

PROGRAM DESCRIPTION

Department of Commerce & Insurance

HB Section(s): 7.550

Office of the Public Counsel

Program is found in the following core budget(s): Office of the Public Counsel

1a. What strategic priority does this program address?

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Develop our team, reward great performance, and retain top talent
- Innovate to make it easier to connect and work with us

1b. What does this program do?

- The Office of the Public Counsel ("OPC") serves as an advocate for the residential and commercial ratepayers of Missouri's investor-owned public utilities and represents all consumers generally and the public generally in all proceedings before the Public Service Commission ("PSC") to secure safe and reliable utility service at an affordable price.
- The OPC appears on behalf of all consumers generally and the public generally in all actions which involve the validity of a rule, regulation, or order of the PSC concerning the legality of all rates, charges, regulations, and practices of all persons under its jurisdiction and initiates proceedings before the Commission or Appellate Court to correct any legality on the part of any such person.
- The OPC acts as a resource for the General Assembly and advocate for ratepayers in policy discussions.
- The OPC serves as the Office of the Ombudsman for Property Rights, assisting Missouri citizens by providing free consultations and helping them understand their property rights involving condemnation and eminent domain.

2a. Provide an activity measure(s) for the program.

Ratepayers	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
	Actual	Actual	Actual	Target	Target	Target
Electric	1,976,698	2,052,615	2,029,760	2,056,146	2,082,875	2,109,952
Natural Gas	1,409,456	1,428,971	1,422,813	1,429,215	1,435,646	1,442,106
Water	475,151	491,598	492,792	500,183	507,685	515,300
Sewer	19,892	21,633	22,106	23,336	24,502	25,727
Total	3,881,197	3,994,817	3,967,471	4,008,880	4,050,708	4,093,085

Note 1: Table depicts the total number of residential and commercial utility customers broken down by industry type.

Note 2: Customer Numbers Source: MPSC Annual Reports.

Note 3: Telecommunication companies' customer counts have been excluded since OPC's activity largely relates to electric, natural gas, water and sewer services.

Note 4: Some Missouri households may be customers of more than one regulated utility.

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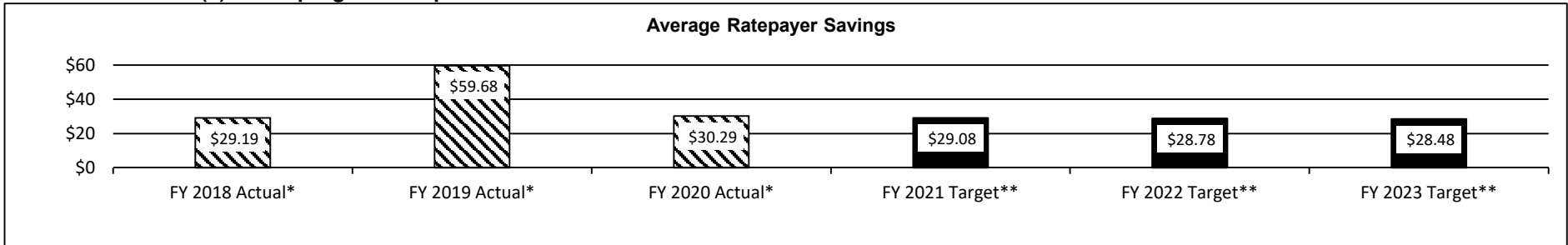
2b. Provide a measure(s) of the program's quality.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2022 Target	FY 2023 Target
Ratepayer Savings (in MM)	\$ 112.97	\$ 238.43	\$ 120.10	\$ 116.50	\$ 116.50	\$ 116.50

Note 1: Figures reflect amount of ratepayer savings that can be quantifiably attributed to OPC advocacy before the PSC and in appeals from the PSC.

Note 2: FY 2021 - FY 2023 Projections based on the three year average of FY 2018 to FY 2020 actual savings, adjusted to remove a large ratepayer savings related to a single case that is unlikely to recur in the near future.

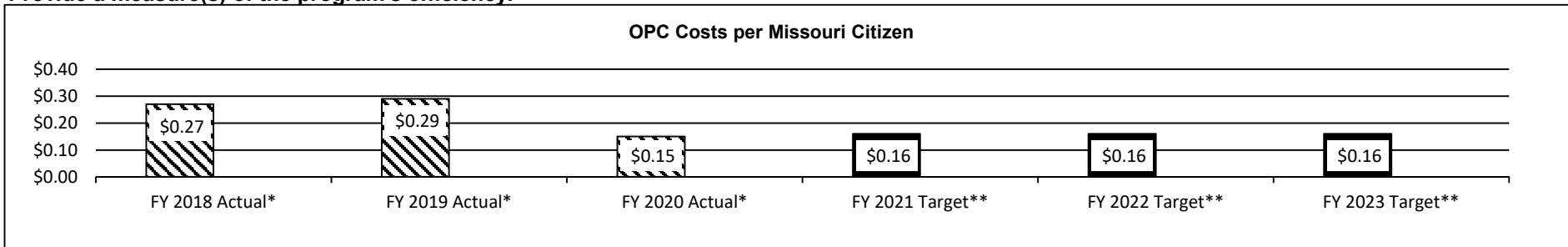
2c. Provide a measure(s) of the program's impact.



*Calculated by dividing total ratepayer savings by number of ratepayers. Actual savings for impacted ratepayers is greater than shown because not all utility companies had cases in FY 2019.

**Projected savings for FY 2021-2023 is avg of FY 2018-2020 after removing the impact from a large savings anomaly in FY 2019.

2d. Provide a measure(s) of the program's efficiency.



*Calculated by dividing OPC budget by the number of ratepayers (due to assessment funding by regulated utilities, paid by ratepayers through rates).

**Calculated by dividing OPC budget by number of Missouri citizens estimated by the U.S. Census Bureau on 7/1/19 (due to funding source of General Revenue).

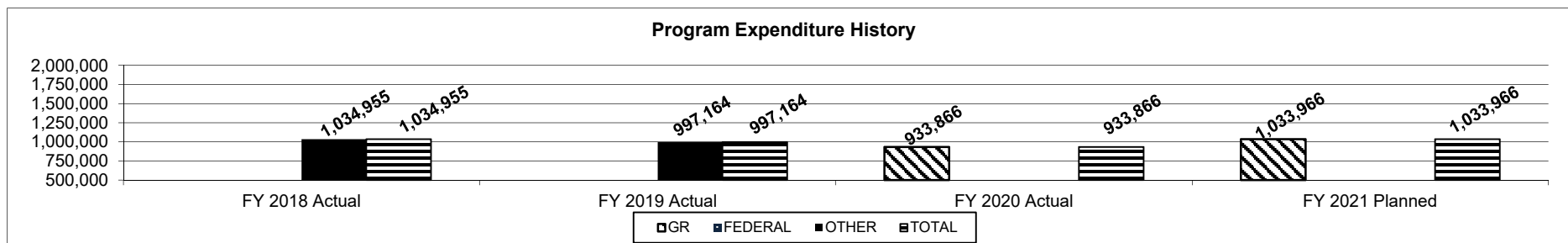
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



Note: All FY 2020 and FY 2021 program funding is appropriated from General Revenue Fund.

4. What are the sources of the "Other " funds?

FY 2018 and FY 2019 Public Service Commission Fund (0607).

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Sections 386.700, 386.710 and 523.277, RSMo.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No