



Public Safety Interim Budget Committee
Update on Goals and Objectives for

REDDI

PSC's EDDI Replacement

December 8, 2022

PSC Commissioner Jennifer Fielder



Overall Project Phases

FULLY FUNDED &
COMPLETED



PHASE 1 (2021)

- ✓ **Contract a Project Manager Software Analyst (PMSA)**
- ✓ **Evaluate EDDI Functionality & Repair/Replace Feasibility**

FULLY FUNDED &
COMPLETED



Phase 2 (2022)

- ✓ **Create System Requirements**
- ✓ **Select & Procure a Solution (Product & Services)**

Phase 3 (2022-24)

PART A: FUNDED & W.I.P.



A) Construct Minimum Viable Product (MVP)

PART B: PENDING APPROP.



B) Complete Functionality (MVF)



Release Schedule & Resource Allocation

R-1 CONSUMER ASSISTANCE				R-2 POLICY	R-3 FILINGS	R-4 LEGAL			R-5 SAFETY	R-6 LICENSING	
Consumer Programs	Consumer Complaints	Common Components	Outage Reporting	Public Policy Tracking	Regulatory Applications	Investigation	Rulemaking	Litigation Management	RR & Pipeline Inspections	Annual Reporting	Licensing & Registration
Aug-Sept 2022	Sept 2022	Oct 2022	Nov 2022	Nov-Dec 2022	Jan-Feb 2023	Feb 2023	Mar 2023	Mar-Apr 2023	May 2023	Jun 2023	Jun 2023

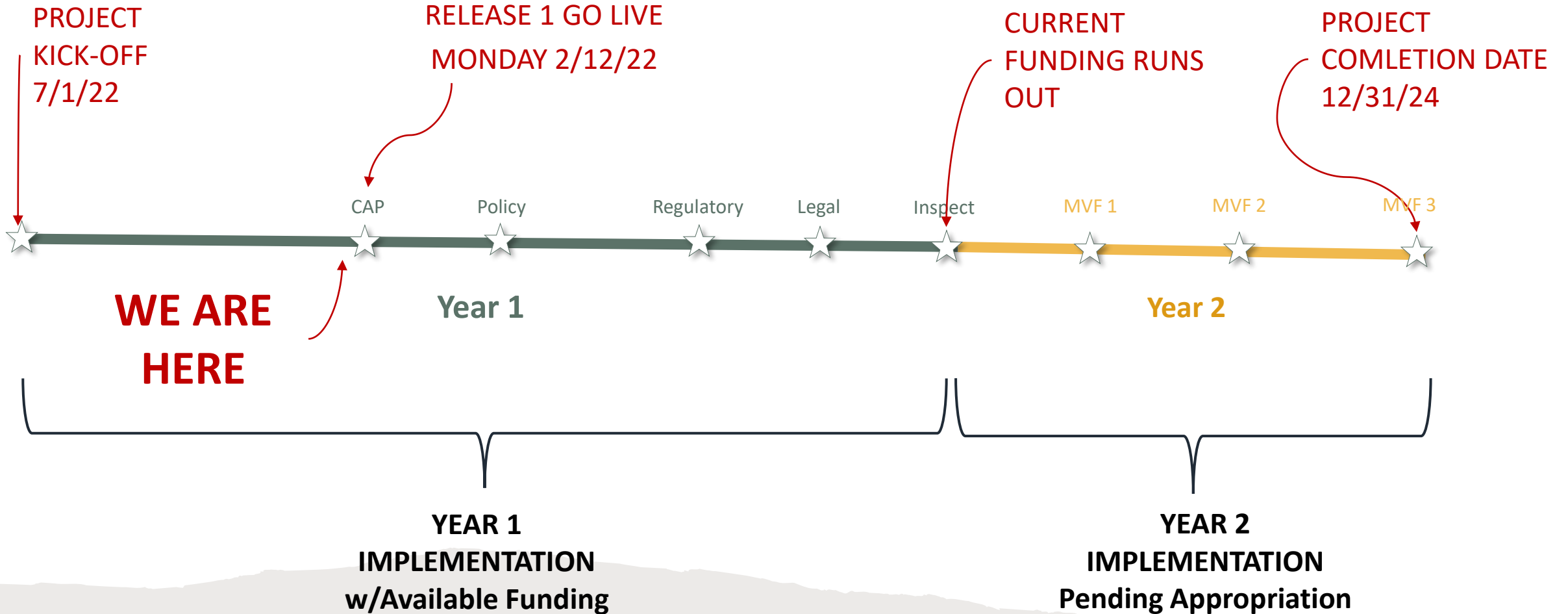
KEY: Each colored rectangle above represents a Sprint approximately 15 days in length

Green = Current Biennium

Tan = Next Biennium



Implementation Timeline



PSC REDDI Project – Funding Request for Phase 2

Release 1 Savings = 24 Hours/Week



RELEASE 1 PART A - MVP



Workflow and tracking of Consumer Assistance Requests; Medical, Landlord, and Winter Terminations; and Outage Notices



Case, Consumer, and Organization search; ad hoc reporting



Highly responsive application eliminates wait times



Public can submit requests directly from PSC website – *simpler and more functional*



Real-time data on Medical Terminations per District

Weekly Impacts to CAP team - Consumer Assistance

10 hours	Entering consumer requests in REDDI in real-time
5 hours	Waiting for EDDI to load
5 hours	Tracking and reporting of medical terminations
4 hours	Eliminated manual tracking of other service terminations & outages

DPSR projects a savings of 24 hours per week for the Consumer Assistance Program staff when compared to the existing EDDI solution. That's an entire workday per week per individual!

RELEASE 1 PART B – FULL FUNCTIONALITY



Improve communications between PSC and Utilities for CAP cases



Reduce response times by automating letter generation for Medical Terminations



Improve data quality by importing legacy data and providing cleanup & maintenance tools



Automate timelines, reminders, and prioritization of CAP cases

PSC REDDI Project – Funding Request for Phase 2

Year 2 Implementation Goals



While substantial gains have already been achieved, further development is needed to accomplish all PSC goals. The development completed in the second phase of work will support PSC by:

- Completing exhaustive list of requirements identified at project onset
- Automating notifications of key events and deadlines to PSC employees and Utility points of contact
- Enhancing the new public-facing portal to incorporate user feedback
- Automating generation of letters to improve PSC responsiveness
- Enable new features to support Utilities and Ratepayers

By automating more of PSC's processes, employee time is freed up for more valuable tasks. Rather than spending time on manual reporting, research, and communications, employees' time is spent on more human, creative, and critical thinking tasks (which also tend to be the most rewarding to the individual).



Improve PSC
responsiveness



Improve consumer &
utility satisfaction



Employees focus on
more high value,
rewarding tasks



Improve data integrity
and maintenance



Provide more self-service
options to Regulated
Entities

STRATEGIC PLAN 2021-24



Department of Public Service Regulation

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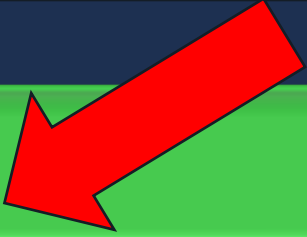
ADOPTED
8/30/22

PART 3: GOALS & OBJECTIVES



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GOAL 4 ACTION PLAN: (Part 1)
INCREASE REGULATORY EFFECTIVENESS



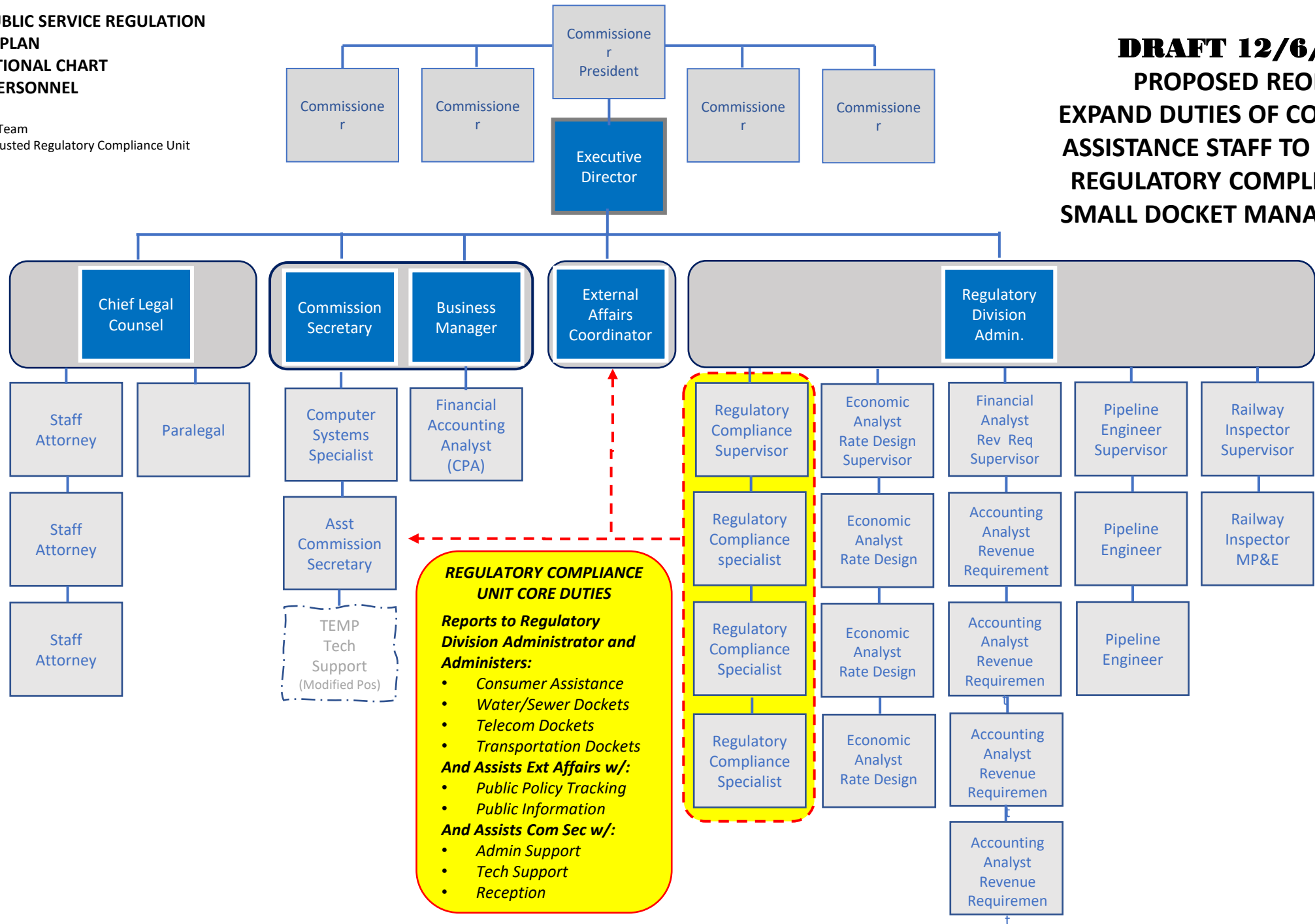
OBJECTIVES	PRIMARY TASKS	TIMELINE	ACTIONS OR RESOURCES NEEDED
<p>1. Modernize Electronic Docket Management System</p>	<ol style="list-style-type: none"> 1. Procure Project Manager/Software Analyst (PMSA) to aid in Identifying system requirements, evaluating solutions, and guiding the project to successful completion 2. Procure & implement appropriate solution (REDDI) 3. Use REDDI to manage all regulatory, legal, and external affairs cases and documents 4. Implement change management: Train, transition, and adapt all commissioners and staff to REDDI 5. Provide ongoing in-house system maintenance, configuration enhancements, and desktop support 	<p>2021-23</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Request: \$75k OTO for REDDI Project Manager/Software Analyst (Total \$215k '22-'23 biennium & \$75k FY '24) <input type="checkbox"/> Request: \$138k Annual Software License (each year) <input type="checkbox"/> Request: \$940k OTO for REDDI to complete System Development (Total \$1.23m '22-'23 biennium & \$940k FY '24) <input type="checkbox"/> Request: +1FTE for IT System Administrator ('24-'25 biennium and thereafter)
<p>2. Increase Staffing Proficiencies</p>	<ol style="list-style-type: none"> 1. Develop legal & regulatory staff to level 2 or higher on the career ladder within 3 years of hire date 2. Identify appropriate virtual and in-person training opportunities and methodically select participants 3. Structure work teams that pair less experienced staff with more experienced staff to facilitate knowledge transfer and professional growth 4. Transfer telecommunications compliance workload from rate analysts to compliance specialists 5. Conduct substantive work unit “brown bag” trainings on specific areas of expertise to facilitate knowledge transfer 6. Provide efficient access to necessary technical tools and information 7. Develop effective performance management system 	<p>2021-23</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Enhance Career Ladder Program <input type="checkbox"/> Request: \$TBD for staff Training & Development <input type="checkbox"/> Cross-training plan for knowledge transfer from rate analysts to compliance specialists <input type="checkbox"/> Complete REDDI project with strong docket management features & implement agency-wide change management <input type="checkbox"/> Adopt Performance Management Policy



DEPT OF PUBLIC SERVICE REGULATION
 STRATEGIC PLAN
 ORGANIZATIONAL CHART
 ALL DPSR PERSONNEL

Blue Fill = ACT Team
 Yellow Fill = Adjusted Regulatory Compliance Unit

DRAFT 12/6/22
PROPOSED REORG
EXPAND DUTIES OF CONSUMER ASSISTANCE STAFF TO INCLUDE REGULATORY COMPLIANCE & SMALL DOCKET MANAGEMENT



REGULATORY COMPLIANCE UNIT CORE DUTIES

Reports to Regulatory Division Administrator and Administrators:

- Consumer Assistance
- Water/Sewer Dockets
- Telecom Dockets
- Transportation Dockets

And Assists Ext Affairs w/:

- Public Policy Tracking
- Public Information

And Assists Com Sec w/:

- Admin Support
- Tech Support
- Reception