

**Public Utility Commission**

**PERFORMANCE MEASURES REPORT**

**Fiscal Year 2017  
Annual**



**September 1, 2016 - August 31, 2017**

**Performance Measures Reported In LBB ABEST**



**ACTUAL PERFORMANCE FOR OUTCOME MEASURES**

**473 - Public Utility Commission of Texas**

**Fiscal Year 2017**

**10/13/2017**

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

DATE: 10/13/2017  
 TIME: 9:57:23AM  
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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2017 Target	2017 YTD	Percent of Annual Target	Target Range
<u>1-1 MAINTAIN COMPETITION</u>				
1 % SERVED BY CITIES CERTIFIED	75.00 %	71.03 %	94.71 % *	
<u>Explanation of Variance:</u> The maturing certificated telecommunications market has experienced mergers and acquisitions of current providers. Voice over Internet Protocol (VoIP) are offering telecommunication service as well but are not reflected in this measure.				
<u>Prior YTD:</u>				
4 RELATIVE ELEC PRICE: RESIDENTIAL	100.00 %	86.39 %	86.39 % *	
<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	116.00 %	116.43 %	100.37 %	
<u>Prior YTD:</u>				
8 RELATIVE ELEC OFFER PRICE: RES	90.00 %	72.87 %	80.97 % *	
<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.				
<u>Prior YTD:</u>				
<u>1-2 REGULATE SERVICE PROVIDERS</u>				

\* Varies by 5% or more from target.

**Outcomes with Cover Page and Update Explanation**  
 84th Regular Session, Performance Reporting  
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DATE: 10/13/2017  
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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2017 Target	2017 YTD	Percent of Annual Target	Target Range
1 % OF NAT'L AVG RESIDENTIAL PH BILL	108.00 %	129.76 %	120.15 % *	
<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 \$18.75 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 \$27.00. Similarly, Frontier Communications (f.k.a. Verizon) has had all of its exchanges deregulated. While most of Frontier's deregulated exchanges are at monthly rate of \$31.00, there are still a few of its most recently deregulated exchanges that remain at the \$24.00 ceiling.				
<u>Prior YTD:</u>				
<u>2-2 RESOLVE COMPLAINTS</u>				
1 % CUST COMPLAINTS RESOLVED (IRP)	99.00 %	99.35 %	100.35 %	
<u>Prior YTD:</u>				
<u>3-1 FINANCIAL ASSISTANCE</u>				
1 % LOW-INCOME CUST PROVIDED DISCOUNT	0.00 %	0.00 %	0.00 % *	
<u>Explanation of Variance:</u>				
<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 2017**  
**10/13/2017**

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1-1-1 MARKET COMPETITION

2 # INVESTIGATIONS FOR MKT POWER ELEC

<b>Quarter 1</b>	8.00	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.

Prior Amount: 1.00

Prior YTD: 1.00

<b>Quarter 2</b>	8.00	9.00	10.00	125.00 % *	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.

Explanation of Update: In its Q4 2017 report, the IMM updated its Q2 result from 1 to 5.

Prior Amount: 5.00

Prior YTD: 6.00

Prior Amount: 5.00

Prior YTD: 6.00

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	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

2 # INVESTIGATIONS FOR MKT POWER ELEC

<b>Quarter 3</b>	8.00	5.00	15.00	187.50 % *	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.

Explanation of Update: In its Q4 2017 report, the IMM updated its Q3 result from 0 to 2.

Prior Amount: 3.00

Prior YTD: 9.00

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

Prior Amount: 5.00

Prior YTD: 11.00

<b>Quarter 4</b>	8.00	2.00	17.00	212.50 % *	7.60 - 8.40
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Explanation of Variance: The number of wholesale electric market investigations completed can and will vary from year to year. Many variables affect this number, including but not limited to manpower and turnover, market conditions, market behavior, the number of market participants, the complexity of cases, ability to reach a settlement agreement, and the speed of prosecution. YTD actual has been adjusted upward to reflect updates to Q2 and Q3, which were provided by the IMM in its Q4 report.

Prior Amount: 2.00

Prior YTD: 11.00

Prior Amount: 2.00

Prior YTD: 13.00

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	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

3 # OF CASES COMPLETED RELATED COMP

<b>Quarter 1</b>	350.00	72.00	72.00	20.57 %	70.00 - 105.00
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Explanation of Update: End of year detailed review of all remaining open control numbers resulted in one additional case appropriate for closure in the first quarter.

Prior Amount: 71.00

Prior YTD: 71.00

Prior Amount: 71.00

Prior YTD: 71.00

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

<b>Quarter 2</b>	350.00	36.00	108.00	30.86 % *	157.50 - 192.50
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Explanation of Variance: A total of 36 cases were completed in the second quarter of FY 2017 of which, 15 were related to electric providers and 21 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 for or to amend a 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.

Explanation of Update:

Prior Amount: 36.00

Prior YTD: 107.00

Prior Amount: 36.00

Prior YTD: 107.00

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	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

3 # OF CASES COMPLETED RELATED COMP

<b>Quarter 3</b>	350.00	70.00	178.00	50.86 % *	245.00 - 280.00
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Explanation of Variance: A total of 70 cases were completed in the third quarter of FY 2017 of which, 14 were related to electric providers and 55 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 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.

Explanation of Update:

Prior Amount: 70.00

Prior YTD: 177.00

Prior Amount: 70.00

Prior YTD: 177.00

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

<b>Quarter 4</b>	350.00	76.00	254.00	72.57 % *	332.50 - 367.50
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Explanation of Variance: A total of 76 cases were completed in the fourth quarter of FY 2017 of which, 14 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: 76.00

Prior YTD: 253.00

1-2-1 UTILITY REGULATION

1 # OF RATE CASES COMPLETED ELECTRIC

\* Varies by 5% or more from target.

**Efficiency/Output Measures with Cover Page and Update Explanation**

10/13/2017 9:59:13AM

84th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **473**

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

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

**1 # OF RATE CASES COMPLETED ELECTRIC**

<b>Quarter 1</b>	50.00	18.00	18.00	36.00 % *	10.00 - 15.00
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Explanation of Variance: During the first quarter of FY 2017 no major and 18 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.

<b>Quarter 2</b>	50.00	16.00	34.00	68.00 % *	22.50 - 27.50
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Explanation of Variance: During the second quarter of FY 2017 1 major and 15 minor electric rate cases were completed. The majority of cases completed were adjustments to transmission 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 electric providers for changes in rates.

<b>Quarter 3</b>	50.00	6.00	40.00	80.00 % *	35.00 - 40.00
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Explanation of Variance:

<b>Quarter 4</b>	50.00	12.00	52.00	104.00 %	47.50 - 52.50
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**2 # OF RATE CASES COMPLETED TELECOM**

<b>Quarter 1</b>	10.00	1.00	1.00	10.00 % *	2.00 - 3.00
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Explanation of Variance: The Commission processed one rate case for regulated telecommunications providers for the first quarter of FY 2017. 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	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

2 # OF RATE CASES COMPLETED TELECOM

<b>Quarter 2</b>	10.00	4.00	5.00	50.00 %	4.50 - 5.50
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<b>Quarter 3</b>	10.00	1.00	6.00	60.00 % *	7.00 - 8.00
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Explanation of Variance: The Commission processed one rate case for regulated telecommunications providers for the third quarter of FY 2017. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

<b>Quarter 4</b>	10.00	0.00	6.00	60.00 % *	9.50 - 10.50
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Explanation of Variance: The Commission processed no rate cases for regulated telecommunications providers for the fourth quarter of FY 2017. 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

<b>Quarter 1</b>	450.00	26.00	26.00	5.78 % *	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 2017. 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 are still attempting to understand and beginning to keep their books and records in the way required by new regulations and legislation that became effective on 09/01/2015. 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.

\* Varies by 5% or more from target.

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

5 # WATER UTILITY RATE REVIEWS

<b>Quarter 2</b>	450.00	26.00	52.00	11.56 % *	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 reviews that were completed by the PUC during the second quarter of 2017. 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 are still attempting to understand and beginning to keep their books and records in the way required by new regulations and legislation that became effective on 09/01/2015. 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.

<b>Quarter 3</b>	450.00	26.00	78.00	17.33 % *	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 reviews that were completed by the PUC during the third quarter of 2017. 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 are just beginning to keep their books and records in the way required by new regulations and legislation which was effective on 09/01/2015. 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.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

5 # WATER UTILITY RATE REVIEWS

<b>Quarter 4</b>	450.00	32.00	110.00	24.44 % *	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 2017. 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 are just beginning to keep their books and records in the way required by new regulations and legislation which was effective on 09/01/2015. 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. However, this output amount exceeds the new target set forth in the 2018-19 GAA by 10 reviews.

6 # WATER CCN APPS PROCESSED

<b>Quarter 1</b>	130.00	33.00	33.00	25.38 %	26.00 - 39.00
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<b>Quarter 2</b>	130.00	71.00	104.00	80.00 % *	58.50 - 71.50
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Explanation of Variance: The number of water and sewer certificate of convenience and necessity applications processed was above the set measures. This number relates to the number of CCN related applications that were completed by the PUC during the second quarter of 2017. The number is also related to the number of CCN applications received from the public. During times of economic growth and development in Texas, the number of CCN related applications typically rises; therefore, due to a strong current economy the number of CCN application reviews performed has increased. In addition, this number includes the applications for sale/transfer/merger (STM) of a utility and the number of STMs has increased with smaller utilities selling to larger entities.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

6 # WATER CCN APPS PROCESSED

<b>Quarter 3</b>	130.00	54.00	158.00	121.54 % *	91.00 - 104.00
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Explanation of Variance: The number of water and sewer certificate of convenience and necessity applications processed was above the set measures. This number relates to the number of CCN related applications that were completed by the PUC during the third quarter of 2017. The number is also related to the number of CCN applications received from the public. During times of economic growth and development in Texas, the number of CCN related applications typically rises; therefore, due to a strong current economy the number of CCN application reviews performed has increased. In addition, this number includes the number of applications requesting to be released from a CCN. This quarter, we had a larger than expected number of those requests. This can be attributed to the fact that the public perceived changes in legislation of the statute to be released from a CCN, thereby increasing the number of filings.

<b>Quarter 4</b>	130.00	41.00	199.00	153.08 % *	123.50 - 136.50
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Explanation of Variance: The number of water and sewer certificate of convenience and necessity applications processed was above the set measures. This number relates to the number of CCN related applications that were completed by the PUC during the fourth quarter of 2017. The number is also related to the number of CCN applications received from the public. During times of economic growth and development in Texas, the number of CCN related applications typically rises; therefore, due to a strong current economy the number of CCN application reviews performed has increased. In addition, this number includes the number of applications requesting to be released from a CCN. This quarter, we had a larger than expected number of those requests.

2-1-1 INFORMATION AND EDUCATION EFFORTS

1 INFO REQUEST RESPONSES

\* Varies by 5% or more from target.

**Efficiency/Output Measures with Cover Page and Update Explanation**

10/13/2017 9:59:13AM

84th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

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Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 INFO REQUEST RESPONSES

<b>Quarter 1</b>	70,000.00	11,262.00	11,262.00	16.09 % *	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.

Prior Amount: 11,262.00

Prior YTD: 11,262.00

<b>Quarter 2</b>	70,000.00	10,172.00	21,434.00	30.62 % *	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.

Prior Amount: 10,172.00

Prior YTD: 21,434.00

<b>Quarter 3</b>	70,000.00	8,816.00	30,250.00	43.21 % *	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.

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

Prior Amount: 8,817.00

Prior YTD: 30,251.00

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	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 INFO REQUEST RESPONSES

<b>Quarter 4</b>	70,000.00	6,713.00	36,963.00	52.80 % *	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 customer: 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 in FY2017.

Prior Amount: 6,713.00

Prior YTD: 36,964.00

2-2-1 ASSIST CUSTOMERS

1 # OF COMPLAINTS CONCLUDED

<b>Quarter 1</b>	9,000.00	1,373.00	1,373.00	15.26 % *	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.

Prior Amount: 1,373.00

Prior YTD: 1,373.00

<b>Quarter 2</b>	9,000.00	1,199.00	2,572.00	28.58 % *	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.

Prior Amount: 1,199.00

Prior YTD: 2,572.00

\* Varies by 5% or more from target.

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Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF COMPLAINTS CONCLUDED

<b>Quarter 3</b>	9,000.00	1,025.00	3,597.00	39.97 % *	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.

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

Prior Amount: 1,026.00

Prior YTD: 3,598.00

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

<b>Quarter 4</b>	9,000.00	1,241.00	4,838.00	53.76 % *	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.

Prior Amount: 1,241.00

Prior YTD: 4,839.00

**Efficiency Measures**

1-1-1 MARKET COMPETITION

1 AVERAGE DAYS/COA & SPCOA

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 1</b>	60.00	53.00	53.00	88.33 % *	57.00 - 63.00
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Explanation of Variance: The Commission processed no COA and 11 SPCOA dockets for the first quarter of FY 2017. All dockets, except two, were processed within 60 days as required by the Public Utility Regulatory Act. The two exceptions were due to requests for extension/additional time. 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.

<b>Quarter 2</b>	60.00	51.00	52.00	86.67 % *	57.00 - 63.00
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Explanation of Variance: The Commission processed no COA and 12 SPCOA dockets for the second quarter of FY 2017. All dockets, except one, was processed within 60 days as required by the Public Utility Regulatory Act. The one exception was due to a request for clarification by the presiding officer. 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.

<b>Quarter 3</b>	60.00	59.00	54.00	90.00 % *	57.00 - 63.00
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Explanation of Variance: The Commission processed one COA and 10 SPCOA dockets for the third quarter of FY 2017. All dockets, except two, were processed within 60 days as required by the Public Utility Regulatory Act. The two exceptions were due to requests for additional time or for clarification 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.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 4</b>	60.00	49.00	53.00	88.33 % *	57.00 - 63.00
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Explanation of Variance: The Commission processed 2 COA and 12 SPCOA dockets for the fourth quarter of FY 2017. All dockets, except two, were processed within 60 days as required by the Public Utility Regulatory Act. The two exceptions were due to (1) additional time needed for acquisition and review of required supplemental information; and (2) request 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

<b>Quarter 1</b>	220.00	0.00	0.00	0.00 % *	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 no major electric rate cases that fit the definition of a TDU that was completed within the first quarter of FY 2017. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

<b>Quarter 2</b>	220.00	377.00	377.00	171.36 % *	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 second quarter of FY 2017. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVG DAYS PROCESS RATE CASE FOR TDU

<b>Quarter 3</b>	220.00	0.00	377.00	171.36 % *	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 no major electric rate cases that fit the definition of a TDU that was completed within the third quarter of FY 2017. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

<b>Quarter 4</b>	220.00	0.00	377.00	171.36 % *	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 no major electric rate cases that fit the definition of a TDU that were completed within the fourth quarter of FY 2017. 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

<b>Quarter 1</b>	80.00 %	93.07 %	93.07 %	116.34 % *	76.00 - 84.00
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Explanation of Variance: Normal website traffic and a decrease in the number of hard copy materials distributed due to a lower number of outreach events in the months of September, October and November assisted us in significantly exceeding the target for this measure.

<b>Quarter 2</b>	80.00 %	97.03 %	95.06 %	118.83 % *	76.00 - 84.00
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Explanation of Variance: Less education outreach events in the winter months in the second quarter resulted in fewer hard copy materials being distributed. Higher web site hits and fewer distribution of hard copy products resulted in significantly exceeding the target for this measure.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 % INFO ELECTRONIC DISTRIBUTION

<b>Quarter 3</b>	80.00 %	93.37 %	94.40 %	118.00 % *	76.00 - 84.00
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Explanation of Variance: Increased customer education through outreach events resulted in more website hits to the Power to Choose and Poder Escoger web sites. Despite the increase in the distribution of customer education materials the increased web site traffic was a significant factor in exceeding the target for this measure.

<b>Quarter 4</b>	80.00 %	93.34 %	94.07 %	117.59 % *	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

<b>Quarter 1</b>	15.00	18.00	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. 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.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

<b>Quarter 2</b>	15.00	15.00	16.88	112.53 % *	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. 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.

<b>Quarter 3</b>	15.00	16.00	16.00	106.67 % *	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. 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.

Agency code: **473**

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

Type/Strategy/Measure	2017 Target	2017 Actual	2017 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

<b>Quarter 4</b>	15.00	16.00	16.00	106.67 % *	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 education customers and investigating complaints. The PUC is exceeding the target set forth in agency rules, which requires complaints to be concluded within 21 days.

\* Varies by 5% or more from target.



**ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES**

**473 - Public Utility Commission of Texas**

**Fiscal Year 2017**

**10/13/2017**

**Explanatory Measures with Cover Page and Update Explanation**  
 84th 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>	<b>2017 Target</b>	<b>2017 YTD</b>	<b>Percent of Annual Target</b>
<b>Explanatory/Input Measures</b>			
<u>2-1-1 INFORMATION AND EDUCATION EFFORTS</u>			
1 # OF WEBSITE HITS	360,000.00	306,662.00	85.18 % *

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

\* Varies by 5% or more from target.