

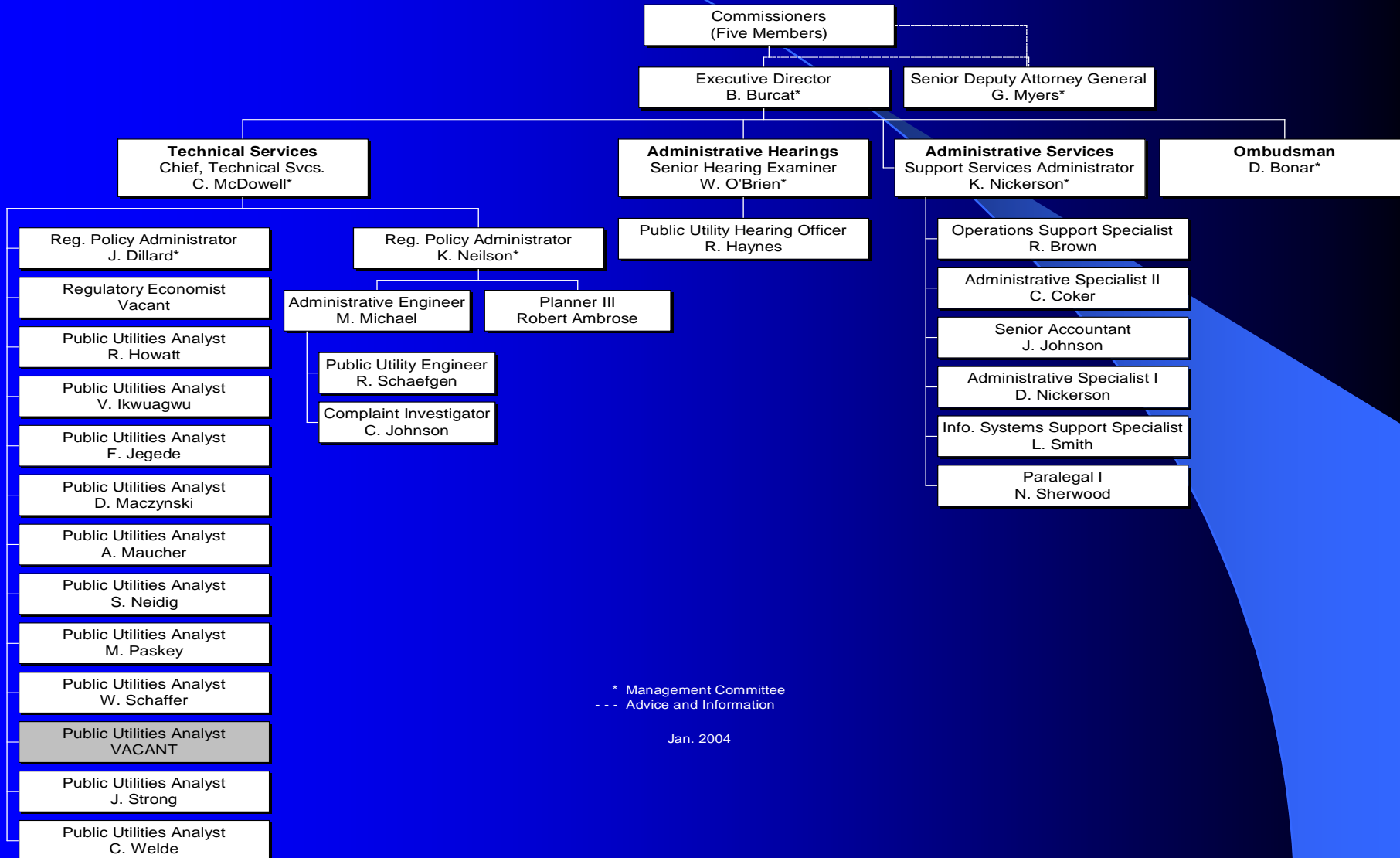
PSC STAFFING

Bruce Burcat, Executive Director
Delaware Public Service Commission
March 1, 2004

Overview

- Five part-time Commissioners
- 28 to 30 full-time Staff employees
 - Legal, finance, accounting, economics and engineering
 - Support personnel (includes IT)
 - Employ temporary personnel when needed
- Retain outside attorneys and consultants

The State of Delaware Public Service Commission



Staff Functions

- Provide expert testimony and positions
- Advise Commissioners
- Investigate complaints
- Monitor compliance with Commission Orders

Staff Assignments

- Assignments made by Chief of Technical Services
 - Tasks discussed in management meeting
 - Case manager assigned
 - Cases and activity are tracked on docket list
 - Periodic meetings
- Outside consultants
- Attorney assignments
- Hearing Examiner assignments

Recruiting

- Assess needs and determine if selective requirement is necessary
- Seek approval to hire from Department Cabinet Secretary
- Advertise position
 - State system, Newspapers (in Delaware and other targeted areas), Internet, NARUC, other state Commissions

Recruiting (Continued)

- Human Resources qualifies applicants based on previous experience, possession of required skills and whether selective requirement (if used) was met
- List of qualified applicants (Cert List) sent to PSC
- Conduct interviews and check references
- Offer position

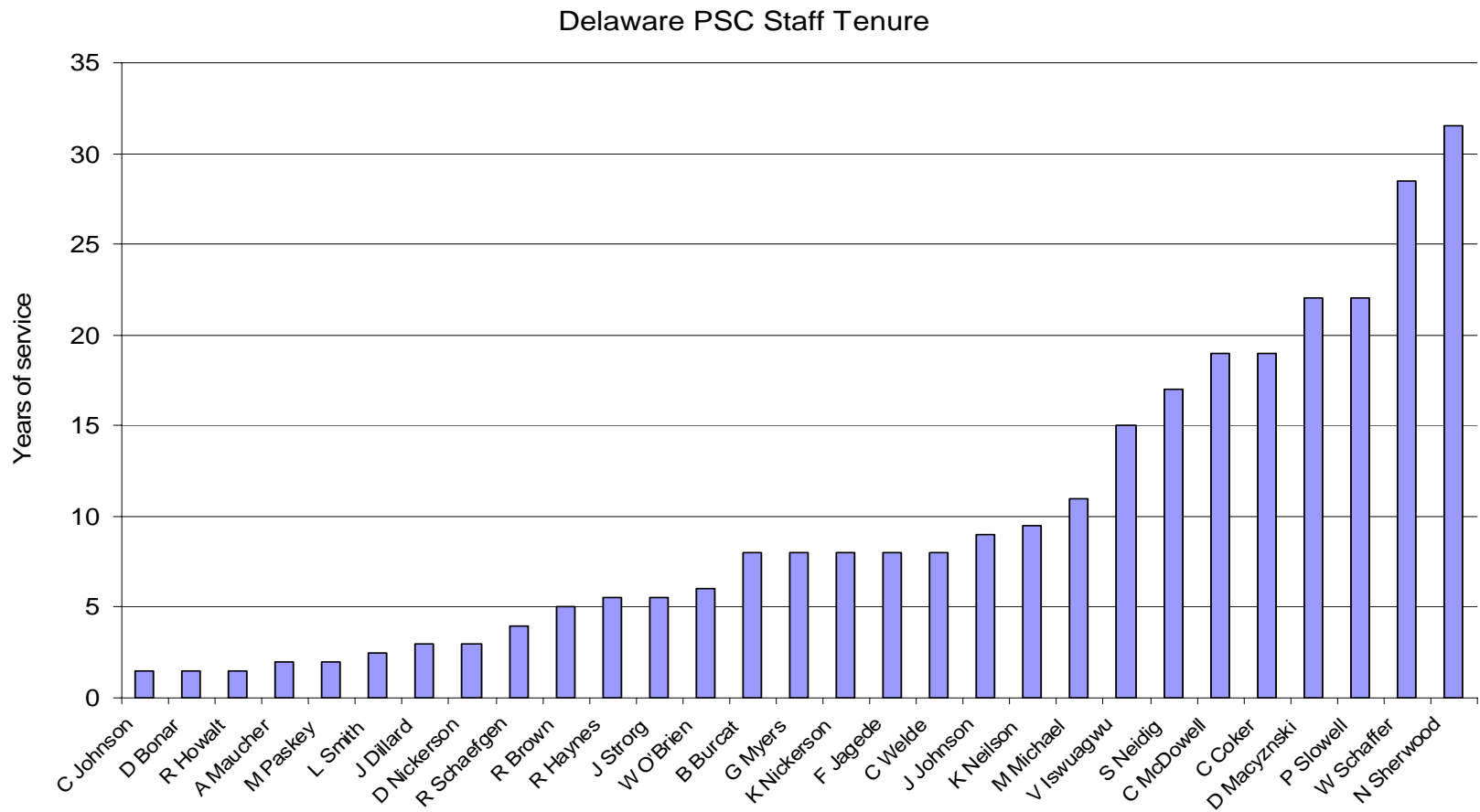
Training

- Experience and skill sets used to determine initial case assignments
 - Work under supervision of a case manager
 - File testimony on specific issue
- Attend conferences and workshops
- SPO training classes
- Tuition reimbursement from State

Retaining Staff

- Professional atmosphere
- Employee recognition
- Increasing responsibility
- Communications

PSC Staff Tenure



Budgeting Process

- Internally develop budget – executive director, accountant, and commission secretary
- Work with Department of Administrative Services
- Appear before Budget Office
- Appear before Joint Finance Committee

Funding

- Commission filing fees
- Assessment 0.2% of regulated utility's annual gross operating revenue
- Direct billing for Staff time