

Public Service Commission

MISSION

The mission of the Public Service Commission is to promote adequate, safe, reliable, and efficient delivery of services to Maryland consumers by public service companies subject to the Commission's statutory mandates. We accomplish this by ensuring just and reasonable rates; supervising, monitoring, and regulating all public service companies; educating the public about utility issues; and promoting competition where appropriate. We conduct proceedings in an open, fair, and nondiscriminatory manner, taking into account the interests of consumers, utilities, businesses, and other affected parties. In our decisions, we weigh the importance of public safety, economy of the State, natural resource availability, and environmental quality. We are committed to building an organization marked by its sense of teamwork, accountability, innovation, and diversity. We recruit, train, and retain quality personnel by providing good working conditions, effective leadership, and opportunities for personal and professional development.

VISION

We will be recognized as a national leader in regulatory excellence and innovation. We will demonstrate our commitment to the public, the companies we regulate, and our colleagues by building an environment of mutual respect, professionalism, and diversity.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Ensure that gas and electric utility companies operate utility systems safely.

Obj. 1.1 Annually maintain a zero rate of reportable accidents from regulated utilities that are attributable to violations of Commission regulations.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of accidents reported	9	11	10	14	10	9	9
Number of accidents attributed to violations of Commission regulations	0	0	0	0	0	0	0

Goal 2. Ensure that public service companies deliver reliable services and that utility systems are adequate to meet customer demand.

Obj. 2.1 Annually have no reportable service interruptions due to insufficient jurisdictional plant maintenance or improper plant operations.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of reportable service interruptions	2	4	3	1	2	1	1
Number of reportable service interruptions due to insufficient plant maintenance or improper plant operations	0	0	0	0	0	0	0

Goal 3. Conduct open and fair proceedings and render timely decisions in accordance with statutory mandates and applicable law

Obj. 3.1 Annually, 100 percent of Commission orders will be upheld on judicial review.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of cases	324	272	240	273	447	475	500
Percent of orders upheld on judicial review	71%	90%	94%	90%	100%	100%	100%

C90

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Goal 4. Ensure that all Maryland consumers have adequate consumer protection.

Obj. 4.1 Annually resolve 80 percent of consumer disputes within 60 days.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of disputes	11,280	13,327	11,683	8,369	6,777	7,500	7,500
Percent of consumer disputes resolved within 60 days	76%	87%	88%	90%	90%	90%	90%

Goal 5. Ensure that rates for public utility services are just and reasonable.

Obj. 5.1 Assure adequate and fair rates to utilities and customers by having 100 percent of Commission rate orders upheld on judicial review.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of rate cases	5	4	3	9	5	6	6
Percent of cases upheld on judicial review	100%	100%	100%	100%	100%	100%	100%

Goal 6. Ensure that telecommunications companies provide reliable services.

Obj. 6.1 Annually, the major carriers will meet their service objectives for resolving trouble spots, providing timeliness of repair, meeting appointments for installation, answering inquiries to business offices, and maintaining the operability of pay telephones 95 percent of the time.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percent of time that major carriers report meeting service objectives (resolving trouble spots, timeliness of repair, etc.)	100%	100%	100%	100%	100%	100%	100%

Goal 7. Ensure that taxicabs and passenger-for-hire carriers engage in safe practices.

Obj. 7.1 Annually maintain a zero fatality rate from accidents attributable to vehicle safety violations by taxicabs and passenger-for-hire vehicles.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of taxicabs regulated	1,405	1,398	1,398	1,398	1,398	1,423	1,423
Number of passenger-for-hire vehicles regulated with a passenger capacity of less than 16	3,058	3,389	3,473	19,602	39,799	75,000	75,000
Number of passenger-for-hire vehicles regulated with a passenger capacity of 16 or more	2,096	2,033	2,182	2,227	2,252	2,200	2,200
Safety inspections of taxicabs by Commission inspectors	1,832	1,777	1,751	1,031	1,274	460	460
Number of safety inspections of passenger-for-hire vehicles by Commission inspectors	6,211	5,803	6,818	5,243	3,405	4,400	4,400
Ratio of total number of safety inspections to total number of reported vehicles in service at the end of the fiscal year	1.97:1	1.94:1	1.99:1	1.19:1	1.02:1	1.03:1	1.03:1
Reported fatalities from accidents attributable to vehicle safety violations by taxicabs and passenger-for hire vehicles	0	0	0	0	0	0	0

NOTES

¹ The decrease in the number of safety inspections is a direct result of regulatory changes reducing the requirement of bi-annual vehicle safety inspections to annually.

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Summary of Public Service Commission

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	136.00	136.00	137.00
Number of Contractual Positions	10.78	15.00	15.00
Salaries, Wages and Fringe Benefits	14,553,874	14,994,134	15,149,179
Technical and Special Fees	481,262	603,018	599,898
Operating Expenses	11,654,834	11,911,816	4,372,265
Special Fund Expenditure	25,994,625	26,949,777	19,527,921
Federal Fund Expenditure	695,345	559,191	593,421
Total Expenditure	26,689,970	27,508,968	20,121,342

Public Service Commission

C90G00.01 General Administration and Hearings

Program Description

The Public Service Commission regulates electric, natural gas, water and sewage, and telecommunications companies, as well as electric and natural gas suppliers, and passenger-for-hire services. In addition, the Commission establishes water vessel pilotage and docking services rates. The Commission hears matters about rate adjustments, applications to exercise franchises, approval of issuance of securities, promulgation of rules and regulations, and quality of utility and common carrier service. It also has the authority to issue a Certificate of Public Convenience and Necessity to construct new generating stations or transmission lines of a certain capacity. It establishes policies, sets priorities, provides support for operating units to achieve success, and communicates on behalf of the Commission. Support services include legal, fiscal, budget, personnel, information technology, communications, consumer assistance, and a variety of special projects. The Commission is a Special Fund agency with revenues equivalent to its operating expenses raised through assessments of the public service companies that it regulates.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	62.00	62.00	63.00
Number of Contractual Positions	3.91	5.00	5.00
01 Salaries, Wages and Fringe Benefits	7,269,453	7,232,198	7,389,088
02 Technical and Special Fees	189,765	191,681	199,408
03 Communications	110,909	203,470	133,729
04 Travel	48,646	62,128	62,128
07 Motor Vehicle Operation and Maintenance	72,320	72,696	74,824
08 Contractual Services	1,153,036	1,992,783	2,087,789
09 Supplies and Materials	61,813	76,488	76,488
10 Equipment - Replacement	15,847	81,556	43,727
11 Equipment - Additional	28,558	51,952	44,153
12 Grants, Subsidies, and Contributions	8,579,819	7,556,596	0
13 Fixed Charges	1,026,147	1,078,782	1,110,116
Total Operating Expenses	11,097,095	11,176,451	3,632,954
Total Expenditure	18,556,313	18,600,330	11,221,450
Special Fund Expenditure	18,556,313	18,600,330	11,221,450
Total Expenditure	18,556,313	18,600,330	11,221,450
Special Fund Income			
C90303 Public Utility Regulation Fund	9,976,494	11,043,734	11,221,450
SWF326 Public Utility Customer Investment Fund	8,579,819	7,556,596	0
Total	18,556,313	18,600,330	11,221,450

Public Service Commission

C90G00.02 Telecommunications, Gas and Water Division

Program Description

The Telecommunications, Gas and Water Division provides expert advice, analysis, recommendations and witness testimony in telecommunications, gas and water matters before the Public Service Commission.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	5.00	5.00	5.00
01 Salaries, Wages and Fringe Benefits	528,144	526,586	526,618
03 Communications	0	5,665	0
04 Travel	10,358	2,677	9,914
09 Supplies and Materials	40	0	40
Total Operating Expenses	10,398	8,342	9,954
Total Expenditure	538,542	534,928	536,572
Special Fund Expenditure	538,542	534,928	536,572
Total Expenditure	538,542	534,928	536,572
Special Fund Income			
C90303 Public Utility Regulation Fund	538,542	534,928	536,572
Total	538,542	534,928	536,572

Public Service Commission

C90G00.03 Engineering Investigations

Program Description

The Engineering Investigations Division is responsible for: inspecting the physical facilities and operating records of companies to determine the adequacy, efficiency and safety of the services provided; providing expert recommendations on engineering issues before the Public Service Commission; investigating utility service problems; monitoring the heating value of gas and the voltages on electric systems; monitoring the performance of the State's one-call systems; evaluating the annual unaccounted-for gas and electric reports by gas and electric companies to assure compliance with Commission parameters; testing the accuracy of gas, electric and water meters; reviewing utility service tariffs; review and evaluate reliability-related reports filed by electric companies; evaluating construction requests for power plants and high voltage transmission lines, and assuring compliance with Federal natural gas and hazardous liquid pipeline safety requirements.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	16.00	16.00	16.00
01 Salaries, Wages and Fringe Benefits	1,752,924	1,879,815	1,884,819
03 Communications	3,783	25,229	7,108
04 Travel	53,444	29,020	57,300
07 Motor Vehicle Operation and Maintenance	80,014	20,530	24,090
09 Supplies and Materials	358	7,051	7,051
10 Equipment - Replacement	0	6,641	6,641
11 Equipment - Additional	0	3,226	3,226
13 Fixed Charges	70,866	51,576	53,824
Total Operating Expenses	208,465	143,273	159,240
Total Expenditure	1,961,389	2,023,088	2,044,059
Special Fund Expenditure	1,266,044	1,463,897	1,450,638
Federal Fund Expenditure	695,345	559,191	593,421
Total Expenditure	1,961,389	2,023,088	2,044,059
Special Fund Income			
C90303 Public Utility Regulation Fund	1,266,044	1,463,897	1,450,638
Total	1,266,044	1,463,897	1,450,638
Federal Fund Income			
20.700 Pipeline Safety Program State Base Grant	695,345	559,191	593,421
Total	695,345	559,191	593,421

Public Service Commission

C90G00.04 Accounting Investigations

Program Description

The Accounting Investigations Division is responsible for auditing and assessing the financial performance of public utilities in the State of Maryland. The Division provides appropriate guidance on a variety of financial issues including the development of utility revenue requirements, financial performance/earning levels, recovery of fuel costs, cost allocation standards, and customer billing. The Division also maintains annual financial reports for most utilities under the jurisdiction of the Public Service Commission.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	7.00	7.00	7.00
01 Salaries, Wages and Fringe Benefits	602,109	683,184	692,122
03 Communications	2	7,931	0
04 Travel	648	454	2,871
Total Operating Expenses	650	8,385	2,871
Total Expenditure	602,759	691,569	694,993
Special Fund Expenditure	602,759	691,569	694,993
Total Expenditure	602,759	691,569	694,993
Special Fund Income			
C90303 Public Utility Regulation Fund	602,759	691,569	694,993
Total	602,759	691,569	694,993

Public Service Commission

C90G00.05 Common Carrier Investigations

Program Description

The Common Carrier Investigations program enforces Commission laws concerning the safety, insurance, and services provisions required to be maintained by for-hire passenger carriers; taxicab companies and drivers in Baltimore City, Baltimore County, Cumberland, and Hagerstown; and drivers of intrastate for-hire passenger vehicles with a passenger capacity of less than 16.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	18.00	18.00	18.00
Number of Contractual Positions	6.87	10.00	10.00
01 Salaries, Wages and Fringe Benefits	1,436,715	1,371,438	1,417,405
02 Technical and Special Fees	291,497	411,337	400,490
03 Communications	4,011	30,020	9,635
04 Travel	2,162	2,031	2,732
07 Motor Vehicle Operation and Maintenance	33,668	37,461	88,415
08 Contractual Services	573	5,675	5,319
09 Supplies and Materials	1,646	10,692	2,256
11 Equipment - Additional	0	10,250	5,965
13 Fixed Charges	525	525	0
Total Operating Expenses	42,585	96,654	114,322
Total Expenditure	1,770,797	1,879,429	1,932,217
Special Fund Expenditure	1,770,797	1,879,429	1,932,217
Total Expenditure	1,770,797	1,879,429	1,932,217
Special Fund Income			
C90301 For-Hire Driving Services Enforcement Fund	168,830	206,832	282,757
C90303 Public Utility Regulation Fund	1,601,967	1,672,597	1,649,460
Total	1,770,797	1,879,429	1,932,217

Public Service Commission

C90G00.06 Washington Metropolitan Area Transit Commission

Program Description

Maryland has entered into a compact with Virginia and the District of Columbia to create the Washington Metropolitan Area Transit Commission to regulate and improve mass transportation within the Washington metropolitan area. The metropolitan district includes Montgomery and Prince George's counties in Maryland, the District of Columbia, and the counties of Arlington and Fairfax in Virginia. The expenses of the Transit Commission are borne by the three signatories in proportion to their population within the metropolitan district.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
12 Grants, Subsidies, and Contributions	284,935	415,117	438,218
Total Operating Expenses	284,935	415,117	438,218
Total Expenditure	284,935	415,117	438,218
Special Fund Expenditure	284,935	415,117	438,218
Total Expenditure	284,935	415,117	438,218
Special Fund Income			
C90303 Public Utility Regulation Fund	284,935	415,117	438,218
Total	284,935	415,117	438,218

Public Service Commission

C90G00.07 Electricity Division

Program Description

The Electricity Division participates in rate and merger cases before the Public Service Commission. The Division conducts economic analyses of market structure and competition, energy choice implementation and ratemaking, in addition to statistical, economic, and financial studies. The Division makes evidentiary presentations regarding electric and gas customer choice and utility merger policy, rate design, class and jurisdictional cost of service allocations, cost of capital, and other issues related to regulatory economics.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	5.00	5.00	5.00
01 Salaries, Wages and Fringe Benefits	365,908	530,083	530,178
03 Communications	2	5,665	0
04 Travel	126	5,365	1,238
09 Supplies and Materials	0	255	154
13 Fixed Charges	233	12,706	155
Total Operating Expenses	361	23,991	1,547
Total Expenditure	366,269	554,074	531,725
Special Fund Expenditure	366,269	554,074	531,725
Total Expenditure	366,269	554,074	531,725
Special Fund Income			
C90303 Public Utility Regulation Fund	366,269	554,074	531,725
Total	366,269	554,074	531,725

Public Service Commission

C90G00.08 Public Utility Law Judge

Program Description

The Public Utility Law Judge Division conducts formal administrative and Alternate Dispute Resolution (ADR) proceedings on all matters delegated by the Commission. The proceedings include rate cases and other proceedings regarding natural gas, electric, telephone, water and sewer companies; applications to construct electric generating stations and transmission lines; hearings for public comment on wind generator construction; and Commission investigations, permit applications, complaints, and requests for assessments of civil penalties regarding common carrier vehicles. Hearing Examiners and the License Hearing Officer issue Proposed Orders in delegated proceedings, which become final Orders of the Commission unless appealed to the Commission within 30 days after filing, or unless the Commission takes action on its own motion.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	7.00	7.00	7.00
01 Salaries, Wages and Fringe Benefits	924,249	941,780	923,946
03 Communications	0	7,931	0
04 Travel	2,994	2,338	2,992
13 Fixed Charges	584	466	584
Total Operating Expenses	3,578	10,735	3,576
Total Expenditure	927,827	952,515	927,522
Special Fund Expenditure	927,827	952,515	927,522
Total Expenditure	927,827	952,515	927,522
Special Fund Income			
C90301 For-Hire Driving Services Enforcement Fund	84,053	0	130,183
C90303 Public Utility Regulation Fund	843,774	952,515	797,339
Total	927,827	952,515	927,522

Public Service Commission

C90G00.09 Staff Counsel

Program Description

The Staff Counsel Division provides legal representation for staff witnesses in all proceedings before the Public Service Commission; coordinates the presentation and preparation of testimony; advises staff on legal issues; and prepares briefs, memoranda of law, and pleadings. Staff attorneys are the final reviewer and adviser on legal issues for every staff analysis regarding petitions reviewed by the Commission during its weekly Administrative Meeting. They manage the preparation and promulgation of regulations after seeking advice from interested parties.

Appropriation Statement

		2017 Actual	2018 Appropriation	2019 Allowance
	Number of Authorized Positions	9.00	9.00	9.00
01	Salaries, Wages and Fringe Benefits	1,115,683	1,088,868	1,088,937
03	Communications	1	10,197	1
04	Travel	3,710	3,094	4,936
13	Fixed Charges	499	605	499
	Total Operating Expenses	4,210	13,896	5,436
	Total Expenditure	<u>1,119,893</u>	<u>1,102,764</u>	<u>1,094,373</u>
	Special Fund Expenditure	<u>1,119,893</u>	<u>1,102,764</u>	<u>1,094,373</u>
	Total Expenditure	<u><u>1,119,893</u></u>	<u><u>1,102,764</u></u>	<u><u>1,094,373</u></u>
Special Fund Income				
C90303	Public Utility Regulation Fund	1,119,893	1,102,764	1,094,373
	Total	<u>1,119,893</u>	<u>1,102,764</u>	<u>1,094,373</u>

Public Service Commission

C90G00.10 Energy Analysis and Planning Division

Program Description

The Energy Analysis and Planning Division provides analysis of the short-term and long-term energy resources available to the State of Maryland. The Division reviews applications for the construction of small and emergency generator facilities (CPCN exemptions). The Division manages and monitors the State's renewable portfolio standards program, the licensing of electric and natural gas suppliers and brokers, various purchased power contracts (such as those resulting from the Standard Offer Service electricity procurements), and emissions disclosure activities. The Division also works with electric companies to develop cost effective energy efficiency, conservation, demand reduction, and other related programs. The Division provides testimony in formal proceedings before the Commission and assists the Staff Counsel Division in conducting cross-examination of witnesses and preparing legal briefs. The Division monitors electricity issues in national and regional forums such as the Federal Energy Regulatory Commission (FERC) and PJM Interconnection (the regional electric grid operator) and environmental matters affecting generating plants promulgated by U.S. Environmental Protection Agency, and provides the Commission with summary reports from these forums.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	7.00	7.00	7.00
01 Salaries, Wages and Fringe Benefits	558,689	740,182	696,066
03 Communications	2	7,931	1
04 Travel	2,555	5,891	4,146
13 Fixed Charges	0	1,150	0
Total Operating Expenses	2,557	14,972	4,147
Total Expenditure	561,246	755,154	700,213
Special Fund Expenditure	561,246	755,154	700,213
Total Expenditure	561,246	755,154	700,213
Special Fund Income			
C90303 Public Utility Regulation Fund	561,246	755,154	700,213
Total	561,246	755,154	700,213

3 Year Position Summary

Classification Title	FY 2017 Positions	FY 2017 Expenditures	FY 2018 Positions	FY 2018 Appropriation	FY 2019 Positions	FY 2019 Allowance
C90 - Public Service Commission						
C90G0001 - General Administration and Hearings						
Admin Aide	1.00	47,608	1.00	48,086	1.00	48,086
Admin Officer III	7.00	382,538	7.00	410,495	7.00	410,495
Admin Spec I	1.00	25,856	1.00	38,346	1.00	38,346
Admin Spec II	7.00	278,948	7.00	299,854	7.00	299,854
Admin Spec III	1.00	47,131	1.00	47,569	1.00	47,569
Administrator IV	1.00	70,602	1.00	70,607	1.00	70,607
Asst Gen Counsel III Pub Ser Com	4.00	411,513	4.00	413,015	4.00	413,015
Commissioner Pub Service	4.00	512,457	4.00	557,456	4.00	557,456
Computer Network Spec II	1.00	72,194	1.00	72,199	1.00	72,199
Database Specialist II	1.00	76,338	1.00	49,899	1.00	49,899
Designated Admin Mgr IV	1.00	92,557	1.00	92,564	1.00	92,564
Exec Assoc II	4.00	236,798	4.00	234,155	4.00	234,155
Exec Assoc III	1.00	59,345	1.00	63,171	1.00	63,171
Exec Dir Public Service Comm	1.00	134,744	1.00	134,749	1.00	134,749
Exec Secy Public Service Comm	1.00	134,744	1.00	134,749	1.00	134,749
Executive Senior	1.00	168,673	1.00	168,877	1.00	168,877
Fiscal Accounts Technician II	1.00	49,886	1.00	49,890	1.00	49,890
Fiscal Services Chief II	1.00	81,471	1.00	82,247	1.00	82,247
Fiscal Services Officer II	1.00	73,588	1.00	73,593	1.00	73,593
Gen Counsel Public Service	1.00	134,744	1.00	134,749	1.00	134,749
IT Asst Director II	1.00	96,280	1.00	97,203	1.00	97,203
IT Director II	1.00	103,739	1.00	103,743	1.00	103,743
IT Programmer Analyst I	2.00	117,837	2.00	118,404	2.00	118,404
IT Systems Technical Spec	1.00	76,952	1.00	77,699	1.00	77,699
Management Associate	3.00	153,763	3.00	154,256	3.00	154,256
Office Secy III	1.00	38,000	1.00	38,346	1.00	38,346
Prgm Mgr Senior II	5.00	466,123	5.00	541,966	5.00	541,966
PSC Commission Advisor	6.00	732,417	6.00	732,468	7.00	852,468
PSC Regulatory Economist II	1.00	68,825	1.00	69,492	1.00	69,492
Total C90G0001	62.00	4,945,671	62.00	5,109,847	63.00	5,229,847
C90G0002 - Telecommunications, Gas and Water Division						
Prgm Mgr I	1.00	84,596	1.00	85,401	1.00	85,401
Prgm Mgr IV	1.00	103,739	1.00	103,743	1.00	103,743
PSC Regulatory Economist	1.00	54,217	1.00	53,855	1.00	53,855
PSC Regulatory Economist II	2.00	120,979	2.00	122,935	2.00	122,935
Total C90G0002	5.00	363,531	5.00	365,934	5.00	365,934
C90G0003 - Engineering Investigations						
Asst Chf Engineer Pub Ser Comm	1.00	88,425	1.00	84,479	1.00	84,479
Chf Engineer Pub Service Comm	1.00	40,444	1.00	126,186	1.00	126,186
Deputy Chf Engineer, Public Service Commission	0.00	0	1.00	99,869	1.00	99,869
Prgm Mgr II	1.00	52,995	0.00	0	0.00	0
Pub Serv Engr III	13.00	933,846	13.00	1,024,372	13.00	1,024,372
Total C90G0003	16.00	1,115,710	16.00	1,334,906	16.00	1,334,906
C90G0004 - Accounting Investigations						
Admin Aide	1.00	31,278	1.00	35,980	1.00	35,980
Asst Chf Auditor Pub Ser Comm	1.00	63,178	1.00	90,112	1.00	90,112
Prgm Mgr IV	1.00	49,638	1.00	101,786	1.00	101,786

3 Year Position Summary

Classification Title	FY 2017 Positions	FY 2017 Expenditures	FY 2018 Positions	FY 2018 Appropriation	FY 2019 Positions	FY 2019 Allowance
Pub Utility Auditor	3.00	177,179	3.00	187,693	3.00	187,693
Pub Utility Auditor Senior	1.00	59,666	1.00	59,670	1.00	59,670
Total C90G0004	7.00	380,939	7.00	475,241	7.00	475,241
C90G0005 - Common Carrier Investigations						
Admin Officer II	1.00	60,526	1.00	60,530	1.00	60,530
Admin Prog Mgr IV	0.00	0	1.00	103,743	1.00	103,743
Admin Spec I	1.00	29,152	1.00	36,992	1.00	36,992
Admin Spec II	5.00	217,780	5.00	208,129	5.00	208,129
Admin Spec III	2.00	100,002	3.00	139,829	3.00	139,829
Administrator II	1.00	72,541	1.00	73,593	1.00	73,593
Administrator IV	1.00	73,356	1.00	73,361	1.00	73,361
Office Secy III	1.00	32,321	1.00	37,662	1.00	37,662
Prgm Mgr III	1.00	103,739	0.00	0	0.00	0
PSC Common Carrier Insp II	2.00	34,797	1.00	36,992	1.00	36,992
PSC Common Carrier Insp III	3.00	135,215	3.00	153,721	3.00	153,721
Total C90G0005	18.00	859,429	18.00	924,552	18.00	924,552
C90G0007 - Electricity Division						
Prgm Mgr I	1.00	21,765	1.00	83,811	1.00	83,811
Prgm Mgr IV	1.00	103,739	1.00	103,743	1.00	103,743
PSC Regulatory Economist	3.00	86,265	2.00	101,016	2.00	101,016
PSC Regulatory Economist II	0.00	32,004	1.00	65,625	1.00	65,625
Total C90G0007	5.00	243,773	5.00	354,195	5.00	354,195
C90G0008 - Public Utility Law Judge						
Admin Aide	1.00	43,869	1.00	43,872	1.00	43,872
Admin Officer II	1.00	60,525	1.00	60,530	1.00	60,530
Hearing Exam Sr Pub Ser Comm	3.00	346,817	3.00	307,768	3.00	307,768
License Hearing Officer	1.00	46,792	0.00	0	1.00	93,590
Prgm Mgr Senior IV	1.00	134,744	1.00	134,749	1.00	134,749
Taxicab License Hearing Officer	0.00	0	1.00	93,590	0.00	0
Total C90G0008	7.00	632,747	7.00	640,509	7.00	640,509
C90G0009 - Staff Counsel						
Chf Staff Atty Pub Ser Com	1.00	110,725	1.00	110,729	1.00	110,729
Office Secy III	1.00	41,601	1.00	41,984	1.00	41,984
Prgm Mgr IV	1.00	97,054	1.00	97,988	1.00	97,988
Staff Atty II Pub Ser Comm	4.00	339,810	4.00	341,417	4.00	341,417
Staff Atty III Pub Ser Comm	2.00	182,338	2.00	182,348	2.00	182,348
Total C90G0009	9.00	771,528	9.00	774,466	9.00	774,466
C90G0010 - Energy Analysis and Planning Division						
Prgm Mgr I	2.00	156,201	2.00	156,939	2.00	156,939
Prgm Mgr IV	1.00	103,739	1.00	103,743	1.00	103,743
PSC Regulatory Economist	1.00	29,591	2.00	103,972	2.00	103,972
PSC Regulatory Economist II	2.00	94,439	2.00	113,825	2.00	113,825
PSC Regulatory Economist III	1.00	0	0.00	0	0.00	0
Total C90G0010	7.00	383,970	7.00	478,479	7.00	478,479
Total C90 Public Service Commission	136.00	9,697,298	136.00	10,458,129	137.00	10,578,129

Office of the People's Counsel

MISSION

The Office of the People's Counsel (OPC) strives to provide effective and zealous representation for Maryland's residential utility ratepayers. In addition, it is our mission to identify systemic issues that impact ratepayers and pursue solutions that will preserve the safety and reliability of consumer utility service, while advocating for the lowest possible costs to utility consumers. Finally, OPC is committed to educating residential consumers on issues pertinent to their utility service and changes in the energy markets.

VISION

A State in which all residential utility customers have equal access to advocacy, education and resources concerning their utility service, regardless of income.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1 To advocate for safe, reliable and fairly priced utility service for residential consumers of energy, telecommunications and other regulated utility services.

Obj. 1.1 To advocate yearly through litigation on behalf of residential ratepayers before the Federal Communications Commission (FCC), Federal Energy Regulatory Commission (FERC), the Maryland Public Service Commission (PSC) and Maryland State circuit and appellate courts.

Obj. 1.2 To advocate yearly for safe, reliable and fairly priced utility service for residential consumers of energy, telecommunications and other regulated utility services in other non-litigated forums.

Obj. 1.3 Annually increase the number of successful resolutions or referrals.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Federal, PSC and Appellate cases in which OPC has participated	155	170	138	130	131	133	133
Favorable Federal, PSC and appellate court decisions	100	114	91	85	71	82	82
Amount saved for customers in major cases (\$ millions)	167	171	114	209	148	157	157
Regulatory matters in which OPC has participated	20	16	14	22	30	22	22
Favorable resolution in regulatory matters	14	13	7	10	13	10	10
Calls meeting OPC intake criteria that were successfully resolved	420	368	710	557	499	589	589

Office of the People's Counsel

C91H00.01 General Administration

Program Description

The Office of the People's Counsel (OPC) is an independent State agency that represents Maryland's residential consumers of electricity, natural gas, telephone and private water services. The OPC litigates on behalf of consumers and their interests in regulatory and court proceedings, helps resolve problems with utility services and locates financial assistance for ratepayers who have difficulty paying their bills. OPC advocates on both State and Federal levels for legislation that provides protection for residential ratepayers. In addition to monitoring the changes in competitive energy markets in the areas of gas, electricity and telephone services, the OPC also serves as a resource to the community by providing education, referrals and training.

Appropriation Statement

	2017 Actual	2018 Appropriation	2019 Allowance
Number of Authorized Positions	19.00	19.00	19.00
01 Salaries, Wages and Fringe Benefits	2,217,773	2,204,423	2,249,350
02 Technical and Special Fees	1,484,895	1,510,175	1,484,910
03 Communications	29,573	32,776	28,241
04 Travel	14,547	12,000	14,000
07 Motor Vehicle Operation and Maintenance	10,850	11,500	11,500
08 Contractual Services	62,354	72,973	81,812
09 Supplies and Materials	59,138	60,000	60,000
13 Fixed Charges	151,942	156,927	158,957
Total Operating Expenses	328,404	346,176	354,510
Total Expenditure	4,031,072	4,060,774	4,088,770
Special Fund Expenditure	4,031,072	4,060,774	4,088,770
Total Expenditure	4,031,072	4,060,774	4,088,770
Special Fund Income			
C91301 Public Utility Regulation Fund	4,031,072	4,060,774	4,088,770
Total	4,031,072	4,060,774	4,088,770

3 Year Position Summary

Classification Title	FY 2017 Positions	FY 2017 Expenditures	FY 2018 Positions	FY 2018 Appropriation	FY 2019 Positions	FY 2019 Allowance
C91 - Office of the People's Counsel						
C91H0001 - General Administration						
Admin Officer III	1.00	63,366	1.00	63,371	1.00	63,371
Admin Prog Mgr I	1.00	83,805	1.00	83,811	1.00	83,811
Administrator II	1.00	66,883	1.00	66,888	1.00	66,888
Asst Peoples Counsel II	2.00	77,842	1.00	72,000	1.00	72,000
Asst Peoples Counsel III	2.00	203,170	3.00	233,090	3.00	233,090
Asst Peoples Counsel IV	4.00	411,342	4.00	417,557	4.00	417,557
Consumer Liaison Peoples Couns	1.00	98,922	1.00	99,914	1.00	99,914
Dep Peoples Counsel	1.00	123,197	1.00	123,206	1.00	123,206
Management Associate	3.00	149,474	3.00	149,941	3.00	149,941
OBSSAdmin Spec I	1.00	45,238	1.00	45,160	1.00	45,160
Office Secy I	1.00	22,027	1.00	37,662	1.00	37,662
Peoples Counsel	1.00	115,333	1.00	115,472	1.00	115,472
Total C91H0001	19.00	1,460,599	19.00	1,508,072	19.00	1,508,072