Legislative Fiscal Office

Oregon State Capitol 900 Court Street NE, H-178 Salem, OR 97301 503-986-1828



Joint Committee on Ways and Means

Sen. Betsy Johnson, Senate Co-Chair Sen. Elizabeth Steiner Hayward, Senate Co-Chair Rep. Dan Rayfield, House Co-Chair

Sen. Jackie Winters, Senate Co-Vice Chair Rep. David Gomberg, House Co-Vice Chair Rep. Greg Smith, House Co-Vice Chair

Ken Rocco, Legislative Fiscal Officer
Paul Siebert, Deputy Legislative Fiscal Officer

To: Transportation and Economic Development Subcommittee

From: Gregory Jolivette, Legislative Fiscal Office

Date: March 28, 2019

Subject: SB 5534 – Public Utility Commission

Work Session Recommendations

Public Utility Commission – Agency Totals

	2015-17 Actual	2017-19 Legislatively	2019-21 Current Service	2019-21 LFO
		Approved	Level	Recommended
Other Funds	37,870,777	45,919,838	48,075,719	49,589,906
Other Funds NL	68,662,899	56,290,822	54,312,163	54,312,163
Federal Funds	658,975	742,231	790,833	1,031,312
Total Funds	107,192,651	102,952,891	103,178,715	104,933,381
Positions	126	127	123	130
FTE	125.13	125.76	122.50	127.75

The agency reported a maximum supervisory ratio of 1:5 for the 2019-21 biennium.

Attached are the recommendations from the Legislative Fiscal Office for the Public Utility Commission. Recommendations include:

- Increase Other Funds revenue by \$9,076,967 by increasing the maximum allowable fee that can be assessed on a utility's annual gross operating revenue. This is contingent on passage of SB 68, which would increase the fee cap on energy and water utilities from 0.30% to 0.45% and increase telecommunications utilities from 0.30% to 0.35% of gross operating revenue. (Package 101)
- Approve Other Funds expenditure limitation of \$1,466,208, and Federal Funds limitation of \$54,111 to establish 7 positions (5.25 FTE) to address workload in the Utility Regulation and Policy and Administration programs and improve staff oversight. This includes three management (PEM E), and four analyst positions. (Package 102)

- Increase Other Funds expenditure limitation by \$234,347 to address increased attorney general costs resulting from increased dockets and docket complexity. (Package 103)
- Approve shift of \$186,368 from Other Funds to Federal Funds to better reflect state and federal cost sharing ratios for the Pipeline and Hazardous Materials Safety Administration program. (Package 104)
- Approve shift of two positions and \$578,412 Other Funds expenditure limitation from Utility Regulation to Policy and Administration (Commission Office) to improve coordination of strategic initiatives and external engagement with stakeholders, the Legislature and Governor's Office. (Package 105)
- Approve Other Funds expenditure limitation of \$810,446 and 2 positions (2.00 FTE) for the Board of Maritime Pilots.

Adjustments to Current Service Level

See attached "Work Session Presentation Report."

Note: Statewide adjustments and six-year capital construction expenditures are not included in these recommendations. Any needed adjustments will be made in end of session bills.

Accept LFO Recommendation:

MOTION: I move the LFO recommendation on SB 5534. (VOTE)

OR

Change LFO Recommendation:

MOTION: I move the LFO recommendation on SB 5534, with modifications. (VOTE)

Performance Measures

See attached "Legislatively Proposed 2019-21 Key Performance Measures."

Accept LFO Recommendation:

MOTION: I move the LFO recommendation on Key Performance Measures. (VOTE)

OR

Change LFO Recommendation:

MOTION: I move the LFO recommendation on Key Performance Measures, with modifications. (VOTE)

Recommended Changes

LFO recommends a budget of \$49,589,906 Other Funds, \$54,312,163 Other Funds NL, \$1,031,312 Federal Funds, and 130 positions (127.75 FTE), which is reflected in the -3 amendment.

MOTION: I move adoption of the -3 amendment to SB 5534. (VOTE)

Final Subcommittee Action

Carriers

LFO recommends that SB 5534, as amended by the -3 amendment, to be moved to the Ways and Means Full Committee.

MOTION: I move SB 5534, as amended, to the Full Committee with a do pass recommendation. (VOTE)

Full Committee:	
House Floor:	
Senate Floor:	

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-000-00-00-00000 Public Utility Commission

Agency Number: 86000

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2017-19 Agy. Leg. Adopted	-		45,128,415	715,100	56,290,822	-	102,134,337	127	125.76
2017-19 Ebds, SS & Admin Act	-	-	791,423	27,131	-	-	818,554	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2017-19 Leg Approved Budget	-		45,919,838	742,231	56,290,822	-	102,952,891	127	125.76
2017-19 Leg Approved Budget (Base)	-		45,919,838	742,231	56,290,822	-	102,952,891	127	125.76
Summary of Base Adjustments	-		831,739	37,927	(1,978,659)	-	(1,108,993)	(4)	(3.26)
2019-21 Base Budget	-		46,751,577	780,158	54,312,163	-	101,843,898	123	122.50
010: Non-PICS Pers Svc/Vacancy Factor	-		482,947	(2,927)	-	-	480,020	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(423,450)	-	-	-	(423,450)	-	-
030: Inflation & Price List Adjustments	-	-	1,274,413	3,834	-	-	1,278,247	-	-
060: Technical Adjustments	-	-	(9,768)	9,768	-	-	-	-	-
2019-21 Current Service Level	-		48,075,719	790,833	54,312,163	-	103,178,715	123	122.50
Adjusted 2019-21 Current Service Level	-		48,075,719	790,833	54,312,163	-	103,178,715	123	122.50
Total LFO Recommended Packages	-		1,514,187	240,479	-	-	1,754,666	7	5.25
2019-21 Legislative Actions	-		49,589,906	1,031,312	54,312,163	-	104,933,381	130	127.75
Net change from 2017-19 Leg Approved Budget	-		3,670,068	289,081	(1,978,659)	-	1,980,490	3	1.99
Percent change from 2017-19 Leg Approved Budget	0.0%	0.0%	8.0%	39.0%	(3.5%)	0.0%	1.9%	2.4%	1.6%
Net change from 2019-21 Adj Current Service Level	-		1,514,187	240,479	-	-	1,754,666	7	5.25
Percent change from 2019-21 Adj Current Service Level	0.0%	0.0%	3.2%	30.4%	0.0%	0.0%	1.7%	5.7%	4.3%

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-001-00-00-00000 Utility Regulation

Agency Number: 86000

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2017-19 Agy. Leg. Adopted	-		18,237,785	715,100	56,290,822	-	75,243,707	67	66.26
2017-19 Ebds, SS & Admin Act	-		471,104	27,131	-	-	498,235	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2017-19 Leg Approved Budget	-		18,708,889	742,231	56,290,822	-	75,741,942	67	66.26
2017-19 Leg Approved Budget (Base)	-		18,708,889	742,231	56,290,822	-	75,741,942	67	66.26
Summary of Base Adjustments	-		15,159	37,927	(1,978,659)	-	(1,925,573)	(4)	(3.26)
2019-21 Base Budget	-		18,724,048	780,158	54,312,163	-	73,816,369	63	63.00
010: Non-PICS Pers Svc/Vacancy Factor	-		235,382	(2,927)	-	-	232,455	-	-
020: Phase In / Out Pgm & One-time Cost	-		(23,450)	-	-	-	(23,450)	-	-
030: Inflation & Price List Adjustments	-		282,642	3,834	-	-	286,476	-	-
060: Technical Adjustments	-		1,351,360	9,768	-	-	1,361,128	-	-
2019-21 Current Service Level	-		20,569,982	790,833	54,312,163	-	75,672,978	63	63.00
Adjusted 2019-21 Current Service Level	-		20,569,982	790,833	54,312,163	-	75,672,978	63	63.00
Total LFO Recommended Packages	-		685,028	240,479	-	-	925,507	4	2.50
2019-21 Legislative Actions	-		21,255,010	1,031,312	54,312,163	-	76,598,485	67	65.50
Net change from 2017-19 Leg Approved Budget	-		2,546,121	289,081	(1,978,659)	-	856,543	-	(0.76)
Percent change from 2017-19 Leg Approved Budget	0.0%	0.0%	13.6%	39.0%	(3.5%)	0.0%	1.1%	0.0%	(1.2%)
Net change from 2019-21 Adj Current Service Level	-		685,028	240,479	-	-	925,507	4	2.50
Percent change from 2019-21 Adj Current Service Level	0.0%	0.0%	3.3%	30.4%	0.0%	0.0%	1.2%	6.4%	4.0%

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-001-00-00-00000

Utility Regulation

Agency Number: 86000

	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 Annual Gross Revenue Fee

<u>Package Description</u> Package 101 increases Other Funds revenue by \$9,076,967 to reflect fee increases proposed in Senate Bill 68, which modifies the annual utility fee from a maximum of 0.30 percent of a utility's gross operating revenue to a maximum of 0.45 percent for energy and water utilities and 0.35 percent for telecommunications utilities.

<u>LFO Recommendation</u> Approve

LFO Recommended

LFO102

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-001-00-00-00000

Utility Regulation

Agency Number: 86000

	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 102 Increase Utility Program & Policy Staff

<u>Package Description</u> Package 102 provides Other Funds expenditure limition of \$1,250,613, and Federal Funds limitation of \$54,111 to establish six new positions (4.50 FTE) in the Utility Regulation Program. Includes three management, and three analyst positions. Also reclassifies one analyst position to a management position. This package reduces PUC's span of control from 1:6 to 1:5.

LFO Recommendation Approve

<u>LFO Analyst Notes</u> Includes an LFO technical adjustment to reflect state and federal cost sharing ratio associated with reclassification of the Utility Analyst 3 to a PEM E position.

LFO Recommended - - 1,250,613 54,111 - - 1,304,724 6 4.50

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-001-00-00-00000

Utility Regulation

Agency Number: 86000

	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 103 Increase Attorney General Limitation

<u>Package Description</u> Package 103 increases Other Fund expenditure limitation by \$199,195 for Attorney General (AG) costs related to increased docket activity and complexity.

LFO Recommendation Approve

LFO Recommended - - 199,195 - - 199,195 -

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Public Utility Commission

LFO Analyst Recommended

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-001-00-00-00000

Utility Regulation

Agency Number: 86000

General Lotte Fund Func		Federal Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 104 Federal Fund Allocation

<u>Package Description</u> Package 104 shifts expenditure limitation of \$186,368 from Other Funds to Federal Funds to better reflect state and federal cost sharing requirements for the Pipeline and Hazardous Materials Safety Administration (PHMSA) program.

LFO Recommendation

LFO Recommended - - (186,368) 186,368 - - - -

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-001-00-00-00000

Utility Regulation

Agency Number: 86000

	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 105 Strategic Energy Initiatives

<u>Package Description</u> Package 105 shifts two positions - one management and one analyst position -- from the Utility Regulation Program to the Policy and Administration Program to better align positions with program areas. Provides no additional funding.

These positions will be located in the Commission Office in order to coordinate and integrate activities and external engagement among the Commissioners and the Utility Program. The PEM-E will become the Director of Policy and External Affairs, and will develop and manage the Commission's interactions with state agencies, the Legislature and the Governor's Office, as well as other state, regional and federal entities. The UA3 will become a Commission Advisor who provides independent technical and policy analysis as well as serving as a liaison with the Utility Program to ensure that Commissioners are connected with appropriate resources for decision making.

LFO Recommendation Approve

LFO Recommended - - (578,412) - - (578,412) (2) (2.00)

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-003-00-00-00000 Residential Service Protection

Agency Number: 86000

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2017-19 Agy. Leg. Adopted	-	-	9,650,497	-		-	9,650,497	8	8.00
2017-19 Ebds, SS & Admin Act	-	-	54,218	-	-	-	54,218	-	-
Ways & Means Actions	-	-	-	-	-	-	_	-	-
2017-19 Leg Approved Budget	-	-	9,704,715	-	· -	-	9,704,715	8	8.00
2017-19 Leg Approved Budget (Base)	-	-	9,704,715	-	-	-	9,704,715	8	8.00
Summary of Base Adjustments	-	-	23,573	-	-	-	23,573	-	(0.50)
2019-21 Base Budget	-	-	9,728,288	-	-	-	9,728,288	8	7.50
010: Non-PICS Pers Svc/Vacancy Factor	-	-	14,314	-	-	-	14,314	-	-
030: Inflation & Price List Adjustments	-	-	352,174	-	-	-	352,174	-	-
060: Technical Adjustments	-	-	(5,323)	-	-	-	(5,323)	-	-
2019-21 Current Service Level	-	-	10,089,453	-	-	-	10,089,453	8	7.50
Adjusted 2019-21 Current Service Level	-	-	10,089,453	-	-	-	10,089,453	8	7.50
Total LFO Recommended Packages	-	-	-	-	-	-	-	-	-
2019-21 Legislative Actions	-	-	10,089,453	-		-	10,089,453	8	7.50
Net change from 2017-19 Leg Approved Budget	-	-	384,738	-	-	-	384,738	-	(0.50)
Percent change from 2017-19 Leg Approved Budget	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	4.0%	0.0%	(6.3%)
Net change from 2019-21 Adj Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2019-21 Adj Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-004-00-00-00000 Policy and Administration

Agency Number: 86000

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2017-19 Agy. Leg. Adopted	-	-	16,437,718	-	-	-	16,437,718	50	49.50
2017-19 Ebds, SS & Admin Act	-	-	260,535	_	-	-	260,535	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2017-19 Leg Approved Budget	-	-	16,698,253	-	-	-	16,698,253	50	49.50
2017-19 Leg Approved Budget (Base)	-	-	16,698,253	-	-	-	16,698,253	50	49.50
Summary of Base Adjustments	-	-	813,421	-	-	-	813,421	-	0.50
2019-21 Base Budget	-	-	17,511,674	-	-	-	17,511,674	50	50.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	228,959	-	-	-	228,959	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(400,000)	-	-	-	(400,000)	-	-
030: Inflation & Price List Adjustments	-	-	621,010	-	_	-	621,010	-	-
060: Technical Adjustments	-	-	(1,355,805)	-	-	-	(1,355,805)	-	-
2019-21 Current Service Level	-	-	16,605,838	-	-	-	16,605,838	50	50.00
Adjusted 2019-21 Current Service Level	-	-	16,605,838	-	-	-	16,605,838	50	50.00
Total LFO Recommended Packages	-	-	829,159	-	-	-	829,159	3	2.75
2019-21 Legislative Actions	-	-	17,434,997	-	-	-	17,434,997	53	52.75
Net change from 2017-19 Leg Approved Budget	-	-	736,744	-	-	-	736,744	3	3.25
Percent change from 2017-19 Leg Approved Budget	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%	4.4%	6.0%	6.6%
Net change from 2019-21 Adj Current Service Level	-	-	829,159	_	-	-	829,159	3	2.75
Percent change from 2019-21 Adj Current Service Level	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	5.0%	6.0%	5.5%

LFO102 - Work Session Presentation Report Version: L - 01 - LFO Analyst Recommended 2019-21 Biennium

Cross Reference: 86000-004-00-00-00000

Policy and Administration

Agency Number: 86000

	other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 090 Analyst Adjustments

Package Description Package 90 included Other Funds expenditure limitation of \$175,196 and one Internal Auditor 2 position (0.83 FTE) as recommended in an August 2018 Secretary of State audit.

LFO Recommendation Disapprove

The Legislature is looking at a centralized, statewide approach to address issues raised in the August 2018 Secretary of State Audit, rather LFO Analyst Notes than an agency-by-agency approach.

LFO Recommended

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-004-00-00-00000

Policy and Administration

Agency Number: 86000

	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 102 Increase Utility Program & Policy Staff

<u>Package Description</u> Package 102 provides Other Funds expenditure limitation of \$215,595 and establishes one Operations and Policy Analyst 4 position (0.75 FTE) in Commission Services, within the Policy and Administation Program.

<u>LFO Recommendation</u> Approve

LFO Recommended - - - 215,595 - - - 215,595 1 0.75

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LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-004-00-00-00000

Policy and Administration

Agency Number: 86000

	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 103 Increase Attorney General Limitation

<u>Package Description</u> Package 103 increases Other Fund limitation by \$35,152 for increased Attorney General (AG) costs due primarily to increased docket activity and complexity.

<u>LFO Recommendation</u> Approve

LFO Recommended - - 35,152 - - - 35,152 -

LFO102 - Work Session Presentation Report 2019-21 Biennium

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-004-00-00-00000

Policy and Administration

Agency Number: 86000

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 105 Strategic Energy Initiatives

<u>Package Description</u> Package 105 shifts Other Funds expenditure limitation of \$578,412 and two positions (2.00 FTE) - one manager and one analyst - from Utility Regulation to Policy and Administration (Commission Office). The positions coordinate and integrate activities and external engagement among the Commissioners and the Utility Program.

The PEM-E will become the Director of Policy and External Affairs, and will develop and manage the Commission's interactions with state agencies, the Legislature and the Governor's Office, as well as other state, regional and federal entities. The UA3 will become a Commission Advisor who provides independent technical and policy analysis as well as serving as a liaison with the Utility Program to ensure that Commissioners are connected with appropriate resources for decision making.

LFO Recommendation Approve

LFO Recommended - - 578,412 - - 578,412 2 2.00

LFO102

Version: L - 01 - LFO Analyst Recommended Cross Reference: 86000-005-00-00-00000 Board of Maritime Pilots

Agency Number: 86000

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2017-19 Agy. Leg. Adopted	-		802,415				802,415	2	2.00
2017-19 Ebds, SS & Admin Act	-	-	5,566	-			5,566	-	-
Ways & Means Actions	-	-	-	-				-	-
2017-19 Leg Approved Budget	-	-	807,981				807,981	2	2.00
2017-19 Leg Approved Budget (Base)	-	-	807,981				- 807,981	2	2.00
Summary of Base Adjustments	-	-	(20,414)				(20,414)	-	-
2019-21 Base Budget	-		787,567				787,567	2	2.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	4,292				4,292	-	-
030: Inflation & Price List Adjustments	-	-	18,587				18,587	-	-
2019-21 Current Service Level	-		810,446				810,446	2	2.00
Adjusted 2019-21 Current Service Level	-		810,446				810,446	2	2.00
Total LFO Recommended Packages	-		· -					-	-
2019-21 Legislative Actions	-	-	810,446				810,446	2	2.00
Net change from 2017-19 Leg Approved Budget	_	-	2,465	-			- 2,465	-	-
Percent change from 2017-19 Leg Approved Budget	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%
Net change from 2019-21 Adj Current Service Level	-	-	-	-				-	-
Percent change from 2019-21 Adj Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Legislatively Proposed 2019 - 2021 Key Performance Measures

Published: 2/12/2019 12:43:44 PM

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 2020	Target 2021
Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources.		Approved	94%	97%	97%
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	89%	94%	92%
3. Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers.		Approved	11.40%	10%	11%
4. Electric Utility Operations - Effectiveness of staff audits in preventing njuries caused by electric utility operations per 100,000 utility customers.		Approved	0.50	0.11	0.11
5. Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers.		Approved	0.36	0.45	0.45
6. Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers.		Approved	0	0.10	0
7. Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.		Approved	53.50%	50.50%	58%
8. Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record.		Approved	71%	100%	100%
9. Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program.		Approved	15%	28%	21%
10. Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program.		Approved	73%	60%	72%
11. Complaint Investigation - Percent of complaint investigation cases open 50 days or less.		Approved	90%	75%	75%
12. 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	80%	85%	85%
	Availability of Information		72%	75%	75%
	Overall		79%	82%	82%
	Accuracy		76%	80%	80%
	Expertise		83%	83%	83%
	Timeliness		83%	85%	85%
3. Best Practices - Percent of total best practices met by the Board of Maritime Pilots.		Approved	70%	100%	100%

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2020	Target 2021
14. 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	4	4	4
15. a. Met performance measures in OPUC's annual grant agreement Met 12 of 13 established internal performance measures		Approved	100%	12%	100%
15. b. Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.		Approved	1	1	1
15. c. Keep administrative costs below 8% of annual revenue Keep administrative and programs support costs below 9 percent of annual revenue.		Approved	5.20%	9%	7.99%
15. d. Annually report the total resource ccost 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
15. e. Report quareterly 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

LFO Recommendation:

Approve the 2019-21 Key Performance Measures.

SubCommittee Action: