

**Public Utility Commission**

**PERFORMANCE MEASURES REPORT**

**Fiscal Year 2014  
Annual**



**September 1, 2013 - August 31, 2014**

**Performance Measures Reported In LBB ABEST**

**ACTUAL PERFORMANCE FOR OUTCOME MEASURES**

**473 - Public Utility Commission of Texas**

**Fiscal Year 2014**

**10/13/2014**

**Actual Performance for Outcome Measures with Updates**  
 83rd Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 10/13/2014  
 TIME: 8:11:58AM  
 PAGE: 2 OF 3

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2014 Target	2014 YTD	Percent of Annual Target	Target Range
<u>1-1 MAINTAIN COMPETITION</u>				
1 % SERVED BY CITIES CERTIFIED	80.00 %	77.62 %	97.03 %	
<u>Prior YTD:</u>				
4 RELATIVE ELEC PRICE: RESIDENTIAL	102.31 %	99.81 %	97.56 %	
<u>Prior YTD:</u>				
7 % OF NAT'L AVG RESIDENTIAL E-BILL	121.26 %	131.27 %	108.25 % *	
<u>Explanation of Variance:</u> Texas, when compared to a majority of the rest of the nation, tends to have a longer period of months in which customers run air conditioning units, which account for a large portion of the electric bill. This tends to lead to a larger than average bill over a longer period of months when compared nationally.				
<u>Prior YTD:</u>				
8 RELATIVE ELEC OFFER PRICE: RES	90.00 %	88.80 %	98.67 %	
<u>Prior YTD:</u>				
<u>1-2 REGULATE SERVICE PROVIDERS</u>				
1 % OF NAT'L AVG RESIDENTIAL PH BILL	101.28 %	121.96 %	120.42 % *	
<u>Explanation of Variance:</u> The deviation from the target can be attributed to the largest telephone providers (AT&T Texas, Verizon, CenturyLink) being allowed to increase monthly rates for single-line residential service in deregulated exchanges while reducing dependence on the Texas Universal Service fund. The national average of \$17.70 is below the \$24 ceiling that has been allowed to the largest providers. AT&T Texas and Verizon, the two largest providers, are at the \$24 ceiling in all deregulated exchanges.				
<u>Prior YTD:</u>				
<u>2-2 RESOLVE COMPLAINTS</u>				
1 % CUST COMPLAINTS RESOLVED (IRP)	99.00 %	99.61 %	100.62 %	
<u>Prior YTD:</u>				

\* Varies by 5% or more from target.

Actual Performance for Outcome Measures with Updates  
83rd Regular Session, Performance Reporting  
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DATE: 10/13/2014  
TIME: 8:11:58AM  
PAGE: 3 OF 3

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2014 Target	2014 YTD	Percent of Annual Target	Target Range
<u>3-1 FINANCIAL ASSISTANCE</u>				
1 % LOW-INCOME CUST PROVIDED DISCOUNT	96.00 %	97.80 %	101.88 %	

Prior YTD:

\* Varies by 5% or more from target.

**ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES**  
**473 - Public Utility Commission of Texas**  
**Fiscal Year 2014**  
**10/13/2014**

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1-1-1 MARKET COMPETITION

2 # INVESTIGATIONS FOR MKT POWER ELEC

<b>Quarter 1</b>	8.00	0.00	0.00	0.00 % *	1.60 - 2.40
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Explanation of Variance: Wholesale market investigations are difficult to forecast, and are highly dependent upon market participant actions and closing dates.

Prior Amount: 0.00

Prior YTD: 0.00

<b>Quarter 2</b>	8.00	2.00	2.00	25.00 % *	3.60 - 4.40
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Explanation of Variance: Wholesale market investigations are difficult to forecast, and are highly dependent upon market participant actions and closing dates.

Explanation of Update: Investigation database was not timely updated for the second quarter.

Prior Amount: 1.00

Prior YTD: 1.00

Prior Amount: 2.00

Prior YTD: 2.00

Prior Explanation of Update: Investigation database was not timely updated for the second quarter.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

2 # INVESTIGATIONS FOR MKT POWER ELEC

<b>Quarter 3</b>	8.00	1.00	3.00	37.50 % *	5.60 - 6.40
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Explanation of Variance: Wholesale market investigations are difficult to forecast and are highly dependent upon market participant actions and closing dates.

Prior Amount: 1.00

Prior YTD: 2.00

Prior Amount: 1.00

Prior YTD: 3.00

Prior Explanation of Update: .

<b>Quarter 4</b>	8.00	4.00	7.00	87.50 % *	7.60 - 8.40
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Explanation of Variance: The number of market-power related investigations in any fiscal year is difficult to predict given the nature, timing and litigation associated with the myriad of possible enforcement actions.

Prior Amount: 4.00

Prior YTD: 6.00

Prior Amount: 4.00

Prior YTD: 7.00

3 # OF CASES COMPLETED RELATED COMP

<b>Quarter 1</b>	350.00	86.00	86.00	24.57 %	70.00 - 105.00
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Prior Amount: 86.00

Prior YTD: 86.00

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

3 # OF CASES COMPLETED RELATED COMP

<b>Quarter 2</b>	350.00	58.00	144.00	41.14 % *	157.50 - 192.50
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Explanation of Variance: A total of 57 cases were completed in the second quarter of FY 2014 of which, 14 were related to electric providers and 43 were related to telecommunications providers. The majority of telecommunication cases were applications for or to amend an interconnection agreement and the majority of electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because the Commission has no control over the number of cases that may be filed by entities seeking necessary regulatory approvals.

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in one additional case appropriate for closure in the second quarter of fiscal year 2014.

Prior Amount: 57.00

Prior YTD: 143.00

Prior Amount: 58.00

Prior YTD: 144.00

Prior Explanation of Update: End of year detailed review of all remaining open control numbers resulted in one additional case appropriate for closure in the second quarter of fiscal year 2014.

<b>Quarter 3</b>	350.00	85.00	229.00	65.43 % *	245.00 - 280.00
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Explanation of Variance: A total of 81 cases were completed in the third quarter of FY 2014 of which, 28 were related to electric providers and 53 were related to telecommunications providers. The majority of the telecommunication cases were applications for or to amend an interconnection agreement and the majority of electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because the Commission has no control over the number of cases that may be filed by entities seeking necessary regulatory approvals.

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in four additional cases appropriate for closure in the third quarter of fiscal year 2014.

Prior Amount: 81.00

Prior YTD: 224.00

\* Varies by 5% or more from target.



Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

3 # OF CASES COMPLETED RELATED COMP

<b>Quarter 4</b>	350.00	76.00	305.00	87.14 % *	332.50 - 367.50
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Explanation of Variance: A total of 76 cases were completed in fourth quarter of FY 2014 of which, 26 were related to electric providers and 50 were related to telecommunications providers. The majority of telecommunications cases were applications for or to amend an interconnection agreement and the majority of electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because the Commission has no control over the number of cases that may be filed by entities seeking necessary regulatory approvals.

Prior Amount: 76.00

Prior YTD: 300.00

1-2-1 UTILITY REGULATION

1 # OF RATE CASES COMPLETED ELECTRIC

<b>Quarter 1</b>	55.00	22.00	22.00	40.00 % *	11.00 - 16.50
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Explanation of Variance: During the first quarter of FY 2014 there were 2 major and 20 minor electric rate cases completed. The majority of cases completed were for regulatory adjustment to energy efficiency cost recovery or transmission cost recovery factors.

Prior Amount: 22.00

Prior YTD: 22.00

Prior Amount: 22.00

Prior YTD: 22.00

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF RATE CASES COMPLETED ELECTRIC

<b>Quarter 2</b>	55.00	14.00	36.00	65.45 % *	24.75 - 30.25
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Explanation of Variance: During the second quarter of FY 2014 there were 1 major and 13 minor electric rate cases completed. The majority of cases completed were for regulatory adjustment to update transmission cost recovery factors and interim update of wholesale transmission rates.

Prior Amount: 14.00

Prior YTD: 36.00

<b>Quarter 3</b>	55.00	10.00	46.00	83.64 % *	38.50 - 44.00
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Explanation of Variance: During the fourth quarter of FY 2014 there were 0 major and 21 minor electric rate cases completed. FY 2014 annual performance of 67 rate cases completed exceeded the project target. This measure is difficult to project because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in three additional cases appropriate for closure in the third quarter of fiscal year 2014.

Prior Amount: 7.00

Prior YTD: 43.00

<b>Quarter 4</b>	55.00	21.00	67.00	121.82 % *	52.25 - 57.75
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Explanation of Variance: During the fourth quarter of FY 2014 there were 0 major and 21 minor electric rate cases completed. FY 2014 annual performance of 67 rate cases completed exceeded the project target. This measure is difficult to project because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Prior Amount: 21.00

Prior YTD: 64.00

2 # OF RATE CASES COMPLETED TELECOM

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

2 # OF RATE CASES COMPLETED TELECOM

<b>Quarter 1</b>	7.00	2.00	2.00	28.57 %	1.40 - 2.10
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<b>Quarter 2</b>	7.00	4.00	6.00	85.71 % *	3.15 - 3.85
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Explanation of Variance: The Commission processed four rate cases for regulated telecommunications providers for the second quarter of FY 2014. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

<b>Quarter 3</b>	7.00	4.00	10.00	142.86 % *	4.90 - 5.60
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Explanation of Variance: The Commission processed four rate cases for regulated telecommunications providers for the third quarter of FY 2014. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

<b>Quarter 4</b>	7.00	0.00	10.00	142.86 % *	6.65 - 7.35
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Explanation of Variance: The Commission processed zero rate cases for regulated telecommunications providers for the fourth quarter of FY 2014. The actual year-to-date performance measure of 10 cases completed resulted in a higher outcome than expected. This measure is difficult to predict because it is dependent, in part, on applications initiated by related telecommunications providers for changes in rates.

2-1-1 PROVIDE FACTS ABOUT CHANGES

1 INFO REQUEST RESPONSES

\* Varies by 5% or more from target.

**Actual Performance for Output/Efficiency Measures with Updates**

10/13/2014 8:02:34AM

83rd Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **473**

Agency name: **Public Utility Commission of Texas**

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 INFO REQUEST RESPONSES

<b>Quarter 1</b>	75,000.00	17,336.00	17,336.00	23.11 %	15,000.00 - 22,500.00
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Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of Information Requests closed for this quarter.

Prior Amount: 17,333.00

Prior YTD: 17,333.00

Prior Amount: 17,336.00

Prior YTD: 17,336.00

Prior Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of Information Requests closed for this quarter.

<b>Quarter 2</b>	75,000.00	18,441.00	35,777.00	47.70 %	33,750.00 - 41,250.00
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Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of Information Requests closed for this quarter.

Prior Amount: 18,438.00

Prior YTD: 35,771.00

Prior Amount: 18,441.00

Prior YTD: 35,777.00

Prior Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of Information Requests closed for this quarter.

\* Varies by 5% or more from target.

Actual Performance for Output/Efficiency Measures with Updates

10/13/2014 8:02:34AM

83rd Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 INFO REQUEST RESPONSES

<b>Quarter 3</b>	75,000.00	18,503.00	54,280.00	72.37 %	52,500.00 - 60,000.00
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Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of Information Requests closed for this quarter.

Prior Amount: 18,502.00

Prior YTD: 54,273.00

<b>Quarter 4</b>	75,000.00	18,895.00	73,175.00	97.57 %	71,250.00 - 78,750.00
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Prior Amount: 18,895.00

Prior YTD: 73,168.00

2-2-1 ASSIST CUSTOMERS

1 # OF COMPLAINTS CONCLUDED

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF COMPLAINTS CONCLUDED

<b>Quarter 1</b>	12,000.00	2,209.00	2,209.00	18.41 % *	2,400.00 - 3,600.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.

Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of complaints closed for this quarter.

Prior Amount: 2,209.00

Prior YTD: 2,209.00

Prior Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of complaints closed for this quarter.

Prior Amount: 2,211.00

Prior YTD: 2,211.00

\* Varies by 5% or more from target.

Actual Performance for Output/Efficiency Measures with Updates

10/13/2014 8:02:34AM

83rd Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF COMPLAINTS CONCLUDED

<b>Quarter 2</b>	12,000.00	2,016.00	4,225.00	35.21 % *	5,400.00 - 6,600.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.

Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of complaints closed for this quarter.

Prior Amount: 2,016.00

Prior YTD: 4,225.00

Prior Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of complaints closed for this quarter.

Prior Amount: 2,020.00

Prior YTD: 4,231.00

<b>Quarter 3</b>	12,000.00	2,624.00	6,849.00	57.08 % *	8,400.00 - 9,600.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. High bills and usage might have contributed to the increased number of complaints concluded, in addition to two electric companies changing their billing platform. This measure is difficult to project because it is based completely on complaints filed by utility customers.

Explanation of Update: Corrections made in the complaints database by the complaints resolution staff has resulted in the change in the number of complaints closed for this quarter.

Prior Amount: 2,625.00

Prior YTD: 6,856.00

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF COMPLAINTS CONCLUDED

<b>Quarter 4</b>	12,000.00	2,124.00	8,973.00	74.78 % *	11,400.00 - 12,600.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. High bills and usage might have contributed to the increased number of complaints concluded. This measure is difficult to project because it is based completely on complaints filed by utility customers.

Prior Amount: 2,124.00

Prior YTD: 8,980.00

**Efficiency Measures**

1-1-1 MARKET COMPETITION

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 1</b>	38.00	58.00	58.00	152.63 % *	36.10 - 39.90
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Explanation of Variance: The commission processed two COA and 14 SPCOA dockets for the first quarter of FY 2014. No dockets were processed within the targeted 38 days. However, all dockets, except two were processed no later than the 60th day, as required by the Public Utility Regulatory Act. The two exceptions were due to unopposed motions for abatement. Due to Texas Register publication requirements, as well as review of the application for sufficiency, it is difficult to process most applications within the projected 38 days.

<b>Quarter 2</b>	38.00	51.00	55.00	144.74 % *	36.10 - 39.90
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Explanation of Variance: The Commission processed no COA and 13 SPCOA dockets for the second quarter of FY 2014. No dockets were processed within the targeted 38 days. However, all dockets were processed no later than the 60th day as required by the Public Utility Regulatory Act. Due to Texas Register publication requirements as well as review of the applications for sufficiency, it is difficult to process most applications within the projected 38 days.

\* Varies by 5% or more from target.



Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 3</b>	38.00	39.00	49.00	128.95 % *	36.10 - 39.90
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Explanation of Variance: The Commission processed no COA and 15 SPCOA dockets for the third quarter of FY 2014. No dockets were processed within the targeted 38 days. However, all dockets were processed no later than the 60th day as required by the Public Utility Regulatory Act. Due to Texas Register publication requirements as well as review of the applications for sufficiency, it is difficult to process most applications within the projected 38 days.

<b>Quarter 4</b>	38.00	44.00	48.00	126.32 % *	36.10 - 39.90
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Explanation of Variance: The Commission processed 10 SPCOA and zero COA dockets for the fourth quarter of 2014. Four dockets were processed within the target period of 38 days. The average of all dockets, except one, was a processing time of no later than 60 days as required by the Public Utility Regulatory Act. The only exception was due to an applicant's request for extension. Due to Texas Register publication requirements as well as review of applications for sufficiency, it is difficult to process most applications within the target period of 38 days.

1-2-1 UTILITY REGULATION

1 AVG DAYS PROCESS RATE CASE FOR TDU

<b>Quarter 1</b>	200.00	305.00	305.00	152.50 % *	190.00 - 210.00
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Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a Transmission and Distribution Utility (TDU). Two major electric rate cases that fit the definition of a TDU were completed within the first quarter of FY 2014. One proceeding had a hearing on the merits that lasted 10 days and the other proceeding required a more extensive review.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVG DAYS PROCESS RATE CASE FOR TDU

<b>Quarter 2</b>	200.00	261.00	290.00	145.00 % *	190.00 - 210.00
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Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). One major electric rate case that fits the definition of a TDU was completed within the second quarter of FY 2014. The proceeding was referred to the State Office of Administrative Hearings for commencement of a hearing on the merits including extensive pre-trial preparation. The docket was subsequently settled per stipulation of all parties.

<b>Quarter 3</b>	200.00	263.00	283.00	141.50 % *	190.00 - 210.00
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Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). One major electric rate case that fits the definition of a TDU was completed within the third quarter of FY 2014. The proceeding was referred to the State Office of Administrative Hearings for commencement of a hearing on the merits including extensive pre-trial preparation. The docket was subsequently settled per stipulation of all parties.

<b>Quarter 4</b>	200.00	0.00	283.25	141.63 % *	190.00 - 210.00
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Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were zero major electric rate cases for approval for transmission and distribution utilities completed within the fourth quarter. Year to Date performance includes four major electric cases involving a transmission and distribution utility completed throughout FY 2014. The Year to Date average number of days is 283.25 days. This measure is difficult to project because the processing time for rate cases depends on the complexity of the issues in each case, which is highly variable.

2-1-1 PROVIDE FACTS ABOUT CHANGES

1 % INFO ELECTRONIC DISTRIBUTION

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 % INFO ELECTRONIC DISTRIBUTION

<b>Quarter 1</b>	80.00 %	6.75 %	6.75 %	8.44 % *	76.00 - 84.00
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Explanation of Variance: The Information and Education section of the Public Utility Commission (commission) is in a transition period regarding the posting of information products on our public website. The PUC's Power to Choose website was redesigned in July of 2013. The commission conducted a usability study for the Power to Choose website and found that customers were not interested in downloading information, but were more interested in shopping for a new provider. Customers have shown little to no concern regarding the fact that our "Fact Sheets" are no longer available for download. The commission is currently in the process of getting all information materials posted and available for download on our website. We are also working on making our information products more visible on the commission's public website. There have also been some technical issues regarding how information product downloads are counted for reporting purposes. Our IT Staff is continuing to work on a solution to log hits for publications in the website's new format.

Explanation of Update: The incorrect percentages that were previously entered were based on an annual target of 75% instead of 80%. The worksheet used to calculate the percentages for this measure has been updated to reflect the correct annual target of 80%.

Prior Amount: 9.00

Prior YTD: 9.00

<b>Quarter 2</b>	80.00 %	93.07 %	89.29 %	111.61 % *	76.00 - 84.00
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Explanation of Variance: Beginning July 2013, the Commission launched a new powertochoose.com website in English and Spanish. At that time the Commission's web log analyzing software could no longer log website hits for the new Power-to-Choose website. In December 2013, the agency was able to find a solution to log hits in the website's new format and this boosted the agency's ability accurately record information products distributed electronically. Increased traffic to the Power-to-Choose website in the second quarter resulted in exceeding the target for this measure.

\* Varies by 5% or more from target.

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 % INFO ELECTRONIC DISTRIBUTION

<b>Quarter 3</b>	80.00 %	92.16 %	91.09 %	113.87 % *	76.00 - 84.00
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Explanation of Variance: Beginning July 2013, the Commission launched a new powertochoose.com website in English and Spanish. At that time, the Commission's web log analyzing software could no longer log website hits for the new Power-to-Choose website. In December 2013, the agency was able to find a solution to log hits in the website's new format which boosted the agency's ability to accurately record information products distributed electronically. Increased traffic to the Power-to-Choose website due to the warmer weather and an aggressive customer outreach effort in the 3rd quarter resulted in exceeding the target for this measure.

<b>Quarter 4</b>	80.00 %	91.45 %	91.24 %	114.05 % *	76.00 - 84.00
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Explanation of Variance: Increased traffic to the Power-to-Choose and Poder Escoher websites due to the warmer weather in the summer season and an aggressive customer outreach effort in the 4th quarter resulted in exceeding the target for this measure.

2-2-1 ASSIST CUSTOMERS

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

<b>Quarter 1</b>	16.00	16.00	16.00	100.00 %	15.20 - 16.80
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\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

<b>Quarter 2</b>	16.00	20.00	18.00	112.50 % *	15.20 - 16.80
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric and telephone service providers respond to complaints that are forwarded to them by the Commission. The Commission continues to work with the service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the data entered and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. The increase in average number of days to conclude customer complaints can be attributed to a spike in number of complaints received in January and February directly related to an increase in number of very cold days which increased residential heating bills.

<b>Quarter 3</b>	16.00	19.00	18.00	112.50 % *	15.20 - 16.80
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric and telephone service providers respond to complaints that are forwarded to them by the Commission. The PUC continues to work with service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. The agency's performance can also be attributed to routine staff development including employee presentations on new or amended Commission rules, policies and procedures as well as attending industry sponsored training. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2014 Target	2014 Actual	2014 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

<b>Quarter 4</b>	16.00	16.00	18.00	112.50 % *	15.20 - 16.80
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric and telephone service providers respond to complaints that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints.

\* Varies by 5% or more from target.

**ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES**  
**473 - Public Utility Commission of Texas**  
**Fiscal Year 2014**  
**10/13/2014**

**Actual Performance for Explanatory Measures with Updates**  
 83rd Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/13/2014 8:13:39AM

Agency code: **473**

Agency name: **Public Utility Commission of Texas**

Type/Strategy/Measure	2014 Target	2014 YTD	Percent of Annual Target
<b>Explanatory/Input Measures</b>			
<u>2-1-1 PROVIDE FACTS ABOUT CHANGES</u>			
1 # OF WEBSITE HITS	285,700.00	343,552.00	120.25 % *

Explanation of Variance: Utility customers are primarily visiting the PUC web site for three purposes - information, education and communication. The Customer Protection page views with the most traffic (in descending order) are: Low Income Assistance, How to File a Complaint and Telephone Solicitation.

\* Varies by 5% or more from target.