

## Performance Measurement Criteria: Links to Oregon Benchmarks

Agency Name: Oregon Public Utility Commission

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Agency Mission: *Ensure that safe and reliable utility services are provided to consumers at just and reasonable rates through regulation and promoting the development of competitive markets.*

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):

#74 Housing: Percentage of low income households spending more than 30 percent of their household income on housing (including utilities)

#58 Independent Living: Percentage of seniors living independently.

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 1. Preserve for Oregonians the benefits of the region's low cost resources.	OBM #74	Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price.	86000-01	2001	Mod.	74%	75%	Utility Program
Goal 2. Provide all Oregonians reasonable and equitable access to essential energy and telecommunications products and services.	OBM #74	Percentage of food stamp recipients who receive Oregon Telephone Assistance Program (OTAP) benefits.	86000-02	1997	Mod.	13%	24%	Residential Service Protection Fund Program (RSPF)
Goal 2.	OBM #58	Percentage of Telecommunication Devices Access Program (TDAP) participants who are 65 years and older.	86000-03	2001	Mod.	20%	31%	RSPF Program

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 3. Protect the health and safety of Oregonians.	Mission Statement	Personal injuries related to electric operations. (Per 100,000 utility customers)	86000-04	1997	Mod.	0.67	0.0	Utility Program
Goal 3.	Mission Statement	Personal injuries related to natural gas operations. (Per 100,000 utility customers)	86000-05	1997	Mod.	0.0	0.0	Utility Program
Goal 4. Promote the development of competitive markets to help ensure fair and reasonable rates to Oregon's citizens.	Mission Statement	Measure being developed	86000-06	2002	New	---	20	Utility Program
Goal 4.	Mission Statement	Percent of total switched access lines provided by Competitive Local Exchange Carriers, statewide (standard dial-tone service).	86000-07	2002	New	6%	16%	Utility Program

**State of Oregon  
Public Utility Commission  
Agency Objectives: Links to Goals and Performance Measures**

**Mission:** Ensure that safe and reliable utility services are provided to consumers at just and reasonable rates through regulation and promoting the development of competitive markets.

**Agency Objective 2002:** Foster policies and agreements that achieve equal access by residential consumers to federal power, independent of type or ownership of distribution supply.

**Goal #1:** Preserve for Oregonians the benefits of the region's low-cost resources.

**PM #86000-01:** Average price of electricity for residential users from Oregon Investor-Owned Utilities as a percent of the national average price.

**Agency Objective 2002:** (1) Develop training materials on the Oregon Telephone Assistance Program (OTAP) eligibility requirements to assist phone companies in identifying OTAP recipients properly; and (2) Develop an operations manual for OTAP and the Telecommunications Devices Access Program (TDAP).

**Goal #2:** Provide all Oregonians reasonable and equitable access to essential energy and telecommunications products and services.

**PM #86000-02:** Percentage of food stamp recipients who receive Oregon Telephone Assistance Program (OTAP) benefits.

**PM #86000-03:** Percentage of Telecommunication Devices Access Program (TDAP) participants who are 65 years and older.

**Agency Mission Statement**

**Goal #3:** Protect the health and safety of Oregonians.

**PM #86000-04:** Personal injuries related to electric operations. (Per 100,000 utility customers).

**PM #86000-05:** Personal injuries related to natural gas operations. (Per 100,000 utility customers).

**State of Oregon  
Public Utility Commission**

Agency Objectives: Links to Goals and Performance Measures

**Agency Mission Statement**

**Goal #4:** Promote the development of competitive markets to help ensure fair and reasonable rates to Oregon's citizens.

**PM #86000-06:** Total number of electricity service competitors active in Oregon's retail market.

**PM #86000-07:** Percent of total switched-access lines provided by Competitive Local Exchange Carriers, statewide.

# PERFORMANCE MEASURE DATA SUMMARY

Agency Name: Oregon Public Utility Commission	
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Performance Measure Definition (numbered as shown below)	<u>Data</u>					<u>Targets</u>					
	1997	1998	1999	2000	2001	2000	2001	2002	2003	2004	2005
86000-01 Average price of electricity for residential users from Oregon Investor-Owned Utilities as a percent of the national average price.	69%	71%	73%	74%	75%	70%	75%	75%	75%	75%	75%
86000-02 Percentage of food stamp recipients who receive Oregon Telephone Assistance Program benefits.	---	15%	23%	13%	12%	19%	21%	18%	20%	22%	24%
86000-03 Percentage of Telecommunication Devices Access Program participants who are 65 years and older.	---	12%	13%	20%	26%	16%	18%	28%	29%	30%	31%
86000-04 Personal injuries related to electric operations (per 100,000 utility customers).	1.53%	.64%	.58%	.67%	.45%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
86000-05 Personal injuries related to natural gas operations (per 100,000 utility customers).	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
86000-06 New – Total number of electricity service suppliers certified and aggregators registered by the OPUC (under development).	---	---	---	---	---	---	---	---	---	15	20
86000-07 New – Percent of total switched access lines provided by Competitive Local Exchange Carriers, statewide (standard dial-tone service).	---	4%	6%	6%	9%	---	---	11%	12%	14%	16%

State of Oregon Public Utility Commission  
Data Sources for Performance Measures  
(Year Ending December 2001)

**Performance Measure No. 86000-01 - Average price of electricity for residential users from Oregon Investor-Owned Utilities as a percent of the national average price**

1. Energy Information Administration  
Department of Energy  
Electric Power Monthly  
-- Electric rates

**Performance Measure No. 86000-02 - Percentage of food stamp recipients who receive Oregon Telephone Assistance Program (OTAP) benefits**

1. Monthly AFS reports that are published on the DHS Web site, Branch and Service Delivery Area Data Historical Program information by Branch and County, specifically, food stamp cases by each month, totaled and divided the number by 12 to get an annual average.

**Performance Measure No. 86000-03 - Percentage of Telecommunication Devices Access Program (TDAP) participants who are 65 years and older**

1. Number of known seniors currently in our TDAP database that we have been tracking since 1998, and compared it with the total number of participants with known ages in our database since 1998 (keeping in mind we didn't track by birth dates prior to that year).

**Performance Measures No. 86000-04 & No. 86000-05-Personal Injuries Related to Electric Operations and Personal Injuries Related to Natural Gas Operations**

1. Incident and accident reports submitted by the electric and gas utilities in Oregon.

**Performance Measure No. 86000-06-Total number of electricity service competitors active in Oregon's retail market.**

1. Staff's analysis of PUC certified providers list.

**Performance Measure No. 86000-07-Percent of total switched access lines provided by Competitive Local Exchange carriers, statewide**

1. Annual report filed April 1st.

## Performance Measures Review - FINAL

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**Agency:** Public Utility Commission (PUC)  
**Date:** October 2, 2002  
**Lead Reviewer:** Rita Conrad  
**Approved:** Jeff Tryens

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**Mission:** Ensure that safe and reliable utility services are provided to consumers at just and reasonable rates through regulation and promoting the development of competitive markets.

### Summary

PUC performance measures meet all five criteria. The agency offers five performance measures aligned with four goals, its mission statement and two Oregon Benchmarks – affordable housing and seniors living independently. The last measure dealing with fair pricing is under development. All measures are outcome (results) measures, with targets submitted ahead of schedule. A data sources sheet is included. A separate sheet outlines the relationship between the goals on the Links form and the objectives found online at [www.puc.state.or.us/](http://www.puc.state.or.us/).

### Comments and recommendations specific to basic criteria

#### 1. Gauge progress towards goals and pertinent benchmarks

Five performance measures (plus one developmental) are aligned with four broad goals. The relationship between these goals and the 2002 goals and objectives found at [www.puc.state.or.us/](http://www.puc.state.or.us/) is outlined in an attached sheet. A sixth measure has been added, which addresses the fair pricing issue so central to the role of this agency. The performance measure for this is under development.

The agency links itself to two Oregon Benchmarks: affordable housing (#74) and seniors living independently (#58).

#### 2. A few key measures

**The agency is able to represent itself to external reviewers with five results-oriented measures, plus one measure under development for fair pricing. The agency anticipates that this should be ready sometime in October 2002. This particular measure will be very important in reflecting the full scope of responsibility for this agency.**

#### 3. Conforms to standard concepts and definitions

**All five measures are intermediate outcome measures for this agency.**

#### 4. Targets

Targets are given for all five measures ahead of the January 03 deadline. All look reasonable, given the 2000 data point.

#### 5. Accurate and reliable data

A well-articulated data sources sheet is attached.