

**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

	2022 Actuals	2023 Actuals	2024 Enacted Budget	2024 Revised Budget	2025 Recommended
<b>Expenditures by Program</b>					
Central Management	10,930,981	11,326,767	14,261,300	13,986,745	14,451,272
<b>Total Expenditures</b>	<b>10,930,981</b>	<b>11,326,767</b>	<b>14,261,300</b>	<b>13,986,745</b>	<b>14,451,272</b>
<b>Expenditures by Object</b>					
Salary and Benefits	7,951,744	8,190,935	8,729,784	8,938,515	9,454,519
Contract Professional Services	1,713,213	1,792,147	3,721,836	3,783,836	3,773,836
Operating Supplies and Expenses	1,254,880	1,307,794	1,429,680	1,134,394	1,092,917
<b>Subtotal: Operating</b>	<b>10,919,837</b>	<b>11,290,877</b>	<b>13,881,300</b>	<b>13,856,745</b>	<b>14,321,272</b>
Capital Purchases and Equipment	11,144	35,890	380,000	130,000	130,000
<b>Subtotal: Other</b>	<b>11,144</b>	<b>35,890</b>	<b>380,000</b>	<b>130,000</b>	<b>130,000</b>
<b>Total Expenditures</b>	<b>10,930,981</b>	<b>11,326,767</b>	<b>14,261,300</b>	<b>13,986,745</b>	<b>14,451,272</b>
<b>Expenditures by Source of Funds</b>					
Federal Funds	523,710	522,308	593,775	702,387	711,984
Restricted Receipts	10,407,271	10,804,459	13,667,525	13,284,358	13,739,288
<b>Total Expenditures</b>	<b>10,930,981</b>	<b>11,326,767</b>	<b>14,261,300</b>	<b>13,986,745</b>	<b>14,451,272</b>
<b>FTE Authorization</b>	<b>54.0</b>	<b>54.0</b>	<b>54.0</b>	<b>54.0</b>	<b>56.0</b>

# Personnel Agency Summary

## Public Utilities Commission

	FY 2024		FY 2025	
	FTE	Cost	FTE	Cost
Classified	48.0	4,852,845	49.0	5,020,883
Unclassified	6.0	778,591	7.0	848,894
<b>Subtotal</b>	<b>54.0</b>	<b>5,631,436</b>	<b>56.0</b>	<b>5,869,777</b>
Overtime		57,079		57,079
Turnover		(133,573)		(67,000)
<b>Total Salaries</b>		<b>5,554,942</b>		<b>5,859,856</b>
<b>Benefits</b>				
FICA		416,001		440,791
Health Benefits		825,836		954,201
Payroll Accrual		32,072		33,607
Retiree Health		248,046		228,224
Retirement		1,644,861		1,709,037
<b>Subtotal</b>		<b>3,166,816</b>		<b>3,365,860</b>
<b>Total Salaries and Benefits</b>	<b>54.0</b>	<b>8,721,758</b>	<b>56.0</b>	<b>9,225,716</b>
<b>Cost Per FTE Position</b>		<b>161,514</b>		<b>164,745</b>
Statewide Benefit Assessment		216,757		228,803
<b>Payroll Costs</b>	<b>54.0</b>	<b>8,938,515</b>	<b>56.0</b>	<b>9,454,519</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		56,000		56,000
Clerical and Temporary Services		169,000		169,000
Information Technology		70,000		70,000
Legal Services		753,000		753,000
Management & Consultant Services		2,317,908		2,307,908
Other Contracts		417,928		417,928
<b>Subtotal</b>		<b>3,783,836</b>		<b>3,773,836</b>
<b>Total Personnel</b>	<b>54.0</b>	<b>12,722,351</b>	<b>56.0</b>	<b>13,228,355</b>
<b>Distribution by Source of Funds</b>				
Federal Funds	0.0	690,925	0.0	700,522
Restricted Receipts	54.0	12,031,426	56.0	12,527,833
<b>Total All Funds</b>	<b>54.0</b>	<b>12,722,351</b>	<b>56.0</b>	<b>13,228,355</b>

# Budget

## Public Utilities Commission

### Central Management

Expenditures by Sub Program	2022 Actuals	2023 Actuals	2024 Enacted Budget	2024 Revised Budget	2025 Recommended
Operations	10,930,981	11,326,767	14,261,300	13,986,745	14,451,272
<b>Total Expenditures</b>	<b>10,930,981</b>	<b>11,326,767</b>	<b>14,261,300</b>	<b>13,986,745</b>	<b>14,451,272</b>
<b>Expenditures by Object</b>					
Salary and Benefits	7,951,744	8,190,935	8,729,784	8,938,515	9,454,519
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Capital Purchases and Equipment	11,144	35,890	380,000	130,000	130,000
<b>Subtotal: Other</b>	<b>11,144</b>	<b>35,890</b>	<b>380,000</b>	<b>130,000</b>	<b>130,000</b>
<b>Total Expenditures</b>	<b>10,930,981</b>	<b>11,326,767</b>	<b>14,261,300</b>	<b>13,986,745</b>	<b>14,451,272</b>
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# Personnel

## Public Utilities Commission

### Central Management

		FY 2024		FY 2025	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATIVE AND LEGAL SUPPORT SERVICES ADMINISTRATOR	0145 A	2.0	328,810	2.0	329,250
ADMINISTRATIVE OFFICER	AB24 A	1.0	63,014	1.0	63,014
ASSISTANT BUSINESS MANAGEMENT OFFICER	AB19 A	1.0	48,534	1.0	49,624
ASSISTANT DIRECTOR FINANCIAL AND CONTRACT MANAGEMENT	0141 A	1.0	128,405	1.0	128,405
ASSISTANT TO CHIEF PUBLIC UTILITIES ACCOUNTANT	AB34 A	1.0	95,620	1.0	95,620
ASSOCIATE ADM CABLE TV & LEGIS LIAIS FOR DIV/PU & CARR	0136 A	1.0	105,146	1.0	105,146
ASSOCIATE PUBLIC UTILITIES ADMINISTRATOR FOR MOTOR CAR.	0142 A	1.0	132,637	1.0	137,252
ASSOC PUBLIC UTIL ADMIN FOR ENG AND PIPELINE SAFETY	0140 A	1.0	142,092	1.0	142,092
BILINGUAL (SPANISH) CONSUMER AGENT (DPUC)	AB24 A	2.0	110,444	2.0	114,068
CHF REGULATORY ANALYST (PUC)	0138 A	1.0	120,484	1.0	120,483
CHIEF ECONOMIC AND POLICY ANALYST	0142 A	2.0	270,157	2.0	276,946
CHIEF FIELD INVESTIGATOR (GENERAL)	0B24 A	1.0	66,165	1.0	66,165
CHIEF HUMAN SERVICES POLICY AND SYSTEMS SPECIALIST	AB32 A	1.0	95,005	1.0	100,179
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	73,703	1.0	73,703
CHIEF IMPLEMENTATION AIDE	AB28 A	1.0	73,318	1.0	77,097
CHIEF OF LEGAL SERVICES	0141 A	4.0	478,279	4.0	502,147
CHIEF OF STAFF DEVELOPMENT- TRAINING & CONT QUAL IMPROV	0135 A	1.0	101,372	1.0	101,372
CHIEF PUBLIC UTILITIES ACCOUNTANT	0140 A	2.0	256,602	2.0	256,602
CONSUMER AGENT (DPUC)	AB24 A	2.0	129,179	2.0	129,179
DEPUTY CHIEF OF LEGAL SERVICES	0139 A	2.0	231,001	3.0	330,685
HUMAN SERVICES BUSINESS OFFICER	0322 A	1.0	60,684	1.0	60,684
IMPLEMENTATION DIRECTOR POLICY AND PROGRAMS	0140 A	1.0	121,763	1.0	121,763
INTERNET COMMUNICATIONS SPECIALIST	AB28 A	1.0	82,033	1.0	82,033
INVESTIGATIVE AUDITOR	0133 A	1.0	107,272	1.0	107,272
MANAGEMENT AND METHODS ANALYST	AB22 A	1.0	61,245	1.0	61,245
MOTOR CARRIER COMPLIANCE INSPECTOR	AB20 A	1.0	49,245	1.0	50,514
PIPELINE SAFERY INSPECTOR II	AB33 A	3.0	276,322	3.0	283,450
PIPELINE SAFETY INSPECTOR I	AB30 A	2.0	172,638	2.0	173,688
PUBLIC UTILITIES ANALYST V	AB33 A	2.0	186,415	2.0	189,497
PUBLIC UTILITIES DEPUTY ADMINISTRATOR	0146 A	2.0	340,857	2.0	340,857
PUBLIC UTILITIES ENGINEERING SPECIALIST II	AB30 A	2.0	156,937	2.0	159,667

# Personnel

## Public Utilities Commission

### Central Management

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		FTE	Cost	FTE	Cost
<b>Classified</b>					
PUBLIC UTILITIES ENGINEERING SPECIALIST II	AB33 A	1.0	101,296	1.0	101,296
SENIOR ECONOMIC AND POLICY ANALYST	0134 A	1.0	86,171	1.0	89,888
<b>Subtotal Classified</b>		<b>48.0</b>	<b>4,852,845</b>	<b>49.0</b>	<b>5,020,883</b>
<b>Unclassified</b>					
ADMINISTRATIVE ASSISTANT	0129 A	1.0	99,317	1.0	99,317
ADMINISTRATIVE ASSISTANT	0819 A	1.0	52,266	1.0	53,631
ADMINISTRATIVE CLERK II	0126 A	0.0	0	1.0	68,938
ADMINISTRATOR- DIVISION OF PUBLIC UTILITIES & CARRIERS	0847 A	1.0	181,456	1.0	181,456
CHAIRPERSON- PUBLIC UTILITIES COMMISSION	0844 A	1.0	150,930	1.0	150,930
MEMBER- PUBLIC UTILITIES COMMISSION	0841 A	2.0	294,622	2.0	294,622
<b>Subtotal Unclassified</b>		<b>6.0</b>	<b>778,591</b>	<b>7.0</b>	<b>848,894</b>
<b>Subtotal</b>		<b>54.0</b>	<b>5,631,436</b>	<b>56.0</b>	<b>5,869,777</b>
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## Personnel

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### Public Utilities Commission

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### Central Management

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<b>Total Personnel</b>	<b>54.0</b>	<b>12,722,351</b>	<b>56.0</b>	<b>13,228,355</b>
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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 percent of non-payment related billing complaint investigations completed within 60 business days.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	90%	90%	95%	95%	95%
<b>Actual</b>	100%	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 percent of informal consumer payment agreements processed within 60 days of an inquiry.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
<b>Target</b>	90%	90%	95%	95%	95%
<b>Actual</b>	100%	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 figures below represent the percent 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>	2021	2022	2023	2024	2025
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	100%	100%	100%	--	--

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