

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s): 7.555**

**Public Service Commission Regulatory**

**Program is found in the following core budget(s): Public Service Commission Regulatory**

**1a. What strategic priority does this program address?**

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public

**1b. What does this program do?**

- Regulates the rates and practices of investor-owned electric, natural gas, steam heat, water and sewer companies; provides limited jurisdiction over telecommunications providers in the state; issues authorizations to entities providing video programming; and registers Voice-over-Internet Protocol (VoIP) communication providers
- Ensures that consumers receive adequate amounts of safely delivered and reasonably priced utility services
- Ensures rates that will provide the utility companies' shareholders the opportunity to earn a reasonable return on their investment

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

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2022 Target	FY 2023 Target
Number of Utilities Regulated	738	764	803	768	768	768
Number of Final Agenda Orders	109	155	132	132	132	132
Number of Appeals of Final Agenda Orders	18	15	15	16	16	16
Final Agenda Orders Not Remanded, Reversed or Vacated in Whole or Part	108	152	129	130	130	130

Note 1: Final Agenda Orders are orders from the commission that dispose of the substantive issues in a case.

Note 2: The number of Final Agenda Orders Not Remanded, Reversed or Vacated may not correspond to the same fiscal year for the number of Final Agenda Orders issued depending on when an appellate court decision is issued in an appeal.

Note 3: Projections are based on three year average of actuals.

**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
Customer Satisfaction	84%	87%	*	95%	95%	95%

\*Note 1: A PSC Customer Satisfaction Survey is normally conducted in the Spring each year; however, due to the COVID-19 Pandemic a survey was not conducted in FY2020. PSC will conduct the next survey in Spring 2021. This measure is based on the customer's response to how they would rate the overall service they received.

Note 2: In FY2018, 23% of the 120 consumers that contacted the commission in regard to their utilities responded to the survey.

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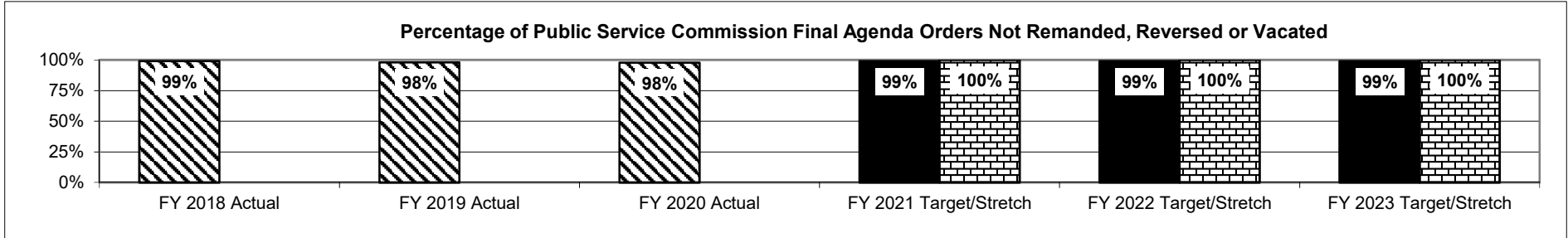
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**2c. Provide a measure(s) of the program's impact.**

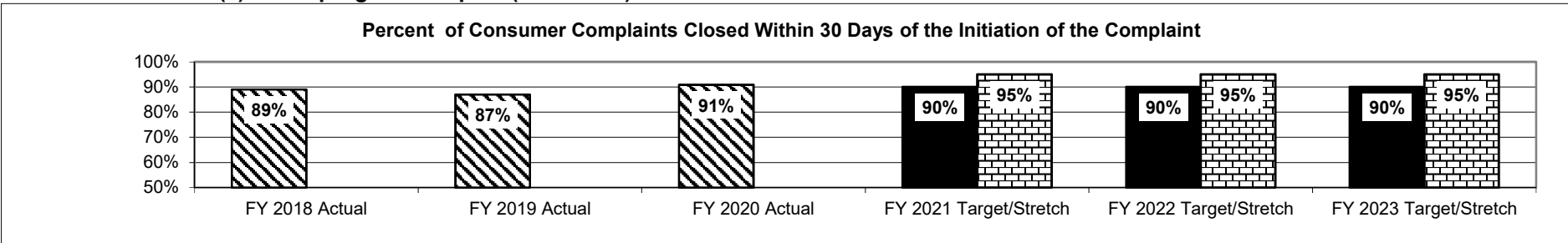


Note 1: The Commission's work is conducted through formal contested case hearings, similar to court proceedings.

Note 2: Final Agenda Orders are orders from the commission that dispose of the substantive issues in a case.

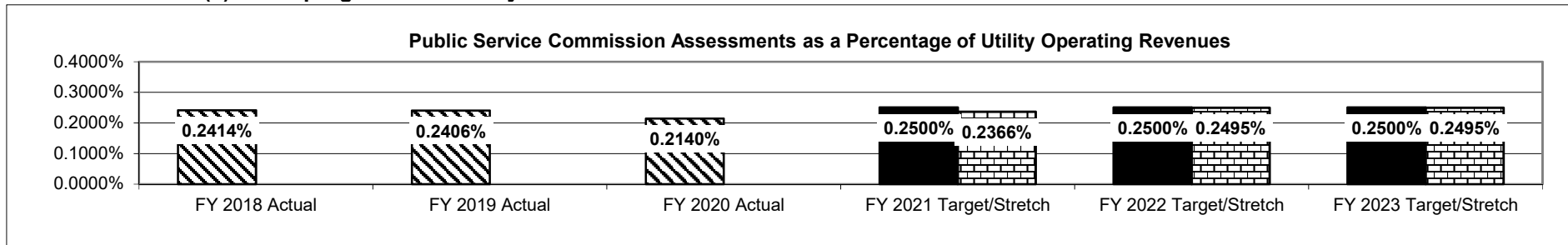
Note 3: Base targets based on approximate of three year average of actual cases and appeals and Stretch targets are based on a goal of zero appeals.

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



Note 1: Base targets are based on FY2018-FY2020 average of projected closed complaints; Stretch targets are based on goal of 5% increase in the percentage of complaints closed within 30 days.

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



Note 1: Section 386.370 RSMo directs the commission to calculate an assessment annually which provides funding for the Public Service Commission from regulated public utilities as provided in Chapters 386, 392 and 393.

Note 2: Base and stretch targets are based on maximum assessment allowed in Section 386.370 RSMo.

Note 3: Actual percentage is calculated prior to each fiscal year.

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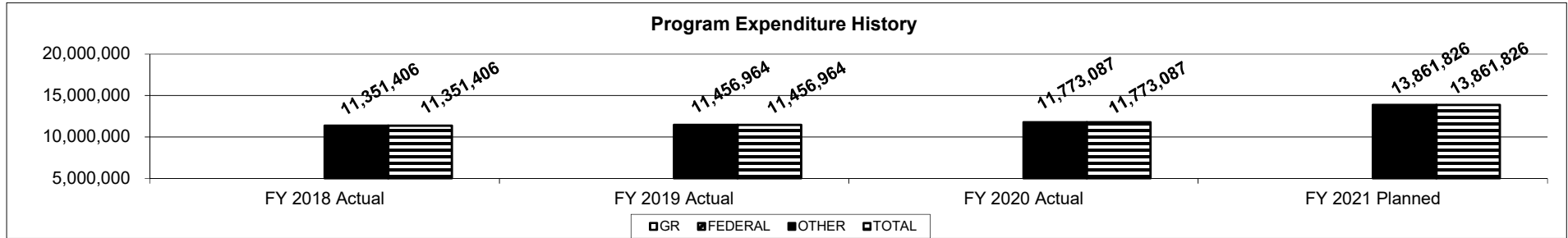
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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

PSC Fund (0607)

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

Chapters 386, 392, 393 RSMo

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

No

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

No