

# LEGISLATIVE AUDIT DIVISION

Angus Maciver, Legislative Auditor  
Deborah F. Butler, Legal Counsel



Deputy Legislative Auditors:  
Cindy Jorgenson  
William Soller

## Public Service Regulation Management (22P-01)

Department of Public Service Regulation

**Audit Objectives** *(what the audit intends to accomplish or questions auditors will answer):*

- Has the PSC established management controls to comply with state laws, internal policies, and best practices?
- Does the PSC protect the integrity of the regulatory process from improper influence to promote public trust in the commission?

**Audit Scope** *(the boundary of the audit & subject matter auditors will assess):*

This audit is scoped as an examination of the PSC's organizational structure, management culture, and regulatory responsibilities of the utility industry. We will focus our evaluation on the department's overall operations rather than specific divisions or personnel. This includes:

- Analyze staff experiences and opinions through surveys, interviews, and observations
- Evaluate the department's strategic plans and steps taken since 2019 to improve department's operations
- Interview other states regarding best practices for organization operations of regulatory bodies
- Review agency communications from commissioners and management
- Identify and review best practices for elected officials in regulatory capacities
- Review current public campaign finance information and reports
- Examine staffing issues and turnover between 2017 and 2022
- Speak with stakeholders regarding industry issues and PSC operations
- Analyze department EDDI system data from 2015 to 2019 to identify outcomes of the regulatory process