

Public Utility Commission

PERFORMANCE MEASURES REPORT

**Fiscal Year 2012
Annual**



September 1, 2011 - August 31, 2012

Performance Measures Reported In LBB ABEST

ACTUAL PERFORMANCE FOR OUTCOME MEASURES
473 - Public Utility Commission of Texas
Fiscal Year 2012
10/12/2012

Actual Performance for Outcome Measures with Updates
 82nd Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 10/12/2012
 TIME: 9:36:14AM
 PAGE: 2 OF 3

Agency code: 473

Agency name: Public Utility Commission of Texas

| Type/Objective/Measure | 2012 Target | 2012 YTD | Percent of Annual Target | Target Range |
|---|-------------|----------|--------------------------|--------------|
| <u>1-1 MAINTAIN COMPETITION</u> | | | | |
| 1 % SERVED BY CITIES CERTIFIED | 80.00 % | 75.68 % | 94.60 % * | |
| <u>Explanation of Variance:</u> While there has been a very slight (0.46% closer to annual target) increase over the previous year, the combination of consolidation of CTPs, displacement of land lines in favor of cellphones, and general economic conditions continue to exert downward pressure on the number of Texas cities with three or more CTPs. | | | | |
| <u>Prior YTD:</u> | | | | |
| 4 RELATIVE ELEC PRICE: RESIDENTIAL | 127.60 % | 98.51 % | 77.20 % * | |
| <u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for 50% of its generation output, as compared to 15-20% nationally. Therefore, the stability of lower natural gas prices over the last couple of years has affected rates in the ERCOT competitive market of Texas to a greater extent than they have affected electric rates on a national level. Performance on this measure is lower than the annual target, which is desirable. | | | | |
| <u>Prior YTD:</u> | | | | |
| 7 % OF NAT'L AVG RESIDENTIAL E-BILL | 159.90 % | 139.61 % | 87.31 % * | |
| <u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for 50% of its generation output, as compared to 15-20% nationally. Therefore, the stability of lower natural gas prices over the last couple of years has affected rates in the ERCOT competitive market of Texas to a greater extent than they have affected electric rates on a national level. Performance on this measure is lower than the annual target, which is desirable. | | | | |
| <u>Prior YTD:</u> | | | | |
| <u>1-2 REGULATE SERVICE PROVIDERS</u> | | | | |
| 1 % OF NAT'L AVG RESIDENTIAL PH BILL | 105.94 % | 110.16 % | 103.98 % | |
| <u>Prior YTD:</u> | | | | |
| <u>2-2 RESOLVE COMPLAINTS</u> | | | | |
| 1 % CUST COMPLAINTS RESOLVED (IRP) | 99.00 % | 99.67 % | 100.68 % | |
| <u>Prior YTD:</u> | | | | |

* Varies by 5% or more from target.

Actual Performance for Outcome Measures with Updates
82nd Regular Session, Performance Reporting
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TIME: 9:36:14AM
PAGE: 3 OF 3

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| Type/Objective/Measure | 2012 Target | 2012 YTD | Percent of Annual Target | Target Range |
|---------------------------------------|-------------|----------|--------------------------|--------------|
| <u>3-1 FINANCIAL ASSISTANCE</u> | | | | |
| 1 % LOW-INCOME CUST PROVIDED DISCOUNT | 95.00 % | 96.36 % | 101.43 % | |

Prior YTD:

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
473 - Public Utility Commission of Texas
Fiscal Year 2012
10/12/2012

Actual Performance for Output/Efficiency Measures with Updates

10/12/2012 9:37:00AM

82nd Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **473**

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

| <u>Type/Strategy/Measure</u> | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|
|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|

Output Measures

1-1-1 MARKET COMPETITION

2 # INVESTIGATIONS FOR MKT POWER ELEC

| | | | | | |
|------------------|------|------|------|-------|-------------|
| Quarter 1 | 8.00 | 3.00 | 3.00 | 37.50 | 1.60 - 2.40 |
|------------------|------|------|------|-------|-------------|

Explanation of Variance: A result greater than target is attributable to additional investigations related to Nodal market startup.

Explanation of Update: No update this quarter.

Prior Amount: 3.00

Prior YTD: 3.00

Prior Amount: 3.00

Prior YTD: 3.00

Prior Explanation of Update: No update this quarter.

| | | | | | |
|------------------|------|------|------|--------|-------------|
| Quarter 2 | 8.00 | 1.00 | 4.00 | 50.00% | 3.60 - 4.40 |
|------------------|------|------|------|--------|-------------|

Explanation of Update: No update this quarter.

Prior Amount: 1.00

*

Prior YTD: 4.00

Prior Amount: 1.00

Prior YTD: 4.00

Prior Explanation of Update: No update this quarter.

%

* Varies by 5% or more from target.

Actual Performance for Output/Efficiency Measures with Updates

10/12/2012 9:37:00AM

82nd Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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

| <u>Type/Strategy/Measure</u> | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|
|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|

Output Measures

2 # INVESTIGATIONS FOR MKT POWER ELEC

| | | | | | |
|------------------|------|------|------|-------|-------------|
| Quarter 3 | 8.00 | 1.00 | 5.00 | 62.50 | 5.60 - 6.40 |
|------------------|------|------|------|-------|-------------|

Explanation of Variance: Historically, market-power related investigations have been few in number, and are very difficult to forecast.

Explanation of Update: No update this quarter.

Prior Amount: 1.00

Prior YTD: 5.00

| | | | | | |
|------------------|------|------|-------|--------|-------------|
| Quarter 4 | 8.00 | 6.00 | 11.00 | 137.50 | 7.60 - 8.40 |
|------------------|------|------|-------|--------|-------------|

Explanation of Variance: Historically, market power-related investigations have been few in number, and are very difficult to forecast.

3 # OF CASES COMPLETED RELATED COMP

| | | | | | |
|------------------|--------|-------|-------|--------|----------------|
| Quarter 1 | 350.00 | 71.00 | 71.00 | 20.29% | 70.00 - 105.00 |
|------------------|--------|-------|-------|--------|----------------|

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in 2 additional cases appropriate for closure in the first quarter.

Prior Amount: 69.00

Prior YTD: 69.00

Prior Amount: 71.00

Prior YTD: 71.00

Prior Explanation of Update: End of year detailed review of all remaining open control numbers resulted in 2 additional cases appropriate for closure in the fir

* Varies by 5% or more from target.

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|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Output Measures

3 # OF CASES COMPLETED RELATED COMP

| | | | | | |
|------------------|--------|-------|--------|--------|-----------------|
| Quarter 2 | 350.00 | 81.00 | 152.00 | 43.43% | 157.50 - 192.50 |
|------------------|--------|-------|--------|--------|-----------------|

Explanation of Variance: The cases completed in the second quarter included 28 related to electric providers and 38 related to telecommunications providers. The majority of the telecommunication cases were applications for or to amend a service provider certificate of operating authority and interconnection agreements. The majority of the electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in 15 additional cases appropriate for closure in the second quarter.

Prior Amount: 66.00

Prior YTD: 135.00

Prior Amount: 81.00

Prior YTD: 152.00

Prior Explanation of Update: End of year detailed review of all remaining open control numbers resulted in 15 additional cases appropriate for closure in the s quarter.

| | | | | | |
|------------------|--------|-------|--------|--------|-----------------|
| Quarter 3 | 350.00 | 73.00 | 225.00 | 64.29% | 245.00 - 280.00 |
|------------------|--------|-------|--------|--------|-----------------|

Explanation of Variance: The cases completed in the third quarter included 28 related to electric providers and 36 related to telecommunications providers. The majority of the telecommunication cases were applications for or to amend interconnection agreements and cases involving implementation of federal requirements. The majority of the electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in 9 additional cases appropriate for closure in the third quarter.

Prior Amount: 64.00

Prior YTD: 199.00

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|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Output Measures

3 # OF CASES COMPLETED RELATED COMP

| | | | | | |
|------------------|--------|-------|--------|--------|-----------------|
| Quarter 4 | 350.00 | 71.00 | 296.00 | 84.57% | 332.50 - 367.50 |
|------------------|--------|-------|--------|--------|-----------------|

Explanation of Variance: The cases completed in the fourth quarter included 26 related to electric providers and 45 related to telecommunications providers. The majority of the telecommunication cases were applications for or to amend interconnection agreements. On the electric side, the majority of cases were for or to amend a retail electric provider certificate. Actual year to date performance of 296 cases completed resulted in a lower outcome than expected. However, must be noted that this measure is difficult to predict because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approval.

1-2-1 UTILITY REGULATION

1 # OF RATE CASES COMPLETED ELECTRIC

| | | | | | |
|------------------|-------|-------|-------|--------|--------------|
| Quarter 1 | 35.00 | 14.00 | 14.00 | 40.00% | 7.00 - 10.50 |
|------------------|-------|-------|-------|--------|--------------|

Explanation of Variance: During the first quarter of FY 2012 there were 2 major and 12 minor electric rate cases completed. This measure is difficult to project because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Prior Amount: 14.00 *

Prior YTD: 14.00

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 2 | 35.00 | 20.00 | 34.00 | 97.14% | 15.75 - 19.25 |
|------------------|-------|-------|-------|--------|---------------|

Explanation of Variance: During the second quarter of FY 2012 there were 1 major and 19 minor electric rate cases completed. This measure is difficult to project because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Prior Amount: 20.00

Prior YTD: 34.00

*

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| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

| | | | | | |
|------------------|-------|------|-------|---------|---------------|
| Quarter 3 | 35.00 | 9.00 | 43.00 | 122.86% | 24.50 - 28.00 |
|------------------|-------|------|-------|---------|---------------|

Explanation of Variance: During the third quarter of FY 2012 there were 3 major and 5 minor electric rate cases completed. This measure is difficult to project because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in 1 additional case appropriate for closure in the third quarter.

Prior Amount: 8.00

Prior YTD: 42.00

| | | | | | |
|------------------|-------|------|-------|---------|---------------|
| Quarter 4 | 35.00 | 8.00 | 51.00 | 145.71% | 33.25 - 36.75 |
|------------------|-------|------|-------|---------|---------------|

Explanation of Variance: During the fourth quarter of FY 2012 there were eight minor electric rate cases completed. FY 2012 annual performance of 51 rate cases completed exceeded the projected target. Throughout the fiscal year the Commission completed one retail rate case, six applications to adjust wholesale transmission rates, thirteen requests for interim update of wholesale transmission rates and eight requests for approval of transmission cost recovery factor (TCRF) update. In addition, eleven electric utilities filed minor rate cases for adjustments to energy-efficiency cost recovery factors to allow for recovery of energy efficiency, which is a relatively new form of cost recovery for electric utilities. Twelve miscellaneous cases completed included such issues as rate case expenses and HB 11/HB 3 adjustments. This measure is difficult to project because the Commission has no control over the number of cases that may be filed by persons seeking necessary regulatory approvals.

2 # OF RATE CASES COMPLETED TELECOM

| | | | | | |
|------------------|------|------|------|------|-------------|
| Quarter 1 | 7.00 | 0.00 | 0.00 | 0.00 | 1.40 - 2.10 |
|------------------|------|------|------|------|-------------|

Explanation of Variance: The Commission processed no rate cases for regulated telecommunications providers for the first quarter of FY 2012. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

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* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Output Measures

2 # OF RATE CASES COMPLETED TELECOM

| | | | | | |
|------------------|------|------|------|-------|-------------|
| Quarter 2 | 7.00 | 2.00 | 2.00 | 28.57 | 3.15 - 3.85 |
|------------------|------|------|------|-------|-------------|

Explanation of Variance: The Commission processed two rate cases for regulated telecommunications providers for the second quarter of FY 2012. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

| | | | | | |
|------------------|------|------|------|-------|-------------|
| Quarter 3 | 7.00 | 0.00 | 2.00 | 28.57 | 4.90 - 5.60 |
|------------------|------|------|------|-------|-------------|

Explanation of Variance: The Commission processed no rate cases for regulated telecommunications providers for the third quarter of FY 2012. This measure difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

| | | | | | |
|------------------|------|------|------|-------|-------------|
| Quarter 4 | 7.00 | 1.00 | 3.00 | 42.86 | 6.65 - 7.35 |
|------------------|------|------|------|-------|-------------|

Explanation of Variance: The Commission processed one rate case for regulated telecommunications providers for the fourth quarter of FY 2012. The actual year-to-date performance measure of three cases completed resulted in a lower outcome than expected. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

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2-1-1 PROVIDE FACTS ABOUT CHANGES

1 INFO REQUEST RESPONSES

*

%

*

* Varies by 5% or more from target.

%

Agency code: 473

Agency name: Public Utility Commission of Texas

| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Output Measures

1 INFO REQUEST RESPONSES

| | | | | | |
|------------------|-----------|-----------|-----------|--------|-----------------------|
| Quarter 1 | 75,000.00 | 20,510.00 | 20,510.00 | 27.35% | 15,000.00 - 22,500.00 |
|------------------|-----------|-----------|-----------|--------|-----------------------|

Explanation of Update: Corrections made in the Customer Protection Division's complaints database resulted in an increase to the number of information requests concluded.

Prior Amount: 20,507.00

Prior YTD: 20,507.00

Prior Amount: 20,510.00

Prior YTD: 20,510.00

Prior Explanation of Update: Corrections made in the Customer Protection Division's complaints database resulted in an increase to the number of information requests concluded.

| | | | | | |
|------------------|-----------|-----------|-----------|--------|-----------------------|
| Quarter 2 | 75,000.00 | 17,245.00 | 37,755.00 | 50.34% | 33,750.00 - 41,250.00 |
|------------------|-----------|-----------|-----------|--------|-----------------------|

Explanation of Update: Corrections made in the Customer Protection Division's complaints database resulted in an increase to the number of information requests concluded.

Prior Amount: 17,239.00

Prior YTD: 37,746.00

Prior Amount: 17,245.00

Prior YTD: 37,755.00

Prior Explanation of Update: Corrections made in the Customer Protection Division's complaints database resulted in an increase to the number of information requests concluded.

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|---|-------------|-------------|-----------|--------------------------|-----------------------|
| Output Measures | | | | | |
| 1 INFO REQUEST RESPONSES | | | | | |
| Quarter 3 | 75,000.00 | 17,355.00 | 55,110.00 | 73.4% | 52,500.00 - 60,000.00 |
| <u>Explanation of Update:</u> Corrections made in the Customer Protection Division's complaints database, and General Law's public information request database resulted in an increase to the number of information requests concluded. | | | | | |
| <u>Prior Amount:</u> 17,351.00 | | | | | |
| <u>Prior YTD:</u> 55,097.00 | | | | | |
| Quarter 4 | 75,000.00 | 18,718.00 | 73,828.00 | 98.44% | 71,250.00 - 78,750.00 |
| <u>2-2-1 ASSIST CUSTOMERS</u> | | | | | |
| 1 # OF COMPLAINTS CONCLUDED | | | | | |
| Quarter 1 | 13,000.00 | 2,922.00 | 2,922.00 | 22.48% | 2,600.00 - 3,900.00 |
| Quarter 2 | 13,000.00 | 2,252.00 | 5,174.00 | 39.80% | 5,850.00 - 7,150.00 |
| <u>Explanation of Variance:</u> As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers. | | | | | |

* Varies by 5% or more from target.

Actual Performance for Output/Efficiency Measures with Updates

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|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|

Output Measures

1 # OF COMPLAINTS CONCLUDED

| | | | | | |
|------------------|-----------|----------|----------|--------|----------------------|
| Quarter 3 | 13,000.00 | 2,150.00 | 7,324.00 | 56.34% | 9,100.00 - 10,400.00 |
|------------------|-----------|----------|----------|--------|----------------------|

Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.

| | | | | | |
|------------------|-----------|----------|----------|-------|-----------------------|
| Quarter 4 | 13,000.00 | 2,564.00 | 9,888.00 | 76.0% | 12,350.00 - 13,650.00 |
|------------------|-----------|----------|----------|-------|-----------------------|

Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.

Efficiency Measures

1-1-1 MARKET COMPETITION

*

1 AVERAGE DAYS/COA & SPCOA

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 1 | 60.00 | 38.00 | 38.00 | 63.33% | 57.00 - 63.00 |
|------------------|-------|-------|-------|--------|---------------|

Explanation of Variance: The Commission processed 11 SPCOA dockets and no COA dockets for the first quarter of FY 2012. All dockets, except two, were processed in less than the targeted 60 days. The first exception was due to reconsideration of dismissal and subsequent final approval. The second exception was due to requests for extensions of time. Additionally, three proceedings were processed in 10 days due to consolidation into a single pending proceeding. The combined average number of days for all dockets was less than the targeted 60 days, which is desirable.

* Varies by 5% or more from target.

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| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Efficiency Measures

1 AVERAGE DAYS/COA & SPCOA

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 2 | 60.00 | 52.00 | 45.00 | 75.00% | 57.00 - 63.00 |
|------------------|-------|-------|-------|--------|---------------|

Explanation of Variance: The Commission processed 12 SPCOA dockets and no COA dockets for the second quarter of FY 2012. All dockets, except two, were processed in less than the targeted 60 days, which is desirable. The first exception was due to a request for extension of time. The second exception was due to an abatement of the proceeding.

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 3 | 60.00 | 47.00 | 46.00 | 76.67% | 57.00 - 63.00 |
|------------------|-------|-------|-------|--------|---------------|

Explanation of Variance: The Commission processed eight SPCOA dockets and no COA dockets for the third quarter of FY 2012. All dockets were processed in less than the targeted 60 days, which is desirable.

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 4 | 60.00 | 51.00 | 47.00 | 78.33% | 57.00 - 63.00 |
|------------------|-------|-------|-------|--------|---------------|

Explanation of Variance: For the fourth quarter of FY 2012, the Commission processed 11 SPCOA dockets and no COA dockets. All dockets, except two, were processed in less than the targeted 60 days. Exceptions were due to requests for extension and/or subsequent dismissal of an application. During FY 2012, the Commission processed a total of 42 SPCOA dockets and no COA dockets, with six not meeting the 60 day target. The combined average number of 47 days for all dockets was well within the target of 60, which is desirable.

1-2-1 UTILITY REGULATION

1 AVG DAYS PROCESS RATE CASE FOR TDU

| | | | | | |
|------------------|--------|--------|------|-------|-----------------|
| Quarter 1 | 220.00 | 0.00 * | 0.00 | 0.00% | 209.00 - 231.00 |
|------------------|--------|--------|------|-------|-----------------|

Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were no major electric rate cases that fit the definition of a TDU completed within the first quarter fiscal year 2012.

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* Varies by 5% or more from target.

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|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|
|------------------------------|------------------------|------------------------|---------------------|-------------------------------------|---------------------|

Efficiency Measures

1 AVG DAYS PROCESS RATE CASE FOR TDU

| | | | | | |
|------------------|--------|------|------|-------|-----------------|
| Quarter 2 | 220.00 | 0.00 | 0.00 | 0.00% | 209.00 - 231.00 |
|------------------|--------|------|------|-------|-----------------|

Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were no major electric rate cases that fit the definition of a TDU completed within the second quarter of fiscal year 2012.

| | | | | | |
|------------------|--------|--------|--------|--------|-----------------|
| Quarter 3 | 220.00 | 130.00 | 130.00 | 59.09% | 209.00 - 231.00 |
|------------------|--------|--------|--------|--------|-----------------|

Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were two major electric rate cases that fit the definition of a TDU completed within the third quarter of fiscal year 2012. This measure is difficult to project because the processing time for rate cases depends on the complexity of the issues in each case, which is highly variable.

| | | | | | |
|------------------|--------|------|--------|--------|-----------------|
| Quarter 4 | 220.00 | 0.00 | 130.00 | 59.09% | 209.00 - 231.00 |
|------------------|--------|------|--------|--------|-----------------|

Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). No major electric rate cases that fit the definition of a TDU were completed within the fourth quarter of fiscal year 2012. Year to date performance includes two major electric rate cases involving a transmission and distribution utility completed throughout FY 2012 resulting in an average of 130 days to process. Both cases were settled by stipulation negating the need for a hearing on the merits. This measure is difficult to project because the processing time for rate cases depends on the complexity of the issues in each case, which is highly variable.

2-1-1 PROVIDE FACTS ABOUT CHANGES

1 % INFO ELECTRONIC DISTRIBUTION

*

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* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Efficiency Measures

1 % INFO ELECTRONIC DISTRIBUTION

| | | | | | |
|------------------|---------|---------|---------|-----------|---------------|
| Quarter 1 | 75.00 % | 84.95 % | 84.95 % | 113.27% * | 71.25 - 78.75 |
|------------------|---------|---------|---------|-----------|---------------|

Explanation of Variance: The percentage is up for the first quarter of FY 2012 because we did not have any numbers to report from the PUC's marketing contractor, Whitley, and we had very low numbers for distribution of non-electronic products directly from the agency. A larger number of non-electric products is expected to be distributed in the third and fourth quarters with National Night Out, 4th of July, and other summer and back to school events. As a result, the percentage should be closer to target by the end of the fiscal year.

Prior Amount: 84.95

Prior YTD: 84.95

| | | | | | |
|------------------|---------|---------|---------|-----------|---------------|
| Quarter 2 | 75.00 % | 82.18 % | 83.62 % | 111.49% * | 71.25 - 78.75 |
|------------------|---------|---------|---------|-----------|---------------|

Explanation of Variance: The percentage remains high for the second quarter of FY 2012 because we had very low numbers to report from the PUC's marketing contractor, Whitley, and we had low numbers for distribution of non-electronic products directly from the agency. A larger number of non-electric products is expected to be distributed in the third and fourth quarters with National Night Out, 4th of July, and other summer and back to school events. As a result, the percentage should be closer to target by the end of the fiscal year.

Explanation of Update: No update this quarter.

Prior Amount: 82.18

Prior YTD: 83.62

Prior Amount: 82.18

Prior YTD: 83.62

Prior Explanation of Update: No update this quarter.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Efficiency Measures

1 % INFO ELECTRONIC DISTRIBUTION

| | | | | | |
|------------------|---------|---------|---------|----------|---------------|
| Quarter 3 | 75.00 % | 52.73 % | 68.05 % | 90.73% * | 71.25 - 78.75 |
|------------------|---------|---------|---------|----------|---------------|

Explanation of Variance: The percentage lowered in the third quarter of FY 2012. Warming weather increased product distribution in all categories, but the largest increase was seen in materials distributed via our storage/shipping contractor, Whitley.

Explanation of Update: An end of year review resulted in slightly modified numbers.

Prior Amount: 52.52

Prior YTD: 67.92

| | | | | | |
|------------------|---------|---------|---------|----------|---------------|
| Quarter 4 | 75.00 % | 67.24 % | 67.82 % | 90.43% * | 71.25 - 78.75 |
|------------------|---------|---------|---------|----------|---------------|

Explanation of Variance: Since Texas enjoyed a milder winter and summer in 2012, there were less requests for electronic materials. Also, beginning in June 2011, the PUC's web log analyzing software stopped logging some website hits. This has caused the reported numbers to be lower than projected. The agency believes this is a software issue and is exploring possible solutions to this issue.

Prior Amount: 67.24

Prior YTD: 67.82

2-2-1 ASSIST CUSTOMERS

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|-----------------------|-------------|-------------|----------|--------------------------|--------------|
|-----------------------|-------------|-------------|----------|--------------------------|--------------|

Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 1 | 30.00 | 17.00 | 17.00 | 56.67% | 28.50 - 31.50 |
|------------------|-------|-------|-------|--------|---------------|

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

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 2 | 30.00 | 15.00 | 16.00 | 53.33% | 28.50 - 31.50 |
|------------------|-------|-------|-------|--------|---------------|

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

*

* Varies by 5% or more from target.

Actual Performance for Output/Efficiency Measures with Updates
 82nd Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

10/12/2012 9:37:00AM

Agency code: **473**

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

| Type/Strategy/Measure | 2012 Target | 2012 Actual | 2012 YTD | Percent of Annual Target | Target Range |
|------------------------------|--------------------|--------------------|-----------------|---------------------------------|---------------------|
|------------------------------|--------------------|--------------------|-----------------|---------------------------------|---------------------|

Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 3 | 30.00 | 15.00 | 16.00 | 53.33% | 28.50 - 31.50 |
|------------------|-------|-------|-------|--------|---------------|

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

| | | | | | |
|------------------|-------|-------|-------|--------|---------------|
| Quarter 4 | 30.00 | 16.00 | 16.00 | 53.33% | 28.50 - 31.50 |
|------------------|-------|-------|-------|--------|---------------|

Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric and telephone service providers respond to complaints that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. The agency's performance can also be attributed to routine staff development including employee presentations on new or amended Commission rules, policies and procedures as well as attending industry sponsored training. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints. The average number of days to conclude complaints that were closed in FY 2012 was well below target, which is desirable.

*

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES
473 - Public Utility Commission of Texas
Fiscal Year 2012
10/12/2012

Agency code: **473**

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

| Type/Strategy/Measure | 2012 Target | 2012 YTD | Percent of Annual Target |
|------------------------------|------------------------|---------------------|-------------------------------------|
|------------------------------|------------------------|---------------------|-------------------------------------|

Explanatory/Input Measures

2-1-1 PROVIDE FACTS ABOUT CHANGES

1 # OF WEBSITE HITS

| | | | | |
|------------------|------------|------------|-------|---|
| Quarter 1 | 280,500.00 | 252,485.00 | 90.01 | * |
|------------------|------------|------------|-------|---|

Explanation of Variance: Utility customers are primarily visiting the PUC web site for three purposes - information, education and communication. The page views with the most traffic (in descending order) are: How to File a Complaint, Telephone Solicitation and Phone provider searches. Also, beginning in June 2011, the PUC's web log analyzing software stopped logging some website hits. This has caused the reported numbers to be lower than projected. The agency believes this is a software issue and is exploring possible solutions to this issue.

%

* Varies by 5% or more from target.