

COMMISSION STAFFING, BUDGETING AND INFORMATION SERVICES

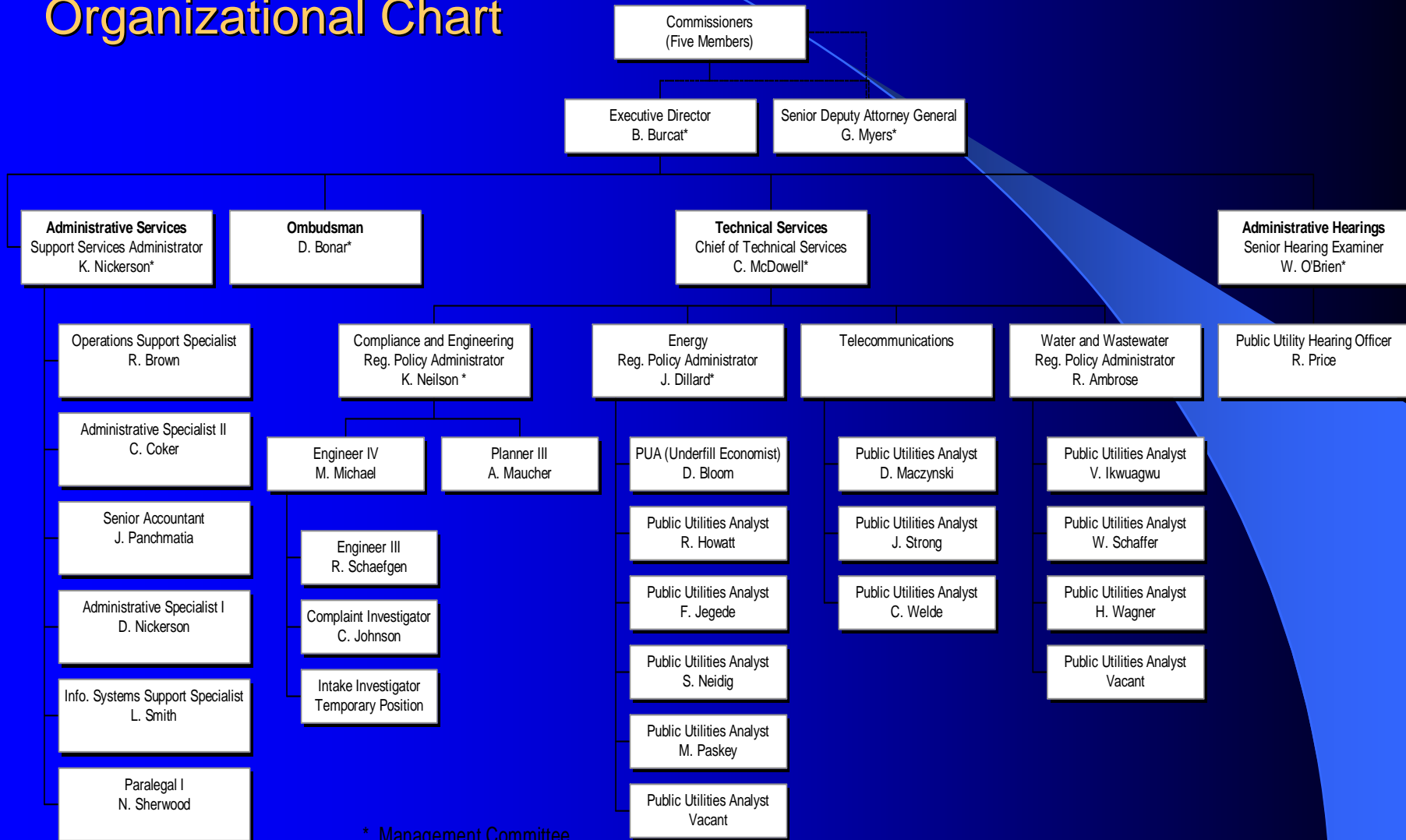
Bruce Burcat, Executive Director
Delaware Public Service Commission

Overview

- Five part-time Commissioners
- 33 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
February 2005

Organizational Chart



* Management Committee
--- Advice and Information

Staff Functions

- Provide expert testimony and positions
- Advise Commissioners
- Investigate and mediate complaints
 - Between utility and consumer, and between competing utilities
- Monitor compliance with Commission Orders
- Participate in state, regional and federal initiatives (i.e., “Livable Delaware”, RGGI)

Staff Assignments

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

Recruiting

- Assessment of needs - may include selective requirement
- Approval to hire granted by Department Secretary
- Advertise position
- Human Resources qualifies applicants, sends list to PSC
- PSC conducts interviews, checks references, and offers position

Training

- Experience and skill sets determines initial case assignments
 - Work under supervision of a case manager
 - File testimony on specific issue
- Cross-training on different subject matters
- Attend conferences and workshops
- SPO training classes

Retaining Staff

- Professional atmosphere
- Increasing responsibility
- Communication
- Employee recognition
- Flexible work schedules
- Tuition reimbursement

Budgeting Process

- Internally develop budget
 - Executive director, Senior Accountant, and Commission Secretary
- Work with Department financial staff
- Appear before Budget Office
- Appear before Joint Finance Committee

Funding

- Commission filing fees
- Assessment 0.2% of regulated utility's annual gross intrastate operating revenue
- Direct billing for Staff time
- Federal grant for pipeline safety related activities

Information Systems

- Computers
- Network
- E-mail
- Access to common network files
- Common software
- Virus protection

Complaint Tracking

- Database tracks complaints by utility, type of complaint, and geographic location
- Helps to ensure complaints are addressed in a timely manner
- Complaints may be used in other utility proceedings
- Quality assurance/quality control

Geographic Information System

- Electronic mapping system
- Identify utility service areas
- Maps complaints from complaint data base
 - indicates potential problem areas
- Could be used to map utility infrastructure - security issues

Docket and Order Tracking

- Eliminates card file
- Track filings by service type or by utility
- Find/access Commission orders quickly
- Prepare Reports
 - Number and type of dockets filed
 - Orders issued in a docket

Document Management

- View case related documents at the desktop
- Transfer documents electronically between parties
- Electronic archive of information for use in later cases
- Reduce paper volume
- Document retrieval by internal and external users

Future Activities

- Increased use of internet capabilities
- Electronic filing of documents
- On-line document retrieval by public
- On-line filing by utilities