



Public Service Commission of South Carolina
Accountability Report
Fiscal Year 2016-2017

AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

**Fiscal Year 2016-2017
Accountability Report**

SUBMISSION FORM

AGENCY MISSION	<p>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.</p>
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AGENCY VISION	<p>At the Public Service Commission of South Carolina, our vision is to be a global leader of investor-owned public utilities regulation by adhering to and embracing the highest level of impartiality, excellence, professionalism, and transparency.</p>
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

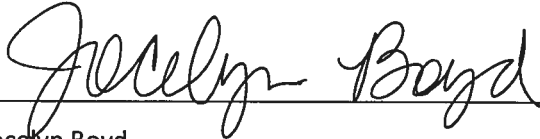
RESTRUCTURING RECOMMENDATIONS:	Yes	No
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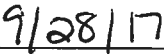
Please identify your agency’s preferred contacts for this year’s accountability report.

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

AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

I have reviewed and approved the enclosed FY 2016-2017 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):			
	(TYPE OR PRINT NAME): Jocelyn Boyd		

BOARD/CMSN. CHAIR (SIGN AND DATE):			
	(TYPE OR PRINT NAME): The Honorable Thomas C. Alexander		

AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

AGENCY’S DISCUSSION AND ANALYSIS

The Public Service Commission of South Carolina (Commission or PSC) regulates the rates and services of investor-owned public utilities in the State of South Carolina and establishes just and reasonable standards for their rates and services.

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

In order for the Public Service Commission of South Carolina to carry out its mission, the Commission must be alert to and anticipate emerging issues in the industries it regulates, including federal regulatory developments. Maintaining effective communications with its customers and participation in national organizations integrated into the utility sectors will aid in achieving this goal.

The Commission will continue to improve its hearing procedures so as to provide the public with accessible, transparent, and effective regulation of public utilities and provide the public with clear information about the regulatory process and its decisions.

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

The nation’s electric and gas industries are subject to a broad range of regulatory models across the country, and regulators have taken a number of measures to increase competition and investment. With growing pressure for the generation of energy using alternative energy sources, the Commission must effectively regulate these industries, safeguarding the ratepayers without unduly burdening the industries or stifling competition.

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

The Commission’s primary duty is to adjudicate cases involving the state’s investor-owned utilities. This past fiscal year, the Commission opened 425 new dockets, including non-docketed items, held 56 hearings, issued 385 orders, and 476 directive orders. In 2015-2016, the PSC issued 390 orders and 505 directive orders. A total of 5,765 matters were posted on the Commission’s Docket Management System (DMS). The Commission also held 33 Commission Business Meetings during the year.

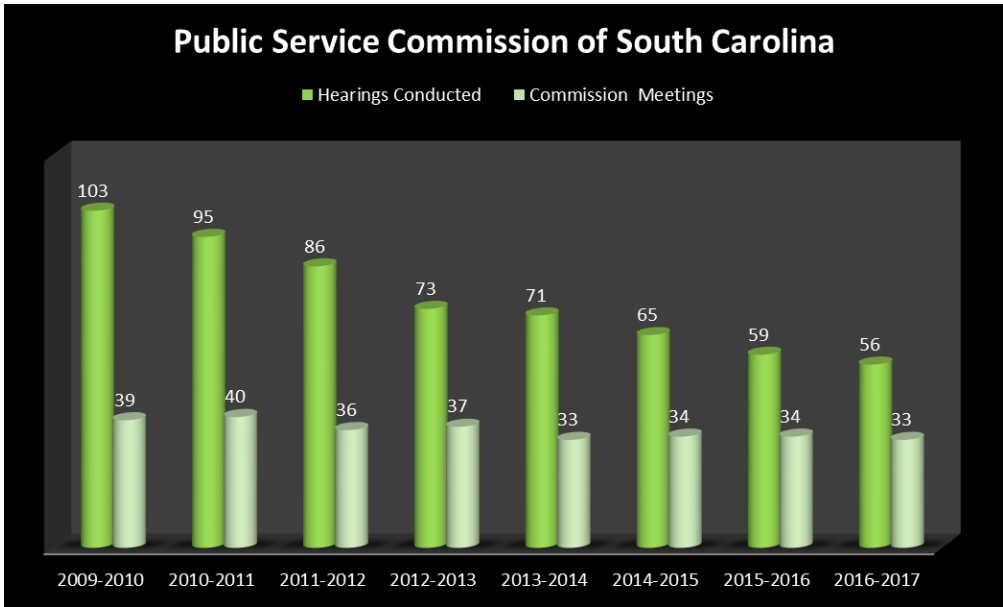
AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

DMS Statistics		
Fiscal Year	New Dockets	Total Matters Posted
2012-2013	465*	7347
2013-2014	503*	6217
2014-2015	471*	5840
2015-2016	474*	7599
2016-2017	425*	5765

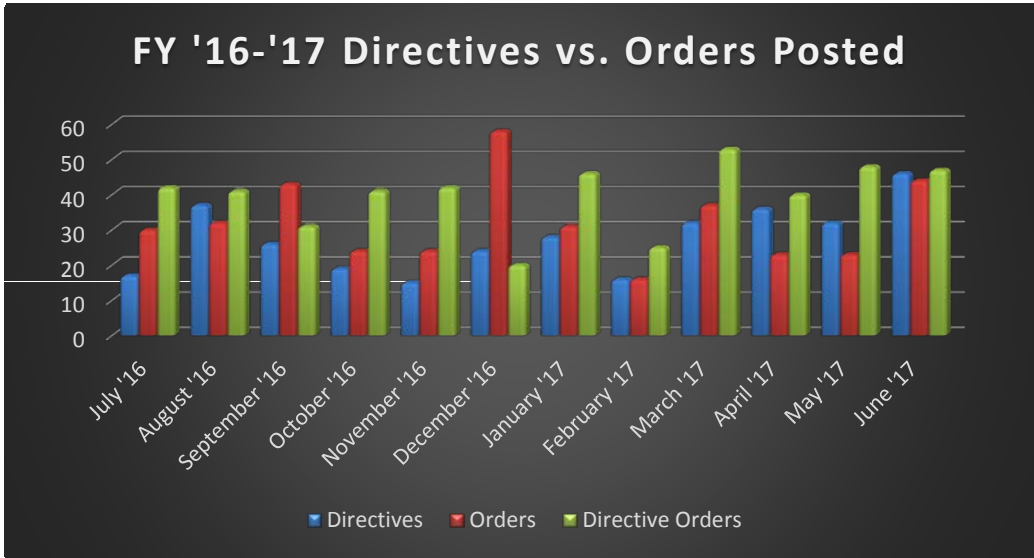
*INCLUDES NON-DOCKETED ITEMS

Non-Docketed Items*	
Fiscal Year	Number of Non-Docketed Dockets
2012-2013	28
2013-2014	25
2014-2015	41
2015-2016	44
2016-2017	52

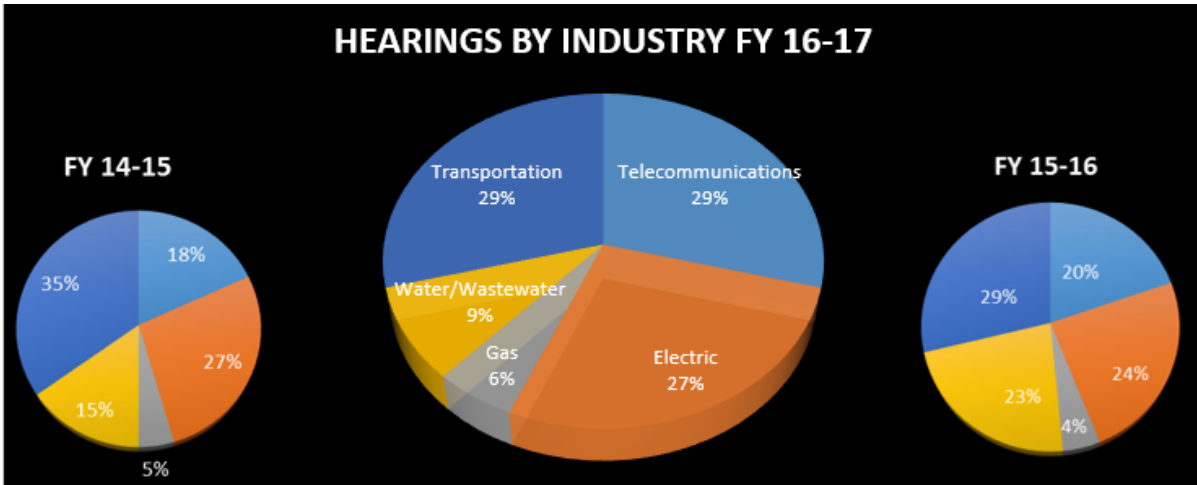
* NON-DOCKETED ITEMS ARE UNCONTESTED



AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072



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. Some of these issues include solar programs and energy efficiency programs, and construction of the new nuclear units at V.C. Summer Station.



The Commission continued to expand its leadership and involvement in national organizations, providing opportunities for involvement in emerging utility issues. The benefits from attendance at national and regional regulatory conferences (NARUC, SEARUC, NRRI, etc.) and involvement in associated committees and related organizations are numerous, and this provides an important means of staying abreast of key issues in the regulated arena.

AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

<p>Commissioner Howard District 1</p>	<p>Member - NARUC Committee on Water</p> <p>Member – NARUC Board of Directors</p> <p>Member – NARUC Transportation Task Force</p> <p>Director - NARUC Utility Rate School</p> <p>Member - NARUC Subcommittee on Clean Coal and Carbon Sequestration</p> <p>Chairman – NARUC Subcommittee on Education and Research</p> <p>Member - Dept. of Homeland Security, Water Sector Government Coordinating Council</p> <p>Member – Advisory Council for the Center for Public Utilities at New Mexico State University</p> <p>Member – Advisory Council for the Financial Research Institute of the University of Missouri</p> <p>Member – Electric Power Research Institute Advisory Council</p>
<p>Commissioner Elam District 2</p>	<p>Member – NARUC Committee on Telecommunications</p> <p>Member – NARUC Telecommunications Act Modernization Task Force</p> <p>Member – FCC Federal-State Joint Conference on Advanced Telecommunications Services</p>
<p>Commissioner Randall District 3</p>	<p>Co-Vice Chairman– NARUC Committee on Water</p> <p>Member – NARUC Subcommittee on Nuclear Issues Waste Disposal</p>
<p>Commissioner Fleming District 4</p>	<p>Member - NARUC Committee on Critical Infrastructure</p> <p>Member - NARUC Committee on Electricity</p> <p>President – National Council on Electricity Policy (NCEP)</p> <p>Board Member - National Regulatory Research Institute (NRRI)</p> <p>Member - NRRI Investment Committee</p> <p>President - Advisory Council for the Center for Public Utilities at New Mexico State University</p>
<p>Commissioner Whitfield District 5</p>	<p>Co Vice-Chairman - NARUC Committee on Critical Infrastructure</p> <p>Member – NARUC Washington Action Committee</p> <p>Member – NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member - NARUC Committee on Gas</p> <p>Chairman – Gas Technology Institute Advisory Board</p> <p>President – Southeastern Association of Regulatory Utility Commissioners</p> <p>Member – NARUC-US DOE Gas Infrastructure Modernization Partnership</p>
<p>Commissioner Hall District 6</p>	<p>Member – NARUC Washington Action Committee</p> <p>Member – Nuclear Waste Strategy Coalition</p> <p>Member – NARUC Committee on Electricity</p> <p>Chairman (ended November 2016) – NARUC Utility Marketplace Access Subcommittee</p> <p>Member (December 2016 – Present) – NARUC Utility Marketplace Access Subcommittee</p>

AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

Commissioner Hamilton District 7	<p>Member - NARUC Nuclear Issues and Waste Disposal Subcommittee</p> <p>Member – NARUC Board of Directors</p> <p>Member – NARUC Committee on Gas</p> <p>Member – NARUC Subcommittee on Clean Coal and Carbon Management</p>
Commission Staff	<p>Member – NARUC Staff Subcommittee on Information Services</p> <p>Member – NARUC Staff Subcommittee on Accounting and Finance</p> <p>Member – NARUC Staff Subcommittee on Electricity</p> <p>Member – NARUC Staff Subcommittee on Water</p> <p>Chairman – NARUC Staff Subcommittee on Nuclear Issues and Waste Disposal</p> <p>Member – North American Electric Reliability Corporation (NERC) Compliance and Certification Committee</p> <p>Member – NARUC Staff Subcommittee on Telecommunications</p>

During the year, the PSC created and began implementation of a Docket Management System (DMS) eService Enhancement Project. The Project is to be implemented in four phases. Phase I was completed during the fiscal year, and focused on priority DMS enhancements, including: adding an official watermark to electronically filed documents, and allowing EFile System users to add an unlimited amount of attachments to E-Filings. The Project’s ultimate goal is to have all electronically filed documents automatically eServed to all Parties of Record in a docket upon filing.

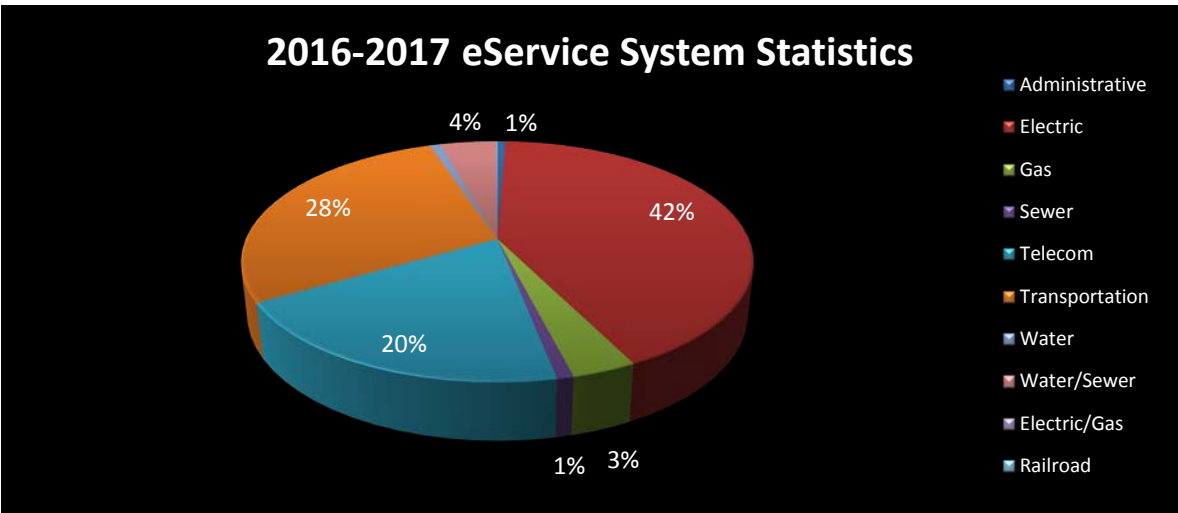
The Commission partnered with SCETV to design and implement DMS EFile System and ETariff System training videos. The videos teach users how to effectively use the system through narration and simulations that illustrate how to execute certain functions on the DMS. The videos are an important and useful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



Screenshots of the Training Module Contents Pages

During the 2016-2017 fiscal year, the Commission continued to use its eService System to serve orders to parties of record in a docket. The system continues to be an effective and efficient resource for delivering orders in a timely manner. The following chart and table provides a breakdown of the Orders served via the system by industry. The electric industry continues to be the most active, followed by transportation and telecommunications.

AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072



Industry	Fiscal Year 2014-2015	Fiscal Year 2015-2016	Fiscal Year 2016-2017
Administrative	15	34	52
Electric	2478	2664	3746
Gas	209	298	308
Sewer	178	109	80
Telecommunications	609	899	1767
Transportation	991	1823	2513
Water	18	38	69
Water/Sewer	143	405	380
Electric/Gas	19	0	1
Railroad	0	0	8

During the Fiscal Year, the Commission created an Agency Strategic Plan. The plan lists strategic goals the Commission will focus on over the next 5 years. 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 will serve as guidance in the performance measurement development process.

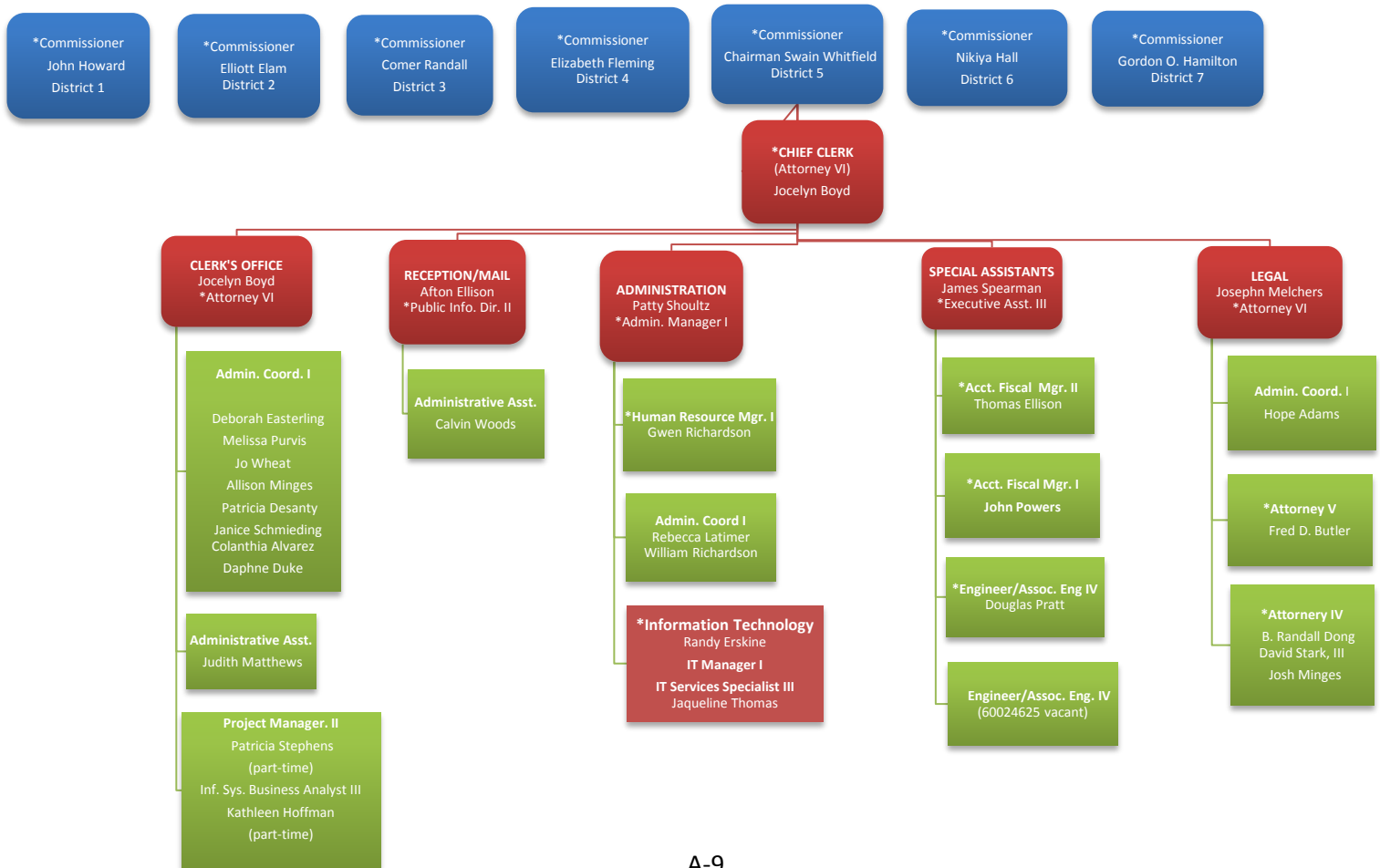
AGENCY NAME:	Public Service Commission of South Carolina		
AGENCY CODE:	R04	SECTION:	072

SUBSECTION I: RISK ASSESSMENT AND MITIGATION STRATEGIES

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

SUBSECTION II: RESTRUCTURING RECOMMENDATIONS

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



Agency Name: Public Service Commission of South Carolina

Fiscal Year 2017-2018
Accountability Report

Agency Code: R04 Section: 72

Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
G	1			Maintaining Safety, Integrity and Security	Optimize Effectiveness of Commission Processes and Systems
S		1.1			The Commission will use technology to increase its effectiveness.
O			1.1.1		Maintain the Order Index System by adding orders issued in 2017-2018.
O			1.1.2		Monitor DMS activity through Google Analytics to understand stakeholder interest.
O			1.1.3		Market eService System to parties of record to reduce costs and increase efficiency.
S		1.2			The Commission will improve internal efficiencies through the implementation of new systems and enhancements to existing systems.
O			1.2.1		Implement Phase II of the Docket Management System (DMS) eService Enhancement Project.
O			1.2.2		Implement Quarterly IT Operational Plan for 2017-2018.
S		1.3			Regulations are reviewed and updated.
O			1.3.1		Review and update Commission regulations as the need arises.
G	2			Government and Citizens	Promote Operational Excellence
S		2.1			The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the Commission's regulatory mission and vision.
O			2.1.1		Implement pop-up surveys on PSC website and DMS.
O			2.1.2		Implement mobile text-alert system for users to receive Commission Business Meeting Agendas.
O			2.1.3		Implement digital newsletter platform to communicate with stakeholders.
O			2.1.4		Implement and monitor PSC ad campaign with the State Newspaper.
O			2.1.5		Create a Transparency tab on the PSC's website.
S		2.2			The Commission commits to promoting forward thinking by, in part, anticipating and forecasting future necessary expenditures and documenting life cycles of existing assets to effectively manage its resources.
O			2.2.1		Continue forecasting by analyzing and updating the PSC IT Strategic Roadmap 2018-2027.

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2017-2018
Accountability Report

Agency Code: R04 Section: 72

Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
O			2.2.2		Document and monitor life cycles of existing assets.
G	3			Maintaining Safety, Integrity and Security	Embrace Risk Management
S		3.1			Create a culture of risk awareness through the development, implementation and maintenance of an enterprise risk management program.
O			3.1.1		Create a risk management plan.
O			3.1.2		Research penetration testing and security audit.
S		3.2			Ensure information technology resources are utilized to implement continuing security initiatives.
O			3.2.1		Construct an air lock system for building security.
O			3.2.2		Implement an IP video security system.
O			3.2.3		Investigate the implementation of a white noise system.
G	4			Education, Training, and Human Development	Maintain Commitment to an Engaged Adjudicatory Process
S		4.1			The Commission will provide expert staff support to the Commissioners through analysis and collaboration.
O			4.1.1		Holding in-house educational seminars on regulatory topics for Commissioners and Staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and Staff on emerging topics in the regulatory arena.
O			4.1.2		Preparation by staff for Commission proceedings by analyzing technical information from industry blogs.
O			4.1.3		Providing weekly updates by Staff to Commissioners.
O			4.1.4		Participate in national organizations, including NARUC, SEARUC, & NRRI.
S		4.2			The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct.
O			4.2.1		Holding ethics seminars each year for Commissioners and Staff in accordance with SC Code of Laws 58-3-30 (C).

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2017-2018
Accountability Report

Agency Code: R04 **Section:** 72

Strategic Planning Template

Type	Goal	<u>Item #</u> Strat	Object	Associated Enterprise Objective	Description
O			4.2.2		<i>Providing Commissioners and staff regular updates on ethical topics and developments.</i>
O			4.2.3		<i>Responding to ethical issues and providing targeted training if necessary.</i>

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017
Accountability Report

Agency Code: R04 Section: 072

Performance Measurement Template

Item	Performance Measure	Last Value	Current Target Value	Current Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)	Meaningful Use of Measure
1	The Commission will use technology to increase its effectiveness by launching an updated eService System to include the ability to serve Commission Matters		Serve Matters via the eService System	Serving Matters via the eService System		7/1/2016-6/30/2017	eService System			493 Matters were served electronically throughout the year, increasing efficiency and reducing postage costs.
2	The Commission will use technology to increase its effectiveness by creating a Docket Management System (DMS) eService Enhancement Project Management Plan/Business Requirements Plan		Create and Implement the Plan	The plan was created and Phase I of the Project was completed on 6/30/2017	Begin Phase II of the Project Plan	7/1/2016-6/30/2020	Internal Documentation		1.2.1	The Project is to be completed in 4 phases, completion is dependent upon budget and other resource availability. The end goal of the project is to increase the effectiveness and efficiency of the eService System to imitate the US District Court's electronic service system.
3	The Commission will use technology to increase its effectiveness by continuing to market the eService System to transportation carriers to allow carriers to opt-in to the system	176 new carriers registered on the system, bringing the total to 447	550 total carriers on the system	171 new carriers registered on the system, bringing the total to 618	720 total transportation carriers registered on the system	7/1/2016-6/30/2017	eService System		1.1.3	Additional transportation carriers registered on the eService System increases efficiency and reduces postage costs.
4	The Commission will use technology to increase its effectiveness by continuing to use social media to communicate with the public regarding matters and events at the Commission	59 new followers and 226 new Tweets	50 new followers and 275 new Tweets	55 new followers and 218 new Tweets		7/1/2016-6/30/2017	Twitter Analytics, monthly			Social media is another platform the Commission uses to communicate PSC news and meeting/hearing information to utility consumers and news media.
5	The Commission will use technology to increase its effectiveness by continuing to add orders to the online Order Index System	All orders issued by the Commission during the fiscal year were added to the system. A total of 1,745 orders were added.	All orders issued by Commission during FY	All orders issued by the Commission during the fiscal year were added to the system. A total of 861 orders were added.	All orders issued by Commission during FY	7/1/2016-6/30-2017	DMS Orders Index System, SC Code of Laws 58-3-140(C)		1.1.1	The DMS Order Index System is an online system that cross-references Commission orders by case name and keywords. By keeping the system up to date, users can search more effectively and efficiently.
6	The Commission will use technology to increase its effectiveness by monitoring the PSC's Website and DMS activity through Google Analytics	Google Analytics confirms the PSC's DMS is the Commission's most used site. The PSC uses the data to understand what types of matters are of interest to the public.	Monitor Google Analytics and use the data to be more effective	Google Analytics confirms the PSC's DMS is the Commission's most used site. The PSC uses the data to understand what types of matters are of interest to the public.	Monitor Google Analytics and use the data to be more effective	7/1/2016-6/30/2017	Google Analytics, monthly		1.1.2	The Commission uses information obtained from Google Analytics to tailor its communication approach to news and website postings to matters that interest stakeholders the most.

7	The Commission will use technology to increase its effectiveness by planning and implementing a conference call with stakeholders to train and discuss eService of Matters on the eService System		Plan and hold conference call with stakeholders	The Commission planned and implemented a conference call with stakeholders to train and discuss eService of Matters on the eService System	7/1/2016-6/30/2017		Stakeholder engagement is an integral part of maintaining and improving the operations of the PSC's online systems.
8	The Commission will use technology to increase its effectiveness by updating the eService System manual to include the service of Matters for users of the System		Publish updated manuals for users of the system	The eService System manual was updated and published on the Commission's website and DMS	7/1/2016-6/30/2017	http://www.psc.sc.gov/Documents/Homepage/PSC%20eService%20System%20Guide.pdf	The Commission must periodically review and update its System manuals.
9	The Commission will continue to clean up the newly reconfigured DMS and eTariff Systems	36 DMS issues at beginning of FY, 26 of these items were resolved and tested, 10 items remain unresolved. eTariff had 17 issues at beginning of FY, 11 of these items were resolved and tested, 6 items remain unresolved	Resolve all pending issues	The 10 DMS issues, and 6 eTariff issues from last fiscal year were resolved during the year.	7/1/2016-6/30/2017		Coding issues were resolved in each system, and a training plan was developed for the Commission's Senior Applications Analyst in IT problem resolution procedures, operation, and maintenance of the eTariff and DMS Systems.
10	The Commission will investigate the implementation of eTariff and eFiling Training Videos with assistance from SC ETV	The PSC partnered with SC ETV to plan and create a DMS Training Module. The Modules were launched on June 27, 2016.	Plan and implement a training module for the PSC's eTariff System and eFiling System.	The Commission partnered with SC ETV to plan and create eTariff and eFiling Training Modules. The Modules were released in January.	7/1/2016-6/30/2017	The modules are available on the PSC's homepage	The modules provide internal and external users of the Commission's Systems with an interactive platform to learn how to effectively navigate the systems.
11	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by holding in-house educational seminars on regulatory topics for Commissioners and Staff, and utilizing outside experts when necessary, to inform and instruct Commissioners and Staff on emerging topics in the regulatory arena	The Commission held 6 in-house educational training sessions, including a session presented by the National Judicial College	Schedule and hold in-house educational sessions on current and emerging issues	The Commission held 3 in-house educational sessions	Schedule and hold in-house educational sessions on current and emerging issues	7/1/2016-6/30/2017	4.1.1 Holding in-house educational sessions on emerging issues and topics in the regulatory arena ensures the agency remains diligent and educated on issues that may come before the Commission.

12	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by maintaining a database of technical and legal research for reference	8 items added during the fiscal year, bringing the total to 145 items in the database	Add items to the database as available	38 items were added during the fiscal year, bringing the total items in the database to 183		7/1/2016-6/30/2017			The database consists of current and past documentation that assists the Legal and Advisory Staff in their analysis of current and emerging issues.
13	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by preparation by Staff for Commission proceedings by analyzing technical information from industry blogs	600 blog posts were made and analyzed by staff	Continue to post and analyze relevant regulatory items to the blog	195 blog posts were made and analyzed by staff	Continue to post and analyze relevant regulatory items to the blog	7/1/2016-6/30/2017		4.1.2	The blog posts provide insight into ongoing and emerging issues in the regulatory arena.
14	The Commission will provide expert staff support to the Commissioners through analysis and collaboration by providing weekly updates by Staff to Commissioners	Weekly updates were provided to Commissioners in the form of testimony summarizations, discussions on current events, and guidance on questions posed during hearing preparation. 47 testimony summarizations were distributed.	Continue to provide expert support in regards to testimony summarizations, discussions, and questions	Weekly updates were provided to Commissioners in the form of testimony summarizations, discussions on current events, and guidance on questions posed during hearing preparation. 47 testimony summarizations were distributed.	Continue to provide expert support in regards to testimony summarizations, discussions, and questions	7/1/2016-6/30/2017		4.1.3	Testimony summarizations and other updates provided by Staff to Commissioners shows work product output of Staff to ensure the agency is prepared for the issues that come before it.
15	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by holding ethics seminars each year for Commissioners and Staff	Commissioners and Staff completed 6 hours of Ethics Training	Complete 6 hours of Ethics Training during the year, as required by Act 175 of 2004	Commissioners and Staff completed 6 hours of Ethics Training	Complete 6 hours of Ethics Training during the year, as required by Act 175 of 2004	7/1/2016-6/30/2017	SC Code of Laws 58-3-30 (C)	4.2.1	Adherence to State ethics laws and the Code of Judicial Conduct is crucial to the operations of the Commission. The annual training exercise ensures Commissioners and Staff are aware and up to date of current laws and pending amendments.
16	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by providing Commissioners and Staff regular updates on ethical topics and developments	2 "Ethics Watch" newsletters were published detailing Judicial Advisory Opinions and any updates to ethics laws	Publish 2 "Ethics Watch" newsletters	2 "Ethics Watch" newsletters were published detailing Judicial Advisory Opinions and any updates to ethics laws	Publish 2 "Ethics Watch" newsletters in electronic format	7/1/2016-6/30/2017	SC Judicial Code of Conduct and Administrative Procedures Act	2.1.3, 4.2.2	Ethics newsletters provide updates on ethical topics and developments, and serve as a reminder to Staff and Commissioners of the commitment to uphold Judicial Conduct in all Commission and extra-curricular activities.
17	The Commission will ensure strict adherence to State ethics laws and the Code of Judicial Conduct by responding to ethical issues and providing targeted training if necessary	No training was conducted or necessary	No training necessary	No training was conducted or necessary	No training necessary	7/1/2016-6/30/2017		4.2.3	Avoiding the need for targeted training shows the Commission's program for maintaining adherence to ethics laws and the Code of Judicial Conduct is working.

18	The Commission will increase its transparency through long-term and short-term planning by creating an Agency Strategic Plan for fiscal years 2018-2022	Create and Implement the Plan	The Commission created an Agency Strategic Plan. The plan details the Commission's mission, vision, core values, and strategic goals	Continue implementing strategic goals and make updates to the plan as needed	7/1/2016-6/30/2022	1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.3.1, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.2.1, 2.2.2, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2.1, 4.2.2, 4.2.3	The Strategic Plan outlines the Commission's strategic goals and objectives for the next 5 years.
19	The Commission will increase its transparency through long-term and short-term planning by creating an IT Roadmap	Plan and create an IT Strategic Roadmap	The Commission planned and created an IT Strategic Roadmap for 2018-2027, and links directly to the strategic goals established in the Agency Strategic Plan, with IT related objectives	Continue forecasting by analyzing and updating the PSC IT Strategic Roadmap 2018-2027	7/1/2016-6/30/2027	2.2.1	The IT Strategic Roadmap is an important planning document for the agency's IT and information security goals over the next 10 years.
20	The Commission will increase its transparency through long-term and short-term planning by creating a Quarterly IT Operational Plan for Fiscal Year 2018	Plan and Create a Quarterly IT Operational Plan for Fiscal Year 2018	The Commission created a Quarterly IT Operational Plan for Fiscal Year 2018. The quarterly plan implements different initiatives from the long-term IT Strategic Roadmap in phases throughout the fiscal year.	Implement Quarterly IT Operational Plan	7/1/2016-6/30/2018	1.2.2	The quarterly plan is a tool for the agency to ensure it meets its IT and information security goals for the 2018 fiscal year.
21	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by monitoring developments on the federal level affecting South Carolina's regulatory process and drafting appropriate responses, if necessary	No responses were drafted during the fiscal year Draft responses as necessary	No responses were drafted during the fiscal year		7/1/2016-6/30/2017		Monitoring consists of reviewing public sources and notices provided by associations such as NARUC, the Nuclear Energy Institute (NEI), the Nuclear Waste Strategy Coalition (NWSC), etc. and shows the Commission's commitment to remaining abreast of regulatory issues.

22	The Commission will maintain an ongoing dialogue with various stakeholder groups regarding the PSC's regulatory mission by implementing a working meeting with stakeholders for input in order to improve the PSC's operations	Advisory Committee meeting held to discuss mobile text alerts, proposed regulations, generation of DMS Daily Activity Reports, and eTariff System feedback	Schedule and hold 1 Advisory Committee Meeting	An Advisory Committee Meeting was held for input regarding the PSC's DMS eService Enhancement Project	Implement pop-up surveys on the PSC Website and DMS	7/1/2016-6/30/2017	2.1.1	Stakeholder engagement is an integral part of maintaining and improving the operation of the PSC's online systems and regulations.
23	Commissioners and Staff will be active in professional organizations and utilize effective public information program by participating in NARUC, SEARUC, NRRI and other national organizations	109 National Association Activities completed, including webinars, teleconferences, seminars, and conferences	Maintain an active presence in national organizations	83 National Association Activities completed, including webinars, teleconferences, seminars, and conferences	Maintain an active presence in national organizations	7/1/2016-6/30/2017	4.1.4	Participation and leadership positions in national organizations provides the Commission the opportunity to promote South Carolina across the nation and world. Participation ensures South Carolina's and the Southeast's positions are represented on national issues.
24	Commissioners and Staff will be active in professional organizations and utilize effective public information program by identifying and distributing media releases to the public and other interested parties	5 press releases were issued during the year	Publish press releases as needed	6 press releases were issued during the year		7/1/2016-6/30/2017		Issuing press releases regarding upcoming and recent Commission events and hearings ensures the public is informed of important matters and issues facing the public utility sector.
25	Commissioners and Staff will be active in professional organizations and utilize effective public information program by distributing newsletters in electronic and hardcopy format to PURC, the Commission's Advisory Committee, the General Assembly and certificated motor vehicle carriers	2 PSC newsletters were issued during the year	Issue 2 PSC newsletters during the year	2 PSC newsletters were issued during the year	Implement a digital newsletter platform to communicate with stakeholders	7/1/2016-6/30/2017	2.1.3	Newsletters provide another means for the Commission to communicate recent news and events to its stakeholders.

26

The Commission will support initiatives to balance community development activities by recognizing and supporting employees involved in community activities as well as encouraging activities that promote a healthy lifestyle

1 Health & Wellness newsletter issued, completed 3 service projects: flood relief efforts, harvest hope food bank, and collected books for children, employee health screenings were held, and emails were sent out regarding healthy lifestyle habits

Issue "Health & Wellness" newsletter, complete 3 service projects, health screenings, and healthy lifestyle emails

1 Health & Wellness newsletter issued, completed 3 service projects: Harvest Hope food bank, Christmas Project benefiting local elementary school, and relief/aid to victims of a house fire

7/1/2016-6/30/2017

Community involvement and a healthy lifestyle are important additions to the work product of the Commission.

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017
Accountability Report

Agency Code: R04 Section: 072

Program Template

Program/Title	Purpose	FY 2016-17 Expenditures (Actual)				FY 2017-18 Expenditures (Projected)				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
Administrative (includes R040A00010, R040A00014, R040A00015, and R040B0010)	To manage the administrative operations of the Public Service Commission - Finance, Procurement, Human Resources, Commissioners		\$ 2,596,271		\$ 2,596,271		\$ 2,725,716		\$ 2,725,716	1.2.2, 2.2.1, 2.2.2, 3.1.2, 4.2.1
Clerk's Office (R040A00011)	Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity		\$ 632,787		\$ 632,787		\$ 681,802		\$ 681,802	1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.3.1, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.2.1, 3.1.1, 3.2.1, 3.2.2, 3.2.3, 4.2.1, 4.2.2
Legal (R040A00012)	Serves as legal counsel in Commission proceedings, as well as advisors to Commissioners.		\$ 765,327		\$ 765,327		\$ 806,952		\$ 806,952	1.3.1, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2.1, 4.2.3
Office of Advisory Staff (R040A00014)	Serves as accounting, economic and engineering advisors to the Commissioners.		\$ 495,759		\$ 495,759		\$ 514,837		\$ 514,837	4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2.1

The previous submission of the financial data on the Program Template of the Fiscal Year 2016-2017 Accountability Report was based on data as of 8/8/2017.

The current submission of the financial data on the Program Template of the Fiscal Year 2016-2017 Accountability Report is based on data as of 9/1/2017.

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017
Accountability Report

Agency Code: R04 Section: 072

Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who (customer) the agency must or may serve? (Y/N)	Does the law specify a deliverable (product or service) the agency must or may provide? (Y/N)
1	§58-3-10	State	Statute	Grants the continuation of the existence of the Public Service Commission	No	No
2	§58-3-20	State	Statute	The Commission is composed of seven members, elected by the General Assembly, states member requirements, and sets term length of four years	No	No
3	§58-3-30	State	Statute	The Commissioners and Commission employees are bound by the Code of Judicial Conduct, as contained in Rule 501 of the South Carolina Appellate Court Rules, and state Commissioners and Commission employees must comply with the applicable requirements of Chapter 13 of Title 8, and are required to complete six hours of annual ethics training	No	Yes
4	§58-3-60	State	Statute	Sets the authority of Commission employment and limitations of Commission duties	No	No
5	§58-3-140	State	Statute	Authority to regulate public utilities	Yes	Yes
6	§58-3-170	State	Statute	Sets the authority of the Commission to fix agreements, contracts, and rates between common carriers and telephone and telegraph companies	Yes	Yes
7	§58-1-10 et seq	State	Statute	Chapter 1 of Title 58 General Provisions for public utilities, services and carriers	No	No

8	§58-3-5 et seq	State	Statute	Chapter 3 of Title 58: Public Service Commission	Yes	Yes
9	§58-5-10 et seq	State	Statute	Chapter 5 of Title 58: Gas, Heat, Water, Sewerage Collection and Disposal, and Street Railway Companies	Yes	Yes
10	§58-7-10 et seq	State	Statute	Chapter 7 of Title 58: Special Provisions Affecting Gas, Water or Pipeline Companies	Yes	Yes
11	§58-9-10 et seq	State	Statute	Chapter 9 of Title 58: Telephone, Telegraph and Express Companies	Yes	Yes
12	§58-11-10 et seq	State	Statute	Chapter 11 of Title 58: Radio Common Carriers	Yes	Yes
13	§58-15-10 et seq (e.g. 58-15-1510)	State	Statute	Chapter 15 of Title 58: Railroad, Street Railway, Steamboat and Canal Companies	Yes	No
14	§58-17-10 et seq (e.g. 58-17-1310)	State	Statute	Chapter 17 of Title 58: The General Railroad Law	Yes	Yes
15	§58-21-10 et seq (e.g. 58-21-220)	State	Statute	Chapter 21 of Title 58: Electric, Interurban and Street Railways	Yes	Yes
16	§58-23-10 et seq	State	Statute	Chapter 23 of Title 58: Motor Vehicle Carriers	Yes	Yes

17	§58-27-10 et seq	State	Statute	Chapter 27 of Title 58: Electric Utilities and Electric Cooperatives	Yes	Yes
18	§58-33-10 et seq	State	Statute	Chapter 33 of Title 58: Utility Facility Siting and Environmental Protection	Yes	Yes
19	§58-37-10 et seq	State	Statute	Chapter 37 of Title 58: Energy Supply and Efficiency	Yes	Yes
20	§58-39-110 et seq	State	Statute	Chapter 39 of Title 58: South Carolina Distributed Energy Resource Program	Yes	Yes
21	§58-40-10 et seq	State	Statute	Chapter 40 of Title 58: Net Energy Metering	Yes	Yes
22	§48-46-10 et seq	State	Statute	Atlantic Interstate Low-level Radioactive Waste Compact Implementation Act	Yes	Yes
23	42 U.S.C. §7401 et seq. (1970)	Federal	Statute	Clean Air Act	No	No
24	33 U.S.C. §1251 et seq.	Federal	Statute	Clean Water Act	No	No
25	49 U.S.C. §60101 et seq.	Federal	Statute	Pipeline Safety Act	No	No

26	FCC Telecommunications Act of 1934	Federal	Statute	Regulation of interstate and foreign communication by wire or radio, including Eligible Telecommunications Carriers (ETCs)	No	No
27	Public Utility Regulatory Policies Act of 1978	Federal	Statute	Promotes energy conservation and greater use of domestic energy and renewable energy	No	No

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017
Accountability Report

Agency Code: R04 Section: 72

Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
Administrative	To manage the administrative operations of the Public Service Commission - Finance, Procurement, Human Resources, Commissioners	Completion of state reporting requirements	Executive Branch/State Agencies	
Clerk's Office	Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity	Process of applications and filings made before the Commission.	Industry	Electric, Gas, Water, Sewer, Telecommunications, and Transportation
Clerk's Office	Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity	Process of applications and filings made before the Commission.	Executive Branch/State Agencies	
Clerk's Office	Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity	Effective and efficient communication through telephone reception.	General Public	South Carolina utility service customers
Clerk's Office	Processes applications and filings, communicates with the public/industries, supports public databases of Commission activity	Timely, succinct communication with the public through press releases, social media, and webpage postings	General Public	South Carolina utility service customers and regulated industries
Office of Advisory Staff, Administrative	Serves as accounting, economic and engineering advisors to the Commissioners.	Participation and collaboration with national organizations to prepare for current and emerging regulatory issues	Professional Organization	National Association of Regulatory Utility Commissioners, Southeastern Association of Regulatory Utility Commissioners, National Regulatory Research Institute, North American Electric Reliability Corporation

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017
Accountability Report

Agency Code: R04 **Section:** 072

Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Objective(s)
National Association of Regulatory Utility Commissioners	Professional Association	NARUC is a non-profit organization dedicated to representing State public service commissions who regulate the utilities that provide essential services such as energy, telecommunications, power, water, and transportation by improving the quality and effectiveness of public utility regulation	4.1.4
The Office of Regulatory Staff	State Government	Represents the public interest of South Carolina in utility regulation for the major utility industries - electric, natural gas, telecommunications, transportation, and water/wastewater - before the Public Service Commission of SC	2.1
Southeastern Association of Regulatory Utility Commissioners	Professional Association	SEARUC assists in the advancement and education of commission regulation through the study and discussions of subjects concerning the operation and supervision of public utilities to protect the interests of the people with respect to regulation of the Southeastern States	4.1.4
Division of Technology Operations	State Government	Provides internet, desktop support services, and houses, monitors, and maintains servers for the Commission's operations	1.2.1, 1.2.2, 2.2.1, 2.2.2

SC ETV	<p>ETV is assisting in the production and creation of the PSC's online system training modules. ETV is also supporting the storage of the modules.</p>	1.2.1	
National Regulatory Research Institute	Professional Association	<p>Founded by NARUC, NRRI serves as a research arm to NARUC and its members to produce and disseminate relevant and applicable research related to the utility sector - natural gas, electricity, water and telecommunications</p>	4.1.4
Department of Homeland Security Water Sector Government Coordinating Council	Federal Government	<p>Interagency and cross-jurisdictional coordination of strategies, activities, policy, and communications across government entities within the water sector</p>	4.1.4
Water Research Foundation Public Council on Drinking Water Research	Non-Governmental Organization	<p>The council is made up of non-utility leaders who advise the board and staff on social issues related to water and lends a public eye to the Foundation's programs and policies.</p>	4.1.4
Advisory Council for the Center for Public Utilities at New Mexico State University	Higher Education Institute	<p>The Advisory Council provides valuable input to the University in creating the content of the Center's programs.</p>	4.1.4

Advisory Council for the Financial Research Institute of the University of Missouri	Higher Education Institute	Provides a neutral environment for stakeholders in the regulated public utility industry to come together to examine, understand, and debate current issues relating to public utility policy.	4.1.4
FCC Federal-State Joint Conference on Advanced Telecommunications Services	Federal Government	Forum for an ongoing dialogue among the FCC, state regulators, and local and regional entities regarding the deployment of advanced telecommunications capabilities.	4.1.4
National Council of Electricity Policy	Non-Governmental Organization	Convenes regulators, state legislators, energy and air consumer advocates, and Governors' offices to serve as an incubator for discussions on electricity policy.	4.1.4
Gas Technology Institute Public Interest Advisory Committee	Non-Governmental Organization	Provides public and gas consumer interest guidance to the Gas Technology Institute and its Board.	4.1.4
North American Numbering Council	Federal Government	FCC Committee created to advise the Commission on numbering issues and to make recommendations that foster efficient and impartial number administration.	4.1.4

Comptroller General

State Government

Provides unemployment insurance to the agency.

State Fiscal Accountability Authority

State Government

Insurance Reserve Fund and the Division of Procurement Services. Independent auditing function administered through the Office of the State Auditor.

Department of Public Safety

State Government

Provides security at the Commission during hearings and meetings.

3.2

South Carolina Department of Corrections

State Government

Provides recycling and printing services for the agency.

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017

Accountability Report

Agency Code: R04 Section: 072

Report Template

Item	Report Name	Name of Entity Requesting the Report	Type of Entity	Reporting Frequency	Submission Date (MM/DD/YYYY)	Summary of Information Requested in the Report	Method to Access the Report
1	SFAA Audit & Certification Agency Quarterly Reporting	State Fiscal Accountability Authority	State	Quarterly	October 3, 2016, February 13, 2017, April 20, 2017, July 28, 2016	Activity for Sole Source Procurements, Emergency Procurements, Illegal Procurements, Record of Applied Preferences, Procurements Using 10% Rule, Trade-In Sales.	Contact SFAA Procurement Services at (803)737-0600
2	Performance Measures Report	Public Utilities Review Committee	State	Annually	August 11, 2016	Pursuant to §58-3-530(4) the Review Committee is required to evaluate the actions of the commission, to the end that the members of the General Assembly may better judge whether these actions serve the best interests of the citizens of South Carolina, both individual and corporate.	http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/2017%20Committee%20Report%20to%20General%20Assembly.pdf
3	Statement of Economic Interests	State Ethics Commission	State	Annually	March 30, 2017	Name, address, phone # of the filer; Source, type, and amount or value of income received from a governmental entity by the filer or a member of the filer's immediate family; Description, value, & location of any real property owned & options to purchase real property by the filer or a member of the filer's immediate family if there have been any public improvements of more than \$200.00 on or adjacent to the real property within the reporting period and the public improvements are known to the filer or if the filer sales, leases, or rents personal property to the state, county, or municipal government. A copy of the contract must be attached to the Statement of Economic Interests Form when being submitted; Name of each organization which paid for or reimbursed any expenses of the filer for speaking before a public/private group. The amount, purpose, date, & location of the speaking engagement must be disclosed; Identity of each business or entity in which the filer or a member of the filer's immediate family held/controlled, in the aggregate, securities or interests constituting 5% or more of the total issued and which constitute a value of \$100,000.00 or more; List name/address of each creditor to whom the filer or member of the filer's immediate family owed a debt in excess of \$500.00 at any time during the reporting period if the creditor is subject to regulation by the filer's agency or department. This does not include credit card installments, mortgage payments, or automobile payments; The name of any lobbyist who is a member of the filer's immediate family or an individual with whom or business with which the filer or member of the filer's immediate family is associated; Any compensation received from an individual or business which contracts with the governmental entity with which the filer serves or is employed; and Any gifts received during the previous calendar from any person if the gift was believed to be given because of the filer's position or if the gift is given in hopes of seeking a contractual, business, or financial relationship with the filer's agency.	http://apps.sc.gov/PublicReporting/IndSEI.aspx
4	Commissioner Performance Evaluations	Public Utilities Review Committee	State	Annually	September 1, 2016	Pursuant to §58-3-530(3) Commissioners are required to submit an annual performance evaluation to the General Assembly	http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/2017%20Committee%20Report%20to%20General%20Assembly.pdf
5	Accountability Report	The South Carolina Department of Administration	State	Annually	September 13, 2016	To provide the Governor and General Assembly with information that supports their analysis of the budget and ensures that the Agency Head Salary Commission has a basis for its decisions.	http://www.psc.sc.gov/Documents/Publications/Accountability%20Reports/Public%20Service%20Commission%20FY%202015-2016%20Accountability%20Report.pdf
6	Sales and Use Tax Return	DOR	State	Monthly	Automatically filed by SCEIS on the 15th of every month	Sales and Use Tax Owed on Purchases	Contact DOR

7	Contributions and Wage Reports	DEW	State	Quarterly	7/25/2016, 10/12/2016, 1/13/2017, 4/14/2017	Unemployment Insurance Tax	Contact DEW
8	Recycling Reporting Survey	DHEC	State	Annually	July 11, 2016	Volume of Recycled Materials from Agency	Contact DHEC
9	Minority Business Enterprises Progress Report	SMBCC	State	Quarterly	7/28/2016, 10/18/2016, 1/19/2017, 4/24/2017	Dollars spent/activity with minority businesses	Contact SMBCC
10	Year End Reporting Package -Master	Comptroller General	State	Annually	July 6, 2017	Financial information to prepare State's CAFR	Contact CG's Office
11	Year End Reporting Package-Cash & Investments	Comptroller General	State	Annually	July 19, 2016	Financial information to prepare State's CAFR	Contact CG's Office
12	Year End Reporting Package-Litigation	Comptroller General	State	Annually	July 19, 2016	Financial information to prepare State's CAFR	Contact CG's Office
13	Year End Reporting Package-Payroll Liabilities	Comptroller General	State	Annually	July 22, 2016	Financial information to prepare State's CAFR	Contact CG's Office
14	Year End Reporting Package-Prepaid Expense	Comptroller General	State	Annually	August 23, 2016	Financial information to prepare State's CAFR	Contact CG's Office
15	Year End Reporting Package-Operating Leases	Comptroller General	State	Annually	August 23, 2016	Financial information to prepare State's CAFR	Contact CG's Office
16	Year End Reporting Package-Fund Balance	Comptroller General	State	Annually	August 23, 2016	Financial information to prepare State's CAFR	Contact CG's Office
17	Year End Reporting Package-Accounts Payable	Comptroller General	State	Annually	September 6, 2016	Financial information to prepare State's CAFR	Contact CG's Office
18	Year End Reporting Package-Capital Assets	Comptroller General	State	Annually	September 13, 2016	Financial information to prepare State's CAFR	Contact CG's Office
19	Year End Reporting Package-Subsequent Events	Comptroller General	State	Annually	October 24, 2016	Financial information to prepare State's CAFR	Contact CG's Office
20	Budget Request	Exec Budget Office	State	Annually	September 29, 2016	Budget request for fiscal year plus 1	Contact Executive Budget Office
21	Budget Priorities	Exec Budget Office	State	Annually	January 10, 2017	Budget priorities for fiscal year plus 1	Contact Executive Budget Office
22	Information Technology Data Collection	Dept. of Admin (Program Management Office)	State	Annually	September 29, 2016	Information Technology (IT), information security and data privacy reporting requirements for Proviso 117.133 (GP: Statewide Strategic Information Technology Plan Implementation) and the requirement for Proviso 117.114 (GP: Information Technology and Information Security Plans).	Contact Division of Information Services
23	Debt Collection Report	Exec Budget Office	State	Annually	February 6, 2017	Agency Outstanding Debt Collection Schedule	Contact Executive Budget Office
24	Composite Bank Accounts	State Fiscal Accountability Authority	State	Annually	September 15, 2016	Composite Bank Accounts	Contact the State Fiscal Accountability Authority
25	EEO Report	SC Human Affairs	State	Annually	October 20, 2016	Race, Sex, Position	Contact PSC Human Resources Department
26	Bonuses	Division of Human Resources	State	Annually	Not required to be filed since data is recorded in SCEIS.	Bonuses Awarded	Contact SCEIS
27	Monetary Gifts	Division of Human Resources	State	Annually	Not required to be filed since data is recorded in SCEIS.	Monetary Gifts Awarded	Contact SCEIS
28	SC State Accident Fund	SCSAF	State	Annually	July 28, 2016	Payroll Report and General Ledger account variation expense reports to determine worker's compensation premium for upcoming FY.	Contact SCSAF

Agency Name: Public Service Commission of South Carolina

Fiscal Year 2016-2017
Accountability Report

Agency Code: R04 **Section:** 072

External Review Template

Item	Name of Entity Conducted External Review	Type of Entity	External Review Timeline (MM/DD/YYYY to MM/DD/YYYY)	Method to Access the External Review Report
1	Public Utilities Review Committee	State	07/01/2015-6/30/2016	http://www.scstatehouse.gov/CommitteeInfo/PublicUtilitiesReviewComm/Reports/2017%20Committee%20Report%20to%20General%20Assembly.pdf
2	State Ethics Commission	State	01/01/2016-12/31/2016	http://apps.sc.gov/PublicReporting/IndSEI.aspx
3	State Auditor's Office	State	7/1/2015-6/30/2016	www.osa.sc.gov