

2016-17
ANNUAL REPORT



PENNSYLVANIA PUBLIC UTILITY COMMISSION



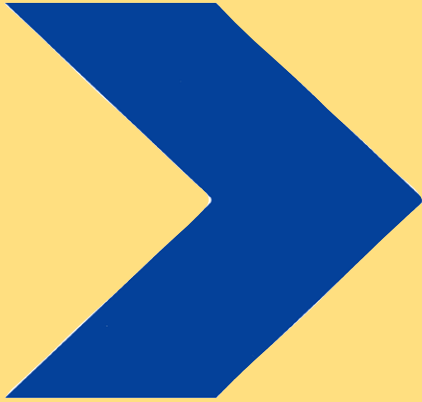


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Pictured from left to right: Commissioner Norman J. Kennard, Vice Chairman Andrew G. Place, Commissioner John F. Coleman Jr., Chairman Gladys M. Brown and Commissioner David W. Sweet.

COMMISSIONER LETTER



THE HONORABLE TOM WOLF
GOVERNOR OF PENNSYLVANIA

THE HONORABLE MIKE STACK
LIEUTENANT GOVERNOR OF PENNSYLVANIA

MEMBERS OF THE PENNSYLVANIA GENERAL ASSEMBLY

We are pleased to submit the FY 2016-17 Annual Report for the Pennsylvania Public Utility Commission (PUC). As required by Section 321 of the Public Utility Code, 66 Pa. C.S § 321, the Annual Report highlights the accomplishments and challenges the PUC faced over the course of the year in fulfillment of our mission as regulators and protectors of the public interest.

Ensuring the reliability and resiliency of utility service in the face of physical and cyber threats has been a major emphasis. Working with the Office of the Governor and other key public and private sector stakeholders, the Commission continues efforts to promote cybersecurity in the utility sector, to enhance communication between various agencies and industries, and to emphasize improved best practices.

The Commission continued its oversight of the development and functioning of the competitive retail electric and gas supply markets, and expends significant resources to ensure Pennsylvania's seven largest electric distribution companies develop energy efficiency and conservation plans and use other methods of reducing the amount of electricity consumed by residential and business consumers.

Advancements for transportation services also have been the focus of a great deal of Commission attention, including updated regulations intended to eliminate barriers to qualified passenger carriers while still ensuring safe and reliable operations. Rail transportation also has drawn a great deal of attention, with the Commission continuing its focus on inspection activities and the safety engineering of Pennsylvania's numerous rail crossings.

The Commission monitors the broadband deployment and availability required by Act 183 of 2004 (Act 183 or Chapter 30 of the Public Utility Code). This required participating incumbent local exchange carriers (ILECs) to deploy appropriate networks and make available broadband access services to all Pennsylvanians by 2015 under certain statutory minimum download and upload speed standards. The Commission also ensures that telecommunications services for eligible low-income consumers and households meet or exceed national standards when granting wireline and wireless providers of Lifeline services an Eligible Telecommunications Carrier (ETC) designation.

We look forward to continuing our mission to balance the needs of consumers and utilities; ensure safe and reliable utility service at reasonable rates; protect the public interest; educate consumers to make independent and informed utility choices; further economic development; and foster new technologies and competitive markets in an environmentally sound manner.

Gladys M. Brown

Andrew G. Place

Norman J. Kennard

David W. Sweet

John F. Coleman



INTRODUCTION



OVERVIEW

The PUC regulates nearly 8,000 entities, including the following in-state services: electricity; natural gas; telephone; water and wastewater collection and disposal; steam heat; transportation of passengers and property by motor coach, truck, taxicab and transportation network companies (TNCs); pipeline transmission of natural gas and hazardous materials; and public highway-railroad crossings.

ORGANIZATION

March 31, 1937 – Pennsylvania Public Utility Commission is created by the PA Legislative Act, abolishing the Public Service Commission.

Mission Statement – The Pennsylvania Public Utility Commission balances the needs of consumers and utilities; ensures safe and reliable utility service at reasonable rates; protects the public interest; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

Locations – Harrisburg, Philadelphia, Pittsburgh and Scranton.

Funding – The PUC is funded by assessments of the regulated entities based upon intrastate revenues and by federal grant monies. Assessments are paid into the state Treasury’s General Fund for use solely by the Commission.

Regulatory Filings – Utility mergers, rate adjustment requests, acquisitions and affiliated interest agreements.

The PUC [livestreams](#) its regular Public Meetings held in Hearing Room 1 of the Commonwealth Keystone Building, Harrisburg.

2016-17 Filings

25,806 filings received

11,627 documents served
(including consumer and staff-initiated complaints)

PUC’s Bureau of Consumer Services Complaint Hotline:

1-800-692-7380

www.puc.pa.gov



COMMISSION BUDGET

EXECUTIVE GOVERNMENT OPERATIONS

GENERAL GOVERNMENT FUND	GENERAL FUND Estimated 2016-17 Expenditures	GENERAL FUND Approved 2017-18 Budget
State Funds:		
<i>Personnel</i>	\$58,052,000	\$58,571,000
<i>Operating</i>	13,585,000	13,885,000
<i>Fixed Assets</i>	210,000	210,000
<i>Other</i>	100,000	100,000
Total State Funds	\$71,947,000	\$72,766,000
Federal Funds:		
<i>Personnel</i>	\$2,366,000	\$4,887,000
<i>Operating</i>	311,000	650,000
Total Federal Funds	\$2,677,000	\$5,537,000
Other Funds		\$733,000
Total Commission Budget	\$74,624,000	\$79,036,000

OTHER REVENUE SOURCES

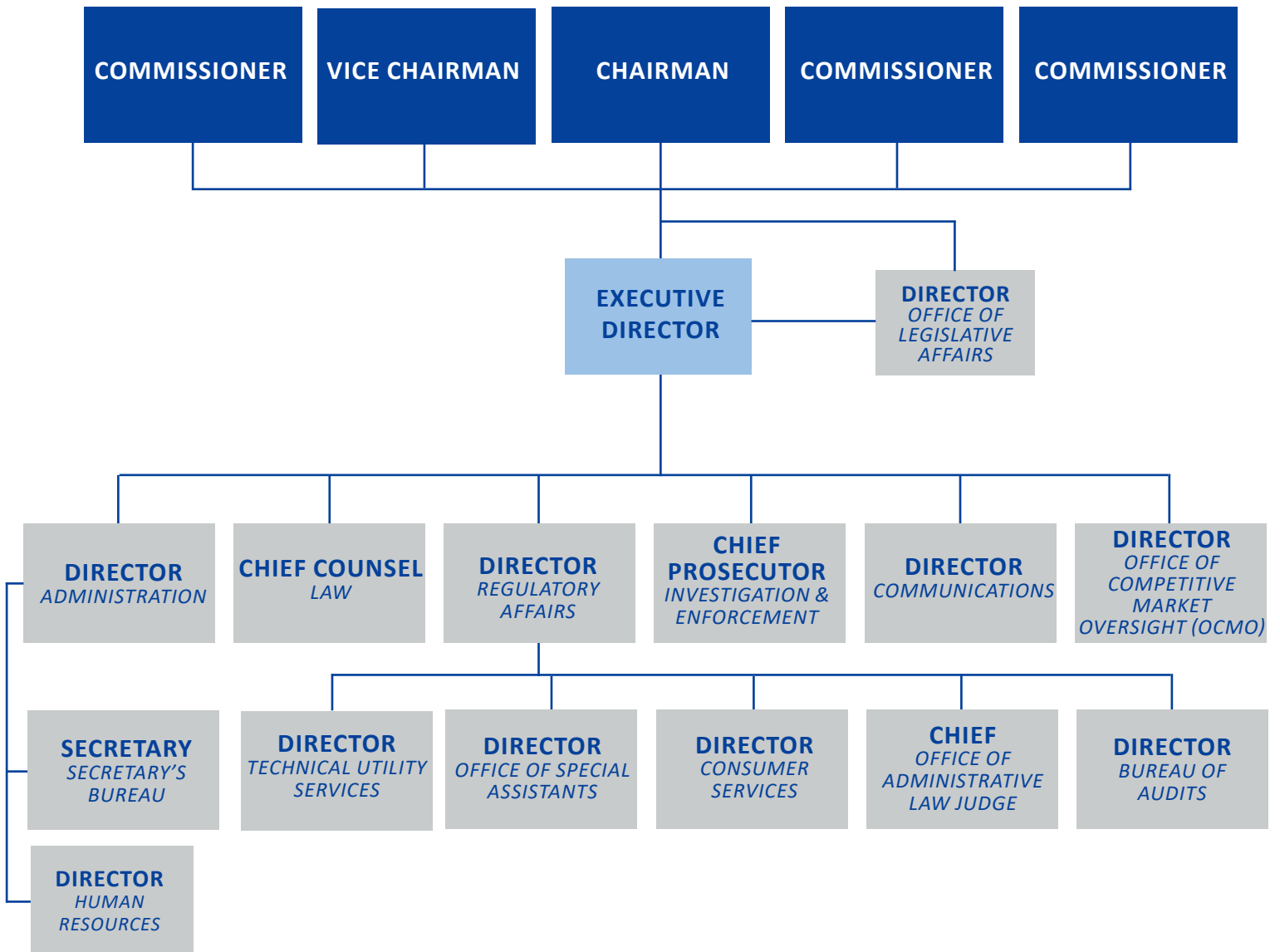
	2016-17 RECEIPTS
Unconventional Gas Well Fund - Act 13	\$1,000,000
Filing & Copy Fees	391,203
Electric Generation Application Fees	18,200
Fines*	6,790,232
Federal - Gas Pipeline Safety	1,425,000
Federal - Motor Carrier (Motor Carrier Safety Administration Program)	1,252,303
Total	\$10,876,938

2016-17 APPLICATION FEES, FILING & COPY FEES & FINES

	FINES*	TOTAL
1st Quarter	\$2,228,673	\$2,304,336
2nd Quarter	935,207	977,890
3rd Quarter	53,258	186,794
4th Quarter	3,573,094	3,730,615
Total	\$6,790,232	\$7,199,635

*These funds go directly to the General Fund

ORGANIZATIONAL CHART





Pictured from left to right in front row: Jan Freeman, Executive Director; Kelly Monaghan, Director of Audits; Alexis Bechtel, Director of the Bureau of Consumer Services; Charles Rainey, Chief Administrative Law Judge; Rosemary Chiavetta, PUC Secretary; and June Perry, Director of Legislative Affairs. Middle row: Paul Diskin, Director of Technical Utility Services; Buck Pankiw, Chief Counsel in the Law Bureau; Tom Charles, Director of Communications; and Rick Kanaskie, Director of the Bureau of Investigation and Enforcement. Back row: Michael Roberts, Director of Human Resources; Bob Gramola, Director of Administration; and Dan Mumford, Director of the Office of Competitive Market Oversight.

COMMISSION STAFF

► **THE BUREAU OF ADMINISTRATION** is responsible for overseeing administrative, fiscal and personnel functions. The Bureau of Administration is comprised of the Office of Human Resources; Management Information Systems, which oversees technology; the Secretary's Bureau; and the Office of Administrative Services, which is responsible for office services and the Financial and Assessment section that handles budget issues and the financial functions of the Commission.

► **THE OFFICE OF ADMINISTRATIVE LAW JUDGE** fulfills a judicial role within the Commission by hearing cases, mediating cases through the alternative dispute resolution process and issuing decisions. The Office's primary duty is to provide fair and prompt resolution of contested proceedings before the Commission. The Administrative Law Judges (ALJs) are attorneys with experience in administrative law who preside over the hearings in cases, which can include consumer complaints, rate filings, investigations, ability to pay/billing disputes and applications. ALJ decisions are based upon record evidence, legal precedent and policy.

► **THE BUREAU OF AUDITS** performs financial, management, operational and specialized audits on electric, natural gas, steam heat, wastewater, water and telecommunications utilities. It also reviews certain adjustment clause rate filings and 1307(e) reconciliation statements. The audits may result in recommendations to refund over-recovered costs and to improve accounting/operational procedures that could save utilities and consumers money.

► **THE OFFICE OF COMMUNICATIONS** is charged with handling Commission media relations, external communications, internal communications and consumer education, in addition to acting as the lead staff for the Consumer Advisory Council. The Bureau is responsible for issuing press releases, responding to media calls, conducting special consumer-education campaigns, distributing educational materials, informing consumers about programs and rights, creating internal and external newsletters and other publications, and coordinating the PUC's website and social media outreach.

► **THE OFFICE OF COMPETITIVE MARKET OVERSIGHT** serves as the Commission's electric and natural gas choice ombudsman and oversees the

development and functioning of the competitive retail electric and natural gas supply markets, in addition to providing a forum for informal dispute resolution.

► **THE BUREAU OF CONSUMER SERVICES** investigates informal complaints from residential and small commercial customers and enforces the PUC's customer service regulations. The Bureau also serves as an intermediary between utilities and consumers, working to mediate complaints or make payment agreements. In addition, the Bureau is responsible for implementing and monitoring universal service and energy conservation programs that help low income consumers. Each year the Bureau prepares utility-related reports that provide an assessment of complaint handling, customer service performance, universal service programs and collection performance.

► **THE EXECUTIVE DIRECTOR** is responsible for the oversight of the day-to-day management of the Commission's functions and staff. This position is responsible for the overall planning, direction, organization and operation of the Commission. Also, the Executive Director develops, recommends to the Commissioners, and implements the PUC's strategic plans and policies.

► **THE OFFICE OF HUMAN RESOURCES** is responsible for planning, organizing and directing a comprehensive human resource services program for the Public Utility Commission. This includes personnel and position management, labor relations, staff development, equal opportunity, recruitment and placement, employee benefits and services, personnel and leave transactions, and complement management. The position provides administrative and advisory services to the Executive Director, Director of Administration and PUC management.

► **THE BUREAU OF INVESTIGATION AND ENFORCEMENT** serves as the prosecutory bureau for purposes of representing the public interest in ratemaking matters. The Bureau also prosecutes service matters before the Office of Administrative Law Judge, and enforces regulatory compliance with the state and federal motor carrier safety, electric safety, and gas pipeline safety laws and regulations. The Bureau handles rail safety enforcement proceedings and investigates referrals from other Bureaus. The Bureau also prepares administrative reports for the Commission.

► **THE LAW BUREAU** acts as the Commission’s in-house legal counsel in three main areas: advisory, representational and enforcement, providing legal advice to the Commission regarding electric, natural gas, telecommunications, water/wastewater, and transportation matters, as well as proposed legislation, regulatory and policy statements. The Bureau’s director serves as Chief Counsel to the Commission. The Law Bureau represents the Commission before state and federal courts and before other state agencies. The Bureau also represents the Commission before federal agencies such as the Federal Communications Commission and the Federal Energy Regulatory Commission.

► **THE OFFICE OF LEGISLATIVE AFFAIRS** acts as the liaison between the PUC and the Governor’s Office, the General Assembly and the Pennsylvania Congressional Delegation; identifies legislation that may affect the Commission or public utilities and obtains staff analysis; provides relevant information to the legislature; and promotes the Commission’s position on legislation and issues with the General Assembly.

► **THE DIRECTOR OF REGULATORY AFFAIRS** oversees the PUC’s bureaus with regulatory functions, including the Bureau of Audits, the Bureau of Consumer Services, the Office of Special Assistants, the Bureau of Technical Utility Services and the Office of Administrative Law Judge. The Director of Regulatory Affairs also is responsible for planning, organizing, coordinating, directing and overseeing regulatory staff.

► **THE SECRETARY’S BUREAU** is the PUC’s official point of contact with the public. The Secretary serves as the prothonotary of the Commission, and all documents and filings received by the Commission must be officially filed with the Secretary. The Bureau processes, docket, and assigns all filings to the appropriate bureaus within the Commission for review and recommendation. All official Commission actions and decisions are issued over the Secretary’s signature. The Secretary’s Bureau coordinates the Commission’s Public Meeting agendas, records the minutes of each Public Meeting, and issues all Commission Orders, Decisions and Secretarial Letters. The Secretary also is the Commission’s official Right-to-Know Officer.

► **THE OFFICE OF SPECIAL ASSISTANTS** is the Commission’s advisory support bureau, providing legal and technical advice to the Commission primarily regarding challenges to Administrative Law Judge decisions, as well as policy issues; drafts proposed opinions and orders containing a review of the facts, the applicable law and a proposed resolution of the issues raised in contested proceedings; drafts opinions and orders pursuant to motions adopted at Public Meeting; and reviews petitions for relief following the issuance of Commission orders.

► **THE BUREAU OF TECHNICAL UTILITY SERVICES** serves as the principal technical advisory bureau to the Commission regarding fixed and transportation utility regulatory matters, as well as an adviser to the PUC on technical issues for electric, natural gas, water and wastewater, and telecommunications utilities. The Bureau also offers policy recommendations on rates, tariffs and regulatory matters, processes utility applications and coordinates emergency operations of utilities.

CONSUMERS



CONSUMER OUTREACH SUMMARY

From hundreds of statewide public and press events, to its annual Be Utility Wise and [Prepare Now](#) campaigns, to the production of new educational videos in Fiscal Year 2016-17, the PUC's consumer outreach specialists provided utility education and outreach to thousands of consumers by working alongside health and human service providers, consumer advocates, utility community relations specialists, seniors and low-income consumers.

The outreach team travels the state to ensure consumers from all socioeconomic backgrounds are educated about and understand their rights as utility customers through a series of workshops, free seminars and roundtable discussions. Outreach specialists also support and participate in community fairs, legislative forums, senior expos, public input hearings and other educational events.

PREPARE NOW

During Fiscal Year 2016-17, the PUC continued to work with electric and natural gas companies to help consumers "[Prepare Now](#)" for the higher costs of winter heating.

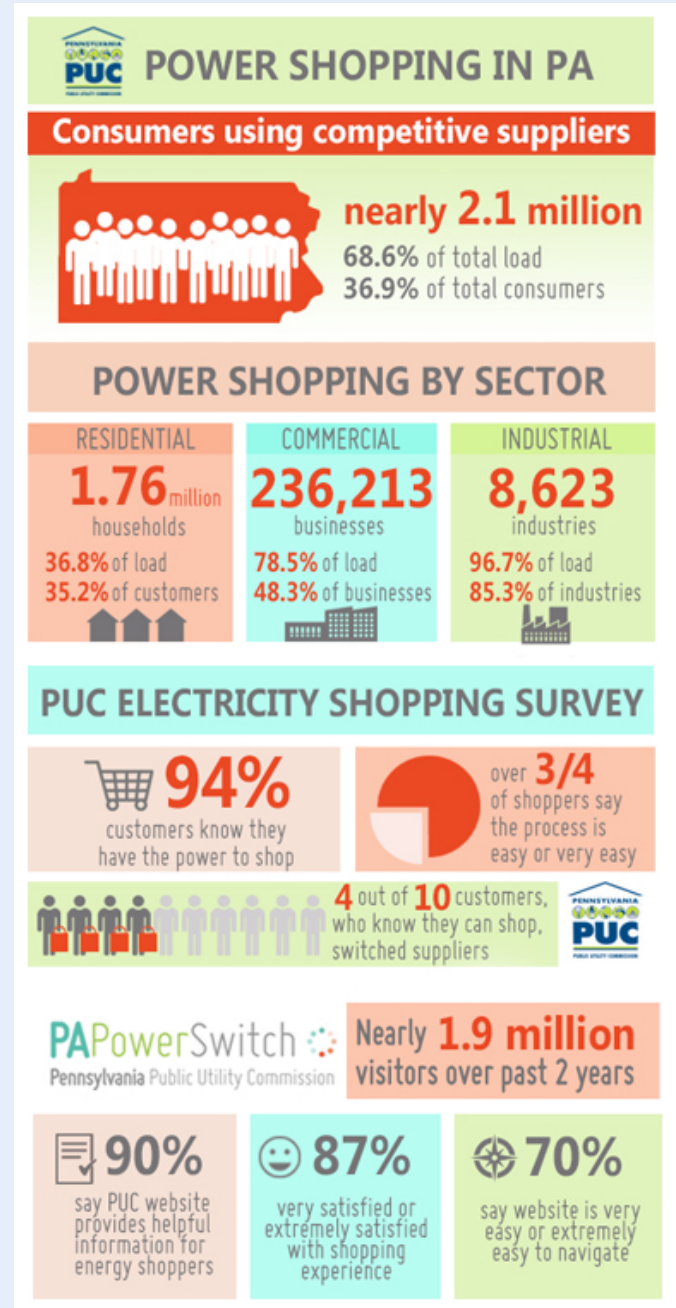
SMART HEARINGS

The Commission introduced a "Smart Hearing" pilot project aimed to make it easier for utility customers to comment on proposed rate increase requests. Smart Hearings enable consumers throughout Pennsylvania to see and hear testimony being offered during the hearings by watching a livestream on the [PUC website](#).

The Commission has built on the success of its online "Smart Hearings" pilot project by scheduling and conducting additional "Smart Hearings." The PUC employed "Smart Hearings" related to the Pennsylvania American Water Company Annual Rate Increase Request and the 717 Area Code Relief Plan.

As a way to increase transparency and participation, "Smart Hearings" also achieve modest travel and productivity savings, as fewer PUC employees are needed to travel to multiple in-person public input hearings throughout a particular service territory.





PAPOWERSWITCH.COM gets as many as 70,800 visits per month, and is quickly closing in on 1 million visits a year.



In December 2016, the PUC marked the 20th anniversary of electric competition in PA. The survey sampled Pennsylvania residents older than 18 who rent or own a home and share in the household utility decisions. The results show high levels of customer awareness and satisfaction with electric choice.

PAGASSWITCH.COM receives 6,000 visits a month, with more than 400,000 residential and business gas customers who shopped with a competitive natural gas supplier, making up nearly 80 percent of the Commonwealth’s total natural gas load supplied by a competitive supplier.

PUC COLD WEATHER SURVEY

<p>Fewer PA Residents Started Winter Without Heat</p>  <p style="font-size: 24pt; font-weight: bold; color: red;">22,025</p>	<p>2 Years of Steady Improvement</p> <div style="text-align: center; color: white;"> <p>9% lower than 2015</p> <p>13% lower than 2014 “Polar Vortex”</p> </div>	<p>Fewer Families Depending on Unsafe Heat</p> <ul style="list-style-type: none"> ▼ 7% for electric customers ▼ 22% for natural gas customers
<p>Resources Available</p> <p style="font-size: 18pt; font-weight: bold; color: red;">\$418 million/767,000 households</p> <p style="font-size: 10pt;">*PUC required customer assistance programs*</p>   		

COLD WEATHER SURVEY RESULTS

Each year, prior to the winter heating season, the PUC requires electric utilities, natural gas utilities, and Class A water utilities to check residential properties where heat-related service has been terminated due to non-payment. The goal of the annual [Cold Weather Survey](#) is for the company to attempt to reach payment agreements with the occupants so service can be restored.

The Commission requires that utilities make four attempts to contact the consumer or a responsible adult occupant at the property where service has been terminated. These contacts include a combination of telephone calls and letters to establish contact, with the fourth attempt being a personal visit to the property.

The companies resurveyed the households without utility service in February 2017.

SOCIAL MEDIA OUTREACH

The PUC continues to enhance the way we reach Pennsylvania utility customers. The Commission engages with consumers every day on a variety of social media platforms.

Follow us on:



LINKS TO COMMISSION’S REPORTS

[Universal Service Report](#)

[Customer Service Performance Report](#)

[Utility Consumer Activities & Report Evaluation](#)

ELECTRIC



WHOLESALE ELECTRIC PRICING

“[PJM’s Evolving Resource Mix and System Reliability](#)”

reports that PJM’s current portfolio remains reliable and diverse, even with the changing resource mix given environmental regulations, low-cost natural gas, increasing penetration of renewable resources and demand response, and possible retirements of nuclear power resources. PJM ensures reliability in 13 states, including Pennsylvania, as well as the District of Columbia.

The study urges PJM’s ongoing review of events which impact reliability, identifying highest risks to reliability and ways to mitigate infrastructure vulnerabilities, especially given rapid growth in gas generation. The Commission serves on several working groups that monitor actions and provide comments to PJM.

COMPETITIVE MARKETS

Twenty years of electric choice was celebrated in December 2016 by the Commission. PA continues as a leading state for competition, with hundreds of licensed suppliers and more than 2 million customers shopping for electric generation. During 2016-17, the PUC took additional steps to strengthen and enhance Pennsylvania’s competitive market, including:

► Finalization of accelerated switching enabling an electric distribution company (EDC) to switch a shopping customer to a new supplier, or upon customer request return the customer to default service, within three business days.

► Full implementation (by major EDCs) of seamless moves for moving customers staying in a given service territory, allowing them to keep their current supplier at their new address; and instant connects for new customers, allowing them to begin service with a new supplier on “day one” of new utility service.

► Clarification of the ability of customers on PPL’s customer assistance program (CAP) to choose a competitive electric supplier through a CAP-specific Standard Offer Program (SOP). The PPL CAP-SOP is modeled after the statewide SOP that has been in place since August 2013: fixed price for 12 months, at a price per kilowatt hour equal to 7 percent less than PPL’s price to compare at the time of enrollment, and with no cancellation fee.

► Ongoing enhancements to the PUC’s official website for electric shopping – [PAPowerSwitch.com](#) – including direct links connecting PAPowerSwitch shoppers to suppliers’ online enrollment webpages and the ability to display new products being offered by suppliers, including but not limited to flat monthly rates, enrollment fees and, eventually, time-of-use products.

ALTERNATIVE ENERGY PORTFOLIO STANDARDS (AEPS) ACT OF 2004

October 2016 – The Commission implemented modified regulations, following more than two years of public input, review and discussion.

The revised [Rulemaking Order](#) clarifies issues related to net metering, interconnection and compliance provisions.

RELIABILITY

August 2016 – The Commission released its annual [Electric Service Reliability Report](#), detailing the performance of the state’s EDCs during 2015.

2016-17 AUDITS

The PUC completed 71 audits, involving default service, purchased power, non-utility generation, transmission service costs, generation supply service, smart meters, energy efficiency and conservation, consumer-education programs and universal service programs.

The Commission also reviewed and processed 168 filings requesting changes to established adjustment clause rates and implementing revised surcharge rates, and an additional fifty-six Section 1307(e) reconciliation statements that were reviewed and processed.

The PUC performed periodic management and operations audits (MAs) or management efficiency investigations (MEIs), including:

► PPL Electric Utilities – A Management Audit, released Dec. 8, 2016, showed that of 118 total recommendations, the company full accepted 72 recommendations, partially accepted 40 recommendations, and rejected six recommendations – generating an estimated \$3.38 million in annual savings.

► Citizens' Electric Co., Wellsboro Electric Co. and Valley Energy Inc. – An MEI, released Jan. 26, 2017, showed that the companies effectively or substantially implemented 13 of the 18 prior recommendations and took some action on the remaining five.

ELECTRIC SAFETY

25

the average number of reportable contacts with power lines in PA each year.

6

the average number of fatalities in PA each year.



130

Bureau of Consumer Services (BCS) electric safety referrals investigated

April 2017 – The Commission approved new electricity standards, adopting national safety code standards, clarifying minimum industry standards and strengthening enforcement efforts.

SMART METERS

Act 129 of 2008 requires PA's seven large (100,000 or more customers) EDCs to deploy smart meters to all customers by 2023. The PUC has approved all plans.

3.54 million smart meters (61 percent of all meters) currently are deployed statewide.

PUC REGULATES



electric distribution companies

RATE INCREASE REQUESTS

During the fiscal year, the Commission approved the following rate increase requests. Information about the [ratemaking process](#) is available on the PUC website.

Citizens' Electric Co.

Requested Rate Increase – \$592,000 (12.8 percent)

Approved Rate Increase – \$355,000 (7.6 percent)

Primary Reason – New investments in infrastructure, improving operations and strengthening reliability.

Wellsboro Electric Co.

Requested Rate Increase – \$1,000,000 (21.3 percent)

Approved Rate Increase – \$775,000 (17.31 percent)

Primary Reason – New investments in infrastructure, improving operations and strengthening reliability.

Met-Ed

Requested Rate Increase – \$140.2 million (9.08 percent)

Approved Rate Increase – \$90.5 million (6.52 percent)

Primary Reason – New investments in infrastructure, improving operations and strengthening reliability.

Penelec

Requested Rate Increase – \$158.8 million (10.94 percent)

Approved Rate Increase – \$94.6 million (7.22 percent)

Primary Reason – New investments in infrastructure, improving operations and strengthening reliability.

West Penn Power

Requested Rate Increase – \$98.2 million (5.51percent)

Approved Rate Increase – \$60.6 million (3.83 percent)

Primary Reason – New investments in infrastructure, improving operations and strengthening reliability.

Penn Power

Requested Rate Increase – \$42 million (9.57 percent)

Approved Rate Increase – \$27.5 million (6.64 percent)

Primary Reason – New investments in infrastructure, improving operations and strengthening reliability.

NATURAL GAS



WHOLESALE GAS MARKET AND NATURAL GAS PRICES

During the fiscal year, the state’s natural gas industry set another production record, producing 5.1 trillion cubic feet of gas – an 11 percent increase over the previous year. Pennsylvania ranks second behind Texas in total volume of natural gas production. Within the territory of the PJM Interconnection, the regional power grid operator which serves Pennsylvania, gas-fired generation makes up the highest percentage of installed generation capacity at 34 percent.

According to [FERC’s 2016 State of the Market Report](#), 2016 brought record low natural gas prices and near-record low electricity prices. Electricity generation from natural gas overtook coal generation for the first time on an annual basis, while renewables continued to account for the majority of electric generation capacity additions.

Throughout the ongoing development and growth of Pennsylvania’s natural gas industry, the Commission continues its effort to enhance pipeline safety across the Commonwealth, highlighted by adding engineers to the PUC’s Pipeline Safety Team, supporting new federal regulations for Class 1 Gathering lines, and encouraging increased access to federal safety training resources for engineers – including discussions about creating a pipeline training facility in Pennsylvania.

COMPETITIVE MARKET OVERSIGHT

During 2016-17, the PUC continued moving forward on several fronts to further remove barriers to competition in the state’s natural gas market. Led by its Office of Competitive Market Oversight, the PUC took the following steps:

- ▶ Revised [disclosure requirements for natural gas suppliers](#).
- ▶ Advanced efforts to amend and add to regulations addressing the release, assignment and transfer of capacity among natural gas distribution companies and natural gas suppliers.

- ▶ Initiated the first steps to bring [accelerated switching](#) to the state’s natural gas industry, essentially modeling accelerated switching in Pennsylvania’s electric industry.
- ▶ Implemented [“joint bill” initiative](#) providing for a more supplier-oriented, consolidated natural gas bill.
- ▶ Approved [plans](#) enabling gas utilities and competitive suppliers to more easily share account numbers and, thus, help consumers to enroll with suppliers in public venues.
- ▶ Supported enactment of Act 47, which eliminated migration riders and made switching to a competitive supplier easier for gas customers.
- ▶ Enhanced the PUC’s official website for natural gas shopping – [PAGasSwitch.com](#) – including direct links connecting PAGasSwitch shoppers to suppliers’ online enrollment webpages and the ability to display new products being offered by suppliers.

2016-17 AUDITS

During Fiscal Year 2016-17, the PUC completed 11 purchased gas cost (PGC) audits, five gas cost rate (GCR) audits, seven universal service audits, two consumer-education audits, two efficiency cost recovery surcharge audits, two post employment benefit surcharge audits and two Distribution System Improvement Charge (DSIC) audits. The PUC also reviewed 11 GCR, one consumer-education charge, one Universal Service Fund charge and 33 DSIC rate change filings. The PUC performed periodic management and operations audits (MAs) or management efficiency investigations (MEIs), including:

- ▶ **The Peoples Companies** – A [Focused Management and Operations Audit](#) released Dec. 8, 2016, showed that all 21 recommendations were accepted – with the vast majority of the recommendations being implemented by December 2017.
- ▶ **Citizens’ Electric Co., Wellsboro Electric Co. and Valley Energy Inc.** – An MEI, released Jan. 26, 2017, showed that the companies effectively or substantially [implemented](#) 13 of 18 prior recommendations and took some action on the remaining five recommendations.

► **Columbia Gas of PA** – An MEI, released May 18, 2017, showed that the company effectively or substantially [implemented](#) 7 of 11 prior recommendations and took some action on the remaining four recommendations.

LAUREL PIPE LINE APPLICATION

In May, the Commission held two “Smart Hearings” regarding the [application by the Laurel Pipe Line Co.L.P.](#) to change the direction of its petroleum products transportation service over a portion of its system, west of its Eldorado facility located in the Altoona area. A decision on the application is anticipated in 2018.

NATIONAL TASK FORCE EXPLORING NATURAL GAS ACCESS AND EXPANSION

In April, PUC Commissioner Coleman was named co-chair of a new [Natural Gas Access and Expansion Task Force](#) established by the President and Executive Board of the National Association of Regulatory Utility Commissioners (NARUC). The task force is exploring best practices and making recommendations regarding natural gas service for underserved and unserved areas of the country, including but not limited to rural communities. A full [report](#) was issued this fiscal year.

STEAM HEAT EXPANSION PROJECT IN PITTSBURGH

In December, the PUC [issued a Certificate of Public Convenience](#) to NRG Energy Center Pittsburgh LLC (NRGP) to expand its service territory for steam, hot water and chilled water service into portions of Pittsburgh’s Uptown Corridor. Per NRG, the Uptown Corridor plan will initially provide service to UPMC but will have sufficient capacity to provide service to some of UPMC’s existing neighbors and future tenants on a 28-acre site that the Pittsburgh Penguins are developing nearby.

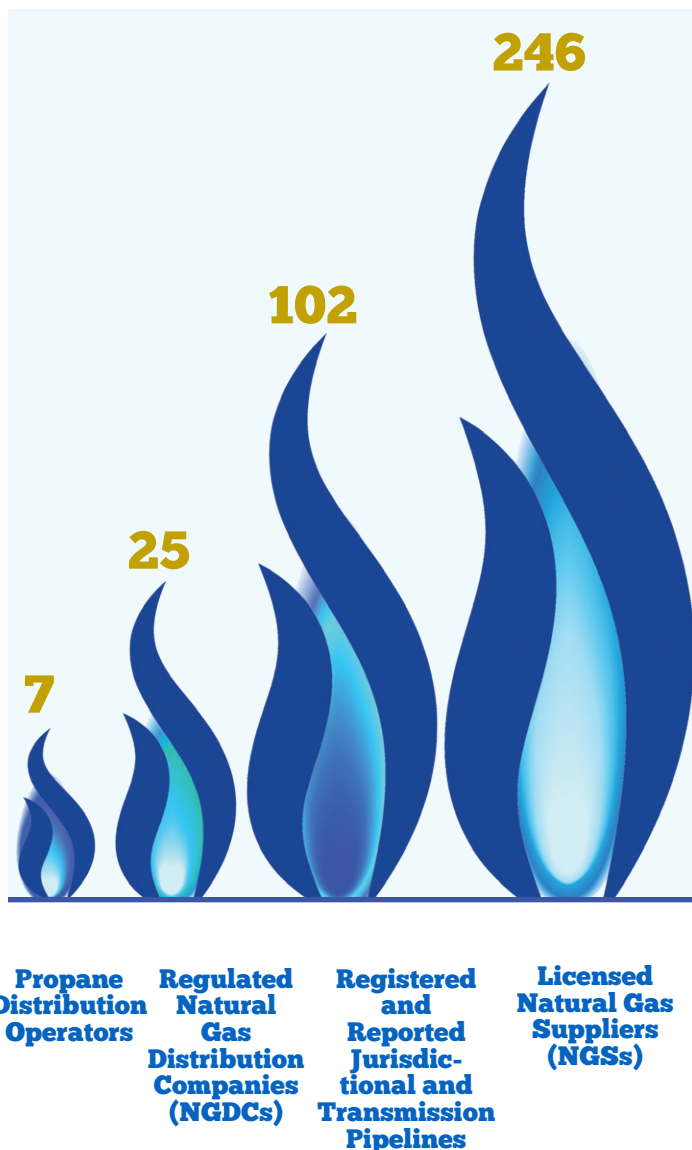
SETTLEMENTS

► [Northampton County Propane Gas Explosion](#) – On Aug. 11, 2016, the PUC approved a settlement with Continental Communities LLC and Hickory Hills Mobile Home Park LLC stemming from an investigation into a February 2014 propane gas explosion at a residential community in Bath, PA, claiming the life of one resident and destroying or damaging several homes. The settlement included a \$1 million civil penalty and disconnection and removal of the propane distribution system.

► [Coatesville House Explosion](#) – On Oct. 27, 2016, the PUC approved a settlement with PECO Energy Co. stemming from an investigation into a July 17, 2014, house explosion in Coatesville when the company was performing an uprating project on natural gas lines. The settlement included \$5.3 million in gas safety enhancements and a \$900,000 civil penalty.

► [Gas Explosion at Rosemont College](#) – On April 20, 2017, the PUC approved a settlement with PECO Energy Co. stemming from an investigation into an Aug. 7, 2013, natural gas explosion at Rosemont College on Philadelphia’s Main Line when a subcontractor struck a college gas main, causing a fire in a drill rig and injuring two workers. The settlement provides for new gas safety enhancements and a \$15,000 civil penalty.

CURRENT STATUS OF NATURAL GAS INDUSTRY IN PENNSYLVANIA



CURRENT NATURAL GAS INDUSTRY ACT 13 OF 2012 (MARCELLUS SHALE IMPACT FEE)

The Commission is charged with collecting and distributing the unconventional gas well fee (also called the Marcellus Shale Impact Fee), and the distribution of those funds to local and state governments.

This year's distribution totaled \$173,258,900, more than half (\$93,128,340) of which was distributed to county and municipal governments directly affected by drilling.

Over the past six years, the PUC has collected and distributed more than \$1.2 billion in Impact Fees to local governments and communities across Pennsylvania.

GAS SAFETY

During 2017, the PUC Pipeline Safety Division conducted 500 inspections; investigated seven reportable incidents (incidents resulting in death, personal injury, property damage exceeding \$50,000 or gas loss of more than 3 million cubic feet); and issued 44 non-compliance letters.

INFRASTRUCTURE IMPROVEMENT APPROVALS

In 2017, the Commission approved additional long-term improvement projects by natural gas distribution companies (NGDCs) – projects designed to accelerate replacement of aging pipelines and infrastructure.

[Modified Long-Term Infrastructure Improvement Plans for Peoples Natural Gas and the UGI Companies](#)

[UGI's Distribution System Improvement Charge](#)

[Modified proposals from UGI Central Penn Gas Inc. and UGI Penn Natural Gas Inc. for an increase in customers' Distribution System Improvement Charge \(DSIC\)](#)

RATE INCREASE REQUESTS

During the fiscal year, the Commission finalized the following rate increase requests. Information about the [ratemaking process](#) is available on the PUC website.

UGI Utilities Inc. - Gas Division

Requested Rate Increase – \$58.6 million (17.5 percent)

Approved Rate Increase – \$27 million (11.3 percent)

Primary Reason – The Commission approved the rate increase because new investments in infrastructure, new energy efficiency and conservation measures are needed.

Columbia Gas of PA

Requested Rate Increase – \$55.3 million (11.2 percent)

Approved Rate Increase – \$35 million (7.12 percent)

Primary Reason – The Commission approved the rate increase because new investments in infrastructure, improved operations and strengthened reliability are needed.

Andreassi Gas Company, Butler County

Requested Rate Increase – \$67,700 (21.2 percent)

Approved Rate Increase – \$67,700 (21.2 percent)

Primary Reason – The Commission approved the rate increase in order to maintain current production at the company's utility plant and provide pipeline safety training.

TELECOMMUNICATIONS



TYPES OF CARRIERS IN PENNSYLVANIA



of Pennsylvania’s Chapter 30 of the Public Utility Code, which directed universal broadband deployment by regulated incumbent local exchange carriers (ILECs) throughout the Commonwealth by Dec. 31, 2015, while maintaining universal telecommunications service at affordable rates.

► BROADBAND

While broadband access must be made available throughout Pennsylvania, the Commonwealth’s statutory 1.544/0.128 Mbps (download/upload) speeds are outdated. When the Verizon companies declined the FCC’s offer of federal USF Connect America Fund (CAF) support in the amount of almost \$140 million to deploy broadband at speeds of at least 10/1 Mbps through underserved rural areas and it became apparent that those funds could migrate outside the Commonwealth, the Commission pursued efforts at the FCC seeking to retain access to those funds. On April 17, 2017, the Commission jointly with the Department of Community and Economic Development filed a formal [Joint Petition](#) at the FCC requesting reconsideration of the FCC’s decision not to preserve those funds for use in Pennsylvania. The Commission actively pursued support of the Joint Petition before the [FCC](#). The Joint Petition also received extensive bipartisan support from Pennsylvania’s [Congressional Delegation](#) and from [multiple statewide municipal, farm, and other associations](#). The Commission continues to evaluate options available to preserve federal funding for use in Pennsylvania. The Commission also is working to improve its website to make information available regarding broadband availability in Pennsylvania.

FEDERAL ISSUES

The Commission continues to address various issues that stem from the landmark federal Telecommunications Act of 1996 (TCA-96) and the Federal Communications Commission’s (FCC’s) 2011 USF/ICC [Transformation Order](#). The Commission also actively participates in relevant proceedings before the FCC. The Transformation Order fundamentally restructured the telecommunications regulatory environment, including in particular, issues regarding federal universal service funding support (USF) and broadband, intercarrier interconnection and compensation, and federal preemption of state jurisdiction.

► UNIVERSAL SERVICE

The universal service concept now includes broadband access in addition to voice services per the Transformation Order. This is fully compatible with the statutory directives

► LIFELINE

In April 2016, the FCC issued its latest major Lifeline Order that established Broadband Internet Access Service (BIAS), as a federal USF-supported service that eligible low-income consumers and households can now get in Pennsylvania. The new rules for BIAS went into effect on Dec. 1, 2016. Consumers eligible under the programs that were eliminated continued to get their support until July 1, 2016. The Commission continues to make eligible telecommunications carrier (ETC) designations for wireline and wireless providers of Lifeline services while

the FCC plans to revisit its April 2016 determinations. The Commission continues to educate the public about this [program benefit](#).

► INTERCARRIER INTERCONNECTION AND COMPENSATION

The Commission continues to approve [interconnection agreements](#) between carriers and adjudicate carrier disputes involving [intercarrier compensation](#) pursuant to TCA-96.

► PREEMPTION

The Commission filed comments in several FCC proceedings viewed as impacting Pennsylvania. For example, the Commission filed comments supporting the removal of regulatory barriers to increased infrastructure investment while opposing the FCC's consideration of revising the current copper retirement process. The Commission also argued against the federal preemption of independent Commonwealth laws requiring the provision of adequate, safe and reliable services.

► AREA CODE RELIEF AND NUMBERING RESOURCES

The North American Numbering Plan Administrator (NANPA), Neustar (an FCC contractor and neutral third party), informs Pennsylvania and the other states of current and projected numbering resources. Commission staff closely monitors this information in all the Commonwealth's area codes to ensure the availability of adequate numbering resources. In 2016, following consideration of comments received from interested stakeholders, the Commission issued several decisions to implement 10-digit dialing in the [717 area code](#) and to implement another 10-digit overlay in the [215/267 area codes](#).

The Commission also continues to monitor developments at the FCC regarding the provision of numbering resources to Voice over Internet Protocol (VoIP) service providers and prepares appropriate registration forms for industry use.

STATE ISSUES

► BROADBAND

Since the December 2015 completion of broadband deployment obligations by the Commonwealth's ILECs at the 1.544/0.128 Mbps statutory standards, the Commission is policing the availability and provisioning of relevant broadband access services by those carriers through its informal and formal complaint processes. See [Terry R. White v. Verizon North LLC](#). The Commission has also responded to legislative inquiries regarding potential legislative re-examination of Chapter 30 download and upload speed standards.

► PA UNIVERSAL SERVICE FUND

The Pennsylvania Universal Service Fund (PA USF) continues to support the concept of universal service within the Commonwealth. The annual PA USF distribution supports physical network facilities that provide both voice and broadband access services. The Total USF fund size for 2017 calendar year is \$34.068 million. GVNW is the new PA USF Fund Administrator selected through a Request for Proposal process that included four bidding companies. The contract period is four years, expiring on June 30, 2021.

The Commission oversees annual ILEC revenue and rate increases per Chapter 30. ILECs have the option to implement such increases in actual rates or bank them for future use. Through past settlements reached with the State's Office of Consumer Advocate, most ILECs are required to implement banked revenue changes in actual rates within four years or forego the revenue increase.

REGULATION OF ILEC QUALITY OF SERVICE AND LOCAL SERVICE RATES

The Commission oversees the safety, adequacy, reliability and privacy of telecommunications services provided by Verizon in competitive wire centers. In a February 2015 order, the Commission determined that standalone basic local telephone service was competitive for residential and small business customers in 153 Verizon PA and Verizon North wire centers serving geographic areas in or adjacent to Verizon's Philadelphia, Scranton/Wilkes-Barre, Harrisburg, Pittsburgh, Allentown and York service territories. As a result, the Commission does not

regulate local service rates in competitive wire centers. In a subsequent separate proceeding in 2016, the Commission closed a quality of service complaint filed against Verizon by the Communications Workers of America because those parties reached a settlement.

The Commission reviews the annual filings of regulated ILECs to increase their prices and revenue pursuant to their respective Chapter 30 alternative regulation and network modernization plans. During the 2017 calendar year ILECs were authorized for a total of \$3.55 million in annual revenue increases under their respective price cap filings. From this figure, the companies banked \$2.13 million for future use. During this same period, the price cap companies implemented a total of \$1.62 million into actual rate increases.

OTHER PROCEEDINGS AND ACTIVITIES

▶ The Commission initiated a formal investigatory proceeding to examine issues related to the certification of providers and operators of Distributed Antennae Systems (DAS) networks as public utilities in Pennsylvania. The Commission concluded that DAS operations furnish wireless services and are outside the Commission's jurisdiction.

▶ The Commission addressed several telecommunications utility merger and acquisition proceedings, including the [Joint Application of XO Holdings and Verizon Communications](#) for Verizon to acquire as an indirect subsidiary the assets of XO, and the [Joint Application for the Transfer of Control of Level 3](#) Communications to CenturyLink Inc., in which CenturyLink acquired the assets of Level 3.

▶ The Commission annually reviews the monthly residential and business surcharge for the Pennsylvania Telecommunications Relay Service (TRS), which remains at \$0.08 per access line per month. The Commission also is currently in the middle of a two-year pilot program that provided wireless devices for the Telecommunications Device Distribution Program (TDDP), which will be reviewed in the next fiscal year.

TRANSPORTATION & SAFETY



TRANSPORTATION NETWORK COMPANIES

On Nov. 4, 2016, Governor Wolf signed into law Act 164 of 2016, which amends Titles 53 (Municipalities Generally) 66 (Public Utilities) and 75 (Vehicles) of the Pennsylvania Consolidated Statutes. Act 164 establishes, inter alia, the regulatory framework for the provisions of Transportation Network Company (TNC) service.

The PUC licensed four Transportation Network Companies (TNCs) for permanent service. Rasier-PA (an affiliate of Uber) was licensed on Jan. 26, 2017. Lyft was licensed on Feb. 9, 2017. Freed Man Autonomous Vehicles, trading as CabbyGo, was licensed on Feb. 9, 2017. Yellow Cab Company of Pittsburgh, trading as Z Trip Pittsburgh, was licensed on June 27, 2017.

The aforementioned are licensed to provide transportation between points in Pennsylvania, excluding service falling under the jurisdiction of the Philadelphia Parking Authority.

ADVANCING UPDATED TRANSPORTATION REGULATIONS

The PUC is continuing efforts to address changes in the transportation industry and eliminate barriers that could prevent qualified passenger carriers from serving Pennsylvania communities.

Act 85 of 2016, effective July 13, 2016, provided that the Commission should promulgate temporary regulations governing the taxi and limousine industries within 150 days of the effective date of Act 85. In December 2016, the Commission implemented temporary regulations for the taxi and limousine industries in Pennsylvania in order to recognize changes in technology, customer demand and expectations, and competitive challenges. The changes did not diminish the Commission's commitment to vehicle safety, driver integrity and adequate insurance to protect the public.

On Oct. 27, 2016, the Commission issued a Final Order approving regulations which modified the application process for passenger motor carriers by eliminating unnecessary barriers to entry for the various types of passenger carriers. Additionally, regulations were approved which addressed other regulatory issues implicated by the change to the application criteria – including territorial restrictions, protest content, tariff filings and emergency authority considerations. These regulations became effective on May 6, 2017.

The Commission continues to review its regulations for transportation carriers in Pennsylvania. Rules related to various other categories of transportation services are currently being evaluated.

RAIL SAFETY RESPONSIBILITIES

The Commission's Rail Safety Engineers oversee highway-railroad crossings throughout Pennsylvania – including approximately 5,600 at-grade crossings, where public roads cross railroad tracks; along with 3,200 bridge crossings, involving bridges carrying public roads over railroads; bridges carrying railroads over public roads; and bridges carrying railroads over other railroads.

REGULATED MOTOR CARRIERS

4	transportation network companies
32	contract passenger companies
57	airport transfer companies
159	taxis
287	household goods movers
366	limousines
485	group and party bus companies
538	paratransit companies
6,354	property carriers



OPERATION LIFESAVER

During Fiscal Year 2016-17, rail safety personnel attended several events across the state to promote [Operation Lifesaver](#), a nonprofit, national public-education program dedicated to eliminating collisions, deaths and injuries at rail-highway crossings and on railroad rights-of-way. Operation Lifesaver strives to increase public awareness about the danger for motor vehicle operators and pedestrians at rail-highway intersections.

MOTOR CARRIER ASSESSMENTS

The Commission conducted six reviews of selected motor carrier Annual Assessment Reports during Fiscal Year 2016-17 and continues to conduct reviews of selected motor carriers in order to make adjustments to assessable revenues and make recommendations for improved record keeping and reporting.

2016-17 ENFORCEMENT ACTIVITIES

- 141** Informal consumer and carrier complaint investigations
- 283** Safety fitness educational reviews for newly certificated PUC carriers
- 2,800** Safety inspections of trucks, buses, taxis, paratransit vehicles and limousines

2016-17 INSPECTIONS

- 245** Locomotives
- 370** Railroad grade crossings inspected
- 827** OP inspections
- 1,676** Miles of track
- 2,602** Hazmat units
- 11,725** Railroad cars

2016-17 ENGINEERING

- 2** Public Utility Municipal Contracts approved
- 26** Bridge projects approved @ \$113 million
- 94** at-grade crossing projects approved @ \$19.7 million
- 125** Formal proceedings processed
- 190** Field meetings/inspections conducted

WATER/WASTEWATER



MERGERS AND ACQUISITIONS

During Fiscal Year 2016-17, the Commission finalized 12 mergers and acquisitions in the water and wastewater industry, mainly transfers of assets from municipalities and private communities such as mobile home parks. In addition, the Commission approved 10 applications for water/wastewater territory expansion.

POLICY STATEMENT ON ACQUISITION INCENTIVES

The PUC continues to implement a longstanding [policy](#) on water and wastewater system acquisition incentives to promote water system viability and regionalization.

2016-17 MANAGEMENT AUDITS AND EFFICIENCIES

2016-17 AUDITS

During Fiscal Year 2016-17, the PUC performed periodic management and operations audits (MAs) or management efficiency investigations (MEIs), including:

- ▶ **Suez Water Pennsylvania** – An MA contained 28 recommendations to improve company efficiency. The company indicated acceptance of 26 recommendations and partial acceptance of two. Implementation could result in annual savings from \$148,000 to \$161,000, or a one-time savings of \$277,000.
- ▶ **Newtown Artesian Water Co.** – An MA contained 18 recommendations. In its implementation plan, the company accepted 17 recommendations and rejected one.
- ▶ **Aqua Pennsylvania** – An MEI released by the PUC indicated the company implemented eight of the 22 prior recommendations reviewed and took some action on the remaining 14. The audit identified 21 follow-up recommendations that if implemented could result in annual savings of \$465,000.

AUDITING EMERGENCY RESPONSE PLANNING

During Fiscal Year 2016-17, emergency response plans were audited for 10 of the larger utilities in the water, electric, and natural gas industry. Three of those included water companies. Additionally, emergency preparedness audits were conducted of four small water utilities.

SECTION 1329 OF THE PUBLIC UTILITY CODE

Section 1329 of the Public Utility Code at Title 66 became effective June 13, 2016, and established a voluntary, alternative process for the valuation of the assets of municipally or authority-owned water and wastewater systems that are acquired by investor-owned water and wastewater utilities or entities. For ratemaking purposes, the valuation is the lesser of the fair market value or the negotiated purchase price. Section 1329 also allows the acquiring entity's post-acquisition improvement costs that are not recovered through a distribution system improvement charge (DSIC) to be deferred for book and ratemaking purposes.

The following applications were submitted to the Commission in the 2016-17 fiscal year:

- ▶ [Aqua America Wastewater Inc.](#) for the acquisition of New Garden Township Sewer Authority.
- ▶ [Aqua America Wastewater Inc.](#) for the acquisition of the wastewater system assets of Limerick Township.
- ▶ [Pennsylvania American Water Co.](#) for the acquisition of the assets of the Municipal Authority of the City of McKeesport.

WATER AND WASTEWATER SYSTEM VIABILITY

Pennsylvania has more than 2,200 community drinking water systems, many of which are small water systems serving fewer than 3,300 consumers. The PUC regulates the rates and service of about 135 water and wastewater companies.

Many small water and wastewater systems have varying degrees of operational constraints that impact their viability. Operational constraints inherent to small systems typically include: compliance problems; limited technical and managerial expertise; lack of capital for improvements with a limited ability to borrow at reasonable rates; deferred maintenance; deteriorated and undersized infrastructure; and minimal sources of supply or storage. A viable water/wastewater system is one that is self-sustaining and has the financial, managerial and technical capabilities to reliably meet both PUC and DEP requirements on a long-term basis.

The Commission's Small Water Company Task Force meets quarterly with other state agencies to identify and initiate assistance to small water companies that are in distress from financial, operational or regulatory issues.

THE PUC REGULATES:

134 – Water/Wastewater Companies

27 – Municipal Water/Wastewater Companies

2016-17 RATE INCREASE REQUESTS

4 – companies granted requests
\$748,009 – combined amount requested
\$468,812 – combined amount the PUC granted
\$108,935,120 – combined amount of 4 cases still pending before the Commission

RATE INCREASE REQUESTS

During the fiscal year, the Commission concluded four water/wastewater rate increase requests. The Commission granted 37.33 percent less than the overall annual increases proposed:

City of Dubois (Water)

Customers Served: 697 in Sandy Township, Clearfield County
Requested Rate Increase: \$267,604 (6 percent)
Approved Rate Increase: \$71,133 (9 percent)
Primary Reason: The Commission approved the increase to recover costs associated with recent capital investments.

Community Utilities of Pennsylvania Inc. (Water)

Customers Served: 2,605 in Stroud and Pocono Townships, Monroe County, and a portion of Hanover Township, Northampton County
Requested Rate Increase: \$427,817 (39.96 percent)
Approved Rate Increase: \$345,000 (32.22 percent)
Primary Reason: The Commission approved the increase to recover a reasonable rate of return and operating expenses.

Conewago Industrial Park (Water)

Customers Served: 27 in West Donegal Township, Lancaster County
Requested Rate Increase: \$34,223 (45 percent)
Approved Rate Increase: \$34,223 (45 percent)
Primary Reason: The Commission approved the increase to recover increases in operating expenses and gain a reasonable return on rate base, including recently installed assets.

Templeton Water Company Inc. (Water)

Customers Served: 148 in Pine Township, Armstrong County
Requested Rate Increase: \$18,365 (51 percent)
Approved Rate Increase: \$18,365 (51 percent)
Primary Reason: The Commission approved the increase to recover the rising cost of operation, system improvements, and compliance with the Department of Environmental Protection.

At the end of Fiscal Year 2016-17, the following are pending before the Commission:

- ▶ **Columbia Water Company** (\$923,668 – 17.80 percent);
- ▶ **Manwalamink Water Company** (\$82,445 – 20 percent);
- ▶ **Manwalamink Sewer Company** (\$29,007 – 5 percent);

MULTI-UTILITY ISSUES



NO. 1 SECURITY THREAT - CYBERSECURITY

Cyber and physical security planning are vital in protecting critical utility systems. A [“Black Sky” exercise](#) hosted by the PUC tested PA’s response to a large-scale outage event, with more than 130 stakeholders drilling to strengthen key systems, safeguard sensitive business and consumer information, enhance the physical security of critical facilities and improve resiliency to more quickly restore services.

The PUC created an updated guide, [Cybersecurity Best Practices for Small and Medium Pennsylvania Utilities](#), outlining ways utilities can prevent identity or property theft; manage vendors and contractors who can access company data; understand anti-virus software, firewalls and network infrastructure; protect physical assets; and access federal cyber incident resources.

ALTERNATIVE UTILITY RATEMAKING

In March 2017, the PUC continued its investigation of alternative rate designs by seeking [additional stakeholder](#) comments on potential benefits and next steps. This is a continuation of information received when the Commission hosted a Harrisburg hearing to gather comments from a diverse group of experts regarding alternative ratemaking methodologies, as part of ongoing discussions about how to best maintain safe and reliable energy infrastructure while also encouraging utilities to push forward with more aggressive energy efficiency and conservation programs.

Ratemaking alternatives, such as revenue decoupling, could involve making consumer charges less dependent on usage. Decoupling advocates suggest that decoupling removes possible disincentives for greater energy efficiency by utilities because utility revenues are no longer directly linked to the volume of electricity or gas sold.

COMBINED HEAT AND POWER

On Feb. 25, 2016, the Commission approved a joint motion proposing a policy statement related to combined heat and power (CHP) technology and increasing development among Pennsylvania’s regulated electric and natural gas distribution companies.

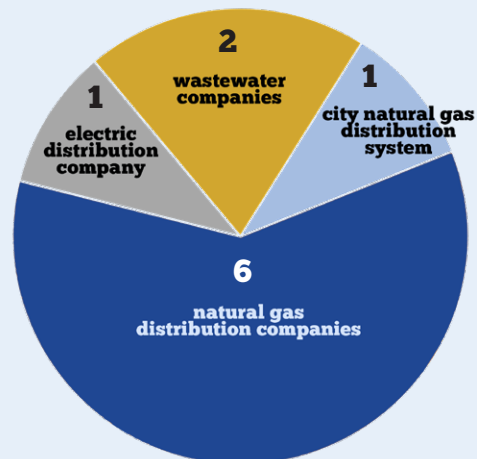
CHP is a form of distributed energy, located at or near a building or facility, which provides at least a portion of the electrical load and uses thermal energy for space heating or cooling, process heating or cooling, refrigeration or dehumidification. The Commission’s motion noted that CHP is an efficient means of generating electric power and thermal energy from a single fuel source, providing cost-effective energy services to commercial businesses like hotels, universities and hospitals – while also improving manufacturing competitiveness, reducing greenhouse gas emissions, reducing energy costs and enhancing reliability for the user. The Commission is considering comments it has received on the CHP initiative.

DSIC

Act 11 of 2012 allows jurisdictional water and wastewater, natural gas and electric utilities to petition the Commission for approval to implement a distribution system improvement charge (DSIC) to fund infrastructure upgrades. Under the law, the DSIC must be designed to provide for “the timely recovery of the reasonable and prudent costs incurred to repair, improve or replace eligible property in order to ensure and maintain adequate, efficient, safe, reliable and reasonable services.”

To be eligible to recover costs from a DSIC, a utility is required to submit a Long-Term Infrastructure Improvement Plan (LTIIP) for Commission approval. Currently, there are LTIIPs for seven water companies, two wastewater companies, one municipal water utility, seven electric distribution companies and nine natural gas distribution companies.

DSICS APPROVED SINCE 2012



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