

# ARKANSAS PUBLIC SERVICE COMMISSION

FY 2018 – FY 2019 STRATEGIC PLAN

## MISSION:

*Enhance the economic environment of the state by: ensuring safe, reliable and reasonably priced utility service; educating customers to make independent and informed choices; and ensuring the fair and equitable ad valorem assessment and equalization of utility and carrier property.*

## VISION:

*Ensure that the jurisdictional utilities provide safe and reliable utility service at reasonable rates and will render fair and equitable ad valorem assessments while appropriately balancing the interests of utility ratepayers and utility owners.*

## CORE VALUES:

- *Commitment to ensuring safe and reliable utility service.*
- *Commitment to establishing just and reasonable rates.*
- *Teamwork.*
- *Fairness.*
- *Integrity.*
- *Responsive to the public.*
- *Leadership.*
- *Professionalism.*
- *Technical Competency.*
- *Knowledgeable.*
- *Trustworthiness.*
- *Sound Judgment.*

**GOAL 1: REGULATE ALL JURISDICTIONAL UTILITY SERVICES AND FUNCTIONS IN AN EFFECTIVE AND INNOVATIVE MANNER WHILE ENSURING APPROPRIATE CUSTOMER SAFEGUARDS.**

Measurable Objective 1: Address all utility filings in accordance with the applicable statutes and Commission rules.

Strategy 1: Establish a procedural schedule in each case as required.

Strategy 2: Conduct hearings in each case as required.

Strategy 3: Issue orders in each case as required.

Strategy 4: Develop and implement creative solutions and approaches to utility regulation and policy including recommendations for legislative action.

Strategy 5: Monitor the regulated rates and earnings of each jurisdictional utility.

Measurable Objective 2: Ensure that the jurisdictional utilities are meeting the established standards for quality of service including determining whether the measures used to assess the technical quality of service are adequate and appropriate.

Strategy 1: Annually inspect jurisdictional utility facilities and evaluate jurisdictional utility operations.

Strategy 2: Annually assess whether the facilities inspected and the utility operations evaluated meet the requirements in the applicable Commission rules.

Strategy 3: As required, address any areas of non-compliance with the applicable Commission rules.

Measurable Objective 3: Evaluate and act on utility matters before Federal regulatory agencies and the United States Congress.

Strategy 1: Monitor utility matters before Federal regulatory agencies and the United States Congress.

Strategy 2: As required, intervene and participate as a party in proceedings before Federal regulatory agencies.

Strategy 3: As required, engage with the Arkansas congressional delegation regarding pending matters including recommendations for legislative action.

## GOAL 2: ENSURE THAT PIPELINE COMPANIES AND MASTER METERED GAS SYSTEMS OPERATE SAFELY.

Measurable Objective 1: Annually, conduct periodic inspections as required under the applicable statutes and Commission rules to ensure that each jurisdictional gas pipeline company's and master metered gas system's performance complies with the Arkansas Gas Pipeline Safety Code.

Strategy 1: Annually inspect the facilities of jurisdictional gas pipeline companies and master metered gas systems.

Strategy 2: Annually, assess compliance with the requirements of the Arkansas Gas Pipeline Safety Code.

Strategy 3: As required, address any areas of non-compliance with the applicable provisions of the Arkansas Gas Pipeline Safety Code.

Measurable Objective 2: Annually, evaluate the Arkansas Gas Pipeline Safety Code considering ongoing industry analyses and customer feedback and recommend appropriate modifications to ensure that the standards require safe and reliable operations.

Strategy 1: Identify any required modifications to the Arkansas Gas Pipeline Safety Code.

Strategy 2: Initiate a rulemaking proceeding to implement any required modifications to the Arkansas Gas Pipeline Safety Code.

### GOAL 3: EFFICIENTLY AND EFFECTIVELY RENDER AD VALOREM ASSESSMENTS FOR UTILITIES AND CARRIERS.

Measurable Objective 1: Establish a fair market value for the property of the utilities, railroads, airlines, barge lines and motor carriers in compliance with the statutory guidelines for ad valorem assessments.

Strategy 1: Annually, send the annual report forms to the utilities, railroads, airlines, barge lines and motor carriers and obtain completed reports from those entities.

Strategy 2: Calculate the ad valorem assessments for the utilities, railroads, airlines, barge lines and motor carriers in compliance with the statutory guidelines.

Measurable Objective 2: Provide accurate and timely certification of all the utility and railroad ad valorem assessments to the appropriate county and school officials to allow the counties to bill and collect property taxes on the utility and railroad property, and accurately apportion the taxes to the appropriate school districts, and city and county taxing jurisdictions.

Strategy 1: Annually, provide certification of all the utility and railroad assessments to the appropriate county and school officials by July 15.

Measurable Objective 3: Submit the motor carrier, barge line, airline, and private car assessments to the Arkansas Highway Commission for approval in compliance with statutory guidelines.

Strategy 1: Annually, provide the motor carrier, barge line, airline, and private car assessments to the Arkansas Department of Transportation at least one week before the notice date.

### GOAL 4: EFFECTIVELY ASSIST CUSTOMERS IN RESOLVING UTILITY RELATED QUESTIONS AND PROVIDE INFORMATION TO CUSTOMERS TO ASSIST IN MAKING DECISIONS REGARDING UTILITY SERVICE.

Measurable Objective 1: Respond to customer and public official inquiries including assisting customers and public officials in resolving questions and complaints regarding utility service.

Strategy 1: Respond to customer and public official inquiries as such inquiries arrive.

Strategy 2: Assist customers and public officials in resolving questions and complaints regarding utility service.

Measurable Objective 2: Provide information to utility customers and public officials across the state regarding utility industry issues.

Strategy 1: Maintain current information on the Commission’s web page regarding utility filings, utility industry issues, and other information useful to customers and public utility officials.

Strategy 2: Provide educational programs for elected officials, government, community, business, and customer groups across the state.

## GOAL 5: USE TECHNOLOGY TO ENABLE EFFICIENT AGENCY OPERATIONS

Measurable Objective 1: Enhance the capabilities of the Commission’s Electronic Filing System to further reduce paper filings.

Strategy 1: Develop a means for jurisdictional utilities to submit their annual reports using the electronic filing system.

## APPENDIX: AGENCY PROFILE, ALIGNMENT CHART, AND ORGANIZATIONAL CHART

Arkansas Public Service Commission Alignment Chart  
Arkansas Public Service Commission Organization Chart

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# ARKANSAS PUBLIC SERVICE COMMISSION ALIGNMENT CHART

<b>ARKANSAS PUBLIC SERVICE COMMISSION's Goals</b>	<b>Governor's Goals</b>
Effective and innovative regulation of utility services and functions	<p><b><u>Efficient and Responsive</u></b>: Transform the culture of state government</p> <p><b><u>Grow</u></b>: Create jobs and grow Arkansas's economy</p> <p><b><u>Safe</u></b>: Protecting the public's safety and security</p> <p><b><u>Quality of Life</u></b>: Make Arkansas the best state to work, live, and raise a family</p>
Safe operations of pipeline companies and master metered systems	<p><b><u>Safe</u></b>: Protecting the public's safety and security</p> <p><b><u>Grow</u></b>: Create jobs and grow Arkansas's economy</p> <p><b><u>Quality of Life</u></b>: Make Arkansas the best state to work, live, and raise a family</p>
Efficient and effective ad valorem assessments	<p><b><u>Efficient and Responsive</u></b>: Transform the culture of state government</p> <p><b><u>Educate</u></b>: Support a path of life-long learning for Arkansans</p> <p><b><u>Quality of Life</u></b>: Make Arkansas the best state to work, live, and raise a family</p>
Effectively assist customers	<p><b><u>Grow</u></b>: Create jobs and grow Arkansas's economy</p> <p><b><u>Efficient and Responsive</u></b>: Transform the culture of state government</p> <p><b><u>Quality of Life</u></b>: Make Arkansas the best state to work, live, and raise a family</p>
Use technology to enable efficient Agency operations.	<p><b><u>Efficient and Responsive</u></b>: Transform the culture of state government</p>

# ARKANSAS PUBLIC SERVICE COMMISSION ORGANIZATIONAL CHART

