

PROGRAM DESCRIPTION

Department of Commerce & Insurance

HB Section(s): 7.545

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 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	Actual	Actual	Actual	Target	Target	Target
Electric	2,029,760	2,049,410	2,098,681	2,133,938	2,169,799	2,206,251
Natural Gas	1,422,813	1,443,433	1,451,052	1,465,401	1,479,908	1,494,559
Water	492,792	489,879	494,339	495,131	495,923	496,716
Sewer	22,106	22,319	24,171	25,289	26,457	27,679
Total	3,967,471	4,005,041	4,068,243	4,119,759	4,172,087	4,225,205

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. Targets are based on the FY 2020-2022 average change percentage for each utility type.

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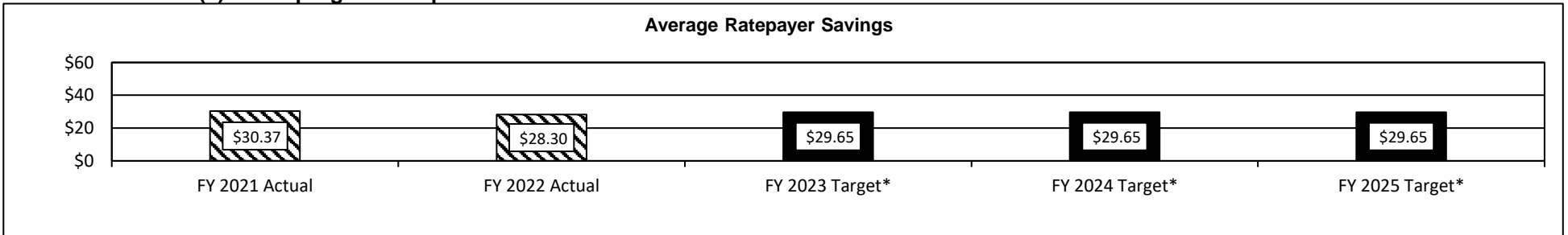
2b. Provide a measure(s) of the program's quality.

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	<u>Actual</u>	<u>Actual</u>	<u>Target</u>	<u>Target</u>	<u>Target</u>
Ratepayer Savings (in MM)	\$121.66	\$115.14	\$118.00	\$118.00	\$118.00

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 2023-FY 2025 targets are based on the average of FY 2021-FY 2022.

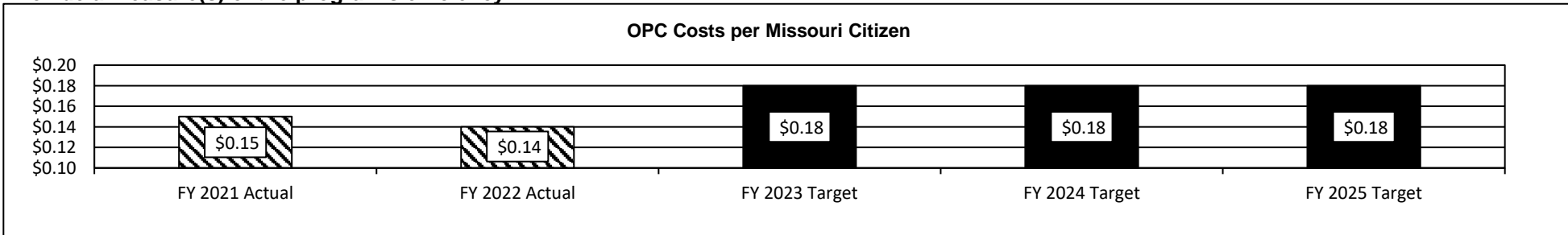
2c. Provide a measure(s) of the program's impact.



Note: Calculated by dividing total ratepayer savings by number of ratepayers.

*FY 2023-FY 2025 targets are based on the average of FY 2020-FY 2022.

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



Note: Calculated by dividing OPC budget by number of Missouri citizens estimated by the U.S. Census Bureau on 7/1/121 (due to funding source of General Revenue).

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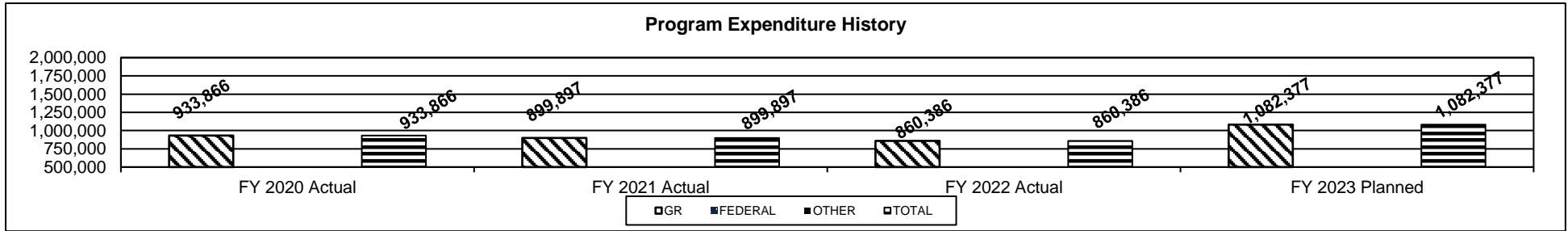
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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

N/A

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.

N/A

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

No