

PUBLIC UTILITY / PUBLIC SERVICE COMMISSION TECHNOLOGIES

EFFICIENCIES AT WORK

BOB GRAMOLA, DIRECTOR OF ADMINISTRATION & FINANCE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

2/9/2020



2

ITEMS TO COVER:

- > CASE MANAGEMENT & DOCKETING SYSTEMS
- > E-FILING
- > CONVERSION FROM PAPER TO DIGITAL
- > OTHER TECHNOLOGIES
- > Q&A

3 CASE MANAGEMENT / DOCKETING SYSTEMS

- Case management software has two primary functions:
 - it helps to better use, manage, consolidate, share, and protect information
 - it tracks and shapes the business process
- Because the most useful forms of such software can integrate data from multiple systems, departments, users, and business entities, its use can increase an organization's business advantage
- In the government sector, it offers efficiencies and cost savings and helps better serve the constituents that seek our services

4 CASE MANAGEMENT / DOCKETING SYSTEMS

- There are numerous companies that offer these systems, some that tailor their applications specifically for PUC / PSC workflows
- Several states have engaged some of these vendors to deploy these systems
- Some examples:
 - Dorger Software Solutions (Louisiana)
 - Micropact (North Carolina)
 - Softek (Washington, DC)
 - Unisys (Pennsylvania)
- These solutions take an “off the shelf” product and customized it to fit the needs of the specific commission

5 CASE MANAGEMENT / DOCKETING SYSTEMS

- Pennsylvania's System - - InfoMAP (IBM-FileNet/Java/SQL)
 - Case Management System – in-baskets, task assignments and workflows
 - Role based application
 - Document Management – version control and document security
 - Automatic docket publishing to the Commission website
 - Pulls revenue information from Assessment database
 - Standard and Customized Reports








6 INFOMAP CASE REVIEW

Properties:

Case Information Additional Case Information Public Meeting Information Task Information

* Bp8CaseID:	2644278	Parent Case Number:	
Docket Number:	C-2018-2644278	* Case Priority:	Low
Case Type:	Formal Complaint	Initiating Document Type:	Insurance Complaint
* Case Status:	Active	* Responsible Bureau:	Bureau of Investigation & Enforcement
Utility Code:	8918252	Reference Utility Codes:	No items to display
* Utility Type:	Truck	Utility Name:	GUARDIAN TRANSPORTATION OF AMERICA LLC
* Service Type:	Truck	Date Filed:	1/23/2018
Applicant:		Allegation:	BI&E COMPLAINT ALLEGING FAILURE TO MAINTAIN EVIDENCE OF LIABILITY INSURANCE AND CARGO INSURANCE ON FILE WITH THIS COMMISSION
Respondent:	GUARDIAN TRANSPORTATION OF AMERICA LLC	Reference Docket Numbers:	
Complainant:	BUR OF INVESTIGATION & ENFORCEMENT	Case Comments:	TAS COMPLAINT FOR VARIOUS VIOLATIONS SERVED FOR ANSWER OR FINE OF \$500 DUE 3/5/18
Reference Bp8CaseIDs:		Major Case:	<input type="checkbox"/>
Case Description:			
Efiling Confirmation Number:			

7 INFOMAP CASE DOCUMENT REVIEW

Documents		
Refresh		
Home		
	Name	Type Of Document
	2018-FINE-000019	
	2644278-Violation 1	
	8918252 Fine Dunning.pdf	Past Due Letter 1
	Answer to Commission Complaint - Guardian Transportation	Answer to Commission Complaint
	C-2018-2644278 bie complaint letter.doc	Secretarial Letter
	ComplaintLetter201812363533-196.docx	Insurance Complaint
	Guardian Transportatio of America, LLC - PROPERTY Cancellation Letter (Received).doc	Default Order

8 INFOMAP

TASK HISTORY

Date Created	Action	User	Task Number	Bureau	Reason	Comments
02/28/2019, 03:06:08 PM	Send to Financial Chief for Review	Pomeroy, Cassi	2644278-ADM-0007	ADM	Other - See Comments	Needs assigned to Robert for referral to AGs. Fine not paid.
02/28/2019, 04:46:22 AM	PendUntil Date Expired	Pomeroy, Cassi	2644278-ADM-0007	ADM	PendUntil Date Expired	PendUntil Date Expired
01/24/2019, 10:16:42 AM	Pend Task	Pomeroy, Cassi	2644278-ADM-0007	ADM	For TAS to Process	Pended Until 2/28/2019 12:00:00 AM
01/24/2019, 04:46:40 AM	PendUntil Date Expired	Pomeroy, Cassi	2644278-ADM-0007	ADM	PendUntil Date Expired	PendUntil Date Expired
01/09/2019, 11:44:26 AM	Notification Reviewed	Stover, April	2644278-BIE-0008	BIE	Notification Reviewed	
01/07/2019, 12:56:06 PM	Pend Task	Pomeroy, Cassi	2644278-ADM-0007	ADM	For TAS to Process	Company is requesting rescission of fine amount. Awaiting TUS response to company. Pended Until 1/24/2019 12:00:00 AM
01/07/2019, 12:00:08 PM	Document Published on Web	Jacob, Diane			Document 'Answer to Commission Complaint - Guardian Transportation' is made public	{37169C5A-E411-4997-8DAC-217F539DC252}
01/07/2019, 11:52:39 AM	System Activated	System				System Activated
01/07/2019, 11:52:37 AM	Automatic Notification Sent to BIE	FileNetApp,PUC		BIE		Notification for BIE Administrator
01/07/2019, 11:52:37 AM	Document Attached to Case	Jacob, Diane			Answer to Commission Complaint - Guardian Transportation	Guardian Transportation of America LLC filed answer to Commission complaint.
12/21/2018, 08:02:54 AM	Pend Task	Pomeroy, Cassi	2644278-ADM-0007	ADM	Sent 1st Dunning Letter	Pended Until 1/24/2019 12:00:00 AM
12/21/2018, 08:02:36 AM	Document Added	Pomeroy, Cassi		ADM		Document '8918252 Fine Dunning.pdf' Added To Case
08/13/2018, 02:15:20 PM	Assign Staff	Hess, Yvonne	2644278-ADM-0007	ADM	Fine	
07/23/2018, 01:20:20 PM	Document Published on Web	SYSTEM			Document 'Guardian Transportatio of America, LLC - PROPERTY Cancellation Letter (Received).doc' is made public	{433F1EB0-262B-CC79-8437-64C81D000000}
07/23/2018, 01:14:49 PM	Document Served	Wagner, Nathan R	2644278-SEC-0006	SEC	Other - See Comments	Cancellation Sec Letter Served 7/23/2018
07/23/2018, 01:14:24 PM	Initiate Task - Compliance	Wagner, Nathan R		SEC	SEC Initiated Task(s)	FINE
07/23/2018, 01:14:22 PM	Initiated Task	Wagner, Nathan R	2644278-ADM-0007	SEC		ADMCompliance
07/23/2018, 01:13:00 PM	Fine Added	Wagner, Nathan R			Fine Added - UtilityCode 8918252	Fine Amount - 500.0
07/23/2018, 01:07:42 PM	Serve Document & Close	Canzoneri, David B	2644278-TUS-0005	TUS	Please Serve Cancellation Letter & Cancel Carrier's Authority	
07/23/2018, 01:07:05 PM	Document Added	Canzoneri, David B		TUS		Document 'Guardian Transportatio of America, LLC - PROPERTY Cancellation Letter (Received).doc' Added To Case
07/23/2018, 01:06:03 PM	Assign to Compliance Specialist	Canzoneri, David B	2644278-TUS-0005	TUS	Other - See Comments	Assigned to D Canzoneri to prepare default letter and
Total: 48						

9 INFOMAP DATA FOLDERS

- Bureau Folders
 - BAS
 - Common Project Folders**
 - DIR
 - HR
 - MIS
 - PCDOCS Exceptions
 - Public Documents
 - Special Assignments

Refresh
 Add Document
 New Folder
 Properties
 Actions

Bureau Folders > Common Project Folders

	Name	Type Of Document	Date Served	Received Date	Added By	Added On	Modified By
	@World War 2 and the PUC				FileNetApp, PUC	1/31/2017, 11:04 AM	PCSVCDFN, PC
	2007 Quarterly Earnings Reports				ashellenha	5/16/2008, 11:47 AM	ashellenha
	2009 Budget Information & Templates				msobolesky	7/21/2008, 4:19 PM	msobolesky
	2010 Budget Information & Templates				msobolesky	7/29/2009, 4:17 PM	FileNetApp, PUC
	2017 MIS O365 and PC Rollout				Anderson, Damon	7/12/2017, 7:44 AM	Anderson, Damon
	Act 129 Implementation				kmoury	10/24/2008, 1:26 PM	kmoury
	Act 13				Lathrop, Bobbi (PUC)	4/27/2012, 12:45 PM	Lathrop, Bobbi (P
	Anniversary of Electric Competition				lhess	1/20/2017, 10:34 AM	lhess
	APPEAL LOGS				FileNetApp, PUC	1/21/2008, 8:22 PM	Bowman, Robin
	Appellate Calendar				FileNetApp, PUC	1/21/2008, 8:46 PM	Bowman, Robin
	Areas of Expertise				lhess	2/3/2009, 3:56 PM	FileNetApp, PUC
	BCS Release of Info				FileNetApp, PUC	1/21/2008, 9:19 PM	FileNetApp, PUC
	Black Sky Project				Searfoorce, Daniel	3/3/2016, 8:02 AM	Searfoorce, Daniel
	Budget Briefing Books				PCSVCDFN, PC	5/26/2011, 3:23 PM	Shumberger, Lori
	Budget Hearing Book				PCSVCDFN, PC	5/26/2011, 2:41 PM	Lathrop, Bobbi (P
	Budget Request Book (Blue Book)				Lathrop, Bobbi (PUC)	10/1/2014, 9:30 AM	Lathrop, Bobbi (P
	Budget Requests				PCSVCDFN, PC	5/26/2011, 3:16 PM	Lathrop, Bobbi (P
	Bundled Bill Rulemaking				mfrymoyer	5/8/2008, 11:25 AM	mfrymoyer
	Bureau Contacts				FileNetApp, PUC	1/21/2008, 8:48 PM	lhess
	Bureau Directors Information				FileNetApp, PUC	1/21/2008, 9:35 PM	FileNetApp, PUC
	Bureau Presentations				Lathrop, Bobbi (PUC)	10/29/2008, 12:11 PM	lhess
	CAI Information				Romage, Daniel	3/16/2014, 12:07 PM	bschreffle
	CAI Requests				Depew, Nancy	8/10/2017, 2:42 PM	Depew, Nancy
	Chapter 14 Working Group Recommendations				Pyle, Cherie	1/20/2012, 3:31 PM	kmoury
	COG Plans				FileNetApp, PUC	1/21/2008, 9:17 PM	sarmiller
	Commissioners				lhess	4/28/2010, 11:28 AM	lhess
	Committees and Working Groups				lhess	2/19/2015, 3:50 PM	lhess
	Consumer Advisory Council				FileNetApp, PUC	1/21/2008, 8:41 PM	FileNetApp, PUC
	Credit Ratings				dakirkwood	7/7/2009, 8:30 AM	FileNetApp, PUC
	Critical Infrastructure Interdependency Working Group				Searfoorce, Daniel	4/4/2014, 9:33 AM	Searfoorce, Daniel
	EDC Consumer Ed Plans				Shumberger, Lori K	11/8/2010, 3:47 PM	FileNetApp, PUC

10 INFOMAP

SAMPLE SEARCH

Name contains

Recent Searches

- AUD Task History
- LAW Task History
- Case Contact

All Searches

- ADM Task History
- ALJ Task History
- Annual Report Filing S
- AUD Task History**
- Authority
- BCS Task History
- Bond Information
- Case Contact
- CEP Task History
- CMR Task History
- COM Task History
- Common Project Folde
- DIR Task History
- Document
- Document Version
- EGS Territories Servic
- EGS Utilities Providing
- Electric and Gas Suppl
- Fee
- Find Documents to be
- Fine
- FUS Task History
- Historical Documents
- HR Personnel Folder
- HR Task History
- Insurance
- LAW Task History
- Microfilm Record
- NGS Territories Servic
- NGS Utilities Providing
- OLA Task History
- OSA Task History
- Party of Record
- Payment
- Photocopy Request
- Physical File Checkout

AUD Task History x

Search Criteria: Class: AUD Task History Search in: ICMRegion0 Search options: Released version Property options: Match all

Assigned Staff:	Like	
Assignment Due Date:	Equals	M/d/yyyy
Assignment Due Date:	Between	M/d/yyyy and M/d/yyyy
Assignment Name:	Like	
Assignment Type:	Like	
Bp8CaseID:	Equals	
Date Served:	Equals	M/d/yyyy
Date Served:	Between	M/d/yyyy and M/d/yyyy
Date Task Assigned:	Equals	M/d/yyyy
Date Task Assigned:	Between	M/d/yyyy and M/d/yyyy
Date Task Closed:	Equals	M/d/yyyy
Date Task Closed:	Between	M/d/yyyy and M/d/yyyy
Docket Number:	Like	
Initiating Bureau:	Equals	
Last Action:	Like	
Lead Staff Member:	Like	
Old Agenda Number:	Like	
Order Entered Date:	Equals	M/d/yyyy
Order Entered Date:	Between	M/d/yyyy and M/d/yyyy
Public Meeting Agenda Number:	Like	
Public Meeting Date:	Equals	M/d/yyyy

Search Reset Results Display ☒ Keep search criteria open

INFOMAP

SAMPLE REPORT

Task Status

Active Tasks

Bureau Assignment

Assigned Bureau

Date Filed Range (All Tasks Option Only) Start Date

NULL

End Date

NULL

Bureau

ADM

Report Size

Short

3 of 4

100%

Find | Next

Case Tracking - Active Tasks For ADM As of 3/21/2019

Case ID	Docket Number	Utility Name	Case Type	Bureau Assignment Date	Days Assigned to Bureau	Orig Assigned Date	Days Since Originally Assigned
3005040	C-2018-3005040	MADONNA ENTERPRISES INC	Formal Complaint	2/5/2019 2:38 PM	44		
3005190	C-2018-3005190	JACOB R GELSINGER	Formal Complaint	2/5/2019 2:45 PM	44		
3005373	C-2018-3005373	GARY POLZOT	Formal Complaint	2/5/2019 4:39 PM	44		
3005451	C-2018-3005451	MATTHEW SMITH	Formal Complaint	2/5/2019 4:04 PM	44		
3005554	C-2018-3005554	3 T SOLUTIONS LLC	Formal Complaint	2/5/2019 4:11 PM	44		
2641950	C-2018-2641950	WILLIAM D MERCER JR	Formal Complaint	2/7/2019 4:50 PM	42		
3006029	C-2018-3006029	SEYBERT TRANSPORTATION SERV,INC	Formal Complaint	2/21/2019 1:38 PM	28		
3006113	C-2018-3006113	ARK TRANSPORT LLC	Formal Complaint	2/21/2019 1:56 PM	28		
3006161	C-2018-3006161	RUNNERZ LLC	Formal Complaint	2/21/2019 1:35 PM	28		
3000186	C-2018-3000186	PESARCHICK HAULING & COAL SALES LLC	Formal Complaint	2/25/2019 2:59 PM	24		
3005540	C-2018-3005540	CONNECTIONS TRANSWAY LLC	Formal Complaint	2/25/2019 3:18 PM	24		
3005550	C-2018-3005550	WYOMISSING CAR SERVICE AND TAXI LLC	Formal Complaint	2/25/2019 4:49 PM	24		
3005814	C-2018-3005814	HIGH CLASS TAXI LLC	Formal Complaint	2/25/2019 6:10 PM	24		
2643836	C-2018-2643836	PUCKETT, JOYCE JOYNER	Formal Complaint	2/28/2019 5:22 PM	21		
3008205	M-2019-3008205	TRI COUNTY TRANSIT SERVICE,INC.	Miscellaneous	3/1/2019 6:27 PM	20		

12 E-FILING

- eFiling permits consumers, utilities and attorneys to file certain documents electronically with the Commission without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the Commission. The eFiling process is intended to permit individuals to initiate formal proceedings with the Commission by the filing of a Qualified Document.
- eFiled documents have a file size limit of 10 megabytes (MB).
- In addition, users can sign a waiver to have documents served on them electronically (e-Service) rather than by certified mail.

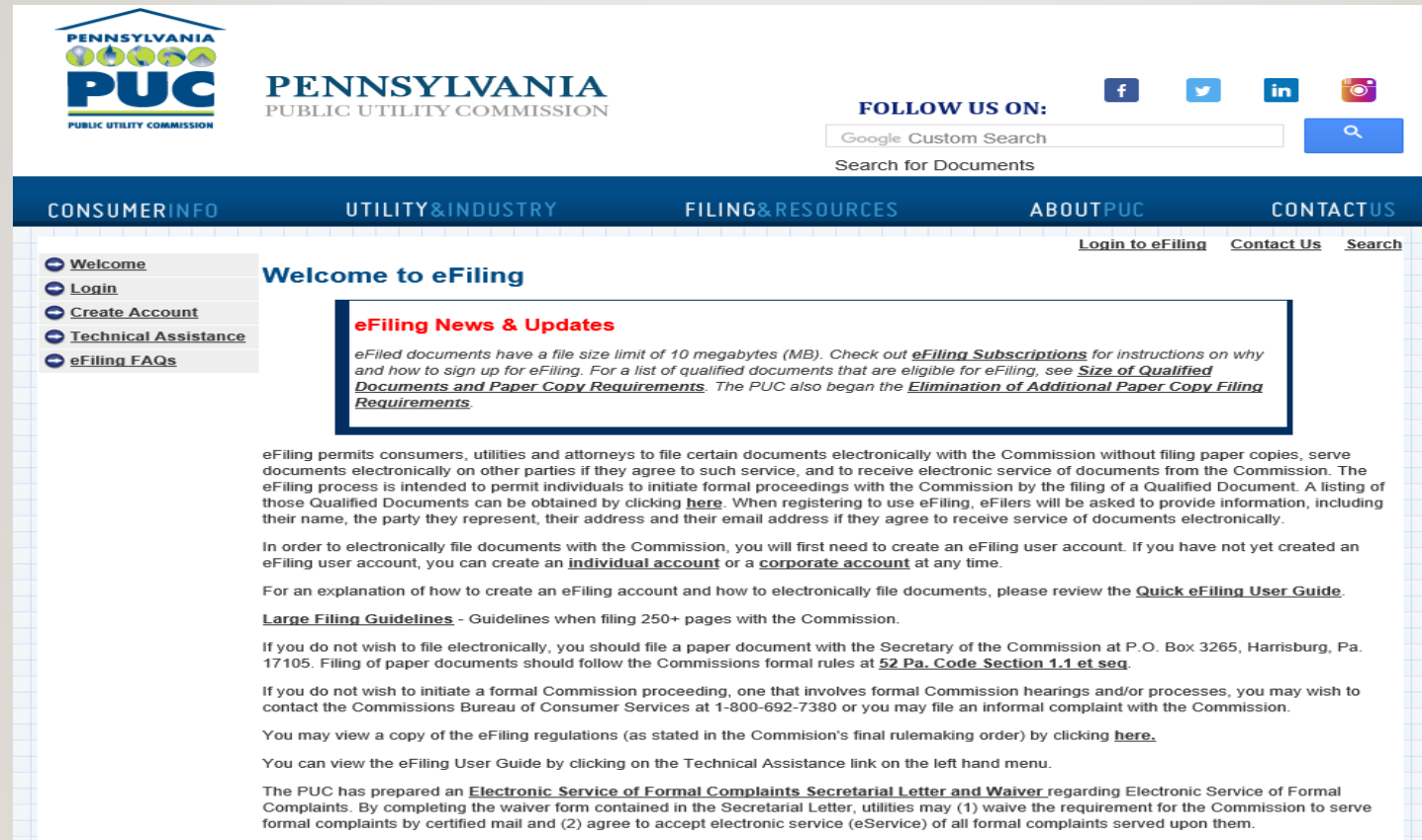
I3 SAMPLING OF QUALIFIED DOCUMENTS

- Adjustment Clause Rate Adjustments
- Affiliated Interest Agreements
- Annual Reports
- Applications
- Asset Optimization Plans
- Complaints
- Objection to Assessments
- Petitions
- Rate Increases
- Request for Advisory Opinions
- Request for Review of Ordinances
- Securities Certificates
- Statutory Complaints
- Tariffs

14 E-FILING

EASY ACCESS FROM PUC WEBSITE

WWW.PUC.STATE.PA.US



The screenshot displays the Pennsylvania Public Utility Commission (PUC) website. At the top, the PUC logo is on the left, and social media links for Facebook, Twitter, LinkedIn, and Instagram are on the right. Below the logo, the text "PENNSYLVANIA PUBLIC UTILITY COMMISSION" is visible. A search bar with the text "Google Custom Search" and a magnifying glass icon is present. Below the search bar, the text "Search for Documents" is displayed. The main navigation bar includes links for "CONSUMER INFO", "UTILITY & INDUSTRY", "FILING & RESOURCES", "ABOUT PUC", and "CONTACT US". On the left side of the page, a sidebar menu lists "Welcome", "Login", "Create Account", "Technical Assistance", and "eFiling FAQs". The main content area is titled "Welcome to eFiling" and features a section for "eFiling News & Updates". This section contains a box with the following text: "eFiled documents have a file size limit of 10 megabytes (MB). Check out [eFiling Subscriptions](#) for instructions on why and how to sign up for eFiling. For a list of qualified documents that are eligible for eFiling, see [Size of Qualified Documents and Paper Copy Requirements](#). The PUC also began the [Elimination of Additional Paper Copy Filing Requirements](#)." Below this box, the text explains that eFiling permits consumers, utilities, and attorneys to file certain documents electronically with the Commission without filing paper copies. It also states that the eFiling process is intended to permit individuals to initiate formal proceedings with the Commission by the filing of a Qualified Document. A listing of those Qualified Documents can be obtained by clicking [here](#). When registering to use eFiling, eFilers will be asked to provide information, including their name, the party they represent, their address and their email address if they agree to receive service of documents electronically. The text further explains that in order to electronically file documents with the Commission, users will first need to create an eFiling user account. If they have not yet created an eFiling user account, they can create an [individual account](#) or a [corporate account](#) at any time. For an explanation of how to create an eFiling account and how to electronically file documents, users are directed to review the [Quick eFiling User Guide](#). The text also mentions [Large Filing Guidelines](#) - Guidelines when filing 250+ pages with the Commission. If users do not wish to file electronically, they should file a paper document with the Secretary of the Commission at P.O. Box 3265, Harrisburg, Pa. 17105. Filing of paper documents should follow the Commission's formal rules at [52 Pa. Code Section 1.1 et seq.](#) If users do not wish to initiate a formal Commission proceeding, one that involves formal Commission hearings and/or processes, they may wish to contact the Commission's Bureau of Consumer Services at 1-800-692-7380 or they may file an informal complaint with the Commission. Users may view a copy of the eFiling regulations (as stated in the Commission's final rulemaking order) by clicking [here](#). Users can view the eFiling User Guide by clicking on the Technical Assistance link on the left hand menu. The text concludes by stating that the PUC has prepared an [Electronic Service of Formal Complaints, Secretarial Letter and Waiver](#) regarding Electronic Service of Formal Complaints. By completing the waiver form contained in the Secretarial Letter, utilities may (1) waive the requirement for the Commission to serve formal complaints by certified mail and (2) agree to accept electronic service (eService) of all formal complaints served upon them.

15 REDUCTION / ELIMINATION OF PAPER COPIES

- The success of an e-filing system can be measured by the number of paper documents that were filed compared to those that are now done electronically. E-filing was formally initiated in Pennsylvania in 2011. In that year we had 22,558 filings.
- By 2016 e-filings and paper filings were a 50 / 50 split and in 2017 we exceeded the number of paper filings.
- In 2019 the commission had over 28,000 filings with over 60% e-filed.

16 ELIMINATION OF PAPER COPIES (CONT.)

YEAR	TOTAL FILINGS	PAPER FILINGS	E-FILIINGS
2011	22,558	17,414	5,144
2012	24,722	16,597	8,125
2013	23,694	14,787	8,912
2014	28,251	15,280	12,971
2015	24,932	13,144	11,788
2016	26,950	13,476	13,474
2017	24,633	12,162	12,561
2018	27,347	12,570	14,777
2019	28,019	11,198	16,821

17 COMMISSION DOCKETING SYSTEMS

- In practice, a docket is a listing of the cases entered in a particular court that is available to the public for examination. Its purpose is to give official notice of the cases pending adjudication.
- Commission docketing systems offer an automated system to collect and organize the items to appear before the Commissioners for decision at a Public Meeting

18 DOCKETING SYSTEM COMPILES CASES INTO AN AGENDA FOR COMMISSIONER DECISION

OFFICE OF ADMINISTRATIVE LAW JUDGE

<u>AGENDA NO.</u>	<u>DOCKET NO.</u>	<u>NAME AND SUBJECT</u>
2638350-ALJ	C-2017-2638350	<p>CAROL SOJDA AND CAROL LUTZKANIN VS METROPOLITAN EDISON COMPANY</p> <p>- Formal Complaint filed 12/13/17 alleging, inter alia, that Met-Ed threatened to shut off their service and that smart meter's present health and safety concerns. On 1/4/18, Met-Ed filed an Answer and New Matter as well as Preliminary Objections. On 3/29/18, an Interim Order Setting Resolution Conference was issued directing the parties to participate in mediation. Due to lack of contact, mediation efforts were unsuccessful. Met-Ed filed a Motion to Dismiss the Complaint on 10/30/18. Complainant did not file a response to the Motion.</p> <p>COMMISSION REVIEW:</p> <p>That the Commission adopt ALJ Watson's Initial Decision granting the Motion to Dismiss and dismissing the Complaint with prejudice.</p>
3001726-ALJ	C-2018-3001726	<p>MICHELLE AND ROBERT PHILLIPS VS PENNSYLVANIA ELECTRIC COMPANY</p> <p>- Formal Complaint filed 5/7/18 alleging, inter alia, incorrect charges on their bill and service termination. Penelec filed its Answer on 5/29/18. An initial telephonic hearing was held on 9/17/18. The record was closed 10/30/18.</p> <p>COMMISSION REVIEW:</p> <p>That the Commission adopt Deputy Chief ALJ Hoyer's Initial Decision denying the Complaint for failure to meet the burden of proof.</p>

19 A CONVERSION TO DIGITAL

- Large file rooms full of documents
 - Paper, microfilm, microfiche
 - Vendors that can convert the outdated and decaying paper, film and fiche for a price (\$1.2M)
 - Information still needs reviewed by in-house staff for confidential items that cannot be posted to the website
- In-house conversion solution
 - Convert paper and film files by scanning and posting to InfoMAP and accessible via the website
 - Digital scanning machine and same in-house staff that needs to review for confidentiality requirements (at less than 1/4 of the cost)
 - Efficiencies for FOIA / RTK requests – scan documents and post to the website

20 OTHER COMMISSION TECHNOLOGIES

- **Interactive and Informative Websites**

- PA Powerswitch – allows shopping and selecting an electric generation supplier
- PA GasSwitch- allows shopping and selecting a natural gas supplier
- Act 13 Natural Gas Impact Fee- shows the collection and distribution of funds through an interactive state map
- Search for Consumer Complaints on Utilities

- **Consumer Account Interface (CAI)**

- Automatically assigns cases to PUC Investigators in our Bureau of Consumer Services
- Data Exchange- Encrypted data is transferred (FTP) to utilities on an hourly basis
- Automatic Case Closing – Checks the utility Reports coming back and, if it meets certain criteria, automatically closes case and prints letter to consumer

21 OTHER TECHNOLOGIES

- **Social Media Connection to Public**
 - Twitter, Facebook, LinkedIn, Instagram
- **VoIP interactive phones**
- **Videoconferencing / Webinars**
- **i-phones**
- **HP Elite II Tablets**
- **O365 Skype for Business**
- **Cyber Security group**
 - lending Cyber Security awareness/guidance audits to utilities
 - internal Phishing exercises and follow up training with internal staff
 - Penetration testing of applications and firewalls
- **Gas Safety Inspection and Motor Carrier Safety inspection applications**
 - allows inspectors to complete inspections via an online template; can print out a report / citation for the utility being inspected and data is uploaded into a database for future reports to the Feds



23 HP ELITE 2 (LAPTOP / TABLET)



24 NARUC INFORMATION SERVICES SUBCOMMITTEE

- IT professionals from the various commissions that meet to seek out and discuss best practices
- The subcommittee stands ready to support the various NARUC committees and your Commissions with ideas, best practices, and vendor demonstrations for technologies you need to meet the demands of your stakeholders

25 ANY ADDITIONAL QUESTIONS

Thank you for your time!

Bob Gramola

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