

Public Service Commission of South Carolina
Annual Report to the State Regulation of
Public Utilities Review Committee



Fiscal Year 2020-2021

Introduction

The Public Service Commission of South Carolina (Commission or PSC) is responsible for regulating the rates and services of investor-owned public utilities in the state, encompassing the electric, gas, telecommunications, transportation, water, and wastewater industries. With over 100 years of service to the state of South Carolina, the PSC establishes just and reasonable standards for their rates and services. The mission of the PSC 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. In order to carry out its mission during the 2020-2021 fiscal year, the Commission focused on its four strategic goals:

STRATEGIC GOAL I:

Optimize the effectiveness of Commission processes and systems

STRATEGIC GOAL II:

Promote operational excellence & transparency

STRATEGIC GOAL III:

Embrace risk management

STRATEGIC GOAL IV:

Maintain commitment to an engaged adjudicatory process

Throughout the fiscal year, the Commission focused on optimizing the effectiveness of its online systems and technology. Notably, the Commission continued with the implementation of its Docket Management System (DMS) eService Enhancement Project (DEEP) by completing 95% of Phase IV of the Project. Phase IV of the DEEP project included the creation of an E-Tariff System pop-up survey, and the coding of the automatic eService System. This means electronic filers will no longer be required to serve Parties of Record in a Docket, as the system will serve Parties when documents are electronically filed in DMS. This new feature is live on DMS but is still in the testing phase of its implementation to ensure it is compliant with its intended use as outlined in S.C. Code Ann. Regs. 103-817.1. The PSC also continued to capitalize on the efficiency of its eService System by serving most matters and orders electronically, rather than via U.S. Mail, resulting in significant cost savings.

To promote operational excellence and transparency, the Commission continued to maintain an ongoing dialogue with its stakeholders through its SC Utility Consumer brand and effectively utilized its livestreaming service for stakeholders to engage in Commission hearings and meetings virtually. Due to the COVID-19 Pandemic, the Commission transitioned to primarily virtual-based meetings and hearings in March 2020. The Agency continued to successfully conduct its meetings, hearings, and customer public hearings virtually during the fiscal year. The

PSC and its SC Utility Consumer brand remained active on social media to engage stakeholders. Across all of its social media accounts, the Commission has 4,949 followers, accounting for an increase in over 3,900 followers over the fiscal year. The increase in followers is attributable to an ad campaign conducted throughout the year.

The Commission embraced risk management by monitoring and updating its risk management plan. A risk awareness audit was conducted during the year to assess the Agency's risk environment. PSC staff and Commissioners completed "Securing the Human" cybersecurity training. The Agency's security officer conducted active shooter training for Staff and Commissioners.

Commissioners and Staff maintained a commitment to an engaged adjudicatory process by participating in national organizations and maintaining an ongoing dialogue with various stakeholder groups regarding the PSC's mission. During the year, Chairman Justin Williams continued to serve on the National Association of Regulatory Utility Commissioners (NARUC) Electricity Committee and Vice-Chair Florence Belser continued her service on the NARUC Committee on Energy Resources and the Environment. Commissioner Headen Thomas was appointed to the NARUC Committee on Gas. This involvement in national organizations has allowed South Carolina to be engaged in national energy decisions and protect the state's interests. These committee positions provided the opportunity to promote South Carolina across the nation and world. This involvement ensures that South Carolina's and the Southeast's positions are represented on national issues.

The Commission's budget is an important aspect to its operations, and recognizing its responsibility of being fiscally accountable, the Agency has consistently been able to meet its goals to improve operations within its set budgetary limits.

The PSC highlights the following areas of achievement for the 2020-2021 fiscal year:

PROCEEDINGS BEFORE THE PUBLIC SERVICE COMMISSION	
SUBTOPIC AND DESCRIPTION	PAGE REFERENCE
Caseload – includes pertinent information such as data related to directives, orders, hearings, meetings, action and advised items, hearing officer and examiner activity, customer public hearings	pp. 4-7, Appendix A
Noteworthy Cases – provides summaries of some of the Commission’s most noteworthy cases and orders during the fiscal year, including cases on appeal	p. 8, Appendices B & C
COMMISSIONER INVOLVEMENT & EDUCATION	
Participation in Organizations – Commissioner and Staff involvement in national organizations	pp. 8-10, 27-29
Educational Sessions – educational sessions provided to educate staff members and Commissioners	pp. 10, 27-28
Ethics Training – details regarding 2020-2021 ethics training	pp. 11, 29
Seminars, Conferences, & Workshops – list of events attended by Staff & Commissioners regarding emerging issues within the regulatory arena	pp. 27-28
TECHNOLOGY & SOFTWARE	
DMS eService Enhancement Project – project details and Phase IV milestones	pp. 12, 19-20, Appendix D
Transparency Initiatives – expanded communications platform, social media, SC Utility Consumer Website, livestream statistics, ad campaigns, DMS Survey results	pp. 12-14, 23-24, Appendices E & F
eService System Statistics – overview of industries, and postage savings	pp. 14-16
DMS & Website Data – comprehensive overview of DMS, PSC website, and SC Utility Consumer Website activity	pp. 16-17, Appendices G & H
Risk Assessment – Commission’s risk awareness	p. 26

Caseload

The Commission’s primary duty is to adjudicate cases involving the state’s investor-owned utilities. This past fiscal year, the Commission opened 420 new dockets, including non-docketed items, held 63 hearings, issued 390 orders, and 424 directive orders. In 2019-2020, the PSC issued 313 orders and 531 directive orders. A total of 7,823 matters were posted on the Commission’s Docket Management System (DMS). The Commission also held 47 Commission Business Meetings during the year.

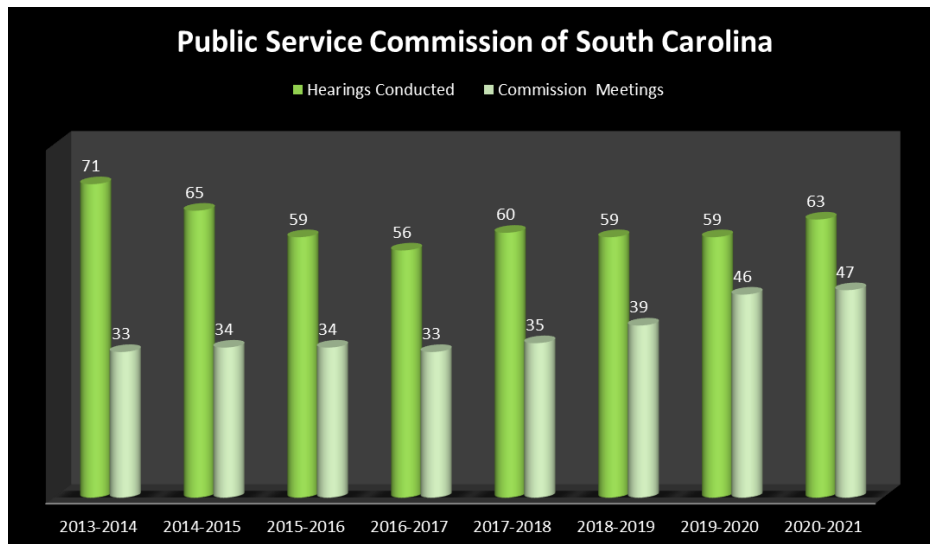
DMS Statistics		
Fiscal Year	New Dockets*	Total Matters Posted**
2015-2016	474	7599
2016-2017	425	5765
2017-2018	427	5690
2018-2019	451	8549
2019-2020	347	6730
2020-2021	420	7823

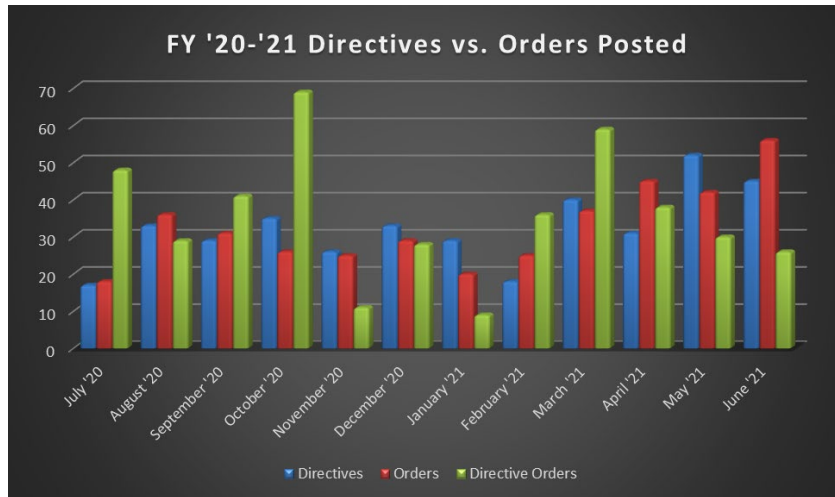
*Includes Non-Docketed Items (NDI)

**Does Not Include NDI Matters

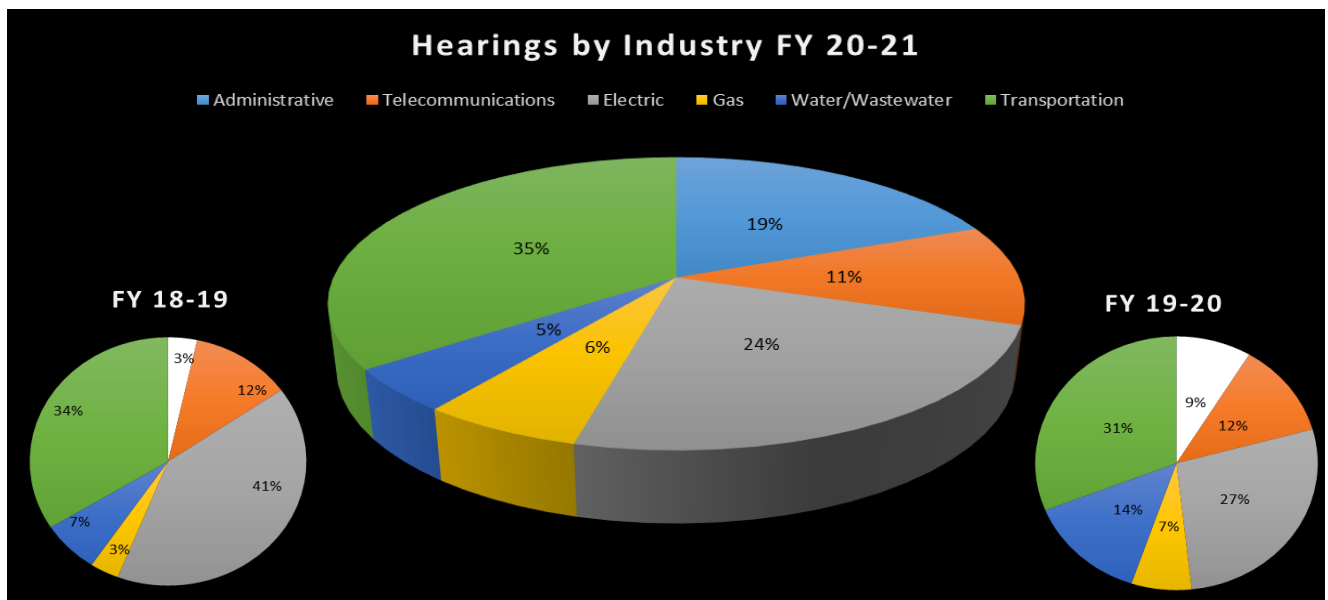
Non-Docketed Items*	
Fiscal Year	Number of Non-Docketed Dockets
2015-2016	44
2016-2017	52
2017-2018	34
2018-2019	32
2019-2020	40
2020-2021	65

*Non-Docketed Items are uncontested cases.

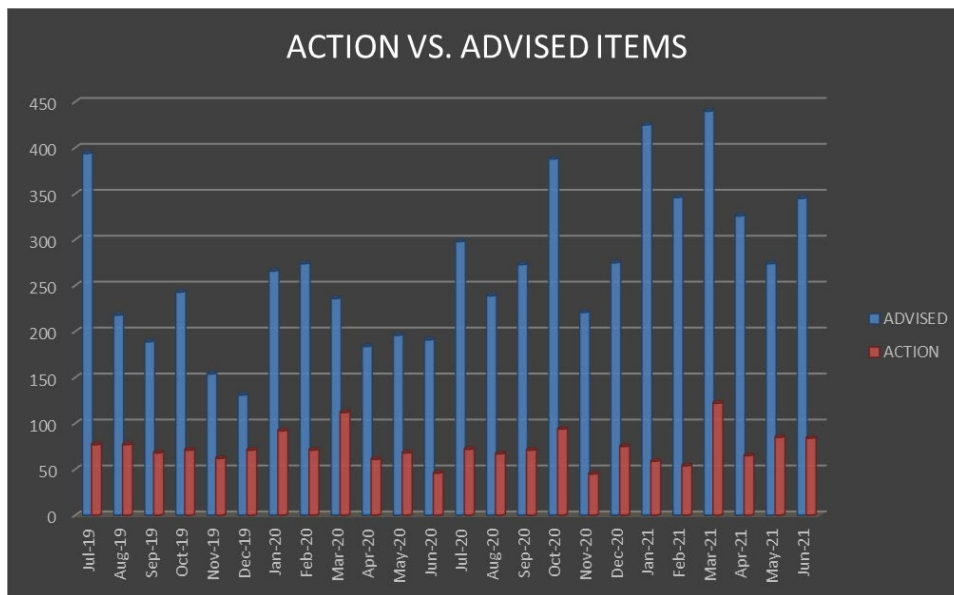




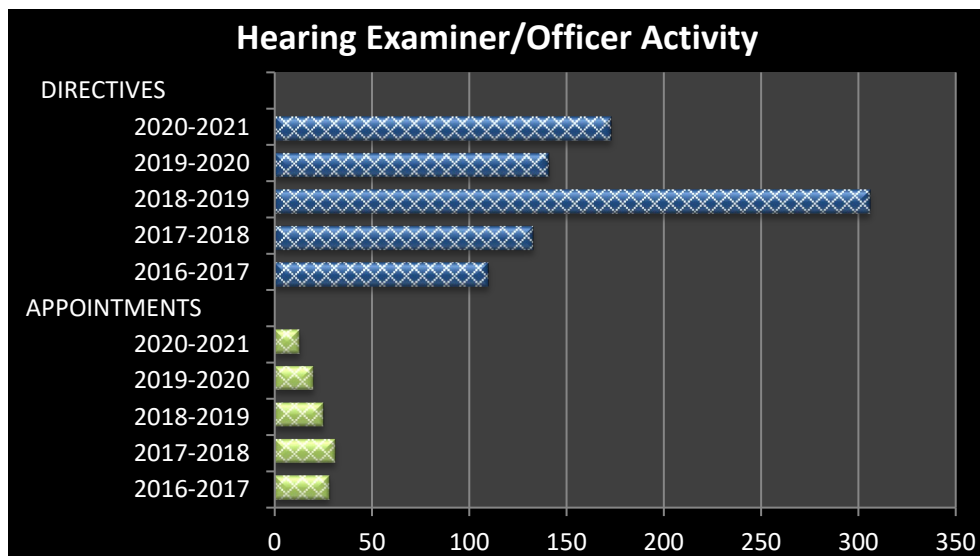
The Commission’s hearings encompass the electric, gas, telecommunications, transportation, water, and wastewater industries. There continues to be a steady number of hearings within the electric industry due to the impact of new issues which must be addressed from a regulatory standpoint, including the SC Energy Freedom Act of 2019. Some of these issues include solar and energy efficiency programs, competitive procurement of energy and capacity, net energy metering programs and the value of customer generation, demand side management programs, and integrated resource plans. A docket was opened during the fiscal year to review Chapter 103 of S.C. Code of Regulations pursuant to S.C. Code Ann. Section 1-23-120(J). This review accounts for the increase in Administrative matters. **Appendix A** provides a breakdown of the types of hearings the Commission held throughout the year.



During the fiscal year, the PSC disposed of 893 action items at the Commission’s Business Meetings, and the Commission was advised of 3,850 matters. Action items are matters where the Commission makes a decision during a Commission Business Meeting. There was an increase in the number of items requiring Commission action this year. In the 2019-2020 fiscal year, 876 matters required action by the Commission, and in fiscal year 2020-2021 this number increased to 893 action items. Matters of significant importance were decided throughout the fiscal year that required devotion of time and resources.



The chart below shows that the Commission continues to effectively utilize its Hearing Examiner/Hearing Officer programs. Hearing Examiners are appointed as defined in Regulation 103-804(F), and Hearing Officers are appointed pursuant to S.C. Code Ann. Section 58-3-40(C). In addition to issuing directives in cases, hearing examiners and officers are appointed to dispose of procedural matters and report findings of fact. The number of rulings made through these



Commission Staff appointments is one indicator of the continued efficiency with which the Commission resolves complaints and procedural matters.

The Commission conducted **eight customer public hearings** virtually during the fiscal year. The table below details the case, date, and location of each customer public hearing the Commission held during the year.

Case	Date & Location
Docket No. 2020-125-E: Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges	November 9, 2020 Virtual 6:00 PM
	November 10, 2020 Virtual 6:00 PM
	November 12, 2020 Virtual 6:00 PM
	January 5, 2021 Virtual 1:00 PM
	January 7, 2021 Virtual 6:00 PM
Docket No. 2020-229-E: Dominion Energy South Carolina, Incorporated’s Establishment of a Solar Choice Metering Tariff Pursuant to S.C. Code Ann. Section 58-40-20	March 23, 2021 Virtual 9:00 AM – 1:00 PM and 2:30 PM – 7:00 PM
	March 25, 2021 Virtual – Continuation of <i>Witnesses from</i> <i>March 23, 2021</i> 9:00 AM
Docket No. 2020-264-E: Duke Energy Carolinas, LLC’s Establishment of Solar Choice Metering Tariffs Pursuant to S.C. Code Ann. Section 58-40-20 <p style="text-align: center;">-and-</p> Docket No. 2020-265-E: Duke Energy Progress, LLC’s Establishment of Solar Choice Metering Tariffs Pursuant to S.C. Code Ann. Section 58-40-20	April 21, 2021 Virtual 9:00 AM – 1:00 PM and 4:00 PM – 7:00 PM

Noteworthy Cases



The Commission conducted 63 hearings during the 2020-2021 fiscal year. Hearings were held on complex matters ranging from net energy metering evaluations and solar choice tariffs to eligible telecommunications carrier designations and an ongoing water and sewer case on appeal. Summarizations of these noteworthy cases are available in **Appendix B**.





Commission Cases on Appeal


Various Commission cases were appealed to the S.C. Supreme Court and the S.C. Court of Appeals during fiscal year 2020-2021. Summarizations of these appeals are available in **Appendix C**.

Participation in Organizations

The Commission remained involved in national organizations, providing opportunities for engagement 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 provides an important means of staying abreast of key issues in the regulated arena.

<p>Commissioner C. Williams</p>  <p>District 1</p>	<p>Member – NARUC and SEARUC</p> <p>Member – American Planning Association</p>
<p>Commissioner Belser</p>  <p>District 2</p>	<p>Member – NARUC Committee on Energy Resources & the Environment</p> <p>Member - SEARUC</p>

<p>Commissioner Caston</p>  <p>District 3</p>	<p>Member – NARUC and SEARUC</p>
<p>Commissioner Ervin</p>  <p>District 4</p>	<p>Member – NARUC and SEARUC</p>
<p>Commissioner Thomas</p>  <p>District 5</p>	<p>Member – NARUC Committee on Gas Member - SEARUC</p>
<p>Commissioner J. Williams</p>  <p>District 6</p>	<p>Member – NARUC Electricity Committee Member – NARUC Emergency Preparedness, Recovery and Resiliency Task Force NARUC – Black Sky Committee Member - SEARUC</p>

<p>Commissioner Powers</p>  <p>District 7</p>	<p>Member – NARUC and SEARUC</p>
--	----------------------------------

Education

The Commission realizes that the current regulatory environment is ever-changing. Therefore, it is vital to maintain an effective regulatory environment without unnecessarily impeding change in a dynamic marketplace. The Commission must effectively regulate its jurisdictional industries, safeguarding the ratepayers, without unduly burdening the industries or stifling competition. With the growing pressure for the generation of energy using renewable energy sources and the stricter environmental regulations facing the energy and water and sewer industries, the Commission must be informed, involved, and proactive in its duties.

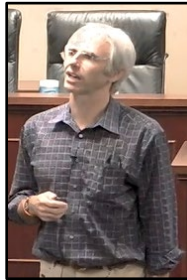
A requisite to accomplishing this effort is education. This year the Commission attended conferences, seminars, workshops, and webinars virtually to stay informed and involved in the emerging issues facing the regulated community (see pages 27-28). In total, over 225 hours of education sessions were attended by Commissioners and Staff. Events such as the National Association of Regulatory Utility Commissioners Winter Policy Summit and Annual Meeting allow Commissioners the chance to stay abreast of current and impending threats within the regulatory world. In addition to these events, the Commission organized in-house educational sessions from the National Regulatory Research Institute (NRRI) and the Lawrence Berkeley National Laboratory. NRRI conducted sessions on public utility regulatory finance concepts and an introduction to the theory and practice of regulation. The Lawrence Berkeley National Laboratory provided training on integrated resource planning. Three Commissioners also attended NARUC’s Western Rate School.

Ethics Training

As mandated in Act 175 of 2004, members of the Public Service Commission are required to attend six hours of ethics training annually. This year, the PSC and Office of Regulatory Staff attended a joint workshop virtually. The diverse panel featured five speakers from different backgrounds, who discussed topics ranging from the State Ethics Act and the Code of Judicial Conduct to substance abuse and stress management.



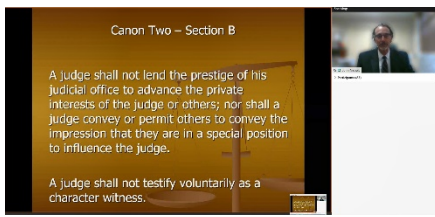
Desa Ballard, Esquire, presented examples of judicial misconduct, focusing on impartiality. She used examples of relevant Supreme Court Rulings.



Jack Pringle, Esquire, presented on substance abuse and a healthy work/life balance.



Meghan Walker, Executive Director of the State Ethics Commission discussed the State Ethics Reform Act. She also discussed statement of economic interest filings.



John Nichols, Disciplinary Counsel for the SC Supreme Court, reviewed the 5 Judicial Canons. The presentation focused on Canons 1-3, and discussed judicial temperament and public confidence.



Dr. Diana Mullis, MD, presented on stress management, substance abuse, and mental health. She identified healthy and ethical strategies for coping with stressors.

Technology

The Commission continued receiving its computer and technology needs from the Division of Technology Operations (DTO) during the fiscal year. DTO provides the PSC's desktop support and wireless capability throughout the Commission's offices and Hearing Room. The Commission's Hearing Room is used for a variety of activities, including hearings in docketed cases, Commission Business Meetings, and training assemblies. The wireless capability allows visitors and Commission Staff to access the internet during proceedings and meetings.

During the year, the PSC continued the implementation of its Docket Management System (DMS) eService Enhancement Project. The Project was initially planned to be implemented in four phases; however, over time additional DMS improvements have been identified, and milestones have been added to the Project. Phase IV was 95% completed during the fiscal year. Phase IV of the project included the creation of an E-Tariff System pop-up survey, and the coding of the automatic eService System was completed. This means electronic filers will no longer be required to serve Parties of Record in a Docket, as the system will serve Parties when documents

are electronically filed in DMS. This new feature is live on DMS, but is still in the testing phase of its implementation to ensure it is compliant with its intended use. The Phase IV business requirements completed during the year are available in **Appendix D**. The Project will continue with identified improvements in fiscal year 2021-2022, with the completion of Phase IV and the creation of milestones for Phase V.

The Commission continued to execute its robust digital communications program during the year to increase the transparency of the Agency’s operations. This program included the use of mobile-text alerts, digital newsletters, livestreaming of Commission hearings and meetings, use of social media, and an increased public communications plan through the Commission’s SC Utility Consumer website and blog. The Commission uses the SC Utility Consumer website as a tool 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. The website’s blog hosts informative articles with money and energy saving tips for South Carolina’s ratepayers and showcases consumer-relevant Commission activities – from hearings and other Commission events to customer public hearings. During the fiscal year, nineteen blog posts were made on the PSC’s website and SC Utility Consumer site. Visitors read posts about tree trimming practices, upcoming public hearings, and spring money-saving tips, among other topics.

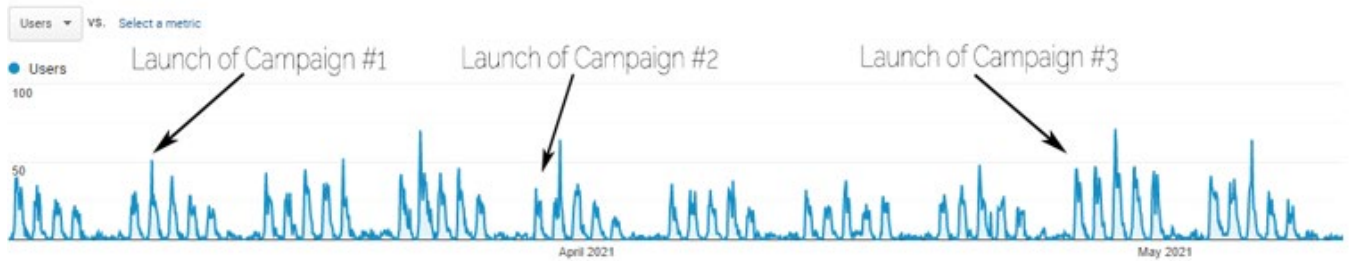
The PSC continued its coordinated ad campaign to drive traffic to the SC Utility Consumer website and its social media content. The campaign resulted in enormous growth for the PSC and the SC Utility Consumer Facebook pages, where a significant amount of public outreach is conducted. Across all of its social media accounts, the Commission has 4,908 followers, equating to approximately 500% growth over last fiscal year. An example of the advertisements is available in **Appendix E**. The following table depicts the increase in the PSC’s social media followers over time.

PSC Social Media Followers				
Platform	FY 17-18	FY 18-19	FY 19-20	FY 20-21
SC Utility Consumer Facebook	0	39	60	1,520
SC Utility Consumer Twitter	0	106	192	244
PSC Facebook	44	140	229	2,577
PSC Twitter	283	380	484	567
TOTAL	327	665	965	4,908

The PSC also tracks the success of these campaigns by monitoring website visitors. The PSC’s website traffic increases with the launch of each round of advertising. During the year, the Commission saw a significant decrease in traffic on the SC Utility Consumer website. The site underwent significant changes during the year, contributing to the decrease in traffic. Following the signing of a new hosting agreement, the site migrated from www.scutilityconsumer.com to

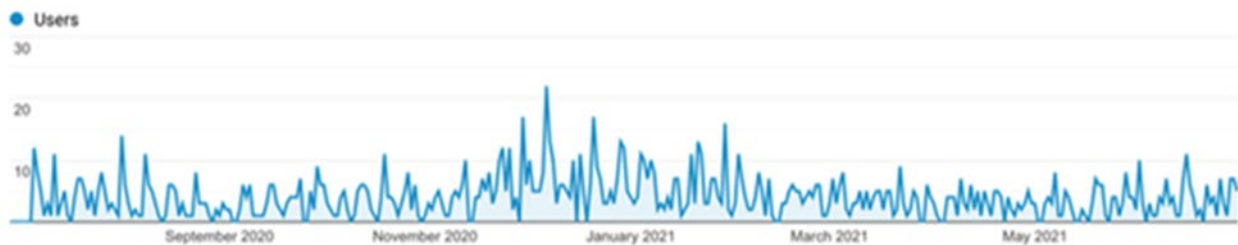
www.scutilityconsumer.sc.gov. When the site changed, following an awareness campaign on social media, the audience for the old site failed to transfer over. Site traffic suffered due to a combination of difficulties accessing the tracking data for the new site and a pause on marketing and social media during the 4th quarter. The Commission is developing a strategy to increase traffic to the consumer website during fiscal year 2022. The following graphs illustrate the traffic spikes to the PSC and SC Utility Consumer websites during the fiscal year.

PSC Website Traffic March – May 2021



The Commission launched three different advertisements from March 2021 – May 2021. As illustrated above, the www.psc.sc.gov website traffic increased during each campaign.

SC Utility Consumer Website Traffic FY 20-21



The Commission’s advertisement campaign did not impact traffic to the SC Utility Consumer website. The website did see increases in traffic from December 2020 to February 2021. This spike is likely due to Dominion Energy South Carolina, Incorporated’s (DESC) Application for a rate increase. This hearing was conducted in January 2021. In February 2021, the Commission held a hearing regarding DESC’s solar choice metering tariff. This matter also generated a lot of consumer interest.

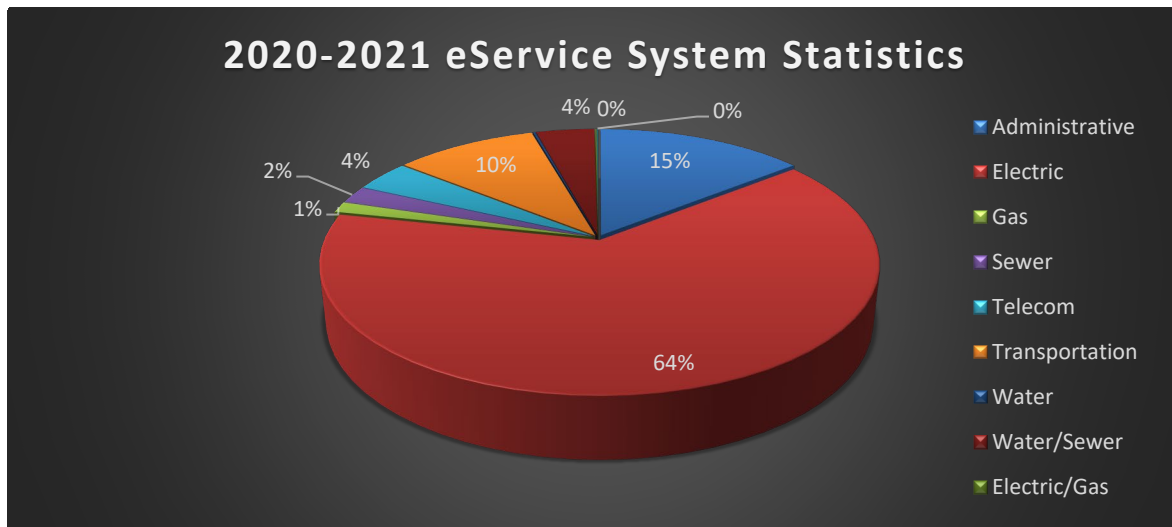
During the fiscal year, the Commission continued livestreaming its Commission Business Meetings, hearings, and training sessions. Statistics for the livestream service are provided below. Livestream viewers watched 17,351 events (live and on-demand) during the year. Traffic to the livestream more than doubled during the fiscal year due to the Commission’s meetings and hearings moving to a fully virtual format in March of 2020. The Commission’s livestream service allowed the Agency to continue its operations uninterrupted and remain transparent during the COVID-19 pandemic.

PSC Livestream Viewer Traffic		
	Total Events (FY 2019-2020)	Total Events (FY 2020-2021)
July	767	877
August	740	517
September	399	518
October	1,913	1,228
November	570	1,550
December	771	777
January	375	3,433
February	832	1,541
March	777	2,742
April	346	2,467
May	559	1,046
June	567	655
TOTAL	8,616	17,351

Software

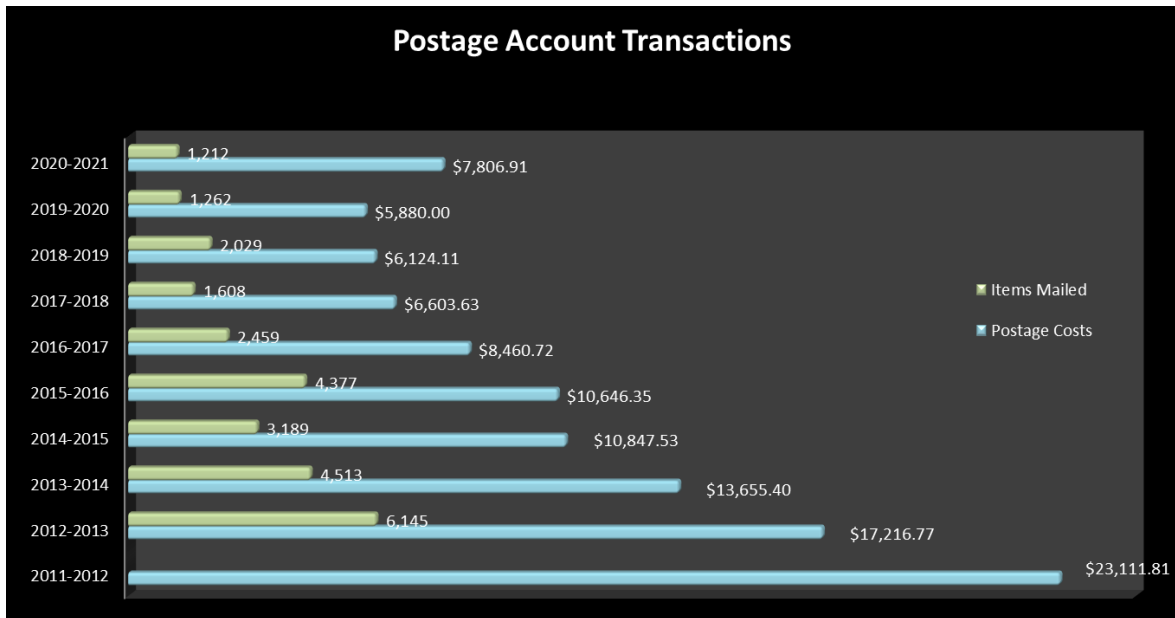
During the 2020-2021 fiscal year, the Commission continued to use its eService System to serve matters and orders to parties of record in a docket. The system continues to be an effective and efficient resource for delivering matters and orders in a timely manner. The following chart and table provide a breakdown of the items served via the system by industry. The electric industry continues to be the most active. Electric matters stemming from the SC Energy Freedom Act, including integrated resource plans and solar issues, are the reasons for the dominance of electric related matters and orders served via the system during the year. The Commission opened an

administrative Docket to conduct a review of its regulations in accordance with S.C. Code Ann. § 1-23-120(J), accounting for the increase in Administrative matters during the fiscal year.



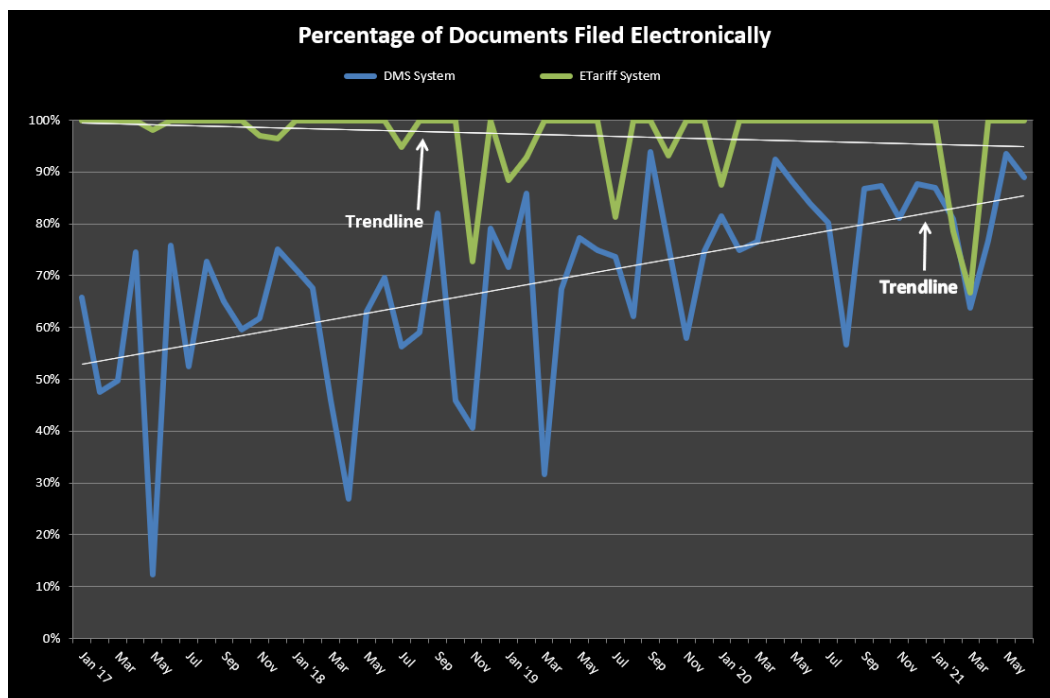
Matters & Orders Served to Party Representatives via eService System Breakdown							
Industry	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	% +/- Over FY20
Administrative	34	52	2,938	834	2,752	14,343	+ 421%
Electric	2,664	3,746	7,741	20,863	22,634	63,911	+ 182%
Gas	298	308	339	225	546	1,338	+ 145%
Sewer	109	80	392	137	2,451	2,199	- 10%
Telecommunications	899	1,767	994	1,145	2,367	3,876	+ 64%
Transportation	1,823	2,513	2,608	3,811	4,534	9,798	+ 116%
Water	38	69	106	80	65	176	+ 171%
Water/Sewer	405	380	651	690	5,983	4,035	- 33%
Electric/Gas	0	1	66	13	103	109	+ 6%
Railroad	0	8	0	0	0	18	N/A
Electric/Telecom	0	0	0	0	0	100	N/A
TOTALS	6,270	8,924	15,835	27,798	41,435	99,903	+ 141%

Since the introduction of the eService System, the Commission has seen a significant reduction in postage costs. The following Postage Account Transactions chart shows the reduction in postage transactions over the past ten years and includes the number of items mailed throughout these years. As depicted in the chart, there was an increase in postage costs during the fiscal year. This is attributable to eight Rules to Show Cause mailings, which are required to be mailed by Certified or Certified/Restricted mail, at a significantly higher cost per piece. Over time, the chart illustrates a meaningful decline in costs. This significant cost reduction is attributable to the Commission’s eService System and highlights the benefit of its use.



Five Rules to Show Cause resulted in 8 mailings during the 2020-2021 fiscal year. Rules to Show Cause are required to be mailed Certified at an average cost of \$7.00 or Certified/Restricted at an average cost of over \$12.00 per piece of mail. A total of 573 items were mailed during the year, accounting for the increase in postage costs this fiscal year.

E-Filing of documents on the eTariff System continues to be efficient. Over the course of the year, 95% of all tariff documents (revisions and promotions) were electronically filed. Without the eTariff System, the task of reviewing and approving these revisions would be burdensome. The DMS also continues to be an effective resource for electronic filings. This year, 81% of



Commission filings were filed electronically. Public comment filings caused the percentage of electronic filings to decline during periods of rate cases.

The DMS website continues to be the Commission's most active. The tables and charts on the following page depict electronic filing statistics, and the sessions, pageviews, and pages per session activity on the DMS website and reinforces confidence in the usefulness of the system and the public's dependence on the information contained on the system. The DMS Statistics table is also included for reference regarding the new dockets and matters posted each fiscal year. **Appendix F** details the most viewed docket for each month, explaining the matters with the most public interest during the past two fiscal years.

Fiscal Year	Sessions*	Pageviews**	Pages per Session***
2013-2014	77,185	409,761	5.31
2014-2015	72,268	404,030	5.60
2015-2016	65,326	325,552	5.00
2016-2017	72,093	313,583	4.35
2017-2018	132,590	465,646	3.51
2018-2019	142,557	527,534	3.70
2019-2020	119,797	484,202	4.00
2020-2021	166,890	582,874	3.49

*Sessions are defined as the number of total visits to the site each month.

**Pageviews are defined as the total number of times users viewed each specific page.

***Pages per session are defined as the average number of pages viewed during a user's visit.

DMS Statistics		
Fiscal Year	New Dockets*	Total Matters Posted**
2016-2017	425	5765
2017-2018	427	5690
2018-2019	451	8549
2019-2020	347	6730
2020-2021	420	7823

*Includes Non-Docketed Items (see page 3)

**Does Not Include NDI Matters

Conclusion

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.

The following pages provide more detail regarding the Commission's activities for the period July 1, 2020 through June 30, 2021. Each of the objectives is addressed with the corresponding action items accomplished this year. In many cases, more than one action item is associated with an objective. The objectives are grouped according to the primary goals established by PURC and the Commission.

PSC MISSION

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.

To carry out its mission for the 2020-2021 fiscal year, the Commission focused on its four strategic goals: i) Optimize the effectiveness of Commission processes and systems; ii) Promote operational excellence and transparency; iii) Embrace risk management; iv) Maintain commitment to an engaged adjudicatory process.

STRATEGIC GOAL I:

Optimize the Effectiveness of Commission Processes and Systems

1. The Commission used technology to increase its effectiveness:
 - a. **The Commission continued to update its Order Index System by adding 814 orders and directive orders throughout the fiscal year. The Order Index System is an online system that cross-references Commission orders by case name and keywords.**
 - b. **During the fiscal year, the PSC monitored its Website and DMS activity monthly through Google Analytics. This practice allowed the Commission to tailor its approach to news, website, and social media postings to matters that interest stakeholders the most. Google Analytics has revealed data indicating the Commission's website and DMS traffic is largely professional based. The Commission tracked the timing of its website traffic and posted social media content during these times, with the strategy of reposting reminders during the lowest traffic periods. The Commission sees its largest traffic spikes during livestreamed meetings and hearings. Appendix F shows the DMS monthly data for the past two fiscal years and the most frequently accessed docket for each of these months. Appendix G highlights data regarding the traffic flowing to the Commission's websites and includes an analysis of the data.**
2. The Commission improved internal efficiencies through the implementation of new systems and enhancements to existing systems:
 - a. **The Commission continued the implementation of its Docket Management System (DMS) eService Enhancement Project Management Plan and Business Requirements Plan. Phase IV of the enhancement project was 95%**

completed during the year. Milestone 69 was not completed. The milestone was for the implementation of the automatic e-Service System. The updates were coded, and moved to the PSC’s test server prior to the end of the fiscal year; however, the updates did not go live prior to the end of the year. Phase IV will be completed and Phase V of the project will begin in fiscal year 2021-2022. Appendix D contains the project’s Business Requirements Document and details the items completed in Phase IV.

- b. The Commission proposed Regulations 103-811 and 103-811.5 regarding the Commission’s procedure to employ, through contract or otherwise, third-party consultants or experts. Proposed Regulation 103-811 is necessary to provide a documented and transparent public process for employing, through contract or otherwise, qualified independent third-party consultants or experts for the Commission. Regulation 103-811 was withdrawn and resubmitted to the General Assembly on May 4, 2021. Proposed Regulation 103-811.5 has been permanently withdrawn. The following table details the status of the proposed regulation.

- c. The Commission drafted and submitted Regulation 103-823.2 regarding the protection of customer data. The purpose of the regulation is to help prevent the potential for misleading advertisements by prohibiting the sale of customer data by regulated utilities absent a customer’s direct consent. The following table details the status of the proposed regulation.

	Description	Notice of Drafting	Proposed Regulations Filed	Public Hearing Held	Final Regulation Filed	Approved by General Assembly	Final Regulation Published in State Register
Regulation 103-811	Provides a process for the Commission to employ, through contract or otherwise, qualified independent third-party consultants or experts	✓	✓	✓	✓		
Regulation 103-811.5	Provides a process for the Commission to employ, through contract or otherwise, qualified independent third-party consultants or experts	Permanently withdrawn.					
Regulation 103-823.2	Helps prevent the potential for misleading advertisements by prohibiting the sale of customer data by regulated utilities absent a customer’s direct consent	✓	✓	✓	✓	✓	5/28/2021

STRATEGIC GOAL II:

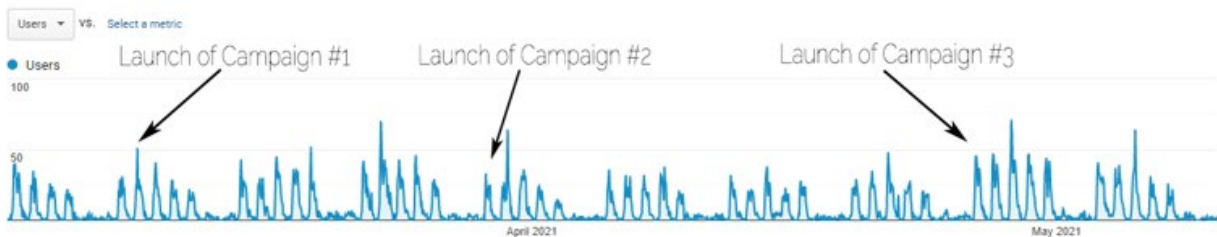
Promote Operational Excellence and Transparency

1. The Commission maintained an ongoing dialogue with various stakeholder groups regarding the Commission’s regulatory mission and vision:
 - a. **In order to understand what areas of the Docket Management System (DMS) need improvement, the Commission modified the DMS pop-up survey during the year. The Agency monitored the survey responses from October 2020 – April 2021 and attempted to find resolutions to comments made by respondents to the survey. Appendix H contains the results of the survey, including the details regarding Commission resolution of issues identified by respondents. Overall, the survey results were positive, with most respondents answering “Satisfied” or “Very Satisfied” to questions regarding the system.**
 - b. **The Commission assessed additional push notifications for communicating with stakeholders during fiscal year 2020-2021. This was accomplished through adding a question to the DMS pop-up survey and through a separate survey to the PSC’s Advisory Committee. No suggestions were made on the DMS survey, and limited comments were made by the Advisory Committee. One respondent mentioned they were unaware of the text alert service offered by the Commission. The PSC plans to evaluate how to communicate the service to stakeholders during fiscal year 2021-2022.**
 - c. **During the fiscal year, the PSC continued to use its digital newsletter platform to communicate with stakeholders. This platform was used to send quarterly PSC News, bi-annual Ethics News, and quarterly Cybersecurity news to internal and external stakeholders. The service has allowed the Commission to save money on printing and mailing costs and is less time consuming than sending printed newsletters.**
 - d. **During the fiscal year, the Commission continued its ad campaign with state media outlets to promote the SC Utility Consumer website and engage with stakeholders on social media. The campaign resulted in enormous growth for the PSC and the SC Utility Consumer Facebook pages, where a significant amount of public outreach is conducted. Across all of its social media accounts, the Commission has 4,908 followers, equating to approximately 500% growth over last fiscal year. The following table depicts the increase in the PSC’s social media followers over time.**

PSC Social Media Followers				
Platform	FY 17-18	FY 18-19	FY 19-20	FY 20-21
SC Utility Consumer Facebook	0	39	60	1,520
SC Utility Consumer Twitter	0	106	192	244
PSC Facebook	44	140	229	2,577
PSC Twitter	283	380	484	567
TOTAL	327	665	965	4,908

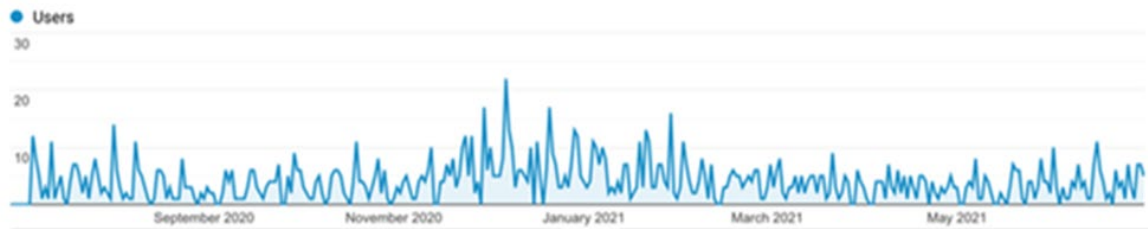
- e. The PSC also tracks the success of these campaigns by monitoring website visitors. The PSC’s website traffic increases with the launch of each round of advertising. During the year, the Commission saw a significant decrease in traffic on the SC Utility Consumer website. The site underwent significant changes during the year, contributing to the decrease in traffic. Following the signing of a new hosting agreement, the site migrated from www.scutilityconsumer.com to www.scutilityconsumer.sc.gov. When the site changed, following an awareness campaign on social media, the audience for the old site failed to transfer over. Site traffic suffered due to a pause on marketing and social media during the 4th quarter. The Commission is developing a strategy to increase traffic to the consumer website during fiscal year 2022. The following graphs illustrate the traffic spikes to the PSC and SC Utility Consumer websites during the fiscal year.

PSC Website Traffic March – May 2021



The Commission launched three different advertisements from March 2021 – May 2021. As illustrated above, the www.psc.sc.gov website traffic increased during each campaign.

SC Utility Consumer Website Traffic FY 20-21



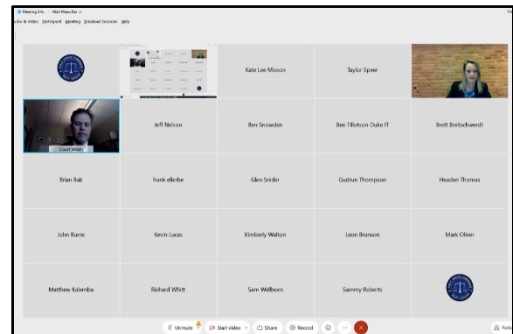
The Commission's advertisement campaign did not impact traffic to the SC Utility Consumer website. The website did see increases in traffic from December 2020 to February 2021. This spike is likely due to Dominion Energy South Carolina, Incorporated's (DESC) Application for a rate increase. This hearing was conducted in January 2021. In February 2021, the Commission held a hearing regarding DESC's solar choice metering tariff. This matter also generated a lot of consumer interest.

- f. The Commission hosted an Advisory Committee Meeting during the year to introduce the new automatic e-Service System to the Committee. The meeting was held virtually and provided an open forum for stakeholders to provide feedback on the new system and ask questions regarding its functionality. Additionally, a survey was released to the Committee to collect suggestions for improvement in the effectiveness and efficiency of the Commission's operations. Respondents provided suggestions for improvement regarding Commission notices and the issuance of orders.**
- g. In conjunction with its continued efforts to engage with its external stakeholders and increase transparency, the Commission maintained a blog on its consumer education website. The website's blog hosts informative articles with money and energy saving tips for South Carolina's ratepayers and showcases consumer-relevant Commission activities – from trainings to customer public hearings. During the fiscal year, nineteen blog posts were made.**
- h. The Commission maintained its commitment to transparency during the year by continuing to optimize and expand its transparency initiatives and outreach to utility consumers. This commitment was accomplished through continued use of the PSC and SC Utility Consumer social media accounts to engage its stakeholders, the continuation of livestreaming, updates to its website and DMS, and other initiatives. The SC Utility Consumer website continued to be an important outreach tool for the Commission to engage utility consumers throughout the state. The site's blog hosts informative articles with money and energy savings tips for ratepayers and showcases consumer-relevant Commission events, including ongoing cases and customer public hearing procedures. The PSC's livestreaming service has exponentially increased the transparency of Commission meetings and hearings. All Business Meetings, hearings, and some training sessions are streamed live for interested stakeholders. Additionally, the Commission has been using its livestreaming capabilities to provide post-Commission Business Meeting comments and synopses in an effort to better**

explain the outcome of the Commission’s decisions each week. The DMS was also used to E-Serve Commission Matters and Orders during the year. The eService System saw a significant increase in the number of items served this fiscal year. The DMS displays the eService System notifications, showing which parties have been served, and who has accepted service. Additional transparency measures were taken during the year to implement a public listen-only line for interested persons to listen to Commission meetings and hearings. This service is helpful for stakeholders who do not have access to the livestream. As the COVID-19 pandemic continued during the year, the Commission’s operations were uninterrupted as it transitioned to a primarily virtual platform. Skype, WebEx, and other virtual based conferencing services were employed to conduct meetings, hearings, and customer public hearings virtually. The Commission began investigating the implementation of a PSC Mobile Application in February 2021. SC.GOV has assigned a project manager to this project, and forecasts the implementation of the mobile app to be by the end of 2021. During the Commission’s review of Chapter 103 of the S.C. Code of Regulations in accordance with S.C. Code Ann. Section 1-23-120(J), suggestions regarding improving the readability of Commission Notices and bill inserts were made. The Commission began re-drafting its Notices during the year and plans to use a focus group of consumers to review them in fiscal year 2021-2022.



The Commission held eight virtual customer public hearings during the year. A new process was implemented where Staff telephoned pre-registered witnesses when it was their turn to speak.



The Commission used WebEx and its livestreaming service to remain transparent during the COVID-19 pandemic. Virtual hearings with many parties, as illustrated above, were conducted successfully.

- i. The Commission continued to utilize its livestream service, Skype, and WebEx for its meetings, hearings, and other Commission events. Overall, 47 Commission Business Meetings, 63 hearings, 8 customer public hearings, and 3 trainings were streamed during the year. The Commission added additional Skype seats to its system to improve virtual meetings and hearings.
- j. The Commission started the process to implement pop-up surveys on the ETariff System during the fiscal year. The coding was completed on the survey and moved to the PSC’s testing server by the end of the year; however, it was not moved into

production. This milestone will be completed during fiscal year 2021-2022 by implementing the pop-up survey on the ETariff System.

2. The Commission anticipated and forecasted future necessary expenditures and documented life cycles of existing assets to effectively manage its resources:
 - a. **During the fiscal year, the Commission continued forecasting by analyzing and updating the PSC IT Strategic Roadmap 2021-2030. The 10-year roadmap allows the Commission to forecast and review anticipated expenditures and other IT needs. The PSC used the roadmap to track its quarterly progress of accomplishing its IT goals for the fiscal year. The table on the following page highlights some of the IT accomplishments completed during the fiscal year by quarter.**

FY 20-21	IT Roadmap Accomplishments
1 st Quarter	Scanned and archived old telecommunications dockets; Developed the budget for the 2020-2021 Fiscal Year information technology forecasted needs; Documented virtual meeting IT procedures
2 nd Quarter	Implemented Microsoft Teams to conduct virtual meetings and share documents internally; Employed the SCEIS Learning Management System to manage PSC policies and procedures and employee acknowledgements; Eliminated the use of SEGRA Conference Calling and began using WebEx directly for virtual meetings, reducing costs and simplifying processes
3 rd Quarter	Upgraded the Hearing Room’s sound system; Reviewed and updated the PSC’s risk management plan; obtained new copier machines
4 th Quarter	Upgraded Streaming Video System; Trained back-up livestream operators; IT contractor completed the coding on the automatic eService of Orders System

- b. **The Commission continued to plan for building security, upgrades, budget and scheduling during the year. The PSC investigated the implementation of cameras and mirrors to improve security. The Commission’s security officer also recommended obtaining a system to track employees who are onsite. This information would be helpful in the event of an emergency. These recommendations, and others are to be re-visited in fiscal year 2021-2022. Active shooter training was held in June and conducted by the PSC’s security officer. Additional trainings are to be held in fiscal year 2022.**

STRATEGIC GOAL III:
Embrace Risk Management

1. The Commission created a culture of risk awareness through the development, implementation, and maintenance of an enterprise-wide risk management program:
 - a. **Throughout the fiscal year, the Commission reviewed and updated its risk management plan based on its strategic objectives and the risk environment. Areas of improvement were identified, and measures have been implemented to address the issues identified.**
 - b. **The Commission released monthly health and wellness newsletters throughout the fiscal year. The newsletters promoted healthy lifestyle and diet tips, as well as important health-related education. The newsletter was a useful tool for communicating COVID-19 updates, including office policies and procedures implemented during the pandemic. By keeping employees informed of health and wellness related matters, the PSC can ensure a healthier and happier workforce, which leads to lower healthcare related costs for the agency.**
 - c. **The Commission also implemented quarterly health and wellness activities to further engage and encourage Commissioners and Staff to adopt a healthy lifestyle. Events included a “Let’s Get Moving, PSC” challenge, a virtual cooking class, National Walking Day, and onsite preventative health screenings.**
 - d. **The Commission measured its health and wellness program by conducting employee surveys. The program received positive feedback. Employees responded with interest in COVID-19 information, nutrition, exercises, stress management, and inspirational/meditative practices. Staff was also interested in wellness presentations/luncheons, office health challenges, and office cook-offs. The health and wellness coordinator implemented these suggestions into the program throughout the year.**
2. The Commission ensured information technology resources were utilized to implement continuing security initiatives:
 - a. **Cybersecurity training was administered through SCEIS during the year and completed by 97% of Commissioners and Staff. The online training was**

entitled, “Security Awareness Essentials”, and covered topics related to malware, phishing, and passwords.

- b. A goal of the Commission during the year was to monitor the PSC’s cybersecurity response by implementing random tests. The Commission investigated the random tests by meeting with the Department of Revenue to learn about their approach to measuring cybersecurity. The Commission also investigated implementing a phishing email campaign with a vendor and the Division of Information Security (DIS). DIS does not have a current program in place that would fulfill the Commission’s monitoring needs. The PSC did not pursue the campaign with the vendor due to quoted costs. However, a few questions were included in the PSC’s risk survey to test employee knowledge of safe or unsafe email messages.
- c. The Commission implemented quarterly cybersecurity newsletters to keep Commissioners and Staff informed on current and emerging cybersecurity issues. The newsletters covered topics related to cybersecurity events happening in the world, how to remain cyber-safe during COVID-19, and other best practices.

STRATEGIC GOAL IV:

Maintain Commitment to an Engaged Adjudicatory Process

- 1. The Commission Staff provided expert support to the Commissioners through analysis and collaboration:
 - a. In-house education was provided during the year on regulatory topics for Commissioners and Staff. Outside experts were also utilized to inform and instruct Commissioners and Staff on emerging topics in the regulatory arena. The National Regulatory Research Institute conducted a seminar entitled, “Public Utility Regulatory Finance Concepts,” and the Lawrence Berkeley National Laboratory conducted an educational session on Integrated Resource Planning. In June, Judge Tripp Anderson hosted a class on order writing. A total of 227.25 educational hours were completed by Commissioners during the year. Four research documents were consolidated and added to the database during the fiscal year, bringing the contents of the database to approximately 204 items, originating from past working documents and presentations. New material will continue to be added.

- b. Commission Staff provided weekly updates to Commissioners regarding matters before the PSC. Agenda briefing meetings were held where 893 Commission Action items were discussed, and Staff advised of 3,850 matters.**

- c. Members of the Commission actively participated in NARUC, SEARUC, NRRI and other national organizations. During the year, Chairman Justin Williams continued to serve on the National Association of Regulatory Utility Commissioners (NARUC) Electricity Committee and Vice-Chair Florence Belser continued her service on the NARUC Committee on Energy Resources and the Environment. Commissioner Headen Thomas was appointed to the NARUC Committee on Gas. The Commissioners and Staff attended the Winter 2021 NARUC Conference and the NARUC 2020 Annual Convention virtually. Participation in these national organizations was accomplished by:**
 - i. Commissioners and Staff stayed up to date on federal utility regulatory issues through participation in webinars and teleconferences. These virtual meetings allow staff to stay abreast of current issues and developments in the utility regulation landscape. Some of these webinars and teleconferences included:**
 - Public Utility Regulatory Finance Concepts
 - Introduction into Theory & Practice of Regulation
 - Intersection of COVID, Recession & Race and Their Impacts on Utilities
 - Expanding Grid Capacity with Energy Storage
 - Grid Modernization Lab Consortium
 - Battery Storage
 - Energy Efficiency in the Southeast
 - State of the U.S. Energy Storage Industry

 - ii. The Commissioners and Staff attended seminars, conferences, and workshops that addressed emerging issues within the regulatory arena. Some of the events included:**
 - NARUC Annual Meetings
 - NARUC Winter Policy Summit
 - NRRI Public Utility Regulatory Finance Concepts
 - Harvard Electricity Policy Group New Stranded Assets Session
 - NARUC Western Rate School

- iii. **Within NARUC, Commissioners and Staff remained active on a broad spectrum of committees as shown below. The Commissioners participated in 24 hours of committee meetings during the fiscal year.**

<u>Committee on Gas</u>		<u>Committee on Electricity</u>	
Headen Thomas	Member	Justin Williams	Member
<u>Committee on Energy Resources & the Environment</u>		<u>Emergency Preparedness, Recovery and Resiliency Task Force</u>	
Florence Belser	Member	Justin Williams	Member
<u>Black Sky Committee</u>			
Justin Williams	Member		
<u>Staff Subcommittee Positions:</u>			
Information Services	Member	Accounting and Finance	Member

2. The Commission promoted adherence to State ethics laws and the Code of Judicial Conduct:
- a. **The Commission conducted its annual ethics training for Commissioners and Staff. In order to provide a variety of insights into the application of the Code of Judicial Conduct, the Ethics Reform Act of 1991, and Act 175 of 2004, the Commission held a virtual joint ethics training session with the Office of Regulatory Staff. Speakers included John Nichols, Disciplinary Counsel for the SC Supreme Court; Executive Director of the SC State Ethics Commission, Meghan Walker; MUSC Associate Professor, Diana M. Mullis, MD; and local attorneys John J. Pringle and Desa Ballard.**
 - b. **Through its publication of the *PSC Ethics Watch*, the Commission provided Commissioners and Staff regular updates on ethical topics and developments. The newsletter contains articles of interest pertaining to ethics, such as reports of ethical violations and selected judicial advisory opinions. During the year, the Commission conducted a survey to measure the effectiveness of its ethics newsletter, gathering data which the Public Information Director is analyzing and incorporating in future newsletters.**
 - c. **The Commission held a meeting with its Ex Parte Policy Team in January to review its Ex Parte Communications Policy. No updates or actions were suggested during the meeting.**



End of Report

Appendix A

PROCEEDINGS AND ACTIVITIES BY INDUSTRY DURING FISCAL YEAR 2020-2021

General Rate Cases

Sewer	1
Electric	1

Customer Public Hearings

Electric	8
----------	---

Certificates of Public Convenience and Necessity

Transportation	165
Telecommunications	6

Eligible Telecommunication Carrier Designations

10

Rules to Show Cause

5

Fuel Factor Cases – Electric

3

Purchased Gas Adjustment – Gas

2

Accounting Orders

Electric	1
Gas	2
Water & Sewer	1

Act 62

Solar Choice Tariffs	3
Integrated Resource Plans	3

Issuance of Securities

Electric	1
----------	---

Other Reviews and Studies

<i>Regulation Review Workshops</i>	8
<i>Regulation Rulemakings</i>	1

Appendix B

Noteworthy Cases

a) Net Energy Metering Evaluation:

2019-182-E -- South Carolina Energy Freedom Act (H.3659) Proceeding Initiated Pursuant to S.C. Code Ann. Section 58-40-20(C): Generic Docket to (1) Investigate and Determine the Costs and Benefits of the Current Net Energy Metering Program and (2) Establish a Methodology for Calculating the Value of the Energy Produced by Customer-Generators

Summary: The Commission convened a virtual hearing on November 17, 2020 – November 19, 2020. The purpose of the proceeding was to “investigate and determine the costs and benefits of the current net energy metering program” and to “establish a methodology for calculating the value of the energy produced by customer-generators” pursuant to S.C. Code Ann. § 58-40-20(C). The three largest investor-owned utilities participated in the docket, as well as a large variety of stakeholders and the Office of Regulatory Staff. The Commission made a ruling on the merits during its April 28, 2021 Business Meeting. The resulting Order, which determines the costs and benefits of the current Net Energy Metering (NEM) programs and establishes a methodology for the calculation of the value of energy produced by customer-generators was issued August 19, 2021. Order No. 2021-569

b) Act 62 Integrated Resource Plans:

2019-224-E -- South Carolina Energy Freedom Act (House Bill 3659) Proceeding Related to S.C. Code Ann. Section 58-37-40 and Integrated Resource Plans for Duke Energy Carolinas, LLC

2019-225-E -- South Carolina Energy Freedom Act (House Bill 3659) Proceeding Related to S.C. Code Ann. Section 58-37-40 and Integrated Resource Plans for Duke Energy Progress, LLC

-and-

2019-226-E -- South Carolina Energy Freedom Act (House Bill 3659) Proceeding Related to S.C. Code Ann. Section 58-37-40 and Integrated Resource Plans for Dominion Energy South Carolina, Incorporated

Summary: The Commission convened a virtual hearing for consideration of the Dominion Energy South Carolina, Incorporated (DESC) 2020 Integrated Resource Plan (IRP) on October 12, 2020 – October 14, 2020 for the purpose of considering whether the DESC 2020 IRP was compliant with the requirements specified in Act 62. Based upon the record of the case, the Commission determined that DESC’s 2020 IRP was not satisfactory and issued Commission Order No. 2020-832 on December 23, 2020 denying acceptance of DESC’s 2020 IRP. The Order required DESC to correct identified deficiencies in its IRP and file a Revised 2020 IRP. DESC filed the required Revised 2020 IRP on May 24, 2021

and it was found to correct the deficiencies and thus approved by Commission Order No. 2021-429 on June 18, 2021.

The Commission convened a virtual joint hearing on April 26, 2021 to May 6, 2021 in order to evaluate the 2020 IRP submitted by Duke Energy Carolinas, LLC and Duke Energy Progress, LLC (“DEC” and “DEP” respectively). The Commission ultimately ruled on the merits of the DEC and DEP joint IRP proceeding on June 17, 2021 with the majority of voting Commissioners approving a motion to require DEC and DEP to modify their IRP to correct deficiencies. The resulting order was Commission Order No. 2020-472. The Modified IRP is due to be filed with the Commission no later than August 27, 2021.

c) Act 62 Solar Choice Tariffs:

2020-264-E -- Duke Energy Carolinas, LLC’s Establishment of Solar Choice Metering Tariffs Pursuant to S.C. Code Ann. Section 58-40-20

2020-265-E -- Duke Energy Progress, LLC’s Establishment of Solar Choice Metering Tariffs Pursuant to S.C. Code Ann. Section 58-40-20

-and-

2020-229-E -- Dominion Energy South Carolina, Incorporated's Establishment of a Solar Choice Metering Tariff Pursuant to S.C. Code Ann. Section 58-40-20

Summary: The Commission convened a virtual joint hearing for the purposes of approving Solar Choice Metering Tariffs for use in DEC and DEP’s respective service territories on March 17, 2021 – March 19, 2021. The resulting Commission decision, issued by Commission Order No. 2021-390 on March 30, 2021, establishes and approves Interim and Non-Residential Rates to be effective June 1, 2021, with the provision that the Permanent Tariffs will be effective January 1, 2022. The Solar Choice rates in the joint proceeding were deemed to be compliant with the requirements of Act 62, and therefore reduces cost shift between participant NEM and non-participant customers to the greatest extent practicable.

The Commission convened a virtual proceeding on February 23, 2021 – March 2, 2021 for the purpose of approving Solar Choice Metering Tariffs for use in DESC’s service territory. The resulting Commission decision was issued May 29, 2021 and required DESC to offer specified Solar Choice Tariffs in its service territory beginning June 1, 2021. The Solar Choice Tariffs required by Commission Order No. 2021-391 were determined to be compliant with the requirements of Act 62, and thus, found to reduce cost shift between participant NEM and non-participant customers to the greatest extent practicable.

d) Docket No. 2020-125-E – Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges

In January 2021, after four days of the hearing and five public hearings for customers, based upon the testimony and evidence presented up to this point in the hearing and due to the extraordinary circumstances confronting citizens and ratepayers, the Commission granted a six-month pause to the proceedings, which was agreed upon and requested by all parties, to “allow the parties to discuss settlement.” The hearing was scheduled to continue on July 12, 2021. However, on July 2, 2021, the parties filed a comprehensive Settlement Agreement and jointly moved to seek the Commission’s approval of the Settlement Agreement to resolve all issues.

In its August 2020 Application, DESC requested a revenue increase of approximately \$178,000,000 per year and a Return on Equity (ROE) of 10.25% after proforma adjustments; however, as a result of a Settlement Agreement with all interested stakeholders and parties either joining the Settlement Agreement or not objecting to it, DESC now requests a significantly lower rate than originally proposed -- \$61.6 million after proforma adjustments.

Settlement Benefits:

■ **Residential** customers would see a net 1.46% increase in rates, starting Sept. 1, 2021. For a typical residential customer, that would mean a bill increase of only \$1.81 a month rather than the \$9.68 per month that DESC originally requested.

■ DESC is committing up to \$30 million in shareholder funds to support vulnerable and economically distressed customers at no cost to ratepayers. Support will be provided in the following ways:

- Up to \$15 million will be used to forgive past due balances of more than 60 days, as of May 31, 2021. All customers are eligible to participate. Customer credits would take place within 90 days of a final PSC order.
- \$15 million will be dedicated to energy efficiency upgrades and critical health and safety repairs to customer homes, which will allow those homes to participate in money-saving efficiency programs offered by the company. The funds will be administered by the South Carolina Office of Economic Opportunity, which also administers federal weatherization programs.
- DESC agreed to double its annual commitment to EnergyShare, the company’s year-round assistance program, setting funding at \$1.5 million for 2021 and 2022. This includes \$500,000 for small businesses, which is a new benefit the program offers. EnergyShare provides bill pay assistance for customers in need and home upgrades that promote energy conservation.
- DESC also agreed to keep its fixed monthly charge under \$10. The current fee is \$9, and the settlement fee is \$9.50. Any other increase will depend on how much electricity a customer uses. Keeping fixed costs low helps customers manage their bills and encourages energy conservation efforts. DESC originally requested \$11.50.

■ DESC agreed to return to customers the Unprotected Property related Excess Deferred Income Tax (EDIT) via a Decrement Rider (the “Decrement Rider”) beginning with all bills rendered on or after September 1, 2021 and concluding when the total balance of the Unprotected Property related EDIT, which will equal approximately \$99.5 million as of September 1, 2021 (grossed up for taxes).

■ The settlement significantly mitigates the impact of the Company’s rate application on all classes of Dominion customers – both residential and business.

■ DESC agreed that it will not seek a general rate case increase prior to July 1, 2023, such that new rates will not be effective prior to January 1, 2024, except where necessary due to unforeseen extraordinary economic or financial conditions that may include, but not be limited to, changes in tax rates.

■ DESC further agreed to provide a cost benefit analysis to include an economic justification for any future grid investment plan cost recovery in a future general rate proceeding.

- e) **Docket No. 2020-263-E: Bridgestone Americas Tire Organization, LLC Asking for the Commission to Order Dominion to Allow the Operation of its 1980 kW AC Solar Array as Authorized by State Law** – This is a case of first impression whereby the Commission had to decide whether or not the South Carolina Distributive Energy Resource Act (Act 236 of 2014) and Commission Order 2016-191 subjects a solar generator (that does not “net meter” or sell output to the utility) to the South Carolina Generator Interconnection Procedures (SC GIP).

Bridgestone Americas Tire Operations, LLC (BATO) employs approximately 1,730 employees and contractors at its passenger and light truck tire manufacturing facility in Graniteville, SC. BATO's operations at the Graniteville passenger and light truck tire plant operate 24 hours a day, seven days a week. When operating, the electric load is relatively constant. When manufacturing, the electric load is in the range of 30 - 34MW. Even when totally idle with no maintenance activities, the plant consumes considerable amounts of electricity. For instance, during the recent plant shut down, resulting from the coronavirus pandemic, the absolute minimum electric load of the plant was still greater than the maximum output of the subject 1.98 MW Solar Array. The Solar Array was constructed in October 2018 at a cost of \$2.7 million. The electricity generated by the solar array is for the exclusive use and benefit of BATO.

The Solar Array connect directly with the plant and did not connect with DESC’s utility system as it operates inside the plant as a separate generating resource. To protect and safeguard DESC's equipment and facilities, DESC required BATO to install reverse power flow protection relays preventing electricity from being inadvertently transmitted from the Solar Array to DESC. Based on these case-specific facts, Bridgestone argues that its Solar

Array is not subject to the SCGIP and that DESC should be compelled to allow operation of the Solar Array which was completed in 2018. The Bridgestone Solar Array functions as a behind-the-meter resource which displaces load from the utility, and once in operation, the Solar Array will meet approximately 1.5% of the passenger and light truck tire plant's electrical needs at its Graniteville plant – which is undergoing an expansion that, when complete, is expected to result in an increase in electricity demand from DESC regardless of any offset from the Solar Array.

Dominion's (DESC) position is that the Solar Array's operation outside of the South Carolina Generator Interconnection Procedures would violate the Service Contract between BATO and DESC given that DESC is required to study the Generating Facility thereunder and therefore there is no agreement. As such, DESC argues that the study and review process under the South Carolina Generator Interconnection Procedures is the mechanism by which the parties agreed to ensure the reliability of both systems.

Based upon the approved Service Contract between BATO and DESC, as well as the case-specific facts of this Docket, the Commission granted BATO a limited waiver to move to the front of the state interconnection queue in order for DESC to complete its study and review the Generating Facility pursuant to Section 4 of the South Carolina Generator Interconnection Procedures. Additionally, the Commission ordered DESC to complete all relevant studies and to work with Bridgestone in good faith to implement any additional measures needed to ensure the Solar Array will not cause harm to the DESC system once operational. DESC has already undertaken some review of Bridgestone's Solar Array and, under the Service Contract approved by this Commission, DESC has specified measures for the safe operation of the Bridgestone system.

The Commission found that it has the authority to waive all or any part or portions of the requirements of the South Carolina Generator Interconnection Procedures in the public interest. The Commission's decision in this matter is in the public interest and further intends to better serve the goals of Act 236 of 2014 and the 2019 Energy Freedom Act (Act 62) consistent with the laws passed by the General Assembly for renewable energy in those acts.

In compliance with Commission Order No. 2020-535, DESC reported to the Commission that on October 9, 2020, DESC issued BATO Permission to Operate its Solar Array pursuant to the Interconnection Agreement between BATO and DESC.

- f) Multiple ETCs to Receive Federal Rural Digital Opportunity Funds to Expand Access to Broadband in Needed Areas of South Carolina**
Docket No. 2021-15-C: Application of CarolinaConnect Cooperative, Incorporated for Designation as an Eligible Telecommunications Carrier in the State of South Carolina

Docket No. 2021-16-C: Application of TriCoLink, Incorporated for Designation as an Eligible Telecommunications Carrier in the State of South Carolina

Docket No. 2021-17-C: Application of Sandhill Connexions, LLC for Designation as an Eligible Telecommunications Carrier in Certain Census Blocks in Chesterfield County for Purposes of Receiving Federal Rural Digital Opportunity Fund (“RDOF”) Support; and a Request for Waiver of S.C. Code Ann. Regs. 103-690.1 (B and C)

Docket No. 2021-18-C: Application of Starlink Services, LLC for Designation as an Eligible Telecommunications Carrier for Purposes of Receiving Rural Digital Opportunity Fund (“RDOF”) Support, and a Request for Expedited Consideration

Docket No. 2021-19-C: Application of Palmetto Telephone Communications, LLC for Designation as an Eligible Telecommunications Carrier in Certain Census Blocks in Charleston County for Purposes of Receiving Federal Rural Digital Opportunity Fund (“RDOF”) Phase I Support

Docket No. 2021-21-C: Application of Horry Telephone Cooperative, Incorporated for Designation as an Eligible Telecommunications Carrier in Certain Census Blocks in Georgetown and Marion Counties for Purposes of Receiving Federal Rural Digital Opportunity Fund (“RDOF”) Phase I Support

Docket No. 2021-22-C: Application of Aiken Electric Cooperative, Incorporated for Designation as an Eligible Telecommunications Carrier Pursuant to Section 214(e) of the Communications Act of 1934

Docket No. 2021-23-C: Joint Application (Public Version) of Charter Fiberlink SC-CCO, LLC and Time Warner Cable Information Services (South Carolina), LLC for Designation as an Eligible Telecommunications Carrier to Receive Rural Digital Opportunity Fund Auction (Auction 904) Support

Docket No. 2021-124-C: Application of Windstream Communications, LLC for Designation as an Eligible Telecommunications Carrier in Certain Census Blocks in Spartanburg and Jasper Counties for Purposes of Receiving Federal Rural Digital Opportunity Fund (“RDOF”) Phase I Auction, and Request for Expedited Consideration

The Rural Digital Opportunity Fund (RDOF) is a Federal Communications Commission (FCC) program designed to close the digital divide in the United States by investing billions of dollars in the construction of rural broadband networks. On January 30, 2020, the FCC established the RDOF plan to ensure continued and rapid deployment of broadband networks to unserved Americans. The budget allocated for this funding initiative amounts to \$20.4 billion, which will be awarded over a 10-year period to winning providers after the auction process is complete.

The RDOF will be split into two distinct phases:

Phase I – “Up to” \$16 billion will be made available to providers during this phase, which will likely last several years. Phase I will exclusively include census blocks that are completely unserved by an existing broadband provider and is currently underway.

Phase II -- \$4.4 billion, alongside any remaining Phase I funds, will be allocated during this second and final phase of the RDOF. Phase II will include remaining areas not completed in Phase I, as well as census blocks that are “partially serviced”.

As part of Phase I, the Commission granted nine (9) applications on an expedited basis to establish eligible telephone communication carriers for the purpose of receiving RDOF Funds to be used in more than forty-one (41) counties in South Carolina.

g) Docket No. 2021-66-A – Commission Opens Docket Requiring Its Jurisdictional Electric and Natural Gas Utilities to Provide Information on The Mitigation of the Impact From Threats to Safe and Reliable Utility Service – By Order No. 2021-163, the Commission opened a Docket on March 10, 2021, requiring all of the Commission’s jurisdictional electric and natural gas utilities to provide information regarding measures that have been, or will be taken, to:

- (1) mitigate the negative impacts of ice storms and other dangerous weather conditions to the provision of safe and reliable utility service, and
- (2) ensure peak customer demands on the utility system can be met during extreme weather scenarios.

This docket relates to the request by South Carolina Governor McMaster asking for the Office of Regulatory Staff to undertake a comprehensive review of South Carolina’s public and private power grid in order to withstand potential ice storms and other dangerous weather events following the major power crisis suffered in February 2021 in the State of Texas from a severe winter storm.

The Commission also encouraged the participation of the South Carolina Public Service Authority (Santee Cooper), the electric cooperatives, and other non-regulated electric and gas utilities in South Carolina.

Utilities are being asked to provide, at a minimum, the following information and assessments:

- Identification of Threats to Utility Service. Assessment of the potential threats to the utility system and evaluation of the risks to safe and reliable utility service. Threats are anything that may destroy, damage, or disrupt utility service.
- Identification of the Impacts to Utility Service. Assessment of the extent to which the threat could impact the utility processes, systems, infrastructure, and end-user customers.

- Assessment of Vulnerabilities. To what degree will the utility systems and infrastructure be impacted. Vulnerabilities are weaknesses within utility systems, processes or infrastructure.
- Assessment of Risks to Utility Service. This includes an evaluation of the potential for loss, damage or destruction of key assets and resources, and factors that could limit the supply of generation over an extended period of extreme weather conditions for each of the state's generation sources.
- Identification of Resiliency Solutions. The plans of the utility to anticipate, prepare for, adapt to, withstand, respond to, and recover quickly from service disruptions. Cost impacts to the utility and customers should be identified. Specifically, the impacts to customer bills due to increases in fuel and other costs should be identified.
- Identification of Other Federal and State Reliability Requirements. Other federal, state and/or local reliability and resilience requirements including, but not limited to, joint reliability plans or assessments, coordinating agreements, and wholesale purchase agreements.
- An Assessment of Current Utility Processes and Systems to Withstand Potential Ice Storms and other Winter Weather Conditions. This includes identification and exercises of utility plans, processes, and infrastructure to determine if current utility preparedness plans to ensure utility service meet peak customer demand under extreme scenarios. Identify areas for improvement and steps taken to address the areas of improvement.
- Identification of Best Practices, Lessons Learned and Challenges to Utility Service. This includes information related to reliability, lessons learned from similar experiences, and challenges of the provision of safe and reliable utility service under extreme weather conditions and other threats.

Commission and the parties of record to this proceeding that ORS recently engaged Guidehouse, Inc. ("Guidehouse") as a third-party consultant to assist with this comprehensive review and evaluation. In the coming weeks and months, Guidehouse will begin its analyses and assessments of South Carolina's electric and natural gas systems with the goal of producing a draft report by September 30, 2021, and a final report by December 31, 2021.

- h) Docket No. 2019-326-E – Act 62 Proceeding Addressing Review of Interconnection and Parallel Operation of Generating Facilities (Section 58-27-460(A)(1) and (A)(2))**
 This proceeding involved all three regulated investor-owned electric utilities and stakeholders. On October 9, 2019, the Commission opened the instant docket to address the directives in Section 58-27-460(A), as amended by Act 62 of 2019. On September 15,

2020, Duke Energy Carolinas, LLC and Duke Energy Progress, LLC, filed a joint request, together with Dominion Energy South Carolina, Inc. ("DESC"), South Carolina Solar Business Alliance, Inc. ("SCSBA," now known as Carolinas Clean Energy Business Association or "CCEBA"), and Southern Current, LLC, requesting the Commission address the new Act 62 directives from Section 58-47-460 in two phases of work. As proposed, the first phase would focus more narrowly on Commission approval of revisions to the SC Generator Interconnection Procedures (SC GIP) to allow the Duke Companies to expeditiously address their queue reform initiative. The Duke Companies had completed 13 stakeholder meetings with interested parties related to queue reform while DESC was not ready to proceed. The second phase would involve comprehensive revisions to the other portions of the SC GIP not implicated by Duke's Queue Reform Proposal, after a series of stakeholder meetings intended to seek consensus on proposed reforms. As requested by the utilities and interested stakeholders, Commission Order No. 2020-660, issued on October 1, 2020, granted the joint request to proceed with the docket in a two-phase approach and for the Duke Companies to proceed first.

DEC and DEP asked the Commission to:

- (1) Approve limited enabling revisions to the current SC GIP to allow Utilities the option to implement an alternative Cluster Study interconnection study process;
- (2) Authorize Duke to transition the Companies' interconnection study process to a Definitive Interconnection Study Process, consistent with the process recently authorized by the North Carolina Utilities Commission ("NCUC");
- (3) Approve a new Duke-specific Appendix to the SC GIP; and
- (4) Terminate the Memorandum of Understanding between Duke, the South Carolina Office of Regulatory Staff ("ORS") and SCSBA approved by Order No. 2016-191 relating to the Companies' administration of the pre-existing SC GIP study process.

DEC and DEP incorporated feedback into its Queue Reform Proposal from these stakeholder meetings and represented that there was a consensus between CCEBA (formerly SCSBA) and DEC/DEP and that no other stakeholder objected to the Duke proposal. DESC also indicated support for Duke's proposed modifications to the SC GIP, noting that the changes will provide utilities with the flexibility to study interconnection requests under either the existing serial study process or a Commission-approved Cluster Study process. The Commission granted the Application related to the revisions to the current SC GIP by approving the Queue Reform Proposal, requiring Duke to implement a Cluster Study approach, and for Duke to notify Commission of the status of the FERC approval process on the queue reform proposal. Regulatory approvals of the Queue Reform Proposal are also required from the Federal Energy Regulatory Commission

("FERC"), and such filings at the FERC are dependent upon the approval of the Queue Reform Proposal by this Commission. These changes are consistent with Act 62 and are meant to address and manage the significant number of new interconnection customers requesting to connect to the Duke systems, particularly in light of the increasing need to make substantial upgrades to the Companies' distribution and transmission systems to interconnect new generation. The Cluster Study approach allows ready projects to be clustered and studied together and then allocates the costs to interconnect among all interconnection customers in the cluster based upon their relative impact to the grid.

The Duke Companies reported on August 12, 2021, that FERC approved Duke's Queue Reform Proposal on August 6, 2021, and that Duke will be holding a stakeholder meeting on the queue reform transition. The first phase proposed revisions to the SCGIP to use the Cluster Study interconnection processes and to establish the Cluster Study interconnection process. Meanwhile, DESC, Duke and the interested stakeholder report that work has begun on Phase 2 with initial stakeholder meetings in July 2021 to review and revise the generator interconnection procedures not affected by Phase 1. Additional stakeholder meetings will be held and the next update on Phase 2 will be no later than September 28, 2021.

- i) **Docket No. 2014-346-WS - Daufuskie Island Utility Company, Incorporated Application for an Increase for Water and Sewer Rates, Terms and Conditions.** [Remanded by South Carolina Supreme Court Opinion No. 27905; Daufuskie Island Util. Co., Inc. v. S.C. Off. of Regul. Staff, 427 S.C. 458, 460–61, 832 S.E.2d 572, 573 (2019), reh'g denied (Sept. 27, 2019)]

Daufuskie's initial application requested rate adjustments that would render a 108.9% rate increase; however, the Commission permitted a 43% increase in rates. Daufuskie appealed Order No. 2015-846. This case was appealed to the Supreme Court for the second time, after the first appeal resulted in a remand. Commission Order Nos. 2018-68 and 2018-346 were under appeal. The questions on appeal by Daufuskie Island Utility Company, Incorporated were whether the Commission erred on remand in failing to award \$542,978 in rate case expenses and in removing \$699,631 of utility plant in service from rate base. The South Carolina Supreme Court reversed and remanded for a third hearing. A third hearing on the merits was scheduled for March 2, 2021 before the Commission; however, prior to the hearing, Daufuskie and the Office of Regulatory Staff entered into a settlement and asked for Commission approval.

The utility and ORS agreed upon Daufuskie receiving \$542,978 in rate case expenses and that Daufuskie would delay seeking recovery of \$699,631 which was removed from "utility plant in service" in the rate base until its next rate case. The Commission approved the settlement in the interest of the public in Order No. 2021-122 and the issue related to any

recovery for underage claimed by Daufuskie due to lower rates charged during the course of its appeal will be addressed in a separate proceeding before the Commission.

- j) Docket No. 2020-188-T: JEGA Movers LLC for Class E Household Goods Certificate** – This matter involved a hearing and additional reopening of the record for additional evidence based upon late filed exhibits and information submitted by the Applicant JEGA Movers. By a vote of the majority of the Commission (4 to 3), JEGA Movers LLC was found to be fit, willing, and able and granted its request for certification as a Class E household goods motor carrier. This proceeding resulted in an examination and review of the Commission’s regulations related to Class E Certificates, including the criteria for fit, willing, and able, insurance, driving record, and criminal record of an applicant. The Commission is in the process of reviewing its promulgated regulations in accordance with the Administrative Procedures Act. Commission staff has been studying recommendations from stakeholders and interested persons. See also, Docket No. 2020-247-A.
- k) Docket No. 2020-106-A: Actions in Response to COVID-19** - The Commission opened a Docket so that all COVID-19 related actions by utilities could be tracked for financial impact (if any), as well as provide information about other actions utilities find necessary in addressing consumer needs during, or related to, the COVID-19 State of Emergency. By Order No. 2020-372 (“Order”), dated May 14, 2020, issued in this docket, the Public Service Commission required utilities to track revenue impacts, incremental cost and savings related to COVID-19. In furtherance of this requirement, utilities are required to file their findings with the Commission on a quarterly basis.

South Carolina Executive Order No. 2021-25 issued in response to the COVID-19 pandemic and declaring a State of Emergency in South Carolina expired on June 6, 2021. On June 7, 2021, Governor Henry McMaster stated that it was no longer necessary to have a State of Emergency and as a result, he did not renew or otherwise extend the State of Emergency. Accordingly, the State of Emergency related to the COVID-19 pandemic is no longer in effect.

- l) Docket No. 2020-247-A: Public Service Commission Review of South Carolina Code of Regulations Chapter 103 Pursuant to S.C. Code Ann. Section 1-23-120(J)** - Pursuant to S.C. Code Ann. § 1-23-120(J), the Commission is required to conduct a formal review of its Regulations (Chapter 103) every five (5) years. The Commission opened Docket No. 2020-247-A to facilitate this review. A schedule was provided so that interested parties and utilities could participate in the staff-lead workshops for participants to provide comment.

These workshops have provided valuable input on Bill Inserts and Notices, which has been incorporated by the Clerk’s Office. In the future, staff will present a report during a

Commission Business Meeting related to any changes to the promulgation of proposed regulations.

m) Docket No. 2020-3-E: Duke Energy Carolinas, LLC Annual Review of Base Rates for Fuel Costs of Duke Energy Carolinas, LLC - The parties to this proceeding were Duke Energy Carolinas, LLC (DEC), South Carolina Energy Users Committee (SCEUC), South Carolina Coastal Conservation League (CCL), Southern Alliance for Clean Energy (SACE), and the South Carolina Office of Regulatory Staff (ORS). A Stipulation was executed by DEC, ORS, and SCEUC regarding many of the issues in the proceeding. The terms of the Stipulation were approved by the Commission, resulting in a Total Fuel Factor of 1.6102 cents per kWh for Residential; 1.6246 cents per kWh for General Service/Lighting; and 1.5910 cents per kWh for Industrial, as ordered in Commission Order No. 2020-634. These fuel factors resulted in a decrease of \$6.77, or 5.54%, for a residential customer on Rate RS using 1,000 kWh per month.

n) Docket No. 2021-1-E: Duke Energy Progress, LLC Annual Review of Base Rates for Fuel Costs of Duke Energy Progress, LLC - The parties to this proceeding were Duke Energy Progress, LLC, Nucor Steel – South Carolina, Southern Alliance for Clean Energy (SACE) and Coastal Conservation League (CCL), and the Office of Regulatory Staff. Following the testimonies of all parties, a Stipulation was executed by DEP, ORS, Nucor Steel-South Carolina, SACE and CCL regarding the issues in the proceeding.

The terms of the Stipulation were approved by the Commission, resulting in a Total Combined Fuel Factor of 2.36 cents per kWh for Residential, 2.473 cents per kWh for Non-Demand General Service, 1.874 cents per kWh for Demand General Service, and 1.874 cents per kWh for Lighting, as ordered in Commission Order No. 2021-446. These fuel factors resulted in a decrease of \$0.97, or 0.9% per month, for a residential customer using 1,000 kWh per month.

o) Docket No. 2021-2-E: Dominion Energy South Carolina, Incorporated Annual Review of Base Rates for Fuel Costs for Dominion Energy South Carolina, Incorporated - The parties to the proceeding were Dominion Energy South Carolina, CMC Steel - South Carolina, Coastal Conservation League (CCL), Southern Alliance for Clean Energy (SACE), Ecoplexus, Incorporated, South Carolina Energy Users Committee (SCEUC), and the Office of Regulatory Staff (ORS). A virtual hearing was scheduled for April 8, 2021.

Following the testimonies of all parties, a Stipulation was executed on April 1, 2021 by DESC, ORS, and SCEUC, regarding certain issues in the proceeding. SACE, CCL and CMC Steel were not signatories to the Stipulation. CCL and SACE presented testimony

in opposition to certain issues agreed upon the stipulating parties. CMC Steel's request to be excused from the hearing was granted and CMC Steel did not appear at the hearing.

After the hearing, the terms of the Stipulation were approved by the Commission in Order No. 2021-296(A), which established the following Total Fuel Factors for bills rendered on or after the first billing cycle of May 2021 are as follows: 2.523 cents per kWh for Residential; 2.508 cents per kWh for Small General Service; 2.488 cents per kWh for Medium General Service; 2.464 cents per kWh for Large General Service; and 2.413 cents per kWh for Lighting. The net result for these fuel factors is an increase of approximately \$ 1.59 per month on a Rate 8 residential customer bill using 1,000 kWh.

DESC's DER Incremental Cost Components are: \$1.00 per month for residential; \$6.15 per month for Small and Medium General Service; and \$100.00 per month for Large General Service. Additionally, DESC was ordered to recalculate the DER incentive and other components which may change as a result of Commission Order 2021-569 (DN 2019-182-E).

- p) Docket No. 2021-88-E – Dominion Energy South Carolina, Incorporated's 2021 Avoided Cost Proceeding Pursuant to S.C. Code Ann. Section 58-41-20(A) - *This hearing for this Docket is in progress and the record of evidence remains open. In accordance with statute, a decision must be made by the Commission no later than November 16, 2021.***

The hearing began on August 18, 2021 by the Commission for Docket No. 2021-88-E and recessed after six (6) days of testimony on August 25, 2021 until October 11, 2021. The parties in this docket are Dominion Energy South Carolina Incorporated, Coastal Conservation League (CCL), Pine Gate Renewables, LLC, London Economics International LLC, Southern Alliance for Clean Energy (SACE), Johnson Development Associates Incorporated (JDA), Carolinas Clean Energy Business Association (CCEBA), and the Office of Regulatory Staff (ORS). London Economics International, LLC must file its Independent Report no later than September 16, 2021. The issues before the Commission include, but are not limited to, avoided cost methodology, standard offer avoided cost rates, form contract power purchase agreements ("PPAs"), commitment to sell forms, and standard terms and conditions.

- q) Docket Nos. 2021-89-E & 2021-90-E: Duke Energy Carolinas, LLC & Duke Energy Progress, LLC's 2021 Avoided Cost Proceeding Pursuant to S.C. Code Ann. Section 58-41-20(A) - *This hearing for these Docket remains in progress and the record of evidence is open. In accordance with statute, a decision must be made by the Commission no later than November 16, 2021.***

A joint hearing began on August 2, 2021 by the Commission for Docket Nos. 2021-89-E and 2021-90-E. The parties in one or both of the dockets were Duke Energy Carolinas, LLC, Duke Energy Progress, LLC, Coastal Conservation League (CCL), Northbrook Carolina Hydro, LLC, Pelzer Hydro Company, LLC, Aquenergy Systems, LLC, London Economics International LLC, Southern Alliance for Clean Energy (SACE), Johnson Development Associates Incorporated (JDA), Carolinas Clean Energy Business Association (CCEBA), and the Office of Regulatory Staff (ORS). On July 23, 2021, certain parties entered into a Stipulation. Testimony and the Stipulation were presented on August 2, 2021. On August 23, 2021, London Economics International, LLC filed its Independent Report. The hearing recessed until September 16, 2021. The issues before the Commission include, but are not limited to, avoided cost methodology, standard offer avoided cost rates, form contract power purchase agreements (“PPAs”), commitment to sell forms, and standard terms and conditions.

Appendix C

Commission Cases on Appeal

a) Appellate Case No. 2020-001445: *Docket No. 2020-147-E: Randy and Cheryl Gilchrist, Complainant/Petitioner v. Duke Energy Carolinas, LLC, Defendant/Respondent*

On June 8, 2020, Randy and Cheryl Gilchrist filed a Complaint with the Commission regarding the installation of a smart meter by Duke Energy Carolinas, LLC (DEC) and their aversion to smart meters due to health and privacy concerns. By Order No. 2020-562, the Commission dismissed the Complaint of the Gilchrists. DEC did not violate any statute, nor Commission rule or regulation. The privacy claim asserted by the Gilchrists cannot be asserted against a non-state actor. DEC is not a state actor. The Commission upheld its prior ruling that an electric utility having the exclusive right to provide power to its service territory is not a state actor. Therefore, there is no relief available to the Complainants in this case, and the case must be dismissed. The Gilchrists referred to non-specific medical conditions which may be negatively impacted by the local use of smart meters. However, the Commission did note that, pursuant to tariffs filed with the Commission, for those customers wishing to have a manually read meter, the MRM Rider is available. The MRM Rider provides for fee-free opt out for customers with medical issues, provided certain requirements are met. The Commission encouraged the Gilchrists to investigate the use of the MRM Rider, if appropriate.

The Commission dismissed the Gilchrists' complaint by Order No. 2020-562. The Petition for Rehearing was denied by Commission Order No. 2020-644. The Gilchrists filed their appeal to the South Carolina Supreme Court on October 30, 2020 of both Orders.

Commission Order Nos. 2020-562 and 2020-644 are under appeal regarding the following issues:

- (1) Was it error for the Public Service Commission to dismiss the Gilchrists' Complaint, failing to protect persons and property?
- (2) Was it error for the Public Service Commission to deny the Gilchrists a hearing on the issue of the right to privacy, and thus resulting in a denial of due process of law guaranteed by the U. S. Constitution, Fifth Amendment?
- (3) Is the installation of a data collection device, in this case a smart meter, without the consent of the homeowner, a violation of the Gilchrists' right to privacy under the Fourth Amendment to the United States Constitution and under the Constitution of the State of South Carolina, Article 1, Section 10? And, is this a taking of private property under Article 1, Section 13 of the Constitution of the State of South Carolina?

Currently the case resides in the South Carolina Supreme Court, where final Appellant and Respondent Briefs have been filed. The case is still pending.

b) Appellate Case No. 2020-001283: *Docket No. 2019-290-WS – Blue Granite Water Company – Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates. THE COURT’S OPINION WAS ISSUED ON SEPTEMBER 1, 2021. REPORTED OPINION (Commission Decision **AFFIRMED IN PART, REVERSED IN PART, AND REMANDED**): In re Application of Carolina Water Serv., Inc. (n/k/a Blue Granite Water Co.) for Approval of an Increase in its Rates for Water & Sewer Servs., Appellant, No. 2020-001283, --- S.E.2d ---; 2021 WL 3891750, (S.C. Sept. 1, 2021).*

Commission Order Nos. 2020-641, 2020-549, the directive issued on September 16, 2020, and 2020-306 are under appeal regarding the following issues:

- (1) Did the Commission err in “amortizing” the utility’s annual ongoing purchased water and wastewater service expenses over several years, thus depriving the utility of recovery of most of such costs, rather than permitting the utility to recover those expenses when there is no evidence to suggest that those expenses were unreasonable or imprudent?
- (2) Did the Commission err in calculating the utility’s cost of capital by selecting a Return on Equity that is unsupported by evidence, fell well below the supported range of reasonable Returns on Equity, fails to satisfy tests established by longstanding and binding precedent, and which is confiscatory?
- (3) Did the Commission err in disallowing recovery of the utility’s prior Commission related legal expenses based upon an unsupported, erroneous, and *sua sponte* finding that the expenses were either duplicative or duplicitous?
- (4) Did the Commission err in disallowing recovery of the utility’s prior Administrative Law Court-related legal expenses based upon an unsupported, erroneous, and *sua sponte* finding that the expenses could have been recovered in the underlying proceedings?
- (5) Did the Commission err in disallowing recovery of the utility’s storm recovery expenses by using a normalization method that would not cover and does not reflect the storm costs recently experienced by the utility?
- (6) Did the Commission err in disallowing recovery of the utility’s headquarters office rent expense and necessary upfit costs in contravention of the evidence in the record and binding precedent?
- (7) Did the Commission err in disallowing recovery of the utility’s non-revenue water expenses, a disallowance that forces the utility to either accept the disallowance as a penalty or make imprudent investments that are uneconomic for customers?

- (8) Did the Commission err in unlawfully staying the utility's implementation of rates under bond while its appeal of the Commission's decision is pending, despite clear statutory language and precedent to the contrary?

SUPREME COURT DECISION:

“we affirm the PSC's decision in part and reverse in part. Specifically, we affirm the PSC's decisions as to the ROE, storm costs, Greenville office upfit expenses, and stay of an appellate bond.¹ We reverse the PSC's decision to deny all rental expenses for Blue Granite's new headquarters and remand to the agency for further consideration of what a reasonable rental allowance should be.²

AFFIRMED IN PART, REVERSED IN PART, AND REMANDED.”

In re Blue Granite Water Co., No. 2020-001283, 2021 WL 3891750, at *12 (S.C. Sept. 1, 2021)

SUMMARY OF CASE: Six public hearings were held in the case, so that ratepayers could testify as to their views on the rate filing. A merits hearing was held at the Commission's Offices, starting on February 26, 2020. On April 9, 2020, the Commission issued its Order No. 2020-306 on the merits of the case. An increase in revenue was granted in the amount of \$28,733,986. This was an increase of \$4,958,848 and was made up of \$2,161,536 in water revenue and \$2,797,312 in sewer revenue. A rate of return on equity of 7.46% was granted, along with a 10.54% operating margin. The Commission's decision amounted to a 57% reduction to the Company's original request.

On April 29, 2020, the Company filed a Petition for Clarification and Reconsideration/Rehearing, which was subsequently denied by Commission Order No.

¹ “While Blue Granite also initially raised a question as to the PSC's treatment of the allowance for non-revenue water, the utility conceded the issue at oral argument. We therefore affirm the PSC's decision as to Blue Granite's non-revenue water allowance.” Footnote 13, In re Blue Granite Water Co., No. 2020-001283, 2021 WL 3891750, at *12 (S.C. Sept. 1, 2021)

² “Blue Granite challenges three additional issues that were not contested by either respondent before the PSC or on appeal: whether the PSC erred in (1) amortizing its annual water and wastewater service expenses that it purchased in the test year from third parties; (2) disallowing recovery of legal expenses incurred in prior cases filed and then later voluntarily withdrawn by Blue Granite; and (3) disallowing recovery of legal expenses related to administrative law court proceedings dealing with Blue Granite's I-20 system. The PSC's order does not contain sufficient findings of fact or analysis to allow us to evaluate the merits of these issues on appeal. As a result, we reverse and remand these issues as well.” Footnote 14, In re Blue Granite Water Co., No. 2020-001283, 2021 WL 3891750, at *12 (S.C. Sept. 1, 2021)

2020-489, 2020-497, and 2020-641. The Company moved and was granted the right to place rates into effect under bond which approximated rates that would result in a revenue requirement similar to that proposed by the Office of Regulatory Staff in the case. On August 18, 2020, the Commission issued Order No. 2020-549, staying the placement of rates in effect under bond. On August 27, 2020, the Commission heard oral arguments on the Consumer Advocate's Request for Clarification. Subsequently, on August 31, 2020, the Commission voted to continue the Stay of the placement of rates in effect under bond until December 31, 2020. The Commission also approved a Conditional Accounting Order and stated that it would also remain in effect until December 31, 2020. On September 4, 2020, Blue Granite filed a Petition for Reconsideration of the Stay issued in Order No. 2020-758 and continued in the Commission's August 31, 2020 Directive. On December 9, 2020, the Commission removed the December 31, 2020 implementation date for rates charged under bond and held that stay was continued and shall be continued until further notice; meaning that the rate payers of Blue Granite would not be charged the higher rates during the appeal, rather the Commission allowed for an accounting option as previously requested by the South Carolina Consumer Advocate for clarification and alternative to proposed rate implementation under bond and in a filing by Blue Granite entitled "Conditional Petition for Approval of Accounting Order, and Request for Expedited Review."

Blue Granite filed its appeal on September 25, 2020. Both ORS and the Consumer Advocate with the South Carolina Department of Consumer Affairs filed briefs. The case was argued before the South Carolina Supreme Court on June 15, 2021. On September 1, 2021, the Supreme Court issued its opinion as follows:

- (a) the Court affirmed the Commission's decisions as to the Rate of Equity/Return established at 7.46% for Blue Granite; to the normalization of storm costs using a 10-year average; to denying the utility's request for ratepayers to pay for its upfit expenses which were part of the company's rebranding of itself; and to select an alternate to implementing the higher rates requested by Blue Granite upon ratepayers under bond while this case is on appeal.
- (b) the Court denied the Commission's denial of all rental expenses for the new Greenville office and remanded the matter the Commission for further proceedings so that the Commission can determine reasonable or comparable rental expense alternative rather than allowing the higher premium rental expenses chosen by Blue Granite. There was no evidence presented by the parties to give the Commission any choice other than granting the entire rental expense for a premium, high rent location in Greenville or no recovery of rental expense; however, the Supreme Court agreed that the Commission did not have to give Blue Granite the recovery

of the high, premium rental expense, but could determine an alternative more reasonable rent.

- (c) the Court also remanded in footnote 14 of the opinion three additional issues sought by Blue Granite which were not contested by either respondent ORS or Consumer Affairs before the PSC or on appeal: whether the PSC erred in (1) amortizing its annual water and wastewater service expenses that it purchased in the test year from third parties; (2) disallowing recovery of legal expenses incurred in prior cases filed and then later voluntarily withdrawn by Blue Granite; and (3) disallowing recovery of legal expenses related to administrative law court proceedings dealing with Blue Granite's I-20 system. These issues are remanded to the Commission for additional findings of fact or analysis. It is noted however, that in *In re Application of Carolina Water Serv., Inc. (n/k/a Blue Granite Water Co.) for Approval of an Increase in its Rates for Water & Sewer Servs., Appellant.*, No. 2020-000266, 2021 WL 3910693, at *2 (S.C. Sept. 1, 2021), the Supreme Court upheld the denial of recovery of other I-20 litigation expenses by the Commission so that ratepayers did not have to reimburse Blue Granite for the expense.

This reported Supreme Court opinion is significant. It recognizes the ability of the Commission to select an ROE within a stated range calculated by witness Rothschild rather than the Commission being limited to select from a specific single numeric ROE by another witness. It also recognized the authority of the Commission to incentivize the regulated utility to improve its admittedly-poor business practices, evidenced by the extensive customer complaints at the PSC hearings. “[T]he PSC is empowered to do so in appropriate circumstances, and there is nothing inherently wrong or punitive in the PSC choosing to follow that path here. *See Utils. Servs. of S.C., Inc.*, 392 S.C. at 105, 708 S.E.2d at 760. Rather, a utility's business practices and reputation are two of a number of factors the PSC may consider in selecting an appropriate ROE.” *In re Blue Granite Water Co.*, No. 2020-001283, 2021 WL 3891750, at *5 (S.C. Sept. 1, 2021)

- c) **Appellate Case No. 2020-000266:** *Docket No. 2017-292-WS: Application of Blue Granite Water Company (f/k/a Carolina Water Service, Incorporated) for Approval of an Increase in Its Rates for Water and Sewer Services. THE COURT'S OPINION WAS ISSUED ON SEPTEMBER 1, 2021. UNPUBLISHED OPINION (Commission Decision **AFFIRMED**): In re Application of Carolina Water Serv., Inc. (n/k/a Blue Granite Water Co.) for Approval of an Increase in its Rates for Water & Sewer Servs., Appellant., No. 2020-000266, 2021 WL 3910693, (S.C. Sept. 1, 2021).*

This matter was appealed by Blue Granite Water Company (formerly known as Carolina Water Services) on the issue of the Commission's decision not to award the Company

attorney's fees incurred by Blue Granite in its defense of federal court litigation in the Congaree Riverkeeper case (Riverkeeper Litigation) as part of rate case expenses. In Commission Order No. 2018-802, the Commission concluded that the utility cannot recover from ratepayers \$416,093 of litigation expenses associated with its unsuccessful defense of a lawsuit in the United States District Court for the District of South Carolina captioned Congaree Riverkeeper, Inc. v. Carolina Water Service, Inc., Civil Action Number 3:15-cv-00194-MBS ("Riverkeeper Action").

The Riverkeeper Litigation arose from a complex set of issues arising under the provisions of the Federal Clean Water Act (CWA), 33 U.S.C. §§1251 et seq., and spawning sporadic litigation for approximately two decades. In 1994, Carolina Water Services (CWS) was issued a permit by the South Carolina Department of Health and Environmental Control (DHEC) pursuant to the National Pollutant Discharge Elimination System ("NPDES") of the CWA that allowed CWS to discharge treated effluent from its I-20 wastewater treatment plant. The permit included a provision that the I-20 facility be closed and connected to a permanent, regional treatment facility when such a connection was "constructed and available." The provision requiring closure of the I-20 facility and connection to a regional facility was included in the permit in furtherance of a policy goal of the CWA to eliminate small treatment facilities in favor of larger, regional facilities owned and operated by public entities. The Clean Water Act is a strict liability statute and United States District Judge Seymour granted summary judgment to Congaree Riverkeeper, concluding that CWS had violated its NPDES permit for over seventeen years by at least twenty-three times.

Beginning in the late 1990s, CWS began efforts to interconnect its system with a regional system operated by the Town of Lexington, but despite the efforts of CWS, DHEC, the Central Midlands Council of Governments and various other entities, the issue was not resolved until February 2018 when the I-20 facility was taken over by Lexington as a part of a condemnation action that it brought.

Commission Order Nos. 2019-623 and 2020-57 are under appeal and these are the issues:

- (1) Did the commission commit an error of law by applying an incorrect standard in reviewing the recoverability of expenses incurred by Carolina Water Service in defending the Riverkeeper Litigation?
- (2) Because the uncontradicted evidence presented to the commission regarding the Riverkeeper Litigation showed that Carolina Water Service's defense of that case was prudent and reasonable, was it an error of law for the commission to deny recovery of the expenses of such defense?

The Commission held that Blue Granite/CWS was obligated under the law to comply with the Clean Water Act in its operation of its facilities and did not secure anything for its customers that it did not already owe them under the law. Accordingly, the Commission denied attorney's fees for this litigation as part of rate case expenses.

The South Carolina Supreme Court held oral arguments on March 23, 2021. On September 1, 2021, the Supreme Court *affirmed* the decision of the Commission -- which is the denial by the Commission of CWS' request that ratepayers should pay for the \$416,093.00 in litigation expenses incurred when CWS defended itself against repeated violations of the Clean Water Act and the federal lawsuit associated with such violations.

- d) **Appellate Case No. 2019-001904:** *Docket No. 2018-318-E: Application of Duke Energy Progress, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order.*

AND

Appellate Case No. 2019-001900: *Docket No. 2018-319-E: Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order.*

These cases were appealed by Duke Energy Progress, LLC and Duke Energy Carolinas, LLC and were consolidated by the South Carolina Supreme Court on appeal. Oral argument was held on Wednesday, May 26, 2021 and the appeal is awaiting decision by the Court.

Commission Order Nos. 2019-341 and 2019-454 are under appeal regarding the following issues:

- 1) Did the Public Service Commission err in disallowing incurred coal ash compliance costs based on the Commission's determination that Duke Energy Carolinas, LLC and Duke Energy Progress, LLC should not be able to recover any expenses the Commission deemed to be incurred pursuant to the North Carolina Coal Ash Management Act?
- 2) Did the Public Service Commission err in disallowing certain coal ash compliance costs based on the testimony of a witness as to which costs were incurred as a result of the North Carolina Coal Ash Management Act?
- 3) Did the Public Service Commission err in disallowing coal ash litigation expenses without giving Duke Energy Carolinas, LLC and Duke Energy Progress, LLC an ample opportunity to explain and justify these expenditures?
- 4) Did the Public Service Commission err in disallowing a return on approved deferrals of incurred extraordinary costs?

The cases are pending before the South Carolina Supreme Court following oral argument and awaiting decision by the Court.

- e) **Appellate Case No. 2019-001900:** *Docket No. 2018-319-E: Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order.* Oral argument was held on Wednesday, May 26, 2021, and the appeal is awaiting decision by the Court.

The case was appealed by the South Carolina Energy Users Committee (SCEUC) to the South Carolina Supreme Court. Commission Order Nos. 2019-323 and 2019-455 are under appeal. The question appealed was whether or not the Commission erred in granting Duke Energy Carolinas, LLC recovery of its nuclear plant preconstruction costs associated with a now-abandoned nuclear project. SCEUC states that the Base Load Review Act supporting recovery of preconstruction costs had been repealed and consequently, SCEUC alleges that Duke was foreclosed from recovery of these costs.

The matter is still pending before the South Carolina Supreme Court following oral argument on May 26, 2021, and is awaiting decision by the Court.

- f) **Appellate Case No. 2019-001354:** *Docket No. 2018-364-WS: Stephen and Beverly Noller and Michael and Nancy Halwig, Complainants/Petitioners v. Daufuskie Island Utility Company, Incorporated, Defendant/Respondent.*

This case was appealed to the South Carolina Court of Appeals by Stephen and Beverly Noller and Michael and Nancy Halwig (Appellants). The Respondents are Daufuskie Island Utility Company, Incorporated and South Carolina Office of Regulatory Staff.

Commission Order Nos. 2019-424 and 2019-523 are under appeal regarding the following issues:

1. Did the Public Service Commission err when it denied jurisdiction over this matter without addressing the requirement to approve the agreement at issue?
2. Did the Public Service Commission err in denying jurisdiction in this matter where respondent failed to provide adequate and proper water and sewer service to Appellants until Appellants replace its destroyed mains?

Currently the case resides in the South Carolina Court of Appeals and all briefs and reply briefs have been filed. On July 30, 2021, the Respondent Daufuskie Island Utility Company, Inc. advised the Court of Appeals that it waived the right to request oral argument and was agreeable to deciding the matter on the filed briefs without oral

argument. Likewise, on August 3, 2021, the Office of Regulation Staff wrote to the Court of Appeals stating that it did not oppose the utility's request and consented to the matter being decided without oral argument. The case is still pending, but ready for decision.

- g) Appellate Case No. 2018-001165:** *Docket No. 2018-2-E: Annual Review of Base Rates for Fuel Costs for South Carolina Electric & Gas Company* – This case was appealed to Supreme Court of South Carolina by South Carolina Coastal Conservation League and Southern Alliance for Clean Energy (collectively, “SACE/SCCCL”), and the South Carolina Solar Business Alliance (“SCSBA”) which is now known as Carolina Clean Energy Business Association (“CCEBA”). **THIS MATTER IS RESOLVED.** REPORTED DECISION: S.C. Coastal Conservation League v. Dominion Energy S.C., Inc., 432 S.C. 217, 222–23, 851 S.E.2d 699, 701–02 (2020)

On January 5, 2021, the South Carolina Supreme Court remitted this matter to the Commission. The Court denied the appeal by the SACE/CCL and the SCSBA (now known as CCEBA) regarding rates that an electric utility must pay to solar and other qualifying renewable energy producers for electricity the utility will then sell to its customers. The Court found that the appeal is moot since the rates set by the Commission in 2018 have been superseded by rates set by the Commission in 2019. Legislative enactment in 2019 (Act No. 62, 2019 S.C. Acts 368) significantly changed the procedures followed by the Commission in 2019 and in future years; thus, any guidance from the Court in this appeal would only be academic.

The significance of this case is that the Court's original opinion dismissing the appeal also determined that appellants CCL and SACE did not meet the standard for appellate standing in either Rule 201(b), SCACR, or section 58-27-2310 of the South Carolina Code (2015). S.C. Coastal Conservation League v. Dominion Energy, Op. No. 27994 2020 WL 5405398 (2020) (S.C. Sup. Ct. filed Sept. 9, 2020) (Shearouse Adv. Sh. No. 35 at 53, 57).

However, on the petition for rehearing, which the Court granted, CCL and SACE made two (2) points that caused the Court to withdraw its holding regarding standing to appeal. First, CCL and SACE conceded that the appeal is moot. Second, they claimed two federal statutes grant them standing to appeal, despite the lack of state authority for their standing. *See* 16 U.S.C.A. § 824a-3(g)(1) (2010) (“Judicial review may be obtained respecting any proceeding conducted by a State regulatory authority ... in the same manner ... as judicial review may be obtained under [16 U.S.C.A. §] 2633.”); 16 U.S.C.A. § 2633(c)(1) (2010) (“Any person ... may obtain review of any determination made under subchapter I or II or under this subchapter with respect to any electric utility ... in the appropriate State court if such person ... intervened or otherwise participated in the original

proceeding or if State law otherwise permits such review.”). Since CCL and SACE conceded that the appeal was moot, the Court did not it necessary to address the standing question, including whether the federal statutes control appellate standing in state court. "A case becomes moot when judgment, if rendered, will have no practical legal effect upon existing controversy." *Byrd v. Irmo High Sch.*, 321 S.C. 426, 431, 468 S.E.2d 861, 864 (1996) (quoting *Mathis v. S.C. State Highway Dep't*, 260 S.C. 344, 346, 195 S.E.2d 713, 715 (1973)).

Appendix D

DMS E-Serve Enhancement Business Requirements Matrix

Phase	#	Priority	Status	Planned Go-Live	Requirement / Milestone	Does the SC ETV Training Video Need to be Revised?	Does the DMS Back End Documentation Need to be Updated?
Phase IV	Increase Efficiency through Auto e-Serve - General - Focus on Meeting Regulation - Includes Exceptions						
Phase IV	69		In Production		Automatic e-serve of Matters - After a matter has been added by a Party of Record (PoR) and approved by a PSC Clerk, DMS will automatically e-serve matters to all PoRs. Approval and e-mail of matters are currently two separate processes performed manually by PSC Clerks. This change will merge the two steps into one, and approval and e-serve will become one process. This will improve process efficiency. Retain the process to notify PSC that service was received.		Documentation will need to be updated.
Phase IV	70		In Production		Automatic Generation of NEF - When a new docket is opened, the DMS will serve the party who initiated the docket and the Office of Regulatory Staff with a Notice of Electronic Filing (NEF) that the docket has been created. The NEF will be similar to SC Appellate Court & US District Court.		Documentation will need to be updated.
Phase IV	71		In Production		New Party of Record - When a new PoR is added to an existing docket by a PSC Clerk, the PoR will automatically be e-served with all docket information through a link.		Documentation will need to be updated.
Phase IV	72		In Production		Manual Generation of NEF - Provide the ability to generate a NEF manually.		Documentation will need to be updated.
Phase IV	73		In Production		DMS & eTariff Vulnerability Scans -- Update DMS and eTariff test site code on test server PSCVDWBDMS01. Once scans have been performed by Division of Information Security Services Team, review, address and correct any issues found in the scans.		
Phase IV	74		In Production		Block of Maintenance Hours - Research and/or resolve issues that may be identified in previous Milestones under this JOR.		
Phase IV	75		In Production		Documentation - Update DMS System Documentation where changes have been made under this JOR.		Not Applicable
Phase IV	76		In Production		Project management for additional milestones #69-#76.		Not Applicable

DMS E-Serve Enhancement Business Requirements Matrix

Phase	#	Priority	Status	Planned Go-Live	Requirement / Milestone	Does the SC ETV Training Video Need to be Revised?	Does the DMS Back End Documentation Need to be Updated?
Phase IV	77		In Production		Modify E-Filing Status Notifications - Modify all "E-FILING STATUS NOTIFICATION STATUS" emails to be sent to all Parties Of Record in the Docket instead of the E-Filer only. On the "STATUS: RECEIVED" email only, provide hyperlinks to the "Uploaded Files(s)".		Documentation will need to be updated.
Phase IV	78		In Production		Modify E-Filing Pages - Beside "Uploaded File(s):" on each E-Filing page: New Case, Existing Docket, Existing NDI, Add in Red the message: "BEWARE: All Parties of Record will receive E-Filed content immediately upon filing! Please proof read for Errors and Personal Identifiable Information. "		
Phase IV	79		In Production		Etariff Managed Surveys: Add a Manage Surveys Section to the Etariff Admin. Add the Etariff Satisfaction Survey created in DMS to the new Etariff Surveys.		

Appendix E

FY 2020-2021 Advertising and Branding



(Figure 1: SC Utility Consumer ad, which ran from Sept. 2020-Feb. 2021)



(Figure 2: campaign results from Figure 1)



**Public Service Commission of
South Carolina**

Sponsored ·



Serving South Carolina by providing effective
regulation and adjudication of public utilities.



(Figure 3: PSC Facebook ad, which ran from March 2021-April 2021)



PSC Facebook Likes Ad Total

Run: March 1 - April 30

Impressions - 361,290

Reach - 80,051

New pages likes: 2,238

(Figure 4: campaign results from Figure 3)



(Figure 5: advertisement for Gardener Media campaign, which ran in June 2021)

Appendix F

2019-2020 DMS Google Analytics Data					
	Sessions	Pageviews	Pages per Session	Hottest Docket	Matter
Jul-19	9,554	40,611	4.25	2018-318-E	Application of Duke Energy Progress, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order
Aug-19	10,896	43,464	3.99	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Sep-19	8,746	35,030	4.01	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Oct-19	10,008	39,736	3.97	2019-185-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Duke Energy Carolinas, LLC's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Nov-19	8,751	36,168	4.13	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Dec-19	9,337	38,473	4.12	2019-184-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Dominion Energy South Carolina, Incorporated's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Jan-20	12,158	51,632	4.25	2019-185-E	South Carolina Energy Freedom Act (H.3659) Proceeding to Establish Duke Energy Carolinas, LLC's Standard Offer, Avoided Cost Methodologies, Form Contract Power Purchase Agreements, Commitment to Sell Forms, and Any Other Terms or Conditions Necessary (Includes Small Power Producers as Defined in 16 United States Code 796, as Amended) - S.C. Code Ann. Section 58-41-20(A)
Feb-20	10,402	42,001	4.04	2019-290-WS	Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates
Mar-20	11,460	45,288	3.95	2019-290-WS	Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates
Apr-20	10,199	41,675	4.09	2019-290-WS	Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates
May-20	8,357	33,154	3.97	2020-106-A	Actions in Response to COVID-19
Jun-20	9,929	36,970	3.72	2019-281-S	Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas

2020-2021 DMS Google Analytics Data					
	Sessions	Pageviews	Pages per Session	Hottest Docket	Matter
Jul-20	11,397	40,658	2.18	2019-281-S	Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas
Aug-20	12,795	44,954	2.12	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)
Sep-20	12,792	45,872	2.07	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)
Oct-20	14,298	46,599	2.03	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)
Nov-20	13,722	43,631	1.99	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)
Dec-20	13,927	45,597	2.13	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)
Jan-21	13,965	46,513	2.11	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)
Feb-21	13,638	49,052	2.25	220-229-E	Dominion Energy South Carolina, Incorporated's Establishment of a Solar Choice Metering Tariff Pursuant to S.C. Code Ann. Section 58-40-20 (See Docket No. 2019-182-E)
Mar-21	16,359	59,760	2.27	2020-229-E	Dominion Energy South Carolina, Incorporated's Establishment of a Solar Choice Metering Tariff Pursuant to S.C. Code Ann. Section 58-40-20 (See Docket No. 2019-182-E)
Apr-21	14,824	56,079	2.41	2019-224-E	South Carolina Energy Freedom Act (House Bill 3659) Proceeding Related to S.C. Code Ann. Section 58-37-40 and Integrated Resource Plans for Duke Energy Carolinas, LLC
May-21	13,163	47,626	3.62	2020-247-A	Public Service Commission Review of South Carolina Code of Regulations Chapter 103 Pursuant to S.C. Code Ann. Section 1-23-120(J)
Jun-21	16,010	56,533	3.53	2020-125-E	Application of Dominion Energy South Carolina, Incorporated for Adjustment of Rates and Charges (*This filing includes a request for an increase to retail electric rates) (See Commission Order No. 2020-313)

Appendix G

PSC Traffic and Strategy FY 2020-2021

Websites:

July

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,022	n/a	11,397
Total Users	2,288	n/a	5,219
Bounce Rate	61.8	n/a	48.7
Peak Users	241 on 7/13	n/a	589 on 7/9
Peak User Time	7/13 at 2 p.m.	n/a	7/9 at 5 p.m.

August

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,959	n/a	12,795
Total Users	2,289	n/a	6,034
Bounce Rate	62.6	n/a	49.69
Peak Users	206 on 8/12	n/a	529 on 8/10
Peak User Time	8/12 at 2 p.m.	n/a	8/29 at 5 p.m.

September

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	8,559	n/a	12,369
Total Users	5,603	n/a	6,026
Bounce Rate	78	n/a	52.2
Peak Users	50 on 9/22	n/a	141 on 9/17
Peak User Time	9/22 at 2 p.m.	n/a	9/17 at 4 p.m.

October

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	9,441	n/a	14,298
Total Users	6,557	n/a	7,040
Bounce Rate	76.91	n/a	54.48
Peak Users	60 on 10/1	n/a	168 on 10/8
Peak User Time	10/1 at 2 p.m.	n/a	10/8 at 9 a.m.

November

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	9,206	Forthcoming	13,722
Total Users	6,260	Forthcoming	6,909
Bounce Rate	77.1	Forthcoming	54.8
Peak Users	64 on 11/18	Forthcoming	188 on 11/9
Peak User Time	11/18 at 2 p.m.	Forthcoming	11/9 at 5 p.m.

December

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	7,505		13,927
Total Users	4,789		6,538
Bounce Rate	74.6		53.0%
Peak Users	321 on 12/2		249 on 12/17
Peak User Time	12/2 at 2 p.m.		12/17 at 9 a.m.

January

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	6,973		13,965
Total Users	3,174		6,611
Bounce Rate	61.12		53.63
Peak Users	454 on 1/5		882 on 1/6
Peak User Time	1/5 at 10 a.m.		1/6 at 2 p.m.

February

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,852		14,432
Total Users	2,476		6,404
Bounce Rate	60.30		50.78
Peak Users	264 on 2/26		826 on 2/17
Peak User Time	2/26 at 10 a.m.		2/17 at 2 p.m.

March

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	6,895	120	16,359
Total Users	2,906	99	6,392
Bounce Rate	60.86	55.83	50.53
Peak Users	70 on 3/23	9 on 3/22	168 on 3/31
Peak User Time	3/23 at 9 a.m.	3/15 at 3 p.m.	3/31 at 2 p.m.

April

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,978	94	14,824
Total Users	2,404	83	6,146
Bounce Rate	62.35	62.77	49.02
Peak Users	71 on 4/28	7 on 4/9	530 on 4/19
Peak User Time	4/28 at 10 a.m.	4/9 at 10 a.m.	4/19 at 8 a.m.

May

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	4,888	96	13,163
Total Users	2,209	83	6,046
Bounce Rate	63.60	58.33	50.49
Peak Users	255 on 5/3	8 on 5/28	465 on 5/5
Peak User Time	5/3 at 9 a.m.	5/7 at 11 a.m.	5/8 at 4 p.m.

June

Metric:	psc.sc.gov	scutilityconsumer.com	dms.psc.sc.gov
Total Sessions	5,238	132	16,010
Total Users	2,269	104	7,450
Bounce Rate	63.55	68.94	51.71
Peak Users	668 on 6/17	11 on 6/15	696 on 6/26
Peak User Time	6/17 at 11 a.m.	6/25 at 4 p.m.	6/24 at 4 p.m.

Social Media:

July

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	745	269
Percentage Change	+5	+2
Highest Engagement Post	PSC elections blog	SC Utility Consumer relaunch
Most Engaged User	Confidential Information	

August

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	759	281
Percentage Change	+1.8	+4
Highest Engagement Post	Special business meeting	SC Utility Relaunch
Most Engaged User	Confidential Information	

September

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	790	641
Percentage Change	+3	+112
Highest Engagement Post	New Commissioners	Tree Trimming/Dom Energy
Most Engaged User	Confidential Information	

October

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	817	1027
Percentage Change	+2	+62
Highest Engagement Post	10/21 business meeting	Night hearings post
Most Engaged User	Confidential Information	

November

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	865	1214
Percentage Change	+4	+19
Highest Engagement Post	Night hearings	Night hearings registration closeout
Most Engaged User	Confidential Information	

December

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	882	1297
Percentage Change	+2	+9
Highest Engagement Post	Docket No. 2019-227-E	Public Night Hearings
Most Engaged User	Confidential Information	

January

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	856	1445
Percentage Change	-1	+8
Highest Engagement Post	Chairman Williams @ hearing	Chairman Williams @hearing
Most Engaged User	Confidential Information	

February

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	966	1760
Percentage Change	+13	+20
Highest Engagement Post	Code of Regulations workshop	Hugh Browne/Black History
Most Engaged User	Confidential Information	

March

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	1,566	1,773
Percentage Change	+62	+1
Highest Engagement Post	Virtual public hearing reminder	Virtual public hearing
Most Engaged User	Confidential Information	

April

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	3,139	1,774
Percentage Change	+104	0
Highest Engagement Post	Duke public hearings	Duke public hearings
Most Engaged User	Confidential Information	

May

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	3,165	1,781
Percentage Change	+0	+0
Highest Engagement Post	Business meeting/reg. review	Blog post (5.20)
Most Engaged User	(analytics under maintenance)	(analytics under maintenance)

June

Metric:	PSC Social Profiles	SC Utility Consumer Social
End of Month Followers	3,169	1,780
Percentage Change	+0	+0
Highest Engagement Post	Dominion IRP tweet	Duke Energy rate case tweet
Most Engaged User	Confidential Information	

Livestream Statistics:

July

Total Plays:	877
Best Performing Referral:	psc.sc.gov with 849
Average Session Duration:	2 minutes, 26 seconds
Peak Date and Plays:	July 14 th with 174
July 2019 Total Events:	766

August

Total Plays:	517
Best Performing Referral:	psc.sc.gov with 607
Average Session Duration:	3 minutes, 18 seconds
Peak Date and Plays:	August 27 th with 127
August 2019 Total Events:	740

September

Total Plays:	518
Best Performing Referral:	psc.sc.gov with 487
Average Session Duration:	2 minutes, 31 seconds
Peak Date and Plays:	September 10 th with 103
July 2019 Total Events:	316

October

Total Plays:	1,228
Best Performing Referral:	psc.sc.gov with 1,074
Average Session Duration:	3 minutes, 8 seconds
Peak Date and Plays:	October 1 st with 280
August 2019 Total Events:	740

November

Total Plays:	1,542
Best Performing Referral:	psc.sc.gov with 1,264
Average Session Duration:	2 minutes, 12 seconds
Peak Date and Plays:	November 18 th with 348
November 2019 Total Events:	485

December

Total Plays:	777
Best Performing Referral:	psc.sc.gov with 816
Average Session Duration:	2 minutes, 20 seconds
Peak Date and Plays:	December 30 th with 152
December 2019 Total Events:	781

January

Total Plays:	3,433
Best Performing Referral:	psc.sc.gov with 2,704
Average Session Duration:	2 minutes, 34 seconds
Peak Date and Plays:	January 5 th with 783
January 2020 Total Events:	375

February

Total Plays:	1,771
Best Performing Referral:	psc.sc.gov with 1,747
Average Session Duration:	2 minutes, 51 seconds
Peak Date and Plays:	February 26 th with 376
February 2020 Total Events:	835

March

Total Plays:	2,742
Best Performing Referral:	psc.sc.gov with 2,405
Average Session Duration:	2 minutes, 37 seconds
Peak Date and Plays:	March 23 rd with 843
March 2020 Total Events:	777

April

Total Plays:	2,467
Best Performing Referral:	psc.sc.gov with 2,082
Average Session Duration:	3 minutes, 20 seconds
Peak Date and Plays:	April 28 th with 477
April 2020 Total Events:	346

May

Total Plays:	1,046
Best Performing Referral:	psc.sc.gov with 1,088
Average Session Duration:	2 minutes, 53 seconds
Peak Date and Plays:	May 4 th with 322
May 2020 Total Events:	559

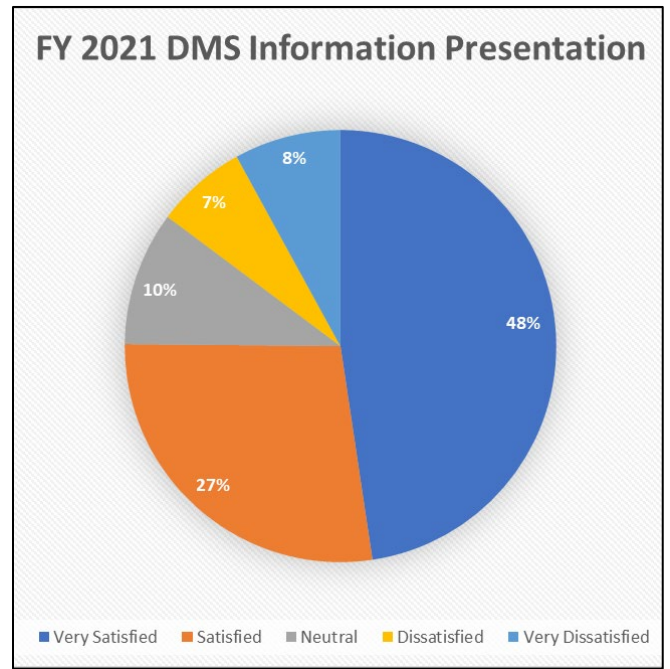
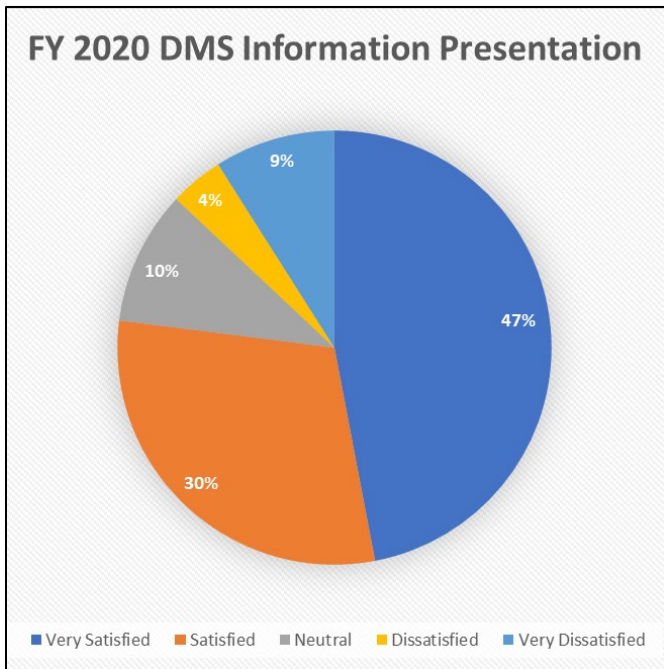
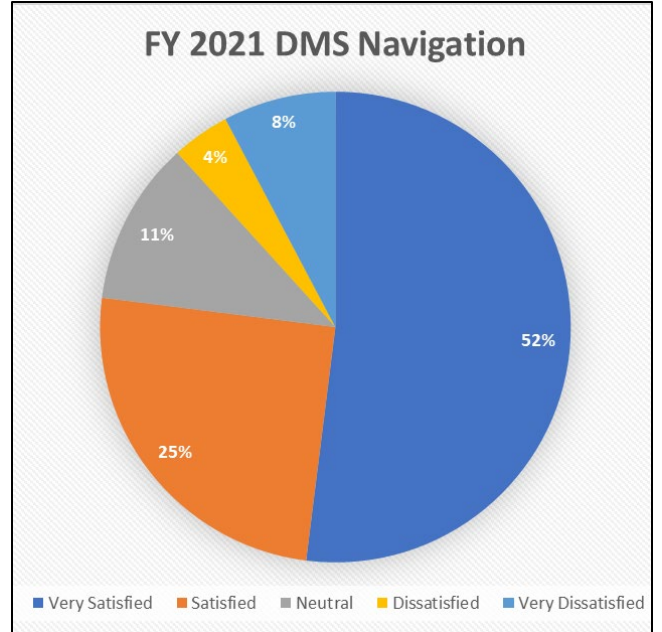
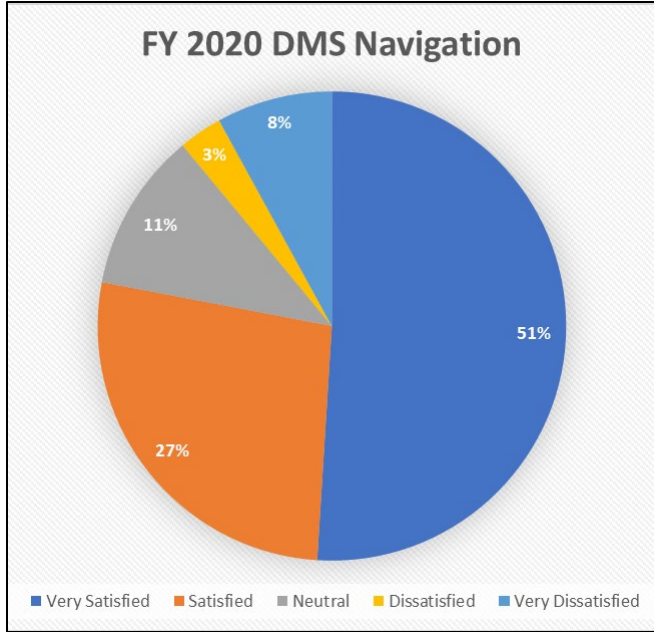
June

Total Plays:	1,100
Best Performing Referral:	psc.sc.gov with 290
Average Session Duration:	2 minutes, 19 seconds
Peak Date and Plays:	June 17 th with 214
June 2020 Total Events:	587

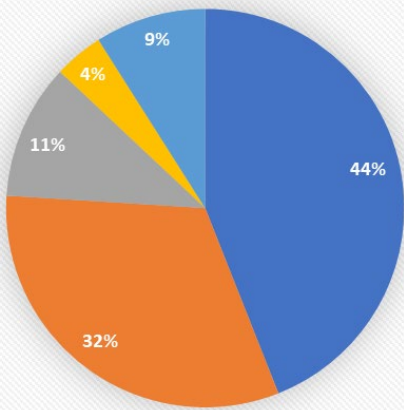
Appendix H

2020-2021 DMS Survey Results

Fiscal Year 2019-2020 Results are included for reference.

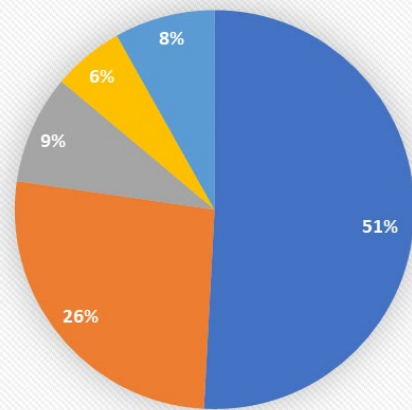


FY 2020 DMS Overall Satisfaction



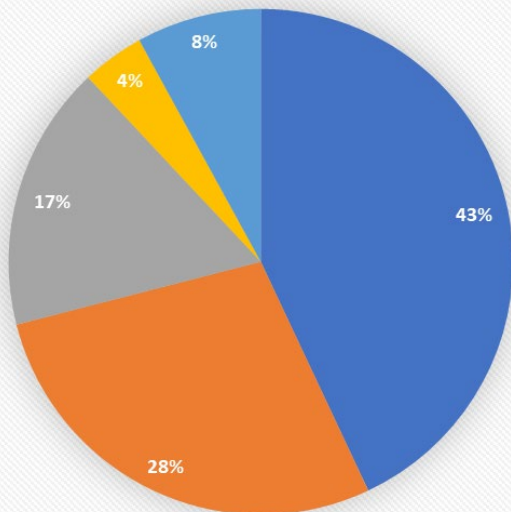
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

FY 2021 DMS Overall Satisfaction



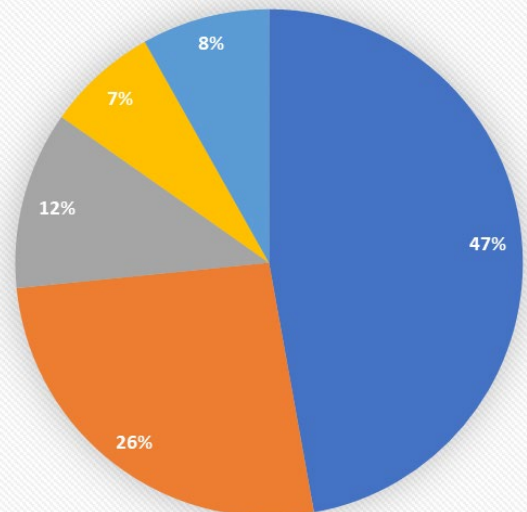
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

FY 2020 DMS vs. Other Sites



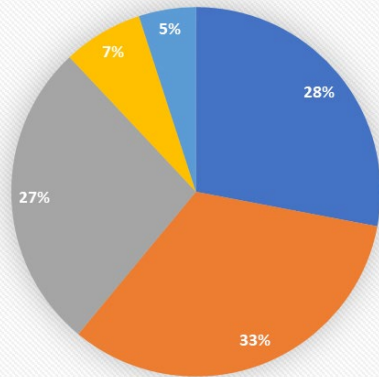
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

FY 2021 DMS vs. Other Sites



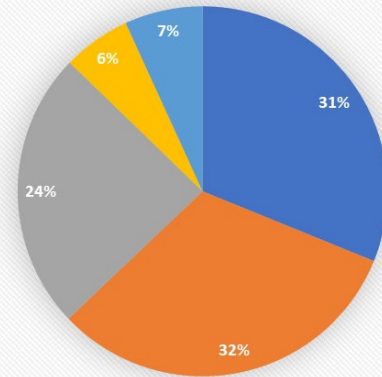
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

FY 2020 DMS Ease of Use



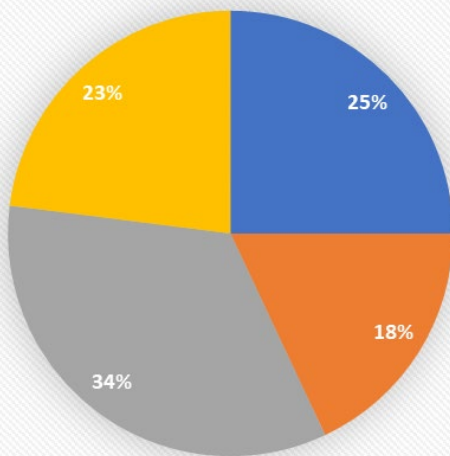
■ Extremely Easy ■ Very Easy ■ Somewhat Easy ■ Not so Easy ■ Not at all Easy

FY 2021 DMS Ease of Use



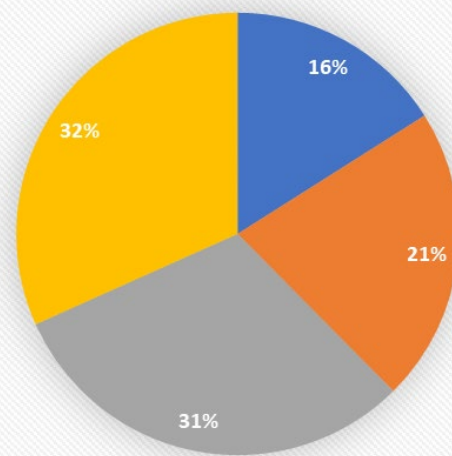
■ Extremely Easy ■ Very Easy ■ Somewhat Easy ■ Not so Easy ■ Not at all Easy

FY 2020 Response Demographic



■ Attorney ■ Other ■ Company Representative ■ Consumer

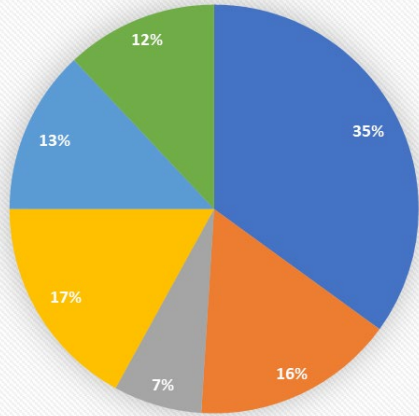
FY 2021 Response Demographic



■ Attorney ■ Other ■ Company Representative ■ Consumer

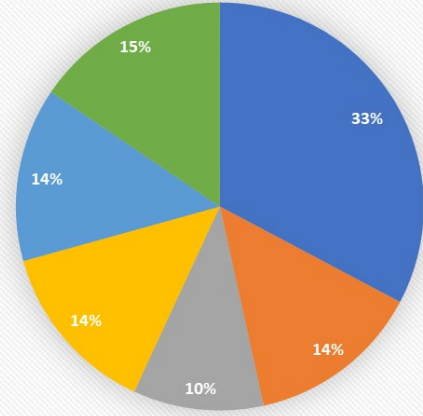
It is important to note that more consumers responded to the survey during the 2021 fiscal year. Even so, the survey results remained consistent or improved over fiscal year 2020's survey results. The majority of respondents answered "satisfied" or "very satisfied" to the survey questions.

FY 2020 Utility Sector Affiliation



■ Electric ■ Gas ■ Transportation ■ Water ■ Wastewater ■ Telecommunications

FY 2021 Utility Sector Affiliation



■ Electric ■ Gas ■ Transportation ■ Water ■ Wastewater ■ Telecommunications

Comments	Commission Resolution
The web browser tabs can really add up to a lot!	Investigated renaming tabs so the title of each document will display.
I have been dealing with NC and SC, and by far my experience with SC has been wonderful! Thank you!	
It would be useful to me if the calendar was able to show more future than 90 days.	This feature has been added as a milestone for FY 22 to modify DMS to show all scheduled events, regardless of timeline.
The titles you have for documents are quite misleading; the actual title, i.e. comments, is italicized and small below the repeated title of the document. It would be much more helpful to remove the redundant title information.	Emailed advisory committee for more information, no response received. Added a question to the survey asking respondents for their contact information if they would like to receive a follow-up on their comments.
Ms. Janice was very helpful.	
I continue to get this survey and it's annoying.	IT is investigating adding an exit statement to the survey.
I am not so much dissatisfied with the system as I am the overall process and outcome. The PSC falls well short of the mission statement put forth on the website.	
One of the best docket managing systems in the Southeast.	
How do I see Docket No. 2020-229E?	The Commission found that it was unable to contact individuals who requested help in the comments section of the survey. A question was added to the survey requesting contact information of respondents, if they wished for the PSC to get in touch with them regarding their responses/questions.
Cannot locate e-filing procedures or guidelines. Unable to share a direct link to archived livestream video.	IT to discuss adding the guidelines to the E-Filing homepage with PSC web-developer. Public Information Director investigated the archived livestream direct link issue with ETV, and was able to find a resolution. This feature is working properly.
Notice for seeking information about Docket no. 2020-229-E is informed too late for me to follow up.	
I am kind of old-fashioned, so it was kind of hard for me.	
My attorney and her staff was most excellent and helping me through the process. Likewise, the professional assigned to evaluate our Company from ORS was really helpful in fulfilling the requirements. Very nice personality and spirit to help.	

After retiring from Government service in South Carolina, as the Deputy of Chief of Charleston Police, I have to say it as fantastic to see great customer service. Janice was the BEST - so helpful! The process has been simple and accessible. Thank you.	
You all do a great job with this website!	
Excellent tool	
Not mobile friendly	The Commission began investigating the implementation of a DMS mobile application in February 2021, and is working with SC.GOV to implement the app.
Excellent service, easy for the user to follow and use	
Excellent service, user friendly, information easy to follow	
If you make this pop-up right when I get to your site, I can't look at the information before I respond to your survey. I have never used this system before and I don't know!	
I have zero clue to the survey, I just found the page and am hoping to find an old document...	
I tried to register an account. I placed all the information in the required fields and when I hit submit it came back with an error with the reason being I missed required fields. Tried twice with same result.	Tried to duplicate the issue, and was unable to do so.
I have a written letter from Becky Latimer that I could review the details of Docket No. 2020-229-E. This is unavailable from my IP address. I sent a letter commenting on Dominion's abuse in taxing solar generation. I would like to attend the hearing if at all possible and speak to the commission.	Reviewed letters of protest in this Docket and sent a 2nd Notice of Public Hearing to customers who indicated they wanted to appear.
I sometimes represent several clients in a docket, and it can be overwhelming to receive email service for each of them. It would be great if each attorney could be served only once.	
SCPSC web developers would do well to promote #3 (training modules) above. Utilities filings should include notice to all customers with brief explanations in plain language.	A workshop was held on May 28, 2021 to discuss Commission notices. Staff has undertaken a project to modify Commission notices to include plain language and increase readability.
I am looking for Exhibit A of Docket No. 2021-78-E.	The Exhibit is located in the Joint Petition document posted to DMS on March 2, 2021. No contact information was left for the Commission to contact this respondent.
This survey won't go away until you take it. That's the bad part of the docket management system, because it keeps blocking you from using the docket management system. Clicking away once should be enough for it to not come back in that session.	

The survey should be an option after visiting the website. How can you respond to the questions if you have never had a chance to go to the website? This response is because it is my second visit.	
This damn survey, can't escape it.	
You have to stop with this survey	
I haven't read anything on your site yet. The first thing I did was this survey. Your trigger logic is making your survey results invalid.	
I wish this survey did not pop up EVERY Time I open the site.	The survey was removed on April 14, 2021.
I wish that viewing and confirming the receipt of a document were one step instead of two.	
I often receive duplicate emails even after I have clicked the confirmation button.	
Regulatory Processes Comments	
I wish that all parties were required to confer before reaching agreements.	
Where possible, published notices should be eliminated. They burden clients and ratepayers with unnecessary expense.	
Respondents Answering Dissatisfied or Very Dissatisfied Comments	
No responses received.	
Additional Text Alert Push-Notification Interests	
No responses received.	