



Oregon PUC Supplemental KPM Presentation for 2023 Ways & Means Committee

Transportation and Economic Development Subcommittee

List of Key Performance Measures

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.

List of Key Performance Measures contd.

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.

List of Key Performance Measures contd.

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.

List of Key Performance Measures contd.

15. Energy Trust Performance Measures

- a) Met performance measures in OPUC's annual grant agreement. - Met 85% of the established internal performance measures
- b) Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.
- c) Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 8 percent of annual revenue.
- 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.
- e) Report quarterly expenditures and variances by program and total quarterly progress to annual goals for energy efficiency.

Key Performance Measure #1

- Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources
 - Target: 97%
 - Actual: 94%

Only 2 of 33 regulated water companies do not have metered rates. Companies without metered rates are moved to metered rates during rate cases.

Key Performance Measure #2

- Price of Electricity - Average price of electricity for residential users from Oregon Investor-Owned Utilities as a percent of the national average
 - Target: 92%
 - Actual: 88%

The 88% exceeds targets as average price of electricity for Oregon residential customers are lower than the target and natural average.

Key Performance Measure #3

- Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers
 - Target: 11%
 - Actual: 13.10%

13.10% of business customers usage supplied by alternate suppliers exceeds target.

Key Performance Measure #4

- Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers.
 - Target: 0.11
 - Actual: 0

The actual of zero injuries exceeds target.

Key Performance Measure #5

- Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers.
 - Target: 0.45
 - Actual: 0.05

The lower actual unsafe acts exceeds target.

Key Performance Measure #6

- Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers.
 - Target: 0
 - Actual: 0

Key Performance Measure #7

- Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers, statewide.
 - Target: 58%
 - Actual: 68.75%

Actual exceeds target as more switched access lines are provided by competitive local exchange carriers.

Key Performance Measure #8

- Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary.
 - Target: 100%
 - Actual: 0%

Factors affecting achievement is that PUC Hearing Division addressed only **one** consumer complaint case in 2021. Given the complexity of the issues, the extensive evidentiary record, and the fact that the matter was a question of first impression, the order in this case was not issued within 30 days.

Key Performance Measure #9

- Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program.

- Target: 21%
- Actual: 12% (Not met)

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

- Number of SNAP households that have service with a participating provider,
- Outreach and education efforts of participating providers,
- SNAP households subscribe to service from non-participating providers, e.g., Comcast, Verizon Wireless,
- The subsidized service offering does not meet household's needs,
- FCC regulations governing minimum service standards limit customer choice, or
- Greater subsidy under the FCC's Affordable Connectivity Program.

Key Performance Measure #10

- Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program. .
 - Target: 72%
 - Actual: 68%

Actual is within six percent of target. The slight dip is attributed to the COVID-19 pandemic that limited agency outreach to increase participation.

Key Performance Measure #11

- Complaint Investigation - Percent of complaint investigation cases open 50 days or less.
 - Target: 75%
 - Actual: 86%

The higher actual reflects a greater number of cases resolved within 50 days.

Key Performance Measure #12

- Customer Service - Percent of customers rating their satisfaction with the agency's customer service as good or excellent in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

- Helpfulness

- Target: 85%
- Actual: 76%

- Availability of Information

- Target: 75%
- Actual: 74%

- Overall

- Target: 82%
- Actual: 77%

- Accuracy

- Target: 80%
- Actual: 78%

- Expertise

- Target: 83%
- Actual: 82%

- Timeliness

- Target: 85%
- Actual: 79%

Many COVID consumer protections expired in 2021/2022,
Which resulted in increased customer complaints.

OBMP - Key Performance Measure #13

- Best Practices - Percent of total best practices met by the Board of Maritime Pilots.
 - Target: 100%
 - Actual: 91%

The COVID-19 pandemic affected the ability of all pilots to receive recommended training. As courses are being offered “on-line,” pilots have caught up on their continuing professional development. OBMP has also increased revisions of rules to meet best practices.

OBMP - Key Performance Measure #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.
 - Target: 4
 - Actual: 1

Incidents due to mechanical failures or crew error are beyond the control of pilots.

Energy Trust Key Performance Measure #15a

- Met performance measures in OPUC's annual grant agreement. - Met 85% of the established internal performance measures (12 out of 13).
 - Target: 100%
 - Actual: 100%

Energy Trust Key Performance Measure #15b

- Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.
 - Target: 1
 - Actual: 1

This is a “go, no-go” measure. 1 = goal met.

Energy Trust Key Performance Measure #15c

- Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 8 percent of annual revenue.
 - Target: 7.99%
 - Actual: 6.50%

Exceeded goal.

Energy Trust Key Performance Measure #15d

- 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.
 - Target: 1
 - Actual: 1

This is a “go, no-go” measure. 1 = goal met.

Energy Trust Key Performance Measure #15e

- 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.
 - Target: 1
 - Actual: 1

This is a “go, no-go” measure. 1 = goal met.