



**Department of Public Service Regulation**  
**Montana Public Service Commission**

## **ANNUAL PERFORMANCE REPORT**

DEPARTMENT OF PUBLIC SERVICE REGULATION  
Fiscal Year 2025 (July 1, 2024 through June 30, 2025)

Submitted October 1, 2025

In accordance with Mont. Code Ann. §2-12-105, the Montana Department of Public Service Regulation (DPSR) provides this Annual Performance Report. The DPSR Annual Performance Report includes:

1. A description of the objective and mission of the DPSR;
2. A description of the divisions of the department and the functions of each division; and
3. Fiscal Year 2025 outcomes and outputs with respect to the performance measures identified in the Fiscal Year 2023 Annual Performance Plan.

The objective of the DPSR is to fairly balance the interests of regulated companies and the public they serve. Further, it is the mission of each division of the DPSR to provide competent, professional support to the Public Service Commission in pursuit of this objective.

**Listed below are the 3 divisions within the DPSR: Legal; Regulatory; and Centralized Services, along with a description of each division's functions, responsibilities, and performance measures.**

### **LEGAL DIVISION**

The Legal Division provides competent legal representation to the Public Service Commission. The Legal Division facilitates the commission's legal and quasi-judicial proceedings and provides legal counsel to the commission, and divisions, in matters requiring legal representation, interpretation, or opinion. The Legal Division represents the agency and the commission in court; issues legal opinions; and analyzes contracts and advises the commission on interpretations of law on matters within the scope of the department's jurisdiction and responsibility. The Legal Division also processes all public records requests submitted to the agency.

The Regulatory and Legal Divisions work in tandem to process applications from regulated companies and provide technical and legal advice to public service commissioners.

#### **Fiscal Year 2025 Outcomes and Outputs with Respect to Performance Measures (Regulatory and Legal Division):**

Total orders issued:	115
Default orders	56
Interim orders	8
Final orders:	9
Reconsiderations	3
Orders to show cause	2
Procedural orders	37
Notices of Commission Action:	19
Dockets Initiated:	94
Tariff Filings Processed	137

Staff analysis memoranda issued:	53
Staff prehearing fact sheets issued:	6
Listening Sessions:	4
Rulemaking Hearings:	0
Public Hearings:	7
New Petitions for Judicial Review:	1
District Court Arguments:	1
Public Records Requests:	4

In its 2023 Annual Performance Plan, the Commission identified average times to process various procedural steps in contested cases as one method of tracking performance. That data is reported in the tables below for all dockets opened between July 1, 2024, and June 30, 2025.

Timelines and procedures for dockets vary widely based on the needs of the parties and the complexity of the issues involved. For example, dockets with limited procedural orders are generally resolved much faster than dockets with full procedural schedules.

Number of Days . . .	Dockets with Limited Process		Dockets with Full Process	
	Average	Std. Dev.	Average	Std. Dev.
From Filing to Initial Notice	30	43	41	45
From Initial Notice to Procedural Order	n/a	n/a	37	16
From Filing to Conclusion of Process	42	46	138	63
From Conclusion of Process to Disposition	28	42	53	33
From Filing to Disposition	66	59	189	72

Number of Days . . .	Average (All Dockets)	Std. Dev.
From Filing to Initial Notice	34	43
From Initial Notice to Procedural Order	37	16
From Filing to Conclusion of Process	77	70
From Conclusion of Process to Disposition	37	41
From Filing to Disposition	101	82

For purposes of this analysis:

- The *filing* date is the day the docket was first opened.
- The *initial notice* date is the day the Commission provided public notice of the filing.
- The *procedural order* date is the day the Commission staff published an order outlining the planned procedure and schedule for the docket.
- The *conclusion of process* is either the deadline for parties to request additional process, or the deadline for parties to submit final briefs or other materials for the Commission's consideration. Alternatively, this date may reflect the withdrawal of an application by the original filer, which often ends the docket.
- The *disposition* is the date the docket is formally closed. A docket may be closed in a variety of ways, including through the issuance of a final order, an order on reconsideration, or a default order.

## REGULATORY DIVISION

The Regulatory Division conducts financial, economic, and technical analysis of the operations of regulated public utilities and common carriers; administers tariffs; performs railroad and pipeline safety inspections; monitors compliance; manages enforcement; assists consumers of regulated services; drafts and implements commission rules, orders, and other directives; administers applications for operating authority; participates in regional market and transmission forums; assists with developing and modifying regulations and policies; and advises the commission regarding all of these matters. The Regulatory Division is comprised of four programs: An economic and financial/accounting analysis team (10 FTE); a regulatory compliance & consumer assistance team (4 FTE); a pipeline safety inspection team (3 FTE); and a railroad safety inspection team (2 FTE).

### REGULATORY COMPLIANCE / CONSUMER SERVICES

Within the Regulatory Division, there is a regulatory compliance/consumer services program. This program provides consumer assistance; facilitates and responds to public comments; facilitates access to commission proceedings; processes and evaluates applications and other filings from regulated motor carriers, telecommunications providers, and water and sewer companies; recommends corrective actions for violations of laws, rules, tariffs and policies; and assists with the department's public information, public policy, document processing, reception, and other administrative support functions.

#### Fiscal Year 2025 Outcomes and Outputs with Respect to Performance Measures:

1. Entered 2,799 new consumer assistance cases into REDDI (The DPSR's document tracking system).
2. Follow-up on open consumer assistance cases is typically conducted at least once every 8 business days; however, 48 cases did not meet this requirement due to high case volume / competing workload priorities.
3. Processed 1,333 public comments, with 85 completed outside the 5-business-day window due to peak volume.
4. Except for 20 contacts, all calls, e-mails, and letters were acknowledged within 24 hours.
5. 30 new telecommunications and/or billing aggregator registrations were processed in FY 2025, with all but 2 acknowledged within 24 hours and processed within 3 business days.
6. 35 applications from telecommunications, water/sewer, and motor carriers were all processed within specified timeframes.

## RAILROAD SAFETY

The Railroad Safety Program, which is also within the Regulatory Division, ensures safe railroad operations by enforcing federal safety regulations for all types of locomotives and freight cars operating in Montana. The primary responsibility of the program is to protect the public from the hazards related to railroad derailments and accidents. The program relies on two federally-certified Motive Power and Equipment inspectors to fulfill that responsibility.

#### Fiscal Year 2025 Outcomes and Outputs with Respect to Performance Measures:

In FY 2025, Program inspectors:

1. Conducted 312 inspections (233 inspection days)
2. Identified 2,300 non-compliant defective conditions
3. Reported 66 accidents/incidents compared to 62 in FY 2024
4. Participated in the Operation Lifesaver program
5. Participated in the State Emergency Response Committee
6. Actively engaged with the National Association of State Rail Safety Managers
7. Actively engaged with federal inspectors and conducted 39 joint inspection reports and audits
8. Created an annual inspection plan, targeting the highest risk locations based on previous data and focused oversight and enforcement efforts on those highest risk locations

9. Collaborated monthly with FRA and Montana DES coordinators to identify safety risks/trends
10. Participated in Local Emergency Planning Committee meetings

## PIPELINE SAFETY

Another program within the Regulatory Division, the Pipeline Safety Program, ensures the safe construction, operation, and maintenance of intrastate gas pipelines in Montana.

### Fiscal Year 2025 Outcomes and Outputs with Respect to Performance Measures:

The Pipeline Safety program relies on a federal reporting system. For calendar year 2024, this program:

1. Achieved a total of 180 field inspection days (federal requirement for 2024 was 171)
2. Completed a total of 59 inspections
3. Issued 40 violations
4. Enforced the correction of 32 violations
5. Reported one no injury incident
6. Achieved perfect scores in audits by the federal Pipeline and Hazardous Materials Safety Administration (PHMSA) for pipeline and storage program requirements.

## CENTRALIZED SERVICES DIVISION

The Centralized Services Division (CSD) manages the commission calendars, agendas, meetings, reception area, mail processing services, records management, and provides administrative support to commissioners and PSC staff. The division is also responsible for human resources; fiscal activities; payroll and procurement; facilities furnishing and inventory; office equipment and inventory; and office safety and security. Within the CSD, the PSC Information Technology staff purchases and services computers, communications, asset inventory and security products to promote completion of agency objectives. It also assists PSC commissioners, staff, and the public in utilizing agency hardware and software resources.

### Fiscal Year 2025 Outcomes and Outputs with Respect to Performance Measures:

1. System load times – REDDI has significantly reduced load times over EDDI and is an average of 14.7 times faster.
2. All security improvements are complete and an Authorization to Operate (ATO) from SITSD was issued.
3. Public participation is increasing on a regular basis – As of 7/3/2025, the REDDI system had 3,548 credentialed public users. For comparison, as of 10/11/2024 the system had 2,991 credentialed public users. Members of the public can use our REDDI system without being a credentialed user, though there is not a means of counting those guest users.
4. Members of the public can use our REDDI system to submit requests for consumer assistance and to submit public comments in open dockets. Below are the stats for this fiscal year and last fiscal year for those two categories of usage, showing the number of users who used the REDDI system, and what percentage that number is compared to the total.

FY2025		FY2024	
Consumer Assistance	Public Comments	Consumer Assistance	Public Comments
44 / 1.57% of total	73 / 5.47% of total	48 / 1.76% of total	63 / 3.31% of total

5. Developed and maintain a desk reference guide actively used by staff
6. Regularly utilized workflow processes and checklists
7. Conducted Bi-weekly staff meetings
8. Completed Performance reviews for Fiscal Year 2024
9. Facilitated trainings (Know Be 4, EEO, Lunch & Learn)

