

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Public Utility Commission

Mission Statement:

To ensure Oregon utility customers have access to safe, reliable, and high-quality utility services at just and reasonable rates. We do so through robust and thorough analysis and independent decision-making conducted in an open and fair process.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources.		Approved	95%	98%	98%
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	91%	92%	94%
3. Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers.		Approved	9.50%	10%	10%
5. Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers.		Approved	0.10	0.11	0.11
6. Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers.		Approved	0.15	0.45	0.45
7. Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers.		Approved	0	0	0
8. Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.		Approved	47.70%	34.25%	50.50%
9. Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record.		Approved	90%	100%	100%
10. Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program.		Approved	16%	27%	28%
11. Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program.		Approved	70%	70%	70%
12. Complaint Investigation - Percent of complaint investigation cases open 50 days or less.		Approved	69%	75%	75%
13. 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	85%	85%	85%
	Availability of Information		72%	75%	75%
	Overall		80%	82%	82%
	Accuracy		78%	80%	80%
	Expertise		80%	83%	83%
	Timeliness		85%	85%	85%
14. Best Practices - Percent of total best practices met by the Board of Maritime Pilots.		Approved	87%	100%	100%

Legislatively Proposed KPMS	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
15. 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	6	4	4
16. a. Met performance measures in OPUC's annual grant agreement. - Met 12 of 14 established internal performance measures		Approved	100%	100%	100%
16. b. Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.		Approved	1	1	1
16. c. Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 9 percent of annual revenue.		Approved	5.50%	7.90%	7.90%
16. d. Annually report the total resource cost of conservation programs and maintain a score above 1 for each program. - Reporting the benefit/cost ratio for conservation programs based on utility system societal perspective.		Approved	1	1	1
16. e. Report quarterly expenditures and variances by program, and total quarterly progress to annual goals for energy efficiency savings and renewable generation in the Q1, Q2, Q3 and Q4 reports. - Reporting significant mid-year changes to benefit/cost performance as necessary in quarterly reports.		Approved	1	1	1
4. Utility Pricing - Number of new utility pricing programs.		Proposed Delete	14	14	16

LFO Recommendation:

Approve the 2017-19 Key Performance Measures. Delete measure #4. Change target for #11.

SubCommittee Action: