

Public Service Commission

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Description	FY 2004 Actual	FY 2005 Approved	FY 2006 Proposed	% Change from FY 2005
Operating Budget	\$6,633,922	\$7,656,234	\$7,976,309	4.2
FTEs	52.0	69.6	67.6	-2.9

The mission of the District of Columbia Public Service Commission (PSC) is to serve the public interest by ensuring that financially healthy electric, gas and telecommunications companies provide safe, reliable and quality services at reasonable rates for District of Columbia residential, business and government customers.

The agency plans to fulfill its mission by achieving the following strategic result goals:

1. Enhance the reliability and quality of utility services such that:
 - By the end of FY 2005, Quality of Service standards will be in place for 100 percent of customers served by telecommunications companies.
 - By the end of FY 2006, Quality of Service standards will be in place for 100 percent of customers served by electric companies.
 - By the end of FY 2007, quality of service standards will be in place for 100 percent of customers served by gas companies.
2. Enhance public safety so that:
 - By the end of FY 2005, 50 percent of manholes which have been independently inspected will have deficiency resolutions identified and rectified to the extent feasible.
 - By the end of FY 2006, 100 percent of all major gas long term and 20 percent of new gas construction projects (services) will be inspected and all existing problems will have been identified.
3. Set timely and reasonable rates and tariffs for monopoly services such that:
 - By the end of FY 2007, at least 95 percent of gas, electric and telecommunications utility company tariffs will be processed within 120 calendar days. This goal will be achieved through these milestones:
 - By the end of FY 2005 - 75 percent. Also, by the end of FY 2005, 100 percent of rate cases will be completed within 9 months.
 - By the end of FY 2006 - 85 percent.
4. Foster competition among service providers in all formal cases such that:
 - By the end of FY 2005, at least 90 percent of electric licensing applications will be processed within 45 calendar days.
 - By the end of FY 2005, at least 90 percent of gas licensing applications will be processed within 20 calendar days.

- The Commission will continue to issue over 90 percent of all telecommunications licensing orders or deficiency letters within 15 business days (of receipt of all required information).
 - By the end of FY 2005, 100 percent of telecommunications interconnection agreements will be processed within 90 calendar days.
5. Empower consumers to make informed choices on issues/services by:
- Conducting 100 percent of planned outreach activities (110 per year).
 - By FY 2006, 90 percent of consumers participating/responding in outreach activities will rate the information presented at seminars, forums, website as good or better.
6. Resolve disputes among service providers and between consumers and providers such that:
- By the end of FY 2005, 100 percent of telecommunications arbitration cases will be resolved within 9 months after the request.
- By the end of FY 2005, 80 percent of consumer/payphone complaint appeals to the Commission will be acted upon within 30 calendar days after the record is submitted from the Secretary's offices.
 - By the end of FY 2005, 80 percent of formal pay telephone complaints will be acted upon within 20 business days after the closing of the record.
 - By the end of FY 2006, 80 percent of formal complaints will be resolved within 14 business days of the closing of the record.
7. PSC employees will deliver timely, responsive and exceptional service so that by FY 2006, 80 percent of stakeholders responding to a customer service survey are satisfied with the service.

Funding by Source

Tables DH0-1 and 2 show the sources of funding and FTEs by fund type for the Public Service Commission.

Table DH0-1

FY 2006 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2003	Actual FY 2004	Approved FY 2005	Proposed FY 2006	Change from FY 2005	Percent Change
Local Fund	0	0	0	0	0	0.0
Special Purpose Revenue Fund	6,353	6,478	7,406	7,727	320	4.3
Total for General Fund	6,353	6,478	7,406	7,727	320	4.3
Federal Grant Fund	120	78	125	125	0	0.0
Total for Federal Resources	120	78	125	125	0	0.0
Private Grant Fund	99	78	125	125	0	0.0
Total for Private Funds	99	78	125	125	0	0.0
Gross Funds	6,572	6,634	7,656	7,976	320	4.2

Table DH0-2

FY 2006 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2003	Actual FY 2004	Approved FY 2005	Proposed FY 2006	Change from FY 2005	Percent Change
General Fund						
Special Purpose Revenue Fund	52	50	67	65	-2	-3.1
Total for General Fund	52	50	67	65	-2	-3.1
Federal Resources						
Federal Grant	3	2	2	2	0	0.0
Total for Federal Resources	3	2	2	2	0	0.0
Private Funds						
Private Grant Fund	0	0	2	2	0	0.0
Total for Private Funds	0	0	2	2	0	0.0
Total Proposed FTEs	55	52	70	68	-2	-2.9

Expenditures by Comptroller Source Group

Table DH0-3 shows the FY 2006 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table DH0-3

FY 2006 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

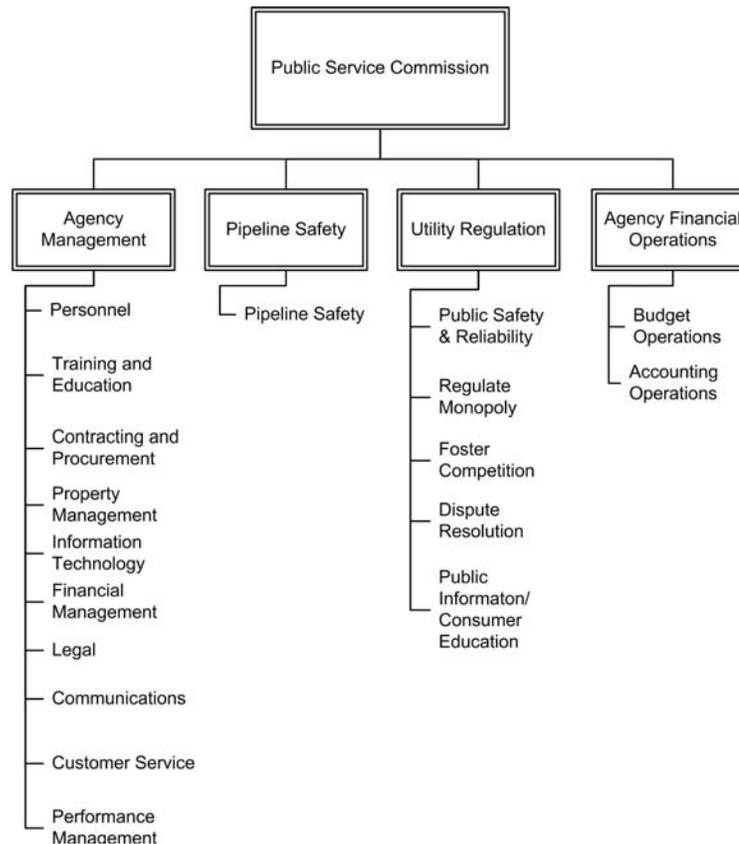
Comptroller Source Group	Actual FY 2003	Actual FY 2004	Approved FY 2005	Proposed FY 2006	Change from FY 2005	Percent Change
11 Regular Pay - Cont Full Time	3,729	3,307	4,229	4,477	248	5.9
12 Regular Pay - Other	183	737	666	691	25	3.7
13 Additional Gross Pay	16	6	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	674	689	854	834	-20	-2.4
Subtotal Personal Services (PS)	4,602	4,739	5,750	6,002	252	4.4
20 Supplies and Materials	30	33	36	36	0	0.0
31 Telephone, Telegraph, Telegram, Etc	55	56	67	54	-12	-18.3
32 Rentals - Land and Structures	932	993	1,082	1,262	180	16.7
40 Other Services and Charges	232	279	237	237	0	0.0
41 Contractual Services - Other	383	264	313	313	0	0.0
70 Equipment & Equipment Rental	339	269	172	72	-100	-58.1
Subtotal Nonpersonal Services (NPS)	1,970	1,895	1,906	1,974	68	3.6
Total Proposed Operating Budget	6,572	6,634	7,656	7,976	320	4.2

Expenditure by Program

This funding is budgeted by program and the Public Service Commission has the following program structure:

Figure DH0-1

Public Service Commission



Gross Funds

The proposed budget is \$7,976,309, representing an increase of \$320,075 or 4.2 percent, over the FY 2005 approved budget of \$7,656,234. There are 67.6 FTEs for the agency, a decrease of 2 FTEs, or 2.9 percent from the FY 2005 approved FTE level.

General Funds

Special Purpose Revenue Funds. The proposed budget is \$7,726,548, an increase of \$320,075, or 4.3 percent over the FY 2005 approved budget of \$7,406,473. There are 64.6 FTEs, a decrease of 2 FTEs, or 3.1 percent from FY 2005 approved FTE level. Changes from the FY 2005 approved budget are:

- A net increase of \$252,142 or 4.4 percent over the FY 2005 personal services budget due to a net increase of \$272,542 for step and base pay increases, partially offset by a decrease of \$20,400 in fringe benefits.
- A net increase of \$67,933 or 3.6 percent over the FY 2005 nonpersonal services budget due to an increase of \$167,933 in fixed costs, primarily rent, partially offset by a decrease of \$100,000 in the equipment budget.

Federal Grants

The proposed budget is \$124,881, representing zero change from the FY 2005 approved budget. There are 1.5 FTEs, which is unchanged from the FY 2005 approved level.

Private Grants

The proposed budget is \$124,880, virtually unchanged from the FY 2005 approved budget of \$124,881. There are 1.5 FTEs, which is unchanged from the FY 2005 approved level.

Programs

The Public Service Commission is committed to the following programs:

Utilities Regulation

	FY 2005	FY 2006
Budget	\$4,345,293	\$4,455,078
FTEs	49.3	48.4

Program Description

The **Utilities Regulation** program provides gas, electric and telecommunications regulatory services to financially healthy companies so that they can provide safe, reliable and quality services at reasonable rates to District of Columbia residential, business and government customers.

This program has five activities:

- **Public Safety and Reliability** - provides orders, regulations, plans, tariffs and proposed legislation services to utility companies (gas, electric and telecommunications) so that they can provide safe and reliable service to District residential, business and government customers.
- **Monopoly Regulation** - provides rate-setting services to gas, electric, and telecommunications utility companies so that they can offer more services and just and reasonable rates to all ratepayers.
- **Foster Competition** - provides market restructuring services to gas, electric, and telecommunications providers so that new services may become available and customers will have opportunities to lower their utility costs and improve service quality.
- **Dispute Resolution** - provides investigation, mediation, and resolution services to customers of telecommunications and energy services (who have a complaint or inquiry) so that they can have their complaints resolved and inquiries addressed in a timely manner in accordance with applicable laws, regulations, and tariffs.

- **Public Information/Consumer Education** - facilitates public access to the commission through its website. It also provides information to customers of energy and telecommunications services so that they can make informed choices in obtaining quality services at reasonable rates.

Program Budget Summary

The **Utility Regulation** program proposed gross funds budget is \$4,455,078, an increase of \$109,785, or 2.5 percent over the FY 2005 approved budget of \$4,345,293. This program is funded entirely with Special Purpose Revenue funds. The gross funds budget supports 48.39 FTEs, a decrease of .92 FTE from the FY 2005 approved FTE level.

Significant changes from the FY 2005 approved budget include:

- A net increase of \$109,785 in personal services costs, including an increase of \$152,492 for approved salary increases, partially offset by a decrease of \$42,707 to adequately fund fringe benefit costs.

Key Result Measures

Program 1: Utilities Regulation Program

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): Richard A. Beverly, Esq. and Dr. Phylicia Fauntleroy Bowman

Supervisor(s): Dr. Phylicia Fauntleroy-Bowman
Chairperson

Measure 1.1: Percent of manholes which have been independently inspected will have deficiency resolutions identified and rectified to the extent feasible

	Fiscal Year		
	2005	2006	2007
Target	50	50	50
Actual	-	-	-

Measure 1.2: Percent of rate cases completed within nine months

	Fiscal Year		
	2005	2006	2007
Target	100	100	100
Actual	-	-	-

Measure 1.3: Percent of electric licensing applications processed within 45 calendar days

	Fiscal Year		
	2005	2006	2007
Target	90	90	90
Actual	-	-	-

Measure 1.4: Percent of gas licensing applications processed within 20 calendar days

	Fiscal Year		
	2005	2006	2007
Target	90	90	90
Actual	-	-	-

Measure 1.5: Percent of telecommunications licensing orders and deficiency letters processed within 15 business days (of receipt of all required information)

	Fiscal Year		
	2005	2006	2007
Target	95	89	89
Actual	-	-	-

Note: FY 2005-2006 targets increased from 90 to 95 per agency request (1/10/05).

Measure 1.6: Percent of consumers responding to surveys/evaluations that rate outreach activities/services as good or better

	Fiscal Year		
	2005	2006	2007
Target	90	90	90
Actual	-	-	-

Measure 1.7: Percent of consumers receiving adjustments/credits as a result of complaint resolution efforts

	Fiscal Year		
	2005	2006	2007
Target	15	8.7	8.7
Actual	-	-	-

Note: Measure replaces number 1.7 in FY 2005 March budget.

Pipeline Safety

	FY 2005	FY 2006
Budget	\$246,713	\$299,839
FTEs	2.9	3.7

Program Description

The Pipeline Safety program provides inspection, investigation, auditing, notices of probable violation, and new standards services to Washington Gas so that they can provide safe

and reliable gas service to the public in compliance with federal grant provisions in order to prevent harmful incidents.

The Gas Pipeline Safety Program has one activity, Pipeline Safety.

Program Budget Summary

The proposed Gas Pipeline Safety program gross funds budget is \$299,839, which represents an increase of \$53,126 or 21.5 percent above the FY 2005 approved budget of \$246,713. This increase is entirely due to higher personal services costs for approved base pay and step increases. The Gas Pipeline Safety Program is equally divided between private and federal funds supporting 4 FTEs. The gross funds budget supports 3.7 FTEs, an increase of 0.76 FTE over the FY 2005 approved FTE level.

Key Result Measures

Program 2: Gas Pipeline Safety Program

Citywide Strategic Priority Area(s): Promoting

Economic Development

Manager(s): Dr. Joseph Nwude and

Dr. Delvone Nicholson-Mead

Supervisor(s): Dr. Phylcia Faunteroy-Bowman

Measure 2.1: U.S. Department of Transportation audit compliance rating (%)

	Fiscal Year		
	2005	2006	2007
Target	90	90	90
Actual	-	-	-

Agency Management

	FY 2005	FY 2006
Budget	\$2,863,999	\$2,959,502
FTEs	14.8	12.9

Program Description

The Agency Management program provides operational support to the agency to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies.

Program Budget Summary

The proposed **Agency Management** program gross funds budget request is \$2,959,502, an increase of \$95,503, or 3.2 percent over the FY 2005 approved budget of \$2,863,999. This change includes a Special Purpose Revenue funds increase of \$95,503. The gross budget supports 12.91 FTEs, a decrease of 1.89 FTEs from the FY 2005 approved FTE level.

Significant changes from the FY 2005 approved budget include:

- A net increase of \$27,570 required for approved step and base pay increases.
- An increase of \$167,933 in fixed costs, which includes an increase of \$180,136 in projected rent costs, partially offset by a decrease of \$12,203 in telecommunications.
- A decrease of \$100,000 in the equipment budget.

Key Result Measures

Program 3: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Executive Director, Dr. Phylicia Fauntleroy-Bowman

Supervisor(s): Dr. Phylicia Fauntleroy-Bowman, Chairperson

Measure 3.1: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2005	2006	2007
Target	5	5	5
Actual	-	-	-

Measure 3.2: Cost of Risk

	Fiscal Year		
	2005	2006	2007
Target	N/A	N/A	N/A
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost workday injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 3.3: Percent of the Mayor's Customer Service Standards Met

	Fiscal Year		
	2005	2006	2007
Target	63	63	63
Actual	-	-	-

Measure 3.4: Percent of Key Result Measures achieved

	Fiscal Year		
	2005	2006	2007
Target	70	70	70
Actual	-	-	-

Agency Financial Operations

	FY 2005	FY 2006
Budget	\$200,230	\$261,890
FTEs	2.6	2.6

Program Description

The **Agency Financial Operations** program provides comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. More information about the Agency Financial Operations program can be found in the Strategic Budgeting Chapter.

Program Budget Summary

The proposed Agency Financial Operations program gross funds budget is \$261,890, an increase of \$61,660, or 30 percent over the FY 2005 approved budget of \$200,230. This change includes a Special Purpose Revenue funds increase of \$61,660. The gross budget supports 2.6 FTEs, which is equivalent to the FY 2005 approved level. The 2.6 FTEs represent 60 percent of the Agency Financial Officer's salary funded by Public Service Commission. See the Office of the People's Counsel for the remaining 40 percent.

Significant changes from the FY 2005 Approved budget include:

- An increase of \$61,660 for projected salary increases and to provide for the portion of the Agency Financial Officer's salary not captured in FY 2005.

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2006 Operating Appendices volume.