

Public Utility Commission

PERFORMANCE MEASURES REPORT

**Fiscal Year 2016
Annual**



September 1, 2015 - August 31, 2016

Performance Measures Reported In LBB ABEST

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

473 - Public Utility Commission of Texas

Fiscal Year 2016

10/7/2016

Outcomes with Cover Page and Update Explanation
 84th Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 10/7/2016
 TIME: 12:37:26PM
 PAGE: 2 OF 3

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2016 Target	2016 YTD	Percent of Annual Target	Target Range
<u>1-1 MAINTAIN COMPETITION</u>				
1 % SERVED BY CITIES CERTIFIED	75.00 %	71.59 %	95.45 %	
<u>Prior YTD:</u>				
4 RELATIVE ELEC PRICE: RESIDENTIAL	99.00 %	92.46 %	93.39 % *	
<u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for approximately 50% of its generation output, as compared to 25-30% nationally. Therefore, the stability of the lower natural gas prices over recent years has affected rates in the ERCOT competitive market of Texas to a greater extent than it has 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	119.00 %	123.14 %	103.48 %	
<u>Prior YTD:</u>				
8 RELATIVE ELEC OFFER PRICE: RES	90.00 %	76.47 %	84.97 % *	
<u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for approximately 50% of its generation output, as compared to 25-30% nationally. Therefore, the stability of the lower natural gas prices over recent years has affected rates in the ERCOT competitive market of Texas to a greater extent than it has on a national level. Performance on this measure is lower than the annual target, which is desirable. Retail Electric Providers have engaged in marketing and pricing techniques utilizing usage credits where the effective rate on Power-to-Choose can appear to be as low as \$0.01/kWh. This practice has pushed down the Power-to-Choose average when compared to the National Average -- which remained fairly unchanged during the reporting period.				

Prior YTD:

1-2 REGULATE SERVICE PROVIDERS

* Varies by 5% or more from target.

Outcomes with Cover Page and Update Explanation
 84th Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/7/2016**
 TIME: **12:37:26PM**
 PAGE: **3 OF 3**

Agency code: **473**

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

<u>Type/Objective/Measure</u>	2016 Target	2016 YTD	Percent of Annual Target	Target Range
1 % OF NAT'L AVG RESIDENTIAL PH BILL	110.00 %	129.80 %	118.00 % *	
<u>Explanation of Variance:</u> The deviation from the target can be attributed to the largest telephone providers (AT&T Texas, Frontier Communications - f.k.a. Verizon, CenturyLink) being allowed to increase monthly rates for single-line residential service in regulated exchanges while reducing dependence on the Texas High Cost Universal Service fund. The monthly residential bill national average is \$18.57 and below the \$24 ceiling that has been allowed to the largest providers. AT&T Texas, the largest provider, has had all its exchanges deregulated and is no longer a participant in the Texas High Cost Universal Service Fund. As such, the monthly rate for AT&T Texas is at \$26.00. Frontier Communications (f.k.a. Verizon) is at the \$24 ceiling in all of its regulated exchanges and at \$31.00 in its deregulated exchanges.				
<u>Prior YTD:</u>				
<u>2-2 RESOLVE COMPLAINTS</u>				
1 % CUST COMPLAINTS RESOLVED (IRP)	99.00 %	99.46 %	100.46 %	
<u>Prior YTD:</u>				
<u>3-1 FINANCIAL ASSISTANCE</u>				
1 % LOW-INCOME CUST PROVIDED DISCOUNT	96.00 %	96.36 %	100.38 %	
<u>Prior YTD:</u>				

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
473 - Public Utility Commission of Texas
Fiscal Year 2016
10/7/2016

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1-1-1 MARKET COMPETITION

2 # INVESTIGATIONS FOR MKT POWER ELEC

Quarter 1	8.00	1.00	1.00	12.50 % *	1.60 - 2.40
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Explanation of Variance: The number of market-power related investigations in any fiscal year is difficult to predict given the nature, timing and litigation associated with the myriad of possible enforcement actions.

Quarter 2	8.00	0.00	1.00	12.50 % *	3.60 - 4.40
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Explanation of Variance: The number of market-power related investigations in any fiscal year is difficult to predict given the nature, timing and litigation associated with the myriad of possible enforcement actions.

Quarter 3	8.00	2.00	3.00	37.50 % *	5.60 - 6.40
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Explanation of Variance: The number of market-power related investigations in any fiscal year is difficult to predict given the nature, timing and litigation associated with the myriad of possible enforcement actions.

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

3 # OF CASES COMPLETED RELATED COMP

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

3 # OF CASES COMPLETED RELATED COMP

Quarter 1	350.00	48.00	48.00	13.71 % *	70.00 - 105.00
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Explanation of Variance: A total of 48 cases were completed in the first quarter of FY 2016 of which, 11 were related to electric providers and 37 were related to telecommunications providers. The majority of telecommunication cases were applications for or to amend an interconnection agreement and the majority of electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition.

Prior Amount: 48.00

Prior YTD: 48.00

Quarter 2	350.00	51.00	99.00	28.29 % *	157.50 - 192.50
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Explanation of Variance: A total of 49 cases were completed in the second quarter of FY 2016 of which, 17 were related to electric providers and 32 were related to telecommunications providers. The majority of electric cases were for or to amend a retail electric provider certificate; majority of the telecommunication cases were split between applications for or to amend an interconnection agreement or to amend a certificate of operating authority or service provider certificate of operating authority. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition. Updated this measure's result during Q4. 10/7/2016

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in one additional closure and one reclassification to the appropriate subclass in the second quarter.

Prior Amount: 51.00

Prior YTD: 99.00

Prior Amount: 51.00

Prior YTD: 99.00

Prior Explanation of Update: This is the record before re-open update.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

3 # OF CASES COMPLETED RELATED COMP

Quarter 3	350.00	65.00	164.00	46.86 % *	245.00 - 280.00
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Explanation of Variance: A total of 64 cases were completed in the third quarter of FY 2016 of which, 13 were related to electric providers and 51 were related to telecommunications providers. The majority of electric cases were for or to amend a retail electric provider certificate and a majority of the telecommunication cases were split between applications for or to amend an interconnection agreement or for or to amend a certificate of operating authority or service provider certificate of operating authority. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition. Updated this measure's result during Q4. 10/7/2016

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in one reclassification to the appropriate subclass in the third quarter.

Prior Amount: 65.00

Prior YTD: 164.00

Prior Amount: 65.00

Prior YTD: 164.00

Prior Explanation of Update: This is the record before re-open update.

Quarter 4	350.00	82.00	246.00	70.29 % *	332.50 - 367.50
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Explanation of Variance: A total of 82 cases were completed in the fourth quarter of FY 2016 of which, 20 were related to electric providers and 62 were related to telecommunications providers. The majority of electric cases were applications for or to amend a retail electric provider certificate and a majority of the telecommunication cases were applications for or to amend an interconnection agreement. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition.

Prior Amount: 82.00

Prior YTD: 246.00

1-2-1 UTILITY REGULATION

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 1	50.00	23.00	23.00	46.00 % *	10.00 - 15.00
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Explanation of Variance: During the first quarter of FY 2016 one major and 22 minor electric rate cases were completed. The majority of cases completed were adjustments to energy efficiency cost recovery factors or updates to transmission cost of service rates. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates.

Prior Amount: 23.00

Prior YTD: 23.00

Quarter 2	50.00	14.00	37.00	74.00 % *	22.50 - 27.50
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Explanation of Variance: During the second quarter of FY 2016 three major and 11 minor electric rate cases were completed. The majority of cases completed were adjustments to energy efficiency cost recovery factors or updates to transmission cost of service rates. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates.

Prior Amount: 14.00

Prior YTD: 37.00

Quarter 3	50.00	4.00	41.00	82.00 % *	35.00 - 40.00
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Explanation of Variance: During the third quarter of FY 2016 one major and four minor electric rate cases were completed. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates. Updated this measure's result during Q4. 10/7/2016

Explanation of Update: End of year detailed review of all remaining open control numbers resulted in one reclassification to the appropriate subclass in the third quarter.

Prior Amount: 4.00

Prior YTD: 41.00

Prior Explanation of Update: This is the record before re-open update.

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

10/7/2016 12:45:32PM

84th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 4	50.00	18.00	59.00	118.00 % *	47.50 - 52.50
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Explanation of Variance: During the fourth quarter of FY 2016 two major and 16 minor electric rate cases were completed. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates. 10/7/2016

Prior Amount: 18.00

Prior YTD: 59.00

2 # OF RATE CASES COMPLETED TELECOM

Quarter 1	10.00	0.00	0.00	0.00 % *	2.00 - 3.00
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Explanation of Variance: The Commission processed no rate cases for regulated telecommunications providers for the first quarter of FY 2016. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

Quarter 2	10.00	3.00	3.00	30.00 % *	4.50 - 5.50
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Explanation of Variance: The Commission processed three rate cases for regulated telecommunications providers for the second quarter of FY 2016. 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	10.00	2.00	5.00	50.00 % *	7.00 - 8.00
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Explanation of Variance: The Commission processed two rate cases for regulated telecommunications providers for the third quarter of FY 2016. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

2 # OF RATE CASES COMPLETED TELECOM

Quarter 4	10.00	3.00	8.00	80.00 % *	9.50 - 10.50
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Explanation of Variance: The Commission processed three rate cases for regulated telecommunications providers for the fourth quarter of FY 2016. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

5 # WATER UTILITY RATE REVIEWS

Quarter 1	450.00	7.00	7.00	1.56 % *	90.00 - 135.00
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Explanation of Variance: The number of Rate Reviews performed was less than the set measure. This number relates to the number of rate related applications that were completed by the PUC during the first quarter of 2016. This number is also related to the number of rate review requests received from the public. The overall number of rate review requests filed with the PUC has declined since the transfer of the rates program from the TCEQ to the PUC. While many utilities have informed the PUC that they intend to file, most of those utilities were waiting for new regulations and applications to become effective. These new regulations became effective 09/01/2015 and new forms were also adopted.

Quarter 2	450.00	20.00	27.00	6.00 % *	202.50 - 247.50
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Explanation of Variance: The number of Rate Reviews performed was less than the set measure. This number relates to the number of rate related applications that were completed by the PUC during the second quarter of 2016. The overall number of rate review requests filed with the PUC has declined since the transfer of the rates program from the TCEQ to the PUC. While many utilities have informed the PUC that they intend to file, most of those utilities were waiting for new regulations and applications to become effective. These new regulations became effective 09/01/2015 and new forms were recently adopted. As the public becomes more familiar with the new regulations, the number of filings is expected to increase slightly; however, it is expected to be less than the set measure the first year after implementation.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

5 # WATER UTILITY RATE REVIEWS

Quarter 3	450.00	37.00	64.00	14.22 % *	315.00 - 360.00
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Explanation of Variance: The number of Rate Reviews performed was less than the set measure. This number relates to the number of rate related applications that were completed by the PUC during the third quarter of 2016. The overall number of rate review requests filed with the PUC has declined since the transfer of the rates program from the TCEQ to the PUC. While many utilities have informed the PUC that they intend to file, most of those utilities were waiting for new regulations and applications to become effective. These new regulations became effective 09/01/2015 and new forms were adopted within the last year. As the public becomes more familiar with the new regulations, the number of filings is expected to increase slightly; however, it is expected to be less than the set measure the first few years after implementation until the public becomes more familiar with the process.

Quarter 4	450.00	23.00	87.00	19.33 % *	427.50 - 472.50
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Explanation of Variance: The number of Rate Reviews performed was less than the set measure. This number relates to the number of rate related applications that were completed by the PUC during the fourth quarter of 2016. The overall number of rate review requests filed with the PUC has declined since the transfer of the rates program from the TCEQ to the PUC. While many utilities have informed the PUC that they intend to file, most of those utilities were waiting for new regulations and applications to become effective. These new regulations became effective 09/01/2015 and new forms were adopted within the last year. As the public becomes more familiar with the new regulations, the number of filings is expected to increase slightly; however, it is expected to be less than the set measure the first few years after implementation until the public becomes more familiar with the process.

6 # WATER CCN APPS PROCESSED

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

6 # WATER CCN APPS PROCESSED

Quarter 1	130.00	14.00	14.00	10.77 % *	26.00 - 39.00
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Explanation of Variance: The number of CCN applications processed is less than the set measure. This number relates to the number of CCN related applications that were completed by the PUC during the first quarter of 2016. This number is also related to the number of CCN applications received from the public. While a sufficient number of CCN related applications have been filed with the PUC, these cases are still pending as they are either still in the comment period, are contested or are currently undergoing administrative or technical review.

Quarter 2	130.00	76.00	90.00	69.23 % *	58.50 - 71.50
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Explanation of Variance: The number of CCN applications processed is greater than the set measure. This number relates to the number of CCN related applications that were completed by the PUC during the second quarter of 2016. This number is also related to the number of CCN applications received from the public. The number of CCN related applications is tied to growth and development in Texas. With growth and development being strong in Texas in FY 2016, the number of CCN applications processed is expected to be above the set measure.

Quarter 3	130.00	54.00	144.00	110.77 % *	91.00 - 104.00
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Explanation of Variance: The number of CCN applications processed is greater than the set measure. This number relates to the number of CCN related applications that were completed by the PUC during the third quarter of 2016. This number is also related to the number of CCN applications received from the public. The number of CCN related applications is tied to growth and development in Texas. With growth and development being strong in Texas in FY 2016, the number of CCN applications processed has exceeded the set measure.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

6 # WATER CCN APPS PROCESSED

Quarter 4	130.00	60.00	204.00	156.92 % *	123.50 - 136.50
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Explanation of Variance: The number of CCN applications processed is greater than the set measure. This number relates to the number of CCN related applications that were completed by the PUC during the fourth quarter of 2016. This number is also related to the number of CCN applications received from the public. The number of CCN related applications is tied to growth and development in Texas. With growth and development being strong in Texas in FY 2016, the number of CCN applications processed has exceeded the set measure.

2-1-1 INFORMATION AND EDUCATION EFFORTS

1 INFO REQUEST RESPONSES

Quarter 1	70,000.00	12,972.00	12,972.00	18.53 % *	14,000.00 - 21,000.00
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Explanation of Variance: This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. The Customer Protection Division showed a decline in phone calls to the Intake Center as there were no major weather or industry issues that took place in the first quarter of FY'16. Updated this measure's result in Q4. 10/7/16

Explanation of Update: The number originally reported was transposed. In addition, corrections made in the complaints database by the complaints resolution staff resulted in a change in number of Information Requests closed for this quarter.

Prior Amount: 12,972.00

Prior YTD: 12,972.00

Prior Amount: 12,972.00

Prior YTD: 12,972.00

Prior Explanation of Update: This is the record before re-open update.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1 INFO REQUEST RESPONSES

Quarter 2	70,000.00	11,272.00	24,244.00	34.63 % *	31,500.00 - 38,500.00
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Explanation of Variance: This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. The Customer Protection Division showed a decline in phone calls to the Intake Center as there were no major weather or industry issues that took place, the holiday season occurred and staffing changes impacted the number of calls completed during this quarter. Updated this measure's result during Q4. 10/7/16

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

Prior Amount: 11,272.00

Prior YTD: 24,064.00

Prior Amount: 11,272.00

Prior YTD: 24,064.00

Prior Explanation of Update: This is the record before re-open update.

Prior Amount: 11,272.00

Prior YTD: 24,244.00

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1 INFO REQUEST RESPONSES

Quarter 3	70,000.00	12,191.00	36,435.00	52.05 % *	49,000.00 - 56,000.00
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Explanation of Variance: This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. The Customer Protection Division showed a slight increase in phone calls and inquiries to the Intake Center as a result of a telephone transfer of ownership that took place this quarter. Updated this measure's result during Q4. 10/7/16

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

Prior Amount: 12,191.00

Prior YTD: 36,255.00

Prior Explanation of Update: This is the record before re-open update.

Prior Amount: 12,191.00

Prior YTD: 36,435.00

Quarter 4	70,000.00	13,610.00	50,045.00	71.49 % *	66,500.00 - 73,500.00
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Explanation of Variance: This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. The Customer Protection Division shows a decline in phone calls to the Intake Center as there were no major weather or industry issues that took place and the Intake Center was down four staff members. Updated prior quarters. 10/7/16

Prior Amount: 13,610.00

Prior YTD: 50,045.00

2-2-1 ASSIST CUSTOMERS

1 # OF COMPLAINTS CONCLUDED

* Varies by 5% or more from target.

Agency code: **473**

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

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF COMPLAINTS CONCLUDED

Quarter 1	9,000.00	1,788.00	1,788.00	19.87 % *	1,800.00 - 2,700.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers. Updated this measures result during Q4. 10/7/16

Explanation of Update: Updates in the first quarter changed some a complaint to non-jurisdictional inquiry.

Prior Amount: 1,788.00

Prior YTD: 1,788.00

Prior Amount: 1,788.00

Prior YTD: 1,788.00

Prior Explanation of Update: This is the record before re-open update.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF COMPLAINTS CONCLUDED

Quarter 2	9,000.00	1,283.00	3,071.00	34.12 % *	4,050.00 - 4,950.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers. The Customer Protection Division showed a decline in complaints closed as there were no major weather or industry issues that took place, the holiday season occurred and staffing changes impacted the number of complaints closed during this quarter. Updated this measure's result during Q4. 10/7/16

Explanation of Update: Updates in the second quarter changed some complaints to non-jurisdictional inquiries.

Prior Amount: 1,283.00

Prior YTD: 3,071.00

Prior Amount: 1,283.00

Prior YTD: 3,072.00

Prior Amount: 1,283.00

Prior YTD: 3,072.00

Prior Explanation of Update: This is the record before re-open update.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
-----------------------	-------------	-------------	----------	--------------------------	--------------

Output Measures

1 # OF COMPLAINTS CONCLUDED

Quarter 3	9,000.00	1,222.00	4,293.00	47.70 % *	6,300.00 - 7,200.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers. The Customer Protection Division showed a decline in complaints closed as there were no major weather incidents that took place; plus staffing changes impacted the number of complaints closed during this quarter. Updated this measure's result during Q4. 10/7/16

Explanation of Update: Updates in the third quarter changed some complaints to non-jurisdictional inquiries.

Prior Amount: 1,222.00

Prior YTD: 4,293.00

Prior Amount: 1,222.00

Prior YTD: 4,300.00

Prior Explanation of Update: This is the record before re-open update.

Quarter 4	9,000.00	1,486.00	5,779.00	64.21 % *	8,550.00 - 9,450.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers. Updates made to prior quarters. 10/7/16

Prior Amount: 1,486.00

Prior YTD: 5,779.00

Efficiency Measures

1-1-1 MARKET COMPETITION

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

10/7/2016 12:45:32PM

84th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS/COA & SPCOA

Quarter 1	60.00	60.00	60.00	100.00 %	57.00 - 63.00
Quarter 2	60.00	58.00	58.00	96.67 %	57.00 - 63.00
Quarter 3	60.00	52.00	56.00	93.33 % *	57.00 - 63.00

Explanation of Variance: The Commission processed no COA and 19 SPCOA dockets for the third quarter of FY 2016. No dockets were processed within the targeted 38 days. All dockets, except three, were processed within 60 days as required by the Public Utility Regulatory Act. The three exceptions were due to (1) additional time needed for acquisition and review of required supplemental information; or (2) the need for clarifications to the application. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes to COAs or SPCOAs.

Quarter 4	60.00	56.00	56.00	93.33 % *	57.00 - 63.00
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Explanation of Variance: The Commission processed one COA and 11 SPCOA dockets for the fourth quarter of FY 2016. All dockets, except four, were processed within 60 days as required by the Public Utility Regulatory Act. The four exceptions were due to (1) additional time needed for acquisition and review of required supplemental information; (2) the need for clarifications to the application; or (3) requests for additional time by applicant. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes to COAs or SPCOAs.

1-2-1 UTILITY REGULATION

1 AVG DAYS PROCESS RATE CASE FOR TDU

* Varies by 5% or more from target.

Agency code: **473**

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

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVG DAYS PROCESS RATE CASE FOR TDU

Quarter 1	220.00	129.00	129.00	58.64 % *	209.00 - 231.00
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Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There was one major electric rate case that fit the definition of a TDU that was completed within the first quarter of FY 2016. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

Quarter 2	220.00	327.00	277.00	125.91 % *	209.00 - 231.00
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Explanation of Variance: This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were three major electric rate cases that fit the definition of a TDU that was completed within the second quarter of FY 2016. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

Quarter 3	220.00	43.00	230.00	104.55 %	209.00 - 231.00
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Quarter 4	220.00	457.00	295.00	134.09 % *	209.00 - 231.00
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Explanation of Variance: This measure reflects the average number of days to complete a major electric rate case for a transmission and distribution utility (TDU). There were two major electric rate cases that fit the definition of a TDU that were completed within the fourth quarter of FY 2016. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

2-1-1 INFORMATION AND EDUCATION EFFORTS

1 % INFO ELECTRONIC DISTRIBUTION

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 % INFO ELECTRONIC DISTRIBUTION

Quarter 1	80.00 %	89.22 %	89.22 %	111.53 % *	76.00 - 84.00
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Explanation of Variance: Successful outreach efforts at the beginning of the quarter resulted in increased website traffic. This assisted in helping us exceed the measure for this quarter.

Quarter 2	80.00 %	95.28 %	92.18 %	115.23 % *	76.00 - 84.00
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Explanation of Variance: A higher distribution of electronic products through website hits and fact sheet downloads resulted in exceeding the target during this quarter. There were also fewer outreach events during this quarter that limited distribution of hard copy products.

Quarter 3	80.00 %	90.70 %	91.62 %	114.53 % *	76.00 - 84.00
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Explanation of Variance: Numerous outreach efforts throughout this quarter resulted in increased website traffic. This assisted in helping us exceed the measure for this quarter.

Quarter 4	80.00 %	93.48 %	92.14 %	115.18 % *	76.00 - 84.00
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Explanation of Variance: Numerous outreach efforts throughout this quarter resulted in increased website traffic. This assisted in helping us exceed the measure for this quarter.

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	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

Quarter 1	15.00	17.00	17.00	113.33 % *	14.25 - 15.75
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded to them by the Commission. They currently have 21 days from the date sent to the utility to respond to the complaint. The PUC continues to work with the service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints.

Quarter 2	15.00	17.00	17.00	113.33 % *	14.25 - 15.75
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded to them by the Commission. They currently have 21 days from the date sent to the utility to respond to the complaint. The PUC continues to work with the service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2016 Target	2016 Actual	2016 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

Quarter 3	15.00	19.00	18.00	120.00 % *	14.25 - 15.75
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded to them by the Commission. They currently have 21 days from the date sent to the utility to respond to the complaint. The PUC continues to work with service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints.

Quarter 4	15.00	19.00	18.00	120.00 % *	14.25 - 15.75
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Explanation of Variance: The agency's performance for this measure is dependent, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve their understanding of the process and to develop good working relationships. Also, implementing enhancements identified by users of the complaint database have improved its functionality and efficiency in entering data to facilitate complaint handling. Quality checks are performed on the entered data and concluded complaints are periodically audited to ensure the complaint file data is complete and accurate. These activities contribute to strengthening the knowledge base and performance of staff who readily engage in educating customers and investigating complaints. PUC Subst. Rule 25.30(a) requires the complainant to be advised of the complaint resolution within 21 days.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES
473 - Public Utility Commission of Texas
Fiscal Year 2016
10/7/2016

Explanatory Measures with Cover Page and Update Explanation
 84th Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

10/7/2016 12:51:28PM

Agency code: **473**

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

Type/Strategy/Measure	2016 Target	2016 YTD	Percent of Annual Target
Explanatory/Input Measures			
<u>2-1-1 INFORMATION AND EDUCATION EFFORTS</u>			
1 # OF WEBSITE HITS	360,000.00	343,962.00	95.55 %

* Varies by 5% or more from target.