

***Transportation and Regulatory  
Subcommittee Meeting  
2020 Legislative Session***



***South Carolina Office  
Of  
Regulatory Staff***

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## **Key Officials Attending**

Nanette S. Edwards – Executive Director  
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Mark A. Rhoden – Chief Financial Officer  
803-737-1108; [mrhoden@ors.sc.gov](mailto:mrhoden@ors.sc.gov)

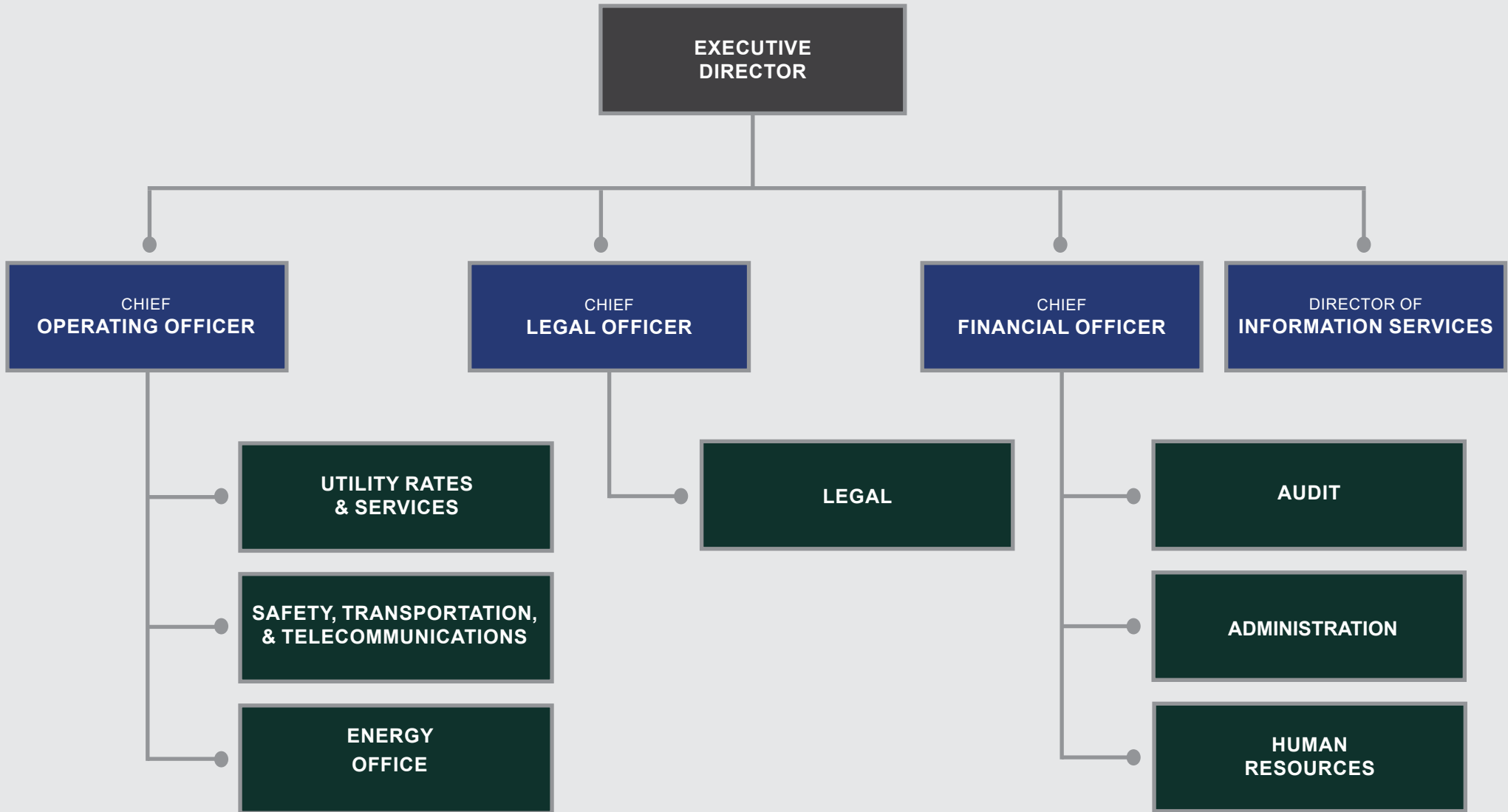
Renee D. Herndon – Director of Administration  
803-737-0837; [rherndon@ors.sc.gov](mailto:rherndon@ors.sc.gov)

Brittany Waring – Executive Assistant/Legislative Liaison  
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# OFFICE OF REGULATORY STAFF

## ORGANIZATIONAL CHART



<b>AGENCY NAME:</b>	South Carolina Office of Regulatory Staff		
<b>AGENCY CODE:</b>	R060	<b>SECTION:</b>	073

**Fiscal Year 2018–2019  
Accountability Report**

**SUBMISSION FORM**

<b>AGENCY MISSION</b>	<p>The Office of Regulatory Staff represents the public interest of South Carolina before the Public Service Commission; “public interest” is defined as the concerns of the using and consuming public with respect to public utility services, regardless of the class of customer, and preservation of continued investment in and maintenance of utility facilities so as to provide reliable and high-quality utility services.</p>
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<b>AGENCY VISION</b>	<ol style="list-style-type: none"> <li>1. The ORS provides services to benefit the State of South Carolina.</li> <li>2. The ORS promotes reliable and high-quality services.</li> <li>3. The ORS is responsive to the public.</li> <li>4. The ORS anticipates and responds to policy developments that impact the ORS’ mission.</li> <li>5. The ORS Energy Office advances South Carolina’s energy strategy and policy through education and outreach.</li> <li>6. The ORS’ operations are marked by professional excellence.</li> </ol>
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Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

	Yes	No
<b>RESTRUCTURING RECOMMENDATIONS:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-30.

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<b>COMPLIANCE:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

<b>RECORDS MANAGEMENT COMPLIANCE:</b>	<b>Yes</b>	<b>No</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>


Is the agency in compliance with S.C. Code Ann. § 1-23-120(J), which requires an agency to conduct a formal review of its regulations every five years?


<b>REGULATION REVIEW:</b>	<b>Yes</b>	<b>No</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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>	Mark Rhoden	803-737-1108	mrhoden@ors.sc.gov
<b>SECONDARY CONTACT:</b>	Renee Herndon	803-737-0837	rherndon@ors.sc.gov

I have reviewed and approved the enclosed FY 2018–2019 Accountability Report, which is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR (SIGN AND DATE):</b>	
<b>(TYPE/PRINT NAME):</b>	Nanette S. Edwards

<b>BOARD/CMSN CHAIR (SIGN AND DATE):</b>	
<b>(TYPE/PRINT NAME):</b>	Senator Thomas C. Alexander

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## AGENCY’S DISCUSSION AND ANALYSIS

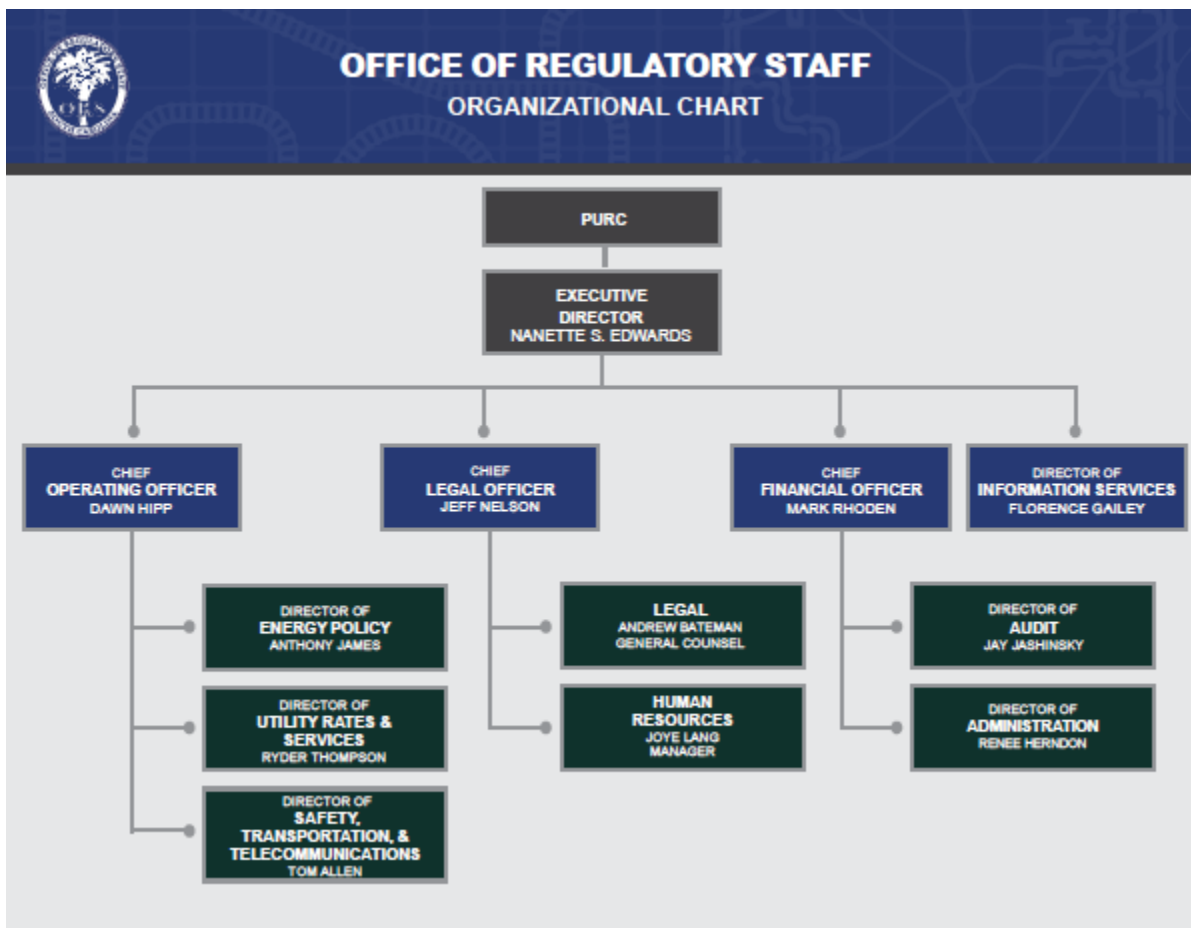
### Introduction

The Office of Regulatory Staff represents the public interest of South Carolina before the Public Service Commission.

**Mission change.** Act 258 became law on June 28, 2018. Through this legislation, public interest is now defined as follows: *the concerns of the using and consuming public with respect to public utility services, regardless of the class of customer, and preservation of continued investment in and maintenance of utility facilities so as to provide reliable and high-quality utility services.*

Specifically, “public interest” as it applies to the ORS’ mission no longer includes the financial integrity of public utilities nor does it include economic development, job creation, or job retention. This revised public interest definition shifts the ORS from balancing competing interests to a more concentrated focus on consumers.

**State Regulation of Public Utilities Review Committee.** Pursuant to S.C. Code Ann. §58-3-530 (2015), the State Regulation of Public Utilities Review Committee, or PURC, is the oversight body for the Office of Regulatory Staff. The ten-member PURC includes three members from the SC Senate, three from the SC House of Representatives, and four appointed by the SC General Assembly from the general public.



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The PURC establishes goals for the ORS that form the agency's strategic plan. Performance measures are categorized as objectives or action items under the plan's goals. Each year, the PURC evaluates the agency based on its goals and performance measures.

Under the ORS' revised mission, the following six strategic goals form the basis for the agency's annual strategic planning and assessment of performance:

1. The ORS provides services to benefit the State of South Carolina.
2. The ORS promotes reliable and high-quality services.
3. The ORS is responsive to the public.
4. The ORS anticipates and responds to policy developments that impact the ORS' mission.
5. The ORS Energy Office advances South Carolina's energy strategy and policy through education and outreach.
6. The ORS' operations are marked by professional excellence.

## Highlights

### Savings

**Savings Resulting from Cases.** From the agency's inception through June 30, 2019, ORS efforts have resulted in **485** settlements, agreements, and contested cases that generated savings to consumers.

### **Savings by Fiscal Year** (Rounded to the nearest thousand)

<b>FY 04-05</b>	<b>63,356,000</b>
<b>FY 05-06</b>	<b>95,475,000</b>
<b>FY 06-07</b>	<b>59,794,000</b>
<b>FY 07-08</b>	<b>114,662,000</b>
<b>FY 08-09</b>	<b>147,692,000</b>
<b>FY 09-10</b>	<b>198,992,000</b>
<b>FY 10-11</b>	<b>233,461,000</b>
<b>FY 11-12</b>	<b>405,436,000</b>
<b>FY 12-13</b>	<b>83,097,000</b>
<b>FY 13-14</b>	<b>175,000,000</b>
<b>FY 14-15</b>	<b>45,983,000</b>
<b>FY 15-16</b>	<b>30,816,000</b>
<b>FY 16-17</b>	<b>69,388,000</b>
<b>FY 17-18</b>	<b>28,736,000</b>
<b>FY 18-19</b>	<b>158,850,000</b>
<b>TOTAL</b>	<b>1,910,738,000</b>



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## Notable Cases

FY 18-19 was an unprecedented year in terms of caseload. The most notable cases were the SCANA/Dominion abandonment and merger case and the Duke Energy Carolinas and Duke Energy Progress (DEC and DEP) rate cases. The ORS successfully managed these challenges while also conducting the ongoing work in all areas of the agency.

**The SCANA/Dominion Abandonment and Merger Case.** This case was the most contested in ORS' history. Tremendous amounts of staff time and resources across multiple departments were devoted to preparations for the November 2018 merits hearing. To support its recommendations to the PSC, ORS staff and its experts reviewed more than 2.4 million pages of documents and financial records and sought and obtained the opinions of industry experts. Due in part to efforts of the ORS, Dominion agreed to reduce the cost to customers by approximately **\$7.9 billion over 20 years** from the amount originally requested.

**DEC and DEP Rate Cases.** The DEC and DEP rate cases were contentious. In these cases, a significant monetary issue was the rate of return on common equity (ROE). Both DEC and DEP, in their respective cases, requested a return of 10.5% while the ORS expert witness recommended 9.3% in his written testimony, along with a range of 9.10% to 9.50% for both DEC and DEP. Ultimately, in the hearing the ORS witness stated that 9.50% was acceptable, and 9.50% is what the ORS put forth in its brief for DEC and the proposed order for DEP.

Another significant and contentious monetary issue was costs associated with the North Carolina Coal Ash Management Act (CAMA). Due to a coal ash spill into the Dan River by Duke in 2014, the North Carolina Legislature passed the CAMA. The CAMA is significantly more stringent than the federal Coal Combustion Residuals rule, thereby resulting in additional expenses being incurred by the utilities.

The CAMA significantly increased the costs associated with the disposal of coal ash. The ORS took the position, ultimately approved by the PSC, that South Carolina customers should not be required to pay the costs associated solely with the North Carolina law.

In the DEC and DEP cases, efforts of the ORS resulted in savings to customers of **\$123,876,000** and **\$26,568,000**, respectively.

## Consumer Protection and Assistance

**Consumer Services.** The ORS provided both consumers and utilities the support to arrange installment payments, extensions to payment due dates, manageable security deposits, and access to community financial assistance resources. The agency worked with consumers and utilities to recover funds due to erroneous charges, refunds of deposits, unauthorized charges, incorrect rates being charged, or disputes about charges. Staff addressed over **2,700** consumer complaints in FY 18-19. In addition, as part of its consumer education efforts, ORS Consumer Services distributed over **34,000** publications and promotional materials.

Efforts by Consumer Services staff often result in savings to consumers with total dollars saved in FY 18-19 totaling **\$471,899** (approximately \$127,000 are annually recurring recoveries). A large refund to consumers occurred this fiscal year as the result of a routine customer relations compliance review conducted by the ORS that focused on DEP. Findings from this review discovered a disconnect in DEP's escheated refund process of unclaimed customer deposits. As a result, DEP filed the necessary reports

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with the SC Treasurer’s Office and wired a total of **\$323,214** to the SC Treasurer’s Office unclaimed funds account.

**Warning Consumers of Possible Scams.** The ORS takes action to alert the public to potential scams. One example that occurred this year was a campaign to warn consumers of potentially misleading sales practices by certain solar companies.

In May 2019, the ORS received a file containing a recorded solar sales training session. The recording was transcribed by the ORS and distributed internally to key personnel. The ORS contacted the SC Attorney General’s office and the SC Department of Consumer Affairs to make them aware of the sales tactics described therein. The ORS then embarked on a three-part strategy to educate the public: 1) an op-ed to distribute to papers across South Carolina 2) a Public Service Announcement (PSA) for television and radio stations and 3) outreach efforts to low-income and senior populations, along with a checklist of questions to ask before buying or leasing solar panels.

The op-ed was released to 22 South Carolina newspapers in June 2019. In addition, it was picked up by Energy Wire, which is distributed nationally. A PSA began running around July 1, 2019 and will be discussed further in the FY 19-20 report. However, the PSA was *developed* in FY 18-19. It was the result of cooperation among the ORS, DHEC (providing studio production at no cost), the US Department of Energy (providing \$8,000 in grant funding through its Office of Energy Efficiency and Renewable Energy), and the SC Broadcasters’ Association (providing access to every radio and television market in the state). The partnership with the Broadcasters’ Association was especially beneficial as it allowed for a much farther market reach than would have been financially possible otherwise. When the PSA launched in July, other partners – AARP, SC Department of Consumer Affairs, and Appleseed Legal Justice Center – helped further spread the message via their social media channels.

Prior to the launch of the PSA, the ORS engaged stakeholders by sending them a draft version of the announcement to solicit their input; all comments received were very positive.

**SC Equipment Distribution Program.** The South Carolina Equipment Distribution Program (SCEDP), housed within the ORS, helps consumers who are deaf or have hearing or speech challenges by providing them with specialized telephone equipment. In FY 18-19, SCEDP expanded outreach around the state including distribution of over **36,000** publications and printed materials. The program received and reviewed **875** applications, approved **807** applications, coordinated and shipped **1,528** pieces of equipment, and coordinated equipment installation for **102** clients.

The SCEDP began its iPad distribution initiative for the deaf, hard-of-hearing, and speech-impaired in the latter part of FY 17-18; the first iPad was shipped in April 2018. In FY 18-19, SCEDP distributed a total of **251** iPads; about 65% of those went to clients under the age of 18 who previously had no way to speak over the phone. Through the iPad program, SCEDP is giving this younger generation a voice so they can speak with their grandparents, friends, and family.

In FY 18-19, SCEDP initiated the replacement of equipment with newer models that are more compatible with digital phone service.

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## Energy

**Energy Office Savings to the Public.** Through Energy Office efforts, the public is projected to save more than **\$14.5 million** over the life of various energy efficiency initiatives including, but not limited to:

- Provided public and private entities and nonprofits with low-interest loans totaling \$1,567,079 resulting in projected lifetime monetary savings to borrowers of \$3 million
- Granted public entities and nonprofits 5 mini-grants totaling \$29,000 to spur innovation and save over \$450,000 over the useful life of projects. Collectively, the recipients are expected to save over 2,100 megawatt hours of electricity and 15,000 gallons of fuel over the lifetime of their projects and reduce annual carbon emissions by over 148 metric tons.
- Approved approximately \$109,000 in renewable energy, energy efficiency, and transportation tax credits and incentives
- Promoted the adoption of solar and other energy efficiency upgrades through four financial programs: ConserFund, ConserFund Plus, mini-grants, and the Energy Efficiency Revolving Loan (EERL) program

**State Energy Plan.** Near the end of the prior fiscal year (FY 17-18), the PURC directed the ORS to reconvene the Act 236 Study Committee. In June of 2018, the ORS initiated a meeting of the Act 236 Study Committee. Stakeholder meetings continued through the first half of FY 18-19. With stakeholder input, an independent consulting firm developed a report that summarized key issues relevant to a potential sequel to Act 236, known as Act 236, version 2.0. This final report, submitted by the Energy Office to the PURC in December 2018, provided an overview of the issues, rather than specific recommendations. Key takeaways and areas of contention were highlighted to inform decision makers.

During FY 18-19, the ORS continued to work toward addressing top-tier State Energy Plan recommendations as part of the Phase III implementation efforts. The ORS will continue to further develop the State Energy Plan in the coming fiscal year.

## Safety and Enforcement

The ORS took action on a variety of safety matters during this fiscal year.

### **Transportation Network Carriers.**

New legislation regarding Transportation Network Carriers (TNCs) passed in May 2019 and was effective on June 16, 2019. The new law requires that when picking up passengers, TNC drivers must have their license tag number displayed on the front of the vehicle in at least 2-inch letters. ORS Transportation staff consulted with each of the TNCs regarding how they plan to comply with this requirement.

Since the passage of legislation in 2015 authorizing the operation of TNCs in South Carolina, the number of TNCs in this state has grown to five. ORS Transportation inspectors will be conducting driver-file audits of all the TNCs in early FY 19-20.

### **Pipeline Safety**

In February 2019, Pipeline staff began a Pipeline Strikes damage-prevention initiative to reach out to contractors and heighten their awareness of potential dangers and penalties associated with natural gas pipeline digging incidents. Earlier in the fiscal year, staff conducted a survey of all operators to determine who had caused damages on their lines and how much it cost them to make repairs; this information was

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helpful in designing this awareness campaign aimed at educating third-party contractors and other excavators on the dangers and costs associated with damaging natural gas pipelines.

The ORS Pipeline Safety Program received excellent scores for Calendar Year (CY) 2017 from the Pipeline and Hazardous Materials Safety Administration. For the Progress Report portion of the score, and consistent with previous years, the ORS received a 48 out of 50, with the two-point deduction due to issues with SC damage prevention law penalties that do not meet or exceed the federal penalties. For the Program Evaluation, the ORS scored 96%. The CY 2018 inspection occurred in June 2019, and scores will be reported in FY 19-20.

Through its damage-prevention initiative, ORS Pipeline Safety makes educating third-party contractors on safe-digging practices a top priority. In addition, ORS Pipeline Safety is a leader in the SC Pipeline Emergency Response Initiative (SC PERI) that trains firefighters to respond to natural gas-related incidents. These efforts will continue in FY 19-20.

## **ESF 12 Emergency Response**

**Hurricane Florence.** While the winds from Hurricane Florence did not do extensive damage in South Carolina, the floodwaters wreaked havoc in certain locations. The ORS ESF 12 team was on 24/7 duty in the State Emergency Operations Center from September 8-20, 2018 and remained on partial duty until the end of September.

During the activation, ESF 12 responded to 102 requests for resources, assets, or information. Primarily, ESF 12 focused on 1) helping Santee Cooper get assets to the Grainger coal ash pond 2) assisting in the restoration of power to poultry farms in the Pee Dee and 3) assisting DSS to acquire outage information for the replacement of SNAP (Supplemental Nutritional Assistance Program) benefits. More generally, ESF 12 assisted in providing forecasts and flooding information to utilities, fuel partners, and the railroads; assisted fuel providers and utility crews in obtaining alternate routes to flooded areas; and monitored the gas systems for flooding.

**Aiken County Wildfires.** When wildfires began on May 28, 2019 in Aiken County and quickly spread up and down the I-20 corridor, the ORS exercised its ESF 12 duties by alerting Colonial Pipeline (petroleum), Dixie Pipeline (propane), Dominion Carolina Gas Transmission (interstate pipeline), and Dominion’s local distribution company. Consequently, these companies dispatched pipeline operators to the scene to make sure firefighters exercised caution while bulldozing or hand-digging fire breaks. To our knowledge, no pipeline accidents occurred.

## **Railroad Safety**

**Amtrak Derailment, Cayce SC.** At the time of the accident (February 4, 2018), ORS rail inspectors were soon on the scene, along with other first responders, and began the Federal Railroad Administration investigation. The ORS Executive Director and her Director of Safety, Transportation, and Emergency Response went immediately to the State Emergency Operations Center where they assisted in coordinating response, conducted media interviews, and provided information to the Governor and legislators.

Subsequently, an ORS rail inspector represented the agency at the National Transportation Safety Board hearing in Washington, D.C. regarding the Amtrak derailment. He offered technical advice and local perspective on how the rail system in South Carolina is laid out.

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Progress has been made in the past year regarding measures taken to enhance railroad safety. In the area of Positive Train Control (PTC), the Class I Railroads -- Norfolk Southern and CSX -- have installed nearly 100% of the equipment needed for implementation. PTC is a combination of global positioning, radio waves, and cell technology working together to prevent unintended train movements. In addition, the 911 initiative to give county 911 systems access to GIS (geographic information system) information for railroad mileposts has experienced an increase in the number of participating counties.

**Administration**

**Budget.** ORS leadership successfully managed the ORS budget through careful monitoring of expenses on a regular basis. During the review period, the agency underwent the FY 2018 Agreed Upon Procedures engagement conducted by the State Auditor’s Office and received satisfactory audit results.

**Agency Staffing.** Shortly after her appointment to lead the agency in July 2018, the ORS Executive Director made some organizational management changes that better positioned the ORS for the future. A Chief Operating Officer position was created (and filled from within the agency) with responsibility for Energy Policy; Utility Rates and Services; Consumer Services; and Safety, Transportation, and Emergency Response. In addition, a Chief Legal Officer position was created (and filled from within) with responsibility for the Legal and Human Resources Departments. Also, the search began for a Chief Financial Officer; as of this writing in early FY 19-20, the position has been filled. More reorganization is expected in early FY 19-20 to better support the ORS’ mission.

**Challenges and Opportunities**

With the change in mission, the ORS will continue to educate customers, utilities, and stakeholders regarding its revised role. In addition, the ORS will continue to address legislative changes affecting the regulatory environment and adding to responsibilities of the ORS. Two such changes are the SC Energy Freedom Act (Act 62) and the Electric Co-op Act (Act 56). At the time of this writing, the ORS has launched implementation activities for Act 62. Also, at the time of this writing, the ORS is in the process of developing its program to implement Act 56, effective January 1, 2020.

The ORS will continue to search for additional ways to inform customers and the general public of information by utilizing Public Service Announcements, consumer advisories, and other forms of outreach. The ORS will continue to lead the Energy Office in developing the State Energy Plan and will work with the SC Department of Consumer Affairs to develop consumer protection regulations regarding the sale or lease of renewable energy generation facilities.

**Risk Assessment and Mitigation Strategies**

If the ORS fails to achieve its goals and objectives, it could result in customers:

- 1) paying an unreasonable rate for their utility services, and/or
- 2) being furnished unreliable and low-quality utility services

Outside Help. In this scenario, the ORS would need to use outside experts in the areas of litigation, appellate practice, Rate of Return, and other highly specialized areas in utility services.

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General Assembly. The General Assembly continues to provide ongoing support that allows the ORS to retain outside experts and to retain qualified staff.

## **Restructuring Recommendations**

The ORS proposes to restructure the presentation of the agency's budget in the Appropriation Act to accurately reflect the internal organizational structure of the agency and change in mission. The reorganization will facilitate the budgetary process for the agency and support the budget presented to the Governor's Office, Executive Budget Office, State Regulation of Public Utilities Review Committee, and the General Assembly. The ORS will work in conjunction with the Department of Administration's Executive Budget Office and South Carolina Enterprise Information System (SCEIS) to create the new State Funded Programs and master data to accomplish the Appropriations Act budget restructuring.

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Public Infrastructure and Economic Development	G	1			ORS operations provide value to the citizens of SC through financial savings as well as through programs and initiatives that represent the public interest and improve citizens' quality of life.							
	S	1.1			Inform the public on public utilities related newsworthy matters							
	M		1.1.1	Increase the number of items posted on the Latest News portion of the website	105	65	59	7/1/18 - 6/30/19	Performance Reporting - monthly	Sum of materials	Provide increase in items posted on the Latest News portion of the website on newsworthy matters involving public utilities to inform the public.	
Government and Citizens	G	2			ORS is responsive to the public through efficient, continuous communication and outreach							
	S	2.1			Optimize public education and outreach.							
	M		2.1.1	Provide monthly review letters.		12	11	7/1/18 - 6/30/19	Performance Reporting - monthly	Sum of materials	Optimize public education and outreach. Provide monthly review letters. Keep Governor, PURC and General Assembly informed on Energy and Public utilities matters to be responsive to stakeholders.	
	M		2.1.2	Keep Governor, PURC and General Assembly informed on Energy and Public utilities matters to be responsive to stakeholders.	100%	100%	100%	7/1/18 - 6/30/19	Performance Reporting - monthly	Attendance records, sum of materials/meetings	Optimize public education and outreach. Provide monthly review letters. Keep Governor, PURC and General Assembly informed on Energy and Public utilities matters to be responsive to stakeholders.	
	S	2.2			Respond to EMD events as related to the mission of the agency							
	M		2.2.1	Coordinate restoration and fuel supply for re-entry during EMD events.	100%	100%	100%	7/1/18 - 6/30/19	Performance Reporting - monthly	Attendance records	Coordinate restoration and fuel supply for re-entry during EMD events. Respond to natural gas and rail safety events in coordination with federal agencies to serve the citizens in EMD matters.	
	M		2.2.2	Respond to natural gas and rail safety events in coordination with federal agencies to serve the citizens in EMD matters.	100%	100%	100%	7/1/18 - 6/30/19	Performance Reporting - monthly	Attendance records	Coordinate restoration and fuel supply for re-entry during EMD events. Respond to natural gas and rail safety events in coordination with federal agencies to serve the citizens in EMD matters.	

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Public Infrastructure and Economic Development	G	1			The ORS is responsive to the public							
	S	1.1			ORS provides consumer education							
	M		1.1.1		Through various mediums (social media, website, PSAs, town halls, workshops), ORS provides information related to public utilities		10,000		7/1/19 - 6/30/20	Performance Reporting - monthly	Sum of contacts	Provide updates to the website on newsworthy matters involving public utilities; monitor website for visits; provide PSAs, attend town halls and workshops
	M		1.1.2		Provide monthly review letters.	11	12		7/1/19 - 6/30/20	Performance Reporting - monthly	Sum of materials	Optimize public education and outreach. Provide monthly review letters. Keep Governor, PURC and General Assembly informed on Energy and Public utilities matters to be responsive to stakeholders.
Government and Citizens	G	2			The ORS' operations are marked by professional excellence							
	S	2.1			ORS coordinates with local, State, and Federal agencies							
	M		2.1.1		Coordinate with Pipeline and Hazardous Materials Safety Administration (PHMSA) and conduct pipeline inspections		380		7/1/19 - 6/30/20	Performance Reporting - monthly	PHMSA Regulations Formula	PHMSA Formula
	M		2.1.2		Coordinate with the Federal Railroad Administration (FRA) and conduct rail inspections		90		7/1/19 - 6/30/20	Performance Reporting - monthly	Number of inspections	FRA Regulations
	S	2.2			Respond to EMD events as related to the mission of the agency							
	M		2.2.1		Coordinate restoration and fuel supply for re-entry during EMD events.	100%	100%		7/1/19 - 6/30/20	Performance Reporting - monthly	Attendance records	Coordinate restoration and fuel supply for re-entry during EMD events. Respond to natural gas and rail safety events in coordination with federal agencies to serve the citizens in EMD matters.
	M		2.2.2		Respond to natural gas and rail safety events in coordination with federal agencies to serve the citizens in EMD matters.	100%	100%		7/1/19 - 6/30/20	Performance Reporting - monthly	Attendance records	Coordinate restoration and fuel supply for re-entry during EMD events. Respond to natural gas and rail safety events in coordination with federal agencies to serve the citizens in EMD matters.



Agency Name: OFFICE OF REGULATORY STAFF Fiscal Year 2019-2020

Accountability Report

Agency Code: R060 Section: 73

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	3			The ORS Energy Office advances South Carolina's Energy Strategy and							
	S	3.1			ORS Energy Office serves as informational and educational resource on							
	M		3.1.1		Distribute newsletters and other educational materials to the public and other stakeholders		4,000		7/1/19 - 6/30/20	Performance Reporting - monthly	Number of newsletter recipients and educational materials distributed	Educate the public and interested parties on energy efficiency measures and emergin technology related to energy efficiency.
	M		3.1.2		Hold training or educational forums or serve as sponsor of events on energy efficiency, renewable energy, and alternative fuels		4,100		7/1/19 - 6/30/20	Performance Reporting - monthly	Stakeholders served/attendees	Educate the public and interested parties on energy efficiency measures and emergin technology related to energy efficiency.

Agency Name:		OFFICE OF REGULATORY STAFF				Fiscal Year 2018-2019 Accountability Report				
Agency Code:		R060	Section:	073	Program Template					
Program/Title	Purpose	FY 2018-19 Expenditures (Actual)				FY 2019-20 Expenditures (Projected)				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. Office of Executive Director (includes Executive Director, Public Information, and Legal)	Provide leadership for the agency. Provide information to the public regarding ORS. Represent the ORS and the using and consuming public in legal proceedings before the Public Service Commission. Provide legal services to ORS. Regulate a statewide program to provide access to basic communications service for the hearing and speech impaired.	\$ -	\$ 3,897,513	\$ -	\$ 3,897,513	\$ -	\$ 7,039,121	\$ -	\$ 7,039,121	1.1.1, 1.1.2, 2.1.1, 2.1.2, 2.2.1, 2.2.2, 3.1.1, 3.1.2
II. Support Services (includes Consumer Services, Audit and Administration)	Provide customer service to consumers, transportation companies, and regulated utilities. Perform audits of regulated utilities. Support ORS in finance and administration.	\$ -	\$ 1,926,381	\$ -	\$ 1,926,381	\$ -	\$ 2,012,276	\$ -	\$ 2,012,276	1.1.2, 2.1.1, 3.1.2
III. Telecom, Transportation, Water/Wastewater	Monitor regulated telecommunications, water and wastewater utilities. Monitor transportation carriers. Ensure safety of State railways.	\$ -	\$ 1,041,350	\$ -	\$ 1,041,350	\$ -	\$ 1,101,238	\$ -	\$ 1,101,238	1.1.1, 1.1.2, 2.1.1, 2.1.2, 2.2.1, 2.2.2
IV. Electric and Gas	Monitor regulated electric and gas utilities. Ensure safety of gas pipelines.	\$ -	\$ 1,031,491	\$ -	\$ 1,031,491	\$ -	\$ 1,505,024	\$ -	\$ 1,505,024	1.1.1, 1.1.2, 2.1.1, 2.1.2, 2.2.1, 2.2.2
V.A. Energy Programs	Promotes energy efficiency and cost savings through financial assistance, energy audits and assessments, technical assistance, workshops, training, publications, and other informational activities.	\$ -	\$ 438,832	\$ 612,338	\$ 1,051,170	\$ -	\$ 605,978	\$ 712,960	\$ 1,318,938	1.1.1, 1.1.2, 3.1.1, 3.1.2
V.B. Radioactive Waste	Provide management oversight of the radioactive waste disposal facility in Barnwell County.	\$ -	\$ 154,978	\$ -	\$ 154,978	\$ -	\$ 222,424	\$ -	\$ 222,424	1.1.1, 1.1.2, 2.1.2
VII. Employee Benefits	Retirement, health and dental, other benefits.	\$ -	\$ 1,539,258	\$ 167,083	\$ 1,706,341	\$ -	\$ 2,093,818	\$ 174,000	\$ 2,267,818	1.1.1, 1.1.2, 2.1.1, 2.1.2, 2.2.1, 2.2.2, 3.1.1, 3.1.2
					\$ -				\$ -	
		\$ -	\$ 10,029,803	\$ 779,421	\$ 10,809,224	\$ -	\$ 14,579,879	\$ 886,960	\$ 15,466,839	

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
1	58-4-10	State	Statute	Establishes ORS as the state agency charged with representing the public interest in regulated utility matters before state and federal agencies and courts.	Yes	Yes	Report our agency must/may provide	
2	58-4-50	State	Statute	Investigate, review, and make recommendations regarding complaints, utility service, billing, and other issues concerning regulated utilities.	Yes	Yes	Report our agency must/may provide	
3	48-52-440	State	Statute	With the exception of certain federal programs, all funds allocated or directed to this State by the federal government related to energy planning, energy conservation, and energy efficiency shall be directed to the Energy Office who shall distribute them in accordance with federal law and in accordance with Title 48, Chapter 52.	Yes	Yes	Report our agency must/may provide	
4	48-46-20	State	Statute	The ORS shall approve disposal rates for low-level radioactive waste.	Yes	Yes	Report our agency must/may provide	
5	H.3720	State	Statute	State Appropriations Act/State Fiscal Accountability Authority	Yes	Yes	Report our agency must/may provide	
6	58-9-10 et seq.	State	Statute	Administer the State Universal Service Fund and ensure telephone utilities are in compliance, enforce motor carrier compliance, and represent the public interest in water/wastewater rate cases and proceedings. Administer and promote a statewide program to provide telephone access to persons who are speech or hearing impaired.	Yes	Yes	Report our agency must/may provide	
	58-5-10 et seq.			Investigate, review and make recommendations concerning regulated water/wastewater and gas matters.	Yes	Yes	Report our agency must/may provide	
7	58-9-20	State	Statute	Corporations formed to acquire property or transact business subject to Articles 1-13	Yes	No - But relates to manner in which one or more agency deliverables is provided		
8	58-9-30	State	Statute	No impairment of rights, powers and priveleges of municipalities grantd under the Constitution	Yes	No - But relates to manner in which one or more agency deliverables is provided		
9	58-9-40	State	Statute	Municipal police regulations and ordinances are not affected	Yes	No - But relates to manner in which one or more agency deliverables is provided		
10	58-9-50	State	Statute	ORS does not have jurisdiction over inter-state commerce	Yes	No - But relates to manner in which one or more agency deliverables is provided		
11	58-9-280	State	Statute	Telephone utilities must seek a certificate of public convenience and necessity prior to construction, operation or extension of plant or system	Yes	No - But relates to manner in which one or more agency deliverables is provided		
12	58-9-2510	State	Statute	Definitions of terms for Telephone Service for Hearing and Speech Impaired Persons	Yes	No - But relates to manner in which one or more agency deliverables is provided		
13	58-9-2515	State	Statute	Denotes Public Service Commission jurisdiction	No	No - But relates to manner in which one or more agency deliverables is provided		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
14	58-9-2520	State	Statute	Directs ORS to administer the Dual Party Relay program	Yes	No - But relates to manner in which one or more agency deliverables is provided		
15	58-9-2530	State	Statute	Establishes right to charge fee for Dual Party Relay and use the fees collected in the program	Yes	No - But relates to sources of funding for one or more agency deliverables		
16	58-9-2535	State	Statute	Estabilishes types of service subject to Dual Party Relay fee, collection of fees	Yes	No - But relates to sources of funding for one or more agency deliverables		
17	58-9-2550	State	Statute	Allows ORS to establish and administer the Equipment Distribution Program	Yes	Yes	Other service or product our agency must/may provide	Equipment to aid hearing and speech impaired individuals with communications services
18	58-23-10	State	Statute	Definitions and terms for Motor Vehicle Carriers	Yes	No - But relates to manner in which one or more agency deliverables is provided		
19	58-23-20	State	Statute	Estabilishes regulation of motor vehicle carriers transporting persons or property for compensation	Yes	No - But relates to manner in which one or more agency deliverables is provided		
20	58-23-25	State	Statute	Establishes PSC's motor carrier regulatory authority	Yes	No - But relates to manner in which one or more agency deliverables is provided		
21	58-23-30	State	Statute	Defines "for compensation" related to motor vehicle carriers	Yes	No - But relates to manner in which one or more agency deliverables is provided		
22	58-23-40	State	Statute	Establishes law requiring motor vehicle carriers to obtain a certificate and pay fees to ORS before operating in SC	Yes	No - But relates to sources of funding for one or more agency deliverables		
23	58-23-50	State	Statute	Establishes exceptions to transportation providers subject to regulation	Yes	No - But relates to manner in which one or more agency deliverables is provided		
24	58-23-60	State	Statute	Establishes exceptions to transportation business within certain areas	Yes	No - But relates to manner in which one or more agency deliverables is provided		
25	58-23-70	State	Statute	Exempts the use or hiring of any motor vehicle for making a particular trip when the owner of such vehicle does not make such transportation a business	Yes	No - But relates to manner in which one or more agency deliverables is provided		
26	58-23-80	State	Statute	Establishes penalties for motor vehicle carriers subject to regulation when found in violation of regulations	Yes	No - But relates to sources of funding for one or more agency deliverables		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	<i>If yes, what type of service or product?</i>	<i>If other service or product, please specify what service or product.</i>
27	58-23-100	State	Statute	Certificate holders are not allowed to transfer property during the pendency of an action for damage	Yes	No - But relates to manner in which one or more agency deliverables is provided		
28	58-23-110	State	Statute	Establishes laws over motor carrier transportation contracts	Yes	No - But relates to manner in which one or more agency deliverables is provided		
29	58-5-210	State	Statute	Establishes classes of certificates for motor vehicle carriers, application for certificates, and revocation of certificates	Yes	No - But relates to manner in which one or more agency deliverables is provided		
30	57-27-10	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
31	57-27-20	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
32	57-27-30	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
33	57-27-40	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
34	57-27-45	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
35	57-27-50	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
36	57-27-55	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
37	57-27-57	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
38	57-27-60	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
39	57-27-70	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
40	57-27-80	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		

Agency Name: Office of Regulatory Staff				Fiscal Year 2018-2019 Accountability Report				
Agency Code: R060		Section: 073		Legal Standards Template				
Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
41	57-27-90	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
42	57-27-100	State	Statute	Chapter 57 does not apply to ORS	No	No - Does not relate directly to any agency deliverables		
43	58-5-400	State	Statute	Natural Gas Rate Stabilization Act	Yes	No - Does not relate directly to any agency deliverables		
44	48-52-10	State	Statute	Establishes the Energy Office as the principal energy planning entity for the State.	Yes	Yes	Report our agency must/may provide	
45	48-52-210	State	Statute	Definitions for Plan of State Energy policy	Yes	No - But relates to manner in which one or more agency deliverables is provided		
46	48-52-220	State	Statute	Defines renewable energy resources	Yes	No - But relates to manner in which one or more agency deliverables is provided		
47	48-52-410	State	Statute	Establishes State Energy Office as principal energy planning entity for the State	Yes	No - But relates to manner in which one or more agency deliverables is provided		
48	48-52-420	State	Statute	Promote energy efficiency, provide technical assistance, alternative fuels, energy efficiency in manufactured housing	Yes	No - But relates to manner in which one or more agency deliverables is provided		
49	48-52-430	State	Statute	Energy Office must submit a state energy action plan annually	Yes	Yes	Report our agency must/may provide	
50	48-52-435	State	Statute	Agencies must have Energy Office approval before expending funds on studies investigating alternative energy usage or conservation measures	Yes	Yes	Report our agency must/may provide	
51	48-52-440	State	Statute	Energy Office will receive all Federal funding for energy planning, efficiency and conservation except for LIHEAP and Weatherization funding; establishes Energy Advisor Council, distribution of grant funds	Yes	Yes	Report our agency must/may provide	
52	48-52-450	State	Statute	Where possible, Energy Office will encourage consolidating other offices or programs in state government related to energy, energy efficiency and reliability	Yes	No - But relates to manner in which one or more agency deliverables is provided		
53	48-52-460	State	Statute	Energy Office will be evaluated for best placement in the event of state government reorganization or restructuring takes place	No	No - Does not relate directly to any agency deliverables		
54	48-52-470	State	Statute	Establishes funding for the Energy Office	No	No - But relates to sources of funding for one or more agency deliverables		
55	48-52-610	State	Statute	Energy efficient code standards for state-owned and leased buildings	Yes	Yes	Report our agency must/may provide	
56	48-52-620	State	Statute	State agencies and school districts must submit energy conservation reports to the Energy Office; Energy Office compiles all reports and submits annually to the General Assembly	Yes	Yes	Report our agency must/may provide	

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
57	48-52-630	State	Statute	An agency's budget will not be reduced by the full amount of money saved through energy conservation measures	No	No - Does not relate directly to any agency deliverables		
58	48-52-635	State	Statute	Agency will carryforward and retain savings realized from energy conservation measures	No	No - Does not relate directly to any agency deliverables		
59	48-52-640	State	Statute	Energy Office can certify energy products marketed to the State making claims of energy conservation; agencies not purchasing Energy Office certified products must provide an explanation in writing to the Energy Office	Yes	Yes	Other service or product our agency must/may provide	Review and certification of products marketed as energy conservation products
60	48-52-650	State	Statute	Directs Energy Office to establish a revolving loan fund for energy conservation measures	Yes	Yes	Distribute funding to another entity	
61	48-52-660	State	Statute	Lease purchase agreements for energy efficiency products	No	No - Does not relate directly to any agency deliverables		
62	48-52-670	State	Statute	Guaranteed energy, water, or wastewater savings contracts - agencies may request Energy Office reviews of contract methodologies and make recommendations/notices in writing	Yes	Yes	Report our agency must/may provide	
63	48-52-680	State	Statute	Energy Office assist MMO, State Engineers Office, and Dept of Administration information, review of specs, and technical assistance	Yes	Yes	Report our agency must/may provide	
64	48-52-800	State	Statute	Citation of article	No	No - Does not relate directly to any agency deliverables		
65	48-52-810	State	Statute	Definitions for Energy Independence and Sustainable Construction Act	Yes	No - But relates to manner in which one or more agency deliverables is provided		
66	48-52-820	State	Statute	Promoting energy efficiency and environmental standards for buildings - SFAA	No	No - But relates to manner in which one or more agency deliverables is provided		
67	48-52-825	State	Statute	Green Building Council standards	No	No - But relates to manner in which one or more agency deliverables is provided		
68	48-52-827	State	Statute	Certain projects not allowed to seek rating credit or point for building product disclosure	No	No - But relates to manner in which one or more agency deliverables is provided		
69	48-52-830	State	Statute	Establishes certification standards to be administered by SFAA	No	No - But relates to manner in which one or more agency deliverables is provided		
70	48-52-840	State	Statute	LEED rating system and SFAA	No	No - But relates to manner in which one or more agency deliverables is provided		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
71	48-52-850	State	Statute	Green Globes rating system and SFAA	No	No - But relates to manner in which one or more agency deliverables is provided		
72	48-52-860	State	Statute	SFAA report to General Assembly	No	No - But relates to manner in which one or more agency deliverables is provided		
73	48-52-865	State	Statute	Establishes Energy Independence and Sustainable Construction Advisory Committee, defines duties and membership	Yes	No - But relates to manner in which one or more agency deliverables is provided	Board, commission, or committee on which someone from our agency must/may serve	
74	48-52-870	State	Statute	Establishes Energy Efficient Manufactured Homes Incentive Program and directs Energy Office to develop tax credit applications and administer tax credits, track and report on fiscal and energy impacts of the program	Yes	Yes	Report our agency must/may provide	
75	48-52-910	State	Statute	Agencies must have energy audits performed by internal or external auditors and submit results of the audits and recommendations to the Energy Office	Yes	No - But relates to manner in which one or more agency deliverables is provided		
76	48-46-20	State	Statute	Establishes South Carolina as a member of the Atlantic Low-Level Radioactive Waste Compact, and to authorize and direct specific processes and procedures that are necessary to implement South Carolina's responsibilities.	Yes	Yes	Report our agency must/may provide	
77	§ 58-27-10	State	Statute	Definitions.	No	No - Does not relate directly to any agency deliverables		
78	§ 58-27-20	State	Statute	Chapter inapplicable to certain areas.	No	No - Does not relate directly to any agency deliverables		
79	§ 58-27-30	State	Statute	Corporations subject to chapter even before commencing operations.	No	No - Does not relate directly to any agency deliverables		
80	§ 58-27-40	State	Statute	Compliance with orders, decisions, directions, rules and regulations.	No	No - Does not relate directly to any agency deliverables		
81	§ 58-27-50	State	Statute	Assessments on electric utilities to pay expenses of Commission.	No	No - Does not relate directly to any agency deliverables		
82	§ 58-27-70	State	Statute	Employment of staff; suits or actions arising under chapter.	No	Yes	Other service or product our agency must/may provide	ORS must be the head of suits or actions arising under this chapter.
83	§ 58-27-80	State	Statute	Annual report of Commission.	No	No - Does not relate directly to any agency deliverables		
84	§ 58-27-90	State	Statute	Effect of chapter on constitutional rights and powers of municipalities.	No	No - Does not relate directly to any agency deliverables		



**Legal Standards Template**

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
85	§ 58-27-100	State	Statute	Effect of chapter on municipal police regulations and ordinances.	No	No - Does not relate directly to any agency deliverables		
86	§ 58-27-110	State	Statute	Effect of chapter on interstate commerce.	No	No - Does not relate directly to any agency deliverables		
87	§ 58-27-120	State	Statute	Effect of chapter on duties declared in Broad River case.	No	No - Does not relate directly to any agency deliverables		
88	§ 58-27-130	State	Statute	Condemnation powers of electric companies, State authorities and electric cooperatives.	No	No - Does not relate directly to any agency deliverables		
89	§ 58-27-140	State	Statute	General powers of Commission.	No	No - Does not relate directly to any agency deliverables		
90	§ 58-27-150	State	Statute	Promulgation of rules and regulations.	No	No - Does not relate directly to any agency deliverables		
91	§ 58-27-160	State	Statute	Investigation and examination of condition and management of utility.	No	Yes	Other service or product our agency must/may provide	ORS may investigate and examine condition and management of electrical utilities or any particular utility.
92	§ 58-27-170	State	Statute	Joint hearings and joint or concurrent orders; joint investigations.	No	Yes	Other service or product our agency must/may provide	ORS may make joint investigations with any board or commission of any state or of the United States.
93	§ 58-27-180	State	Statute	Valuations and revaluations of property of utilities.	No	No - Does not relate directly to any agency deliverables		
94	§ 58-27-190	State	Statute	Inspection of property; audit of books; examination of employees of utilities.	No	Yes	Other service or product our agency must/may provide	ORS has the right to inspect the facilities and books/records; ORS may enter premises; ORS may depose utility officers, agents, etc.
95	§ 58-27-200	State	Statute	Inspection of tax returns and other information.	No	Yes	Other service or product our agency must/may provide	ORS may inspect tax returns and other documentation.
96	§ 58-27-210	State	Statute	Actions to prevent or discontinue violations of law or orders of Commission.	No	Yes	Other service or product our agency must/may provide	ORS must prosecute when a utility violates any applicable law or Commission Order.
97	§ 58-27-220	State	Statute	Enforcement and administration of chapter.	No	Yes	Other service or product our agency must/may provide	ORS must enforce this chapter.
98	§ 58-27-230	State	Statute	Exercise of other powers of Commission not excluded.	No	No - Does not relate directly to any agency deliverables		
99	§ 58-27-240	State	Statute	Construction of South Carolina Rural Development Act of 1996.	No	No - Does not relate directly to any agency deliverables		
100	§ 58-27-250	State	Statute	Restrictions on interruption of electric service to residential customer for nonpayment of bill; exceptions.	No	No - Does not relate directly to any agency deliverables		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
101	§ 58-27-255	State	Statute	Coal combustion residuals disposal.	No	No - Does not relate directly to any agency deliverables		
102	§ 58-27-410	State	Statute	Procedure for granting of exclusive municipal franchises to furnish light.	No	No - Does not relate directly to any agency deliverables		
103	§ 58-27-415	State	Statute	Franchise fee not to be paid or collected under "Stateline Accounts"; calculation of franchise fee.	No	No - Does not relate directly to any agency deliverables		
104	§ 58-27-420	State	Statute	Franchises and permits shall be indeterminate.	No	No - Does not relate directly to any agency deliverables		
105	§ 58-27-430	State	Statute	Exchange of old limited permit or franchise for indeterminate permit.	No	No - Does not relate directly to any agency deliverables		
106	§ 58-27-440	State	Statute	Revocation of indeterminate permit for inadequacy of service.	No	No - Does not relate directly to any agency deliverables		
107	§ 58-27-450	State	Statute	Continuance of service on expiration of franchise.	No	No - Does not relate directly to any agency deliverables		
108	§ 58-27-460	State	Statute	Promulgation of standards for interconnection of renewable energy facilities; certain generation activities prohibited.	No	No - Does not relate directly to any agency deliverables		
109	§ 58-27-610	State	Statute	Definitions.	No	No - Does not relate directly to any agency deliverables		
110	§ 58-27-620	State	Statute	Service rights of and restrictions on electric suppliers.	No	Yes	Other service or product our agency must/may provide	ORS must maintain parcel maps as public records, and prepare maps if parcels are added.
111	§ 58-27-630	State	Statute	Service rights and restrictions in areas within consolidated political subdivisions.	No	No - Does not relate directly to any agency deliverables		
112	§ 58-27-640	State	Statute	Assignment of service areas.	No	No - Does not relate directly to any agency deliverables		
113	§ 58-27-650	State	Statute	Reassignment of service areas.	No	Yes	Other service or product our agency must/may provide	ORS may request a hearing.
114	§ 58-27-660	State	Statute	Supplier may furnish service in area served by another.	No	Yes	Other service or product our agency must/may provide	ORS may request a hearing.
115	§ 58-27-670	State	Statute	Service in area becoming part of municipality; premises located within boundaries of electric cooperative or corridor.	No	No - Does not relate directly to any agency deliverables		
116	§ 58-27-680	State	Statute	Effect of continuation of service.	No	No - Does not relate directly to any agency deliverables		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
117	§ 58-27-690	State	Statute	Act 431 of 1984 not affected by Act 173 of 1987.	No	No - Does not relate directly to any agency deliverables		
118	§ 58-27-810	State	Statute	Rates shall be just and reasonable.	No	No - Does not relate directly to any agency deliverables		
119	§ 58-27-820	State	Statute	Schedule of rates, service rules and regulations and service contracts shall be filed with Commission.	No	No - Does not relate directly to any agency deliverables		
120	§ 58-27-830	State	Statute	Utility shall not charge rates different from those in schedule.	No	No - Does not relate directly to any agency deliverables		
121	§ 58-27-840	State	Statute	Preferences and unreasonable differences in rates shall not be made; classifications may be established.	No	No - Does not relate directly to any agency deliverables		
122	§ 58-27-850	State	Statute	Investigation and change of rates by commission.	No	No - Does not relate directly to any agency deliverables		
123	§ 58-27-860	State	Statute	Proposed rate changes; prior approval.	No	No - Does not relate directly to any agency deliverables		
124	§ 58-27-865	State	Statute	"Fuel cost" defined; estimated fuel costs; rebuttable presumption; duties of commission.	No	Yes	Other service or product our agency must/may provide	ORS may request a hearing.
125	§ 58-27-870	State	Statute	Commission action on proposed rate changes; refund of excessive charges.	No	No - Does not relate directly to any agency deliverables		
126	§ 58-27-920	State	Statute	Schedule of rates put into effect after preliminary investigation.	No	Yes	Other service or product our agency must/may provide	ORS may conduct preliminary investigation re: schedule of rates.
127	§ 58-27-930	State	Statute	Petition for hearing on change in rates; suspension of new rates pending hearing.	No	No - Does not relate directly to any agency deliverables		
128	§ 58-27-940	State	Statute	Order confirming, modifying or vacating former order; service; effective date of rate changes.	No	No - Does not relate directly to any agency deliverables		
129	§ 58-27-950	State	Statute	Petition for hearing as prerequisite to bringing cause of action challenging order.	No	No - Does not relate directly to any agency deliverables		
130	§ 58-27-960	State	Statute	Reparation orders; suits to enforce.	No	No - Does not relate directly to any agency deliverables		
131	§ 58-27-970	State	Statute	Participation in profits arising from efficiency.	No	No - Does not relate directly to any agency deliverables		
132	§ 58-27-980	State	Statute	Contracts subject to control and approval of Commission.	No	No - Does not relate directly to any agency deliverables		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
133	§ 58-27-990	State	Statute	Contracts with other utilities.	No	No - Does not relate directly to any agency deliverables		
134	§ 58-27-1000	State	Statute	Charges for electricity established by municipal contract or franchise.	No	No - Does not relate directly to any agency deliverables		
135	§ 58-27-1010	State	Statute	Commission shall not regulate contracts made by municipalities.	No	No - Does not relate directly to any agency deliverables		
136	§ 58-27-1020	State	Statute	Capitalization for rate-making purposes.	No	No - Does not relate directly to any agency deliverables		
137	§ 58-27-1030	State	Statute	Sales of appliances shall not be considered in rate making.	No	No - Does not relate directly to any agency deliverables		
138	§ 58-27-1040	State	Statute	Certain sections cumulative.	No	No - Does not relate directly to any agency deliverables		
139	§ 58-27-1050	State	Statute	Distributed energy resources; report required.	Yes	Yes	Report our agency must/may provide	ORS must investigate and report to the Commission re: DER by 12/31/15.
140	§ 58-27-1210	State	Statute	Extension of facilities; commission approval.	No	No - Does not relate directly to any agency deliverables		
141	§ 58-27-1220	State	Statute	Extensions by municipalities.	No	No - Does not relate directly to any agency deliverables		
142	§ 58-27-1230	State	Statute	Certificate of public convenience and necessity shall be obtained prior to construction, operation or extension of system; exceptions.	No	No - Does not relate directly to any agency deliverables		
143	§ 58-27-1240	State	Statute	Prerequisites to issuance of certificate.	No	No - Does not relate directly to any agency deliverables		
144	§ 58-27-1250	State	Statute	Issuance or refusal of certificate or modified certificate.	No	No - Does not relate directly to any agency deliverables		
145	§ 58-27-1260	State	Statute	Order preliminary to issuance of certificate.	No	No - Does not relate directly to any agency deliverables		
146	§ 58-27-1270	State	Statute	Cease and desist order when construction or operation proceeds in absence of certificate.	No	Yes	Other service or product our agency must/may provide	ORS may file a petition with the Commission for cease & desist when utility constructing or operating without a certificate.
147	§ 58-27-1280	State	Statute	Order where construction or extension causes unreasonable interference.	No	Yes	Other service or product our agency must/may provide	ORS may petition re: utility construction or extension that causes unreasonable interference

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
148	§ 58-27-1290	State	Statute	Abandonment of service.	No	No - Does not relate directly to any agency deliverables		
149	§ 58-27-1300	State	Statute	Disposition of properties, powers, franchises or privileges; certain out-of-state property may be sold.	No	No - Does not relate directly to any agency deliverables		
150	§ 58-27-1310	State	Statute	Lease of property and franchises.	No	No - Does not relate directly to any agency deliverables		
151	§ 58-27-1320	State	Statute	Municipality may purchase property operated under indeterminate permit.	No	No - Does not relate directly to any agency deliverables		
152	§ 58-27-1330	State	Statute	Notice of municipality's intent to acquire property of utility.	No	No - Does not relate directly to any agency deliverables		
153	§ 58-27-1340	State	Statute	Determination of just compensation for purchase of electrical utility.	No	No - Does not relate directly to any agency deliverables		
154	§ 58-27-1350	State	Statute	Payment of compensation and transfer of property after approval in municipal election.	No	No - Does not relate directly to any agency deliverables		
155	§ 58-27-1360	State	Statute	Acquisition of property of supplier of electricity when area annexed to or incorporated as municipality.	No	No - Does not relate directly to any agency deliverables		
156	§ 58-27-1510	State	Statute	Service shall be adequate, efficient and reasonable.	No	No - Does not relate directly to any agency deliverables		
157	§ 58-27-1520	State	Statute	Ordering improvement of service.	No	No - Does not relate directly to any agency deliverables		
158	§ 58-27-1530	State	Statute	Certain wires shall not be erected near public road.	No	No - Does not relate directly to any agency deliverables		
159	§ 58-27-1540	State	Statute	System of accounts.	No	Yes	Other service or product our agency must/may provide	ORS may establish a system of accounts that the utilities must adhere to.
160	§ 58-27-1550	State	Statute	Annual depreciation; depreciation reserve.	No	Yes	Other service or product our agency must/may provide	If ORS deems reserve to be excessive, may petition the Commission for order re: credits to the reserve.
161	§ 58-27-1560	State	Statute	Office of utility; removal of books and papers from State.	No	Yes	Other service or product our agency must/may provide	ORS may allow books and records to be kept/taken out of state.
162	§ 58-27-1570	State	Statute	Production of books and records.	No	Yes	Other service or product our agency must/may provide	ORS may request production of any books, records, etc, and examine them.
163	§ 58-27-1580	State	Statute	Furnishing information and reports; forms.	No	Yes	Other service or product our agency must/may provide	ORS may request materials from the utilities.
164	§ 58-27-1590	State	Statute	Meters to measure electricity going into or out of State; records and reports.	No	Yes	Other service or product our agency must/may provide	ORS may examine records and reports of meter readings.

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
165	§ 58-27-1710	State	Statute	Securities shall not be issued without approval of Commission; exceptions.	No	No - Does not relate directly to any agency deliverables		
166	§ 58-27-1720	State	Statute	Application for approval.	No	No - Does not relate directly to any agency deliverables		
167	§ 58-27-1730	State	Statute	Investigation and hearing as to value of issue of securities; certificate of authority.	No	Yes	Other service or product our agency must/may provide	ORS may investigate issuance of securities.
168	§ 58-27-1740	State	Statute	Limitation of amount and use of proceeds of issue.	No	No - Does not relate directly to any agency deliverables		
169	§ 58-27-1750	State	Statute	Certain sales of securities by or to employees prohibited.	No	No - Does not relate directly to any agency deliverables		
170	§ 58-27-1760	State	Statute	Permissible sales of securities to employees.	No	No - Does not relate directly to any agency deliverables		
171	§ 58-27-1910	State	Statute	Promulgation of rules governing pleadings, practice and procedure.	No	No - Does not relate directly to any agency deliverables		
172	§ 58-27-1920	State	Statute	Rules governing hearings and proceedings.	No	No - Does not relate directly to any agency deliverables		
173	§ 58-27-1930	State	Statute	Additional hearings; notice.	No	No - Does not relate directly to any agency deliverables		
174	§ 58-27-1940	State	Statute	Petition alleging improper act by electrical utility.	No	No - Does not relate directly to any agency deliverables		
175	§ 58-27-1950	State	Statute	Service of copy of complaint.	No	No - Does not relate directly to any agency deliverables		
176	§ 58-27-1960	State	Statute	Issuance and service of subpoenas and other process.	No	No - Does not relate directly to any agency deliverables		
177	§ 58-27-1970	State	Statute	Service of pleadings and notices.	No	No - Does not relate directly to any agency deliverables		
178	§ 58-27-1980	State	Statute	Time, place and notice of hearing.	No	No - Does not relate directly to any agency deliverables		
179	§ 58-27-1990	State	Statute	Dismissal of petition without hearing.	No	No - Does not relate directly to any agency deliverables		
180	§ 58-27-2000	State	Statute	Administration of oaths; examination of witnesses; certification of official acts.	No	No - Does not relate directly to any agency deliverables		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
181	§ 58-27-2010	State	Statute	Contempt proceedings.	No	No - Does not relate directly to any agency deliverables		
182	§ 58-27-2020	State	Statute	Hearing before one or more commissioners.	No	No - Does not relate directly to any agency deliverables		
183	§ 58-27-2030	State	Statute	Employment and duties of special agent or examiner.	No	No - Does not relate directly to any agency deliverables		
184	§ 58-27-2040	State	Statute	Persons entitled to be heard at hearing and to introduce evidence.	No	No - Does not relate directly to any agency deliverables		
185	§ 58-27-2050	State	Statute	Depositions.	No	Yes	Other service or product our agency must/may provide	ORS may depose witnesses.
186	§ 58-27-2060	State	Statute	Self-incrimination; immunity from prosecution.	No	No - Does not relate directly to any agency deliverables		
187	§ 58-27-2070	State	Statute	Copies of official documents and orders as evidence.	No	Yes	Other service or product our agency must/may provide	ORS may charge for furnishing copies of documents.
188	§ 58-27-2080	State	Statute	Compensation of witnesses.	No	No - Does not relate directly to any agency deliverables		
189	§ 58-27-2090	State	Statute	Charges by affiliated interests.	No	No - Does not relate directly to any agency deliverables		
190	§ 58-27-2100	State	Statute	Findings and orders of Commission.	No	No - Does not relate directly to any agency deliverables		
191	§ 58-27-2110	State	Statute	Service of orders on parties.	No	No - Does not relate directly to any agency deliverables		
192	§ 58-27-2120	State	Statute	Effective date of orders.	No	No - Does not relate directly to any agency deliverables		
193	§ 58-27-2130	State	Statute	Rescission or amendment of orders or decisions.	No	No - Does not relate directly to any agency deliverables		
194	§ 58-27-2140	State	Statute	Records of proceedings shall be kept.	No	No - Does not relate directly to any agency deliverables		
195	§ 58-27-2150	State	Statute	Rehearings.	No	No - Does not relate directly to any agency deliverables		
196	§ 58-27-2310	State	Statute	Action to vacate order of commission; limitations.	No	No - Does not relate directly to any agency deliverables		

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
197	§ 58-27-2320	State	Statute	Stay or suspension of Commission's order pending review.	No	No - Does not relate directly to any agency deliverables		
198	§ 58-27-2340	State	Statute	Burden of proof shall be on complainant.	No	No - Does not relate directly to any agency deliverables		
199	§ 58-27-2410	State	Statute	General penalty.	No	No - Does not relate directly to any agency deliverables		
200	§ 58-27-2420	State	Statute	Every violation shall constitute a separate offense.	No	No - Does not relate directly to any agency deliverables		
201	§ 58-27-2430	State	Statute	Penalties shall be cumulative; suit for one penalty shall not bar another suit.	No	No - Does not relate directly to any agency deliverables		
202	§ 58-27-2440	State	Statute	Actions to recover penalties.	No	Yes	Other service or product our agency must/may provide	ORS must prosecute actions to recover penalties.
203	§ 58-27-2450	State	Statute	Principals responsible for act of agents.	No	No - Does not relate directly to any agency deliverables		
204	§ 58-27-2460	State	Statute	Penalties not applicable to municipality but to officers, agents or employees personally.	No	No - Does not relate directly to any agency deliverables		
205	§ 58-27-2510	State	Statute	Definitions.	No	No - Does not relate directly to any agency deliverables		
206	§ 58-27-2520	State	Statute	Termination procedures; contents.	No	No - Does not relate directly to any agency deliverables		
207	§ 58-27-2530	State	Statute	Third-party notification program.	No	No - Does not relate directly to any agency deliverables		
208	§ 58-27-2540	State	Statute	Disconnection when public safety emergency exists.	No	No - Does not relate directly to any agency deliverables		
209	§ 58-27-2550	State	Statute	Promulgation of regulations.	No	No - Does not relate directly to any agency deliverables		
210	§ 58-27-2560	State	Statute	Private right of action; duty of care.	No	No - Does not relate directly to any agency deliverables		
211	§ 58-27-2600	State	Statute	Definitions.	No	No - Does not relate directly to any agency deliverables		
212	§ 58-27-2610	State	Statute	Lease of renewable electric generation facility.	No	No - Does not relate directly to any agency deliverables		



Agency Name: Office of Regulatory Staff				Fiscal Year 2018-2019 Accountability Report				
Agency Code: R060		Section: 073		Legal Standards Template				
Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	<i>If yes, what type of service or product?</i>	<i>If other service or product, please specify what service or product.</i>
213	§ 58-27-2620	State	Statute	Application; approval; updates; investigations; revocation; civil penalties; contested cases.	Yes	Yes	Other service or product our agency must/may provide	ORS is authorized to approve applications for certificates permitting lessors to market and lease renewable electric generation facilities to customer-generator lessees. ORS may request information, resolve complaints, etc.
214	§ 58-27-2630	State	Statute	Registration of facility; registry; public inspection of registry; report.	No	Yes	Report our agency must/may provide	ORS shall provide forms for facility registration; ORS shall maintain a registry of these facilities; ORS must provide a report to PURC re: review of this program no later than 12/31/16.
215	§ 58-27-2640	State	Statute	Investigation of claims of violations.	No	Yes	Other service or product our agency must/may provide	ORS has the authority to investigate claims of violations of 58-27-2610.
216	§ 58-27-2650	State	Statute	Section 58-27-2610 contingently effective.	No	No - Does not relate directly to any agency deliverables		

Service/Product Provided to Customers	Customer Segments	Specify only for the following Segments: (1) Industry; Name; (2) Professional Organization; Name; (3) Public; Demographics.	Divisions or Major Programs	Description
Develop a Plan for State Energy Policy.	Executive Branch/State Agencies		Energy Office	This division is responsible for serving as the principle planning entity for the state.
Develop a Plan for State Energy Policy.	Legislative Branch		Energy Office	This division is responsible for serving as the principle planning entity for the state.
Distribute funds in compliance with federal law for energy related programs with the advice of the Energy Advisory Council.	Local Govts.		Energy Office	With some exceptions, this division is responsible for federal funds allocated to the State for energy planning, energy conservation, transportation and energy efficiency.
Distribute funds in compliance with federal law for energy related programs with the advice of the Energy Advisory Council.	School Districts		Energy Office	With some exceptions, this division is responsible for federal funds allocated to the State for energy planning, energy conservation, transportation and energy efficiency.
Distribute funds in compliance with federal law for energy related programs with the advice of the Energy Advisory Council.	Industry	For profit companies such as boat manufacturers, car dealerships, etc	Energy Office	With some exceptions, this division is responsible for federal funds allocated to the State for energy planning, energy conservation, transportation and energy efficiency.
Review and monitor annual energy conservation reports and provide a report to the General Assembly on progress towards the goal by Dec. 31st each year.	School Districts		Energy Office	This division is responsible for assisting state agencies and public school districts in meeting the goal of reducing energy consumption by 20% by 2020.
Review and monitor annual energy conservation reports and provide a report to the General Assembly on progress towards the goal by Dec. 31st each year.	Executive Branch/State Agencies		Energy Office	This division is responsible for assisting state agencies and public school districts in meeting the goal of reducing energy consumption by 20% by 2020.
Provide access to telephone relay service and specialized telecommunications equipment for the hearing/speech impaired.	General Public	Persons who are qualified by an audiologist/medical professional as having a hearing/speech impairment.	Telecommunications Relay/EDP	This division is responsible for administering and promoting a statewide program to provide telephone access to persons who are speech or hearing impaired.
Provides support for closed captioning of the General Assembly.	Legislative Branch		Telecommunications Relay/EDP	This division is responsible for administering and promoting a statewide program to provide telephone access to persons who are speech or hearing impaired.
Provides support for closed captioning of the General Assembly.	General Public	Persons who have a hearing/speech impairment.	Telecommunications Relay/EDP	This division is responsible for administering and promoting a statewide program to provide telephone access to persons who are speech or hearing impaired.
Provides support for real time closed captioning of local news broadcasts.	General Public	Persons who have a hearing/speech impairment.	Telecommunications Relay/EDP	This division is responsible for administering and promoting a statewide program to provide telephone access to persons who are speech or hearing impaired.
Review tariff filings and requests for authority to operate as a telephone utility.	Industry	Competitive Local Exchange Carriers; Carriers of Last Resort; Interexchange Carriers; Payphone Providers; Inmate Services Providers	Telecommunications Dept.	This division has responsibility over regulated telecommunications services.
Provide access to telephone relay service and specialized telecommunications equipment for the hearing/speech impaired. State Lifeline support available to ILEC consumers qualified under Federal Lifeline program.	Legislative Branch		Telecommunications Dept.	This division administers the SC State Universal Service Fund and the Dual Party Relay Fund.
Provide access to telephone relay service and specialized telecommunications equipment for the hearing/speech impaired. State Lifeline support available to ILEC consumers qualified under Federal Lifeline program.	Industry	For USF: Carriers of Last Resort	Telecommunications Dept.	This division administers the SC State Universal Service Fund and the Dual Party Relay Fund.
Provide access to telephone relay service and specialized telecommunications equipment for the hearing/speech impaired. State Lifeline support available to ILEC consumers qualified under Federal Lifeline program.	General Public	Persons who are qualified by an audiologist/medical professional as having a hearing/speech impairment.	Telecommunications Dept.	This division administers the SC State Universal Service Fund and the Dual Party Relay Fund.
Provide customers the information they need and the protections afforded by law.	General Public	Provides all members of the public assurance that the regulated motor carrier has legally required insurance and meets other mandated regulatory requirements that safeguard the public.	Transportation	This division enforces Title 58, Chapter 23 Motor Carrier regulations and laws for passenger vehicles, Household Goods movers, and Hazardous Waste Disposal Carriers.

Agency Name: Office of Regulatory Staff

Fiscal Year 2018-2019  
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Agency Code and Section: R060 73

Customer Template

Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>	Divisions or Major Programs	Description
Provide the regulated motor carriers with assistance in complying with laws and regulations.	Industry	All passenger vehicles (taxis, limos, Uber), household goods movers (intrastate only), and hazardous waste (intrastate only).	Transportation	This division enforces Title 58, Chapter 23 Motor Carrier regulations and laws for passenger vehicles, Household Goods movers, and Hazardous Waste Disposal Carriers.
Provide the regulated motor carriers with assistance in complying with laws and regulations.	Professional Organization	Tariff Bureau	Transportation	This division enforces Title 58, Chapter 23 Motor Carrier regulations and laws for passenger vehicles, Household Goods movers, and Hazardous Waste Disposal Carriers.
Provide a no-cost forum for consumers to obtain information and to resolve disputes with their utility provider.	General Public	All classes of customers (residential, business, and industrial).	Consumer Services	This division is responsible for handling consumer complaints and inquiries related to regulated utilities.
Provide a no-cost forum for consumers to obtain information and to resolve disputes with their utility provider.	Legislative Branch		Consumer Services	This division is responsible for handling consumer complaints and inquiries related to regulated utilities.
Provide a no-cost forum for consumers to obtain information and to resolve disputes with their utility provider.	Executive Branch/State Agencies		Consumer Services	This division is responsible for handling consumer complaints and inquiries related to regulated utilities.
Represent the public interest in regulated utility matters before the Commission.	General Public	All classes of customers (residential, business, and industrial).	Utility Rates and Services	This division is responsible for reviewing requests that impact customers utility rates (electric, gas, water/wastewater). This division also reviews filings that impact economic growth and development.
Represent the public interest before the Commission such that adequate and reliable utility services are provided.	General Public	All classes of customers (residential, business, and industrial).	Utility Rates and Services	This division is responsible for enforcing required reporting and Commission orders, rules and regulations.
Represent the public interest before the Commission such that adequate and reliable utility services are provided.	Industry	All regulated investor owned electric, gas, and water/wastewater utilities.	Utility Rates and Services	This division is responsible for enforcing required reporting and Commission orders, rules and regulations.
Remove nonallowables so that rates are established based upon proper regulatory accounting principles.	General Public	All classes of customers.	Audit	This division audits, examines and investigates filings by regulated entities.
Remove nonallowables so that rates are established based upon proper regulatory accounting principles.	Industry	All regulated telecommunications providers; all regulated motor carriers; and all regulated investor owned electric, gas and water/wastewater utilities.	Audit	This division audits, examines and investigates filings by regulated entities.
Enforce the provisions of the SC Gas Safety Act in cooperation with PHMSA. Enforces Federal Railroad Administration Guidelines.	Industry	Natural Gas pipeline entities and Railroads (note some natural gas entities are municipal).	Safety	This division coordinates with federal agencies (Federal Railroad Administration and PHMSA) for rail and natural gas pipeline safety.
Enforce the provisions of the SC Gas Safety Act in cooperation with PHMSA. Enforces Federal Railroad Administration Guidelines.	General Public	Members of the public who could be impacted by natural gas pipeline safety.	Safety	This division coordinates with federal agencies (Federal Railroad Administration and PHMSA) for rail and natural gas pipeline safety.
Examine and report on track and operating practices (RailRoad Report Due Annually).	Legislative Branch		Safety	This division coordinates with federal agencies (Federal Railroad Administration and PHMSA) for rail and natural gas pipeline safety.
Assess the extent of damage of energy systems and provide information to EMD and the Governor; coordinate, monitor and report the restoration of energy systems; coordinate consumer fuel operations during emergencies.	General Public	Members of the public who are impacted by emergencies or natural disasters.	Emergency Response	This division coordinates with electric and natural gas utilities, petroleum suppliers, South Carolina Emergency Management Division, County Governments and other state agencies to ensure restoration of energy systems and provision of petroleum products during emergencies and natural disasters.

Agency Name: Office of Regulatory Staff

Fiscal Year 2018-2019  
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Agency Code and Section: R060 073

Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
SCANA	Private Business Organization	Regulated utility	1, 2, 3
North Carolina Utilities Commission- Public Staff	State Government	Share information regarding common regulated utilities	1, 2, 3
City of Rock Hill	Local Government	Provided input into development of State Energy Plan	1, 2, 3
SCEUC/ Fuji Photo Film, Inc.	Professional Association	Member of SCEUC, association of industrial customers in SC. Provided input to State Energy Plan.	1, 2, 3
SisterCare, Inc.	Non-Governmental Organization	Partner in program that waives utility deposits to qualifying applicants	1, 2, 3
Pacolet Milliken Enterprises	Private Business Organization	Focused on economic development and growth in SC	1, 2, 3
Dominion Electric	Private Business Organization	Provided input into development of State Energy Plan	1, 2, 3
AARP	Professional Association	Partner in addressing issues facing SC seniors in utility matters	1, 2, 3
SC Appleseed Legal Justice Center	Non-Governmental Organization	Partner in addressing issues facing SC low income consumers in utility matters	1, 2, 3
Nexsen Pruet, LLC	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
McNair Law Firm	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Duke Energy Progress, Inc.	Private Business Organization	Regulated utility	1, 2, 3
Time Warner Cable	Private Business Organization	Regulated utility	1, 2, 3
Electric Cooperatives of South Carolina, Inc.	Non-Governmental Organization	Supporter in development of State Energy Plan, provides input into utility matters	1, 2, 3
Santee Cooper	State Government	Provided input into development of State Energy Plan	1, 2, 3
Parker Poe Attorneys & Counselors at Law	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Utilities, Inc.	Private Business Organization	Regulated utility	1, 2, 3
Duke Energy Carolinas, LLC	Private Business Organization	Regulated utility	1, 2, 3
AT&T	Private Business Organization	Regulated utility	1, 2, 3
SCEUC/Kimberly-Clark Corp.	Professional Association	Member of SCEUC, association of industrial customers in SC. Provided input to State Energy Plan.	1, 2, 3
Nelson Mullins Riley & Scarborough, LLP	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
UBS Investment Research	Private Business Organization	Investment research analyst covering New Nuclear Development in SC	1, 2, 3
Elliott & Elliott	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Evans Power Consulting, Inc.	Private Business Organization	Consultant.	1, 2, 3
Office of the Lieutenant Governor, State of SC	State Government	Partner in disbursement of funds from a Duke settlement to support the elderly	1, 2, 3
Savannah River National Lab	Non-Governmental Organization	Provided input into development of State Energy Plan	1, 2, 3
CenturyLink	Private Business Organization	Regulated utility	1, 2, 3
The InterTech Group	Private Business Organization	Member of SCEUC, association of industrial customers in SC. Provided input to State Energy Plan.	1, 2, 3
Horry Telephone Cooperative, Inc.	Non-Governmental Organization	Regulated utility	1, 2, 3
Municipal Association of SC	Local Government	Provided input into development of State Energy Plan	1, 2, 3
Richardson Plowden Carpenter & Robinson, P.A.	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
SC Dept. of Health & Environmental Control	State Government	Partner in matters that are under the jurisdiction of the Commission. Provides input into State Energy Plan.	1, 2, 3

Agency Name:

Office of Regulatory Staff

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Accountability Report

Agency Code and Section:

R060

073

Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
SCEUC/Michelin	Professional Association	Member of SCEUC, association of industrial customers in SC. Provided input to State Energy Plan.	1, 2, 3
Southern Environmental Law Center	Non-Governmental Organization	Provided input into development of State Energy Plan	1, 2, 3
Moore & Van Allen, PLLC	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Jones Partners, Ltd	Private Business Organization	Consultant in New Nuclear.	1, 2, 3
Bluffton Telephone Company, Inc.	Private Business Organization	Regulated utility	1, 2, 3
SC Small Business Chamber of Commerce	Professional Association	Partner in utility/energy matters affecting small business	1, 2, 3
Chesnee Communications	Private Business Organization	Regulated utility	1, 2, 3
Stone Mattheis Xenopoulos & Brew, PC	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Piedmont Natural Gas Company, Inc.	Private Business Organization	Regulated utility	1, 2, 3
TDS Telecom, Inc.	Private Business Organization	Regulated utility	1, 2, 3
Home Telephone Company, Inc.	Private Business Organization	Regulated utility	1, 2, 3
Childs & Halligan, P.A.	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
The Women's Shelter	Non-Governmental Organization	Partner representing interests in regulated utility matters	1, 2, 3
Frontier Communications	Private Business Organization	Regulated utility	1, 2, 3
Robinson, McFadden & Moore, P.C.	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Driscoll & Sheedy	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Lockhart Power Company	Private Business Organization	Regulated utility	1, 2, 3
Terreni Law Firm, LLC	Private Business Organization	Represents utilities before ORS and the Commission. Chairman of the committee developing the State Energy Plan.	1, 2, 3
West Carolina Rural Telephone Cooperative, Inc.	Non-Governmental Organization	Regulated utility	1, 2, 3
EarthLink	Private Business Organization	Regulated utility	1, 2, 3
Technologies Management, Inc.	Private Business Organization	Provides regulatory support to utilities.	1, 2, 3
Spillman Thomas & Battle, PLLC	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Willoughby & Hofer, P.A.	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Womble Carlyle Sandridge & Rice, LLP	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Emergency Management Division	State Government	Provides support to address utility outages	1, 2, 3
Public Service Commission	State Government	Establishes just and reasonable rates for regulated utility services	1, 2, 3
Coastal Conservation League	Non-Governmental Organization	Provide input on the Energy Plan	1, 2, 3
South Carolina Clean Energy Business Alliance	Non-Governmental Organization	Provide input on the Energy Plan	1, 2, 3
South Carolina Solar Business Alliance	Non-Governmental Organization	Provide input on the Energy Plan	1, 2, 3
Austin & Rogers PA	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
Ni Pacolet Milliken	Private Business Organization	Regulated utility owner.	1, 2, 3
GDS Associates, Inc.	Private Business Organization	Consultant to ORS on DSM/EE	1, 2, 3
SC League of Women Voters	Non-Governmental Organization	Providing input to State Energy Plan Study Committees	1, 2, 3
Pipeline and Hazardous Materials Administration (PHMSA)	Federal Government	Provide pipeline safety with guidance on enforcement of federal regulations	1, 2, 3

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Federal Railroad Administration (FRA)	Federal Government	Provide rail safety with guidance on enforcement of federal regulations	1, 2, 3
Dominion Energy	Private Business Organization	Provides support to address utility and petroleum related outages	1, 2, 3
Dixie Pipeline	Private Business Organization	Provides support to address utility and petroleum related outages	1, 2, 3
SC Association of Municipal Power Suppliers	Non-Governmental Organization	Provides support to address utility and petroleum related outages	1, 2, 3
South Carolina Petroleum Council	Non-Governmental Organization	Provides support to address utility and petroleum related outages	1, 2, 3
Colonial Pipeline	Private Business Organization	Provides support to address utility and petroleum related outages	1, 2, 3
SC Petroleum Marketers Association	Non-Governmental Organization	Provides support to address utility and petroleum related outages	1, 2, 3
SC Truckers Association	Non-Governmental Organization	Provides support to address utility and petroleum related outages	1, 2, 3
SC Association of Convenience Stores	Non-Governmental Organization	Provides support to address utility and petroleum related outages	1, 2, 3
SC Restaurant and Lodging Association	Non-Governmental Organization	Provides support to address utility and petroleum related outages	1, 2, 3
Gas Buddy	Private Business Organization	Provides support to address utility and petroleum related outages	1, 2, 3
Amtrak	Private Business Organization	Provides support to address utility and petroleum related outages	1, 2, 3
J. Kennedy and Associates, Inc.	Private Business Organization	Consultant to ORS on SCANA/Dominion & Prudency of Abandonment	1, 2, 3
Jones Partners, Ltd.	Private Business Organization	Consultant to ORS on SCANA/Dominion & Prudency of Abandonment	1, 2, 3
Anchor Power Solutions, LLC	Private Business Organization	Consultant to ORS on SCANA/Dominion & Prudency of Abandonment	1, 2, 3
Wyche Law Firm	Private Business Organization	Outside counsel to ORS on SCANA/Dominion & Prudency of Abandonment	1, 2, 3
The Shisias Law Firm, LLC	Private Business Organization	Represents industrial customer before ORS and Commission	1, 2, 3
Womble Bond Dickinson LLP	Private Business Organization	Represents utilities before ORS and Commission	1, 2, 3
The Tiencken Law Firm, LLC	Private Business Organization	Represents utilities before ORS and Commission	1, 2, 3
Sowell Gray Robinson Stepp Laffitte	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
McGuire Woods, LLP	Private Business Organization	Represents utilities before ORS and the Commission.	1, 2, 3
South Carolina Department of Natural Resources	State Government	Partner in matters that are under the jurisdiction of the Commission. Provides input into State Energy Plan.	1, 2, 3
South Carolina Department of Parks, Recreation and Tourism	State Government	Partner in matters that are under the jurisdiction of the Commission. Provides input into State Energy Plan.	1, 2, 3
South Carolina Attorney General	State Government	Intervenor in SCANA/Dominion & Prudency of Abandonment matters	1, 2, 3
Kilpatrick Townsend & Stockton, LLP	Private Business Organization	Represents SC Solar Business Alliance before ORS and Commission	1, 2, 3
Conservation Voters of South Carolina	Non-Governmental Organization	Provided input into development of State Energy Plan	1, 2, 3
SC Department of Revenue	State Government	Issues assessments calculated by ORS to fund ORS, PSC, and PURC; collects payments for assessments, USF and Dual Party Relay point of sale, wireless and VOIP providers and remits to ORS, PSC and PURC appropriately	1, 2, 3
South Carolina Fire Academy	State Government	Trains firefighters to respond to emergencies	1, 2, 3
FEMA/Federal ESF 12	Federal Government	Responds to disasters on behalf of US government	1, 2, 3
Avis Car Rental	Private Business Organization	Provides transportation to critical personnel during disasters	1, 2, 3
National Emergency Numbering Association	Federal Government	Professional organization focused on 911 technology; policy and education	1, 2, 3

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Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	External Review and Report	Universal Service Fund Independent Audit Report	Commission	State	Annually	01/01/2018 - 12/31/2018	Comments on management of USF by Office of Regulatory Staff.	<a href="http://www.regulatorystaff.sc.gov">www.regulatorystaff.sc.gov</a>
2	External Review and Report	Independent Accountant's Report on Applying Agreed-Upon Procedures	State Auditor's Office	State	Other	07/01/2017 - 06/30/2018	Results of Agreed Upon Procedures applied to accounting and human resources records of ORS for state fiscal year	<a href="http://www.osa.sc.gov">www.osa.sc.gov</a>
3	External Review and Report	Performance Summary for Executive Director	PURC	State	Annually	07/01/2018 - 06/30/2019	Review performance of Executive Director.	hardcopy
4	External Review and Report	Organizational Evaluation Summary	PURC	State	Annually	07/01/2018 - 06/30/2019	Agency performance summary.	hardcopy
5	External Review and Report	Organizational Evaluation Performance Measure	PURC	State	Annually	07/01/2018 - 06/30/2019	Agency performance report.	hardcopy
6	External Review and Report	Agency Accountability Report	Department of Administration	State	Annually	07/01/2018 - 06/30/2019	Agency performance	<a href="http://www.admin.sc.gov/budget">www.admin.sc.gov/budget</a>
7	Internal Review and Report	Railroad Transportation Activities Annual Report	SC General Assembly	State	Annually	October 29, 2018	2006 S.C. Acts No. 318, § 58-17-140 states that ORS must provide an annual report to the General Assembly of its official acts as to the system of railroad transportation.	<a href="http://www.regulatorystaff.sc.gov">www.regulatorystaff.sc.gov</a>
8	External Review and Report	PHMSA Progress Report	US DOT	Federal	Annually	February 28, 2019	Evaluates South Carolina's Progress towards Federal Damage Prevention Standards.	Requested through US DOT
9	External Review and Report	PHMSA Program Evaluation	US DOT	Federal	Annually	February 28, 2019	Evaluates ORS Pipeline Safety's enforcement of Federal Pipeline Safety Rules and Regulations.	Requested through US DOT
10	External Review and Report	Fees and Fines Report	SC General Assembly	State	Annually	July 9, 2019	Discloses amounts of Fees and Fines collected by ORS Transportation.	<a href="http://www.regulatorystaff.sc.gov">www.regulatorystaff.sc.gov</a>
11	External Review and Report	State Energy Plan	State Regulation of Public Utilities Review Committee	State	Annually	December 31, 2019	Establishes recommendations for state energy policy and provides relevant statistics about energy use and generation	<a href="http://www.energy.sc.gov">www.energy.sc.gov</a>
12	External Review and Report	Report on Implementation of Energy Efficient Manufactured Homes Incentive Program	SC General Assembly	State	Annually	October 31, 2019	Use and projected savings resulting from manufactured homes tax credit.	<a href="http://www.energy.sc.gov">www.energy.sc.gov</a>
13	External Review and Report	Report on the Implementation of State Government Energy Conservation	SC General Assembly	State	Annually	December 31, 2019	Energy cost per square foot and use per square foot for state agencies, public schools and public higher education facilities.	<a href="http://www.energy.sc.gov">www.energy.sc.gov</a>
14	External Review and Report	Demand Side Management Report	SC General Assembly	State	Annually	December 31, 2019	Efforts by utilities to reduce customers' energy demand.	<a href="http://www.energy.sc.gov">www.energy.sc.gov</a>
15	External Review and Report	Piedmont Natural Gas Rate Stabilization Act Report (2018-7-G)	Public Service Commission	State	Annually	August 31, 2018	Gas Company adherence to statutory requirements and the implementation of revised rates.	Public Service Commission of SC Document Management System <a href="https://dms.psc.sc.gov/Web/dockets">https://dms.psc.sc.gov/Web/dockets</a>
16	External Review and Report	SCE&G Natural Gas Rate Stabilization Act Report (2018-6-G)	Public Service Commission	State	Annually	August 31, 2018	Gas Company adherence to statutory requirements and the implementation of revised rates.	Public Service Commission of SC Document Management System <a href="https://dms.psc.sc.gov/Web/dockets">https://dms.psc.sc.gov/Web/dockets</a>
17	External Review and Report	ORS's Review of Duke Energy Carolinas, LLC Application for Approval of Rider (2019-89-E))	Public Service Commission of SC	State	Annually	June 14, 2019	ORS must review the Company's Application to determine if the DSM/EE Riders are in accordance with the terms and conditions set forth by the Public Service Commission and are based on reasonable estimates of participation in the Company's DSM/EE Programs.	Public Service Commission of SC Document Management System <a href="https://dms.psc.sc.gov/Web/dockets">https://dms.psc.sc.gov/Web/dockets</a>
18	External Review and Report	ORS's Review of Duke Energy Progress, LLC Application for Approval of Rider DSM/EE (2018-255-E)	Public Service Commission of SC	State	Annually	October 15, 2018	ORS must review the Company's Application to determine if the DSM/EE Riders are in accordance with the terms and conditions set forth by the Public Service Commission in Order Nos. 2009-373 and 2015-596 and are based on reasonable estimates of participation in the Company's DSM/EE Programs.	Public Service Commission of SC Document Management System <a href="https://dms.psc.sc.gov/Web/dockets">https://dms.psc.sc.gov/Web/dockets</a>

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Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
19	External Review and Report	ORS's Review of South Carolina Electric & Gas Company's Annual Update on Demand Side Management Programs and Petition to Update Rate Rider (2019-57-E)	Public Service Commission of SC	State	Annually	April 1, 2019	ORS must review the Company's Application to determine if the DSM/EE Riders are in accordance with the terms and conditions set forth by the Public Service Commission in Order Nos. 2010-472 and 2013-826.	Public Service Commission of SC Document Management System <a href="https://dms.psc.sc.gov/Web/dockets">https://dms.psc.sc.gov/Web/dockets</a>
20	External Review and Report	South Carolina Act 236 Distributed Energy Resource and Net Energy Metering Implementation Report	Public Utility Review Committee, State Senate, State House of Reps.	State	Annually	July 31, 2019	Act 236 requires a report on the implementation of DER and NEM for South Carolina's three largest investor-owned utilities - South Carolina Electric & Gas Company, Duke Energy Carolinas, LLC, and Duke Energy Progress, LLC. The report is required to be submitted by 7/31/17 and every 2 years after.	ORS Website
21	External Review and Report	Study of Natural Gas Weather Rate Stabilization Act of 2005	Aiken County Legislative Delegation	Local Govt.	Other	February 28, 2019	The Aiken County Legislative Delegation requested ORS review the gWNA methodology utilized by SCE&G to ensure that it does not result in overcharges to customers and that it remains reasonably necessary.	ORS Website
22	External Review and Report	Chem-Nuclear Systems Cost Recovery and Adjustment of Allowable Costs	Public Service Commission	State	Annually	March 15, 2019	Examination of costs incurred for the prior year and to establish allowable costs for the succeeding year.	Public Service Commission of SC Document Management System <a href="https://dms.psc.sc.gov/Web/dockets">https://dms.psc.sc.gov/Web/dockets</a>
23	External Review and Report	The Status of Local Telephone Competition in South Carolina	Code of Laws of South Carolina §58-9-280(G)(3)	State	Annually	April 15, 2019	Total Number of Access Lines and all written complaints regarding the impact of broadband on competition.	<a href="http://www.regulatorystaff.sc.gov">www.regulatorystaff.sc.gov</a>
24	External Review and Report	FCC Report on Relay Complaints	CG DOCKET NO. 03-123	Federal	Annually	July 1, 2019	Reports to the FCC the complaints received on Relay Service in SC during the year and how they were processed.	available upon request to ORS
25	External Review and Report	Annual State Rate Data Request	FCC 07-186	Federal	Annually	February 20, 2019	Each state TRS administrator provides data for the previous calendar year the intrastate traditional TRS, STS, and CTS minutes, number of calls and the rate per minute.	All information submitted is considered by RLSA to be confidential. A link to the overall summary of all TRS is <a href="http://www.rolkaloube.com">www.rolkaloube.com</a>
26	External Review and Report	Expert Witness Report	Public Utilities Review Committee	State	Annually	January 1, 2019	By statute ORS is required to account for compensation & expenses for Expert Witnesses.	available upon request to ORS
27	External Review and Report	Quarterly Wage Report	SC Department of Employment and Workforce	State	Quarterly	July 15, 2019	Request quarterly contribution and wage reports to the SCDEW.	Request from DEW
28	External Review and Report	SC State Accident Fund	SC State Accident Fund	State	Annually	August 19, 2019	Actual payroll reports, General Ledger account variation expense reports to complete workers' compensation coverage.	Request from SCSAF
29	External Review and Report	Affirmative Action Report	SHAC	State	Annually	October 24, 2018	Affirmative Action Report to the General Assembly.	Request from SHAC
30	External Review and Report	425 Financial Status Report (FSR)	US Department of Energy	Federal	Quarterly	July 1, 2019	Quarterly reporting is due 30 days after the close of the quarters ending 9/30, 12/30, 3/30 & 6/30, identification of award, reporting period, cash receipt, cash disbursed, federal expenditures, recipient share, program income.	US Department of Energy's PAGE reporting system and Energy Efficiency & Renewable Energy (EERE) Project Management Center
31	External Review and Report	Federal Funding Accountability & Transparency Act (FFATA)	US Government	Federal	Monthly	July 1, 2019	Monthly reporting on subawards, identification of award, prime awardee, subawardee, amount, project description.	Federal Subaward Reporting System (FSRS)



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32	External Review and Report	Financial Programs Report	US Department of Energy	Federal	Quarterly	July 1, 2019	Quarterly reporting is due 30 days after the close of the quarters ending 9/30, 12/30, 3/30 & 6/30, identification of financing program, program size, funds available, financial metrics (funds, outlays, loans/grants, leverage funds) and process metrics.	US Department of Energy's PAGE reporting system
33	External Review and Report	Invoice	Savannah River Nuclear Solutions	Outside Organization	Quarterly	July 1, 2019	Invoice, identification of contract, program, reporting period, amount requested this period, percent complete on deliverables.	Request from SRNS
34	External Review and Report	South Carolina Oil Overcharge Restitution Programs Annual Report	US Department of Energy	Federal	Annually	7/1/18 - 6/30/19	Program and project descriptions, program and project monitoring, and fund summaries.	US DOE
35	External Review and Report	Capital Lease	SC State Treasurer's Office	State	Annually	July 2, 2019	Annual review of any capital leases the agency may have.	Request from STO
36	External Review and Report	Schedule of Expenditures of Federal Awards	SC Office of the State Auditor	State	Annually	August 15, 2019	Expenditures of Federal awards, sub-recipients, loan programs.	<a href="http://www.osa.sc.gov">www.osa.sc.gov</a>
37	External Review and Report	Annual Budget Request	Executive Budget Office	State	Annually	September 20, 2019	Annual budget for agency with any changes from prior year base amounts.	Executive Budget Office
38	External Review and Report	Federal Program Review Forms	Executive Budget Office	State	Annually	TBD	Detail listing by Federal grant for request Federal authorization.	Executive Budget Office
39	External Review and Report	Quarterly Accident Summary	Department of Administration	State	Quarterly	July 8, 2019	# of cars, miles driven, details of accidents for state-owned and agency-owned vehicles.	<a href="http://www.admin.sc.gov">www.admin.sc.gov</a>
40	External Review and Report	Information Security and Privacy Survey	Dept of Administration/Division of Technology	State	Annually	August 8, 2019	Agency's current security and privacy position.	Request from Division of Technology
41	External Review and Report	IT Data Collection and Planning	Department of Administration	State	Annually	July 31, 2019	Any IT or Telecommunications purchasing plans for the next fiscal year.	<a href="http://www.itplan.sc.gov">www.itplan.sc.gov</a>
42	External Review and Report	SFAA Procurement Reports	SC State Fiscal Accountability Authority	State	Quarterly	July 15, 2019	Sole Source Procurements, Emergency Procurements, Illegal Procurements, Record of Applied Preferences, Procurements Using 10% Rule, Trade-In Sales.	SFAA online portal
43	External Review and Report	Minority Business Report	SC Small and Minority Business Contracting and Certification	State	Quarterly	July 15, 2019	Total dollar value of funds expended, vendor information, and number of solicitations to SMBCC during quarter.	Request from SMBCC
44	External Review and Report	Master Reporting Checklist	Comptroller General	State	Annually	July 5, 2019	Questionnaire completed in preparation for State's Comprehensive Annual Financial Report.	Comptroller General
45	External Review and Report	Cash and Investments Reporting Package	Comptroller General	State	Annually	July 19, 2019	Petty cash balances, investments not managed by STO, composite reservoir accounts.	Comptroller General
46	External Review and Report	Loans Receivable Reporting Package	Comptroller General	State	Annually	July 19, 2019	Beginning and ending loans receivable balances and annual activity.	Comptroller General
47	External Review and Report	Litigation Reporting Package	Comptroller General	State	Annually	July 19, 2019	Payments to private attorneys, any threatened, on-going, or settled litigation.	Comptroller General
48	External Review and Report	Tax Revenue Reporting Package	Comptroller General	State	Annually	July 23, 2019	Taxes calculated and levied.	Comptroller General
49	External Review and Report	Other Receivables Reporting Package	Comptroller General	State	Annually	August 7, 2019	Accounts receivable balances at June 30 resulting from charges for services or commodities.	Comptroller General
50	External Review and Report	Miscellaneous Loss, Loss Liabilities and Commitments Reporting Package	Comptroller General	State	Annually	August 6, 2019	Report any losses, loss liabilities or commitments outstanding at June 30.	Comptroller General
51	External Review and Report	Operating Leases Reporting Package	Comptroller General	State	Annually	August 23, 2019	Information on leases regarding payment increases, terms, cancellations.	Comptroller General
52	External Review and Report	Fund Balance Reporting Package	Comptroller General	State	Annually	August 23, 2019	Classification of fund balance amounts by SCEIS fund.	Comptroller General

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Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
53	External Review and Report	Grant and Contribution Revenues Reporting Package	Comptroller General	State	Annually	September 13, 2019	Detail revenues from grants and contributions.	Comptroller General
54	External Review and Report	Accounts Payable Reporting Package	Comptroller General	State	Annually	September 13, 2019	Detail of any amounts owed at June 30 for goods or services that were not paid until the next fiscal year.	Comptroller General
55	External Review and Report	Capital Assets Reporting Package	Comptroller General	State	Annually	September 13, 2019	Detail and summary information on beginning and ending capital asset balances; additions, retirements, impairments or transfer of assets during the fiscal year.	Comptroller General
56	External Review and Report	Subsequent Events Reporting Package	Comptroller General	State	Annually	October 21, 2019	Review of all information previously submitted or new situations that occur subsequent to June 30 or reporting dates that should be noted on the State's CAFR.	Comptroller General
57	External Review and Report	Impacts of Act 7 on Competition	SC General Assembly	State	Other	April 11, 2019	Examine Act 7's effects by identifying any anti-competitive activities or violations of the terms and conditions of the electing LEC's contracts with residential or commercial customers.	hardcopy
58	External Review and Report	FHWA Form 571	SC DOT	State	Annually	November 30, 2018	Decal and Seat Mileage Revenues reported to USDOT.	SC DOT

<b>AGENCY NAME:</b>	Office of Regulatory Staff		
<b>AGENCY CODE:</b>	R060	<b>SECTION:</b>	073



## Fiscal Year 2020-21 Agency Budget Plan

### FORM A - BUDGET PLAN SUMMARY

<b>OPERATING REQUESTS (FORM B1)</b>	<b>For FY 2020-21, my agency is (mark "X"):</b>		
	<input type="checkbox"/>	Requesting General Fund Appropriations.	
	<input type="checkbox"/>	Requesting Federal/Other Authorization.	
	<input checked="" type="checkbox"/>	Not requesting any changes.	

<b>NON-RECURRING REQUESTS (FORM B2)</b>	<b>For FY 2020-21, my agency is (mark "X"):</b>		
	<input type="checkbox"/>	Requesting Non-Recurring Appropriations.	
	<input type="checkbox"/>	Requesting Non-Recurring Federal/Other Authorization.	
	<input checked="" type="checkbox"/>	Not requesting any changes.	

<b>CAPITAL REQUESTS (FORM C)</b>	<b>For FY 2020-21, my agency is (mark "X"):</b>		
	<input type="checkbox"/>	Requesting funding for Capital Projects.	
	<input checked="" type="checkbox"/>	Not requesting any changes.	

<b>PROVISOS (FORM D)</b>	<b>For FY 2020-21, my agency is (mark "X"):</b>		
	<input type="checkbox"/>	Requesting a new proviso and/or substantive changes to existing provisos.	
	<input type="checkbox"/>	Only requesting technical proviso changes (such as date references).	
	<input checked="" type="checkbox"/>	Not requesting any proviso changes.	

Please identify your agency's preferred contacts for this year's budget process.

	<i>Name</i>	<i>Phone</i>	<i>Email</i>
<b>PRIMARY CONTACT:</b>	Renee Herndon	803-737-0837	<a href="mailto:rherndon@ors.sc.gov">rherndon@ors.sc.gov</a>
	Mark Rhoden	803-737-1108	<a href="mailto:mrhoden@ors.sc.gov">mrhoden@ors.sc.gov</a>
<b>SECONDARY CONTACT:</b>			

I have reviewed and approved the enclosed FY 2020-21 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

	<i>Agency Director</i>	<i>Board or Commission Chair</i>
<b>SIGN/DATE:</b>	<i>Nanette S. Edwards</i>	
<b>TYPE/PRINT NAME:</b>	Nanette S. Edwards <i>9/20/2019</i>	

*This form must be signed by the agency head – not a delegate.*

<b>AGENCY NAME:</b>	Office of Regulatory Staff		
<b>AGENCY CODE:</b>	R060	<b>SECTION:</b>	0073

**FORM F – REDUCING COST AND BURDEN TO BUSINESSES AND CITIZENS**

<b>TITLE</b>	Consumer Tracking Database Upgrade
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*Provide a brief, descriptive title for this request.*

<b>EXPECTED SAVINGS TO BUSINESSES AND CITIZENS</b>	Upgrade will create efficiencies in customer care practices to ultimately yield cost savings to consumers
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*What is the expected savings to South Carolina’s businesses and citizens that is generated by this proposal? The savings could be related to time or money.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark “X” for all that apply:</b>
	<input type="checkbox"/> Repeal or revision of regulations.
	<input type="checkbox"/> Reduction of agency fees or fines to businesses or citizens.
	<input checked="" type="checkbox"/> Greater efficiency in agency services or reduction in compliance burden.
	<input type="checkbox"/> Other

<b>METHOD OF CALCULATION</b>	Improvement in trend analysis and consumer complaint tracking to allow for proactive intervention with utilities to ensure high-quality service and minimize customer complaints
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*Describe the method of calculation for determining the expected cost or time savings to businesses or citizens.*

<b>REDUCTION OF FEES OR FINES</b>	Not applicable
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*Which fees or fines does the agency intend to reduce? What was the fine or fee revenue for the previous fiscal year? What was the associated program expenditure for the previous fiscal year? What is the enabling authority for the issuance of the fee or fine?*

<b>REDUCTION OF REGULATION</b>	Not applicable
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*Which regulations does the agency intend to amend or delete? What is the enabling authority for the regulation?*

<b>AGENCY NAME:</b>	<b>Office of Regulatory Staff</b>		
<b>AGENCY CODE:</b>	<b>R060</b>	<b>SECTION:</b>	<b>0073</b>

**SUMMARY**

The upgrade to the current Consumer Tracking Database will allow ORS to track and link similar complaints by customer, premise, account, area and/or utility. ORS will be able to analyze trends in consumer complaints to proactively address issues with utilities to facilitate utilities' corrective action plans addressing the problems identified and minimize consumer complaints. The upgrade will also create efficiencies for the Consumer Services investigators. These efficiencies will allow more time for critical reviews of utilities consumer practices to determine potential non-compliance with PSC rules and regulations that gave rise to the issues underlying consumer complaints. More in-depth investigations will strengthen ORS's technical expertise and support of utility consumer practices, and ultimately upholds ORS' mission of preserving high quality utility services.

*Provide an explanation of the proposal and its positive results on businesses or citizens. How will the request affect agency operations?*

**Office of Regulatory Staff**  
**Current FY 2020 and New Budget Structure FY 2021**

Current Budget Structure FY20	FY 2020	New Budget Structure FY21	FY 2021
<b>I. Office of Executive Director</b>		<b>I. Office of Executive Director</b>	
Director (1.00)	\$ 175,117	Director (1.00)	\$ 178,619
Unclassified Positions (10.00)	\$ 959,961	Unclassified Positions (10.00)	\$ 956,459
Other Operating	\$ 1,738,347	Other Operating	\$ 1,738,347
Dual Party Relay Funds	\$ 4,165,696	Dual Party Relay Funds	\$ 4,165,696
<b>Total I. Office of Executive Director</b>	<b>\$ 7,039,121</b>	<b>Total I. Office of Executive Director</b>	<b>\$ 7,039,121</b>
	(11.00)		(11.00)
<b>II. Support Services</b>		<b>II. Support Services</b>	
Unclassified Positions (29.00)	\$ 1,712,276	Unclassified Positions (24.00)	\$ 1,512,276
Other Operating	\$ 300,000	Other Operating	\$ 300,000
<b>Total II. Support Services</b>	<b>\$ 2,012,276</b>	<b>Total II. Support Services</b>	<b>\$ 1,812,276</b>
	(29.00)		(24.00)
<b>III. Telecom, Trans, Water/Wastewater</b>		<b>III. ORS Programs (Telecom, Trans, Water/Wastewater, E&amp;G, Cons Svcs)</b>	
Unclassified Positions (16.00)	\$ 1,101,238	Unclassified Positions (39.00)	\$ 2,806,262
<b>Total III. Telecom, Trans, Water/Wastewater</b>	<b>\$ 1,101,238</b>	<b>Total III. ORS Programs</b>	<b>\$ 2,806,262</b>
	(16.00)	<b>(Telecom, Trans, Water/Wastewater, E&amp;G, Consumer Services)</b>	(39.00)
<b>IV. Electric and Gas</b>		<b>V. Employee Benefits Contributions</b>	
Unclassified Positions (18.00)	\$ 1,505,024	Total Benefits	\$ 1,936,034
<b>Total IV. Electric and Gas</b>	<b>\$ 1,505,024</b>	<b>Total ORS Legacy</b>	<b>\$ 13,593,693</b>
	(18.00)		(74.00)
<b>VI. Employee Benefits Contributions</b>		<b>IV. Energy Office</b>	
Total Benefits	\$ 1,936,034	<b>A. Energy Programs</b>	
<b>Total ORS Legacy</b>	<b>\$ 13,593,693</b>	Unclassified Positions (13.33)	\$ 775,247
	(74.00)	Other Personal Services	\$ 33,360
<b>V. Energy Office</b>		Other Operating Expenses	\$ 375,331
<b>A. Energy Programs</b>		Allocations Othe Entities	\$ 135,000
Unclassified Positions (13.33)	\$ 775,247	<b>VI. Employee Benefits</b>	\$ 285,616
Other Personal Services	\$ 33,360	<b>Total A. Energy Programs</b>	<b>\$ 1,604,554</b>
Other Operating Expenses	\$ 375,331		(13.33)
Allocations Othe Entities	\$ 135,000	<b>B. Radioactive Waste</b>	
<b>VI. Employee Benefits</b>	\$ 285,616	Unclassified Positions (4.67)	\$ 127,500
<b>Total A. Energy Programs</b>	<b>\$ 1,604,554</b>	Other Operating	\$ 94,924
	(13.33)	<b>VI. Employee Benefits</b>	\$ 46,168
<b>B. Radioactive Waste</b>		<b>Total B. Radioactive Waste</b>	<b>\$ 268,592</b>
Unclassified Positions (4.67)	\$ 127,500		(4.67)
Other Operating	\$ 94,924	<b>Total IV. Energy Office</b>	<b>\$ 1,873,146</b>
<b>VI. Employee Benefits</b>	\$ 46,168		(18.00)
<b>Total B. Radioactive Waste</b>	<b>\$ 268,592</b>	<b>V. Employee Benefits</b>	
	(4.67)	Employer Contributions	\$ 2,267,818
<b>Total V. Energy Office</b>	<b>\$ 1,873,146</b>	<b>Total VI. Employee Benefits</b>	<b>\$ 2,267,818</b>
	(18.00)		
<b>VI. Employee Benefits</b>		<b>Total Office of Regulatory Staff</b>	<b>\$ 15,466,839</b>
Employer Contributions	\$ 2,267,818		(92.00)
<b>Total VI. Employee Benefits</b>	<b>\$ 2,267,818</b>		
<b>Total Office of Regulatory Staff</b>	<b>\$ 15,466,839</b>		
	(92.00)		

ORS will combine the Telecom, Transportation, Water/Wastewater, Electric and Gas, and Consumer Services programs into ORS Programs (Telecom, Trans, Water/Wastewater, E&G, Consumer Services). Support Services currently includes Audits, Administration, and Consumer Services. ORS would move Consumer Services to ORS Programs and keep Audits and Administration as Support Services. Restructuring requires renumbering programs.

## AGENCY RESTRUCTURING REQUEST FY 2020-21

Agency: [Office of Regulatory Staff](#)

Agency Code: [R060](#)

Please complete all sections below as justification for restructuring requests. A restructuring request is necessary when the outline format of the Appropriations Act is changed (I.A.1.a.). A side-by-side view of the current structure compared to the proposed structure must be attached to the request submission. Once new program numbers have been assigned by EBO, the Restructuring Request Detail spreadsheet must be completed.

- Does the restructuring request involve multiple agencies? If so, please list the agency codes and titles.

RESPONSE: [No, only ORS](#)

- Is this request required by recent legislation? If so, include the Act number and appropriate code sections.

RESPONSE: [No legislation](#)

- If not required by legislation, explain the need for the restructuring request.

RESPONSE: [Reorganizing the structure in the Appropriations Act will reflect the actual organizational structure of the agency and support the budget presented to the Governor's Office, Executive Budget Office, Public Utilities Review Committee, and Legislature.](#)

- Explain any impact on personnel costs and include any positions affected by this request.

RESPONSE: [No effect on positions other than combining multiple programs into one. See side by side comparison.](#)

- List new State Funded Programs needed to accomplish the restructuring request and why these are necessary.

RESPONSE: [One new State Funded Program titled ORS Programs \(Telecommunications, Transportation, Water/Wastewater, Electric & Gas, Consumer Services\)](#)





<b>Transportation and Regulatory Subcommittee Proviso Summary</b>			
<b>Proviso # in FY 19-20 Act</b>	<b>Proviso Title</b>	<b>Short Summary</b>	<b>Agency Recommended Action (keep, change, delete, add)</b>
73.1	Transportation Fee Refund	ORS can refund fees paid in error by regulated transportation companies	Keep
73.2	Assessment Certification	ORS will provide DOR with assessments by utility along with a certification letter of ORS budget	Keep
73.3	Assessment Adjustments	Allows ORS flexibility in resolving over or under payments by regulated entities	Keep
73.4	SSEB Annual Dues	Directs ORS to pay SSEB dues from the identified fund pursuant to S.C. Code Ann. §13-7-410, et. seq.	Keep
73.6	Energy Efficient Manufactured Homes	The Energy Efficient Manufactured Homes Incentive Program shall be extended through FY20 and ORS Energy Office shall administer the program.	Keep

**Office of Regulatory Staff  
Carryforward Cash Balances  
at June 30, 2019**

<b>ORS:</b>	<u>Fund</u>	<u>Ending Balance</u>
Operating Revenue	30350000	\$ 1,256,146.39
 <b>Energy Office:</b>		
Special Operating	34170000	\$ 209,334.96
Diamond Shamrock	47150000	\$ 332,175.48
Oil Overcharge Stripper Well Litigation	47440000	\$ 1,674,371.76
Total Energy Office		<u>2,215,882.20</u>

The ending cash balances above reflects our agency's operating funds. This is our agency's closet equivalent to an agency with General Fund carryforward.

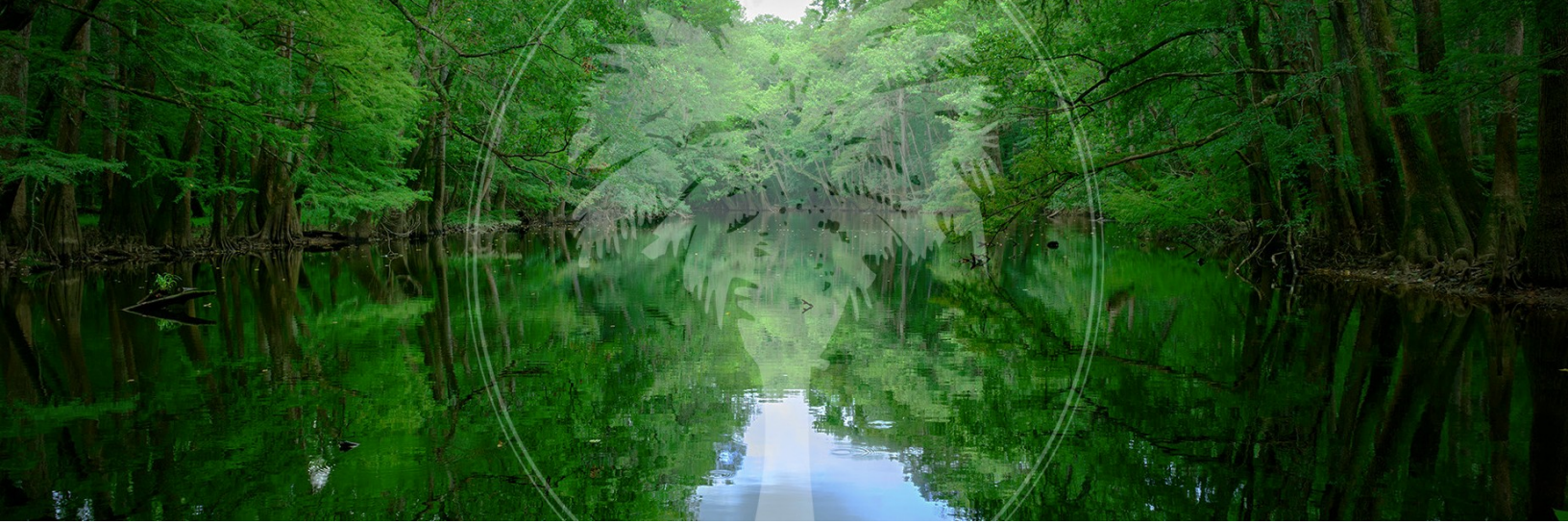
**FTE Breakdown**

Authorized:

Other Funded	84
Federal Funded	8
Total Authorized	92

Filled:

Other Funded	60
Federal Funded	8
Total Filled	68



## Key Officials

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**Dawn Hipp-** *Chief Operating Officer*  
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**Jeff Nelson-** *Chief Legal Officer*  
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**Brittany Waring-** *Legislative Liaison*  
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## Highlights

**Restructured Agency-** Reorganized and returned agency to appropriate staffing levels to ensure quality consumer representation; added legislative liaison to coordinate constituent concerns.

**Rate Cases-** SCANA/Dominion Abandonment and Merger & Duke Energy Carolina and Progress

**Energy Office-** Energy Efficiency Roadmap, Electric Vehicle Case Study, Energy Consumer Portal Project

## Projects

- **Marketing and Communications Committee-** Reviewing ORS brand, written material, and outreach programs to be more consumer friendly.
- **Information Technology Improvements-** New Consumer friendly website, on-line credit card processing, e-ticketing for transportation inspectors.
- **Consumer Protection-** Collaborative efforts to improve Consumer support and protection (Code of Conduct, Consumer Data Protection, Solar Leasing Consumer Protection, etc.)
- **Workshops and Reviews-** Electric Cooperatives and Universal Service Fund

## Budget

The ORS is not seeking any additional budget authorization. ORS does not receive General Funds Appropriations. ORS proposes to restructure the presentation of the agency's budget in the Appropriation Act to reflect the internal organizational structure of the agency and change in mission.

## FY 18-19 Savings to Consumers

Piedmont Natural Gas RSA	\$6,823,392
SCE&G RSA	\$979,745
Duke Energy Carolinas Rate Case	\$123,876,000
Duke Energy Progress Rate Case	\$26,568,000
Kiawah Island Utility	\$314,217
Palmetto Wastewater Reclamation	\$288,249
<b>TOTAL</b>	<b>\$158,849,603</b>

## FY 18-19 Consumer Services: Amounts Returned

Telecommunications	\$1,661.78
Electric	\$340,465.81
Gas	\$23.00
Sewer	\$126,940.86
Water	\$3,016.27
<b>TOTAL</b>	<b>\$472,107.72</b>