



Case Management & Workflow Presentation

Presented to NARUC
Subcommittee on
Information Services

November 12, 2018

DC PSC Staff Day-to-Day Obstacles





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



Phase II





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





SharePoint Portal

- 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.

The screenshot displays a SharePoint Portal interface. On the left, a vertical navigation pane contains tiles for Office 365, eDocket, RPS, Assessments, CIMS, eTraining/eTravel, eProcurement/eInvoice, Templates, Conferences Rooms, Employee Directory, and IT Helpdesk. The main content area is divided into sections: 'CENTRALIZED TASK LIST' with a table of tasks, 'DATA REQUESTS' with a table of requests, and 'PSC NEWS' with news items. The 'CENTRALIZED TASK LIST' table has columns for Application, Description, Assigned To, Submitted By, Submitted Date, and Due Date. The 'DATA REQUESTS' table has columns for Name, Request Date, Request Company, Case, Response Due, Requestor Name, and Assign.

Application	Description	Assigned To	Submitted By	Submitted Date	Due Date
RPS	RPS Application # 489 was submitted on 11/9/2018. Please review this application by 12/4/2018	RPS Admin	rpstest	11/09/2018 11:17:16	11/30/2018
RPS	RPS Application # 486 was submitted on 11/4/2018. Please review this application by 11/27/2018	RPS Admin	kyleyst	11/04/2018 10:32:45	11/23/2018

Name	Request Date	Request Company	Case	Response Due	Requestor Name	Assign
DR-1234-2018-9-17	9/14/2018	Softtek Services, Inc.	1234	9/21/2018	Lynn Lear	Assign
DR-4444-2018-09-11	9/12/2018	Softtek Services, Inc.	Formal Case No. 4444	9/13/2018	Lynn Lear	Assign
DR-9999-2018-9-20	9/7/2018	Softtek Services, Inc.	9999	9/28/2018	Lynn Lear	Assign



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.

CENTRALIZED TASK LIST						
Filter by users:			My tasks ▼			
Show ▼ entries			Search: <input type="text"/>			
Application	Description	Assigned To	Submitted By	Submitted Date	Due Date	
RPS	RPS Application # 469 was submitted on 11/9/2018. Please review this application by 12/4/2018	RPS Admin	rpstest	11/09/2018 11:17:16	11/30/2018	Review Edit
RPS	RPS Application # 466 was submitted on 11/4/2018. Please review this application by 11/27/2018	RPS Admin	kyleyost	11/04/2018 10:32:45	11/23/2018	Review Edit
Showing 1 to 2 of 2 entries					First Previous 1 Next Last	



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.

DATA REQUESTS

Enter Case #


Create Data Request Document

✓		Name	Request Date	Request Company	Case	Response Due	Requestor Name	Assign
		DR-1234-2018-9-17	... 9/14/2018	Softek Services, Inc.	1234	9/21/2018	Lynn Lear	
		DR-4444-2018-09-11	... 9/12/2018	Softek Services, Inc.	Formal Case No. 4444	9/13/2018	Lynn Lear	
		DR-9999-2018-9-20	... 9/7/2018	Softek Services, Inc.	9999	9/28/2018	Lynn Lear	
		DR-EA1111-2018-09-11	... 9/11/2018	Potomac Electric Power Company	Formal Case No. 1150/1151	9/18/2018	Grace Hu	
		DR-EA2222-2018-9-14	... 9/14/1918	Softek Services, Inc.	EA2222	9/21/1918	Lynn Lear	
		DR-GA1234-2018-9-14	... 9/7/2018	Softek Services, Inc.	GA1234	9/21/2018	Lynn Lear	



Word Templates and Metadata

- SharePoint metadata collected in Word is stored in a database (i.e., document library) to easily manage and filter information.

<p style="text-align: center;"> Public Service Commission of the District of Columbia 1325G Street, N.W., Suite 800 Washington, D.C. 20005 (202) 626-5100 www.dcpsc.org</p> <p style="text-align: center;">[Request Date]</p> <p>VIA [VIA]</p> <p>[Request Name] [Title] [Request Company] [Address Block]</p> <p>Re: [Case] Subject: [Subject] Date Due: [Response Due]</p> <p>Dear [Salutation]:</p> <p>Pursuant to Section 122 of the Rules of Practice and Procedure for the District of Columbia Public Service Commission, the Commission hereby submits the attached Commission Data Request No. [Request Number] to [Request Company] ("[Company Acronym]"). Please file your response with the Office of the Commission Secretary no later than the date listed above.</p> <p>These requests are continuing in nature. Consequently, [Company Acronym] must supplement its answers if additional information becomes available or if previously submitted information changes. The Commission reserves the right to propound follow-up or additional data requests, if necessary. Thank you for your immediate attention to this matter. If you have any questions regarding this request, please contact [Contact Person and Phone Number].</p>	<p style="text-align: right;">Commission Data Request No. [Request Number] to [Company Acronym] Re: [Case] Subject: [Subject]</p> <hr/> <p>All information responses should be provided in <u>searchable</u> PDF, DOC or EXCEL (with all formulas intact) files via email or electronic media.</p> <p>Write opening paragraph here.</p> <ol style="list-style-type: none">1. List items here. Press the TAB key to add a sub-bullet.
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Renewable Energy Portfolio Standard

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

[Submit New Application](#) [Submit Addendum](#)

My Application(s)

Show entries

Application #

Facility Name

Facility Address

Fuel Type

Submitted Date

Case #

Status

[471](#)

Sample Photovoltaic Application

1101 14th ST NW

Photovoltaic

Draft

[470](#)

Non Solar Application

1156 15th ST NW #100

Geothermal

Draft

[469](#)

Sample Thermal Application

1156 15th ST NW #100

Thermal

11/09/2018

Submitted

Showing 1 to 3 of 3 entries

First

Previous

1

Next

Last

My Renewable Energy Generating Facility(s)

Show entries

[Certified](#)

Decertified

[Export to](#)

Facility Name

Facility Address

Fuel Type

GATS Unit ID

Certified Date

Status

[Sample Photovoltaic Application](#)

1156 15th ST NW #100

Photovoltaic

11/09/2018

Certified



Dynamic Forms

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

Fuel Type: Solar

Select Type of Solar Energy *

Name of Manufacturer *

Model

Array Information *

Array	Number of Panels	Wattage Per Panel	Tilt	Azimuth	
1	<input type="text" value="1000"/>	<input type="text" value="255"/>	<input type="text" value="1"/>	<input type="text" value="2"/>	
2	<input type="text" value="2000"/>	<input type="text" value="375"/>	<input type="text" value="2"/>	<input type="text" value="4"/>	

Geothermal

Rated Capacity * MW
If less than a MW, use a decimal point

Are multiple fuel sources utilized? * ☒ Yes ☐ No

% Renewable

Operational Start Date *

Co-Firing Information

Is the facility co-firing with fossil fuels? * ☒ Yes ☐ No

Co-fire start date *

Is the facility a behind-the-meter (BTM) generator? ☒ Yes ☐ No









Is Net Metering Used? ☒ Yes ☐ No



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.

Required Documentation

Required Document	Attachment	
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)		
One copy of U.S. Department of Energy, Energy Information Administration Form EIA-860, if rated capacity is > 1.0 MW (Mandatory if rated capacity is > 1.0 MW) *	Sample PDF.pdf	 
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)		
Documentation of authority to sign on behalf of Applicant (Mandatory if third party is filing on behalf of owner)		
Formula for computing proportion of output per fuel type (Mandatory if answer is yes to "Are multiple fuel sources utilized") *	Sample PDF.pdf	 
Other		



Electronic Attestation

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

Electronic Signature

☒ **Affidavit of General Compliance:** I certify, under penalty of perjury, that the information provided on this application is true, complete and accurate, to the best of my knowledge. *

☒ **Affidavit of Environmental Compliance:** I certify, under penalty of perjury, that the Facility complies with all applicable state and federal environmental requirements, including obtaining or renewing all applicable state and federal environmental permits. In addition, this Facility has not experienced any major environmental violations during the preceding year. *

Electronically signed by:

John Doe

 *

Back to Dashboard

Print

Submit



RPS Admin Dashboard

- RPS Admins have their own dashboard to review and process applications.

Manage Application Manage Facility

Outstanding Application(s)

Show 25 entries

Application #	Facility Name	Facility Address	Fuel Type	Submitted Date	Action required by
466	Beta Test - Donald Gips	3835 Harrison ST NW	Photovoltaic	11/04/2018	11/27/2018
469	Sample Thermal Application	1156 15th ST NW #100	Thermal	11/09/2018	12/04/2018

Showing 1 to 2 of 2 entries First Previous **1** Next Last

Application(s) Pending Response from Applicant

Show 25 entries

Application #	Facility Name	Facility Address	Fuel Type	Days in Queue	Case #	Information Requested
464	365 Solar Project	45 East Main Street #433	Photovoltaic	9		10/30/2018
463	Cox, Justin Residence - J Cox	610 19th St NE	Photovoltaic	10		10/30/2018
459	SS Test 1	123 Main ST	Photovoltaic	12		10/26/2018

Showing 1 to 3 of 3 entries First Previous **1** Next Last

Processed Application(s)

Submitted Date From: To:

Show 25 entries All

Application #	Facility Name	Facility Address	Fuel Type	Submitted Date	Days in Queue	Case #	Status
467	Sample Photovoltaic Application	1156 15th ST NW #100	Photovoltaic	11/05/2018	0	RPS2018-368	Certified
465	Bull Hill Wind Farm	5567 Open View Road #124	Wind	10/30/2018	0	RPS2018-366	Certified



Acting on Submitted Applications

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

Back to Dashboard Request for Information Withdraw Docket

Request for Information

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 Carolynn 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 Cancel



Integration with eDocket

- Docketing applications creates filings and integrates into the DC PSC's eDocket system.

[Back to Dashboard](#)[Request for Information](#)[Withdraw](#)[Docket](#)

Docket Number: RPS2018-368 - 1

Filing Type	Application - RPS
Received Date	11/5/2018, 9:00 AM
Company / Individual	Softek Services, Inc./Sample Photovoltaic Application

Document successfully uploaded to eDocket system.

RPS Application 467.pdf

[New Filing](#)[Edit Current Filing](#)[My Dashboard](#)

Renewable Power Supply Application

RPS2018-368 - E - 1

RECEIVED 2018 NOV 5 9:00 AM

Contact Information

Renewable Energy Facility Information

Name	Sample Photovoltaic Application		
Address	1156 15th ST NW #100 Washington, DC 20005		
Is this a Residential facility?	No	Is this a community renewable energy facility?	No
Is this a DC Government facility?	No	Is this a Federal facility?	No

Owner Information

Name	TF Cornerstone	Phone	202-555-5555	Email	owner@TF.com
Address	1156 15th ST NW #100 Washington, DC 20005		Do you have a Power Purchase Agreement (PPA)?	No	
Is the system owned by a third party?	No				

Operator Information

Name	Dale Barlow	Phone	202-555-5555	Email	dale@TF.com
Address	1156 15th ST NW #100 Washington, DC 20005				

Contact Person Information

Name	Lynn Lear	Title	Manager		
Address	123 Main Street Fairfax, VA 22132	Phone	703-555-5555	Email	llear@softekdcc.com

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**



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