
MEMORANDUM

Legislative Fiscal Office
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To: *Members of the Transportation and Economic Development Subcommittee*

From: *Michelle Deister, Legislative Fiscal Office
(503) 986-1817*

Date: April 24, 2013

Subject: *Public Utility Commission, HB 5043
Work Session Recommendations*

Public Utility Commission – Agency Totals

	2009-11 Actual	2011-13 Legislatively Approved	2013-15 Current Service Level	2013-15 LFO Recommended
General Fund	0	0	0	0
Lottery Funds	0	0	0	0
Other Funds	36,597,114	39,556,887	40,587,906	39,892,306
Federal Funds	2,222,486	4,813,925	2,351,193	2,444,367
Other Funds - NL	83,060,443	75,120,603	79,271,977	79,271,977
Total Funds	\$121,880,043	\$119,491,415	\$122,211,076	\$121,608,650
Positions	133	132	129	130
FTE	129.08	128.75	126.75	127.75

Attached are the recommendations from the Legislative Fiscal Office for the *Public Utility Commission*. The recommendation includes the following:

- The Legislative Fiscal Office is recommending approval of the 2013-15 budget for the Public Utility Commission as proposed by the Governor.
- Recommendations related to performance measures are attached in the report titled 2013-15 Legislatively Proposed Key Performance Measures, and include additional reporting related to the Energy Trust.
- The Legislative Fiscal Office recommends an amendment to HB 5043 to increase Other Funds expenditure limitation for the **2011-13** biennium for the Board of Maritime Pilots (discussed below).

Adjustments to Current Service Level:

Adjustments to current service level include phase-ins and phase-outs of positions and expenditures related to completion of projects funded through the American Recovery and Reinvestment Act (ARRA – Packages 021 and 022); standard inflation adjustments

(Package 030); utilizing Federal Funds in lieu of Other Funds to pay building rent expenditures (Package 050); and technical adjustments to reflect agency reorganization in the 2011-13 interim (Package 060). Details of Package 060 are in the attached Work Session Presentation Report, page 3 and page 12 dated 4/24/2013.

Policy Option Packages recommended for approval include the following:

- Reductions to current service level resulting from administrative efficiencies (Package 091) – See pages 4 and 13 of the attached Work Session Presentation Report.
- PERS adjustments attributable to the passage of SB 822 to reduce employer contribution rates (Packages 092 and 093). See pages 5-6, 9-10, 14-15, and 17-18 of the attached Work Session Presentation Report.
- Approval of Policy Option Package 101, which provides for an additional permanent Utility Analyst 3 position for gas pipeline safety inspections required by federal law. See page 7 of the attached Work Session Presentation Report.

Move the LFO recommendation to HB 5043.

Performance Measures

The Legislative Fiscal Office is recommending the addition of a performance measure related to the Energy Trust of Oregon. See attached “Legislatively Proposed 2013-15 Key Performance Measures” form.

Accept LFO Recommendation

Move the LFO recommendation on Key Performance Measures

Recommended Changes to Appropriation Bill:

The Legislative Fiscal Office recommends a 2013-15 budget for the Public Utility Commission of \$39,892,306 Other Funds, \$2,444,367 Federal Funds, and 130 positions (127.25 FTE).

The Legislative Fiscal Office is recommending an increase in 2011-13 Other Funds expenditure limitation for the Board of Maritime Pilots in the amount of \$30,000 for unanticipated costs associated with investigations, administrative hearings, and legal review associated with recent maritime incidents.

Move to amend HB 5043 with the following changes:

Insert a new section 4, as follows:

“Notwithstanding any other law limiting expenditures, the limitation on expenditures established by section 1 (4), Chapter 185, Oregon Laws 2011, for the biennium beginning July 1, 2011, as the maximum limit for payment of expenses from fees, moneys or other revenues, including Miscellaneous Receipts, but excluding lottery funds and federal funds, collected or received by the Public Utility Commission of Oregon is increased by \$30,000 for investigations, rate cases and legal expenses of the Board of Maritime Pilots.”

Renumber section 5.

HB 5043 Final Subcommittee Action:

Final Motion:

Move HB 5043 to the full committee with a “do pass” recommendation, as amended.

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	39,556,887	4,813,925	75,120,603	-	119,491,415	132	128.75
2011-13 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	39,556,887	4,813,925	75,120,603	-	119,491,415	132	128.75
2011-13 Leg Approved Budget (Base)	-	-	39,556,887	4,813,925	75,120,603	-	119,491,415	132	128.75
Summary of Base Adjustments	-	-	613,223	(399,857)	4,145,000	-	4,358,366	(3)	(2.00)
2013-15 Base Budget	-	-	40,170,110	4,414,068	79,265,603	-	123,849,781	129	126.75
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(167,842)	7,390	-	-	(160,452)	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(75,388)	(2,078,545)	-	-	(2,153,933)	-	-
030: Inflation & Price List Adjustments	-	-	667,026	2,280	6,374	-	675,680	-	-
050: Fundshifts and Revenue Reductions	-	-	(6,000)	6,000	-	-	-	-	-
2013-15 Current Service Level	-	-	40,587,906	2,351,193	79,271,977	-	122,211,076	129	126.75
Adjusted 2013-15 Current Service Level	-	-	40,587,906	2,351,193	79,271,977	-	122,211,076	129	126.75
Total LFO Recommended Packages	-	-	(695,600)	93,174	-	-	(602,426)	1	1.00
2013-15 Legislative Actions	-	-	39,892,306	2,444,367	79,271,977	-	121,608,650	130	127.75
Net change from 2011-13 Leg Approved Budget	-	-	335,419	(2,369,558)	4,151,374	-	2,117,235	(2)	(1.00)
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	0.8%	(49.2%)	5.5%	0.0%	1.8%	(1.5%)	(0.8%)
Net change from 2013-15 Current Service Level	-	-	(695,600)	93,174	-	-	(602,426)	1	1.00
Percent change from 2013-15 Current Service Level	0.0%	0.0%	(1.7%)	4.0%	0.0%	0.0%	(0.5%)	0.8%	0.8%

LFO102 - Work Session Presentation Report
2013-15 BienniumVersion: L - 01 - LFO Analyst Recommended
Cross Reference: 86000-001-00-00-00000
Utility Regulation

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	16,871,531	4,813,925	75,120,603	-	96,806,059	73	71.25
2011-13 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	16,871,531	4,813,925	75,120,603	-	96,806,059	73	71.25
2011-13 Leg Approved Budget (Base)	-	-	16,871,531	4,813,925	75,120,603	-	96,806,059	73	71.25
Summary of Base Adjustments	-	-	300,129	(399,857)	4,145,000	-	4,045,272	1	2.00
2013-15 Base Budget	-	-	17,171,660	4,414,068	79,265,603	-	100,851,331	74	73.25
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(96,691)	7,390	-	-	(89,301)	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(75,388)	(2,078,545)	-	-	(2,153,933)	-	-
030: Inflation & Price List Adjustments	-	-	129,673	2,280	6,374	-	138,327	-	-
050: Fundshifts and Revenue Reductions	-	-	(6,000)	6,000	-	-	-	-	-
060: Technical Adjustments	-	-	(836,184)	-	-	-	(836,184)	-	-
2013-15 Current Service Level	-	-	16,287,070	2,351,193	79,271,977	-	97,910,240	74	73.25
Adjusted 2013-15 Current Service Level	-	-	16,287,070	2,351,193	79,271,977	-	97,910,240	74	73.25
Total LFO Recommended Packages	-	-	(243,082)	93,174	-	-	(149,908)	1	1.00
2013-15 Legislative Actions	-	-	16,043,988	2,444,367	79,271,977	-	97,760,332	75	74.25
Net change from 2011-13 Leg Approved Budget	-	-	(827,543)	(2,369,558)	4,151,374	-	954,273	2	3.00
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	(4.9%)	(49.2%)	5.5%	0.0%	1.0%	2.7%	4.2%
Net change from 2013-15 Current Service Level	-	-	(243,082)	93,174	-	-	(149,908)	1	1.00
Percent change from 2013-15 Current Service Level	0.0%	0.0%	(1.5%)	4.0%	0.0%	0.0%	(0.2%)	1.4%	1.4%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 060 Technical Adjustments

Package Description Package 060 represents technical adjustments that reflect administrative reorganization of the agency; A group of employees known as the Consumer Services Group moved from the Policy & Administration division to the Utility Regulation division, and employees associated with Information Services moved from the Utility Regulation division to Policy & Administration.

LFO Recommendation Approve.

LFO Recommended	-	-	(836,184)	-	-	-	(836,184)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 091 Statewide Administrative Savings

Package Description This package is a placeholder for administrative efficiencies in finance, information technology, human resources, accounting, payroll, and procurement expenditures. The Executive Branch had intended for these reductions to be specified in the Governor’s 2013-15 recommended budget. The Department of Administrative Services will continue to work on details of these reductions with agencies and report back during the 2014 session.

LFO Recommendation Approve.

LFO Recommended	-	-	-	-	-	-	-	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 092 PERS Taxation Policy

Package Description This package reflects the policy change in SB 822 that eliminates the increased retirement benefits resulting from Oregon income taxation of payments if the person receiving payments does not pay Oregon income tax on those benefits and is not an Oregon resident. This change reduces state employer contribution rates by approximately 0.30%.

LFO Recommendation Approve.

LFO Recommended	-	-	(35,236)	(1,889)	-	-	(37,125)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 093 Other PERS Adjustments

Package Description This package reflects the policy change in SB 822 that modifies the cost-of-living adjustment under the Public Employees Retirement System. This change reduces state employer contribution rates by approximately 2.2%.

An administrative action by the PERS Board, as directed by a budget note in the SB 822 budget report, will reduce state employer contribution rates by up to an additional 1.9%. However, no employer rate is reduced below its 2011-13 biennium rate.

LFO Recommendation Approve.

LFO Recommended	-	-	(281,552)	(15,094)	-	-	(296,646)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 101 Utility Safety, Reliability & Security Division

Package Description This package provides the PUC with one additional permanent Utility Analyst 3 position to address an increase in gas safety pipeline inspections and safety reviews as a result of the passage of the Pipeline Safety, Regulator Certainty, and Job Creation Act of 2011 (federal law). The law passed as a result of findings driven by the National Transportation Safety Board after the San Bruno, California incident.

LFO Recommendation Approve.

LFO Recommended	-	-	73,706	110,157	-	-	183,863	1	1.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	10,587,608	-	-	-	10,587,608	8	7.50
2011-13 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	10,587,608	-	-	-	10,587,608	8	7.50
2011-13 Leg Approved Budget (Base)	-	-	10,587,608	-	-	-	10,587,608	8	7.50
Summary of Base Adjustments	-	-	62,769	-	-	-	62,769	-	-
2013-15 Base Budget	-	-	10,650,377	-	-	-	10,650,377	8	7.50
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(21,318)	-	-	-	(21,318)	-	-
030: Inflation & Price List Adjustments	-	-	251,288	-	-	-	251,288	-	-
2013-15 Current Service Level	-	-	10,880,347	-	-	-	10,880,347	8	7.50
Adjusted 2013-15 Current Service Level	-	-	10,880,347	-	-	-	10,880,347	8	7.50
Total LFO Recommended Packages	-	-	(20,736)	-	-	-	(20,736)	-	-
2013-15 Legislative Actions	-	-	10,859,611	-	-	-	10,859,611	8	7.50
Net change from 2011-13 Leg Approved Budget	-	-	272,003	-	-	-	272,003	-	-
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	(20,736)	-	-	-	(20,736)	-	-
Percent change from 2013-15 Current Service Level	0.0%	0.0%	(0.2%)	0.0%	0.0%	0.0%	(0.2%)	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 092 PERS Taxation Policy

Package Description This package reflects the policy change in SB 822 that eliminates the increased retirement benefits resulting from Oregon income taxation of payments if the person receiving payments does not pay Oregon income tax on those benefits and is not an Oregon resident. This change reduces state employer contribution rates by approximately 0.30%.

LFO Recommendation Approve.

LFO Recommended	-	-	(2,293)	-	-	-	(2,293)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 093 Other PERS Adjustments

Package Description This package reflects the policy change in SB 822 that modifies the cost-of-living adjustment under the Public Employees Retirement System. This change reduces state employer contribution rates by approximately 2.2%.

An administrative action by the PERS Board, as directed by a budget note in the SB 822 budget report, will reduce state employer contribution rates by up to an additional 1.9%. However, no employer rate is reduced below its 2011-13 biennium rate.

LFO Recommendation Approve.

LFO Recommended	-	-	(18,443)	-	-	-	(18,443)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	11,778,808	-	-	-	11,778,808	50	49.00
2011-13 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	11,778,808	-	-	-	11,778,808	50	49.00
2011-13 Leg Approved Budget (Base)	-	-	11,778,808	-	-	-	11,778,808	50	49.00
Summary of Base Adjustments	-	-	235,728	-	-	-	235,728	(4)	(4.00)
2013-15 Base Budget	-	-	12,014,536	-	-	-	12,014,536	46	45.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(50,423)	-	-	-	(50,423)	-	-
030: Inflation & Price List Adjustments	-	-	277,012	-	-	-	277,012	-	-
060: Technical Adjustments	-	-	836,184	-	-	-	836,184	-	-
2013-15 Current Service Level	-	-	13,077,309	-	-	-	13,077,309	46	45.00
Adjusted 2013-15 Current Service Level	-	-	13,077,309	-	-	-	13,077,309	46	45.00
Total LFO Recommended Packages	-	-	(427,198)	-	-	-	(427,198)	-	-
2013-15 Legislative Actions	-	-	12,650,111	-	-	-	12,650,111	46	45.00
Net change from 2011-13 Leg Approved Budget	-	-	871,303	-	-	-	871,303	(4)	(4.00)
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	7.4%	(8.0%)	(8.2%)
Net change from 2013-15 Current Service Level	-	-	(427,198)	-	-	-	(427,198)	-	-
Percent change from 2013-15 Current Service Level	0.0%	0.0%	(3.3%)	0.0%	0.0%	0.0%	(3.3%)	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 060 Technical Adjustments

Package Description Package 060 represents technical adjustments that reflect administrative reorganization of the agency; A group of employees known as the Consumer Services Group moved from the Policy & Administration division to the Utility Regulation division, and employees associated with Information Services moved from the Utility Regulation division to Policy & Administration.

LFO Recommendation Approve.

LFO Recommended	-	-	836,184	-	-	-	836,184	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 091 Statewide Administrative Savings

Package Description This package is a placeholder for administrative efficiencies in finance, information technology, human resources, accounting, payroll, and procurement expenditures. The Executive Branch had intended for these reductions to be specified in the Governor’s 2013-15 recommended budget. The Department of Administrative Services will continue to work on details of these reductions with agencies and report back during the 2014 session.

LFO Recommendation Approve.

LFO Recommended	-	-	(226,946)	-	-	-	(226,946)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 092 PERS Taxation Policy

Package Description This package reflects the policy change in SB 822 that eliminates the increased retirement benefits resulting from Oregon income taxation of payments if the person receiving payments does not pay Oregon income tax on those benefits and is not an Oregon resident. This change reduces state employer contribution rates by approximately 0.30%.

LFO Recommendation Approve.

LFO Recommended	-	-	(22,274)	-	-	-	(22,274)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 093 Other PERS Adjustments

Package Description This package reflects the policy change in SB 822 that modifies the cost-of-living adjustment under the Public Employees Retirement System. This change reduces state employer contribution rates by approximately 2.2%.

An administrative action by the PERS Board, as directed by a budget note in the SB 822 budget report, will reduce state employer contribution rates by up to an additional 1.9%. However, no employer rate is reduced below its 2011-13 biennium rate.

LFO Recommendation Approve.

LFO Recommended	-	-	(177,978)	-	-	-	(177,978)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2011-13 Agy. Leg. Adopted	-	-	318,940	-	-	-	318,940	1	1.00
2011-13 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2011-13 Leg Approved Budget	-	-	318,940	-	-	-	318,940	1	1.00
2011-13 Leg Approved Budget (Base)	-	-	318,940	-	-	-	318,940	1	1.00
Summary of Base Adjustments	-	-	14,597	-	-	-	14,597	-	-
2013-15 Base Budget	-	-	333,537	-	-	-	333,537	1	1.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	590	-	-	-	590	-	-
030: Inflation & Price List Adjustments	-	-	9,053	-	-	-	9,053	-	-
2013-15 Current Service Level	-	-	343,180	-	-	-	343,180	1	1.00
Adjusted 2013-15 Current Service Level	-	-	343,180	-	-	-	343,180	1	1.00
Total LFO Recommended Packages	-	-	(4,584)	-	-	-	(4,584)	-	-
2013-15 Legislative Actions	-	-	338,596	-	-	-	338,596	1	1.00
Net change from 2011-13 Leg Approved Budget	-	-	19,656	-	-	-	19,656	-	-
Percent change from 2011-13 Leg Approved Budget	0.0%	0.0%	6.2%	0.0%	0.0%	0.0%	6.2%	0.0%	0.0%
Net change from 2013-15 Current Service Level	-	-	(4,584)	-	-	-	(4,584)	-	-
Percent change from 2013-15 Current Service Level	0.0%	0.0%	(1.3%)	0.0%	0.0%	0.0%	(1.3%)	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 092 PERS Taxation Policy

Package Description This package reflects the policy change in SB 822 that eliminates the increased retirement benefits resulting from Oregon income taxation of payments if the person receiving payments does not pay Oregon income tax on those benefits and is not an Oregon resident. This change reduces state employer contribution rates by approximately 0.30%.

LFO Recommendation

LFO Recommended	-	-	(510)	-	-	-	(510)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 093 Other PERS Adjustments

Package Description This package reflects the policy change in SB 822 that modifies the cost-of-living adjustment under the Public Employees Retirement System. This change reduces state employer contribution rates by approximately 2.2%.

An administrative action by the PERS Board, as directed by a budget note in the SB 822 budget report, will reduce state employer contribution rates by up to an additional 1.9%. However, no employer rate is reduced below its 2011-13 biennium rate.

LFO Recommendation Approve.

LFO Recommended	-	-	(4,074)	-	-	-	(4,074)	-	-
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Legislatively Proposed 2013-2015 Key Performance Measures

Agency: PUBLIC UTILITY COMMISSION

Mission: Ensure that safe and reliable utility services are provided to consumers at just and reasonable rates through regulation and promoting the development of competitive markets.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources.		Approved KPM	91.40	94.00	95.00
2 - Price of Electricity -Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price.		Approved KPM	88.00	90.00	90.00
3 - Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers.		Approved KPM	6.00	10.00	10.00
4 - Utility Pricing - Number of new utility pricing programs.		Approved KPM	11.00	13.00	14.00
5 - Residential Energy Efficiency – Ratio of dollars realized in energy savings per dollar of public purpose fund expenditure for Energy Trust's residential programs.		Approved KPM	4.40	3.70	3.70
6 - Commercial Energy Efficiency – Ratio of dollars realized in energy savings per dollar of public purpose fund expenditure for of Energy Trust's commercial programs.		Approved KPM	4.10	3.50	3.50
7 - Industrial Energy Efficiency – Ratio of dollars realized in energy savings per dollar of public purpose fund expenditure for costs of Energy Trust's industrial programs.		Approved KPM	3.40	2.90	2.90
8 - Renewable Resource Development – Annual average megawatts acquired through Energy Trust programs. (3 year rolling average)		Approved KPM	2.50	3.00	3.00
9 - Energy Trust Administrative Efficiency – Administrative and program support costs as a percent of annual revenues.		Approved KPM	5.00	9.00	9.00
10 - Electric Utility Operations – Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers.		Approved KPM	0.00	0.11	0.11

Agency: PUBLIC UTILITY COMMISSION

Mission: Ensure that safe and reliable utility services are provided to consumers at just and reasonable rates through regulation and promoting the development of competitive markets.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
11 - Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers.		Approved KPM	0.26	0.45	0.45
12 - Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers.		Approved KPM	0.00	0.15	0.15
13 - Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.		Approved KPM	28.00	31.60	33.40
14 - Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record.		Approved KPM	94.00	100.00	100.00
15 - Oregon Telephone Assistance Program – Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program.		Approved KPM	14.00	24.00	25.00
16 - Access to Telephone Services – Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program.		Approved KPM	62.00	52.00	54.00
17 - Complaint Investigation - Percent of complaint investigation cases open 50 days or less.		Approved KPM	79.00	75.00	75.00
18 - Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Accuracy	Approved KPM	84.00	90.00	90.00
18 - Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved KPM	80.00	90.00	90.00
18 - Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved KPM	83.00	90.00	90.00
18 - Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved KPM	86.00	90.00	90.00

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Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
18 - Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Overall	Approved KPM	83.00	90.00	90.00
18 - Customer Service – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Timeliness	Approved KPM	86.00	90.00	90.00
19 - Best Practices - Percent of total best practices met by the Board of Maritime Pilots.		Approved KPM	92.00	100.00	100.00
20 - Vessel Incidents - The number and severity of incidents involving vessels under the direction of licensees, and as a percentage of total vessels piloted annually.		Approved KPM	7.00	0.00	0.00

LFO Recommendation:

In an effort to measure oversight by the Public Utility Commission of the Energy Trust of Oregon, the Legislative Fiscal Office is recommending the addition of a new Key Performance Measure. The KPM shall measure the extent to which the Energy Trust of Oregon meets the established internal performance measures and reporting requirements required of the Energy Trust by the Public Utility Commission in its oversight role. The proposed performance measure's target is 85% of all measures met, but 100% compliance for the following:

- Obtaining an annual unqualified financial audit;
- Keeping administrative and programs support costs below 9 percent of annual revenues;
- Reporting the benefit/cost ratio for conservation programs based on utility system societal perspective; and
- Reporting significant mid-year changes to benefit/cost performance as necessary in quarterly reports.

To the extent to which the ETO does not meet these requirements to the satisfaction of the Public Utility Commission, the Public Utility Commission can issue a notice of concern according to the current grant agreement contract which requires the ETO to provide a response within 30 days from notification outlining the timeline for implementing a resolution to the problem and describing remedial actions.

Sub-Committee Action: