



Public Service Commission of South Carolina  
Accountability Report  
Fiscal Year 2015-2016

<b>AGENCY NAME:</b>	The Public Service Commission of South Carolina		
<b>AGENCY CODE:</b>	R04	<b>SECTION:</b>	072

## Fiscal Year 2015-16 Accountability Report

### SUBMISSION FORM

<b>AGENCY MISSION</b>	<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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<b>AGENCY VISION</b>	<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 state 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.

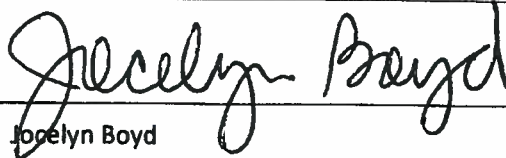
<b>RESTRUCTURING RECOMMENDATIONS:</b>	<p>The Commission has no recommendations for restructuring at this time. The agency is reviewed annually by the Public Utilities Review Committee provided in §58-3-530.</p>
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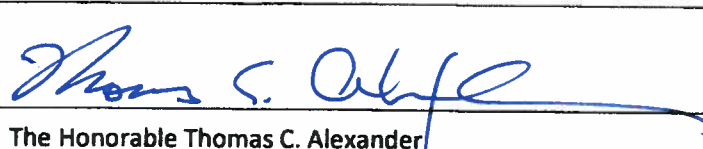
Please identify your agency’s preferred contacts for this year’s accountability report.

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

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I have reviewed and approved the enclosed FY 2015-16 Accountability Report, which is complete and accurate to the extent of my knowledge.

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

<b>BOARD/CMSN CHAIR</b> <b>(SIGN AND DATE):</b>	 9-13-14
<b>(TYPE/PRINT NAME):</b>	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 public utilities. This past fiscal year, the Commission opened 430 new dockets, including non-docketed items, held 59 hearings, issued 390 orders, and 505 directive orders. A total of 7,599 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.

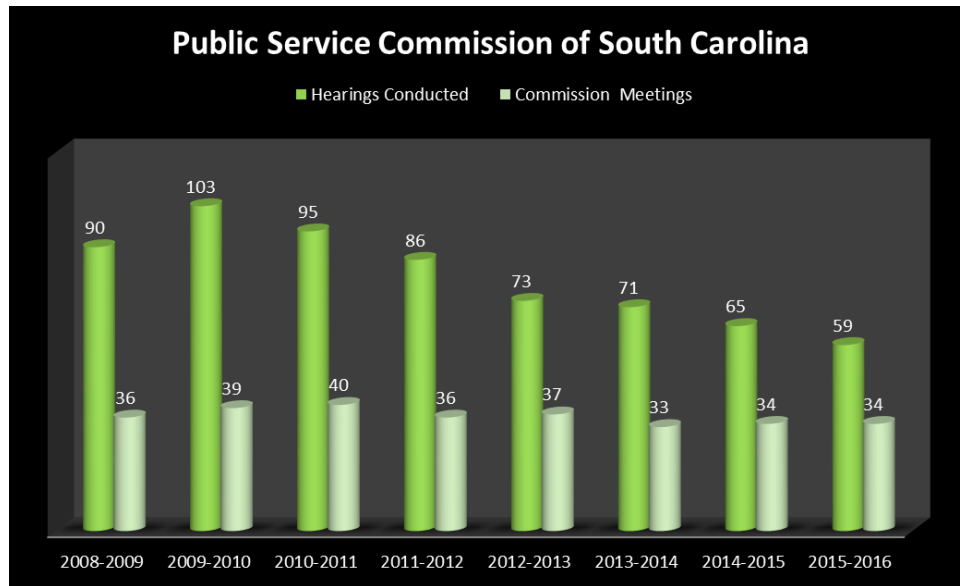
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**DMS Statistics**

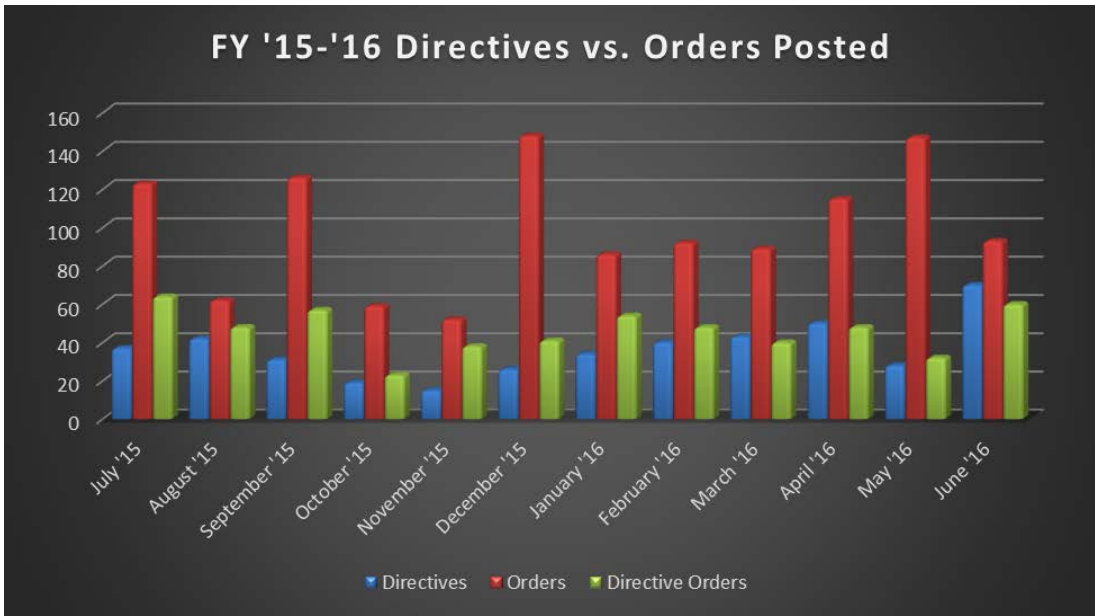
<b>Fiscal Year</b>	<b>New Dockets</b>	<b>Total Matters Posted</b>
2011-2012	545*	6618
2012-2013	465*	7347
2013-2014	503*	6217
2014-2015	471*	5840
2015-2016	474*	7599

\*Includes Non-Docketed Items

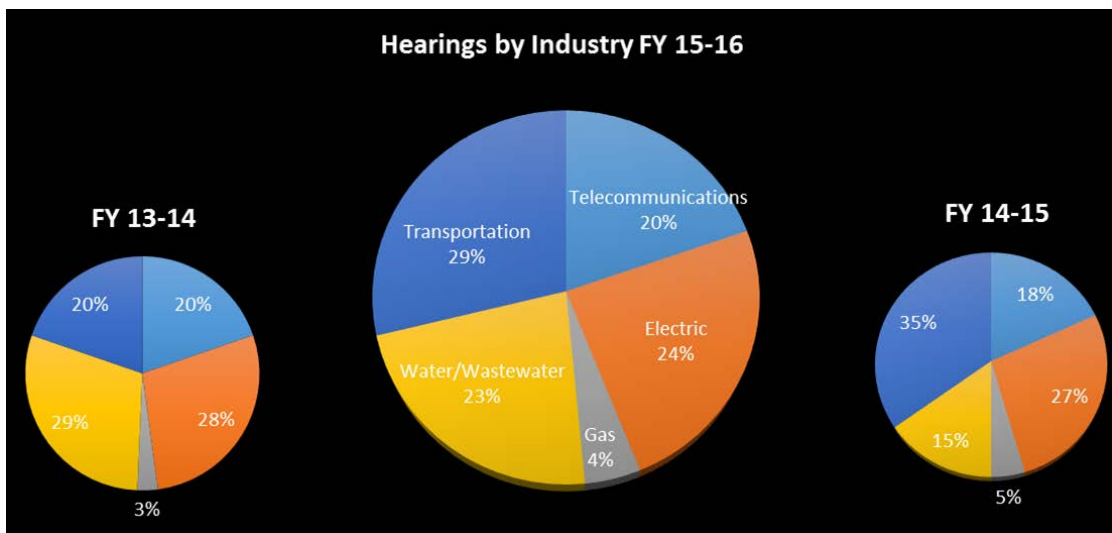
<b>Non-Docketed Items</b>	
<b>Fiscal Year</b>	<b>Number of Non-Docketed Dockets</b>
2011-2012	30
2012-2013	28
2013-2014	25
2014-2015	41
2015-2016	44



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The Commission’s hearings encompass the electric, gas, telecommunications, transportation, water, and wastewater industries. Water and wastewater hearings increased during the year due to 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 solar programs 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, 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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<p>Commissioner Howard District 1</p>	<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 - Dept. of Homeland Security, Water Sector Government Coordinating Council</p> <p>Member - Water Research Foundation Public Council on Drinking Water Research</p> <p>Member – Advisory Council for the Center for Public Utilities at New Mexico State University</p> <p>Member – Advisory Council for the Financial Research Institute of the University of Missouri</p>
<p>Commissioner Elam District 2</p>	<p>Member – NARUC Committee on Telecommunications</p> <p>Member – NARUC Telecommunications Act Modernization Task Force</p> <p>Member – FCC Federal-State Joint Conference on Advanced Telecommunications Services</p>
<p>Commissioner Randall District 3</p>	<p>Member – NARUC Committee on Water</p> <p>Member – NARUC Subcommittee on Nuclear Issues Waste Disposal</p> <p>Member – NARUC Transportation Task Force</p>
<p>Commissioner Fleming District 4</p>	<p>Member - NARUC Committee on Critical Infrastructure</p> <p>Member – NARUC Committee on International Relations</p> <p>Member - NARUC Committee on Electricity</p> <p>President – National Council on Electricity Policy</p> <p>Board Member - National Regulatory Research Institute (NRRI)</p> <p>Member - NRRI Investment Committee</p> <p>Vice President - Advisory Council for the Center for Public Utilities at New Mexico State University</p>

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<p>Commissioner Whitfield District 5</p>	<p>Co Vice-Chairman - NARUC Committee on Critical Infrastructure</p> <p>Member – NARUC Washington Action Committee</p> <p>Member – NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member - NARUC Committee on Gas</p> <p>Vice Chairman – Gas Technology Institute Advisory Board</p> <p>1st Vice President – Southeastern Association of Regulatory Utility Commissioners</p> <p>Member – NARUC-US DOE Gas Infrastructure Modernization Partnership</p>
<p>Commissioner Hall District 6</p>	<p>Member – NARUC Washington Action Committee</p> <p>Chairman - NARUC Utility Marketplace Access Subcommittee</p>
<p>Commissioner Hamilton District 7</p>	<p>Member - NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member – NARUC Board of Directors</p> <p>Member – NARUC Committee on Telecommunications</p> <p>Member - NARUC Advisory Committee</p> <p>Member – North American Numbering Council</p> <p>Member – NARUC Committee on Gas</p>
<p>Commission Staff</p>	<p>Member – NARUC Staff Subcommittee on Critical Infrastructure</p> <p>Member – NARUC Staff Subcommittee on Information Services</p> <p>Member – NARUC Staff Subcommittee on Accounting and Finance</p> <p>Member – NARUC Staff Subcommittee on Electricity</p> <p>Member – NARUC Staff Subcommittee on Water</p> <p>Chairman – NARUC Staff Subcommittee on Nuclear Issues and Waste Disposal</p> <p>Member – NARUC Staff Subcommittee on Clean Coal and Carbon Sequestration</p> <p>Member – NERC Compliance and Certification Committee</p> <p>Member – EISPC Studies and Whitepapers Workgroup</p> <p>Member – NARUC Staff Subcommittee on Telecommunications</p> <p>Member – NARUC Staff Subcommittee on Electric Reliability</p>

During the year, the Commission partnered with SCETV to design and implement Docket Management System (DMS) training videos. The videos teach users how to effectively use the system through narration and simulations that illustrate how to execute certain functions on the DMS. The videos are an important and useful resource for new and current users of the system.

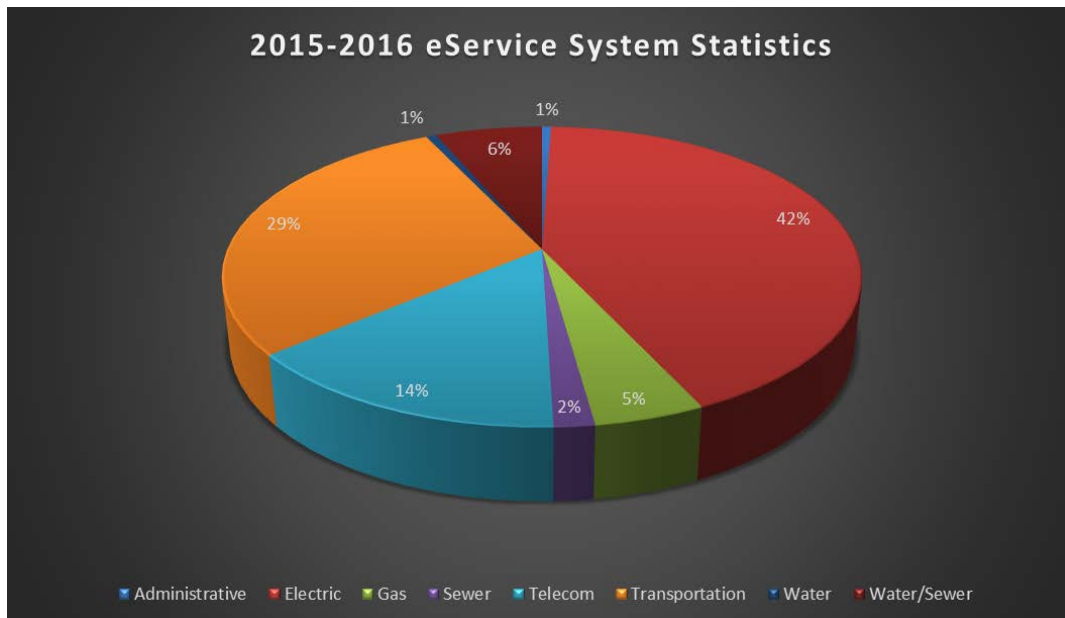


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Screenshot of the DMS Training Module Contents Page

During the 2015-2016 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, followed by transportation and telecommunications.



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<b>Orders Served to Party Representatives via eService System Breakdown</b>		
<b>Industry</b>	<b>Fiscal Year 2014-2015</b>	<b>Fiscal Year 2015-2016</b>
Administrative	15	34
Electric	2478	2664
Gas	209	298
Sewer	178	109
Telecommunications	609	899
Transportation	991	1823
Water	18	38
Water/Sewer	143	405
Electric/Gas	19	0

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.

**SUBSECTION I: RISK ASSESSMENT AND MITIGATION STRATEGIES**

<b>Risk</b>	<b>Description</b>	<b>Severity</b>	<b>Actions to Mitigate Risk</b>	<b>General Assembly Resolution</b>
<b>Internal Risks</b>				
<b>Failure to provide an open, accessible and efficient regulatory process which is fair, cost effective and unbiased, and inability to explore alternative methods of regulating the entities subject to the Commission’s jurisdiction</b>	In order to achieve its Mission, the Public Service Commission must provide an open, accessible and efficient regulatory process that is fair, cost effective, and unbiased. The Commission is also charged with exploring alternative methods of utility regulation within its jurisdiction. The Commission must have the tools and support to accomplish these objectives.	<b>Major</b>	First, to mitigate the negative impact of the risk, competent commissioners and employees must be employed at the Commission. The Commission’s employees and commissioners must be adequately equipped with the skillset to professionally and effectively perform their job functions. S.C. Code Ann. Section 58-3-20, mandates that commissioners meet minimum standards of education, backgrounds, and expertise. The Agency and commissioners are evaluated annually on their performance. Next, continued oversight and accountability of the Commission is critical. Governmental entities, like the Commission, are tasked with conducting operations which are accountable to the public. S.C. Code Ann. Section 58-3-530 governs the evaluation of the Commission, so accountability of the Commission from outside authorities will assist in mitigating the Risk described.	In order to support the mitigation of these risks, the General Assembly can aid in the resolution of the risks before the Commission experiences any adverse impacts by continuing the Commission’s oversight by the Public Utilities Review Committee, reviewing and deliberating any requested statutory amendments, and allowing interested persons to participate in the Commission’s processes.

**SUBSECTION II: RESTRUCTURING RECOMMENDATIONS**

The Commission has no recommendations for restructuring at this time. The agency is reviewed annually by the Public Utilities Review Committee provided in §58-3-530.

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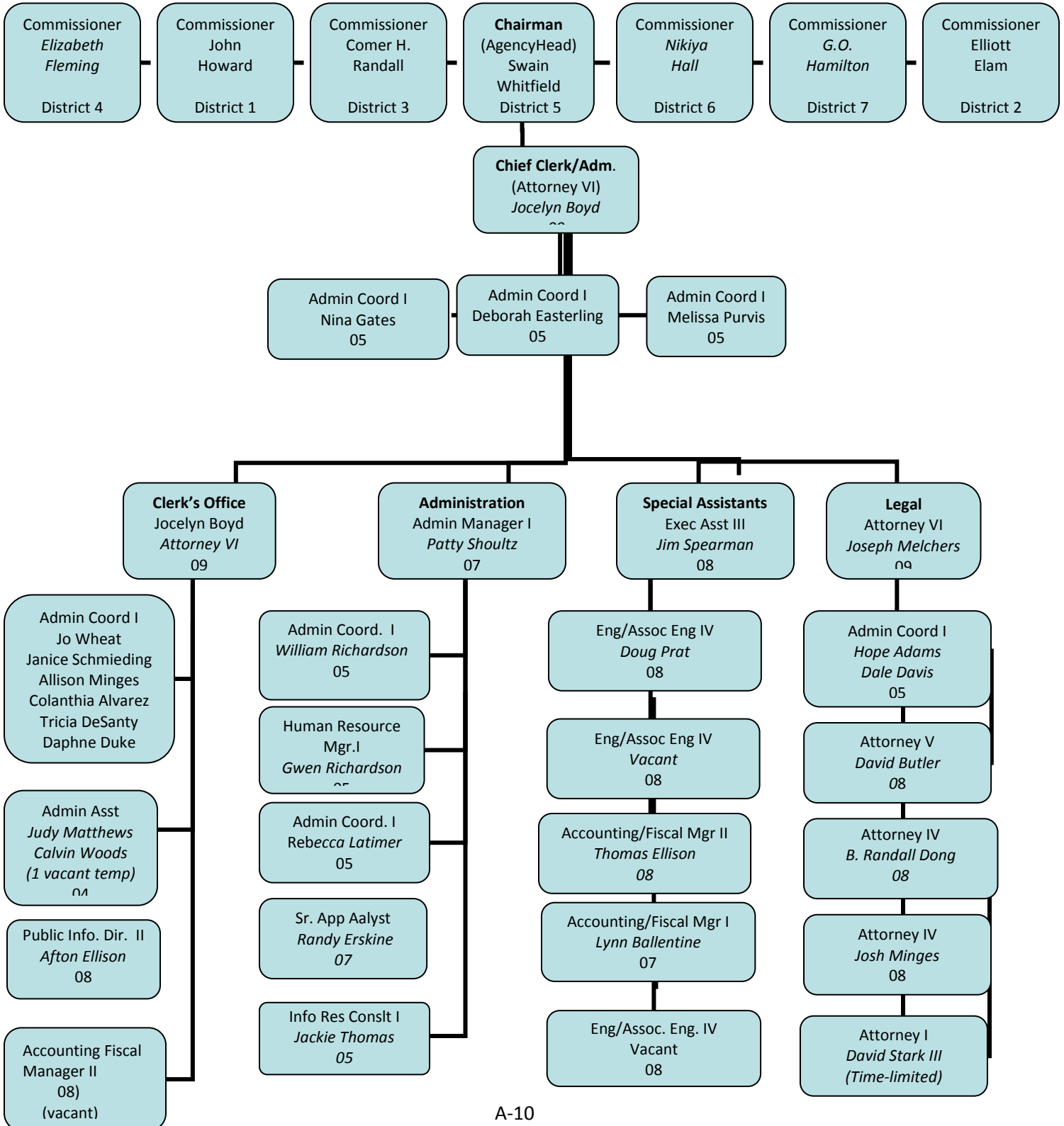
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Public Service Commission of South Carolina  
Revised Organizational Chart  
July 2016



Agency Name: Public Service Commission of South Carolina

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Agency Code: R04 Section: 72

Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
G	1			Government and Citizens	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			<b>The Commission will use technology to increase its effectiveness by:</b>
O			1.1.1		Continuing to market the eService System to transportation carriers to allow carriers to opt-in to the system.
O			1.1.2		Improving the effectiveness of the eService System by proposing an amendment to SC Code Ann. 58-3-250(B).
O			1.1.3		Continuing to use social media to communicate with the public regarding matters and events at the Commission.
O			1.1.4		Continuing to add orders to the online Order Index System.
O			1.1.5		Investigating the implementation of mobile text messaging alerts.
O			1.1.6		Monitoring the PSC's Website and DMS activity through Google Analytics.
O			1.1.7		Planning and Implementing a workshop for transportation stakeholders to learn how to effectively navigate the newly reconfigured Docket Management System (DMS).
O			1.1.8		Planning and Implementing a workshop for non-transportation stakeholders to learn how to effectively navigate the newly reconfigured Docket Management System (DMS).
O			1.1.9		Publishing DMS manuals for internal and external users of the system.
O			1.1.10		Publishing eTariff System manuals for internal and external users of the system.
S		1.2			<b>The Commission will reconfigure its eTariff System by utilizing a ".net" platform.</b>
O			1.2.1		Reconfigure and test the new system before launching.
S		1.3			<b>The Commission will clean up the newly reconfigured DMS and eTariff Systems.</b>
O			1.3.1		Identify areas for improvement and coordinate with the designer to make system improvements.
S		1.4			<b>The Commission will investigate the implementation of DMS Training videos with assistance from SC ETV.</b>
O			1.4.1		Investigate, partner with SC ETV, and produce DMS Training modules.
G	2			Education, Training, and Human Development	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			<b>The Commission will provide expert staff support to the Commissioners through analysis and collaboration by:</b>
O			2.1.1		Holding in-house educational seminars on regulatory topics for Commissioners and staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and staff on emerging topics in the regulatory arena.
O			2.1.2		Maintaining a database of technical and legal research for reference.
O			2.1.3		Preparation by staff for Commission proceedings by analyzing technical information from industry blogs.
O			2.1.4		Providing weekly updates by Staff to Commissioners.

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Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
S		2.2			<b>The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by:</b>
O			2.2.1		<i>Holding ethics seminars each year for Commissioners and staff.</i>
O			2.2.2		<i>Providing Commissioner and staff regular updates on ethical topics and developments.</i>
O			2.2.3		<i>Responding to ethical issues and providing targeted training if necessary.</i>
G	3			<b>Public Infrastructure and Economic Development</b>	<b>The Commission's activities must be enterprising.</b>
S		3.1			<b>The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by:</b>
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>Implement a working meeting with stakeholders for input in order to improve the PSC's operations.</i>
S		3.2			<b>Commissioners and staff will be active in professional organizations and utilize an effective public information program by:</b>
O			3.2.1		<i>Participating in NARUC, SEARUC, NRRI 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 and hardcopy format to PURC, the Commission's Advisory Committee and certified motor vehicle carriers.</i>
S		3.3			<b>The Commission will support initiatives to balance community development activities by recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle.</b>
O			3.3.1		<i>Plan and coordinate three community service initiatives for the agency, encourage healthy lifestyles through email notifications and agency postings.</i>

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Performance Measurement Template

Item	Performance Measure	Target Value	Actual Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)
1	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.	80 new registered carriers, with a total of 350 carriers registered on the system	176 new carriers registered on the system, bringing the total to 447	550 total carriers on the system	7/1/2015-6/30/2016	eService System, monthly		1.1.1
2	The Commission will use technology to increase its effectiveness by improving the effectiveness of the eService System by proposing amendments to SC Code Ann. 58-3-250(B).	Discuss proposed amendments with stakeholders to obtain feedback	Meeting with stakeholders held to discuss the amendments.	General Assembly Approval of Proposed Amendments	7/1/2015-6/30/2017	Annually		1.1.2
3	The Commission will use technology to increase its effectiveness by continuing to use social media to communicate with the public regarding matters and events at the Commission.	50 new followers and 275 new Tweets	59 new followers and 226 new Tweets	50 new followers and 275 new Tweets	7/1/2015-6/30/2016	Twitter Analytics, monthly	5 Tweets per week at 52 weeks per year	1.1.3
4	The Commission will use technology to increase its effectiveness by continuing to add orders to the online Order Index System.	All orders issued by Commission during FY	All orders issued by the Commission during the fiscal year were added to the system. A total of 1,745 orders were added.	All orders issued by Commission during FY	7/1/2015-6/30/2016	DMS Orders Index System, SC Code of Laws 58-3-140©		1.1.4

5	The Commission will use technology to increase its effectiveness by investigating the implementation of mobile text messaging alerts.	Survey stakeholders regarding interest in receiving mobile text messaging alerts	The Commission surveyed its stakeholders regarding topics of interest for users, and launched a pilot program with five stakeholders to test sending Commission Meeting Agendas via mobile text alert. The response to the program was positive.	Implement a more robust digital communications program to increase transparency of the Agency's operations	7/1/2015-6/30/2017	Survey Monkey, Vendors, PSC Stakeholders	1.1.5
6	The Commission will use technology to increase its effectiveness by monitoring the PSC's Website and DMS activity through Google Analytics.	Monitor Google Analytics and use the data to be more effective	Google Analytics confirms the PSC's DMS is the Commission's most used site. The PSC uses the data 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	7/1/2015-6/30/2016	Google Analytics, monthly	1.1.6
7	The Commission will use technology to increase its effectiveness by planning and implementing a workshop for transportation stakeholders to learn how to effectively navigate the newly reconfigured Docket Management System (DMS).	Plan and hold workshop	The workshop was held in December and 4 transportation stakeholders attended	N/A	7/1/2015-12/30/2015		1.1.7
8	The Commission will use technology to increase its effectiveness by planning and implementing a workshop for non-transportation stakeholders to learn how to effectively navigate the newly reconfigured Docket Management System (DMS).	Plan and hold workshop	The workshop was held in September and 28 stakeholders attended	N/A	7/1/2015-9/30/2015		1.1.8

9	The Commission will use technology to increase its effectiveness by publishing DMS manuals for internal and external users of the system.	Publish manuals for internal and external users of the system	2 manuals were published - one for external users and one for internal users	N/A	7/1/2015-6/30/2016	<a href="http://www.psc.sc.gov/Documents/Homepage/DMS%20Manual.pdf">http://www.psc.sc.gov/Documents/Homepage/DMS%20Manual.pdf</a>	1.1.9
10	The Commission will use technology to increase its effectiveness by publishing eTariff manuals for internal and external users of the system.	Publish manuals for internal and external users of the system	eTariff System User Guide was published that details internal and external guidance for navigating the system	N/A	7/1/2015-6/30/2016	<a href="https://etariff.psc.sc.gov/documents/eTariff_System_User_Guide.pdf">https://etariff.psc.sc.gov/documents/eTariff_System_User_Guide.pdf</a>	1.1.10
11	The Commission will reconfigure its eTariff System by utilizing a ".net" platform.	Complete reconfiguration and testing	Reconfiguration completed, testing and cleaning up "bugs" still in progress	N/A	7/1/2015-6/30/2017		1.2.1
12	The Commission will continue to clean up the newly reconfigured DMS and eTariff Systems	Resolve all pending issues	36 DMS issues at beginning of FY, 26 of these items were resolved and tested, 10 items remain unresolved. eTariff had 17 issues at beginning of FY, 11 of these items were resolved and tested, 6 items remain unresolved	Complete resolution of all unresolved issues	7/1/2015-6/30/2016		1.3.1
13	The Commission will investigate the implementation of DMS Training videos with assistance from SC ETV.	Partner with SC ETV to plan, create, and launch a DMS Training Module for users of the system	The PSC partnered with SC ETV to plan and create a DMS Training Module. The Modules were launched on June 27, 2016.	Plan and implement a training module for the PSC's eTariff System and Efiling System.	7/1/2015-6/30/2016	<a href="http://scetvradio.vo.llnwd.net/o33/EdDiv/PSC_DMS/DMS_Menu_FINAL/index.html">http://scetvradio.vo.llnwd.net/o33/EdDiv/PSC_DMS/DMS_Menu_FINAL/index.html</a>	1.4.1



14	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by holding in-house educational seminars on regulatory topics for Commissioners and staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and staff on emerging topics in the regulatory arena.	Hold National Judicial College training, and schedule/hold training sessions as needed	The Commission held 6 in-house educational training sessions, including a session presented by the National Judicial College	Schedule and hold in-house educational sessions on current and emerging issues	7/1/2015-6/30/2016	2.1.1
15	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by maintaining a database of technical and legal research for reference.	Items added as available	8 items added during the fiscal year, bringing the total to 145 items in the database	Add items to the database as available	7/1/2015-6/30/2016	2.1.2
16	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by preparation by staff for Commission proceedings by analyzing technical information from industry blogs.	Continue to post and analyze relevant regulatory items to the blog	600 blog posts were made and analyzed by staff	Continue to post and analyze relevant regulatory items to the blog	7/1/2015-6/30/2016	2.1.3
17	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by providing weekly updates by Staff to Commissioners.	Continue to provide expert support in regards to testimony summarizations, discussions, and questions	Weekly updates were provided to Commissioners in the form of testimony summarizations, discussions on current events, and guidance on questions posed during hearing preparation. 47 testimony summarizations were distributed.	Continue to provide expert support in regards to testimony summarizations, discussions, and questions	7/1/2015-6/30/2016	2.1.4
18	The Commission will ensure strict adherence to the State ethics laws and the Code of Judicial Conduct by holding ethics seminars each year for Commissioners and staff.	Complete 6 hours of Ethics Training during the year, as required by Act 175 of 2004	Commissioners and Staff completed 6 hours of Ethics Training	Complete 6 hours of Ethics Training during the year, as required by Act 175 of 2004	7/1/2015-6/30/2016	SC Code of Laws 58-3-30 (C) 2.2.1

19	The Commission will ensure strict adherence to the State ethics laws and the Code of Judicial Conduct by providing Commissioners and staff regular updates on ethical topics and developments.	Publish 2 "Ethics Watch" newsletters	2 "Ethics Watch" newsletters were published detailing Judicial Advisory Opinions and any updates to ethics laws	Publish 2 "Ethics Watch" newsletters	7/1/2015-6/30/2016	SC Judicial Code of Conduct and Administrative Procedures Act	2.2.2
20	The Commission will ensure strict adherence to the State ethics laws and the Code of Judicial Conduct by responding to ethical issues and providing targeted training if necessary.	No training necessary	No training was conducted or necessary	No training necessary	7/1/2015-6/30/2016		2.2.3
21	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.	Survey stakeholders	Stakeholders were surveyed to learn about their interest in a mobile text alert program	Survey stakeholders	7/1/2015-6/30/2016		3.1.1
22	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.	Draft responses as necessary	No responses were drafted during the fiscal year	Draft responses as necessary			3.1.2
23	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by implementing a working meeting with stakeholders for input in order to improve the PSC's operations.	Schedule and hold 1 Advisory Committee Meeting	Advisory Committee meeting held to discuss mobile text alerts, proposed regulations, generation of DMS Daily Activity Reports, and eTariff System feedback	Schedule and hold 1 Advisory Committee Meeting	7/1/2015-6/30/2016		3.1.3

24	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.	Maintain an active presence in national organizations	109 National Association Activities completed, including webinars, teleconferences, seminars, and conferences	Maintain an active presence in national organizations	7/1/2015-6/30/2016	3.2.1
25	Commissioners and staff will be active in professional organizations and utilize an effective public information program by identifying and distributing media releases to the public and other interested parties.	Publish press releases as needed	5 press releases were issued during the year	Publish press releases as needed	7/1/2015-6/30/2016	3.2.2
26	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.	Issue 2 PSC newsletters during the year	2 PSC newsletters were issued during the year	Issue 2 PSC newsletters during the year	7/1/2015-6/30/2016	3.2.3
27	The Commission will support initiatives to balance community development activities by recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle.	Issue "Health & Wellness" newsletter, complete 3 service projects, health screenings, and healthy lifestyle emails	1 Health & Wellness newsletter issued, completed 3 service projects: flood relief efforts, harvest hope food bank, and collected books for children, employee health screenings were held, and emails were sent out regarding healthy lifestyle habits	Issue "Health & Wellness" newsletter, complete 3 service projects, health screenings, and healthy lifestyle emails	7/1/2015-6/30/2016	3.3

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Program Template

Program/Title	Purpose	FY 2015-16 Expenditures (Actual)				FY 2016-17 Expenditures (Projected)				Associated Objective(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		\$ 2,389,903		\$ 2,389,903		\$ 2,597,221		\$ 2,597,221	2.2.1, 2.2.2, 2.2.3, 3.2.1
Clerks Office (R040A00011)	Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity		\$ 572,695		\$ 572,695		\$ 592,270		\$ 592,270	1.1.1, 1.1.2, 1.1.3, 1.1.5, 1.1.6, 1.1.7, 1.1.8, 1.1.9, 1.1.10, 2.2.1, 2.2.2, 2.2.3, 3.1.1, 3.1.3, 3.2.1, 3.2.2, 3.2.3
Legal (R040A00012)	Serves as legal counsel in Commission proceedings, as well as advisors to Commissioners.		\$ 779,981		\$ 779,981		\$ 789,475		\$ 789,475	1.1.4, 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
Office of Advisory Staff (R040A00014)	Serves as accounting, economic and engineering advisors to the Commissioners.		\$ 590,020		\$ 590,020		\$ 734,342		\$ 734,342	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

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**Legal Standards Template**

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Associated Program(s)
1	§58-3-10	State	Statute	Grants the continuation of the existence of the Public Service Commission	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
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	Administrative
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	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
4	§58-3-60	State	Statute	Sets the authority of Commission employment and limitations of Commission duties	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
5	§58-3-140	State	Statute	Authority to regulate public utilities	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
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	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
7	§58-1-10 et seq	State	Statute	Chapter 1 of Title 58 General Provisions for public utilities, services and carriers	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
8	§58-3-5 et seq	State	Statute	Chapter 3 of Title 58: Public Service Commission	Administrative, Clerk's Office, Office of Advisory Staff, and Legal

9	§58-5-10 et seq	State	Statute	Chapter 5 of Title 58: Gas, Heat, Water, Sewerage Collection and Disposal, and Street Railway Companies	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
10	§58-7-10 et seq	State	Statute	Chapter 7 of Title 58: Special Provisions Affecting Gas, Water or Pipeline Companies	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
11	§58-9-10 et seq	State	Statute	Chapter 9 of Title 58: Telephone, Telegraph and Express Companies	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
12	§58-11-10 et seq	State	Statute	Chapter 11 of Title 58: Radio Common Carriers	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
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	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
14	§58-17-10 et seq (e.g. 58-17-1310)	State	Statute	Chapter 17 of Title 58: The General Railroad Law	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
15	§58-21-10 et seq (e.g. 58-21-220)	State	Statute	Chapter 21 of Title 58: Electric, Interurban and Electric Cooperatives	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
16	§58-23-10 et seq	State	Statute	Chapter 23 of Title 58: Motor Vehicle Carriers	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
17	§58-27-10 et seq	State	Statute	Chapter 27 of Title 58: Electric Utilities and Electric Cooperatives	Administrative, Clerk's Office, Office of Advisory Staff, and Legal

18	§58-33-10 et seq	State	Statute	Chapter 33 of Title 58: Utility Facility Siting and Environmental Protection	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
19	§58-37-10 et seq	State	Statute	Chapter 37 of Title 58: Energy Supply and Efficiency	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
20	§58-39-110 et seq	State	Statute	Chapter 39 of Title 58: South Carolina Distributed Energy Resource Program	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
21	§58-40-10 et seq	State	Statute	Chapter 40 of Title 58: Net Energy Metering	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
22	§48-46-10 et seq	State	Statute	Atlantic Interstate Low-level Radioactive Waste Compact Implementation Act	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
23	42 U.S.C. §7401 et seq. (1970)	Federal	Statute	Clean Air Act	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
24	33 U.S.C. §1251 et seq.	Federal	Statute	Clean Water Act	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
25	49 U.S.C. §60101 et seq.	Federal	Statute	Pipeline Safety Act	Administrative, Clerk's Office, Office of Advisory Staff, and Legal
26	FCC Telecommunications Act of 1934	Federal	Statute	Regulation of interstate and foreign communication by wire or radio, including Eligible Telecommunications Carriers (ETCs)	Administrative, Clerk's Office, Office of Advisory Staff, and Legal

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27

Public Utility Regulatory Policies Act of 1978

Federal

Statute

Promotes energy conservation and greater use of domestic energy and renewable energy

Administrative, Clerk's  
Office, Office of Advisory  
Staff, and Legal

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<b>Agency Name:</b>	<b>Public Service Commission of South Carolina</b>
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<b>Agency Code:</b>	<b>R04</b>	<b>Section:</b>	<b>72</b>
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Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
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 Objective(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	3.2.1
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	3.1.1, 3.1.2, 3.1.3
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	3.2.1
Division of Technology Operations	State Government	Provides internet and desktop support services for the Commission's operations	1.2, 1.3
SC ETV		ETV is assisting in the production and creation of the PSC's online system training modules. ETV is also supporting the storage of the modules.	1.4
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	3.2.1

Department of Homeland Security Water Sector Government Coordinating Council	Federal Government	<b>Interagency and cross-jurisdictional coordination of strategies, activities, policy, and communications across government entities within the water sector</b>	<b>3.2.1</b>
Water Research Foundation Public Council on Drinking Water Research	Non-Governmental Organization	<b>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.</b>	<b>3.2.1</b>
Advisory Council for the Center for Public Utilities at New Mexico State University	Higher Education Institute	<b>The Advisory Council provides valuable input to the University in creating the content of the Center's programs.</b>	<b>3.2.1</b>
Advisory Council for the Financial Research Institute of the University of Missouri	Higher Education Institute	<b>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.</b>	<b>3.2.1</b>
FCC Federal-State Joint Conference on Advanced Telecommunications Services	Federal Government	<b>Forum for an ongoing dialogue among the FCC, state regulators, and local and regional entities regarding the deployment of advanced telecommunications capabilities.</b>	<b>3.2.1</b>
National Council of Electricity Policy	Non-Governmental Organization	<b>Convenes regulators, state legislators, energy and air consumer advocates, and Governors' offices to serve as an incubator for discussions on electricity policy.</b>	<b>3.2.1</b>
Gas Technology Institute Public Interest Advisory Committee	Non-Governmental Organization	<b>Provides public and gas consumer interest guidance to the Gas Technology Institute and its Board.</b>	<b>3.2.1</b>
North American Numbering Council	Federal Government	<b>FCC Committee created to advise the Commission on numbering issues and to make recommendations that foster efficient and impartial number administration.</b>	<b>3.2.1</b>
Comptroller General	State Government	<b>Provides unemployment insurance to the agency. State audits.</b>	
State Fiscal Accountability Authority	State Government		
Department of Public Safety	State Government	<b>Provides security at the Commission during hearings and meetings.</b>	
South Carolina Department of Corrections	State Government	<b>Provides recycling and printing services for the agency.</b>	

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Report Template

Item	Report Name	Name of Entity Requesting the Report	Type of Entity	Reporting Frequency	Submission Date (MM/DD/YYYY)	Summary of Information Requested in the Report	Method to Access the Report
1	SFAA Audit & Certification Agency Quarterly Reporting	State Fiscal Accountability Authority	State	Quarterly		Activity for Sole Source Procurements, Emergency Procurements, Illegal Procurements, Record of Applied Preferences, Procurements Using 10% Rule, Trade-In Sales.	<a href="http://procurement.sc.gov/PS/agency/auditRpts/PS-audit-reports-login.phtm">http://procurement.sc.gov/PS/agency/auditRpts/PS-audit-reports-login.phtm</a>
2	Performance Measures Report	Public Utilities Review Committee	State	Annually	August 19, 2016	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.	<a href="http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/Committee%20Report%20to%20General%20Assembly%20January%202015.hla.pdf">http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/Committee%20Report%20to%20General%20Assembly%20January%202015.hla.pdf</a>
3	Statement of Economic Interests	State Ethics Commission	State	Annually	March 30, 2016	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.	<a href="http://apps.sc.gov/PublicReporting/IndSEI.aspx">http://apps.sc.gov/PublicReporting/IndSEI.aspx</a>
4	Commissioner Performance Evaluations	Public Utilities Review Committee	State	Annually	August 15, 2015	Pursuant to §58-3-530(3) Commissioners are required to submit an annual performance evaluation to the General Assembly	<a href="http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/Committee%20Report%20to%20General%20Assembly%20January%202015.hla.pdf">http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/Committee%20Report%20to%20General%20Assembly%20January%202015.hla.pdf</a>
5	Accountability Report	The South Carolina Department of Administration	State	Annually	September 15, 2015	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.	
6	Sales and Use Tax Return	DOR	State	Monthly	20th of month	Sales and Use Tax Owed on Purchases	Generated in SCEIS and transmitted to DOR
7	Contributions and Wage Reports	DEW	State	Quarterly	Apr 30, Jul 31, Oct 31, Jan 31	Unemployment Insurance Tax	Contact DEW
8	Recycling Reporting Survey	DHEC	State	Annually	July 11, 2016	Volume of Recycled Materials from Agency	Contact DHEC

9	Minority Business Enterprises Progress Report	SMBCC	State	Quarterly	Apr 30, Jul 31, Oct 31, Jan 31	Dollars spent/activity with minority businesses	Contact SMBCC
10	Year End Reporting Packages	Comptroller General	State	Annually	July-October	Financial information to prepare State's CAFR	Contact CG's Office
11	Budget Request	Exec Budget Office	State	Annually	October 1	Budget request for fiscal year plus 1	Contact Executive Budget Office
12	Budget Priorities	Exec Budget Office	State	Annually	December 31	Budget priorities for fiscal year plus 1	Contact Executive Budget Office
13	Information Technology Data Collection	Dept. of Admin (Program Management Office)	State	Annually	October 1	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
14	Debt Collection Report	Exec Budget Office	State	Annually	December 31	Agency Outstanding Debt Collection Schedule	Contact Executive Budget Office
15	Composite Bank Accounts	State Fiscal Accountability Authority	State	Annually	October 1	Composite Bank Accounts	Contact the State Fiscal Accountability Authority
16	EEO Report	SC Human Affairs	State	Annually	October 30, 2016	race, sex, position	Template emailed
17	Bonuses	Division of Human Resources	State	Annually	August 31, 2016	bonuses awarded	SCEIS
18	Monetary Gifts	Division of Human Resources	State	Annually	August 31, 2016	monetary gifts awarded	SCEIS

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Oversight Review Template

Item	Name of Entity Conducted Oversight Review	Type of Entity	Oversight Review Timeline (MM/DD/YYYY to MM/DD/YYYY)	Method to Access the Oversight Review Report
1	Public Utilities Review Committee	State	07/01/2015-6/30/2016	<a href="http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/Committee%20Report%20to%20General%20Assembly%20January%202015.hla.pdf">http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/Committee%20Report%20to%20General%20Assembly%20January%202015.hla.pdf</a>
2	State Ethics Commission	State	07/01/2015-6/30/2016	<a href="http://apps.sc.gov/PublicReporting/IndSEI.aspx">http://apps.sc.gov/PublicReporting/IndSEI.aspx</a>