

AGENCY'S DISCUSSION AND ANALYSIS

The Public Service Commission of South Carolina (Commission or PSC) regulates the rates and services of investor-owned public utilities in the State of South Carolina and has limited jurisdiction related to the South Carolina Public Service Authority (Santee Cooper). With more than 100 years of service to the state of South Carolina, the PSC establishes just and reasonable standards for investor-owned public utilities' rates and services.

The mission of the Public Service Commission of South Carolina is to serve the public by providing open and effective regulation and adjudication of the state's public utilities through consistent administration of the law and regulatory process. The State Regulation of Public Utilities Review Committee serves as the joint legislative committee that oversees the operations of the Commission because of Act 175 of 2004 and is chaired by Senator Thomas Alexander.

For the Public Service Commission of South Carolina to carry out its mission, the Commission must be alert to and anticipate emerging issues in the industries it regulates, including federal regulatory developments. Maintaining effective communications with its stakeholders aided the Commission in achieving this goal.

Executive Summary of Achievements

Strategic Goal I: Optimize Our Processes, Systems, and Decisions

- The Commission's Docket Management System (DMS) was enhanced to improve its search functionality. DMS improvements and enhancements were made as follows: Google full text search capabilities of Commission Matters and Orders; keyword searches to search text within PDF documents on the system; and expanded search result limitations from 250 to 1,000 items returned during a search.
- The Commission also streamlined its filing process by adding the ability for stakeholders to file confidential documents on the DMS via SC File Drop.
- The Commission continued to review its regulations pursuant to S.C. Code Ann. Section 1-23-120(J). The final regulations for Articles 2 and 6 were published in the State Register, Vol. 49, Issue 5 in May.

Strategic Goal II: Maintain Our Commitment to the Judicial Process

- Commission Orders were issued within an average of 21.91 days (93 orders issued) from the date of a Commission Directive during the year. This represents a more than ten-day improvement in the time it took to issue Orders in fiscal year 2023-2024 of 32.83 days (101 orders issued).
- Commissioners and Staff participated in over 575 hours of professional education.
- Annual Ethics Training was conducted in accordance with S.C. Code Ann. Section 58-3-30(C).

Strategic Goal III: Improve Our Operations Continuously

- The PSC held six meetings with its Advisory Committee to discuss its processes and procedures. As a result of these meetings, the Commission improved/implemented the following action items: Order No. 2025-23 updating the E-Filing Guidelines to require the filing of searchable PDF documents; Order No. 2025-321 regarding filing confidential documents via SC File Drop; DMS search updates, as highlighted above; Directive Order No. 2025-286 regarding a procedure to close certain dockets; implementation of an Order Alert System; and search boxes and video link share buttons were added to the Commission's Livestream Archive page on ETV's website.
- The Commission held its first Regulatory Process Review Forum on June 13, 2025.

Strategic Goal IV: Manage Risk

- Quarterly simulated phishing emails were sent to employees to test their recognition of a malicious email.
- Staff and Commissioners completed annual cybersecurity training.

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The Commission continued to improve its hearing procedures to provide the public with accessible, transparent, and effective regulation of public utilities and with clear information about the regulatory process and its decisions. To increase transparency and engagement with public utility consumers, the Commission continued the implementation of a more robust communications platform, including its SC Utility Consumer website, social media accounts, and advertising campaign.

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

The Commission must regulate the electric utility industry effectively, safeguarding ratepayers without unduly burdening the industry or stifling competition. On May 12, 2025, Governor McMaster signed the South Carolina Energy Security Act (Act 41 of 2025). Act 41 includes issues such as electric rate stabilization, energy infrastructure projects, changes to the Commission’s regulatory processes, updates to utility facility siting and environmental protection laws, agreements concerning qualifying and transformational customers, and the addition of competitive procurement for energy storage facilities.

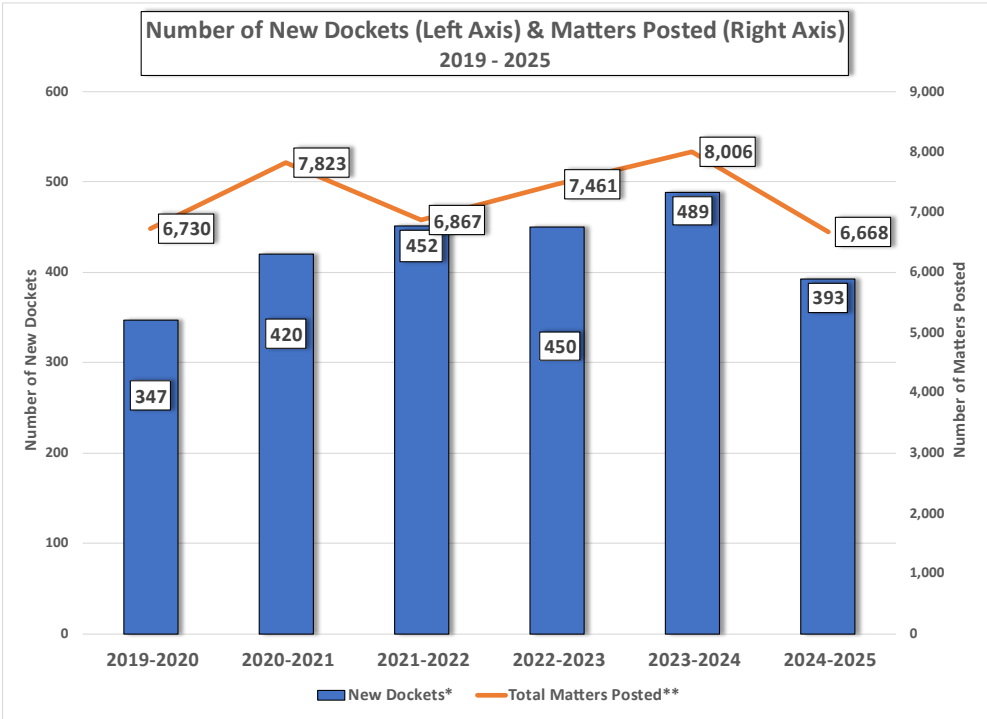
The public relies on the Commission’s online systems to access information related to its operations. The Commission must budget funds to support maintenance and development of the systems.

The Commission’s primary duty is to adjudicate cases involving the state’s investor-owned utilities. In the last fiscal year, the Commission opened 393 new dockets, including non-docketed items, held 41 hearings, issued 93 orders, and 672 directive orders. In 2023-2024, the PSC issued 101 orders and 781 directive orders. A total of 6,668 matters were posted on the Commission’s Docket Management System (DMS). The Commission also held 44 Commission Business Meetings during the year.

DMS Statistics		
Fiscal Year	New Dockets*	Total Matters Posted**
2019-2020	347	6,730
2020-2021	420	7,823
2021-2022	452	6,867
2022-2023	450	7,461
2023-2024	489	8,006
2024-2025	393	6,668

*Includes Non-Docketed Items (NDI)
 **Does Not Include NDI Matters

Non-Docketed Items*	
Fiscal Year	Number of Non-Docketed Dockets
2019-2020	40
2020-2021	65
2021-2022	48
2022-2023	90
2023-2024	86
2024-2025	68



*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 filings and/or hearings within the electric utility industry due to the impact of ongoing issues that the Commission must address from a regulatory standpoint, including the SC Energy Freedom Act of 2019 and the South Carolina Energy Security Act of 2025. Some of these issues include demand-side management and energy efficiency programs, integrated resource plans, and major utility facility siting cases. The following charts provide a breakdown of the hearings and Allowable Ex Parte Communication Briefings held by industry.



*In May 2022, the Commission ceased hearing cases involving motor carrier applications for certificates due to Act 214 of 2022.

During the fiscal year, the PSC disposed of 778 action items at the Commission’s Business Meetings, and the Commission was advised of 2,649 matters. Action items are matters where the Commission makes a decision during a Commission Business Meeting. The Commission decided numerous important matters that required significant time and resources, including those in the table on the next page:

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Competitive Procurement of Renewable Energy	
2022-326-E:	Joint Application of Duke Energy Carolinas, LLC and Duke Energy Progress, LLC for Approval of Customer Renewable Programs
2018-320-E:	Joint Application of Duke Energy Carolinas, LLC and Duke Energy Progress, LLC for Approval of Modifications to Green Source Advantage Programs and Riders GSA
2022-238-E:	Application of Dominion Energy South Carolina, Inc. for Approval of Its Competitive Procurement of Renewable Energy Program
2024-144-E:	Duke Energy Carolinas, LLC, and Duke Energy Progress, LLC's Request for Approval of 2023 Solar and Solar Paired with Storage Resource Procurement Program
Demand Side Management/ Energy Efficiency	
2013-298-E:	Application of Duke Energy Carolinas, LLC for Approval of New Cost Recovery Mechanism and Portfolio of Demand-Side Management and Energy Efficiency Programs (See Docket No. 2024-303-E)
2024-97-E:	Application of Duke Energy Carolinas, LLC for Approval of Demand-Side Management and Energy Efficiency Rider 16, Increasing Residential Rates and Non-Residential Rates
2024-230-G:	Dominion Energy South Carolina, Inc.'s Annual Update on Natural Gas Energy Efficiency Programs and Petition to Update Rider *Filing Includes a Request for a Rate Increase*
2024-196-E:	Duke Energy Progress, LLC's Application for Approval of Demand-Side Management and Energy Efficiency Rider 16, Decreasing Residential Rates and Decreasing Non-Residential Rates
2024-192-E:	Dominion Energy South Carolina, Inc.'s Request for Approval to Continue Its Portfolio of Demand Side Management Programs to Include Approval of a New Residential Demand Response Program and Reaffirmation of Its Demand Side Management Rate Rider
2023-390-E:	Application of Duke Energy Progress, LLC for Approval of Residential Service - Tariffed On-Bill Pilot Program
2009-411-G:	Application of Piedmont Natural Gas Company, Inc. for Approval of Energy Efficiency Programs
2025-11-E:	Dominion Energy South Carolina, Inc.'s Annual Update on Demand Side Management (DSM) Programs and Petition to Update Rider as Well as Rates 5 and 7 (*For a Potential Increase or Decrease in Rates*)
Electric Rate Cases	
2023-388-E:	Application of Duke Energy Carolinas, LLC for Increase in Electric Rates, Adjustments in Electric Rate Schedules and Tariffs, and Request for an Accounting Order -and-
2023-403-E:	Petition of Duke Energy Carolinas, LLC to Extend Accounting Order to Continue Regulatory Asset Treatment for Ongoing Grid Improvement Plan Costs with Request for Waiver of Notice and Hearing
2024-34-E:	Application of Dominion Energy South Carolina, Inc. for Authority to Adjust and Increase Its Retail Electric Rate Schedules, Tariffs, and Terms and Conditions
Major Facility Siting Cases	
2024-81-E:	Application of Dominion Energy South Carolina, Inc. for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of the Church Creek - Charleston Transmission 230 kV Line and Associated Facilities, Pursuant to S.C. Code Ann. § 58-33-10 et. seq and S.C. Code Ann. Reg. 103-304
2024-61-E:	Application of South Carolina Public Service Authority (Santee Cooper) for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of the Aiken Number 3 to Mt. Zion 230kV Transmission Line and Associated Facilities Pursuant to S.C. Code Ann. § 58-33-10 et seq. and Request to Proceed with Initial Clearing, S.C. Code Ann. § 58-33-110(7)
2024-63-E:	Application of Central Electric Power Cooperative, Inc. for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of Two Radial Single Circuit 230kV Lines Between the Mt. Zion Substation of the South Carolina Public Service Authority (Santee Cooper) and Substations to Be Owned by a Customer of Aiken Electric Cooperative and Associated Facilities, Pursuant to S.C. Code Ann. § 58-33-10 et. seq., and Request to Proceed with Initial Clearing, S.C. Code Ann. § 58-33-110(7)
2024-109-E:	Application of Duke Energy Progress, LLC for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of the Robinson Solar Center and Associated Facilities in Chesterfield and Darlington Counties, South Carolina, Pursuant to S.C. Code Ann. § 58-33-10 et. seq and S.C. Code Ann. Reg. 103-304
2024-203-E:	Application of Kingstree East 230 LLC for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of a 249 MWac Solar Facility in Williamsburg County, South Carolina Pursuant to S.C. Code Ann. § 58-33-10 et. seq., and Request to Proceed with Initial Construction Work, S.C. Code Ann. § 58-33-110(7)

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Major Facility Siting Cases	
2024-264-E:	Application of South Carolina Public Service Authority (Santee Cooper) for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of a Steam Turbine Generator and Associated Facilities as Part of the Combined Cycle Conversion Project at Its Rainey Generating Station Near Iva, South Carolina, Pursuant to S.C. Code Ann. § 58-33-10 et. seq.
2024-286-E:	Application of Central Electric Power Cooperative, Inc. for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of Two Double-Circuit 230 kV Lines within the Allison Creek Industrial Park in York County, and Associated Facilities, Pursuant to S.C. Code Ann. § 58-33-10 et. seq., and Potential Request to Proceed with Initial Clearing, S.C. Code Ann. § 58-33-110(7)
2024-287-E:	Application of Duke Energy Carolinas, LLC for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Modification of Newport B&W 230 kV Line and the Construction and Operation of Hands Mill 230 kV Switching Station and Associated Facilities to Feed New Lines Owned by Central Electric Power Cooperative, Inc. for Customer of York Electric Cooperative, Inc. and Associated Facilities, Pursuant to S.C. Code Ann. § 58-33-10 et. seq.
2024-316-E:	Application of South Carolina Public Service Authority (Santee Cooper) for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of the Wassamassaw to Pringletown Nos. 1 and 2 230/115 kV Lines and Associated Facilities Pursuant to S.C. Code Ann. § 58-33-10 et seq.
2024-333-E:	Application of Dominion Energy South Carolina, Inc. for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of the Ritter-Yemassee 230 kV Line and Associated Facilities
2024-109-E:	Application of Duke Energy Progress, LLC for a Certificate of Environmental Compatibility and Public Convenience and Necessity for the Construction and Operation of the Robinson Solar Center and Associated Facilities in Chesterfield and Darlington Counties, South Carolina, Pursuant to S.C. Code Ann. § 58-33-10 et. seq and S.C. Code Ann. Reg. 103-304
Integrated Resource Plans (IRPs)	
2023-8-E:	Duke Energy Progress, LLC’s 2023 Integrated Resource Plan (IRP) -and-
2023-10-E:	Duke Energy Carolinas, LLC’s 2023 Integrated Resource Plan (IRP)
Securitization	
2025-65-E:	Duke Energy Carolinas, LLC’s Petition for a Storm Securitization Financing Order

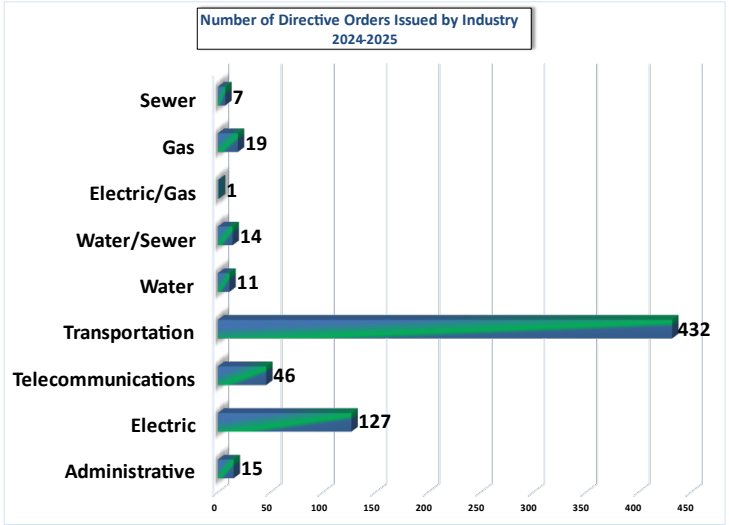
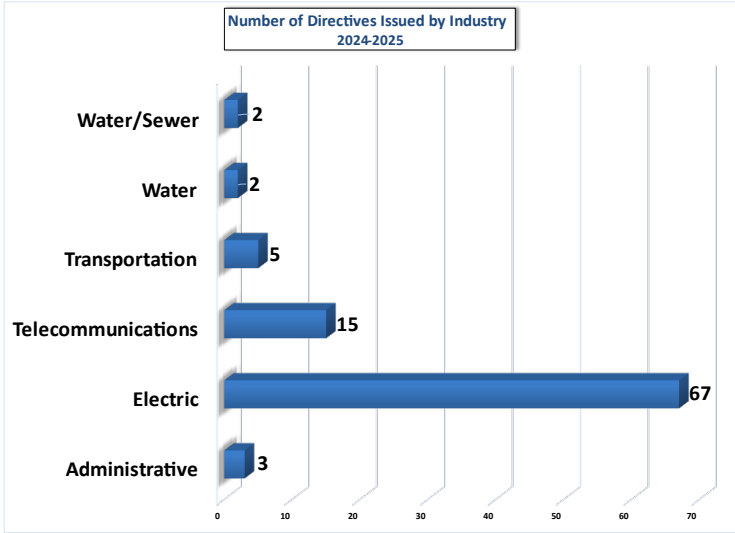
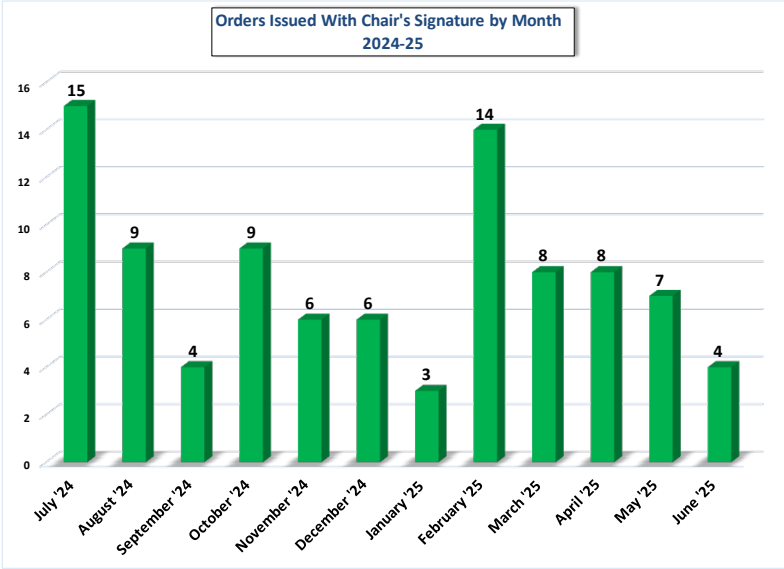
In addition, the Commission conducted **two customer public hearings** virtually and in-person during the fiscal year. The table below details the case, date, and location of each customer public hearing the Commission held during the year.

Case	Date & Location
Docket No. 2024-34-E: Application of Dominion Energy South Carolina, Inc. for Authority to Adjust and Increase Its Retail Electric Rate Schedules, Tariffs, and Terms and Conditions	July 8, 2024 Columbia – In-Person/Virtual 10:00 AM & 5:00 PM <i>Note: Three additional customer public hearings were held in this docket in fiscal year 2023-2024 in Aiken, Bluffton, and Charleston.</i>
Docket No. 2023-8-E: Duke Energy Progress, LLC’s 2023 Integrated Resource Plan (IRP) -and- Docket No. 2023-10-E: Duke Energy Carolinas, LLC’s 2023 Integrated Resource Plan (IRP)	September 9, 2024 Columbia – In-Person/Virtual 10:00 AM & 5:30 PM

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The Commission issued 105 Directives, 672 Directive Orders, and 93 Orders throughout the fiscal year. Notably, the Commission issued its Orders within an average of 21.91 days of Commission Directives. This average accounts for a more than ten-day improvement in the time it took to issue Orders compared to fiscal year 2023-2024. The following tables and charts display the number of advised versus action items, Orders issued with the Chairman’s signature, Directives, and Directive Orders issued by industry.

Advised vs. Action Items		
Year	Advised	Action
18-19	2,721	612
19-20	2,676	876
20-21	3,850	893
21-22	3,619	821
22-23	3,972	923
23-24	3,524	924
24-25	2,649	778



The Commission remained active in national organizations, providing opportunities for involvement in emerging utility issues through attendance at national and regional regulatory conferences (NARUC, SEARUC, etc.) and involvement in associated committees and related organizations (see graphic on the following page). Involvement in these organizations provides an important means of staying abreast of key issues in the regulated arena.

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COMMISSIONER ACTIVITIES



CHAIR DELTON POWERS

- Member – NARUC Committee on Energy Resources and the Environment
- Member – NARUC Committee on Critical Infrastructure
- Member – NARUC Board of Directors
- Member – SEARUC
- Member – New Mexico State University Center for Public Utilities Advisory Council




VICE CHAIR JUSTIN WILLIAMS

- Member – NARUC Committee on Electricity
- Member - SEARUC



COMMISSIONER CAROLEE WILLIAMS

- Member – NARUC Electric Vehicle State Working Group
- Member – NARUC Committee on Energy Resources & the Environment
- Member – NARUC Committee on Consumers and the Public Interest
- NARUC Ambassador Program
- NARUC Managing Wildfires Workbook Steering Group
- Member - NARUC-DOE Joint Office of Electric Transportation
- Member - SEARUC
- Member – American Planning Association




COMMISSIONER FLORENCE P. BELSER

- Co-Vice Chair – NARUC Committee on Electricity (eff. March 2025)
- Member – NARUC Committee on Energy Resources & the Environment (through March 2025)
- Member – Subcommittee on Nuclear Energy (eff. December 2024)
- Member - SEARUC




COMMISSIONER MIKE CASTON

- Member – NARUC Committee on Water
- Member – SEARUC
- Life Member – Water Environment Association of South Carolina (WEASC)



COMMISSIONER HEADEN THOMAS

- Member – NARUC Committee on Gas
- Member - SEARUC



COMMISSIONER H. DAVID BRITT

- Member – NARUC
- Member - SEARUC

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 digital newsletters, livestreaming of Commission hearings and meetings, the use of social media, and an increased public communications plan through the Commission’s SC Utility Consumer website and blog. In the most recent fiscal year, the Public Service Commission’s website (www.psc.sc.gov) underwent several changes to streamline public communications and increase the Commission’s reach across the state. The pending Transportation Application page was integrated with the PSC’s internal Smartsheet, allowing information to be instantly and automatically updated to the page as information is added to the Smartsheet. This streamlined process ensures the Commission’s

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continued compliance with Act 214 of 2022, which requires immediate posting of new transportation applications to the Commission’s website. The Agency also continued to use its new Freedom of Information Act (FOIA) portal, which allows the Commission to decrease the number of non-relevant FOIA requests it receives, reduce the response time to relevant requests, and direct FOIA requestors to the appropriate agency to assist with their inquiries.

The Commission continued to use its Facebook and LinkedIn profiles during the fiscal year. A pivot from social media marketing to website marketing and search engine optimization resulted in a predicted stall in growth for social media follower counts during the year. To address this gap and inform consumers on a broad platform base, the Commission launched the PSC’s Instagram account and signed up for Nextdoor’s State of South Carolina Government page, which has 1.6 million members across 1.03 million households. Data on the Commission’s Nextdoor performance will be included in future reports.

PSC Social Media Followers						
Platform	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
SC Utility Consumer Facebook	60	1,520	1,804	1,842	1,872	1,846
SC Utility Consumer Twitter*	192	244	257	262	0	0
SC Utility Consumer LinkedIn	0	0	0	7	9	11
PSC Facebook	229	2,577	6,317	6,257	6,439	6,352
PSC Twitter*	484	567	593	601	0	0
PSC LinkedIn	0	0	0	90	126	158
PSC Instagram	0	0	0	0	0	16
TOTAL	965	4,908	8,971	9,059	8,446	8,383

*The Commission deleted its PSC and SC Utility Consumer Twitter accounts in November 2023 due to fluctuations in the way data was gathered on the platform and algorithmic changes that made it a less useful tool than in previous years.

Over the course of the year, the PSC entered two separate contracts with *The Post & Courier* to provide digital marketing and search engine optimization (SEO) for the Agency. These campaigns ran from July 1, 2024, through December 31, 2024, and from January 1, 2025, through June 30, 2025. The campaigns produced the following results:

FY 2024-2025 Marketing Campaigns		
Campaign Timeline	July – December 2024	January – June 2025
Total Impressions	306,058	414,615
Total Website Conversions	2,892	4,666
SEO Impressions	19,621	21,232
Click-Through Rate	13.61%	19.67%

Impressions refer to the number of times PSC content was displayed on a user’s screen because of the marketing campaigns.

Website Conversions refers to when users click through to the Commission’s websites via their search results.

SEO Impressions refers to the number of times a link to PSC websites appeared in user’s search results.

Click-Through Rate refers to the percentage of users who clicked on a search result leading to the Commission’s websites.

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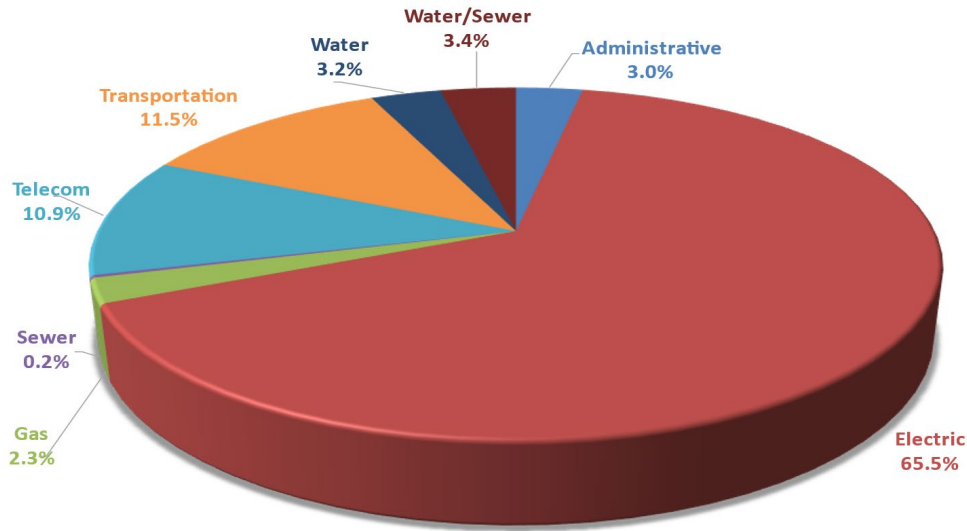
The Commission’s search engine marketing exceeded expectations and industry averages, with an average click-through rate three times that of the industry standard of 6.67%, and a cost-per-click of \$1.50, compared to an industry average of \$5.26. These favorable comparisons illustrate the success of the campaigns.

During the fiscal year, the Commission continued livestreaming its Commission Business Meetings, hearings, and training sessions. Statistics for the livestream are provided in the following table. The Agency’s annual average number of viewers after six years of livestreaming is 16,549. Most of our viewers come from the PSC’s website (www.psc.sc.gov), frequently from the Livestream calendar page. The Commission will continue to track livestream traffic and analyze its trends over time.

PSC Livestream Viewer Traffic						
	Total Events (FY 2019- 2020)	Total Events (FY 2020- 2021)	Total Events (FY 2021- 2022)	Total Events (FY 2022- 2023)	Total Events (FY 2023- 2024)	Total Events (FY 2024- 2025)
July	767	877	1,258	553	2,330	4,335
August	740	517	1,535	480	6,375	869
September	399	518	656	655	4,145	7,890
October	1,913	1,228	954	1,096	2,511	1,959
November	570	1,550	1,726	1,107	1,116	1,133
December	771	777	331	297	3,130	743
January	375	3,433	308	1,176	650	1,029
February	832	1,541	280	287	1,360	573
March	777	2,742	403	400	613	764
April	346	2,467	771	2,145	511	1,083
May	559	1,046	601	857	5,345	673
June	567	655	553	2,341	1,576	1,843
TOTAL	8,616	17,351	9,376	11,394	29,662	22,894

During the 2024-2025 fiscal year, the Commission continued to use its eService System to serve matters and orders to parties of record in dockets. The system continues to be an effective and efficient resource for delivering matters and orders in a timely manner. The chart on the following page provides a breakdown of the items served via the system by utility industry. The electric utility industry continues to be the most active.

2024-2025 E-service System Statistics



The Public Service Commission performs an annual exercise of developing performance measures in the areas that are critical to the successful operation of the Agency. The Agency’s Strategic Plan serves as its compass in the performance measurement development process.

PROCEEDINGS AND ACTIVITIES BY INDUSTRY DURING FISCAL YEAR 2024-2025

<u>General Rate Cases</u>	
Electric	2
<u>Customer Public Hearings</u>	
Electric	2
<u>Petitions for Revocation of Certificates</u>	3
<u>Fuel Factor Cases – Electric</u>	2
<u>Purchased Gas Adjustment – Gas</u>	1
<u>Depreciation Study – Gas</u>	1
<u>Major Utility Facility Siting Cases</u>	6
<u>Act 62</u>	
Integrated Resource Plans	1
Competitive Procurement of Renewable Energy	1
<u>Securitization - Electric</u>	1
<u>Other Reviews and Studies</u>	
<u>Allowable Ex Parte Briefings</u>	
Electric	5
Regulation Review Workshops	4
Regulation Rulemakings	1
Public Forum Regarding Regulatory Processes	1