

215 - Utilities and Transportation Comm

A001 Administration

This activity provides administrative, financial, human resource, and information services to the Utilities and Transportation Commission (UTC).

	FY 2008	FY 2009	Biennial Total
FTE's	10.4	8.4	9.4
GFS	\$0	\$0	\$0
Other	\$1,053,000	\$998,000	\$2,051,000
Total	\$1,053,000	\$998,000	\$2,051,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Provide high-quality services to UTC staff; use agency resources efficiently and effectively; and implement the agency's strategic plan.

Percentage of time the agency website, including records management system, is available to the public				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	99.5%		
	7th Qtr	99.5%		
	6th Qtr	99.5%		
	5th Qtr	99.5%		
	4th Qtr	99.5%		
	3rd Qtr	99.5%		
	2nd Qtr	99.5%		
	1st Qtr	99.5%		
2005-07	8th Qtr	99.5%	99.89%	0.39%
	7th Qtr	99.5%	99.99%	0.49%
	6th Qtr	99.5%	99.29%	(0.21)%
	5th Qtr	99.5%	100%	0.5%
	4th Qtr	99.5%	100%	0.5%
	3rd Qtr	99.5%	99.9%	0.4%
	2nd Qtr	99.5%	99.7%	0.2%
	1st Qtr	99.5%	100%	0.5%
<i>Not measured in 2001-2003.</i>				

A002 Agency Commissioners

Three commissioners regulate private utility and transportation businesses in the public interest by reviewing company filings, making decisions on contested matters, adopting rules for regulated industries, and advocating Washington's interests before national and regional forums. The commission is an administrative, quasi-judicial, and quasi-legislative state agency. The commission decides matters including rule making; changes to company rates, terms, or conditions for service (tariff revisions); and requests by companies to take action, such as transferring property, issuing securities, or changing accounting practices. Issues involving substantial disagreements or affecting substantial legal rights become formal, adjudicated legal proceedings under the Administrative Procedures Act, RCW 34.05.

	FY 2008	FY 2009	Biennial Total
FTE's	7.9	7.8	7.9
GFS	\$0	\$0	\$0
Other	\$1,100,000	\$1,114,000	\$2,214,000
Total	\$1,100,000	\$1,114,000	\$2,214,000

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

Percent of UTC decisions in non-consent cases appealed and upheld.				
Biennium	Period	Target	Actual	Variance
2007-09	6th Qtr	95%		
	2nd Qtr	95%		
2005-07	6th Qtr	95%	0%	(95)%
	2nd Qtr	95%	91%	(4)%
<i>Based on calendar year.</i>				
<i>Not measured in 2001-2003.</i>				

A003 Pipeline Safety

Washington is one of five states granted inspection authority over interstate hazardous liquid and natural gas pipelines by the federal government. The UTC inspects interstate and intrastate pipelines to ensure they are constructed and operate in accordance with state and federal statute and regulation; audits company practices; investigates accidents; reviews design and construction of new pipelines; develops pipeline rules and policies to protect Washington citizens, enhance the safe movement of these products, and seek enforcement of regulations where appropriate; and works closely with local governments, community organizations, first responders, and citizens to ensure they are informed of pipeline issues in their communities.

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

	FY 2008	FY 2009	Biennial Total
FTE's	20.4	20.2	20.3
GFS	\$0	\$0	\$0
Other	\$2,670,000	\$2,734,000	\$5,404,000
Total	\$2,670,000	\$2,734,000	\$5,404,000

Statewide Result Area: Improve the safety of people and property
Statewide Strategy: Prevent accidents

Expected Results

Safe operation of pipelines, with no leaks, explosions, damage or injury.

Number of federally-reportable gas and hazardous liquids incidents per 1,000 miles of pipe on a rolling 10-year average.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	126		
	4th Qtr	0	130	130
2003-05	8th Qtr	0	135	135

Number of gas and hazardous liquids incidents per hundred miles of pipe.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	0.32		
	4th Qtr	0.32		
	3rd Qtr	0	0.11	0.11

A004 Public Counsel

The Public Counsel Section of the Office of the Attorney General is responsible for representing the interests of residential and small commercial customers in electric, gas, and telecommunications proceedings before the UTC and state courts. Although Public Counsel is funded through the UTC budget, it is a branch of the Attorney General and thus, is independent of the commission.

	FY 2008	FY 2009	Biennial Total
FTE's	0.0	0.0	0.0
GFS	\$0	\$0	\$0
Other	\$961,000	\$961,000	\$1,922,000
Total	\$961,000	\$961,000	\$1,922,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

Statewide Strategy: Provide consumer protection

Expected Results

Effective representation of residential and small commercial rate payers before the Commission.

Percentage of dollars or funding that financially supports Public Counsel activity.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	100%		
	4th Qtr	100%		
2005-07	8th Qtr	100%	100%	0%
	4th Qtr	100%	100%	0%

Note: Measure would need to be reported in the Attorney General Activity Report.

A005 Railroad Safety

The commission provides for public and railroad employee safety by implementing engineering, compliance, and education programs that reduce deaths, injuries, and property damage on or around railroads. Inspectors work with local road authorities, the Washington State Department of Transportation, railroad companies, and the public to ensure that railroad/highway crossings and warning devices are designed, built, maintained, altered, and closed in the safest possible manner. Inspectors enforce laws and rules to ensure the safety of hazardous materials handling, track structures, operating practices, signals, clearances, and walkways. Trespassing and crossing accidents and derailments are investigated to identify rule violations and general safety problems. Staff participate in Operation Lifesaver, a national program to inform the public about rail safety issues.

	FY 2008	FY 2009	Biennial Total
FTE's	12.6	12.6	12.6
GFS	\$0	\$0	\$0
Other	\$1,690,000	\$1,482,000	\$3,172,000
Total	\$1,690,000	\$1,482,000	\$3,172,000

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents

Expected Results

Citizens are safe from injury, accident, and property damage involving railroads.

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

Number of crossing collisions per million train miles.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	4		
	4th Qtr	4		
2005-07	8th Qtr	4	4.46	0.46
	4th Qtr	4	4.06	0.06
2003-05	8th Qtr	4	4.72	0.72
	4th Qtr	4	4.31	0.31

Number of trespass collisions per million train miles.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	1.6		
	4th Qtr	1.6		
2005-07	8th Qtr	1.6	1.14	(0.46)
	4th Qtr	1.6	1.62	0.02
2003-05	8th Qtr	1.5	1.81	0.31
	4th Qtr	1	1.22	0.22

A006 Regulation of Consumer Services

This activity ensures that regulated companies treat consumers fairly and consistently. This is accomplished by mediating disputes between consumers and regulated companies; responding to consumers' questions about service and consumer rights and responsibilities; providing technical assistance to companies to help them improve service delivery and reduce complaint levels; analyzing complaint data for consumer fraud, deception, or abuse; conducting formal investigations into companies that appear to be using unfair, misleading, or deceptive business practices; making recommendations on needed compliance actions or improvements; and monitoring companies after formal action to ensure the commission's directives are met.

	FY 2008	FY 2009	Biennial Total
FTE's	25.2	25.2	25.2
GFS	\$0	\$0	\$0
Other	\$2,433,000	\$2,482,000	\$4,915,000
Total	\$2,433,000	\$2,482,000	\$4,915,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

Average time to close all complaints of 30 days or less.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	28		
	4th Qtr	28		
2005-07	8th Qtr	28	17	(11)
	4th Qtr	28	31	3
2003-05	8th Qtr	0	34	34
	4th Qtr	0	40	40

Number of complaints received per quarter.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	944		
	7th Qtr	944		
	6th Qtr	944		
	5th Qtr	944		
	4th Qtr	944		
	3rd Qtr	944		
	2nd Qtr	944		
	1st Qtr	944		
2005-07	8th Qtr	944	578	(366)
	7th Qtr	944	605	(339)
	6th Qtr	944	559	(385)
	5th Qtr	944	615	(329)
	4th Qtr	944	566	(378)
	3rd Qtr	944	694	(250)
	2nd Qtr	944	606	(338)
	1st Qtr	944	725	(219)

Percentage of customers who indicated they had positive interactions with the Consumer Affairs staff regarding their complaint.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	92%		
	4th Qtr	92%		
2005-07	8th Qtr	92%	91%	(1)%
	4th Qtr	94%	90%	(4)%
2003-05	8th Qtr	0%	92%	92%
	4th Qtr	0%	89%	89%

A007 Regulation of Energy Companies

The regulation of energy companies involves overseeing rates and business practices of investor-owned natural gas and electric utilities to protect consumers, encourage investment, and ensure adequate energy supplies and reliable service. This is done by reviewing tariff changes and contracts of regulated energy companies, reviewing annual reports and other technical information, presenting expert testimony in contested cases before the commission, and adopting and enforcing rules for regulated companies.

	FY 2008	FY 2009	Biennial Total
FTE's	23.4	23.5	23.5
GFS	\$0	\$0	\$0
Other	\$2,612,000	\$2,659,000	\$5,271,000
Total	\$2,612,000	\$2,659,000	\$5,271,000

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Consumers pay fair rates; companies invest to ensure adequate energy supplies and reliable service; and the UTC resolves regulatory issues promptly and fairly.

Averaged frequency of customer outages per customer.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	0.95		
	4th Qtr	0.95		
2005-07	8th Qtr	0.95	1.23	0.28
	4th Qtr	0.95	0.95	0
2003-05	8th Qtr	0.95	0.94	(0.01)
	4th Qtr	0.95	0.9	(0.05)

Every year utilities in Washington report a series of reliability statistics. One of these statistics is the System Average Interruption Frequency Index (SAIFI). This index presents the average number of sustained interruptions or outages per customer. An outage qualifies for the SAIFI index if it lasts longer than five (5) minutes. The statistics presented above are an average of the SAIFI data reported by the three IOUs in Washington weighted by the number of their residential customers.

The average residential electricity rate of Washington investor-owned utilities as a ratio of national average residential electricity rate of investor-owned utilities.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	0.7		
	4th Qtr	0.7		
2005-07	8th Qtr	0.7	0.66	(0.04)
	4th Qtr	0.7	0.66	(0.04)
2003-05	8th Qtr	0.7	0.67	(0.03)
	4th Qtr	0.7	0.67	(0.03)
<p><i>The Edison Electric Institute publishes data on electricity rates across the country. Included in this data are figures for the average residential electricity rate of both Washington investor-owned utilities and all US investor-owned utilities. The number presented above is the Washington rate divided by the National rate.</i></p>				

Washington investor-owned electric utility customer bills as a ratio of national investor-owned electric bills.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	0.91		
	4th Qtr	0.91		
2005-07	8th Qtr	0.91		
	4th Qtr	0.91	0.79	(0.12)
<p><i>Current biennium figures not yet available.</i></p>				

A008 Regulation of Water Companies

The regulation of water companies involves overseeing rates and business practices of regulated water companies. This is accomplished through working with privately-owned water companies and their customers to set fair rates for drinking water; protecting captive water customers from potential abuse by water companies; developing, explaining, and enforcing water rules and policies to protect consumers and encourage investment; reviewing tariff changes of regulated water companies; and working with water companies and the Department of Health's Drinking Water Program to resolve service complaints about water quality and quantity issues.

	FY 2008	FY 2009	Biennial Total
FTE's	2.9	4.9	3.9
GFS	\$0	\$0	\$0
Other	\$287,000	\$287,000	\$574,000
Total	\$287,000	\$287,000	\$574,000

Statewide Strategy: Provide consumer protection

Expected Results

Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies invest to provide high quality water supplies; and regulatory issues are resolved promptly and fairly.

Ratio of closed to opened docket filings per quarter.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
2005-07	8th Qtr	1	0.9	(0.1)
	7th Qtr	1	0.87	(0.13)
	6th Qtr	1	1.28	0.28
	5th Qtr	1	1	0
	4th Qtr	1	0.95	(0.05)
	3rd Qtr	1	0.84	(0.16)
	2nd Qtr	1	1.35	0.35
	1st Qtr	1	0.88	(0.12)
2003-05	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
<i>Not measured in 2001-2003 biennium.</i>				

A009 Solid Waste Companies Licensing, Regulation, and Safety

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

Solid waste regulation involves overseeing rates, service areas, safety, and business practices of regulated solid waste collection companies to ensure reasonable rates and desired services. This includes setting fair rates for the collection of residential and commercial garbage and residential recyclables; resolving billing and service problems; auditing companies; adopting and enforcing laws and rules; participating with counties and cities in the development of comprehensive solid waste management plans; working with collection companies to implement the plans; and collaborating with the Department of Ecology on recycling and the State Solid Waste Management Plan.

	FY 2008	FY 2009	Biennial Total
FTE's	11.7	11.7	11.7
GFS	\$0	\$0	\$0
Other	\$1,386,000	\$1,408,000	\$2,794,000
Total	\$1,386,000	\$1,408,000	\$2,794,000

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Fair rates; safe operations; services that customers and local governments want; financially sound companies; satisfied partners; and prompt and fair resolution of regulatory issues.

Percentage of companies with a current compliance review				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	100%		
	4th Qtr	100%		
2005-07	8th Qtr	100%	98%	(2)%
	4th Qtr	100%	95%	(5)%
2003-05	8th Qtr	100%	94%	(6)%
	4th Qtr	100%	97.3%	(2.7)%
<i>Not measured in 2001-2003 biennium.</i>				

A010 Telecommunication Companies Licensing and Regulation

Regulation of telecommunications companies involves: reviewing tariff changes, contracts, and interconnection agreements; removing regulation as competition increases; monitoring the performance of approximately 20 companies that continue to have a captive customer base; providing leadership on policy and operational issues within the telecommunications industry; working closely with all segments of the telecommunications industry, including other government agencies, federally regulated and unregulated carriers; presenting expert testimony in contested cases; facilitating informal resolution of conflicts in the industry; and, when necessary, participating in formal arbitration and enforcement cases.

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

	FY 2008	FY 2009	Biennial Total
FTE's	20.7	20.6	20.7
GFS	\$160,000	\$0	\$160,000
Other	\$2,344,000	\$2,360,000	\$4,704,000
Total	\$2,504,000	\$2,360,000	\$4,864,000

Statewide Result Area: Improve statewide mobility of people, goods, and services
Statewide Strategy: Enhance mobility system quality and service

Expected Results

Telecommunications services in the state are fairly priced, reliable, and available to all. Telecommunications providers compete for market share. Consumers are protected from unfair business practices. Regulatory issues are resolved efficiently and fairly.

Measure of competition in the telephone industry using the Herfindahl-Hirschman Index, a widely used index of market concentration.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	7,400		
	4th Qtr	7,500		
2005-07	8th Qtr	7,400	7,525	125
	4th Qtr	7,500	7,525	25
2003-05	8th Qtr	7,500	7,538	38
	4th Qtr	7,900	7,981	81

The Hirschman-Herfindahl Index (HHI), is the sum of the squares of the individual market shares of all the participating firms in the relevant market. An HHI under 1,000 indicates an unconcentrated market. An HHI between 1,000 and 1,800 indicates a moderately concentrated market. An HHI over 1,800 indicates a highly concentrated market. An HHI of 10,000 indicates a 100% pure monopoly market.

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

Percentage of interruptions of service restored by reporting companies within 48 hours.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	97.6%		
	4th Qtr	97.6%		
2005-07	8th Qtr	97.6%	97.59%	(0.01)%
	4th Qtr	97.6%	97.59%	(0.01)%
2003-05	8th Qtr	98%	97.63%	(0.37)%
	4th Qtr	98%	98.76%	0.76%

Reported in accordance with WAC 480-120-439(9). Weighted average based on number of access lines in Washington, as reported to the FCC. Merged company reporting consolidated (ATT+TCG) except where separate reporting allowed by commission.

A011 Transportation Companies Licensing, Regulation and Safety

This activity oversees rates, routes, services, safety, and business practices of regulated bus companies, household goods carriers, airporters, low-level radioactive waste disposal sites, and commercial ferries. It includes rulemaking, permitting firms to do business, setting fair rates, resolving billing and service problems, auditing companies, and enforcing laws and rules.

	FY 2008	FY 2009	Biennial Total
FTE's	16.7	16.5	16.6
GFS	\$0	\$0	\$0
Other	\$1,689,000	\$1,614,000	\$3,303,000
Total	\$1,689,000	\$1,614,000	\$3,303,000

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents

Expected Results

Customers pay reasonable rates; service is safe, reliable, and available; and regulated companies get fast, reliable service from the UTC.

Appropriation Period: 2007-09 Activity Version: 2C - 08 Supplemental Enacted Recast

Percentage of companies with a current compliance review.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	85%		
	4th Qtr	85%		
2005-07	8th Qtr	85%	84%	(1)%
	4th Qtr	85%	81%	(4)%
2003-05	8th Qtr	85%	82%	(3)%
	4th Qtr	85%	80%	(5)%

Percentage of motor carriers registering/renewing on-line.				
Biennium	Period	Target	Actual	Variance
2007-09	6th Qtr	60%		
	2nd Qtr	60%		
2005-07	6th Qtr	50%	85%	35%
	2nd Qtr	50%	53%	3%
<i>On-line renewal not available in 2001-2003 biennium.</i>				

Grand Total

	FY 2008	FY 2009	Biennial Total
FTE's	151.9	151.4	151.7
GFS	\$160,000	\$0	\$160,000
Other	\$18,225,000	\$18,099,000	\$36,324,000
Total	\$18,385,000	\$18,099,000	\$36,484,000