

AGENCY NAME:	Office of Regulatory Staff		
AGENCY CODE:	R060	SECTION:	073



Fiscal Year 2020-21 Agency Budget Plan

FORM A - BUDGET PLAN SUMMARY

OPERATING REQUESTS (FORM B1)	For FY 2020-21, my agency is (mark "X"):		
	<input type="checkbox"/>	Requesting General Fund Appropriations.	
	<input type="checkbox"/>	Requesting Federal/Other Authorization.	
	<input checked="" type="checkbox"/>	Not requesting any changes.	

NON-RECURRING REQUESTS (FORM B2)	For FY 2020-21, my agency is (mark "X"):		
	<input type="checkbox"/>	Requesting Non-Recurring Appropriations.	
	<input type="checkbox"/>	Requesting Non-Recurring Federal/Other Authorization.	
	<input checked="" type="checkbox"/>	Not requesting any changes.	

CAPITAL REQUESTS (FORM C)	For FY 2020-21, my agency is (mark "X"):		
	<input type="checkbox"/>	Requesting funding for Capital Projects.	
	<input checked="" type="checkbox"/>	Not requesting any changes.	

PROVISOS (FORM D)	For FY 2020-21, my agency is (mark "X"):		
	<input type="checkbox"/>	Requesting a new proviso and/or substantive changes to existing provisos.	
	<input type="checkbox"/>	Only requesting technical proviso changes (such as date references).	
	<input checked="" type="checkbox"/>	Not requesting any proviso changes.	

Please identify your agency's preferred contacts for this year's budget process.

	<i>Name</i>	<i>Phone</i>	<i>Email</i>
PRIMARY CONTACT:	Renee Herndon	803-737-0837	rherndon@ors.sc.gov
	Mark Rhoden	803-737-1108	mrhoden@ors.sc.gov
SECONDARY CONTACT:			

I have reviewed and approved the enclosed FY 2020-21 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

	<i>Agency Director</i>	<i>Board or Commission Chair</i>
SIGN/DATE:	<i>Nanette S. Edwards</i>	
TYPE/PRINT NAME:	Nanette S. Edwards <i>9/20/2019</i>	

This form must be signed by the agency head – not a delegate.

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FORM F – REDUCING COST AND BURDEN TO BUSINESSES AND CITIZENS

TITLE	Consumer Tracking Database Upgrade
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Provide a brief, descriptive title for this request.

EXPECTED SAVINGS TO BUSINESSES AND CITIZENS	Upgrade will create efficiencies in customer care practices to ultimately yield cost savings to consumers
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What is the expected savings to South Carolina’s businesses and citizens that is generated by this proposal? The savings could be related to time or money.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply: <input type="checkbox"/> Repeal or revision of regulations. <input type="checkbox"/> Reduction of agency fees or fines to businesses or citizens. <input checked="" type="checkbox"/> Greater efficiency in agency services or reduction in compliance burden. <input type="checkbox"/> Other
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METHOD OF CALCULATION	Improvement in trend analysis and consumer complaint tracking to allow for proactive intervention with utilities to ensure high-quality service and minimize customer complaints
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Describe the method of calculation for determining the expected cost or time savings to businesses or citizens.

REDUCTION OF FEES OR FINES	Not applicable
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Which fees or fines does the agency intend to reduce? What was the fine or fee revenue for the previous fiscal year? What was the associated program expenditure for the previous fiscal year? What is the enabling authority for the issuance of the fee or fine?

REDUCTION OF REGULATION	Not applicable
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Which regulations does the agency intend to amend or delete? What is the enabling authority for the regulation?

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SUMMARY

The upgrade to the current Consumer Tracking Database will allow ORS to track and link similar complaints by customer, premise, account, area and/or utility. ORS will be able to analyze trends in consumer complaints to proactively address issues with utilities to facilitate utilities' corrective action plans addressing the problems identified and minimize consumer complaints. The upgrade will also create efficiencies for the Consumer Services investigators. These efficiencies will allow more time for critical reviews of utilities consumer practices to determine potential non-compliance with PSC rules and regulations that gave rise to the issues underlying consumer complaints. More in-depth investigations will strengthen ORS's technical expertise and support of utility consumer practices, and ultimately upholds ORS' mission of preserving high quality utility services.

Provide an explanation of the proposal and its positive results on businesses or citizens. How will the request affect agency operations?