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Utility Management Analyst III

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Data Center
Missouri Public
Service Commission

I am employed as a Utility Management Analyst III for the Missouri Public Service Commission (Commission or PSC).

I graduated from the University of Missouri-Columbia in 1975 with a Bachelor of Science degree in Business Administration. I completed a Masters degree in Public Administration in 1990 from the same university. I have passed all four parts of the Certified Internal Auditor (CIA) examination and received the CIA designation in November 2004.

I have been employed by the Commission since 1976 when I began a graduate internship with the agency. I subsequently entered the Consumer Services Department of the PSC as a Consumer Services Specialist responding to consumer complaints and inquiries. I entered the Management Services Department in 1978 as a Management Analyst and since that time have had responsibility for conducting and directing reviews of management operating and control systems at utility companies under the Commission's jurisdiction. I have led project teams, as well as provided oversight for the use of outside consultants providing services for the Commission Staff. I have also filed testimony on a number of areas that included analysis of service quality, performance measurement and customer service practices and procedures.

The Engineering and Management Services Department has performed management audits and operational reviews of public utilities operating within the state of Missouri under the jurisdiction of the Commission. These reviews have included electric, natural gas, telecommunications, water and sewer companies operating within the state of Missouri. At the direction of the Commission during 2001, the Engineering and Management Services

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File No. LO-2017-0234

Staff Exhibit 10

Department began reviewing the customer service practices of small water and sewer utilities when they request rate increases or file for a Certificate of Convenience and Necessity (CCN). These reviews are still conducted and assist small companies in complying with Commission rules as well as implementing operational efficiencies.

I was the Staff's representative and a member of the Consumer Interest Working Group within the Missouri Public Service Commission's Retail Electric Competition Task Force in 1999. I was also the Chair of the National Association of Regulatory Utility Commissioners (NARUC) Staff Subcommittee on Competition and Performance Analysis (SSCPA) for approximately six years. I have been an instructor for Michigan State University Regulatory Studies Program.

The name of the Management Services Department was changed to the Engineering and Management Services Department (EMSD) in February 2000. Effective October 2015, the Department was renamed the Consumer and Management Analysis Unit.

CASE PARTICIPATION
DEBORAH ANN BERNSEN

DATE FILED	ISSUES	CASE NUMBER	FILING TYPE	COMPANY NAME
12/23/2015	Quality of Service	WR-2015-0301	Staff Report	Missouri-American Water Company
06/15/2015	Quality of Service	WO-2014-0362	Staff Report	Missouri-American Water Company
08/26/2013	Quality of Service	GM-2013-0254	Staff Recommendation	Laclede Gas
02/12/2012	Quality of Service	GM-2011-0412	Stipulation & Agreement	Missouri Gas Energy
10/31/2006	Management Audit	EO-2006-0356	Management Audit Report	Aquila
11/13/2006	Performance Measures	ER-2006-0314	Rebuttal	Kansas City Power and Light
04/15/2004 05/24/2004	Customer Service; Rate of Return Adjustment	GR-2004-0209	Direct & Rebuttal	Missouri Gas Energy
10/03/2003	Customer Service	WR-2003-0500 & WC-2004-0168	Direct	Missouri-American Water Company
03/17/2003	Quality of Service	GM-2003-0238	Rebuttal	Southern Union Company d/b/a Missouri Gas Energy
06/24/2002	Alternative Regulation Plan - Quality of Service	EC-2002-1	Surrebuttal	Union Electric Company d/b/a AmerenUE
12/06/2001	Call Center Reporting	ER-2001-672	Direct	UtiliCorp United Inc. d/b/a Missouri Public Service
12/06/2001	Customer Service Call Center Reporting	EC-2002-265	Direct	UtiliCorp United Inc. d/b/a Missouri Public Service
06/26/2001	Customer Service	WM-2001-0309	Rebuttal	Missouri-American Water Company, et al
05/02/2000	Customer Service	EM-2000-292	Rebuttal	Utilicorp United Inc./St. Joseph Light and Power
10/07/1992	Affiliated Transactions	WR92207 & SR92208	Surrebuttal	Missouri Cities Water Company
11/17/1989	Capital Deployment	TR89196	Rebuttal	Contel of Missouri, Inc.
07/03/1985	Management Efficiency; Rate of Return Adjustment	ER85128 & EO85185	Direct	Kansas City Power & Light
1983	Customer Service	GR83225	Direct	Gas Service Company
10/07/1983	Management Efficiency	TR83253	Rebuttal	Southwestern Bell Telephone Company

At the direction of the Commission in 2001, the Staff began reviewing the customer service practices of small water and sewer utilities when they file for a rate increase request or a Certificate of Convenience and Necessity (CCN). Staff also performs follow-up on the company's progress. There are a large number of these and they are not listed individually here.