

# Public Service Commission



## Department Description

The Louisiana Public Service Commission is an independent regulatory agency created in 1921 by Article IV, Section 21 of the Louisiana Constitution. The philosophy of the Public Service Commission is to act impartially and conduct their business openly and fairly with the highest degree of personal and professional dedication, honesty, and integrity. The Commission will remain open to innovation and improvements which are technically and economically sound, and in the public interest. They will evaluate and consider all technical tools to improve the efficiency of the Commission and simplify procedures for utility service providers and the public. The Commission will continue to evaluate its work force and organizational structure to maximize employee productivity, minimize cost, and promote the highest ethical and professional conduct.

For additional information, see:

[Public Service Commission](#)

## Public Service Commission Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	8,489,064	9,722,536	9,722,536	11,268,382	10,242,843	520,307
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 8,489,064</b>	<b>\$ 9,722,536</b>	<b>\$ 9,722,536</b>	<b>\$ 11,268,382</b>	<b>\$ 10,242,843</b>	<b>\$ 520,307</b>



## Public Service Commission Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Expenditures &amp; Request:</b>						
Public Service Commission	\$ 8,489,064	\$ 9,722,536	\$ 9,722,536	\$ 11,268,382	\$ 10,242,843	\$ 520,307
<b>Total Expenditures &amp; Request</b>	\$ 8,489,064	\$ 9,722,536	\$ 9,722,536	\$ 11,268,382	\$ 10,242,843	\$ 520,307
<b>Authorized Full-Time Equivalents:</b>						
Classified	79	79	79	79	79	0
Unclassified	18	18	18	18	18	0
<b>Total FTEs</b>	97	97	97	97	97	0



## 04-158 — Public Service Commission

### Agency Description

The Public Service Commission's mission is to impartially, equitably, and efficiently regulate the rates and services of public utilities and common carriers operating in the State so as to ensure safe, reliable, and reasonably priced services for consumers; a fair rate of return for the regulated utilities and common carriers; and to carry out legislative mandates, such as "Do Not Call" regulations. The goals of the Public Service Commission are as follows:

- Promulgate and enforce reasonable and transparent rules, regulations, and procedures for the fair and efficient regulation of public utilities and common carriers, and for carrying out constitutional and legislative mandates in the State of Louisiana.
- Continue to work with jurisdictional utilities, private industries and consumer groups to establish competitive, innovative, equitable rates for customers in an effort to grow and attract new business while preserving fair, affordable rates.
- Provide thorough and specific training to ensure PSC-wide knowledge of substantive laws, regulations, and policies pertinent to Public Service Commission regulation and proceedings.
- Facilitate advanced, innovative, economic and prudent utility infrastructure investment consistent with environmentally, technologically and economically sound practices for the benefit of Louisiana citizens and businesses.
- Modernize business applications to allow user-friendly access to Public Service Commission information and records.
- Educate consumers on issues relating to public utility, common carrier, and "Do Not Call" regulations.
- Provide compliance oversight to protect consumers and the public interest; take fair and appropriate action to address instances of non-compliance.
- Expedite resolution of disputes between consumers and utilities.
- The agency is fully committed to ensuring full compliance with all human resources policies that provide assistance and support to females and families. All policies are monitored for compliance with state and federal rules and regulations. Initiatives that are presently utilized are:
  - Availability of flexible work schedules and work hours for employees.
  - Accessibility to a pool of annual leave that may be used by eligible employees who cannot work due to the catastrophic illness or injury of themselves or an eligible family member, when the employee has insufficient paid leave to cover the crisis period.
  - In accordance with federal law, the Department supports the Family and Medical Leave Act ("FMLA") and upholds practices within those guidelines, supporting employees and families.
  - Continuing to develop human resource policies to ensure that management and employees are kept abreast of human resource issues.



For additional information, see:

[Public Service Commission](#)

## Public Service Commission Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	8,489,064	9,722,536	9,722,536	11,268,382	10,242,843	520,307
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 8,489,064</b>	<b>\$ 9,722,536</b>	<b>\$ 9,722,536</b>	<b>\$ 11,268,382</b>	<b>\$ 10,242,843</b>	<b>\$ 520,307</b>
<b>Expenditures &amp; Request:</b>						
Administrative	\$ 3,282,692	\$ 3,923,547	\$ 3,923,547	\$ 4,662,384	\$ 4,149,198	\$ 225,651
Support Services	2,077,873	2,283,955	2,283,955	2,846,053	2,478,208	194,253
Motor Carrier Registration	615,205	628,641	628,641	665,509	648,339	19,698
District Offices	2,513,294	2,886,393	2,886,393	3,094,436	2,967,098	80,705
<b>Total Expenditures &amp; Request</b>	<b>\$ 8,489,064</b>	<b>\$ 9,722,536</b>	<b>\$ 9,722,536</b>	<b>\$ 11,268,382</b>	<b>\$ 10,242,843</b>	<b>\$ 520,307</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	79	79	79	79	79	0
Unclassified	18	18	18	18	18	0
<b>Total FTEs</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>97</b>	<b>0</b>



## 158\_1000 — Administrative

Program Authorization: Constitution of State of Louisiana, Article IV, Section 21, Revised Statutes 36:721 and 722, 45:844.1 et seq.

### Program Description

The mission of the Administrative Program is to provide executive leadership, fiscal, legal, information technology and general support functions, and the oversight necessary for efficient operation of the Commission resulting in achievement of the department's overall mission of regulating public utilities and common carriers.

The goals of the Administrative Program are to: effectively manage and provide necessary administrative and operational support to all programs of the Commission through policy development, communications, and dissemination of information; to provide legal services and support to all programs to ensure that all matters are processed through the Commission in a timely manner; ensure fiscal reliability and promote the use of technology to improve efficiency and effectiveness; and seek to ensure that Do Not Call consumer problems, issues, and complaints are sufficiently monitored and addressed efficiently.

The Administrative Program includes the following activities:

**Executive:** Directs all operations of the Public Service Commission except those performed in District Offices, which are under the supervision of the five elected Commissioners. The Commission currently regulates 1500+ public utilities and common carriers. The executive division ensures the efficient and accountable operation of all activities within the department by providing the highest quality of leadership, professionalism and oversight necessary to remain on the forefront of utility, common carrier and Do Not Call regulation. At the same time, the role of the executive division includes monitoring, analysis and management of state and federal legislation in regard to energy, utilities, climate change, common carriers, fiscal matters and any other pertinent issues. Additionally, the executive division's expertise and leadership provides advice and counsel as well as provides any other necessary and/or requested support to the Commissioners.

**Office of the Executive Counsel (OEC):** Includes the Legal Division, serves as the legal representative of the Commission at all levels, including all matters before the Commission, as well as, in the Judicial System before the 19<sup>th</sup> Judicial Court, other state courts, and other state and federal regulatory bodies, to ensure the Commission fulfills its constitutionally mandated duties. In this role, the Legal Division represents the Commission as counsel of record in all docketed cases before the Commission, including complaints against regulated companies, Commission investigations, rate cases and proceedings and rulemaking proceedings. The OGC also advises the Commission in areas of administrative law, civil service regulations, public records and open meeting laws, governmental ethics issues and any other legal issues that may arise during the course of agency operations. Staff is responsible for accurate and orderly processing of all formal proceedings that are acted upon by the Commission, including the drafting of Commission Orders which formalize Commission decisions. The division investigates and issues discovery regarding complaints and applications; prosecutes regulated entities for violating orders, rules, and regulations; develops regulatory plans; and assists in the determination of earnings for regulated entities. Staff initiates and issues recommendations and proposals in rulemaking dockets which ultimately result in regulations applicable to regulated entities. The OGC represents the Commission in prosecuting the violators of the Do Not Call solicitation program and violations of any other constitutional or legislatively delegated program.

**Management & Finance:** Responsible for providing services necessary to the overall operation of the Commission. In addition, this activity holds:

- The Fiscal Accounting and Office Services Section: Fiscal successfully manages accounts payable and receivable, revenue collection and classification of approximately \$10 million annually; accountable for property control, fleet management program, supplies, inventory, and the safety program. Staff is responsible for managing the department's appropriation by compiling the necessary information for budget development, budget projections, and monitoring budget changes through expenditures, revenue collections, legislation, and mid-year budget adjustments.
- The Human Resources Section: Provides a positive service experience for the Public Service Commission through the management of all personnel matters, in compliance with Civil Service Rules and applicable State and Federal laws.
- The Information Technology Section: Provides exceptional end user support, delivers high quality custom applications and solutions while maintaining an innovative, reliable and secure computing environment.

Do Not Call: Act 40 of the 2001 Regular Session placed into law (R.S. 45:844, 11-15), the Telephone Solicitation Relief Act of 2001 which recognized that becoming a residential telephone subscriber should not undermine or lessen a person's right of privacy and found that there was a compelling state interest to protect the privacy of such subscribers who wish to avoid unsolicited and unwanted telephone solicitations. As a result, the "Do Not Call General Order" was developed to provide the rules and regulations necessary to implement this program activity, and as of January 1, 2002, the Do Not Call Program has been providing this protection for our residents at no cost. A telemarketer that operates in violation can be made to pay significant penalties. Enforcement investigations of complaints are conducted using all available resources. Staff are trained, knowledgeable, and able to respond to questions regarding not only Do Not Call issues but the frequently related subjects of fraud and identity theft, debt collection and market research. In time of emergency, the Do Not Call General Order authorized the capability to suspend all telephonic solicitations. This action can be crucial when phone lines are compromised and resources must be reserved for vital emergency response communications.

## Administrative Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	3,282,692	3,923,547	3,923,547	4,662,384	4,149,198	225,651
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 3,282,692</b>	<b>\$ 3,923,547</b>	<b>\$ 3,923,547</b>	<b>\$ 4,662,384</b>	<b>\$ 4,149,198</b>	<b>\$ 225,651</b>
<b>Expenditures &amp; Request:</b>						
Personal Services	\$ 2,583,112	\$ 3,033,641	\$ 3,033,641	\$ 3,806,492	\$ 3,294,080	\$ 260,439



### Administrative Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
Total Operating Expenses	86,949	103,021	103,021	103,021	103,021	0
Total Professional Services	0	5,000	5,000	5,000	5,000	0
Total Other Charges	572,194	710,985	710,985	727,741	726,967	15,982
Total Acq&Major Repairs	40,437	70,900	70,900	20,130	20,130	(50,770)
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 3,282,692</b>	<b>\$ 3,923,547</b>	<b>\$ 3,923,547</b>	<b>\$ 4,662,384</b>	<b>\$ 4,149,198</b>	<b>\$ 225,651</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	30	30	30	30	30	0
Unclassified	3	3	3	3	3	0
<b>Total FTEs</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>0</b>

### Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers, contract carriers, and public utilities. Statutory Dedications are funded by the Telephonic Solicitation Relief Fund (R.S. 45:844.14) and the Utility and Carrier Inspection and Supervision Fund (R.S. 45:1177(A)). Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering the program. (Per R.S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedication Fund.)

### Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
Utility and Carrier Inspection/ Supervision Fund	\$ 3,051,031	\$ 3,674,444	\$ 3,674,444	\$ 4,423,281	\$ 3,910,095	\$ 235,651
Telephonic Solicitation Relief Fund	231,661	249,103	249,103	239,103	239,103	(10,000)

### Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 3,923,547	33	Existing Oper Budget as of 12/01/19
<b>Statewide Major Financial Changes:</b>			
0	55,139	0	Market Rate Classified



## Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	153,458	0	Related Benefits Base Adjustment
0	(11,410)	0	Retirement Rate Adjustment
0	4,969	0	Group Insurance Rate Adjustment for Active Employees
0	5,664	0	Group Insurance Rate Adjustment for Retirees
0	178,217	0	Salary Base Adjustment
0	(125,598)	0	Attrition Adjustment
0	20,130	0	Acquisitions & Major Repairs
0	(70,900)	0	Non-Recurring Acquisitions & Major Repairs
0	(2,270)	0	Risk Management
0	14,741	0	Legislative Auditor Fees
0	4,762	0	Rent in State-Owned Buildings
0	343	0	Capitol Park Security
0	(215)	0	UPS Fees
0	(774)	0	Civil Service Fees
0	581	0	Office of Technology Services (OTS)
0	1,814	0	Office of State Procurement
<b>Non-Statewide Major Financial Changes:</b>			
			Provides for a reduction out of the Utility and Carrier Inspection/Supervision Fund which supports upgrades to the Security Tracking and Registration System (STAR) PSC Case Management and Power Outage Mapping Application contracts. As upgrades are completed, the budget request is reduced for these contracts. \$25,000 is recommended for FY21 for these contracts.
0	(3,000)	0	
\$ 0	\$ 4,149,198	33	<b>Recommended FY 2020-2021</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 4,149,198	33	<b>Base Proposed Budget FY 2020-2021</b>
\$ 0	\$ 4,149,198	33	<b>Grand Total Recommended</b>

## Professional Services

Amount	Description
\$5,000	Miscellaneous legal services
<b>\$5,000</b>	<b>TOTAL PROFESSIONAL SERVICES</b>



## Other Charges

Amount	Description
	<b>Other Charges:</b>
\$4,000	Services for system maintenance and support. Galvez Building equipment move to Natchez Conference Center assigned to the Public Service Commission.
\$34,700	MCI contract - Do Not Call Program - contract for automated telephone subscriber registration in Louisiana. Do Not Call Solicitation Program per Act 40 of the Regular Session of 2001. The Do Not Call Program was designed to reduce the number of unwanted telephone solicitation calls to residential telephone subscribers.
\$25,000	Power Outage Mapping Contract - This system allows agency to import forecasted storm tracks and perform data queries to efficiently identify electric power provider and/or operational status during storm events and through the recovery phase. The system also manages data associated with carrier service outage and restoration.
<b>\$63,700</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$15,281	Civil Service - administrative cost for personnel services
\$35,659	DOA - Office Technology Services
\$4,664	DOA - Office of State Procurement
\$2,000	DOA - State Printing
\$9,800	DEQ - EBRPSO Security Cost Allocation
\$26,715	Legislative Auditor Fees
\$5,300	Office of State Mail
\$63,331	Office of Telecommunications for telephone services
\$410,981	Rent In state Owned Buildings
\$45,045	Risk Management
\$40,410	Capitol Park Security
\$4,081	Uniform Payroll System
<b>\$663,267</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$726,967</b>	<b>TOTAL OTHER CHARGES</b>

## Acquisitions and Major Repairs

Amount	Description
\$20,130	Replacement of computer equipment, law library/reference materials and office equipment.
<b>\$20,130</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>

## Performance Information

- (KEY) Through the Executive activity, to provide the leadership and oversight necessary to efficiently and effectively achieve the objectives established for all department programs.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

### Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of program objectives achieved (LAPAS CODE - 10209)	91.0%	91.7%	91.0%	91.0%	91.0%	91.0%
K	Percentage of outage reports and outage maps provided to the GOHSEP by established deadlines or as required (LAPAS CODE - 23469)	100%	100%	100%	100%	100%	100%
S	Number of days activated/mandated (LAPAS CODE - 23470)	0	2	0	0	0	0
This indicator will only show a value if agency is activated/mandated by GOHSEP							
S	Number of days reports submitted timely (LAPAS CODE - 23471)	Not Applicable	2	0	0	0	0

## 2. (KEY) Through the Management and Finance activity, ensures fiscal reliability, and maximize human resource assets to Department in accordance with state regulations and prevent audit findings.

State Outcome Goals: Transparent, Accountable and Effective Government, Advances Commission wide goals

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable



**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of annual premium credit from ORM (LAPAS CODE - 23473)	4.8%	4.7%	4.8%	4.8%	4.8%	4.8%
S	Savings resulting from annual premium credit (LAPAS CODE - 24316)	\$ 2,635	\$ 2,177	\$ 2,177	\$ 2,177	\$ 2,177	\$ 2,177
This indicator will reflect actual yearend savings.							
S	Number of repeat reportable audit findings (LAPAS CODE - 23474)	0	0	0	0	0	0
S	Number of repeat reportable Civil Service audit findings (LAPAS CODE - 23475)	0	0	0	0	0	0
K	Percentage of requests for software development scheduled within 5 business days (LAPAS CODE - 23476)	100%	100%	100%	100%	100%	100%
K	Percentage of helpdesk requests completed within 2 business days (LAPAS CODE - 23477)	100.0%	95.1%	100.0%	100.0%	100.0%	100.0%
S	Number of software development requests (LAPAS CODE - 23478)	15	3	10	10	8	8
S	Number of helpdesk requests received (LAPAS CODE - 23479)	700	515	700	700	600	600

**3. (KEY) Through the Office of Executive Counsel activity, to provide the skilled legal representation to the Commission in a technical legal field, necessary to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner in furtherance of the Commission's constitutional and legislative mandates.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable



## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of Division orders issued within 30 days (LAPAS CODE - 6325)	80%	81%	80%	80%	80%	80%
K	Percentage of rate cases completed one year (LAPAS CODE - 10217)	85%	65%	85%	85%	85%	85%
S	Average length of time to complete rate cases (months) (LAPAS CODE - 675)	10	10	10	10	10	10
K	Average number of days to issue orders (LAPAS CODE - 673)	28	25	28	28	28	28
S	Number of orders issued (LAPAS CODE - 6323)	82	80	70	70	75	75
S	Number of rate cases heard (LAPAS CODE - 6328)	26	20	26	26	22	22

**4. (KEY) Through the Do Not Call activity, By June 30, 2021 achieve a resolution rate of at least 97.5% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.**

State Outcome Goals: Safe and Thriving Children and Families, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Explanatory Note: The Do Not Call Program began January 1, 2002. The program is designed to reduce the number of unwanted telephone solicitation calls to residential telephone subscribers.

**Performance Indicators**

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
S	Number of complaints received (LAPAS CODE - 20672)	73	49	68	68	40	40
S	Number of complaints resolved. (LAPAS CODE - 20673)	72	49	67	67	39	39
S	Average number of days to process complaints. (LAPAS CODE - 20674)	12	6	12	12	6	6
K	Percentage of complaints resolved within 100 business days (LAPAS CODE - 20675)	99%	100%	99%	99%	98%	98%

**Administrative General Performance Information**

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2014-2015	Prior Year Actual FY 2015-2016	Prior Year Actual FY 2016-2017	Prior Year Actual FY 2017-2018	Prior Year Actual FY 2018-2019
Number of registered solicitors (telemarketers) (LAPAS CODE - 13691)	1,883	1,716	1,878	1,615	1,672
Amount of solicitor registration collections (LAPAS CODE - 13692)	\$ 266,900	\$ 254,400	\$ 242,700	\$ 236,400	\$ 231,700
Amount of collections from solicitor violations (LAPAS CODE - 15797)	\$ Not Applicable	\$ 3,000	\$ 1,500	\$ 1,500	\$ 0
Number of registered residential telephone subscribers (LAPAS CODE - 14503)	3,047,938	3,100,346	3,154,224	3,228,617	3,300,629



## 158\_2000 — Support Services

Program Authorization: Constitution of State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721 and 722; 45:1161 et seq; 45:1177 (A)(2) and (3) and (C); 45:1177.1; 45:1180 and 45:1181(A), et seq.

### Program Description

The mission of the Support Services Program is to review, analyze, and investigate rates and charges filed before the Commission with respect to prudence and adequacy of those rates; to manage the progress of adjudicatory proceedings, conduct evidentiary hearings in an impartial, fair, professional and orderly manner; and make rules and recommendations to the Commissioners which are just, and which generate the highest degree of public confidence in the Commission's integrity and fairness.

Goals of the Support Services Program are to ensure that jurisdictional companies' rates are fair and reasonable to the consumer and provide a fair rate of return to the company by providing the Commission with accurate reporting of regulated utility and common carrier companies' financial condition, level of earnings, rate of return, adherence to federal, state, local, and Public Service Commission laws, regulations and guidelines to assist in decision-making responsibilities; and to ensure that all parties to adjudicatory hearings are provided a fair and impartial hearing, orderly progress of the case, a complete record, and a sound decision.

The Support Services Program includes the following activities:

**Utilities** - The State Constitution establishes the Commission's authority to regulate public utilities and common carriers. The Utilities Division, which oversees the Audit Division, is tasked with the implementation of this mandate. The Utilities Division is responsible for the maintenance of all rate schedules and terms of service filings of all regulated utilities and telecommunication service providers, including overall historical records of rates, terms of service, and correspondence filings. It maintains and manages the annual reports, compliance reports, and other reports required to be filed by the utilities and telecommunications service providers subject to Commission authority. It assists and advises other staff members, consumers, and industry representatives on a wide variety of utility related topics which would include Commission initiated or third party requested investigations. It also provides to the public, industry, and governmental agencies statistical data such as utility rate and fee comparisons, fuel and natural gas costs, and utility outages during state declared emergencies, etc. With the assistance of the Audit Division, the Utilities Division examines and audits electric utility fuel adjustments and local distribution gas utility purchases of natural gas. The Audit Division provides the Commission with financial and compliance audit expertise. During the course of conducting its reviews and analyses of rate increase proposals and Rate Stabilization Plan ("RSP") annual filings, the Audit Division determines the accuracy of the regulated companies' overall results of operations, rate base, and rates of return on equity and capital, upon which consumer rates are based. The Audit Division conducts cost of capital studies, as necessary, and issues reports and makes recommendations on utility rates to the Commission, to ensure that consumers pay fair and reasonable rates and regulated utilities are able to earn a reasonable return on their investment. The Audit Division also reviews and analyzes site specific utility rate filings and utility asset management agreements, which impact economic development in the state.

**Administrative Hearings** - The Administrative Hearings Division conducts fair and impartial public evidentiary hearings on complex issues within the Commission's jurisdiction (rates and services of public utilities and motor carriers), creates a public record and transcript of the proceedings, and prepares proposed findings of fact and conclusions of law for consideration by the Commissioners in making final decisions. The utility cases handled by the Division are quite possibly the most complex and financially significant of any cases currently handled by administrative law judges or referees in any Louisiana state agency. The Division handles



cases that (1) have statewide application - affecting citizens, public utilities, trucking companies, industries, and commercial enterprises throughout the state; (2) have significant impact on economic development in the state and Corporate America's perception of the state; (3) are extremely technical, involving testimony presented predominately by expert witnesses; (4) are monetarily significant - resulting in multi-million and billion dollar judgments; and (5) involve constitutionally protected property rights. Through a delegation of authority from the Commissioners, the administrative law judges issue subpoenas, administer oaths, convene status conferences and prehearing conferences, establish procedural schedules, preside over hearings, compel discovery, examine witnesses, make evidentiary rulings, accept testimony and exhibits into evidence, require the filing of memoranda of law and the presentation of oral argument, receive offers of proof, submit written proposed finding of fact and conclusions of law to the Commissioners concerning all final determinations in proceedings, render interlocutory rulings on motions, exceptions and other preliminary matters, and prepare orders. Court reporters record all hearings and Commission Business and Executive Sessions and prepare verbatim transcripts which are made available to the public and utilized in the Commission's decision-making.

### Support Services Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	2,077,873	2,283,955	2,283,955	2,846,053	2,478,208	194,253
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 2,077,873</b>	<b>\$ 2,283,955</b>	<b>\$ 2,283,955</b>	<b>\$ 2,846,053</b>	<b>\$ 2,478,208</b>	<b>\$ 194,253</b>
<b>Expenditures &amp; Request:</b>						
Personal Services	\$ 1,778,670	\$ 1,951,029	\$ 1,951,029	\$ 2,521,807	\$ 2,153,962	\$ 202,933
Total Operating Expenses	49,880	43,871	43,871	43,871	43,871	0
Total Professional Services	0	0	0	0	0	0
Total Other Charges	238,350	252,355	252,355	252,355	252,355	0
Total Acq & Major Repairs	10,973	36,700	36,700	28,020	28,020	(8,680)
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 2,077,873</b>	<b>\$ 2,283,955</b>	<b>\$ 2,283,955</b>	<b>\$ 2,846,053</b>	<b>\$ 2,478,208</b>	<b>\$ 194,253</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	21	21	21	21	21	0
Unclassified	0	0	0	0	0	0
<b>Total FTEs</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>0</b>



## Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by public utilities. Statutory Dedications are funded by the Utility and Carrier Inspection and Supervision Fund (R.S. 45:1177(A)). (Per R.S. 39.32 B(8), see table below for a listing of expenditures out of each Statutory Dedicated Fund.)

## Support Services Statutory Dedications

Fund	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
Utility and Carrier Inspection/ Supervision Fund	\$ 2,077,873	\$ 2,283,955	\$ 2,283,955	\$ 2,846,053	\$ 2,478,208	\$ 194,253

## Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	<b>Mid-Year Adjustments (BA-7s):</b>
\$ 0	\$ 2,283,955	21	<b>Existing Oper Budget as of 12/01/19</b>
<b>Statewide Major Financial Changes:</b>			
\$ 0	\$ 39,460	0	Market Rate Classified
\$ 0	\$ 115,279	0	Related Benefits Base Adjustment
\$ 0	\$ (7,969)	0	Retirement Rate Adjustment
\$ 0	\$ 4,579	0	Group Insurance Rate Adjustment for Active Employees
\$ 0	\$ 4,620	0	Group Insurance Rate Adjustment for Retirees
\$ 0	\$ 130,035	0	Salary Base Adjustment
\$ 0	\$ (83,071)	0	Attrition Adjustment
\$ 0	\$ 28,020	0	Acquisitions & Major Repairs
\$ 0	\$ (36,700)	0	Non-Recurring Acquisitions & Major Repairs
<b>Non-Statewide Major Financial Changes:</b>			
\$ 0	\$ 2,478,208	21	<b>Recommended FY 2020-2021</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 2,478,208	21	<b>Base Proposed Budget FY 2020-2021</b>
\$ 0	\$ 2,478,208	21	<b>Grand Total Recommended</b>



### Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services

### Other Charges

Amount	Description
	<b>Other Charges:</b>
\$9,250	I.T. Contract and services for System Maintenance - Services for system maintenance and support. Galvez Building equipment move to Natchez Conference Center assigned to the Public Service Commission.
<b>\$9,250</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$3,350	Office of State Mail
\$2,700	Office of Computing Services
\$17,360	Office of Telecommunications for telephone services
\$219,695	Rent In-state owned Buildings
<b>\$243,105</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$252,355</b>	<b>TOTAL OTHER CHARGES</b>

### Acquisitions and Major Repairs

Amount	Description
\$28,020	Replacement of IT equipment, office furniture, scanner, and reference materials
<b>\$28,020</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>

### Performance Information

- (KEY) Through the Utilities activity, generate \$105 million in direct and indirect savings to utilities rate payers through prudent review of existing and proposed rate schedules by Fiscal Year 2020-2021.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable



**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Direct savings to rate payers ( millions) (LAPAS CODE - 695)	\$ 50.00	\$ 201.02	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Direct savings result from reduction orders for existing rates recommended by the program and ordered by the Public Service Commission ("Commission") or any refunds to ratepayers.							
K	Indirect savings to rate payers (millions) (LAPAS CODE - 694)	\$ 5.00	\$ 14.42	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00
Indirect Savings are monies ratepayers will not have to pay as a result of some action of the Commission. For example, requested rate increases denied by the Commssion based upon recommendations by the program.							
S	Number of utility rate filings (LAPAS CODE - 10225)	12	6	20	20	15	15

**2. (KEY) Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable



**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of recommendations issued within 120 days (LAPAS CODE - 11668)	98.0%	100.0%	98.0%	98.0%	98.0%	98.0%
S	Average length of time to issue proposed recommendation (LAPAS CODE - 11671)	45.0	4.8	45.0	45.0	20.0	20.0
S	Number of cases heard (LAPAS CODE - 11677)	175	111	175	175	150	150
S	Number of recommendations issued (LAPAS CODE - 20689)	175	151	175	175	175	175

**3. (KEY) Through the Administrative Hearings activity, ensure that at least 95% of Public Service Commission orders assigned to division will be issued within 30 days of the adoption.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of Division orders issued within 30 days (LAPAS CODE - 23480)	95%	100%	95%	95%	95%	95%
S	Average number of days to issue orders (LAPAS CODE - 23481)	20	3	20	20	10	10
S	Number of orders issued (LAPAS CODE - 23482)	175	149	175	175	175	175



## 158\_3000 — Motor Carrier Registration

Program Authorization: Constitution of the State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721 and 722; 45:161 et seq

### Program Description

The mission of the Motor Carrier Program is to provide fair and impartial regulations of intrastate common and contract carriers offering services for hire.

Goals of the Motor Carrier Program are to administer the rules and orders of the Commission to assure the public of safe and dependable transportation services, to have more effective enforcement activities to improve carrier compliance with regulatory requirements; thus, protecting the consumer and carriers against unjust, unreasonable, and discriminatory rates and charges.

The Motor Carrier activity fulfills its constitutional and statutory mandates by providing fair and impartial regulation of intrastate common and contract common carriers offering services for hire. The Program administers and enforces the rules and orders of the Commission and the laws of Louisiana to assure the public safe, dependable and reasonably priced transportation services provided by the carriers of household goods, waste, passengers, pipelines, and by the providers of non-consensual towing and recovery. The Division regulates approximately 925 common carriers statewide. Staff receives and processes applications for authority. By statute, carriers of waste must apply to the commission for authority and prove fitness in a hearing. Waste applicants are assisted with their application and the hearing process. If the waste applicant proves fitness and the authority is granted, the applicant is assisted with the registration process. All other applicants, which includes carriers of household goods, passengers, saltwater, and pipelines and providers of non-consensual towing and recovery, are required to receive Staff approval for the issuance of authority, and are assisted with the registration process. Staff maintains insurance filings on all certificated carriers verifying that said carriers have continuously effective insurance coverage as required by law. Staff receives and reviews Annual Reports from all certificated carriers assuring that said carriers are financially viable and able to provide the services to the public for which they were granted authority. Staff receives and reviews request for pipeline rate increases assuring that said pipelines charge rates that are just and reasonable, and not unreasonably discriminatory, for services offered under the same or similar circumstances. Enforcement includes audits of licensed waste disposal sites and the investigation of consumer and motor carrier complaints. Citations are issued to carriers and shippers when it is determined that the rules of the Commission and the laws of Louisiana have been violated. The Program provides an ongoing review of all motor carrier and pipeline regulations through the Commission's rulemaking process to continually meet the needs of the public, including regulated carriers.

### Motor Carrier Registration Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	615,205	628,641	628,641	665,509	648,339	19,698
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 615,205</b>	<b>\$ 628,641</b>	<b>\$ 628,641</b>	<b>\$ 665,509</b>	<b>\$ 648,339</b>	<b>\$ 19,698</b>
<b>Expenditures &amp; Request:</b>						
Personal Services	\$ 463,113	\$ 458,015	\$ 458,015	\$ 503,343	\$ 486,173	\$ 28,158
Total Operating Expenses	20,390	26,315	26,315	26,315	26,315	0
Total Professional Services	0	0	0	0	0	0
Total Other Charges	124,321	126,911	126,911	126,911	126,911	0
Total Acq & Major Repairs	7,381	17,400	17,400	8,940	8,940	(8,460)
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 615,205</b>	<b>\$ 628,641</b>	<b>\$ 628,641</b>	<b>\$ 665,509</b>	<b>\$ 648,339</b>	<b>\$ 19,698</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	6	6	6	6	6	0
Unclassified	0	0	0	0	0	0
<b>Total FTEs</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>0</b>

### Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers and contract carriers. Statutory Dedications are funded by the Motor Carrier Regulation Fund (R.S. 45:169.1) and the Utility and Carrier Inspection and Supervision Fund (R.S. 45:1177(A)). Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering this program. (Per R.S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedication Fund.)



## Motor Carrier Registration Statutory Dedications

Fund	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
Motor Carrier Regulation Fund	\$ 269,633	\$ 275,000	\$ 275,000	\$ 220,662	\$ 220,662	\$ (54,338)
Utility and Carrier Inspection/ Supervision Fund	345,572	353,641	353,641	444,847	427,677	74,036

## Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	<b>Mid-Year Adjustments (BA-7s):</b>
\$ 0	\$ 628,641	6	<b>Existing Oper Budget as of 12/01/19</b>
			<b>Statewide Major Financial Changes:</b>
0	8,918	0	Market Rate Classified
0	5,031	0	Related Benefits Base Adjustment
0	(1,335)	0	Retirement Rate Adjustment
0	776	0	Group Insurance Rate Adjustment for Active Employees
0	2,085	0	Group Insurance Rate Adjustment for Retirees
0	20,935	0	Salary Base Adjustment
0	(8,252)	0	Attrition Adjustment
0	8,940	0	Acquisitions & Major Repairs
0	(17,400)	0	Non-Recurring Acquisitions & Major Repairs
			<b>Non-Statewide Major Financial Changes:</b>
0	0	0	Means of financing substitution removing \$54,338 from the statutory dedicated Motor Carrier Regulation Fund and increasing the statutory dedicated Utility and Carrier Inspection/Supervision Fund by \$54,338 due to a decrease in fines issued for illegal operations. The decrease in fines causes the Utility and Carrier Inspection/Supervision Fund to be disproportionate in personnel services.
\$ 0	\$ 648,339	6	<b>Recommended FY 2020-2021</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 648,339	6	<b>Base Proposed Budget FY 2020-2021</b>
\$ 0	\$ 648,339	6	<b>Grand Total Recommended</b>



### Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services

### Other Charges

Amount	Description
	<b>Other Charges:</b>
\$25,000	STAR (Store, Track, and Report) Case Management System. Electronic filing of tariffs and applications, electronic routing, and management of dockets, agendas, calendars, hearings, LPSC meetings, digital signatures and fees. The system has been designed to facilitate all aspects of electronic filing from the initial application through the complete life of the filing.
<b>\$25,000</b>	<b>SUB-TOTAL OTHER CHARGES</b>
	<b>Interagency Transfers:</b>
\$1,600	Office of State Mail
\$1,000	DOA - Office of Computing Services
\$7,311	Office of Telecommunications for telephone services
\$92,000	Rent In-state Owned Buildings
<b>\$101,911</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$126,911</b>	<b>TOTAL OTHER CHARGES</b>

### Acquisitions and Major Repairs

Amount	Description
\$8,940	Replacement of IT equipment, office furniture, scanner, and reference materials
<b>\$8,940</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>

### Performance Information

**1. (KEY) Through the Motor Carrier activity, provide timely service by processing 100% of all applications within 5 days of receipt of complete information.**

State Outcome Goals: Diversified Economic Growth, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable



## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of all applications processed within 5 days (LAPAS CODE - 11870)	100%	100%	100%	100%	100%	100%
S	Number of applications received (LAPAS CODE - 11871)	2,300	2,571	2,300	2,300	2,400	2,400
S	Number of registrations processed within 5 days (LAPAS CODE - 20690)	2,300	2,571	2,300	2,300	2,400	2,400

**2. (KEY) Through the Motor Carrier activity, by June 30, 2021 to achieve a resolution rate of at least 90% of complaints received and investigations conducted by the Division within 45 business days of receipt of complete information.**

State Outcome Goals: Diversified Economic Growth, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of complaints & investigations resolved within 45 days (LAPAS CODE - 22575)	90.0%	94.0%	90.0%	90.0%	90.0%	90.0%
S	Number of complaints received (LAPAS CODE - 22576)	100	67	100	100	75	75
S	Number of complaints resolved (LAPAS CODE - 22577)	90	73	90	90	68	68
S	Average number of days to process complaints (LAPAS CODE - 22578)	30.0	27.8	30.0	30.0	30.0	30.0



**3. (KEY) Ensure that at least 95% of Public Service Commission orders assigned to division will be issued within 30 days of adoption.**

State Outcome Goals: Diversified Economic Growth, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

**Performance Indicators**

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of Division orders issued within 30 days (LAPAS CODE - new)	95%	96%	95%	95%	95%	95%
S	Average number of days to issue orders (LAPAS CODE - new)	8	7	8	8	8	8
S	Number of orders issued (LAPAS CODE - 25985)	100	91	100	100	100	100

**4. (KEY) Through the Motor Carrier activity provide timely service by processing 90% of all pipeline rate increase requests within one year of receipt of complete information.**



## Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percentage of pipeline rate requests completed in one year (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	90.0%	90.0%
S	Number of pipeline rate increases received (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	50	50
S	Number of pipeline rate requests completed (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	45	45
S	Average length of time to complete pipeline rate requests (LAPAS CODE - new)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	14	14



## 158\_4000 — District Offices

Program Authorization: Constitution of the State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 36:721; 45:1161 et seq

### Program Description

The mission of the District Offices is to provide accessibility and information to the public on regulation as it applies to the services provided to the consumer.

Goals of the District Offices Program:

- I. Are to provide effective and efficient services to ensure that consumer problems, issues, and complaints are sufficiently monitored and addressed in a timely manner.
- II. Promote fair regulation of the public utilities and common carriers operating in the State of Louisiana.

The PSC currently regulates 1500+ public utilities and common carriers and serves over two million direct users and countless others who benefit indirectly. The regulation of such public utilities is critical to the economic climate and the quality of life for all citizens of Louisiana. The public as well as business and industry has easy access to the services of the PSC via District Offices located strategically across Louisiana. The five elected Commissioners maintain and promote accessibility and information to the public on regulation as it applies to the services provided the consumer. Accessible, effective, and efficient services ensure that consumer problems, issues, and complaints are addressed in a timely manner. The fair, equitable regulation of the public utilities and common carriers and the service to those companies regulated by the PSC is constant. District offices work in concert with the PSC central office to protect the ratepayer as well as to provide services to the citizens and regulated companies while promoting regulatory balances. Regulatory balance begets safe, reliable, service with reasonable, fair rates to the consumer and allows utilities an opportunity to earn a fair rate of return on their investment. For over 100 years, the PSC has regulated public utilities and common carriers in a firm but fair manner to ensure that the regulated community earns a fair rate of return and Louisiana consumers enjoy low rates and high quality service.

### District Offices Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>Means of Financing:</b>						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0



## District Offices Budget Summary

	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
<b>State General Fund by:</b>						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	2,513,294	2,886,393	2,886,393	3,094,436	2,967,098	80,705
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
<b>Total Means of Financing</b>	<b>\$ 2,513,294</b>	<b>\$ 2,886,393</b>	<b>\$ 2,886,393</b>	<b>\$ 3,094,436</b>	<b>\$ 2,967,098</b>	<b>\$ 80,705</b>
<b>Expenditures &amp; Request:</b>						
Personal Services	\$ 2,072,106	\$ 2,432,738	\$ 2,432,738	\$ 2,623,111	\$ 2,495,773	\$ 63,035
Total Operating Expenses	284,059	321,551	321,551	321,551	321,551	0
Total Professional Services	0	0	0	0	0	0
Total Other Charges	121,108	126,604	126,604	135,004	135,004	8,400
Total Acq & Major Repairs	36,021	5,500	5,500	14,770	14,770	9,270
Total Unallotted	0	0	0	0	0	0
<b>Total Expenditures &amp; Request</b>	<b>\$ 2,513,294</b>	<b>\$ 2,886,393</b>	<b>\$ 2,886,393</b>	<b>\$ 3,094,436</b>	<b>\$ 2,967,098</b>	<b>\$ 80,705</b>
<b>Authorized Full-Time Equivalents:</b>						
Classified	22	22	22	22	22	0
Unclassified	15	15	15	15	15	0
<b>Total FTEs</b>	<b>37</b>	<b>37</b>	<b>37</b>	<b>37</b>	<b>37</b>	<b>0</b>

## Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers, contract carriers, and public utilities. Statutory Dedications are funded by the Utility and Carrier Inspection and Supervision Fund (R.S. 45:1177(A)). Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering the program. (Per R.S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedication Fund.)

## District Offices Statutory Dedications

Fund	Prior Year Actuals FY 2018-2019	Enacted FY 2019-2020	Existing Oper Budget as of 12/01/19	Continuation FY 2020-2021	Recommended FY 2020-2021	Total Recommended Over/(Under) EOB
Utility and Carrier Inspection/ Supervision Fund	\$ 2,513,294	\$ 2,886,393	\$ 2,886,393	\$ 3,094,436	\$ 2,967,098	\$ 80,705



### Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	<b>Mid-Year Adjustments (BA-7s):</b>
\$ 0	\$ 2,886,393	37	<b>Existing Oper Budget as of 12/01/19</b>
<b>Statewide Major Financial Changes:</b>			
\$ 0	\$ 27,692	0	Market Rate Classified
\$ 0	\$ 69,200	0	Related Benefits Base Adjustment
\$ 0	\$ (8,256)	0	Retirement Rate Adjustment
\$ 0	\$ 7,477	0	Group Insurance Rate Adjustment for Active Employees
\$ 0	\$ 1,009	0	Group Insurance Rate Adjustment for Retirees
\$ 0	\$ 65,559	0	Salary Base Adjustment
\$ 0	\$ (99,646)	0	Attrition Adjustment
\$ 0	\$ 14,770	0	Acquisitions & Major Repairs
\$ 0	\$ (5,500)	0	Non-Recurring Acquisitions & Major Repairs
<b>Non-Statewide Major Financial Changes:</b>			
			Provides for an increase in the Utility and Carrier Inspection/Supervision Fund to allow audio and video streaming of the Commissioner's business and executive sessions for the general public unable to attend meetings which are held throughout the state. Broadcasts are sent via satellite to all 23 television stations in the state.
\$ 0	\$ 8,400	0	
\$ 0	\$ 2,967,098	37	<b>Recommended FY 2020-2021</b>
\$ 0	\$ 0	0	<b>Less Supplementary Recommendation</b>
\$ 0	\$ 2,967,098	37	<b>Base Proposed Budget FY 2020-2021</b>
\$ 0	\$ 2,967,098	37	<b>Grand Total Recommended</b>

### Professional Services

Amount	Description
	This program does not have funding for Professional Services

### Other Charges

Amount	Description
	<b>Other Charges:</b>
\$23,400	Broadcast of the Commissioner's Business and Executive Sessions for the general public unable to attend meetings.
<b>\$23,400</b>	<b>SUB-TOTAL OTHER CHARGES</b>



## Other Charges (Continued)

Amount	Description
	<b>Interagency Transfers:</b>
\$3,264	DOA - Office of Computing Services
\$33,500	Office of Telecommunications for telephone services
\$74,840	Rent In-state Owned Buildings
<b>\$111,604</b>	<b>SUB-TOTAL INTERAGENCY TRANSFERS</b>
<b>\$135,004</b>	<b>TOTAL OTHER CHARGES</b>

## Acquisitions and Major Repairs

Amount	Description
\$14,770	'Replacement of IT equipment, office furniture, and shredder.
<b>\$14,770</b>	<b>TOTAL ACQUISITIONS AND MAJOR REPAIRS</b>

## Performance Information

- (KEY) Through the District Office activity, to ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within forty-five (45) business days of formal notification to the utility.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

**Performance Indicators**

Level	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Percent of complaints resolved within 45 business days (LAPAS CODE - 14639)	95.0%	94.3%	95.0%	95.0%	95.0%	95.0%
S	Total number of complaints received (LAPAS CODE - 718)	7,200	6,014	7,200	7,200	6,667	6,667
S	Number of complaints in District 1 (LAPAS CODE - 6350)	2,050	1,361	2,050	2,050	2,050	2,050
S	Number of complaints in District 2 (LAPAS CODE - 6351)	900	1,138	975	975	1,050	1,050
S	Number of complaints in District 3 (LAPAS CODE - 6352)	600	551	600	600	600	600
S	Number of complaints in District 4 (LAPAS CODE - 6353)	1,050	1,047	1,050	1,050	1,050	1,050
S	Number of complaints in District 5 (LAPAS CODE - 6354)	2,600	1,917	2,200	2,200	1,917	1,917
S	Average length of time to process complaints in District 1 (in days) (LAPAS CODE - 10234)	6	4	6	6	6	6
S	Average length of time to process complaints in District 2 (in days) (LAPAS CODE - 10235)	6	9	6	6	8	8
S	Average length of time to process complaints in District 3 (in days) (LAPAS CODE - 10236)	15	23	20	20	20	20
S	Average length of time to process complaints in District 4 (in days) (LAPAS CODE - 10237)	7	7	7	7	7	7
S	Average length of time to process complaints in District 5 (in days) (LAPAS CODE - 10238)	5	13	8	8	10	10



**2. (KEY) Through the District Office activity, to maintain a system of regulation of utilities and motor carriers such that no more than two successful legal challenges are made to the orders promulgated by the commission.**

State Outcome Goals: Diversified Economic Growth, Hurricane Protection and Emergency Preparedness, Transportation, Safe and Thriving Children and Families, Natural Resources, Transparent, Accountable and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

**Performance Indicators**

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2018-2019	Actual Yearend Performance FY 2018-2019	Performance Standard as Initially Appropriated FY 2019-2020	Existing Performance Standard FY 2019-2020	Performance At Continuation Budget Level FY 2020-2021	Performance At Proposed Budget Level FY 2020-2021
K	Number of successful legal challenges (LAPAS CODE - 10248)	2	0	2	2	2	2
S	Number of orders promulgated (LAPAS CODE - 10250)	325	320	325	325	325	325

