

PUBLIC UTILITY COMMISSION OF TEXAS

Agency Strategic Plan

For the Fiscal Years 2025-2029



June 1, 2024

AGENCY STRATEGIC PLAN

FISCAL YEARS 2025-2029

BY

THE PUBLIC UTILITY COMMISSION OF TEXAS

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June 01, 2024

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AGENCY MISSION

The mission of the Public Utility Commission of Texas is to protect customers, foster competition, and promote high-quality utility infrastructure. The Public Utility Commission of Texas is accountable to the people of Texas to provide equitable, efficient, and effective regulation in an increasingly competitive environment. We conduct business openly and fairly, observe the highest ethical standards, encourage public participation, and balance the views of customers, utilities, market participants, and other affected parties. We value commitment, competence, innovation, teamwork, and respect for the individual.

AGENCY GOALS AND ACTION PLANS

OPERATIONAL GOAL I

Foster competition in the Electric Reliability Council of Texas (ERCOT) electric market by conducting effective market oversight through the evaluation of the market design and operations and the development and enforcement of market rules.

ACTION ITEMS

1. Electric Wholesale Market Oversight: The PUCT monitors market power associated with the generation, transmission, distribution, and sale of electricity in Texas. The Public Utility Regulatory Act (PURA) gives the PUCT the authority to require mitigation of market power. The PUCT has the authority to request any information it needs from market participants to assess market power and evaluate the development of a competitive market in the state. The PUCT establishes and enforces rules relating to the operation of the wholesale electric market within the ERCOT power region to ensure well-functioning markets and efficient prices. The FY24-25 General Appropriations Act provided 4 FTEs and technical infrastructure for a data analysis team to analyze incoming market data and identify trends and market events that may impact the utility market. SB 2627 provides 7 FTEs to support implementation of the Texas Energy Fund for 1) upgrades for existing dispatchable generating facilities and construction of new dispatchable generating facilities in the ERCOT power region; 2) completion bonus grants for the construction of dispatchable electric generating facilities in the ERCOT power region; 3) transmission and distribution infrastructure and electric generating facilities outside of the ERCOT power region, and 4) Texas backup power package program.
2. Electric Retail Market Oversight: The PUCT provides retail electric provider and aggregator certification and registration, develops retail market and customer-protection rules, participates in the development of ERCOT Protocols and othering binding documents, designates and oversees providers-of-last-resort, and oversees the implementation of market activities.
3. Electric Reliability Council of Texas (ERCOT) Oversight: The PUCT is required by law to certify an independent organization to ensure access to the transmission and distribution system for all buyers and sellers of electricity on a nondiscriminatory basis; ensure the reliability and adequacy of the regional electric network; and ensure that electricity production and delivery are accurately accounted for among the generators and wholesale buyers and sellers in the region. The PUCT sets out the functions of the independent organization, standards for access to meetings and information, qualifications for board members, and reporting requirements. The PUCT has previously designated ERCOT as the independent organization in PURA 39.151. The PUCT approves the ERCOT budget, system administration fee, and performance measures and has authority to review and approve modifications to ERCOT Protocols and Guides. The current system administration fee is set at \$0.630 per MWh, and ERCOT projects the fee will remain at this level through 2027. HB 5066 states the commission shall direct ERCOT to develop a reliability plan for regions in which transmission capacity is insufficient the regions existing and forecasted electrical load.
4. Enforcement of Utilities Code Statutes and PUCT Rules or Orders: The PUCT establishes review and audit plans to monitor compliance levels of utilities and other entities in an efficient manner. The PUCT issues notices of violations, participates in contested case hearings, and assesses penalties when violations are found.

SUPPORTING STATEWIDE OBJECTIVES

1. Accountable to tax and fee payers in Texas: The PUCT ensures accountability by engaging in public decision-making and actively seeking public participation. The PUCT process allows for meaningful participation in rulemakings and contested cases. Public and stakeholder comment is accepted on all rules that the PUCT considers enacting. PUCT and ERCOT meetings are broadcast on the internet, and the PUCT Interchange contains all nonconfidential documents in each proceeding filed at the PUCT. PUCT rulings on contested cases and rulemakings are supported and explained through orders that provide detailed rationale and justification of PUCT decisions.
2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any functions or provision considered redundant or not cost-effective: The PUCT ensures results are achieved efficiently through management review of the resources required to achieve desired outcomes. PUCT staff develops the biennial Agency Report, which provides an update on the status of electric, water, and telecommunication in Texas and provides information on other electric industry matters. The report identifies the primary regulatory issues facing the PUCT and provides a framework for evaluating the prospective rules and projects that may require the greatest resources to accomplish. Also, enforcement staff has the discretion on whether to proceed with prosecuting alleged violations and penalties, including notice of violation settlement agreements and full enforcement. PUCT management is continuously monitoring workload and reallocating resources or hiring consultants as necessitated by the work being performed by staff.
3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve: The PUCT ensures effective outcomes by measuring the results of PUCT decisions and activities and analyzing results to determine if action is needed to improve PUCT outcomes. The PUCT measures the average retail electric provider offers on the Power to Choose website for a 12-month, fixed-rate plan versus the national average price for electricity. The PUCT estimates that the average competitive offer in Texas will be approximately 85% of the average cost for electricity nationally in fiscal year 2024. This is one measure of how well the retail market is operating. The PUCT also tracks and analyzes enforcement data to identify market trends and violation types as a way to inform decisions and rulemakings. The PUCT anticipates conducting more than 150 enforcement investigations and assessing approximately \$2.5 million in administrative penalties for violations in fiscal year 2024. In addition, the PUCT continually monitors the wholesale electric market in ERCOT to determine if market rules should be fine-tuned. The agency also participates in state-led challenges to federal environmental regulations that threaten the viability of the Texas electricity market. HB 1500, relating to the continuation and functions of the PUCT, continues the PUCT for 6 years. The PUCT is actively implementing all recommendations from the Sunset Commission and the Legislature.
4. Attentive to providing excellent customer service: The PUCT ensures excellent customer service through a combination of accessible information and short response times to public inquiries and requests. All reports, including the Agency Report, can be downloaded from the PUCT website. The PUCT also maintains an online staff directory to speed and simplify direct contact with the proper subject-matter expert. The PUCT is constantly updating and improving the Power to Choose website, which allows customers in competitive areas to comparison shop hundreds of electric service plans. The PUCT also consistently responds to Public Information Act requests relating to the electric market in less than 10 days. Additionally, the PUCT has a Power to Save website that contains helpful tips to save energy and a map designed to help customers locate energy efficiency programs in their service area - www.powertosavetexas.org.

5. Transparent such that agency actions can be understood by any Texan: The PUCT ensures transparency in agency actions by discussing all decisions in open meetings that are broadcast on the internet and by posting a full range of reports and policy documents (including detailed orders explaining the legal and policy basis of decision making) on the PUCT website for maximum accessibility. All nonconfidential documents in each proceeding are filed and made publicly available on the PUCT Interchange website. Once a year, the PUCT Enforcement Division presents all enforcement data to the PUCT at an open meeting then posts it to the PUCT website. The Consumer Protection Division adds an additional layer of transparency by posting monthly data to the PUCT website, showing their work numbers. Additionally, the PUCT posts all contracts and solicitation documents for outsourced services on the PUCT website.

OPERATIONAL GOAL II

Ensure that Texas ratepayers are charged just and reasonable rates for high-quality electric and water service through rate proceedings and monitoring activities. Ensure utilities construct and maintain critical utility infrastructure, which is vital for sustained economic growth in Texas. Ensure that telecommunications customers in rural areas of the state receive service at reasonable rates by providing financial assistance to eligible telecommunications providers.

ACTION ITEMS

1. Electric Utility Regulation: The PUCT is authorized to establish and regulate rates that are just and reasonable. As such, the PUCT computes rates, including the establishment of procedures for rate changes, cost recovery, and rate adjustments, and the securitization for recovery of system restoration costs. The PUCT conducts earnings monitoring activities to ensure utilities are not realizing greater-than-expected returns on investment and requires utilities to file rate cases to lower rates when warranted. HB 2555 permits an electric utility that owns or operates a transmission or distribution system to file a resiliency plan comprised of measures designed to prevent, withstand, mitigate, or more promptly recover from resiliency events posed on the utility's system.
2. Wholesale Transmission Regulation: The PUCT is authorized to establish rules related to wholesale transmission service and access. The PUCT ensures that utilities provide nondiscriminatory access to wholesale transmission service. The PUCT is also authorized to order transmission service to certain entities, including deciding whether terms for service are reasonable.
3. Transmission Line Regulation: The PUCT considers applications for Certificates of Convenience and Necessity (CCNs) for electric transmission lines, as well as determining the geographic route and siting of transmission lines. PUCT staff develops and maintains all forms related to electric CCNs. With the passage of HB 4150 in the 86th legislative session, electric utilities, municipally owned utilities, and electric cooperatives are required to meet minimum clearance requirements for lines over recreational lakes. Additionally, these entities are required to file reports with the PUCT regarding their inspections of facilities, hazards identified, and injuries from transmission lines. SB 1076 and HB 5066 reduced the Commission approval timeline for transmission projects from 365 days to 180 days.
4. Water and Wastewater Utility Regulation: The PUCT is authorized to establish and regulate rates that are just and reasonable. As such, the PUCT computes rates, including the establishment of procedures for rate changes, cost recovery, and rate adjustments. The PUCT considers applications for CCNs, which set forth a utility's service territory, and may grant an application if certain requirements are met. PUCT staff develops and maintains all forms related to water and wastewater CCNs. The PUCT conducts earnings monitoring activities to ensure utilities are not realizing greater-than-expected returns on investment. SB 1965 created a streamlined process for a temporary manager or receiver that is also a Class A or Class B utility to acquire the stock, ownership interest, or assets of a temporarily managed and operated utility, its facilities, and its CCN service area. The bill also added a new provision to allow for operations and maintenance expenses and capital expenses to be recovered as a regulatory asset in the next general rate case or system improvement charge after acquisition. HB 2373 repealed the substantial similarity language from statute and made it easier for a utility to apply for one single rate for all its systems or for regional rates.
5. Texas Universal Service Fund: The PUCT administers the Texas Universal Service Fund (TUSF) and sets the assessment amount that funds programs supported by the TUSF. The PUCT designates which telecommunications providers are eligible to receive TUSF support, and the

amount of support, so that rural customers are charged reasonable rates for basic local telecommunications service while minimizing the level of the TUSF assessment

SUPPORTING STATEWIDE OBJECTIVES

1. Accountable to tax and fee payers in Texas: The PUCT ensures accountability by engaging in public decision-making and actively seeking public participation. The PUCT's process allows for meaningful participation in rate-setting and CCN proceedings. Affected customers may intervene in cases before the PUCT, enter evidence into the record, and by motion, engage in oral arguments before the PUCT, thereby helping to inform the decisions made by the PUCT. The meetings at which the PUCT makes decisions are open to the public and broadcast on the internet. All nonconfidential documents in each proceeding are filed and made publicly available on the PUCT Interchange website. The PUCT continually assesses the appropriateness of the TUSF assessment and has concluded that the current rate of 12% of intrastate telecommunications receipts is sufficient to fully fund current programs beyond 2027.
2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any functions or provision considered redundant or not cost-effective: The PUCT ensures results are achieved efficiently through management review of the resources required to achieve desired outcomes. PUCT staff work diligently to conclude ratemaking and CCN cases within the timelines established by statute. However, extensions of time are granted in rate proceedings to encourage settlement, which often results in a more efficient outcome than a fully litigated case. PUCT management assesses the complexity of each filing and assigns staff based on the anticipated workload in the case. The PUCT, in accordance with legislative direction, continually reforms and evaluates expenditures from the Texas Universal Service Fund to ensure appropriate support for rural telephone companies and customers, while ensuring the fee paid by Texans is appropriate.
3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve: The PUCT ensures effective outcomes by measuring the results of PUCT decisions and activities, and analyzing results to determine if action is needed to improve PUCT outcomes. The PUCT conducts a thorough review of each electric and water utility request for a rate increase that is filed with the PUCT. The PUCT anticipates conducting 65 rate cases for regulated electric utilities and 80 rate reviews for water and sewer utilities in fiscal year 2024. The PUCT requires companies to file annual earnings reports so that the PUCT can determine if a company is earning a rate of return that exceeds the amount authorized by the PUCT. The PUCT has the authority to require a utility company to file a rate case if that company is over-earning. The PUCT approves CCN applications for both electric and water utilities. The PUCT also reviews utility reports to monitor the progress of infrastructure construction and maintenance. The PUCT anticipates processing approximately 165 water and wastewater CCN applications in fiscal year 2024. HB 1500 relating to the continuation and functions of the PUCT, continues the PUCT for 6 years. The PUCT is actively implementing all recommendations from the Sunset Commission and the Legislature.
4. Attentive to providing excellent customer service: The PUCT ensures excellent customer service through the accessibility of information and records, and short response times to inquiries and requests from the public. Specifically, all agency reports, including monthly construction progress reports, can be downloaded from the PUCT website. The PUCT also maintains an online staff directory to make subject-matter experts available for any question or inquiry. The PUCT's Consumer Protection Division assists customers who have questions about their utility service, including questions about billing and help filing complaints against utility companies. Also, the PUCT contracts with the Superior Water Management of Texas, LLC (SWMT) to assist water utilities complete filings with the PUCT and to improve the financial and managerial

capabilities of utilities to ensure customers receive continuous and adequate water and wastewater service. In 2019, the PUCT reorganized the agency's structure and created the Division of Utility Outreach. This division's work complements work performed by SWMT by assisting companies in improving their financial, managerial, and technical capabilities through outreach activities such as townhall meetings and local workgroup sessions. The goal of this work is to have better-functioning water systems that provide continuous and adequate water and wastewater service that meets all statutory and regulatory requirements.

5. Transparent such that agency actions can be understood by any Texan: The PUCT ensures transparency in agency actions by discussing all decisions in open meetings, which are broadcast on the internet and by posting reports and other policy documents on the PUCT website so that the public can easily access information. Final orders memorializing decisions on rate and CCN matters are signed by the Commissioners and filed in the corresponding project number and are available to the public on the PUCT's Interchange website. All nonconfidential documents in each proceeding are filed and made publicly available on the PUCT Interchange website. Additionally, the PUCT posts all contracts and solicitation documents for outsourced services on the PUCT website.

OPERATIONAL GOAL III

Provide information and assistance to Texas electric, water, and telecommunications customers to promote public understanding and awareness of customers' rates, terms, services, and rights.

ACTION ITEMS

1. Customer Outreach Activities: The PUCT provides information to customers in deregulated areas of the state about their choices regarding electric service and the selection of retail electric providers through the Power to Choose website, the Texas Electric Choice Call Center, and the Texas Electric Choice Outreach program. The PUCT also provides information to customers of regulated electric, water, and telecommunications utilities via email, phone, and the PUCT website.
2. Customer Dispute Resolution: The PUCT provides customers with assistance in resolving disputes with electric, telecommunications, and water and wastewater providers by investigating complaints of alleged offenses, making informal decisions about an activity's compliance with applicable rules and statutes, and recommending corrective actions where appropriate. The PUCT receives complaints via email, the PUCT website, over the phone, and in person.
3. Office of Public Engagement: The FY24-25 General Appropriations Act provided 3 FTEs to create an Office of Public Engagement to assist the public in navigating Commission proceedings of all types and ensure the public's voices are being heard at the PUCT. The Office of Public Engagement is fully staffed and operational.

SUPPORTING STATEWIDE OBJECTIVES

1. Accountable to tax and fee payers in Texas: The PUCT ensures accountability by engaging in public decision-making and actively seeking public participation. Regarding the Power to Choose website, the PUCT has conducted usability studies and requested input on changes to the website from consumer advocates to make the site more user-friendly. Regarding customer dispute resolution activities, the PUCT has direct interaction with electric and water customers. Customers are informed of the final resolution of a complaint. If customers are dissatisfied with the outcome of the informal complaint process, they may file a formal complaint with the PUCT. Virtually all customer complaints are resolved through the informal complaint process.
2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any functions or provision considered redundant or not cost-effective: The PUCT ensures results are achieved efficiently through management review of the resources required to achieve desired outcomes. Approximately 95% of the information products distributed by PUCT are disseminated electronically. The remaining 5% are distributed at high-turnout events such as Earth Day Texas. Complaints received by the PUCT call center are largely resolved through the PUCT informal complaints process. The PUCT projects an average of 15 days to conclude informal complaints, with 99% reaching resolution in under 30 days, in fiscal year 2024.
3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve: The PUCT ensures effective outcomes by measuring the results of PUCT decisions and activities, and analyzing results to determine if action is needed to improve PUCT outcomes. The PUCT projects 1,250,000 customer education information products will be distributed, and staff will respond to approximately 40,000 information requests in fiscal year 2024. Furthermore, the PUCT projects the Consumer Protection home page website will have more than 390,000 hits in fiscal year 2024, with most people searching for information on the consumer education pages. The PUCT estimates that it will conclude more than 8,000 informal customer complaints in fiscal year 2024, which will

result in credits and refunds to customers in excess of \$350,000 for the year. Of the 8,000 complaints concluded during the year, approximately 99% will be resolved using the PUCT's informal complaint resolution process. HB 1500 relating to the continuation and functions of the PUCT, continues the PUCT for 6 years. The PUCT is actively implementing all recommendations from the Sunset Commission and the Legislature.

4. Attentive to providing excellent customer service: The PUCT ensures excellent customer service through the accessibility of information and records and short response times to inquiries and requests from the public. The PUCT receives immediate feedback in customer outreach and customer dispute resolution activities. Customers are notified of the outcome of the dispute resolution process, so that the complainant can better understand the actions of the utility and how the outcome was reached. The individuals who interact with the PUCT in both of these activities receive the customer service survey required as a part of the State's strategic planning process every two years. The survey is also available to the general public and industry partners on the PUCT website. The PUCT reviews the results of the survey and addresses agency processes and policy issues that were identified in the survey and need to be improved.
5. Transparent such that agency actions can be understood by any Texan: The PUCT ensures transparency in agency actions by discussing all decisions in open meetings broadcast on the internet and posting reports and other policy documents on the PUCT website for easy public access. The PUCT website contains information to aid customers in making informed electric, water, and telecommunications decisions. The topics range from explaining the process for filing a complaint, to clarifying charges that appear on electricity bills, to identifying who may intervene in a PUCT proceeding and providing guidance on public participation. The website also contains retail electric market complaint data that allows customers to research the complaint history of retail electric providers and compare the types and total number of complaints of each provider. The PUCT Consumer Protection Division posts all complaint data monthly on the PUCT website. The FY24-25 General Appropriations Act provided 3 FTEs to create an Office of Public Engagement to assist the public in navigating Commission proceedings of all types and ensure the public's voices are being heard at the PUCT. The Office of Public Engagement is fully staffed and operational.

OPERATIONAL GOAL IV

Represent and protect the interests of Texas customers and market participants in federal agency and court proceedings that directly impact Texans.

ACTION ITEMS

1. Participation in Federal Energy Regulatory Commission (FERC) proceedings: The PUCT actively participates in a variety of proceedings before the FERC to protect the interests of Texas electric ratepayers and stakeholders. These proceedings include those necessary to maintain the independence of the ERCOT region and proceedings affecting the interests of Texas ratepayers in the non-ERCOT regions of Texas.
2. Participation in administrative and federal court proceedings: The PUCT may participate in rulemaking proceedings before the Environmental Protection Agency (EPA) which impact the Texas electric industry. The PUCT also actively participates in a variety of federal court appeals of EPA rules.
3. Participation in non-ERCOT Regional Transmission Organization (RTO) matters: The PUCT participates in the Southwest Power Pool and Mid-Continent Independent System Operator activities as it deems necessary to protect the interests of Texas ratepayers located in the non-ERCOT areas of Texas. With the passage of HB 3867 in the 86th legislative session, the PUCT is authorized to retain consultants to participate in proceedings in these two regions.

SUPPORTING STATEWIDE OBJECTIVES

1. Accountable to tax and fee payers in Texas: The PUCT ensures accountability by engaging in public decision-making and actively seeking public participation. The PUCT informs the Governor's Office, Legislature, and, when appropriate for litigation matters, the Office of the Attorney General of activities in federal matters. Comments submitted by the PUCT on rulemakings at federal agencies are posted for the public to view.
2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any functions or provision considered redundant or not cost-effective: The PUCT ensures results are achieved efficiently through management review of the resources required to achieve desired outcomes. PUCT staff consults with outside counsel who advises and assists the PUCT in the scope of the PUCT's duty to ensure Texas ratepayer interests are being represented during FERC proceedings to minimize duplicative efforts. Counsel is also instructed to be judicious in intervening in federal proceedings. The PUCT, along with ERCOT, the Texas Commission on Environmental Quality, and the Railroad Commission of Texas, may file joint comments when the interests of the entities align in a federal proceeding. This makes more efficient use of agency resources by reducing duplicative efforts.
3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve: The PUCT ensures effective outcomes by measuring the results of PUCT decisions and activities, and analyzing results to determine if action is needed to improve PUCT outcomes. PUCT management staff meet regularly to discuss PUCT activities in rulemakings and other federal proceedings. PUCT Commissioners also actively participate in non-ERCOT RTO meetings to represent Texas's interests in those matters. On litigation relating to federal proceedings, PUCT staff meets with counsel from the Office of the Attorney General to discuss strategy, then informs PUCT Commissioners during the closed session portion of open meetings.
4. Attentive to providing excellent customer service: The PUCT ensures excellent customer service through the accessibility of information and records as well as short response times to public

inquiries and requests. Recognizing that decisions made by federal agencies and in federal courts affect all Texas ratepayers, the PUCT gives them a voice by actively participating in the decision-making process on federal activities.

5. Transparent such that agency actions can be understood by any Texan: The PUCT ensures transparency in agency actions by making decisions in open meetings that are broadcast on the internet and posting reports and other policy documents on the PUCT website, so that the public can easily access information. Any filings the PUCT makes in FERC or EPA rulemakings or court cases are publicly available through the relevant agency's website. PUCT Commissioners and staff discuss activities relating to FERC proceedings and decisions made in non-ERCOT RTO meetings at PUCT open meetings, when appropriate.

OPERATIONAL GOAL V

Ensure public trust in infrastructure by fostering a culture of security internally and among regulated utilities. Foster resiliency to the myriad of threats to the reliable delivery of utility services whether those threats are physical, cyber, manmade, or natural.

ACTION ITEMS

1. Emergency Response: The PUCT Emergency Management Response Team serves in the State Operations Center during emergencies, where it provides coordination and information from regulated utilities. The PUCT worked closely with the Texas Division of Emergency Management in responding to Winter Storm Uri. The PUCT works with the Office of the Governor to provide discretion on enforcement of PUCT rules and suspension of relevant statutes to protect public safety and ensure the timely restoration of utility services after a disaster.
2. Internal PUCT Security: The PUCT has partnered with the Department of Public Safety, the Department on Information Resources, and the Texas Facilities Commission to identify and correct security weaknesses. Pursuing the goal of a properly trained professional workforce, the PUCT holds training for PUCT staff in measures needed to take to create a more secure workspace and holding employees accountable for lapses in security. All PUCT staff will complete the cybersecurity training as required annually by HB 3834 in the 86th legislative session. Furthermore, the PUCT requires a set of minimum-security standards for staff to work from home while using Virtual Private Network access.
3. Security among regulated utilities: The PUCT works with ERCOT and the Texas Reliability Entity, a regional entity within the North American Electric Reliability Corporation, which enforces and coordinates regional reliability standards to the bulk power system, to ensure that standards for physical and cyber security are maintained by regulated electric utilities. Efficient rate regulation for utilities allows timely recovery of security investments. Participation in information sharing networks, such as the Electricity Information Sharing and Analysis Center, helps enhance situational awareness of threats to the electric grid and facilitate solutions. With the passage of SB 64, SB 475, and SB 936 in the 86th legislative session, the PUCT's Chairman is a member of the Texas Grid Security Council, and PUCT staff continues a coordinated cybersecurity monitoring and outreach program. The PUCT has set up rules that establish requirements for utilities' cybersecurity efforts, including providing the PUCT with important information for increase transparency and accountability.

SUPPORTING STATEWIDE OBJECTIVES

1. Accountable to tax and fee payers in Texas: Expenditures related to emergency response are reported to the Office of the Governor and the Legislative Budget Board. Contracts for security-related expenses, including the contract with the firm hired to act as the Cybersecurity Monitor, are conducted under standard state purchasing guidelines and applicable rules and statutes.
2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any functions or provision considered redundant or not cost-effective: Ongoing coordination with the regulated utilities on emergency response and security preparedness helps ensure that there is not a needless duplication of effort while maintaining appropriate oversight.
3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve: Security of the state's electric, water, and telecommunications infrastructure is a top priority of the Commission.

4. Attentive to providing excellent customer service: Timeliness is key in recovery scenarios, with plans that emphasize the security of utility customer data and speed the restoration of utility services after an emergency. The PUCT also maintains open channels of communications so that customer complaints relating to security and disaster response can be acknowledged and rapidly forwarded for resolution.
5. Transparent such that agency actions can be understood by any Texan: The PUCT's emergency communications plans provide for stakeholder notification during an emergency. Non-emergency security matters are conducted in a collaborative manner with utility and customer stakeholders. Additionally, the Cybersecurity Monitor provides progress reports to the PUCT in open meetings and may testify on its findings and recommendations at legislative hearings.

REDUNDANCIES & IMPEDIMENTS

Texas No-Call List	
Service, Statute, Rule, or Regulation	Citations: Chapter 304, Subchapter B, Business and Commerce Code
Description	The PUCT is required to establish and maintain a statewide “No-Call List” of residences that do not want to receive telemarketing calls. Generally, telemarketers must obtain the list at a cost of \$150 per quarter. Statute authorizes the PUCT to investigate alleged violations and to assess administrative penalties against violators. The PUCT has exclusive jurisdiction if the violator is a telecommunications provider. The Office of the Attorney General also has jurisdiction to investigate possible violations. Additionally, a state agency that has licensed an alleged violator may conduct investigations and assess any penalties for which it has authorization. The law also creates a private right of action in civil court for a customer that has been damaged through a violation of the statute.
Recommendation	The PUCT recommends deleting the requirement that the Commission maintain a state-specific no-call list. The Federal Trade Commission (FTC) maintains the National Do Not Call Registry, which prohibits the same sales calls that are prohibited if a number is on the Texas No-Call List. If the requirement for the PUCT to maintain a Texas-specific list was deleted, the PUCT would direct people to sign up on the national list, which provides more expansive protections.
Benefit	The FTC’s jurisdiction extends beyond Texas to the entire country. Therefore, the FTC can investigate and assess penalties against violators that make calls from any state. Therefore, the protections afforded residences and businesses on the national list are greater than those on the Texas-specific list. Removing this requirement would allow the PUCT to reallocate resources from this activity and would reduce costs to telemarketers through the elimination of the requirement that they purchase the Texas list.
Gross Receipts Assessment	
Service, Statute, Rule, or Regulation	Citations: §§16.001-16.004, Utilities Code
Description	Public electric utilities, retail electric providers, and other entities subject to the PUCT gross receipts assessment currently pay one-sixth of one percent of gross receipts from rates charged to the ultimate electricity consumer in the state to defray the expenses incurred in the administration of the Public Utility Regulatory Act. Investor-Owned Water Utilities and Water Supply Corporations pay a TCEQ regulatory assessment fee, which is one percent and one-half of one percent of receipts, respectively. The amount of the PUCT gross receipts assessment collected is far greater than PUCT’s appropriation. The amount of the TCEQ fee that is allocated to the PUCT is far less than what the PUCT spends to regulate water utilities.
Recommendation	The PUCT recommends authorizing the PUCT to set the gross receipts assessment rate at an amount necessary to produce revenue equal to the General Revenue appropriation and the GR Dedicated - Water Resource

	Management Account appropriation of the PUCT. Additionally, the PUCT recommends expanding §§16.001-16.004, Utilities Code by adding Investor-Owned Utilities and Water Supply Corporations to pay into the Gross Receipts Assessment instead of paying the TCEQ regulatory assessment.
Benefit	These changes would result in a significant fee reduction for electric utility customers and customers of Investor-Owned Utilities and Water Supply Corporations. The PUCT's budget would remain at the level appropriated by the Legislature, with a simplified method of finance. Based on the Comptroller's Biennial Revenue Estimate, the amount of revenue collected from the PUCT gross receipts assessment will exceed the PUCT's authorized General Revenue appropriation and GR Dedicated - Water Resource Management appropriation by approximately \$34.7 million in fiscal year 2024.
TUSF Funds Used to Cover Federal USF Reductions	
Service, Statute, Rule, or Regulation	Citations: §56.025, Utilities Code
Description	PURA § 56.025 allows certain companies to request additional funds from TUSF to offset reductions in Federal Universal Service Fund Support.
Recommendation	The PUCT recommends deleting the requirement that Texas funds replace any reductions in federal universal service funding.
Benefit	Deleting the §56.025 requirement would decrease TUSF expenditures and eliminate company reliance on Texas funding to support the federal government's changing policy priorities. In 2022, §56.025 payments to eligible telecommunications carriers totaled \$13 million, and in 2023, payments to eligible telecommunication carriers totaled \$11.5 million.
Receivership/Temporary Manager (RTM) Program for Water and Sewer Utilities	
Service, Statute, Rule, or Regulation	Citations: Texas Water Code (TWC) §§§13.412, 13.413, 13.4132
Description	Both the PUCT and the TCEQ have jurisdiction to place an abandoned utility into temporary management or to refer a utility to the Office of the Attorney General (OAG) for the appointment of a receiver.
Recommendation	Amend the TWC Chapter 13 to remove the TCEQ's ability to appoint a temporary manager or to refer an abandoned utility to the OAG for the appointment of a receiver.
Benefit	Both the PUCT and TCEQ currently have the regulatory authority to appoint a temporary manager or to refer an abandoned utility to the OAG for the appointment of a receiver. The agencies, however, differ in their interpretation of the definition of "abandonment." In addition, the TCEQ believes that they can appoint a Temporary Manager by an Emergency Order for a period of 360 days. The Emergency Order can then be renewed for an additional 360 days. After that, the TCEQ believes they can refer the utility to the OAG for the appointment of a receiver; however, they can no longer appoint a Temporary Manager. Most often, the TCEQ will refer the utility to the PUCT so that the

	<p>PUCT can appoint a Temporary Manager after the 720-day period has lapsed. The PUCT believes that it can appoint a Temporary Manager for 360 days and can renew the Emergency Order for an additional 360 days. The PUCT also believes that they can appoint a Temporary Manager by regular order with no time limit.</p> <p>Temporary Managers and Receivers are difficult to find. They are currently having to report to different agencies at different times. Giving only one agency the authority to appoint a temporary manager or to refer an abandoned utility to the OAG for the appointment of a receiver will allow for a more streamlined approach to managing abandoned utilities.</p>
Revocation or Amendment of a CCN	
Service, Statute, Rule, or Regulation	Citation: Texas Water Code (TWC) §§13.254(a-7) to (a-11)
Description	This subsection describes a notice that must go to a ratepayer for an area that is not currently served and that is seeking to be released from a CCN.
Recommendation	The PUCT recommends appealing TWC §13.254 (a-7) as it appears to have been included in the statute in error. The PUCT also recommends renumbering (a-8) to (a-11) of this subsection.
Benefit	Removal of §13.254(a-7) would provide clarity for individuals seeking to be released from a CCN.

BUDGET STRUCTURE AND PERFORMANCE MEASURES

PUBLIC UTILITY COMMISSION GOALS

- GOAL 1 ENSURE COMPETITION, CHOICE, JUST RATES, AND RELIABLE QUALITY SERVICE:** To ensure fair competition, customer choice, just and reasonable rates, system reliability, a high level of service quality, and the opportunity for technological advancement in the electric, telecommunications, and water industries.
- GOAL 2 EDUCATE CUSTOMERS AND ASSIST CUSTOMERS:** To serve the public by distributing customer education information, administering customer service programs, and assisting customers in resolving disputes concerning electric and telecommunications services.
- GOAL 3 INDIRECT ADMINISTRATION**

OBJECTIVES AND OUTCOME MEASURES

OBJECTIVE 1-1: Maintain Policies to Foster Competition in Telecom & Elec Mkts: Maintain innovative policies to foster competition in telecommunications and retail electric markets, such that 85 percent of Texas cities are served by three or more certified telecommunications providers, and 100 percent of residential electric customers in areas of the state open to competition have at least five providers for electric service.

Outcome Measures:

- OC 1-1.01** Percent of Texas Cities Served by Three or More Certificated Telecommunications Providers
- OC 1-1.02** Average Price of Electricity per kWh in Texas for Residential Customers from Competitive Suppliers as a Percentage of the National Residential Average
- OC 1-1.03** Average Price of Electricity per kWh in Texas for Commercial Customers as a Percentage of the National Commercial Average
- OC 1-1.04** Average Price of Electricity per kWh in Texas for Industrial Customers as a Percentage of the National Industrial Average
- OC 1-1.05** Average Annual Residential Electric Bill from Competitive Suppliers as a Percentage of the National Average
- OC 1-1.06** Average Price of Electricity per kWh for Residential Customers from Competitive Suppliers in Texas Offered on the Power-to-Choose Website as a Percentage of the National Average Cost of Electricity for the Same Class of Service

OBJECTIVE 1-2: Regulate Providers Ensuring Companies Meet Service Quality Standards: Regulate service providers such that 90 percent of regulated telecommunications customers are served by exchanges that meet service quality standards and 100 percent of electric customers are served by companies meeting service quality standards. Provide effective oversight of water and sewer utilities.

Outcome Measures:

- OC 1-2.01** Average Price of Electricity per kWh in Texas for Residential Customers from Regulated Suppliers as a Percentage of the National Average

- OC 1-2.02** Average Price of Electricity per kWh in Texas for Commercial Customers from Regulated Suppliers as a Percentage of the National Average
- OC 1-2.03** Average Annual Residential Electric Bill from Regulated Suppliers as a Percent of the National Average
- OC 1-2.04** Percentage of Customers Served by Dominant Certificated Telecommunications Utilities Meeting Service Quality Benchmarks
- OC 1-2.05** Percentage of Electric Customers Served by TDUs Meeting Commission Service Quality Standards

OBJECTIVE 1-3: Ensure Compliance with Statutes, Rules, and Orders: To ensure compliance with statutes, rules, and orders such that 90 percent of all settlement agreements entered in formal enforcement proceedings will contain specific provisions regarding how future violations of the same type will be avoided.

OBJECTIVE 1-4: Administer the Texas Energy Fund Programs: Support the construction, maintenance, modernization, and operation of electric facilities in Texas through the implementation of four loan and grant programs described in SB 2627 from the 88th Legislature.

Outcome Measures:

- OC 1-4.01** Number of Megawatts Resulting from Texas Energy Fund Programs

OBJECTIVE 2-2: Resolve Complaints Consistent w/Laws & PUCT Rules & Orders: To resolve complaints consistent with relevant law and PUCT rules and orders, such that all customer complaints will be concluded within the targeted average number of days each fiscal year.

Outcome Measures:

- OC 2-2.01** Percentage of Customer Complaints Resolved through Informal Complaint Resolution Process

OC 2-2.02

Credits & Refunds Obtained for Customers through Informal Complaint Resolution

DIRECTLY BUDGETED STRATEGIES, OUTPUT, EFFICIENCY AND EXPLANATORY MEASURES

STRATEGY 1-1-1: Foster and Monitor Market Competition: Foster and monitor market competition by evaluating the relevant electric and telecommunications markets, and develop policies to enhance effectiveness of competition and benefits for customers; and register and license competitive service providers. Develop rules, conduct studies and prepare reports responsive to changes in electric and telecom markets.

Efficiency Measure:

EF 1-1-1.01 Average Number of Days to Process an Application for a Certificate of Operating Authority or Service Provider Certificate of Operating Authority

Explanatory Measures:

EX 1-1-1.01 Number of Electric Coops and Municipal Utilities Regulated for Wholesale Transmission Rates

EX 1-1-1.02 Percent of Energy Savings Goal Due to Energy Efficiency Programs

EX 1-1-1.03 Percent of Demand Reduction Goal Due to Energy Efficiency Programs

EX 1-1-1.04 Number of Power Generation Companies in Texas

EX 1-1-1.05 Number of Aggregators in Texas

EX 1-1-1.06 Number of Applications and Amendments for Cable Franchise Certificates

Output Measures:

OP 1-1-1.01 Number of Retail Electric Providers Registered

OP 1-1-1.02 Number of Cases Completed Related to Competition Among Providers

STRATEGY 1-2-1: Conduct Rate Cases for Regulated Telephone Electric and Water Utilities: Conduct rate cases for regulated telephone and electric utilities under the Administrative Procedures Act and methods of alternative dispute resolution to evaluate whether revenue requirements, cost allocation, rate design, and affiliate transactions are reasonable and in compliance with all laws and PUC rules; register and license regulated service providers; evaluate utility infrastructure and quality of service. Provide regulatory oversight of water and sewer utilities to ensure that charges to customers are

necessary and cost - based; and to promote and ensure adequate customer service.

Efficiency Measures:

EF 1-2-1.01 Average Number of Days to Process a Major Rate Case for a Transmission and Distribution Utility

Explanatory Measures:

EX 1-2-1.01 Number of Electric Utilities Regulated

EX 1-2-1.02 Number of Telecommunications Service Providers Regulated

EX 1-2-1.03 Number of Water and Sewer Utilities Regulated

Output Measures:

OP 1-2-1.01 Number of Rate Cases Completed for Regulated Electric Utilities

OP 1-2-1.02 Number of Rate Cases Completed for Regulated Telecommunications Providers

OP 1-2-1.03 Number of Water Utility Rate Reviews Performed

OP 1-2-1.04 Number of Water Certificate of Convenience Applications Processed

STRATEGY 1-3-1: Conduct Investigations and Initiate Enforcement Actions: Conduct investigations and initiate enforcement actions to ensure compliance with relevant law, PUC rules, and orders.

Explanatory Measure:

EX 1-3-1.01 Dollar Amount Administrative Penalties Assessed for Violations

Output Measure:

OP 1-3-1.01 Number of Enforcement Investigations Conducted

STRATEGY 1-4-1: Provide Grants and Loans for Electric Generating Facilities: Support the construction, maintenance, modernization, and operation of electric

facilities in Texas through the implementation of four loan and grant programs described in SB 2627 from the 88th Legislature.

Output Measure:

- | | |
|--------------------|---|
| OP 1-4-1.01 | Total Dollar Amount of TEF Funds Obligated to Awardees |
| OP 1-4-1.02 | Number of Texas Energy Fund Grants and Low-Interest Loans Awarded |

STRATEGY 2-1-1: Provide Information and Educational Outreach to Customers: Provide information and distribute materials to customers on changes in the electric and telecommunications industries. Produce and disseminate customer education information for electric market competition through outsourcing and address customer inquiries through a third party call center and website. Respond to requests for information from the public and media. Conduct outreach activities and administer Relay Texas.

Explanatory Measure:

- | | |
|--------------------|---|
| EX 2-1-1.01 | Number of Website Hits to Consumer Protection Home Page |
| EX 2-1-1.02 | Number of Power-to-Choose Website Hits |

Output Measures:

- | | |
|--------------------|--|
| OP 2-1-1.01 | Number of Customer Information Products Distributed |
| OP 2-1-1.02 | Number of presentations or meetings conducted by the Office of Public Engagement to expand understanding of the PUCT's processes and how to engage with the agency |
| OP 2-1-1.03 | Number of responses to calls and emails to the Office of Public Engagement |

STRATEGY 2-2-1: Assist Customers in Resolving Disputes: Assist customers in resolving disputes concerning electric and telecommunications services consistent with statutes and rules.

Efficiency Measure:

- | | |
|--------------------|--|
| EF 2-2-1.01 | Average Number of Days to Conclude Customer Complaints |
|--------------------|--|

Explanatory Measure:

EX 2-2-1.01 Number of Complaints Received for Unauthorized Changes in Service

Output Measure:

OP 2-2-1.01 Number of Customer Complaints Concluded

INDIRECT ADMINISTRATION STRATEGIES

STRATEGY 3-1-1: Central Administration

STRATEGY 3-1-2: Information Resources

STRATEGY 3-1-3: Other Support Services

FY 2026 – 2027 PERFORMANCE MEASURE DEFINITIONS

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	01	% Tx Cities Srvd by 3 or More Certificated Telecommunication Providers

Cross Reference to Prior Biennium Measure Code: OC 01-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reports the percentage of municipalities in Texas served by three or more Certificated Telecommunications Providers (CTPs). For purposes of this measure, “municipalities” is defined as cities, towns and villages that are incorporated. “CTPs” are defined as those who provide either residential, non-residential or point-to-point service.

Data Limitations: The decision of a CTP to offer service in any geographic area is outside the control of the Public Utility Commission of Texas (PUCT). This measure reports results from the first quarter of a calendar year; therefore, there is a seven-month lag in reported performance.

Data Source: CTPs are required to file quarterly reports with the PUCT. The data used to calculate this measure are obtained from such reports.

Method of Calculation: This performance measure is calculated by dividing the number of cities with three or more CTPs providing local service by the total number of cities. Then the quotient is multiplied by 00 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to indicate the status of competitive telecommunications markets in Texas as reflected by whether customers have a choice in the selection of their local telecommunications provider.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	02	Avg Price Elec/kWh in TX for Residential Customers As % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.03

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for residential customers from competitive suppliers in Texas as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: The Public Utility Commission of Texas (PUCT) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUCT cannot control electricity prices in other states.

The EIA-861M form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs.

The revenue and sales data in EIA-861M from the www.eia.gov website include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: Texas residential data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-861M forms filed by REPs with the PUCT (Project No. 51761) in compliance with its rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector.

National residential data are obtained from the EIA's "Monthly Power Industry Report", form EIA-861M, which collects electric power sales data from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States. This data can be found at the following link: www.eia.gov/electricity/data/eia861m. The last six months of the previous year, and first six months of the current year will be used in this measure.

Method of Calculation: The numerator is obtained by summing the monthly revenues as well as the monthly sales from the EIA reports (Project No. 51761) to obtain the annual revenue and annual sales for all competitive REPs serving Texas residential customers. Divide annual revenue by annual sales to determine a weighted average price for Texas residential customers.

The denominator is obtained by adding the twelve monthly U.S. Cost of Electricity per kWh rates for residential customers identified in Electric Power Monthly, and dividing by 12. Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas residential electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	03	Avg Price Electricity/kWh for TX Commercial Customers As % Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.4

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for commercial customers from competitive suppliers in Texas as a percentage of the national average price of electricity for the same class of service.

Data Limitations: The Public Utility Commission of Texas (PUCT) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUCT cannot control electricity prices in other states.

The EIA-861M form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs. The revenue and sales data in the EIA-861M form obtained from the www.eia.gov website include a lag time of 3 or 4 months include a time lag of 3 or 4 months. For example, data for March is published in the June or July on the EIA website. Therefore, this is a lagged measure.

Data Source: Texas commercial data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-861M forms filed by the REPs with the PUCT (Project No. 51761) in compliance with its rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. The national commercial data is obtained from the EIA's "Monthly Power Industry Report" form, EIA-861M, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States. The data can be found at the following link: www.eia.gov/electricity/data/eia861m. The last six months of the previous year, and the first six months of the current year will be used in this measure.

Method of Calculation: The numerator for this measure is obtained from the EIA Reports. Identify REPs serving Texas commercial customers, sum the monthly revenues and the monthly sales to obtain the annual revenue and annual sales. Divide annual revenue by annual sales to determine a weighted average price for Texas commercial customers.

The denominator for this measure is obtained by adding the twelve monthly U.S. cost of Electricity per kWh rates for commercial customers identified in the "Monthly Power Industry Report" (form EIA-861M). The twelve months will include the last six months of the previous year and the first six months of the current year. Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas commercial electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	04	Avg Price Electricity/kWh for TX Industrial Customers As % Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.05

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for industrial customers from competitive suppliers in Texas as a percentage of the national average price of electricity for the same class of service.

Data Limitations: The Public Utility Commission of Texas (PUCT) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUCT cannot control electricity prices in other states. The EIA-861M form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs.

The revenue and sales data in the EIA-861M from the www.eia.gov website include a lag time of 3 months or 4 months. For example, data for March is published in June or July on the EIA website. Therefore, this is a lagged measure.

Data Source: Texas industrial class data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-861M forms filed by the REPs with the PUCT (Project No. 51761) in compliance with PUCT rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. The national industrial data is obtained from the EIA's "Monthly Power Industry Report" form, EIA-861M, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the United States. This data can be found here: www.eia.gov/electricity/data/eia861m. The last six months of the previous year, and the first six months of the current year will be used in this measure.

Method of Calculation: The numerator for this measure is obtained by compiling the monthly Form EIA-861M Reports. For each REP serving Texas industrial customers, sum the monthly revenues and the monthly sales to obtain the annual revenue and annual sales. Divide annual revenue by annual sales to determine a weighted average price for Texas industrial customers.

The denominator for this measure is obtained by adding the twelve monthly U.S. Cost of Electricity per kWh rates for industrial customers identified in the "Monthly Power Industry Report" (form EIA-861M). The twelve months will include the last six months of the previous year and the first six months of the current year. Then the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas industrial electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	05	Avg Ann Resid Elec Bill from Competitive Suppliers as a % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-01.06

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average annual residential electric bill from competitive suppliers in Texas as a percentage of the national annual average residential electric bill.

Data Limitations: The Public Utility Commission of Texas (PUCT) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUCT has no control over the usage of individual customers. The EIA-861M form is not required of all Retail Electric Providers (REPs) by the Energy Information Agency (EIA) and the data is not always submitted by all REPs.

Data Source: Texas residential class data are obtained from the monthly Electric Sales and Revenue with State Distributions Reports from the EIA-861M forms filed by the Retail Electric Providers (REPs) with the PUCT (Project No. 51761) in compliance with PUCT rules. The report provides information for REPs including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector.

The national residential data is obtained from the EIA's "Monthly Power Industry Report," form EIA-861M, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly-owned electric utilities in the U.S. This data can be found at the following website: www.eia.gov/electricity/data/eia861m. The last six months of the previous year, and the first six months of the current year will be used in this measure.

Method of Calculation: The numerator is obtained from the EIA-861M reports filed in Project No. 51761. Compile the annual revenue and annual number of customers for all competitive REPs serving residential customers in Texas. For each REP serving Texas residential customers, sum the monthly revenues and the monthly number of customers to obtain the annual revenue and annual customer count. Divide annual revenue by annual customer count to determine an average annual price for Texas residential customers.

The denominator for this measure is obtained by adding the twelve monthly U.S. revenue and customer count for residential customers identified in the "Monthly Power Industry Report" (form EIA-861M) from the EIA website. The twelve months will include the last six months of the previous year and the first six months of the current year. Divide the annual U.S. revenue by the annual U.S. customer count to determine an average annual price for U.S. residential customers.

Purpose/Importance: The purpose of this measure is to show how the Texas annual residential electric bill from competitive suppliers compares to the national average.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
OUTCOME:	06	Average Price/kWH Offered on Power-to-Choose as % of Nat'l Average

Cross Reference to Prior Biennium Measure Code: OC 01-01.07

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average price of electricity per kilowatt hour (kWh), based on 1,000 kWh used, for residential customers from competitive suppliers in Texas offered for a 12-month, fixed-price contract on the Power-to-Choose website as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: The Public Utility Commission of Texas (PUC) does not regulate prices charged by competitive providers. Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The PUC cannot control electricity prices in other states.

REPs are not required to post offers on the Power-to-Choose website. Therefore, not all of the offers for a 12-month, fixed-price contract will be included in this measure.

The Power Sales data in the Electric Power Monthly include a time lag of 3 or 4 months. For example, data for March is published in the June or July issue of Electric Power Monthly. Therefore, this is a lagged measure.

Data Source: Texas residential class data are obtained from the Available Offers page on the Power-to-Choose website on the first day of each month.

National residential data are obtained from the EIA's Electric Power Monthly publication, which collects electric power sales data from approximately 260 of the largest primarily investor-owned and publicly owned electric utilities in the United States. This data can also be found on the EIA website as well as on the PUC intranet under Information Services/Library Services.

Method of Calculation: The numerator is obtained by exporting all offers on the Power-to-Choose website into a spreadsheet on the first day of each month. The spreadsheet is sorted to isolate the prices offered for 12-month, fixed-price contract, based on 1,000 kWh. Finally, an average of all offers meeting these parameters is calculated.

The denominator is obtained by adding the twelve-monthly U.S. Average Price of Electricity per kWh rates for residential customers identified in Electric Power Monthly, and dividing by 12.

Then, the quotient is multiplied by 100 to obtain the reported percentage.

Purpose/Importance: The purpose of this measure is to show how Texas residential electricity price offers per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: Yes.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	01	Avg Price Elec/kWh for Res Cust from Reg Suppliers as % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-02.02

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for residential customers from regulated suppliers in Texas as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: Factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The Public Utility Commission of Texas (PUCT) cannot control electricity prices in other states.

The EIA-861M form is not required of all utilities by the Energy Information Agency (EIA) and the data is not always submitted by all utilities.

The revenue and sales data in EIA-861M data from the www.eia.gov website include a lag time of 3 or 4 months. For example, data for March is published in June or July on the EIA website. Therefore, this is a lagged measure.

Data Source: The Texas residential data are obtained from the EIA's "Monthly Power Industry Report" form, EIA-861M. The report provides information for utilities including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. This data can be found at the following link: www.eia.gov/electricity/data/eia861m. The 'Sales and revenue' data from the last six months of the previous year, and the first six months of the current year will be used in this measure. However, if the report is not available, the Texas residential data will be obtained from the monthly bill comparisons compiled by the PUCT staff, which monthly report base rates, fuel charges, and any surcharges or refunds in effect for the period.

The national residential data are obtained from the EIA's 'Sales and revenue' data contained in the "Monthly Power Industry Report" form, EIA-861M, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly owned electric utilities in the United States. This data can be found at the following website: www.eia.gov/electricity/data/eia861m. The 'Sales and revenue' data from the last six months of the previous year, and the first six months of the current year will be used in this measure.

Method of Calculation: The numerator is obtained by summing monthly revenues as well as monthly sales from the EIA-861M report to obtain the annual revenue and annual sales for all the regulated suppliers serving Texas residential customers. Divide annual revenue by the annual sales to determine a weighted average price for Texas residential customers. If the EIA-861M data is not available, then compile the monthly bill surveys for regulated suppliers for each of the twelve months in the period. A twelve-month average residential rate will be determined for each of the investor owned utilities. The residential averages computed for each of the investor owned utilities will then be used to determine a weighted average for all the regulated suppliers in Texas for the twelve-month period.

The denominator for this measure is obtained by summing monthly revenues as well as monthly sales from the EIA-861M report to obtain the annual revenue and annual sales for U.S. residential customers. Divide the annual revenue by the annual sales to determine a weighted average price for U.S. residential customers.

Purpose/Importance: The purpose of this measure is to show how Texas residential electricity prices per kWh compare to the national electricity prices per kWh for residential service.

Calculation Type: Non-Cumulative. **New Measure:** No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	02	Avg Price Elec/kWh for Comm Cust from Reg Suppliers as % of Nat'l Average

Cross Reference to Prior Biennium Measure Code: OC 01-02.03

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average monthly price of electricity per kilowatt hour (kWh) for commercial customers from regulated suppliers in Texas as a percentage of the national average cost of electricity for the same class of service.

Data Limitations: Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The Public Utility Commission of Texas (PUCT) cannot control prices in other states.

The EIA-861M form is not required of all utilities by the Energy Information Agency (EIA) and the data is not always submitted by all utilities.

The revenue and sales data in the EIA-861M data from the EIA website (www.eia.gov) include a lag time of 3 or 4 months. For example, data for March is published in June or July on the EIA website. Therefore, this is a lagged measure.

Data Source: The Texas commercial data are obtained from the EIA's 'Sales and revenue' data contained in the "Monthly Power Industry Report" form, EIA-861M. The report provides information for utilities including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. This data can be found at the following link: <https://www.eia.gov/electricity/data/eia861m/>. The 'Sales and revenue' data from the last six months of the previous year, and the first six months of the current year will be used in this measure. However, if the report is not available, the Texas commercial data will be obtained through surveys compiled by the PUCT staff which monthly report base rates, fuel charges, and any surcharges or refunds in effect for the period for regulated suppliers for Texas commercial customers. The national commercial data are obtained from the EIA's 'Sales and revenue' data contained in the "Monthly Power Industry Report" form, EIA-861M, which collects electric power sales data monthly from approximately 260 of the largest primarily investor-owned and publicly owned electric utilities in the United States. This data can be found at the following link: <https://www.eia.gov/electricity/data/eia861m/>. The 'Sales and revenue' data from the last six months of the previous year, and the first six months of the current year will be used in this measure.

Method of Calculation: The numerator is obtained by summing the monthly revenues as well as the monthly sales in the EIA-861M report to obtain the annual revenue and annual sales for all the regulated suppliers serving Texas commercial customers. Divide annual revenue by the annual sales to determine a weighted average price for Texas commercial customers. If the EIA-861M data is not available, compile the monthly bill surveys for regulated suppliers for each of the twelve months in the period. A twelve-month average commercial rate will be determined for each of the investor-owned utilities. The commercial averages computed for each of the investor-owned utilities will then be used to determine a weighted average for all the regulated suppliers in Texas for the twelve-month period.

The denominator is obtained by summing the monthly revenues and the monthly sales from the EIA-861M report to obtain both the annual revenue and annual sales for U.S. commercial customers. Divide the annual revenue by the annual sales to determine a weighted average price for U.S. commercial customers.

Purpose/Importance: The purpose of this measure is to show how Texas commercial electricity prices per kWh compare to the national electricity prices per kWh for the same class of service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	03	Average Annual Res Elec Bill from Reg Suppliers as % of Nat'l Avg

Cross Reference to Prior Biennium Measure Code: OC 01-02.04

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the average annual residential electric bill from regulated suppliers in Texas as a percentage of the national annual average residential electric bill.

Data Limitations: Many factors outside the control of the agency, such as fuel prices, weather, economic conditions, and legislative actions can affect electricity prices. The Public Utility Commission of Texas (PUCT) has no ability to affect prices in other states. The PUCT has no control over the usage of individual customers.

The EIA-861 form is not required of all utilities by the Energy Information Agency (EIA) and the data is not always submitted by all utilities.

The revenue and sales data in EIA-861M from the EIA website (www.eia.gov) include a lag time of up to 3 or 4 months. For example, data for March is published in June or July on the EIA website. Therefore, this is a lagged measure.

Data Source: Texas residential data are obtained from the EIA's "Monthly Power Industry Report," form EIA-861M. The report provides information for utilities including revenue from retail electric sales associated with transmission and distribution revenues, sales, and customer count by sector. This data can be found at the following link: <https://www.eia.gov/electricity/data/eia861m/>. The 'Sales and revenue' data from the last six months of the previous year, and the first six months of the current year will be used in this measure. Alternatively, Texas residential price data are obtained from monthly surveys compiled by the PUCT staff which report base rates, fuel charges, and any surcharges or refunds in effect for regulated suppliers of Texas residential customers. U.S. residential data such as electric energy sales, number of customers, and total revenue of aggregate electric are obtained from the EIA's Electric Sales and Revenue with State Distribution Database.

Method of Calculation: The numerator is obtained from the "Monthly Power Industry Report" (form EIA-861M) for Texas regulated suppliers (IOUs only) from the EIA website. For each regulated supplier serving Texas residential customers, sum the monthly revenues and the monthly number of customers to obtain the annual revenue and annual customer count. Divide annual revenue by annual customer count to determine an average annual price for Texas residential customers.

The denominator is obtained by adding the twelve separate monthly U.S. revenue and customer counts for residential customers identified in the "Monthly Power Industry Report" (form EIA-861M). The twelve months will include the last six months of the previous year and the first six months of the current year. Divide the annual U.S. revenue by the annual U.S. customer count to determine an average annual price for U.S. residential customers.

Purpose/Importance: The purpose of this measure is to show how the Texas annual residential electric bill from regulated suppliers compares to the national average.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	04	% of Customers Served by Dominant Certificated Telecommunications Utilities Meeting Service Quality Benchmarks

Cross Reference to Prior Biennium Measure Code: OC 01-02.05

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure shows the statewide percentage of regulated access lines of dominant certificated telecommunications utilities that either meet or exceed the Public Utility Commission of Texas (PUCT) service quality benchmarks.

Data Limitations: None.

Data Source: Access line data are obtained from utilities who provide the total number of access lines for each utility and the number of access lines in each area (exchange, toll center, or operating unit, as applicable) that did not meet a benchmark. Service quality data is obtained from reports filed by the utilities.

Method of Calculation: This measure is calculated by dividing the total number of access lines that meet or exceed the service quality benchmarks by the utilities' total number of access lines.

Purpose/Importance: The purpose of this measure is to evaluate, once annually, the percentage of regulated areas that are meeting or exceeding service quality benchmarks. This measure is important because it is a measure of the quality of regulated telephone service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
OUTCOME:	05	% Electric Customers Served by TDUs Meeting Service Quality Standards

Cross Reference to Prior Biennium Measure Code: OC 01-02.06

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the percent of customers that received service in compliance with two particular Public Utility Commission of Texas (PUC) service quality standards that compare the service they receive from electric utilities to the overall performance of the utilities' distribution systems and provides a measure of the degree to which utilities are meeting their obligation to provide reliable service.

Data Limitations: None.

Data Source: Electric service quality data is obtained from service quality reports the PUC requires electric utilities providing distribution service to submit annually.

Method of Calculation: This measure calculates the percentage of customers served by distribution feeders that met two particular PUC service quality standards.

Purpose/Importance: The purpose of this measure is to evaluate, once annually, distribution service quality of electric utilities in Texas as measured by two particular PUC service quality standards. This measure is important because it reflects the PUC's efforts in meeting its goal of ensuring compliance with relevant laws and regulations governing provision of reliable distribution service.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	04	Administer the Texas Energy Fund Programs
OUTCOME:	01	Number of Megawatts Resulting from Texas Energy Fund Programs

Cross Reference to Prior Biennium Measure Code: N/A

MEASURE DEFINITION FOR FY 2026 – 2027:

Short Definition: This measure reports the quantity of power production, measured in megawatts, expected to be generated through awarded funds from the Texas Energy Fund (TEF) program, where the Public Utility Commission of Texas (PUCT) approved an application.

Data Limitations: None.

Data Source: The PUCT will track the quantity of power production, measured in megawatts expected to be generated for transmission and distribution, from projects awarded by the PUCT in coordination with the TEF Administrator and the program management systems.

Method of Calculation: This measure is calculated by counting the total number of megawatts to be generated for each project awarded TEF program funds by the PUCT. This is a cumulative measure, and will track total megawatts over the life of the project to date.

Purpose/Importance: Measure the overall effectiveness of the Texas Energy Fund by calculating the additional megawatts available as a result of the Texas Energy Fund programs.

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: At or above the target

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUCT Rules & Orders
OUTCOME:	01	% Customer Complaints Resolved through Informal Resolution Process

Cross Reference to Prior Biennium Measure Code: OC 02-02.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure compares the number of customer complaints resolved informally to the total number of complaints resolved both formally and informally.

Data Limitations: None.

Data Source: The number of informal complaints resolved is obtained from the measure Number of Consumer Complaints Concluded measure. The Agency Information System (AIS) database contains records of formal complaints.

Method of Calculation: The numerator is the total number of informal complaints resolved and is obtained from the measure Number of Customer Complaints Concluded. The denominator is obtained by adding the numerator to the total number of formal customer complaints concluded. The total number of formal customer complaints is obtained from the AIS database by querying the number of closed records in the appropriate subclass as detailed in the procedures for this measure.

Purpose/Importance: This measure is important because it reflects the relative ability of staff to resolve disputes informally which is generally a shorter and less costly means of resolution. This measure is also important because it tracks the progress of the PUCT in attaining the goal of assisting customers in resolving disputes concerning electric, telecommunications, water, or sewer services.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUCT Rules & Orders
OUTCOME:	02	Credits & Refunds Obtained for Customers through the Informal Complaint Resolution

Cross Reference to Prior Biennium Measure Code: OC 02-02.02

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure captures the dollar amount of credits and refunds the Public Utility Commission of Texas (PUCT) obtains for customers whose complaints were concluded using the informal complaint resolution process.

Data Limitations: None.

Data Source: As part of the informal complaint resolution process, service providers notify the PUCT in writing when a customer who filed a complaint with the PUCT was given a refund or issued a credit to his/her account. Staff enters any credits given by the utility into the database.

Method of Calculation: The database is queried after the end of the reporting period. The query solicits refunds or credits issued for all complaints concluded during the reporting period.

Purpose/Importance: This measure reflects the PUCT's success in helping utility customers obtain credits, refunds, or waivers to which they may be entitled. This measure is important because it tracks the PUCT's progress in attaining the goal of assisting customers in resolving disputes concerning electric, telecommunications, water, and sewer service.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EF	
DESC:	01	Avg Number of Days to Process an Application for a Telecom COA & SPCOA

Cross Reference to Prior Biennium Measure Code: EF 01-01-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reports the average number of days to process an application for a telecommunications Certificate of Authority (COA) and Service Provider Certificate of Authority (SPCOA).

Data Limitations:

This measure can be affected by requests for hearings, a factor beyond the Public Utility Commission's (PUCT) control. Holding a hearing can greatly increase the processing time. Hearings in these cases would be conducted by the State Office of Administrative Hearings (SOAH). The PUCT has no control over SOAH operations.

A case is considered complete on the date the final order is filed in the PUCT Central Records, as denoted by the "date closed" field in the Agency Information System (AIS). Final orders are subject to motions for rehearing; however, orders on rehearing do not change the date on which a case is considered completed for purposes of this measure. By establishing the date of the final order as the date a case is completed, the days between the final order and any orders on rehearing are not counted and the number of days between filing of the application and ultimate resolution may be greater than reported. Orders on rehearing are entered in very few cases.

Data Source: AIS tracks all proceedings by assigned control numbers. Each AIS control number is assigned a category, class, and subclass in accordance with definitions in the PUCT AIS Procedures and Classification Guide.

Method of Calculation:

The number of days to process a case is the period of time from the date the case is filed until the date the final order is filed in the PUCT's Central Records, as denoted by the "date closed" field in AIS.

The calculation is the sum of calendar days that transpired to process each application divided by the total number of applications filed.

The number of calendar days elapsed for processing each case is calculated by subtracting the filing date from the final order date (date-filed minus date-closed in AIS).

Purpose/Importance: The purpose of this measure is to provide an indication of the agency's efficiency in processing COA and SPCOA applications.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EX	
DESC:	01	Number of Elect Coops and Municipal Utilities Reg for Wholesale Trans Rate

Cross Reference to Prior Biennium Measure Code: EX 01-01-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of non-investor-owned utilities--including electric cooperatives, municipal utilities, and river authorities--regulated for wholesale transmission rates under the jurisdiction of the Public Utility Commission (PUCT) at the end of the fiscal year pursuant to PURA Chapter 35, Subchapter A.

Data Limitations: None.

Data Source: Data are obtained from the group of companies included as transmission owners/load entities on the matrix list filed as part of the final order in the PUCT's most recent docket on wholesale transmission charges.

Method of Calculation: Results for this measure are determined by counting the number of non-investor-owned transmission owners/load entities included on the matrix list filed as part of the final order in the commission's most recent docket on wholesale transmission charges.

Purpose/Importance: This measure identifies the total number of electric cooperatives, municipal utilities, and river authorities regulated for wholesale transmission rates over which the PUCT has jurisdiction and for which rate cases and rate reviews are conducted.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EX	
DESC:	02	% of Energy Savings Goal Due to Energy Efficiency Programs

Cross Reference to Prior Biennium Measure Code: EX 01-01-01.03

MEASURE DEFINITION FOR 2026-2027:

Short Definition: This measure represents the energy savings from standard offer, market transformation programs and self-delivered programs administered by Texas electric utilities.

Data Limitations: Due to the time lag in energy efficiency project implementation and reporting/verification of savings, it may be difficult to achieve timeliness and consistency. Many factors which affect this measure are outside the Public Utility Commission's (PUCT) control because the energy efficiency programs are administered by the utility companies.

Data Source: PUCT rules require electric utilities to file Annual Energy Efficiency Reports. Included in the report is the utility's annual growth in demand and peak demand with the corresponding energy and demand savings goal for the utility and the actual energy and demand savings achieved in the preceding calendar year. The PUCT uses this report as the basis for reporting the results of this measure.

Method of Calculation: The statewide energy savings goal is calculated by adding the individual utilities' energy savings goals reported in the preceding year's Annual Energy Efficiency Report. The statewide energy savings achieved is calculated by adding the individual utilities' energy savings as reported in the preceding year's report. The percentage of the energy savings goal achieved is calculated by dividing the reported savings achieved by the savings goal, multiplied by 100.

Purpose/Importance: The Public Utility Regulatory Act requires that electric utilities administer energy savings incentive programs in a market-based, non-discriminatory manner. This measure reflects the success of those programs.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EX	
DESC:	03	% of Demand Reduction Due to Energy Efficiency Programs

Cross Reference to Prior Biennium Measure Code: EX 01-01-01.04

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure represents the reduction in electric demand that is met through standard offer, market transformation, and self-delivered programs administered by Texas electric utilities.

Data Limitations: Due to the time lag in energy efficiency project implementation and reporting/verification of savings, it may be difficult to achieve timeliness and consistency. Many factors which affect this measure are outside the Public Utility Commission's (PUCT) control because the energy efficiency programs are administered by the utility companies.

Data Source: Public Utility Commission of Texas (PUCT) rules require electric utilities to file Annual Energy Efficiency Reports. Included in the report is the utility's annual growth in demand and peak demand with the corresponding energy and demand savings goal for the utility and the actual energy and demand savings achieved in the preceding calendar year. The PUCT uses this report as the basis for reporting the results of this measure.

Method of Calculation: The statewide demand savings goal is calculated by adding the individual utilities' demand savings goals reported in the preceding year's Annual Energy Efficiency Report. The statewide demand savings achieved is calculated by adding the individual utilities' demand savings as reported in the preceding year's report. The percentage of the demand savings goal achieved is calculated by dividing the reported savings achieved by the savings goal, multiplied by 100.

Purpose/Importance: The Public Utility Regulatory Act requires that electric utilities administer energy and demand savings incentive programs in a market-based, non-discriminatory manner. This measure reflects the success of those programs.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EX	
DESC:	04	Number of Power Generation Companies in Texas

Cross Reference to Prior Biennium Measure Code: EX 01-01-01.05

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure counts the number of power generation companies (PGC) in Texas. A PGC is an entity that generates electricity that is intended to be sold at wholesale.

Data Limitations: The number of power generation companies is affected by factors outside the Public Utility Commission's (PUCT) control.

Data Source: The PUCT requires the registration of PGCs, and it maintains a list of the registered generators. The registration lists provide the data for this measure.

Method of Calculation: This measure is calculated by counting the number of PGCs who are registered with the Commission.

Purpose/Importance: The purpose of this measure is to track the number of generators in the wholesale market. In general, a greater number of power generators in the wholesale market will result in a more competitive market.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EX	
DESC:	05	Number of Aggregators in Texas

Cross Reference to Prior Biennium Measure Code: EX 01-01-01.06

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure counts the number of aggregators in Texas. An aggregator is an entity that joins two or more customers into a purchasing unit to negotiate the purchase of electricity service in Texas from retail electric providers.

Data Limitations: The number of aggregators is affected by factors outside the Public Utility Commission's (PUCT) control.

Data Source: The PUCT requires the registration of aggregators, and it maintains a list of the registered aggregators. The registration lists provide the data for this measure.

Method of Calculation: This measure is calculated by counting the number of aggregators who are registered with the PUCT.

Purpose/Importance: The purpose of this measure is to track the number of aggregators in the restructured market acting as buyer's agents for customer groups.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	EX	
DESC:	06	Number of Applications and Amendments for Cable Franchise Certificates

Cross Reference to Prior Biennium Measure Code: EX 01-01-01.07

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure is a fiscal year-end count of the number of State-Issued Certificates of Franchise Authority or Amendments to a State-Issued Certificate of Franchise Authority.

Data Limitations: None

Data Source: The Public Utility Commission of Texas (PUCT) maintains a directory of State-Issued Certificates of Franchise Authority.

Method of Calculation: The PUCT directory includes both new and amended applications and is frequently updated. This measure is calculated by counting the total number of applications for new and amended certificates approved by the PUCT.

Purpose/Importance: This measure provides the number of applications for State Issued Certificates of Franchise Authority for cable and video service. The measure provides some perspective for evaluating the level of cable and video competition in Texas.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	OP	
DESC:	01	Number of Retail Electric Providers Registered

Cross Reference to Prior Biennium Measure Code: OP 01-01-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure is the number of electric service providers in the retail electric market in Texas. Retail Electric Providers (REPs) are entities that sell electric energy to retail customers in the state of Texas.

Data Limitations: The number of service providers is affected by factors outside the PUCT's control.

Data Source: The Public Utility Commission of Texas (PUCT) requires the registration of REPs, and it maintains a list of the registered providers. The registration lists provide the data for this measure.

Method of Calculation: This measure is calculated by counting the number of REPs who are registered with the PUCT.

Purpose/Importance: The purpose of this measure is to track the number of participants in the retail market. In general, a greater number of participants in the retail market will result in a more competitive market.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	01	Maintain Policies to Foster Competition in Telecom & Elec Mkts
STRATEGY:	01	Foster and Monitor Market Competition
TYPE:	OP	
DESC:	02	Number of Cases Completed Related to Competition Among Providers

Cross Reference to Prior Biennium Measure Code: OP 01-01-01.03

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reports the total number of cases completed during the reporting period that are related to competition among service providers in the electric and telecommunications industries.

Data Limitations: The accuracy of this measure can be affected by accuracy of classification of cases in the Agency Information System (AIS). It can be difficult to determine the proper classification of a case when numerous issues are addressed in the same docket, so judgment must be used in determining whether a case is one that relates to competition among providers.

Data Source: AIS tracks all proceedings by assigned control numbers. Each AIS control number is assigned a category, class, and subclass in accordance with definitions in the PUCT AIS Procedures and Classification Guide.

Method of Calculation: AIS is queried at the end of each reporting period. The query solicits the number of cases completed during the reporting period related to competition among service providers based on the AIS category and class codes contained in the query. For purposes of this definition, a case is considered completed when a final order is filed in the PUCT's Central Records section (as denoted by the "date closed" field in AIS).

Purpose/Importance: The number of cases completed relating to competition provides an indication of the PUCT's workload related to overseeing competitive markets.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	EF	
DESC:	01	Average Number of Days to Process a Major Rate Case for TDU

Cross Reference to Prior Biennium Measure Code: EF 01-02-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure counts the average number of days to process a major rate case for a transmission and distribution utility. For purposes of this performance measure, a major transmission and distribution utility rate case is a proceeding that may result in a "major change" in rates, as defined by PURA Sec. 36.101, for a transmission and distribution utility (TDU), as defined by PURA Sec. 31.002(19).

Data Limitations:

The number of days to process a case is affected by factors outside the Public Utility Commission's (PUCT) control, such as number of intervenors, and number and complexity of issues. Hearings in these cases are usually conducted by the State Office of Administrative Hearings (SOAH). The PUCT has no control over SOAH operations.

In this definition, a case is considered complete on the date the final order is filed in the PUCT's Central Records, as denoted by the "date closed" field in the Agency Information System (AIS). By establishing the date of the final order as the date a case is completed, the motion for rehearing portion of the proceeding is not counted and therefore, the actual number of days may be greater than reported.

Data reported under this measure include only major rate cases for a TDU, which are a subset of the rate cases tracked under OP 1-2-1.01. Therefore, the data for these measures may not necessarily correlate.

Data Source: The PUCT's AIS tracks all proceedings by assigned control numbers. Each AIS control number is assigned a category, class, and subclass in accordance with definitions in the PUCT AIS Procedures and Classification Guide.

Method of Calculation: The calculation is the sum of calendar days that transpired to complete each case divided by the number of cases completed. The number of calendar days transpired to complete each case is calculated by subtracting the filing date from the final order date (date filed minus date closed in AIS). AIS is queried to determine the number of cases completed during the reporting period. A case is considered complete on the date the final order is filed in the PUCT's Central Records, as denoted by the "date closed" field in AIS.

Purpose/Importance: This measure indicates the PUCT's efficiency in processing major transmission and distribution rate cases.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	EX	
DESC:	01	Number of Electric Utilities Regulated

Cross Reference to Prior Biennium Measure Code: EX 01-02-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of electric utilities under the jurisdiction of the Public Utility Commission of Texas (PUCT) at the end of the fiscal year pursuant to Chapter 32, Sect. 32.001 of the Public Utility Regulatory Act (PURA). As used herein, the term “electric utilities” refers to investor owned utilities.

Data Limitations: A degree of judgment is required when determining the effects of mergers and acquisitions (for example, whether the merger of two utilities results in a single, surviving utility).

Data Source: Performance results are determined annually in the first quarter from a master list of utilities holding Certificate of Convenience and Necessity (CCNs).

Method of Calculation: Results for this measure are determined by analyzing the master list of utilities holding a CCN and evaluating what changes (if any) have taken place during the fiscal year being reported. Changes to this measure are based on the number of mergers, new CCNs, and the number of utilities deregulated by the legislature.

Purpose/Importance: This measure identifies the total number of electric utilities over which the PUCT has regulatory jurisdiction.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	EX	
DESC:	02	Number of Telecommunications Service Providers Regulated

Cross Reference to Prior Biennium Measure Code: EX 01-02-01.02

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of telecommunications service providers under the jurisdiction of the Public Utility Commission of Texas (PUCT) at the end of the fiscal year pursuant to Chapter 52, Sect. 52.002 of the Public Utility Regulatory Act (PURA). As used herein, the term “telecommunications service providers” refers to investor-owned telephone utility companies and non-profit telephone utility companies cooperatively owned by their members that have been granted Certificates of Convenience and Necessity (CCN) by the PUCT.

Data Limitations: A degree of judgment is required when determining the effects of mergers and acquisitions (for example, whether the merger of two utilities results in a single, surviving utility).

Data Source: Performance results are determined annually from a master list of utilities holding CCNs.

Method of Calculation: Results for this measure are determined by analyzing the master list of utilities holding a CCN and evaluating what changes (if any) have taken place during the fiscal year being reported. Changes to this measure are based on the number of mergers, new CCNs, and whether any of the companies has been deregulated by the legislature.

Purpose/Importance: This measure identifies the total number of telecommunications service providers with CCNs over which the PUCT has regulatory jurisdiction.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	EX	
DESC:	03	Number of Water and Sewer Utilities Regulated

Cross Reference to Prior Biennium Measure Code: EX 01-02-01.03

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of active water and sewer investor-owned utilities that have a Certificate of Convenience and Necessity (CCN) and utilities under receivership or temporary management at the end of the fiscal year pursuant to Chapter 13 of the Texas Water Code.

Data Limitations: The information in the PUCT's Water Utilities Database is queried for active water and sewer investor-owned utilities and utilities under receivership or temporary management.

Data Source: Performance results are calculated annually in the fourth quarter by searching for active water and sewer investor-owned utilities with a CCN and utilities under receivership or temporary management in the PUCT's Water Utilities Database.

Method of Calculation: Results for this measure are calculated by querying the PUCT's Water Utilities Database for active investor-owned utilities that hold a CCN and utilities under receivership or temporary management.

Purpose/Importance: The purpose of this measure is to identify the total number of active water and sewer investor-owned utilities and utilities under receivership or temporary management in Texas.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	OP	
DESC:	01	Number of Rate Cases Completed for Regulated Electric Utilities

Cross Reference to Prior Biennium Measure Code: OP 01-02-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure counts the total number of rate cases completed for regulated electric utilities during the reporting period. For purpose of this measure, rate cases are proceedings that result in adjustments to rates charged customers by electric utilities regulated by the Public Utility Commission of Texas (PUCT). The Public Utility Regulatory Act (PURA) excludes an electric cooperative and municipally owned utility (MOU) from the definition of “electric utility.” For purposes of this measure, however, a transmission rate proceeding filed by an electric cooperative or MOU is counted as an application by an electric utility.

Data Limitations: This measure counts the number of applications for rate changes filed by electric utilities, a factor beyond the control of the agency. Data reported under this measure include a broader set of electric rates cases, including both minor and major rate cases, than those tracked for EF 1-2-1-01. Therefore, the data for these measures may not necessarily correlate.

Data Source: The PUCT’s Agency Information System (AIS) tracks all proceedings by assigned control numbers. Each AIS control number is assigned a category, class, and subclass in accordance with definitions in the PUCT AIS Procedures and Classification Guide.

Method of Calculation: AIS is queried at the end of each reporting period. The query solicits the number of cases completed during the reporting period based on the AIS category and class codes contained in the query. For purposes of this definition, a case is considered complete when the final order is filed in the PUCT’s Central Records section (as denoted by the "date closed" field in AIS).

Purpose/Importance: This measure reflects the number of proceedings initiated by electric utilities (including electric cooperatives and MOUs for purposes of this measure), by the PUCT, or by other parties that result in adjustments to rates charged to customers.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	OP	
DESC:	02	Number of Rate Cases Completed for Telecommunications Providers

Cross Reference to Prior Biennium Measure Code: OP 01-02-01.02

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure counts the total number of rate cases completed for regulated telecommunications providers during the period. For purpose of this measure, rate cases are proceedings that result in adjustments to rates charged customers by telecommunications providers regulated by the Public Utility Commission of Texas (PUCT).

Data Limitations: The number of applications for rate changes filed by telecommunications utilities is a factor beyond the control of the agency.

Data Source: The PUCT's Agency Information System (AIS) tracks all proceedings by assigned control numbers. Each AIS control number is assigned a category, class, and subclass in accordance with definitions in the PUCT AIS Procedures and Classification Guide.

Method of Calculation: AIS is queried at the end of each reporting period. The query solicits the number of cases completed during the reporting period based on the AIS category and class codes contained in the query. For purposes of this definition, a case is considered complete when a final order is filed in the PUCT's Central Records section (as denoted by the "date closed" field in AIS).

Purpose/Importance: This measure reflects the number of rate proceedings initiated by regulated telecommunications providers, by the PUCT, or by other parties, that result in adjustments to rates charged to customers.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases for Regulated Telephone, Electric & Water Utilities
TYPE:	OP	
DESC:	03	Number of Water Utility Rate Reviews Performed

Cross Reference to Prior Biennium Measure Code: OP 1-2-1.03

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of rate changes reviewed for water and sewer investor-owned utilities, retail rate appeals and wholesale rate appeals.

Data Limitations:

The number of water and sewer applications processed is related to the economic conditions and development activities in the state.

This measure includes a portion of the cases in the PUCT Agency Information Systems (AIS) database as follows: AIS CATEGORY – Docket: CLASS - Regulation SUB-CLASS- Water. It also includes all the cases in the PUCT’s Water Utilities Tracking log with a “Date Finaled” during the reporting period and an application extension type of “A, R, X or M”.

Data Source: The PUCT’s Water Utilities Tracking Log is the main data source. The PUCT’s Agency Information System (AIS) is a secondary source of information. AIS tracks all proceedings by assigned control numbers.

Method of Calculation:

AIS is queried at the end of each reporting period and the total number of applications processed is summed for each reporting period. The PUCT’s Water Utilities Tracking Log is updated with the AIS information and is used to report the final numbers.

Purpose/Importance:

This measure reflects the number of rate changes reviewed for water and sewer investor-owned utilities, retail rate appeals and wholesale rate appeals.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At or above the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	02	Regulate Providers Ensuring Companies Meet Service Quality Standards
STRATEGY:	01	Conduct Rate Cases Regulated Telephone, Electric & Water Utilities
TYPE:	OP	
DESC:	04	Number of Water Certificate of Convenience Applications Processed

Cross Reference to Prior Biennium Measure Code: OP 1-2-1.04

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure will report on the total number of water and sewer Certificate of Convenience and Necessity related applications that are administratively approved, approved by the commission, dismissed, or withdrawn.

Data Limitations:

The number of water and sewer applications processed is related to the economic conditions and development activities in the state.

This measure includes a portion of the cases in the PUCT Agency Information Systems (AIS) database as follows: AIS CATEGORY – Docket: CLASS - Regulation SUB-CLASS- Water. It also includes all the cases in the PUCT’s Water Utilities Tracking log with a “Date Finaled” during the reporting period and an application extension type of “C, D, K, Q or S.”

Data Source: The PUCT’s Water Utilities Tracking Log is the main data source. The PUCT’s Agency Information System (AIS) is a secondary source of information. AIS tracks all proceedings by assigned control numbers.

Method of Calculation: AIS is queried at the end of each reporting period and the total number of applications processed is summed for each reporting period. The PUCT’s Water Utilities Tracking Log is updated with the AIS information and is used to report the final numbers.

Purpose/Importance: This measure reflects the number of water or sewer service area Certificates of Convenience and Necessity applications processed.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At or above the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	03	Ensure Compliance with Statutes, Rules, and Orders
STRATEGY:	01	Conduct Investigations and Initiate Enforcement Actions
TYPE:	EX	
DESC:	01	Dollar Amount Administrative Penalties Assessed for Violations

Cross Reference to Prior Biennium Measure Code: EX 01-03.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reports the total dollar amount of administrative penalties assessed in final orders of the Public Utility Commission of Texas (PUCT) during the reporting period against persons or companies that have violated statutes, rules or orders enforced by the PUCT.

Data Limitations: The amount of penalties assessed is affected by whether entities subject to the PUCT's jurisdiction engage in conduct that constitutes violations of a statute or PUCT rule or order, and the severity of the violation.

Data Source: The data for this measure are collected in the enforcement database which includes data from the PUCT's final orders imposing administrative penalties.

Method of Calculation: Administrative penalties assessed by the Commission are recorded in the enforcement database. The database is queried at the end of the reporting period to identify and sum the amount of administrative penalties that were assessed during the reporting period.

Purpose/Importance: This measure is important because it tracks progress in meeting the PUCT's objective to ensure compliance with applicable laws, rules, and orders.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or below the target.

GOAL:	01	Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE:	03	Ensure Compliance with Statutes, Rules and Orders
STRATEGY:	01	Conduct Investigations and Initiate Enforcement Actions
TYPE:	OP	
DESC:	01	Number of Enforcement Investigations Conducted

Cross Reference to Prior Biennium Measure Code: OP 01-03-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: The measure reports the number of enforcement investigations undertaken to determine whether the activities of a person or company comply with the statutes, rules, and orders enforced by the Public Utility Commission of Texas (PUC). This measure captures all enforcement activity undertaken by the PUC for the electric, telecommunications, and water/wastewater industries, including investigations conducted by the Independent Market Monitor (IMM) concerning market power, market design, efficiency of market operations, or anti-competitive conduct in the electric market.

Data Limitations: The need for investigations is affected by whether entities subject to the PUCT's jurisdiction engage in conduct that may constitute violations of a statute or PUCT rule or order.

Data Source: Staff uses a database to track investigations. IMM-related data for this measure is obtained from a quarterly report submitted to the PUC. The report contains the following information: the investigation open and close date; a description of the issue(s) being investigated; and an overview of the work being done during the investigation. Data concerning service quality investigations is obtained from staff memoranda prepared upon completion of an investigation.

Method of Calculation: Query the number of investigations from the enforcement database at the end of the reporting period to determine the number of enforcement investigations that were completed during the reporting period. The number of investigations completed by the IMM is obtained quarterly from the IMM's quarterly report. The number of service quality investigations completed is determined by tabulating the staff report memoranda documenting the conclusion of each investigation. The sum of these numbers will be reported for this measure.

Purpose/Importance: This measure tracks progress in meeting the PUCT's objective to ensure compliance with the statutes, rules, and orders enforced by the PUCT.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At or above the target.

GOAL: 01 Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE: 04 Administer the Texas Energy Fund Programs
STRATEGY: 01 Provide Grants and Loans for Electric Generating Facilities
TYPE: OP Output measure
DESC: 01 Texas Energy Fund Dollar Amount Obligated to Awardees

Cross Reference to Prior Biennium Measure Code: N/A

MEASURE DEFINITION FOR FY 2026 – 2027:

Short Definition: This measure reports the total dollar value of the obligated funds to be disbursed for Texas Energy Fund's (TEF) projects awarded by Public Utility Commission of Texas (PUCT).

Data Limitations: None.

Data Source: The PUCT will track funding and awards in coordination with the TEF Administrator and the program management systems.

Method of Calculation: This measure is calculated by totaling the dollar value of all obligated funds for TEF projects awarded by the PUCT to qualified applicants of the TEF Program.

Purpose/Importance: The purpose of this measure is to track the total amount of TEF program funds obligated to TEF projects awarded by the PUCT against total allowable TEF funding.

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: At or below target

GOAL: 01 Ensure Competition, Choice, Just Rates, and Reliable Quality Service
OBJECTIVE: 04 Administer the Texas Energy Fund Programs
STRATEGY: 01 Provide Grants and Loans for Electric Generating Facilities
TYPE: OP Output measure
DESC: 02 Number of Texas Energy Fund Grants and Low-Interest Loans Awarded

Cross Reference to Prior Biennium Measure Code: N/A

MEASURE DEFINITION FOR FY 2026 – 2027:

Short Definition: This measure reports the total number of grants and low-interest loans awarded for Texas Energy Fund projects by the Public Utility Commission of Texas (PUCT).

Data Limitations: None.

Data Source: The PUCT will track awards in coordination with the TEF Administrator and the program management systems.

Method of Calculation: This measure is calculated by totaling the number of grants and low-interest loans for TEF projects awarded by the PUCT to qualified applicants of the TEF program.

Purpose/Importance: The purpose of this measure is to track the total number of grants and low-interest loans awarded for TEF projects.

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: At or above target

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	01	Inform Customers of Choices & Rights & Facilitate Information Access
STRATEGY:	01	Provide Information and Educational Outreach to Customers
TYPE:	EX	
DESC:	01	Number of Website Hits to Customer Protection Home Page

Cross Reference to Prior Biennium Measure Code: EX 02-01-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of hits to the web links on the Customer Protection home page on the Public Utility Commission’s (PUC’s) website. A “hit” to the Customer Protection home page identifies each time that page was accessed. External hits only are counted.

Data Limitations: Results of this measure only indicate the number of times the Customer Protection home page web links were viewed; however, users may access PUC’s customer protection information from the PUC’s website without having to navigate through the Customer Protection home page. Therefore, results for this measure do not provide a completely accurate picture of how customer protection information is being accessed.

Data Source: Using the Google Analytics Report, which is created by the web server, the PUC’s webmaster reports the number of times the information on the Customer Protection pages are accessed during the reporting period.

Method of Calculation: Google Analytics reports the number of visits to the Consumer Information section of the PUC website.

Purpose/Importance: This measure is important because it tracks the PUC’s progress in meeting the objective to inform customers about their choices, opportunities and rights pertaining to electric, telecommunications, water, and sewer services.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	01	Inform Customers of Choices & Rights & Facilitate Information Access
STRATEGY:	01	Provide Information and Educational Outreach to Customers
TYPE:	EX	
DESC:	02	Number Power-to-Choose Website Hits

Cross Reference to Prior Biennium Measure Code: EX 02-01-01.02

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: The Power to Choose Website was created and is maintained as part of the customer education program required by Public Utility Regulatory Act §39.902. This Website contains information for electric customers living in areas open to competition to assist them in purchasing electricity in competitive markets. This measure reports the number of times the Website is accessed by external users.

Data Limitations: None.

Data Source: Google Analytics reports the number of times the Power to Choose Website is accessed during the reporting period.

Method of Calculation: Software reports the number of times each page in the Power to Choose Website is accessed by external users.

Purpose/Importance: This measure is important because it tracks the PUCT's progress in meeting the objective to inform customers about their choices, opportunities and rights pertaining to electric and telecommunications services.

Calculation Type: Non-Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	01	Inform Customers of Choices & Rights & Facilitate Information Access
STRATEGY:	01	Provide Information and Educational Outreach to Customers
TYPE:	OP	
DESC:	01	Number of Customer Information Products Distributed

Cross Reference to Prior Biennium Measure Code: OP 02-01-01.02

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: The Public Utility Commission of Texas (PUC) produces numerous customer education and utility information publications for external distribution to utility customers, legislative offices, other state agencies, and the media. These publications include consumer newsletters, utility advisories, PUCT meeting notices, news releases, fact sheets, brochures, and other customer outreach materials. These are distributed by mail, email, online, fax, walk-ins, and at various events attended by PUCT staff. This measure counts the number of information products distributed relating to the customer education program required under PURA 39.302.

Data Limitations: None.

Data Source: The PUC makes informational material available in both print and electronic formats. The PUC's Information and Education group records the number of printed materials disseminated on an internal spreadsheet each month. Information Technology uses the Google Analytics web application to track downloads of informational material from the PUC website. These totals are recorded monthly on the Information and Education group's internal spreadsheet. The annual number of customer information products distributed relating to the education program required by Public Utility Regulatory Act 39.902 are recorded by the PUC's Education and Information group and reported in this measure. The group tracks this data using a spreadsheet that details the number and type of information being disseminated.

Method of Calculation: The number of printed materials disseminated and the number of electronic materials downloaded that are tracked by the PUC Information and Education group are totaled for the fiscal year. The sum of the annual totals for both the printed and electronic distributions are totaled and reported as the output for this measure.

Purpose/Importance: The purpose of this measure is to reflect the PUCT's efforts to educate and inform the public of their rights as utility customers in Texas, as well as to inform them of PUCT activities related to telephone, electric, water and sewer services. This measure is important because it reflects the PUCT's progress in meeting the objective to inform customers about their choices, opportunities, and rights pertaining to electric and telecommunications services.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	01	Inform Customers of Choices & Rights & Facilitate Information Access
STRATEGY:	01	Provide Information and Educational Outreach to Customers
TYPE:	OP	
DESC:	02	Number of presentations or meetings conducted by the Office of Public Engagement to expand understanding of the PUCT's processes and how to engage with the agency.

Cross Reference to Prior Biennium Measure Code: N/A

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of presentations and meetings conducted by the Office of Public Engagement with customers and stakeholders. The goal of these events is to educate the public about the activities of the PUCT and how they can get involved with those activities. They are held both in-person and video conference.

Data Limitations: None.

Data Source: Office of Public Engagement database of events.

Method of Calculation: The OPE event database is queried each quarter to show just the events taking place that quarter.

Purpose/Importance: This measure reflects PUCT efforts to educate customers and increase public participation.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	01	Inform Customers of Choices & Rights & Facilitate Information Access
STRATEGY:	01	Provide Information and Educational Outreach to Customers
TYPE:	OP	
DESC:	03	Number of responses to calls and emails to the Office of Public Engagement.

Cross Reference to Prior Biennium Measure Code: N/A

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of calls and emails received by the Office of Public Engagement. These are questions from customers and stakeholders about PUCT policies and procedures.

Data Limitations: None.

Data Source: Office of Public Engagement contact tracker database.

Method of Calculation: The OPE contact tracker database is queried each quarter.

Purpose/Importance: This measure reflects PUCT efforts to educate customers about the work of the PUCT and how to participate.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or above target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUCT Rules & Orders
STRATEGY:	01	Assist Customers in Resolving Informal Disputes
TYPE:	EF	
DESC:	01	Average Number of Days to Conclude Customer Informal Complaints

Cross Reference to Prior Biennium Measure Code: EF 02-02-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the average number of days it takes to close complaints that have been investigated using the informal complaint resolution process. A complaint is an oral, written, or electronic communication received by the Public Utility Commission of Texas (PUCT) expressing a customer's dissatisfaction with an electric, telephone, water, or sewer service provider.

Data Limitations: None.

Data Source: Files on informal complaints are maintained in an automated database and include, among other things, the date of receipt by the PUCT, nature of the complaint, the name of the complainant, the date the complaint is activated, and the date the complaint is concluded.

Method of Calculation: The average time to process an informal complaint is determined by dividing the total number of days to process all complaints completed during the reporting period by the number of complaints. The automated database is queried at the end of each reporting quarter to determine the number of complaints concluded during the reporting quarter and the number of calendar days that elapsed between the date received and the date closed, summed for all complaints closed.

Purpose/Importance: This measure reflects the efficiency, measured by days, with which the PUCT completes investigations of customer informal complaints. Expedient complaint resolution promotes customer confidence in the utility marketplace and the PUCT.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: Lower than the target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUCT Rules & Orders
STRATEGY:	01	Assist Customers in Resolving Informal Disputes
TYPE:	EX	
DESC:	01	Number of Informal Complaints Received for Unauthorized Changes in Service

Cross Reference to Prior Biennium Measure Code: EX 02-02-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of informal complaints received for unauthorized changes in electric or telephone services for practices known as “slamming” or “cramming.” Unauthorized changes in services can include a change in long distance or local telephone service providers, change in electric service providers, charges for voice mail, calling card programs, or internet services.

Data Limitations: None.

Data Source: Informal complaint files are maintained in an automated database and include, among other things, the date of receipt by the Public Utility Commission of Texas (PUCT), nature of the complaint, the name of the complainant, the date the complaint is activated, and the date the complaint is concluded.

Method of Calculation: The automated database is queried after the end of each fiscal year. The query solicits only the number of complaints categorized as slamming and cramming received.

Purpose/Importance: This measure reflects the magnitude of problems customers have with unauthorized changes to customer accounts. In addition, this measure tracks the PUCT’s progress in attaining the goal of assisting customers in resolving disputes concerning electric and telecommunications services.

Calculation Type: Non-cumulative.

New Measure: No.

Desired Performance: At or below target.

GOAL:	02	Educate Customers and Assist Customers
OBJECTIVE:	02	Resolve Complaints Consistent w/Laws & PUCT Rules & Orders
STRATEGY:	01	Assist Customers in Resolving Informal Disputes
TYPE:	OP	
DESC:	01	Number of Informal Customer Complaints Concluded

Cross Reference to Prior Biennium Measure Code: OP 02-02-01.01

MEASURE DEFINITION FOR FY 2026-2027:

Short Definition: This measure reflects the number of investigated informal complaints that have been concluded using the informal complaint resolution process. An informal complaint is an oral, written, or electronic communication received by the Public Utility Commission of Texas (PUCT) expressing a customer's dissatisfaction with an electric, telephone, water or sewer service provider. An informal complaint is documented with the PUCT by phone, letter, walk-in, electronically, or fax.

Data Limitations: The PUCT has no control over the number of informal complaints filed by persons outside the agency against electric, telephone, water, or sewer service providers.

Data Source: Informal complaint files are maintained in an automated database and include, among other things, the date of receipt by the PUCT, nature of the complaint, the name of the complainant, the date the complaint is activated, and the date the complaint is concluded.

Method of Calculation: An informal complaint is activated when PUCT Staff sends the service provider the information supplied by the customer. An informal complaint is concluded on the date the investigatory findings are communicated to the complainant as indicated by the date on the letter from the PUCT, or the date entered in the database if a response was provided via the telephone or email. The automated database is queried after the end of each reporting quarter to determine the number of activated complaints concluded during the reporting quarter.

Purpose/Importance: This measure reflects the magnitude of problems customers have with their utility service.

Calculation Type: Cumulative.

New Measure: No.

Desired Performance: Below the target.

Agency Use of Historically Underutilized Businesses

The Public Utility Commission (PUC) has an extensive process to maximize the use of Historically Underutilized Businesses (HUBs) for purchasing commodities and services. The PUC purchasers review each individual requisition to determine whether a HUB opportunity exists. If a HUB opportunity does exist, then a procurement method through a HUB vendor will result in the best value for the agency and the State of Texas. The agency HUB Coordinator actively participates in Good Faith Efforts by attending HUB events, forums, and work groups to network with other state agencies and HUB business owners to share strategies on promoting the usage of HUBs.

As possible, the PUC encourages and assists HUBs to register as vendors with the Texas Comptroller of Public Accounts (CPA). The PUC's website provides links to the CPA website in efforts to assist in the HUB registration and certification process. The website also provides information on the agency's Mentor/Protégé program and other purchasing related information.

The PUC actively promotes procurement and contracting opportunities with HUBS. Although the PUC is committed to recruitment and promotion of HUB activity, the nature of agency activities limits procurement and contracting to the categories of other services, and commodities. The Commission looks forward to increased HUB procurement opportunities for the agency and the State of Texas in the future.

The PUC's HUB plan is included in Goal C, Indirect Administration, within its budget structure.

FISCAL YEAR 2023				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	-	-	-	11.2%
Building Construction	-	-	-	21.1%
Special Trade	-	-	-	32.9%
Professional Services	-	-	-	23.70%
Other Services	\$1,489,831	\$89,811	6.03%	26.0%
Commodities	\$600,352	\$165,776	27.61%	21.1%
TOTAL	\$2,090,182	\$255,587	12.23%	

Public Utility Commission of Texas

Workforce Plan

Agency Overview

The Public Utility Commission of Texas (PUCT) is the state agency responsible for economic regulation of Texas' electric, telecommunications, and water and wastewater utilities.

The PUCT oversees the state's competitive utility markets, implementing legislation and enforcing market rules that guarantee reliability and high-quality infrastructure, including oversight of the Electric Reliability Council of Texas, which runs the electric grid for 90% of Texas' power needs. Through rate regulation and consumer assistance, the PUCT ensures consumers across the state are treated fairly and receive the benefits of competitive markets.

Mission

The Commission's mission is to protect customers, foster competition, and promote high quality infrastructure.

Philosophy

The Commission's philosophy is to be accountable to the people of Texas as we provide equitable, efficient, and effective regulation in an increasingly competitive environment.

The agency conducts business in an open manner, observes the highest ethical standards, encourages public participation, and balances the views of customers, utilities, new market entrants, and other affected parties.

Values

The Commission values commitment, competence, innovation, teamwork, and respect for the individual.

Structure

The PUCT is led by five (5) full-time Commissioners who are appointed by the Governor and confirmed by the Texas Senate for six-year terms. The Governor designates one commissioner to serve as Chairman. The Commissioners select an executive director to manage the agency's staff and daily operations.

Staff include professionals with experience in engineering, economics, law, finance, security and risk management, and public and government affairs as well as administrative staff.

Agency Core Business Functions

Executive Administration

Executive Administration includes the offices of the Executive Director, Deputy Director, the Chief Program Officer, and the Chief Operating Officer.

The Executive Director's office oversees Communications, Critical Infrastructure Security and Risk Management (CISRM), Energy Efficiency, Governmental Relations, and the Office of Public Engagement.

Internal Audit (IA) and the Office of Policy and Docket Management (OPDM) report to the Commissioners and have a dotted line to the Executive Director's office.

Agency Programs

Core regulatory functions implement the agency's policy goals, Under the direction of the Deputy Executive Director and the Chief Program Officer, the following fall under agency programs.

- Division of Compliance and Enforcement
- Consumer Protection Division
- Infrastructure Division
- Legal Division
- Market Analysis Division
- Rate Regulation Division
- Rules and Projects Division
- Texas Energy Fund
- Utility Outreach Division

Agency Operations

Agency Operations is the administrative backbone to the PUCT and has several departments that play an integral role to the everyday operations of the agency. Under the director of the Chief Operating Officer, the following departments fall under Agency Operations.

- Agency Counsel
- Facilities and Asset Management
- Financial Resources
- Human Resources
- Information Technology
- Learning and Development

Current Workforce Profile

Full-time Equivalents

In FY 2022, the agency had 193.9 full-time equivalent employees (FTE). In FY 2023, the agency had 216.9 full-time equivalent employees (FTE).

Employee Demographics

Gender and Age

As of August 31, 2023, the PUCT had 216 full-time employees and 1 part-time employee. Of the total number of employees, there were 119 female (54.8%) employees and 98 male (45.2%) employees. The average age of the agency's employees is 44 years, and 129 (59.4%) of employees are over the age of 40.

Diversity

In determining statistically under-represented Equal Employment Opportunity (EEO) groups, the PUC uses the 80% benchmark from the Equal Employment Opportunity Commission's (EEOC) Uniform Guidelines to determine utilization in each occupational category.

PUCT Workforce Plan

The following three (3) tables profile the PUCT's workforce of 217 employees for the third quarter of fiscal year 2023 (June 1, 2023 through August 31, 2023). The workforce comprises 54.8% female and 45.2% male, with an average age of 44 years. The tables compare the African American, Hispanic, and female employees in the Commission workforce to the State Civilian Workforce, as reported by the Civil Rights Division of the Texas Workforce Commission.

Highlighted sections indicate areas in which the percentage of Commission employees in those categories meets or exceeds the percentage in the State Civilian Workforce using the 80% benchmark. Shaded sections identify those areas where the percentage of Commission employees in those categories is below the percentage in the State Civilian Workforce using the 80% benchmark.

Gender – Racial – Ethnic Diversity								
Female	Male	Caucasian American	African American	Hispanic American	Asian American	Two or More	Other	Total
119	98	114	28	61	11	3	0	217
54.8%	45.2%	53%	13%	28%	5%	1%	0%	100%

All employees on payroll as of August 31, 2023.

Gender – Occupational Diversity					
Job Category	Female		Female Goal	Male	
Administrative	14	52%	38.8%	13	48%
Administrative Support	17	94%	71.6%	1	6%
Para-Professional*	22	81.5%	N/A	5	18.5%
Professional	64	47%	54.5%	71	53%
Protective Services*	0	0%	23.0%	0	0%
Service Maintenance*	0	0%	52.0%	0	0%
Skilled Craft	0	0%	12.0%	0	0%
Technical	2	20%	55.2%	8	80%
Total	119			98	

Racial – Ethnic – Occupational Diversity													
Job Category	Caucasian American		African American		Goal	Hispanic American		Goal	Asian American		Two or More		Other
Administrative	22	81.5%	2	7.4%	8.1%	3	11.1%	22.4%	0	0.0%	0	0.0%	0
Administrative Support	6	33%	2	11%	14.3%	10	56%	36.4%	0	0.0%	0	0.0%	0
Para-Professional*	6	22%	3	11%	N/A	17	63%	N/A	1	4%	0	0.0%	0
Professional	73	54%	20	15%	10.9%	30	22%	20.3%	9	7%	3	2%	0
Protective Services*	0	0%	0	0.0%	20.8%	0	0.0%	30.9%	0	0.0%	0	0.0%	0
Service/Maintenance*	0	0%	0	0.0%	13.2%	0	0.0%	52.4%	0	0.0%	0	0.0%	0
Skilled Craft*	0	0%	0	0.0%	10.2%	0	0.0%	51.5%	0	0.0%	0	0.0%	0
Technical	7	70%	1	10%	14.4%	1	10%	29.2%	1	10%	0	0.0%	0

Turnover Rate

According to the State Auditor’s Office (SAO), the statewide turnover rate for full-time and part-time classified employees at state agencies in FY 2022 was 22.7 percent, based on a total of voluntary and involuntary separations. The 22.7 percent turnover rate is an increase from that of FY 2021 (21.5 percent) and is the highest it’s been in the past 10 years.

Employee turnover can have negative impacts such as decreased morale, loss of institutional knowledge, and increased costs associated with recruitment and training. However, it can also bring positive changes such as fresh perspectives, new skill sets, and opportunities for promotion within the agency. Additionally, turnover can signal a healthy job market and a dynamic workforce, leading to innovation and adaptability within the agency.

FY 2022 PUCT Employee Turnover Rate				
Average Headcount	Terminations Including Interagency Transfers	Turnover Rate Including Interagency Transfers	Terminations excluding Interagency Transfers	Turnover Rate Excluding Interagency Transfers
184	34	18.5%	22	11.9%
<i>Data compiled Includes all occupational categories. Includes classified regular full-time, classified regular part-time, exempt regular full-time, and exempt regular part-time employees.</i>				

Within the PUCT’s terminations, there were 33 voluntary resignations and 1 reduction in force (RIF). Out of the 33 voluntary resignations, there was 1 retirement, 11 interagency transfers, 13 left for a job in the private sector, 2 left to return to school, 3 left due to relocation to another state, and 3 left for personal reasons.

FY 2023 PUCT Employee Turnover Rate				
Average Headcount	Terminations Including Interagency Transfers	Turnover Rate Including Interagency Transfers	Terminations excluding Interagency Transfers	Turnover Rate Excluding Interagency Transfers
201	21	10.4%	17	8.4%
<i>Data compiled Includes all occupational categories. Includes classified regular full-time, classified regular part-time, exempt regular full-time, and exempt regular part-time employees.</i>				

Within the PUCT’s terminations, there were 21 voluntary resignations. Out of the 21 voluntary resignations, there were 7 retirements, 4 interagency transfers, 4 left for a job in the private sector, 2 left due to relocation to another state, and 4 left for personal reasons. During FY 2023, we had a significant decrease in employee turnover.

As market conditions continue to improve and the economy continues to strengthen in central Texas, the PUCT anticipates that retaining high quality staff will continue to be a challenge. Additionally, energy and communications industries are also experiencing a well-publicized aging of their workforces, potentially leading to an increased demand in the private sector for the unique knowledge and skills that PUC employees possess. The decrease in state benefits provided to state employees also impacts the ability of state agencies to attract and keep qualified employees.

In FY 2023, during the 88th Texas Legislature in 2023, the Texas State Legislature appropriated state funds mandating all state employees be granted a salary increase of 5% or \$3,000.00 (whichever was more) with an effective date of July 1, 2023, to help with rising cost of living and inflation measures. Additionally, during the Texas Legislative session, PUCT leadership requested, additional funding for salary increases to PUCT employees for FY 24 and FY25 to help

retain valued staff and reduce turnover. These salary increases have had a very positive effect on the PUCT's turnover rate.

Future Workforce Analysis

The PUCT will need to continue to retain staff having the same or similar skills that current staff have by continuing to provide training to set new employees up for success.

To develop a future workforce profile for the PUCT, it is essential to consider the evolving landscape in utilities, technological advancements, regulatory changes, and workforce trends. In order for the PUCT to adequately provide oversight and regulate the state's electric, telecommunication, and water and sewer utilities, the future workforce will need to adapt to new challenges and opportunities. Below is a detailed future workforce profile of the PUCT.

1. **Core Competencies and Skills**

Technical Expertise

- *Smart Grid Technology*: Proficiency in smart grid infrastructure, data analytics, and cybersecurity.
- *Energy Efficiency*: Skills in energy management systems, demand response, and efficiency programs.
- *Loan and Grant Administration*: Knowledge and experience in the administration of loans and grants.
- *Telecommunications*: Understanding and skill in telecommunications infrastructure.
- *Water and Sewer Systems*: Expertise in water management, wastewater treatment technologies, and regulatory compliance.

Regulatory and Compliance Knowledge

- *Policy and Regulatory Framework*: In-depth understanding of state regulations, market structure, and compliance requirements.
- *Consumer Protection*: Skills in managing consumer complaints, rate setting, and ensuring fair practices.

Technological Proficiency

- *Data Analytics*: Ability to analyze large amounts of data, use predictive modeling, and understand applications utilized by the PUCT.
- *Cybersecurity*: Expertise in protecting critical infrastructure from cyber threats and ensuring data privacy.
- *Digital Literacy*: Familiarity with digital tools, software platforms, and remote work technologies.

Project Management and Leadership

- *Strategic Planning*: Skills in long-term planning, risk management, and strategic decision-making.
- *Change Management*: Ability to manage organizational change, foster innovation, and lead diverse teams.
- *Stakeholder Engagement*: Strong communication skills for engaging with stakeholders, including the public, industry partners, and government entities.

- *Accessibility*: Ensuring the workplace and technologies are accessible to individuals with disabilities.

2. ***Educational and Professional Backgrounds***

- *Engineering*: Electrical, civil, mechanical, environmental, and industrial engineering degrees.
- *IT*: Degrees in computer science and information technology as well as expertise in information technology and hardware/software platforms.
- *Law and Public Policy*: Juris Doctorate or LLB degrees and legal and policy expertise in utility regulation, energy law, and public administration.
- *Business and Economics*: Knowledge of economics, finance, and business administration, particularly in utility economics and market analysis.

3. ***Future Workforce Development Initiatives***

Training and Professional Development

- *Continuous Learning*: Ongoing training programs in emerging technologies, regulatory changes, and leadership skills.
- *Tuition Reimbursement*: Continuing to promote the PUCT's tuition reimbursement program.
- *Certification Programs*: Continuing to support certifications in areas of project management, cybersecurity, paralegal, purchasing, contract management, and energy management.

Talent Acquisition and Retention

- *Internship and Fellowship Programs*: Continue partnerships with universities and colleges and other internship stipend programs to attract young talent through internships and fellowships.
- *Mentorship Programs*: Development of mentorship opportunities to support career growth and knowledge transfer.
- *Competitive Compensation*: Offering competitive salaries, retirement, and benefits to attract and retain top talent.

Work Environment

- *Flexible Work Arrangements*: Continue to embrace and offer remote work options and flexible schedules to enhance work-life balance.
- *Health and Well-Being*: Providing resources and programs that support the physical and mental well-being of employees.

GAP Analysis

An examination of the workforce data indicates the PUC may face the loss of its institutional knowledge and expertise through retirements and loss of employees to the private sector. The ability to offer a combination of salary, employee benefits, and supportive work environment that will attract and retain employees with the necessary education and experience will continue be a key factor in the success of the PUC's workforce.

Strategy Development

Strategic development for the PUCT involves a comprehensive approach to aligning the agency's resources, capabilities, and activities with its long-term goals in a rapidly evolving utility landscape. This begins with a clear understanding of the external environment, including technological advancements, regulatory changes, and market dynamics. By investing in staff training programs, recruiting talent with diverse and relevant skill sets, and fostering a culture of continuous learning and innovation, the PUCT can enhance its technical expertise and regulatory proficiency. Additionally, embracing strategic partnerships with educational institutions, industry leaders, and other regulatory bodies will facilitate knowledge exchange and drive innovation. A focus on developing leadership capabilities and improving stakeholder engagement will ensure that the PUCT remains adaptive and proactive in addressing emerging challenges. Overall, strategic development will enable the PUCT to effectively oversee and regulate Texas utilities, ensuring reliable, efficient, and sustainable services for all Texans.

Conclusion

The future workforce of the PUCT will be characterized by a blend of technical expertise, regulatory knowledge, and technological proficiency. Emphasizing diversity, continuous learning and innovative practices will be critical to adapting to the rapidly evolving utility landscape. By focusing on these areas, the PUCT can ensure it remains at the forefront of regulating and overseeing Texas utilities effectively.

Biennial Report on Customer Service – 2022-2024

In accordance with Texas Government Code, Chapter 2114, the Public Utility Commission of Texas (PUCT) has completed this report on customer service, including a survey to measure customer satisfaction with the PUCT during the period of May 1, 2022, to April 30, 2024.

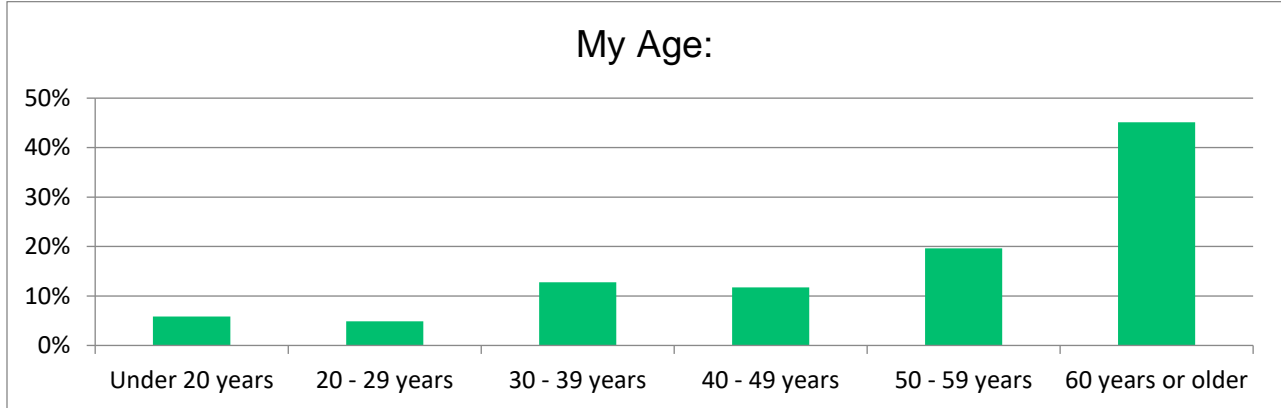
While the PUCT has made significant effort to improve customer service, and data confirm improvements in several areas, public opinion of the PUCT is still very much defined by Texans' experiences during Winter Storm Uri in February 2021. Notably, customer reviews went from 129 in the 2020-2022 biennium to 102 in the 2022-2024 biennium, likely because many Winter Storm Uri issues had been resolved. It is also critical to note that as a consumer-focused regulatory agency, many calls, emails, or correspondence the agency receives from the public are from Texas utility consumers experiencing a negative issue with their provider. Their customer service experience seeking PUCT assistance with resolving their provider-related issue is often predicated on getting the outcome they desire in their utility dispute.

Continuing Customer Service Improvement

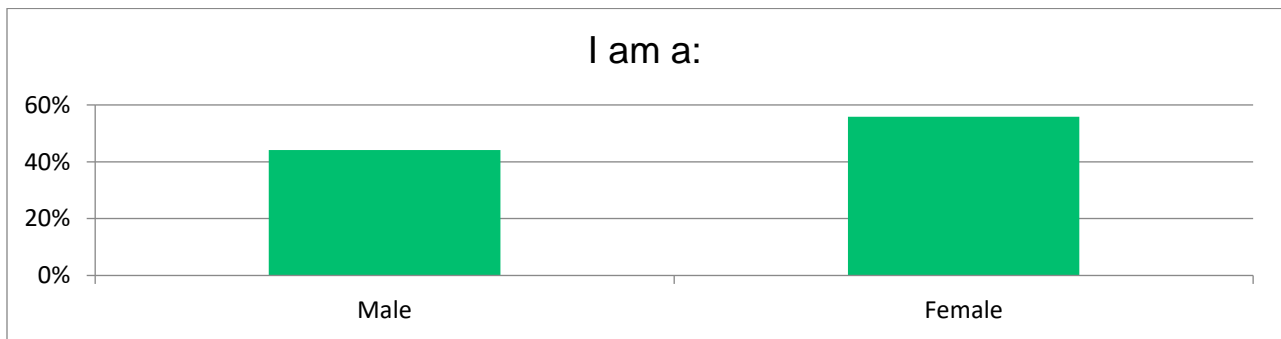
In June 2023, the PUCT launched its first-ever mobile-friendly website, so Texans could more easily access the resources and information they need, where and when they need it most. The PUCT has also redesigned the public website for easier navigation and to reduce the number of clicks or pages a user must shuffle through to find the information they need. The agency used user data to better understand how Texans moved through the agency's website to determine the content most in demand and make that easier to access. The PUCT also launched a quarterly external agency newsletter, the PUCurrentT, that features more stories and information about the agency's efforts to serve Texans.

To better serve those Texans who have business directly with the agency, in August 2022, the PUCT created the Office of Public Engagement. PUCT staff in this office help the public participate in all aspects of the PUCT's work, such rate cases, transmission line siting, and other important issues. This is especially useful for Texans, as issues before the PUCT can be very technical and difficult to understand. The Office of Public Engagement also advises the Commission on how to make the PUCT more accessible to all Texans.

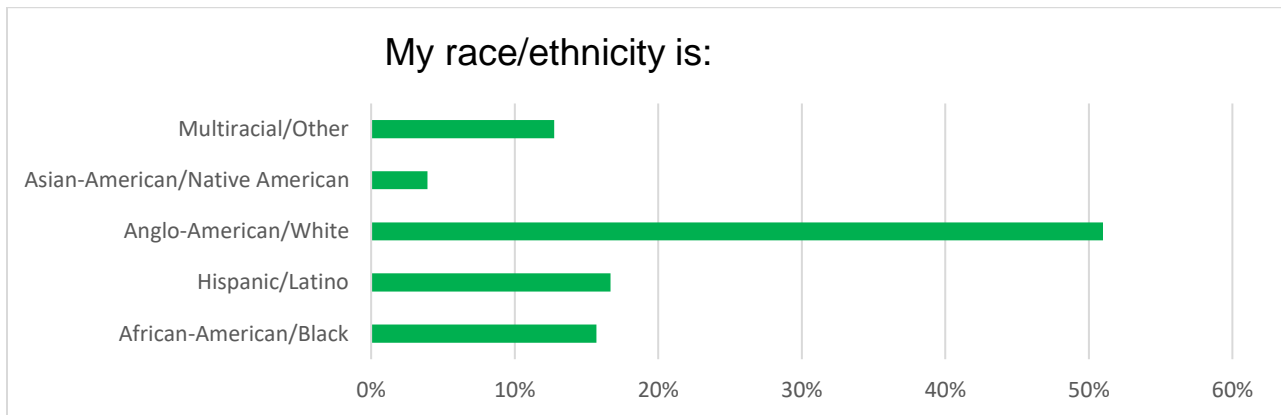
Customer Service Survey Results and Analysis



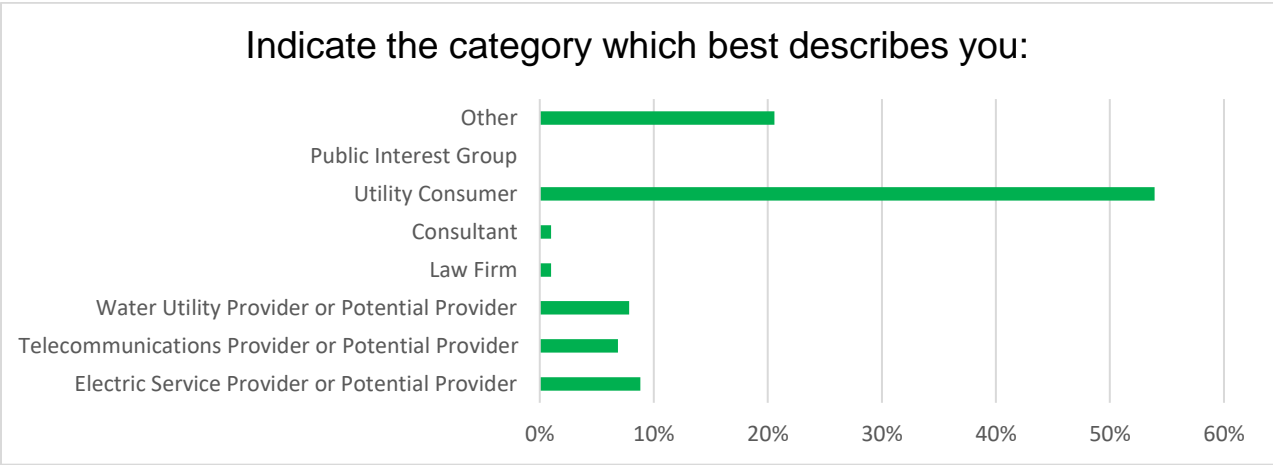
The average age of respondents is roughly equivalent to the past three survey periods, with the bulk of respondents over the age of 50.



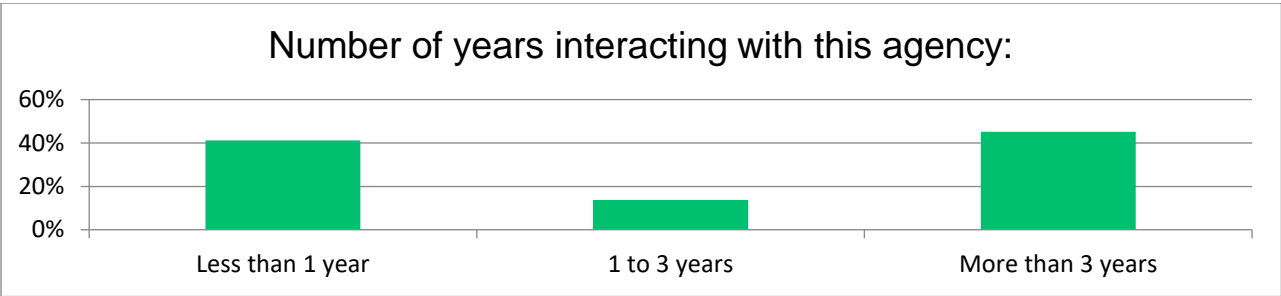
The gender breakdown of respondents for this period has changed, with more females than males responding.



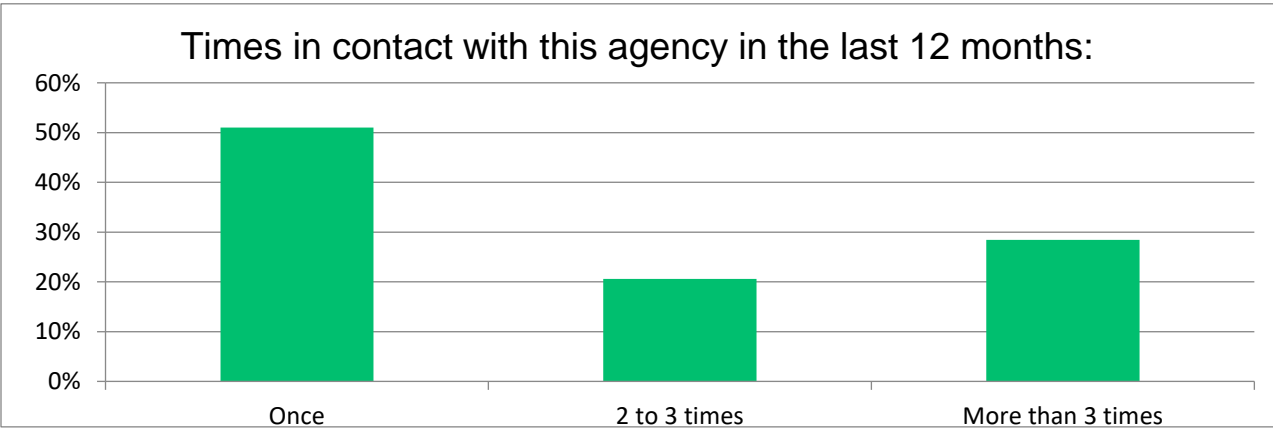
The percentage of non-Anglo, non-white survey respondents is growing over time. For comparison purposes, the percentage of non-Anglo, non-white respondents was 27% in 2018, 43% in 2020, 39% in 2022, and 49% in 2024.



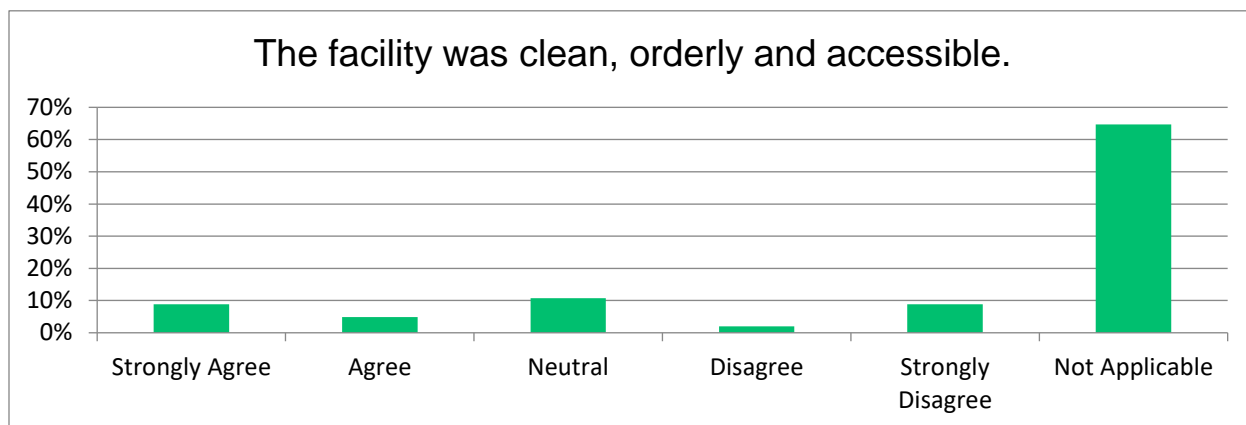
For the fourth consecutive reporting period, utility consumers represent over half the respondents to this survey. The PUCT understands the importance of providing a positive experience for utility customers as they interact with the agency. For this report, the PUCT added “Water Utility Provider” as a response category to this question to provide more insight into the “Other” category of respondents.



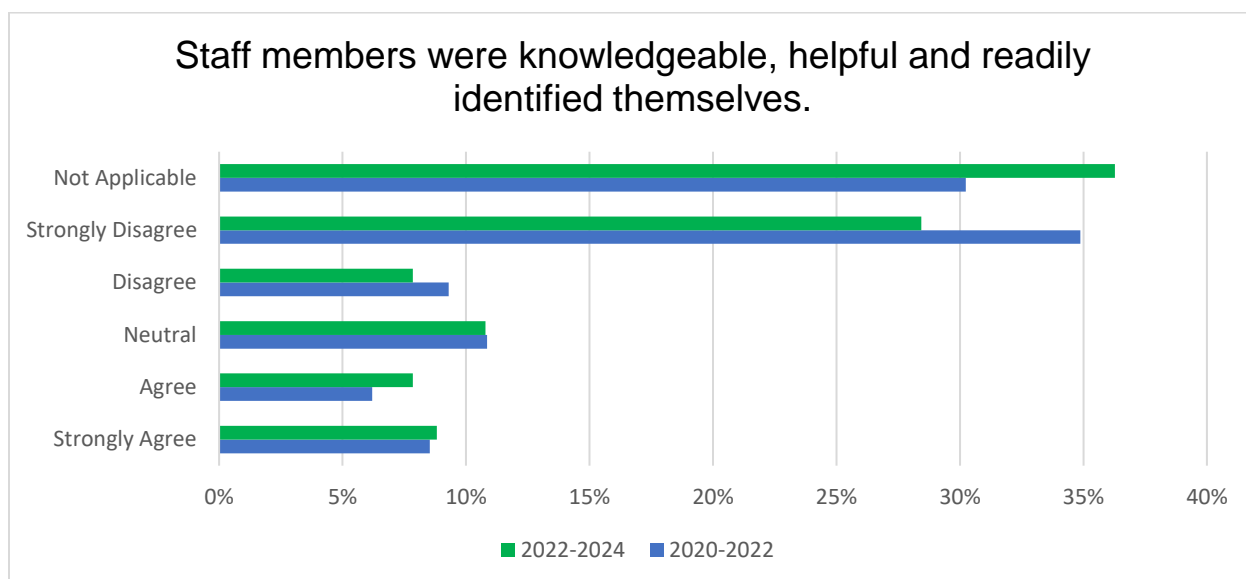
The percentage of customers interacting with the PUCT in these categories has remained constant for the fourth consecutive reporting period.



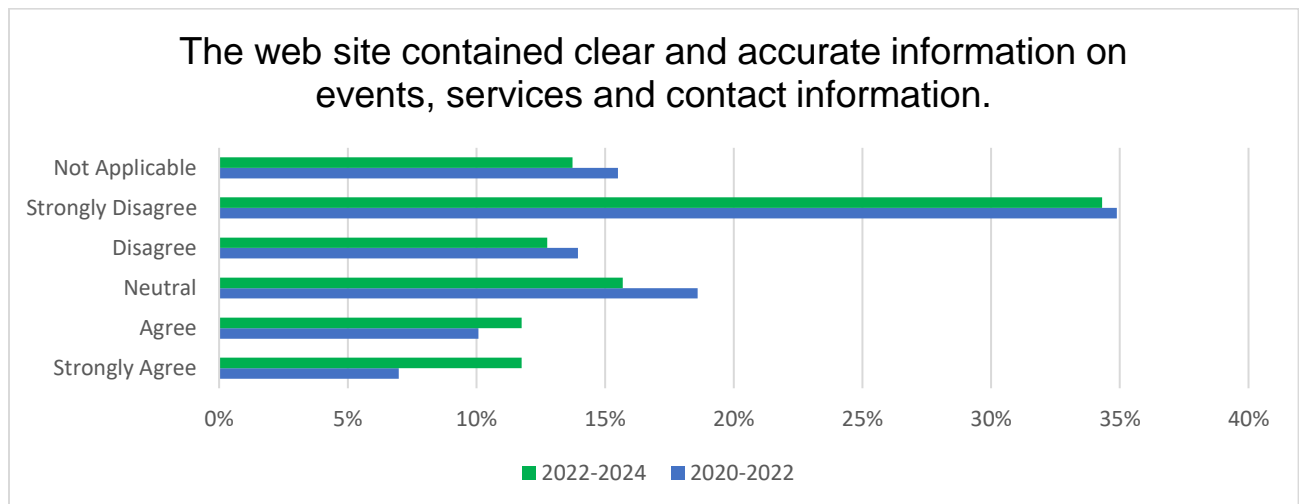
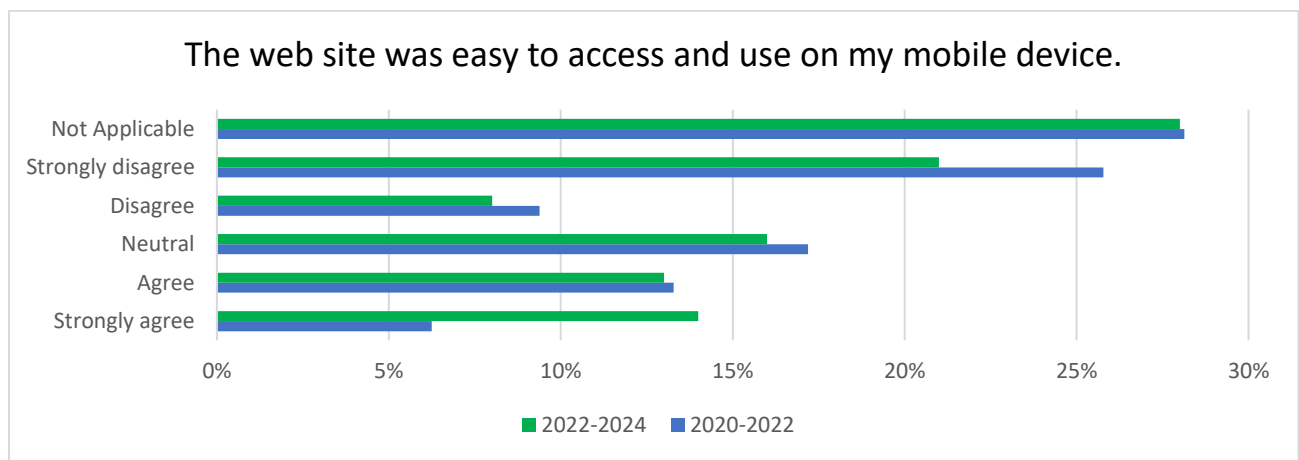
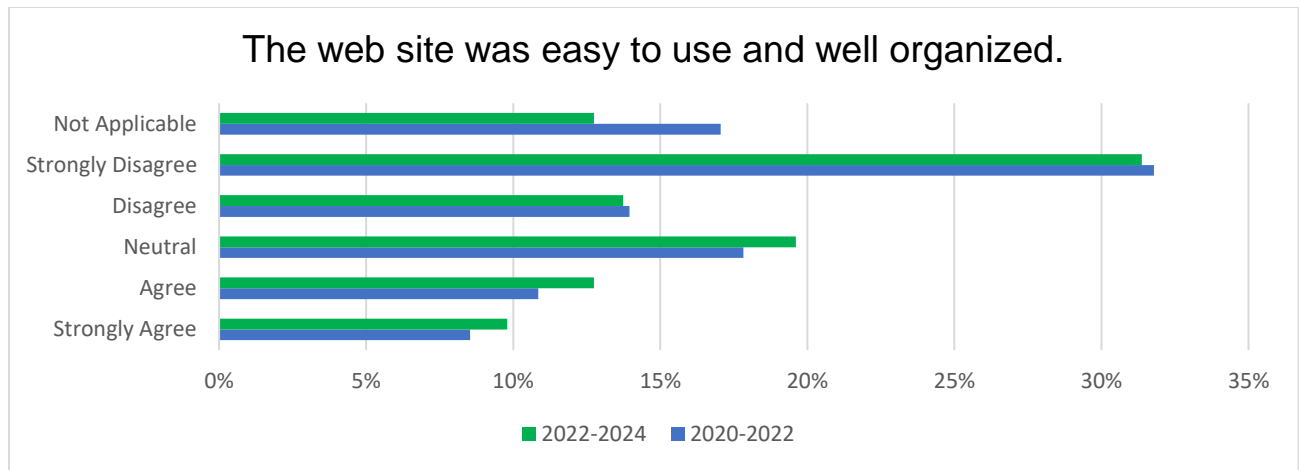
The percentage of customers with one interaction with PUCT remains the largest percentage.



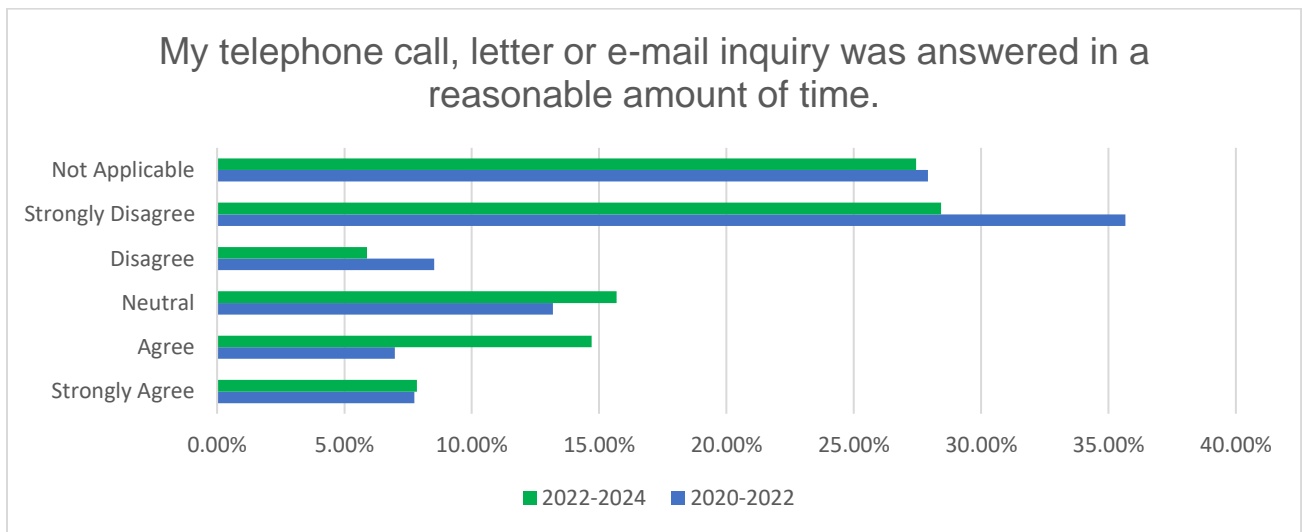
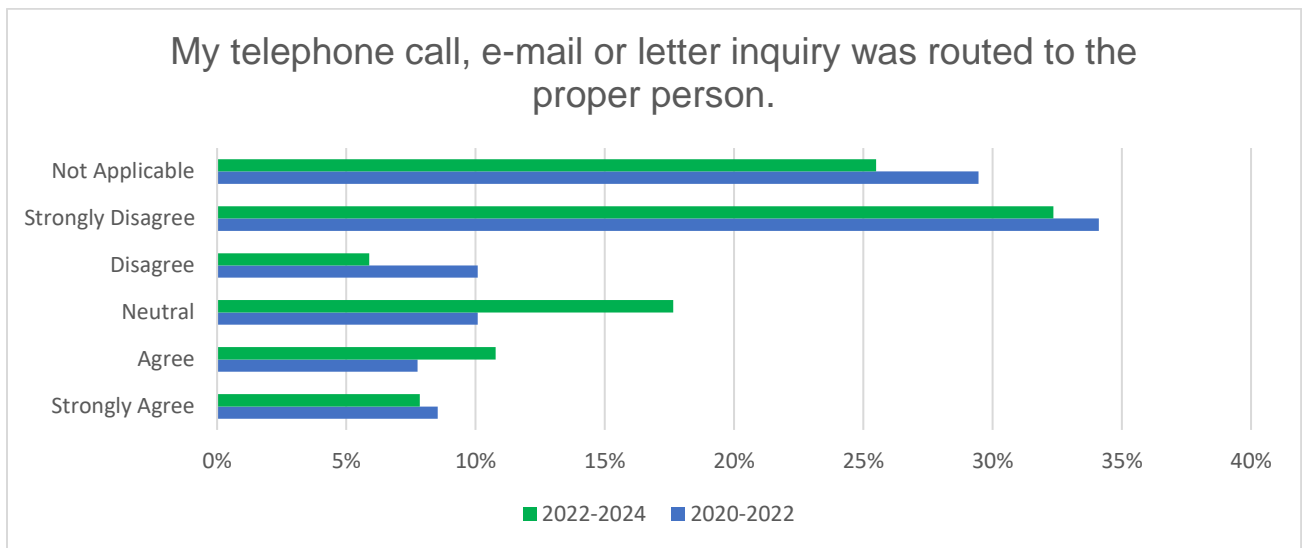
As in previous years, most respondents did not have an opinion of the PUCT’s facility because interaction with customers was largely handled online or on the phone, rather than in person.



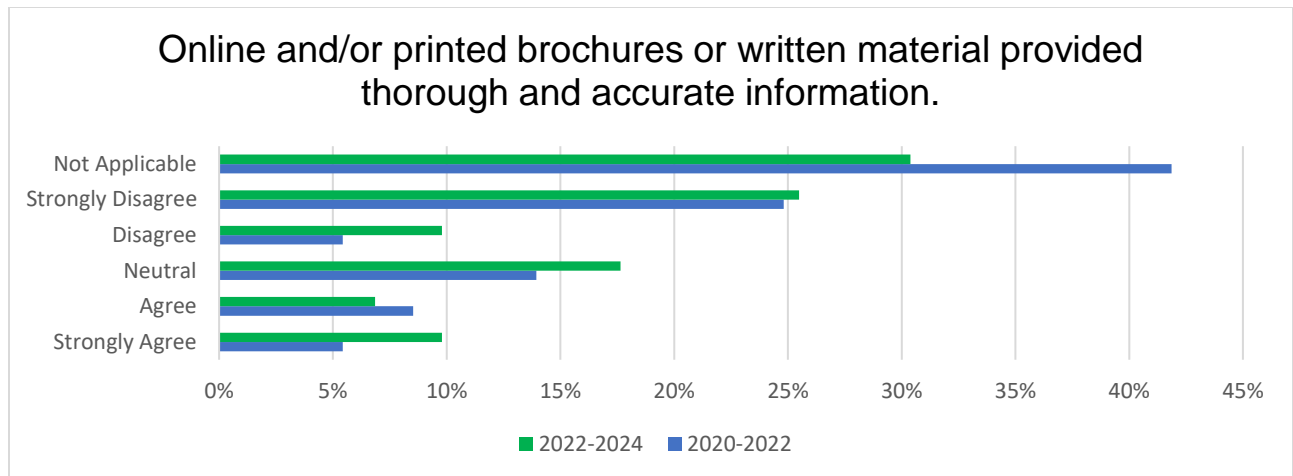
Satisfaction with customer service provided by staff members is overall higher in this report than in the previous reporting period. The PUCT will continue to review comments provided by survey respondents to see how customer concerns can be addressed. The higher percentage of “not applicable” responses suggests that more customers are getting information from the PUCT online rather than in person or on the phone. It is important to note most of the PUCT’s interaction with the public is through its complaint process.



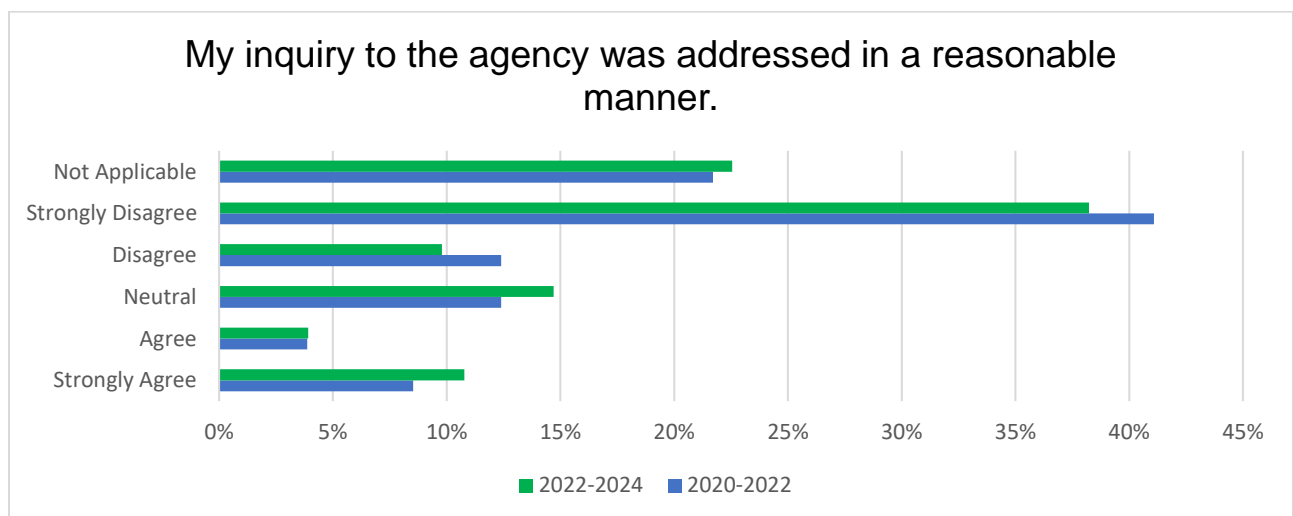
The questions above are related to the PUCT’s website. This report shows a clear improvement over the previous report, most likely a result of the PUCT’s website redesign project. During this reporting period, the PUCT expanded its Communications Division, and increased information available on other platforms including social media. The PUCT continues to expand and enhance its online presence, and assess customer feedback to identify website improvements and additional ways to improve communication with customers.



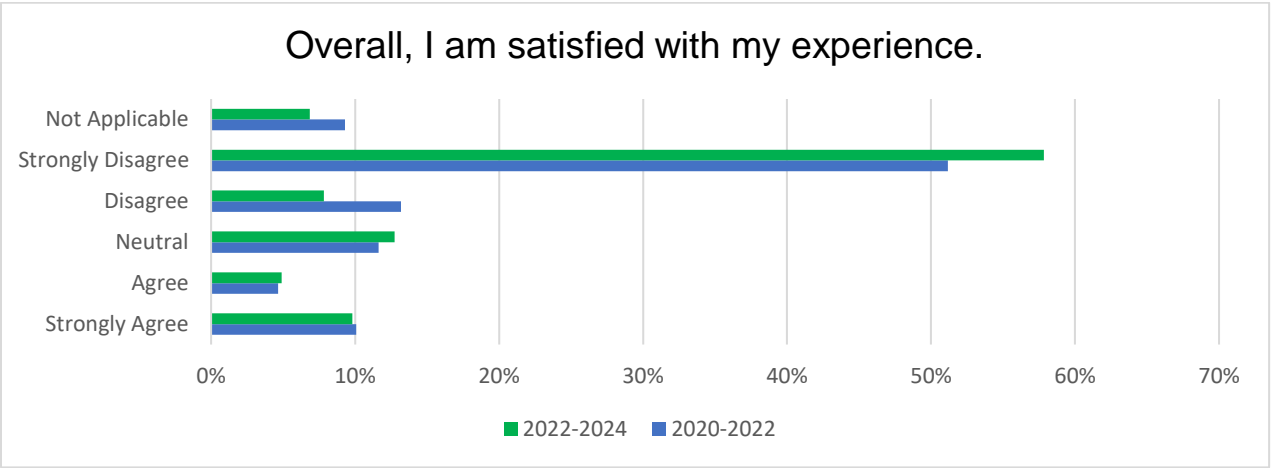
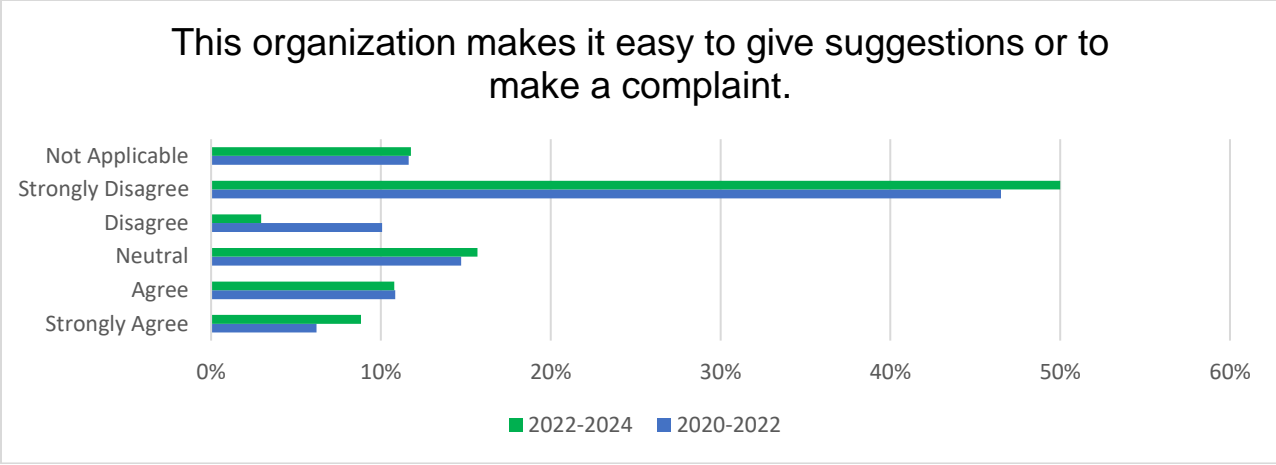
Overall, the survey responses for 2022-2024 indicate higher satisfaction on the two questions above than those from 2020-2022. During this reporting period, the PUCT added staff to its Consumer Protection division to reduce response times. The PUCT is also continuing to address customer concerns received via its Intake Center as well as the comments associated with these survey responses to identify more opportunities for improvement.



The PUCT noted increases in both positive and negative feedback on this question regarding online and written materials. All printed brochures and written materials are now available online. The PUCT is reviewing comments received from this survey to identify more improvements that can be made.

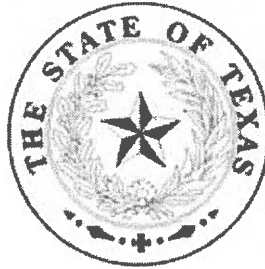


There is a slight improvement on the results for this question. The PUCT is reviewing the associated customer comments for items that can be addressed. The PUCT continues to look for opportunities for improvement and ways to provide a positive experience for customers.



The PUCT is implementing a new complaint form for customers to streamline and improve the complaint process. In addition, the newly created Office of Public Engagement is continuously looking for ways to make it easier for the public to interact with the PUCT and to make its processes easier to navigate and more transparent. Improving customer satisfaction with the PUCT remains a top agency priority.

CERTIFICATION OF COMPLIANCE WITH CYBERSECURITY TRAINING



CERTIFICATE

Public Utility Commission of Texas

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required pursuant to the Texas Government Code, Sections 2054.5191 and 2054.5192.

Chief Executive Officer or Presiding Judge

Connie Corona

Signature

Connie Corona

Printed Name

Executive Director

Title

5/23/24

Date

Board or Commission Chair

[Signature]

Signature

Thomas J. Gleeson

Printed Name

Chairman

Title

5-23-24

Date