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JOINT COMMITTEE ON WAYS AND MEANS

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Representative Sanchez, House Co-Chair

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Representative Gomberg, House Co-Vice Chair
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To: Transportation and Economic Development Subcommittee
From: Ben Ruef, Legislative Fiscal Office
Date: May 20, 2025
Subject: HB 5034 – Public Utility Commission
Work Session Recommendations

Public Utility Commission <i>Agency Totals</i>				
FUND TYPE	2021-23 ACTUAL	2023-25 LEGISLATIVELY APPROVED	2025-27 CURRENT SERVICE LEVEL	2025-27 LFO RECOMMENDED
Other Funds	51,343,720	65,505,686	69,861,874	74,003,004
Other Funds NL	53,205,771	54,829,960	54,834,396	54,834,396
Federal Funds	964,634	1,292,424	1,444,341	1,510,497
TOTAL FUNDS	105,514,125	121,628,070	126,140,611	130,347,897
Positions	138	142	141	146
FTE	134.75	141.00	140.50	145.50

The Public Utility Commission of Oregon (PUC) regulates rates and services offered by private Oregon electric and natural gas utilities, telecommunications companies, and water companies. The PUC works to ensure consumers receive safe and reliable utility services at fair and reasonable rates, while allowing regulated companies the opportunity to earn an adequate return on their investment. The Commission provides administrative and budget support to the Oregon Board of Maritime Pilots, an independent occupational licensing and regulatory agency for state maritime pilots; its mission is to protect public health, safety, and welfare by ensuring only qualified persons are licensed to pilot vessels.

The Legislative Fiscal Office recommends a 2025-27 total funds budget of \$130,347,897 and 146 positions (145.50 FTE), which is a 7.2% increase from the legislatively approved budget for the

2023-25 biennium and a 3.3% increase from current service level. The recommended budget maintains an estimated twelve-month operating reserve in the agency's ending fund balance.

The recommended budget includes several adjustments. One-time Other Funds limitation of \$2.1 million is added to complete implementation of the agency's new Activity and Dockets System, delayed from the previous biennium, and to begin replacement of the 25-year-old Residential Service Protection Fund database.

Four permanent positions (4.00 FTE) and an additional \$400,000 in Professional Services are added to expand the agency's capacity for utility wildfire mitigation audits, in line with mandates in HB 2021 (2021) and SB 762 (2021). These positions will perform plan validation, compliance reviews, cost assessments, and performance analysis. One permanent Public Affairs Specialist position (1.00 FTE) is also added to strengthen communication with the public, stakeholders, and regulated utilities on issues such as wildfire planning and grid modernization.

The recommended budget also reflects an increase in the Oregon Board of Maritime Pilots operating fee from \$50 to \$70, effective July 15, 2025. The fee is within the statutory limit of \$100, adjusted to \$140 based on CPI. Total revenue from the fee is projected at \$964,938, supporting an estimated 3.3-month operating reserve for the 2025-27 biennium.

Adjustments to Current Service Level

See attached "Work Session Presentation Report."

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

Accept LFO Recommendation

MOTION: I move the LFO recommendation to HB 5034. *(vote)*

OR

Modify LFO Recommendation

MOTION: I move the LFO recommendation to HB 5034, with modifications. *(vote)*

Performance Measures

See attached "Legislatively Proposed 2025-27 Key Performance Measures."

Accept LFO Recommendation

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

OR

Modify LFO Recommendation

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

Amendment

LFO recommends a budget of \$74,003,004 Other Funds, \$1,510,497 Federal Funds, and 146 positions (145.50 FTE), which is reflected in the –1 amendment.

MOTION: I move adoption of the –1 amendment to HB 5034. *(vote)*

Final Subcommittee Action

LFO recommends that HB 5034, as amended by the –1 amendment, be moved to the Ways and Means Full Committee.

MOTION: I move HB 5034, as amended, to the Full Committee with a do pass recommendation. *(vote)*

Carriers

Full Committee:

House Floor:

Senate Floor:

Public Utility Commission**LFO Analyst Recommended****Agency Number: 86000****LFO102 - Work Session Presentation Report
2025-27 Biennium****Version: L - 01 - LFO Analyst Recommended****Cross Reference: 86000-000-00-00-00000****Public Utility Commission**

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	62,341,166	1,213,146	54,829,960	-	118,384,272	142	141.00
2023-25 Ebds, SS & Admin Act	-	-	3,164,520	79,278	-	-	3,243,798	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	65,505,686	1,292,424	54,829,960	-	121,628,070	142	141.00
2023-25 Leg Approved Budget (Base)	-	-	65,505,686	1,292,424	54,829,960	-	121,628,070	142	141.00
Summary of Base Adjustments	-	-	3,276,145	136,690	4,436	-	3,417,271	(1)	(0.50)
2025-27 Base Budget	-	-	68,781,831	1,429,114	54,834,396	-	125,045,341	141	140.50
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(1,081,009)	(6,419)	-	-	(1,087,428)	-	-
030: Inflation & Price List Adjustments	-	-	2,161,052	21,646	-	-	2,182,698	-	-
2025-27 Current Service Level	-	-	69,861,874	1,444,341	54,834,396	-	126,140,611	141	140.50
Adjusted 2025-27 Current Service Level	-	-	69,861,874	1,444,341	54,834,396	-	126,140,611	141	140.50
Total LFO Recommended Packages	-	-	4,141,130	66,156	-	-	4,207,286	5	5.00
2025-27 Legislative Actions	-	-	74,003,004	1,510,497	54,834,396	-	130,347,897	146	145.50
Net change from 2023-25 Leg Approved Budget	-	-	8,497,318	218,073	4,436	-	8,719,827	4	4.50
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	13.0%	16.9%	0.0%	0.0%	7.2%	2.8%	3.2%
Net change from 2025-27 Adj Current Service Level	-	-	4,141,130	66,156	-	-	4,207,286	5	5.00
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	5.9%	4.6%	0.0%	0.0%	3.3%	3.6%	3.6%

LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 86000-001-00-00-00000

Utility Regulation

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	40,639,517	1,213,146	54,829,960	-	96,682,623	110	109.50
2023-25 Ebds, SS & Admin Act	-	-	2,530,009	79,278	-	-	2,609,287	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	43,169,526	1,292,424	54,829,960	-	99,291,910	110	109.50
2023-25 Leg Approved Budget (Base)	-	-	43,169,526	1,292,424	54,829,960	-	99,291,910	110	109.50
Summary of Base Adjustments	-	-	2,712,410	136,690	4,436	-	2,853,536	(1)	(0.50)
2025-27 Base Budget	-	-	45,881,936	1,429,114	54,834,396	-	102,145,446	109	109.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(987,146)	(6,419)	-	-	(993,565)	-	-
030: Inflation & Price List Adjustments	-	-	1,149,818	21,646	-	-	1,171,464	-	-
060: Technical Adjustments	-	-	(333,983)	-	-	-	(333,983)	(1)	(1.00)
2025-27 Current Service Level	-	-	45,710,625	1,444,341	54,834,396	-	101,989,362	108	108.00
Adjusted 2025-27 Current Service Level	-	-	45,710,625	1,444,341	54,834,396	-	101,989,362	108	108.00
Total LFO Recommended Packages	-	-	2,403,826	66,156	-	-	2,469,982	5	5.00
2025-27 Legislative Actions	-	-	48,114,451	1,510,497	54,834,396	-	104,459,344	113	113.00
Net change from 2023-25 Leg Approved Budget	-	-	4,944,925	218,073	4,436	-	5,167,434	3	3.50
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	11.5%	16.9%	0.0%	0.0%	5.2%	2.7%	3.2%
Net change from 2025-27 Adj Current Service Level	-	-	2,403,826	66,156	-	-	2,469,982	5	5.00
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	5.3%	4.6%	0.0%	0.0%	2.4%	4.6%	4.6%

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

Package Description This package increases one-time Other Funds limitation to account for delays in the implementation of PUC’s Activity and Dockets System (aka Valence). Funding comes from annual gross revenue fees.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	602,420	-	-	-	602,420	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 104 Broader Auditing of Utility Wildfire Mitigation Actions

Package Description This package increases ongoing Other Funds expenditure limitation by establishing four permanent full-time positions: one Operation Policy Analyst 4 (OPA4) (1.00 FTE) and three Utility Analyst 3 (UA3) positions (3.00 FTE). These additions are intended to enhance the PUC's capacity to manage its expanded responsibilities for wildfire mitigation and oversight, as mandated by recent legislation, including the Clean Energy Bill (HB 2021) and the Wildfire Mitigation Bill (SB 762).

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	1,189,242	-	-	-	1,189,242	4	4.00
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 86000-001-00-00-00000

Utility Regulation

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 105 Increase in Professional Services

Package Description This package increases Other Funds expenditure limitation one-time for Professional Services so the agency can utilize outside consulting from subject matter experts to assist with PUC's recent increase in scope and responsibilities, as mandated by recent legislation, including, but not limited to, the Clean Energy Bill (HB 2021) and the Wildfire Mitigation Bill (SB 762).

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	400,000	-	-	-	400,000	-	-
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 86000-001-00-00-00000

Utility Regulation

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 106 Increase PUC Communication Services

Package Description This package increases ongoing Other Funds expenditure limitation to establish a permanent full-time Public Affairs Specialist position (1.00 FTE) to assist with media inquiries, internal and external communication, developing PUC presentations and reports, and managing website content related to wildfire mitigation planning, energy grid modernization, energy affordability, and related legislation.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	278,320	-	-	-	278,320	1	1.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 108 Partially FFL Position Adjustment

Package Description This package is a net-zero adjustment shifting position costs of two positions from Other Funds to Federal Funds in the Gas Pipeline Safety Program matching how other positions are funded in the program.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	(66,156)	66,156	-	-	-	-	-
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 86000-003-00-00-00000

Residential Service Protection

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	10,579,695	-	-	-	10,579,695	8	7.50
2023-25 Ebds, SS & Admin Act	-	-	92,843	-	-	-	92,843	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	10,672,538	-	-	-	10,672,538	8	7.50
2023-25 Leg Approved Budget (Base)	-	-	10,672,538	-	-	-	10,672,538	8	7.50
Summary of Base Adjustments	-	-	(99,015)	-	-	-	(99,015)	(1)	(1.00)
2025-27 Base Budget	-	-	10,573,523	-	-	-	10,573,523	7	6.50
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(22,643)	-	-	-	(22,643)	-	-
030: Inflation & Price List Adjustments	-	-	479,142	-	-	-	479,142	-	-
2025-27 Current Service Level	-	-	11,030,022	-	-	-	11,030,022	7	6.50
Adjusted 2025-27 Current Service Level	-	-	11,030,022	-	-	-	11,030,022	7	6.50
Total LFO Recommended Packages	-	-	1,668,493	-	-	-	1,668,493	-	-
2025-27 Legislative Actions	-	-	12,698,515	-	-	-	12,698,515	7	6.50
Net change from 2023-25 Leg Approved Budget	-	-	2,025,977	-	-	-	2,025,977	(1)	(1.00)
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	19.0%	0.0%	0.0%	0.0%	19.0%	(12.5%)	(13.3%)
Net change from 2025-27 Adj Current Service Level	-	-	1,668,493	-	-	-	1,668,493	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	15.1%	0.0%	0.0%	0.0%	15.1%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 109 RSPF Database Replacement

Package Description This package increases Other Funds expenditure limitation to develop a new Residential Service Protection Fund database used for customer relationship management, eligibility for benefits, and equipment distribution which was developed in 1999 and is no longer supported by Microsoft. This is funded by existing Residential Service Protection fund surcharge. One-time development and implantation costs are estimated at \$1,544,940. Ongoing maintenance costs are estimated at \$123,553.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	1,668,493	-	-	-	1,668,493	-	-
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

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

Policy and Administration

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	10,124,254	-	-	-	10,124,254	22	22.00
2023-25 Ebds, SS & Admin Act	-	-	496,612	-	-	-	496,612	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	10,620,866	-	-	-	10,620,866	22	22.00
2023-25 Leg Approved Budget (Base)	-	-	10,620,866	-	-	-	10,620,866	22	22.00
Summary of Base Adjustments	-	-	682,243	-	-	-	682,243	1	1.00
2025-27 Base Budget	-	-	11,303,109	-	-	-	11,303,109	23	23.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(63,893)	-	-	-	(63,893)	-	-
030: Inflation & Price List Adjustments	-	-	488,009	-	-	-	488,009	-	-
060: Technical Adjustments	-	-	333,983	-	-	-	333,983	1	1.00
2025-27 Current Service Level	-	-	12,061,208	-	-	-	12,061,208	24	24.00
Adjusted 2025-27 Current Service Level	-	-	12,061,208	-	-	-	12,061,208	24	24.00
Total LFO Recommended Packages	-	-	68,811	-	-	-	68,811	-	-
2025-27 Legislative Actions	-	-	12,130,019	-	-	-	12,130,019	24	24.00
Net change from 2023-25 Leg Approved Budget	-	-	1,509,153	-	-	-	1,509,153	2	2.00
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	14.2%	0.0%	0.0%	0.0%	14.2%	9.1%	9.1%
Net change from 2025-27 Adj Current Service Level	-	-	68,811	-	-	-	68,811	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 102 Activity and Dockets System Maintenance Costs

Package Description This package increases ongoing Other Funds limitation to adjust for an increased estimate of maintenance costs for their Activity and Dockets System which is expected to be completed in 2027.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	68,811	-	-	-	68,811	-	-
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 86000-005-00-00-00000

Board of Maritime Pilots

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	997,700	-	-	-	997,700	2	2.00
2023-25 Ebds, SS & Admin Act	-	-	45,056	-	-	-	45,056	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	1,042,756	-	-	-	1,042,756	2	2.00
2023-25 Leg Approved Budget (Base)	-	-	1,042,756	-	-	-	1,042,756	2	2.00
Summary of Base Adjustments	-	-	(19,493)	-	-	-	(19,493)	-	-
2025-27 Base Budget	-	-	1,023,263	-	-	-	1,023,263	2	2.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(7,327)	-	-	-	(7,327)	-	-
030: Inflation & Price List Adjustments	-	-	44,083	-	-	-	44,083	-	-
2025-27 Current Service Level	-	-	1,060,019	-	-	-	1,060,019	2	2.00
Adjusted 2025-27 Current Service Level	-	-	1,060,019	-	-	-	1,060,019	2	2.00
Total LFO Recommended Packages	-	-	-	-	-	-	-	-	-
2025-27 Legislative Actions	-	-	1,060,019	-	-	-	1,060,019	2	2.00
Net change from 2023-25 Leg Approved Budget	-	-	17,263	-	-	-	17,263	-	-
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%
Net change from 2025-27 Adj Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 801 LFO Analyst Adjustments

Package Description The Board adopted a fee increase on January 1, 2025 by administrative rule (Chapter 856-010-0006). The statutory limit is \$100, adjusted for the CPI over the years. Currently, that sits at \$140 according to the agency’s rules. THE OBMP Operating Fee will increase from \$50 to \$70 effective July 15, 2025. Total revenue is estimed at \$964,938 based on the \$70 fee adopted. Ending fund balance is approximately 3.3 months of operating reserves for 2025-27.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	-	-	-	-	-	-	-
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Legislatively Proposed 2025 - 2027 Key Performance Measures

Published: 5/12/2025 2:13:52 PM

Agency: Public Utility Commission

Mission Statement:

Our mission is to ensure Oregonians have access to safe, reliable and fairly priced utility services that advance state policy and promote the public interest. We use an inclusive process to evaluate differing viewpoints and visions of the public interest and arrive at balanced, well-reasoned, independent decisions supported by fact and law.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
1. Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources: This measure tracks the percentage of rate-regulated water companies that use pricing structures designed to encourage efficient water use. By implementing rate designs such as tiered pricing, seasonal rates, or time-of-use charges, utilities can discourage excessive consumption and promote long-term water sustainability. This measure helps assess whether regulatory policies are effectively supporting conservation, fair pricing, and responsible water management.		Approved	91%	94%	94%
2. Price of Electricity - Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price: This measure tracks the average price Oregon residential customers pay for electricity from Investor-Owned Utilities, expressed as a percentage of the national average. It helps compare how affordable electricity is in Oregon relative to other states. A lower percentage indicates that Oregon's rates are more competitive and cost-effective for consumers.		Approved	89%	92%	92%
3. Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers: This measure tracks the percentage of electric energy used by business customers that is supplied by alternative (non-utility) energy providers. It reflects the level of competition and customer choice in the commercial energy market. A higher percentage suggests that more businesses are seeking alternatives to traditional utilities, often for reasons like cost savings, sustainability goals, or specialized energy services.		Approved	12.40%	13%	13%
4. Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers: This measure tracks the number of injuries caused by electric utility operations per 100,000 customers, helping to evaluate the effectiveness of staff audits in promoting safety. Fewer injuries indicate that audits are successfully identifying and addressing safety risks. This measure supports the PUC's goal of ensuring safe and reliable utility service for the public.		Approved	0	0.11	0.11
5. Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers: This measure tracks the number of injuries from unsafe acts by the public (such as digging into utility lines) per 100,000 utility customers, to evaluate the effectiveness of safety education efforts promoted by utilities and the PUC. A lower number of injuries suggests that outreach and education campaigns are successfully increasing public awareness and preventing accidents.		Approved	0.17	0.45	0.45
6. Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers: This measure tracks personal injuries from natural gas operations per 100,000 customers, reflecting PUC's effectiveness in overseeing gas utility safety. A lower rate indicates that the PUC's regulations and safety efforts are reducing risks.		Approved	0	0	0

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
7. Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers statewide: This measure tracks the percentage of total switched access lines provided by competitive local exchange carriers statewide. A higher percentage indicates increased market competition, which can lead to lower prices, improved service, and more innovation for consumers. This measure reflects the PUC's role in encouraging a competitive telecommunications market.		Approved	70%	70%	70%
8. Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record: This measure tracks the percentage of consumer complaint orders that are issued within 30 days after the evidentiary record closes. It reflects the PUC's efficiency and timeliness in resolving formal complaints. A higher percentage indicates stronger performance in providing prompt decisions and regulatory responsiveness to utility customers.		Approved	100%	100%	100%
9. Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program. This measure tracks the percentage of SNAP recipients who also participate in the Oregon Telephone Assistance Program (OTAP). It measures how effectively the PUC is ensuring that low-income households are accessing discounted phone or broadband services. A higher percentage indicates greater program outreach and accessibility for those who qualify.		Approved	5%	10%	12%
10. Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program: This measure tracks the percentage of disabled seniors aged 65 and older who have access to the Telecommunications Devices Access Program (TDAP). It reflects the PUC's effectiveness in reaching and serving these eligible individuals. A higher percentage indicates improved accessibility and support for seniors with disabilities.		Approved	67%	70%	70%
11. Complaint Investigation - Percent of complaint investigation cases open 50 days or less: This measure tracks the percentage of complaint investigation cases that remain open for 50 days or less, measuring the PUC's efficiency in resolving consumer complaints. A higher percentage indicates more timely and responsive service to utility customers.		Approved	82%	85%	85%
12. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as good or excellent in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved	83%	80%	80%
	Availability of Information		76%	75%	75%
	Overall		82%	80%	80%
	Accuracy		81%	80%	80%
	Expertise		85%	80%	80%
	Timeliness		81%	80%	80%
13. Best Practices - Percent of total best practices met by the Board of Maritime Pilots.		Approved	99%	100%	100%
14. Vessel Incidents - The number and severity of incidents involving vessels under the direction of licensees: This measure tracks the number of incidents involving vessels under the direction of licensed maritime pilots, expressed as a percentage of total vessels piloted each year. It reflects the Board's effectiveness in ensuring safe and professional pilotage services. Fewer incidents indicate strong oversight, training, and safety standards among licensees.		Approved	0	4	4

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
15a. Met performance measures in OPUC's annual grant agreement. - Met 85% of the established internal performance measures		Approved	100%	100%	100%
15b. Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.		Approved	1	1	1
15c. Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 8 percent of annual revenue.		Approved	7.60%	7.99%	7.99%
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.		Approved	1	1	1
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.		Approved	1	1	1

LFO Recommendation:

The Legislative Fiscal Office recommends approval of key performance measures and targets as presented.

SubCommittee Action: