NAME OF AGENCY: Public Utility Commission TABLE OF PROPOSED
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.

200 7- 09 KP M#	PROPOSED 2007-09 Key Performance Measures (KPMs)	Change from 2005-07	Pa ge #
1	Price of Electricity -Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price.	N/A	2
2	Oregon Telephone Assistance Program - Increase the number of Oregon Telephone Assistance Program (OTAP) recipients by using outreach efforts to increase the percentage of food stamps recipients receiving OTAP.	New Wording	
3	Access to Telephone Services -Increase access to telephone services for disabled senior citizens, who are 65 years and older.	New Wording	
4	Natural Gas Operations - Personal injuries related to Natural Gas Operations. (Per 100,000 utility customers).	N/A	
5	Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.	N/A	
6	Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers.	New Wording	
7	Utility Pricing - Number of new utility pricing programs.	N/A	
8	Water Utilities - Number of water utilities adopting price changes.	N/A	
9	Complaint Investigation - Percent of complaint investigation cases open 50 days or less.	N/A	
10	Electric Utility Operations - Staff's audit effectiveness on injuries caused by Electric Operators System.	New Measure	
11	Unsafe Acts - Effectiveness of Utility promoted education on Unsafe Acts.	New Measure	
12	Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of Close of Evidentiary Record.	New Measure	
13	Residential Energy Efficiency – Benefit/cost Ratio for Energy Trust's Home Energy Savings Program.	New Measure	
14	Commercial Energy Efficiency – Benefit/cost for Energy Trust's Business Efficiency Program.	New Measure	
15	Industrial Energy Efficiency – Benefit/cost for Energy Trust's Production Efficiency Program.	New Measure	
16	Renewable Resource Development – Annual average megawatts acquired through Energy Trust programs. (3 year rolling average)	New Measure	
17	Energy Trust Administrative Efficiency – Administrative and program support costs as a percent of annual revenues.	New Measure	

# TABLE OF PROPOSED

200 7- 09 KP M#	PROPOSED 2007-09 Key Performance Measures (KPMs)	Change from 2005-07	Pa ge #
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.	N/A	8

200 5- 07 KP M#	<b>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</b>	Pa ge #
4	Personal Injuries - Personal injuries related to electric operations. (Per 100, 000 utility customers).	9
6	Electricity Service Suppliers - Total number of electricity service suppliers certified and aggregators registered by the OPUC.	9
11	Interconnection Agreements - Percent of interconnection agreements processed in 45 days or less.	9

### PROPOSED 2007-09 KPMs

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.

#1	Price of Ele national av	ctricity – Avera erage price.	ige price of elec	ctricity for res	idential users i	from Oregon 1	nvestor Owne	a Utilities as a	a percent of th	ie	Relates to 2005- 07 KPM #1		
Goal(	Preserve f	or Oregonians th	ne benefits of th	e region's low	cost resources.					I	Measure since:		
HLO(	OBM #74	Housing: Percenta	ge of low income	e households sper	nding more than 3	30 percent of thei	r household inco	me on housing	(including utiliti	es)	'X" any changes:		
Strate gy:		y review rate rec r customers of th		egulated electri	ic utilities, & pro	ess for a fair sh	are of the bene	fits of the fede	eral hydroelect	ric	New wording		
Sourc	Energy in	formation Admi	nistration, Depa	artment of Energy	gy, Electric Pov	wer Monthly – l	Electric Rates a	and Oregon Ut	ility Statistics		New data		
Owne	Utility Pro	Utility Program, Ed Busch, 503-378-6625											
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data		
Actua	74%	75%	81%	84%	81%	78%					Cycle:		
Targe	75%	75%	75%	75%	75%	75%	80%	85%	87.5%	90%	Calendar		
#2		ephone Assistan s recipients reco		Increase total	(OTAP) recipi	ients by using	outreach effor	ts to increase	the percentag	ge of	Relates to 2005- 07 KPM #2		
Goal(	Provide al	l Oregonians rea	asonable and eq	uitable access t	o essential ener	gy and telecom	munications pr	oducts and ser	rvices.	I	Measure since:		
		Provide all Oregonians reasonable and equitable access to essential energy and telecommunications products and services. OBM #74 Housing: Percentage of low income households spending more than 30 percent of their household income on housing (including utility)											
HLO(	OBM #74	Housing: Percenta	age of low incom	e households spe	ending more than	30 percent of the	ir household inco	ome on housing	(including utilit	ties) "	'X" any		
HLO( Strate		Housing: Percenta outreach, client i	-	-	-	-		-	(including utilit	ties)	· .		
	Enhance of Monthly A Delivery A	-	nput and coordi Services reports	nation between that are publis	agencies to inc hed on the Depa	crease penetration	on of targeted a nan Services W	udience. eb site, Brancl	h and Services		· .		
Strate Sourc	Enhance of Monthly A Delivery A get an ann	outreach, client i Adult & Family S Area Data Histor	nput and coordi Services reports ical Program in	nation between that are publis formation by B	agencies to inc hed on the Depa Branch and Cour	crease penetration artment of Hum nty. Food stamp	on of targeted a nan Services W	udience. eb site, Brancl	h and Services		New wording New data		
Strate Sourc e:	Enhance of Monthly A Delivery A get an ann	outreach, client i Adult & Family S Area Data Histor Jual average.	nput and coordi Services reports ical Program in	nation between that are publis formation by B	agencies to inc hed on the Depa Branch and Cour	crease penetration artment of Hum nty. Food stamp	on of targeted a nan Services W	udience. eb site, Brancl	h and Services		New wording New data New measure		
Strate Sourc e: Owne	Enhance of Monthly A Delivery A get an anr Residentia	outreach, client i Adult & Family Area Data Histor Jual average. Al Service Protec	nput and coordi Services reports ical Program in tion Fund (RSP	nation between that are publis formation by B PF), Vicki McL	agencies to inc hed on the Depa Branch and Cour ean, 503-378-66	crease penetration artment of Hum nty. Food stamp 561	on of targeted a nan Services W p cases each mo	udience. eb site, Branclonth, totaled an	h and Services nd divided by 1	12 to	New wording New data New measure Data Cycle:		
Strate Sourc e: Owne DAT	Enhance of Monthly A Delivery A get an anr Residentia 2000	outreach, client i Adult & Family S Area Data Histor Jual average. Al Service Protec 2001	nput and coordi Services reports ical Program in tion Fund (RSP 2002	nation between s that are publis formation by B PF), Vicki McLe 2003	a agencies to inc hed on the Depa Branch and Cour ean, 503-378-66 2004	crease penetration artment of Hum nty. Food stamp 661 <b>2005</b>	on of targeted a nan Services W p cases each mo	udience. eb site, Branclonth, totaled an	h and Services nd divided by 1	12 to	New wording New data New measure Data Cycle:		
Strate Sourc e: Owne DAT Actua	Enhance of Monthly A Delivery A get an anr Residentia 2000 13% 17%	outreach, client i Adult & Family & Area Data Histor Jual average. Al Service Protect 2001 12%	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21%	nation between s that are publis formation by B PF), Vicki McLo 2003 15% 17%	a agencies to inc hed on the Depa Branch and Cour ean, 503-378-66 2004 24% 18%	crease penetration artment of Hum nty. Food stamp 661 2005 24% 19%	on of targeted a nan Services W p cases each mo 2006 24%	2007 25%	h and Services nd divided by 1 2008 26%	12 to 2009	New wording New data New measure Data Cycle:		
Strate Sourc e: Owne DAT Actua Targe	Enhance of Monthly A Delivery A get an and Residentia 2000 13% 17% Access to T	outreach, client i Adult & Family & Area Data Histori Jual average. Al Service Protect 2001 12% 19%	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ees – Increase A	nation between that are publis formation by B PF), Vicki McLe 2003 15% 17% Access to Telep	a agencies to inc hed on the Depa Branch and Cour ean, 503-378-66 2004 24% 18% phone Services	crease penetrationartment of Hum nty. Food stamp 661 2005 24% 19% for disabled so	on of targeted a nan Services W p cases each mo 2006 24% enior citizens v	2007 25% 25%	h and Services nd divided by 1 2008 26% ars and older.	12 to 2009	New wording New data New measure Data Cycle: Calendar Vr Relates to 2005-		
Strate Sourc e: Owne DAT Actua Targe #3	Enhance of Monthly A Delivery A get an anr Residentia 2000 13% 17% Access to T Provide a	outreach, client i Adult & Family & Area Data Histor Jual average. Al Service Protect 2001 12% 19% elephone Service	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ees – Increase A asonable and eq	nation between s that are publis formation by B PF), Vicki McLu 2003 15% 17% Access to Telep uitable access t	a agencies to inc hed on the Depa Branch and Cour ean, 503-378-66 2004 24% 18% phone Services	crease penetration artment of Hum nty. Food stamp 561 2005 24% 19% for disabled se	on of targeted a nan Services W p cases each mo 2006 24% enior citizens v	2007 25% 25%	h and Services nd divided by 1 2008 26% ars and older.	12 to 2009	New wording New data New measure Data Cycle: Calendar Vr Relates to 2005- 07 KPM #3		
Strate Sourc e: Owne DAT Actua Targe #3 Goal(	Enhance of Monthly A Delivery A get an and Residentia 2000 13% 17% Access to T Provide at OBM #58	al Service Protect <b>2001</b> <b>12%</b> <b>19%</b> I Oregonians real	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ees – Increase A asonable and eq ving: Percentag	nation between that are publis formation by B PF), Vicki McLe 2003 15% 17% Access to Telep uitable access t ge of seniors liv	a agencies to inc hed on the Depa Branch and Cour ean, 503-378-66 2004 24% 18% bhone Services to essential energying independen	crease penetrationartment of Hum nty. Food stamp 561 2005 24% 19% for disabled so rgy and telecom ttly.	on of targeted a nan Services W p cases each mo 2006 24% enior citizens v nmunications pr	2007 25% vho are 65 yes	h and Services nd divided by 1 2008 26% ars and older.	12 to 2009	New wording New data New measure Data Cycle: Calendar Xr Relates to 2005- 07 KPM #3 Measure since: 'X" any		
Strate Sourc e: Owne DAT Actua Targe #3 Goal( HLO(	Enhance of Monthly A Delivery A get an anr Residentia 2000 13% 17% Access to T Provide at OBM #58 Evaluate of with know	Area Data Histori Adult & Family & Area Data Histori and average. Al Service Protect 2001 12% 19% elephone Service I Oregonians rea Independent Li equipment availa known seniors cu n ages in our datab	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ess – Increase A asonable and eq ving: Percentag able for sight-im rrently in our TD pase since 1998 (k	nation between s that are publis formation by B PF), Vicki McLe 2003 15% 17% Access to Telep uitable access t ge of seniors liv npaired individu AP database that keeping in mind v	a agencies to inc hed on the Depa Branch and Cours ean, 503-378-66 2004 24% 18% bhone Services to essential energy ring independent tals and outreac twe have been tra we didn't track by	rease penetrationarity in the section of the sectio	on of targeted a nan Services W p cases each mo 2006 24% enior citizens v munications pr enior audiences 3 and compared v	2007 25% vho are 65 yes	h and Services nd divided by 1 2008 26% ars and older. rvices.	12 to 2009	New wording New data New measure Data Cycle: Calendar Vr Relates to 2005- 07 KPM #3 Measure since:		
Strate Sourc e: Owne DAT Actua Targe #3 Goal( HLO( Strate Sourc	Enhance of Monthly A Delivery A get an anr Residentia 2000 13% 17% Access to T Provide at OBM #58 Evaluate of with know	outreach, client i Adult & Family & Area Data Histori Jual average. Al Service Protect 2001 12% 19% elephone Service 1 Oregonians rea Independent Li equipment availa known seniors cu	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ess – Increase A asonable and eq ving: Percentag able for sight-im rrently in our TD pase since 1998 (k	nation between s that are publis formation by B PF), Vicki McLe 2003 15% 17% Access to Telep uitable access t ge of seniors liv npaired individu AP database that keeping in mind v	a agencies to inc hed on the Depa Branch and Cours ean, 503-378-66 2004 24% 18% bhone Services to essential energy ring independent tals and outreac twe have been tra we didn't track by	rease penetrationarity in the section of the sectio	on of targeted a nan Services W p cases each mo 2006 24% enior citizens v munications pr enior audiences 3 and compared v	2007 25% vho are 65 yes	h and Services nd divided by 1 2008 26% ars and older. rvices.	12 to 2009	New wording New data New measure Data Cycle: Calendar Vr Relates to 2005- 07 KPM #3 Measure since: 'X" any New wording		
Strate Sourc e: Owne DAT Actua Targe #3 Goal( HLO( Strate Sourc e:	Enhance of Monthly A Delivery A get an anr Residentia 2000 13% 17% Access to T Provide at OBM #58 Evaluate of with know	Area Data Histori Adult & Family & Area Data Histori and average. Al Service Protect 2001 12% 19% elephone Service I Oregonians rea Independent Li equipment availa known seniors cu n ages in our datab	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ess – Increase A asonable and eq ving: Percentag able for sight-im rrently in our TD pase since 1998 (k	nation between s that are publis formation by B PF), Vicki McLe 2003 15% 17% Access to Telep uitable access t ge of seniors liv npaired individu AP database that keeping in mind v	a agencies to inc hed on the Depa Branch and Cours ean, 503-378-66 2004 24% 18% bhone Services to essential energy ring independent tals and outreac twe have been tra we didn't track by	rease penetrationarity in the section of the sectio	on of targeted a nan Services W p cases each mo 2006 24% enior citizens v munications pr enior audiences 3 and compared v	2007 25% vho are 65 yes	h and Services nd divided by 1 2008 26% ars and older. rvices.	12 to 2009	New wording         New data         New measure         Data         Cycle:         Calendar         Vr         Relates to 2005-07 KPM #3         Measure since:         'X'' any         New wording         New data         New measure         Data         Data         'Z'         Data		
Strate Sourc e: Owne DAT Actua Targe #3 Goal( HLO( Strate Sourc e: Owne	Enhance of Monthly A Delivery A get an and Residentia 2000 13% 17% Access to T Provide al OBM #58 Evaluate of with known Residentia	outreach, client i Adult & Family & Area Data Histori Jual average. al Service Protect 2001 12% 19% elephone Service 1 Oregonians rea Independent Li equipment availa known seniors cu n ages in our databal Service Protect	nput and coordi Services reports ical Program in tion Fund (RSP 2002 15% 21% ces – Increase A asonable and eq ving: Percentag ible for sight-im rrently in our TD base since 1998 (k tion Fund (RSP	nation between s that are publis formation by B PF), Vicki McLe 2003 15% 17% Access to Telep uitable access t ge of seniors liv npaired individu AP database that ceeping in mind v PF), Vicki McLe	a agencies to inc hed on the Depa Branch and Cour ean, 503-378-66 2004 24% 18% phone Services to essential ener- ving independen uals and outreac we have been tra we didn't track by ean, 503-378-66	rease penetrationartment of Hum nty. Food stamp 561 2005 24% 19% for disabled so rgy and telecom ttly. th to targeted se acking since 1998 y birth dates prior 561	on of targeted a nan Services W p cases each mo 2006 24% enior citizens w nunications pr enior audiences. 8 and compared w r to 1998).	2007 25% vho are 65 years with the total nu	h and Services nd divided by 1 2008 26% ars and older. rvices. mber of particip	12 to 2009	New wording New data New measure Data Cycle: Calendar Vr Relates to 2005- 07 KPM #3 Measure since: 'X'' any New wording New data New measure		

### Proposed 2007-09 Key Performance Measures (KPM's)

2007-09 Budget Form 107BF04a

✓ Agency Request \_\_\_\_\_Governor's Recommended \_\_\_\_\_ Legislatively Adopted

# PROPOSED 2007-09 KPMs

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.

#4	Natural Ga	s Operations –	Personal inju	ries related to I	Natural Gas O	perations. (Per	• 100,000 utilit	y customers).			lates to 2005- 07 KPM #5
Goal(	Personal i	njuries related	to natural gas op		Me	asure since:					
HLO(	Mission S	tatement		"Х'	' any changes:						
Strate	Conduct s	afety inspection	ns of natural gas	s facilities, inve	stigate accident	s, and ensure ut	tility personnel	are properly tra	ained.		New wording
Sourc	Incident a	nd accident rep	orts submitted b	by the natural ga	as utilities in Or	regon					New data
Owne	Utility Pro	ogram, JR Gonz	zalez, 503-503-3	373-1531							New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actua	0.0	0.0	0.0	0.0	0.0	0.0					Cycle:
Targe	0.0	0.0	0.0	0.0	0.0	Calendar Vr					

#5	Switched A	ccess Lines – I	statewide.			lates to 2005- 07 KPM #7						
Goal(	Promote t	he developmen			Me	asure since:						
HLO(	Mission S	tatement			"Х'	' any changes:						
Strate gy:		riers, set prices a tween carriers.	nt carriers, and re	solve		New wording						
Sourc	Annual re	port filed April	l 1 <sup>st</sup>									New data
Owne	Utility Pro	ogram, Bryan C	Conway, 503-37	78-6200								New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008		2009	Data
Actua	6%	9%				Cycle:						
Targe			21%		23%	Calendar Vr						

#6	Electric En	ergy – Percenta			lates to 2005- 07 KPM #8						
Goal(	Promote th	ne development		Measure s							
HLO(	Mission S	tatement		"Х'	' any						
Strate	Set rates ch	arged by regulate	tomers are not		New wording						
Sourc	Monthly e	lectric industry	restructuring sta	atus reports from	m PGE and Pac	ifiCorp.					New data
Owne	Utility Pro	gram, Ed Busch	n, 503-378-6625	5							New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actua			0%	0%	4%	7.5%					Cycle:
Targe			10%	10%	Calendar Vr						

Proposed 2007-09 Key Performance Measures (KPM's)

2007-09 Budget Form 107BF04a

✓ Agency Request \_\_\_\_\_Governor's Recommended \_\_\_\_\_ Legislatively Adopted

### PROPOSED 2007-09 KPMs

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.

#7	Utility Pric	Jtility Pricing – Number of New Utility Pricing Programs.         Encourage sustainable resource use through utility pricing options												
Goal(	Encourage	e sustainable re	source use throu	igh utility prici	ng options						Measure since:			
HLO(	Mission S	tatement									"X" any changes:			
Strate	Work with	utilities to identi	fy pricing options	that would enco	ourage more effic	cient use, and the	en encourage & r	eview tariff filing	gs to offer the opt	tions.	New wording			
Sourc	Tariff info	ormation compi	led by the OPU	C's Utility Pro	gram, Resource	e & Market An	alysis				New data			
Owne	Utility Pro	ogram, Ed Busc	ch, 503-378-662	5							New measure			
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	200				
Actua					2	4					Cycle:			
Targe						5	6	7	8	9	Calendar Vr			

#8	Water Utili	ties – Number			elates to 2005- 07 KPM #10						
Goal(	Encourage	e sustainable re	source use throu	igh utility prici	ing options					М	easure since:
HLO(	Mission S	tatement		"2	X" any changes:						
Strate	Consider a	adoption of or i			New wording						
Sourc	Tariff info	rmation compi	led by the OPU	C's Utility Pro	gram, Corporat	te Analysis and	l Water Regulat	ion Section.			New data
Owne	Utility Pro	gram, Michael	Dougherty, 502	3-378-3623							New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actua					Cycle:						
Targe			13	16	Calendar Vr						

<b>#9</b>	Complaint 1	Investigation –			elates to 2005- 07 KPM #12						
Goal(	To ensure	timely custome	er service by con	mpleting compl	aint investigati	ons in an avera	age of 50 days o	or less.		Me	easure since:
HLO(	HLO: #00	1 Enhanced co		"Х	" any changes:						
Strate	Review, n	nodify & docun			New wording						
Sourc	Staff's and	alysis of inform	nation on agency	's database.							New data
Owne	Consumer	Services, Clar	k Jackson, 503-2	373-1827							New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actua					76%	74%					Cycle:
Targe			80%	80%	Calendar Vr						

Proposed 2007-09 Key Performance Measures (KPM's) 2007-09 Budget Form 107BF04a

 \_\_\_\_\_\_\_Agency Request
 \_\_\_\_\_\_Governor's Recommended
 \_\_\_\_\_\_Legislatively Adopted
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### PROPOSED 2007-09 KPMs

#1	Electric Uti customers)	lity Operation	100,000 utility	7	NEW						
Goal(	Protect the	e health and saf	fety of Oregonia	ns						Me	asure since:
HLO(	Mission S	tatement		"X"	'any						
Strate	Conduct s	afety inspection	ns of electric uti	lities, investiga	te accident, and	ensure utility p	ersonnel are pr	operly trained.			New wording
Sourc	Personal i	njuries related	to electric utility	operations (Af	ffected by audit	s).					New data
Owne	Utility Pro	ogram, JR Gonz	zalez, 503-373-1	531							New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actua											Cycle:
Targe							.15	.15	.15	.15	Calendar Vr

#1	Unsafe Acts customers)		PUC Promote	ed Education i	n Preventing I	njuries from U	Insafe Acts. (I	Per 100,000 ut	ility		NEW	
Goal(	Protect the	e health and saf	ety of Oregonia	ns							Mea	asure since:
HLO(	Mission S	tatement			"X"	'any						
Strate	Promote u	ise of the one-c	all center to loca	te underground	l utility facilitie	s before diggin	g.					New wording
Sourc	Personal i	njuries related	to electric and na	atural gas servio	ce (affected by	educational effo	orts).					New data
Owne	Utility Pro	ogram, JR Gonz	zalez, 503-373-1	531								New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	20	009	Data
Actua											Cyc	
Targe			.45	•	.45 Calenda							

#1	Evidentiary	Record – Per	cent of Consun	ner Complaint	t Orders Issue	d Within 30 D	ays of Close of	Evidentiary R	ecord.		NEW		
Goal(	To enhand	ce consumer pro	otection through	timely and ad	equate resolution	on of complain	ts regarding util	ity rates and set	rvices.	M	easure since:		
HLO(	HLO #00	HLO #001 Enhanced consumer protection through timely and adequate customer service.											
Strate	Set interna		New wording										
Sourc	Informatio	Information compiled on PUC's docket database.											
Owne	Administr	ative Hearings,	Mike Grant, 50	3-378-6102							New measure		
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data		
Actua						85%					Cycle:		
Targe		100%	100%	Calendar Vr									

### PROPOSED 2007-09 KPMs

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.

#1	Residential	Residential Energy Efficiency – Benefit/cost Ratio for Energy Trust's Home Energy Savings Program											
Goal(	Promote e	nergy efficienc	y in residential	dwellings						Μ	leasure since:		
HLO(	#002 Crea	"	X" any _										
Strate	Oversee p		New wording										
Sourc	Energy Tr		New data										
Owne	Utility Pro	Utility Program, Lee Sparling, 503-378-6137											
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data		
Actua						2.9					Cycle:		
Targe							2.5	2.5	2.5	2.5	Calendar Vr		

#1	Commercia	Commercial Energy Efficiency – Benefit/cost Ratio for Energy Trust's Business Efficiency Program											
Л													
Goal(	Promote e	Promote energy efficiency in commercial facilities.											
HLO(	#002 Crea	#002 Create a sustainable Oregon through alternative energy sources.											
Strate	Oversee p	Oversee program expenditures by the Energy Trust.											
Sourc	Energy Tr	Energy Trust records.											
Owne	Utility Pro	ogram, Lee Spa	rling, 503-378-	6137								New measure	
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2	009	Data	
Actua						3.5						Cycle: Calendar	
Targe		3.0 3.0 3.0											

#1	Industrial E	nergy Efficier	ncy – Benefit/c	ost Ratio for 1	Energy Trust's	S Production E	Efficiency Prog	gram			NEW
Goal(	Promote e	nergy efficienc	y of industrial j	processes.						M	easure since:
HLO(	#002 Crea	"Х	" any								
Strate	Oversee pr		New wording								
Sourc	Energy Tr		New data								
Owne	Utility Pro		New measure								
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actua						4.1					Cycle:
Targe							3.5	3.5	3.5	3.5	Calendar Vr

### PROPOSED 2007-09 KPMs

#1	Renewable average)	Resource Deve		NEW									
Goal(	Promote c	Promote development of renewable resources											
HLO(	#002 Crea	ate a sustainable	e Oregon throug	gh alternative e	nergy sources.					"Х	" any		
Strate	Oversee e	xpenditures for	above-market	costs by Energy	y Trust.						New wording		
Sourc	Energy Tr	rust records.									New data		
Owne	Utility Pro	ogram, Lee Spa	rling, 503-378-0	6137							New measure		
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data		
Actua						5					Cycle:		
Targe							12	12	12	12	Calendar Vr		

#1	Energy Tru	nergy Trust Administrative Efficiency – Administrative and program support costs as a percent of annual revenues											
Goal(	Ensure eff	icient expendit	ture of public pu	rpose funds for	conservation a	and renewable r	esources.			Ν	leasure since:		
HLO(	#003 Secu	"	X" any										
Strate	Oversee b		New wording										
Sourc	Energy Tr		New data										
Owne	Utility Pro	ogram, Lee Spa	arling, 503-378-6	5137							New measure		
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data		
Actua						6.8					Cycle: Calendar		
Targe													

# PROPOSED 2007-09 KPMs

#1						ion with the ag ss, expertise an				Me	easure since: 2006
Goal(	Improve Cu	stomer Satisfa	ction							Mea	sure since:
HLO(	Mission Sta	atement								"X"	any
Strate	Review, mo	odify and docur	nent processes	and procedures	s to ensure the	continuity and i	ntegrity of the	survey.			New wording
Sourc	PUC Custo	mer Service Su	rvey of 400 cu	stomers.							New data
Owne	Consumer S	Services, Clark	Jackson, 503-3	373-1827							New measure
Overa	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data
Actual							72%	-	-	-	Cycle:
Target									76%		Calendar Vr
Timelin	iess										
Actual							73%	-	-	-	
Target									76%		
Accura	су										
Actual							74%	-	-	-	
Target									76%		
Helpful	ness										
Actual							77%	-	-	-	
Target									80%		
Expert	ise		· · · · · ·		· ·		· · ·	· · · · · ·			
Act							77%	-	-	-	
Tar									79%		
Availa	bility of Inform	nation		'	· · · ·						
Act							68%	-	-	-	
Tar							ĺ		70%		

# **PROPOSED DELETIONS**

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.

2005 -07 #4	Personal Injur	ries – Personal inju	ries related to electr	ic operations. (Per	100,000 utility cus	tomers).					Measure since:	
Goal(	Protect th	he health and sa	fety of Oregonia	ans							Please	
HLO(	Mission S	Statement									see endnote	
Strate gv: Sourc	Conduct safety inspections of electric utilities, investigate accidents, ensure utility personnel are properly trained, & encourage use of the call- before-vou-dig program. Incidents and accident reports submitted by the electric utilities in Oregon											
Owne	Utility Pr	Utility Program, JR Gonzalez, 503-373-1531										
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data	
Actua	.67	.45	.59			.39					Cycle:	
Targe	.5	.5	.5	.5	.5	.5	.5	.5	.5	.5	Calenda r Vr	
2005 -07 #6	Electricity Ser	vice Suppliers – To	tal number of elect	ricity Service Supp	liers Certified and	Aggregators Regi	stered by the PUC				Measure since:	
Goal(	Promote	the developmen	t of competitive	markets to help	ensure fair an	d reasonable re	ates to Oregon	's citizens.			Please	
HLO(	Mission S	Statement									see	
Strate	Set utility	rates and grou	nd rules for cus	tomers to obtain	n service from a	electricity servi	ce suppliers ar	nd aggregators.			endnote	
Sourc	Staff's an	alysis of OPUC	certified provid	lers list							for rational	
Owne	Utility Pr	Utility Program, Ed Busch, 503-378-6625										
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data	
Actua			16								Cycle:	
Targe			15	20	25	30	30	30			Calenda r Vr	

2005 -07 #11	Interconnection	terconnection Agreements – Percent of Interconnection Agreements Processed in 45 Days or Less. To foster competitive markets by expeditiously processing negotiated carrier-to-carrier agreement submitted for approval under Section 252(e) of the										
Goal( s): HLO(		nications Act of		y processing nego	otiated carrier-to	-carrier agreem	ent submitted for	approval under	Section 252(e) of	f the	Please see endnote	
Strate	Set internal guidelines to prioritize and track filings.											
Sourc	Staff's analysis of information on agency's database											
Owne	Administrative Hearings, Mike Grant, 503-378-6102											
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data	
Actua				30%							Cycle:	
Targe					40%	50%	60%	70%			Calenda r Vr	

Proposed 2007-09 Key Performance Measures (KPM's)

✓ Agency Request \_\_\_\_\_Governor's Recommended \_\_\_\_\_\_ Legislatively Adopted

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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.

<sup>1</sup> PROPOSED KPM #2 - RATIONALE FOR REQUESTED CHANGE: Changes were made in the target numbers because the number of food stamp recipients has stabilized recently and therefore future growth is expected to stabilize as well.

<sup>2</sup> PROPOSED KPM #3 - RATIONALE FOR REQUESTED CHANGE: Changes were made to the target projection because we have exceeded original expectations over the past few years. The target percentages were changed to reflect the higher trends.

<sup>3</sup> PROPOSED KPM #6 – RATIONAL FOR REQUESTED CHANGE: Change was made to add the word "business" in the Key Performance Title. It now reads: Percentage of business customers' electric energy usage supplied by alternative suppliers.

<sup>4</sup> PROPOSED KPM #10 - New Measure: Replaces deleted Performance Measure #4. KPM 10 added to isolate effect of PUC Safety audits in preventing injuries related to network systems failure or improper operation by electric utilities.

<sup>5</sup> PROPOSED KPM #11 – New Measure: Replaces deleted Performance Measure #4. KPM 11 added to identify impact of utility and PUC educational activities in preventing injuries from unsafe acts by non-utility personnel.

<sup>6</sup> PROPOSED KPM #12 - RATIONALE FOR REQUESTED CHANGE: A previous performance measure related to time required to process negotiated carrier-to-carrier agreements became obsolete after changes to case management procedures designed to better meet the needs of affected persons. We request that measure be deleted and replaced with this new measure, which also tracks the Administrative Hearings Davison's timeliness in processing dockets.

<sup>7</sup> PROPOSED KPM #13 – New Measure: required by 2005 Legislature to measure effectiveness of Energy Trust conservation programs by customer class.

<sup>8</sup> PROPOSED KPM #14 – New Measure: required by 2005 Legislature to measure effectiveness of Energy Trust conservation programs by customer class.

<sup>9</sup> PROPOSED KPM #15 – New Measure: required by 2005 Legislature to measure effectiveness of Energy Trust conservation programs by customer class.

<sup>10</sup> PROPOSED KPM #16 – New Measure: required by 2005 Legislature to measure effectiveness of Energy Trust renewable resource programs.

<sup>11</sup> PROPOSED KPM #17 - New Measure: required by 2005 Legislature to measure administrative efficiency of the Energy Trust

<sup>12</sup> PROPOSED KPM #18 – New Measure: Required by 2005 legislature to better serve Oregonians and improve satisfaction. PUC has joined other agencies to enter into a contract with a company to survey customers to determine their level of satisfaction with Consumer Protection Services. This survey is being conducted every other year. Therefore, goals are identified only in the years where the formal study is conducted. PUC is informally surveying customers on an ongoing basis to ensure customer service is continuing to improve.

<sup>13</sup> OLD KPM #4 - RATIONALE FOR DELETION: Deleted and replaced by KPM 10 and 11 to distinguish between, 1} injuries related to a utility's operation of its system, which is affected by the PUC's safety audit activities and, 2) injuries caused by others through actions outside a utility's direct control, which are affected by utility and PUC educational activities. See also specific footnotes for KPM 10 & 11.

<sup>14</sup> OLD KPM #6 - RATIONALE FOR DELETION: KPM 6 is deleted because KPM 8 is a better measure of the impact of PUC policies on the level of retail electricity competition.

<sup>15</sup> OLD KPM #11 - RATIONALE FOR DELETION: This performance measure no longer accurately reflects current procedures used by the Commission. Modifications to the Commission's review of negotiated agreements made to address needs of affected carriers have rendered this measure obsolete.

Proposed 2007-09 Key Performance Measures (KPM's)

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.

2007-09