



## Fiscal Estimate Narratives

PSC 11/27/2023

LRB Number	<b>23-2725/1</b>	Introduction Number	<b>SB-0648</b>	Estimate Type	<b>Original</b>
<b>Description</b> procedures related to certain complaints filed with the Public Service Commission					

### Assumptions Used in Arriving at Fiscal Estimate

#### Bill Summary

2023 SB 648 makes various changes to procedures and requirements related to complaints filed with the Public Service Commission. The bill creates statutory provisions allowing complaints related to a Certificate of Public Convenience and Necessity (CPCN) and an interruption of electric or gas service under certain circumstances. 2023 SB 648 also creates statutory provisions identifying information the Commission is required to disclose upon request from the complainant, utility or other party to the complaint. The bill also requires the Commission to provide certain information on its website. Additionally, the bill prohibits the Commission from dismissing a complaint unless a majority of the Commission votes to dismiss and authorizes the Commission to order appropriate relief, which may not be recovered through utility rates. 2023 SB 648 prohibits the Commission from closing to the public a complaint hearing unless both parties of the complaint consent and increases from 10 to 20 days the amount of notice the Commission must give parties before holding a hearing.

2023 SB 648 lowers the threshold for a formal complaint to a single person and allows the Commission to combine multiple investigations resulting from complaints made against the same person if the subject matter is substantially similar. The bill authorizes individual persons to file formal complaints after one documented attempt to contact the utility. Under the current informal dispute procedures, customers initially seek to resolve disputes directly with their utility, who is required to investigate promptly and completely and attempt to resolve the dispute. Customers may then pursue informal review from Commission staff, and appeal the informal determination made by staff to the Commission by requesting the Commission to authorize a formal review. A significant amount of staff time and resources will be needed to follow formal review processes, as required under the bill, as opposed to informal dispute procedures. 7.0 FTE are needed in the consumer affairs work unit to investigate and develop a comprehensive record of relevant information, including data collection and an analysis memorandum for Commission consideration, for each complaint for Commission consideration. 3.0 FTE are needed in the Office of General Counsel to review and analyze each complaint and to facilitate public hearings.

#### Fiscal Effect

As noted above, additional staff resources are needed in the consumer affairs work unit and the Office of General Counsel to carry out the requirements in this bill.

The cost associated with the required 10.0 FTE positions is \$1,156,100

Salary: \$783,200

Fringe Benefits: \$272,900

Supplies and Services: \$100,000

### Long-Range Fiscal Implications

## Fiscal Estimate Worksheet - 2023 Session

Detailed Estimate of Annual Fiscal Effect

Original
  Updated
  Corrected
  Supplemental

<b>LRB Number</b> 23-2725/1	<b>Introduction Number</b> SB-0648	
<b>Description</b> procedures related to certain complaints filed with the Public Service Commission		
<b>I. One-time Costs or Revenue Impacts for State and/or Local Government (do not include in annualized fiscal effect):</b>		
<b>II. Annualized Costs:</b>		
	<b>Annualized Fiscal Impact on funds from:</b>	
	Increased Costs	Decreased Costs
<b>A. State Costs by Category</b>		
State Operations - Salaries and Fringes	\$1,056,100	\$
(FTE Position Changes)	(10.0 FTE)	
State Operations - Other Costs	100,000	
Local Assistance		
Aids to Individuals or Organizations		
<b>TOTAL State Costs by Category</b>	<b>\$1,156,100</b>	<b>\$</b>
<b>B. State Costs by Source of Funds</b>		
GPR		
FED		
PRO/PRS (General Fund)	1,156,100	
SEG/SEG-S		
<b>III. State Revenues - Complete this only when proposal will increase or decrease state revenues (e.g., tax increase, decrease in license fee, etc.)</b>		
	Increased Rev	Decreased Rev
GPR Taxes	\$	\$
GPR Earned		
FED		
PRO/PRS		
SEG/SEG-S		
<b>TOTAL State Revenues</b>	<b>\$</b>	<b>\$</b>
<b>NET ANNUALIZED FISCAL IMPACT</b>		
	<u>State</u>	<u>Local</u>
NET CHANGE IN COSTS	\$1,156,100	\$
NET CHANGE IN REVENUE	\$	\$
<b>Agency/Prepared By</b>		
<b>Authorized Signature</b>		<b>Date</b>
PSC/ Jenna Schmidt (608) 267-7709		11/27/2023
Jenna Schmidt (608) 267-7709		