
Public Service Commission

www.dcpsc.org

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Table DH0-1

Description	FY 2015 Actual	FY 2016 Approved	FY 2017 Proposed	% Change from FY 2016
OPERATING BUDGET	\$13,276,689	\$13,186,187	\$13,889,207	5.3
FTEs	83.0	83.6	84.6	1.2

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

- Protecting consumers to ensure public safety, reliability, and quality utility services;
- Regulating monopoly utility services to ensure that their rates are just and reasonable;
- Fostering fair and open competition among utility service providers;
- Conserving natural resources and preserving environmental quality;
- Resolving disputes among consumers and utility service providers;
- Educating utility consumers and informing the public; and
- Motivating customer and results-oriented employees

Summary of Services

The Public Service Commission (PSC) regulates public utilities operating in the District of Columbia by issuing orders in formal proceedings that may include written comments or testimony, hearings, studies, and investigations; ensuring fair and appropriate utility prices; fostering competition by licensing utility service providers and supervising the competitive bidding process; ensuring utility providers meet various environmental regulations and standards by operating in ways that conserve natural resources and preserve environmental quality; and resolving disputes among consumers and utility service providers.

In addition to its regulatory services, the Commission also conducts outreach via its website, public forums, and various literature in order to educate utility consumers and inform the public.

The agency's FY 2017 proposed budget is presented in the following tables:

FY 2017 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table DH0-2 contains the proposed FY 2017 budget by revenue type compared to the FY 2016 approved budget. It also provides FY 2015 actual data.

Table DH0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change*	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change
GENERAL FUND										
SPECIAL PURPOSE REVENUE FUNDS	12,764	12,729	13,316	587	4.6	80.1	80.5	80.5	0.0	0.0
TOTAL FOR GENERAL FUND	12,764	12,729	13,316	587	4.6	80.1	80.5	80.5	0.0	0.0
FEDERAL RESOURCES										
FEDERAL GRANT FUNDS	443	435	551	116	26.7	2.9	3.1	4.1	1.0	31.9
TOTAL FOR FEDERAL RESOURCES	443	435	551	116	26.7	2.9	3.1	4.1	1.0	31.9
PRIVATE FUNDS										
PRIVATE DONATIONS	15	22	22	0	0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR PRIVATE FUNDS	15	22	22	0	0.0	0.0	0.0	0.0	0.0	N/A
INTRA-DISTRICT FUNDS										
INTRA-DISTRICT FUNDS	55	0	0	0	N/A	0.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS	55	0	0	0	N/A	0.0	0.0	0.0	0.0	N/A
GROSS FUNDS	13,277	13,186	13,889	703	5.3	83.0	83.6	84.6	1.0	1.2

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2017 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2017 Proposed Operating Budget, by Comptroller Source Group

Table DH0-3 contains the proposed FY 2017 budget at the Comptroller Source Group (object class) level compared to the FY 2016 approved budget. It also provides FY 2014 and FY 2015 actual expenditures.

Table DH0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2014	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	5,729	6,393	7,400	7,778	378	5.1
12 - REGULAR PAY - OTHER	903	1,017	1,161	1,206	45	3.8
13 - ADDITIONAL GROSS PAY	19	86	0	0	0	N/A
14 - FRINGE BENEFITS - CURRENT PERSONNEL	1,278	1,429	1,781	1,923	142	8.0
15 - OVERTIME PAY	4	5	0	0	0	N/A
SUBTOTAL PERSONAL SERVICES (PS)	7,933	8,930	10,342	10,907	564	5.5

Table DH0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2014	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Percentage Change*
30 - ENERGY, COMMUNICATION AND BUILDING RENTALS	2	2	3	4	0	8.6
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	78	78	78	79	1	1.5
32 - RENTALS - LAND AND STRUCTURES	2,336	1,855	1,587	1,546	-41	-2.6
40 - OTHER SERVICES AND CHARGES	612	2,096	717	904	187	26.0
41 - CONTRACTUAL SERVICES - OTHER	271	141	192	192	0	0.0
70 - EQUIPMENT AND EQUIPMENT RENTAL	246	141	227	221	-6	-2.7
SUBTOTAL NONPERSONAL SERVICES (NPS)	3,581	4,347	2,844	2,983	139	4.9
GROSS FUNDS	11,514	13,277	13,186	13,889	703	5.3

*Percent change is based on whole dollars.

FY 2017 Proposed Operating Budget and FTEs, by Division/Program and Activity

Table DH0-4 contains the proposed FY 2017 budget by division/program and activity compared to the FY 2016 approved budget. It also provides FY 2015 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table DH0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016
(1000) AGENCY MANAGEMENT								
(1010) PERSONNEL	320	345	515	170	3.8	2.8	2.8	0.0
(1015) TRAINING AND DEVELOPMENT	355	462	465	3	1.1	1.4	1.4	0.0
(1020) CONTRACTING AND PROCUREMENT	309	312	343	32	2.8	3.0	3.2	0.2
(1030) PROPERTY MANAGEMENT	3,876	2,193	2,192	-1	0.5	0.5	0.5	0.0
(1040) INFORMATION TECHNOLOGY	289	398	408	10	1.2	2.4	2.2	-0.2
(1050) FINANCIAL MANAGEMENT	57	60	62	2	0.4	0.4	0.4	0.0
(1060) LEGAL	148	212	217	5	0.7	0.7	0.7	0.0
(1070) FLEET MANAGEMENT	2	3	6	3	0.0	0.0	0.0	0.0
(1080) COMMUNICATIONS	353	368	393	25	3.4	3.8	3.8	0.0
(1085) CUSTOMER SERVICE	314	340	392	52	2.6	3.5	3.8	0.2
(1090) PERFORMANCE MANAGEMENT	44	48	50	2	0.3	0.3	0.3	0.0
SUBTOTAL (1000) AGENCY MANAGEMENT	6,066	4,742	5,045	303	16.9	18.8	19.0	0.2
(100F) AGENCY FINANCIAL OPERATIONS								
(110F) BUDGET OPERATIONS	115	121	128	7	0.8	0.8	0.8	0.0
(120F) ACCOUNTING OPERATIONS	204	222	230	7	1.8	1.8	1.8	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	319	344	358	14	2.6	2.6	2.6	0.0

Table DH0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016	Actual FY 2015	Approved FY 2016	Proposed FY 2017	Change from FY 2016
(2000) PIPELINE SAFETY								
(2010) PIPELINE SAFETY	499	526	723	197	3.0	3.6	5.5	1.8
SUBTOTAL (2000) PIPELINE SAFETY	499	526	723	197	3.0	3.6	5.5	1.8
(3000) UTILITY REGULATION								
(3700) UTILITY REGULATION	6,318	7,482	7,764	282	59.6	57.6	57.4	-0.1
SUBTOTAL (3000) UTILITY REGULATION	6,318	7,482	7,764	282	59.6	57.6	57.4	-0.1
(8000) PUBLIC SERVICE COMMISSION								
(8010) PIPELINE SAFETY-ONE CALL GRANT	75	93	0	-93	1.0	1.0	0.0	-1.0
SUBTOTAL (8000) PUBLIC SERVICE COMMISSION	75	93	0	-93	1.0	1.0	0.0	-1.0
TOTAL PROPOSED OPERATING BUDGET	13,277	13,186	13,889	703	83.0	83.6	84.6	1.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2017 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Program Description

The Public Service Commission operates through the following 4 programs:

Pipeline Safety – conducts inspections of natural gas construction projects, investigates incidents, audits Washington Gas' records, and issues notices of probable violations to ensure compliance with federal and District standards.

Utility Regulation – regulates natural gas, electric, and local telecommunications services to ensure providers offer safe, reliable, and quality services at reasonable rates to District of Columbia residential, business, and government customers.

Agency Management – provides administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

Agency Financial Operations – 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. This program is standard for all agencies using performance-based budgeting.

Program Structure Change

The Public Service Commission has no program structure changes in the FY 2017 proposed budget.

FY 2016 Approved Budget to FY 2017 Proposed Budget, by Revenue Type

Table DH0-5 itemizes the changes by revenue type between the FY 2016 approved budget and the FY 2017 proposed budget. For a more comprehensive explanation of changes, please see the FY 2017 Proposed Budget Changes section, which follows the table.

Table DH0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
FEDERAL GRANT FUNDS: FY 2016 Approved Budget and FTE		435	3.1
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	121	1.0
Decrease: To align budget with projected grant awards	Pipeline Safety	-5	0.0
FEDERAL GRANT FUNDS: FY 2017 Agency Budget Submission		551	4.1
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2017 Mayor's Proposed Budget		551	4.1
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2017 District's Proposed Budget		551	4.1
PRIVATE DONATIONS: FY 2016 Approved Budget and FTE		22	0.0
No Change		0	0.0
PRIVATE DONATIONS: FY 2017 Agency Budget Submission		22	0.0
No Change		0	0.0
PRIVATE DONATIONS: FY 2017 Mayor's Proposed Budget		22	0.0
No Change		0	0.0
PRIVATE DONATIONS: FY 2017 District's Proposed Budget		22	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2016 Approved Budget and FTE		12,729	80.5
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	443	0.0
Increase: To align resources with operational spending goals	Multiple Programs	181	0.0
Decrease: To align Fixed Costs with proposed estimates	Multiple Programs	-37	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2017 Agency Budget Submission		13,316	80.5
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2017 Mayor's Proposed Budget		13,316	80.5
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2017 District's Proposed Budget		13,316	80.5
GROSS FOR DH0 - PUBLIC SERVICE COMMISSION		13,889	84.6

(Change is calculated by whole numbers and numbers may not add up due to rounding)

FY 2017 Proposed Budget Changes

The Public Service Commission's (PSC) proposed FY 2017 gross budget is \$13,889,207, which represents a 5.3 percent increase over its FY 2016 approved gross budget of \$13,186,187. The budget is comprised of \$551,489 in Federal Grant funds, \$22,000 in Private Donations, and \$13,315,718 in Special Purpose Revenue funds.

Agency Budget Submission

Increase: In Federal Grant funds, PSC proposes a net increase of \$121,177 and 1.0 FTE across multiple programs to support projected salary steps, Fringe Benefits, and the position of a Pipeline Safety Engineer. PSC's Federal Grants budget, awarded by the U.S. Department of Transportation, includes the Pipeline Safety grants. These grants are awarded to the District to support pipeline inspections, protection, enforcement, and safety (PIPES).

PSC's Special Purpose Revenue (SPR) funds are derived from assessing utility companies for services provided in the District. The budget proposal includes a net increase of \$443,154 to support projected salary steps and Fringe Benefit costs. Other adjustments include a net increase of \$180,593, which is comprised of \$179,021 in professional services fees for a temporary engineering and audio/visual system for the commission's hearing room and \$1,773 for projected equipment costs, offset by a slight decrease of \$201 in Supplies.

Decrease: In Federal Grant funds, PSC proposes to streamline operational efficiencies within the Pipeline Safety program and to align the budget with projected grant awards. The proposed budget includes a net reduction of \$4,855, which is comprised of decreases of \$8,013 in car lease renewals, \$2,300 in Supplies, and \$2,040 in Telecom services based on estimates from the Office of the Chief Technology Officer (OCTO), partially offset by an increase of \$7,498 in the funding allocations for training and education-related travel. In SPR, PSC proposes a net decrease of \$37,049 which includes a decrease of \$40,543 in lease agreement expenses, partially offset by net increases of \$3,198 in Telecom and \$296 in Energy-related costs

Mayor's Proposed Budget

No Change: The Public Service Commission's budget proposal reflects no change from the agency budget submission to the Mayor's proposed budget.

District's Proposed Budget

No Change: The Public Service Commission's budget proposal reflects no change from the Mayor's proposed budget to the District's proposed budget.

Agency Performance Plan*

Public Service Commission (PSC) has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objectives

1. Ensure safe, reliable, and quality electric, gas, and local telecommunications services.
2. Foster fair and open competition among service providers.
3. Educate consumers and inform the public.
4. Motivate customer and results oriented employees.
5. Create and maintain a highly efficient, transparent, and responsive District government.**

ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget line items. This is further divided into Daily Services, (ex. sanitation disposal), and long term Key Projects that are high profile, onetime and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capitalbased will have several Key Projects.

1. Ensure safe, reliable, and quality electric, gas, and local telecommunications services. (7 Activities)

Activity Title	Activity Description	Type of Activity
Pipeline Inspections	Our pipeline safety inspectors make daily visits to Washington Gas work sites to assure compliance with federal and D.C. safety standards.	Daily Service
One Call Inspections	Our one call inspector makes daily visits to construction sites to assure that contractors avoid utility lines when excavating.	Daily Service
Payphone Inspections	Coin operated payphones are inspected to assure that they are in good working order, available for public use and not used for illegal activities.	Key Project
USDOT Rating	Annual rating by US Department of Transportation of the overall effectiveness of our pipeline safety program.	Key Project
Monitor Construction Projects	Two major utility construction projects will be underway in 2017: the undergrounding of electric power lines (DC PLUG) and the replacement of natural gas pipelines (PROJECT Pipes). Oversight of these projects helps to assure that they will be constructed efficiently, with minimal disruption and with coordination with other projects and District agencies. Monitoring entails review of design drawings to assure prudence and consistency with industry standards, site inspections, participation in Consumer Education activities, and auditing of expenses.	Key Project

(Continued on next page)

1. Ensure safe, reliable, and quality electric, gas, and local telecommunications services. (7 Activities)

Activity Title	Activity Description	Type of Activity
Monitor Compliance with TQSS	Telecommunications Quality of Service Standards (TQRSS) are the indices by which we judge whether telecommunications companies are providing telecom companies are providing safe, reliable and quality service. Recently, the Commission has received complaints regarding service quality of copper facilities. In FY 17, we shall ensure compliance with the rules.	Key Project
MEDSIS	FC 1130, Modernizing the Energy Delivery System for Improved Sustainability, is a docket intending to explore new technologies and concepts that will all more efficient use of the energy delivery system.	Key Project t

2. Foster fair and open competition among service providers. (3 Activities)

Activity Title	Activity Description	Type of Activity
Renewable Portfolio Applications Granted	Increased use of renewable energy sources is the policy of the District of Columbia. The Commission approves applications from persons who generate electricity from solar, wind, biomass and other sources.	Daily Service
DC USTF	Oversee management of the Universal Service Trust Fund, including preparing the annual assessment rate, reviewing Verizon's surcharge calculation and collections, approving an annual budget, and disbursements.	Key Project
Competitive Applications Processed	Energy and telecommunications competitors must be licensed by the Commission. The timely processing of these applications assures a robust competitive environment.	Daily Service

3. Educate consumers and inform the public. (3 Activities)

Activity Title	Activity Description	Type of Activity
Consumer Complaints and Inquiries	When consumers are unable to resolve an issue with a utility supplier, they may come to the Commission to file an informal or formal complaint. Our Consumer Specialists counsel the consumer, contact the utility and mediate a resolution to the issue.	Daily Service
Outreach Events	Our Consumer Specialists attend events at venues throughout the District to inform consumers about their rights regarding utility regulation.	Key Project
Community Hearings	In cases having significant impact on the public (e.g., applications for a rate increase), the Commission conducts Community Hearings at which it presents a summary of the case and invites members of the public to express their views.	Key Project

4. Motivate customer and results oriented employees. (2 Activities)

Activity Title	Activity Description	Type of Activity
Cases Opened	The opening of new cases is a measure of the efficiency of the staff, requiring the establishment of a docket, notification, and establishment of a records management approach for each case.	Daily Service
Number of Orders Issued	The number of Orders issued is a measure of the results oriented efficiency of our staff.	Daily Service

5. Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)**

Activity Title	Activity Description	Type of Activity
Adjudications Completed within 90 days of record close	Adjudications are often complex proceedings involving evidentiary and community hearings. Completion of adjudications within 90 days of the close of the record is a measure of the efficiency of the staff.	Key Project
Percent of Complaints Resolved	Percent of Complaints resolved at an informal level is a measure of agency efficiency.	Key Project

KEY PERFORMANCE INDICATORS

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

1. Ensure Safe, Reliable and Quality Electric Gas and Local Telecommunications Services (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
US Department of Transportation Rating of DC Pipeline Safety Program		96	97	97	98	98

2. Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
Adjudicative Case decisions issued within 90 days of record closure		66%	100%	95%	95%	95%
Percent of Consumer Complaints Resolved at an informal level		98.2%	98.6%	98%	98%	98%
Contracts/Procurement Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget Local funds unspent Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget Local funds unspent	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget Federal Funds returned	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Customer Service Meeting Service Level Agreements	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources Vacancy Rate	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources Employee District residency	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources Employee Onboard Time	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Performance Management Employee Performance Plan Completion	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

***"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.