



PSC News

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Public Service Commission of South Carolina
100 Years of Service

Special points of interest:

- E-Service System
- Commission Appointments
- Ethics Training
- Audio/Visual Publications
- PSC Workshops

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Afton Ellison, Editor

Electronic Service of Orders System

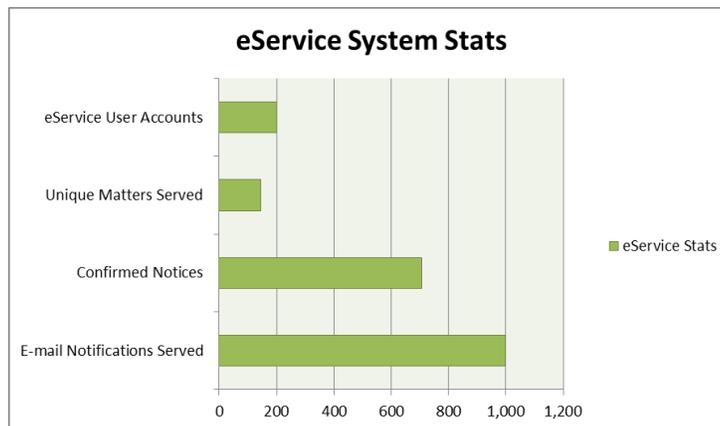
On December 1, 2012, the Public Service Commission launched the Electronic Service of Orders System, also known as the “eService System”. The new system is a result of many focus group meetings held at the PSC to discuss the ends and outs of serving Commission Orders in a more efficient manner. Based on these focus group discussions, the Commission created the eService System as a means to more effectively and efficiently serve Orders to parties of record in dockets.

Over the past seven

months, more than 200 eService user accounts have been created by the Commission’s parties of record. Since it’s launch, over 1,000 Commission orders have been served via the eService System. Of these Orders, 706 have been confirmed. The Commission has also used the eService system to serve over 146 unique matters since December.

The eService System has provided the PSC a cost-friendly and an environmentally conscious means of serving Orders by cutting down

on the issuance of Certified Mail. The Commission is currently working with parties to ensure all needs are met with the new system. An Advisory Committee meeting is scheduled for August 9, 2013 at 10:00 AM where members are encouraged to raise questions or concerns with the system. This meeting will help the PSC tailor the system to the needs of its users. Please mark your calendars to attend this meeting.



Reminder: A PSC Advisory Committee Meeting is scheduled for August 9, 2013 at 10:00 AM.

Reflections of Chairman Randy Mitchell



Randy Mitchell assumed his Commissionership on July 1, 1998.

As I end my time as a Commissioner at the PSC, I'd like to take a moment to say thank you to my fellow Commissioners and to our fine staff for the excellent image that is portrayed by everyone at the PSC. As I reflect on the past 15 years, I remember serving as Chairman during the implementation of Act 175, and the adjustments we made as a Commission.

As a result of the Act, we have worked closely with the Office of Regulatory Staff to reach decisions that are both fair and reasonable without burdening South Carolina's ratepayers.

I was honored to have served on NARUC's Committee on Telecommunications for my entire tenure as a PSC Commissioner. My service on the USAC

Board of Directors and the Federal-State Joint Board on Universal Service has been the highlight on my career. To be elected Chairman again as I end my career is very rewarding to me and my family. It has been a great ride, and you are all very precious to me.

It is very hard for me to say goodbye, so I will just say, until we meet again.



Dr. Dougal presents to the Commission.



Miles Keough, NARUC, discusses strategy during the EPA workshop.



Dr. Morin discusses regulatory finance.

Workshops & Presentations

This year, the Public Service Commission and the Office of Regulatory Staff have focused on continuing the education of our staffs. These workshops have ranged in topics from rate-making to current issues impacting the utilities regulated by the PSC.

In February, the Commission hosted Dr. Roger Dougal, an Electrical Engineering professor for the University of South Carolina. Dr. Dougal presented a study conducted by the Power and Energy Systems research group relating to Peak Power Consumption in South Carolina.

Also in February, the Commission teamed up with the National Associa-

tion of Regulatory Utility Commissioners (NARUC) to host workshops on Environmental Protection Agency (EPA) Regulations and Cybersecurity. The workshops were held at Saluda Shoals Park over two days, and provided an open forum for the Commission and utilities to discuss the ongoing issues affecting the industry. The EPA workshop discussed new and impending regulations. The Cybersecurity workshop provided an introduction to the issues and concepts as a means to open the discussion on implementing measures on how to act on cyber threats before they occur.

The PSC has hosted the SNL Knowledge Center

twice this year. Dr. Roger Morin, a professor at Georgia State University, discussed the Essentials of Regulatory Finance based off of his book, "New Regulatory Finance". In May, Jim Crist, President of the Lumen Group, Inc, presented the Fundamentals of Gas and Electric Utility Rates, which reviewed the ratemaking process by using actual tariffs, bills and examples the PSC experiences on a day-to-day basis.

Through these workshops, the PSC has remained educated on current issues affecting our regulated industries. Trainings are scheduled through the end of the year.

2013 PSC Ethics Training

As mandated by Act 175 of 2004, the Public Service Commission recently completed its annual ethics training. The PSC hosted three presenters this year. In addition to the presenters, the PSC obtained two, of the required six, hours through online seminars accredited through the South Carolina Bar Association.



Desa Ballard, Esquire, discussed the Code of Judicial Conduct with an emphasis on Canons 1-3. Ms. Ballard included examples of public reprimands issued for violations of the code.



Cathy Hazelwood, Deputy Director & General Counsel of the State Ethics Commission, presented the important aspects of the Ethics, Government Accountability, & Campaign Reform Act of 1991.



Administrative Law Judge Ralph K. "Tripp" Anderson, III, discussed the Administrative Procedures Act's key provisions and issues and how it relates to proceedings before the Public Service Commission.



The PSC watched two ethics videos to complete the required six hours of training: "Technology & the Ethics Confidentiality" by Professor Nathan Crystal, and "Lawyer Depression & Mental Health" by Jim Blackburn.

Noteworthy News



Congratulations to Commissioner **Nikiya "Nikki" Hall** on her appointment as a Co-Chair of NARUC's Washington Action Program. Commissioner Hall was appointed to the position by NARUC President Philip Jones of Washington, who also appointed Larry Landis of the Indiana Regulatory Commission as her Co-Chair. Commissioner Hall said of her appointment, "I am humbled by President Jones' confidence in appointing me to co-chair this

important program. Washington is focused on utility issues and through this position, I can help articulate the needs of South Carolina ratepayers on a national scale."



On May 31, 2013, **Commissioner David A. Wright** retired from the Public Service Commission. During his nine year tenure at the PSC, Commissioner Wright served as NARUC President, SEARUC President, and chaired National committees. In his retirement, David plans to stay en-

gaged in issues in the energy sector and other regulated utility areas and has a desire to participate in volunteer opportunities.



The PSC held its first meeting via WebEx this year. WebEx is a telepresence tool that enables one to hold a meeting with a party at another location. The meeting was a Prehearing Conference with an attorney that was located outside of the

state. WebEx provided an effective means for the Commission to conduct the proceeding among scheduling and traveling conflicts.



In honor of National Wear Red Day on February 1, 2013, the PSC Staff sported their RED to bring awareness to heart disease, affecting about 715,000 Americans each year.

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Our Mission:

A Fair, Open, and Efficient
Regulatory Process That
Promotes Cost-Effective and
Reliable Utility Services

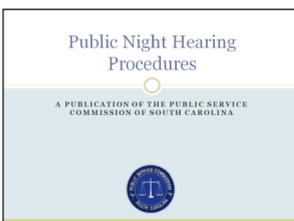
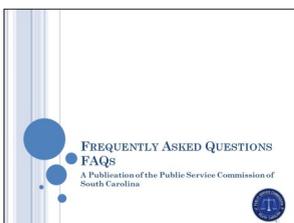
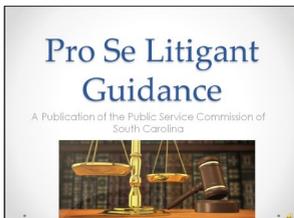
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Audio/Visual Publications



The Public Service Commission recently debuted three audio visual publications for the public's education on the Commission's procedures. The intent of these publications is to inform people about different practices and procedures of the Commission in hopes that visitors will be more comfortable when attending hearings and meetings.

The first publication, entitled "Pro Se Litigant Guidance", is a quick reference guide to the larger Pro Se Litigant Guide located under the "Consumer

Info" tab on the Commission's website. This publication highlights the basic information and research one may be interested in if one is considering self representation before the Commission.

The publication entitled "Frequently Asked Questions" is a comprehensive compilation of the questions the PSC receives on a daily basis regarding different matters that may be of issue before the Commission. There is also an interactive version of this publication located under the "Consumer Info"

tab on the PSC's website.

Lastly, the PSC debuted the "Public Night Hearings Procedures" audio visual. This publication provides a step-by-step guide in the event of a public night hearing from signing in to exiting the proceeding.

It is our goal to facilitate the public's research of the PSC's procedures so one may know what to expect upon their arrival at the Commission for an event. These guides are a great resource for visitors to feel more at ease at the Commission.