

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

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2007-09 KPM#	PROPOSED 2007-09 Key Performance Measures (KPMs)	Change from 2005-07	Page #
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

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

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#1 Price of Electricity – Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price.												Relates to 2005-07 KPM #1
Goal: Preserve for Oregonians the benefits of the region’s low cost resources.												Measure since:
HLO: OBM #74 Housing: Percentage of low income households spending more than 30 percent of their household income on housing (including utilities)												“X” any changes:
Strategy: Rigorously review rate requests filed by regulated electric utilities, & press for a fair share of the benefits of the federal hydroelectric system for customers of those utilities.												New wording
Source: Energy information Administration, Department of Energy, Electric Power Monthly – Electric Rates and Oregon Utility Statistics												New data
Owner: Utility Program, Ed Busch, 503-378-6625												New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		Data Cycle: Calendar Year
Actual	74%	75%	81%	84%	81%	78%						
Target	75%	75%	75%	75%	75%	75%	80%	85%	87.5%	90%		
#2 Oregon Telephone Assistance Program – Increase total (OTAP) recipients by using outreach efforts to increase the percentage of food stamps recipients receiving OTAP.												Relates to 2005-07 KPM #2
Goal: Provide all Oregonians reasonable and equitable access to essential energy and telecommunications products and services.												Measure since:
HLO: OBM #74 Housing: Percentage of low income households spending more than 30 percent of their household income on housing (including utilities)												“X” any
Strategy: Enhance outreach, client input and coordination between agencies to increase penetration of targeted audience.												New wording
Source: Monthly Adult & Family Services reports that are published on the Department of Human Services Web site, Branch and Services Delivery Area Data Historical Program information by Branch and County. Food stamp cases each month, totaled and divided by 12 to get an annual average.												New data
Owner: Residential Service Protection Fund (RSPF), Vicki McLean, 503-378-6661												New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		Data Cycle: Calendar Year
Actual	13%	12%	15%	15%	24%	24%						
Target	17%	19%	21%	17%	18%	19%	24%	25%	26%	27%		
#3 Access to Telephone Services – Increase Access to Telephone Services for disabled senior citizens who are 65 years and older.												Relates to 2005-07 KPM #3
Goal: Provide all Oregonians reasonable and equitable access to essential energy and telecommunications products and services.												Measure since:
HLO: OBM #58 Independent Living: Percentage of seniors living independently.												“X” any
Strategy: Evaluate equipment available for sight-impaired individuals and outreach to targeted senior audiences.												New wording
Source: Number of known seniors currently in our TDAP database that we have been tracking since 1998 and compared with the total number of participants with known ages in our database since 1998 (keeping in mind we didn’t track by birth dates prior to 1998).												New data
Owner: Residential Service Protection Fund (RSPF), Vicki McLean, 503-378-6661												New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		Data Cycle: Calendar Year
Actual	20%	26%	32%	36%	41%	44%						
Target	16%	18%	28%	33%	34%	41%	44%	45%	46%	47%		

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#4 Natural Gas Operations – Personal injuries related to Natural Gas Operations. (Per 100,000 utility customers).											Relates to 2005-07 KPM #5
Goal	Personal injuries related to natural gas operations. (per 100,000 utility customers).										Measure since:
HLO	Mission Statement										“X” any changes:
Strate	Conduct safety inspections of natural gas facilities, investigate accidents, and ensure utility personnel are properly trained.										New wording
Sourc	Incident and accident reports submitted by the natural gas utilities in Oregon										New data
Own	Utility Program, JR Gonzalez, 503-503-373-1531										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Yr
Actua	0.0	0.0	0.0	0.0	0.0	0.0					
Targe	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

#5 Switched Access Lines – Percent of total switched access lines provided by competitive local exchange carriers, statewide.											Relates to 2005-07 KPM #7
Goal	Promote the development of competitive markets to help ensure fair and reasonable rates to Oregon’s citizens.										Measure since:
HLO	Mission Statement										“X” any changes:
Strate	Certify carriers, set prices and approve terms and conditions for competing carriers to obtain access to the networks of incumbent carriers, and resolve disputes between carriers.										New wording
Sourc	Annual report filed April 1 st										New data
Own	Utility Program, Bryan Conway, 503-378-6200										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Yr
Actua	6%	9%	11%	11%	12%	14%					
Targe			11%	12%	14%	16%	17%	19%	21%	23%	

#6 Electric Energy – Percentage of Business Customers’ Electric Energy Usage Supplied by Alternative Suppliers.											Relates to 2005-07 KPM #8
Goal	Promote the development of competitive markets to help ensure fair and reasonable rates to Oregon’s citizens.										Measure since:
HLO	Mission Statement										“X” any
Strate	Set rates charged by regulated electric utilities when a customer buys power supplies from an alternative supplier so that other customers are not										New wording
Sourc	Monthly electric industry restructuring status reports from PGE and PacifiCorp.										New data
Own	Utility Program, Ed Busch, 503-378-6625										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Yr
Actua			0%	0%	4%	7.5%					
Targe				1%	2.5%	5%	7.5%	10%	10%	10%	

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#7 Utility Pricing – Number of New Utility Pricing Programs.											Relates to 2005-07 KPM #9
Goal	Encourage sustainable resource use through utility pricing options										Measure since:
HLO	Mission Statement										“X” any changes:
Strate	Work with utilities to identify pricing options that would encourage more efficient use, and then encourage & review tariff filings to offer the options.										New wording
Sourc	Tariff information compiled by the OPUC’s Utility Program, Resource & Market Analysis										New data
Own	Utility Program, Ed Busch, 503-378-6625										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua					2	4					
Targe						5	6	7	8	9	

#8 Water Utilities – Number of Water Utilities Adopting Price Changes.											Relates to 2005-07 KPM #10
Goal	Encourage sustainable resource use through utility pricing options										Measure since:
HLO	Mission Statement										“X” any changes:
Strate	Consider adoption of or improvements in usage pricing in rate cases filed by water utilities.										New wording
Sourc	Tariff information compiled by the OPUC’s Utility Program, Corporate Analysis and Water Regulation Section.										New data
Own	Utility Program, Michael Dougherty, 503-378-3623										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua			1	2	5	9					
Targe					4	6	8	10	13	16	

#9 Complaint Investigation – Percent of Complaint Investigation Cases Open 50 Days or Less.											Relates to 2005-07 KPM #12
Goal	To ensure timely customer service by completing complaint investigations in an average of 50 days or less.										Measure since:
HLO	HLO: #001 Enhanced consumer protection through timely and adequate customer service.										“X” any changes:
Strate	Review, modify & document processes and procedures to ensure that complaints are completed timely.										New wording
Sourc	Staff’s analysis of information on agency’s database.										New data
Own	Consumer Services, Clark Jackson, 503-373-1827										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua					76%	74%					
Targe					65%	70%	75%	80%	80%	80%	

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#1	Electric Utility Operations – Effectiveness of staff audits in preventing injuries caused by utility operations. (Per 100,000 utility customers)											NEW
Goal	Protect the health and safety of Oregonians											Measure since:
HLO	Mission Statement											“X” any
Strate	Conduct safety inspections of electric utilities, investigate accident, and ensure utility personnel are properly trained.											New wording
Sourc	Personal injuries related to electric utility operations (Affected by audits).											New data
Owne	Utility Program, JR Gonzalez, 503-373-1531											New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		Data Cycle: Calendar Yr
Actua												
Targe							.15	.15	.15	.15		

#1	Unsafe Acts – Effectiveness of Utility and PUC Promoted Education in Preventing Injuries from Unsafe Acts. (Per 100,000 utility customers)											NEW
Goal	Protect the health and safety of Oregonians											Measure since:
HLO	Mission Statement											“X” any
Strate	Promote use of the one-call center to locate underground utility facilities before digging.											New wording
Sourc	Personal injuries related to electric and natural gas service (affected by educational efforts).											New data
Owne	Utility Program, JR Gonzalez, 503-373-1531											New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		Data Cycle: Calendar Yr
Actua												
Targe							.45	.45	.45	.45		

#1	Evidentiary Record – Percent of Consumer Complaint Orders Issued Within 30 Days of Close of Evidentiary Record.											NEW
Goal	To enhance consumer protection through timely and adequate resolution of complaints regarding utility rates and services.											Measure since:
HLO	HLO #001 Enhanced consumer protection through timely and adequate customer service.											“X” any
Strate	Set internal guidelines to prioritize and track processing of complaints within measure guidelines.											New wording
Sourc	Information compiled on PUC’s docket database.											New data
Owne	Administrative Hearings, Mike Grant, 503-378-6102											New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		Data Cycle: Calendar Yr
Actua						85%						
Targe							90%	100%	100%	100%		

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#1 Residential Energy Efficiency – Benefit/cost Ratio for Energy Trust’s Home Energy Savings Program											NEW
Goal	Promote energy efficiency in residential dwellings										Measure since:
HLO	#002 Create a sustainable Oregon through alternative energy sources.										“X” any
Strate	Oversee program expenditures by the Energy Trust.										New wording
Sourc	Energy Trust records.										New data
Owne	Utility Program, Lee Sparling, 503-378-6137										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Yr
Actua						2.9					
Targe							2.5	2.5	2.5	2.5	

#1 Commercial Energy Efficiency – Benefit/cost Ratio for Energy Trust’s Business Efficiency Program											NEW
Goal	Promote energy efficiency in commercial facilities.										Measure since:
HLO	#002 Create a sustainable Oregon through alternative energy sources.										“X” any
Strate	Oversee program expenditures by the Energy Trust.										New wording
Sourc	Energy Trust records.										New data
Owne	Utility Program, Lee Sparling, 503-378-6137										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Yr
Actua						3.5					
Targe							3.0	3.0	3.0	3.0	

#1 Industrial Energy Efficiency – Benefit/cost Ratio for Energy Trust’s Production Efficiency Program											NEW
Goal	Promote energy efficiency of industrial processes.										Measure since:
HLO	#002 Create a sustainable Oregon through alternative energy sources.										“X” any
Strate	Oversee program expenditures by the Energy Trust.										New wording
Sourc	Energy Trust records.										New data
Owne	Utility Program, Lee Sparling, 503-378-6137										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Yr
Actua						4.1					
Targe							3.5	3.5	3.5	3.5	

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#1	Renewable Resource Development – Annual average megawatts acquired through Energy Trust programs (3-year rolling average)										NEW
Goal	Promote development of renewable resources										Measure since:
HLO	#002 Create a sustainable Oregon through alternative energy sources.										"X" any
Strate	Oversee expenditures for above-market costs by Energy Trust.										New wording
Sourc	Energy Trust records.										New data
Owne	Utility Program, Lee Sparling, 503-378-6137										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua						5					
Targe							12	12	12	12	

#1	Energy Trust Administrative Efficiency – Administrative and program support costs as a percent of annual revenues										NEW
Goal	Ensure efficient expenditure of public purpose funds for conservation and renewable resources.										Measure since:
HLO	#003 Secure effective and appropriate administration of public purpose funds by the Energy Trust.										"X" any
Strate	Oversee budgets and expenditures by the Energy Trust.										New wording
Sourc	Energy Trust records.										New data
Owne	Utility Program, Lee Sparling, 503-378-6137										New measure
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua						6.8					
Targe							11.0	11.0	11.0	11.0	

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#1	CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.										Measure since: 2006
Goal	Improve Customer Satisfaction										Measure since:
HLO	Mission Statement										“X” any
Strate	Review, modify and document processes and procedures to ensure the continuity and integrity of the survey.										New wording
Sourc	PUC Customer Service Survey of 400 customers.										New data
Owne	Consumer Services, Clark Jackson, 503-373-1827										New measure
Overa	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actual							72%	-	-	-	
Target									76%		
Timeliness											
Actual							73%	-	-	-	
Target									76%		
Accuracy											
Actual							74%	-	-	-	
Target									76%		
Helpfulness											
Actual							77%	-	-	-	
Target									80%		
Expertise											
Act							77%	-	-	-	
Tar									79%		
Availability of Information											
Act							68%	-	-	-	
Tar									70%		

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2005-07 #4 Personal Injuries – Personal injuries related to electric operations. (Per 100,000 utility customers).											Measure since: 2000
Goal(s):	Protect the health and safety of Oregonians										Please see endnote for rationale to delete
HLO(s):	Mission Statement										
Strate	Conduct safety inspections of electric utilities, investigate accidents, ensure utility personnel are properly trained, & encourage use of the call-before-you-dig program.										
Sourc	Incidents and accident reports submitted by the electric utilities in Oregon										
Own	Utility Program, JR Gonzalez, 503-373-1531										
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua	.67	.45	.59			.39					
Targe	.5	.5	.5	.5	.5	.5	.5	.5	.5	.5	
2005-07 #6 Electricity Service Suppliers – Total number of electricity Service Suppliers Certified and Aggregators Registered by the PUC											Measure since: 2000
Goal(s):	Promote the development of competitive markets to help ensure fair and reasonable rates to Oregon’s citizens.										Please see endnote for rationale to delete
HLO(s):	Mission Statement										
Strate	Set utility rates and ground rules for customers to obtain service from electricity service suppliers and aggregators.										
Sourc	Staff’s analysis of OPUC certified providers list										
Own	Utility Program, Ed Busch, 503-378-6625										
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua			16								
Targe			15	20	25	30	30	30			
2005-07 #11 Interconnection Agreements – Percent of Interconnection Agreements Processed in 45 Days or Less.											Measure since: 2000
Goal(s):	To foster competitive markets by expeditiously processing negotiated carrier-to-carrier agreement submitted for approval under Section 252(e) of the Telecommunications Act of 1996										Please see endnote for rationale to delete
HLO(s):	Mission Statement										
Strate	Set internal guidelines to prioritize and track filings.										
Sourc	Staff’s analysis of information on agency’s database										
Own	Administrative Hearings, Mike Grant, 503-378-6102										
DAT	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Calendar Year
Actua				30%							
Targe					40%	50%	60%	70%			

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¹ 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.

² 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.

³ 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.

⁴ 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.

⁵ 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.

⁶ 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.

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

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

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

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

¹¹ PROPOSED KPM #17 – New Measure: required by 2005 Legislature to measure administrative efficiency of the Energy Trust

¹² 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.

¹³ *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.*

¹⁴ *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.*

¹⁵ *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.*

