

## 215 - Utilities and Transportation Comm

### A003 Pipeline Safety

The UTC operates a federally funded program that reviews the installation and maintenance of pipelines, reducing the public safety threat of natural gas explosions and hazardous-waste spills. Established in 1955, the UTC’s Pipeline Safety Program regulates the safety practices of 28 pipeline companies and conducts safety inspections on more than 24,000 miles of natural gas and hazardous-liquid pipelines in the state. Washington is one of five states that have been granted inspection authority over interstate hazardous liquid and natural gas pipelines by the federal government. Agency inspectors review operations and maintenance procedures, examine records, investigate accidents and guarantee pipelines are built and operated within the framework of state and federal laws. The UTC develops pipeline rules and policies to protect Washington citizens and enhances the safe movement of these fuels. The commission works closely with local governments, neighborhood organizations, first responders and citizens to ensure they are informed of pipeline issues in their communities.

**Program OMN - UTC Omnibus Programs**

Account	FY 2012	FY 2013	Biennial Total
<b>FTE</b>	25.5	25.0	25.3
<b>297 Pipeline Safety Account</b>			
297-1 State	\$1,530,000	\$1,671,000	\$3,201,000
297-2 Federal	\$1,497,000	\$1,351,000	\$2,848,000
<b>297 Account Total</b>	<b>\$3,027,000</b>	<b>\$3,022,000</b>	<b>\$6,049,000</b>

**Statewide Result Area: Improve the safety of people and property**

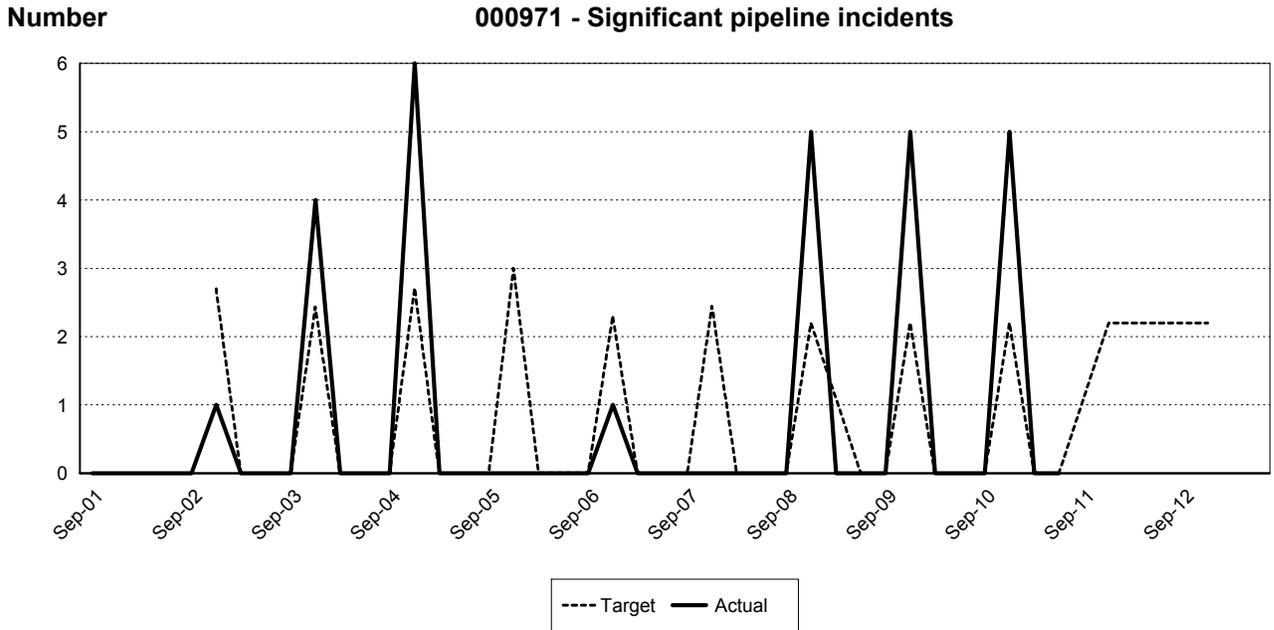
**Statewide Strategy: Prevent accidents**

**Expected Results**

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

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<b>000971 The number of federally reportable, significant pipeline incidents in Washington.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8		
	Q7		
	Q6		2.2
	Q5		
	Q4		
	Q3		
	Q2		2.2
	Q1		
2009-11	Q8	0	0
	Q7	0	0
	Q6	5	2.2
	Q5	0	0
	Q4	0	0
	Q3	0	0
	Q2	5	2.2
	Q1	0	0
2007-09	Q8	0	0
	Q7	0	
	Q6	5	2.2
	Q5	0	0
	Q4	0	0
	Q3	0	0
	Q2	0	2.44
	Q1	0	0



### A005 Railroad Safety

Once known as the Railroad Commission, the UTC’s rail program monitors railroad speeds and inspects public railroad crossings as part of a state effort to ensure that as the Northwest becomes more reliant on high-speed rail, it does not come at the cost of lives. There are about 2,700 public railroad crossings in Washington, all of which are inspected at least once every three years. The commission is responsible for railroad safety, including approving changes to grade crossings and closing or altering existing public rail crossings. The commission also investigates train accidents, approves rail-safety improvement projects and manages Operation Lifesaver, a national rail-safety education program in Washington. In addition, inspectors ensure the safety of hazardous materials riding the railroad tracks.

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**Program OMN - UTC Omnibus Programs**

Account	FY 2012	FY 2013	Biennial Total
FTE	13.9	13.3	13.6
<b>111 Public Service Revolving Account</b>			
111-1 State	\$1,650,000	\$1,660,000	\$3,310,000

**Program TRN - UTC Transportation**

Account	FY 2012	FY 2013	Biennial Total
<b>080 Grade Crossing Protective Account</b>			
080-1 State	\$390,000	\$114,000	\$504,000

**Statewide Result Area: Improve the safety of people and property**

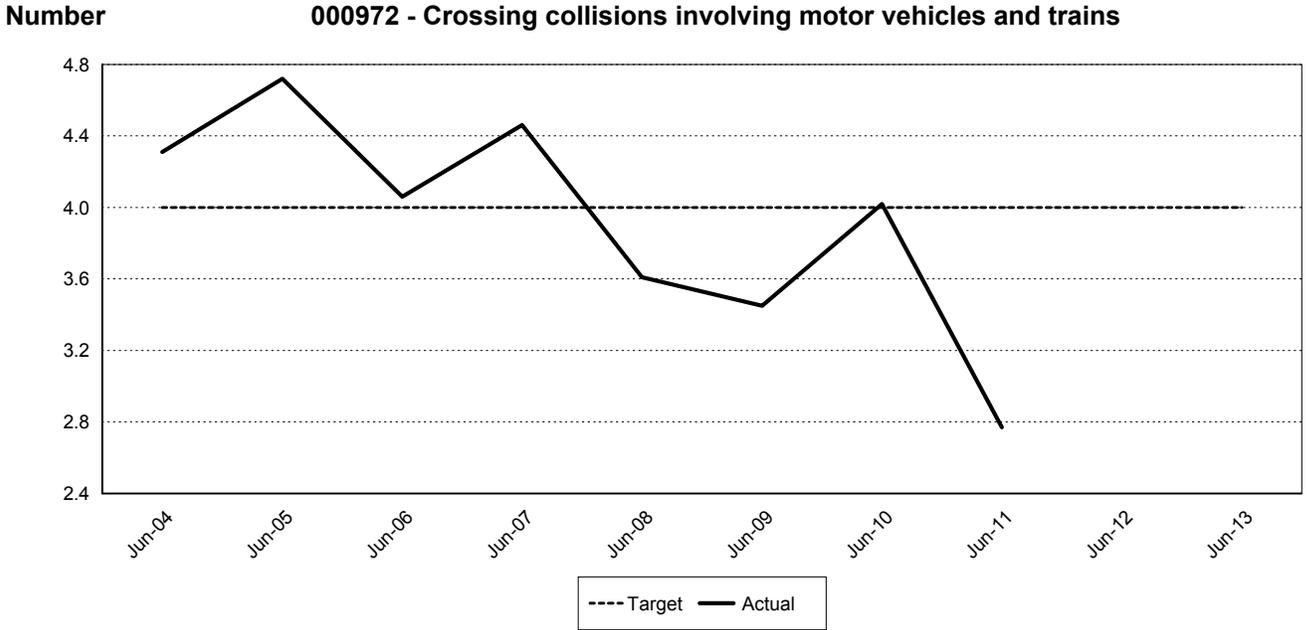
**Statewide Strategy: Prevent accidents**

**Expected Results**

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

000972			
Rate of collisions involving motor vehicles and trains per one million train-miles traveled.			
Biennium	Period	Actual	Target
2011-13	A3		4
	A2		4
2009-11	A3	2.77	4
	A2	4.02	4
2007-09	A3	3.45	4
	A2	3.61	4

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**A006 Regulation of Consumer Services**

The UTC serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service while setting rates that are fair, just, reasonable and sufficient. Each year the UTC’s staff of consumer specialists field about 14,000 calls from state residents with questions concerning utility bills, repair problems or service outages. The UTC staff is trained to investigate and resolve disputes between utilities and the company’s customers. If, after an investigation, consumer staff determine a company exhibits a pattern of behavior that is fraudulent, misleading, deceptive or generally harmful to consumers, they may recommend the UTC issue a complaint against the company. Complaints may be resolved either through negotiations or after due process involving a public hearing. In either situation, the UTC must rule on the case by issuing an order. Consumer Protection staff saved consumers more than \$325,000 in 2010 through customer refunds and credits.

*Program OMN - UTC Omnibus Programs*

Account	FY 2012	FY 2013	Biennial Total
<b>FTE</b>	21.3	20.4	20.9
<b>111 Public Service Revolving Account</b>			
111-1 State	\$2,608,000	\$2,631,000	\$5,239,000

**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.

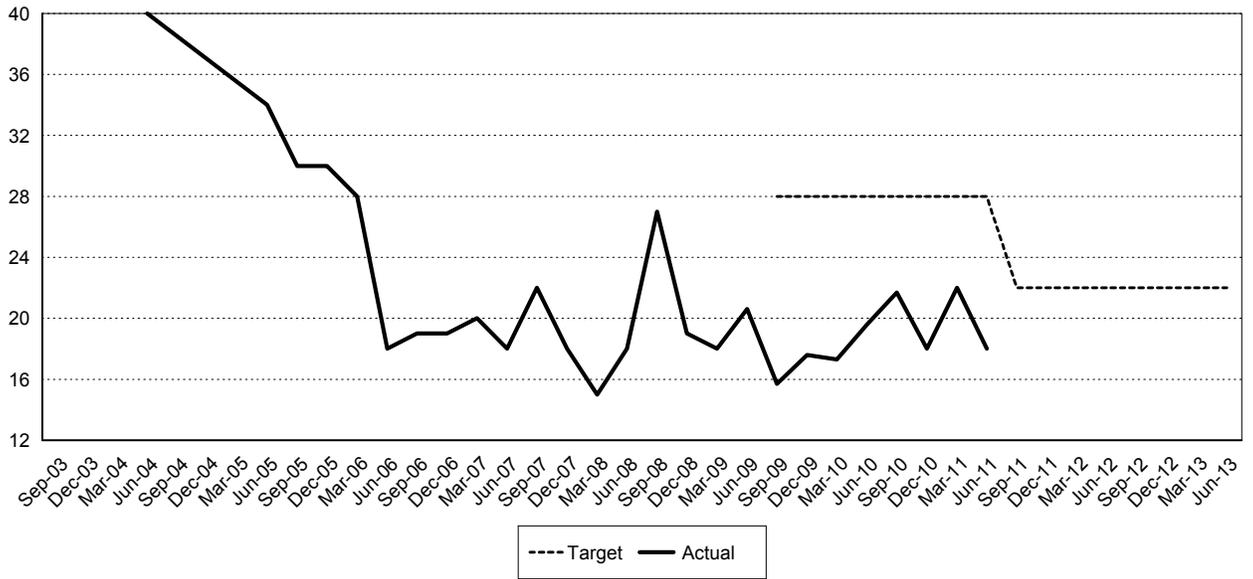
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<b>000951 Average time to close consumer complaint investigations.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8		22
	Q7		22
	Q6		22
	Q5		22
	Q4		22
	Q3		22
	Q2		22
	Q1		22
2009-11	Q8	18	28
	Q7	22	28
	Q6	18	28
	Q5	21.7	28
	Q4	19.6	28
	Q3	17.3	28
	Q2	17.6	28
	Q1	15.7	28
2007-09	Q8	20.6	
	Q7	18	
	Q6	19	
	Q5	27	
	Q4	18	
	Q3	15	
	Q2	18	
	Q1	22	

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Number

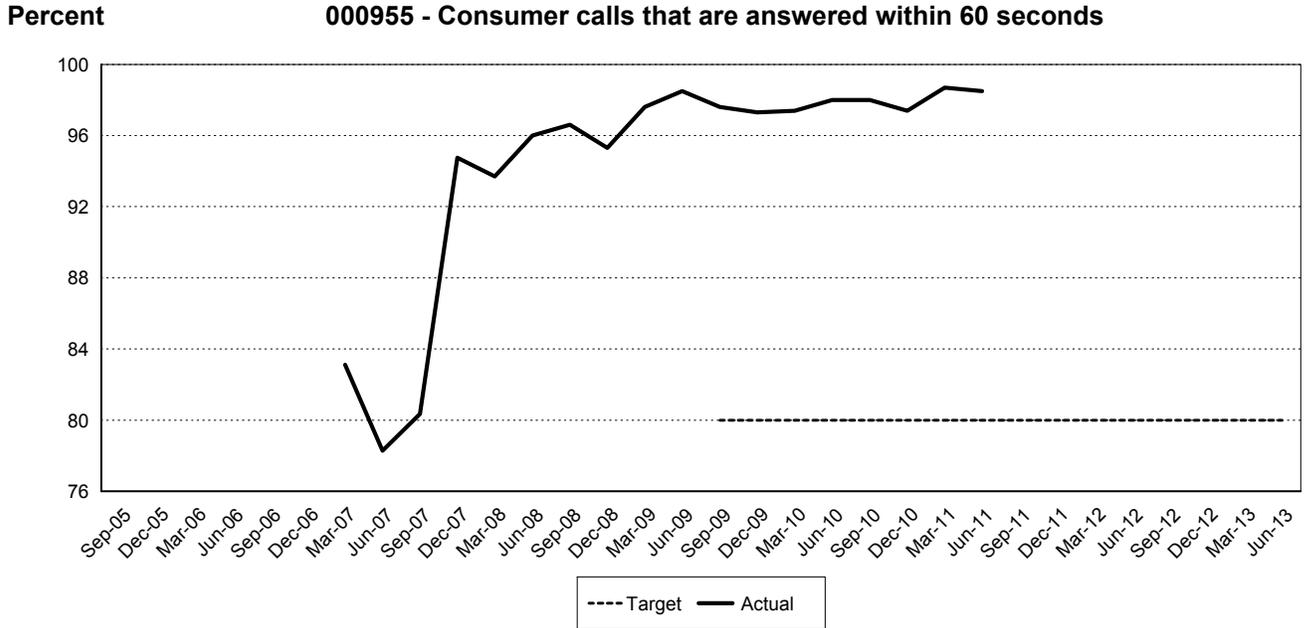
000951 - Average time to close all complaints



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<b>000955 Percentage of consumer calls each month that the UTC answers within 60 seconds compared to the average for all agencies that participate in the interagency call center working group.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8		80%
	Q7		80%
	Q6		80%
	Q5		80%
	Q4		80%
	Q3		80%
	Q2		80%
	Q1		80%
2009-11	Q8	98.5%	80%
	Q7	98.7%	80%
	Q6	97.4%	80%
	Q5	98%	80%
	Q4	98%	80%
	Q3	97.4%	80%
	Q2	97.3%	80%
	Q1	97.6%	80%
2007-09	Q8	98.5%	
	Q7	97.6%	
	Q6	95.3%	
	Q5	96.6%	
	Q4	96%	
	Q3	93.7%	
	Q2	94.75%	
	Q1	80.34%	

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**A007 Regulation of Energy Companies**

Representing nearly 45 percent of all electricity customers in Washington, the UTC regulates three private investor-owned utilities that provide power to more than 1.3 million consumers. The commission also regulates the four natural gas companies that provide service to more than 1.1 million customers in the state. It is the commission’s responsibility to ensure regulated companies provide safe and reliable service to customers at reasonable rates, while allowing them the opportunity to earn a fair profit. The UTC oversees rates and business practices of the energy companies to protect consumers, encourage investment, and ensure adequate energy supplies and reliable service. The commission reviews the utilities’ power-supply contracts, resource plans for producing energy and requests to increase customers’ rates.

**Program OMN - UTC Omnibus Programs**

Account	FY 2012	FY 2013	Biennial Total
<b>FTE</b>	28.5	29.4	29.0
<b>001 General Fund</b>			
001-8 Federal Stimulus	\$146,000	\$251,000	\$397,000
<b>111 Public Service Revolving Account</b>			
111-1 State	\$3,418,000	\$3,438,000	\$6,856,000

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

**Statewide Strategy: Provide consumer protection**

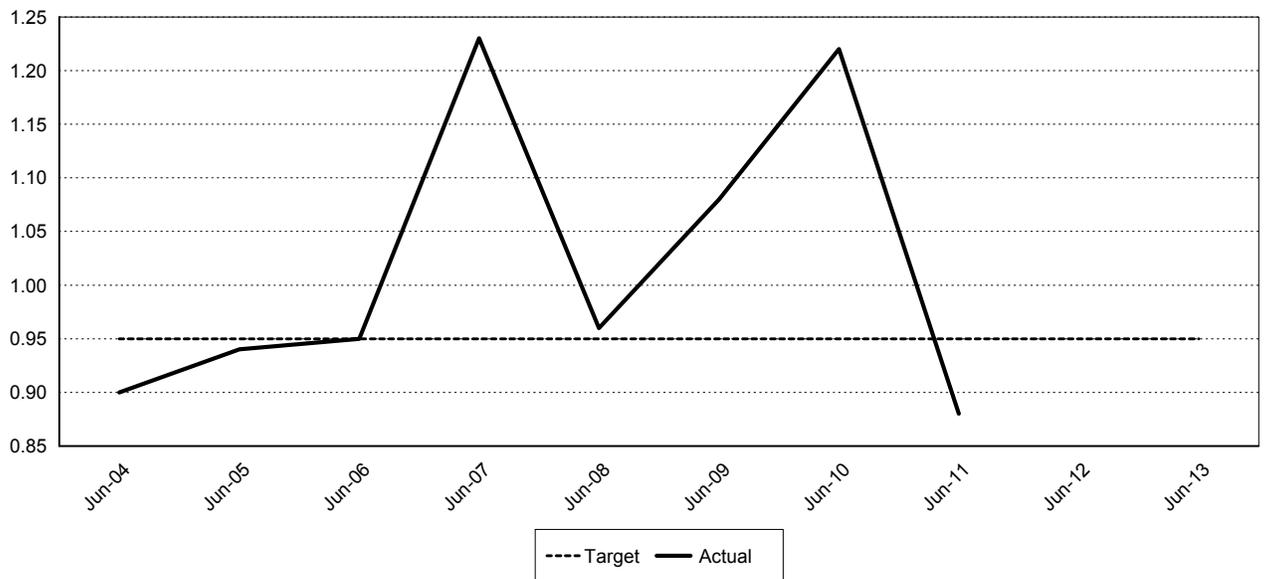
**Expected Results**

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

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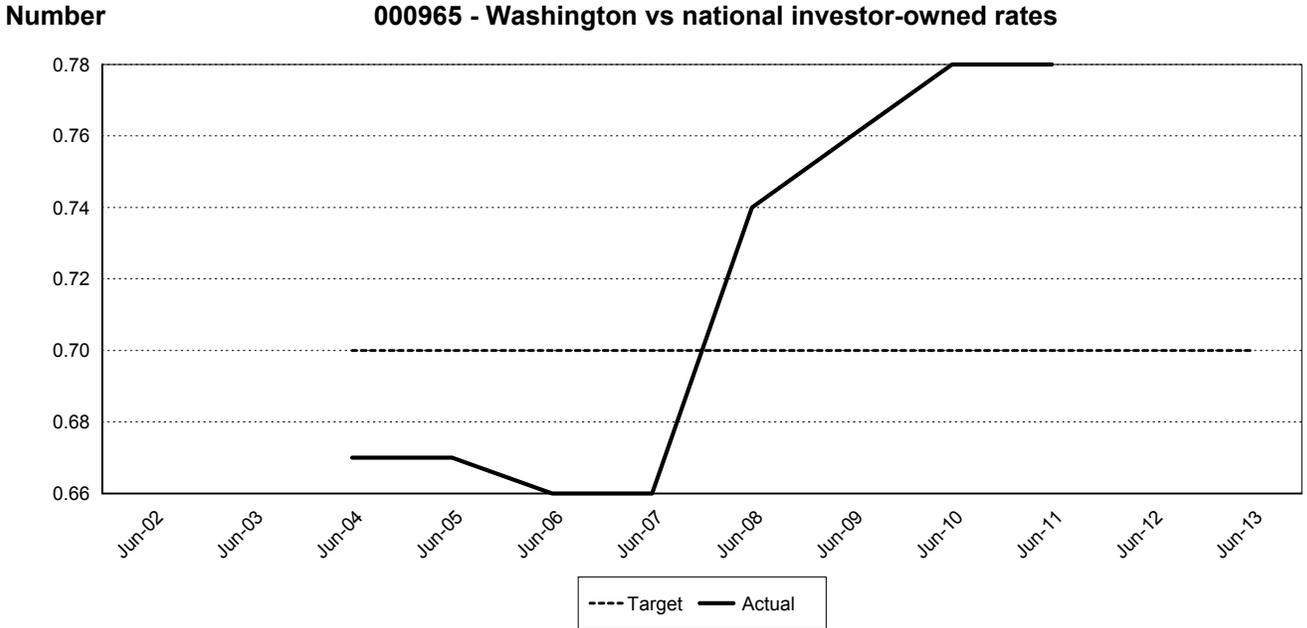
<b>000966 The average number of electricity outages (lasting 5 minutes or longer) for each customer per year.</b>			
Biennium	Period	Actual	Target
2011-13	A3		0.95
	A2		0.95
2009-11	A3	0.88	0.95
	A2	1.22	0.95
2007-09	A3	1.08	0.95
	A2	0.96	0.95

**Number** **000966 - Frequency of customer outages**



<b>000965 The average residential electricity rate paid by Washington customers of private utilities as a percent of the national average.</b>			
Biennium	Period	Actual	Target
2011-13	A3		0.7
	A2		0.7
2009-11	A3	0.78	0.7
	A2	0.78	0.7
2007-09	A3	0.76	0.7
	A2	0.74	0.7

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**A008 Regulation of Water Companies**

The UTC regulates private water companies operating within the state that have 100 or more connections or if the utility charges more than \$471 a year per customer. The commission regulates the rates and business practices of over 70 water companies in the state that serve 60,000 customers. UTC staff work with privately-owned water companies and their customers to set fair rates for drinking water; protect water customers from potential abuse by companies; develop, explain and enforce water rules and policies to protect consumers and encourage investment; and review rate and service changes. The commission works with water companies and the Department of Health's Drinking Water Program to resolve complaints about water quality and quantity issues

*Program OMN - UTC Omnibus Programs*

Account	FY 2012	FY 2013	Biennial Total
<b>FTE</b>	2.2	2.1	2.2
<b>001 General Fund</b>			
001-8 Federal Stimulus	\$105,000	\$0	\$105,000
<b>111 Public Service Revolving Account</b>			
111-1 State	\$411,000	\$414,000	\$825,000

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

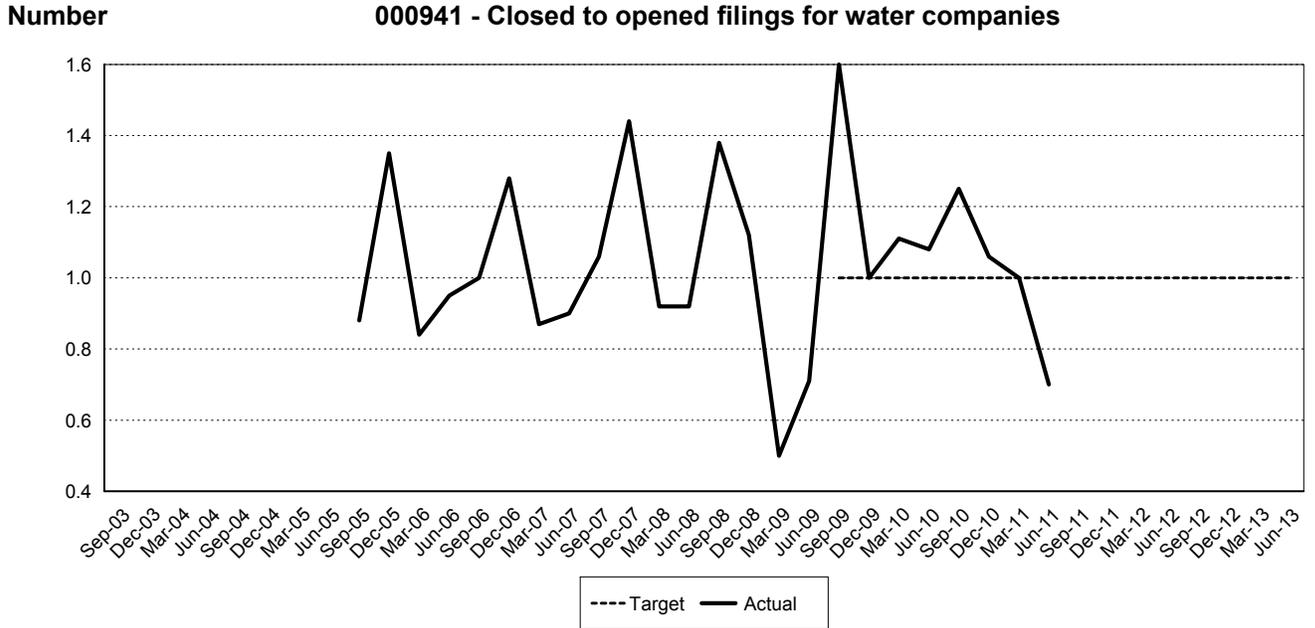
**Expected Results**

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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.

<b>000941 Ratio of closed to opened filings per quarter for all regulated water companies.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8		1
	Q7		1
	Q6		1
	Q5		1
	Q4		1
	Q3		1
	Q2		1
	Q1		1
2009-11	Q8	0.7	1
	Q7	1	1
	Q6	1.06	1
	Q5	1.25	1
	Q4	1.08	1
	Q3	1.11	1
	Q2	1	1
	Q1	1.6	1
2007-09	Q8	0.71	
	Q7	0.5	
	Q6	1.12	
	Q5	1.38	
	Q4	0.92	
	Q3	0.92	
	Q2	1.44	
	Q1	1.06	

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**A009 Solid Waste Companies Licensing, Regulation, and Safety**

The UTC regulates the rates and services of 45 garbage collection and recycling companies operating in Washington. The haulers also must obtain an operating permit from the UTC to serve specific territories. In addition, the UTC performs safety inspections on fleets of garbage trucks and reviews driver qualification records. This includes setting fair rates for the collection of residential and commercial garbage and residential recyclables; resolving customer 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 trash-collection companies to implement the plans; and collaborating with the state Department of Ecology on recycling and the State Solid Waste Management Plan.

*Program OMN - UTC Omnibus Programs*

Account	FY 2012	FY 2013	Biennial Total
<b>FTE</b>	16.3	15.6	16.0
<b>111 Public Service Revolving Account</b>			
111-1 State	\$1,801,000	\$1,812,000	\$3,613,000

**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.

**A010 Telecommunication Companies Licensing and Regulation**

The UTC regulates the rates and services of 423 local and long-distance telephone companies operating in Washington. Regulation of telecommunications companies involves: reviewing rate 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; and, when necessary, participating in formal arbitration and enforcement cases.

**Program OMN - UTC Omnibus Programs**

<b>Account</b>	<b>FY 2012</b>	<b>FY 2013</b>	<b>Biennial Total</b>
<b>FTE</b>	23.7	22.8	23.3
<b>111 Public Service Revolving Account</b>			
111-1 State	\$2,911,000	\$2,937,000	\$5,848,000

**Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively**

**Statewide Strategy: Enhance mobility system quality and service**

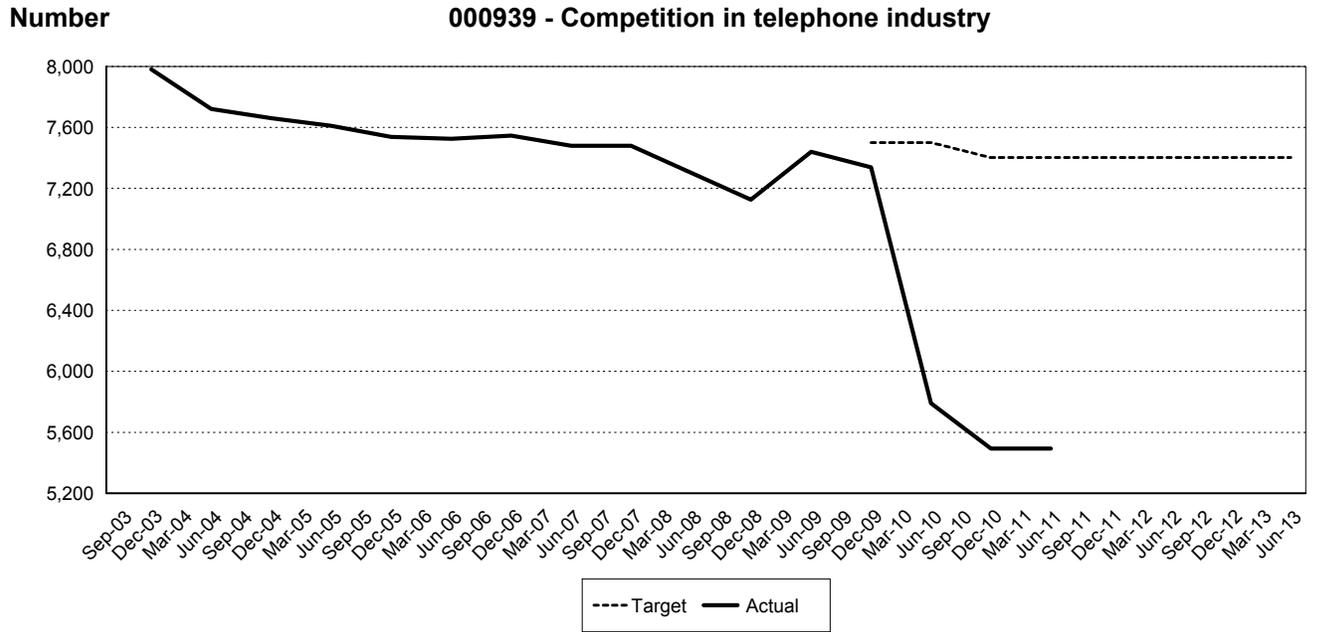
**Expected Results**

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.

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000939 Level of local wire line phone competition in Washington (as measured by the Hirschman-Herfindahl Index less concentration = more competition)			
Biennium	Period	Actual	Target
2011-13	Q8		7,400
	Q7		
	Q6		7,400
	Q5		
	Q4		7,400
	Q3		
	Q2		7,400
	Q1		
2009-11	Q8	5,493	7,400
	Q7		
	Q6	5,493	7,400
	Q5		
	Q4	5,790.81	7,500
	Q3		
	Q2	7,338	7,500
	Q1		
2007-09	Q8	7,439.18	
	Q7		
	Q6	7,127	
	Q5		
	Q4		
	Q3		
	Q2	7,479	
	Q1		

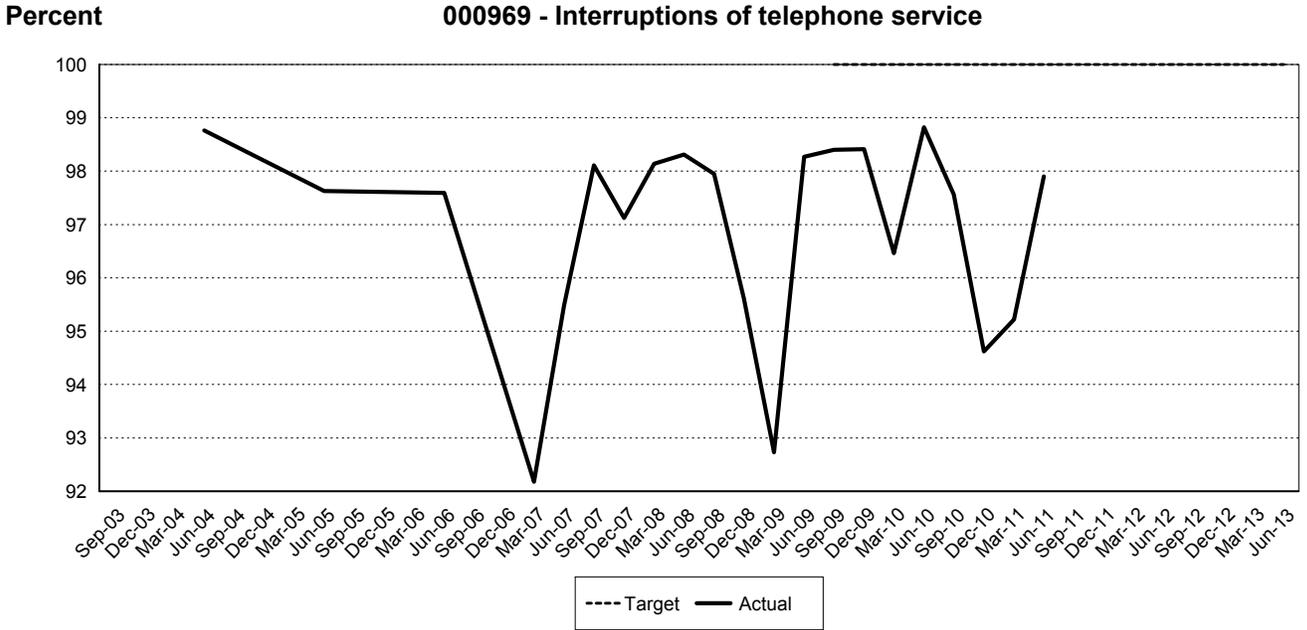
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<b>000969 Percentage of phone service interruptions restored by telephone companies within 48 hours.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2011-13	Q8		100%
	Q7		100%
	Q6		100%
	Q5		100%
	Q4		100%
	Q3		100%
	Q2		100%
	Q1		100%
2009-11	Q8	97.9%	100%
	Q7	95.22%	100%
	Q6	94.62%	100%
	Q5	97.56%	100%
	Q4	98.82%	100%
	Q3	96.46%	100%
	Q2	98.41%	100%
	Q1	98.4%	100%
2007-09	Q8	98.27%	
	Q7	92.73%	
	Q6	95.61%	
	Q5	97.95%	
	Q4	98.31%	
	Q3	98.14%	
	Q2	97.12%	
	Q1	98.11%	

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**A011 Transportation Companies Licensing, Regulation and Safety**

The UTC oversees rates, routes, services, safety and business practices of 297 private bus companies, residential moving companies, airporters, commercial ferries and low-level radioactive waste disposal sites. The UTC ensures companies are permitted, charge appropriate rates, carry proper insurance, keep their vehicles safely maintained and drug test their drivers. Regulatory activities include rulemakings, rate setting, business practices and accounting audits, and enforcement of laws and rules.

**Program OMN - UTC Omnibus Programs**

Account	FY 2012	FY 2013	Biennial Total
<b>FTE</b>	23.7	22.8	23.3
<b>001 General Fund</b>			
001-7 Private/Local	\$99,000	\$97,000	\$196,000
<b>111 Public Service Revolving Account</b>			
111-1 State	\$2,639,000	\$2,660,000	\$5,299,000

**Statewide Result Area: Improve the safety of people and property**

**Statewide Strategy: Prevent accidents**

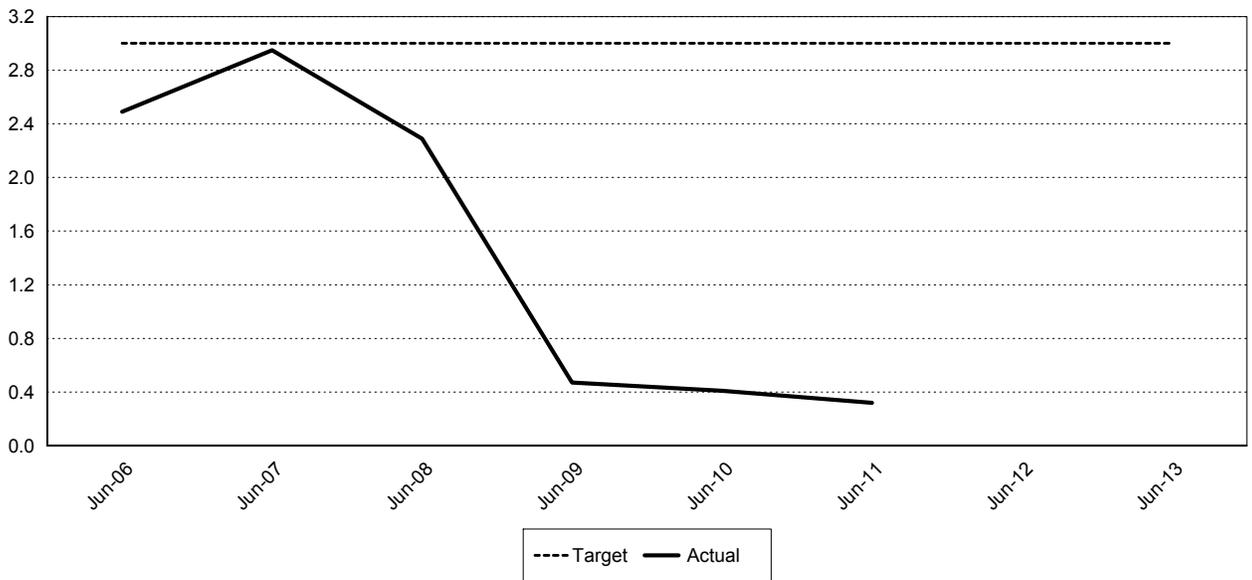
**Expected Results**

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

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000962 The number of reportable accidents per million miles traveled by Washington passenger carriers.				
Biennium	Period	Actual	Target	
2011-13	A3		3	
	A2		3	
2009-11	A3	0.32	3	
	A2	0.41	3	
2007-09	A3	0.47	3	
	A2	2.29	3	

Number 000962 - Reportable accident rate for Washington passenger carriers



**A012 Energy facility Site Evaluation Council**

The UTC is also home to the Energy Facility Site Evaluation Council (EFSEC) which is charged with siting major energy facilities. EFSEC conducts environmental reviews related to new energy facilities to ensure that significant environmental and socioeconomic impacts are appropriately consider and mitigated.

*Program OMN - UTC Omnibus Programs*

Account	FY 2012	FY 2013	Biennial Total
FTE	0.0	15.8	7.9
<b>001 General Fund</b>			
001-7 Private/Local	\$5,299,000	\$5,680,000	\$10,979,000

**Statewide Result Area: Improve the quality of Washington’s natural resources**

**Statewide Strategy: Establish safeguards and standards to protect natural resources**

**Expected Results**

Review applications for new energy facilities. Continue to update EFSEC rules to streamline siting and compliance monitoring processes. Continue monitoring of operating energy facilities to ensure compliance with permits.

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**Grand Total**

	<b>FY 2012</b>	<b>FY 2013</b>	<b>Biennial Total</b>
<b>FTE's</b>	155.1	167.2	161.2
<b>GFS</b>	\$0	\$0	\$0
<b>Other</b>	\$24,504,000	\$24,716,000	\$49,220,000
<b>Total</b>	\$24,504,000	\$24,716,000	\$49,220,000

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<b><u>Parameter</u></b>	<b><u>Entered As</u></b>
Budget Period	2011-13
Agency	215
Version	2C - Enacted Recast
Result Area	All Result Areas
Activity	All Activities
Program	All Programs
Sub Program	All Sub Programs
Account	All Accounts
Expenditure Authority Type	All Expenditure Authority Types
Theme	All
Sort By	Activity
Display All Account Types	Yes
Include Policy Level	Yes
Include Activity Description	Yes
Include Statewide Result Area	Yes
Include Statewide Strategy	Yes
Include Expected Results Text	Yes
Include Charts	Yes
Chart Type	Line
Include Parameter Selections	Yes
Version Source	OFM