

Public Utility Commission

PERFORMANCE MEASURES REPORT

**Fiscal Year 2022
Annual**



September 1, 2021 – August 31, 2022

Performance Measures Reported In LBB ABEST

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ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES

473 - Public Utility Commission of Texas

Fiscal Year 2022

9/27/2022

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1-1-1 MARKET COMPETITION

2 # OF CASES COMPLETED RELATED COMP

Quarter 1	350.00	55.00	55.00	15.71 % *	70.00 - 105.00
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Explanation of Variance: A total of 52 cases were completed in the first quarter of FY 2022 of which, 23 were related to electric providers and 29 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.

Explanation of Update: A total of 55 cases were completed in the first quarter of FY 2022 of which, 24 were related to electric providers and 31 were related to telecommunications providers.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

2 # OF CASES COMPLETED RELATED COMP

Quarter 2	350.00	72.00	127.00	36.29 % *	157.50 - 192.50
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Explanation of Variance: A total of 68 cases were completed in the second quarter of FY 2022 of which, 15 were related to electric providers and 53 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.

Explanation of Update: A total of 72 cases were completed in the second quarter of FY 2022 of which, 15 were related to electric providers and 57 were related to telecommunications providers. YTD should read 127.

Quarter 3	350.00	87.00	214.00	61.14 % *	245.00 - 280.00
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Explanation of Variance: A total of 87 cases were completed in the third quarter of FY 2022, of which 29 were related to electric providers and 58 were related to telecommunications providers. The majority of electric cases were for or to amend a retail electric provider certificate and the 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.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

2 # OF CASES COMPLETED RELATED COMP

Quarter 4	350.00	34.00	248.00	70.86 % *	332.50 - 367.50
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Explanation of Variance: A total of 34 cases were completed in the fourth quarter of FY 2022 of which, 14 were related to electric providers and 20 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. YTD should read 248.

1-2-1 UTILITY REGULATION

1 # OF RATE CASES COMPLETED ELECTRIC

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 1	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 2022, 0 major and 20 minor electric rate cases were completed. The majority of cases completed were adjustments to energy efficiency cost recovery factors or interim 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.

Explanation of Update: During the first quarter of FY 2022, 0 major and 20 minor electric rate cases were completed. The majority of cases completed were adjustments to energy efficiency cost recovery factors or interim 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.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 2	65.00	16.00	36.00	55.38 % *	29.25 - 35.75
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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: During the second quarter of FY 2022, no major and 16 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.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 3	65.00	11.00	47.00	72.31 %	45.50 - 52.00
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Explanation of Update: During the third quarter of FY 2021, 2 major and 9 minor electric rate cases were completed. The majority of cases completed were adjustments to transmission cost of service and 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.

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

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87th 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>	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 4	65.00	4.00	51.00	78.46 % *	61.75 - 68.25
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Explanation of Variance: During the fourth quarter of FY 2022, 1 major and 3 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.

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 0 rate case(s) for regulated telecommunications providers for the first quarter of FY 2022. 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.

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
Output Measures					
2 # OF RATE CASES COMPLETED TELECOM					
Quarter 2	10.00	1.00	1.00	10.00 % *	4.50 - 5.50
<u>Explanation of Variance:</u> The Commission processed 1 rate case(s) for regulated telecommunications providers for the second quarter of FY 2022. 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	1.00	2.00	20.00 % *	7.00 - 8.00
<u>Explanation of Variance:</u> The Commission processed 1 rate case for regulated telecommunications providers for the third quarter of FY 2022. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.					
Quarter 4	10.00	4.00	6.00	60.00 % *	9.50 - 10.50
<u>Explanation of Variance:</u> The Commission processed 4 rate cases for regulated telecommunications providers for the fourth quarter of FY 2022. 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					
Quarter 1	140.00	8.00	8.00	5.71 % *	28.00 - 42.00
<u>Explanation of Variance:</u> The number or rate reviews performed was lower 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 2022. This number is expected to increase during future quarters once the Class D utilities gain an understanding of the regulatory changes. COVID also remains a factor of the lower number of filings.					

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Efficiency/Output Measures with Cover Page and Update Explanation

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Output Measures					
3 # WATER UTILITY RATE REVIEWS					
Quarter 2	140.00	9.00	17.00	12.14 % *	63.00 - 77.00
<u>Explanation of Variance:</u> The number of rate reviews performed was lower 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 2022. This number is expected to increase during future quarters once the Class D utilities gain an understanding of the regulatory changes. COVID also remains a factor of the lower number of filings.					
Quarter 3	140.00	25.00	42.00	30.00 % *	98.00 - 112.00
<u>Explanation of Variance:</u> The number of rate reviews performed was lower 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 2022. This number is expected to increase during future quarters once the Class D utilities gain an understanding of the regulatory changes. COVID also remains a factor of the lower number of filings.					
Quarter 4	140.00	10.00	52.00	37.14 % *	133.00 - 147.00
<u>Explanation of Variance:</u> The number of rate reviews performed was lower 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 2022. This number is expected to increase during future quarters once the Class D utilities gain an understanding of the regulatory changes. COVID also remains a factor of the lower number of filings.					
4 # WATER CCN APPS PROCESSED					
Quarter 1	235.00	32.00	32.00	13.62 % *	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 FY 2022. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. The number is expected to increase in future quarters after the state recovers from the pandemic.					

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Efficiency/Output Measures with Cover Page and Update Explanation

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Output Measures					
4 # WATER CCN APPS PROCESSED					
Quarter 2	235.00	34.00	66.00	28.09 % *	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 FY 2022. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. The number is expected to increase in future quarters after the state recovers from the pandemic.					
Quarter 3	235.00	56.00	122.00	51.91 % *	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 FY 2022. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. The number is expected to increase in future quarters after the state recovers from the pandemic.					
Quarter 4	235.00	30.00	152.00	64.68 % *	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 FY 2022. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. The number is expected to increase in future quarters after the state recovers from the pandemic.					
<u>1-3-1 INVESTIGATION AND ENFORCEMENT</u>					
1 # ENFORCEMENT INVESTIGTN CONDUCTED					
Quarter 1	280.00	15.00	15.00	5.36 % *	56.00 - 84.00
<u>Explanation of Variance:</u> Actual number will vary based on actions of the market itself. There is no way of foreshadowing how many investigations will be conducted. The Division of Compliance and Enforcement is working diligently on every investigation.					

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Efficiency/Output Measures with Cover Page and Update Explanation

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Output Measures

1 # ENFORCEMENT INVESTIGTN CONDUCTED

Quarter 2	280.00	27.00	42.00	15.00 % *	126.00 - 154.00
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Explanation of Variance: The Division of Compliance and Enforcement is under new management and staff, Compliance and Enforcement is working diligently on every investigation. There is no way of foreshadowing how many investigations will be conducted. Actual numbers will vary based on actions of the market itself.

Quarter 3	280.00	15.00	57.00	20.36 % *	196.00 - 224.00
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Explanation of Variance: Actual number will vary based on actions of the market itself. There is no way of foreshadowing how many investigations will be conducted. The Division of Compliance and Enforcement is working diligently on every investigation.

Quarter 4	280.00	22.00	79.00	28.21 % *	266.00 - 294.00
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Explanation of Variance: A total of 22 enforcement investigations were conducted in the fourth quarter of FY2022. This measure is difficult to predict based on the actions of the market itself. There is no way of foreshadowing how many investigations will be conducted. The Division of Compliance and Enforcement is working diligently on every investigation.

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

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<u>Type/Strategy/Measure</u>	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 INFO REQUEST RESPONSES

Quarter 1	70,000.00	9,109.00	9,109.00	13.01 % *	14,000.00 - 21,000.00
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Explanation of Variance: This measure reports the number of information requests responded to by the 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. Customer Protection Division and General Law received a voluminous number of requests from the citizens of Texas.

Explanation of Update: This measure reports the number of information requests responded to by the 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 number of responses provided is dependent on the number of information requests received.

Quarter 2	70,000.00	8,386.00	17,495.00	24.99 % *	31,500.00 - 38,500.00
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Explanation of Variance: This measure reports the number of information requests responded to by the 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 number of responses provided is dependent on the number of information requests received.

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Efficiency/Output Measures with Cover Page and Update Explanation

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Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 INFO REQUEST RESPONSES

Quarter 3	70,000.00	9,692.00	27,187.00	38.84 % *	49,000.00 - 56,000.00
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Explanation of Variance: This measure reports the number of information requests responded to by the 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 number of responses provided is dependent on the number of information requests received.

Quarter 4	70,000.00	12,253.00	39,440.00	56.34 % *	66,500.00 - 73,500.00
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Explanation of Variance: This measure reports the number of information requests responded to by the 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 number of responses provided is dependent on the number of information requests received.

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	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF COMPLAINTS CONCLUDED

Quarter 1	7,500.00	2,347.00	2,347.00	31.29 % *	1,500.00 - 2,250.00
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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 the 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: The incorrect close date was entered for 2021060063. The correct close date was entered and the complaint was closed in FY2021.

Quarter 2	7,500.00	1,838.00	4,185.00	55.80 % *	3,375.00 - 4,125.00
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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 the 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 3	7,500.00	1,972.00	6,157.00	82.09 % *	5,250.00 - 6,000.00
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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 the explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF COMPLAINTS CONCLUDED

Quarter 4	7,500.00	3,065.00	9,222.00	122.96 % *	7,125.00 - 7,875.00
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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 the explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers.

Efficiency Measures

1-1-1 MARKET COMPETITION

1 AVERAGE DAYS/COA & SPCOA

* Varies by 5% or more from target.

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS/COA & SPCOA

Quarter 1	50.00	147.00	147.00	294.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed a total of 9 COA and SPCOA dockets for the first quarter of FY 2022. The total average number of days to process all dockets was (more/less) than the 132 days required by the Public Utility Regulatory Act due to requests for extension, application deficiencies and subsequent amendments or supplements, and 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.

Explanation of Update: The total average number of days to process all dockets was 147 days rather than the 60 days required by the Public Utility Regulatory Act.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS/COA & SPCOA

Quarter 2	50.00	139.00	144.00	288.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed a total of 7 COA and SPCOA dockets for the second quarter of FY 2022. The total average number of days to process all dockets was more than the 60 days required by the Public Utility Regulatory Act due to requests for extension, application deficiencies and subsequent amendments or supplements, and 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.

Explanation of Update: The total average number of days to process all dockets was 139 days rather than the 60 days required by the Public Utility Regulatory Act..

Quarter 3	50.00	95.00	104.00	208.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed a total of 18 COA and SPCOA dockets for the third quarter of FY 2022. The total average number of days to process all dockets was more than the 60 days required by the Public Utility Regulatory Act due to requests for extension, application deficiencies and subsequent amendments or supplements, and 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

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Efficiency Measures

1 AVERAGE DAYS/COA & SPCOA

Quarter 4	50.00	96.00	116.00	232.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed a total of 6 COA and SPCOA dockets for the fourth quarter of FY 2022. The total average number of days to process all dockets was more than the 60 days required by the Public Utility Regulatory Act due to requests for extension, application deficiencies and subsequent amendments or supplements, and 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.

1-2-1 UTILITY REGULATION

1 AVG DAYS PROCESS RATE CASE FOR TDU

Quarter 1	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 2022. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.

Quarter 2	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 was completed within the year to date second quarter of FY 2022. 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.

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Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVG DAYS PROCESS RATE CASE FOR TDU

Quarter 3	200.00	496.00	496.00	248.00 % *	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 two major electric rate case that fit the definition of a TDU that was completed within the third quarter of FY 2022. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates. In Q3 there were 2 dockets that were extraordinarily complex and were referred to the State Office for Administrative Hearings (SOAH) for hearings. In both highly contested dockets, it took the parties over a year to come to resolution at SOAH and return to the PUC to complete processing.

Explanation of Update: In Q3 there were 2 dockets that were extraordinarily complex and were referred to the State Office for Administrative Hearings (SOAH) for hearings. In both highly contested dockets, it took the parties over a year to come to resolution at SOAH and return to the PUC to complete processing.

Quarter 4	200.00	90.00	360.00	180.00 % *	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 was one major electric rate case that fit the definition of a TDU that was completed within the fourth quarter of FY 2022. 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.

Efficiency/Output Measures with Cover Page and Update Explanation
 87th Regular Session, Performance Reporting
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Efficiency Measures					
1 % INFO ELECTRONIC DISTRIBUTION					
Quarter 1	95.00 %	99.28 %	99.28 %	104.51 %	90.25 - 99.75
Quarter 2	95.00 %	100.00 %	99.64 %	104.88 %	90.25 - 99.75
Quarter 3	95.00 %	100.00 %	99.80 %	105.05 % *	90.25 - 99.75
<u>Explanation of Variance:</u> The Covid-19 Pandemic limited the avenues for the distribution of hard copy products during this quarter. Therefore, all products were distributed electronically. This resulted in the Commission exceeding the target. There was also an increase in PTC Website hits and publications distributed electronically for the month of May due to a Retail Electric Provider exiting the market.					
Quarter 4	95.00 %	100.00 %	99.87 %	105.13 % *	90.25 - 99.75
<u>Explanation of Variance:</u> The Covid-19 Pandemic limited the avenues for the distribution of hard copy products during this quarter. Therefore, all products were distributed electronically. This resulted in the Commission exceeding the target.					

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	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

Quarter 1	15.00	29.00	29.00	193.33 % *	14.25 - 15.75
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Explanation of Variance: Commission staff’s efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints and staff resources that can be brought to bear on resolving the complaints. Staff continues to work with the regulated entities to improve the complaint process and educating them on the importance of responding to complaints within 15 days for water complaints and 21 days for electric and telephone complaints. Staff also continues to work towards reducing the average number of days to close complaints following the increased number of complaints and delays experienced following Winter Storm Uri. Although complaints received in the months following the storm have been resolved, those complaints had an ongoing effect on staff’s ability to close subsequent complaints within the average number of days required by the measure.

Quarter 2	15.00	25.00	27.80	185.33 % *	14.25 - 15.75
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Explanation of Variance: Commission staff’s efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints and staff resources that can be brought to bear on resolving the complaints. Staff continues to work with the regulated entities to improve the complaint process and educating them on the importance of responding to complaints within 15 days for water complaints and 21 days for electric and telephone complaints. Staff also continues to work towards reducing the average number of days to close complaints following the increased number of complaints and delays experienced following Winter Storm Uri. Although complaints received in the months following the storm have been resolved, those complaints had an ongoing effect on staff’s ability to close subsequent complaints within the average number of days required by the measure.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

Quarter 3	15.00	23.00	26.04	173.60 % *	14.25 - 15.75
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Explanation of Variance: Commission staff’s efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints and staff resources that can be brought to bear on resolving the complaints. Staff continues to work with the regulated entities to improve the complaint process and educating them on the importance of responding to complaints within 15 days for water complaints and 21 days for electric and telephone complaints. Staff also continues to work towards reducing the average number of days to close complaints following the increased number of complaints and delays experienced following Winter Storm Uri. Although complaints received in the months following the storm have been resolved, those complaints had an ongoing effect on staff’s ability to close subsequent complaints within the average number of days required by the measure.

Quarter 4	15.00	22.00	24.86	165.73 % *	14.25 - 15.75
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Explanation of Variance: Commission staff’s ability to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints and staff resources that can be brought to bear on resolving the complaints. Staff continues to work with the regulated entities to improve the complaint process and educating them on the importance of responding to complaints within 15 days for water complaints and 21 days for electric and telephone complaints. Staff also continues to work towards reducing the average number of days to close complaints following the increased number of complaints and delays experienced following Winter Storm Uri. Although complaints received in the months following the storm have been resolved, those complaints and ongoing increased volumes had an ongoing effect on staff’s ability to close subsequent complaints within the average number of days required by the measure.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

473 - Public Utility Commission of Texas

Fiscal Year 2022

9/27/2022

Outcomes with Cover Page and Update Explanation
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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2022 Target	2022 YTD	Percent of Annual Target	Target Range
<u>1-1 MAINTAIN COMPETITION</u>				
1 % SERVED BY CITIES CERTIFIED	75.00 %	75.24 %	100.32 %	
<u>Prior YTD:</u>				
3 RELATIVE ELEC PRICE: RESIDENTIAL	85.00 %	93.22 %	109.67 % *	
<u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for approximately 44% of its generation as compared to 38% nationally. Therefore, the stability of the relatively 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 (\$0.1327) is lower than the national average (\$0.1424), which is desirable.				
<u>Prior YTD:</u>				
6 % OF NAT'L AVG RESIDENTIAL E-BILL	115.00 %	120.93 %	105.16 % *	
<u>Explanation of Variance:</u> 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.				
<u>Prior YTD:</u>				
7 RELATIVE ELEC OFFER PRICE: RES	70.00 %	95.98 %	137.11 % *	
<u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for approximately 44% of its generation as compared to 38% nationally. Therefore, the stability of the relatively 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 (\$0.1372) is lower than the national average (\$0.1429), 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
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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Objective/Measure	2022 Target	2022 YTD	Percent of Annual Target	Target Range
1 % OF NAT'L AVG RESIDENTIAL PH BILL	110.00 %	141.43 %	128.57 % *	
<p><u>Explanation of Variance:</u> 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 \$22.30 and below the \$31.53 weighted average for the ten largest providers in Texas. AT&T Texas, the largest provider, charges a monthly rate of \$41.00, 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.</p>				
<u>Prior YTD:</u>				
<u>2-2 RESOLVE COMPLAINTS</u>				
1 % CUST COMPLAINTS RESOLVED (IRP)	99.00 %	99.66 %	100.67 %	

Prior YTD:

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES

473 - Public Utility Commission of Texas

Fiscal Year 2022

9/27/2022

Agency code: 473

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

<u>Type/Strategy/Measure</u>	2022 Target	2022 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	779,979.00	78.00 % *
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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 customer to shop for their electricity provider.

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