

**VOLUME I: GENERAL GOVERNMENT  
AND QUASI-PUBLIC AGENCIES**

**PUBLIC UTILITIES COMMISSION**

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## Agency Summary

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### Public Utilities Commission

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#### Agency Mission

The Public Utilities Commission and Division of Public Utilities and Carriers supervise, regulate, and make orders governing the conduct of companies offering to the public in intrastate commerce energy, communication, transportation services, and water supplies for the purpose of increasing and maintaining the efficiency of the companies, according desirable safeguards and convenience to their employees and to the public, and protecting them and the public against improper and unreasonable rates, tolls and charges by providing full, fair, and adequate administrative procedures and remedies, and by securing a judicial review to any party aggrieved by such an administrative proceeding or ruling.

#### Agency Description

For budgeting and other administrative purposes, the agency name “Public Utilities Commission” has historically been used as a short-hand reference to refer to two distinct agencies that are located in the same offices and share many of the same office services – the agency which is officially referred to as the Public Utilities Commission (“Commission”) and its sister agency, the Division of Public Utilities and Carriers (“Division”). Collectively, throughout this document, the two separate entities are referred to as the “Agencies.”

In general terms, the Commission serves in a capacity similar to an administrative court of law, primarily addressing matters such as changes in rates, approval of certain utility programs, energy-procurement contracts, and similar matters that require regulatory approvals. These take place in the context of proceedings that often are litigated with testimony, witnesses, and lawyers, which mirrors court proceedings. In contrast, the Division serves different purposes. One of its primary purposes is to serve as a “ratepayer advocate” in the proceedings before the Commission. In those instances, the Division is a party to the legal proceedings. In addition, the Division has many other regulatory responsibilities that compliments the Commission authority over the utilities and other entities that are regulated. For example, the Division addresses utility customer complaints, investigates violations, enforces Commission orders, does inspections of utility facilities under its authority, and performs other regulatory functions that supervise the utilities and other entities under its jurisdiction.

Because the Commission and the Division are located in the same facilities, share office services, have similar names, and some overlapping regulatory authority, the two agencies are often confused with each other by those not familiar with the roles of the agencies.

More specifically and technically, the 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, 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 39-14.2. 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 regulated utilities in Rhode Island 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 both the Administrator of the Division and the Chairperson of the Commission were combined in a single position. The Utility Restructuring Act of 1996 later divided these duties into two separate positions: Chairperson of the Commission and Administrator of the Division. The Commission and the Division are established under RIGL § 39-1-3.

# Budget

## Public Utilities Commission

	2021 Actuals	2022 Actuals	2023 Enacted Budget	2023 Revised Budget	2024 Recommended
<b>Expenditures by Program</b>					
Central Management	9,203,393	10,930,981	13,569,765	13,720,357	14,161,300
<b>Total Expenditures</b>	<b>9,203,393</b>	<b>10,930,981</b>	<b>13,569,765</b>	<b>13,720,357</b>	<b>14,161,300</b>
<b>Expenditures by Object</b>					
Salary and Benefits	6,896,524	7,951,744	8,369,197	8,371,250	8,729,784
Contract Professional Services	1,424,512	1,713,213	3,476,836	3,611,836	3,621,836
Operating Supplies and Expenses	853,963	1,254,880	1,343,732	1,357,271	1,429,680
<b>Subtotal: Operating</b>	<b>9,174,998</b>	<b>10,919,837</b>	<b>13,189,765</b>	<b>13,340,357</b>	<b>13,781,300</b>
Capital Purchases and Equipment	28,395	11,144	380,000	380,000	380,000
<b>Subtotal: Other</b>	<b>28,395</b>	<b>11,144</b>	<b>380,000</b>	<b>380,000</b>	<b>380,000</b>
<b>Total Expenditures</b>	<b>9,203,393</b>	<b>10,930,981</b>	<b>13,569,765</b>	<b>13,720,357</b>	<b>14,161,300</b>
<b>Expenditures by Source of Funds</b>					
Federal Funds	223,657	523,710	582,689	523,718	593,775
Restricted Receipts	8,979,736	10,407,271	12,987,076	13,196,639	13,567,525
<b>Total Expenditures</b>	<b>9,203,393</b>	<b>10,930,981</b>	<b>13,569,765</b>	<b>13,720,357</b>	<b>14,161,300</b>
<b>FTE Authorization</b>	<b>52.0</b>	<b>54.0</b>	<b>54.0</b>	<b>54.0</b>	<b>54.0</b>

# Personnel Agency Summary

## Public Utilities Commission

	FY 2023		FY 2024	
	FTE	Cost	FTE	Cost
Classified	48.0	4,666,934	48.0	4,843,963
Unclassified	6.0	729,441	6.0	751,802
<b>Subtotal</b>	<b>54.0</b>	<b>5,396,375</b>	<b>54.0</b>	<b>5,595,765</b>
Overtime		57,079		57,079
Turnover		(209,714)		(212,709)
<b>Total Salaries</b>		<b>5,243,740</b>		<b>5,440,135</b>
<b>Benefits</b>				
Contract Stipends		35,550		0
FICA		393,480		406,114
Health Benefits		735,001		773,648
Payroll Accrual		0		31,016
Retiree Health		234,930		244,398
Retirement		1,521,415		1,620,902
<b>Subtotal</b>		<b>2,920,376</b>		<b>3,076,078</b>
<b>Total Salaries and Benefits</b>	<b>54.0</b>	<b>8,164,116</b>	<b>54.0</b>	<b>8,516,213</b>
<b>Cost Per FTE Position</b>		<b>151,187</b>		<b>157,708</b>
Statewide Benefit Assessment		207,134		213,571
<b>Payroll Costs</b>	<b>54.0</b>	<b>8,371,250</b>	<b>54.0</b>	<b>8,729,784</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		46,000		46,000
Clerical and Temporary Services		69,000		69,000
Information Technology		93,000		93,000
Legal Services		753,000		753,000
Management & Consultant Services		2,307,908		2,317,908
Other Contracts		342,928		342,928
<b>Subtotal</b>		<b>3,611,836</b>		<b>3,621,836</b>
<b>Total Personnel</b>	<b>54.0</b>	<b>11,983,086</b>	<b>54.0</b>	<b>12,351,620</b>
<b>Distribution by Source of Funds</b>				
Federal Funds	0.0	510,756	0.0	580,813
Restricted Receipts	54.0	11,472,330	54.0	11,770,807
<b>Total All Funds</b>	<b>54.0</b>	<b>11,983,086</b>	<b>54.0</b>	<b>12,351,620</b>

# Budget

## Public Utilities Commission

### Central Management

<b>Expenditures by Sub Program</b>	<b>2021 Actuals</b>	<b>2022 Actuals</b>	<b>2023 Enacted Budget</b>	<b>2023 Revised Budget</b>	<b>2024 Recommended</b>
Operations	9,203,393	10,930,981	13,569,765	13,720,357	14,161,300
<b>Total Expenditures</b>	<b>9,203,393</b>	<b>10,930,981</b>	<b>13,569,765</b>	<b>13,720,357</b>	<b>14,161,300</b>
<b>Expenditures by Object</b>					
Salary and Benefits	6,896,524	7,951,744	8,369,197	8,371,250	8,729,784
Contract Professional Services	1,424,512	1,713,213	3,476,836	3,611,836	3,621,836
Operating Supplies and Expenses	853,963	1,254,880	1,343,732	1,357,271	1,429,680
<b>Subtotal: Operating</b>	<b>9,174,998</b>	<b>10,919,837</b>	<b>13,189,765</b>	<b>13,340,357</b>	<b>13,781,300</b>
Capital Purchases and Equipment	28,395	11,144	380,000	380,000	380,000
<b>Subtotal: Other</b>	<b>28,395</b>	<b>11,144</b>	<b>380,000</b>	<b>380,000</b>	<b>380,000</b>
<b>Total Expenditures</b>	<b>9,203,393</b>	<b>10,930,981</b>	<b>13,569,765</b>	<b>13,720,357</b>	<b>14,161,300</b>
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# Personnel

## Public Utilities Commission

### Central Management

		FY 2023		FY 2024	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATIVE AND LEGAL SUPPORT SERVICES ADMINISTRATOR	0145 A	2.0	315,056	2.0	328,788
ADMINISTRATIVE OFFICER	AB24 A	1.0	61,478	1.0	63,014
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	1.0	125,272	1.0	128,405
ASSISTANT TO CHIEF PUBLIC UTILITIES ACCOUNTANT	AB34 A	1.0	93,344	1.0	95,620
ASSOCIATE ADM CABLE TV & LEGIS LIAIS FOR DIV/PU & CARR	0136 A	1.0	102,582	1.0	105,146
ASSOCIATE PUBLIC UTILITIES ADMINISTRATOR FOR MOTOR CAR.	0140 A	1.0	119,274	1.0	125,382
ASSOC PUBLIC UTIL ADMIN FOR ENG AND PIPELINE SAFETY	0140 A	1.0	131,545	1.0	141,565
BUSINESS MANAGEMENT OFFICER	AB26 A	1.0	66,441	1.0	68,102
CHF REGULATORY ANALYST (PUC)	0138 A	1.0	117,605	1.0	120,484
CHIEF ECONOMIC AND POLICY ANALYST	0142 A	2.0	262,005	2.0	275,108
CHIEF FIELD INVESTIGATOR (GENERAL)	AB24 A	1.0	64,551	1.0	66,165
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	AB32 A	1.0	89,465	1.0	94,992
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	68,861	1.0	73,703
CHIEF IMPLEMENTATION AIDE	AB28 A	1.0	69,034	1.0	73,307
CHIEF OF LEGAL SERVICES	0139 A	4.0	461,630	4.0	472,999
CHIEF OF STAFF DEVELOPMENT- TRAINING & CONT QUAL IMPROV	0135 A	1.0	102,647	1.0	105,119
CHIEF PUBLIC UTILITIES ACCOUNTANT	0140 A	2.0	252,526	2.0	258,785
CONSUMER AGENT (DPUC)	AB24 A	4.0	238,971	4.0	249,493
DEPUTY CHIEF OF LEGAL SERVICES	0137 A	2.0	204,362	2.0	217,808
HUMAN SERVICES BUSINESS OFFICER	AB22 A	1.0	59,261	1.0	60,684
IMPLEMENTATION DIRECTOR POLICY AND PROGRAMS	0140 A	1.0	118,918	1.0	121,763
INFORMATION SERVICES TECHNICIAN II	AB22 A	1.0	57,217	1.0	58,647
INTERNET COMMUNICATIONS SPECIALIST	AB28 A	1.0	80,051	1.0	82,033
INVESTIGATIVE AUDITOR	0133 A	1.0	104,758	1.0	107,272
MOTOR CARRIER COMPLIANCE INSPECTOR	AB20 A	1.0	59,563	1.0	61,023
PIPELINE SAFERY INSPECTOR II	AB33 A	1.0	98,472	1.0	100,882
PIPELINE SAFETY INSPECTOR I	AB30 A	4.0	293,539	4.0	312,007
PUBLIC UTILITIES ANALYST V	AB33 A	2.0	180,801	2.0	188,283
PUBLIC UTILITIES DEPUTY ADMINISTRATOR	0146 A	2.0	332,595	2.0	340,857
PUBLIC UTILITIES ENGINEERING SPECIALIST II	AB30 A	2.0	155,888	2.0	159,787
PUBLIC UTILITIES ENGINEERING SPECIALIST II	AB33 A	1.0	98,886	1.0	101,296

# Personnel

## Public Utilities Commission

### Central Management

		FY 2023		FY 2024	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
SENIOR ECONOMIC AND POLICY ANALYST	0134 A	1.0	80,336	1.0	85,444
<b>Subtotal Classified</b>		<b>48.0</b>	<b>4,666,934</b>	<b>48.0</b>	<b>4,843,963</b>
<b>Unclassified</b>					
ADMINISTRATIVE ASSISTANT	0129 A	1.0	96,935	1.0	99,317
ADMINISTRATIVE ASSISTANT	0819 A	1.0	49,700	1.0	52,261
ADMINISTRATOR- DIVISION OF PUBLIC UTILITIES & CARRIERS	0847 A	1.0	174,251	1.0	181,456
CHAIRPERSON- PUBLIC UTILITIES COMMISSION	0844 A	1.0	147,249	1.0	150,930
MEMBER- PUBLIC UTILITIES COMMISSION	0841 A	2.0	261,306	2.0	267,838
<b>Subtotal Unclassified</b>		<b>6.0</b>	<b>729,441</b>	<b>6.0</b>	<b>751,802</b>
<b>Subtotal</b>		<b>54.0</b>	<b>5,396,375</b>	<b>54.0</b>	<b>5,595,765</b>
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## Personnel

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### Public Utilities Commission

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### Central Management

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## Performance Measures

### Public Utilities Commission

#### Central Management

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##### 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.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2020	2021	2022	2023	2024
<b>Target</b>	90%	90%	90%	95%	95%
<b>Actual</b>	95%	100%	100%	--	--

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##### 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.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2020	2021	2022	2023	2024
<b>Target</b>	90%	90%	90%	95%	95%
<b>Actual</b>	95%	100%	100%	--	--

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##### Timeliness of Consumer Service Complaint Investigations

Examples of service complaints include reports of poor customer service, downed wires, service fluctuations, gas leaks and explosions, and injuries to utility worker or person(s) attributable to utility services. The Consumer section takes these complaints and relays them to the appropriate utility. The figure below represents the percentage of the complaints that are addressed and satisfied by the customer within 60 days.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2020	2021	2022	2023	2024
<b>Target</b>	90%	95%	95%	95%	95%
<b>Actual</b>	95%	100%	100%	--	--

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