



Bureau of
Energy Resources,
United States
Department of State



National
Association of
Regulatory
Utility
Commissioners

Information Management Tools for License Tracking and Docketing

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September 2, 2015





Tracking and Docketing

- Open, transparent – manage public information
- Litigation, Compliance, Investigations, etc.
- Viewing and submitting filings
- Guests, Users (filers), Staff
- Barriers



Illinois Example

- Utility Performance
 - Distribution and Retail
 - Reliability, Customer, Policy
- Performance of Alternate Retail Electric Suppliers (ARES)
 - Only Retail



Litigated Dockets – Filings and Record

- eDocket
- Examples
 - Reliability (compliance and investigations)
 - Rate cases
 - ARES Certification
 - Investigations



Other Examples

- Illinois Power Agency (IPA) procurement plans
- Advanced Metering Infrastructure (AMI) annual updates



eDocket

- A **docket** is an ongoing record of a case, as well as its material properties, such as reports, testimony, exhibits, and so forth. In the e-Docket system, a docket consists of the following principal components:
 - **Docket Details**
 - **Docket Sheet** - An abridged record of the proceedings in a case.
 - **Staff Assigned** - ICC staff members who have active roles in a case: Hearing Examiner, Case Manager, Staff Attorney, or Case Staff.
 - **Service List**
 - **Case Schedule**
 - **Documents** - Materials filed in a case: briefs, testimony, exhibits, and so forth.
 - The documents component of a case is like an —electronic case folder, paralleling the paper-based system of filing paper documents in case folders in a filing cabinet.



eDocket

- Browse a docket
- Different searches
- Daily filing sheet
- Within “Documents” report – filtering by document type



eDocket

- To the internet...!



Reporting Requirements

- Limited resources
- Metric performance
 - Annual reports
 - Record retention



Illinois Office of Retail Market Development

- More in-depth in tomorrow's case study
- Dockets and workshops



Illinois Office of Retail Market Development

- Pluginillinois.org

- ▶ [What Are Your Choices?](#)
- ▶ [Municipal Aggregation](#)
- ▶ [Understanding the Utility's Electric Supply Price](#)
- ▶ [Historical Prices to Compare](#)
- ▶ [The Switching Process](#)
- ▶ [Customer Complaint Statistics](#)
- ▶ [List of Suppliers](#)
- ▶ [Energy Assistance](#)



Illinois Office of Retail Market Development

- Complaints
 - Scorecard based of market average



Retail Electric Supplier Complaint Scorecard

Complaint Rates for November 2014 through April 2015

The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.

A five star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Legend:



= Lowest Complaint Rate
= Lower than Average Rate of Complaints
= Average Complaint Rate
= Higher than Average Rate of Complaints
= Highest Complaint Rate

Rank	Supplier	May 2015 Complaint Score	Complaint Score Last Month
1	Everyday Energy f/k/a FTR Energy*	★★★★★	★★★★★
2	AEP Energy	★★★★★	★★★★★
3	MidAmerican Energy	★★★★★	★★★★★
4	Dynegy Energy*	★★★★★	★★★★★
5	Energy ma	★★★★★	★★★★★



Priority

- Open and transparent
- Empower staff
- Dialog
- Record and retain info to analyze trends to see if changes to rules or laws are needed



Questions?