

**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.

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## **Agency Summary**

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### **Public Utilities Commission**

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#### **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

	2023 Actuals	2024 Actuals	2025 Enacted Budget	2025 Revised Budget	2026 Recommended
<b>Expenditures by Program</b>					
Central Management	0	0	0	0	0
Central Management	11,326,767	11,444,995	14,607,520	15,042,977	15,508,274
<b>Total Expenditures</b>	<b>11,326,767</b>	<b>11,444,995</b>	<b>14,607,520</b>	<b>15,042,977</b>	<b>15,508,274</b>
<b>Expenditures by Object</b>					
Salary and Benefits	8,190,935	8,834,643	9,610,767	10,207,702	10,707,411
Contract Professional Services	1,792,147	1,778,138	3,773,836	3,631,475	3,606,475
Operating Supplies and Expenses	1,307,794	770,311	1,092,917	1,108,800	1,099,388
<b>Subtotal: Operating</b>	<b>11,290,877</b>	<b>11,383,092</b>	<b>14,477,520</b>	<b>14,947,977</b>	<b>15,413,274</b>
Capital Purchases and Equipment	35,890	61,902	130,000	95,000	95,000
<b>Subtotal: Other</b>	<b>35,890</b>	<b>61,902</b>	<b>130,000</b>	<b>95,000</b>	<b>95,000</b>
<b>Total Expenditures</b>	<b>11,326,767</b>	<b>11,444,995</b>	<b>14,607,520</b>	<b>15,042,977</b>	<b>15,508,274</b>
<b>Expenditures by Source of Funds</b>					
Federal Funds	522,308	592,218	711,984	726,117	753,555
Restricted Receipts	10,804,459	10,852,777	13,895,536	14,316,860	14,754,719
<b>Total Expenditures</b>	<b>11,326,767</b>	<b>11,444,995</b>	<b>14,607,520</b>	<b>15,042,977</b>	<b>15,508,274</b>
<b>FTE Authorization</b>	<b>54.0</b>	<b>54.0</b>	<b>57.0</b>	<b>57.0</b>	<b>57.0</b>

# Personnel Agency Summary

## Public Utilities Commission

	FY 2025		FY 2026	
	FTE	Cost	FTE	Cost
Classified	50.0	5,573,867	50.0	5,825,359
Unclassified	7.0	864,591	7.0	901,293
<b>Subtotal</b>	<b>57.0</b>	<b>6,438,458</b>	<b>57.0</b>	<b>6,726,652</b>
Overtime		59,933		62,330
Turnover		(193,864)		(161,258)
<b>Total Salaries</b>		<b>6,304,527</b>		<b>6,627,724</b>
<b>Benefits</b>				
FICA		468,481		492,601
Health Benefits		991,559		1,053,162
Payroll Accrual		36,450		38,180
Retiree Health		245,634		213,042
Retirement		1,980,255		2,092,602
<b>Subtotal</b>		<b>3,722,379</b>		<b>3,889,587</b>
<b>Total Salaries and Benefits</b>	<b>57.0</b>	<b>10,026,906</b>	<b>57.0</b>	<b>10,517,311</b>
<b>Cost Per FTE Position</b>		<b>175,911</b>		<b>184,514</b>
Statewide Benefit Assessment		180,796		190,100
<b>Payroll Costs</b>	<b>57.0</b>	<b>10,207,702</b>	<b>57.0</b>	<b>10,707,411</b>
<b>Purchased Services</b>				
Buildings and Ground Maintenance		60,375		60,375
Clerical and Temporary Services		169,000		169,000
Information Technology		60,000		60,000
Legal Services		753,000		753,000
Management & Consultant Services		2,292,172		2,292,172
Other Contracts		296,928		271,928
<b>Subtotal</b>		<b>3,631,475</b>		<b>3,606,475</b>
<b>Total Personnel</b>	<b>57.0</b>	<b>13,839,177</b>	<b>57.0</b>	<b>14,313,886</b>
<b>Distribution by Source of Funds</b>				
Federal Funds	0.0	714,655	0.0	742,093
Restricted Receipts	57.0	13,124,522	57.0	13,571,793
<b>Total All Funds</b>	<b>57.0</b>	<b>13,839,177</b>	<b>57.0</b>	<b>14,313,886</b>

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# Budget

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## Public Utilities Commission

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### Central Management

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<b>Expenditures by Sub Program</b>	<b>2023 Actuals</b>	<b>2024 Actuals</b>	<b>2025 Enacted Budget</b>	<b>2025 Revised Budget</b>	<b>2026 Recommended</b>
Operations	0	0	0	0	0
<b>Total Expenditures</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<hr/>					
<b>Expenditures by Object</b>					
Operating Supplies and Expenses	0	0	0	0	0
<b>Subtotal: Operating</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<hr/>					
<b>Total Expenditures</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Budget

## Public Utilities Commission

### Central Management

Expenditures by Sub Program	2023 Actuals	2024 Actuals	2025 Enacted Budget	2025 Revised Budget	2026 Recommended
Operations	11,326,767	11,444,995	14,607,520	15,042,977	15,508,274
<b>Total Expenditures</b>	<b>11,326,767</b>	<b>11,444,995</b>	<b>14,607,520</b>	<b>15,042,977</b>	<b>15,508,274</b>
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Salary and Benefits	8,190,935	8,834,643	9,610,767	10,207,702	10,707,411
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Capital Purchases and Equipment	35,890	61,902	130,000	95,000	95,000
<b>Subtotal: Other</b>	<b>35,890</b>	<b>61,902</b>	<b>130,000</b>	<b>95,000</b>	<b>95,000</b>
<b>Total Expenditures</b>	<b>11,326,767</b>	<b>11,444,995</b>	<b>14,607,520</b>	<b>15,042,977</b>	<b>15,508,274</b>
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# Personnel

## Public Utilities Commission

### Central Management

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
ADMINISTRATIVE AND LEGAL SUPPORT SERVICES ADMINISTRATOR	0145 A	2.0	327,771	2.0	346,723
ADMINISTRATIVE OFFICER	AB26 A	1.0	71,508	1.0	74,368
ADMINISTRATOR, FINANCIAL MANAGEMENT	0137 A	1.0	113,669	1.0	118,923
ASSISTANT BUSINESS MANAGEMENT OFFICER	AB21 A	1.0	55,215	1.0	58,918
ASSISTANT TO CHIEF PUBLIC UTILITIES ACCOUNTANT	AB36 A	1.0	107,701	1.0	111,917
ASSOCIATE ADM CABLE TV & LEGIS LIAIS FOR DIV/PU & CARR	0138 A	1.0	118,281	1.0	123,013
ASSOCIATE PUBLIC UTILITIES ADMINISTRATOR, FINANCE & ADMINIST	0142 A	1.0	141,056	1.0	146,699
ASSOCIATE PUBLIC UTILITIES ADMINISTRATOR FOR MOTOR CAR.	0142 A	1.0	143,969	1.0	149,611
ASSOC PUBLIC UTIL ADMIN FOR ENG AND PIPELINE SAFETY	0142 A	1.0	163,335	1.0	169,783
BILINGUAL (SPANISH) CONSUMER AGENT (DPUC)	AB26 A	2.0	128,970	2.0	138,528
CHF REGULATORY ANALYST (PUC)	0138 A	1.0	126,384	1.0	131,341
CHIEF CONSUMER AGENT (DPUC)	AB34 A	1.0	112,684	1.0	117,191
CHIEF ECONOMIC AND POLICY ANALYST	0142 A	2.0	297,535	2.0	310,517
CHIEF FIELD INVESTIGATOR (GENERAL)	AB26 A	1.0	75,082	1.0	78,086
CHIEF IMPLEMENTATION AIDE	0128 A	1.0	77,388	1.0	80,484
CHIEF IMPLEMENTATION AIDE	AB30 A	1.0	87,576	1.0	91,605
CHIEF OF LEGAL SERVICES	0141 A	5.0	673,917	5.0	701,300
CHIEF PUBLIC UTILITIES ACCOUNTANT	0142 A	2.0	297,729	2.0	309,552
CONSUMER AGENT (DPUC)	AB26 A	2.0	146,589	2.0	152,452
DEPUTY CHIEF OF LEGAL SERVICES	0139 A	4.0	442,355	4.0	459,824
HUMAN SERVICES BUSINESS OFFICER	AB24 A	1.0	68,520	1.0	71,166
INTERNET COMMUNICATIONS SPECIALIST	AB30 A	1.0	93,043	1.0	96,733
INVESTIGATIVE AUDITOR	0133 A	1.0	112,425	1.0	116,755
MANAGEMENT AND METHODS ANALYST	AB24 A	1.0	69,473	1.0	72,252
MOTOR CARRIER COMPLIANCE INSPECTOR	AB22 A	1.0	53,964	1.0	56,122
PIPELINE SAFETY INSPECTOR I	AB32 A	2.0	186,324	2.0	193,701
PIPELINE SAFETY INSPECTOR I	AB35 A	1.0	94,728	1.0	103,010
PIPELINE SAFETY INSPECTOR II	AB35 A	2.0	220,080	2.0	228,614
PUBLIC UTILITIES ANALYST V	AB33 A	1.0	106,237	1.0	110,388
PUBLIC UTILITIES ANALYST V	AB35 A	2.0	214,323	2.0	228,127
PUBLIC UTILITIES DEPUTY ADMINISTRATOR	0146 A	2.0	337,952	2.0	351,232
PUBLIC UTILITIES ENGINEERING SPECIALIST II	Ab32 A	1.0	94,740	1.0	98,368
PUBLIC UTILITIES ENGINEERING SPECIALIST II	AB35 A	1.0	98,678	1.0	106,960



# Personnel

## Public Utilities Commission

### Central Management

		FY 2025		FY 2026	
		FTE	Cost	FTE	Cost
<b>Classified</b>					
SENIOR ECONOMIC AND POLICY ANALYST	0134 A	1.0	114,666	1.0	121,096
<b>Subtotal Classified</b>		<b>50.0</b>	<b>5,573,867</b>	<b>50.0</b>	<b>5,825,359</b>
<b>Unclassified</b>					
ADMINISTRATIVE ASSISTANT	0819 A	1.0	56,319	1.0	60,687
ADMINISTRATIVE ASSISTANT	0829 A	1.0	87,282	1.0	90,774
ADMINISTRATIVE CLERK II	8724 A	1.0	68,005	1.0	70,726
ADMINISTRATOR- DIVISION OF PUBLIC UTILITIES & CARRIERS	0847 A	1.0	185,155	1.0	192,562
CHAIRPERSON- PUBLIC UTILITIES COMMISSION	0844 A	1.0	158,477	1.0	164,816
MEMBER- PUBLIC UTILITIES COMMISSION	0841 A	2.0	309,353	2.0	321,728
<b>Subtotal Unclassified</b>		<b>7.0</b>	<b>864,591</b>	<b>7.0</b>	<b>901,293</b>
<b>Subtotal</b>		<b>57.0</b>	<b>6,438,458</b>	<b>57.0</b>	<b>6,726,652</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

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### Public Utilities Commission

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#### Central Management

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##### Timeliness of Consumer Billing Complaint Investigations

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The Division of Public Utilities and Carriers (DPUC) investigates complaints related to motor carriers and public utilities, including electric, gas, and water services. Non-payment-related billing complaints often stem from clerical errors, customer misunderstandings, or faulty utility meters. The figures below represent the percent of non-payment-related billing complaint investigations completed within 45 business days. [Note: For FY 2022 and FY 2023, completion times are reported within a 60-business-day standard. Beginning in FY 2024, DPUC adjusted the target timeframe to 45 business days or less.]

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	90%	95%	95%	95%	95%
<b>Actual</b>	100.0%	100.0%	95.5%	--	--

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

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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 45 days of an inquiry. [Note: For FY 2022 and FY 2023, completion times are reported within a 60-business-day standard. Beginning in FY 2024, DPUC adjusted the target timeframe to 45 business days or less.]

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	90%	95%	95%	95%	95%
<b>Actual</b>	100.0%	100.0%	80.9%	--	--

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##### Timeliness of Consumer Service Complaint Investigations

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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 reached customer satisfaction within 45 days. [Note: For FY 2022 and FY 2023, completion times are reported within a 60-business-day standard. Beginning in FY 2024, DPUC adjusted the target timeframe to 45 business days or less.]

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2022	2023	2024	2025	2026
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	100.0%	100.0%	80.5%	--	--

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