

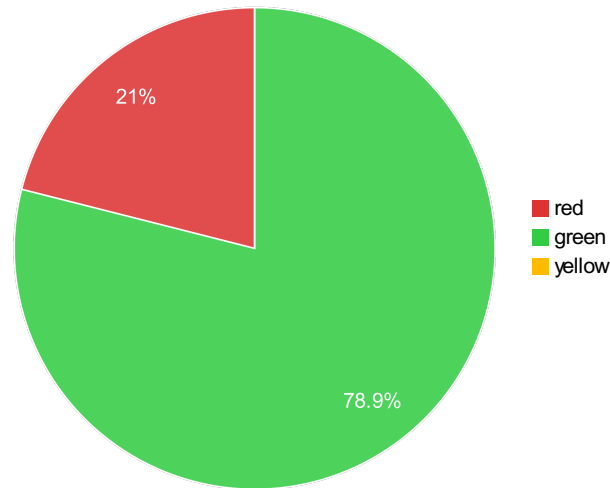
Public Utility Commission

Annual Performance Progress Report

Reporting Year 2018

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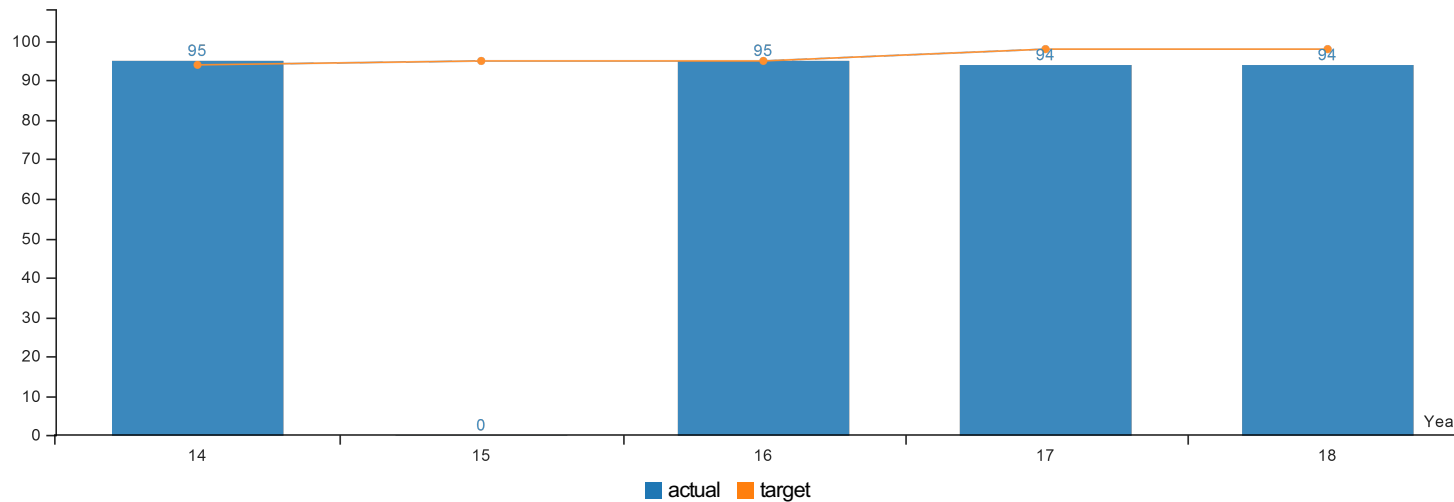
KPM #	Approved Key Performance Measures (KPMs)
1	Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources.
2	Price of Electricity - Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price.
3	Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers.
4	Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers.
5	Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers.
6	Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers.
7	Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.
8	Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record.
9	Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program
10	Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program
11	Complaint Investigation - Percent of complaint investigation cases open 50 days or less.
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.
13	Best Practices - Percent of total best practices met by the Board of Maritime Pilots.
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.
15	a. Met performance measures in OPUC's annual grant agreement. - Met 12 of 13 established internal performance measures
15	b. Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.
15	c. Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 9 percent of annual revenue.
15	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.
15	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.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	78.95%	0%	21.05%

KPM #1	Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
%Rate Reg. Water Co. w/ Efficiency Enhancing Rate Des.					
Actual	95%	No Data	95%	94%	94%
Target	94%	95%	95%	98%	98%

How Are We Doing

The PUC has been effective in encouraging non-metered systems to install meters and providing timely recovery of such costs. There are only two companies without meters of the current 32 companies that are rate regulated.

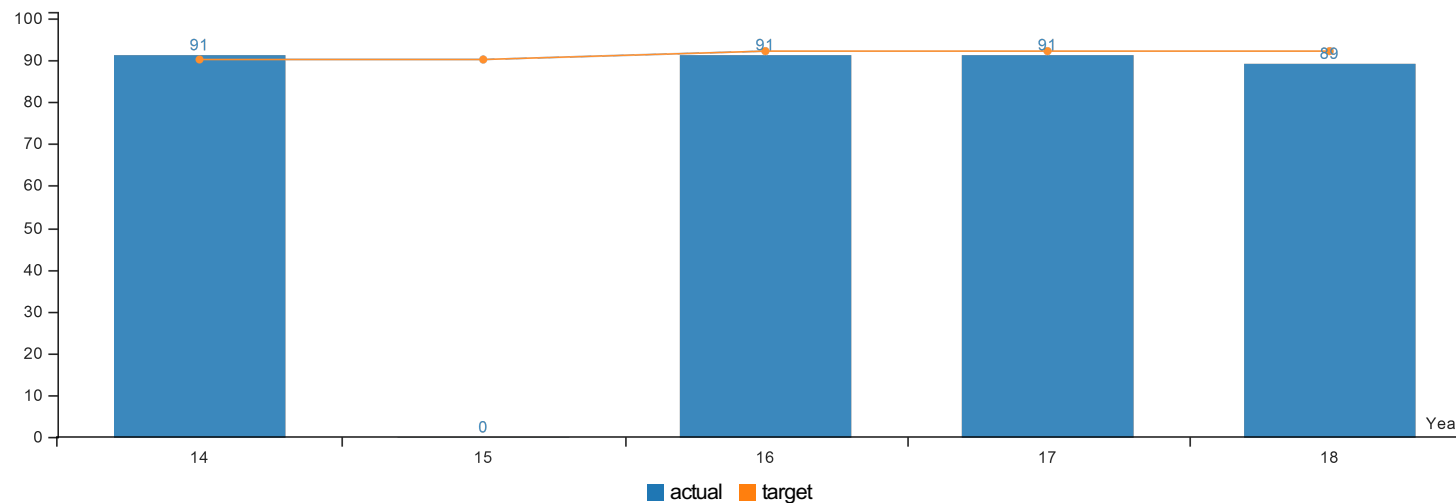
In addition to the effort to move all companies to meters, efforts are being made to remove any inclusion of water use in base rates. This change takes place when companies file for a rate review.

Factors Affecting Results

The timing of general rate filings by non-metered water systems is typically outside the control of the PUC. As non-metered, rate regulated companies file for a rate review, they are moved to a metered system. Other factors affecting the results are new companies becoming rate regulated or rate regulation being removed from existing companies. Rate regulation was removed from two water companies in calendar year 2017. The number of companies without meters remains at two, and the overall percentage of companies with rate designs promoting efficient use of water resources was 94% in 2017.

KPM #2	Price of Electricity - Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Ave. Price of Elec. for Res. Users from OR Investor-Owned Util. as a % of the Nat. Ave. Price					
Actual	91%	No Data	91%	91%	89%
Target	90%	90%	92%	92%	92%

How Are We Doing

The 2017 performance met and exceeded the target of 92%, and dropped below the 2016 result of 91%. This positive trend demonstrates that Oregon average residential electric price (11.44 cents/kWh) is still considerably lower than the national average of 12.90 cents/kWh.

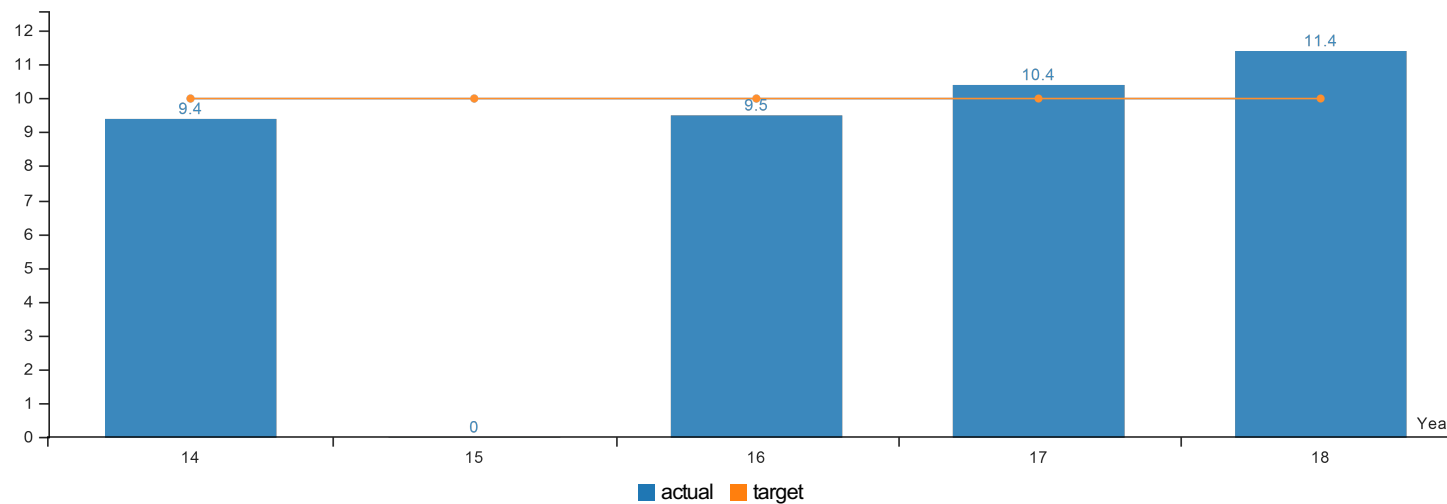
This performance measure shows the extent to which Oregon Investor-Owned Utilities (IOUs) residential customers' rates for electricity are below the national average. The lower rates are largely due to the region's retention of federal hydropower or system benefits and other hydroelectric resources. The PUC authorizes utilities to include only prudently incurred costs in rates.

Factors Affecting Results

On a national level, wholesale market prices for electricity have remained stable as natural gas prices have remained at historic lows. The price of natural gas is projected to remain low in 2018. As new generating resources are added to meet load growth and Oregon Renewable Portfolio Standards (RPS – 50% by 2040), hydroelectric resources will comprise a smaller percentage of the Investor-Owned Utilities (IOUs) resource mix. This effect would normally tend to progressively move Oregon's residential electricity rates toward the national average. However, the continuing decreasing prices of renewables, decreased market prices, and low natural gas prices in combination with system benefits of federal hydropower is contributing to the lower Oregon prices.

KPM #3	Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
% of Bus. Cust. Elec. En. Usage Supplied by Alt Suppliers					
Actual	9.40%	No Data	9.50%	10.40%	11.40%
Target	10%	10%	10%	10%	10%

How Are We Doing

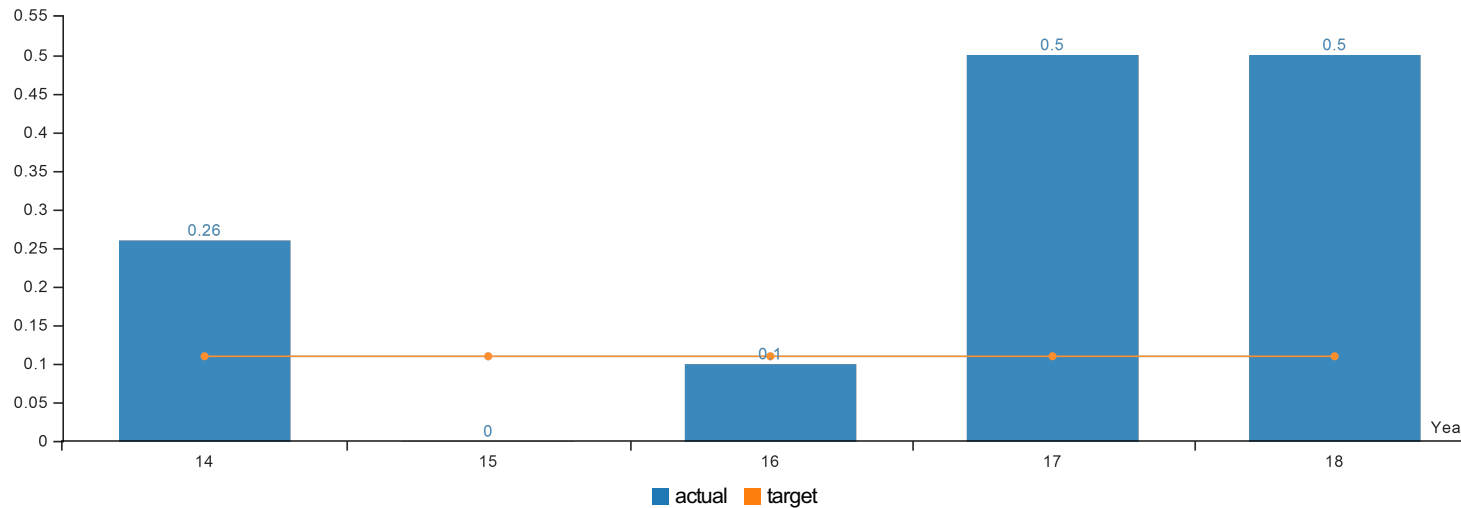
The ten percent target was exceeded in 2017. This measures the percentage of PGE and PacifiCorp non-residential load served by alternative suppliers and indicates how the competitive market in Oregon is functioning.

Factors Affecting Results

PacifiCorp's long-term direct access program participation continued to grow, albeit at a slower pace than in the previous year. The overall increase continues to be supported by the robust economy.

KPM #4	Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Effec. of Staff Aud. in Prev. Inj. Caused by Elec. Oper. per 100,000 Utility Customers					
Actual	0.26	No Data	0.10	0.50	0.50
Target	0.11	0.11	0.11	0.11	0.11

How Are We Doing

Accidents in this field typically result in serious injuries or fatalities and are tragic. Any incidents are unacceptable. Staff's audits for compliance with the National Electrical Safety Code would not have identified or prevented any of the incidents reported here. PUC Electric Safety staff have utility experience and have identified areas where electric utilities can improve employee safety programs/behaviors, and public outreach.

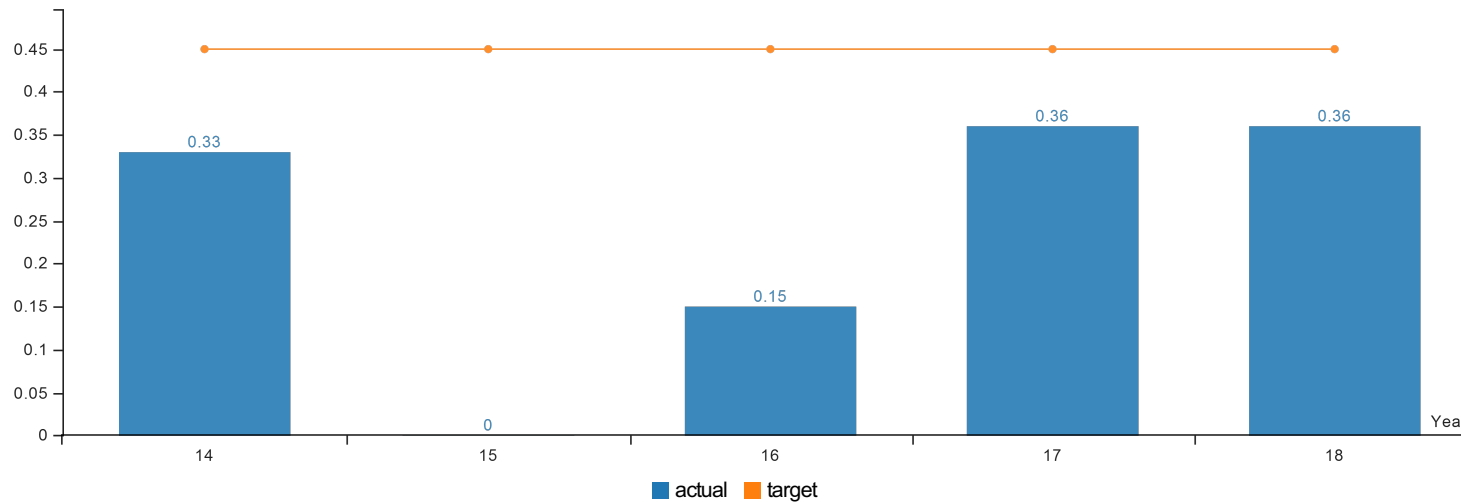
Staff has been meeting quarterly with the electric utility with the most incidents to drive improvement. There has been little progress toward reducing the number of incidents from this utility over the past few years. In response, staff has elevated this conversation to the Commissioners to detail and describe its plans going forward.

Factors Affecting Results

The Public Utility Commission's Electric Safety Unit conducts ongoing audit safety inspections and investigations, as well as safety training statewide to ensure compliance with Oregon safety regulations. Unfortunately, compliance with NESC is not reflected in this metric. This metric is dominated most years by unsafe acts.

KPM #5	Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Effec. of Util. and PUC Promoted Ed. in Prev. Inj, from Unsafe Acts per 100,000 Util. Cust.					
Actual	0.33	No Data	0.15	0.36	0.36
Target	0.45	0.45	0.45	0.45	0.45

How Are We Doing

There were 10 unsafe acts resulting in injuries that were either fatal or required hospitalization in 2017. Three were when irrigation pipes were being moved and made contact with overhead lines. Two of those contacts were fatal. In response, the OPUC issued a media release that was shared with over 20 agricultural groups. Another three incidents of public contact occurred during construction activities where individuals operating equipment were not adequately aware of their surroundings. The incident rate has been at or below the threshold value of 0.45 incidents per 100,000 customers since 2008. However, in 2016 there was an uptick that has continued into 2017. Staff has been challenging utilities to strengthen public education programs. Every month during the Oregon Utility Safety Committee (OUSC) meetings, staff presents the number of incidents for discussion with the operators. Education and information regarding safety with all operators, builders, contractors, and the population at large is a priority for staff. We will make use of every means available to get the safety message across to help mitigate the number of incidents caused by unsafe acts.

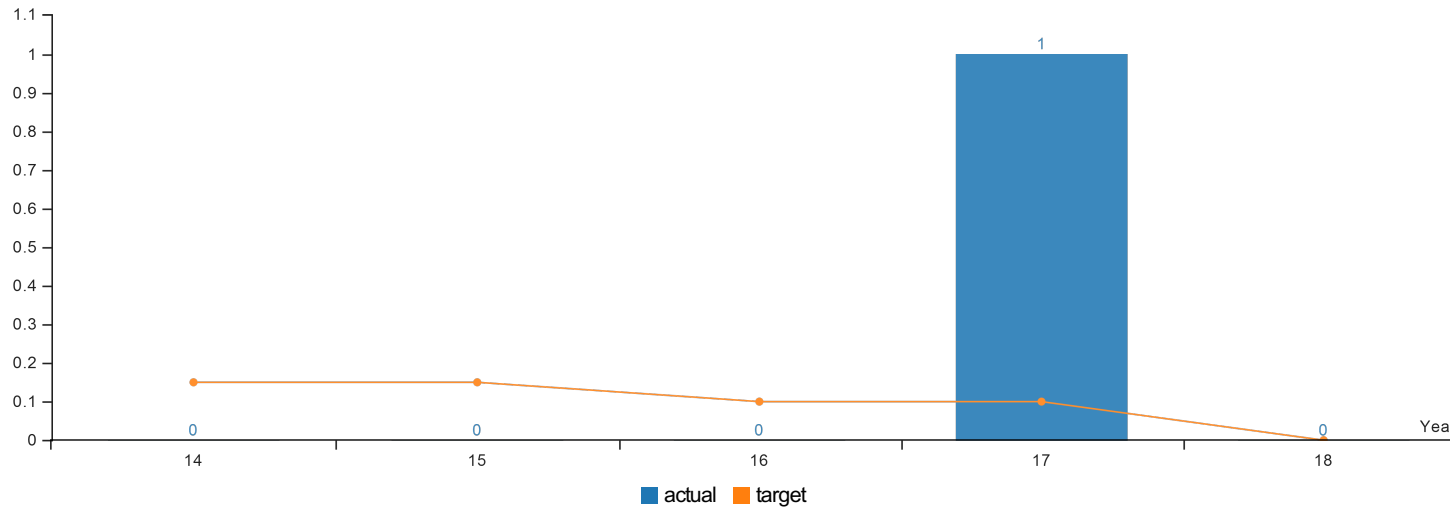
Staff will continue ensuring all incidents reported to the Commission are followed up with rigorous root cause analysis and that operators have initiated programs to address these issues. The utility with the greatest number of unsafe acts will be providing updates to the Commission on its programs and progress to reduce these numbers.

Factors Affecting Results

Staff works with the operators on their safety education programs, encourage TV and Radio advertisements, shares incident information at the OUSC meetings. Staff investigates all incidents to ascertain the root cause and address future prevention measures with utilities.

KPM #6	Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Personal Injuries Related to Nat. Gas Oper. per 100,000 Utility Cust.					
Actual	No Data	No Data	0	1	0
Target	0.15	0.15	0.10	0.10	0

How Are We Doing

Gas utilities continue to operate in ways that do not result in injuries or fatalities. The explosion in Portland in 2016 was a tragic anomaly. The target should always be zero.

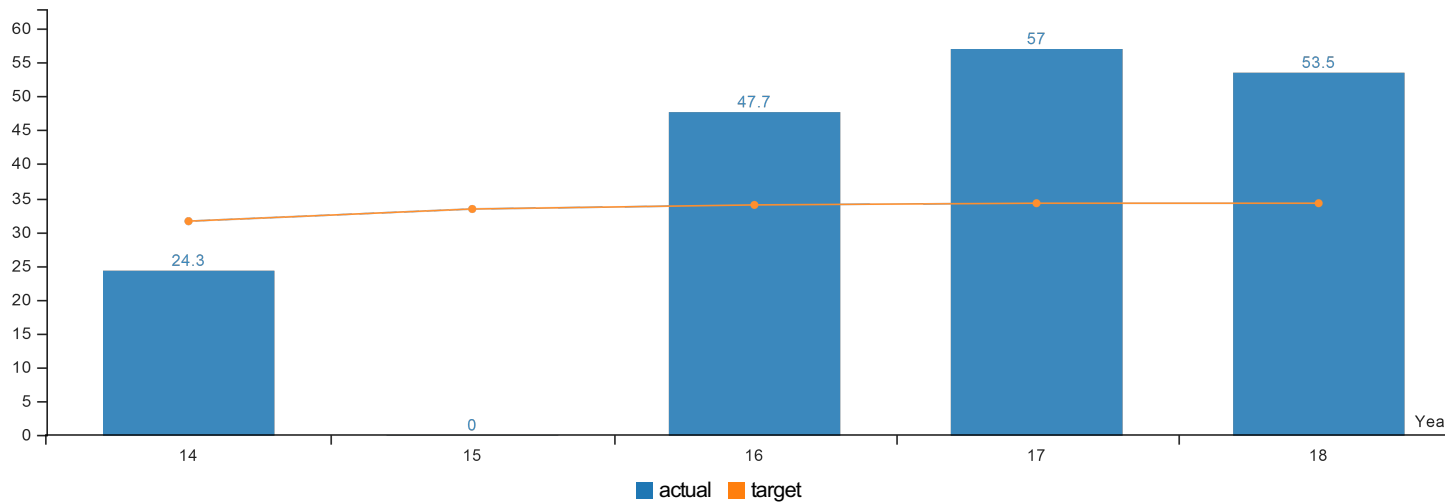
Staff has been meeting quarterly with the electric utility with the most incidents to drive improvement. There has been little progress over the past years so that utility is being asked to meet with Commissioners about its plans going forward.

Factors Affecting Results

The Oregon Public Utility Commission's Gas Safety Unit conducts ongoing safety inspections and investigations, as well as safety training statewide to ensure compliance with Federal pipeline safety regulations. Unfortunately, the audit investigations may not always detect anomalies before an incident may happen. There are too many variables that could affect the network without knowledge of the operator, and staff's annual audit inspections. However, undesirable incidents do occur. Staff will continue to inspect natural gas operator's facilities, operations and procedures for compliance with Federal safety code, which is the standard to help ensure the safety of employees and the public.

KPM #7	Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
% of Total Switched Acc. Lines Prov. by Comp. Local Ex. Carriers Statewide					
Actual	24.30%	No Data	47.70%	57%	53.50%
Target	31.60%	33.40%	34%	34.25%	34.25%

How Are We Doing

In 2017, Competitive Local Exchange Carriers (CLECs) had a 53.50% share of the switched access-line market. This percentage share calculated using FCC data exceeds even the 2020 target. The 2020 target was developed using only certificated companies' data while the 2021 forecast was developed using the FCC data, which contained all wireline companies.

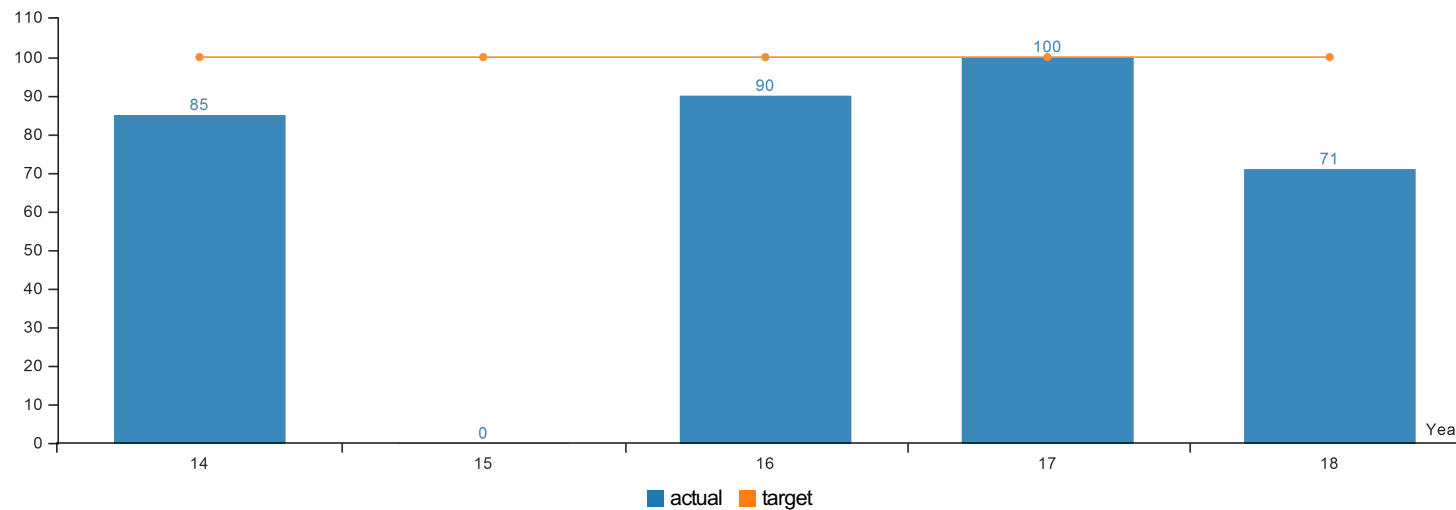
Beginning in 2015, actual results have been restated to incorporate FCC data that includes all categories of CLECs including those that are using VoIP technology to provide service. Restated actuals are being used to provide a more accurate picture of the changes that are taking place in Oregon's wireline telecommunications market.

Factors Affecting Results

A combination of factors driven by fundamental shifts in the telecommunications industry is affecting the results. The large gaps between the actuals and the targets before 2021 are the result of only partially including companies that use Voice-over Internet Protocol (VoIP) to provide service. Target year 2021 is the first year that completely includes VoIP counts.

KPM #8	Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
% of Cons. Comp. Orders Issued within 30 Days of Close of Evid. Rec.					
Actual	85%	No Data	90%	100%	71%
Target	100%	100%	100%	100%	100%

How Are We Doing

In 2017 we failed to meet the target. Consumers filed seven complaints in 2017, and we issued final decisions within 30 days in five of those dockets.

The Administrative Hearings Division will reexamine its internal processes and business practices to ensure that factors within its control are aligned with the goal of achieving timely and expedited resolution of consumer complaint cases.

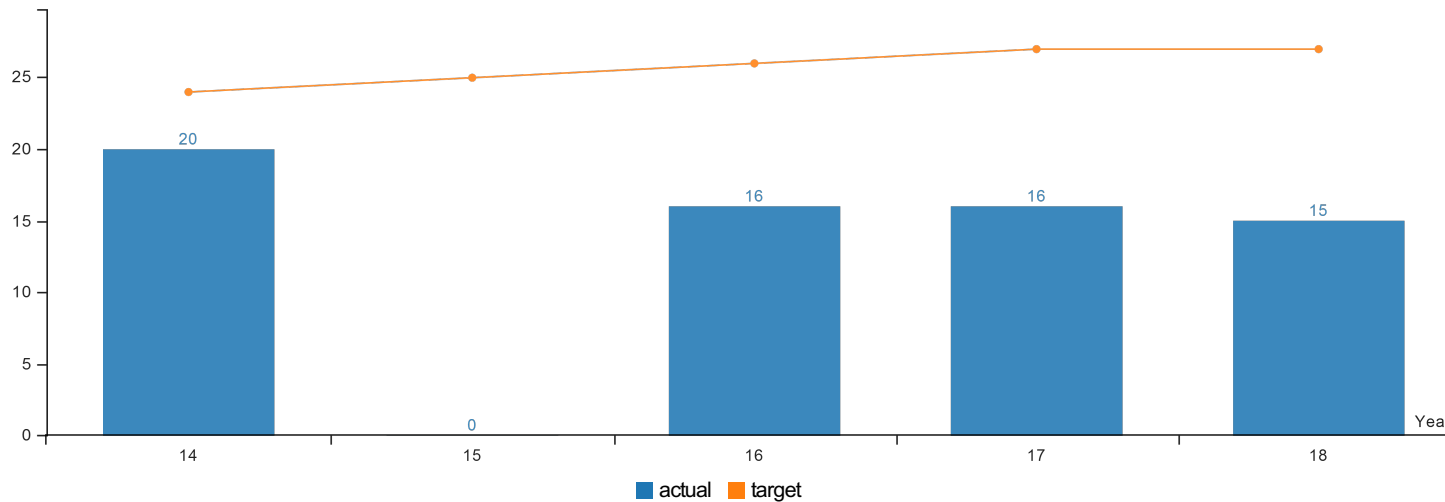
Factors Affecting Results

In creating this KPM, we recognized that some factors beyond the reasonable control of the Administrative Hearings Division may cause delays in processing of cases. These include the complexity of the factual and legal issues presented, the overall workload of the Commission, and the availability of other Commission employees required for decision-making, etc.

Although fewer consumer complaints were filed in 2017 than in past years, the subject matters of these complaints included novel and complex issues - one of which is currently under review by the Court of Appeals. That fact, combined with a significant increase in Commission dockets, contributed to delays in processing and the resolution of two consumer complaint cases.

KPM #9	Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Percentage of SNAP Recipients Who Receive OTAP Benefits					
Actual	20%	No Data	16%	16%	15%
Target	24%	25%	26%	27%	27%

How Are We Doing

In 2015, two wireless companies exited the OTAP market as part of a national strategy across most states, resulting in a decrease in the number of OTAP households. Despite the addition of two prepaid wireless companies in 2016 and 2017, the decline continued.

Although the participation rate also includes OTAP households that qualified based on income or participation in other qualifying programs (e.g. Medicaid, etc.), a majority qualified based on their SNAP participation. Therefore, the participation rate is only based on SNAP data from the Oregon Department of Human Services and the total number of OTAP households.

Due to the factors affecting results, the participation rate will likely continue to be affected. Legislative action to allow for OTAP support of broadband internet access service may contribute to increased participation.

Factors Affecting Results

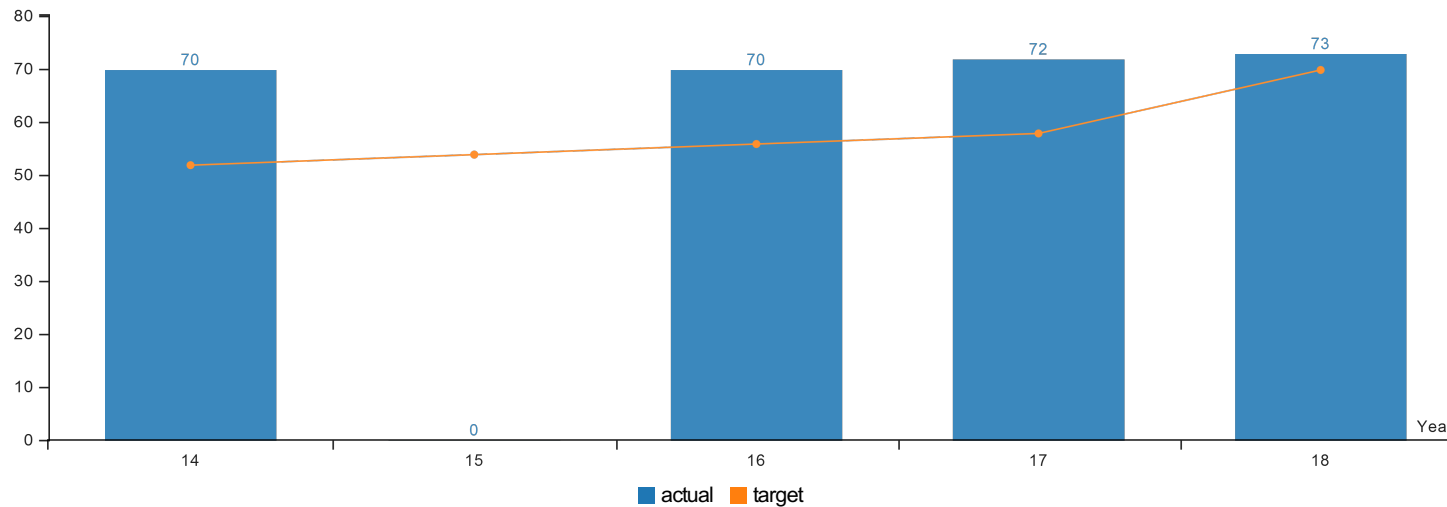
Factors affecting the OTAP participation rate among SNAP households include, but is not limited to, the following:

- Health of Oregon economy,
- Number of SNAP recipients who have service with a participating company,
- Outreach efforts of companies,
- Major companies (e.g., Comcast, Verizon Wireless, etc.) do not participate,
- The subsidized service offering does not meet customer’s needs,
- The subsidy amount is not sufficient compared to the cost of the service offering,

- Some Federal Communications Commission (FCC) regulations (e.g. minimum service standards, etc.) limit consumer choice, and
- The FCC is reducing and phasing out low-income support for voice service and transitioning it to broadband internet access service over the next three (3) years. No federal support will be available as of December 2021. At this time, OTAP support, by statute, can only be applied to voice telephony service.

KPM #10	Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Percentage of TDAP participants who are 65 years and older					
Actual	70%	No Data	70%	72%	73%
Target	52%	54%	56%	58%	70%

How Are We Doing

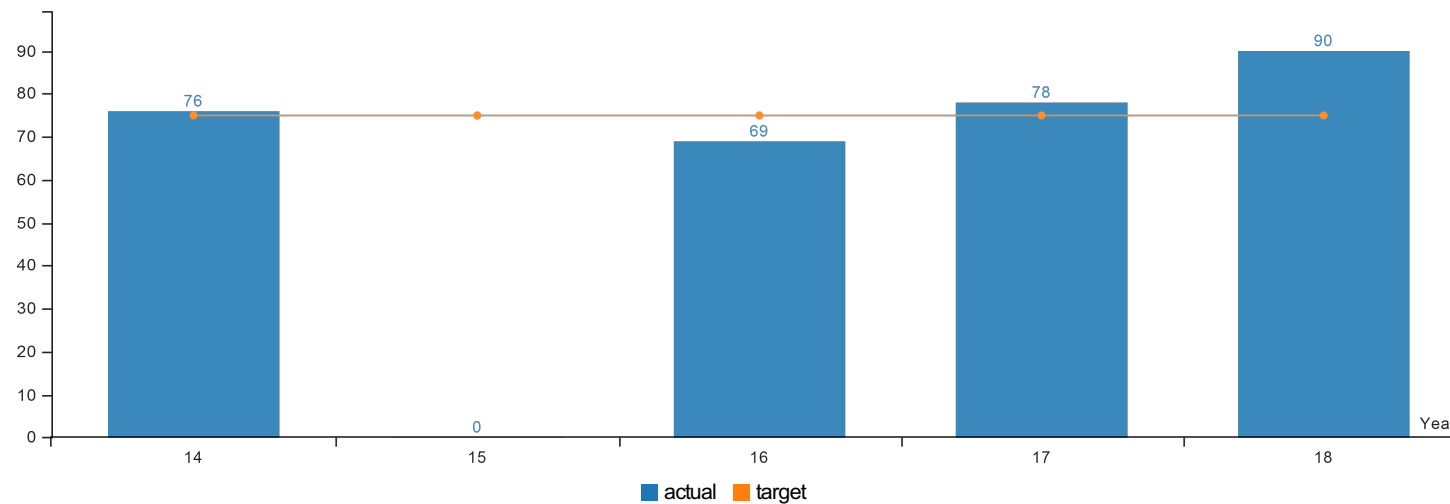
PUC is consistently achieving its goal of providing TDAP services to the senior and aging population of Oregon. Growth is expected to continue with the expansion of specialized mobile devices designed to provide phone access to senior citizens (and other individuals with disabilities) in and out of the home.

Factors Affecting Results

The upward trend is likely attributed to the aging baby boom population with acquired disabilities, ongoing outreach efforts, and the array of specialized telephone equipment designed to meet the various needs of senior citizens.

KPM #11	Complaint Investigation - Percent of complaint investigation cases open 50 days or less.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Percent of Complaint Invest. Cases Open 50 Days or Less					
Actual	76%	No Data	69%	78%	90%
Target	75%	75%	75%	75%	75%

How Are We Doing

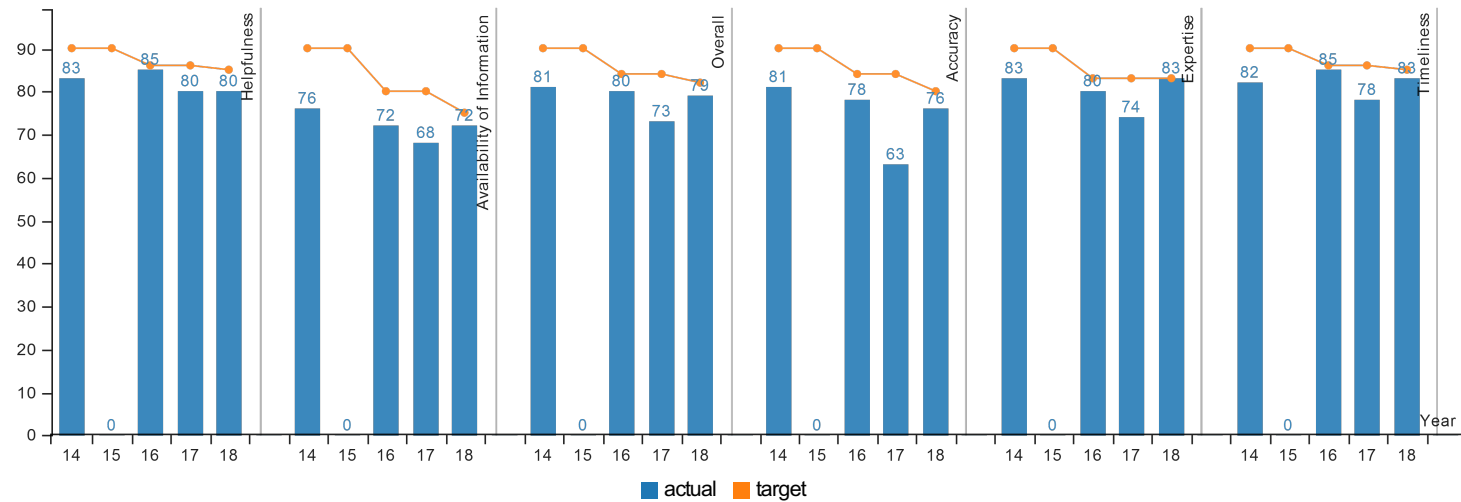
In 2017, 90% of investigations were completed in 50 days, a significant improvement over 2016.

As expected, case cycle time dropped in 2017 as a new staff member became fully competent, helping to improve this metric. Two open positions were filled in early 2017, and both new hires have performed very well, advancing in the skill more quickly than expected. The target of 50 days or less was selected as one measurement toll for providing timely customer service. By increasing the percentage of cases closed in 50 days or less, the likelihood increases that consumers will feel their concerns were addressed timely.

Factors Affecting Results

Case cycle time directly effects the achievement of this goal. For 2017, case cycle time decreased to an average of 22 days, down from 26.5 days in 2016. This was mainly due to two factors, two new employees gained more experience and competence, and the implementation of a new weekly report that alerts investigators as to upcoming deadlines for closing cases.

KPM #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.
 Data Collection Period: Jan 01 - Jan 01



Report Year	2014	2015	2016	2017	2018
Helpfulness					
Actual	83%	No Data	85%	80%	80%
Target	90%	90%	86%	86%	85%
Availability of Information					
Actual	76%	No Data	72%	68%	72%
Target	90%	90%	80%	80%	75%
Overall					
Actual	81%	No Data	80%	73%	79%
Target	90%	90%	84%	84%	82%
Accuracy					
Actual	81%	No Data	78%	63%	76%
Target	90%	90%	84%	84%	80%
Expertise					
Actual	83%	No Data	80%	74%	83%
Target	90%	90%	83%	83%	83%
Timeliness					
Actual	82%	No Data	85%	78%	83%
Target	90%	90%	86%	86%	85%

How Are We Doing

The base year report was conducted in 2006. Starting in 2008, results showed a steady year-to-year increase in customer satisfaction, until 2012. From 2013 through 2016, results were very stable hitting the targets most years. For 2016, results were disappointing showing declines across all measures. However, 2017 showed a marked improvement in nearly all measures, nearing the targets. The 2017 results are very close to our ten-year average for all measures.

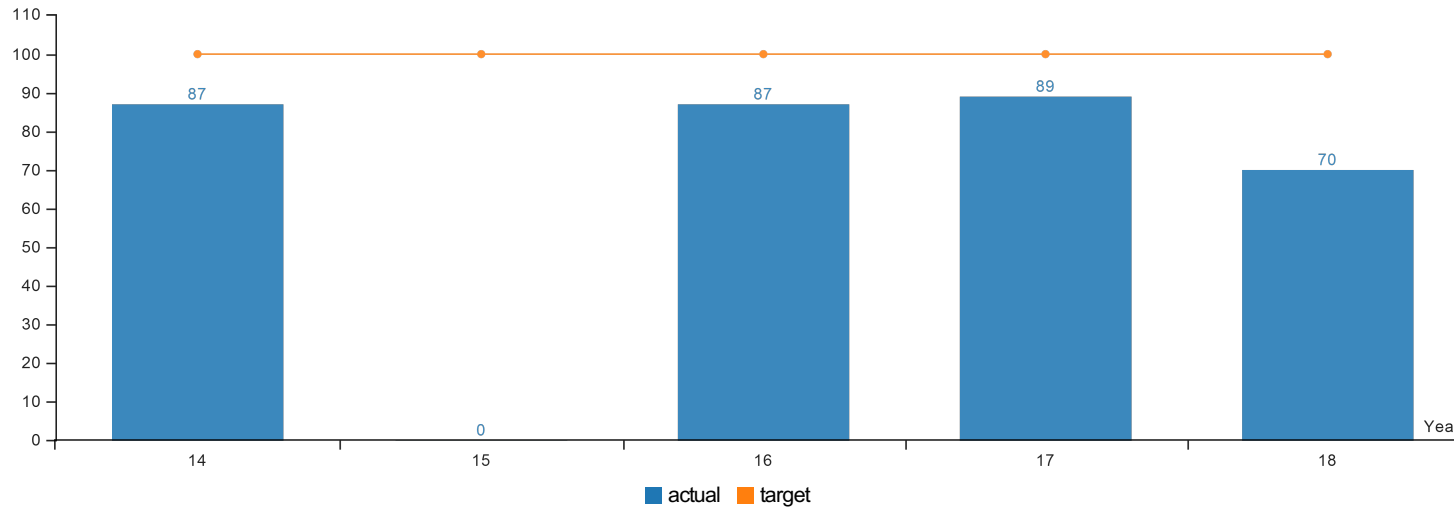
While 2016 results were disappointing, I believed this to be a one-year anomaly due to the circumstances. We brought on two new staff in early 2017 after the unexpected departure of two seasoned staff members, but the high quality of the two new staff and a new trainer has resulted in a very rapid learning curve. While the first six months of 2017 were a challenge due to the new staff members and a record cold winter which resulted in an extremely high number of billing complaints, I expected 2017 results to be back on target or very near to target. This proved to be a correct. It is important to note PUC staff must often deliver news that the customer does not wish to hear when their allegations are not supported by the evidence, and when the utility has acted correctly. Maintaining a satisfaction ratings above 80 percent despite regularly delivering unpleasant news to customers can be very difficult. However, even if a customer does not experience the outcome they sought, PUC can always be professional, courteous, and helpful. That is what we endeavor to do.

Factors Affecting Results

The main reason for the 2016 results missing targets was that we had a very small survey sample. In prior years our sample size has ranged from 117 to 404 – in 2016 our sample size was 20. The small sample size causes a very low confidence level in the results. The low number of surveys was caused by a lengthy personnel issue which was not resolved until very late 2016. The improvement for 2017 was caused by less staff turnover than in previous years, and a much higher survey sample. In 2017 we received 269 completed surveys, more than a ten-fold increase over the prior year. The sample confidence level is greatly improved.

KPM #13	Best Practices - Percent of total best practices met by the Board of Maritime Pilots.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Percent of Yes Responses					
Actual	87%	No Data	87%	89%	70%
Target	100%	100%	100%	100%	100%

How Are We Doing

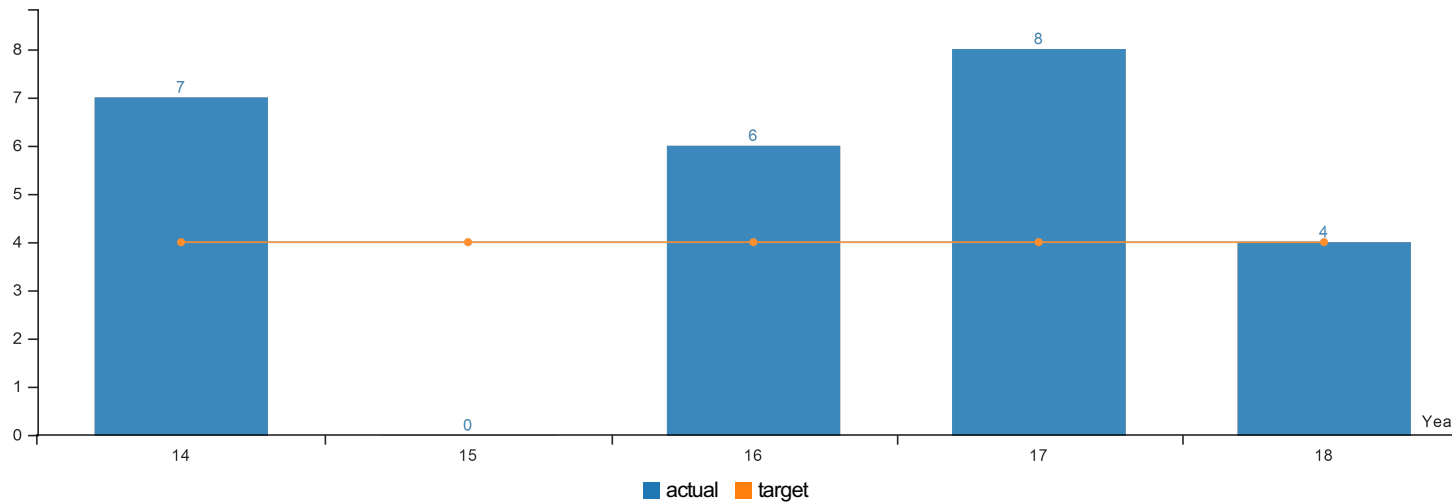
The Board has taken up several new initiatives over the last year and created committees to conduct a comprehensive rule review and reorganization; tariff review and periodic financial reporting to ensure ongoing Board oversight; update the investigation resource manual; and conduct upcoming interview examinations of Coos Bay pilot applicants. Board member responses have been generally satisfied with the results of their efforts to meet or exceed best practices despite limited resources.

Factors Affecting Results

The Board members are volunteers, and their time is limited to be able to address new and emerging issues.

KPM #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.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Incidents Since 1980					
Actual	7	No Data	6	8	4
Target	4	4	4	4	4

How Are We Doing

There were four incidents investigated in 2017, three of which were directly attributable to mechanical failure of the vessels. While all incidents resulted in groundings, only one involved damage to the vessel. There were no injuries or damage to the environment.

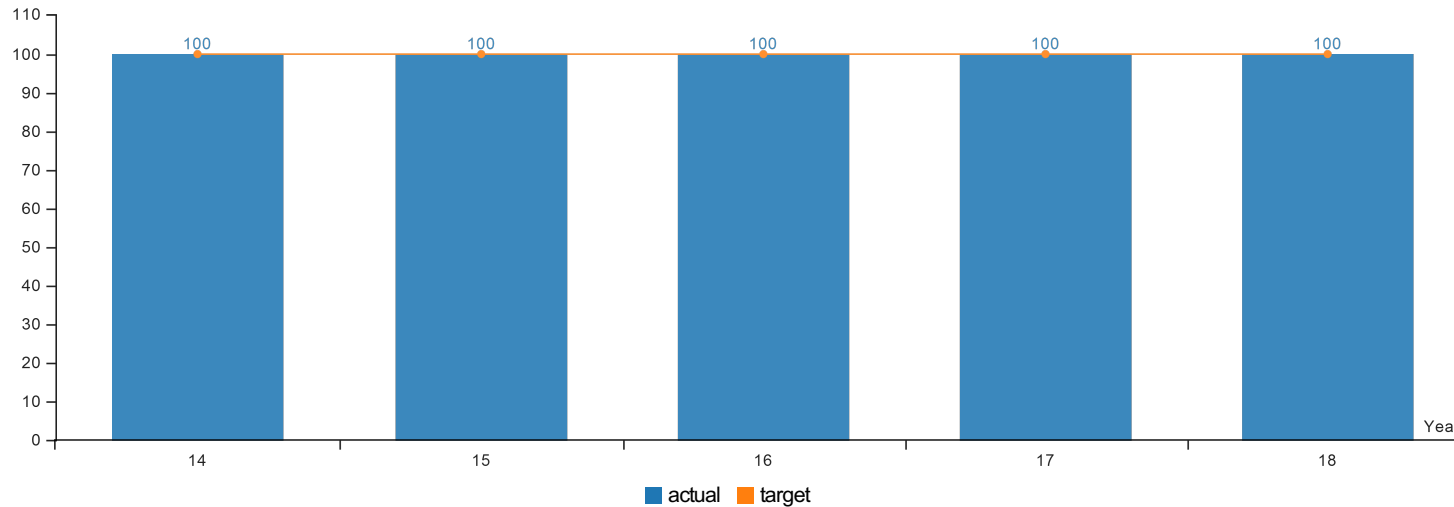
The Board has been relying completely on independent investigators to conduct their incident investigations in the last biennium. Independent investigators provide greater maritime expertise and transparency into the root causes of more serious incidents.

Factors Affecting Results

There have not been any incidents involving mechanical issues with vessel propulsion systems due to required low-sulfur fuel switching since 2015.

KPM #15	a. Met performance measures in OPUC's annual grant agreement. - Met 12 of 13 established internal performance measures
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Met 12 of 14 established internal performance measures					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Commission develops annual performance metrics for Energy Trust as part of grant agreement between the organizations. Currently Energy Trust must report on thirteen performance metrics. The performance metrics cover savings goals, levelized cost targets, benefit cost ratios, renewable generation, administrative costs, staff, customer satisfaction, and market transformation. In 2017, Energy Trust met all fourteen of the Commission's performance measures.

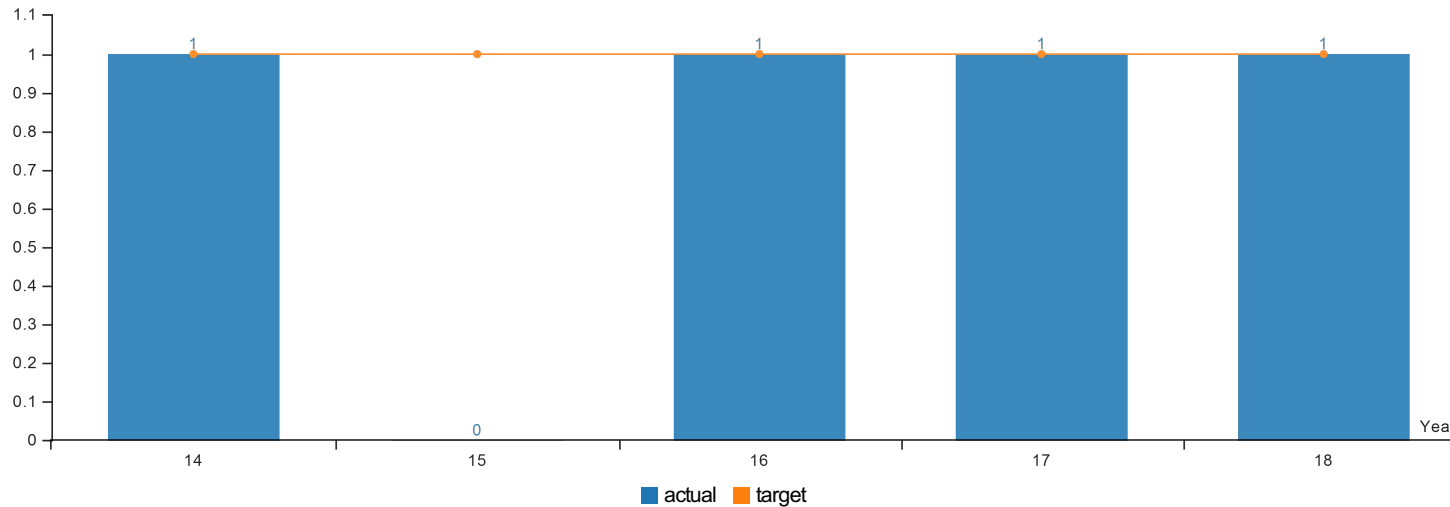
The purpose of Energy Trust performance measures is to clearly define the Commission's minimum expectations. Performance measures are not meant to be targets or goals. Rather they reflect a threshold by which regulators can determine the health of Energy Trust programs. They are meant to provide early indicators of poor performance that if not met signal that intervention may be required. Staff needs to continue to monitor performance and require changes if needed to improve results.

Factors Affecting Results

Customer interest in energy efficiency and renewable generation remained strong in 2017. For energy efficiency, positive savings results were impacted by continued adoption of new technology, like LED's, and by Oregon's very robust new construction market. For renewable generation, the continued rapid decline in solar system costs drove an overall increase in participation. In the future, energy efficiency savings will eventually be impacted by LEDs transforming Oregon's lighting market and by any more reductions in natural gas prices. For renewables, recent changes to tax credits, the continued low-cost of natural gas, rapid declines in renewable costs, and low avoided-cost rates are all factors that impact performance. For both energy efficiency and renewable generation market conditions play a strong role in affecting results and need to be monitored along with Energy Trust's performance.

KPM #15	b. Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Annual Unqualified Financial Audit					
Actual	1	No Data	1	1	1
Target	1	1	1	1	1

How Are We Doing

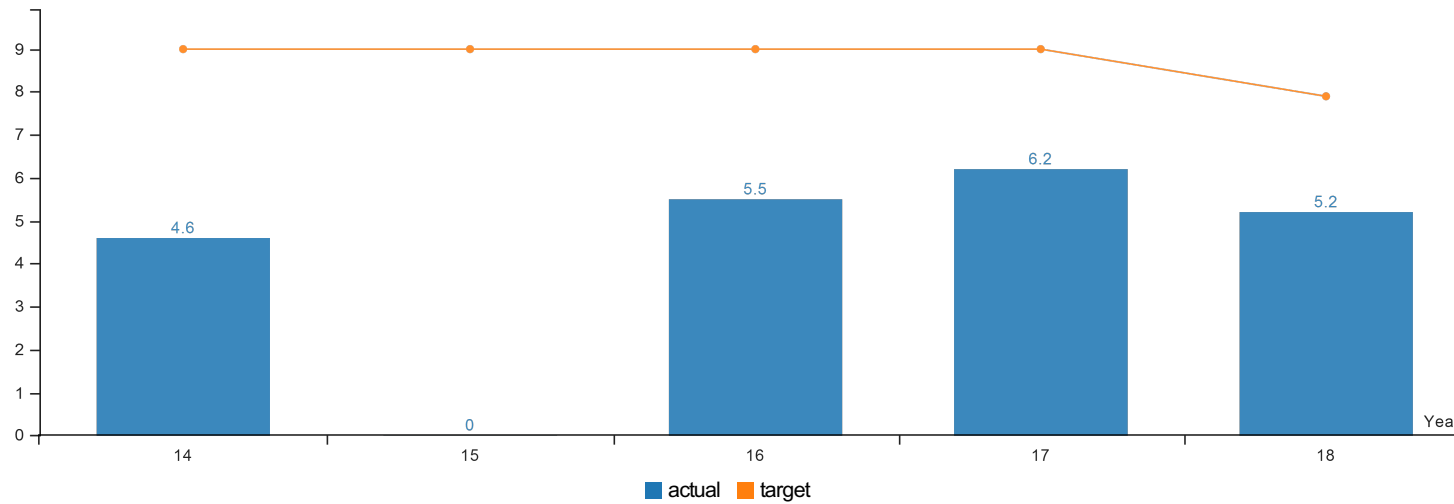
Energy Trust has completed an unqualified financial audit every years since this requirement has been put in place. The purpose of Energy Trust performance measures is to clearly define the Commission's minimum expectations. The company is required to obtain an unqualified financial audit.

Factors Affecting Results

The key factor affecting results is whether or not Energy Trust has an audit performed. In the audit, there may be recommendations for areas of improvement. PUC staff will review the recommendations and follow up on them in subsequent years. Accordingly, once the annual audit is obtained, another factor affecting results is PUC staff's follow-through on areas identified in the audit.

KPM #15	c. Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 9 percent of annual revenue.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Administrative and program support below 9 percent					
Actual	4.60%	No Data	5.50%	6.20%	5.20%
Target	9%	9%	9%	9%	7.90%

How Are We Doing

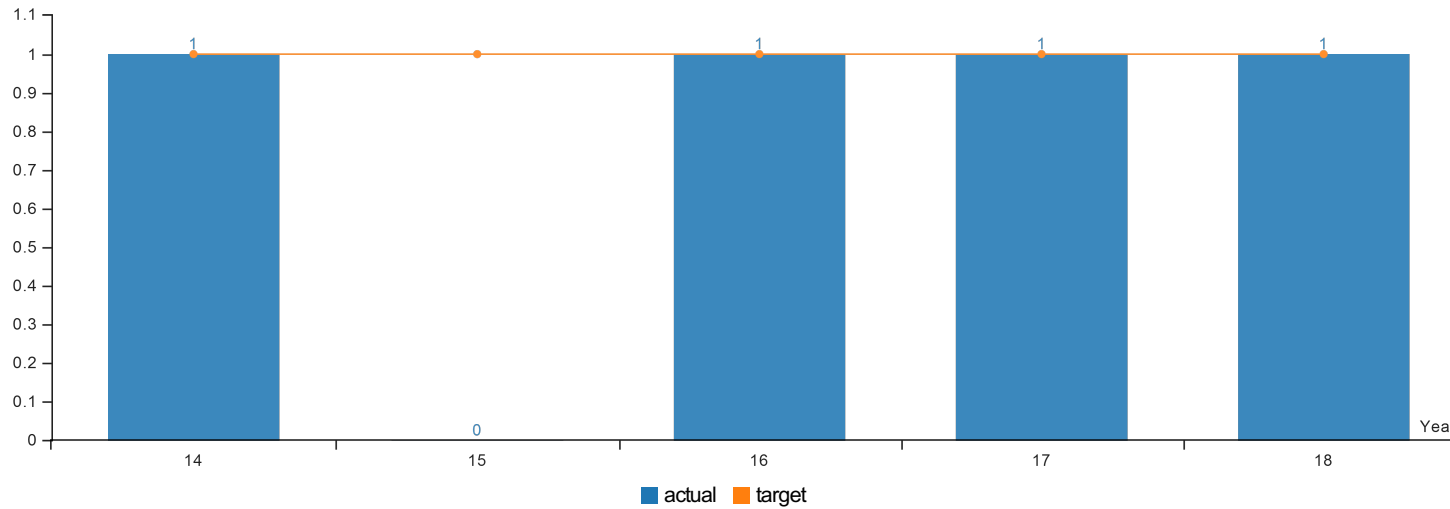
Energy Trust consistently comes in well below this nine percent target. Energy Trust regularly reports administrative and program support costs at or below six percent, substantially below the nine percent target. Staff will continue to monitor performance against this measure and may consider reducing the percentage in the future.

Factors Affecting Results

Factors affecting administrative and program support costs include things like turnover of key employees, implementation of new computer systems that require additional staff time to get up and running, complexity of efficiency programs, and the amount of management and administration time required to achieve savings.

KPM #15	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.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Benefit/cost ratio for conservation programs					
Actual	1	No Data	1	1	1
Target	1	1	1	1	1

How Are We Doing

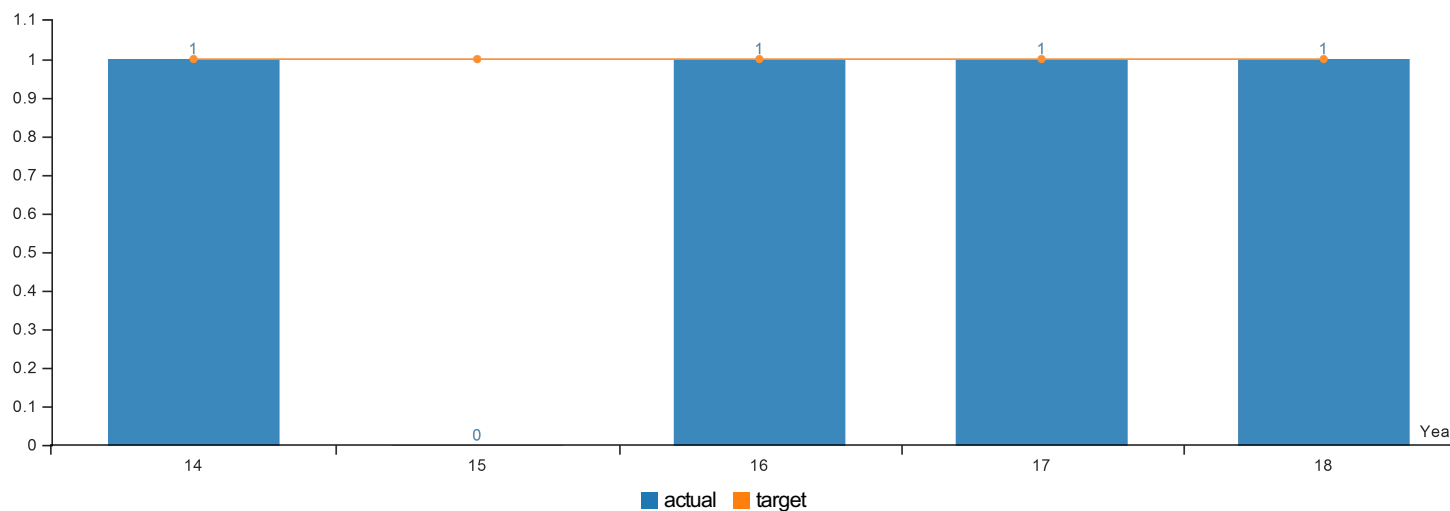
Energy Trust has consistently provided this reporting to the Commission staff. Continue to track benefit/cost ratios.

Factors Affecting Results

Factors affecting results are whether or not Energy Trust reports the utility and societal benefit/cost ratios.

KPM #15	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.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Reporting changes in quarterly reports					
Actual	1	No Data	1	1	1
Target	1	1	1	1	1

How Are We Doing

Energy Trust is doing well on this performance measure and it regularly provides very detailed and timely quarterly reports to the Commission.

Staff should continue to monitor quarterly reports and annual reports to make sure that no surprises show up in annual reports and that all significant mid-year changes are reported in quarterly reports.

Factors Affecting Results

Factors affecting results are whether or not Energy Trust provides appropriate information to the Commission and Commission staff in its quarterly reports.