OPERATIONAL GOAL V

Ensure public trust in infrastructure by fostering a culture of security internally and among regulated utilities. Fostering resiliency to the myriad threats to the reliable delivery of utility services whether those threats be physical, cyber, manmade, or natural.

ACTION ITEMS

1. Emergency Response. The PUC Emergency Management Response Team serves in the State Operations Center during an emergency where it provides coordination and information from regulated utilities. The PUC works with the Office of the Governor to provide enforcement discretion of PUC rules and suspension of relevant statutes to protect public safety and ensure the timely restoration of utility services after a disaster.

2. Internal PUC Security. The PUC has partnered with the Department of Public Safety, the Department on Information Resources, and the Texas Facilities Commission to identify and correct security weaknesses. Pursuing the goal of a properly trained professional workforce, the PUC holds training for PUC staff in measures needed to take to create a more secure workspace and holding employees accountable for lapses in security.

3. Security among regulated utilities. The PUC works with ERCOT and the Texas Reliability Entity, a regional entity within the North American Electric Reliability Corporation (NERC), which enforces and coordinates regional reliability standards to the bulk power system, to ensure that standards for physical and cyber security are maintained by regulated electric utilities. Efficient rate regulation for utilities allows timely recovery of security investments. Participation in information sharing networks, such as the Electricity Information Sharing and Analysis Center, helps enhance situational awareness of threats to the electric grid and facilitate solutions.

SUPPORTING STATEWIDE OBJECTIVES

1. Accountable to tax and fee payers of Texas. Expenditures related to emergency response are reported to the Office of the Governor and the Legislative Budget Board. Contracts for security-related expenses are conducted under standard state purchasing guidelines and applicable rules and statute.

2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision you consider redundant or not cost-effective. Ongoing coordination with the regulated utilities on emergency response and security preparedness helps ensure that there is not a needless duplication of effort while maintaining appropriate oversight.

3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve. Security of the state's electric, water, and

telecommunications infrastructure is a top priority that must be accomplished as a prerequisite to any of the PUC's other functions including the regulation of public utilities.

4. Attentive to providing excellent customer service. Timeliness is key in recovery scenarios, with plans that emphasize the security of utility customer data and speed the restoration of utility services after an emergency. The PUC also maintains open channels of communications so that customer complaints relating to security and disaster response can be acknowledged and rapidly forwarded for resolution.

5. Transparent such that agency actions can be understood by any Texan. The PUC's emergency communications plans provides for stakeholder notification during an emergency. Non-emergency security matters are conducted in a collaborative manner with utility and customer stakeholders.

REDUNDANCIES AND IMPEDIMENTS

Redundancy or Impediment	Description	Recommendation	Benefit
Texas No-Call List <u>Citations:</u> §39.1025, Utilities Code Chapter 304, Subchapter B, Business and Commerce Code	The PUC is required to establish and maintain a statewide "No-Call List" of residences that do not want to receive telemarketing calls. Telemarketers may obtain the list at a cost of $75 per quarter. The statute authorizes the PUC to investigate alleged violations and to assess administrative and civil penalties against violators. The PUC has exclusive jurisdiction if the violator is a telecommunications provider. The Attorney General's Office also has jurisdiction to investigate possible violations. Additionally, a state agency that has licensed an alleged violator may conduct investigations and assess any penalties for which it has authorization. The law also creates a	The PUC recommends deleting the requirement that the PUC maintain a state-specific no-call list. The Federal Trade Commission (FTC) maintains the National Do Not Call Registry, which prohibits the same sales calls that are prohibited if a number is on the Texas No-Call List. If the requirement for the PUC to maintain a Texas-specific list was deleted, the PUC would direct people to the sign up on the national list, which provides more expansive protections.	The FTC's jurisdiction extends beyond Texas to the entire country. Therefore, the FTC can investigate and assess penalties against violators that make calls from any state. Therefore, the protections afforded residences and businesses on the national list are greater than those on the Texas-specific list. Removing this requirement would allow the PUC to reallocate resources from this activity.

	private right of action in civil court for a customer that has been damaged through a violation of the statute.		
Streamlined Ratemaking for Water Utilities <u>Citations:</u> §13.187, Water Code §36.209 and §39.210, Utilities Code	The Texas Utilities Code authorizes the PUC to approve periodic rate adjustments based on changes in an electric utility's invested capital. The utility is not required to file a rate case in order to recover these costs. The Water Code does not authorize the PUC to approve a similar adjustment for water and wastewater utilities.	The PUC recommends amending the Texas Water Code to authorize the PUC to approve periodic rate adjustments, known as Distribution System Improvement Charge (DSIC), for water and wastewater utilities to recover costs resulting from changes in the invested capital expenditures. This option, which is available in California, Pennsylvania, and Florida, allows a utility to use a DISC surcharge on customers' bills to accelerate the replacement of existing aging facilities that otherwise will occur if the utility has to wait until the completion of a rate case to begin receiving a return on its investment.	Water and sewer utilities may experience less regulatory lag in recovering costs associated with capital expenditures. Also, fewer Class A and B rate applications may be filed with the PUC, which would give the PUC more flexibility in allocating water resources to alternative activities if necessary.
Gross Receipts Assessment <u>Citations:</u> §§16.001-16.004, Utilities Code	Public utilities, Retail Electric Provider (REPs), and other entities subject to the PUC assessment currently pay one-sixth of one percent of gross receipts from rates charged to the ultimate consumer in the state (note: this does not include water or wastewater utilities)	The PUC recommends authorizing the PUC to set the assessment rate at an amount necessary to produce revenue equal to the General Revenue appropriation to the PUC.	Authorizing the PUC to set the assessment rate would result in a significant fee reduction for entities paying the assessment. Based on the Comptroller's Biennial Revenue Estimate, the amount of revenue

	to defray the expenses incurred in the administration of the Public Utility Regulatory Act.		collected from this assessment will exceed the PUC's authorized General Revenue appropriation by approximately $45.3 million in fiscal year 2017.
Notice of Water or Sewer Utility Proceedings	The Texas Water Code prescribes specific notices requirements for a number of water or sewer utility proceedings, particularly matters related to Certificates of Convenience and Necessity. In contrast, the Texas Utilities Code generally permits the PUC greater flexibility with respect to the type of notice given, and allows the PUC to waive notice requirements for good cause. The prescriptive notice required in the Water Code at times can be an impediment to the efficient processing of proceedings and can at times increase costs to	The PUC recommends that the statute be amended to allow the PUC to set rules regarding notice as prescribed by the presiding officer under PUC Procedural Rule § 25.55.	Granting the PUC discretion to have flexibility in the type and content of notices required for various proceedings will enable more efficient proceedings at the PUC, and may lower costs to water or sewer utilities and their ratepayers.

	utility customers unnecessarily.		
Certain Certificate of Convenience and Necessity (CCN) Amendments in an Area Within the Boundaries of a Political Subdivision Citation: §13.258. Water Code	Senate Bill 1842(SB 1842) was enacted by the 85th Texas Legislature regarding a water and sewer utility's application for a CCN amendment and use of a municipal utility district's (MUD's) CCN under contract. SB 1842 added new TWC §13.258 to allow a Class A water or sewer utility to apply to the TCEQ for an amendment of a CCN held by a MUD. Once approved, the Class A utility would have the same rights and powers under the CCN as the MUD. The statute excluded a CCN held by a MUD located inside the corporate limits or extraterritorial jurisdiction of the City of Houston. The new TWC §13.258 requires the utility to file	The PUC recommends amending TWC §13.258(a) to add the word "utility" before the word "commission". This will require that the application be filed and processed by the PUC. Currently, as written, the application is filed with the TCEQ and processed by the PUC.	Having the application under new TWC §13.258 filed and processed by the PUC would remove some of the regulatory burden for a Class A utility to file such an application. It would also alleviate some of the coordination involved between the TCEQ and PUC to complete the processing of an application filed under this statute.

	the application with the TCEQ, but specifies in subsections (d) and (e), the limited information that the PUC may request and that the PUC must complete the application in 60 days. In addition, new TWC §13.258(f) specifies that the PUC's decision on the application becomes final and may not be appealed.		
Revocation or Amendment of a CCN Citation: §§13.254(a-7) to (a-11)	This subsection describes a notice that must go to a ratepayer for an area that is not currently served and that is seeking to be released from a CCN.	The PUC recommends repealing TWC §13.254 (a-7) as it appears to have been included in the statute in error. The PUC also recommends renumbering (a-8) to (a-11) of this subsection.	Removal of §13.254(a-7) would provide clarity for individuals seeking to be released from a CCN.
Billing Comparisons in Notice of Intent to Change Rates for a Class A or Class B rate application Citation: §§13.187(a-1)(2) and (a-1)(3), TWC §13.1871(b)(2) and (b)(3), TWC	These sections and subparagraphs require a utility to provide notice when the utility files for a rate change with the PUC. The notice must include a billing comparison that includes the existing water rate and the new	The PUC recommends amending TWC §§13.187(a-1) (2) (A) and (B) to remove the 10,000 and 30,000 gallon comparisons. The PUC also recommends amending TWC §13.187(a-1)(3) to remove the 10,000 gallon comparison for sewer rate filing packages. Instead, the PUC recommends amending the statute to allow the PUC to establish the gallons to be used in the billing comparisons for the notice to change rates for a Class A utility.	Both the 10,000 and 30,000 gallon usage amount for the billing comparison are higher than the average household usage in Texas. In addition, customers often see the

	water rate computed for use of 10,000 and 30,000 gallons of water. For sewer rates, the utility must show a billing comparison using 10,000 gallons of use unless the utility is proposing a flat rate for sewer service.	Similarly, the PUC also recommends amending TWC §§13.1871(b)(2) and (b)(3) to remove the required 10,000 and 30,000 gallon comparison and allowing the PUC to establish the gallonage used in the notice of intent to change rates in a Class B rate filing package.	comparison calculations for 10,000 and 30,000 gallons and protest a rate based on the calculated amounts; however, once the customer sees the proposed rate calculation at their actual usage amount, the customer is not opposed to the increase. These higher gallon comparisons are also contradictory to promoting conservation. Allowing the PUC to establish by rule the amounts to be used in the billing comparison would help provide flexibility for notice that is more in line with usage in the area and would also help with promoting conservation.

SUPPLEMENTAL SCHEDULES

BUDGET STRUCTURE AND PERFORMANCE MEASURES

PUBLIC UTILITY COMMISSION GOALS

GOAL 1 **ENSURE COMPETITION, CHOICE, JUST RATES, AND RELIABLE QUALITY SERVICE**: To ensure fair competition, customer choice, just and reasonable rates, system reliability, a high level of service quality, and the opportunity for technological advancement in the electric, telecommunications, and water industries.

GOAL 2 **EDUCATE CUSTOMERS AND ASSIST CUSTOMERS**: To serve the public by distributing customer education information, administering customer service programs, and assisting customers in resolving disputes concerning electric and telecommunications services.

GOAL 3 **ELECTRIC UTILITY RESTRUCTURING**: To achieve specific legislative objectives by administering special programs for energy assistance to low-income Texans, and for customer education information in regions subject to electric competition (nontransferable).

GOAL 4 **INDIRECT ADMINISTRATION**

OBJECTIVES AND OUTCOME MEASURES

OBJECTIVE 1-1: **Maintain Policies to Foster Competition in Telecom & Elec Mkts:** Maintain innovative policies to foster competition in telecommunications and retail electric markets, such that by the end of fiscal year 2023, 85 percent of Texas cities are served by three or more certified telecommunications providers, and 100 percent of residential electric customers in areas of the state open to competition have at least five providers for electric service.

Outcome Measures:

OC 1-1.01 Percent of Texas Cities Served by Three or More Certificated Telecommunications Providers

OC 1-1.02 Percentage of Residential Customers in Areas Open to Competition Having a Choice of More than Five Electric Services Providers

OC 1-1.03 Average Price of Electricity per kWh in Texas for Residential Customers from Competitive Suppliers as a Percentage of the National Residential Average

OC 1-1.04 Average Price of Electricity per kWh in Texas for Commercial Customers as a Percentage of the National Commercial Average

OC 1-1.05 Average Price of Electricity per kWh in Texas for Industrial Customers as a Percentage of the National Industrial Average

OC 1-1.06 Average Annual Residential Electric Bill from Competitive Suppliers as a Percentage of the National Average

OC 1-1.07 Average Price of Electricity per kWh Offered on Power-to-Choose as Percentage of National Residential Average

OBJECTIVE 1-2: **Regulate Providers Ensuring Companies Meet Service Quality Standards**: Regulate service providers such that by 2023, 90 percent of regulated telecommunications customers are served by exchanges that meet service quality standards and 100 percent of electric customers are served by companies meeting service quality standards. Provide effective oversight of water and sewer utilities.

Outcome Measures:

OC 1-2.01 Average Annual Residential Telephone Bill in Texas as a Percentage of the National Average

OC 1-2.02 Average Price of Electricity per kWh in Texas for Residential Customers from Regulated Suppliers as a Percentage of the National Average

OC 1-2.03 Average Price of Electricity per kWh in Texas for Commercial Customers from Regulated Suppliers as a Percentage of the National Average

OC 1-2.04 Average Annual Residential Electric Bill from Regulated Suppliers as a Percent of the National Average

OC 1-2.05 Percentage of Telephone Subscribers Lines Served by Exchanges Meeting Commission Service Quality Standards

OC 1-2.06 Percentage of Electric Customers Served by Transmission and Distribution Utilities Meeting Commission Service Quality Standards

OBJECTIVE 1-3: **Ensure Compliance with Statutes, Rules, and Orders**: To ensure compliance with statutes, rules, and orders such that by 2023, 90 percent of all settlement agreements entered in formal enforcement proceedings will contain specific provisions regarding how future violations of the same type will be avoided.

Outcome Measures:

OC 1-3.01 Percent of Settlement Agreements Entered in Formal Enforcement Proceedings That Contain Specific Provisions Regarding How Future Violations of the Same Type by the Entity that is the Subject of the Proceeding Will be Avoided

OBJECTIVE 2-1: **Inform Customers of Choices & Rights & Facilitate Information Access**: Inform customers about their choices, opportunities, and rights pertaining to electric and telecommunications services through 2023.

OBJECTIVE 2-2: **Resolve Complaints Consistent w/Laws & PUC Rules & Orders**: To resolve complaints consistent with relevant law and PUC rules and orders, such that all customer complaints will be concluded within the targeted average number of days each fiscal year through 2023.

Outcome Measures:

OC 2-2.01 Percentage of Customer Complaints Resolved through Informal Complaint Resolution Process

OC 2-2.02 Credits & Refunds Obtained for Customers through Complaint Resolution

DIRECTLY BUDGETED STRATEGIES, OUTPUT, EFFICIENCY AND EXPLANATORY MEASURES

STRATEGY 1-1-1: **Foster and Monitor Market Competition:** Foster and monitor market competition by evaluating the relevant electric and telecommunications markets, and develop policies to enhance effectiveness of competition and benefits for customers; and register and license competitive service providers. Develop rules, conduct studies and prepare reports responsive to changes in electric and telecom markets.

Efficiency Measure:

EF 1-1-1.01 Average Number of Days to Process an Application for a Certificate of Operating Authority or Service Provider Certificate of Operating Authority

Explanatory Measures:

EX 1-1-1.01 Number of Electric Coops and Municipal Utilities Regulated for Wholesale Transmission Rates

EX 1-1-1.02 Percentage of Statewide Electric Generating Capacity Above Peak Demand in ERCOT

EX 1-1-1.03 Percent of Energy Savings Goal Due to Energy Efficiency Programs

EX 1-1-1.04 Percent of Demand Reduction Goal Due to Energy Efficiency Programs

EX 1-1-1.05 Number of Power Generation Companies in Texas

EX 1-1-1.06 Number of Aggregators in Texas

EX 1-1-1.07 Number of Applications and Amendments for Cable Franchise Certificates

Output Measures:

OP 1-1-1.01 Number of Retail Electric Providers Registered

OP 1-1-1.02 Number of Cases Completed Related to Competition Among Providers

STRATEGY 1-2-1: **Conduct Rate Cases for Regulated Telephone Electric and Water Utilities:** Conduct rate cases for regulated telephone and electric utilities

under the Administrative Procedures Act and methods of alternative dispute resolution to evaluate whether revenue requirements, cost allocation, rate design, and affiliate transactions are reasonable and in compliance with all laws and PUC rules; register and license regulated service providers; evaluate utility infrastructure and quality of service. Provide regulatory oversight of water and sewer utilities to ensure that charges to customers are necessary and cost - based; and to promote and ensure adequate customer service.

Efficiency Measures:

EF 1-2-1.01 Average Number of Days to Process a Major Rate Case for a Transmission and Distribution Utility

Explanatory Measures:

EX 1-2-1.01 Number of Electric Utilities Regulated

EX 1-2-1.02 Number of Telecom Service Providers Regulated

EX 1-2-1.03 Number of Water and Sewer Utilities Regulated

Output Measures:

OP 1-2-1.01 Number of Rate Cases Completed for Regulated Electric Utilities

OP 1-2-1.02 Number or Rate Cases Completed for Regulated Telecommunications Providers

OP 1-2-1.03 Number of Water Utility Rate Reviews Performed

OP 1-2-1.04 Number of Water CCN Applications Processed

STRATEGY 1-3-1: **Conduct Investigations and Initiate Enforcement Actions:** Conduct investigations and initiate enforcement actions to ensure compliance with relevant law, PUC rules, and orders.

Explanatory Measure:

EX 1-3-1.01 Dollar Amount Administrative Penalties Assessed for Violations

Output Measure:

OP 1-3-1.01 Number of Enforcement Investigations Conducted

STRATEGY 2-1-1: **Provide Information and Educational Outreach to Customers:** Provide information and distribute materials to customers on changes in the electric and telecommunications industries. Produce and disseminate customer education information for electric market competition through outsourcing and address customer inquiries through a third party call center and website. Respond to requests for information from the public and media. Conduct outreach activities and administer Relay Texas.

Efficiency Measure:

EF 2-1-1.01 Percent of Customer Information Products Distributed Electronically

Explanatory Measure:

EX 2-1-1.01 Number of Website Hits to Consumer Protection Home Page

EX 2-1-1.02 Number of Power-to-Choose Website Hits

Output Measures:

OP 2-1-1.01 Number of Information Requests to Which Responses Were Provided

OP 2-1-1.02 Number of Customer Information Products Distributed

STRATEGY 2-2-1: **Assist Customers in Resolving Disputes:** Assist customers in resolving disputes concerning electric and telecommunications services consistent with statues and rules.

Efficiency Measure:

EF 2-2-1.01 Average Number of Days to Conclude Customer Complaints

Explanatory Measure:

EX 2-2-1.01 Number of Complaints Received for Unauthorized Changes in Service

Output Measure:

OP 2-2-1.01 Number of Customer Complaints Concluded

STRATEGY 3-1-1: **Energy Assistance:** Reimburse retail electric providers from the System Benefit Trust Fund for electric service billing discounts; administer automated and self-enrollment of eligible participants for the billing discounts.

INDIRECT ADMINISTRATION STRATEGIES

STRATEGY 4-1-1: **Central Administration**

STRATEGY 4-1-2: **Information Resources**

STRATEGY 4-1-3: **Other Support Services**

FY 2020-2021 PERFORMANCE MEASURE DEFINITIONS

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	01	% Tx Cities Srvd by 3 or More Certificated Telecommunication Providers

Cross Reference to Prior Biennium Measure Code: OC 01-01.01

Short Definition: This measure reports the percentage of municipalities in Texas served by three or more Certificated Telecommunications Providers (CTPs). For purposes of this measure, "municipalities" is defined as cities, towns and villages that are incorporated. "CTPs" are defined as those who provide either residential, non-residential or point-to-point service.

Data Limitations: The decision of a CTP to offer service in any geographic area is outside the control of the Public Utility Commission (PUC). This measure reports results from the first quarter of a calendar year; therefore, there is a seven month lag in reported performance.

Data Source: CTPs are required to file quarterly reports with the PUC. The data used to calculate this measure are obtained from such reports.

Method of Calculation: This performance measure is calculated by dividing the number of cities with three or more CTPs providing local service by the total number of cities. Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to indicate the status of competitive telecommunications markets in Texas as reflected by whether customers have a choice in the selection of their local telecommunications provider.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	02	% of Residential Customers in Areas Open to Competition Having a Choice of More than Five Providers for Electric Service

Cross Reference to Prior Biennium Measure Code: OC 01-01.02

Short Definition: This measure reflects the number, expressed as a percentage, of residential customers in areas of the state open to electric competition who have a choice of five or more electric providers.

Data Limitations: None.

Data Source: The PUC provides information about retail residential electric prices on its Power to Choose website. The number of companies who post retail residential prices will be used to determine the number of providers in each region of the state. The number of residential customers in each region of the state will be obtained from the transmission and distribution utilities.

Method of Calculation: On the Power to Choose website, offers for residential electric service are listed based on the transmission and distribution company service area. The number of companies serving in each area is determined from the offers. Determine which TDU service areas have more than five providers. Determine the number of residential customers in areas open to competition for each TDU service area. Add together the number of customers in areas open to competition for all areas which have more than five providers. Divide the total number of customers in areas having more than five providers by the total number of customers in areas of the state open to competition. Multiply by 100 to obtain the percentage.

Purpose/Importance: In order for competitive markets to be successful, customers must have a choice of providers. This measure provides an indication of how many customers have a meaningful choice of providers.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	03	Avg Price Elec/kWh in TX for Residential Customers As % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.04

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for residential customers from competitive suppliers in Texas as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: The Public Utility Commission (PUC) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUC cannot control electricity prices in other states.

The EIA-826 form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs.

The Power Sales data in the Electric Power Monthly and for EIA-826 include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: Texas residential data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-826 forms filed by REPs with the PUC in compliance with its rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector.

National residential data are obtained from the EIA's Electric Power Monthly publication, which collects electric power sales data from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States.

Method of Calculation: The numerator is obtained by summing the monthly revenues as well as the monthly sales from the EIA reports to obtain the annual revenue and annual sales for all competitive REPs serving Texas residential customers. Divide annual revenue by annual sales to determine a weighted average price for Texas residential customers.

The denominator is obtained by adding the 12 monthly U.S. Cost of Electricity per kWh rates for residential customers identified in Electric Power Monthly, and dividing by 12.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas residential electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	04	Avg Price Electricity/kWh for TX Commercial Customers As % Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.05

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for commercial customers from competitive suppliers in Texas as a percentage of the national average price of electricity for the same class of service.

Data Limitations: The Public Utility Commission (PUC) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUC cannot control electricity prices in other states.

The EIA-826 form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs. The Power Sales data in the Electric Power Monthly include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: Texas commercial data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-826 forms filed by the REPs with the PUC in compliance with its rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. The national commercial data is obtained from the EIA's Electric Power Monthly publication, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States.

Method of Calculation: The numerator for this measure is obtained from the EIA Reports. Identify REPs serving Texas commercial customers, sum the monthly revenues and the monthly sales to obtain the annual revenue and annual sales. Divide annual revenue by annual sales to determine a weighted average price for Texas commercial customers. If the EIA Report is not available to calculate the numerator, add the twelve monthly Cost of Electricity per kWh in Texas for commercial customers' rates as provided in the Electric Power Monthly publication, and divide by 12.

The denominator for this measure is obtained by adding the twelve monthly U.S. cost of Electricity per kWh rates for commercial customers identified in the Electric Power Monthly publication, and dividing by 12.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas commercial electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	05	Avg Price Electricity/kWh for TX Industrial Customers As % Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.06

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for industrial customers from competitive suppliers in Texas as a percentage of the national average price of electricity for the same class of service.

Data Limitations: The Public Utility Commission (PUC) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUC cannot control electricity prices in other states. The EIA-826 form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs.

The power sales data in the Electric Power Monthly include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: Texas industrial class data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-826 forms filed by the REPs with the PUC in compliance with PUC rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. If the report is not available, the Texas industrial data will be obtained from the same source as the national industrial average data, which is the EIA's Electric Power Monthly publication, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States.

Method of Calculation: The numerator for this measure is obtained by compiling the monthly Form EIA-826 Report. For each REP serving Texas industrial customers, sum the monthly revenues and the monthly sales to obtain the annual revenue and annual sales. Divide annual revenue by annual sales to determine a weighted average price for Texas industrial customers. If the EIA Report is not available to calculate the numerator, add the twelve monthly cost of Electricity per kWh in Texas for industrial customers' rates as provided in the Electric Power Monthly publication and dividing by 12.

The denominator for this measure is obtained by adding the twelve monthly U.S. Cost of Electricity per kWh rates for industrial customers identified in the Electric Power Monthly publication and dividing by 12.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas industrial electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	06	Avg Ann Resid Elec Bill from Competitive Suppliers as a % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.08

Short Definition: This measure represents the average annual residential electric bill from competitive suppliers in Texas as a percentage of the national annual average residential electric bill.

Data Limitations: The Public Utility Commission (PUC) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUC has no control over the usage of individual customers. The EIA-826 form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs.

Data Source: Texas residential data are obtained from the EIA's Electric Sales and Revenue with State Distributions Report database that provides retail electric sales, transmission and distribution (T&D) revenues, and customer count by sector for Retail Electric Providers (REPs). U.S. residential data for the average monthly bill are obtained from a yearly publication by the EIA.

Method of Calculation: The numerator is obtained by multiplying average annual Texas residential electric energy consumption (A) by the average Texas residential electricity price (B). To obtain (A), divide annual Texas residential electric energy sales by the number of Texas residential customers. To obtain (B), divide annual residential class electric revenues by total annual Texas residential electric energy sales.

The denominator is obtained from EIA data, calculated by multiplying average monthly usage per customer by average price per kwh.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how the Texas annual residential electric bill from competitive suppliers compares to the national average.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	07	Average Price/kWh Offered on Power-to-Choose as % of Nat'l Average

Cross Reference to Prior Biennium Measure Code: None

Short Definition: This measure represents the average price of electricity per kilowatt hour (kWh), based on 1,000 kWh used, for residential customers from competitive suppliers in Texas offered for a 12-month, fixed-price contract on the Power-to-Choose website as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: The Public Utility Commission (PUC) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUC cannot control electricity prices in other states.

REPs are not required to post offers on the Power-to-Choose website. Therefore, not all of the offers for a 12-month, fixed-price contract will be included in this measure.

The Power Sales data in the Electric Power Monthly include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: Texas residential data are obtained from the Available Offers page on the Power-to-Choose website on the first day of each month.

National residential data are obtained from the EIA's Electric Power Monthly publication, which collects electric power sales data from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States.

Method of Calculation: The numerator is obtained by exporting all offers on the Power-to-Choose website into a spreadsheet on the first day of each month. The spreadsheet is sorted to isolate the prices offered for 12-month, fixed-price contract, based on 1,000 kWh. Finally, an average of all offers meeting these parameters is calculated.

The denominator is obtained by adding the twelve monthly U.S. Cost of Electricity per kWh rates for residential customers identified in Electric Power Monthly, and dividing by 12.

Then, the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas residential electricity price offers per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: Yes.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	01	Average Annual Residential Telephone Bill as a % of National Average

Cross Reference to Prior Biennium Measure Code: OC 01-02.01

Short Definition: This measure reports the average annual residential telephone bill in Texas as a percentage of the national average residential telephone bill. The term "bill" is defined as the weighted average monthly rate for single-line residential telephone service.

Data Limitations: The Public Utility Commission (PUC) has limited jurisdiction over telephone rates in Texas, and no ability to affect telephone rates in other states. The Federal Communications Commission (FCC) gathers data annually and generally publishes the data in spring or summer of each year. So, while this measure consistently uses the most recent national data made available by the FCC, the national data is not from the same period as the state data.

Data Source: Texas access line data is obtained from Texas telephone companies that provide, upon written request from Commission staff, the number of access lines billed at each tariffed residential rate. Texas residential rates are obtained from telephone company tariffs on file at the Commission or by written request to telephone companies from PUC staff. National data is obtained annually from a report published by the Federal Communications Commission (FCC), as noted in the procedures for this measure.

Method of Calculation: This performance measure is calculated by dividing the weighted average of single-line residential telephone rates of the ten largest local exchange companies in Texas by the national single-line residential telephone rate. Then the quotient is multiplied by 100 to obtain the reported percentage. The ten largest local exchange companies in Texas are the ten incumbent local exchange companies that serve the most access lines in Texas.

Purpose/Importance: The purpose of this measure is to show how Texas residential telephone bills compare to the national average telephone bill.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	02	Avg Price Electricity Per kWh for Residential Cust from Regulated Suppliers as % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-02.03

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for residential customers from regulated suppliers in Texas as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: Factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The Public Utility Commission (PUC) cannot control electricity prices in other states The EIA-826 form is not required of all utilities by the Energy Information Agency (EIA) and the data is not always submitted by all utilities.

The Power Sales data in the Electric Power Monthly and in the EIA-826 database include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: The Texas residential data are obtained from the monthly Electric Sales and Revenue with State Distributions Report database from the EIA. The report provides information for utilities including revenue from retail electric sales, sales, and customer count by sector. However, if the report is not available, the Texas residential data will be obtained from the monthly bill comparisons compiled by the PUC staff, which monthly report base rates, fuel charges, and any surcharges or refunds in effect for the period.

The national residential data are obtained from EIA's Electric Power Monthly publication which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly owned electric utilities in the United States.

Method of Calculation: The numerator is obtained by summing monthly revenues as well as monthly sales from the EIA report to obtain the annual revenue and annual sales for all the regulated suppliers serving Texas residential customers. Divide annual revenue by the annual sales to determine a weighted average price for Texas residential customers. If the EIA Report is not available, then compile the monthly bill surveys for regulated suppliers for each of the twelve months in the period. A twelve-month average residential rate will be determined for each of the investor owned utilities. The residential averages computed for each of the investor owned utilities will then be used to determine a weighted average for all the regulated suppliers in Texas for the twelve-month period.

The denominator for this measure is obtained by adding the twelve monthly U.S. Cost of Electricity per kWh rates for residential customers identified in the Electric Power Monthly publication, and dividing by 12.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas residential electricity prices per kWh compare to the national electricity prices per kWh for residential service.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	03	Avg Price Electricity Per kWh for Commercial Cust from Regulated Suppliers as % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-02.04

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for commercial customers from regulated suppliers in Texas as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The Public Utility Commission (PUC) cannot control prices in other states.

The EIA-826 form is not required of all utilities by the Energy Information Agency (EIA) and the data is not always submitted by all utilities. The Power Sales data in the Electric Power Monthly and the EIA-826 database include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: The Texas commercial data are obtained from the monthly Electric Sales and Revenue with State Distributions Report database from the EIA. The report provides information for utilities including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. However, if the report is not available, the Texas commercial data will be obtained through surveys compiled by the PUC staff Electric Division which monthly report base rates, fuel charges, and any surcharges or refunds in effect for the period for regulated suppliers for Texas commercial customers. The national commercial data are obtained from the EIA's Electric Power Monthly publication which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly owned electric utilities in the United States.

Method of Calculation: The numerator is obtained by summing the monthly revenues as well as the monthly sales in the EIA report to obtain the annual revenue and annual sales for all the regulated suppliers serving Texas commercial customers. Divide annual revenue by the annual sales to determine a weighted average price for Texas commercial customers. If the EIA Report is not available, compile the monthly bill surveys for regulated suppliers for each of the twelve months in the period. A twelve-month average commercial rate will be determined for each of the investor-owned utilities. The commercial averages computed for each of the investor-owned utilities will then be used to determine a weighted average for all the regulated suppliers in Texas for the twelve-month period.

The denominator is obtained by adding the twelve monthly U.S. Cost of Electricity per kWh rates for commercial customers identified in the Electric Power Monthly publication, and dividing by 12.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas commercial electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	04	Average Annual Residential Electric Bill from Regulated Suppliers as % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-02.05

Short Definition: This measure represents the average annual residential electric bill from regulated suppliers in Texas as a percentage of the national annual average residential electric bill.

Data Limitations: Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The Public Utility Commission (PUC) has no ability to affect prices in other states. The PUC has no control over the usage of individual customers.

The EIA-826 form is not required of all utilities by the Energy Information Agency (EIA) and the data is not always submitted by all utilities.

Data Source: Texas residential data are obtained from the EIA's Electric Sales and Revenue with State Distributions database that provides retail electric sales, transmission and distribution (T&D) revenues, and customer count by sector for utilities. Alternatively, Texas residential price data are obtained from monthly surveys compiled by the PUC staff which report base rates, fuel charges, and any surcharges or refunds in effect for regulated suppliers of Texas residential customers. U.S. residential data such as electric energy sales, number of customers, and total revenue of aggregate electric are obtained from the EIA's Electric Sales and Revenue with State Distribution Database.

Method of Calculation: The numerator is obtained by multiplying average annual Texas residential electric energy consumption (A) by the average Texas residential electricity price (B). To obtain (A), divide annual Texas residential electric energy sales by the number of Texas residential customers. To obtain (B), divide annual residential class electric revenues by total annual Texas residential electric energy sales.

The denominator is obtained from EIA data, and is calculated by multiplying average annual U.S. residential consumption of electric energy (C) by the average annual U.S. residential electricity price (D). To obtain (C), divide annual U.S. residential electric energy sales by the number of U.S. residential customers. To obtain (D), divide annual residential electric revenues by total annual U.S. residential electric energy sales.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how the Texas annual residential electric bill from regulated suppliers compares to the national average.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: Below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	05	% of Subscribers Served by Exchanges Meeting Service Quality Standards

Cross Reference to Prior Biennium Measure Code: OC 01-02.07

Short Definition: This measure shows the statewide percent of incumbent local exchange company access lines that either meet or exceed the Public Utility Commission's (PUC's) service quality standards.

Data Limitations: None.

Data Source: Texas access line data is obtained from Texas telephone companies who provide, upon written request from the PUC, the number of access lines in each telephone exchange. Service quality data is obtained from reports filed by Texas telephone companies, as described in the procedures for this measure.

Method of Calculation: This measure is calculated by dividing the total number of incumbent local exchange company access lines in Texas telephone exchanges that meet or exceed the PUC's service quality standards by the total number of incumbent local exchange company access lines in Texas.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to evaluate, once annually, whether service quality in Texas is increasing or decreasing. This measure is important because it reflects the PUC's progress in meeting its goal of ensuring compliance with relevant laws and regulations governing provision of reliable high quality telecommunications services.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	06	% Electric Customers Served by TDUs Meeting Service Quality Standards

Cross Reference to Prior Biennium Measure Code: OC 01-02.08

Short Definition: This measure reflects the percent of customers served by transmission and distribution utilities meeting Public Utility Commission (PUC) service quality standards, and provides an assessment of the degree to which utilities are meeting their obligation to provide reliable service.

Data Limitations: None.

Data Source: Electric service quality data is obtained from service quality reports the PUC requires electric utilities to submit annually.

Method of Calculation: This measure is calculated by dividing the number of customers served by transmission and distribution utilities that meet or exceed the PUC's service quality standards by the total number of customers of transmission and distribution utilities in Texas.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to evaluate, once annually, whether service quality in Texas is increasing or decreasing. This measure is important because it reflects the PUC's progress in meeting its goal of ensuring compliance with relevant laws and regulations governing provisions of reliable, high quality transmission and distribution services.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: Above the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	03	Ensure Compliance with Statutes, Rules, and Orders
OUTCOME:	01	Percent Agreements with Specific Provisions for Avoiding Future Violations

Cross Reference to Prior Biennium Measure Code: OC 01-03.01

Short Definition: Percent of settlement agreements entered in formal enforcement proceedings that contain specific provisions regarding how future violations of the same type by the entity which is the subject of the proceeding will be avoided.

Data Limitations: None.

Data Source: PUC staff uses a database to track all enforcement proceedings, which includes information about whether a case was resolved through settlement, and whether the settlement contained provisions addressing avoidance of future violations.

Method of Calculation: The numerator is calculated by querying the enforcement database to identify cases resolved through settlement that contained specific provisions addressing the avoidance of future violations of the same type. The identified cases are counted to determine the total.

The denominator is calculated by querying the enforcement database for the total number of cases resolved.

Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: Deterrence of future violations is an important element of an effective enforcement program. This measure reflects the PUC's efforts to deter future violations.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUC Rules & Orders
OUTCOME:	01	% Customer Complaints Resolved through Informal Resolution Process

Cross Reference to Prior Biennium Measure Code: OC 02-02.01

Short Definition: This measure compares the number of customer complaints resolved informally to the total number of complaints resolved both formally and informally.

Data Limitations: None.

Data Source: The number of informal complaints resolved is obtained from the measure Number of Consumer Complaints Concluded measure. The Agency Information System (AIS) database contains records of formal complaints.

Method of Calculation: The numerator is the total number of informal complaints resolved, and is obtained from the measure Number of Customer Complaints Concluded. The denominator is obtained by adding the numerator to the total number of formal customer complaints concluded. Then the quotient is multiplied by 100 to obtain the reported percentage. The total number of formal customer complaints is obtained from the AIS database by querying the number of closed records in the appropriate subclass as detailed in the procedures for this measure.

Purpose/Importance: This measure is important because it reflects the relative ability of staff to resolve disputes informally, which is generally a shorter and less costly means of resolution. This measure is also important because it tracks the progress of the PUC in attaining the goal of assisting customers in resolving disputes concerning electric and telecommunications services.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUC Rules & Orders
OUTCOME:	02	Credits & Refunds Obtained for Customers through Complaint Resolution

Cross Reference to Prior Biennium Measure Code: OC 02-02.02

Short Definition: This measure captures the dollar amount of credits and refunds the Public Utility Commission (PUC) obtains for customers whose complaints were concluded using the informal complaint resolution process.

Data Limitations: None.

Data Source: As part of the informal complaint resolution process, service providers notify the PUC in writing when a customer who filed a complaint with the PUC was given a refund or issued a credit to his/her account. Staff enters any credits given by the utility into the database.

Method of Calculation: The database is queried after the end of the reporting period. The query solicits refunds or credits issued for all complaints concluded during the reporting period

Purpose/Importance: This measure reflects the PUC's success in helping utility customers obtain credits or refunds to which they may be entitled. This measure is important because it tracks the PUC's progress in attaining the goal of assisting customers in resolving disputes concerning electric and telecommunications service.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUC Rules & Orders
STRATEGY:	01	Assist Customers in Resolving Disputes
TYPE:	OP	
DESC:	01	Number of Customer Complaints Concluded

Cross Reference to Prior Biennium Measure Code: OP 02-02-01.01

Short Definition: This measure reflects the number of investigated complaints that have been concluded using the informal complaint resolution process. A complaint is an oral or written communication received by the Public Utility Commission (PUC) expressing a customer's dissatisfaction with a telephone or electric service provider. An informal complaint is documented with the PUC by letter, electronically, or fax.

Data Limitations: The PUC has no control over the number of complaints filed by persons outside the agency against electric and telecommunications service providers.

Data Source: Informal complaint files are maintained in an automated database and include, among other things, the date of receipt by the PUC, nature of the complaint, the name of the complainant, the date the complaint is activated, and the date the complaint is concluded.

Method of Calculation: A complaint is activated when PUC Staff sends the service provider the information supplied by the customer. A complaint is concluded on the date the investigatory findings are communicated to the complainant as indicated by the date on the letter from the PUC, or the date entered in the database if a response was provided via the telephone. The automated database is queried after the end of each reporting quarter to determine the number of activated complaints concluded during the reporting quarter.

Purpose/Importance: This measure reflects the magnitude of problems customers have with their utility service...

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: Below the target.

HISTORICALLY UNDERUTILIZED BUSINESS PLAN

The PUC has an extensive process to maximize historically underutilized business (HUB) utilization. The PUC's purchaser reviews each individual requisition to determine whether a HUB opportunity exists. If a HUB opportunity exists and the procurement method through a HUB vendor will result in the best value for the agency and the State, Purchasing will make arrangements to process the purchase through such means. The PUC HUB Coordinator actively participates in Good Faith Efforts by attending HUB events and networking with other agencies and HUB business owners to share strategies on promoting the usage of HUBs. The PUC will host internal forums to allow HUB vendors to market their services and products to the PUC, allowing them to gain insight on the PUC's needs, get positive criticism on promoting their business, and to establish a connection with the PUC. The PUC also encourages HUBs to register as vendors with the Texas Comptroller of Public Accounts (CPA). The PUC's website provides links to the CPA website to make it easier for HUBs to register and become certified. The PUC's website also provides information on the PUC's Mentor program and other purchasing related information.

The PUC's HUB plan is included with Goal D, Indirect Administration, in the State budget. The PUC actively encourages procurement and contracting opportunities with HUBs. Although the PUC is committed to recruitment and promotion of HUBs, the nature of the PUC's activities limits procurement and contracting to State categories of Professional Services, Other Services, and Commodities. As the following table illustrates, the PUC far exceeded the statewide goal for HUB utilization in the commodities category in fiscal year 2017.

FISCAL YEAR 2017				
Category	**Total $ Spent**	**Total HUB $ Spent**	**Percent**	**Statewide Goal**
Heavy Construction	-	-	-	11.2%
Building Construction	-	-	-	21.1%
Special Trade	-	-	-	32.9%
Professional Services	$7,500	$0.00	0.00%	23.70%
Other Services	$1,331,526	$41,800	3.14%	26.0%
Commodities	$394,696	$344,821	87.36%	21.1%
TOTAL	$1,733,722	$386,621	22.30%	

Introduction

The PUC's Human Resources (HR) Mission is to provide exceptional HR services by ensuring that employees have a safe and productive work environment, developing subject-matter expertise, developing leadership and management skills, and leveraging innovative HR technology to achieve organizational excellence.

The PUC anticipates significant challenges during the next five years that may impact the PUC's ability to fulfill its mission. As the PUC works in its fifth decade of existence, the scope and breadth of the PUC's responsibilities continues to advance into new areas. Although the PUC's regulatory responsibilities have changed regarding the electric and telecommunications industries over the past fifteen years due to increased deregulation of those industries, the addition of water and sewer regulation greatly expands the range of the Commission's regulatory oversight.

While many of the professionals needed to properly oversee these new water functions will be similar to the current workforce at the PUC, the work-related knowledge and subject-matter expertise will be vastly different. The issues debated and staff-level work required in water cases can vary greatly from that required for electric cases. For instance, the amount of staff interaction required to ensure adequate applications are filed will be different for water rate applications than it is for electric applications. The largest water utility has approximately 45,000 connections, which is similar in size to the smallest electric utility, which has roughly 50,000 customers.. Conversely, the largest electric utility has approximately three million meters.

Additionally, the PUC is experiencing pressures on its workforce, such as the retention of qualified, experienced employees who may leave the PUC for more lucrative positions with the State and the retirement of highly-tenured employees. PUC turnover reached 16.8 percent in fiscal year 2017 and through nine months of fiscal year 2018, 28 employees have resigned or retired from the PUC. Currently, 54.2 percent of employees have tenure of five years or less. The loss of institutional knowledge continues to be major issue facing PUC executive management. However, the PUC will continue to discuss methods for attracting and retaining quality employees.

Supply Analysis: Current Workforce Profile

A. Critical Workforce Skills

The PUC employs qualified individuals in a myriad of program disciplines. Strong employee competencies are critical to meet ongoing business objectives and goals.

Current critical workforce skills include the following:

1. *Management and Leadership*

   Performance Management
   Planning
   Training and mentoring

2. *Technical Skills*

   Knowledge of applicable federal and state laws and regulations
   Litigation and settlement facilitation
   Rules development
   Investigation
   Market analysis
   Rate setting
   Licensing of providers

Accounting and financial analysis
Engineering
Policy development

3. *Customer Assistance*

Call center customer service
Informal complaint resolution

4. *Information Management*

Web development and maintenance
Database development
Electronic filing and reporting

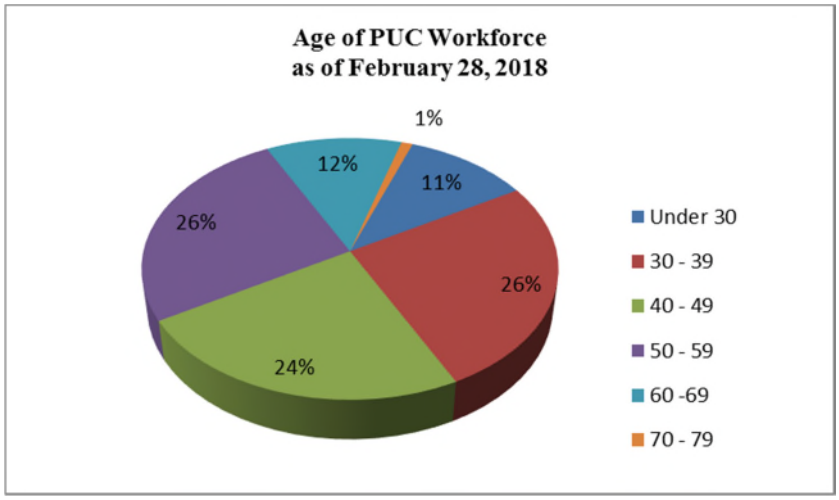
5. *Agency Administration*

Fiscal management
Human Resources management
Contract management
Purchasing
IT Support
General Law

B. Workforce Demographics

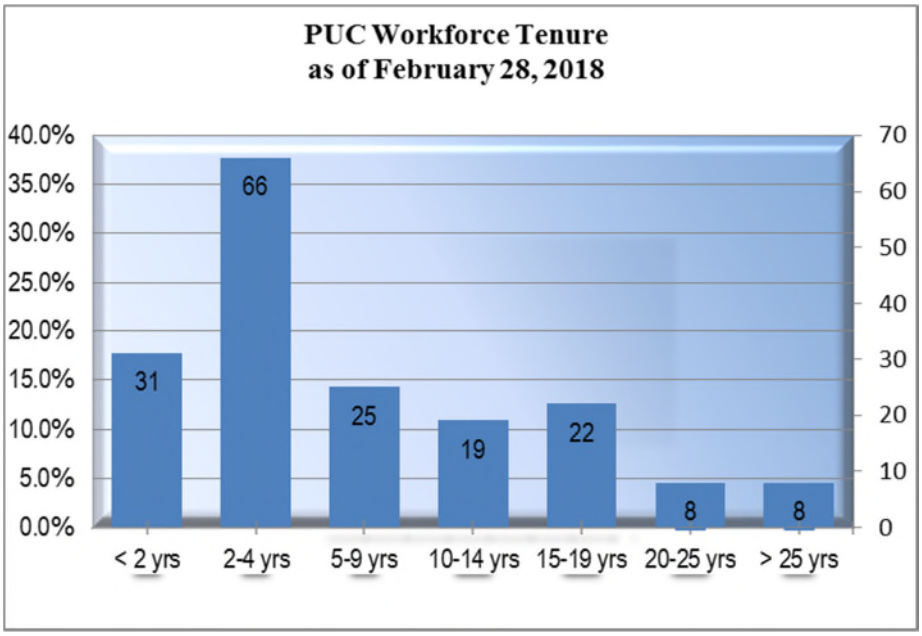
Gender and Age

As of February 28, 2018, the PUC had a total of 178 full-time employees and one part-time employee. Of the total employees, there were 95 females (53.1%) and 84 males (46.9%). The average age of PUC employees is 45 years, and 110 (61.5%) of the employees are over the age of 40.



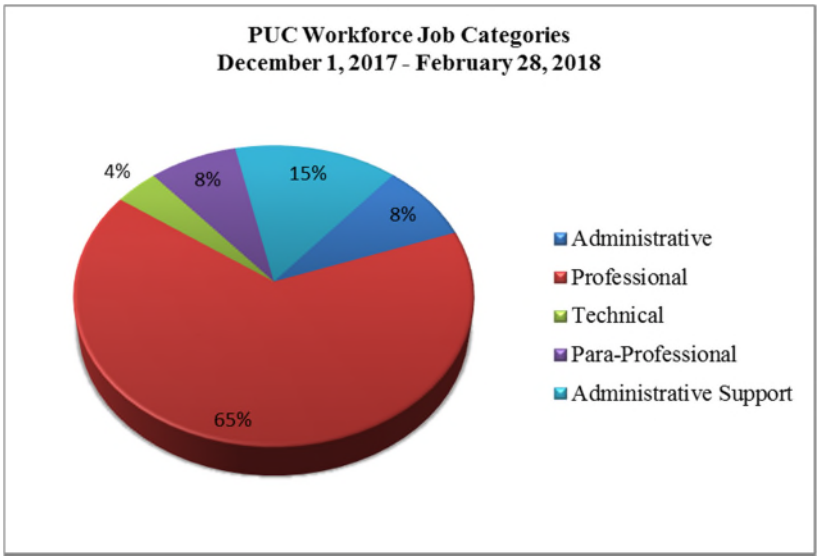
Tenure

Of the PUC staff, 97 (54.2%) employees have fewer than five years of service with the agency. There are 44 employees (24.6%) with five to fourteen years of service with the PUC and 38 employees (21.2%) who have fifteen or more years of service with the PUC. The table below reflects tenure of PUC employees. Thirty-one employees (17.3%) have fewer than two years of agency service.



Job Categories

The main job categories of PUC employees are identified in the table below. The "Professional" category has the largest number of agency employees, which reflects the qualifications required to accomplish the Commission's business goals. As a result of these requirements, the PUC has a highly educated workforce with many of the employees holding advanced degrees and credentials.



Diversity

The following three tables profile the PUC's workforce of 179 employees for the second quarter of fiscal year 2018 (December 1, 2017 through February 28, 2018). The workforce comprises 53.1% female and 46.9% male, with an average age of 45 years. The tables compare the African American, Hispanic, and female employees in the Commission Workforce to the State Civilian Workforce, as reported by the Civil Rights Division (CRD) of the Texas Workforce Commission.

Gender – Racial – Ethnic Diversity **Fiscal Year 2018, Second Quarter**							
Male	**Female**	**Caucasian American**	**African American**	**Hispanic American**	**Asian American**	**Other**	**Total**
84	95	106	18	46	7	2	179
46.9%	53.1%	59.22%	10.05%	25.7%	3.91%	1.12%	100%

All employees on payroll as of February 28, 2018.

Gender – Occupational Diversity **Fiscal Year 2018, Second Quarter**					
Job Category	**Male**		**Female**		**Female Goal**
Administrative	9	60%	6	40%	*37.48%*
Administrative Support	3	11.54%	23	88.46%	*72.80%*
Para-Professional*	4	28.57%	10	71.43%	*N/A*
Professional	62	52.99%	55	47.01%	*54.88%*
Protective Services*	0	0%	0	0%	*24.58%*
Service Maintenance*	0	0%	0	0%	*51.35%*
Skilled Craft	0	0%	0	0%	*51.31%*
Technical	6	85.71%	1	14.29%	*41.47%*
Total	84		95		

Racial – Ethnic – Occupational Diversity Fiscal Year 2018, Second Quarter												
Job Category	**Caucasian American**		**African American**		**Goal**	**Hispanic American**		**Goal**	**Asian American**		**Other**	
Administrative	13	86.67%	0	0.0%	*7.12%*	2	13.33%	*20.90%*	0	0.0%	0	0.0%
Administrative Support	10	38.46%	5	19.23%	*13.58%*	11	42.31%	*33.00%*	0	0.0%	0	0.0%
Para-Professional*	3	21.42%	2	14.29%	*N/A*	9	64.29%	*N/A*	0	0.0%	0	0.0%
Professional	75	64.10	11	9.40%	*10.96%*	22	18.80%	*18.5%*	7	5.99%	2	1.71%
Protective Services*	0	0%	0	0.0%	*16.96%*	0	0.0%	*30.01%*	0	0.0%	0	0.0%
Service/Maintenance *	0	0%	0	0.0%	*12.22%*	0	0.0%	*53.71%*	0	0.0%	0	0.0%
Skilled Craft*	0	0%	0	0.0%	*9.52%*	0	0.0%	*49.26%*	0	0.0%	0	0.0%
Technical	5	71.43%	0	0.0%	*13.75%*	2	28.57%	*28.82%*	0	0.0%	0	0.0%

Percentage goals represent the State Civilian Workforce, as reported by the CRD of the Texas Workforce Commission in the EEO/Minority Hiring Practices Report in January 2015. The CRD analyzes the workforce using an 80% benchmark from the EEOC Uniform Guidelines on Employee Selection to determine utilization within each occupational category. Highlighted sections indicate areas in which the percentage of PUC employees in those categories meet or exceed the percentage in the State Civilian Workforce using the 80% benchmark. Shaded sections identify those areas where the percentage of PUC employees in those categories is below the percentage in the State Civilian Workforce using the 80% benchmark.

When using the EEOC Uniform Guidelines and applying the 80% benchmark, the PUC exceeded the percentage goal for Female employees in the Administrative, Administrative Support, and Professional occupations. In the ethnic categories, the PUC exceeded the goals for African American employees in the Administrative Support and Professional occupations and exceeded the goals for Hispanic American employees in the Administrative Support, Professional, and Technical occupations. The PUC did not attain the percentage goals and Female employees are underutilized in the Technical (18.89%) occupations. In the ethnic categories, African American employees are underutilized in the Administrative (5.7%) and Technical (11%) occupations and Hispanic American employees are underutilized in the Administrative (3.39%) occupations. The PUC does not employ staff for Protective Services, Service/Maintenance, and Skilled Craft occupations.

*The State category "Para-Professional" is not included because this category is not referenced in the U.S. Bureau of the Census crosswalk. The State category "Protective Services" was extracted from the Census "Service Workers" to become a stand-alone category. The State category "Service and Maintenance" was created by combining the Census categories "Laborers and Helpers" and "Service Workers" (less the "Protective Services" workers and less the "Para-Professional" workers). Prior to 2014, these categories were under one group as "Service/Maintenance" and these categories have been modified to coincide with Chapter 21 of the Texas Labor Code.

C. Employee Turnover and Projected Attrition

Turnover is important in any organization and the PUC is no exception. Throughout its existence, the PUC has faced the difficult challenge of retaining qualified and experienced staff. The PUC turnover averaged 11% during FY 2008-2012; however, turnover began to decline beginning in FY 2008 due to the economic recession. Turnover again increased in FY 2011 due primarily to a reduction in workforce and again increased in FY 2013 due in part to retirements and increased market opportunities. The following table compares the average PUC turnover to that of all state agencies for the last five years.

EMPLOYEE TURNOVER					
Fiscal Year	**2013**	**2014**	**2015**	**2016**	**2017**
PUC	13.7%	12.7%	16.6%	12.6%	16.8%
All Agencies*	18.9%	19.1%	19.0%	21.4%	32.4%

* Information obtained from the State Auditor's Office E-Class System.

Despite significant statutory post-employment restrictions that apply only to the PUC, the PUC generally experiences turnover due to more lucrative positions in industry-related firms. In FY 2017, the collective turnover in the Attorney, Administrative Law Judge, General Counsel classification series is 46%. The turnover in the same classifications averaged 33.3% during FY 2015-2017.

In addition, there are organizational areas in the PUC that generate turnover due to the stressful nature of the work and limited career ladder movement. In prior fiscal years, the Customer Protection Division had difficulty retaining qualified employees due to the stressful nature of the jobs in the PUC call center. Customer Care Representatives in the call center assist customers who are often angry about their telephone or electric service. "Burnout" is associated with call center jobs, and the PUC is continually challenged to minimize the negative effects associated with complaints-related jobs (including employee stress and turnover). In an effort to decrease the stress and turnover, the Customer Protection Division utilizes continuous improvement processes to make changes to work procedures. As a result, there has been a significant improvement in employee morale and drop in turnover in this area in recent years.

Length of Service

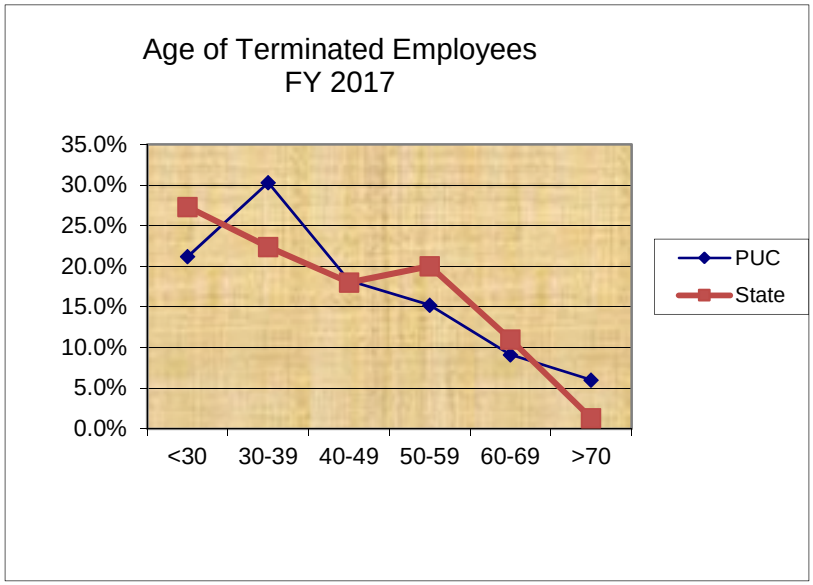
Among terminating employees in fiscal year 2017, those with two to four years of service had the highest turnover (30.3%), followed by 21.2% among employees with less than two years of service, and 18.1% among employees with five to nine years of service. Five employees retired from the agency in fiscal year 2017 and all had fifteen to twenty-five or more years of service with the PUC.

Efforts to decrease turnover and retain staff beyond the first five years should provide greater continuity for PUC operations and allow employees to develop critical agency knowledge for training entry-level personnel.

Tenure of Terminating Employees Compared To Tenure of All Employees FY 2017				
Tenure in Years	**Terminating Employees**	**% Terminating Employees**	**All Employees**	**% All Employees**
Less than 2	7	21.2%	34	19%
2 – 4	10	30.3%	62	34.6%
5 – 9	6	18.1%	26	14.5%
10 – 14	2	6.1%	18	10.1%
15 – 19	2	6.1%	23	12.8%
20 – 24	2	6.1%	7	4.0%
25 +	4	12.1%	9	5.0%
Total	**33**	**100%**	**179**	**100%**

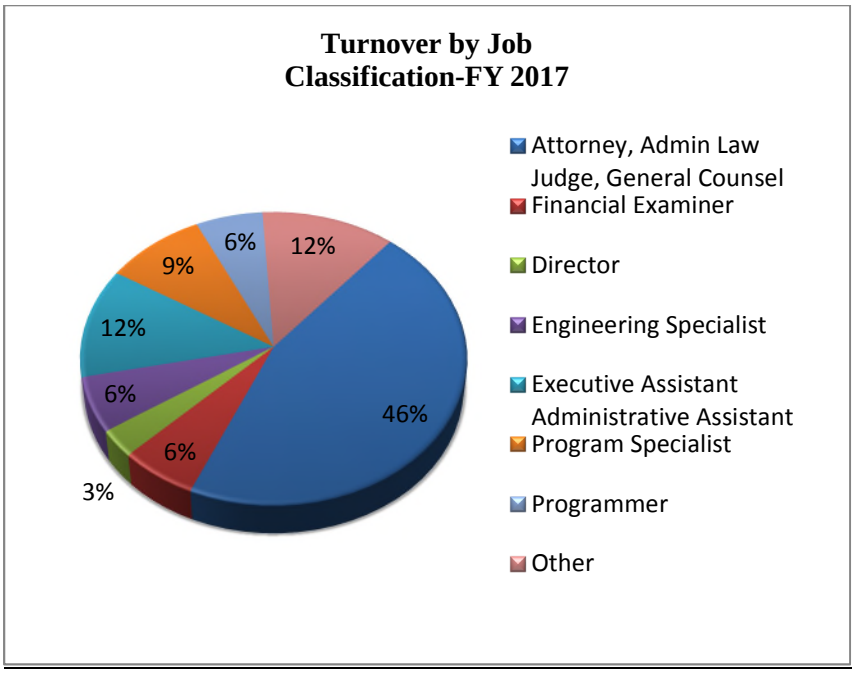
Age

The highest percentage of turnover occurred among employees in the 30-39 years of age group. About 51.5% of the PUC's turnover in FY 2017 were under the age of 40 and 48.5% were over age 40.



Occupations

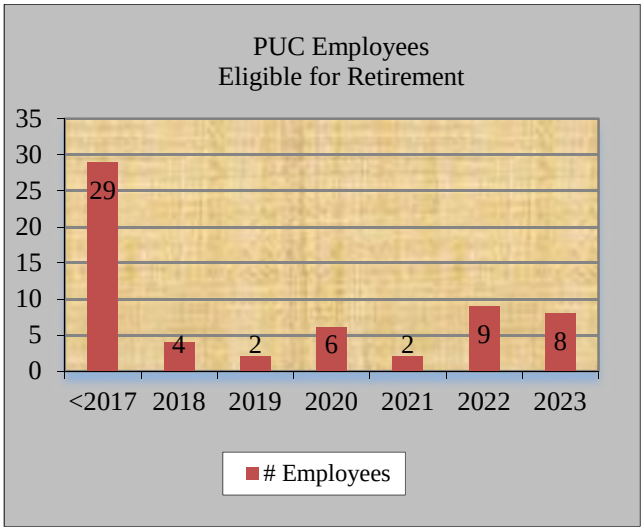
During fiscal year 2017, a total of 33 employees separated from employment with the PUC. The table below provides detail for this turnover activity by classification. Of the 33 terminations, the Attorney classification reflected the single greatest turnover rate (46%), followed by the Executive Assistant and Administrative Assistant (12%) classifications. The Program Specialist classification reflected a 9% turnover rate and the Engineering Specialist reflected 6%. Collectively, the total turnover rate for fiscal year 2017 was 16.8%.



D. Retirement Eligibility

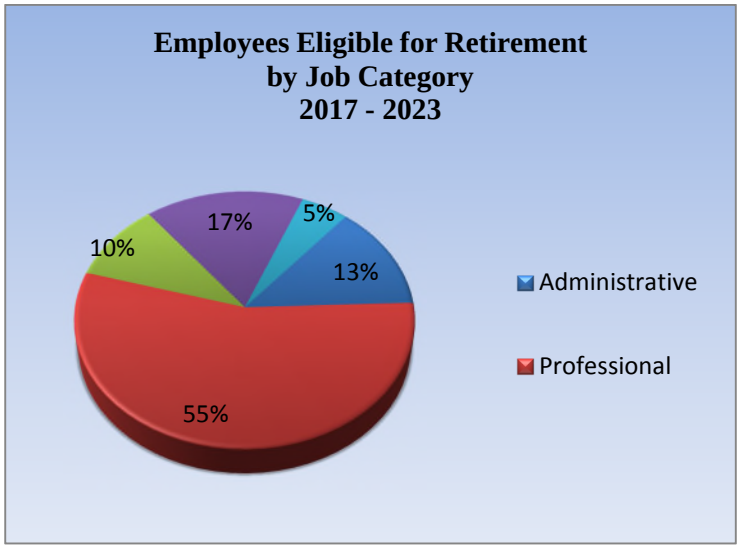
Five employees retired in fiscal year 2017. Of the employees potentially eligible to retire prior to FY 2018, 29 remain with the PUC. Based on PUC information, during FY 2018 – 2023, an additional 31 employees (17%) may become eligible to retire from state service. Between now and 2023, a total of 60 employees (34%) could potentially leave the PUC based on retirement eligibility.

Turnover due to retirement is important to PUC operations because of the loss of institutional knowledge and expertise. It also affects the level of succession planning the organization should implement to attract new employees and train existing staff in key competencies to assume important functions and leadership roles.



Retirees by Category

The largest percentages of employees who may become eligible to retire over the next five years are in the *professional* (55%) category. The second largest percentage of employees potentially eligible to retire is in the *clerical* (17%) and *para-professional* (10%) categories. Turnover as a result of retirement eligibility could have a significant impact on high-level key positions. Seven employees (12%) in key management positions could be eligible to retire over the next five years. All of the key management employees are in the *administrative* category and 8% will be eligible due to the Rule of 80 between 2016 and 2018.



Projected Attrition

In fiscal year 2017, the PUC had a 16.8% turnover rate that is a .2% increase from fiscal year 2016. As of May 31, 2018, 28 (24.4%) employees have terminated their employment with the PUC.

As market conditions begin to improve in central Texas over the next five years and as the economy strengthens, the PUC anticipates that retaining high quality staff will continue to be a challenge. Additionally, energy and communications industries are also experiencing a well-publicized aging of their workforces, potential leading to an increased demand in the private sector for the unique knowledge and skills that PUC employees possess. The decrease in state benefits provided to state employees also impacts the ability of state agencies to attract and keep qualified employees.

Demand Analysis: Future Workforce Profile

A. Critical Functions

- Economists and Market Analysts
- Regulatory Accountants and Financial Analysts
- Utility Infrastructure Analysts and Engineers
- Enforcement (Investigators and Attorneys)

B. Expected Workforce Changes

The changing demands in the PUC's oversight role in a market competition environment within the electric, telecommunication, and water and sewer utility industries will create more emphasis on recruiting and retaining employees as economists, market analysts, enforcement investigators, attorneys, and engineers.

Following the implementation of local telephone competition in September 1995 and electric utility restructuring in January 2002, the PUC has made changes to its workforce to ensure it has the necessary expertise to perform new functions. Many of the new functions are performed by employees with the requisite expertise whose job duties were modified to include the new functions. In some cases, the PUC used opportunities associated with attrition to eliminate positions that were no longer needed and create new jobs more aligned with the PUC's current mission.

During the 78th Legislative Session, the PUC's overall Full Time Employee (FTE) cap was decreased from 242 to 210.9. During the session, the legislature also passed HB 3442 that imposed new requirements related to state agency management-to-staff ratios. As a result of the legislation, the agency reviewed positions and made organizational changes to comply with the mandate.

During the 80th Legislative Session, the agency's FTE cap was decreased from 210.9 to 190 and the cap was reduced to 188.6 in the 81st Legislative Session. The FTE cap was reduced again in the 82nd Legislative Session to 178 as of August 31, 2012 and 170.6 by August 31, 2013.

The Commission's FTE cap was increased to 181.0 beginning September 2014 as a result of the legislature approving an exceptional item for the PUC's Legislative Appropriations Request (LAR) to restore the PUC's FTEs cut from the previous legislative session. As a result of HB 1600 related to the transfer of water and sewer regulation during the 83rd Legislative Session, the FTE cap was increased to 201.0 as of September 1, 2015 to reflect the transfer of 20 FTEs from the TCEQ.

The PUC's FTE cap was increased to 217.0 beginning September 1, 2015. As was identified in the fiscal note for HB 1600, 12.0 additional FTEs are needed and were appropriated to implement the enhanced ratemaking function authorized in that legislation beginning in fiscal year 2016. Additionally, the PUC identified the need for 4.0 additional FTEs through the Speaker's Strategic Fiscal Review process to address unanticipated issues with the transfer of water and sewer regulation, such as increased customer complaints and inquiries, and increased enforcement activity.

Finally, the PUC's FTE cap was reduced by 2.0 to 215.0 as part of the mandatory 4% appropriation reduction taken by the agency during the 85th Legislative Session. This FTE reduction was taken by the PUC's water and wastewater utility division.

C. Future Skills Needed

The PUC will continue to maintain a highly educated professional workforce. Knowledge, skills and abilities central to the core functions of the PUC will remain an integral part of employee qualifications. The PUC does not anticipate significant changes in the critical workforce skills required of its workforce over the next five years.

D. Anticipated Employee Increases/Decreases

The PUC has experienced an increased workload associated with water and wastewater regulation that is considerably greater than was anticipated at the time oversight authority for that industry was transferred to the PUC from TCEQ. The PUC devotes more staff to water and wastewater activities than the number of FTEs that were allocated for that regulatory function. Accordingly, the PUC is evaluating current staffing levels to determine if additional resources, including FTEs, are necessary to more effectively carry out the PUC's statutory obligations in the Water Code. The PUC anticipates discussing this matter in greater detail in its 2020-2021 Legislative Appropriations Request submission.

E. Future Critical Functions

The changing demands in the PUC's oversight role in a market competition environment within the electric and telecommunication industries will drive changes to the PUC's future critical functions relating to those two industries. Fewer resources are allocated for traditional regulatory functions, such as ratemaking activities, than in the past. More resources are being allocated for market oversight, enforcement, and customer assistance.

Additionally, resources historically devoted to electric and telecommunications market activities are being reallocated to providing regulatory oversight of the water and wastewater industries. Ensuring that the PUC has adequate resources to fulfill its obligations to effectively regulate the water and wastewater industries is critical to the PUC achieving its goals in effectively overseeing all of the industries under its purview.

Gap Analysis

An examination of the workforce data indicates the PUC may face the loss of its institutional knowledge and expertise through retirements and loss of employees to the private sector. The ability to offer a combination of salary and employee benefits that will attract employees with the necessary education and experience will be a key factor in the success of the PUC's workforce.

Strategy Development

The PUC has developed workforce goals to address the potential deficit between the current workforce and future demands. The strategies will need to be assessed periodically to determine their effectiveness in achieving the PUC's workforce goals.

GOAL ONE: Recruit professionals with the requisite skills to complement the PUC's existing workforce and take steps to retain these professionals.

Rationale: The demand for educated, licensed or certified staff in the electric and telecommunication industries requires special agency efforts. Competition with the private sector for the same labor supply creates a disadvantage for state agencies due to salary differences.

Action Steps:

- Continue to market the "total" state compensation and benefits program to potential employees.
- Human Resources and division directors will participate in university sponsored career fairs, locate free advertising with associated and minority organizations, appropriate technical educational institutions, and Work In Texas (Texas Workforce Commission) to aggressively recruit qualified minority males, females, and people with disabilities.
- Expand the PUC's volunteer internship program to alert and encourage qualified minority males, females, and people with disabilities to apply.
- Improve recruiting techniques by streamlining application procedures and reviewing applicant flow data to target sources that will assist with hiring employees in underutilized job categories.
- Require managers to work with new employees to attempt to align PUC employment opportunities with the employee's individual career goals.

GOAL TWO: Retain qualified and experienced staff ensuring smooth business operations and excellent customer service.

Rationale: The PUC's experience with high turnover in a competitive market for certain skills supports the need for this goal.

Action Steps:

- Increase employee career planning assistance through training programs and participation in continuous professional development initiatives that enhance the employee's current job performance and future opportunities within the PUC.
- Ensure that managers and supervisors, especially those new to these responsibilities, have adequate training in how to recruit, train, and retain quality staff.

- Manage available funds to award merit increases to provide a fair balance of rewarding employee performance and maximizing retention of key personnel.

GOAL THREE: Review FTE allocations to ensure conformance to current PUC priorities and workload.

Rationale: Varying workload demands and shifting priorities can change the appropriate allocation of PUC resources.

Action Steps:

- Continue to assess all vacancies created by employee departures to determine whether the position should be modified or relocated in the PUC.
- When a need for additional staffing in a given area is identified and vacant positions are not available, offer current employees the opportunity to relocate within the agency.
- Encourage employees to cross train in related skill areas to provide flexibility in staff assignments.

GOAL FOUR: Develop a formal PUC succession plan.

Rationale: It is critical that the PUC have a leadership development program and identify potential staff with leadership and other critical skills in the event the PUC experiences the loss of key staff members in critical positions (through retirement or otherwise).

Action Steps:

- Continue to concentrate on leadership development across the PUC.
- Identify training programs that focus on development of needed critical skills and competencies.
- Develop skills of staff level employees through training and mentoring to provide in-house candidates for management positions that become available.
- Identify capable successor candidates interested in leadership and critical positions early and provide appropriate opportunities for growth.

Conclusion

During the next five years, the PUC must ensure that it does not experience a deficit in leadership and knowledge talent. As the labor force segment age 25 to 34 years declines, there will be fewer younger workers to fill vacant positions. Also, Texas population is projected to grow from 27.9 in 2016 to more than 54.0 million by 2050, increasing demands for state and local government services.

Available talent, as well as the state's ability to develop and retain a competent, qualified workforce will be a limiting or enabling factor for state government in general. An effective workforce plan will translate into successful strategic goal achievement, program initiatives and sustained momentum for efficient, well-run agencies. The PUC's strategies encompass a realigned workforce plan to meet future business objectives by developing an effective succession management and talent retention program.

PUBLIC UTILITY COMMISSION OF TEXAS

Report on Customer Service

June 1, 2018

CUSTOMER SERVICE ANALYSIS

In accordance with Texas Government Code, Chapter 2114, the Public Utility Commission of Texas (PUC) has completed a survey on customer service to measure customer satisfaction with the PUC during the period of 2017-2018. This analysis examines the responses received from customers who interacted with the PUC since the last Report on Customer Service was completed in June of 2016, and was conducted between September 1, 2017 and April 9, 2018.

Significant Findings
The most recent survey yielded the following results:

- The PUC received 664 responses to the survey
- 51% of respondents have interacted with the PUC for three or more years
- A majority of respondents were satisfied with the overall experience
- A majority of respondents agreed or strongly agreed that the website is well organized and provides clear and accurate information
- A majority of respondents agreed or strongly agreed that their call, email, or letter inquiry was routed to the proper person and was answered in a timely manner

External Customers
The chart below categorizes the PUC's customer base into the following seven categories and displays the number and percentage of survey respondents by those categories.

Customer Category	Number of Responses	Percentage of Responses
Electric Service Provider	68	10.24%
Telecommunications Service Provider	70	10.54%
Law Firm	10	1.51%
Consultant	27	4.07%
Utility Consumer	349	52.56%
Public Interest Group	5	0.75%
Other	135	20.33 %

Consistent with previous surveys, the number of utility consumers responding greatly exceeded any other category of respondents. Although the PUC aims to provide similar, high-quality services to all customers, services and interactions are tailored to meet the specific needs of customers in each category.

PUC-Specific Performance Measures
The chart below displays PUC Intake Center statistics for the survey period of September 1, 2017 through April 9, 2018. These statistics provide insight into the PUC's interactions with utility consumers, the category of customer that provided the most responses to the customer service survey.

Category	Performance Output
Number of Calls Answered	17,837
Average Time in Queue	18 seconds
Average Talk Time	4 minutes and 12 seconds
% of Calls Answered within Service Level Goal	93%
Total Number of Emails Received	2,613

Total Number of Consumer Inquiries	285

Opportunities for Survey Improvements

The PUC currently maintains an electronic version of the survey and posts it on the PUC website. The PUC believes this is the most effective and efficient surveying method to reach the largest customer population. In the future, the PUC would like to use a longer surveying period, lasting at least 12 months. The PUC was unable to achieve this length of time in these results due to moving the surveying functions from an outside contract to inside the agency.

Survey Results for

Public Utility Commission

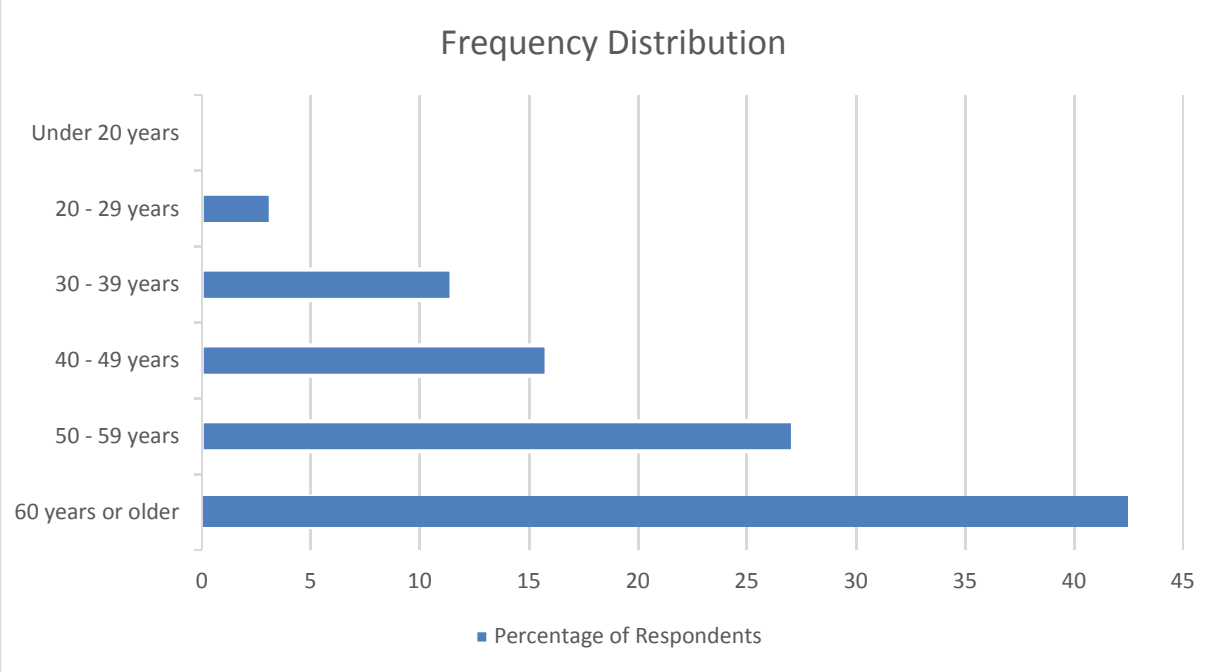
for

473-Public Utility Commission

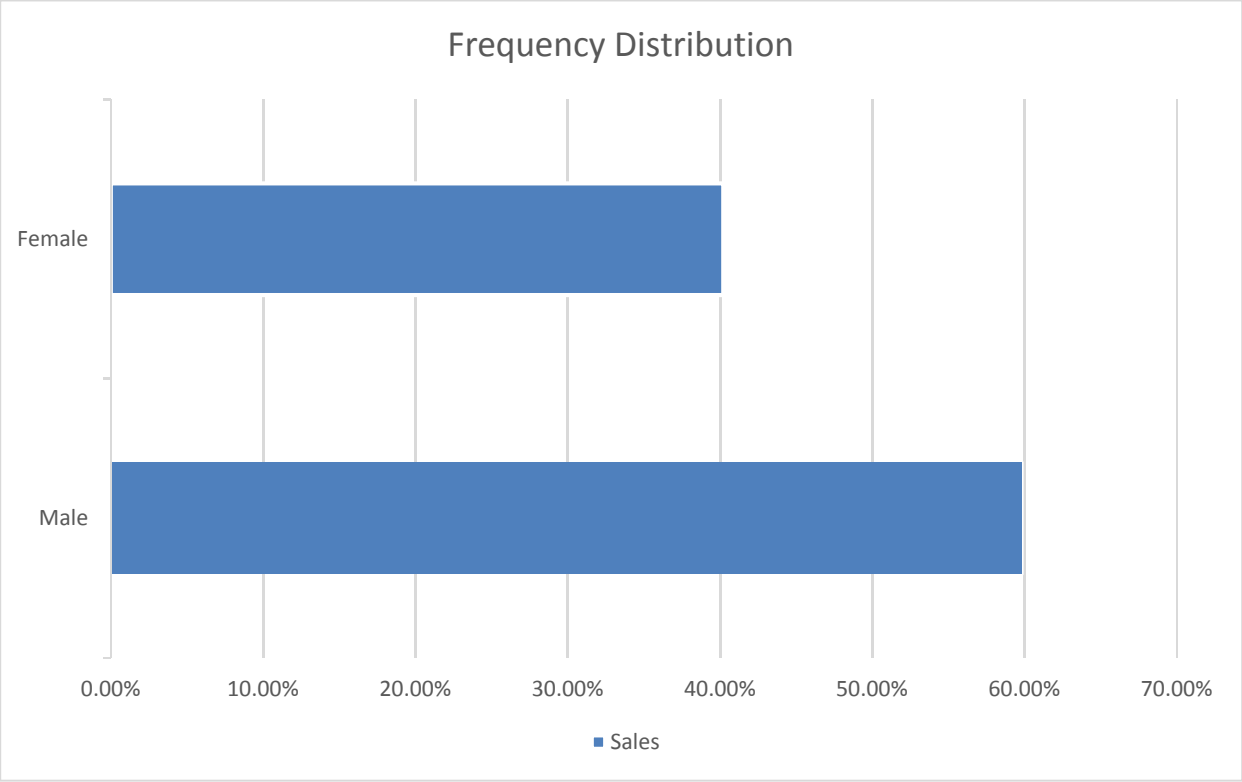
September 1, 2017
Through
April 9, 2018

Survey Respondents
Total Number of Respondents: 664

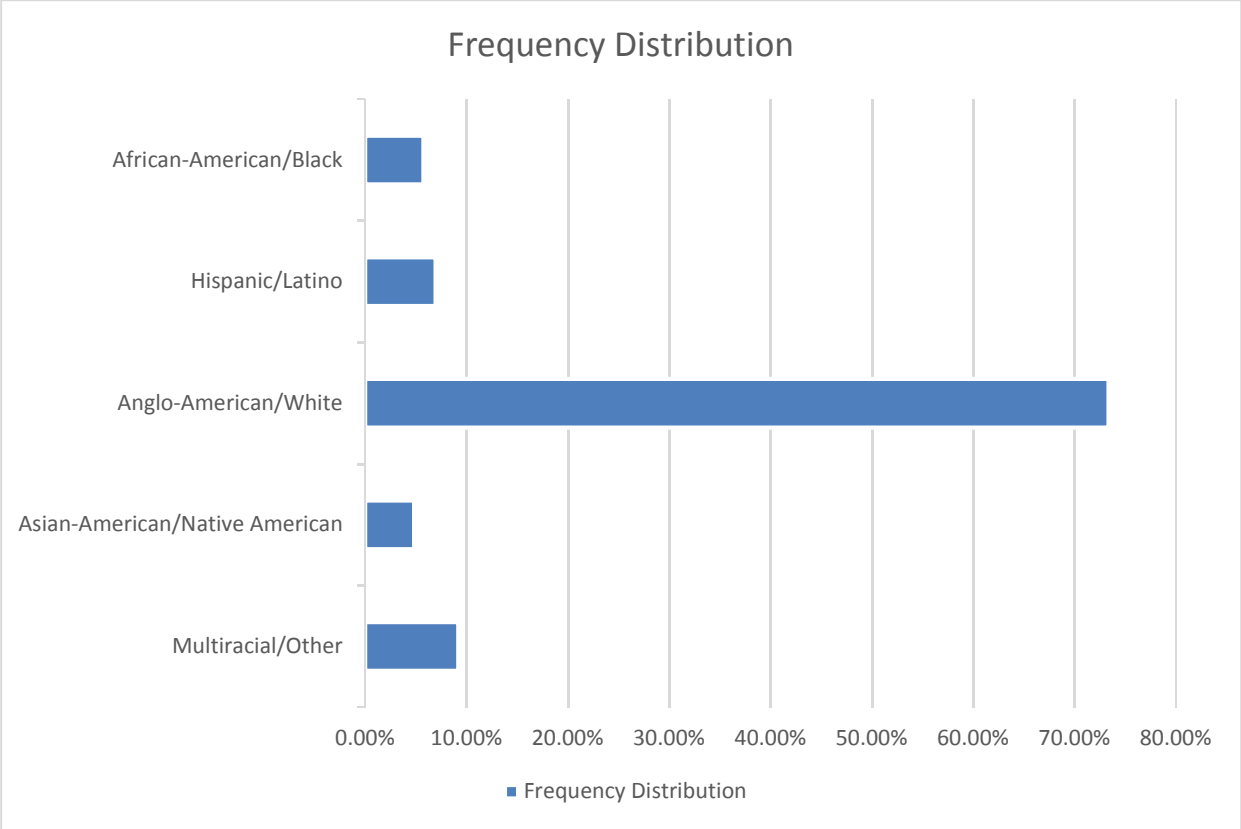
My age:		
Number of Respondents: 620		
Item Response	**Count**	**Percentage**
Under 20 years	0	0.00%
20 – 29 years	21	3.16%
30 – 39 years	76	11.45%
40 – 49 years	105	15.81%
50 – 59 years	180	27.11%
60 years or older	282	42.47%



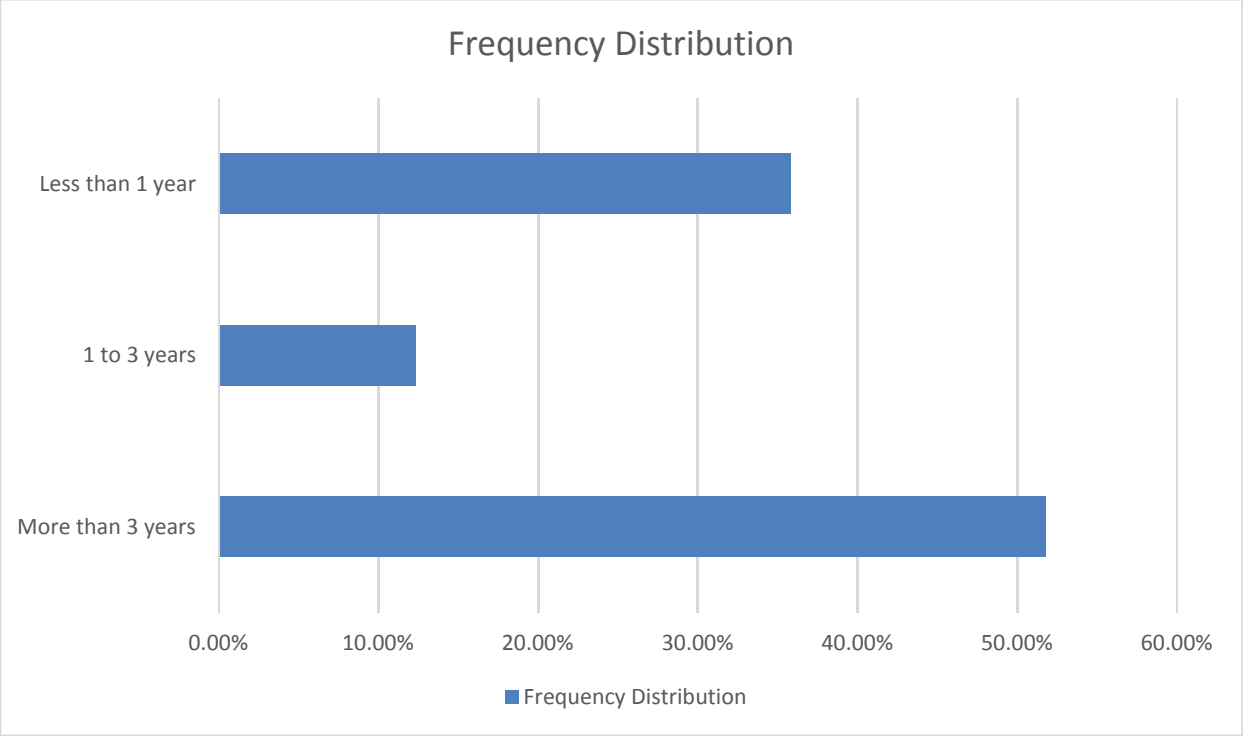
I am a:		
Number of Respondents: 606		
Item Response	**Count**	**Percentage**
Male	397	59.79%
Female	267	40.21%



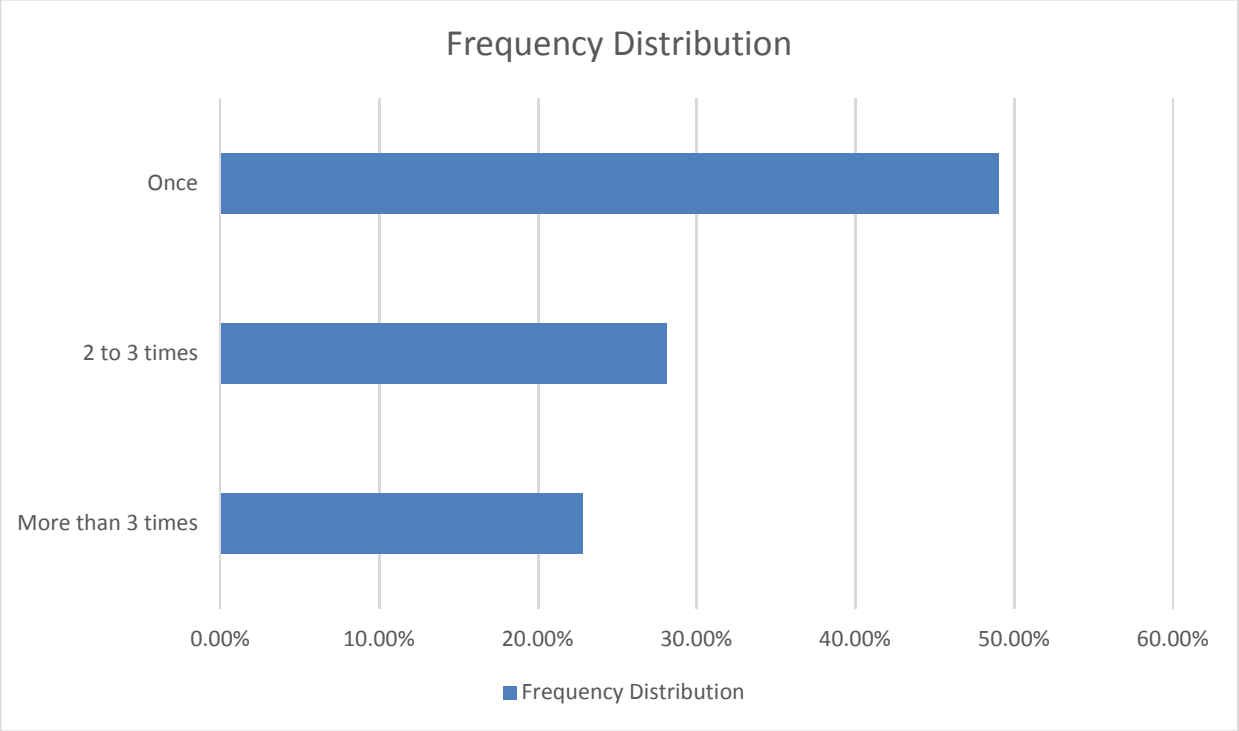
My race/ethnicity is:		
Number of Respondents: 664		
Item Response	**Count**	**Percentage**
African-American/Black	38	5.72%
Hispanic/Latino	46	6.93%
Anglo-American/White	487	73.34%
Asian-American/Native American	32	4.82%
Multiracial/Other	61	9.19%



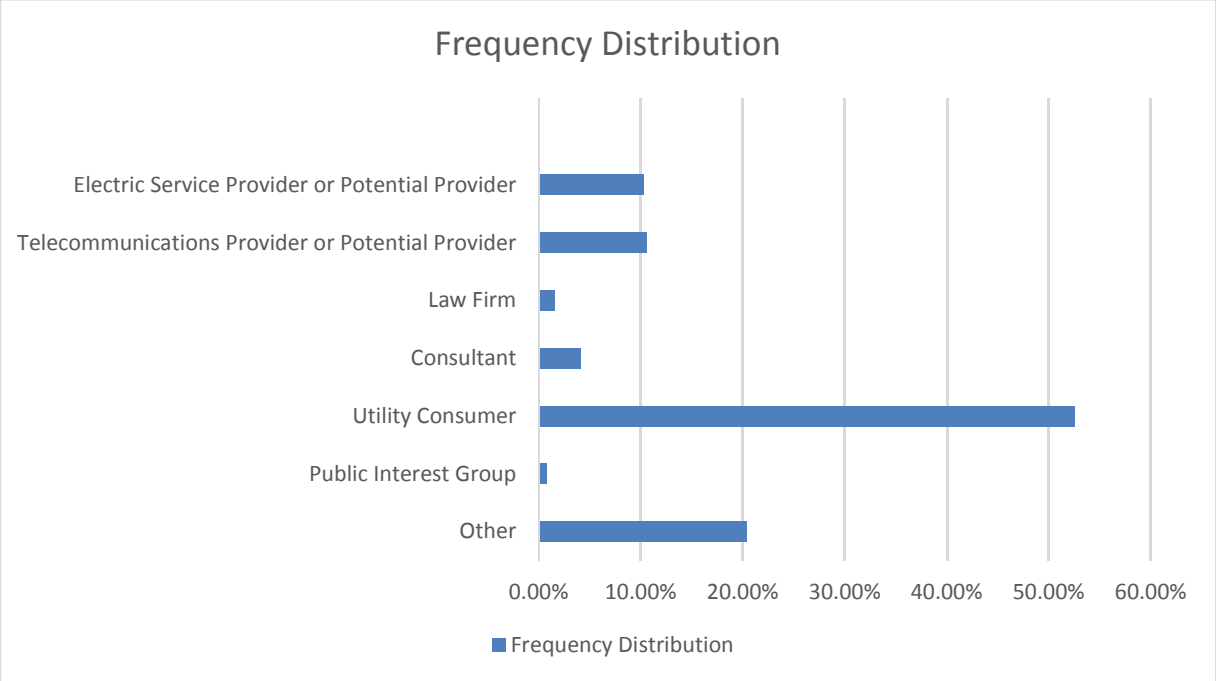
Number of years interacting with this agency:		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Less than 1 year	223	35.85%
1 to 3 years	77	12.38%
More than 3 years	322	51.77%



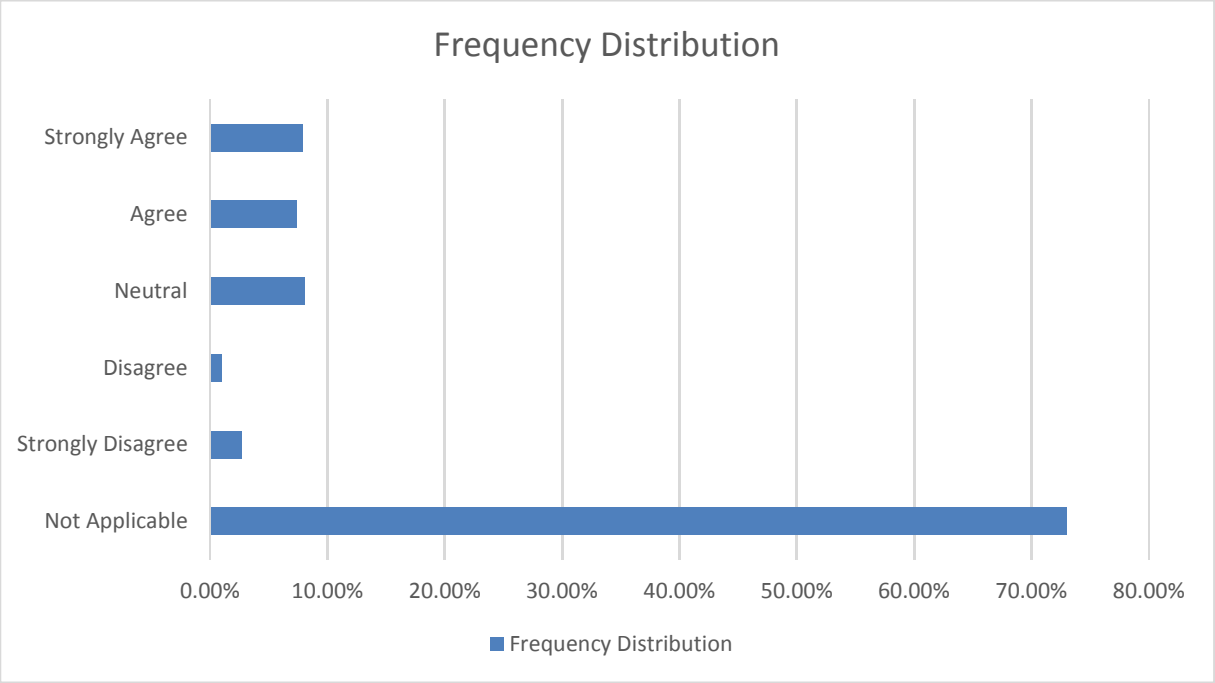
Time in contact with this agency in the last 12 months:		
Number of Respondents: 584		
Item Response	**Count**	**Percentage**
Once	305	49.04%
2 to 3 times	175	28.14%
More than 3 times	142	22.83%



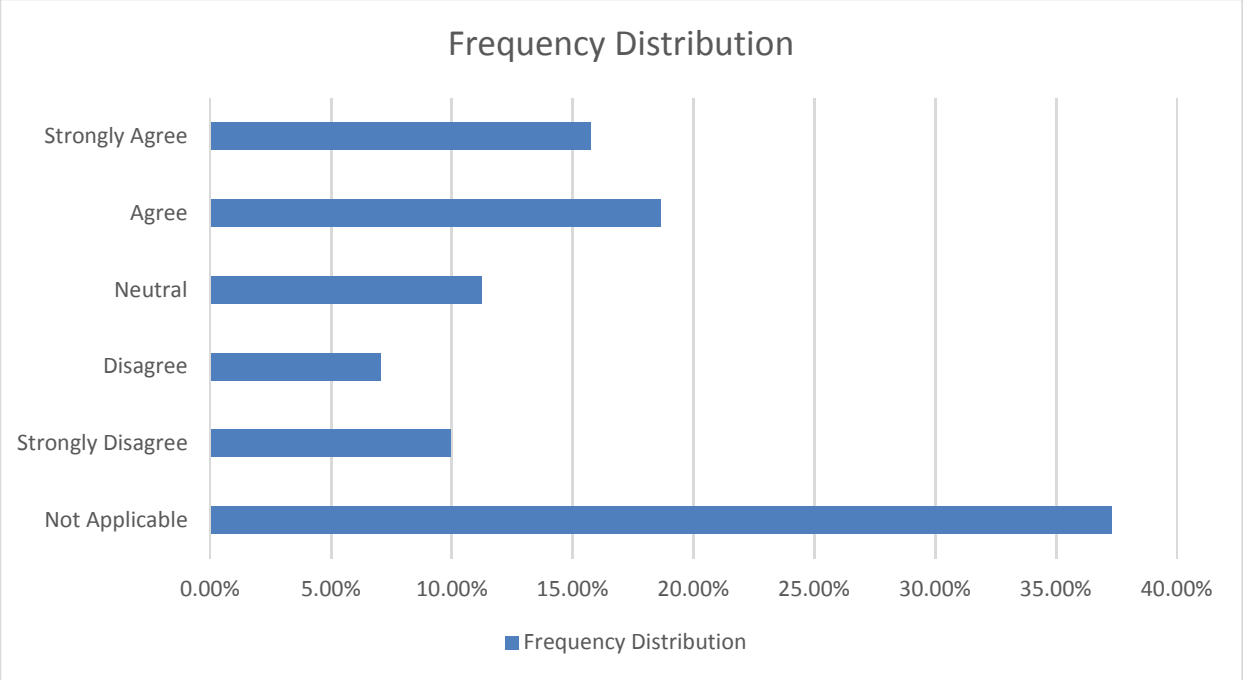
Indicate the category which best describes you:		
Number of Respondents: 664		
Item Response	**Count**	**Percentage**
Electric Service Provider or Potential Provider	68	10.24%
Telecommunications Provider or Potential Provider	70	10.54%
Law Firm	10	1.51%
Consultant	27	4.07%
Utility Consumer	349	52.56%
Public Interest Group	5	0.75%
Other	135	20.33%



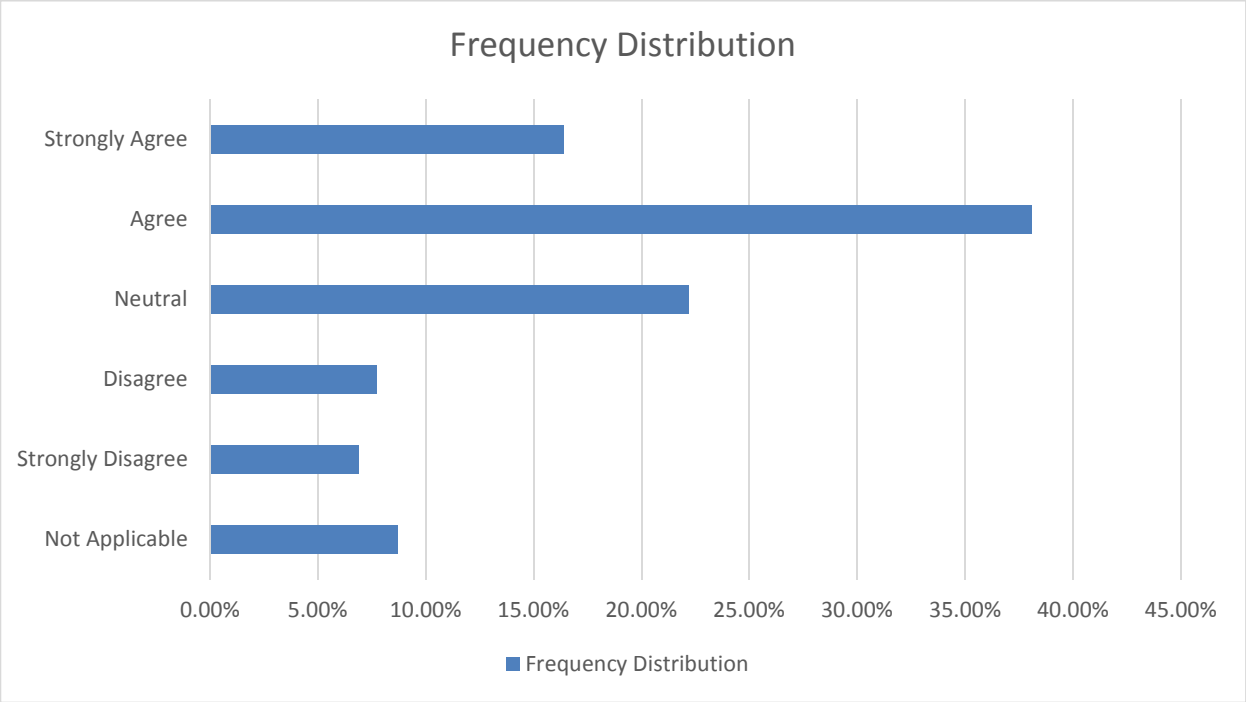
The facility was clean, orderly, and accessible.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	49	7.88%
Agree	46	7.40%
Neutral	50	8.04%
Disagree	6	0.96%
Strongly Disagree	17	2.73%
Not Applicable	454	72.99%



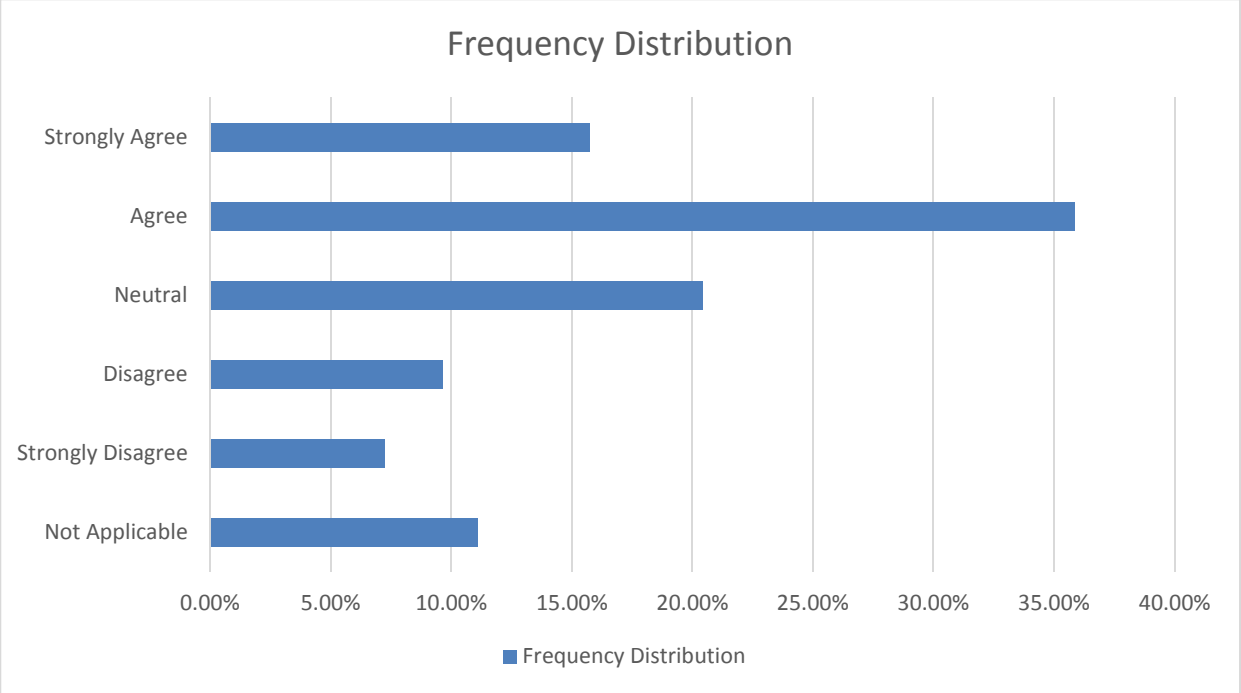
Staff members were knowledgeable, helpful, and readily identified themselves.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	98	15.76%
Agree	116	18.65%
Neutral	70	11.25%
Disagree	44	7.07%
Strongly Disagree	62	9.97%
Not Applicable	232	37.30%



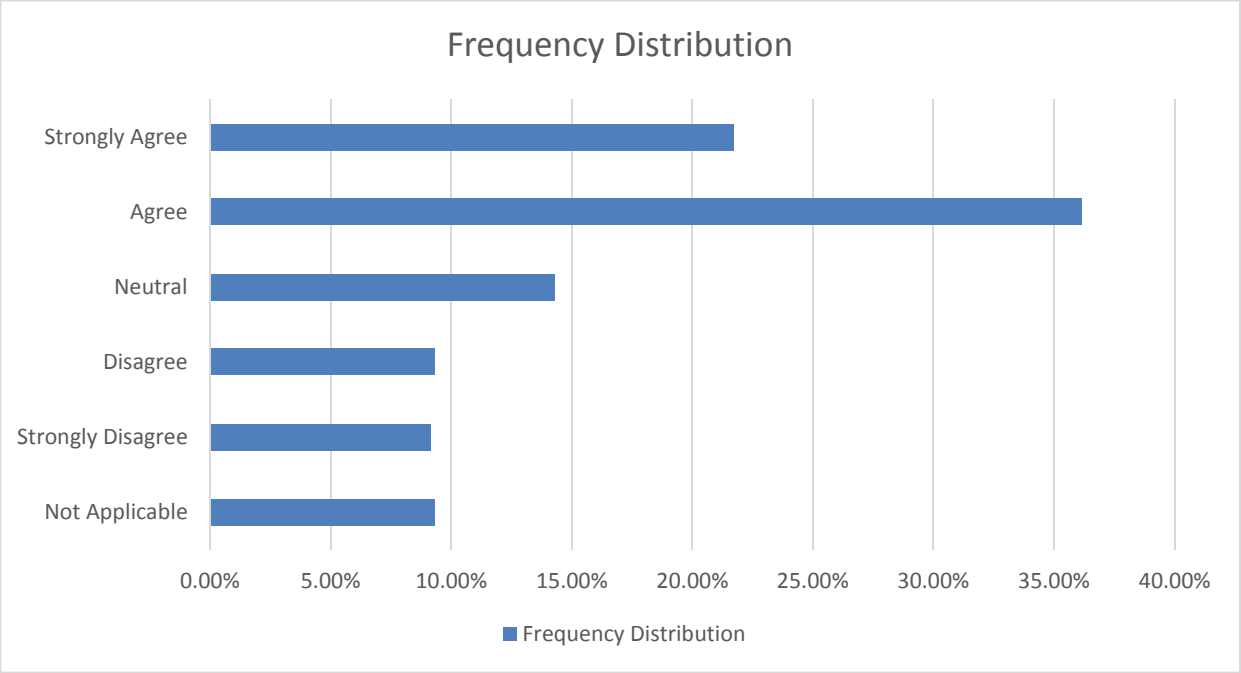
The web site was easy to use and well organized.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	102	16.40%
Agree	237	38.10%
Neutral	138	22.19%
Disagree	48	7.72%
Strongly Disagree	43	6.91%
Not Applicable	54	8.68%



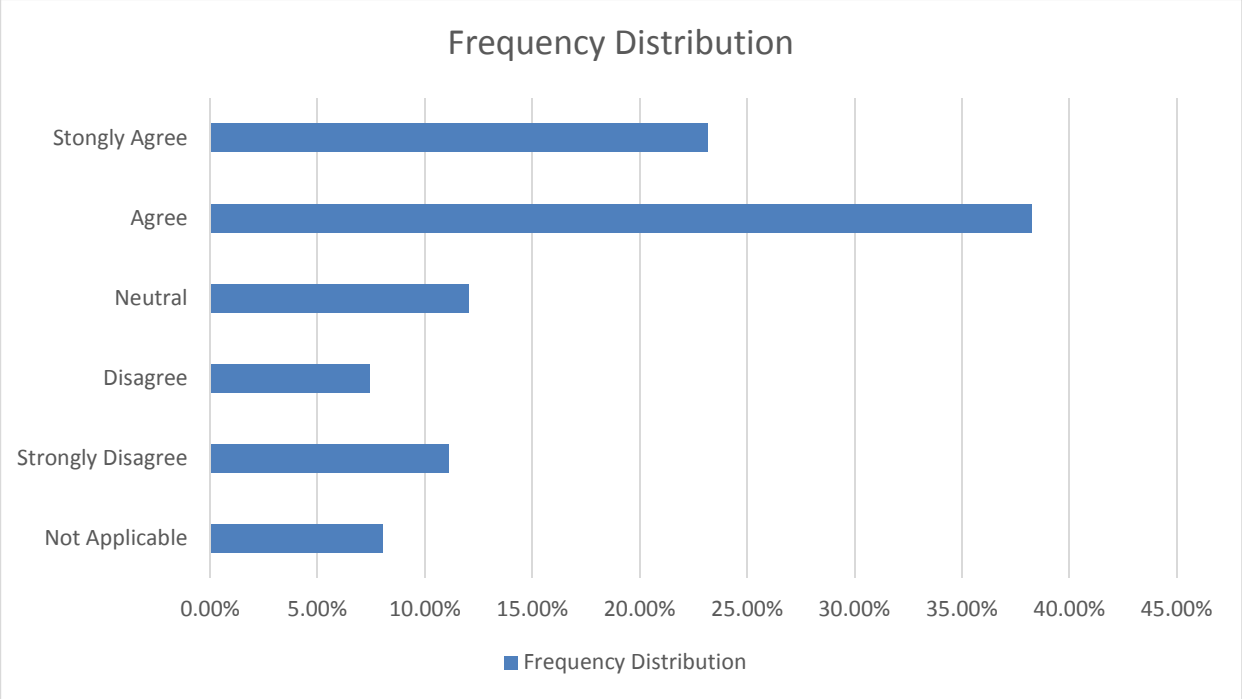
The web site contained clear and accurate information on events, services, and contact information.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	98	15.76%
Agree	223	35.85%
Neutral	127	20.42%
Disagree	60	9.65%
Strongly Disagree	45	7.23%
Not Applicable	69	11.09%



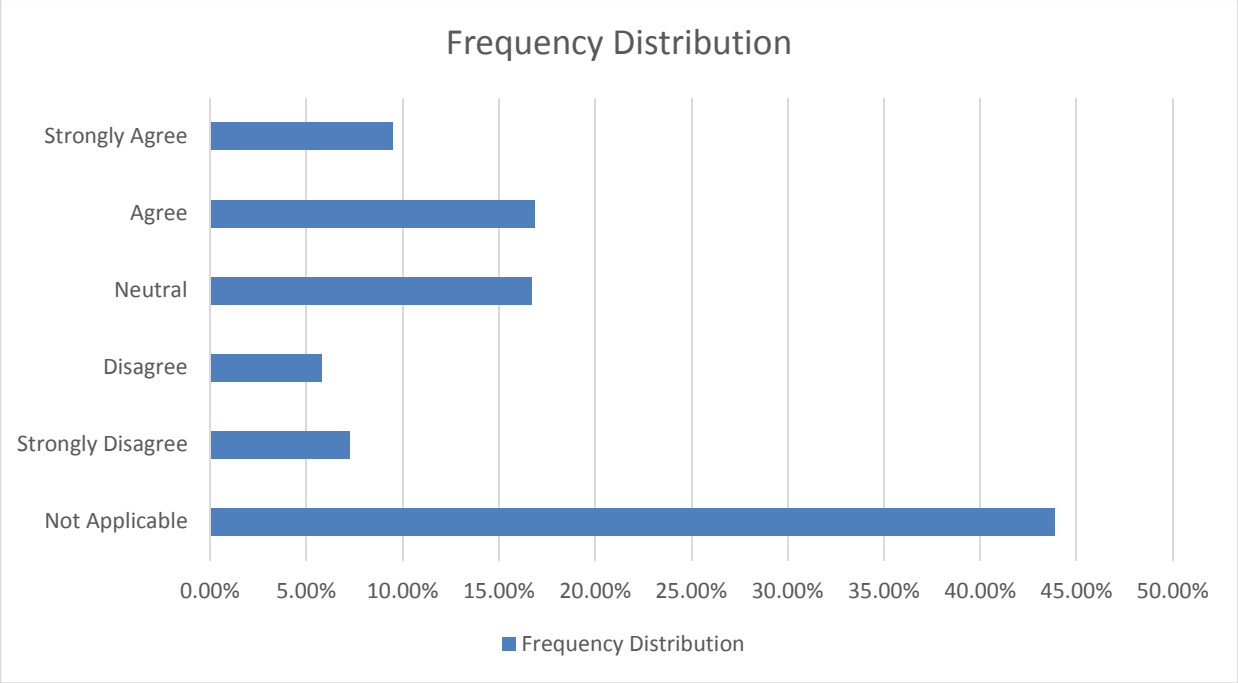
My telephone call, e-mail, or letter inquiry was routed to the proper person.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	135	21.70%
Agree	225	36.17%
Neutral	89	14.31%
Disagree	58	9.32%
Strongly Disagree	57	9.16%
Not applicable	58	9.32%



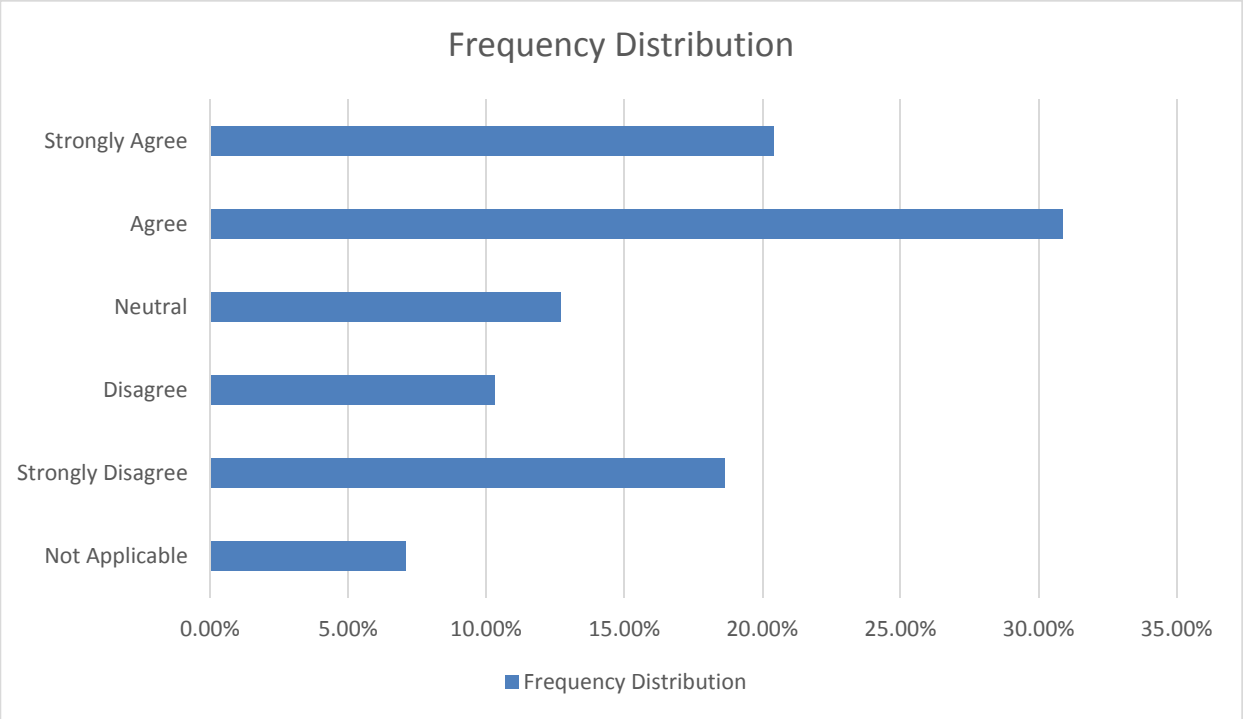
My telephone call, letter or e-mail inquiry was answered in a reasonable amount of time.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	144	23.15%
Agree	238	38.26%
Neutral	75	12.06%
Disagree	46	7.40%
Strongly Disagree	69	11.09%
Not Applicable	50	8.04%



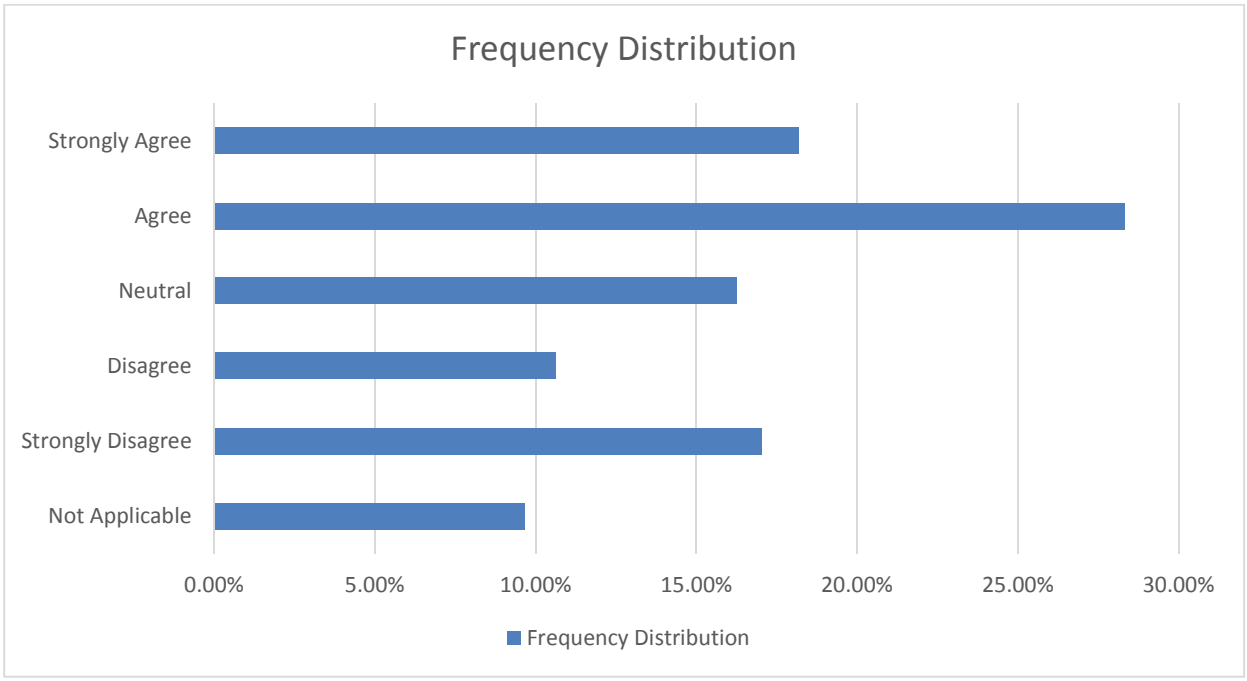
Printed brochures or written material provided thorough and accurate information.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	59	9.49%
Agree	105	16.88%
Neutral	104	16.72%
Disagree	36	5.79%
Strongly Disagree	45	7.23%
Not Applicable	273	43.89%



My inquiry to the agency was addressed in a reasonable manner.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	127	20.42%
Agree	192	30.87%
Neutral	79	12.70%
Disagree	64	10.29%
Strongly Disagree	116	18.65%
Not Applicable	44	7.07%



This organization makes it easy to give suggestions or make a complaint.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	113	18.17%
Agree	176	28.30%
Neutral	101	16.24%
Disagree	66	10.61%
Strongly Disagree	106	17.04%
Not Applicable	60	9.65%



Overall, I am satisfied with my experience.		
Number of Respondents: 622		
Item Response	**Count**	**Percentage**
Strongly Agree	116	18.65%
Agree	185	29.74%
Neutral	81	13.02%
Disagree	87	13.99%
Strongly Disagree	137	22.03%
Not Applicable	16	2.57%