

# Office of People's Counsel

## MISSION

The Office of 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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Federal, PSC and Appellate cases in which OPC has participated	130	131	151	140	195	162	166
Favorable Federal, PSC and appellate court decisions	85	71	79	56	94	76	75
Amount saved for customers in major cases (\$ millions)	209	148	315	138	160	150	150
Regulatory matters in which OPC has participated	22	30	29	33	50	37	40
Favorable resolution in regulatory matters	10	13	15	18	47	27	30
Calls meeting OPC intake criteria that were successfully resolved	557	499	373	402	201	300	300

## Office of People's Counsel

### C91H00.01 General Administration

#### Program Description

The Office of People's Counsel (OPC) is an independent State agency that represents Maryland's residential consumers of electricity, natural gas, telephone and private water services. 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 also 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, OPC also serves as a resource to the community by providing education, referrals and training.

<b>Appropriation Statement</b>	<b>2020 Actual</b>	<b>2021 Appropriation</b>	<b>2022 Allowance</b>
Number of Authorized Positions	19.00	19.00	19.00
01 Salaries, Wages and Fringe Benefits	<u>2,132,470</u>	<u>2,333,166</u>	<u>2,361,145</u>
02 Technical and Special Fees	<u>1,493,278</u>	<u>1,483,504</u>	<u>1,483,504</u>
03 Communications	9,088	10,801	10,801
04 Travel	5,843	17,000	15,000
07 Motor Vehicle Operation and Maintenance	9,100	11,500	11,500
08 Contractual Services	112,311	128,856	126,683
09 Supplies and Materials	74,126	66,000	71,000
13 Fixed Charges	<u>159,729</u>	<u>170,196</u>	<u>170,195</u>
Total Operating Expenses	<u>370,197</u>	<u>404,353</u>	<u>405,179</u>
Total Expenditure	<u><u>3,995,945</u></u>	<u><u>4,221,023</u></u>	<u><u>4,249,828</u></u>
Special Fund Expenditure	<u>3,995,945</u>	<u>4,221,023</u>	<u>4,249,828</u>
Total Expenditure	<u><u>3,995,945</u></u>	<u><u>4,221,023</u></u>	<u><u>4,249,828</u></u>
<b>Special Fund Expenditure</b>			
C91301 Public Utility Regulation Fund	<u>3,995,945</u>	<u>4,221,023</u>	<u>4,249,828</u>
Total	<u><u>3,995,945</u></u>	<u><u>4,221,023</u></u>	<u><u>4,249,828</u></u>

### 3 Year Position Summary

Classification Title	FY 2020 Positions	FY 2020 Expenditures	FY 2021 Positions	FY 2021 Appropriation	FY 2022 Positions	FY 2022 Allowance
<b>C91 - Office of People's Counsel</b>						
<b>C91H0001 - General Administration</b>						
Admin Officer III	1.00	65,313	1.00	66,311	1.00	66,311
Admin Prog Mgr I	1.00	84,752	1.00	89,379	1.00	79,747
Administrator II	1.00	67,639	1.00	71,333	1.00	71,333
Asst Peoples Counsel II	1.00	151,735	2.00	150,327	2.00	150,327
Asst Peoples Counsel III	3.00	268,119	3.00	265,665	3.00	265,665
Asst Peoples Counsel IV	4.00	281,987	3.00	337,424	3.00	337,424
Consumer Liaison Peoples Couns	1.00	101,036	1.00	106,554	1.00	106,554
Dep Peoples Counsel	1.00	124,107	1.00	131,395	1.00	131,395
Management Associate	3.00	153,308	3.00	162,060	3.00	162,060
OBS-Admin Spec I	1.00	45,668	1.00	48,161	1.00	48,161
Office Secy I	1.00	38,895	1.00	40,612	1.00	40,612
Peoples Counsel	1.00	116,768	1.00	123,146	1.00	123,146
<b>Total C91H0001</b>	<b>19.00</b>	<b>1,499,327</b>	<b>19.00</b>	<b>1,592,367</b>	<b>19.00</b>	<b>1,582,735</b>