

Public Service Commission of South Carolina
Annual Report to the State Regulation of
Public Utilities Review Committee



Fiscal Year 2019-2020

Introduction

The Public Service Commission of South Carolina (“Commission” or “PSC”) is responsible for regulating the rates and services of investor-owned public utilities in the state, encompassing the electric, gas, telecommunications, transportation, water, and wastewater industries. With over 100 years of service to the state of South Carolina, the PSC establishes just and reasonable standards for their rates and services. The mission of the PSC is to serve the public by providing open and effective regulation and adjudication of the state’s public utilities, through consistent administration of the law and regulatory process. In order to carry out its mission during the 2019-2020 fiscal year, the Commission focused on its four strategic goals:

STRATEGIC GOAL I:

Optimize the effectiveness of Commission processes and systems

STRATEGIC GOAL II:

Promote operational excellence & transparency

STRATEGIC GOAL III:

Embrace risk management

STRATEGIC GOAL IV:

Maintain commitment to an engaged adjudicatory process

Throughout the fiscal year, the Commission focused on optimizing the effectiveness of its online systems and technology. Notably, the Commission continued with the implementation of its Docket Management System (DMS) eService Enhancement Project (DEEP) by completing Phase III of the Project. Phase III of the DEEP project included the creation of a DMS pop-up survey, an updated text-alert platform, and the correction of issues found during a fiscal year 2018-2019 vulnerability scan. The PSC also continued to capitalize on the efficiency of its eService System by serving most matters and orders electronically, rather than via U.S. Mail, resulting in significant cost savings.

To promote operational excellence and transparency, the Commission continued to maintain an ongoing dialogue with its stakeholders through its SC Utility Consumer brand and effectively utilized its livestreaming service for stakeholders to engage in Commission hearings and meetings virtually. Due to the COVID-19 Pandemic, the Commission transitioned to primarily virtual-based meetings and hearings in March 2020. The Agency successfully held two virtual public night hearings during this time where public witness testimony was delivered via audio and video conference. The PSC and its SC Utility Consumer brand remained active on social media to engage stakeholders. Across all of its social media accounts, the Commission has 976 followers, accounting for a 47% increase in its followers since last fiscal year. The Commission also

continued its ad campaign and online blog with state media outlets to promote the SC Utility Consumer site and to keep the public informed on utility related information.

The Commission embraced risk management by monitoring and updating its risk management plan. The plan identified the most significant threats to the agency, including risks related to building and IT security. PSC staff and Commissioners completed “Securing the Human” cybersecurity training. The Agency’s security vendor, Chief Services and Security Solutions, Inc., conducted a building security assessment and made recommendations for improvement. The Commission is budgeting for the recommended security upgrades.

Commissioners and Staff maintained a commitment to an engaged adjudicatory process by participating in national organizations and maintaining an ongoing dialogue with various stakeholder groups regarding the PSC’s mission. During the year, Commissioner Swain Whitfield served as Co-Vice Chairman of the National Association of Regulatory Utility Commissioners (NARUC) Committee on Critical Infrastructure. Chairman Randy Randall also continued to serve as the Co-Vice Chairman of the NARUC Committee on Water, and Commissioner Butch Howard continued to be a faculty member for NARUC’s Utility Rate School and served as a member of the Advisory Council for the Center for Public Utilities at New Mexico State University. This involvement in national organizations has allowed South Carolina to influence national energy decisions and protect the state’s interests. These leadership positions provided the opportunity to promote South Carolina across the nation and world. In addition to these leadership positions, PSC Commissioners and Staff are active members on many NARUC Committees. This involvement ensures that South Carolina’s and the Southeast’s positions are represented on national issues.

The Commission’s budget is an important aspect to its operations, and recognizing its responsibility of being fiscally accountable, the Agency has consistently been able to meet its goals to improve operations within its set budgetary limits.

The PSC highlights the following areas of achievement for the 2019-2020 fiscal year:

PROCEEDINGS BEFORE THE PUBLIC SERVICE COMMISSION	
SUBTOPIC AND DESCRIPTION	PAGE REFERENCE
Caseload – includes pertinent information such as data related to directives, orders, hearings, meetings, action and advised items, hearing officer and examiner activity, night hearings	pp. 5-9, Appendix A
Noteworthy Cases – provides summaries of some of the Commission’s most noteworthy cases and orders during the fiscal year, including cases on appeal	pp. 10-17
Allowable Ex Parte Briefings – includes dates, requestor, and topics related to this subtopic	pp. 17
COMMISSIONER INVOLVEMENT & EDUCATION	
Participation in Organizations – Commissioner and Staff involvement in national organizations	pp. 18-19, 38-41
Educational Sessions – educational sessions provided to educate staff members and Commissioners	pp. 19-20, 38
Seminars, Conferences, & Workshops – list of events attended by Staff & Commissioners regarding emerging issues within the regulatory arena	pp. 39
Ethics Training – details regarding 2019-2020 ethics training	pp. 20-21, 41
TECHNOLOGY & SOFTWARE	
eService System Statistics – overview of industries, and postage savings	pp. 24-25
DMS eService Enhancement Project – project details and Phase III implementation items	pp. 21, 30, Appendix B
DMS Data – comprehensive overview of DMS activity	pp. 25-26, Appendices D & E
Transparency Initiatives – expanded communications platform, social media, SC Utility Consumer Website, livestream statistics, ad campaigns, DMS Survey results	pp. 21-23, 34-35, Appendices C, D & F
COVID-19 Pandemic – Commission response and use of technology	pp. 27-28



Goal 1: Be Heard Outside of the Hearing Room

MEET

In the last fiscal year, 88,531 visitors accessed Commission websites.

Caseload

The Commission’s primary duty is to adjudicate cases involving the state’s investor-owned utilities. This past fiscal year, the Commission opened 347 new dockets, including non-docketed items, held 59 hearings, issued 313 orders, and issued 531 directive orders. In 2018-2019, the PSC issued 435 orders and 425 directive orders. A total of 6,730 matters were posted on the Commission’s Docket Management System (DMS). The Commission also held 46 Commission Business Meetings during the year.

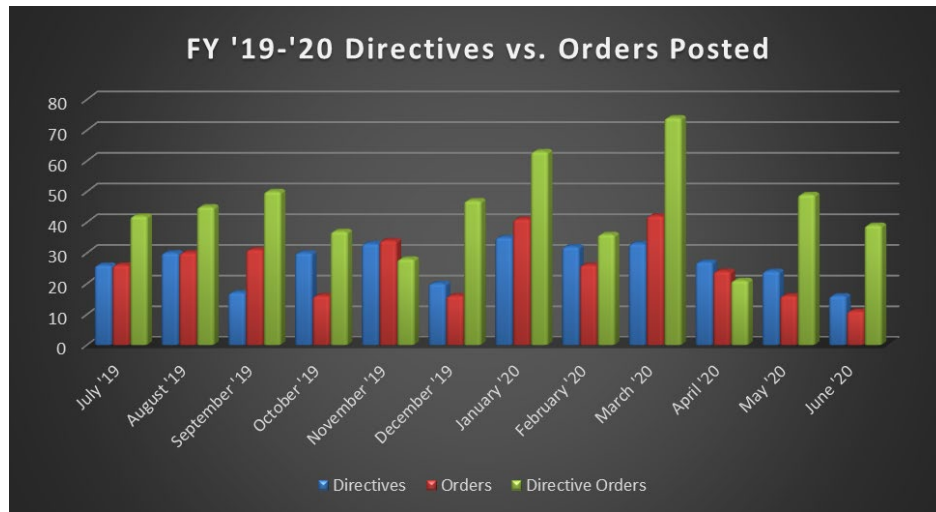
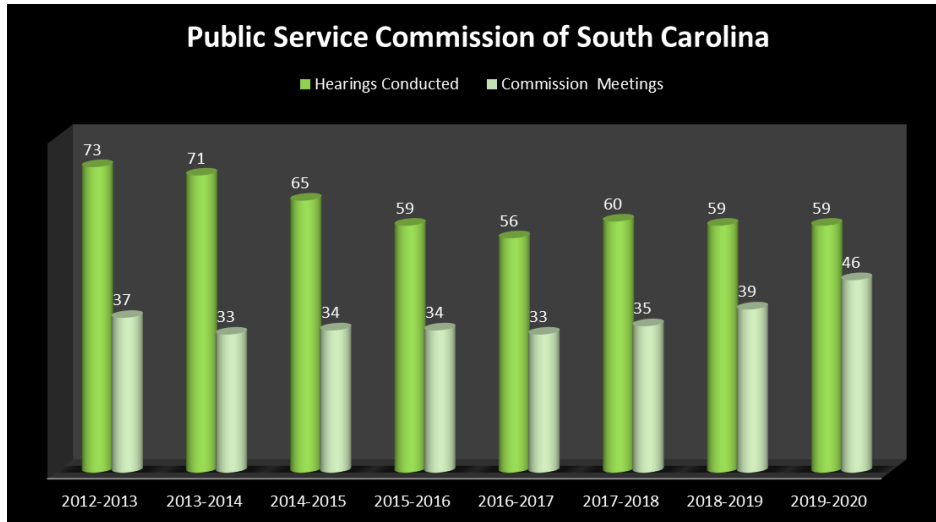
DMS Statistics		
Fiscal Year	New Dockets*	Total Matters Posted**
2014-2015	471	5840
2015-2016	474	7599
2016-2017	425	5765
2017-2018	427	5690
2018-2019	451	8549
2019-2020	347	6730

*Includes Non-Docketed Items (NDI)

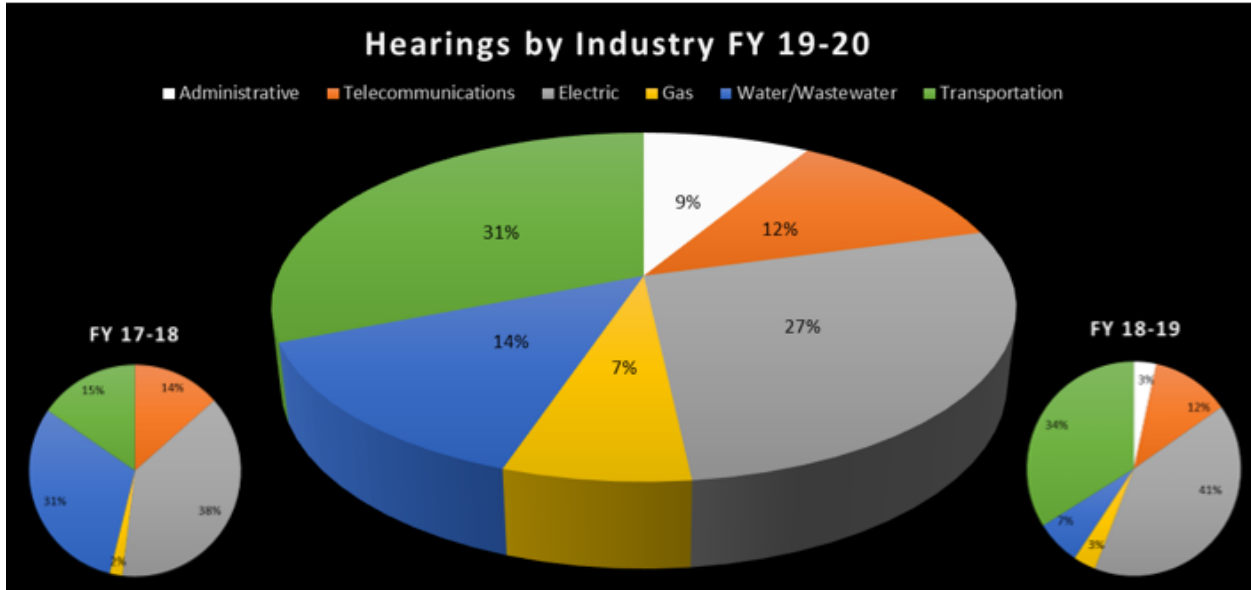
**Does Not Include NDI Matters

Non-Docketed Items*	
Fiscal Year	Number of Non-Docketed Dockets
2014-2015	41
2015-2016	44
2016-2017	52
2017-2018	34
2018-2019	32
2019-2020	40

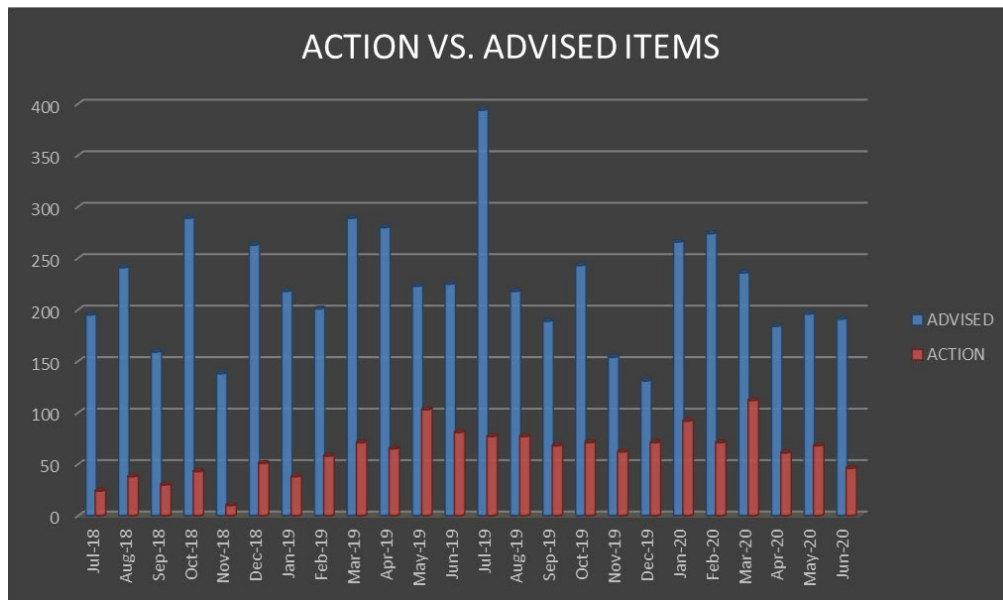
*Non-Docketed Items are uncontested cases.



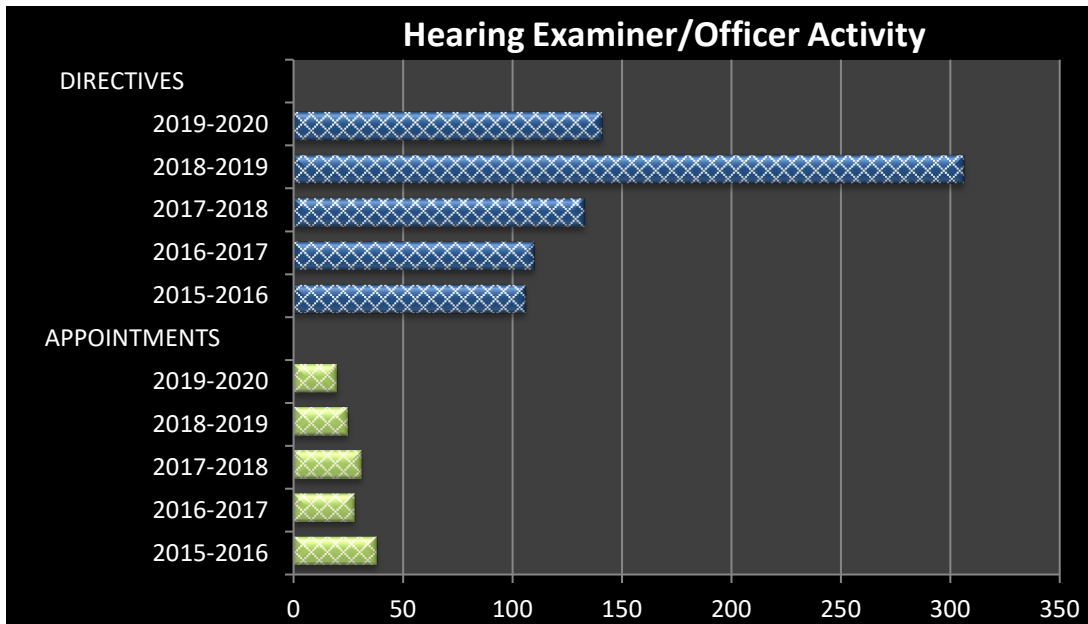
The Commission’s hearings encompass the electric, gas, telecommunications, transportation, water, and wastewater industries. There continues to be a steady number of hearings within the electric industry due to the impact of new issues which must be addressed from a regulatory standpoint, including the SC Energy Freedom Act of 2019. Some of these issues include solar programs and energy efficiency programs, demand side management programs and integrated resource plans. **Appendix A** provides a breakdown of the types of hearings the Commission held throughout the year.



During the fiscal year, the PSC disposed of 876 action items at the Commission’s Business Meetings, and the Commission was advised of 2,676 matters. Action items are matters where the Commission makes a decision during a Commission Business Meeting. There was an increase in the number of items requiring Commission action this year. Matters of significant importance were decided throughout the fiscal year that required devotion of time and resources.



The chart below shows that the Commission continues to effectively utilize its Hearing Examiner/Hearing Officer programs. Hearing Examiners are appointed as defined in Regulation 103-804(F), and Hearing Officers are appointed pursuant to S.C. Code Ann. Section 58-3-40(C). In addition to issuing directives in cases, hearing examiners and officers are appointed to dispose of procedural matters and report findings of fact. The number of rulings made through these Commission Staff appointments is one indicator of the continued efficiency with which the Commission resolves complaints and procedural matters.



The Commission conducted **9 night hearings** throughout the state of South Carolina and virtually during the fiscal year. The table below details the case, date, and location of each night hearing the Commission held during the year.

Case	Date & Location
Docket No. 2019-64-WS: Application of CUC, Incorporated for Adjustment of Rates and Charges	December 9, 2019 Okatie, SC 6:00 PM
Docket No. 2019-290-WS: Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates	January 27, 2020 Lexington, SC 6:00 PM
	January 30, 2020 Irmo, SC 6:00 PM
	February 3, 2020 Union, SC 6:00 PM
	February 13, 2020 Greenville, SC 6:00 PM
	February 27, 2020 Columbia, SC 6:00 PM
Docket No. 2019-290-WS: Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates (cont.)	March 5, 2020 York, SC 6:00 PM
Docket No. 2019-281-S: Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas	March 19, 2020 Virtual - Audio 6:00 PM June 22, 2020 Virtual – Audio & Video 6:00 PM

Noteworthy Cases

The following paragraphs are summaries of some of the Commission's noteworthy cases filed during FY 2019-2020.

- a) **Docket No. 2019-64-WS - CUC, Incorporated** - On December 9, 2019, the Commission held a night hearing at the Callawassie Island Club in Okatie, South Carolina, with 26 witnesses testifying. On December 16, 2019, the Commission held a merits hearing in this Docket. On January 29, 2020, the Commission issued Order No. 2020-92, which settled a discrepancy between the operating margin and revenue requirement stated for CUC in the Commission's directive of January 22, 2020. On January 30, 2020, the Commission issued Order No. 2020-94, ruling on the Company's Application for Adjustments in Rates. In its Application, CUC requested an increase in revenues for combined operations by \$238,004, consisting of a water revenue increase of \$161,163 and a sewer revenue increase of \$76,841, which resulted in an operating margin of 15.18%. In its Order, the Commission awarded additional revenues in the amount of \$146,900 and a resulting operating margin of 12.51%. Commission Order No. 2020-160 amended Order No. 2020-94 by clarifying the Commission's elimination of CUC's availability fees. This clarification did not affect the rates submitted by the Company and adopted by the Commission.
- b) **Docket No. 2019-290-WS – Blue Granite Water Company** - Six public hearings were held in the case, so that ratepayers could testify as to their views on the rate filing. A merits hearing was held at the Commission's Offices, starting on February 26, 2020. On April 9, 2020, the Commission issued its Order No. 2020-306 on the merits of the case. An increase in revenue was granted in the amount of \$28,733,986. This was an increase of \$4,958,848 and was made up of \$2,161,536 in water revenue and \$2,797,312 in sewer revenue. A rate of return on equity of 7.46% was granted, along with a 10.54% operating margin. The Commission's decision amounted to a 57% reduction to the Company's original request. On April 29, 2020, the Company filed a Petition for Clarification and Reconsideration/Rehearing, which was subsequently denied by Commission Directive. The Company moved and was granted the right to place rates into effect under bond which approximated rates that would result in a revenue requirement similar to that proposed by the Office of Regulatory Staff in the case. On August 18, 2020, the Commission issued Order No. 2020-549, staying the placement of rates in effect under bond. On August 27, 2020, the Commission heard oral arguments on the Consumer Advocate's Request for Clarification. Subsequently, on August 31, 2020, the Commission voted to continue the Stay of the placement of rates in effect under bond until December 31, 2020. The Commission also approved a Conditional Accounting Order and stated that it would also remain in effect until December 31, 2020. On September 4, 2020, Blue Granite filed a Petition for Reconsideration of the Stay issued in Order No. 2020-549 and continued in the Commission's August 31, 2020 Directive.

c) **Docket No. 2019-281-S – Palmetto Utilities, Incorporated** - Two virtual public hearings were held in the case, so as to receive ratepayer input on this rate increase request. The Application in this matter was filed on November 27, 2019, but, after the onset of the COVID-19 pandemic, the Company moved for a sixty-day Stay in the proceeding. The Stay was granted by Commission Order No. 2020-259. The Company originally sought an increase in its monthly flat rate from the current \$52.10 (which took effect on March 7, 2018) to \$66.62 per single family home, condominium, villa, apartment unit, or commercial customer. This \$14.52 increase represents a change of 27.87%. However, the Company offered to phase in the rate increase in \$4.84 increments over three years. If adopted, the Company's additional revenue would be \$5,933,328 under this scenario. Major issues in the case were the valuation of a plant purchased from the City of Columbia, valued by the Company at \$18 million, and the application of the Tax Cuts and Jobs Act. Prior to commencement of the hearing, Palmetto Utilities and the Office of Regulatory Staff entered into Stipulations. The Stipulations would allow Palmetto Utilities an increase of \$3,215,000 in annual revenue and a monthly rate of \$59.87 per single family home. The new rates would be implemented no earlier than September 20, 2020. The plant in question would be valued at \$8,476,000 and be recorded as part of the Palmetto Utilities rate base. Also, Palmetto Utilities would establish a regulatory liability for the impacts of the 2017 Tax Cuts and Jobs Act as required by Commission Order No. 2018-308. The liability would be valued at \$2,032,146. The monies would be returned to customers through a decrement rider or separate negative surcharge for 12 months or until the balance in the regulatory liability reaches zero. Under the Stipulation, the Rate of Return on Equity would be 9.07%. The Operating Margin would be 16.48%. The South Carolina Department of Consumer Affairs ("the Consumer Advocate") did not join in the Stipulations. The Consumer Advocate recommended that \$1.29 million of the \$18 million acquisition price be allowed to go into rate base. With regard to the Tax Cuts and Jobs Act, the Consumer Advocate's witness recommended that the Commission order Palmetto Utilities to refund ratepayers the accumulated excess deferred income taxes that they collected as a result of the passage of the Tax Cuts and Jobs Act. The Consumer Advocate recommended that the Cost of Equity be set at 8.63%. Further, Intervenor Lisa Levine withdrew her intervention from the case, in return for Palmetto promising to make a contribution of \$50,000 per year for three years to a non-profit organization that would help people pay their sewer bills from Palmetto Utilities. The Commission adopted the Stipulations reached between Palmetto Utilities and the Office of Regulatory Staff. Among matters approved were a 9.07% rate of return on equity, the inclusion of \$8,476,000 in rate base and as a regulatory asset, and the return to customers in a monthly decrement total of \$2,032,146 as the result of the Tax Cuts and Jobs Act. There are other points in the Stipulations that are notable, including the provision of \$50,000 a year for three years by Palmetto to a non-profit to aid Palmetto's

ratepayers in paying their bills. These monies are non-allowable for ratemaking purposes to the Company.

- d) Docket No. 2019-3-E – Duke Energy Carolinas, LLC** - Annual Review of Base Rates for Fuel Costs of Duke Energy Carolinas, LLC, Increasing Residential and Non-Residential Rates. The parties to this proceeding were Duke Energy Carolinas, LLC (DEC), South Carolina Energy Users Committee (SCEUC), South Carolina Coastal Conservation League and Southern Alliance for Clean Energy, South Carolina Solar Business Alliance, and the South Carolina Office of Regulatory Staff (ORS). A Stipulation was executed by DEC, ORS, and SCEUC regarding many of the issues in the proceeding. The terms of the Stipulation were approved by the Commission, resulting in a Total Fuel Factor of 2.2896 cents per kWh for Residential; 2.1706 cents per kWh for General Service/Lighting; and 2.1462 cents per kWh for Industrial, as ordered in Commission Order No. 2019-691. These fuel factors resulted in an increase of \$1.54 for a residential customer using 1,000 kWh per month.
- e) Docket No. 2020-1-E – Duke Energy Progress, LLC** - Annual Review of Base Rates for Fuel Costs of Duke Energy Progress, LLC (For Potential Increase or Decrease in Fuel Adjustment or Gas Adjustment). The parties to this proceeding were Duke Energy Progress, LLC, Nucor Steel – South Carolina, Southern Alliance for Clean Energy and Coastal Conservation League, and the Office of Regulatory Staff. Due to the COVID-19 Pandemic, the hearing was conducted in a virtual setting. The testimonies of all witnesses were accepted into the record, subject to certain objections; the Commission then proceeded to ask probing questions of available witnesses. The points of contentions between the parties largely involved procedural issues, such as scheduling of fuel proceedings, generally. All objections were disposed of in the final Commission Order, Order No. 2020-439. In that Order, the Commission established the following Total Fuel Factors: 2.456 cents per kWh for Residential; 2.258 cents per kWh for Non-Demand General Service; 1.887 cents per kWh for Lighting; and 1.887 cents per kWh plus 116 cents per KW for Demand General Service. These fuel factors result in a decrease of \$4.11 for a residential customer using 1,000 kWh per month.
- f) Docket No. 2020-2-E – Dominion Energy South Carolina, Incorporated** - Annual Review of Base Rates for Fuel Costs for Dominion Energy South Carolina, Incorporated (For Potential Increase or Decrease in fuel Adjustment or Gas Adjustment). The parties to the proceeding were Dominion Energy South Carolina, CMC Steel - South Carolina, Coastal Conservation League and Southern Alliance for Clean Energy, Ecoplexus, Incorporated, South Carolina Energy Users Committee, South Carolina Solar Business Alliance, and the Office of Regulatory Staff. All the parties filed a Joint Motion to cancel the in-person hearing scheduled for the proceeding due to the COVID-19 pandemic. The

Commission granted in part and denied in part the Joint Motion, insisting on a virtual hearing during which the Commissioners were able to ask probing questions of the witnesses presented by the parties. After the hearing, the Commission issued Order No. 2020-331 which established the following Total Fuel Factors: 2.359 cents per kWh for Residential; 2.357 cents per kWh for Small General Service; 2.337 cents per kWh for Medium General Service; 2.305 cents per kWh for Large General Service; and 2.250 cents per kWh for Lighting. The net result for these fuel factors is a decrease of approximately \$ 1.91 per month on a residential customer bill using 1,000 kWh.

- g) Docket No. 2019-184-E – Dominion Energy South Carolina, Incorporated** - South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A). The intervenors to the proceeding were Dominion Energy South Carolina, Coastal Conservation League and Southern Alliance for Clean Energy, Johnson Development Associates, South Carolina Energy Users Committee, Solar Business Alliance, and Walmart, Inc. The hearing in this case began Monday, October 14, 2019. The resulting Commission Order was Commission Order No. 2019-847, which was subsequently amended by Commissioner Order No. 2020-244. In its Order, and subsequent Order on Rehearing and Reconsideration, the Commission determined appropriate rates for avoided energy rates, interim integration charges, treatment for mitigation measures taken by energy producers to reduce system integration impact, avoided cost methodology, standard offer avoided cost rates, form contract power purchase agreements (“PPAs”), commitment to sell forms, and standard terms and conditions.
- h) Docket Nos. 2019-185-E & 2019-186-E – Duke Energy Carolinas, LLC & Duke Energy Progress, LLC** - South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A). A joint hearing was held by the Commission for Docket Nos. 2019-185-E and 2019-186-E. The parties in one or both of the dockets were Duke Energy Carolinas, LLC, Duke Energy Progress, LLC, Coastal Conservation League and Southern Alliance for Clean Energy, Ecoplexus Incorporated, Johnson Development Associates Incorporated, Nucor Steel – South Carolina, South Carolina Energy Users Committee, South Carolina Solar Business Alliance, Incorporated, Walmart Inc, and the Office of Regulatory Staff. The joint proceeding began Monday, October 21, 2019. The resulting Commission Order was 2019-881(A), which was subsequently amended by

Commissioner Order No. 2020-315(A). In its Order, and subsequent Order on Rehearing and Reconsideration, the Commission determined avoided cost methodology, standard offer avoided cost rates, form contract power purchase agreements (“PPAs”), commitment to sell forms, and standard terms and conditions.

Commission Cases on Appeal

The following paragraphs are summaries of the issues in various Commission cases that were appealed to the S.C. Supreme Court and the S.C. Court of Appeals during fiscal year 2019-2020.

- a) Appellate Case No. 2018-001165:** *Docket No. 2018-2-E: Annual Review of Base Rates for Fuel Costs for South Carolina Electric & Gas Company – This case was appealed to Supreme Court of South Carolina by South Carolina Coastal Conservation League and Southern Alliance for Clean Energy (collectively, “SACE/SCCCL”), and the South Carolina Solar Business Alliance (“SBA”).*

Commission Order Nos. 2018-322 (A) and 2018-708 are under appeal regarding the following issues:

- 1) Did the PSC correctly determine that SACE/SCCCL had the burden of persuasion to demonstrate the avoided cost it proposed were just, reasonable, and appropriate?
- 2) Should the Court affirm the PSC’s decision on the basis of substantial evidence in the record that SCE&G satisfied its burden to demonstrate its recommended avoided costs were reasonable and that the other parties did not satisfy their burdens with respect to their proposed alternatives?
- 3) Should this Court affirm the PSC's decision on the basis that it complies with all statutory, regulatory, and legal requirements and is supported by substantial evidence of record?
- 4) Were all matters raised by SACE/SCCCL preserved for appellate review?

This case was dismissed by the South Carolina Supreme Court in Opinion No. 27994.

- b) Appellate Case No. 2019-001904:** *Docket No. 2018-318-E: Application of Duke Energy Progress, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order.*

AND

Appellate Case No. 2019-001900: *Docket No. 2018-319-E: Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order*

These cases were appealed by Duke Energy Progress, LLC and Duke Energy Carolinas, LLC and were consolidated by the South Carolina Supreme Court on appeal.

Commission Order Nos. 2019-341 and 2019-454 are under appeal regarding the following issues:

- 1) Did the Public Service Commission err in disallowing incurred coal ash compliance costs based on the Commission's determination that Duke Energy Carolinas, LLC and Duke Energy Progress, LLC should not be able to recover any expenses the Commission deemed to be incurred pursuant to the North Carolina Coal Ash Management Act?
- 2) Did the Public Service Commission err in disallowing certain coal ash compliance costs based on the testimony of a witness as to which costs were incurred as a result of the North Carolina Coal Ash Management Act?
- 3) Did the Public Service Commission err in disallowing coal ash litigation expenses without giving Duke Energy Carolinas, LLC and Duke Energy Progress, LLC an ample opportunity to explain and justify these expenditures?
- 4) Did the Public Service Commission err in disallowing a return on approved deferrals of incurred extraordinary costs?

The cases are pending before the South Carolina Supreme Court, with briefs presently being filed.

- c) **Appellate Case No. 2019-001900:** *Docket No. 2018-319-E: Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order.*

The case was appealed by the South Carolina Energy Users Committee (SCEUC) to the South Carolina Supreme Court. Commission Order Nos. 2019-323 and 2019-455 are under appeal. The question appealed was whether or not the Commission erred in granting Duke recovery of its nuclear plant preconstruction costs. SCEUC states that the Base Load Review Act supporting recovery of preconstruction costs had been repealed and consequently, SCEUC alleges that Duke was foreclosed from recovery of these costs.

The matter is still pending before the South Carolina Supreme Court, and briefs are being filed.

- d) **Appellate Case No. 2018-000475:** *Docket No. 2017-32-E: 3109 Hwy. 25 S., L.L.C. d/b/a 25 Drive-In and Tommy McCutcheon, Complainant/Petitioner v. Duke Energy Carolinas, LLC, Defendant/Respondent.*

The case was appealed to the Supreme Court of South Carolina by Duke Energy Carolinas, LLC – the Appellant. The Respondent was/were 3109 Hwy. 25 S., L.L.C. d/b/a 25 Drive-

In and Tommy McCutcheon. Commission Order Nos. 2017-774 and 2018-101 were under appeal. The issue appealed was whether the Public Service Commission of South Carolina erred in ordering Duke Energy Carolinas, LLC, to return a Greenwood, South Carolina customer to a less expensive electricity rate that is available to certain Duke customers in that area of the state.

The Commission's decision was affirmed in Memorandum Opinion No. 2019-MO-034. Further, pursuant to Rule 222, the Respondent's motion for costs was granted in the amount of \$3,460.75. This case is fully resolved.

- e) **Appellate Case No. 2019-001354:** *Docket No. 2018-364-WS: Stephen and Beverly Noller and Michael and Nancy Halwig, Complainants/Petitioners v. Daufuskie Island Utility Company, Incorporated, Defendant/Respondent.*

This case was appealed to the South Carolina Court of Appeals by Stephen and Beverly Noller and Michael and Nancy Halwig (Appellants). The Respondents are Daufuskie Island Utility Company, Incorporated and South Carolina Office of Regulatory Staff.

Commission Order Nos. 2019-424 and 2019-523 are under appeal regarding the following issues:

1. Did the Public Service Commission err when it denied jurisdiction over this matter without addressing the requirement to approve the agreement at issue?
2. Did the Public Service Commission err in denying jurisdiction in this matter where respondent failed to provide adequate and proper water and sewer service to Appellants until Appellants replace its destroyed mains?

Currently the case resides in the South Carolina Court of Appeals, where briefs and reply briefs are being filed. The case is still pending.

- f) **Appellate Case No. 2018-001107:** *Docket No. 2014-346-WS: Application of Daufuskie Island Utility Company, Incorporated for Approval of an Increase for Water and Sewer Rates, Terms and Conditions.*

This case was appealed to the Supreme Court for the second time, after the first appeal resulted in a remand. Commission Order Nos. 2018-68 and 2018-346 were under appeal. The questions on appeal by Daufuskie Island Utility Company, Incorporated were whether the Commission erred on remand in failing to award \$542,978 in rate case expenses and in removing \$699,631 of utility plant in service from rate base. The South Carolina Supreme Court reversed and remanded for a third hearing. A third hearing on the merits has been scheduled before the Commission.

g) Appellate Case No. 2020-000266: *Docket No. 2017-292-WS: Application of Blue Granite Water Company (f/k/a Carolina Water Service, Incorporated) for Approval of an Increase in Its Rates for Water and Sewer Services.*

This matter was appealed by Blue Granite Water Company on the issue of the Commission’s decision not to award the Company attorney’s fees in the Riverkeeper case as part of rate case expenses. Commission Order Nos. 2019-623 and 2020-57 are under appeal. The Commission held that Blue Granite was obligated under the law to comply with the Clean Water Act in its operation of its facilities and did not secure anything for its customers it did not already owe them under the law. Accordingly, the Commission denied attorney’s fees for this litigation as part of rate case expenses. The matter is pending before the South Carolina Supreme Court, with briefs being filed.

Allowable Ex Parte Briefings





The Commission conducted allowable ex parte meetings and special presentations to provide a forum to dialogue and exchange information while adhering to the legal procedures for communications among parties. Allowable Ex Parte Briefings are conducted in accordance with S.C. Code Ann. § 58-3-260(B). The briefings conducted this fiscal year were held by stakeholders and third-party experts and furnished an opportunity to inform customers, interested parties, and the Commission of updates to operations and projects.

2019-2020 Allowable Ex Parte Briefings		
DATE	REQUESTOR(S)	TOPIC
July 29, 2019	Duke Energy Carolinas, LLC & Duke Energy Progress, LLC	Tranche 1 of the Competitive Procurement of Renewable Energy Program and Future Plans for Tranche 2
August 14, 2019	Duke Energy Carolinas, LLC & Duke Energy Progress, LLC	Key Components of Act 62
September 17, 2019	Palmetto Utilities, Incorporated	Regulatory Treatment of Plant Acquisitions
September 19, 2019	South Carolina Department of Commerce	Commerce Overview, Current Economic Development Activity, and Role Energy Plays in Recruiting and Growing Business
September 25, 2019	Duke Energy Carolinas, LLC	Anderson, South Carolina Energy Storage and Microgrid Project
November 7, 2019	Southeast Energy Efficiency Alliance (SEEA)	General Information and Consideration Regarding Regulatory Electric Vehicle Policies
December 11, 2019	Piedmont Natural Gas Company, Inc., Duke Energy Carolinas, LLC & Duke Energy Progress, LLC	Update on Atlantic Coast Pipeline
December 11, 2019	Duke Energy Carolinas, LLC & Duke Energy Progress, LLC	Electric Transportation Pilot Program
December 18, 2019	Southern Environmental Law Center	Update on Atlantic Coast Pipeline
December 18, 2019	Cindy Brown Miller, Esquire	Special Presentation on Approach and Information Regarding Research of Issues on Generic Workshops and Rulemakings Referenced in Act 62 of 2019

Participation in Organizations

The Commission continued to expand its leadership and involvement in national organizations, providing opportunities for involvement in emerging utility issues. The benefits from attendance at national and regional regulatory conferences (NARUC, SEARUC, NRRI, etc.) and involvement in associated committees and related organizations are numerous, and this provides an important means of staying abreast of key issues in the regulated arena.

 <p>Commissioner Howard District 1</p>	<p>Member - NARUC Committee on Water</p> <p>Member – NARUC Board of Directors</p> <p>Faculty Member - NARUC Utility Rate School</p> <p>Member - NARUC Subcommittee on Clean Coal and Carbon Sequestration</p> <p>Member – NARUC Subcommittee on Education and Research</p> <p>Member – NARUC Committee on Consumers and the Public Interest</p> <p>Member – Advisory Council for the Center for Public Utilities at New Mexico State University</p> <p>Member – Advisory Council for the Financial Research Institute of the University of Missouri</p> <p>Member – Electric Power Research Institute Advisory Council</p>
 <p>Commissioner Belser District 2</p>	<p>Member – NARUC Committee on Energy Resources & the Environment</p>
 <p>Commissioner Randall District 3</p>	<p>Co-Vice Chairman– NARUC Committee on Water</p> <p>Member – NARUC Subcommittee on Nuclear Issues Waste Disposal</p>

 Commissioner Ervin District 4	Member – NARUC
 Commissioner Whitfield District 5	Co Vice-Chairman - NARUC Committee on Critical Infrastructure Member – NARUC Washington Action Committee Member – NARUC Nuclear Issues and Waste Disposal Subcommittee Member - NARUC Committee on Gas Member – NARUC-US DOE Gas Infrastructure Modernization Partnership Member - Gas Technology Institute Advisory Board
 Commissioner Williams District 6	Member – NARUC Electricity Committee
 Commissioner Hamilton District 7	Member - NARUC Nuclear Issues and Waste Disposal Subcommittee Member – NARUC Board of Directors Member – NARUC Committee on Gas Member – NARUC Subcommittee on Clean Coal and Carbon Management
Commission Staff	Member – NARUC Staff Subcommittee on Information Services Member – NARUC Staff Subcommittee on Accounting and Finance Member – NARUC Staff Subcommittee on Water

Education

The Commission realizes that the current regulatory environment is ever-changing. Therefore, it is vital to maintain an effective regulatory environment without unnecessarily impeding change in a dynamic marketplace. The Commission must effectively regulate its jurisdictional industries, safeguarding the ratepayers, without unduly burdening the industries or stifling competition. With the growing pressure for the generation of energy using renewable

energy sources and the stricter environmental regulations facing the energy and water and sewer industries, the Commission must be informed, involved, and proactive in its duties.

A requisite to accomplishing this effort is education. This year the Commission attended conferences, seminars, workshops, and webinars to stay informed and involved in the emerging issues facing the regulated community (see pages 33-34). Events such as the National Association of Regulatory Utility Commissioners Summer and Winter Policy Summits allow Commissioners the chance to stay abreast of current and impending threats within the regulatory world. By contrast, attendance at the Southeast Renewable Energy Summit brought Commissioners, financial experts, solar developers, and others together to provide an open forum to discuss the Southeast's renewable energy landscape. In addition to these events, the Commission employed independent, third-party consultants and experts to assist in its understanding of issues surrounding the SC Energy Freedom Act of 2019 (Act 62). Power Advisory, LLC issued a report outlining its evaluation of the information presented by the parties regarding avoided cost methodologies, solar integration service charges, and power purchase agreements in the Act 62 dockets. Cindy Miller, Esquire, provided a special presentation on her research into the generic processes of Act 62 including interconnection, integrated resource plans, net energy metering, and competitive procurement of renewables. Her research included data from surrounding state's (NC, GA, and FL) and how they have approached similar issues.

Ethics Training

As mandated in Act 175 of 2004, members of the Public Service Commission are required to attend six hours of ethics training annually. This year, the PSC and Office of Regulatory Staff attended a joint workshop. The diverse panel featured five speakers from different backgrounds, who discussed topics ranging from the State Ethics Act to the Code of Judicial Conduct.



Desa Ballard, Esquire, presented examples of judicial misconduct, focusing on impartiality. She used examples of relevant Supreme Court Rulings.



Judge Thomas W. Cooper, Jr. reviewed the 5 Judicial Canons. The presentation focused on Canons 1-3, and discussed judicial temperament and public confidence.



Meghan Walker, Executive Director of the State Ethics Commission discussed the State Ethics Reform Act. She also discussed statement of economic interest filings.



Robert T. Bockman, Esquire, a Legal Professor at USC, discussed the key elements of the Administrative Procedures Act, stressing the importance of due process, reliability, certainty, and consistency.



Dr. Diana Mullis, MD, presented on stress management, substance abuse, and mental health. She identified healthy and ethical strategies for coping with stressors.

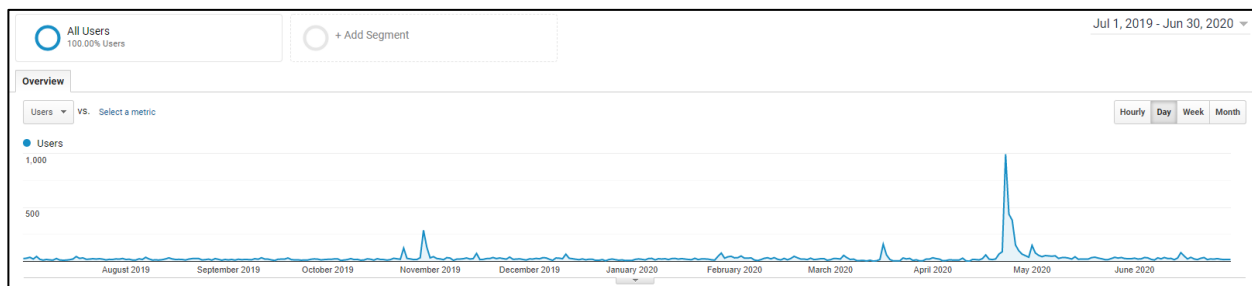
Technology

The Commission continued receiving its computer and technology needs from the Division of Technology Operations (DTO) during the fiscal year. DTO provides the PSC's desktop support and wireless capability throughout the Commission's offices and Hearing Room. The Commission's Hearing Room is used for a variety of activities, including hearings in docketed cases, allowable ex parte briefings, and training assemblies. The wireless capability allows visitors and Commission Staff to access the internet during proceedings and meetings.

During the year, the PSC continued the implementation of its Docket Management System (DMS) eService Enhancement Project. The Project is to be implemented in four phases. Phase III was completed during the fiscal year and focused on the following DMS enhancements: the creation of a DMS pop-up survey, an updated text-alert platform, and the correction of issues identified during a fiscal year 2018-2019 vulnerability scan. The Phase III business requirements completed during the year are available in **Appendix B**. The Project's ultimate goal is to have all electronically filed documents automatically eServed to all Parties of Record in a docket upon filing. Phase IV implementation will begin during fiscal year 2020-2021.

The Commission continued to execute its robust digital communications program during the year to increase the transparency of the Agency's operations. This program included the use of mobile-text alerts, digital newsletters, livestreaming of Commission hearings and meetings, use of social media, and an increased public communications plan through the Commission's SC Utility Consumer website and blog. The Commission uses the SC Utility Consumer website as a tool to increase public awareness and knowledge about the PSC's role in the community and how it serves the citizens of South Carolina. The user-friendly site educates the public on the Commission's role, services, and processes in an easily digestible format. The website's blog hosts informative articles with money and energy saving tips for South Carolina's ratepayers and showcases consumer-relevant Commission activities – from allowable ex parte briefings and other Commission events to public night hearings. Each month, the blog posts a schedule for upcoming livestream events so interested consumers can plan their viewing schedules. During the fiscal year,

eighteen (18) blog posts were made, and 2,530 visitors viewed the blog. Visitors read posts about planning for cooler weather, quick-tips on avoiding utility related scams, and the Commission’s actions to ensure public safety and access to utilities during the COVID-19 Pandemic. The PSC continued its coordinated ad campaign with state media outlets to drive traffic to the SC Utility Consumer website and its social media content. The ad campaign included an “Ask a Commissioner” series with questions to engage utility consumers and stakeholders in the Commission’s mission and operations. **Appendix C** highlights the advertisements that were placed during the year, including an example of the “Ask a Commissioner” series. At the end of the fiscal year, the Commission had 976 social media followers across all of its social media accounts, accounting for a 47% increase in its followers since last fiscal year. The following tables and graphs depict the relationship between the ad campaigns and traffic to the Commission’s social media pages and SC Utility Consumer website. **Appendix D** provides additional data regarding the Commission’s website data for its homepage, SC Utility Consumer site, and DMS. This information includes website traffic data and the Commission’s analysis of the data.



The SC Utility Consumer website’s traffic is mostly flat but spiked each time the Commission began a new round of advertising (e.g., November 2019 and especially May of 2020).

Social Media Statistics			
Platform	Followers FY 17-18	Followers FY 18-19	Followers FY 19-20
SC Utility Consumer Facebook*	0	39	60
SC Utility Consumer Twitter*	0	106	192
PSC Facebook	44	140	229
PSC Twitter	283	380	484

*The SC Utility Consumer social media accounts were created during Fiscal Year 2018-2019 and, therefore; data does not exist for the accounts during Fiscal Year 2017-2018.

During the fiscal year, the Commission continued livestreaming its Commission Business Meetings, major hearings, and Allowable Ex Parte Briefings. Statistics for the livestream service are provided below. Livestream viewers watched 8,616 events (live and on-demand) during the year.

	Total Events (Live)	Total Events (On-Demand)	Monthly Total
July 2019	206	561	767
August 2019	670	70	740
September 2019	389	10	399
October 2019	1,878	35	1,913
November 2019	485	85	570
December 2019	724	47	771
January 2020	351	24	375
February 2020	804	28	832
March 2020	753	24	777
April 2020	336	10	346
May 2020	545	14	559
June 2020	530	37	567
FY 19-20 TOTALS	7,671	945	8,616

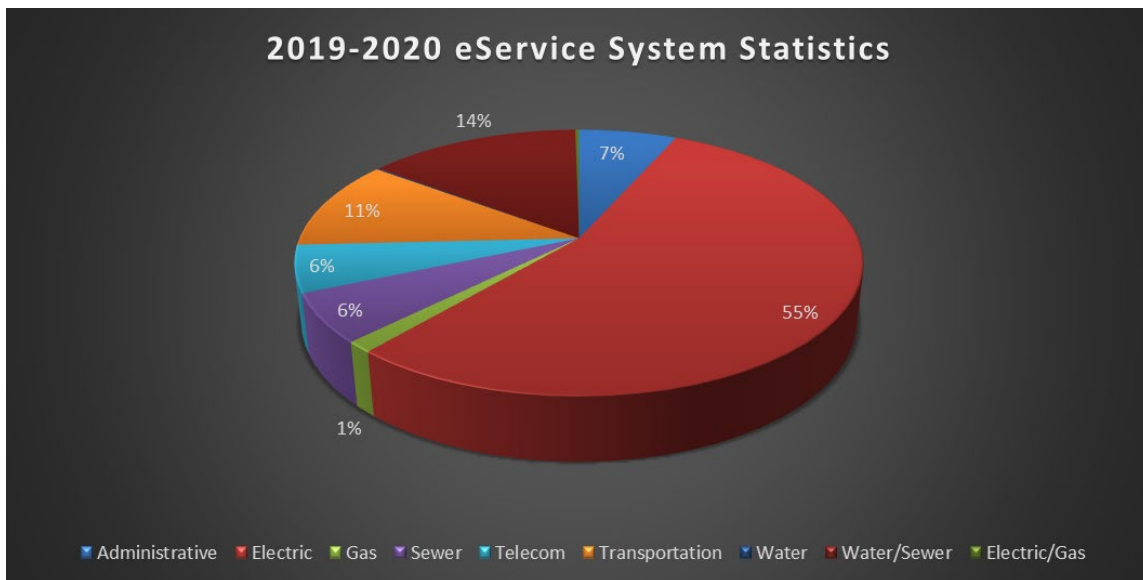
The "Live" sessions totals include replays, including "play" and "pause", of the original events. The "On-Demand" sessions are the livestream events that were viewed after the conclusion of the live event.

The Commission's livestream service allowed the Agency to continue its operations uninterrupted and remain transparent during the COVID-19 pandemic. The Commission switched to a virtual hearing and meeting format after Governor McMaster declared a State of Emergency on March 13, 2020. The table below outlines the number of virtual meetings and hearings the PSC held during the pandemic through the end of the 2019-2020 fiscal year. The Agency leveraged its livestreaming capabilities and transitioned to a primarily virtual meeting and hearing schedule. Skype and other virtual meeting platforms, including WebEx, were used to conduct virtual hearings and Commission Business Meetings. The use of these services allowed the Commission's meeting and hearing schedule to proceed with minimal interruptions.

Virtual Commission Events during COVID-19 Pandemic		
	Virtual Commission Meetings	Virtual Hearings
March 2020	2	1
April 2020	4	7
May 2020	5	4
June 2020	4	2
TOTALS	15	14

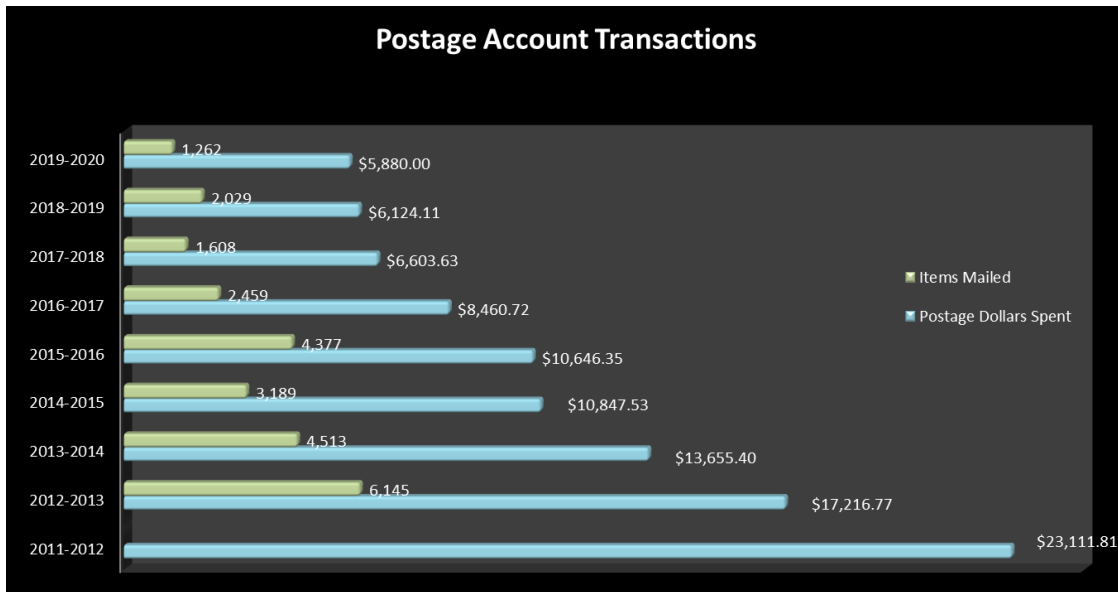
Software

During the 2019-2020 fiscal year, the Commission continued to use its eService System to serve matters and orders to parties of record in a docket. The system continues to be an effective and efficient resource for delivering matters and orders in a timely manner. The following chart and table provide a breakdown of the items served via the system by industry. The electric industry continues to be the most active. Electric matters stemming from the SC Energy Freedom Act, including avoided cost methodologies and solar issues are the reasons for the dominance of electric related matters and orders served via the system during the year. Rate cases were held in sewer and water/sewer dockets throughout the year, accounting for the increase in those matters being served via the eService System. The Commission also saw the largest number of its transportation carriers agree to electronic service during the fiscal year, further increasing the efficiency and effectiveness of the system.



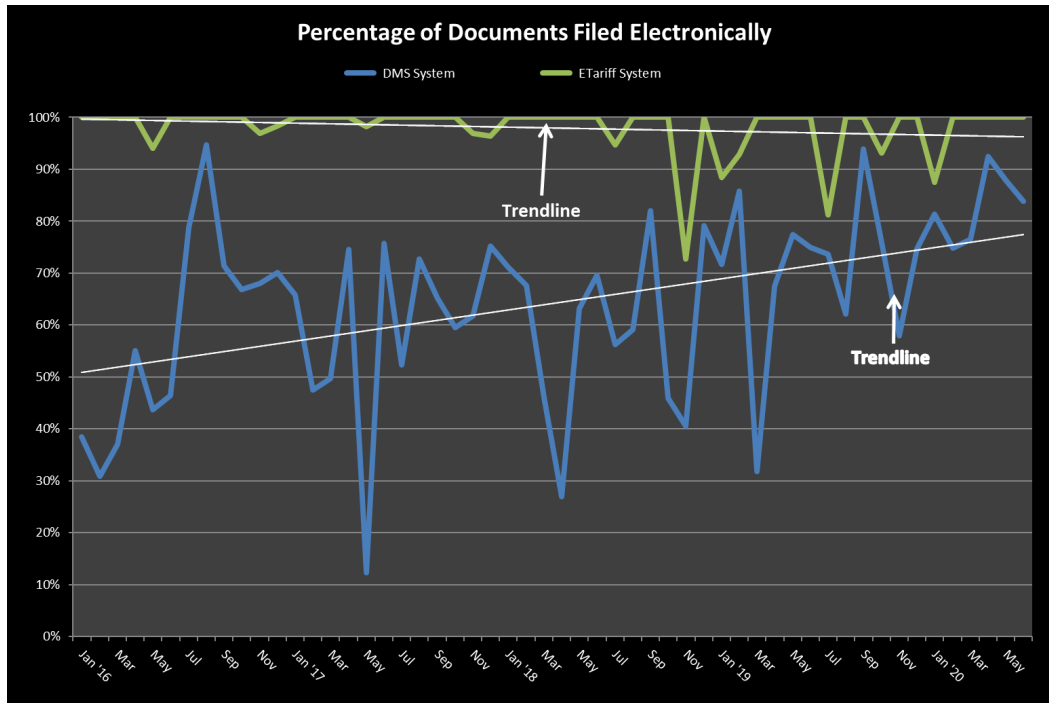
Matters & Orders Served to Party Representatives via eService System Breakdown						
Industry	Fiscal Year 2014-2015	Fiscal Year 2015-2016	Fiscal Year 2016-2017	Fiscal Year 2017-2018	Fiscal Year 2018-2019	Fiscal Year 2019-2020
Administrative	15	34	52	2,938	834	2,752
Electric	2,478	2,664	3,746	7,741	20,863	22,634
Gas	209	298	308	339	225	546
Sewer	178	109	80	392	137	2,451
Telecommunications	609	899	1,767	994	1,145	2,367
Transportation	991	1,823	2,513	2,608	3,811	4,534
Water	18	38	69	106	80	65
Water/Sewer	143	405	380	651	690	5,983
Electric/Gas	19	0	1	66	13	103
Railroad	0	0	8	0	0	0
TOTALS	4,660	6,270	8,924	15,835	27,798	41,435

Since the introduction of the eService System, the Commission has seen a reduction in postage costs of over \$17,230 over the past nine years. The following Postage Account Transactions chart shows the reduction in postage transactions over the past nine years and includes the number of items mailed throughout these years. This significant cost reduction is attributable to the Commission’s eService System and highlights the benefit of its use.



E-Filing of documents on the eTariff System continues to be efficient. Over the course of the year, 97% of all tariff documents (revisions and promotions) were electronically filed. Without the eTariff System, the task of reviewing and approving these revisions would be burdensome. The DMS also continues to be an effective resource for electronic filings. This year, 78% of Commission filings were filed electronically. Public comment filings caused the percentage of electronic filings to decline during periods of rate cases.

The DMS website continues to be the Commission's most active. The tables and charts on the following page depict electronic filing statistics, and the session, pageviews, and pages per session activity on the DMS website and reinforces confidence in the usefulness of the system and the public's dependence on the information contained on the system. The DMS Statistics table is also included for reference regarding the new dockets and matters posted each fiscal year. **Appendix E** details the most viewed docket for each month, explaining the matters with the most public interest during the past two fiscal years.



Fiscal Year	Sessions*	Pageviews**	Pages per Session***
2013-2014	77,185	409,761	5.31
2014-2015	72,268	404,030	5.60
2015-2016	65,326	325,552	5.00
2016-2017	72,093	313,583	4.35
2017-2018	132,590	465,646	3.51
2018-2019	142,557	527,534	3.70
2019-2020	119,797	484,202	4.00

*Sessions are defined as the number of total visits to the site each month.

**Pageviews are defined as the total number of times users viewed each specific page.

***Pages per session are defined as the average number of pages viewed during a user's visit.

DMS Statistics		
Fiscal Year	New Dockets*	Total Matters Posted**
2014-2015	471	5840
2015-2016	474	7599
2016-2017	425	5765
2017-2018	427	5690
2018-2019	451	8549
2019-2020	347	6730

*Includes Non-Docketed Items (see page 3)

**Does Not Include NDI Matters

COVID-19 Response & Actions

On March 13, 2020, Governor Henry McMaster issued Executive Order 2020-08, declaring a State of Emergency in South Carolina based on a determination that COVID-19 “poses an actual or imminent public health emergency for the State of South Carolina.” In response to the COVID-19 pandemic, the Commission took swift action to protect utility consumers and to continue the Agency’s mission and operations without interruption. These actions included opening [Docket No. 2020-106-A](#) on March 17, 2020 to address public utility actions in response to COVID-19. The Commission issued at least 11 Orders addressing matters related to late payment charges, service disconnections, and Lifeline, among other matters.

Date	Order No.	Description
March 18, 2020	2020-210	Suspends requirement allowing Lifeline ETCs to drop customers for non-usage or failed re-certification for 9 months or until national emergency is lifted. (<i>modified by Order No. 2020-304</i>)
March 18, 2020	2020-228	Waives Regulations regarding Late Payment Charges and Procedures for Termination of Service for all regulated utilities and directs all regulated utilities to suspend disconnection of service during the COVID-19 State of Emergency. (<i>Order No. 2020-228 vacated (cancelled), in part, by Order No. 2020-374 as it relates to termination of service</i>)
April 8, 2020	2020-304	Modifies Order No. 2020-210 to reflect granting only such waivers and timelines as specifically granted by the Federal Communications Commission’s Order No. DA 20-354 which extends the Lifeline ETC requirement for non-usage or failed recertification deadline to May 29, 2020.
May 7, 2020	2020-344	Waives the requirement that deferred payment plans for the payment or arrearages on regulated utility bills be limited to six months and allows the utilities the ability to offer customers a longer deferred payment plan.
May 14, 2020	2020-370	Clarifies Commission Order No. 2020-344 is also applicable to business customers, as well as residential customers allowing utilities more flexibility in working out the payment of bill arrearages.
May 14, 2020	2020-372	Requires utilities to track revenue impacts, incremental costs and savings related to COVID-19, and file the findings with the Commission on a quarterly basis, beginning as soon as possible, but no later than the end of the second quarter of 2020. (<i>Clarified by Commission Order No. 2020-417</i>)
May 14, 2020	2020-374	Vacates (cancels) the waivers of Commission Regulations 103-352, 103-452, 103-735.1, 103-535, and 103-633 regarding termination of service found in Commission Order No. 2020-228 and vacates the provision of the Order directing all regulated utilities to suspend disconnection of service. The Order states these vacations are to be made <i>conditional</i> and directs utilities to work with customers needing assistance to refer them to local organizations or arrange payment plans to avoid or minimize penalties and service interruptions.
May 28, 2020	2020-391	Grants the use of verification in lieu of an affidavit, the Commission will consider such verification to be equivalent legally to the execution of an affidavit when the latter is required by the Commission’s forms or rules and regulations. Certain examples of when this substitution would be applicable include, applications for Class E certificates, payphone service provider applications, and gross receipts forms.
June 3, 2020	2020-400	Approves Piedmont Natural Gas Company’s request to suspend routine meter testing through the remainder of 2020.

<p>June 3, 2020</p>	<p>2020-403</p>	<p>The Public Service Commission moved that all hearings and other matters that would ordinarily require in-person attendance by parties or the public before the Commission will be conducted virtually until further order of the Commission. Parties are directed to contact Randy Erskine, of the IT Department, at 803-896-5104 within a reasonable time before the proceedings begin, to make sure that they can be conducted smoothly.</p>
<p>June 10, 2020</p>	<p>2020-417</p>	<p>Clarifies Commission Order No. 2020-372 by stating that all telecommunications companies whose rates are not regulated by the Commission or which have elected to be regulated under S.C. Code Annotated Section 58-9-576 are not required to track revenue impacts, incremental costs, and savings related to COVID-19, nor are they required to file such findings on a quarterly basis as otherwise required for utilities under Order No. 2020-372 as Order No. 2020-372 applies to utilities regulated by the Commission.</p>

In addition to these Commission actions, the PSC continued its mission and operations largely uninterrupted by transitioning to a virtual meeting and hearing format. The Agency used web-based meeting services including Skype and WebEx to continue its operations. The Commission’s livestream system proved to be a valuable asset in order for the Agency to remain fully transparent during the pandemic. The Commission also participated in the AccelerateSC Task Force in order to ensure South Carolina’s utility consumers remained aware of the consumer protections the PSC implemented during the pandemic. An updated list of “COVID-19 Frequently Asked Questions for Utility Consumers” was drafted and sent to the task force weekly with utility related information and consumer protections that were implemented by the Commission.



Conclusion

The Public Service Commission performs an annual exercise of developing performance measures in the areas that are critical to the successful operation of the Agency. Under direction of the Public Utilities Review Committee (PURC), key performance goals, objectives, and action items are identified. These goals, objectives, and action items translate into the Commission's performance measurement system which guides the Agency in the management of its processes.

The following pages provide more detail regarding the Commission's activities for the period July 1, 2019 through June 30, 2020. Each of the objectives is addressed with the corresponding action items accomplished this year. In many cases, more than one action item is associated with an objective. The objectives are grouped according to the primary goals established by PURC and the Commission.

PSC MISSION

To serve the public by providing open and effective regulation and adjudication of the state's public utilities, through consistent administration of the law and regulatory process.

To carry out its mission for the 2019-2020 fiscal year, the Commission focused on its four strategic goals: i) Optimize the effectiveness of Commission processes and systems; ii) Promote operational excellence and transparency; iii) Embrace risk management; iv) Maintain commitment to an engaged adjudicatory process.

STRATEGIC GOAL I:

Optimize the Effectiveness of Commission Processes and Systems

1. The Commission used technology to increase its effectiveness:
 - a. **The Commission continued to update its Order Index System by adding 844 orders and directive orders throughout the fiscal year. The Order Index System is an online system that cross-references Commission orders by case name and keywords.**
 - b. **During the fiscal year, the PSC monitored its Website and DMS activity monthly through Google Analytics. This practice allowed the Commission to tailor its approach to news, website, and social media postings to matters that interest stakeholders the most. Google Analytics has revealed data indicating the Commission's website and DMS traffic is largely professional based. The Commission tracked the timing of its website traffic and began posting social media content during these times, with the strategy of reposting reminders during the lowest traffic periods. The Commission sees its largest traffic spikes during livestreamed meetings and hearings. Appendix D highlights data regarding the traffic flowing to the Commission's websites and includes an analysis of the data. Appendix E shows the DMS monthly data for the past two fiscal years and the most accessed docket for each of these months.**
2. The Commission improved internal efficiencies through the implementation of new systems and enhancements to existing systems:
 - a. **The Commission continued the implementation of its Docket Management System (DMS) eService Enhancement Project Management Plan and Business Requirements Plan. Phase III of the enhancement project was**

completed during the year. Appendix B contains the project’s Business Requirements Document and details the items completed in Phase III. Phase IV of the project will begin in fiscal year 2020-2021.

- b. The Commission implemented its Quarterly IT Operational Plan during the 2019-2020 fiscal year. The plan included upgrades to the PSC Hearing Room’s technology and livestreaming equipment, increasing its website transparency, training initiatives, and reviewing Information Security Policies.
- c. The Commission proposed Regulation R. 103-817.1 regarding electronic filing and electronic service in order to improve the efficiency and effectiveness of the eService System. The following table details the status of the proposed regulation.
- d. The Commission proposed Regulations R. 103-811 and R. 103-811.5 regarding the Commission’s procedure to employ, through contract or otherwise, third-party consultants or experts. The proposed regulation is necessary to provide a documented and transparent public process for employing, through contract or otherwise, qualified independent third-party consultants or experts for the Commission. The following table details the status of the proposed regulation.
- e. The Commission drafted and submitted Regulation R. 103-823.2 regarding the protection of customer data. The purpose of the regulation is to help prevent the potential for misleading advertisements by prohibiting the sale of customer data by regulated utilities absent a customer’s direct consent. The following table details the status of the proposed regulation.

	Description	Notice of Drafting	Proposed Regulations Filed	Public Hearing Held	Final Regulation Filed	Approved by General Assembly	Final Regulation Published in State Register
Regulation 103-817.1	Provides a process for the Commission to electronically serve documents that are electronically filed with the Commission	✓	✓	✓	✓	✓	June 26, 2020
Regulation 103-811 and 103-811.5	Provides a process for the Commission to employ, through contract or otherwise, qualified independent third-party consultants or experts	✓	✓	✓	✓		
Regulation 103-823.2	Helps prevent the potential for misleading advertisements by prohibiting the sale of customer data by regulated utilities absent a customer’s direct consent	✓	✓				

STRATEGIC GOAL II:

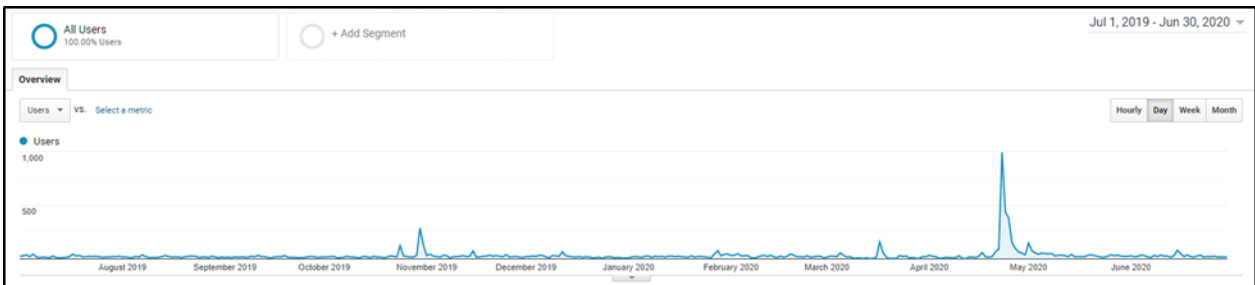
Promote Operational Excellence and Transparency

1. The Commission maintained an ongoing dialogue with various stakeholder groups regarding the Commission's regulatory mission and vision:
 - a. **In order to understand what areas of the Docket Management System (DMS) need improvement, the Commission implemented a pop-up survey on the system during the year. The Agency monitored the survey responses from February 2020 – June 2020, and addressed comments related to DMS search, letters of protest, and annual report filings during its Advisory Committee Meeting in May. Overall, the survey results were positive, with most respondents answering “Satisfied” or “Very Satisfied” to questions regarding the system. Appendix F contains the results of the survey. The Commission addressed comments related to the letter of protest during the fiscal year by modifying the links on the PSC website to display the information more prominently. Issues related to the DMS' search functionality will be addressed during fiscal year 2020-2021.**
 - b. **The Commission received notification in November 2019 that its mobile text-alert system provider had ceased business operations. The Commission had been using the service to send text alerts to subscribers when Commission Business Meeting agendas were added to the DMS. The Agency immediately notified its subscribers of the service interruption and began manually delivering text alerts while researching new text-alert platforms. In March 2020, the Commission re-established its automatic text-alert platform, and communicated the information to its stakeholders. The Commission plans to assess additional push-notifications for communicating with stakeholders during fiscal year 2020-2021.**
 - c. **During the fiscal year, the PSC continued to use its digital newsletter platform to communicate with stakeholders. This platform was used to send quarterly PSC News, bi-annual Ethics News, and occasional Cybersecurity news to internal and external stakeholders. The service has allowed the Commission to save money on printing and mailing costs, and is less time consuming than sending printed newsletters.**
 - d. **During fiscal year, the Commission continued its ad campaign with state media outlets to promote the SC Utility Consumer website and engage with stakeholders on social media. The ad campaign included an “Ask a Commissioner” series with questions to engage utility consumers and stakeholders in the Commission's mission and operations. The campaign increased traffic to the site and to the**

Commission’s social media accounts, as described in the following tables and graphs. Appendix C illustrates some of the advertisements the Commission created. Appendix D highlights data regarding the traffic flowing to the Commission’s websites and includes an analysis of the data.

Social Media Statistics			
Platform	Followers FY 17-18	Followers FY 18-19	Followers FY 19-20
SC Utility Consumer Facebook*	0	39	60
SC Utility Consumer Twitter*	0	106	192
PSC Facebook	44	140	229
PSC Twitter	283	380	484

*The SC Utility Consumer social media accounts were created during Fiscal Year 2018-2019 and, therefore; data does not exist for the accounts during Fiscal Year 2017-2018.



The SC Utility Consumer website’s traffic is mostly flat but spiked each time the Commission began a new round of advertising (e.g., November 2019 and especially May of 2020).

- e. **The Commission hosted two (2) Advisory Committee Meetings during the year to receive input from its stakeholders on the Commission’s online systems, processes, and procedures. The meetings were held virtually this year and provided an open forum for stakeholders to provide feedback and suggestions for improvement in the effectiveness and efficiency of the Commission’s operations.**
- f. **In conjunction with its continued efforts to engage with its external stakeholders and increase transparency, the Commission maintained a blog on its consumer education website. The website’s blog hosts informative articles with money and energy saving tips for South Carolina’s ratepayers and showcases consumer-relevant Commission activities – from allowable ex parte briefings to public night hearings. Each month, the blog posts a schedule for upcoming livestream events so interested consumers can plan their viewing schedules. During the fiscal year, 18 blog posts were made, and 2,530 visitors viewed the blog.**



- g. **The Commission maintained its commitment to transparency during the year by continuing to optimize and expand its transparency initiatives and outreach to utility consumers. This commitment was accomplished through continued use of the PSC and SC Utility Consumer social media accounts to engage its stakeholders, the continuation of livestreaming, updates to its website and DMS, and other initiatives. The SC Utility Consumer website continued to be an important outreach tool for the Commission to engage utility consumers throughout the state. The site's blog hosts informative articles with money and energy savings tips for ratepayers and showcases consumer-relevant Commission events, including its livestream schedule and public night hearing procedures. The PSC's livestreaming service has exponentially increased the transparency of Commission meetings and hearings. All Business Meetings, Allowable Ex Parte Briefings, and major hearings are streamed live for interested stakeholders. Additionally, the Commission has been using its livestreaming capabilities to provide post-Commission Business Meeting comments and synopsis in an effort to better explain the outcome of the Commission's decisions each week. The DMS was also used to E-Serve Commission Matters and Orders during the year. The eService System saw a significant increase in the number of items served this fiscal year. The DMS displays the eService System notifications, showing which parties**

have been served, and who has accepted service. The Commission completed the process of implementing Regulation R. 103-817.1 allowing the automatic electronic service of electronically filed documents on DMS. The reconfiguration of the eService System to auto E-Serve electronically filed documents is included in the DMS DEEP Phase IV plan to be implemented in fiscal year 2020-2021. Additional transparency measures were taken during the year to upgrade the Agency's phone system to record telephone conversations. The Commission also implemented an Ex Parte Communications Policy for Commissioners and Staff. During the COVID-19 pandemic, the Commission continued its operations uninterrupted by transitioning to a primarily virtual platform. This platform included Skype and other virtual based conferencing services in order to conduct meetings, hearings, and public night hearings virtually. See page 24 of this report for a complete analysis of the Commission's response to the COVID-19 pandemic.



The Commission held two virtual public night hearings, accepting public witness testimony via audio and video.



The Commission's livestream allows stakeholders to view meetings and hearings live, or at their convenience.

- h. The Commission continued to utilize its livestream service and Skype for its meetings, hearings, and other Commission events. Skype was used to interview consultants for advisement regarding Act 62 of 2019. The Agency's livestream operator completed training to enhance existing knowledge and learn new skills on the system. The Commission added additional Skype seats to its system to improve virtual meetings and hearings. Due to the COVID-19 pandemic, two virtual public night hearings were held where public witnesses had the option to deliver testimony via audio or video.**
- 2. The Commission anticipated and forecasted future necessary expenditures and documented life cycles of existing assets to effectively manage its resources:**

 - a. During the fiscal year, the Commission continued forecasting by analyzing and updating the PSC IT Strategic Roadmap 2019-2029. The 10-year roadmap allows the Commission to forecast and review anticipated expenditures and other IT needs. Planning meetings were held throughout the fiscal year, and the roadmap was updated as needed. The PSC used the roadmap to track its quarterly progress of accomplishing its IT goals for the fiscal year. The table on the following page highlights some of the IT accomplishments completed during the fiscal year by quarter.**

FY 19-20	IT Roadmap Accomplishments
1 st Quarter	Scanned and archived old telecommunications dockets; Improved efficiency of the Confidential Information Process for docket documents by combining databases and formatting to improve search capability; and Obtained walk-through and hand-held scanners for air-lock entrance.
2 nd Quarter	Hearing room enhancements were completed by adding an additional camera to improve the PSC’s livestream service; Corrected technical security issues found by DMS and eTariff Vulnerability Scans; and Documented Emergency Live Streaming Process.
3 rd Quarter	An Information Security Policy Internal Audit was conducted; PSC Staff completed Cybersecurity Training; and Agency iPhones were replaced.
4 th Quarter	Upgraded Streaming Video System to support additional Skype participants; Moved Utility Consumer Website to SC Interactive; and Received Legislative approval for enhanced e-file regulation.

- b. The Commission documented and monitored life cycle information of its existing technology assets. Documentation included year purchased, average life cycle of the asset, and warranty information. Based on this information, the Agency can anticipate when these assets will need replacement, and the projected cost of the upgrades.**

**STRATEGIC GOAL III:
Embrace Risk Management**

- 1. The Commission created a culture of risk awareness through the development, implementation, and maintenance of an enterprise-wide risk management program:
 - a. Throughout the fiscal year, the Commission reviewed and updated its risk management plan based on its strategic objectives. Based on the impact of the identified risks, the Commission created a plan regarding whether to mitigate, contingency plan, transfer, or avoid the risks. The highest priority risks identified dealt with building and IT security needs.**
 - b. The Commission released monthly health and wellness newsletters throughout the fiscal year. The newsletters promoted healthy lifestyle and diet tips, as well as important health-related education. By keeping employees informed of health and wellness related matters, the PSC can ensure a healthier and happier workforce, which leads to lower healthcare related costs for the agency.**
 - c. The Commission also implemented quarterly health and wellness activities to further engage and encourage Commissioners and Staff to adopt a healthy**

lifestyle. Events included a healthy snacks cook-off, a workplace stress management luncheon, national wear-red day featuring heart-healthy foods, and a walk at work day.

2. The Commission ensured information technology resources were utilized to implement continuing security initiatives:
 - a. **Cybersecurity training was conducted during the year and completed by all Commissioners and Staff. The online training was entitled, “Securing the Human”, and covered topics related to malware, phishing, and passwords.**
 - b. **Internal penetration testing was discussed with the Division of Information Security (DIS) during the fiscal year. After the meeting with DIS, it was determined that the Commission does not have any confidential, restricted or Health Insurance Portability and Accountability Act (HIPAA) data that requires internal penetration testing of the Agency’s information technology; and therefore, internal penetration testing is not required.**
 - c. **The agency continued to plan for building security, upgrades, budget, and schedule needs. The physical security of the Commission’s offices is of utmost importance. To address security, the Agency held a meeting with its security contractor, and a security assessment was completed. The contractor recommended physical security enhancements to the Commission’s offices. The Commission added peepholes to its entry/exit doors and conducted active shooter and personal protection training. The Agency is continuing to budget for further security enhancements.**
 - d. **The Commission’s security vendor, Chief Services and Security Solutions, Inc., conducted an intrusion detection exercise to determine if it was possible to enter the Commission’s main offices without following the PSC’s Physical and Environmental Security Policy. Attempts were made to enter the PSC through each of its nine entrances without success and a written report was delivered to the Chief Clerk on the results of the exercise.**

STRATEGIC GOAL IV:

Maintain Commitment to an Engaged Adjudicatory Process

1. The Commission Staff provided expert support to the Commissioners through analysis and collaboration:
 - a. **In-house education was provided during the year by third-party, independent consultants and experts. Power Advisory, LLC issued a report outlining its evaluation of the information presented by the parties regarding avoided cost methodologies, solar integration service charges, and power purchase agreements in the SC Energy Freedom Act of 2019 (Act 62) dockets. Cindy Miller, Esquire, provided a special presentation on her research into the generic processes of Act 62 including interconnection, integrated resource plans, net energy metering, and competitive procurement of renewables. Her research included data from surrounding state's (NC, GA, and FL) and how they have approached similar issues. Sixteen research documents were consolidated and added to the database during the fiscal year, bringing the contents of the database to approximately 200 items, originating from past working documents and presentations. New material will continue to be added.**
 - b. **Commission Staff prepared for Commission proceedings by analyzing technical information from industry blogs and providing updates to Commissioners. The news articles and blogs provided insight into the current regulatory landscape and recent news.**
 - c. **Commission Staff provided weekly updates to Commissioners regarding matters before the PSC. Agenda briefing meetings were held where 876 Commission Action items were discussed, and Staff advised of 2,676 matters. Commission Staff also provided post-hearing briefs in the Avoided-Cost Methodology dockets, and held brief lunch meetings during rate cases to prepare for Commissioner questions and briefings. Updates included summarizations of testimony in upcoming cases, discussions on current events in the regulatory world, and guidance on questions posed during hearing preparation. Testimony summaries totaling 190 witnesses were distributed during the fiscal year.**
 - d. **Members of the Commission actively participated in NARUC, SEARUC, NRRI and other national organizations, achieving positions of leadership and recognition. During the year, Commissioner Swain Whitfield served as Co-Vice Chairman of the National Association of Regulatory Utility Commissioners (NARUC) Committee on**

Critical Infrastructure. Chairman Randy Randall also continued to serve as the Co-Vice Chairman of the NARUC Committee on Water, and Commissioner Butch Howard continued to be a faculty member for NARUC’s Utility Rate School and served as a member of the Advisory Council for the Center for Public Utilities at New Mexico State University. The Commissioners and Staff also attended Summer 2019 and Winter 2020 NARUC Conferences and the NARUC 2019 Annual Convention. Participation in these national organizations was accomplished by:

i. Commissioners and Staff stayed up to date on federal utility regulatory issues through participation in webinars and teleconferences. These virtual meetings allow staff to stay abreast of current issues and developments in the utility regulation landscape. Some of these webinars and teleconferences included:

- Interim Regulatory Treatment of COVID-19 Costs
- Planning for the Electric System of the Future: The Path to a More Resilient Energy Grid
- New Insights into Low- and Moderate-Income Solar Adoption
- The Regulatory Role in Supporting Cybersecurity Investments
- Net Energy Metering and State Authority
- Keeping the Water Flowing: Water Industry Successes & Challenges During COVID-19

ii. The Commissioners and Staff attended seminars, conferences, and workshops that addressed the emerging issues within the regulatory arena. Some of the events included:

- NARUC Summer Policy Summit
- NARUC Annual Meetings
- NARUC Winter Policy Summit
- Financial Research Institute (FRI) Advisory Board Meeting & Symposium
- National Association of Water Companies (NAWC) Water on Wall Street
- NARUC New Commissioner Regulatory Orientation
- Southeastern Renewable Energy Summit

iii. Within NARUC, Commissioners and Staff remained active on a broad spectrum of committees as shown below.

<u>Executive Committee and Board of Directors</u>		<u>Subcommittee on Clean Coal and Carbon Sequestration</u>	
O'Neal Hamilton	Member	Butch Howard	Member
Butch Howard	Member	O'Neal Hamilton	Member
<u>Committee on Critical Infrastructure</u>		<u>Washington Action Committee</u>	
Swain Whitfield	Co-Vice Chairman	Swain Whitfield	Member
<u>Committee on Gas</u>		<u>Subcommittee on Nuclear Issues and Waste Disposal</u>	
Swain Whitfield	Member	O'Neal Hamilton	Member
O'Neal Hamilton	Member	Swain Whitfield	Member
		Randy Randall	Member
<u>Committee on Energy Resources & the Environment</u>		<u>NARUC-DOE Gas Infrastructure Modernization Partnership</u>	
Florence Belser	Member	Swain Whitfield	Member
<u>Committee on Electricity</u>		<u>Transportation Task Force</u>	
Justin Williams	Member	Butch Howard	Member
<u>Subcommittee on Education and Research</u>		<u>Utility Rate School</u>	
Butch Howard	Member	Butch Howard	Faculty Member
<u>Committee on Water</u>		<u>Committee on Consumers and the Public Interest</u>	
Butch Howard	Member	Butch Howard	Member
Randy Randall	Co-Vice Chairman		

Staff Subcommittee Positions:

Information Services	Member	Water	Member
Accounting and Finance	Member		

The Commission continued to expand its leadership and involvement in other national organizations, providing additional opportunities for further involvement in emerging utility issues, such as the following:

Electric Power Research Institute Advisory
Council

Butch Howard Member

Advisory Council for the Center for
Public Utilities at New Mexico State
University

Butch Howard Member

University of Missouri Financial Research
Institute

Butch Howard Member

Gas Technology Institute Advisory
Board

Swain Whitfield Member

2. The Commission promoted adherence to State ethics laws and the Code of Judicial Conduct:
 - a. **The Commission conducted its annual ethics training for Commissioners and Staff. In order to provide a variety of insights into the application of the Code of Judicial Conduct, the Ethics Reform Act of 1991, and Act 175 of 2004, the Commission held a joint ethics training session with the Office of Regulatory Staff. Speakers included Judge Thomas W. Cooper, Jr.; Executive Director of the SC State Ethics Commission, Meghan Walker; Bob Bockman, a legal professor at the University of South Carolina; MUSC Associate Professor, Diana M. Mullis, MD; and local attorney Desa Ballard.**
 - b. **Through its publication of the *PSC Ethics Watch*, the Commission provided Commissioners and Staff regular updates on ethical topics and developments. The newsletter contains articles of interest pertaining to ethics, such as reports of ethical violations and selected judicial advisory opinions.**
 - c. **The Commission responded to ethical issues throughout the year. The Commission issued Order No. 2019-748 regarding emailed filings, updated the Agency's phone system, including the ability to record conversations, and removed public access to Commissioner and Staff contact information. An ex parte communications policy was drafted and approved in Commissioner Order No. 2020-272. Employee training was conducted regarding the new policy and each employee signed an acknowledgement of the policy's rules and guidelines.**



End of Report

Appendix A

APPENDIX A

PROCEEDINGS AND ACTIVITIES BY INDUSTRY DURING FISCAL YEAR 2019-2020

General Rate Cases

Sewer	1
Water & Sewer	2

Certificates of Public Convenience and Necessity

Transportation	167
Telecommunications	9

Rule to Show Causes

5

Fuel Factor Cases – Electric

3

Purchased Gas Adjustment – Gas

2

Depreciation Studies – Gas

1

Accounting Orders

Electric	3
Gas	2

Issuance of Securities

Electric	1
Water & Sewer	1

Other Reviews and Studies

Allowable Ex Parte Briefings

<i>Electric</i>	7
<i>Sewer</i>	1
<i>Gas</i>	2

<i>Act 62 of 2019 Generic Workshops & Rulemakings Special Presentation</i>	2
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Appendix B

DMS E-Serve Enhancement Business Requirements Matrix

Phase	#	Priority	Status	Planned Go-Live	For the DMS EFile coversheet, there are filing types in the dropdown box that do not get selected in the coversheet. Update to include the correct filing types for New Filings and Existing Filings.	Comments	Does the SC ETV Training Video Need to be Revised?	Does the DMS Back End Documentation Need to be Updated?
Phase III Increase Efficiency by Eliminating Manual Procedures								
Phase III	57	1	In Production		Automated Weekly e-mails - Modify automated weekly e-mails to Commissioners to include month and day of week and format to print and not truncate data. (ex. June & Monday)	Estimate 1-3 hours		
Phase III	58	2	In Production		Docket Search Results - After opening a docket from the Docket Search Results, going back does not return you to the last results page the user was on. It returns the user back to "#1" results page.	Recommended by Afton		
Phase III	59	3	In Production		Sortable Docket Column - Under DMS Matters search, add searchable and sortable Docket column.	Requested by Amanda & John		
Phase III	60	4	In Production		Sort by "On behalf of:" - Under DMS Matters search, add ability to sort by "On behalf of:" on the Matters page	Requested by Amanda & John		
Phase III	61	5	In Production		Edit eService Request Recipients - On Matter page and eService List - Add Ability to edit line eService request recipients (need to be able to add one) (eService List - Multiple names when eServe. Want to delete or deactivate multiple things at the same time -Requested by Colanthia- Same as 61?)	Requested by Daphne		
Phase III	62	6	In Production		Edit Company - Can't add Company with coma/special characters without receiving an error. Currently must add and then go back and modify to include special characters.	Requested by Daphne		
Phase III	63	7	In Production		Block of Maintenance Hours - Research and/or resolve issues that may be identified in previous Milestones under this JOR.			
Phase III	64	8	In Production		DMS & eTariff Vulnerability Scans - Address and correct issues found in Vulnerability Scans.			
Phase III	65	9	In Production		Documentation - Update DMS System Documentation where changes have been made under these additional milestones.			
Phase III	66	10	In Production		Project management for additional milestones #57-#66.			
Phase III	67	11	In Production		SurveyJS Creator - Install, configure and provide user training for SurveyJS Creator software to be used in creating online surveys.	Requested by Jocelyn		
Phase III	68	12	In Production		SMS Text Messaging Solution – Research and integrate into DMS a text messaging solution to replace the discontinued Sire Mobile solution.	Requested by Randy		
Phase IV Increase Efficiency through Auto e-Serve - General - Focus on Meeting Regulation - Includes Exceptions								
Phase IV	69		PSC Testing		Automatic e-serve of Matters - After a matter has been added by a Party of Record (PoR) and approved by a PSC Clerk, DMS will automatically e-serve matters to all PoRs. Approval and e-mail of matters are currently two separate processes performed manually by PSC Clerks. This change will merge the two steps into one, and approval and e-serve will become one process. This will improve process efficiency. Retain the process to notify PSC that service was received.	Currently filers receive an e-mail to inform them that a matter has been accepted. This Phase IV requirement will be in addition to the current process. Receipt e-mail sent to all parties. 20181214 - Advisory Meeting. Requested by Jocelyn.		Documentation will need to be updated.

DMS E-Serve Enhancement Business Requirements Matrix

Phase	#	Priority	Status	Planned Go-Live	For the DMS EFile coversheet, there are filing types in the dropdown box that do not get selected in the coversheet. Update to include the correct filing types for New Filings and Existing Filings.	Comments	Does the SC ETV Training Video Need to be Revised?	Does the DMS Back End Documentation Need to be Updated?
Phase IV	70		PSC Testing		Automatic Generation of NEF - When a new docket is opened, the DMS will serve the party who initiated the docket and the Office of Regulatory Staff with a Notice of Electronic Filing (NEF) that the docket has been created. The NEF will be similar to SC Appellate Court & US District Court.	Requested by Jocelyn.		Documentation will need to be updated.
Phase IV	71		PSC Testing		New Party of Record - When a new PoR is added to an existing docket by a PSC Clerk, the PoR will automatically be e-served with all docket information through a link.	Requested by Jocelyn		Documentation will need to be updated.
Phase IV	72		PSC Testing		Manual Generation of NEF - Provide the ability to generate a NEF manually.	Requested by Jocelyn. Jocelyn Markup Provided		Documentation will need to be updated.
Phase IV	73		PSC Testing		DMS & eTariff Vulnerability Scans -- Update DMS and eTariff test site code on test server PSCVDWBDMS01. Once scans have been performed by Division of Information Security Services Team, review, address and correct any issues found in the scans.			
Phase IV	74		PSC Testing		Block of Maintenance Hours - Research and/or resolve issues that may be identified in previous Milestones under this JOR.			
Phase IV	75		PSC Testing		Documentation - Update DMS System Documentation where changes have been made under this JOR.			Not Applicable
Phase IV	76		PSC Testing		Project management for additional milestones #69-#76.			Not Applicable

Appendix C

Stay Current.

SOUTH CAROLINA UTILITY CONSUMER
a Program of the Public Service Commission

www.scutilityconsumer.sc.gov

(Gardener Media—Q3/Q4)

**Securing the Necessities for
Generations to Come.**

PUBLIC SERVICE COMMISSION
SOUTH CAROLINA

Since 1922, the Public Service Commission of South Carolina has ensured fair and equitable access to utilities and defended the public interest.

Follow Us:
Twitter: @PSCofSC
Facebook: Public Service Commission of South Carolina

(Digital—Q2, Q3, Q4)



(Digital—Q3, Q4)

“Ask a Commissioner” Content: Round 4—July 2020

From Commissioner Butch Howard

Question: “How Can I Get Involved?”

Part of our mission at the Public Service Commission is ensuring that you, the public, are aware not just of what’s going on in the South Carolina utility economy, but also of how you can take charge of your energy use and your role in the deliberations and operations of the PSC.

Among the tools available to you is the South Carolina Utility Consumer website, which has recently relaunched at www.scutilityconsumer.sc.gov. At the new SC Utility Consumer website, you’ll find blogs with helpful information on saving money, details on how you can get involved in the utility economy of our state, and updates on PSC news and dockets of relevance to the average ratepayer of our state. You can also find the answers to commonly-asked questions and actions you can take when you’re having issues with your utility services.

When you visit scutilityconsumer.sc.gov, you’ll be able to select several options for your convenience—if you have a complaint against your utility provider, you can connect with consumer resources. If you’re looking for more information on a Commission case, you can find links to our Docket Management System, a power research and accountability tool that stores and catalogs all materials filed in ongoing and past cases. You’ll also be able to read articles about upcoming developments and find helpful guides to saving money on your utility bills, as well as connect directly to our social media profiles.

We’re more connected than ever, and you can connect with us at your convenience. You can find the SC Utility Consumer program on Facebook and Twitter, and can also follow the Public Service Commission on Facebook, Twitter, and LinkedIn. Your feedback is important to us, and we encourage you to reach out to us for more information—and to start by visiting the SC Utility Consumer website.

Appendix D

2020 Goal: Connect SC Ratepayers to the Commission



Outcome: Grew Social Media Followers from 637 to 1,004

September/October Updates—PSC Traffic and Strategy

Prepared: November 7th, 2019

Websites:

September

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,800	577	8,700
Total Users	2,300	500	3,600
Bounce Rate	58.5	80.2	41.25
Peak Users	216 on 9/12	18 on 9/11	496 on 9/26
Peak User Time	9/12 at 10 a.m.	9/11 at 4 p.m.	9/26 at 11 a.m./4 p.m.

October

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,919	1,107	10,000
Total Users	2,540	1,000	3,800
Bounce Rate	54.1	80.2	39.9
Peak Users	275 on 10/14	288 on 10/31	381 on 10/17
Peak User Time	10/14 at 9 a.m.	10/31 at 6 a.m.	10/17 at 1 p.m.

Notes: doubled traffic on SC Utility website between September and October. Traffic exceptionally predictable based on hearing times.

Social:

September

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	536	182
Percentage Change	+7	+5
Highest Engagement Post Topic	Open positions	Economic development
Most Engaged User	Confidential Information	

Note: Twitter engagement is much higher for both PSC and SC Utility Consumer brands, predominantly because of a more active sharing rate and followers who engage more.

October

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	554	194
Percentage Change	+4	+7
Highest Engagement Post	Solar avoided cost	Duke Energy nuclear testing
Most Engaged User	Confidential Information	

Livestream Statistics:

September

Total Plays:	399
Best Performing Referral:	Direct with 297, psc.sc.gov with 274
Average Session Duration:	1 minute, 32 seconds
Peak Date and Plays:	9/25 with 84 plays
September 2018 Total Events:	909

October

Total Plays:	1,913
Best Performing Referral:	psc.sc.gov with 1,547
Average Session Duration:	2 minutes, 54 seconds
Peak Date and Plays:	10/21 with 490 plays
October 2018 Total Events:	786

December Updates—PSC Traffic and Strategy

Prepared: January 6th, 2020

Websites:

November

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,781	842	8,751
Total Users	2,453	779	3,802
Bounce Rate	59.92	79.22	41.05
Peak Users	399 on 11/19	74 on 11/15	503 on 11/24
Peak User Time	11/19 at 10 a.m.	11/25 at 8 a.m.	11/11 at 5 p.m.

December

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,895	694	9,337
Total Users	2,318	621	3,893
Bounce Rate	57.26	78.53	41.90
Peak Users	242 on 12/16	67 on 12/12	455 on 12/10
Peak User Time	12/11 at 10 a.m.	12/12 at 2 p.m.	12/10 at 5 p.m.

Social:

November

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	570	208
Percentage Change	+3	+8
Highest Engagement Post	Nov. 25 th business meeting	FTC on scams
Most Engaged User	Confidential Information	

December

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	593	210
Percentage Change	+2	+1
Highest Engagement Post	Callawassie post	Christmas closing post
Most Engaged User	Confidential Information	

Livestream Statistics:

November

Total Plays:	570
Best Performing Referral:	psc.sc.gov with 375
Average Session Duration:	2 minutes, 27 seconds
Peak Date and Plays:	11/15 with 155
November 2018 Total Events:	1,450

December

Total Plays:	724
Best Performing Referral:	psc.sc.gov with 714
Average Session Duration:	2 minutes, 10 seconds
Peak Date and Plays:	12/16 with 170
December 2018 Total Events:	263

January Updates—PSC Traffic and Strategy

Prepared: February 6th, 2020

Websites:

December

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,895	694	9,337
Total Users	2,318	621	3,893
Bounce Rate	57.26	78.53	41.90
Peak Users	242 on 12/16	67 on 12/12	455 on 12/10
Peak User Time	12/11 at 10 a.m.	12/12 at 2 p.m.	12/10 at 5 p.m.

January

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	7,420	860	12,278
Total Users	3,938	780	5,065
Bounce Rate	56.63	75.93	40.35
Peak Users	393 on 1/23	77 on 1/28	447 on 1/27
Peak User Time	1/23 at 2 p.m.	1/28 at 2 p.m.	1/27 at 1 p.m.

Social:

December

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	593	210
Percentage Change	+2	+1
Highest Engagement Post	Callawassie post	Christmas closing post
Most Engaged User	Confidential Information	

January

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	616	223
Percentage Change	+3	+5
Highest Engagement Post	Night hearings post	Night hearings post
Most Engaged User	Confidential Information	

Livestream Statistics:

December

Total Plays:	724
Best Performing Referral:	psc.sc.gov with 714
Average Session Duration:	2 minutes, 10 seconds
Peak Date and Plays:	12/16 with 170
December 2018 Total Events:	263

January

Total Plays:	375
Best Performing Referral:	psc.sc.gov with 494
Average Session Duration:	1 minute, 38 seconds
Peak Date and Plays:	1/3 with 75
January 2019 Total Events:	393

February Updates—PSC Traffic and Strategy

Prepared: March 6th, 2020

Websites:

January

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	7,420	860	12,278
Total Users	3,938	780	5,065
Bounce Rate	56.63	75.93	40.35
Peak Users	393 on 1/23	77 on 1/28	447 on 1/27
Peak User Time	1/23 at 2 p.m.	1/28 at 2 p.m.	1/27 at 1 p.m.

February

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	6,527	786	10,402
Total Users	3,493	711	4,531
Bounce Rate	58%	74%	42.8%
Peak Users	357 on 2/3	50 on 2/3	455 on 2/5
Peak User Time	2/3 at 10 a.m.	2/19 at 11 a.m.	2/5 at 7 p.m.

Social:

January

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	616	223
Percentage Change	+3	+5
Highest Engagement Post	Night hearings post	Night hearings post
Most Engaged User	Confidential Information	

February

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	673	229
Percentage Change	+9	+5
Highest Engagement Post	York hearing reschedule	DMS survey tweet
Most Engaged User	Confidential Information	

Livestream Statistics:

January

Total Plays:	375
Best Performing Referral:	psc.sc.gov with 494
Average Session Duration:	1 minute, 38 seconds
Peak Date and Plays:	1/3 with 75
January 2019 Total Events:	393

February

Total Plays:	804
Best Performing Referral:	psc.sc.gov with 749
Average Session Duration:	2 minutes, 8 seconds
Peak Date and Plays:	2/26 with 290
February 2019 Total Events:	161

March Updates—PSC Traffic and Strategy

Prepared: April 2nd, 2020

Websites:

February

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	6,527	786	10,402
Total Users	3,493	711	4,531
Bounce Rate	58%	74%	42.8%
Peak Users	357 on 2/3	50 on 2/3	455 on 2/5
Peak User Time	2/3 at 10 a.m.	2/19 at 11 a.m.	2/5 at 7 p.m.

March

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,861	746	11,460
Total Users	2,838	652	4,375
Bounce Rate	62%	79.22	42.40
Peak Users	85 on 3/17	159 on 3/17	525 on 3/26
Peak User Time	3/17 p.m.	3/17 at 4 p.m.	3/26 at 5 p.m.

Notes: The spike in traffic for the 17th was due to public interest in the virtual night hearing—a blog post was published that afternoon, and cross posted to all social media. Generally, night hearing content performs well, but this was a significant outlier. To build on this trend, I'm planning a round of follow-up content, to intersect with the ethics newsletter and drifting off of COVID-19 coverage, that pushes the virtual hearing model and ratepayer efficacy.

Social:

February

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	673	229
Percentage Change	+9	+5
Highest Engagement Post	York hearing reschedule	DMS survey tweet
Most Engaged User	Confidential Information	

March

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	686	243
Percentage Change	+2	+6
Highest Engagement Post	Mia McLeod at public hearing	WIS on scammers
Most Engaged User	Confidential Information	

Social: The PSC plans to partner with the Charleston City Paper to gain access to their mailing list for a social media campaign to build followers. While we're still posting positive follower numbers, growth and slowed, and while impressions are as strong as ever, interaction is still minimal. These growth gaps will be addressed with the following actionables:

- Aforementioned eblast with Charleston City Paper
- Revamped social media campaign with McClatchy, pushing user engagement and virtual participation
- More regular content posted to blogs and social

Now that the initial newspaper "PSC 101" sponsored content series has wrapped, that educational platform will migrate to the SC Utility Consumer and be cross-posted to all social media.

Livestream Statistics:

February

Total Plays:	804
Best Performing Referral:	psc.sc.gov with 749
Average Session Duration:	2 minutes, 8 seconds
Peak Date and Plays:	2/26 with 290
February 2019 Total Events:	161

March

Total Plays:	777
Best Performing Referral:	psc.sc.gov with 718
Average Session Duration:	2 minutes, 46 seconds
Peak Date and Plays:	3/19 with 242
March 2019 Total Events:	643

Notes: Current user base constant, with bounce rate averaging 65-69%. Traffic still driven by PSC homepage and direct access, with Facebook and Google averaging 70/66 hits, respectively, suggesting that SEO efforts and social media are successful in driving traffic. Highly enfranchised user base (unsurprisingly).

April Updates—PSC Traffic and Strategy

Prepared: May 5th, 2020

Websites:

March

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,861	746	11,460
Total Users	2,838	652	4,375
Bounce Rate	62	79.22	42.40
Peak Users	85 on 3/17	159 on 3/17	525 on 3/26
Peak User Time	3/17 p.m.	3/17 at 4 p.m.	3/26 at 5 p.m.

April

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,387	2,846	10,199
Total Users	2,954	2,695	3,922
Bounce Rate	67.5	86	42.4
Peak Users	299 on 4/20	992 on 4/23	381 on 4/23
Peak User Time	4/20 at 4 p.m.	4/23 at 11 a.m.	4/23 at 4 p.m.

Notes: During April, the McClatchy campaign lapsed, so we saw an expected dip in SC Utility Consumer traffic. The massive spike on April 23 related to the posting and publication of content related to the 10-digit dialing program. Traffic was month-to-month stable across the entire portfolio of sites, despite the work slowdown during the COVID-19 outbreak.

Social:

March

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	686	243
Percentage Change	+2	+6
Highest Engagement Post	Mia McLeod at public hearing	WIS on scammers
Most Engaged User	Confidential Information	

April

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	689	252
Percentage Change	+0	+2
Highest Engagement Post	Comm. Meeting media post	Avery Wilks on BGWC
Most Engaged User	Confidential Information	

At this point, we've seen the limits of what organic growth can get us—from March to April, social growth was basically stagnant. This was partially what prompted the revamped marketing campaign (see attached document).

Livestream Statistics:

March

Total Plays:	777
Best Performing Referral:	psc.sc.gov with 718
Average Session Duration:	2 minutes, 46 seconds
Peak Date and Plays:	3/19 with 242
March 2019 Total Events:	643

April

Total Plays:	336
Best Performing Referral:	psc.sc.gov with 462
Average Session Duration:	2 minutes, 11 seconds
Peak Date and Plays:	April 8 th with 86
April 2019 Total Events:	2,524

Notes: Notably, we had 336 total plays with a total of 882 users starting 794 sessions, implying that consumers continue to visit our site, even when we have fewer livestream opportunities scheduled. Otherwise, the month was characterized by an expected traffic drop from the COVID-19 pandemic and resulting restricted schedule.

May Updates—PSC Traffic and Strategy

Prepared: June 4th, 2020

Websites:

April

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,387	2,846	10,199
Total Users	2,954	2,695	3,922
Bounce Rate	67.5	86	42.4
Peak Users	299 on 4/20	992 on 4/23	381 on 4/23
Peak User Time	4/20 at 4 p.m.	4/23 at 11 a.m.	4/23 at 4 p.m.

May

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,532	1,257	8,685
Total Users	2,248	1,172	3,387
Bounce Rate	63.9	86.1	40.8
Peak Users	208 on 5/27	148 on 5/1	344 on 5/14
Peak User Time	5/27 at 10 a.m.	5/1 at 8 a.m.	5/7 at 9 a.m.

Notes: Traffic stable, with bounce rates trending lower (but within standard deviation).

Social:

April

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	689	252
Percentage Change	+0	+2
Highest Engagement Post	Comm. Meeting media post	Avery Wilks on BGWC
Most Engaged User	Confidential Information	

May

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	715	253
Percentage Change	+1	+0
Highest Engagement Post	Memorial Day post	Order No. 2020-344
Most Engaged User	Confidential Information	

Livestream Statistics:

April

Total Plays:	336
Best Performing Referral:	psc.sc.gov with 462
Average Session Duration:	2 minutes, 11 seconds
Peak Date and Plays:	April 8 th with 86
April 2019 Total Events:	2,524

May

Total Plays:	545
Best Performing Referral:	psc.sc.gov with 500
Average Session Duration:	2 minutes, 7 seconds
Peak Date and Plays:	May 27 th with 148
March 2019 Total Events:	3,739

Notes: PSC website continues to drive traffic to the livestream page, as projected.

June Updates—PSC Traffic and Strategy

Prepared: July 2nd, 2020

Websites:

May

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,532	1,257	8,685
Total Users	2,248	1,172	3,387
Bounce Rate	63.9	86.1	40.8
Peak Users	208 on 5/27	148 on 5/1	344 on 5/14
Peak User Time	5/27 at 10 a.m.	5/1 at 8 a.m.	5/7 at 9 a.m.

June

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,743	914	9,929
Total Users	1,763	805	3,898
Bounce Rate	64.9	81.6	44.0
Peak Users	205 on 6/9	81 on 6/15	169 on 6/16
Peak User Time	6/17 at 2 p.m.	6/15 at 2 p.m.	6/16 at 5 p.m.

Notes: SC Utility Consumer site will launch on July 6th, so data for July may be affected by possible downtime.

Social:

May

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	715	253
Percentage Change	+1	+0
Highest Engagement Post	Memorial Day post	Order No. 2020-344
Most Engaged User	Confidential Information	

June

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	719	257
Percentage Change	0	0
Highest Engagement Post	New Chair/Vice Chair post	Comm. Howard interview
Most Engaged User	Confidential Information	

Livestream Statistics:

May

Total Plays:	545
Best Performing Referral:	psc.sc.gov with 500
Average Session Duration:	2 minutes, 7 seconds
Peak Date and Plays:	May 27 th with 148
March 2019 Total Events:	3,739

June

Total Plays:	567
Best Performing Referral:	psc.sc.gov with 575
Average Session Duration:	2 minutes, 5 seconds
Peak Date and Plays:	June 9 th with 206
April 2019 Total Events:	2,524

Notes: Traffic down precipitously from this point last year, due to a lack of rate cases and associated media coverage.

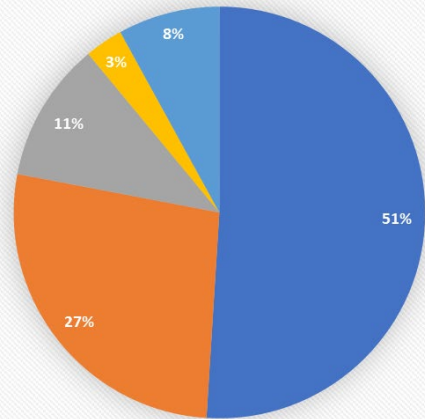
Appendix E

2018-2019 DMS Google Analytics Data					
	Sessions	Pageviews	Pages per Session	Hottest Docket	Matter
Jul-18	14,716	47,033	3.20	2017-305-E	Request of the Office of Regulatory Staff for Rate Relief of South Carolina Electric & Gas Company's Rates Pursuant to S.C. Code Ann. § 58-27-920
Aug-18	15,410	48,890	3.17	2017-305-E	Request of the Office of Regulatory Staff for Rate Relief of South Carolina Electric & Gas Company's Rates Pursuant to S.C. Code Ann. § 58-27-920
Sep-18	12,926	38,837	3.00	2017-305-E	Request of the Office of Regulatory Staff for Rate Relief of South Carolina Electric & Gas Company's Rates Pursuant to S.C. Code Ann. § 58-27-920
Oct-18	16,827	60,059	3.57	2017-370-E	Joint Application and Petition of South Carolina Electric & Gas Company and Dominion Energy, Incorporated for Review and Approval of a Proposed Business Combination between SCANA Corporation and Dominion Energy, Incorporated, as May be Required, and for a Prudency Determination Regarding the Abandonment of the V.C. Summer Units 2 & 3 Project and Associated Customer Benefits and Cost Recovery Plans
Nov-18	15,426	54,702	3.55	2017-370-E	Joint Application and Petition of South Carolina Electric & Gas Company and Dominion Energy, Incorporated for Review and Approval of a Proposed Business Combination between SCANA Corporation and Dominion Energy, Incorporated, as May be Required, and for a Prudency Determination Regarding the Abandonment of the V.C. Summer Units 2 & 3 Project and Associated Customer Benefits and Cost Recovery Plans
Dec-18	11,183	44,324	3.96	2017-370-E	Joint Application and Petition of South Carolina Electric & Gas Company and Dominion Energy, Incorporated for Review and Approval of a Proposed Business Combination between SCANA Corporation and Dominion Energy, Incorporated, as May be Required, and for a Prudency Determination Regarding the Abandonment of the V.C. Summer Units 2 & 3 Project and Associated Customer Benefits and Cost Recovery Plans
Jan-19	9,826	39,169	3.99	2018-319-E	Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
Feb-19	9,212	38,551	4.18	2018-319-E	Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
Mar-19	10,066	41,965	4.17	2018-319-E	Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
Apr-19	9,117	37,695	4.13	2018-318-E	Application of Duke Energy Progress, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
May-19	8,748	36,161	4.13	2018-319-E	Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
Jun-19	9,100	40,148	4.41	2018-318-E	Application of Duke Energy Progress, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order

2019-2020 DMS Google Analytics Data					
	Sessions	Pageviews	Pages per Session	Hottest Docket	Matter
Jul-19	9,554	40,611	4.25	2018-318-E	Application of Duke Energy Progress, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
Aug-19	10,896	43,464	3.99	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Sep-19	8,746	35,030	4.01	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Oct-19	10,008	39,736	3.97	2019-185-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Duke Energy Carolinas, LLC's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Nov-19	8,751	36,168	4.13	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Dec-19	9,337	38,473	4.12	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Jan-20	12,158	51,632	4.25	2019-185-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Duke Energy Carolinas, LLC's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Feb-20	10,402	42,001	4.04	2019-290-WS	Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates
Mar-20	11,460	45,288	3.95	2019-290-WS	Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates
Apr-20	10,199	41,675	4.09	2019-290-WS	Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates
May-20	8,357	33,154	3.97	2020-106-A	Actions in Response to COVID-19
Jun-20	9,929	36,970	3.72	2019-281-S	Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas

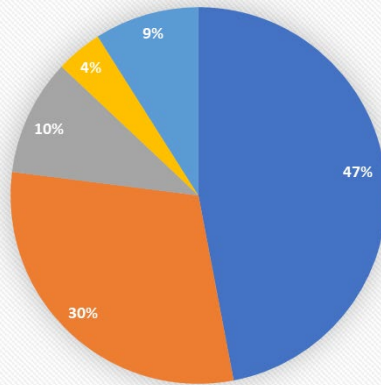
Appendix F

DMS Navigation



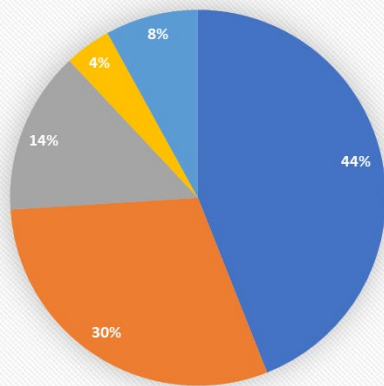
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

DMS Information Presentation



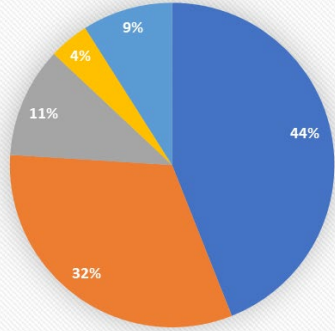
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

DMS Website Tools



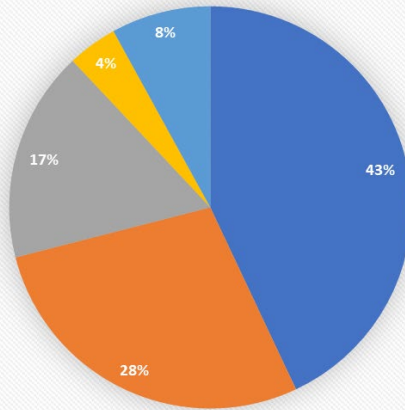
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

DMS Overall Satisfaction



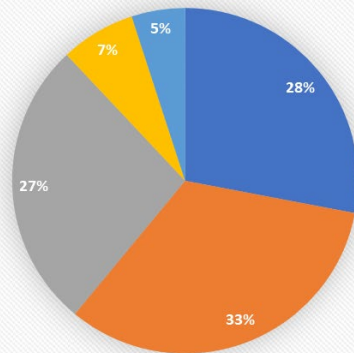
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

DMS vs. Other Sites



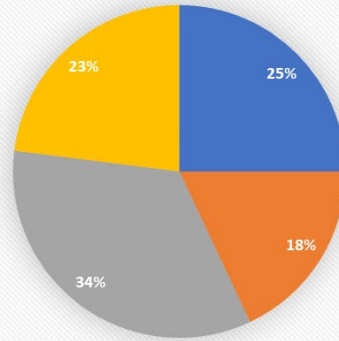
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

DMS Ease of Use



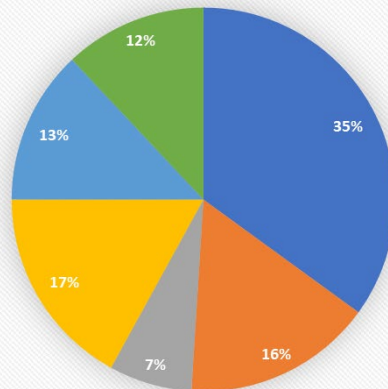
■ Extremely Easy ■ Very Easy ■ Somewhat Easy ■ Not so Easy ■ Not at all Easy

Response Demographic



■ Attorney ■ Other ■ Company Representative ■ Consumer

Utility Sector Affiliation



■ Electric ■ Gas ■ Transportation ■ Water ■ Wastewater ■ Telecommunications

Comments

Compared to other Commission websites, this one is great. It would be nice to improve search functions for old orders and filings. And e-filing login is sometimes glitchy, but otherwise the website is user friendly and very easy to file and find what you are looking for.

I have been using the Commission's DMS since it was first established and it is very familiar to me. I find it extremely helpful and easy to use, but I might not be the best test because I have been using it for so long.

Make utility annual reports available on website.

Search is not intuitive. I need to watch the training modules.

SCPSC's website is much better than many other states. The search functionality is a bit off at times, but overall very satisfied.

Very poor website. We can't find what we need to file a letter of protest. Not consumer friendly.

When you have an Order that needs to be confirmed, I wish I didn't have to separately click to open it.

Nice people, nice customer service.

Compared to several other state websites to monitor and research dockets, the SC website is more dynamic and pretty easy to navigate.

It would be helpful to get an email notification of an issue where a protest was submitted.

Need improved search capabilities.

E-Service System Comments

I don't think its necessary to require confirmation of service. Also, I get multiple notifications even after I have confirmed service.

I think we should be able to confirm and view documents served to us in one click, rather than having to confirm and then view a document.

Excellent Service.

Perhaps you might require that the title to a matter indicate its content, not just the caption of the case and the party making the filing.

Very timely and easy to access remotely.

I receive too many notices and they keep coming even after I click "Confirm"

More information about caption of case/document being served.

Regulatory Processes Comments

Engagement by Commission and transparency greatly appreciated and valued.

The general public needs to learn more about the difference between a public hearing and a merits hearing. I suggest training videos.

Teleconferencing hearings/Livestreaming due to COVID-10 concerns.

Respondents Answering Dissatisfied or Very Dissatisfied Comments

Not sure how to improve, seems clunky, not user friendly.

Sometimes it is complicated.

Too many layers to find information, not user friendly.

Too hard to find a PSC Order.

I hope to search using words only.

What tools? This was not obvious to me, maybe provide a weblink that gives a demo of these tools or tutorials.