

# Public Service Commission

## Division of Water Utility Regulation and Analysis

The Division works to ensure the state's drinking water utilities have the financial capacity necessary to deliver safe, reliable drinking water in a sustainable, affordable, and environmentally responsible manner.

### Establish Water Rates and Service Standards

Process Conventional Rate Cases (CRC)

Process Simplified Rate Cases (SRC)

Establish Terms of Service (Tariffs)

Process Tariff Amendments (TW)

Process Purchased Water Adjustment Clauses (PWAC)

Maintain Rate Case Tool and Application

Process Amortization Requests

### Review Construction Projects

Review Applications

Ensure Compliance

Partner with DNR, DOA, Other Agencies to Identify Projects Proactively and Coordinate Review

### Review Utility Organizational and Financial Transactions

Review Mergers and Acquisitions

Review Abandonments

Review Extra-Territorial Service Extensions

Process Applications for Utility Financial Assistance Programs for Customer-Side LSL Replacement

### Investigate Water and Sewer Complaints

Conduct Formal Complaint Process

Provide Technical Support to Resolve Customer Complaints

### Promote Utility Effectiveness and Viability

Promote Compliance Through Annual Report Reviews

Identify Best Practices

Provide Support to Utilities with Financial Concerns

Promote Conservation and Efficiency

Approve Rebate and Incentive Programs

Provide Training to Utilities and Consultants

Publish Newsletter Articles

### Manage Databases, Information, and Records

Collect Annual Reports

Ensure Data Quality

Manage Rates Dashboard and Other Tools

Provide Utility and Ratepayer Support – Answer Inquiries, Provide Information, etc.