



Data Center Staff scans a document into the PSC's Electronic Filing and Information System.

Preserving The Agency's Records

By Kim Happy

The Commission receives an average of 473 new cases annually and receives approximately 7,667 individual case filings a year. The Commission's Data Center is responsible for managing and maintaining the Commission's records and ensuring that the official Commission files are accurate and complete.

The Data Center's mission is to carry out the orders of the Commission; preserve the agency's records in an accurate and efficient manner; provide timely and convenient access to the records; and provide reliable and courteous service.

The Commission handles a variety of complex cases and the decisions and determinations pertaining to the cases are issued in the form of Commission Orders and Notices. One of the Data Center's primary duties is to distribute the Orders and Notices issued by the Commission to the case parties and to other parties of interest. Accurate and timely distribution is essential. Approximately 1,400 Orders and 220 Notices are distributed annually. The majority of the information is disseminated electronically.



At one time, case files were catalogued using card files. Now, all case indexes are electronic. Older PSC case files are available for viewing on microfiche and microfilm.



Melissa Anderson of the Data Center Staff sorts through files. Before the Electronic Filing and Information System was implemented, all of the Commission's records and case files were stored in paper form.

Commission decisions can be appealed to court. When an appeal is initiated, the required documents are delivered to the Data Center for processing and handling.

In turn, the Data Center transmits the appeal and filing fee to the appropriate court for filing. The matter is then turned over to the Commission's Litigation Department for handling.

In coordination with the Secretary of the Commission, the Data Center Staff serves as the custodian of records for the agency. This includes maintaining and cataloguing the agency's records, many of which must be kept permanently.

Data Center Staff and the Secretary of the Commission receive and respond to outside requests for case records, utility company

annual reports, tariff records, and other historical documents. The Data Center has been diligently working to digitize most of the agency's records to make them more readily accessible and to ensure timely responses to requests for records.

A significant portion of the Data Center's responsibilities involves information management for the Commission's Electronic Filing and Information System (EFIS). EFIS is a centralized records repository for the agency and includes a case management system, a complaint management system, and is equipped with automated workflow. In addition, EFIS is also an e-filing system where internal and external users, including consumers, utility company representatives, attorneys, and the general public, file various documents and compliance reports with the Commission. The Data Center provides user support for internal and external users of the system.

System quality and integrity are vital components of a successful system. Data Center Staff act as database administrators for EFIS. Data Center Staff reviews the previous day's submissions to ensure that the information is properly indexed and uploaded. When errors or omissions are found, data corrections and revisions are performed. An average of 87,445 documents is uploaded into EFIS annually. For calendar year 2014, Data Center Staff performed over 31,000 administrative data corrections.

Data Center Staff maintains and updates utility company tariffs, which contain the rates, terms and conditions, rules and regulations of the utility's service. The Data Center processes an average of 914 tariff submissions annually.

Consumers are invited to contact the PSC Data Center for questions they may have regarding EFIS or if seeking information on a specific case or issue before the Commission. The Commission's toll-free hotline number is 1-800-392-4211. We look forward to serving you.

Kim Happy is the Manager of the Data Center for the PSC Staff.