMISSION	00842A	1.0	117,412	1.0	121,819
PRINCIPAL POLICY ASSOCIATE	00839A	2.0	221,684	2.0	231,142
ADMINISTRATIVE ASSISTANT	00837A	1.0	92,289	1.0	93,575
STAFF ATTORNEY II	00129A	1.0	83,799	1.0	83,799
ADMINISTRATIVE ASSISTANT	00830A	1.0	65,351	1.0	66,525
<b>Subtotal</b>	00822A <sup>1</sup>	<b>4.0</b>	<b>204,622</b>	<b>4.0</b>	<b>208,373</b>
<b>Subtotal</b>		<b>11.0</b>	<b>\$930,619</b>	<b>11.0</b>	<b>\$946,492</b>

# Personnel

## Public Utilities Commission Central Management

	Grade	FY 2017		FY 2018	
		FTE	Cost	FTE	Cost
Overtime		-	52,500	-	52,500
Turnover		-	(237,993)	-	(89,245)
<b>Subtotal</b>		-	<b>(\$185,493)</b>	-	<b>(\$36,745)</b>
<b>Total Salaries</b>		<b>54.0</b>	<b>\$3,874,187</b>	<b>57.0</b>	<b>\$4,226,680</b>
<b>Benefits</b>					
Payroll Accrual			22,098		24,253
FICA			292,185		321,735
Retiree Health			231,154		252,619
Health Benefits			647,971		778,396
Retirement			1,004,946		1,083,456
<b>Subtotal</b>			<b>\$2,198,354</b>		<b>\$2,460,459</b>
<b>Total Salaries and Benefits</b>		<b>54.0</b>	<b>\$6,072,541</b>	<b>57.0</b>	<b>\$6,687,139</b>
<b>Cost Per FTE Position (Excluding Temporary and Seasonal)</b>			<b>\$112,454</b>		<b>\$117,318</b>
<b>Statewide Benefit Assessment</b>			<b>\$181,531</b>		<b>\$198,276</b>
<b>Payroll Costs</b>		<b>54.0</b>	<b>\$6,254,072</b>	<b>57.0</b>	<b>\$6,885,415</b>
<b>Purchased Services</b>					
Information Technology			108,000		108,000
Clerical and Temporary Services			90,170		84,045
Management & Consultant Services			1,175,062		995,062
Legal Services			443,000		423,000
Other Contracts			23,293		11,968
Buildings and Ground Maintenance			29,000		29,000
<b>Subtotal</b>			<b>\$1,868,525</b>		<b>\$1,651,075</b>
<b>Total Personnel</b>		<b>54.0</b>	<b>\$8,122,597</b>	<b>57.0</b>	<b>\$8,536,490</b>
<b>Distribution By Source Of Funds</b>					
Federal Funds		1.0	\$121,752	1.0	\$122,967
Restricted Receipts		53.1	\$8,000,845	56.1	\$8,413,523
<b>Total All Funds</b>		<b>54.0</b>	<b>\$8,122,597</b>	<b>57.0</b>	<b>\$8,536,490</b>

1 2.0 FTE add in FY 2017 and FY 2018, one in Public Utility Commission and one in Division of Public Utilities and Carriers

3 1.0 FTE in Legal Services in FY 2018 to meet new statutory obligations and regulatory backlog

5 1.0 FTE add in FY 2018 in Policy Unit of Public Utilities Commission to meet increases in regulatory research and analysis resulting from existing statutes and new initiatives

2 1.0 FTE add in FY 2017 & FY 2018 in Policy Unit of Public Utilities Commission to meet increased workload from rate modernization and other filings

4 1.0 FTE add in FY 2018 in Public Utility Commission to meet increased workload for expanded rate and grid modernization dockets.

# Performance Measures

## Public Utilities Commission

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

When the Division of Public Utilities and Carriers (DPUC) receives an application for authority 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.

	2014	2015	2016	2017	2018
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	90.7%	91.7%	97.5%	--	--

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.

	2014	2015	2016	2017	2018
<b>Target</b>	100%	100%	100%	100%	100%
<b>Actual</b>	99.8%	100%	98.8%	--	--

Performance for this measure is reported by state fiscal year.

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

Customers enroll in a payment plan in accordance with the Commission's rules and regulations 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.

	2014	2015	2016	2017	2018
<b>Target</b>	90%	90%	90%	90%	90%
<b>Actual</b>	96.4%	95.2%	95.5%	--	--

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.

	2014	2015	2016	2017	2018
<b>Target</b>	90%	90%	90%	90%	90%
<b>Actual</b>	99.2%	97.9%	98.6%	--	--

Performance for this measure is reported by state fiscal year.