



Public Service Commission of South Carolina  
Accountability Report  
Fiscal Year 2013-2014

AGENCY NAME:	The Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072



## Fiscal Year 2013-14 Accountability Report

### SUBMISSION FORM

<b>AGENCY MISSION</b>	<p style="text-align: center;">To serve the state of South Carolina by providing open and effective regulation and adjudication of the state's public utilities, through consistent administration of the law and regulatory process.</p>
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Please identify your agency's preferred contacts for this year's accountability report.

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
<b>PRIMARY CONTACT:</b>	Afton Ellison	803-896-5205	<a href="mailto:Afton.Ellison@psc.sc.gov">Afton.Ellison@psc.sc.gov</a>
<b>SECONDARY CONTACT:</b>	Jocelyn Boyd	803-896-5114	<a href="mailto:Jocelyn.Boyd@psc.sc.gov">Jocelyn.Boyd@psc.sc.gov</a>

I have reviewed and approved the enclosed FY 2013-14 Accountability Report, which is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR</b> <i>(SIGN/DATE):</i>	
<i>(TYPE/PRINT NAME):</i>	Jocelyn Boyd

<b>BOARD/CMSN CHAIR</b> <i>(SIGN/DATE):</i>	
<i>(TYPE/PRINT NAME):</i>	The Honorable Thomas C. Alexander

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<b>AGENCY CODE:</b>	<b>R04</b>	<b>SECTION:</b>	<b>072</b>

**AGENCY’S DISCUSSION AND ANALYSIS**

The Public Service Commission of South Carolina (Commission or PSC) regulates the rates and services of investor-owned public utilities in the State of South Carolina and establishes just and reasonable standards for their rates and services.

The mission of the Public Service Commission of South Carolina 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. The State Regulation of Public Utilities Review Committee serves as the joint legislative committee that oversees the operations of the Commission as a result of Act 175. The committee is chaired by Senator Thomas Alexander.

In order for the Public Service Commission of South Carolina to carry out its mission, the Commission must be alert to and anticipate emerging issues in the industries it regulates, including federal regulatory developments. Maintaining effective communications with its customers and participation in national organizations integrated into the utility sectors will aid in achieving this goal.

The Commission will continue to improve its hearing procedures so as to provide the public with accessible, transparent, and effective regulation of public utilities and provide the public with clear information about the regulatory process and its decisions.

An ongoing goal of the Commission is to improve its operations through technological advances. As opportunities are identified, the Commission will investigate both costs and benefits before taking the appropriate actions.

The nation’s electric and gas industries are subject to a broad range of regulatory models across the country, and regulators have taken a number of measures to increase competition and investment. With growing pressure for the generation of energy using alternative energy sources, the Commission must effectively regulate these industries, safeguarding the ratepayers without unduly burdening the industries or stifling competition.

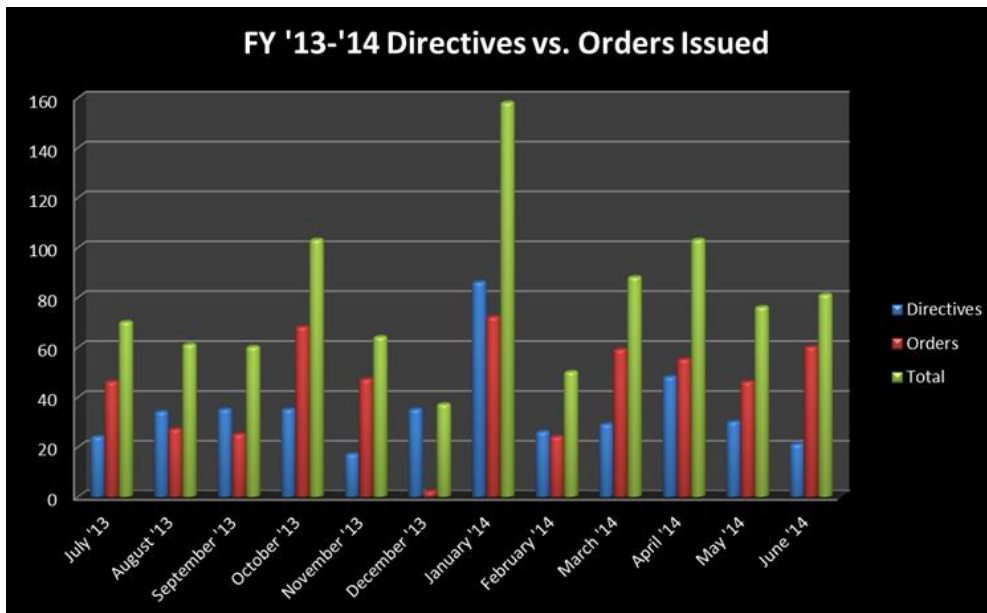
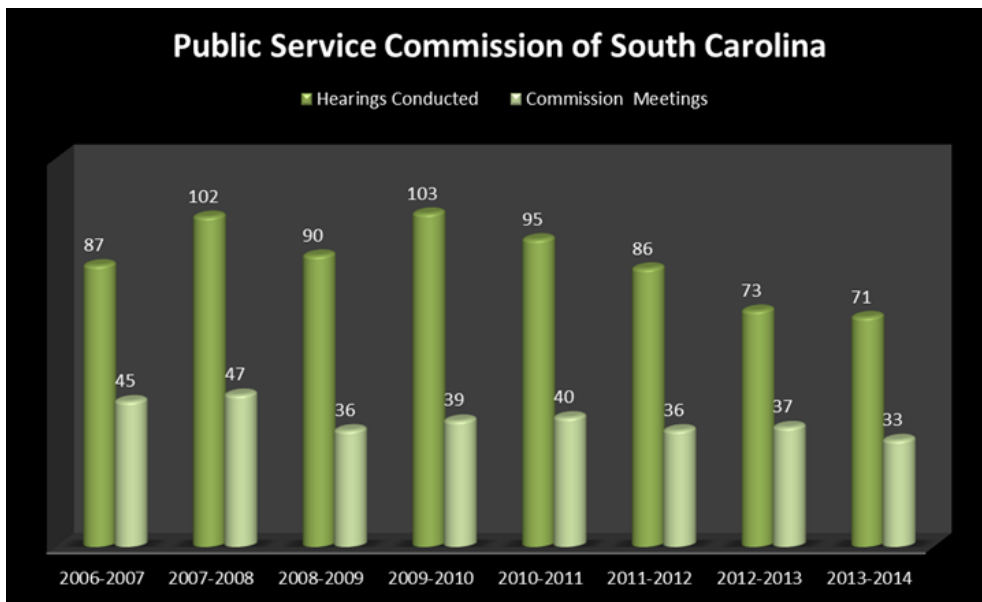
The public relies on the Commission’s online systems to access information related to its operations. The Commission must budget funds to support maintenance and development of the systems.

The Commission’s primary duty is to adjudicate cases involving the state’s investor-owned utilities. This past fiscal year, the Commission opened 478 new dockets, held 71 hearings, issued 476 orders, and 420 directive orders. A total of 6,217 matters were posted on the Commission’s Docket Management System (DMS). The Commission also held 33 Commission Agenda Meetings during the year. The following table and charts comprehensively detail this information of the past few fiscal years.

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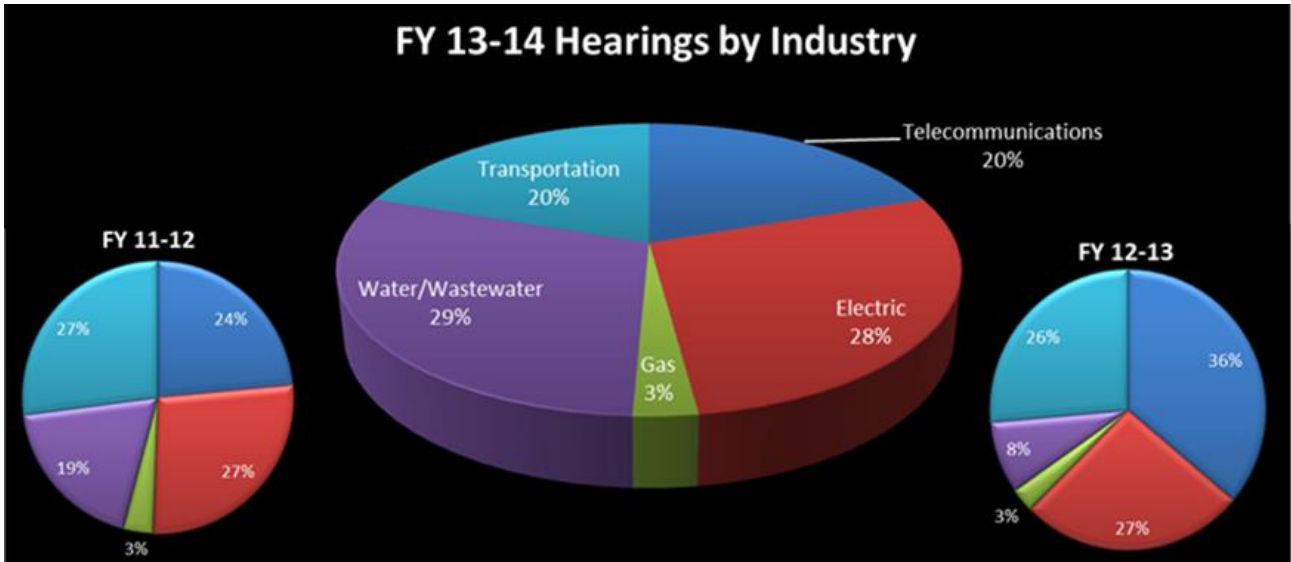
**DMS Statistics**

<b>Fiscal Year</b>	<b>New Dockets</b>	<b>Total Matters Posted</b>
<b>2009-2010</b>	474	6839
<b>2010-2011</b>	454	5991
<b>2011-2012</b>	514	6618
<b>2012-2013</b>	437	7347
<b>2013-2014</b>	478	6217



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The Commission’s hearings encompass the electric, gas, telecommunications, transportation, water, and wastewater industries. As detailed in the following chart, the number of hearings in the water and wastewater industries has significantly increased this year due to companies seeking rate increases. There continues to be a steady number of hearings within the electric industry due to requests for rate increases and the impact of new issues which must be addressed from a regulatory standpoint. Some of these issues include demand side management and energy efficiency programs, construction of the new nuclear units at V.C. Summer Station and the related expansion of transmission lines, and renewable energy sources.



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 (National Association of Regulatory Utility Commissioners (NARUC), Southeastern Association of Regulatory Utility Commissioners (SEARUC), Eastern Interconnection States Planning Council (EISPC), 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.

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<p>Commissioner Howard District 1</p>	<p>Chairman - NARUC Committee on Water</p> <p>Director - 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 - Dept. of Homeland Security, Water Sector Government Coordinating Council</p> <p>Member - Water Research Foundation Public Council on Drinking Water Research</p> <p>Member – Advisory Council for the Center for Public Utilities at New Mexico State University</p> <p>Member – Committee on International Relations</p>
<p>Commissioner McGee District 2</p>	<p>*Specially Appointed by Governor Nikki Haley – Assumed Commissionership November 18, 2013</p>
<p>Commissioner Randall District 3</p>	<p>Member – NARUC Committee on Gas</p> <p>Member – NARUC Subcommittee on Nuclear Issues Waste Disposal</p>
<p>Commissioner Fleming District 4</p>	<p>Member - NARUC Committee on Critical Infrastructure</p> <p>Member - NARUC Committee on Electricity</p> <p>Vice President - Eastern Interconnection States Planning Council (EISPC) Executive Committee</p> <p>Member - Eastern Interconnection Planning Council Stakeholders Steering Council</p> <p>Board Member - National Regulatory Research Institute (NRRI)</p> <p>Member - NRRI Investment Committee</p> <p>Member - Advisory Council for the Center for Public Utilities at New Mexico State University</p>
<p>Commissioner Whitfield District 5</p>	<p>Co Vice-Chairman - NARUC Committee on Critical Infrastructure</p> <p>Member – NARUC Washington Action Committee</p> <p>Member – NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member - NARUC Committee on Gas</p> <p>Board Member – Gas Technology Institute Advisory Board</p>

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Commissioner Hall District 6	<p>Member – NARUC Washington Action Program</p> <p>Member - NARUC Committee on Energy Resources and the Environment</p> <p>Chairman - NARUC Utility Marketplace Access Subcommittee</p>
Commissioner Hamilton District 7	<p>Member - NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member – NARUC Board of Directors</p> <p>Member – NARUC Committee on Telecommunications</p> <p>Member - NARUC Advisory Committee</p> <p>Member – North American Numbering Council</p>
Commission Staff	<p>Member – NARUC Staff Subcommittee on Critical Infrastructure</p> <p>Member – NARUC Staff Subcommittee on Information Services</p> <p>Member – NARUC Staff Subcommittee on Accounting and Finance</p> <p>Member – NARUC Staff Subcommittee on Electricity</p> <p>Member – NARUC Staff Subcommittee on Water</p> <p>Chairman – NARUC Staff Subcommittee on Nuclear Issues and Waste Disposal</p> <p>Member – NARUC Staff Subcommittee on Clean Coal and Carbon Sequestration</p> <p>Member – NERC Compliance and Certification Committee</p> <p>Member – EISPC Studies and Whitepapers Workgroup</p>

In April, the PSC launched a Twitter account, operating under the handle “@PSCofSC”. The Commission is using the site to keep followers up to date on current PSC news, meetings, filings, and other items affecting utility consumers and companies regulated by the Commission.

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Screenshot of the Commission’s Twitter page.

In December 2013, the Commission updated the DMS to include eService notification data to the Order Detail under a docket. The notification information includes when an order was served via the system, and the date and time the order has been confirmed by a party. Should an order recipient not confirm the receipt within three business days of the initial notification, the Order Detail information also includes whether a “green card” has been sent via U.S. Mail to a party, and the date and time. The added feature to DMS contributes to the transparency of the Commission’s work, and allows parties of record to stay informed of the order notification process in a docket.

Public Service Commission Docket Management System South Carolina			
<b>:: ORDER DETAIL</b>			
<b>Order Number 2013-884</b>			
Dockets: <a href="#">2013-275-WS</a>			
Date Filed: 12/11/13			
Summary: <b>Order of Clarification</b> - Application of Carolina Water Service, Incorporated for Adjustment of Rates and Charges, and Modification of Certain Terms and Conditions for the Provision of Water and Sewer Service			
Downloadable Documents			
File Type/Size	Title	Inserted On	Download Link
PDF/36k	Order No. 2013-884	12/12/13 @ 12:32 PM	<a href="#">Download Now</a>
eService Notifications			
eService Name	Date/Time	Status	
Florence Belser	12/12/13 12:45PM	Confirmed 12/12/13 12:51 PM	
Pamela McMullan	12/12/13 12:45PM	Confirmed 12/12/13 2:45 PM	
Jeffrey Nelson	12/12/13 12:45PM	Confirmed 12/13/13 11:17 AM	
legalassistant@elliottlaw.us	12/16/13 8:00AM	sent3	
Scott Elliott	12/12/13 12:45PM	Confirmed 12/12/13 6:02 PM	
debra.covington@terrenilaw.com	12/16/13 8:00AM	sent3	
Charles Tereni	12/12/13 12:45PM	Confirmed 12/12/13 12:49 PM	

Screenshot of the eService Notifications detail under a docket on DMS.



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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.

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Program Template

Program/Title	Purpose	FY 2012-13 Expenditures				FY 2013-14 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
Administrative Department	Provides administrative support and direction to ensure consistency, compliance, financial integrity and fulfillment of the agency's mission.		\$ 2,518,882		\$ 2,518,882		\$ 2,506,678		\$ 2,506,678	1.4.7, 1.4.9, 2.1.1, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 3.3.1, 3.3.2
Clerk's Office	Processes all legal documents that are filed with the Commission. Creates and mails all notices of filings, Processes public inquiries. Prepares and maintains all hearing documents.		\$ 576,061		\$ 576,061		\$ 537,683		\$ 537,683	1.1.1, 1.2.1, 1.3.1, 1.4.1, 1.4.2, 1.4.3, 1.4.4, 1.4.5, 1.4.10, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 3.1.1, 3.2.2, 3.2.3
Legal Department	Advises the Commission regarding pending cases. Drafts legal documents		\$ 649,755	\$ 196,079	\$ 845,834		\$ 718,501	\$ 97,463	\$ 815,963	1.4.6, 1.4.8, 2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 3.1.2, 3.2.1
Office of Advisory Staff	Provides technical advice to the commissioners and staff.		\$ 568,248		\$ 568,248		\$ 614,836		\$ 614,836	2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 3.1.2, 3.2.1

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Strategic Planning Template

Type	Item #			Description
	Goal	Strat	Object	
G	1			In order for the Commission to serve the public interest, it must consistently provide timely and effective regulation of investor-owned utilities.
S		1.1		The Commission will continue to utilize its customer complaint procedure designed to schedule complaint hearings within 45 days of filing and update its customer complaint form to include an opt-in section to post the complaint on DMS
O			1.1.1	Carefully screening Petitions to determine Petitioner's desire for pleading to be publicly available at <a href="http://dms.psc.sc.gov">dms.psc.sc.gov</a>
S		1.2		The Commission will investigate initiating the rulemaking process to amend PSC regulations to serve its notices and all Commission notices and other documents using the DMS's eService System.
O			1.2.1	Filing appropriate documents with the Legislative Council and the General Assembly
S		1.3		The Commission will investigate initiating the rulemaking process to amend PSC regulations to provide that Regulation 103-811 must be amended to comply with SC Code Ann. Section 58-3-20.
O			1.3.1	Filing appropriate documents with the Legislative Council and the General Assembly
S		1.4		The Commission will use technology to increase its effectiveness by:
O			1.4.1	Conducting a workshop with its transportation carriers for training on the eService System
O			1.4.2	Implementing efforts to market the eService System to transportation carriers by amending transportation applications to allow carriers to opt-in to the system
O			1.4.3	Investigating the creation of an eService System guide for new users of the system
O			1.4.4	Investigating and implementing the use of social media to communicate with the public regarding matters and events at the Commission
O			1.4.5	Creating a social media policy to provide guidelines for responsible usage of the PSC's social media page
O			1.4.6	Continuing to work with ORS to maintain, update, and utilize a database of utility information which will be accessible to each agency and the general public, in the future
O			1.4.7	Making readily available on the Agency's website filings from pre-2005 dockets
O			1.4.8	Continuing to add orders to the online Order Index System
O			1.4.9	Reconfiguring the Commission's Docket Management System (DMS) to provide PSC Order delivery status information for public viewing

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Strategic Planning Template

Type	Goal	Strat	Object	Description
O			1.4.10	The Commission will post transcripts of public night hearings within 2 weeks of adjournment of the night hearing
G	2			In order for the Commission to serve the public interest, it must be engaged in its analysis of the issues before it.
S		2.1		The Commission will provide expert staff support to the Commissioners through analysis and collaboration by:
O			2.1.1	Holding in-house educational seminars on regulatory topics for Commissioners and Staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and Staff on emerging topics in the regulatory arena
O			2.1.2	Maintaining a database of technical and legal research for reference
S		2.2		The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by:
O			2.2.1	Holding ethics seminars each year for Commissioners and Staff
O			2.2.2	Providing Commissioners and Staff regular updates on ethical topics and developments
O			2.2.3	Reviewing its agency-wide Ethics Policy for inclusion of statutory changes
O			2.2.4	Responding to ethical issues and providing targeted training as necessary
G	3			The Commission's activities must be enterprising.
S		3.1		The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by:
O			3.1.1	Surveying stakeholders, such as attorneys, utilities, and consumers to determine whether regulatory needs are being met and where improvements can be made
O			3.1.2	Monitoring developments on the federal level affecting South Carolina's regulatory process and drafting appropriate responses, if necessary
S		3.2		Commissioners and staff will be active in professional organizations and utilize an effective public information program by:
O			3.2.1	Participating in NARUC, SEARUC, NRRI and other national organizations
O			3.2.2	Identifying and distributing media releases to the public and other interested parties
O			3.2.3	Distributing newsletters in electronic or hardcopy format to PURC, the Commission's Advisory Committee and certificated motor vehicle carriers
S		3.3		The Commission will support initiatives to balance community and professional development activities by:
O			3.3.1	Recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle
O			3.3.2	Continuing to utilize its employee recognition program

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
1	The Commission will continue to utilize its customer complaint procedure designed to schedule customer complaint hearings within 45 days of filing and update the customer complaint form to include an opt-in section to post the complaint on DMS, and carefully screening Petitions to determine Petitioners' desire for pleading to be publicly available at dms.psc.sc.gov	Complaint hearings scheduled within 45 days of filing	Complaint hearings scheduled within 45 days of filing & Complaint form amended to include language regarding consumer consent to post the complaint's contents on the PSC's DMS	N/A	July 1 - June 30	PSC Website and Docket Management System, and Calendar	Annual	Calendar	1.1.1
2	The Commission will investigate initiating the rulemaking process to amend PSC regulations to serve its notices and all Commission Directives using the DMS's eService system by filing appropriate documents with the Legislative Council and the General Assembly	N/A	Public Hearing Held	Final Regulation Published in State Register	July 1 - June 30	SC Code of Laws 58-3-140	Annual		1.2
3	The Commission will investigate initiating the rulemaking process to amend PSC regulations to provide that Regulation 103-811 must be amended to comply with SC Code Ann. Section 58-3-20 by filing appropriate documents with the Legislative Council and the General Assembly	N/A	Public Hearing Held	Final Regulation Published in State Register	July 1 - June 30	SC Code of Laws 58-3-140 and 58-3-20	Annual		1.3
4	The Commission will use technology to increase its effectiveness by conducting a workshop with its transportation carriers for training on the eService system.	N/A	Workshop held	N/A	July 1 - June 30	Addresses collected through PSC's joint database and DMS	Annual		1.4.1

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
5	The Commission will use technology to increase its effectiveness by implementing efforts to market the eService system to transportation carriers by amending transportation applications to allow carriers to opt-in to the system.	N/A	99 transportation carriers registered on the system	200 transportation carriers registered on the system	July 1 - June 30	eService System, SC Code of Laws 58-3-250	Monthly	Data collection from the eService System	1.4.2
6	The Commission will use technology to increase its effectiveness by investigating the creation of an eService System guide for new users of the system.	N/A	Guide available on PSC's homepage	N/A	July 1 - June 30	PSC Website	Annual		1.4.3
7	The Commission will use technology to increase its effectiveness by investigating and implementing the use of social media to communicate with the public regarding matters and events at the Commission.	N/A	41 Twitter Followers & 73 @PSCofSC Tweets	70 new followers & 260 new Tweets	July 1 - June 30	Twitter	Annual	5 Tweets per week at 52 weeks per year	1.4.4
8	The Commission will use technology to increase its effectiveness by creating a social media policy to provide guidelines for responsible usage of the PSC's social media page.	N/A	Completed	Update, as needed	July 1 - June 30	PSC internal files, data collection through research of other state agency's policies and DTO policy to compile	Annual		1.4.5
9	The Commission will use technology to increase its effectiveness by continuing to work with ORS to maintain, update, and utilize a database of utility information which will be accessible to each agency and the general public, in the future.	9 Telecommunication s certifications, 9 Class E, 13 Class C (Charter Bus), & 106 Class C Transportation certifications added to the database	5 Telecommunication s certifications, 8 Class E, 18 Class C (Charter Bus), & 174 Class C Transportation certifications added to the database	All Certifications approved by the Commission added to the database	30-Jun				1.4.6

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
10	The Commission will use technology to increase its effectiveness by making readily available on the Agency's website filings from pre-2005 dockets.	94 items added	172 items added during the FY to bring the total number of items in the database to 276. Project completed this FY.	N/A	July 1 - June 30	DMS, archived files	Annual		1.4.7
11	The Commission will use technology to increase its effectiveness by continuing to add orders to the online Order Index System.	952	896	All Orders issued by Commission during the FY	30-Jun	DMS Order Index System, SC Code of Laws 58-3-140 (C)	Monthly	Data collection from the DMS	1.4.8
12	The Commission will use technology to increase its effectiveness by reconfiguring the Commission's Docket Management System (DMS) to provide PSC Order delivery status information for public viewing.	N/A	Completed and implemented the DMS update December 2013	N/A	July 1 - June 30	DMS	Annual		1.4.9
13	The Commission will use technology to increase its effectiveness by posting transcripts of public night hearings within 2 weeks of adjournment of the night hearing.	8 night hearing transcripts posted within 2 weeks of adjournment	10 night hearing transcripts posted within 2 weeks of adjournment	Continue to add night hearing transcripts within 2 weeks of adjournment	July 1 - June 30	DMS	Annual		
14	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by holding in-house educational seminars on regulatory topics for Commissioners and staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and staff on emerging topics in the regulatory arena.	6 in-house educational sessions held during FY	15 in-house educational sessions held during the FY	Schedule and hold as needed	30-Jun		Annual		2.1.1
15	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by maintaining a database of technical and legal research for reference.	164 items in the database	19 added during the FY, bringing the total number of items in the database to 183	Items added as available	30-Jun	PSC Sharepoint site	Annual	# of items in the database	2.1.2

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
16	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by holding ethics seminars each year for Commissioners and staff.	As per Act 175 of 2004, 6 hours of Ethics Training were completed during the FY	As per Act 175 of 2004, 6 hours of Ethics Training were completed during the FY	Complete the required 6 hours of Ethics Training	30-Jun	SC Code of Laws 58-3-30 (C)	Annual	SC Code of Laws 58-3-30 (C)	2.2.1
17	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by providing Commissioners and staff regular updates on ethical topics and developments.	2 "Ethics Watch" newsletters were published during the FY detailing Judicial Advisory Opinions and any updates to ethics laws	2 "Ethics Watch" newsletters were published during the FY detailing Judicial Advisory Opinions and any updates to ethics laws	Publish 2 ethics newsletters	30-Jun	SC Judicial Code of Conduct and Administrative Procedures Act	Annual	1 Spring Newsletter and 1 Fall Newsletter	2.2.2
18	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by reviewing its agency-wide Ethics Policy for inclusion of statutory changes.	There were no statutory changes made during the FY	There were no statutory changes made during the FY	Update Ethics Policy, if necessary	30-Jun	SC Code of Laws 58-3-30	Annual		2.2.3
19	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by responding to ethical issues and providing targeted training as necessary.	No training necessary	No training necessary	No training necessary	30-Jun	SC Code of Laws 58-3-30	Annual	SC Code of Laws 58-3-30	2.2.4
20	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by surveying stakeholders, such as attorneys, utilities, and consumers to determine whether regulatory needs are being met and where improvements can be made.	1 Advisory Committee Meeting held and surveys issued	1 Advisory Committee Meeting held and surveys issued	1 Advisory Committee Meeting and surveys issued	30-Jun		Annual		3.1.1



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21	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by monitoring developments on the federal level affecting South Carolina's regulatory process and drafting appropriate responses, if necessary.	Comments supplied on 30 NARUC resolutions and 2 NWSC resolutions	Comments supplied on 30 NARUC resolutions and 2 NWSC resolutions	Draft responses as necessary	30-Jun		Annual	10 resolutions drafted at each NARUC conference, with three being held throughout the year.	3.1.2
22	Commissioners and staff will be active in professional organizations and utilize an effective public information program by participating in NARUC, SEARUC, NRR1 and other national organizations.	161 National Association Activities completed	108 National Association Activities completed	Maintain an active presence in national associations	30-Jun	SC Code of Laws 58-3-260 (H)	Annual		3.2.1
23	Commissioners and staff will be active in professional organizations and utilize an effective public information program identifying and distributing media releases to the public and other interested parties.	8 Press Releases issued during FY	5 Press Releases issued during the FY	Publish press releases as needed	30-Jun		Annual		3.2.2
24	Commissioners and staff will be active in professional organizations and utilize an effective public information program by distributing newsletters in electronic or hardcopy format to PURC, the Commission's Advisory Committee and certificated motor vehicle carriers.	2 "PSC News" newsletters issued during the FY	2 "PSC News" newsletters issued during the FY	Issue 2 PSC newsletters during the FY	30-Jun		Annual	1 Spring Newsletter and 1 Fall Newsletter	3.2.3

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
25	The Commission will support initiatives to balance community and professional development activities by recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle.	"Health & Wellness" newsletter issued, Cholesterol & Blood Screening opportunity held at PSC, health emails, Christmas project	"Health & Wellness" newsletter issued, Breast Cancer Awareness Presentation, Cholesterol & Blood Screening opportunity held at PSC, health emails, Christmas project benefitting Meals on Wheels and Seniors in the community	Issue "Health & Wellness" newsletter, complete 3 service projects, health screenings, and healthy lifestyle emails	30-Jun				3.3.1
26	The Commission will support initiatives to balance community and professional development activities by continuing to utilize its employee recognition program.	The Commission held an employee recognition luncheon and honored one employee. A survey was issued to employees for ideas to improve the program.	9 employees recognized throughout the FY	Recognize employees for outstanding performance as needed	30-Jun				3.3.2