

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Energy, Department of

Mission Statement:

The Oregon Department of Energy is leading Oregon to a safe, clean, and sustainable energy future.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. ENERGY SAVINGS AND PRODUCTION - Annual energy savings and production from the agency's programs.	a) Total of Programs	Approved	2,161	2,852	847
	b) Energy Incentive Programs		2,028	2,700	750
	c) Small-Scale Energy Loan Program		1	0	0
	d) Public Buildings		14	30	30
	e) Residential Programs		115	116	61
2. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	a) Timeliness	Approved	83%	95%	95%
	b) Accuracy		86%	95%	95%
	c) Helpfulness		85%	95%	95%
	d) Expertise		86%	95%	95%
	e) Availability of Information		81%	95%	95%
	f) Overall		85%	95%	95%
3. APPLICATION PROCESSING - Percent of applications reviewed and approved within administrative or statutory deadlines.	a) Energy Facility Siting: Percent of new applicants notified within 60 days of application completeness	Approved	100%	100%	100%
	b) Energy Incentive Programs: Percent of Final Applications Processed within 60 Days		54%	100%	100%
	c) Residential Energy Tax Credit (RETIC)-Percent of applications processed within 60 days		91%	100%	100%
4. ENERGY USE BY STATE BUILDINGS - Electrical and fossil fuel energy use in state owned buildings by use type and building area.		Approved	52.349	51	51
5. GREENHOUSE GAS CONTENT OF OREGON'S ELECTRICITY AND STATIONARY FUEL - Greenhouse gas emissions per unit	a) Electricity used in Oregon	Approved	0.429	0.152	0.152
	b) Electricity generated in Oregon		0.138	0.152	0.152
	c) The mix of other stationary fuels used in Oregon		0.059	0.036	0.036
	d) The mix of other stationary fuels produced in Oregon		No Data	0	0
6. TRANSPORTATION FUELS USED IN OREGON - Percentage of petroleum vs non-petroleum fuels used for transportation in Oregon: a) On-road fuel and b) Non-road fuel.	a) On Road Percentage Non-petroleum	Proposed New	No Data	0%	0%
	b) Non Road Percentage Non Petroleum		No Data	0%	0%
6. PERCENTAGE OF ALTERNATIVE FUELS USED IN OREGON LARGE FLEETS		Proposed Delete	No Data	0%	0%

LFO Recommendation:

The Legislative Fiscal Office recommends replacing Key Performance Measure #6 - Percentage of Alternative Fuels Used in Oregon Large Fleets with the proposed measure of Transportation Fuels Used in Oregon, including both the percentage of on-road and non-road fuel use. Measuring all transportation fuel provides a more comprehensive measure and data is more available and reliable. The Department will develop and report baseline data for this measure during the 2017-19 biennium and propose targets for the 2019-21 biennium. LFO also recommends approval of the remaining proposed Key Performance Measures and targets.

SubCommittee Action: