

# **Public Utility Commission**

## **PERFORMANCE MEASURES REPORT**

**Fiscal Year 2020  
Annual**



**September 1, 2019 – August 31, 2020**

**Performance Measures Reported In LBB ABEST**

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**ACTUAL PERFORMANCE FOR OUTCOME MEASURES**

**473 - Public Utility Commission of Texas**

**Fiscal Year 2020**

**10/8/2020**

**Outcomes with Cover Page and Update Explanation**  
86th Regular Session, Performance Reporting  
Automated Budget and Evaluation System of Texas (ABEST)

DATE: 10/8/2020  
TIME: 12:03:32PM  
PAGE: 2 OF 3

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2020 Target	2020 YTD	Percent of Annual Target	Target Range
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1-1 MAINTAIN COMPETITION

1	% SERVED BY CITIES CERTIFIED	75.00 %	72.19 %	96.25 %
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Prior YTD:

3	RELATIVE ELEC PRICE: RESIDENTIAL	85.00 %	97.39 %	114.58 % *
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Explanation of Variance: The ERCOT electricity market uses natural gas as the fuel for approximately 53% of its generation as compared to 38% 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 the national average. While the measure is higher than the annual target, the Texas average \$/kWh price for residential customers (\$0.1273) is lower than the national average (\$0.1307), which is desirable.

Prior YTD:

6	% OF NAT'L AVG RESIDENTIAL E-BILL	115.00 %	124.72 %	108.45 % *
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Explanation of Variance: Texas generally has longer and hotter summers than the national average. Accordingly, residential bills tend to be larger than the national average due to higher air conditioning use throughout the year as compared to the rest of the nation.

Prior YTD:

7	RELATIVE ELEC OFFER PRICE: RES	70.00 %	87.70 %	125.29 % *
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Explanation of Variance: The ERCOT electricity market uses natural gas as the fuel for approximately 53% of its generation as compared to 38% 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 the national average. While the measure is higher than the annual target, the Texas average \$/kWh offered for residential customers (\$0.1143) is lower than the national average (\$0.1304), which is desirable.

Prior YTD:

1-2 REGULATE SERVICE PROVIDERS

\* Varies by 5% or more from target.

**Outcomes with Cover Page and Update Explanation**  
 86th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/8/2020**  
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 PAGE: **3 OF 3**

Agency code: **473**

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

<u>Type/Objective/Measure</u>	<b>2020 Target</b>	<b>2020 YTD</b>	<b>Percent of Annual Target</b>	<b>Target Range</b>
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1 % OF NAT'L AVG RESIDENTIAL PH BILL	110.00 %	132.85 %	120.77 % *	
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Explanation of Variance: The deviation from the target can be attributed to the two largest telephone providers (AT&T Texas and Frontier Communications - f.k.a. Verizon) now having all of their exchanges deregulated. These companies are allowed to increase monthly rates for single line residential service outside of Commission review. The monthly residential bill national average is \$19.77 and below the \$26.16 weighted average for the ten largest providers in Texas. AT&T Texas, the largest provider, charges a monthly rate of \$31.00, while Frontier charges a monthly rate of either \$25.00 or \$31.00. Market forces and a continuous transition from landline to mobile service will ultimately determine any variance in this measure.

Prior YTD:

2-2 RESOLVE COMPLAINTS

1 % CUST COMPLAINTS RESOLVED (IRP)	99.00 %	99.73 %	100.74 %	
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Prior YTD:

\* Varies by 5% or more from target.

**ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES**  
**473 - Public Utility Commission of Texas**  
**Fiscal Year 2020**  
**10/8/2020**

**Explanatory Measures with Cover Page and Update Explanation**  
 86th 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	2020 Target	2020 YTD	Percent of Annual Target
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**Explanatory/Input Measures**

2-1-1 INFORMATION AND EDUCATION EFFORTS

2 # WEBSITE HITS

1,000,000.00	918,009.00	91.80 % *
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Explanation of Variance: Google Analytics reports new users to the Power to Choose and Poder Escoger websites. Customers have become familiar with the websites and those return visits are no longer counted. There has also been an increase in the use of alternative websites by customers to shop for their electricity provider.

\* Varies by 5% or more from target.

**ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES**  
**473 - Public Utility Commission of Texas**  
**Fiscal Year 2020**  
**10/8/2020**



Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1-1-1 MARKET COMPETITION

2 # OF CASES COMPLETED RELATED COMP

<b>Quarter 1</b>	350.00	45.00	45.00	12.86 % *	70.00 - 105.00
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Explanation of Variance: A total of 45 cases were completed in the first quarter of FY 2020 of which, 15 were related to electric providers and 30 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: 45.00

Prior YTD: 45.00

<b>Quarter 2</b>	350.00	53.00	98.00	28.00 % *	157.50 - 192.50
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Explanation of Variance: A total of 53 cases were completed in the second quarter of FY 2020 of which, 9 were related to electric providers and 44 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 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. The revisions are the result of duplicated/voided applications or additional closures.

Explanation of Update: Changes to the total number of cases completed in the 2nd qtr of FY2020. Changes to how many cases were related to electric providers and telecommunication providers.

Prior Amount: 52.00

Prior YTD: 97.00

Prior Amount: 52.00

Prior YTD: 97.00

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	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

2 # OF CASES COMPLETED RELATED COMP

<b>Quarter 3</b>	350.00	72.00	170.00	48.57 % *	245.00 - 280.00
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Explanation of Variance: A total of 72 cases were completed in the third quarter of FY 2020 of which, 12 were related to electric providers and 60 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. The revisions are the result of duplicated/voided applications or additional closures.

Explanation of Update: Changes to the total number of cases completed in the 3rd qtr of FY2020. Changes to how many cases were related to electric providers and telecommunication providers.

Prior Amount: 68.00

Prior YTD: 165.00

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

Prior Amount: 72.00

Prior YTD: 169.00

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

2 # OF CASES COMPLETED RELATED COMP

<b>Quarter 4</b>	350.00	49.00	219.00	62.57 % *	332.50 - 367.50
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Explanation of Variance: A total of 49 cases were completed in the fourth quarter of FY 2020 of which, 12 were related to electric providers and 37 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 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.

Prior Amount: 49.00

Prior YTD: 214.00

Prior Amount: 49.00

Prior YTD: 218.00

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**

10/8/2020 12:07:02PM

86th 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	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF RATE CASES COMPLETED ELECTRIC

<b>Quarter 1</b>	65.00	20.00	20.00	30.77 % *	13.00 - 19.50
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Explanation of Variance: During the first quarter of FY 2020, no major and 20 minor electric rate cases were completed. The majority of cases completed were adjustments to energy efficiency cost recovery factors or updates to wholesale transmission rates. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates. The revisions are the result of duplicated/voided applications or additional closures.

Explanation of Update: Changes to number of minor electric rate cases completed.

Prior Amount: 18.00

Prior YTD: 18.00

Prior Amount: 18.00

Prior YTD: 18.00

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

<b>Quarter 2</b>	65.00	21.00	41.00	63.08 % *	29.25 - 35.75
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Explanation of Variance: During the second quarter of FY 2020, 2 major and 19 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 regulated electric providers for changes in rates.

Prior Amount: 21.00

Prior YTD: 39.00

\* Varies by 5% or more from target.

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

10/8/2020 12:07:02PM

86th Regular Session, Performance Reporting

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Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # OF RATE CASES COMPLETED ELECTRIC

<b>Quarter 3</b>	65.00	12.00	53.00	81.54 % *	45.50 - 52.00
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Explanation of Variance: This YTD is out of range due to the YTD in Period 1 being changed in re-open.

Explanation of Update: Changes to number of electric rate cases in 3rd qtr of FY2020.

Prior Amount: 10.00

Prior YTD: 49.00

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

Prior Amount: 12.00

Prior YTD: 51.00

<b>Quarter 4</b>	65.00	20.00	73.00	112.31 % *	61.75 - 68.25
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Explanation of Variance: During the fourth quarter of FY 2020, 3 major and 17 minor electric rate cases were completed. The majority of cases completed were adjustments to transmission cost recovery factors. 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: 20.00

Prior YTD: 69.00

Prior Amount: 20.00

Prior YTD: 71.00

2 # OF RATE CASES COMPLETED TELECOM

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

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 2020. 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 2</b>	10.00	5.00	6.00	60.00 % *	4.50 - 5.50
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Explanation of Variance: The Commission processed five rate cases for regulated telecommunication providers for the second quarter of FY 2020. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes in rates.

<b>Quarter 3</b>	10.00	14.00	20.00	200.00 % *	7.00 - 8.00
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Explanation of Variance: The Commission processed 14 rate cases for regulated telecommunications providers for the third quarter of FY 2020. 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	6.00	26.00	260.00 % *	9.50 - 10.50
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Explanation of Variance: The Commission processed 6 rate cases for regulated telecommunications providers for the fourth quarter of FY 2020. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.

3 # WATER UTILITY RATE REVIEWS

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
<b>Output Measures</b>					
3 # WATER UTILITY RATE REVIEWS					
<b>Quarter 1</b>	140.00	20.00	20.00	14.29 % *	28.00 - 42.00
<u>Explanation of Variance:</u> 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 2020. This number is expected to increase slightly during the remaining quarters of 2020 once the class D utilities gain an understanding of regulatory changes, making it easier for them to file for a rate change.					
<b>Quarter 2</b>	140.00	13.00	33.00	23.57 % *	63.00 - 77.00
<u>Explanation of Variance:</u> 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 2020. This number is expected to increase slightly during the remaining quarters of 2020 once the class D utilities gain an understanding of regulatory changes, making it easier for them to file for a rate change.					
<b>Quarter 3</b>	140.00	23.00	56.00	40.00 % *	98.00 - 112.00
<u>Explanation of Variance:</u> 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 2020. This number is expected to increase during the remaining quarters of 2020 once the class D utilities gain an understanding of regulatory changes. COVID 19 was also a factor in the lower number of filings.					
<b>Quarter 4</b>	140.00	27.00	83.00	59.29 % *	133.00 - 147.00
<u>Explanation of Variance:</u> 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 2020. This number is expected to increase during future quarters once the class D utilities gain an understanding of regulatory changes. COVID 19 was also a factor in the lower number of filings.					

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
<b>Output Measures</b>					
4 # WATER CCN APPS PROCESSED					
<b>Quarter 1</b>	235.00	23.00	23.00	9.79 % *	47.00 - 70.50
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the first quarter of 2020. This can be attributed to a decrease in the number of filings received from the public. This number is expected to increase during the remainder of 2020 because the economy in Texas is still strong.					
<b>Quarter 2</b>	235.00	20.00	43.00	18.30 % *	105.75 - 129.25
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the second quarter of 2020. This can be attributed to a decrease in the number of filings received from the public. This number is expected to increase during the remainder of 2020 because the economy in Texas is still strong.					
<b>Quarter 3</b>	235.00	41.00	84.00	35.74 % *	164.50 - 188.00
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the third quarter of 2020. This can be attributed to a decrease in the number of filings received from the public and due to COVID 19. This number is expected to increase during the remainder of 2020 after the state recovers from the pandemic.					
<b>Quarter 4</b>	235.00	38.00	122.00	51.91 % *	223.25 - 246.75
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the fourth quarter of 2020. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. This number is expected to increase in future quarters after the state recovers from the pandemic.					

1-3-1 INVESTIGATION AND ENFORCEMENT

\* Varies by 5% or more from target.



Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 # ENFORCEMENT INVESTIGTN CONDUCTED

<b>Quarter 1</b>	406.00	50.00	50.00	12.32 % *	81.20 - 121.80
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Explanation of Variance: Actual number of investigations conducted will vary based on actions of the market itself. Therefore, there is no valid way of foreshadowing how many market participants will warrant an investigation for a specific period in the future.

<b>Quarter 2</b>	406.00	10.00	60.00	14.78 % *	182.70 - 223.30
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Explanation of Variance: Actual number of investigations conducted will vary based on actions of the market itself. Therefore, there is no valid way of foreshadowing how many market participants will warrant an investigation for a specific period in the future.

<b>Quarter 3</b>	406.00	43.00	103.00	25.37 % *	284.20 - 324.80
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Explanation of Variance: Actual number of investigations conducted will vary based on actions of the market itself. There is no valid way of foreshadowing how many market participants will warrant an investigation for a specific period in the future.

<b>Quarter 4</b>	406.00	111.00	214.00	52.71 % *	385.70 - 426.30
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Explanation of Variance: Actual number of investigations conducted will vary based on actions of the market itself. There is no valid way of foreshadowing how many market participants will warrant an investigation for a specific period in the future.

2-1-1 INFORMATION AND EDUCATION EFFORTS

1 INFO REQUEST RESPONSES

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Output Measures**

1 INFO REQUEST RESPONSES

<b>Quarter 1</b>	70,000.00	9,876.00	9,876.00	14.11 % *	14,000.00 - 21,000.00
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Explanation of Variance: This measure reports the number of information request 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.

<b>Quarter 2</b>	70,000.00	7,460.00	17,336.00	24.77 % *	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 Public Utility Commission website offers customers the ability to retrieve information regarding the industries we regulate, which impacts the number of information requests the Commission receives.

<b>Quarter 3</b>	70,000.00	7,992.00	25,328.00	36.18 % *	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. The COVID19 pandemic resulting in more customer calls. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law.

<b>Quarter 4</b>	70,000.00	9,022.00	34,350.00	49.07 % *	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. The COVID19 pandemic resulting in more customer calls. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law.

\* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
<b>Output Measures</b>					
<u>2-2-1 ASSIST CUSTOMERS</u>					
1 # OF COMPLAINTS CONCLUDED					
Quarter 1	7,500.00	2,452.00	2,452.00	32.69 % *	1,500.00 - 2,250.00
<u>Explanation of Variance:</u> As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.					
Quarter 2	7,500.00	1,414.00	3,866.00	51.55 %	3,375.00 - 4,125.00
Quarter 3	7,500.00	1,688.00	5,554.00	74.05 %	5,250.00 - 6,000.00
Quarter 4	7,500.00	2,033.00	7,587.00	101.16 %	7,125.00 - 7,875.00

**Efficiency Measures**

1-1-1 MARKET COMPETITION

1 AVERAGE DAYS/COA & SPCOA

\* Varies by 5% or more from target.

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 1</b>	50.00	81.00	81.00	162.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed 0 COA and 11 SPCOA dockets for the first quarter of FY 2020. The total average number of days to process all dockets was 81 than the 60 days required by the Public Utility Regulatory Act due to requests for extension, application amendments and supplements, or amended recommendations. 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

Prior Amount: 81.00

Prior YTD: 81.00

<b>Quarter 2</b>	50.00	94.00	88.00	176.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed 0 COA and 13 SPCOA dockets for the second quarter of FY 2020. The total average number of days to process all dockets was 94 rather than the 60 days required by the Public Utility Regulatory Act, due to amended or supplemental applications, requests for extension or requests for additional information. 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. The Commission processed 0 COA and 24 SPCOA dockets for the year-to-date second quarter of FY 2020. The total year-to-date average number of days to process all dockets was 88 rather than the 60 days required by the Public Utility Regulatory Act, due to amended or supplemental applications, requests for extension, or requests for additional information. 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.

Prior Amount: 94.00

Prior YTD: 88.00

\* Varies by 5% or more from target.

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

10/8/2020 12:07:02PM

86th Regular Session, Performance Reporting

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Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 3</b>	50.00	83.00	82.00	164.00 % *	47.50 - 52.50
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Explanation of Variance: 3 QTR - The Commission processed 2 COA and 18 SPCOA dockets for the third quarter of FY 2020. The total average number of days to process all dockets was 83 rather than the 60 days required by the Public Utility Regulatory Act, due to amended or supplemental applications, requests for extension, or requests for additional information. 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. The revisions are the result of duplicated/voided applications or additional closures. YTD - The Commission processed 2 COA and 43 SPCOA dockets for the year to date third quarter of FY 2020. The total average number of days to process all dockets was 82 rather than the 60 days required by the Public Utility Regulatory Act, due to amended or supplemental applications, requests for extension, or requests for additional information. 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. The revisions are the result of duplicated/voided applications or additional closures.

Explanation of Update: Changes to number of COA and SPCOA dockets processed and average number of days to process for Quarter 3 and YTD.

Prior Amount: 88.00

Prior YTD: 88.00

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

\* Varies by 5% or more from target.

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10/8/2020 12:07:02PM

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**Efficiency Measures**

1 AVERAGE DAYS/COA & SPCOA

<b>Quarter 4</b>	50.00	135.00	94.00	188.00 % *	47.50 - 52.50
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Explanation of Variance: 4 QTR - The Commission processed 0 COA and 13 SPCOA dockets for the fourth quarter of FY 2020. The total average number of days to process all dockets was 135 rather than the 60 days required by the Public Utility Regulatory Act due to extension requests, amended applications, or supplemental recommendations. 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

4 QTR YTD - The commission processed 2 COA and 57 SPCOA dockets for the year-to-date fourth quarter of FY 2020. The total year-to-date average number of days to process all dockets was 94 rather than the 60 days required by the Public Utility Regulatory Act due to requests for extensions, abated applications, application supplements, amended applications, amended recommendations, or supplemental recommendations. 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.

Prior Amount: 135.00

Prior YTD: 94.00

1-2-1 UTILITY REGULATION

1 AVG DAYS PROCESS RATE CASE FOR TDU

<b>Quarter 1</b>	200.00	0.00	0.00	0.00 % *	190.00 - 210.00
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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 were completed within the first quarter of FY 2020. 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.

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

10/8/2020 12:07:02PM

86th 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	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

**1 AVG DAYS PROCESS RATE CASE FOR TDU**

<b>Quarter 2</b>	200.00	572.00	572.00	286.00 % *	190.00 - 210.00
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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 2 major electric rate cases that fit the definition of a TDU that were completed within the second quarter of FY 2020. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates. The YTD measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were 2 major electric rate cases that fit the definition of a TDU that were completed within the year-to-date second quarter of FY 2020. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

<b>Quarter 3</b>	200.00	340.00	456.00	228.00 % *	190.00 - 210.00
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Explanation of Variance: 3 QTR - This measure reflects the average number of days to complete major electric rate cases for transmission and distribution utility (TDU). There were 2 major electric rate cases that fit the definition of a TDU that were completed within the third quarter of FY 2020. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates. YTD - This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were 4 major electric rate cases that fit the definition of a TDU that were completed within the year-to-date third quarter of FY 2020. 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	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
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**Efficiency Measures**

1 AVG DAYS PROCESS RATE CASE FOR TDU

<b>Quarter 4</b>	200.00	657.00	542.00	271.00 % *	190.00 - 210.00
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Explanation of Variance: 4 QTR - This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were 3 major electric rate cases that fit the definition of a TDU that were completed within the fourth quarter of FY 2020. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates  
 YTD - This measure reflects the average number of days to complete major electric rate cases that fit the definition of a TDU that were completed within the year-to-date fourth quarter of FY 2020. 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>	95.00 %	97.24 %	97.24 %	102.36 %	90.25 - 99.75
<b>Quarter 2</b>	95.00 %	99.54 %	98.35 %	103.52 %	90.25 - 99.75
<b>Quarter 3</b>	95.00 %	100.00 %	99.02 %	104.23 %	90.25 - 99.75
<b>Quarter 4</b>	95.00 %	100.00 %	99.32 %	104.55 %	90.25 - 99.75

2-2-1 ASSIST CUSTOMERS

\* Varies by 5% or more from target.



Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
<b>Efficiency Measures</b>					
1 AVERAGE DAYS: CONCLUDE COMPLAINTS					
<b>Quarter 1</b>	15.00	18.00	18.00	120.00 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaint that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them on the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints.					
<b>Quarter 2</b>	15.00	16.00	17.04	113.60 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them of the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints.					
<b>Quarter 3</b>	15.00	14.00	16.00	106.67 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them of the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints.					
<b>Quarter 4</b>	15.00	15.00	15.98	106.53 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them of the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints.					

\* Varies by 5% or more from target.