DC PSC Staff Day-to-Day Obstacles

"Where are my files?"

"Where is my request?"

"Did you see my edits?"

"Please work with OTRA on this."

"Have we received the proper approvals to add this to the agenda?"

"How are we doing with the rate case?"

"When is that deadline?"

"Which version is the most recent?"

"Who made edits to the memo?"

"I missed the deadline."

Background

• Phase I
  • Identified the DC PSC’s business requirements
  • RFP
  • Vendor selected
  • Business requirements assessment

• Phase II (ongoing)
  • Refined business requirements
  • Met with DC PSC stakeholders
  • Conducted business process assessment
  • Design and implementation
Case Management Requirements

Provide automated processing of DC PSC functions, increased transparency and staff efficiency, reduced costs via a paperless environment, and improved control of sensitive information.
Why SharePoint?

• Included in the DC PSC’s Office 365 subscription
• Familiar interface
• Customizable
• Strong collaboration functionality
• Document management
• Document versioning
• Seamless integration with Microsoft Office
• Flexibility to fit the DC PSC’s growing business requirements
A customizable portal allows employees to quickly view tasks, news, events, and documents.

Tiles on the left provide access to business and case management apps, with single sign-on using one set of credentials via Office 365.
Centralized Task List

- The Centralized Task List (CTL) is the heart of the DC PSC’s workflow solution. As cases, filings, applications and documents are submitted from various systems, workflow tasks are automatically added.

- Employees see his/her pending tasks with links to review the item in the associated application. Managers can view their subordinate’s tasks.
Document Management

- SharePoint document management provides full-text indexing, versioning, auditing, and check-in/check-out.
- Creation of documents are streamlined using Microsoft Word templates and SharePoint metadata.
- Easily sort and filter files by metadata.
SharePoint metadata collected in Word is stored in a database (i.e., document library) to easily manage and filter information.
Renewable Energy Portfolio Standard

- DC PSC streamlined the application process for certification as an eligible renewable energy standards generating facility.
- Suppliers have their own dashboard to submit applications and view status of existing applications.
Dynamic Forms

- Based on the type of energy selected, the fields on the screen dynamically change to collect the appropriate data.
Conditionally Required Documents

- Better and more accurate applications by ensuring correct documents are submitted.
- Based on application type and certain field values, specific documents are conditionally required.

<table>
<thead>
<tr>
<th>Required Documentation</th>
<th>Attachment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Certificate of Good Standing, if applicable, issued by the state in which the business was formed (Mandatory if the application is from a business)</td>
<td>Sample PDF.pdf</td>
</tr>
<tr>
<td>One copy of U.S. Department of Energy, Energy Information Administration Form EIA-860, if rated capacity is &gt; 1.0 MW (Mandatory if rated capacity is &gt; 1.0 MW) *</td>
<td>Sample PDF.pdf</td>
</tr>
<tr>
<td>Certificate of Authorization to Conduct Business in the District of Columbia, if applicable (Mandatory if the application is from a business applying for a facility in the District)</td>
<td>Sample PDF.pdf</td>
</tr>
<tr>
<td>Documentation of authority to sign on behalf of Applicant (Mandatory if third party is filing on behalf of owner)</td>
<td>Sample PDF.pdf</td>
</tr>
<tr>
<td>Formula for computing proportion of output per fuel type (Mandatory if answer is yes to &quot;Are multiple fuel sources utilized&quot;) *</td>
<td>Sample PDF.pdf</td>
</tr>
<tr>
<td>Other</td>
<td>Sample PDF.pdf</td>
</tr>
</tbody>
</table>
Electronic Attestation

• Electronic affidavits and signatures eliminate the need to submit notarized documents.

Electronically signed by: John Doe
• RPS Admins have their own dashboard to review and process applications.
Acting on Submitted Applications

- After opening and reviewing an application, the RPS Admin can request more information, withdraw an application or docket the application.

![Request for Information dialog box]

**Please note:** The information entered in the text area below will be sent to the applicant.

The Public Service Commission of the District of Columbia received RPS Application #138 for Carolyn Brunette Residence - RFI on 9/21/2018. A response to this Request for Information is required to complete processing of the referenced RPS Application.

You can add more information to the email body before sending.

[Request for Information button] [Cancel button]
Integration with eDocket

- Docketing applications creates filings and integrates into the DC PSC’s eDocket system.
Future Considerations

• Strive for 100% DC PSC participation
• Tie into CCMS (Consumer Complaints System)
• Additional eDocket enhancements and integration
• Agenda/Hearing Binder Management
• Automation of our EA/TA/GA Applications
• Pull in Pipeline Safety information
• Enhanced Reporting
• Data Visualization Tools