



Public Service Commission of South Carolina
Accountability Report
Fiscal Year 2014-2015

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



Fiscal Year 2014-15 Accountability Report

SUBMISSION FORM

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

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

I have reviewed and approved the enclosed FY 2014-15 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN/DATE):	
(TYPE/PRINT NAME):	Jocelyn Boyd
BOARD/CMSN CHAIR (SIGN/DATE):	
(TYPE/PRINT NAME):	The Honorable Thomas C. Alexander

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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. The Committee is chaired by Senator Thomas Alexander.

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

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

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

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

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

The Commission’s primary duty is to adjudicate cases involving the state’s investor-owned utilities. This past fiscal year, the Commission opened 471 new dockets, including non-docketed items, held 65 hearings, issued 430 orders, and 497 directive orders. A total of 5,840 matters were posted on the Commission’s Docket Management System (DMS). The Commission also held 34 Commission Agenda Meetings during the year. The following table and charts comprehensively detail this information of the past few fiscal years.

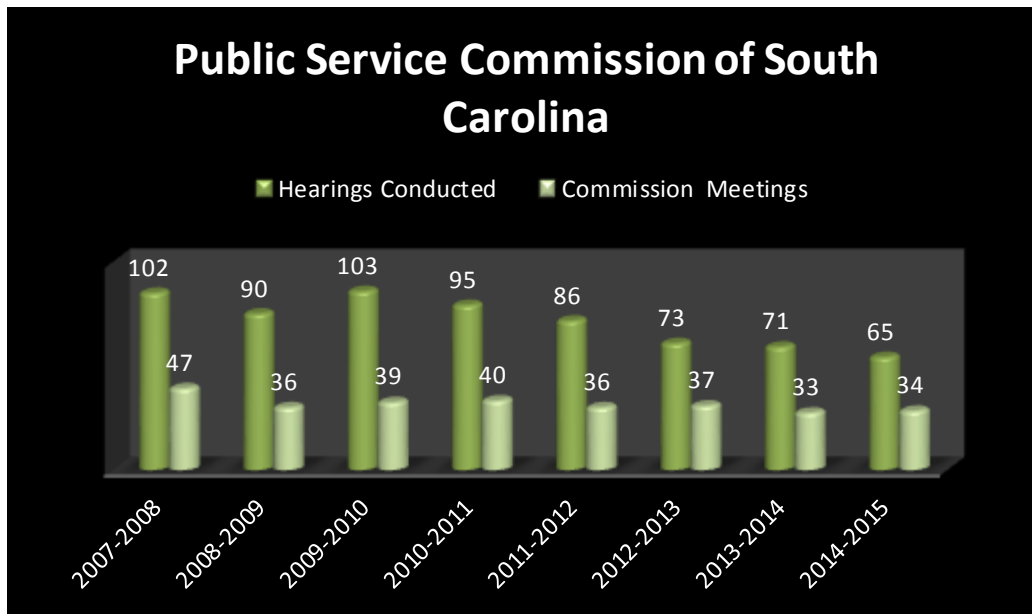
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DMS Statistics

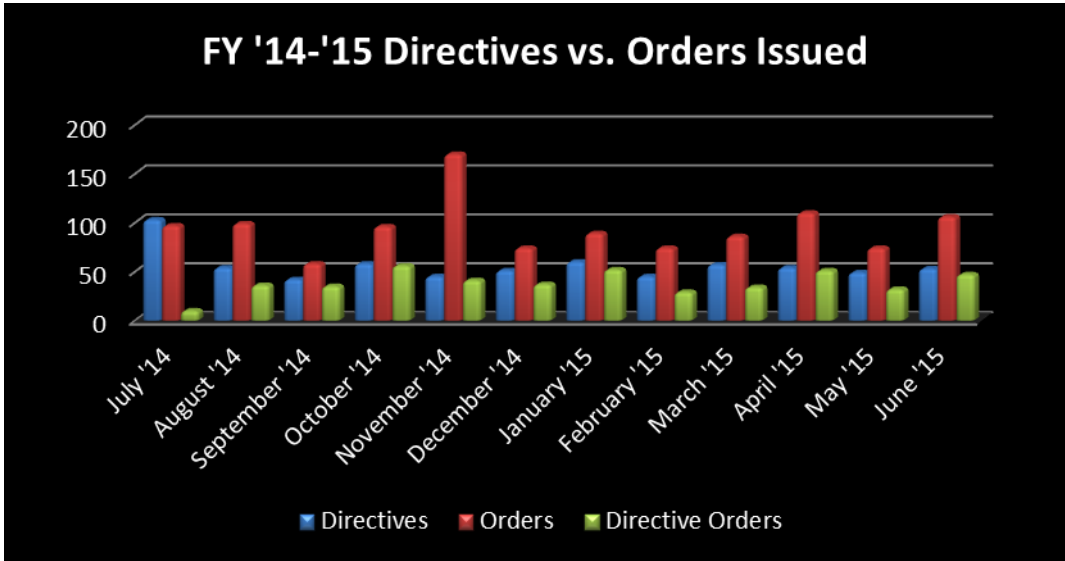
Fiscal Year	New Dockets	Total Matters Posted
2010-2011	454	5991
2011-2012	545*	6618
2012-2013	465*	7347
2013-2014	503*	6217
2014-2015	471*	5840

*Includes Non-Docketed Items

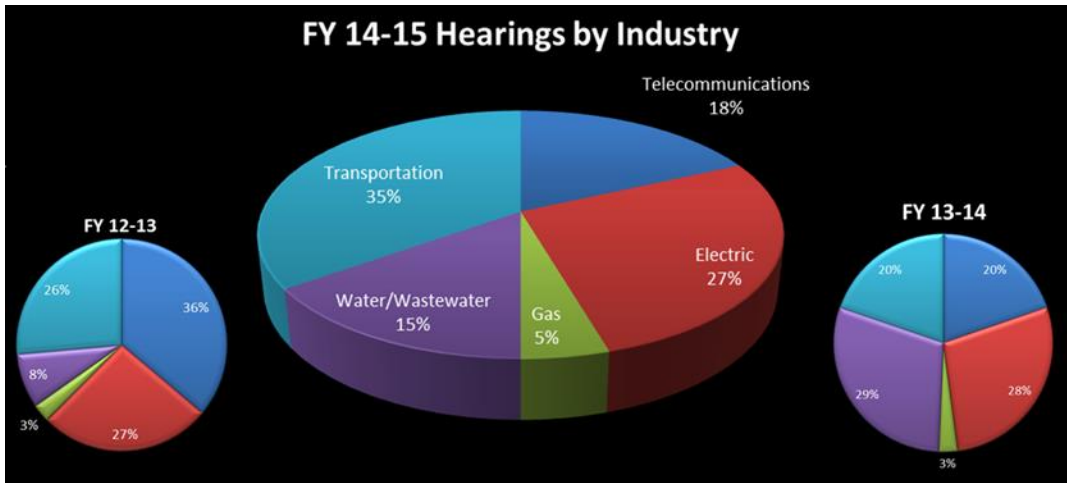
Non-Docketed Items	
Fiscal Year	Number of Non-Docketed Dockets
2011-2012	31
2012-2013	28
2013-2014	25
2014-2015	41



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The Commission’s hearings encompass the electric, gas, telecommunications, transportation, water, and wastewater industries. Water and wastewater hearings declined during the year due to a decrease in company requests for rate increases. 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 distributed energy resources and energy efficiency programs, and construction of the new nuclear units at V.C. Summer 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, EISPC, etc.) and involvement in associated committees and related organizations are numerous, and this provides an important means of staying abreast of key issues in the regulated arena.

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<p>Commissioner Howard District 1</p>	<p>Member - NARUC Committee on Water Director - NARUC Utility Rate School Member - NARUC Subcommittee on Clean Coal and Carbon Sequestration Member – NARUC Subcommittee on Education and Research Member - Dept. of Homeland Security, Water Sector Government Coordinating Council Member - Water Research Foundation Public Council on Drinking Water Research Member – Advisory Council for the Center for Public Utilities at New Mexico State University</p>
<p>Commissioner Elam District 2</p>	<p>Member – NARUC Committee on Telecommunications Member – FCC Federal-State Joint Conference on Advanced Telecommunications Services</p>
<p>Commissioner Randall District 3</p>	<p>Member – NARUC Committee on Water Member – NARUC Subcommittee on Nuclear Issues Waste Disposal</p>
<p>Commissioner Fleming District 4</p>	<p>Member - NARUC Committee on Critical Infrastructure Member – NARUC Committee on International Relations Member - NARUC Committee on Electricity President - Eastern Interconnection States Planning Council (EISPC) Executive Committee Member - Eastern Interconnection Planning Council Stakeholders Steering Council Board Member - National Regulatory Research Institute (NRRI) Member - NRRI Investment Committee Vice President - Advisory Council for the Center for Public Utilities at New Mexico State University</p>
<p>Commissioner Whitfield District 5</p>	<p>Co Vice-Chairman - NARUC Committee on Critical Infrastructure Member – NARUC Washington Action Committee Member – NARUC Nuclear Issues and Waste Disposal Subcommittee Member - NARUC Committee on Gas Vice Chairman – Gas Technology Institute Advisory Board 2nd Vice President – Southeastern Association of Regulatory Utility Commissioners</p>

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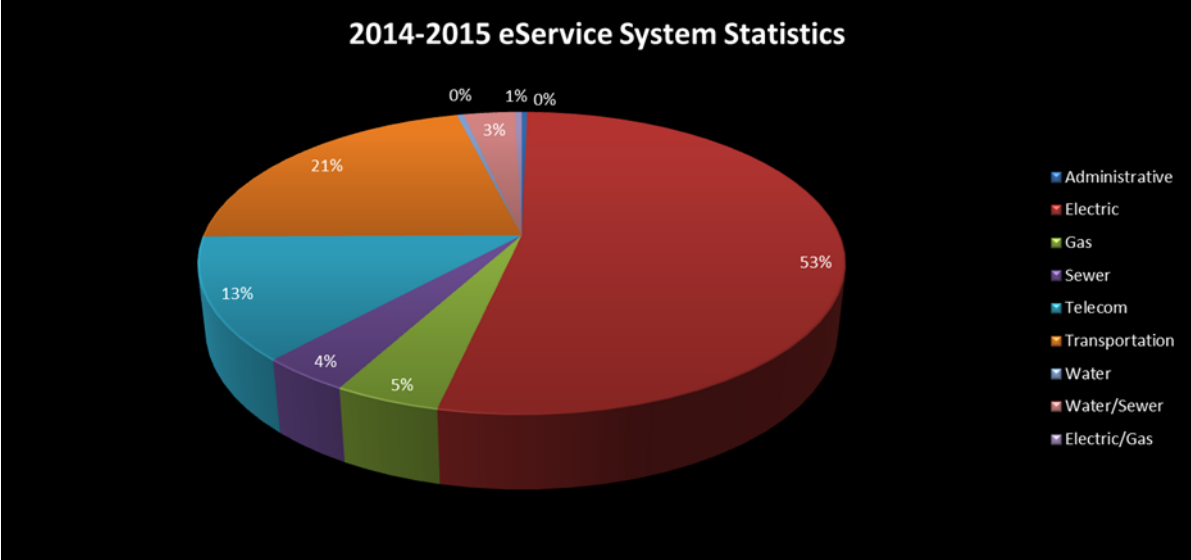
Commissioner Hall District 6	Member – NARUC Washington Action Committee Chairman - NARUC Utility Marketplace Access Subcommittee
Commissioner Hamilton District 7	Member - NARUC Nuclear Issues and Waste Disposal Subcommittee Member – NARUC Board of Directors Member – NARUC Committee on Telecommunications Member - NARUC Advisory Committee Member – North American Numbering Council Member – NARUC Committee on Gas
Commission Staff	Member – NARUC Staff Subcommittee on Critical Infrastructure 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 – NARUC Staff Subcommittee on Clean Coal and Carbon Sequestration Member – NERC Compliance and Certification Committee Member – EISPC Studies and Whitepapers Workgroup Member – NARUC Staff Subcommittee on Telecommunications Member – NARUC Staff Subcommittee on Electric Reliability

The PSC reconfigured its Docket Management System (DMS) to utilize a “.net” platform during the fiscal year. The DMS is the PSC’s most used database where documents pertaining to all Commission proceedings are readily accessible. The site is very important to the PSC’s operations. The new platform will bolster the site’s security. The updated system features a more aesthetically appealing look and improved functionality.



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During the 2014-2015 fiscal year, the Commission continued to use its eService System to serve orders to parties of record in a docket. The system continues to be an effective and efficient resource for delivering orders in a timely manner. The following chart and table provides a breakdown of the Orders served via the system by industry. The electric industry continues to be the most active.



Industry	Totals
Administrative	15
Electric	2478
Gas	209
Sewer	178
Telecommunications	609
Transportation	991
Water	18
Water/Sewer	143
Electric/Gas	19

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

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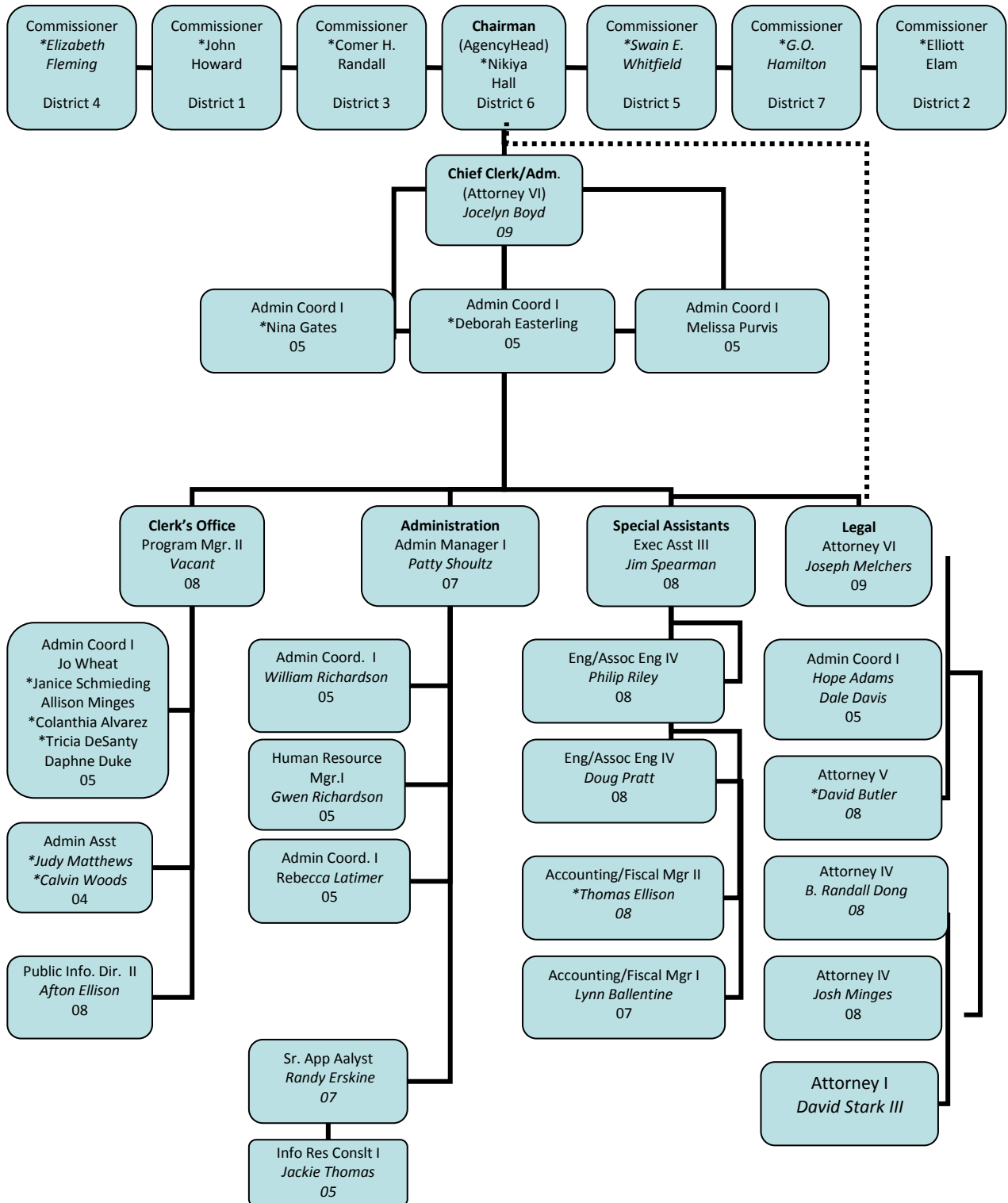
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Public Service Commission of South Carolina
 Revised Organizational Chart
 July 2015
 *Exempt Employees



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Program Template

Program/Title	Purpose	FY 2013-14 Expenditures				FY 2014-15 Expenditures				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
Administrative Department	Provides administrative support and direction to ensure consistency, compliance, financial integrity and fulfillment of the agency's mission.		\$ 2,506,678		\$ 2,506,678		\$ 2,563,406		\$ 2,563,406	1.2.7, 1.3.1, 1.3.2, 1.4.1, 1.5.1, 2.2.1, 2.2.2, 2.2.3, 3.3.1, 3.3.2
Clerk's Office	Processes all legal documents that are filed with the Commission. Creates and mails all notices of filings, Processes public inquiries. Prepares and maintains all hearing documents.		\$ 537,683		\$ 537,683		\$ 564,138		\$ 564,138	1.1.1, 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5, 1.2.6, 1.4.1, 1.5.1, 2.2.1, 2.2.2, 2.2.3, 3.1.1, 3.1.3, 3.2.2, 3.2.3, 3.3.1, 3.3.2
Legal Department	Advises the Commission regarding pending cases. Drafts legal documents		\$ 718,501	\$ 97,463	\$ 815,963		\$ 768,946		\$ 768,946	1.2.4, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 3.2.1, 3.3.1, 3.3.2
Office of Advisory Staff	Provides technical advice to the commissioners and staff.		\$ 614,836		\$ 614,836		\$ 668,290		\$ 668,290	2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 3.2.1, 3.3.1, 3.3.2

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Strategic Planning Template

Type	Item #			Description
	Goal	Strat	Object	
G	1			In order for the Commission to serve the public interest, it must consistently provide timely and effective regulation of investor-owned utilities.
S		1.1		The Commission will continue the rulemaking process to amend PSC regulations, as needed.
O			1.1.1	Defend Regulations 103-811 and 103-817 while pending at the General Assembly.
S		1.2		The Commission will use technology to increase its effectiveness by:
O			1.2.1	Continuing to market the eService System to transportation carriers to allow carriers to opt-in to the system.
O			1.2.2	Improving the effectiveness of the eService System to ensure the integrity of the system.
O			1.2.3	Continuing to use and improve the use of social media to communicate with the public regarding matters and events at the Commission.
O			1.2.4	Continuing to add orders to the online Order Index System.
O			1.2.5	Investigating the implementation of a smartphone application ("app") for filing and reporting purposes.
O			1.2.6	Monitoring the PSC's Website and Docket Management System (DMS) activity through Google Analytics.
O			1.2.7	Migrating the Commission's Information Technology and server needs to the Division of Technology Operations (DTO).
S		1.3		The Commission will implement Cyber Security Awareness Training and an Information Technology/Information Security Plan for the Agency.
O			1.3.1	Complete agency-wide Cyber Security Awareness Training.
O			1.3.2	Implement Information Technology/Information Security Plan for the Agency.
S		1.4		The Commission will increase transparency by providing via SCETV video streaming services.
O			1.4.1	Live stream Commission hearings that generate public interest.
S		1.5		The Commission will reconfigure its Docket Management System (DMS) by utilizing a ".net" platform.
O			1.5.1	Complete reconfiguration, test, and launch the updated DMS.
G	2			In order for the Commission to serve the public interest, it must be engaged in its analysis of the issues before it.
S		2.1		The Commission will provide expert staff support to the Commissioners through analysis and collaboration by:

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Strategic Planning Template

Type	Item #			Description
	Goal	Strat	Object	
O			2.1.1	<i>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.</i>
O			2.1.2	<i>Maintaining a database of technical and legal research for reference</i>
O			2.1.3	<i>Preparation by staff for Commission proceedings by analyzing technical information from industry blogs.</i>
O			2.1.4	<i>Providing weekly updates by Staff to Commissioners.</i>
S		2.2		The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by:
O			2.2.1	<i>Holding ethics seminars each year for Commissioners and Staff.</i>
O			2.2.2	<i>Providing Commissioners and Staff regular updates on ethical topics and developments.</i>
O			2.2.3	<i>Responding to ethical issues and providing targeted training, as necessary.</i>
G	3			The Commission's activities must be enterprising.
S		3.1		The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by:
O			3.1.1	<i>Surveying stakeholders, such as attorneys, utilities, and consumers to determine whether regulatory needs are being met and where improvements can be made.</i>
O			3.1.2	<i>Monitoring developments on the federal level affecting South Carolina's regulatory process and drafting appropriate responses, if necessary.</i>
O			3.1.3	<i>Scheduling and holding a working meeting with stakeholders for input in order to improve the PSC's operations.</i>
S		3.2		Commissioners and staff will be active in professional organizations and utilize an effective public information program by:
O			3.2.1	<i>Participating in NARUC, SEARUC, NRR1 and other national organizations.</i>
O			3.2.2	<i>Identifying and distributing media releases to the public and other interested parties.</i>
O			3.2.3	<i>Distributing newsletters in electronic or hardcopy format to PURC, the Commission's Advisory Committee and certificated motor vehicle carriers.</i>
S		3.3		The Commission will support initiatives to balance community and professional development activities by:
O			3.3.1	<i>Recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle.</i>
O			3.3.2	<i>Recognizing professional excellence of its employees.</i>

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
1	The Commission will continue the rulemaking process to amend PSC regulations by defending Regulations 103-811 and 103-817 while pending at the General Assembly.	Public Hearing Held	Final Regulations published in State Register on June 26, 2015	N/A	July 1 - June 30	PSC Website, Docket Management System, and SC State Register	Annually		1.1.1
2	The Commission will use technology to increase its effectiveness by continuing to market the eService System to transportation carriers to allow carriers to opt-in to the system.	99 carriers registered on the system	172 new users registered on the system, bringing the total to 271	350 transportation carriers registered on the system	July 1 - June 30	eService System	Monthly	Data collection from the eService System	1.2.1
3	The Commission will use technology to increase its effectiveness by improving the effectiveness of the eService System to ensure integrity of the system	N/A	Implemented a procedure to call users who do not accept service within 3 day time limit	Procedure of the United States District Court of South Carolina	July 1 - June 30	eService System	Monthly	Data collection from the eService System	1.2.2
4	The Commission will use technology to increase its effectiveness by continuing to use and improve the use of social media to communicate with the public regarding matters and events at the Commission.	41 Twitter Followers & 73 @PSCofSC Tweets	110 Twitter Followers & 273 new Tweets	50 new followers & 275 new Tweets	July 1 - June 30	Twitter Analytics	Annually	5 Tweets per week at 52 weeks per year	1.2.3
5	The Commission will use technology to increase its effectiveness by continuing to add orders to the online Order Index System.	896 orders added	927 orders added	Add all Orders issued by Commission during the FY	July 1 - June 30	DMS Order Index System, SC Code of Laws 58-3-140 (C)	Monthly	Data collection from the DMS	1.2.4
6	The Commission will use technology to increase its effectiveness by investigating the implementation of a smartphone application ("app") for filing and reporting services.	N/A	Began investigation by surveying stakeholders and discussing the possibilities with vendors, also held an open discussion about the idea at the PSC's Advisory Committee Meeting	Continue initiative investigation	July 1 - June 30	Survey Monkey, Vendors, PSC Advisory Committee	Annual		1.2.5

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
7	The Commission will use technology to increase its effectiveness by monitoring the PSC's Website and Docket Management System (DMS) activity through Google Analytics.	N/A	Google Analytics confirms that the PSC's DMS is the Commissions most actively used site. The PSC uses Google Analytics to understand what types of matters are of interest to the public.	Continue to monitor Google Analytics and use the data to be more effective	July 1 - June 30	Google Analytics	Monthly		1.2.6
8	The Commission will use technology to increase its effectiveness by migrating the Commission's Information Technology and server needs to the Division of Technology Operations (DTO).	N/A	Completed migration of the PSC's server and IT needs to DTO, bolstering security of PSC's data.	N/A	July 1 - June 30	Division of Technology Operations (DTO)	Annually		1.2.7
9	The Commission will implement Cyber Security Awareness Training and an Information Technology/Information Security Plan for the agency.	N/A	All Staff and Commissioners, with the exception of one, completed the Cyber Security training during the Fiscal Year. The PSC successfully implemented an IT/IS Plan for the agency.	N/A	July 1 - June 30	SC Cyber Security Awareness Training Program, internal documents	Annually		1.3.1, 1.3.2

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
10	The Commission will increase transparency by providing via SCETV video streaming services.	N/A	The Commission live streamed its two Distributed Energy Resource Program (DERP) hearings during the fiscal year. This matter generated a lot of public interest, and; therefore, these dockets were selected for live streaming.	Unknown	July 1 - June 30	SCETV Archives of the PSC's live streamed events	Annually		1.4.1
11	The Commission will reconfigure its Docket Management System (DMS) by utilizing a ".net" platform, and will complete the reconfiguration and testing during the fiscal year.	N/A	The Commission completed the reconfiguration and testing of the new DMS. The new site was launched June 2015.	Work to clean up the newly launched site to ensure optimum effectiveness, and hold workshops for stakeholders.	July 1 - June 30	PSC DMS	Annually		1.5.1
12	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by holding in-house educational seminars on regulatory topics for Commissioners and staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and staff on emerging topics in the regulatory arena.	15 in-house educational sessions held during FY 13-14	4 in-house educational sessions held during the FY, including two sessions from the National Judicial College regarding Due Process and Settlements.	Hold NRRI and National Judicial College Training, schedule and hold additional training, as needed.	July 1 - June 30	Internal PSC training documents	Annually		2.1.1
13	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by maintaining a database of technical and legal research for reference.	19 added during FY 13-14, bringing the total number of items in the database to 183	7 items added during the FY	Items added as available	July 1 - June 30	PSC Sharepoint site	Annually	# of items in the database	2.1.2

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
14	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by preparing for Commission proceedings by analyzing technical information from industry blogs.	N/A	700 blog posts were made during the FY. These blog posts provide insight into ongoing and emerging issues in the regulatory arena.	Continue to post relevant items to the regulatory arena.	July 1 - June 30	PSC News Blog	Annually	Posts made during the fiscal year	2.1.3
15	The Commission will provide expert staff support to the Commissioners by providing weekly updates to Commissioners.	N/A	Weekly updates include summarizations of testimony, discussions on current events in the regulatory world, and guidance on questions posed during hearing preparation. 45 summaries of testimonies were distributed during the FY.	Continue to provide expert support in regards to testimony summarizations, discussions, and questions.	July 1 - June 30	Internal PSC documents	Annually		2.1.4
16	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by holding ethics seminars each year for Commissioners and staff.	As per Act 175 of 2004, 6 hours of Ethics Training were completed during FY 13-14	As per Act 175 of 2004, 6 hours of Ethics Training were completed during the FY	Complete the required 6 hours of Ethics Training	July 1 - June 30	SC Code of Laws 58-3-30 (C)	Annually	SC Code of Laws 58-3-30 (C)	2.2.1
17	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by providing Commissioners and staff regular updates on ethical topics and developments.	2 "Ethics Watch" newsletters were published during FY 13-14 detailing Judicial Advisory Opinions and any updates to ethics laws	2 "Ethics Watch" newsletters were published during the FY detailing Judicial Advisory Opinions and any updates to ethics laws	Publish 2 ethics newsletters	July 1 - June 30	SC Judicial Code of Conduct and Administrative Procedures Act	Annually	1 Spring Newsletter and 1 Fall Newsletter	2.2.2

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
18	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by responding to ethical issues and providing targeted training as necessary.	No training necessary	No training necessary	No training necessary	July 1 - June 30	SC Code of Laws 58-3-30	Annually	SC Code of Laws 58-3-30	2.2.3
20	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by surveying stakeholders, such as attorneys, utilities, and consumers to determine whether regulatory needs are being met and where improvements can be made.	1 Advisory Committee Meeting held and surveys issued	Surveys issued and feedback being analyzed.	Issue surveys and analyze feedback	July 1 - June 30		Annually		3.1.1
21	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by monitoring developments on the federal level affecting South Carolina's regulatory process and drafting appropriate responses, if necessary.	Comments supplied on 30 NARUC resolutions and 2 NWSC resolutions	Comments supplied on 20 NARUC resolutions and 15 NERC resolutions	Draft responses as necessary	July 1 - June 30		Annually		3.1.2
22	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by scheduling and holding a working meeting with stakeholders for input in order to improve the PSC's operations.	N/A	Advisory Committee meeting held to discuss reconfigured DMS launch, Smartphone App research and feedback, and the PSC's administrative procedures	Schedule and hold 1 Advisory Committee Meeting	July 1 - June 30		Annually		3.1.3

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23	Commissioners and staff will be active in professional organizations and utilize an effective public information program by participating in NARUC, SEARUC, NRRRI and other national organizations.	108 National Association Activities completed	134 National Association Activities completed	Maintain an active presence in national associations	July 1 - June 30	SC Code of Laws 58-3-260 (H)	Annually		3.2.1
24	Commissioners and staff will be active in professional organizations and utilize an effective public information program identifying and distributing media releases to the public and other interested parties.	5 Press Releases issued during FY 13-14	1 Press Release issued during the FY	Publish press releases as needed	July 1 - June 30		Annually		3.2.2
23	Commissioners and staff will be active in professional organizations and utilize an effective public information program by distributing newsletters in electronic or hardcopy format to PURC, the Commission's Advisory Committee and certificated motor vehicle carriers.	2 "PSC News" newsletters issued during the FY 13-14	2 "PSC News" newsletters issued during the FY	Issue 2 PSC newsletters during the FY	July 1 - June 30		Annually	1 Spring Newsletter and 1 Fall Newsletter	3.2.3
24	The Commission will support initiatives to balance community and professional development activities by recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle.	"Health & Wellness" newsletter issued, Breast Cancer Awareness Presentation, Cholesterol & Blood Screening opportunity held at PSC, health emails, Christmas project benefitting Meals on Wheels and Seniors in the community	"Health & Wellness" newsletter issued, Completed 3 service projects: Walk for Life, Midland's Heart Walk, Meals on Wheels, health emails, employee health screenings, recognized employees who actively pursue a healthy lifestyle at work	Issue "Health & Wellness" newsletter, complete 3 service projects, health screenings, and healthy lifestyle emails	July 1 - June 30		Annually		3.3.1

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25	The Commission will support initiatives to balance community and professional development activities by recognizing professional excellence of its employees.	9 employees recognized throughout FY 13-14	Implemented a new Team Member of the Year Award program. Recognized one employee as Team Member of the Year. Award received every 18 months for outstanding performance.	Recognize employees for outstanding performance as needed, and continue to use its newly implemented Team Member of the Year Award - next presentation December 2016	July 1 - June 30		Every 18 Months		3.3.2