



Dayhuff Group Public Utility Commission Docket and Public Access Management System Framework

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

*Streamlining Public Utility and
Consumer Advocacy Case
Management*

■ **Products**

IBM Content Manager

IBM FileNet Capture

IBM FileNet Content Manager

IBM FileNet eForms

Business Challenge

Public Utility Commissions (PUCs) balance the needs of consumers and utilities to ensure safe and reliable service at reasonable rates; protect the public interest; educate consumers to make independent and informed utility choices; further economic development; and foster new technologies and competitive markets in an environmentally sound manner. PUC's typically help resolve disputes between residential, business, and industrial consumers and regulated utility companies and service.

Formal filings with the PUC have increased significantly, placing a greater demand for public information, and adding to the strain on government regulatory agencies to fulfill requests. Case resolution induces complex, multi-stage processes involving numerous departments and collaboration. All this while most state governments are beleaguered by understaffed departments and budget restraints.

Additionally, these agencies have yet another goal to fulfill – that of providing improved constituent service and satisfaction. The public expects the convenience of doing business on the Internet, so having information be consumer friendly, secure and easily accessible, via the web, is key.

Solution

The Public Utility Commission Docket and Public Access Management System Framework is a comprehensive, integrated system for managing the full lifecycle of case/docket management. They do this by automating information and processes associated with submission, assignment, calendaring and posting of hearings and docket deadlines. The automatic email and web posting of required notifications to public and state government parties helps meet compliance requirements, eliminating steps and risk.

Developed with the complexities of today's agencies in mind and providing superior filing versatility, the case management system accommodates all common types of tariffs as well as affidavits, appeals, complaints, motions, testimonies and many other submissions. Featuring a web access interface, in addition to a complete document imaging and management system, this solution allows companies to submit files via the Internet, email, mail or hand delivery. Once a filing or docket is created, automatic notification is broadcast to all appropriate parties. Filing details and all supporting files are linked to the records and readily accessible for review. Following review, public hearings can be scheduled using the calendar. The solution ensures that information is always delivered to the right person at the right time.

The system manages PUC dockets and provides reports, activity logs, calendars, distribution list management and access to decisions and orders. The system also adheres to public privacy requirements. Private information is safeguarded and made available only to those that require it. Built-in compliance controls meet mandatory, legislative deadlines and retention requirements.



Value Proposition

The solution streamlines Public Utility and Consumer Advocacy Case Management to provide benefits to internal state departments, citizens and businesses interfacing with the agencies, and to meet many levels of compliance mandated by state legislature.

The application and approval process is expedited for mandatory filings, applications and certificates through web access, and 20 unique forms for e-filing, including an ACH payment option and search options.

The system is consumer friendly, secure and easily accessible via the web. It manages the lifecycle of documents, providing public access where appropriate, redacting social security and other privacy related information, and meeting retention policies. Customer service is improved by reducing the cycle time associated with submission and complaint resolution, automatic assignment and tracking and the elimination of errors associated with manual logging and processing. The system provides enhanced services to its constituents with its powerful search capabilities.

Quantifiable benefits include reduced cycle times of business processes, eliminated non-value-added activities and reduced hiring. Non quantifiable benefits include improved constituent service and satisfaction, timely handling of complaints and improved information accuracy and availability.

Company Description

Dayhuff Group's range of experience, the scope of our expertise, and our delivery model make us a special breed in the technology services field. Dayhuff Group's primary areas of focus include:

Enterprise Content Management – We can remove the mountains of paper from your business and automate your workflow by implementing IBM's Enterprise Content Manager Suite of products.

Web Business Enablement – By implementing customer self-help, content management, order processing, claims entry and much more over the web, you can drastically reduce costs and improve customer service.

Workflow Solutions – Achieve new levels of productivity, accountability and information accessibility with streamlined business processes at a workgroup or enterprise level and realize measurable ROI.

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