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**Utilities Department
Compliance Audit Analysis**

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STATE DOCUMENTS

Utilities Department
Compliance Audit Analysis

The mission of the Public Service Commission is “...¹ to carry out the regulatory functions and responsibilities set forth for it by the laws and policies of the State of South Carolina pertaining to the utility and transportation companies through a dynamic and proactive regulatory process reflecting the increased competitive nature of the companies within the nation and this State while seeking to best serve the needs of all the citizens of the State and also while encouraging a sense of satisfaction and accomplishment for employees.”

As a regulatory agency, the key customers of the Public Service Commission are the utilities subject to the jurisdiction of the Commission and the public who are served by these regulated utilities. The Commission has jurisdiction over four electric utilities, three natural gas utilities, two-thousand and four telecommunication utilities, and seventy water/wastewater utilities.

The statutory mandate of the Public Service Commission is to balance the interests of the regulated utilities and the ratepayers to ensure that the rates charged by the utilities are just and reasonable. The Commission also ensures that service quality standards are maintained and that utility customers are treated fairly.

¹ Public Service Commission of South Carolina, Annual Accountability Report (FY-2001-2002), p.2.

An ever increasing and complex workload is being placed on Commission employees. Budgetary constraints make it difficult to attain the staffing level that is needed to fulfill the Commission's mission and to hire the highly-skilled, technically-competent employees that will be required.

The Utilities Department Goals are to fulfill the responsibilities of the Public Service Commission of South Carolina as provided for by the South Carolina Constitution and as vested with power and jurisdiction by the South Carolina General Assembly regarding electric, telecommunications, gas and water and wastewater utilities. To communicate information, and provide assistance to the Commissioners regarding current and evolving regulatory issues which have the potential to impact the public interest of the citizens of South Carolina.

A challenge that continues to impact two of our program objectives:

1. Provide Staff assistance in the hearings in the areas of distribution of all case documents and testimony, reading the Docket and the swearing in of witnesses and ;
2. Audit statewide utility offices to substantiate compliance with Commission's Rules and Regulations report these findings to both the Commission and the Commission's Consumer Services Department;

is the level of our current workforce. The Utilities Department within the last 24 months has added the responsibility of providing assistance in the hearings in the area of distribution of all case documents and testimony, reading the Docket and the swearing in of witnesses. This responsibility is shared among existing employees who also have the responsibility of auditing statewide utility offices to substantiate compliance with the Commission's Rules and Regulations as well as the day to day responsibilities of their specific job description.

It is the goal of this project to implement a compliance audit program that provides scheduling and performance of compliance audits at the level expected and as indicated

in the Commission's Annual Accountability Report recognizing a substantial increase in workloads of Staff performing the audits. Input from Management and Staff was solicited to decide on the most useful and beneficial information needed to implement such an audit program. A target date of July 1, 2002 was selected to coincide with the beginning of a new fiscal year and the establishing of workforce indicators identified in the Commission's Annual Accountability Report. The success of this project will be realized when the Utilities Department accomplishes its projected compliance audits while continuing to meet its responsibility pertaining to assistance in hearings. The success and benefits of the project will be measured each year in the review and analysis of the performance measurements in the Annual Accountability Report. The goals of this project are aligned with the program goals established for the Utilities Department as identified in the 2001-2002 Annual Accountability Report²

A copy of the Utilities Department section of the Accountability Report and Performance Measures is included in the appendix. (See Appendix A)

To gather information about Compliance audits of a combination utility (- a utility providing both electric and natural gas service in a community), meetings were held with representatives of the Electric and Natural Gas areas to identify the location of, the number of and information required to perform the audits. Staff members were assigned as a part of the cross training process the Rules and Regulations applicable to the two types of utilities services, templates of Electric and Natural Gas Evaluation Reports, completed inspection reports and schedules of inspections. Initial meeting recognized many similarities in the respective compliance audits. Results of these meetings and review of audit inspection documents resulted in the development of a combination evaluation report and a schedule of compliance audits for fiscal year 2001-02. (See Appendix B).

As with any project obstacles can stand in the way of its successful implementation. As we addressed perceived obstacles we quickly redefined them as opportunities and address

² Public Service Commission, Annual Accountability Report (FY-2001-2002), p.8.

each with that objective in mind. Identified below are the opportunities identified and how we addressed them.

Employee thoughts of relinquishing their sole responsibility of respective compliance audits. We discussed the challenges of meeting current work responsibilities and how working together as a team will provide an opportunity to accomplish more with our current resources and the opportunity to become more diverse in our knowledge of the responsibilities of the Utilities Department.

The Electric and Gas utility changing its established methodology for preparation of Commission scheduled compliance audits. Staff initiated preliminary conversations with Utility representatives indicating our objectives and desired results. These conversations led to a scheduled meeting of our Staff and Utility representatives to (1) better understand our intentions and (2) modifications that the utility would need to consider accommodating our Staff in the performance of compliance audits.

Project Findings:

- South Carolina Electric & Gas Company (SCE&G) is the only Combination Utility in South Carolina providing both Electric and Natural Gas service.
- SCE&G has twenty-six (26) offices that are visited annually by a representative of the Utilities Department performing a compliance audit of the Electric Rules and Regulations of the South Carolina Public Service Commission.
- SCE&G has thirty-eight (38) offices that are visited annually by a representative of the Utilities Department performing a compliance audit of the Natural Gas Rules and Regulations of the South Carolina Public Service Commission.
- SCE&G has forty-one (41) offices that are visited annually by a representative of the Utilities Department performing a compliance audit of the Natural Gas and Electric Rules and Regulations of the South Carolina Public Service Commission.

Of these forty-one offices twenty-three (23) offices or 56% are scheduled each year for an audit by a representative in the natural gas and electric area.

Conclusions:

- Successful implementation of an audit inspection program where combination offices (offices in areas of SCE&G's service area where SCE&G provides both electric and natural gas service) are visited annually by one representative of the Utilities Department performing both audits will result in 23 person days saved.
- The Utilities Department being more diverse will have flexibility to better achieve stated objectives as well as respond positively to increased work load.
- Representatives in the natural gas and electric areas have an opportunity to become more diverse in their knowledge of the responsibilities of the Utilities Department.

Recommendations:

Our Staff met with representatives of SCE&G on January 24th, 2003 with the objective of assisting them in understanding what the combination audit would encompass as well as clarifying any differences that may have been perceived between the interpretation of the Rules and Regulations between the Electric and Gas areas. This meeting was successful and the following recommendations will take place prior to the first combination compliance audit.

- SCE&G will be provided an electronic copy of the combined Electric/Gas compliance audit inspection report and exhibits.
- SCE&G will inform each business office of the combination office inspections to best prepare them for providing the information required.
- SCE&G will now have one contact person with the responsibility of notifying all parties involved at each business office in the preparation of the combination audits. Previously gas audits were performed by the PSC representative contacting each office and the appropriate representative separately. SCE&G will be provided the list of gas contact persons in the combination areas that were contacted separately.

- Mid February 2003 Staff will present to SCE&G a schedule identifying target dates for compliance audits of combination offices. During this time SCE&G will be familiarizing its business office employees with the combination audit inspection report in preparation for the audits to begin March 3, 2003.

Summary:

As noted earlier this project was implemented effective July 1, 2002. To date all known hurdles have been addressed and crossed. Compliance audits have been performed in gas only and Electric only areas as identified on the Gas Audits Compliance Audit Schedule and Electric Audits Compliance Audit Schedule under Appendix B. Combination audits are anticipated to began March 2003 with the expectation that all Electric and Gas audit workload indicators identified as program goals established for the Utilities Department as identified in the 2001-2002 Annual Accountability Report³ will be achieved.

BIBLIOGRAPHY

South Carolina Code Annotated Section 58-3-140 (Supp.2002), To carry out the regulatory functions and responsibilities set forth for it by the laws and policies of the State of South Carolina pertaining to the utility and transportation companies.

Rules and Regulations Governing Service Supplied By Electric Systems in South Carolina Issued By The Public Service Commission of South Carolina Docket No. 18,605, Revised March 24, 1994, Commission's Rules and Regulations

Rules and Regulations Governing Service Supplied By Gas Systems in South Carolina Issued By The Public Service Commission of South Carolina Docket No. 18,606, Revised March 24, 1994, Commission's Rules and Regulations

Public Service Commission of South Carolina, Annual Accountability Report (FY-2001-2002)

Appendix A

Utilities Department

Program Costs: \$1,133,484

Program Goals: To fulfill the responsibilities of the Public Service Commission of South Carolina as provided for by the South Carolina Constitution and as vested with power and jurisdiction by the South Carolina General Assembly regarding electric, telecommunications, gas and water and wastewater utilities. To communicate information, and provide assistance to the Commissioners regarding current and evolving regulatory issues which have the potential to impact the public interest of the citizens of South Carolina.

Program Objectives:

1. Interact to a greater extent with regulated entities and other stakeholders concerning emerging issues.
2. Obtain additional training and information from external sources concerning emerging technical and policy issues.
3. Interact with greater extent with other PSC departments.
4. Electronic interaction with external groups such as NARUC, NRRI, etc.

Priority Ranking:

1. Fulfill the administrative responsibilities prior to a hearing such as noticing, assignment of filing deadlines and the preparation of the weekly agenda.
2. Provide Staff assistance in the hearings in the areas of distribution of all case documents and testimony, reading the Docket and the swearing in of witnesses.
3. Conduct audits and analysis and provide proficient reports and testimony within the hearing process for general rate cases, electric fuel cases, purchased gas cases, complaint cases, and other cases.
4. Research and monitor rate trends, industry changes, and cost methodologies in today's competitive environment and report these findings to the Commission.
5. Assist the Commission's Consumer Services Department with the resolution of consumer complaints from utility customers throughout the State.
6. Audit statewide utility offices to substantiate compliance with Commission's Rules and report these findings to both the Commission and the Commission's Consumer Services Department.
7. Provide assistance and data to other regulatory bodies, consultants, lawyers and inquiring citizens throughout the United States regarding recent Commission decisions and trends affecting ratepayers in South Carolina.
8. Fulfill the obligation as the oversight agency to implement and monitor the Telecommunications Relay Service for the State of S.C.

Performance Measures:

Workload Indicators:

ELECTRIC	
4	Companies rated and reviewed
36	Compliance Audits statewide

GAS	
3	Companies rated and reviewed
28	Compliance Audits statewide

TELECOMMUNICATIONS	
27	Local Exchange Companies rated and serviced
186	Competitive Local Exchange Companies
496	Interexchange Carriers
1229	Payphone Service Providers (PSPs)
59	Compliance Audits statewide

WATER AND WASTEWATER	
70	Water and Wastewater Companies rated and serviced
70	Compliance Audits statewide

Efficiency Measures:

ELECTRIC	
14	Hearings held
81	Orders issued
24	Compliance Audits completed

GAS	
5	Hearings held
20	Orders issued
28	Compliance Audits completed

TELECOMMUNICATIONS	
62	Hearings held
365	Orders issued
67	Compliance Audits completed
545	Tariff Revisions Processed
164	Interconnect or Resale Agreements

WATER AND WASTEWATER	
15	Hearings held
66	Orders issued
40	Compliance Audits completed

Outcomes: Twenty (20) of the audits indicated non-compliance of Commission rules, regulations, and tariffs. The companies were notified and corrective action was taken.

Appendix B

ELECTRIC & GAS UTILITIES DISTRICT OFFICE EVALUATION REPORT

MAIN CONTACT _____
EVALUATOR _____

YES or NO*

- | | | |
|----------|-----|--|
| YES / NO | 1. | Have utility rates or contracts involving rates been approved by the Commission in accordance with Rule 103-303? |
| YES / NO | 2. | Has the Utility complied with Rule 103-304 which includes obtaining a Certificate of Public Convenience and Necessity to begin construction, operation, or extension of any electric facilities, the Rural Territorial Act and the Utility Facility Siting and Environmental Protection Act? |
| YES / NO | 3. | Are utility records maintained for at least 2 years in accordance with Rule 103-311/103-411? |
| YES / NO | 4. | Are utility bill forms on file in accordance with Rule 103-312 (B) and are these forms in Compliance with Rule 103-339 (2)? |
| YES / NO | 5. | Does the utility have current operating maps available in accordance with Rule 103-312/103-412.2.3? |
| YES / NO | 6. | Has the utility provided this Commission with the names of authorized representatives for the utility as required by Rule 103-312 (D)? |
| YES / NO | 7. | Does the utility have electric power contracts on file in compliance with Rule 103- 312(E)? |
| YES / NO | 8. | Does the utility keep records of service interruptions in compliance with Rule 103-314/103-414? |
| YES / NO | 9. | Does the utility file accident reports with the Commission in compliance with Rules 103-315 and 103-391(C)/103-415 and 103-491 (C)? |
| YES / NO | 10. | Are complaint records maintained in accordance with Rule 103-316/103-416? |
| YES / NO | 11. | Does the utility have meter history records on file in compliance with Rule 103-317/103-417? |
| YES / NO | 12. | Are all meter test records maintained in accordance with Rule 103-318 and 103-323/103-418 and 103-423? |
| YES / NO | 13. | Are non-metered services approved by Commission Order in compliance with Rule 103-320? |
| YES / NO | 14. | Are bills rendered on a monthly basis, not less than 28 days nor more than 34 |

days, in Accordance with Rule 103-321/103-421?

- YES / NO 15. When reading meters, do the reading results include the information defined in Rule 103-322/103-422?
- YES / NO 16. Do the utility's meters have proper seals in compliance with Rule 103-324/103-424?
- YES / NO 17. Are customers made aware of rate information and schedules in accordance with Rule 103-330/103-430 and the Bill of Rights in accordance with Commission Order 87-1115 issued in Docket No. 87-238-E October 1, 1987?
- YES / NO 18. Does the utility have up-to-date maps, plans or records of its entire transmission and Distribution systems in compliance with Rule 103-330 (A)/103-430 (A)?
- YES / NO 19. Does the utility have emergency contact telephone numbers in compliance with Rule 103-330 (H)/103-430 (E)?
- YES / NO 20. Are procedures established to assure that every customer making a complaint is made aware that the utility is under jurisdiction of the South Carolina Public Service Commission and that the customer has the right to register the complaint with the Commission in accordance with Rule 103-330 (J)/103-430 (G)?
- YES / NO 21. Are deposits charged and handled within the limits established by Rules 103-331, 103-332, 103-334 and 103-338/103-431, 103-432,103-434 and 103-438?
- YES / NO 22. Is simple interest on deposits accrued and paid in compliance with Rule 103-333/103-433?
- YES / NO 23. Are deposits refunded with interest after two years, if the customer has not had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears, in the past 24 months as defined in Rule 103-336/103-436?
- YES / NO 24. Are unclaimed deposits handled in accordance with Rule 103-337?
- YES / NO 25. Does the utility have a customer billing system implemented to comply with Rule 103-339/103-439?
- YES / NO 26. Do the utility's applications for service processes comply with Rule 103-341 (1) & (2)/ 103-441 (1) & (2)?
- YES / NO 27. Is the policy for customer termination in accordance with Rule 103-342/103-442?
- YES / NO 28. Are all rate schedules, contracts for service, charges for service connections and rules and regulations on file at the Offices of the Commission and the utility in compliance with Rule 103-346?
- YES / NO 29. Are customers subject to termination made aware of alternatives available in accordance With Rule 103-352/103-452?
- YES / NO 30. Are notices sent to customers prior to termination in accordance with Rule 103-352/103-452?

**EXHIBITS FOR REGULATED
GAS AND ELECTRIC UTILITIES
COMPLIANCE AUDIT**

EXHIBITS PREPARED BY _____

EVALUATOR _____

**EXHIBITS
PROVIDED**

- YES / NO **EXHIBIT 1 - A COPY OF A CUSTOMER'S BILL TO REVIEW THE BILL FORM – TO COMPLY WITH R. 103- 339(2)/103- 439(2) ?**
- YES / NO **EXHIBIT 2 - A COPY OF AN ELECTRIC POWER CONTRACT ON FILE – TO COMPLY WITH R.103-312(E).**
- YES / NO **EXHIBIT 3 - PAST TWO YEARS RECORDS OF SERVICE INTERRUPTIONS TO COMPLY WITH R. 103-314. (THAT AFFECTS MORE THAN 100 CUSTOMERS IN AN MAJOR COMMUNITY OR A CONFINED AREA AND IS OVER SIX HOURS IN LENGTH)**
- YES / NO **EXHIBIT 4 - COMPLAINTS – HARD COPIES OF A CURRENT COMPLAINT AND ONE 2 YEARS OLD TO COMPLY WITH R.103-316/103-416.**
- YES / NO **EXHIBIT 5 - A COPY OF AN EXAMPLE OF METER HISTORY RECORDS – TO COMPLY WITH R.103-319/103-419.**
- YES / NO **EXHIBIT 6 - METER TEST - HARD COPIES OF A RECENT METER TEST AND ONE PERFORMED 3 YEARS AGO – TO COMPLY WITH R. 103-318/103-418.**
- YES / NO **EXHIBIT 7 - NON-METERED SERVICE EXAMPLES AND WHEN APPROVED BY COMMISSION – COMPLY WITH R. 103-320.**
- YES / NO **EXHIBIT 8 - BILLING CYCLES TO EXAMINE 28/34 BILLING DAY RULE – A COPY OF AN ACCOUNT (SHOWING 12 MONTHS READING) FOR EACH BILLING CYCLE TO COMPLY WITH R. 103-321/103-421.**
- YES / NO **EXHIBIT 9 - A COPY OF A METER READING SHEET OR CARD – TO COMPLY WITH R. 103-322/103-422.**
- YES / NO **EXHIBIT 10 - RATE INFORMATION & BILL OF RIGHTS – A COPY OF THE INFORMATION PROVIDED TO NEW CUSTOMERS – TO COMPLY WITH R. 103-330/103-430 & COMMISSION ORDER NO. 87-1115.**
- YES / NO **EXHIBIT 11 - DEPOSIT EXAMPLES (SHOWING 12 MONTHS USAGE TO VERIFY CORRECT DEPOSIT) & DEPOSIT WAIVER**

EXAMPLES (A LETTER OF CREDIT OR VERIFICATION FROM A CREDIT BUREAU THAT CUSTOMER HAS GOOD CREDIT AND WAS NOT CHARGED A DEPOSIT) – TO COMPLY WITH R. 103-331 & 332/103-431 & 432.

EXHIBITS PROVIDED

- YES / NO** **EXHIBIT 12 - DEPOSIT REFUND EXAMPLES (SHOWING INTEREST PAYMENTS) – A PRINT-OUT OF RECENT REFUNDS AND A RECENT ACCOUNT CLOSING SHOWING DEPOSIT REFUND – TO COMPLY WITH R. 103-333/103-433.**
- YES / NO** **EXHIBIT 13 - CUSTOMER DEPOSITS HELD OVER TWO YEARS TO VERIFY THAT THE CUSTOMER HAS HAD TWO CONSECUTIVE 30-DAY ARREARS, OR MORE THAN TWO NON-CONSECUTIVE 30-DAY ARREARS, IN THE PAST 24 MONTHS – TO COMPLY WITH R. 103-336. (A PRINT OUT OF THE CUSTOMERS NAME AND ACCOUNT NUMBER)**
- YES / NO** **EXHIBIT 14 - ESTIMATED BILL EXAMPLES (ESTIMATED BILL REPORT IS FILED WITH PSC MONTHLY) – IF YOU HAVE A RECENT ESTIMATED ACCOUNT, I WOULD LIKE THIS ALSO – TO COMPLY WITH R. 103-339 (E) & 103-339.6/103-439 (E) & 103-439.6.**
- YES / NO** **EXHIBIT 15 - EXAMPLE OF AN APPLICATION FOR SERVICE - TO COMPLY WITH R.103-341.1&2/103-441.1&2.**
- YES / NO** **EXHIBIT 16 - A LIST OF SOCIAL SERVICE AGENCIES FOR AREA – TO COMPLY WITH R. 103-352/103-452(d).**
- YES / NO** **EXHIBIT 17 - TERMINATION NOTICE & DISCONNECT REGISTER – I WOULD LIKE COPIES OF THESE TWO ITEMS, ESPECIALLY THE TERMINATION NOTICE – TO COMPLY WITH R. 103-342/103-442.**
- YES / NO** **EXHIBIT 18 - DEFERRED PAYMENT PLANS OR AGREEMENTS – A COPY OF A CURRENT ONE AND ONE THAT IS 2 YEARS OLD – TO COMPLY WITH R. 103-352/103-452(c).**
- YES / NO** **EXHIBIT 19 - MEDICAL CERTIFICATE – A COPY OF A CURRENT ONE AND ONE THAT IS 2 YEARS OLD – I WOULD PREFER THE DOCUMENT THE DOCTOR HAS SIGNED AND NOT A COMPUTER NOTE – TO COMPLY WITH R. 103-352.3/103-452.3.**
- YES / NO** **EXHIBIT 20 - AN EXAMPLE OF A RESIDENTIAL, COMMERCIAL, AND INDUSTRIAL MONTHLY BILL WITH ATTACHED WORK PAPERS TO VERIFY CALCULATION OF BILL AND RATE.**
- YES / NO** **EXHIBIT 21- COPY OF EDP SCHEDULE – ONE MONTH.**

COMPLIANCE AUDITS SCHEDULE

GAS AUDITS

<u>LOCATION</u>	<u>COMPANY</u>	<u>July 2002/June 2003</u>	<u>DATE COMPLETED</u>	<u>July 2003/June 2004</u>
MYRTLE BEACH (G)	SCE&G	August 2, 2002	August 2, 2002	August 2, 2003
FLORENCE (G)	SCE&G	August 1, 2002	August 1, 2002	August 1, 2003
NORTH (C)	SCE&G	November 6, 2002		
ST. MATHEWS (C)	SCE&G	November 7, 2002		
WALTERBORO (C)	SCE&G	November 13, 2002		
ST. GEORGE (C)	SCE&G	November 14, 2002		
HOLLY HILL (C)	SCE&G	November 19, 2002		
JOHNSTON (C)	SCE&G	December 3, 2002		
LEXINGTON (C)	SCE&G	December 4, 2002		
CHAPIN (C)	SCE&G	December 5, 2002		
AIKEN BUSINESS OFC. (C)	SCE&G	December 11, 2002		
NORTH AUGUSTA (C)	SCE&G	December 11, 2002		
AIKEN GAS OPERATIONS (G)	SCE&G	December 10, 2002		
COLA GAS OPERATIONS (G)	SCE&G	January 14, 2003		
MEETING STREET (C)	SCE&G(CHARLESTON)	January 7, 2003		
MARK CLARK (C)	SCE&G(CHARLESTON)	January 7, 2003		
CHARLESTON GAS OPERATIONS (G)	SCE&G(CHARLESTON)	January 8, 2003		
DENMARK (C)	SCE&G	February 18, 2003		
BARNWELL (C)	SCE&G	February 19, 2003		
WILLISTON (C)	SCE&G	February 20, 2003		
HAMPTON (C)	SCE&G	February 19, 2003		

DILLON (G)	SCE&G	October 15, 2002	October 15, 2002	October 15, 2003
MARION (G)	SCE&G	October 15, 2002	October 15, 2002	October 15, 2003
CAMDEN (G)	SCE&G	October 14, 2002	October 14, 2002	October 14, 2003
LAKE CITY (G)	SCE&G	June 11, 2003		
SUMTER (G)	SCE&G	June 12, 2003		
ANDERSON (G)	PIEDMONT NATURAL	April 8, 2003		
SPARTANBURG (G)		April 9, 2003		
GREENVILLE (G)		April 10, 2003		
SALUDA (C)		SCE&G	March 11, 2003	
BATESBURG (C)	SCE&G	March 11, 2003		
BEAUFORT (C)	SCE&G	March 12, 2003		
SUMMERVILLE (C)	SCE&G	March 13, 2003		
HARTSVILLE (G)	SCE&G	September 24, 2002	September 24, 2002	September 24, 2003
CHERAW (G)	SCE&G	September 25, 2002	September 25, 2002	September 25, 2003
ABBEVILLE (G)	SCE&G	September 26, 2002	September 26, 2002	September 26, 2003
GEORGETOWN (G)	SCE&G	October 16, 2002	October 16, 2002	October 16, 2003
CHARLOTTE, NC METER SHOP (G)	PIEDMONT NATURAL	May 14, 2003		
LADY STREET (C)	SCE&G (COLUMBIA)	November 20, 2002		
COLONIAL DRIVE/FARROW ROAD (C)	SCE&G (COLUMBIA)	November 21, 2002		
EAST COLUMBIA/GARNERS FERRY (C)	SCE&G (COLUMBIA)	November 19, 2002		

ELECTRIC COMPANY COMPLIANCE AUDIT SCHEDULE

<i>Location</i>	<i>Company</i>	<i>2002 - 2003</i>	<i>Completed</i>
1 Columbia (East)	SCE&G	Jul-02	
2 Columbia (North)	SCE&G	Jul-02	
3 Columbia (Lady Street)	SCE&G	Jul-02	
4 St. Matthews	SCE&G	Jul-02	
5 Greenwood	Duke	Aug-02	
6 Anderson	Duke	Aug-02	
7 Raleigh, NC	CP&L	9/10,11,12/02	9/10,11,12/02
8 Greenville	Duke	Oct-02	
9 Greer	Duke	Oct-02	
10 Spartanburg	Duke	Oct-02	
11 Charleston (Mark Clark)	SCE&G	Nov-02	
12 Charleston (Meeting St.)	SCE&G	Nov-02	
13 Hollywood	SCE&G	Nov-02	
14 Mt. Pleasant	SCE&G	Nov-02	
15 Lancaster	Duke	Dec-02	
16 Chester	Duke	Dec-02	
17 York	Duke	Dec-02	
18 Barnwell	SCE&G	Jan-03	
19 Denmark	SCE&G	Jan-03	
20 North	SCE&G	Jan-03	
21 Williston	SCE&G	Jan-03	
22 Batesburg	SCE&G	Feb-03	
23 Chapin	SCE&G	Feb-03	
24 Lexington	SCE&G	Feb-03	
25 Beaufort	SCE&G	Mar-03	
26 Hampton	SCE&G	Mar-03	
27 Ridgeland	SCE&G	Mar-03	
28 Aiken	SCE&G	Apr-03	
29 Johnston	SCE&G	Apr-03	
30 N. Augusta	SCE&G	Apr-03	
31 Saluda	SCE&G	Apr-03	
32 Lockhart	Lockhart	8/7/02	7-Aug-02
33 Holly Hill	SCE&G	Jun-03	
34 St. George	SCE&G	Jun-03	
35 Summerville	SCE&G	Jun-03	
36 Walterboro	SCE&G	Jun-03	