

South Carolina House of Representatives

Ways and Means

Transportation and Regulatory
Subcommittee



Public Service Commission of South Carolina

Budget Report

2019

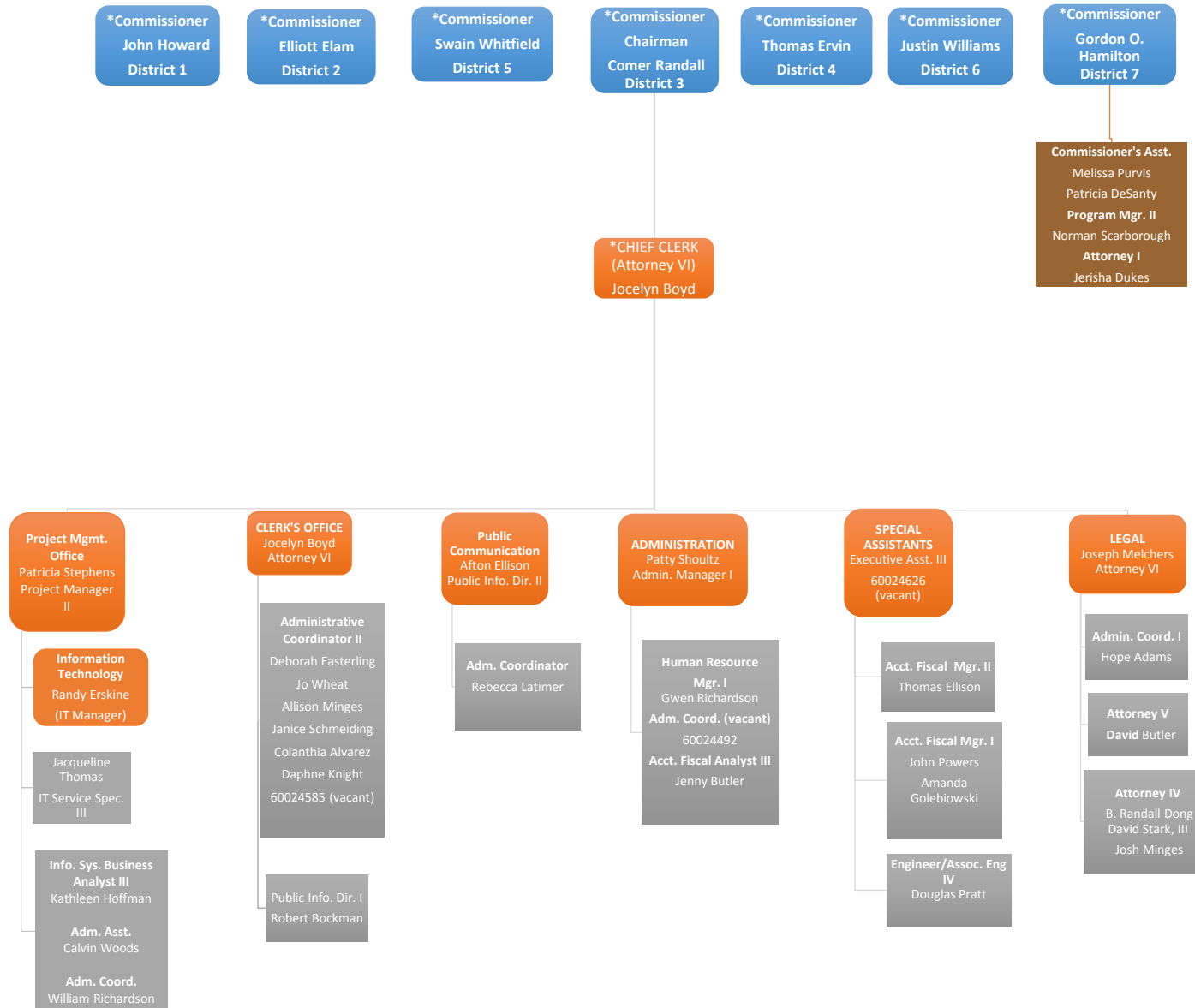
Key Officials

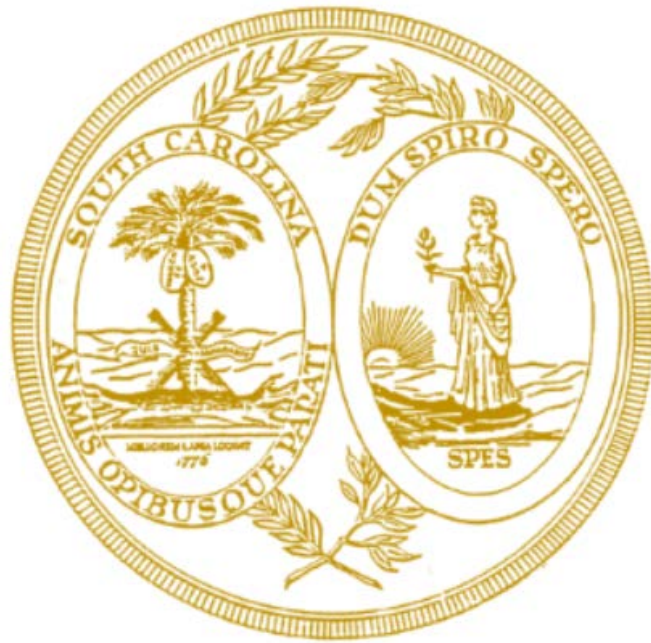
Chief Clerk/Administrator
Jocelyn Boyd
Columbia, SC
(803) 896-5100

Public Service Commission of South Carolina

Organizational Chart

January 2019





Public Service Commission of South Carolina
Accountability Report
Fiscal Year 2017-2018

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R040 | SECTION: | 72 |

Fiscal Year 2017-18 Accountability Report

SUBMISSION FORM

| | |
|-----------------------|--|
| AGENCY MISSION | <p>To serve the public by providing open and effective regulation and adjudication of the state's public utilities, through consistent administration of the law and regulatory process.</p> |
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| AGENCY VISION | <p>At the Public Service Commission of South Carolina, our vision is to be a global leader of investor-owned public utilities regulation by adhering to and embracing the highest level of impartiality, excellence, professionalism, and transparency.</p> |
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.


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


Please identify your agency's preferred contacts for this year's accountability report.

| | | | |
|---------------------------|--------------------|---------------------|--|
| PRIMARY CONTACT: | <u>Name</u> | <u>Phone</u> | <u>Email</u> |
| SECONDARY CONTACT: | Afton Ellison | 803-896-5205 | Afton.Ellison@psc.sc.gov |
| | Jocelyn Boyd | 803-896-5114 | Jocelyn.Boyd@psc.sc.gov |

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I have reviewed and approved the enclosed FY 2017-18 Accountability Report, which is complete and accurate to the extent of my knowledge.

| | |
|---|---|
| AGENCY DIRECTOR (SIGN AND DATE): |  |
| (TYPE/PRINT NAME): | Jocelyn Boyd |

| | |
|--|--|
| BOARD/CMSN CHAIR (SIGN AND DATE): |  |
| (TYPE/PRINT NAME): | The Honorable Thomas C. Alexander |

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| AGENCY NAME: | Public Service Commission | | |
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AGENCY'S DISCUSSION AND ANALYSIS

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

The mission of the Public Service Commission of South Carolina is to serve the public by providing open and effective regulation and adjudication of the state's public utilities, through consistent administration of the law and regulatory process. The State Regulation of Public Utilities Review Committee serves as the joint legislative committee that oversees the operations of the Commission as a result of Act 175 and is chaired by Senator Thomas Alexander.

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

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

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

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

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

The Commission's primary duty is to adjudicate cases involving the state's investor-owned utilities. This past fiscal year, the Commission opened 427 new dockets, including non-docketed items, held 60 hearings, issued 327 orders, and 475 directive orders. In 2016-2017, the PSC issued 385 orders and 476 directive orders. A total of 5,690 matters were posted on the Commission's Docket Management System (DMS). The Commission also held 35 Commission Business Meetings during the year.

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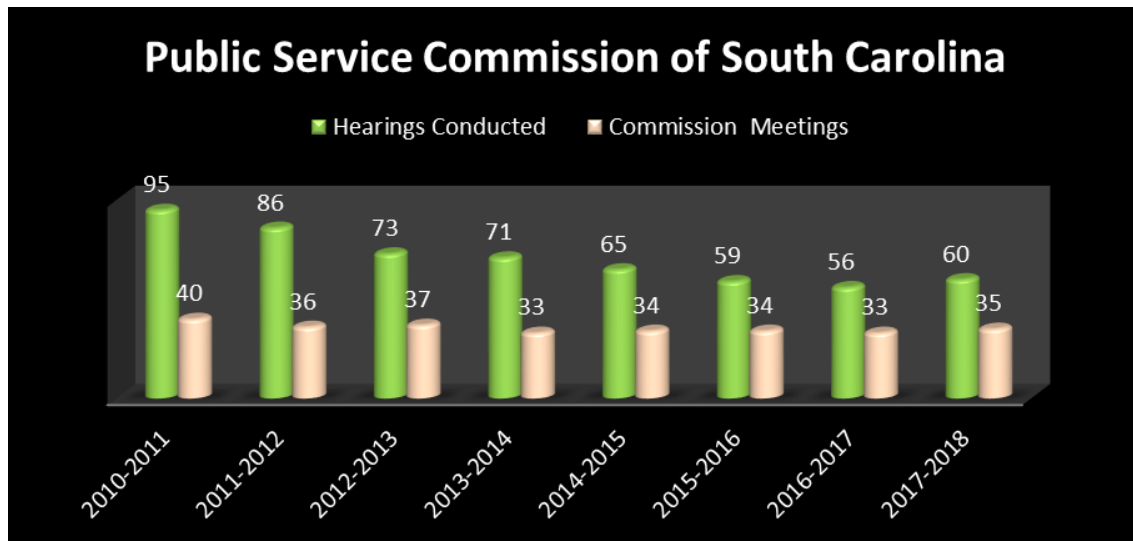
| DMS Statistics | | |
|-----------------------|---------------------|-------------------------------|
| Fiscal Year | New Dockets* | Total Matters Posted** |
| 2013-2014 | 503 | 6217 |
| 2014-2015 | 471 | 5840 |
| 2015-2016 | 474 | 7599 |
| 2016-2017 | 425 | 5765 |
| 2017-2018 | 427 | 5690 |

*Includes Non-Docketed Items (NDI)

**Does Not Include NDI Matters

| Non-Docketed Items* | |
|----------------------------|-------------------------------------|
| Fiscal Year | Number of Non-Docketed Items |
| 2013-2014 | 25 |
| 2014-2015 | 41 |
| 2015-2016 | 44 |
| 2016-2017 | 52 |
| 2017-2018 | 34 |

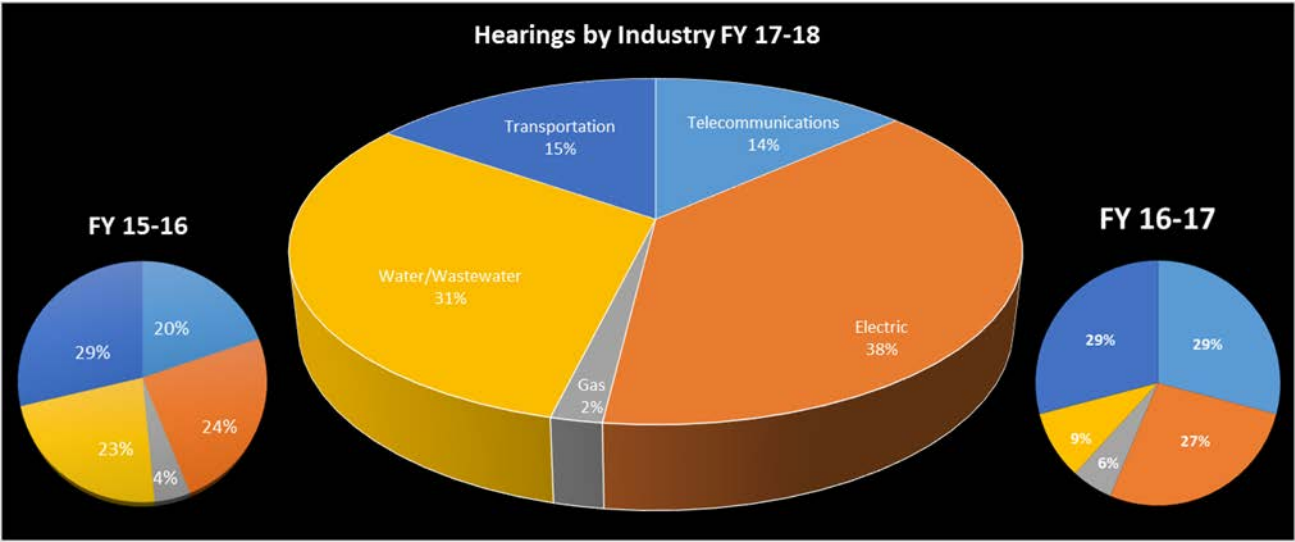
*Non-Docketed Items are uncontested cases.



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The Commission’s hearings encompass the electric, gas, telecommunications, transportation, water, and wastewater industries. There continues to be a steady number of hearings within the electric industry due to the impact of new issues which must be addressed from a regulatory standpoint. Some of these issues include solar programs and energy efficiency programs, and the V.C. Summer Nuclear Station.



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

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| Commissioner Howard District 1 | <p>Member - NARUC Committee on Water</p> <p>Member – NARUC Board of Directors</p> <p>Member – NARUC Transportation Task Force</p> <p>Director - NARUC Utility Rate School</p> <p>Member - NARUC Subcommittee on Clean Coal and Carbon Sequestration</p> <p>Chairman – NARUC Subcommittee on Education and Research</p> <p>Member – Advisory Council for the Center for Public Utilities at New Mexico State University</p> <p>Member – Advisory Council for the Financial Research Institute of the University of Missouri</p> <p>Member – Electric Power Research Institute Advisory Council</p> |
| Commissioner Elam District 2 | <p>Member – NARUC Committee on Telecommunications</p> <p>Member – FCC Federal-State Joint Conference on Advanced Telecommunications Services</p> |
| Commissioner Randall District 3 | <p>Co-Vice Chairman– NARUC Committee on Water</p> <p>Member – NARUC Subcommittee on Nuclear Issues Waste Disposal</p> <p>Member – Task Force on Military Workforce Development</p> <p>Member – Nuclear Waste Strategy Coalition</p> |
| Commissioner Fleming District 4 | <p>Member - NARUC Committee on Critical Infrastructure</p> <p>Member - NARUC Committee on Electricity</p> <p>President – National Council on Electricity Policy (NCEP)</p> <p>Board Member - National Regulatory Research Institute (NRRI)</p> <p>Member - NRRI Investment Committee</p> <p>President - Advisory Council for the Center for Public Utilities at New Mexico State University</p> |
| Commissioner Whitfield District 5 | <p>Co Vice-Chairman - NARUC Committee on Critical Infrastructure</p> <p>Member – NARUC Washington Action Committee</p> <p>Member – NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member - NARUC Committee on Gas</p> <p>Chairman – Gas Technology Institute Advisory Board</p> <p>President – Southeastern Association of Regulatory Utility Commissioners</p> <p>Member – NARUC-US DOE Gas Infrastructure Modernization Partnership</p> |

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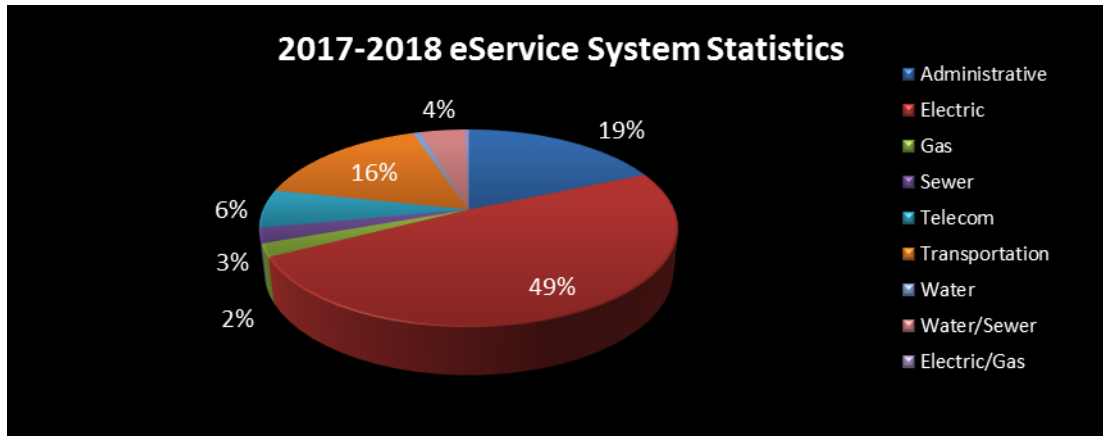
| | |
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| Commissioner Bockman District 6 | *Specially Appointed by Governor Henry McMaster – Assumed Commissionership November 8, 2017 |
| Commissioner Hamilton District 7 | Member - NARUC Nuclear Issues and Waste Disposal Subcommittee Member – NARUC Board of Directors Member – NARUC Committee on Gas Member – NARUC Subcommittee on Clean Coal and Carbon Management |
| Commission Staff | Member – NARUC Staff Subcommittee on Information Services Member – NARUC Staff Subcommittee on Accounting and Finance Member – NARUC Staff Subcommittee on Electricity Member – NARUC Staff Subcommittee on Water Chairman – NARUC Staff Subcommittee on Nuclear Issues and Waste Disposal Member – North American Electric Reliability Corporation (NERC) Compliance and Certification Committee Member – NARUC Staff Subcommittee on Telecommunications |

During the year, the PSC continued the implementation of its Docket Management System (DMS) eService Enhancement Project. The Project is to be implemented in four phases. Phase II began during the fiscal year, and focused on the following DMS enhancements: DMS search optimization, a replacement for the software that sends Daily Activity Reports, and integration of text alerts into the DMS' code. The Project's ultimate goal is to have all electronically filed documents automatically eServed to all Parties of Record in a docket upon filing. Phase II will be completed and Phase III implementation will begin during fiscal year 2018-2019.

The Commission executed a more robust digital communications program during the year to increase the transparency of the Agency's operations. This plan included the use of mobile-text alerts, digital newsletters, and pop-up surveys on the Commission's DMS. The PSC continued to use its Twitter account and created a Facebook account to keep followers up to date on current PSC news, meetings, filings, and other items affecting utility consumers and companies regulated by the Commission. Additionally, the PSC partnered with The State Media Company to create a [utility consumer education website](#). The objective of the site is to increase public awareness and knowledge about the PSC's role in the community and how it serves the citizens of South Carolina. The user-friendly site educates the public on the Commission's role, services, and processes in an easily digestible format.

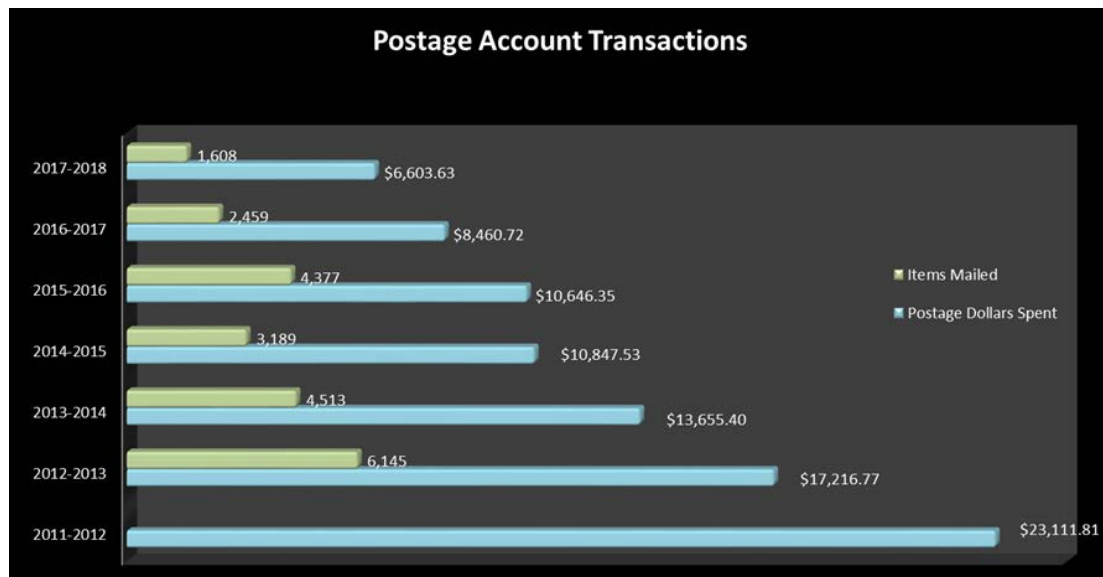
During the 2017-2018 fiscal year, the Commission continued to use its eService System to serve matters and orders to parties of record in a docket. The system continues to be an effective and efficient resource for delivering matters and orders in a timely manner. The following chart and table provides a breakdown of the items served via the system by industry. The electric industry continues to be the most active. An administrative docket concerning the Tax Cuts and Jobs Act was opened during the year, and is the reason for the increase in those types of matters.

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| Matters & Orders Served to Party Representatives via eService System Breakdown | | | | |
|---|------------------------------|------------------------------|------------------------------|------------------------------|
| Industry | Fiscal Year 2014-2015 | Fiscal Year 2015-2016 | Fiscal Year 2016-2017 | Fiscal Year 2017-2018 |
| Administrative | 15 | 34 | 52 | 2938 |
| Electric | 2478 | 2664 | 3746 | 7741 |
| Gas | 209 | 298 | 308 | 339 |
| Sewer | 178 | 109 | 80 | 392 |
| Telecommunications | 609 | 899 | 1767 | 994 |
| Transportation | 991 | 1823 | 2513 | 2608 |
| Water | 18 | 38 | 69 | 106 |
| Water/Sewer | 143 | 405 | 380 | 651 |
| Electric/Gas | 19 | 0 | 1 | 66 |
| Railroad | 0 | 0 | 8 | 0 |
| TOTALS | 4,660 | 6,270 | 8,924 | 15,835 |

Since the introduction of the eService System, the Commission has seen a reduction in postage costs of over \$16,500 over the past seven years. The following Postage Account Transactions chart shows the reduction in postage transactions over the past seven years, and includes the number of items mailed throughout these years. This significant cost reduction is attributable to the Commission's eService System and highlights the benefit of its use.



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The Public Service Commission performs an annual exercise of developing performance measures in the areas that are critical to the successful operation of the Agency. The Agency's Strategic Plan will serve as guidance in the performance measurement development process.

Subsection I: Risk Assessment and Mitigation Strategies

- I. Optimize the Effectiveness of Commission Processes and Systems**
 - a. Potential Most Negative Impact: Increased operational costs and ineffective Commission processes and systems.
 - b. Outside Help to Mitigate Impact: External IT contractor hired to ensure the Commission's online databases operate effectively.
 - c. Options for General Assembly: Meeting resource and funding needs.
- II. Promote Operational Excellence**
 - a. Potential Most Negative Impact: Insufficient transparency of Commission operations results in public distrust and lack of public knowledge about the PSC's processes and procedures.
 - b. Outside Help to Mitigate Impact: Procurement of digital media resources to effectively communicate the PSC's role and resources available to consumers.
 - c. Options for General Assembly: Meeting resource and funding needs.
- III. Embrace Risk Management**
 - a. Potential Most Negative Impact: Without risk awareness and planning, the PSC risks increased costs and lacks preparedness for adverse events.
 - b. Outside Help to Mitigate Impact: Partnership with DTO to ensure integrity of IT Systems and online databases, and other external security vendors.
 - c. Options for General Assembly: Meeting resource and funding needs.
- IV. Maintain Commitment to an Engaged Adjudicatory Process**
 - a. Potential Most Negative Impact: Ineffective regulation of the state's public utility sector.
 - b. Outside Help to Mitigate Impact: Outside experts, memberships and participation in national organizations.
 - c. Options for General Assembly: Meeting resource and funding needs.

Subsection II: Restructuring Recommendations

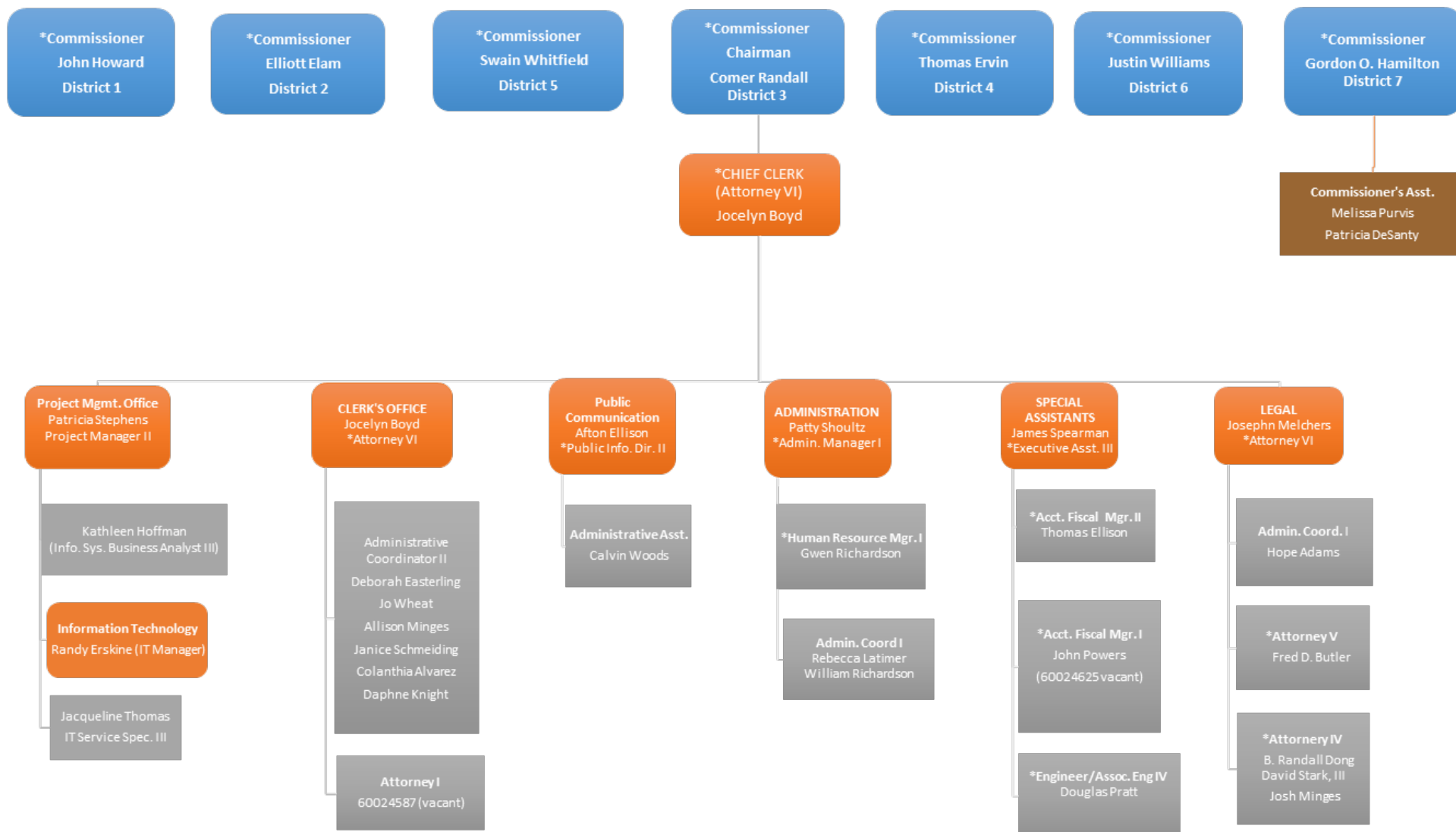
- I. Recommendation #1:**
 - a. Description: Increased FTEs to expand transparency of Commission meetings and other operations.
 - b. Anticipated Benefit: Increased public knowledge of Agency operations and better understanding of Commission matters and decisions.
 - c. Stage of Change Analysis: Beginning to incorporate more explanation of high-interest Commission Agenda Items through visual charts and graphs during Commission meetings.
 - d. Presented and Approved by Board/Commission: PSC Chairman has approved the expanded transparency initiative.
 - e. Needed to Implement Change: Approval of increased FTE positions.

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II. Recommendation #2:

- a. Description: Reconfiguration of the Commission's Hearing Room to include technology upgrades and inputs for electricity and network connections.
- b. Anticipated Benefit: Increased effectiveness and efficiency of Commission proceedings and meetings.
- c. Stage of Change Analysis: Idea.
- d. Presented and Approved by Board/Commission: Not yet presented.
- e. Needed to Implement Change: Funding.

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| Strategic Planning and Performance Measurement Template | | | | | | | | | | | | |
|---|------|---|----------|--|---|--|--|------------------------------|--|------------------------------|---|---------------------------|
| Statewide Enterprise Strategic Objective | Type | Item # | | | Description | Base | 2017-18 | Actual | Time Applicable | Data Source and Availability | Calculation Method | Meaningful Use of Measure |
| | | Goal | Strategy | Measure | | | Target | | | | | |
| Maintaining Safety, Integrity and Security | G | 1 Optimize Effectiveness of Commission Processes and Systems | | | | | | | | | | |
| | S | 1.1 The Commission will use technology to increase its effectiveness. | | | | | | | | | | |
| | M | | 1.1.1 | Maintain the Order Index System by adding orders issued in 2017-2018. | 0 | All Orders Issued July 1, 2017-June 30, 2018 | 802 | July 1, 2017 - June 30, 2018 | DMS Orders Index System, SC Code of Laws 58-3-140(C) | | The DMS Order Index System is an online system that cross-references Commission orders by case name and keywords. By keeping the system up to date, users can search the database more effectively and efficiently. | |
| | M | | 1.1.2 | Monitor the Docket Management System (DMS) activity through Google Analytics to understand stakeholder interest. | Monitor Monthly | Monitor Monthly | Monitor Monthly | July 1, 2017 - June 30, 2018 | Google Analytics, monthly | | The Commission uses information obtained from Google Analytics to tailor its communications approach in news and website postings to matters that interest stakeholders the most. | |
| | M | | 1.1.3 | Market eService System to parties of record to reduce costs and increase efficiency. | 618 Transportation Carriers on System | 720 | 794 | July 1, 2017 - June 30, 2018 | eService System | | Additional transportation carriers registered on the eService System increases efficiency and reduces postage costs. | |
| | S | 1.2 | | | The Commission will improve internal efficiencies through the implementation of new systems and enhancements to existing systems. | | | | | | | |
| | M | | 1.2.1 | Implement Phase II of the Docket Management System (DMS) eService Enhancement Project. | Begin Phase II of the Project Plan | Completion of Phase II | Completed 22 items of Phase II, 15 items are in progress | July 1, 2017 - June 30, 2018 | Internal Documentation | | The Project is to be completed in 4 phases, completion is dependent upon budget and other resource availability. The end goal of the project is to increase the effectiveness and efficiency of the eService System to imitate the US District Court's electronic service system. | |
| | M | | 1.2.2 | Implement Quarterly IT Operational Plan for 2017-2018. | Creation of IT Quarterly Plan | Implement Quarterly IT Operational Plan | Quarterly IT Plan was reviewed and implemented | July 1, 2017 - June 30, 2018 | Internal Documentation | | The quarterly plan is a tool for the agency to ensure it meets its IT and information security goals for the 2018 fiscal year. | |
| Government and Citizens | G | 2 Promote Operational Excellence | | | | | | | | | | |

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|---|------|--------|----------|---------|--|---|--|--|------------------------------|-------------------------------|--------------------|---|
| Statewide Enterprise Strategic Objective | Type | Item # | | | Description | Base | 2017-18 | Actual | Time Applicable | Data Source and Availability | Calculation Method | Meaningful Use of Measure |
| | | Goal | Strategy | Measure | | | Target | | | | | |
| | S | | 2.1 | | The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the Commission's regulatory mission and vision. | | | | | | | |
| | M | | 2.1.1 | | Implement mobile text-alert system for users to receive Commission Business Meeting Agendas. | Sire Mobile Subscription Procured | Implement mobile text-alerts for Commission Business Meeting Agendas | The code for mobile text-alerts was embedded into the DMS code during the year. The service allows subscribers to receive Commission Business Meeting Agendas in real time as they are posted to the DMS. There are currently 49 subscribers using this service. | July 1, 2017 - June 30, 2018 | Text PSCAGENDAS to 39492 | | As part of the Commission's expanded communications platform, mobile text-alerts is another way for the PSC to communicate with its stakeholders quickly and efficiently. The Commission plans to expand the use of mobile text-alerts in the future. |
| | M | | 2.1.2 | | Implement and monitor PSC ad campaign with the State Newspaper. | Need to communicate PSC's mission and operations information more effectively with stakeholders realized. | Create a consumer education website in partnership with The State Media Company, including the creation of 2 native articles to promote the website. | The Commission worked with The State Media Company to consolidate the most important consumer related information from its website into a consumer education site. The Commission also assisted in the drafting of 2 native articles to promote the website. The native articles will be released during the 2019 Fiscal Year. | July 1, 2017 - June 30, 2019 | http://scutilityconsumer.com/ | | The creation of a utility consumer education website illustrates the PSC's commitment to engaging with its stakeholders more effectively. The website explains the Commission's role in utility regulation, and includes information on how consumers can get involved in the regulatory process and stay informed. |

| Strategic Planning and Performance Measurement Template | | | | | | | | | | | | |
|---|------|--------|-------------------------|---------|--|---|---|--|------------------------------|---|--------------------|---|
| Statewide Enterprise Strategic Objective | Type | Item # | | | Description | Base | 2017-18 | Actual | Time Applicable | Data Source and Availability | Calculation Method | Meaningful Use of Measure |
| | | Goal | Strategy | Measure | | | Target | | | | | |
| | M | | 2.1.3 | | Create a Transparency tab on the PSC's website. | No Transparency Tab available on PSC website | Create and maintain Transparency Tab on PSC website | A Transparency Tab was created and maintained on the PSC's website. The landing page consolidates PSC reports, meeting minutes, archives of live streamed events, and ways to stay in touch with the Commission. | July 1, 2017 - June 30, 2018 | http://www.psc.sc.gov/aboutus/Pages/AgencyTransparency.aspx | | The Transparency Tab gives stakeholders an open view of the Commission's operations. |
| | S | | 2.2 | | The Commission commits to promoting forward thinking by, in part, anticipating and forecasting future necessary expenditures and documenting life cycles of existing assets to effectively manage its resources. | | | | | | | |
| | M | | 2.2.1 | | Continue forecasting by analyzing and updating the PSC IT Strategic Roadmap 2018-2027. | 2018-2027 IT Strategic Roadmap created | Review and update the roadmap as the need arises | The Commission held weekly meetings in order to manage its ongoing IT projects, and held 2 big meetings to update and analyze the strategic roadmap | July 1, 2017 - June 30, 2018 | Internal Documentation | | The IT Strategic Roadmap is an important planning document for the agency's IT and information security goals over the next 10 years. |
| | M | | 2.2.2 | | Document and monitor life cycles of existing assets. | Assets documented, but life cycles of these assets undocumented | Document and monitor life cycles of existing assets | The Commission researched and documented projected life cycle's of its existing IT assets. The life cycle documentation allows the agency to anticipate future IT needs and expenditures. | July 1, 2017 - June 30, 2018 | Internal Documentation | | The documentation of life cycles for Commission assets assists the Commission in its annual budget forecasting and planning. |
| Maintaining Safety, Integrity and Security | G | 3 | Embrace Risk Management | | | | | | | | | |
| | S | | 3.1 | | Create a culture of risk awareness through the development, implementation and maintenance of an enterprise risk management program. | | | | | | | |

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|---|------|--------|----------|---------|--|---|--|---|------------------------------|------------------------------|--------------------|---|
| Statewide Enterprise Strategic Objective | Type | Item # | | | Description | Base | 2017-18 | Actual | Time Applicable | Data Source and Availability | Calculation Method | Meaningful Use of Measure |
| | | Goal | Strategy | Measure | | | Target | | | | | |
| | M | | | 3.1.1 | Create a risk management plan. | No Agency risk management plan in existence | Identify and analyze agency risks | The Commission created a risk management plan based on its strategic objectives. Based on the impact of identified risks, the Commission created a plan to mitigate, contingency plan, transfer, or avoid the risks. Highest priority risks were identified, and included issues pertaining to building security needs. | July 1, 2017 - June 30, 2018 | Internal Documentation | | Risk management planning allows the agency to foresee risks, estimate the impacts, and define responses to the issues. It also assists the agency in budget planning, as high priority risks are identified requiring action to mitigate. |
| | M | | | 3.1.2 | Research penetration testing and security audit. | Research conducted and quotes received | Research penetration testing and security audits, and obtain quotes from vendors | The Commission researched penetration testing and security audits. Quotes were obtained, and these security tests will be discussed further during the next fiscal year. A security scan of the Commission’s online systems began during the year, and will be completed in fiscal year 2019. | July 1, 2017 - June 30, 2018 | Internal Documentation | | These tests are important to ensure the integrity and security of the Commission's online systems, IT assets, and physical office space. |
| | S | | | 3.2 | Ensure information technology resources are utilized to implement continuing security initiatives. | | | | | | | |

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|---|------|--------|---|---------|--|--|---|---|------------------------------|------------------------------|--------------------|---|
| Statewide Enterprise Strategic Objective | Type | Item # | | | Description | Base | 2017-18 | Actual | Time Applicable | Data Source and Availability | Calculation Method | Meaningful Use of Measure |
| | | Goal | Strategy | Measure | | | Target | | | | | |
| | M | | 3.2.1 | | Construct an air lock system for building security. | Need for additional security identified, no air lock constructed | Complete construction of an air lock system | An air lock security system was constructed for building security. The air lock allows visitors to the agency to enter the main door of the agency, but holds them in a bulletproof room until Commission staff can verify their needs before they are allowed into the main suite of the Commission. | July 1, 2017 - June 30, 2018 | | | An identified risk to the agency pertained to building security. The Commission took action to enhance the building's security through the construction of the air lock system. |
| | M | | 3.2.2 | | Investigate implementation of an IP video security system. | Need for an IP video security system identified | Investigate implementation of an IP video security system and obtain quotes | The Commission investigated the implementation of an IP video security system by obtaining quotes for the system. The purchase of a video security system has been placed on hold until fiscal year 2019. | July 1, 2017 - June 30, 2018 | Internal Documentation | | An identified risk to the agency pertained to building security. The Commission plans to further enhance the building's security by implementing an IP video security system in the future. Obtaining quotes allows the agency to plan for budgetary needs. |
| | M | | 3.2.3 | | Investigate the implementation of a white noise system. | Need for a white noise system identified | Investigate implementation of a white noise system and obtain quotes | An investigation of a white noise system was also completed during the year. Quotes were obtained, but implementation was placed on hold until next fiscal year. | July 1, 2017 - June 30, 2018 | Internal Documentation | | An identified risk to the agency pertained to building security. The Commission plans to further enhance the building's security by implementing a white noise system in the future. Obtaining quotes allows the agency to plan for budgetary needs. |
| Education, Training, and Human Development | G | 4 | Maintain Commitment to an Engaged Adjudicatory Process | | | | | | | | | |
| | S | 4.1 | The Commission will provide expert staff support to the Commissioners through analysis and collaboration. | | | | | | | | | |

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| Strategic Planning and Performance Measurement Template | | | | | | | | | | | | |
|---|------|--------|----------|---------|---|--|--|--|--------------------|---|--------------------|---|
| Statewide Enterprise Strategic Objective | Type | Item # | | | Description | 2017-18 | | | Time Applicable | Data Source and Availability | Calculation Method | Meaningful Use of Measure |
| | | Goal | Strategy | Measure | | Base | Target | Actual | | | | |
| | M | | | 4.2.2 | Providing Commissioners and staff regular updates on ethical topics and developments. | Bi-Annual publication of "Ethics Watch" newsletter | Bi-Annual publication of "Ethics Watch" newsletter | The "Ethics Watch" newsletter was published twice during the fiscal year | 7/1/2017-6/30/2018 | SC Judicial Code of Conduct and Administrative Procedures Act | | Ethics newsletters provide updates on ethical topics and developments, and serve as a reminder to Staff and Commissioners of the commitment to uphold Judicial Conduct in all Commission and extra-curricular activities. |
| | M | | | 4.2.3 | Responding to ethical issues and providing targeted training if necessary. | No training necessary | No training necessary | No training necessary | 7/1/2017-6/30/2018 | | | Avoiding the need for targeted training shows the Commission's program for maintaining adherence to ethics laws and the Code of Judicial Conduct is working. |

| 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 | | | | |
| Maintaining Safety, Integrity and Security | G | 1Optimize Effectiveness of Commission Processes and Systems | | | | | | | | | | |
| | S | 1.1The Commission will use technology to increase its effectiveness. | | | | | | | | | | |
| | M | | 1.1.1 | | Maintain the Order Index System by adding orders issues in 2018-2019 | 0 | All Orders Issued July 1, 2018-June 30, 2019 | | July 1, 2018 - June 30, 2019 | DMS Orders Index System, SC Code of Laws 58-3-140(C) | | The DMS Order Index System is an online system that cross-references Commission orders by case name and keywords. By keeping the system up to date, users can search the database more effectively and efficiently. |
| | M | | 1.1.2 | | Monitor the Docket Management System (DMS) activity through Google Analytics to understand stakeholder interest | Monitor Monthly | Monitor Monthly | | July 1, 2018- June 30, 2019 | Google Analytics, monthly | | The Commission uses information obtained from Google Analytics to tailor its communication approach to news and website postings to matters that interest stakeholders the most. |
| | S | 1.2 | | | The Commission will improve internal efficiencies through the implementation of new systems and enhancements to existing systems. | | | | | | | |
| | M | | 1.2.1 | | Implement Phase IIB-3 and begin Phase III of the Docket Management System (DMS) eService Enhancement Project | Completed 22 items of Phase II, 15 items are in progress | Complete Phase II and Begin Phase III | | July 1, 2017- June 30, 2019 | Internal Documentation | | The Project is to be completed in 4 phases, completion is dependent upon budget and other resource availability. The end goal of the project is to increase the effectiveness and efficiency of the eService System to imitate the US District Court's electronic service system. |
| | M | | 1.2.2 | | Implement Quarterly IT Operational Plan for 2018-2019 | Creation of IT Quarterly Plan | Review and Implement Quarterly IT Operational Plan | | July 1, 2018 - June 30, 2019 | Internal Documentation | | The quarterly plan is a tool for the agency to ensure it meets its IT and information security goals for the 2018 fiscal year. |
| Government and Citizens | G | 2Promote Operational Excellence | | | | | | | | | | |
| | S | 2.1The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the Commission's regulatory mission and vision. | | | | | | | | | | |

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|---|------|--------|----------|---------|--|---|---|--------|------------------------------|---|--------------------|---|
| 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 | | | | |
| | M | | | 2.1.1 | Reinstate pop-up surveys on DMS and PSC website | Pop-up survey was implemented into DMS' code during Fiscal Year 2017-2018. Due to functionality issues, the survey was taken down in March 2018; however, the Commission intends to reinstate the survey during the 2019 Fiscal Year. | Reinstate pop-up Survey on DMS and PSC Website | | July 1, 2018 - June 30, 2019 | https://dms.psc.sc.gov/Web/Dockets | | Stakeholder engagement is an integral part of maintaining and improving the operation of the PSC's online systems and regulations. |
| | M | | | 2.1.2 | Monitor PSC ad campaign and consumer education website with the State Newspaper | Consumer Education website created and 1 native article drafted. | Monitor PSC ad campaign and work with the State Media Company to draft and release 2 native articles. | | July 1, 2017 - June 30, 2019 | http://scutilityconsumer.com/ | | The creation of a utility consumer education website illustrates the PSC's commitment to engaging with its stakeholders more effectively. The website explains the Commission's role in utility regulation, and includes information on how consumers can get involved in the regulatory process and stay informed. |
| | M | | | 2.1.3 | Procure and implement livestreaming video equipment | Using free livestream service through Periscope Application. Quotes obtained for procurement of the agency's video equipment. | Procure and implement livestreaming video equipment and begin livestreaming all Commission Business Meetings and some Hearings using the new equipment. | | July 1, 2018 - June 30, 2019 | | | The Commission is committed to maintaining transparent operations. The livestreaming equipment will allow the Commission to broadcast all of its proceedings and meetings to the public, allowing the Agency to meet this commitment. |
| | S | | | 2.2 | The Commission commits to promoting forward thinking by, in part, anticipating and forecasting future necessary expenditures and documenting life cycles of existing assets to effectively manage its resources. | | | | | | | |

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|---|------|--------|----------|--|---|---|--|--------|------------------------------|------------------------------|--------------------|--|--|
| 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 | | | | | |
| | M | | | 2.2.1 | Continue forecasting by analyzing and updating the PSC IT Strategic Roadmap 2019-2028 | 2019-2028 Strategic Roadmap created | Review and update the roadmap as the need arises | | July 1, 2018 - June 30, 2019 | Internal Documentation | | The IT Strategic Roadmap is an important planning document for the agency's IT and information security goals over the next 10 years. | |
| | M | | | 2.2.2 | Continue to monitor life cycles of existing assets | The Commission researched and documented projected life cycle's of its existing IT assets. The life cycle documentation allows the agency to anticipate future IT needs and expenditures. | Document and monitor life cycles of existing assets | | July 1, 2018 - June 30, 2019 | Internal Documentation | | The documentation of life cycles for Commission assets assists the Commission in its annual budget forecasting and planning. | |
| Maintaining Safety, Integrity and Security | G | | 3 | Embrace Risk Management | | | | | | | | | |
| | S | | 3.1 | Create a culture of risk awareness through the development, implementation and maintenance of an enterprise risk management program. | | | | | | | | | |
| | M | | | 3.1.1 | Review and update risk management plan | Risk Management Plan created, and high priority risks identified and mitigated | Review and update the risk management plan, continue identification of high priority risks | | July 1, 2018 - June 30, 2019 | Internal Documentation | | Risk management planning allows the agency to foresee risks, estimate the impacts, and define responses to the issues. It also assists the agency in budget planning, as high priority risks are identified that require action to mitigate. | |

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| 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 | | | | |
| | M | | | 3.1.2 | Implement monthly employee health and wellness initiatives | Employee health and wellness initiatives are communicated through a newsletter and periodic health-related emails | Implement monthly health and wellness related communications and activities | | July 1, 2018 - June 30, 2019 | | | By keeping employees informed of health and wellness related matters and implementing activities that promote a healthy lifestyle, the PSC can ensure a healthier and happier workforce, which leads to lower healthcare related costs. |
| | S | | | 3.2 | Ensure information technology resources are utilized to implement continuing security initiatives. | | | | | | | |
| | M | | | 3.2.1 | Conduct cybersecurity training | No cybersecurity training conducted during the 2017-2018 fiscal year | Conduct cybersecurity training | | July 1, 2018 - June 30, 2019 | | | As the cybersecurity landscape continues to evolve, it is important for Commissioners and Staff to stay abreast of current threats to IT security. Cybersecurity training will assist the agency in mitigating risks related to a security breach. |
| | - | | | 3.2.2 | Conduct a security audit and vulnerability scan | A vulnerability scan began during fiscal year 2017-2018, and is to be completed in 2018-2019 | Conduct a security audit and vulnerability scan | | July 1, 2017 - June 30, 2019 | | | These tests are important to ensure the integrity and security of the Commission's online systems, IT assets, and physical office space. |
| | - | | | 3.2.3 | Continue planning for building security, upgrades, budget and schedule | Building security has improved, but upgrades are still needed | Plan for building security needs, upgrades, budgeting and schedules | | July 1, 2018 - June 30, 2019 | | | The physical security of the Commission offices is of utmost importance. The Commission has recognized the need for improved security, and is working to ensure its budget allows for these improvements. |
| Education, Training, and Human Development | G | | | 4 | Maintain Commitment to an Engaged Adjudicatory Process | | | | | | | |
| | S | | | 4.1 | The Commission will provide expert staff support to the Commissioners through analysis and collaboration. | | | | | | | |
| | M | | | 4.1.1 | Holding in-house educational seminars on regulatory topics for Commissioners and Staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and Staff on emerging topics in the regulatory arena. | In-house educational sessions are held regarding current issues affecting the regulatory landscape | Holding in-house educational seminars on regulatory topics for Commissioners and Staff | | July 1, 2018 - June 30, 2019 | | | Holding in-house educational sessions on emerging issues and topics in the regulatory arena ensures the agency remains diligent and educated on issues that may come before the Commission. |

| 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 | | | | | |
| | M | | | 4.1.2 | Providing weekly updates by Staff to Commissioners. | 44 testimony summarizations were distributed during the 2017-2018 fiscal year | Provide weekly updates to Commissioners | | July 1, 2018 - June 30, 2019 | | | Testimony summarizations and other updates provided by Staff to Commissioners shows work product output of Staff to ensure the agency is prepared for the issues that come before it. | |
| | M | | | 4.1.3 | Participate in national organizations, including NARUC, SEARUC, & NRRI. | 60 National Association activities completed, including participation in webinars, teleconferences , seminars, and conferences | Remain active in national organizations | | July 1, 2018 - June 30, 2019 | | | Participation and leadership positions in national organizations provides the Commission the opportunity to promote South Carolina across the nation and world. Participation ensures South Carolina's and the Southeast's positions are represented on national issues. | |
| | S | | 4.2 | | The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct. | | | | | | | | |
| | M | | | 4.2.1 | Holding ethics seminars each year for Commissioners and Staff in accordance with SC Code of Laws 58-3-30 (C). | SC Code of Laws 58-3-30(C) requires Commissioners and Staff to complete 6 hours of Ethics Training annually | Agency Participation in 6 hours of Ethics Training | | 7/1/2018-6/30/2019 | SC Code of Laws 58-3-30 (C) | | Adherence to State ethics laws and the Code of Judicial Conduct is crucial to the operations of the Commission. The annual training exercise ensures Commissioners and Staff are aware and up to date of current laws and pending amendments. | |
| | M | | | 4.2.2 | Providing Commissioners and staff regular updates on ethical topics and developments. | Bi-Annual publication of "Ethics Watch" newsletter | Bi-Annual publication of "Ethics Watch" newsletter | | 7/1/2018-6/30/2019 | SC Judicial Code of Conduct and Administrative Procedures Act | | Ethics newsletters provide updates on ethical topics and developments, and serve as a reminder to Staff and Commissioners of the commitment to uphold Judicial Conduct in all Commission and extra-curricular activities. | |
| | M | | | 4.2.3 | Responding to ethical issues and providing targeted training if necessary. | No training necessary | No training necessary | | 7/1/2018-6/30/2019 | | | Avoiding the need for targeted training shows the Commission's program for maintaining adherence to ethics laws and the Code of Judicial Conduct is working. | |

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| Program Template | | | | | | | | | | |
|--|--|----------------------------------|--------------|---------|--------------|-------------------------------------|--------------|---------|--------------|---|
| Program/Title | Purpose | FY 2017-18 Expenditures (Actual) | | | | FY 2018-19 Expenditures (Projected) | | | | Associated Measure(s) |
| | | General | Other | Federal | TOTAL | General | Other | Federal | TOTAL | |
| Administrative (includes R040A00010, R040A00014, R040A00015, and R040B0010) | To manage the administrative operations of the Public Service Commission - Finance, Procurement, Human Resources, Commissioners, Project Management Office | | \$ 2,702,132 | | \$ 2,702,132 | | \$ 3,427,564 | | \$ 3,427,564 | 1.2.1, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.2.1, 2.2.2, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3, 4.2.1, 4.2.2, 4.2.3 |
| Clerk's Office (R040A00011) | Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity | | \$ 648,395 | | \$ 648,395 | | \$ 528,934 | | \$ 528,934 | 1.1.1, 1.1.2, 1.1.3, 1.2.1, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.2.1, 2.2.2, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3, 4.2.1, 4.2.2, 4.2.3 |
| Legal (R040A00012) | Serves as legal counsel in Commission proceedings, as well as advisors to Commissioners. | | \$ 790,563 | | \$ 790,563 | | \$ 855,965 | | \$ 855,965 | 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2.1, 4.2.2, 4.2.3 |
| Office of Advisory Staff (R040A00013) | Serves as accounting, economic and engineering advisors to the Commissioners. | | \$ 506,744 | | \$ 506,744 | | \$ 666,846 | | \$ 666,846 | 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2.1, 4.2.2, 4.2.3 |
| | | | | | | | | | | |
| Notes: | | | | | | | | | | |
| Administrative FY19 projected expenditures increased due to annual leave payouts as a result of the termination of the TERI program and other retirements, addition of the Project Management Office, and increased operating costs (security, video streaming, and hosting the consumer webpage). | | | | | | | | | | |
| | | | | | | | | | | |
| Clerk's Office FY19 projected expenditures were reduced due to the reduction in staff. | | | | | | | | | | |
| | | | | | | | | | | |
| Legal FY19 projected expenditures increased due to the legal expenditures involved in defending the Commission in the lawsuit filed by South Carolina Electric & Gas and allocation of major expenditures such as rent. | | | | | | | | | | |
| | | | | | | | | | | |
| Office of Advisory Staff FY19 projected expenditures increased due to additional staff, annual leave payout, and allocation of major expenditures such as rent. | | | | | | | | | | |

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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> |
|--------|------------------------------------|--------------|-------------|--|--|--|---|---|
| 1 | §58-3-10 | State | Statute | Grants the continuation of the existence of the Public Service Commission | No | No | | |
| 2 | §58-3-20 | State | Statute | The Commission is composed of seven members, elected by the General Assembly, states member requirements, and sets term length of four years | No | No | | |
| 3 | §58-3-30 | State | Statute | The Commissioners and Commission employees are bound by the Code of Judicial Conduct, as contained in Rule 501 of the South Carolina Appellate Court Rules, and state Commissioners and Commission employees must comply with the applicable requirements of Chapter 13 of Title 8, and are required to complete six hours of annual ethics training | No | Yes | Other service or product our agency must/may provide | Completion of 6 hours of Ethics Training annually |
| 4 | §58-3-60 | State | Statute | Sets the authority of Commission employment and limitations of Commission duties | No | No | | |
| 5 | §58-3-140 | State | Statute | Authority to regulate public utilities | Yes | Yes | Board, commission, or committee on which someone from our agency must/may serve | |
| 6 | §58-3-170 | State | Statute | Sets the authority of the Commission to fix agreements, contracts, and rates between common carriers and telephone and telegraph companies | Yes | Yes | Other service or product our agency must/may provide | State regulation of fixing agreements, contracts, and rates between common carriers and telephone and telegraph companies |
| 7 | §58-1-10 et seq | State | Statute | Chapter 1 of Title 58 General Provisions for public utilities, services and carriers | No | No | | |
| 8 | §58-3-5 et seq | State | Statute | Chapter 3 of Title 58: Public Service Commission | Yes | Yes | Board, commission, or committee on which someone from our agency must/may serve | |
| 9 | §58-5-10 et seq | State | Statute | Chapter 5 of Title 58: Gas, Heat, Water, Sewerage Collection and Disposal, and Street Railway Companies | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the power and jurisdiction to regulate rates and services generally of gas, heat, water, sewerage collection and disposal, and street railway companies |
| 10 | §58-7-10 et seq | State | Statute | Chapter 7 of Title 58: Special Provisions Affecting Gas, Water or Pipeline Companies | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the jurisdiction to approve contracts between gas, water or pipeline companies |
| 11 | §58-9-10 et seq | State | Statute | Chapter 9 of Title 58: Telephone, Telegraph and Express Companies | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the authority to grant telephone, telegraph and express company certificates to operate within the state, and the regulation of these companies |
| 12 | §58-11-10 et seq | State | Statute | Chapter 11 of Title 58: Radio Common Carriers | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the authority to grant radio common carrier certificates and regulation of rates |
| 13 | §58-15-10 et seq (e.g. 58-15-1510) | State | Statute | Chapter 15 of Title 58: Railroad, Street Railway, Steamboat and Canal Companies | Yes | No | | |
| 14 | §58-17-10 et seq (e.g. 58-17-1310) | State | Statute | Chapter 17 of Title 58: The General Railroad Law | Yes | Yes | Other service or product our agency must/may provide | Commission jurisdiction regarding regulation of railroad crossings and culverts |
| 15 | §58-21-10 et seq (e.g. 58-21-220) | State | Statute | Chapter 21 of Title 58: Electric, Interurban and Street Railways | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the jurisdiction over interurban railroads |

| | | | | | | | | |
|----|--|---------|---------|--|-----|-----|--|---|
| 16 | \$58-23-10 et seq | State | Statute | Chapter 23 of Title 58: Motor Vehicle Carriers | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC regulatory authority over certificated carriers of household goods or hazardous wastes for disposal |
| 17 | \$58-27-10 et seq | State | Statute | Chapter 27 of Title 58: Electric Utilities and Electric Cooperatives | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the authority to approve electrical utility programs, assign and/or reassign service areas |
| 18 | \$58-33-10 et seq | State | Statute | Chapter 33 of Title 58: Utility Facility Siting and Environmental Protection | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC authority to issue certificates regarding construction of major utility facilities |
| 19 | \$58-37-10 et seq | State | Statute | Chapter 37 of Title 58: Energy Supply and Efficiency | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the authority to adopt procedures encouraging energy efficiency and conservation |
| 20 | \$58-39-110 et seq | State | Statute | Chapter 39 of Title 58: South Carolina Distributed Energy Resource Program | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the authority to approve electric utility participation in distributed energy resource programs |
| 21 | \$58-40-10 et seq | State | Statute | Chapter 40 of Title 58: Net Energy Metering | Yes | Yes | Other service or product our agency must/may provide | Gives the PSC the authority to regulate net energy metering rates and equipment |
| 22 | \$48-46-10 et seq | State | Statute | Atlantic Interstate Low-level Radioactive Waste Compact Implementation Act | Yes | Yes | Other service or product our agency must/may provide | Authorizes and directs the PSC to identify allowable costs for operating a regional low-level radioactive waste disposal facility in SC |
| 23 | 42 U.S.C. §7401 et seq. (1970) | Federal | Statute | Clean Air Act | No | No | | |
| 24 | 33 U.S.C. §1251 et seq. | Federal | Statute | Clean Water Act | No | No | | |
| 25 | 49 U.S.C. §60101 et seq. | Federal | Statute | Pipeline Safety Act | No | No | | |
| 26 | FCC Telecommunications Act of 1934 | Federal | Statute | Regulation of interstate and foreign communication by wire or radio, including Eligible Telecommunications Carriers (ETCs) | No | No | | |
| 27 | Public Utility Regulatory Policies Act of 1978 | Federal | Statute | Promotes energy conservation and greater use of domestic energy and renewable energy | No | No | | |

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| Customer Template | | | | |
|--|---|---|---------------------------------|---|
| Divisions or Major Programs | Description | Service/Product Provided to Customers | Customer Segments | <i>Specify only for the following Segments:</i> (1) <u>Industry:</u> Name; (2) <u>Professional Organization:</u> Name; (3) <u>Public:</u> Demographics. |
| Administrative | To manage the administrative operations of the Public Service Commission - Finance, Procurement, Human Resources, Commissioners | Completion of state reporting requirements | Executive Branch/State Agencies | |
| Clerk's Office | Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity | Process of applications and filings made before the Commission. | Industry | Electric, Gas, Water, Sewer, Telecommunications, and Transportation |
| Clerk's Office | Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity | Process of applications and filings made before the Commission. | Executive Branch/State Agencies | |
| Clerk's Office | Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity | Effective and efficient communication through telephone reception. | General Public | South Carolina utility service customers |
| Clerk's Office | Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity | Timely, succinct communication with the public through press releases, social media, and webpage postings | General Public | South Carolina utility service customers and regulated industries |
| Office of Advisory Staff, Administrative | Serves as accounting, economic and engineering advisors to the Commissioners. | Participation and collaboration with national organizations to prepare for current and emerging regulatory issues | Professional Organization | National Association of Regulatory Utility Commissioners, Southeastern Association of Regulatory Utility Commissioners, National Regulatory Research Institute, North American Electric Reliability Corporation |

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Partner Template

| Name of Partner Entity | Type of Partner Entity | Description of Partnership | Associated Goal(s) |
|--|-------------------------------|---|--------------------|
| National Association of Regulatory Utility Commissioners | Professional Association | NARUC is a non-profit organization dedicated to representing State public service commissions who regulate the utilities that provide essential services such as energy, telecommunications, power, water, and transportation by improving the quality and effectiveness of public utility regulation | 4 |
| The Office of Regulatory Staff | State Government | Represents the public interest of South Carolina in utility regulation for the major utility industries - electric, natural gas, telecommunications, transportation, and water/wastewater - before the Public Service Commission of SC | 4 |
| Southeastern Association of Regulatory Utility Commissioners | Professional Association | SEARUC assists in the advancement and education of commission regulation through the study and discussions of subjects concerning the operation and supervision of public utilities to protect the interests of the people with respect to regulation of the Southeastern States | 4 |
| Division of Technology Operations | State Government | Provides internet, desktop support services, and houses, monitors, and maintains servers for the Commission's operations | 1, 2, 3 |
| SC ETV | Non-Governmental Organization | ETV is providing the live streaming capabilities of the Commission until the PSC can procure its own equipment. ETV is also assisting in the production and creation of the PSC's online system training modules. ETV is also supporting the storage of the modules. | 2 |

| | | | |
|---|-------------------------------|--|----------|
| National Regulatory Research Institute | Professional Association | Founded by NARUC, NRRI serves as a research arm to NARUC and its members to produce and disseminate relevant and applicable research related to the utility sector - natural gas, electricity, water and telecommunications | 4 |
| Department of Homeland Security Water Sector Government Coordinating Council | Federal Government | Interagency and cross-jurisdictional coordination of strategies, activities, policy, and communications across government entities within the water sector | 4 |
| Water Research Foundation Public Council on Drinking Water Research | Non-Governmental Organization | The council is made up of non-utility leaders who advise the board and staff on social issues related to water and lends a public eye to the Foundation's programs and policies. | 4 |
| Advisory Council for the Center for Public Utilities at New Mexico State University | Higher Education Institute | The Advisory Council provides valuable input to the University in creating the content of the Center's programs. | 4 |
| Advisory Council for the Financial Research Institute of the University of Missouri | Higher Education Institute | Provides a neutral environment for stakeholders in the regulated public utility industry to come together to examine, understand, and debate current issues relating to public utility policy. | 4 |
| FCC Federal-State Joint Conference on Advanced Telecommunications Services | Federal Government | Forum for an ongoing dialogue among the FCC, state regulators, and local and regional entities regarding the deployment of advanced telecommunications capabilities. | 4 |
| National Council of Electricity Policy | Non-Governmental Organization | Convenes regulators, state legislators, energy and air consumer advocates, and Governors' offices to serve as an incubator for discussions on electricity policy. | 4 |
| Gas Technology Institute Public Interest Advisory Committee | Non-Governmental Organization | Provides public and gas consumer interest guidance to the Gas Technology Institute and its Board. | 4 |

| | | | |
|--|--------------------|--|----------|
| North American Numbering Council | Federal Government | FCC Committee created to advise the Commission on numbering issues and to make recommendations that foster efficient and impartial number administration. | 4 |
| Comptroller General | State Government | Provides unemployment insurance to the agency. | 2 |
| State Fiscal Accountability Authority | State Government | Insurance Reserve Fund and the Division of Procurement Services. Independent auditing function administered through the Office of the State Auditor. | 2 |
| Department of Public Safety | State Government | Provides security at the Commission during hearings and meetings. | 3 |
| South Carolina Department of Corrections | State Government | Provides recycling and printing services for the agency. | 2 |

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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 | SFAA Audit & Certification Agency Quarterly Reporting | State Fiscal Accountability Authority | State | Quarterly | 1st Quarter 10-20-17 2nd Quarter 10-20-17 3rd Quarter 4-6-18 4th Quarter 7-3-18 | Activity for Sole Source Procurements, Emergency Procurements, Illegal Procurements, Record of Applied Preferences, Procurements Using 10% Rule, Trade-In Sales. | Contact SFAA Procurement Services at (803)737-0600 |
| 2 | External Review and Report | Performance Measures Report | Public Utilities Review Committee | State | Annually | August 18, 2017 | Pursuant to §58-3-530(4) the Review Committee is required to evaluate the actions of the commission, to the end that the members of the General Assembly may better judge whether these actions serve the best interests of the citizens of South Carolina, both individual and corporate. | http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/2017%20Committee%20Report%20to%20General%20Assembly.pdf |
| 3 | External Review and Report | Statement of Economic Interests | State Ethics Commission | State | Annually | March 30, 2018 | <p>Name, address, phone # of the filer; Source, type, and amount or value of income received from a governmental entity by the filer or a member of the filer's immediate family; Description, value, & location of any real property owned & options to purchase real property by the filer or a member of the filer's immediate family if there have been any public improvements of more than \$200.00 on or adjacent to the real property within the reporting period and the public improvements are known to the filer or if the filer sales, leases, or rents personal property to the state, county, or municipal government. A copy of the contract must be attached to the Statement of Economic Interests Form when being submitted; Name of each organization which paid for or reimbursed any expenses of the filer for speaking before a public/private group. The amount, purpose, date, & location of the speaking engagement must be disclosed; Identity of each business or entity in which the filer or a member of the filer's immediate family held/controlled, in the aggregate, securities or interests constituting 5% or more of the total issued and which constitute a value of \$100,000.00 or more; List name/address of each creditor to whom the filer or member of the filer's immediate family owed a debt in excess of \$500.00 at any time during the reporting period if the creditor is subject to regulation by the filer's agency or department. This does not include credit card installments, mortgage payments, or automobile payments; The name of any lobbyist who is a member of the filer's immediate family or an individual with whom or business with which the filer or member of the filer's immediate family is associated; Any compensation received from an individual or business which contracts with the governmental entity with which the filer serves or is employed; and Any gifts received during the previous calendar from any person if the gift was believed to be given because of the filer's position or if the gift is given in hopes of seeking a contractual, business, or financial relationship with the filer's agency.</p> | http://apps.sc.gov/PublicReporting/IndSEI.aspx |
| 4 | External Review and Report | Commissioner Performance Evaluations | Public Utilities Review Committee | State | Annually | September 1, 2017 | Pursuant to §58-3-530(3) Commissioners are required to submit an annual performance evaluation to the General Assembly | http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/2017%20Committee%20Report%20to%20General%20Assembly.pdf |
| 5 | External Review and Report | Accountability Report | The South Carolina Department of Administration | State | Annually | September 15, 2018 | To provide the Governor and General Assembly with information that supports their analysis of the budget and ensures that the Agency Head Salary Commission has a basis for its decisions. | http://www.psc.sc.gov/Documents/Publications/Accountability%20Reports/PSC%20FY%202016-17%20Accountability%20Report%20-%20Amended.pdf |
| 6 | External Review and Report | Sales and Use Tax Return | DOR | State | Monthly | Automatically filed by SCEIS on the 15th of every month | Sales and Use Tax Owed on Purchases | Contact DOR |
| 7 | External Review and Report | Contributions and Wage Reports | DEW | State | Quarterly | 7/20/2017, 10/11/2017, 1/10/2018, 4/4/2018 | Unemployment Insurance Tax | Contact DEW |
| 8 | External Review and Report | Recycling Reporting Survey | DHEC | State | Annually | August 7, 2018 | Volume of Recycled Materials from Agency | Contact DHEC |
| 9 | External Review and Report | Minority Business Enterprises Progress Report | SMBCC | State | Quarterly | 7/28/2017, 10/10/2017, 1/18/2018, 4/18/2018 | Dollars spent/activity with minority businesses | Contact SMBCC |
| 10 | External Review and Report | Year End Reporting Package -Master | Comptroller General | State | Annually | July 6, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 11 | External Review and Report | Year End Reporting Package-Cash & Investments | Comptroller General | State | Annually | July 18, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |

| | | | | | | | | |
|----|----------------------------|--|--|-------|----------|---|--|--|
| 12 | External Review and Report | Year End Reporting Package-Litigation | Comptroller General | State | Annually | July 18, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 13 | External Review and Report | Year End Reporting Package-Payroll Liabilities | Comptroller General | State | Annually | Not required to be filed in FY17 per the CAFR Team | Financial information to prepare State's CAFR | Contact CG's Office |
| 14 | External Review and Report | Year End Reporting Package-Prepaid Expense | Comptroller General | State | Annually | August 24, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 15 | External Review and Report | Year End Reporting Package-Operating Leases | Comptroller General | State | Annually | August 24, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 16 | External Review and Report | Year End Reporting Package-Fund Balance | Comptroller General | State | Annually | August 24, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 17 | External Review and Report | Year End Reporting Package-Accounts Payable | Comptroller General | State | Annually | September 7, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 18 | External Review and Report | Year End Reporting Package-Capital Assets | Comptroller General | State | Annually | September 13, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 19 | External Review and Report | Year End Reporting Package-Subsequent Events | Comptroller General | State | Annually | October 17, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 20 | External Review and Report | Budget Request | Exec Budget Office | State | Annually | September 15, 2017 | Budget request for fiscal year plus 1 | Contact Executive Budget Office |
| 21 | External Review and Report | Budget Priorities | Exec Budget Office | State | Annually | September 15, 2017 | Budget priorities for fiscal year plus 1 | Contact Executive Budget Office |
| 22 | External Review and Report | Information Technology Data Collection | Dept. of Admin (Program Management Office) | State | Annually | July 31, 2017 | Information Technology (IT), information security and data privacy reporting requirements for Proviso 117.133 (GP: Statewide Strategic Information Technology Plan Implementation) and the requirement for Proviso 117.114 (GP: Information Technology and Information Security Plans). | Contact Division of Information Services |
| 23 | External Review and Report | Debt Collection Report | Exec Budget Office | State | Annually | February 1, 2018 | Agency Outstanding Debt Collection Schedule | Contact Executive Budget Office |
| 24 | External Review and Report | Composite Bank Accounts | State Fiscal Accountability Authority | State | Annually | Not required to be filed since agency has no composite bank accounts. | Composite Bank Accounts | Contact the State Fiscal Accountability Authority |
| 25 | External Review and Report | EEO Report | SC Human Affairs | State | Annually | October 17, 2017 | Race, Sex, Position | Contact PSC Human Resources Department |
| 26 | External Review and Report | Bonuses | Division of Human Resources | State | Annually | Not required to be filed since data is recorded in SCEIS. | Bonuses Awarded | Contact SCEIS |
| 27 | External Review and Report | Monetary Gifts | Division of Human Resources | State | Annually | Not required to be filed since data is recorded in SCEIS. | Monetary Gifts Awarded | Contact SCEIS |
| 28 | External Review and Report | SC State Accident Fund | SCSAF | State | Annually | July 14, 2017 | Payroll Report and General Ledger account variation expense reports to determine worker's compensation premium for upcoming FY. | Contact SCSAF |
| 29 | External Review and Report | Demand Side Management Report | General Assembly | State | Annually | September 29, 2017 | Pursuant to §58-37-30(A) the PSC must report annually to the General Assembly on available data regarding the past, on-going, and projected status of demand-side activities and purchase of power from qualifying facilities by electrical utilities and public utilities providing gas services subject to the jurisdiction of the PSC. https://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Act236Reports/DER%20and%20NEM%20Report%20ORS%202017.pdf | |
| 30 | External Review only | Annual Audit | State Auditor's Office | State | Annually | February 6, 2018 | Annual Audit | www.osa.sc.gov |

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|----|----------------------------|---|--|-------|----------|------------------|--|---|
| | | | | | | | | |
| 31 | External Review and Report | Report on FY 18 Foreign Travel | President of the Senate, Speaker of the House, and the Department of Administration | State | Annually | July 20, 2018 | <p>“I. Foreign Travel - Any travel outside the United States, Canada, and Puerto Rico. Any foreign travel of a State employee will be reported annually at the end of each fiscal year by the authorizing agency to the President of the Senate, the Speaker of the House, and the Department of Administration.</p> <p>The following information is to be included in the annual reports: (a) name of State employee; (b) destination; (c) inclusive dates of the travel period; (d) purpose of the travel; (e) total cost of the travel; and (f) source of funds.”</p> | Contact the Department of Aministration |
| 32 | External Review and Report | Year End Reporting Package-Other Receivables | Comptroller General | State | Annually | August 7, 2017 | Financial information to prepare State's CAFR | Contact CG's Office |
| 33 | External Review and Report | Fines and Fees Report | Chairman of the Senate Finance Committee and the Chairman of the House Ways and Means Committee | State | Annually | August 25, 2017 | Fines and fees that were charged and collected by the agency. | http://www.psc.sc.gov/Publications/Documents/Fees%20and%20Fines%20Report%20FY17.pdf |
| 34 | External Review and Report | Video Conferencing Report | Chairman of the Senate Finance Committee and the Chairman of the House Ways and Means Committee | State | Annually | February 8, 2018 | Video conferencing activities | Contact the Senate Finance Committee or the House Ways and Means Committee |

Fiscal Year 2019-20 Budget Request Executive Summary

Agency Code: R040
 Agency Name: Public Service Commission
 Section: 72

| BUDGET REQUESTS | | | FUNDING | | | | | FTES | | | | |
|-----------------------|----------------|-------------------------------------|---------|---------|-----------|------------|-----------|-------|---------|-----------|------------|-------|
| Priority | Request Type | Request Title | State | Federal | Earmarked | Restricted | Total | State | Federal | Earmarked | Restricted | Total |
| 1 | B1 - Recurring | Administration - Personnel Services | | | 140,000 | | 140,000 | | | 5.00 | | 5.00 |
| 2 | B1 - Recurring | Administration - Other Operating | | | (135,000) | | (135,000) | | | | | 0.00 |
| 3 | B1 - Recurring | Employer Contributions | | | (80,000) | | (80,000) | | | | | 0.00 |
| 4 | | | | | | | 0 | | | | | 0.00 |
| 5 | | | | | | | 0 | | | | | 0.00 |
| 6 | | | | | | | 0 | | | | | 0.00 |
| 7 | | | | | | | 0 | | | | | 0.00 |
| 8 | | | | | | | 0 | | | | | 0.00 |
| 9 | | | | | | | 0 | | | | | 0.00 |
| 10 | | | | | | | 0 | | | | | 0.00 |
| 11 | | | | | | | 0 | | | | | 0.00 |
| 12 | | | | | | | 0 | | | | | 0.00 |
| 13 | | | | | | | 0 | | | | | 0.00 |
| 14 | | | | | | | 0 | | | | | 0.00 |
| 15 | | | | | | | 0 | | | | | 0.00 |
| 16 | | | | | | | 0 | | | | | 0.00 |
| 17 | | | | | | | 0 | | | | | 0.00 |
| 18 | | | | | | | 0 | | | | | 0.00 |
| 19 | | | | | | | 0 | | | | | 0.00 |
| 20 | | | | | | | 0 | | | | | 0.00 |
| 21 | | | | | | | 0 | | | | | 0.00 |
| 22 | | | | | | | 0 | | | | | 0.00 |
| 23 | | | | | | | 0 | | | | | 0.00 |
| 24 | | | | | | | 0 | | | | | 0.00 |
| 25 | | | | | | | 0 | | | | | 0.00 |
| 26 | | | | | | | 0 | | | | | 0.00 |
| 27 | | | | | | | 0 | | | | | 0.00 |
| 28 | | | | | | | 0 | | | | | 0.00 |
| 29 | | | | | | | 0 | | | | | 0.00 |
| 30 | | | | | | | 0 | | | | | 0.00 |
| TOTAL BUDGET REQUESTS | | | 0 | 0 | (75,000) | 0 | (75,000) | 0.00 | 0.00 | 5.00 | 0.00 | 5.00 |

AGENCY NAME: Public Service Commission

AGENCY CODE: R04

SECTION: 72



Fiscal Year 2019-20 Agency Budget Plan

FORM A - BUDGET PLAN SUMMARY

OPERATING REQUESTS (FORM B1)

For FY 2019-20, my agency is (mark "X"):

- ☐ Requesting General Fund Appropriations.
☒ Requesting Federal/Other Authorization.
☐ Not requesting any changes.

NON-RECURRING REQUESTS (FORM B2)

For FY 2019-20, my agency is (mark "X"):

- ☐ Requesting Non-Recurring Appropriations.
☐ Requesting Non-Recurring Federal/Other Authorization.
☒ Not requesting any changes.

CAPITAL REQUESTS (FORM C)

For FY 2019-20, my agency is (mark "X"):

- ☐ Requesting funding for Capital Projects.
☒ Not requesting any changes.

PROVISOS (FORM D)

For FY 2019-20, my agency is (mark "X"):

- ☐ Requesting a new proviso and/or substantive changes to existing provisos.
☐ Only requesting technical proviso changes (such as date references).
☒ Not requesting any proviso changes.

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

| | <u>Name</u> | <u>Phone</u> | <u>Email</u> |
|--------------------|---------------|--------------|--------------------------|
| PRIMARY CONTACT: | Jocelyn Boyd | 803-896-5114 | jocelyn.boyd@psc.sc.gov |
| SECONDARY CONTACT: | Patty Shoultz | 803-896-5121 | patty.shoultz@psc.sc.gov |

I have reviewed and approved the enclosed FY 2019-20 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

| | <u>Agency Director</u> | <u>Board or Commission Chair</u> |
|------------------|------------------------|----------------------------------|
| SIGN/DATE: | Jocelyn Boyd, 9/21/18 | |
| TYPE/PRINT NAME: | Jocelyn Boyd | |

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

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

FORM B1 – RECURRING OPERATING REQUEST

| | |
|------------------------|----------|
| AGENCY PRIORITY | 1 |
|------------------------|----------|

Provide the Agency Priority Ranking from the Executive Summary.

| | |
|--------------|--|
| TITLE | Administration – Personnel Services |
|--------------|--|

Provide a brief, descriptive title for this request.

| | |
|---------------|--|
| AMOUNT | General: Federal: Other: \$140,000 Total: \$140,000 |
|---------------|--|

What is the net change in requested appropriations for FY 2019-20? This amount should correspond to the total for all funding sources on the Executive Summary.

| | |
|----------------------|---------------------------|
| NEW POSITIONS | 5 FTE (non-funded) |
|----------------------|---------------------------|

Please provide the total number of new positions needed for this request.

| | | |
|--|-------------------------------------|---|
| FACTORS ASSOCIATED WITH THE REQUEST | Mark “X” for all that apply: | |
| | <input checked="" type="checkbox"/> | Change in cost of providing current services to existing program audience |
| | <input type="checkbox"/> | Change in case load/enrollment under existing program guidelines |
| | <input type="checkbox"/> | Non-mandated change in eligibility/enrollment for existing program |
| | <input type="checkbox"/> | Non-mandated program change in service levels or areas |
| | <input type="checkbox"/> | Proposed establishment of a new program or initiative |
| | <input type="checkbox"/> | Loss of federal or other external financial support for existing program |
| | <input type="checkbox"/> | Exhaustion of fund balances previously used to support program |
| | <input type="checkbox"/> | IT Technology/Security related |
| | <input type="checkbox"/> | Consulted DTO during development |
| | <input type="checkbox"/> | Related to a Non-Recurring request – If so, Priority # _____ |

| | | |
|--|--|--|
| STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES | Mark “X” for primary applicable Statewide Enterprise Strategic Objective: | |
| | <input type="checkbox"/> | Education, Training, and Human Development |
| | <input type="checkbox"/> | Healthy and Safe Families |
| | <input type="checkbox"/> | Maintaining Safety, Integrity, and Security |
| | <input type="checkbox"/> | Public Infrastructure and Economic Development |
| | <input checked="" type="checkbox"/> | Government and Citizens |

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

| | |
|--------------------------------|---|
| ACCOUNTABILITY OF FUNDS | <p>This funding request supports all strategies listed in the FY 2018-19 Strategic Planning and Performance Measurement template of the Commission's FY 2017-2018 Accountability Report. The Commission is intending to provide a 3% performance increase to its employees in FY 2019-2020, as well as fill vacant positions with qualified personnel. As all strategies are supported by Commission employees on some level, the acknowledgement and compensation for satisfactory performance will provide incentive to continue performance levels required to achieve the Commission's goals.</p> |
|--------------------------------|---|

What specific strategy, as outlined in the FY 2018-19 Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

| | |
|----------------------------|--|
| RECIPIENTS OF FUNDS | <p>The Commission's employees would be the recipients of the funds through salary adjustments.</p> |
|----------------------------|--|

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

| JUSTIFICATION OF REQUEST | <p>The Commission calculated the total personnel services expenditures based on current FY 2018-2019 salaries. The Commission is intending to provide a 3% performance increase to its employees.</p> <p>In the absence of anticipated cost of living increases for state employees in FY 2019-2020, the Commission feels the need to provide compensation to its employees to maintain qualified personnel to carry out its mission. If funds are not received, the Commission runs the risk of losing qualified candidates and employees to the private sector.</p> <p>In addition, the Commission is requesting five new full-time equivalent (FTE) positions in FY 2019-2020, although funding is not being requested at this time. These positions will serve as assistants/advisors to the commissioners, and are to be classified as follows:</p> <table border="1"> <thead> <tr> <th><i>Position</i></th><th><i>Primary Duties</i></th></tr> </thead> <tbody> <tr> <td>Program Manager II – Chief Analyst</td><td>Provide professional advice on technical issues such as accounting orders, rate case issues such as return on equity, and requests to modify authority to provide utility services.</td></tr> <tr> <td>Executive Assistant II – MBA/MPA</td><td>Provide professional advice on cases pending before the Commission.</td></tr> <tr> <td>Executive Assistant II – Attorney</td><td>Provide professional legal advice on cases pending before the Commission.</td></tr> <tr> <td>Executive Assistant II – CPA</td><td>Provide professional accounting advice on cases pending before the Commission.</td></tr> </tbody> </table> | <i>Position</i> | <i>Primary Duties</i> | Program Manager II – Chief Analyst | Provide professional advice on technical issues such as accounting orders, rate case issues such as return on equity, and requests to modify authority to provide utility services. | Executive Assistant II – MBA/MPA | Provide professional advice on cases pending before the Commission. | Executive Assistant II – Attorney | Provide professional legal advice on cases pending before the Commission. | Executive Assistant II – CPA | Provide professional accounting advice on cases pending before the Commission. |
|------------------------------------|---|-----------------|-----------------------|------------------------------------|---|----------------------------------|---|-----------------------------------|---|------------------------------|--|
| <i>Position</i> | <i>Primary Duties</i> | | | | | | | | | | |
| Program Manager II – Chief Analyst | Provide professional advice on technical issues such as accounting orders, rate case issues such as return on equity, and requests to modify authority to provide utility services. | | | | | | | | | | |
| Executive Assistant II – MBA/MPA | Provide professional advice on cases pending before the Commission. | | | | | | | | | | |
| Executive Assistant II – Attorney | Provide professional legal advice on cases pending before the Commission. | | | | | | | | | | |
| Executive Assistant II – CPA | Provide professional accounting advice on cases pending before the Commission. | | | | | | | | | | |

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|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

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| | Accounting/Fiscal Manager II – Compliance Officer | Analyze data from past Commission orders and decisions which articulates trends, comparisons, and predictions related to public utility operations both locally and nationally. Prepare quarterly reports on findings. |
| | | |

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

FORM B1 – RECURRING OPERATING REQUEST

| | |
|------------------------|----------|
| AGENCY PRIORITY | 2 |
|------------------------|----------|

Provide the Agency Priority Ranking from the Executive Summary.

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| TITLE | Administration – Other Operating |
|--------------|---|

Provide a brief, descriptive title for this request.

| | |
|---------------|--|
| AMOUNT | General: Federal: Other: (\$135,000) Total: (\$135,000) |
|---------------|--|

What is the net change in requested appropriations for FY 2019-20? This amount should correspond to the total for all funding sources on the Executive Summary.

| | |
|----------------------|--|
| NEW POSITIONS | |
|----------------------|--|

Please provide the total number of new positions needed for this request.

| | | |
|--|-------------------------------------|---|
| FACTORS ASSOCIATED WITH THE REQUEST | Mark “X” for all that apply: | |
| | <input checked="" type="checkbox"/> | Change in cost of providing current services to existing program audience |
| | <input type="checkbox"/> | Change in case load/enrollment under existing program guidelines |
| | <input type="checkbox"/> | Non-mandated change in eligibility/enrollment for existing program |
| | <input type="checkbox"/> | Non-mandated program change in service levels or areas |
| | <input type="checkbox"/> | Proposed establishment of a new program or initiative |
| | <input type="checkbox"/> | Loss of federal or other external financial support for existing program |
| | <input type="checkbox"/> | Exhaustion of fund balances previously used to support program |
| | <input checked="" type="checkbox"/> | IT Technology/Security related |
| | <input checked="" type="checkbox"/> | Consulted DTO during development |
| | <input type="checkbox"/> | Related to a Non-Recurring request – If so, Priority # _____ |

| | | |
|--|--|--|
| STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES | Mark “X” for primary applicable Statewide Enterprise Strategic Objective: | |
| | <input type="checkbox"/> | Education, Training, and Human Development |
| | <input type="checkbox"/> | Healthy and Safe Families |
| | <input checked="" type="checkbox"/> | Maintaining Safety, Integrity, and Security |
| | <input type="checkbox"/> | Public Infrastructure and Economic Development |
| | <input checked="" type="checkbox"/> | Government and Citizens |

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

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|--------------------------------|---|
| ACCOUNTABILITY OF FUNDS | <p>The Commission is requesting a reduction in its Other Operating funds for FY 2019-2020. This reduction will not affect the strategies listed in the FY 2018-19 Strategic Planning and Performance Measurement template of the Commission's FY 2017-2018 Accountability Report. Strategies 1.1, 1.2, 2.1, 2.2, and 3.2 involve funds related to the Commission's Other Operating budget and will not be impacted. Expenditures associated with these strategies have been included on the Commission's IT Data Collection plan for FY 2019-2020 submitted in accordance with Proviso 117-112.</p> |
|--------------------------------|---|

What specific strategy, as outlined in the FY 2018-19 Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

| | |
|----------------------------|---|
| RECIPIENTS OF FUNDS | <p>The recipients of the Commission's Other Operating funds are contractors and vendors supplying the necessary goods and services, including other state agencies such as the Department of Administration (IT services and potentially other administrative services) and SC Educational Television (video streaming services).</p> |
|----------------------------|---|

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

| | |
|---------------------------------|--|
| JUSTIFICATION OF REQUEST | <p>This request is for a reduction in funding.</p> <p>In FY 2018-2019, the Commission is expected to incur significant expenditures in attorney fees related to defending the Commission in Civil Action No. 3:18-cv-01795-JMC, South Carolina Electric & Gas Company (Plaintiff) v. The Public Service Commission of South Carolina (Defendant). This case is expected to be resolved in FY 2018-2019 or early FY 2019-2020, thus reducing attorney fee expenditures in FY 2019-2020.</p> <p>In addition, the Commission purchased video streaming equipment in FY 2018-2019 related to its strategic plan. As a one-time purchase, the FY 2019-2020 budget is reduced by those expenditures. The Commission also anticipates lower contractual expenditures related to video streaming in FY 2019-2020.</p> <p>Other Operating funds are included in the FY 2019-2020 budget to continue the Commission's eService Enhancement Project to reduce costs and increase efficiency to parties of record. The public relies on the Commission's online systems to access information related to its operations. The Commission must budget funds to support the maintenance and development of these systems, including the enhancement of the eService functionality of the online docket management system. Enhancing the eService functionality will provide cost savings to the entities that file matters with the Commission and provide real-time information to all parties of record in a docket.</p> <p>In order to increase the transparency of the Commission's hearing process and allow easier access to the Commission's proceedings, funding for video streaming of the Commission's proceedings is included in the FY 2019-2020 budget.</p> <p>Other Operating funds are also budgeted for the use of security personnel to be</p> |
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|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

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| | <p>present at hearings and meetings to safeguard the wellbeing of employees of the Commission, parties appearing before the Commission, and members of the public in attendance at Commission proceedings.</p> <p>The Commission has also budgeted funds to procure software that will allow rate simulations to be performed in-house. This is a critical need at the Commission in light of its mission to provide open and <u>effective</u> regulation and adjudication of the state's public utilities.</p> |
|--|---|

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

FORM B1 – RECURRING OPERATING REQUEST

| | |
|------------------------|----------|
| AGENCY PRIORITY | 3 |
|------------------------|----------|

Provide the Agency Priority Ranking from the Executive Summary.

| | |
|--------------|-------------------------------|
| TITLE | Employer Contributions |
|--------------|-------------------------------|

Provide a brief, descriptive title for this request.

| | |
|---------------|--|
| AMOUNT | General: Federal: Other: (\$80,000) Total: (\$80,000) |
|---------------|--|

What is the net change in requested appropriations for FY 2019-20? This amount should correspond to the total for all funding sources on the Executive Summary.

| | |
|----------------------|--|
| NEW POSITIONS | |
|----------------------|--|

Please provide the total number of new positions needed for this request.

| | | |
|--|-------------------------------------|---|
| FACTORS ASSOCIATED WITH THE REQUEST | Mark “X” for all that apply: | |
| | <input checked="" type="checkbox"/> | Change in cost of providing current services to existing program audience |
| | <input type="checkbox"/> | Change in case load/enrollment under existing program guidelines |
| | <input type="checkbox"/> | Non-mandated change in eligibility/enrollment for existing program |
| | <input type="checkbox"/> | Non-mandated program change in service levels or areas |
| | <input type="checkbox"/> | Proposed establishment of a new program or initiative |
| | <input type="checkbox"/> | Loss of federal or other external financial support for existing program |
| | <input type="checkbox"/> | Exhaustion of fund balances previously used to support program |
| | <input type="checkbox"/> | IT Technology/Security related |
| | <input type="checkbox"/> | Consulted DTO during development |
| | <input type="checkbox"/> | Related to a Non-Recurring request – If so, Priority # _____ |

| | | |
|--|--|--|
| STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES | Mark “X” for primary applicable Statewide Enterprise Strategic Objective: | |
| | <input type="checkbox"/> | Education, Training, and Human Development |
| | <input type="checkbox"/> | Healthy and Safe Families |
| | <input type="checkbox"/> | Maintaining Safety, Integrity, and Security |
| | <input type="checkbox"/> | Public Infrastructure and Economic Development |
| | <input checked="" type="checkbox"/> | Government and Citizens |

| | | | |
|---------------------|----------------------------------|-----------------|-----------|
| AGENCY NAME: | Public Service Commission | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

| | |
|--------------------------------|--|
| ACCOUNTABILITY OF FUNDS | <p>These funds will be used to provide employee benefits and to meet the mandated employer contributions required of state agencies.</p> |
|--------------------------------|--|

What specific strategy, as outlined in the FY 2018-19 Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

| | |
|----------------------------|---|
| RECIPIENTS OF FUNDS | <p>The recipient of the Commission's Employer Contributions funds are the federal government, the state retirement systems, and vendors providing various forms of insurance (health, dental, life, unemployment, and worker compensation) on behalf of the Commission's employees.</p> |
|----------------------------|---|

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

| | |
|---------------------------------|---|
| JUSTIFICATION OF REQUEST | <p>This request is for a reduction in funding.</p> <p>The Commission calculated the cost of employer contributions based on the FY 2019-2020 Employer Contributions Rate Table provided by the Executive Budget Office. The Commission also included an additional increase to its employer contributions to the state retirement systems for FY 2019-2020 based on information published on the PEBA website.</p> <p>The Commission is requesting a reduction in funding to Employer Contributions for FY 2019-2020. Although FY 2019-2020 expenditures are estimated to increase \$125,000 over projected FY 2018-2019 values, the Commission's estimates do not require the same appropriations as FY 2018-2019 to meet its obligations.</p> |
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Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

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| AGENCY NAME: | Public Service Commission of South Carolina | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

FORM F – REDUCING COST AND BURDEN TO BUSINESSES AND CITIZENS

| | |
|--------------|---|
| TITLE | Enhanced eService of Court Documents and Video Streaming |
|--------------|---|

Provide a brief, descriptive title for this request.

| | |
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| EXPECTED SAVINGS TO BUSINESSES AND CITIZENS | <p>With the enhancement of the eService of court documents, businesses will continue to see cost savings in paper, printing, envelopes, postage, and labor. The savings to businesses is based on number of matters filed by the business in a docket and the number of parties of record in a docket that must be served. Currently, businesses must serve these matters on the parties of record utilizing the United States Postal Service, an alternate courier, or by email, but all parties of record must agree to this type of service. With the enhanced eService, the Commission's Docket Management System will automatically electronically serve the matters to the parties on record who accept electronic filings, thus providing additional labor savings to the businesses.</p> <p>With the Commission's capability to provide live video streaming of its proceedings, the businesses and citizens of South Carolina can save time and money by eliminating the associated travel costs to Columbia to attend proceedings in person.</p> |
|--|--|

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.

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

| | |
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| METHOD OF CALCULATION | <p>Actual savings per business differ due to the variation in operating costs across the spectrum of entities that file with the Commission. With the continued use of the eService functionality, the Commission will realize additional savings in postage costs that can be calculated through postage meter readings.</p> <p>Actual savings related to travel costs will vary by attendee, depending on location.</p> |
|------------------------------|---|

Describe the method of calculation for determining the expected cost or time savings to businesses or citizens.

| | |
|-----------------------------------|-----------------|
| REDUCTION OF FEES OR FINES | Not applicable. |
|-----------------------------------|-----------------|

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?

| | | | |
|---------------------|--|-----------------|-----------|
| AGENCY NAME: | Public Service Commission of South Carolina | | |
| AGENCY CODE: | R04 | SECTION: | 72 |

| | |
|--------------------------------|-----------------|
| REDUCTION OF REGULATION | Not applicable. |
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Which regulations does the agency intend to amend or delete? What is the enabling authority for the regulation?

SUMMARY

The public relies on the Commission’s online Docket Management System (DMS) to access information related to its operations. Enhancing the eService functionality of DMS has provided cost savings to the entities that file matters with the Commission and provided real-time information to all parties of record in a docket.

The Commission implemented Phase 1 of eService in FY13, which enabled the electronic service of Orders. In FY17, the Commission added eService of matters and this along with eService of Orders, generates substantial savings to the agency, as shown below in the table depicting postage costs. Additional savings to the agency were achieved through the elimination of the rental of the state fleet vehicle that was used to transport the mail to the post office, and savings of time by staff estimated to be \$21,641. In FY18, the Commission reduced its postal expenditures for the seventh consecutive year due to the eService feature.

| Fiscal Year | Number of Pieces Mailed | Dollars Spent |
|-------------|-------------------------|---------------|
| FY12 | Not Available | \$23,112 |
| FY13 | 6,145 | \$17,217 |
| FY14 | 4,513 | \$13,655 |
| FY15 | 3,189 | \$10,848 |
| FY16 | 4,377 | \$10,646 |
| FY17 | 2,459 | \$ 8,460 |
| FY18 | 1,608 | \$ 6,604 |

With enhanced eService, when a party of record in a docket electronically files a document with the Commission, that document will be electronically served on the other parties of record in a docket automatically, thus saving time and money for all parties involved.

Through the services of SC Educational Television (ETV) and the Periscope Live Video Streaming App, the Commission is able to live video stream and archive its Commission hearings and meetings, thus expanding its vision of transparency in its operations. The businesses and citizens of South Carolina can save time and money by eliminating the associated travel costs to Columbia to attend proceedings in person.

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

| Public Service Commission Proviso Request Summary | | | |
|---|---------------|---------------|---|
| Proviso # in FY 19-20 Act | Proviso Title | Short Summary | Agency Reccomended Action (keep, change, delete, add) |

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Carry Forward

The Public Service Commission is an Other funded agency and therefore has no Carry Forward budget transactions recorded in SCEIS.

Public Service Commission of South Carolina

FTE Breakdown

1/2/2019

The Public Service Commission's current FTE breakdown is as follows:

- 39 FTE Positions
- Including:
 - 7 Commissioners
 - 16 Classified Exempt
 - 11 Classified Non-Exempt
 - 3 Vacant Positions with State Classification Titles