

Public Utility Commission

PERFORMANCE MEASURES REPORT

**Fiscal Year 2021
Annual**



September 1, 2020 – August 31, 2021

Performance Measures Reported In LBB ABEST

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ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
473 - Public Utility Commission of Texas
Fiscal Year 2021
10/5/2021

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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Output Measures

1-1-1 MARKET COMPETITION

2 # OF CASES COMPLETED RELATED COMP

Quarter 1	350.00	70.00	70.00	20.00 % *	70.00 - 105.00
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Explanation of Variance:

Explanation of Update: One additional docket was closed during the first quarter.

Quarter 2	350.00	40.00	110.00	31.43 % *	157.50 - 192.50
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Explanation of Variance: A total of 40 cases were completed in the second quarter of FY 2021 of which, 15 were related to electric providers and 25 were related to telecommunications providers. The majority of electric cases were for or to amend a retail electric provider certificate and a majority of the telecommunication cases were for or to amend an interconnection agreement. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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Output Measures

2 # OF CASES COMPLETED RELATED COMP

Quarter 3	350.00	64.00	174.00	49.71 % *	245.00 - 280.00
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Explanation of Variance: A total of 64 cases were completed in the third quarter of FY 2021, of which 15 were related to electric providers and 49 were related to telecommunications providers. The majority of telecommunication cases were applications for or to amend an interconnection agreement or applications for designation of an eligible telecommunications carrier and the majority of electric cases were for or to amend a retail electric provider certificate. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition.

Quarter 4	350.00	50.00	224.00	64.00 % *	332.50 - 367.50
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Explanation of Variance: A total of 50 cases were completed in the fourth quarter of FY 2021 of which, 15 were related to electric providers and 35 were related to telecommunications providers. The majority of electric cases were applications for or to amend a retail electric provider certificate and a majority of the telecommunication cases were applications for or to amend a service provider certificate of operating authority. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric and telecommunication providers related to competition.

1-2-1 UTILITY REGULATION

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 1	65.00	23.00	23.00	35.38 % *	13.00 - 19.50
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Explanation of Variance: During the first quarter of FY 2021, no major and 23 minor electric rate cases were completed. The majority of cases completed were adjustments to energy efficiency cost recovery factors or interim updates to wholesale transmission rates. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates.

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF RATE CASES COMPLETED ELECTRIC

Quarter 2	65.00	17.00	40.00	61.54 % *	29.25 - 35.75
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Explanation of Variance: During the second quarter of FY 2021, no major and 17 minor electric rate cases were completed. The majority of cases completed were adjustments to transmission cost recovery factors or updates to transmission cost of service rates. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates.

Quarter 3	65.00	12.00	52.00	80.00 % *	45.50 - 52.00
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Explanation of Variance:

Quarter 4	65.00	17.00	69.00	106.15 % *	61.75 - 68.25
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Explanation of Variance: During the fourth quarter of FY 2021, one major and 16 minor electric rate cases were completed. The majority of cases completed were adjustments to transmission cost recovery factors. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated electric providers for changes in rates.

2 # OF RATE CASES COMPLETED TELECOM

Quarter 1	10.00	2.00	2.00	20.00 % *	2.00 - 3.00
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Explanation of Variance:

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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
2 # OF RATE CASES COMPLETED TELECOM					
Quarter 2	10.00	0.00	2.00	20.00 % *	4.50 - 5.50
<u>Explanation of Variance:</u> The Commission processed no rate case(s) for regulated telecommunications providers for the second quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.					
Quarter 3	10.00	0.00	2.00	20.00 % *	7.00 - 8.00
<u>Explanation of Variance:</u> The Commission processed no rate cases for regulated telecommunications providers for the third quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.					
Quarter 4	10.00	0.00	2.00	20.00 % *	9.50 - 10.50
<u>Explanation of Variance:</u> The Commission processed no rate cases for regulated telecommunications providers for the fourth quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunications providers for changes in rates.					
3 # WATER UTILITY RATE REVIEWS					
Quarter 1	140.00	17.00	17.00	12.14 % *	28.00 - 42.00
<u>Explanation of Variance:</u> The number of Rate Reviews performed was lower than the set measure. This number relates to the number of rated related applications that were completed by the PUC during the first quarter of 2021. This number is expected to increase during future quarters once the class D utilities gain an understanding of regulatory changes. COVID 19 was also a factor in the lower number of filings.					

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Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
3 # WATER UTILITY RATE REVIEWS					
Quarter 2	140.00	11.00	28.00	20.00 % *	63.00 - 77.00
<u>Explanation of Variance:</u> The number of Rate Reviews performed was lower than the set measure. This number relates to the number of rated related applications that were completed by the PUC during the second quarter of 2021. This number is expected to increase during future quarters once the class D utilities gain an understanding of regulatory changes. COVID 19 was also a factor in the lower number of filings.					
Quarter 3	140.00	21.00	49.00	35.00 % *	98.00 - 112.00
<u>Explanation of Variance:</u> The number of Rate Reviews performed was lower than the set measure. This number relates to the number of rated related applications that were completed by the PUC during the third of 2021. This number is expected to increase during future quarters once the class D utilities gain an understanding of regulatory changes. COVID 19 was also a factor in the lower number of filings.					
Quarter 4	140.00	20.00	69.00	49.29 % *	133.00 - 147.00
<u>Explanation of Variance:</u> The number of Rate Reviews performed was lower than the set measure. This number relates to the number of rated related applications that were completed by the PUC during the fourth quarter of 2021. This number is expected to increase during future quarters once the class D utilities gain an understanding of regulatory changes. COVID 19 was also a factor in the lower number of filings.					
4 # WATER CCN APPS PROCESSED					
Quarter 1	235.00	33.00	33.00	14.04 % *	47.00 - 70.50
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the first quarter of 2021. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. This number is expected to increase in future quarters after the state recovers from the pandemic.					

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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
4 # WATER CCN APPS PROCESSED					
Quarter 2	235.00	43.00	76.00	32.34 % *	105.75 - 129.25
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the second quarter of 2021. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. This number is expected to increase in future quarters after the state recovers from the pandemic.					
Quarter 3	235.00	47.00	123.00	52.34 % *	164.50 - 188.00
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the third quarter of 2021. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. This number is expected to increase in future quarters after the state recovers from the pandemic.					
Quarter 4	235.00	41.00	164.00	69.79 % *	223.25 - 246.75
<u>Explanation of Variance:</u> The number of CCN related application reviews completed was lower than the set measure during the fourth quarter of 2021. This can be attributed to a decrease in the number of filings received from the public due to COVID 19. This number is expected to increase in future quarters after the state recovers from the pandemic.					
<u>1-3-1 INVESTIGATION AND ENFORCEMENT</u>					
1 # ENFORCEMENT INVESTIGTN CONDUCTED					
Quarter 1	406.00	2.00	2.00	0.49 % *	81.20 - 121.80
<u>Explanation of Variance:</u> Actual number of investigations conducted will vary based on actions of the market itself. Therefore, it is difficult to predict how many market participants will warrant an investigation for a specific period in the future.					

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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
1 # ENFORCEMENT INVESTIGTN CONDUCTED					
Quarter 2	406.00	40.00	42.00	10.34 % *	182.70 - 223.30
<u>Explanation of Variance:</u> Actual number of investigations conducted will vary based on actions of the market itself. Therefore, it is difficult to predict how many market participants will warrant an investigation for a specific period in the future.					
Quarter 3	406.00	6.00	48.00	11.82 % *	284.20 - 324.80
<u>Explanation of Variance:</u> Actual number of investigations conducted will vary based on actions of the market itself. Therefore, it is difficult to predict how many market participants will warrant an investigation for a specific period in the future.					
Quarter 4	406.00	60.00	108.00	26.60 % *	385.70 - 426.30
<u>Explanation of Variance:</u> Actual number of investigations conducted will vary based on actions of the market itself. Therefore, it is difficult to predict how many market participants will warrant an investigation for a specific period in the future.					
<u>2-1-1 INFORMATION AND EDUCATION EFFORTS</u>					
1 INFO REQUEST RESPONSES					
Quarter 1	70,000.00	7,995.00	7,995.00	11.42 % *	14,000.00 - 21,000.00
<u>Explanation of Variance:</u> This measure reports the number of information request responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law.					

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Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
1 INFO REQUEST RESPONSES					
Quarter 2	70,000.00	8,783.00	16,778.00	23.97 % *	31,500.00 - 38,500.00
<u>Explanation of Variance:</u> This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. Due to the Pandemic Central Records received limited information requests, but due to the increase in phone calls to the Customer Protection Division during the winter storm this increased the number of overall information requests.					
Quarter 3	70,000.00	9,206.00	25,984.00	37.12 % *	49,000.00 - 56,000.00
<u>Explanation of Variance:</u> This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. Due to the increase in phone calls to the Customer Protection Division during the winter storm Uri this increased the number of overall information requests. In conjunction General Law received a voluminous number of requests from the media and concerned citizens related to the outages experienced in February 2021.					
Quarter 4	70,000.00	8,484.00	34,468.00	49.24 % *	66,500.00 - 73,500.00
<u>Explanation of Variance:</u> This measure reports the number of information requests responded to by Commission personnel that have contact with customers. Three separate divisions are primarily responsible for responding to customers: Customer Protection Division, Central Records and General Law. Due to the decrease in informational request regarding winter storm Uri lessened the number of phone calls to the Customer Protection Division, open records request to General Law, and information requests to Central Records the overall number of informational requests declined.					

2-2-1 ASSIST CUSTOMERS

1 # OF COMPLAINTS CONCLUDED

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

10/5/2021 1:44:41PM

86th Regular Session, Performance Reporting
 Automated Budget and Evaluation System of Texas (ABEST)

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
1 # OF COMPLAINTS CONCLUDED					
Quarter 1	7,500.00	2,099.00	2,099.00	27.99 %	1,500.00 - 2,250.00
Quarter 2	7,500.00	1,510.00	3,609.00	48.12 %	3,375.00 - 4,125.00
Quarter 3	7,500.00	4,192.00	7,801.00	104.01 % *	5,250.00 - 6,000.00

Explanation of Variance: Third quarter increase due to billing disputes from customers over retail electric provider bills and charges related to Winter Storm Uri..

Explanation of Update: Complaint Number CP2021040851 - Maria Laskowski was combined into Complaint Number CP2021040850 - Maria Laskowski. Complaint Number CP2021040851 was deleted, since the information was added to CP2021040850..

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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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Output Measures

1 # OF COMPLAINTS CONCLUDED

Quarter 4	7,500.00	2,536.00	10,337.00	137.83 % *	7,125.00 - 7,875.00
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Explanation of Variance: As reflected in the definition of this measure, the investigation of a complaint is concluded when the Commission notifies the complainant with an explanation of the investigation and the final disposition of the complaint. This measure is difficult to project because it is based completely on complaints filed by utility customers. The number of complaints in the 4th quarter returned to normal following the overall conclusion of complaints involving Winter Storm Uri during the previous quarter.

Efficiency Measures

1-1-1 MARKET COMPETITION

1 AVERAGE DAYS/COA & SPCOA

Quarter 1	50.00	109.00	109.00	218.00 % *	47.50 - 52.50
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Explanation of Variance: The Commission processed no COA and 14 SPCOA dockets for the first quarter of FY 2021. The total average number of days to process all dockets was 109 rather than the 60 days required by the Public Utility Regulatory Act due to requests for extension, application deficiencies and subsequent amendments or supplements, and amended recommendations. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes to COAs or SPCOAs.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
1 AVERAGE DAYS/COA & SPCOA					
Quarter 2	50.00	140.00	123.00	246.00 % *	47.50 - 52.50
<u>Explanation of Variance:</u> The Commission processed 2 COA and 11 SPCOA dockets for the second quarter of FY 2021. The total average number of days to process all dockets was 140 rather than the 60 days required by the Public Utility Regulatory Act, due to amended or supplemental applications, requests for extension, requests for additional information, or applications requiring final orders. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes to COAs or SPCOAs.					
Quarter 3	50.00	143.00	128.00	256.00 % *	47.50 - 52.50
<u>Explanation of Variance:</u> The Commission processed 1 COA and 9 SPCOA dockets for the third quarter of FY 2021. The total average number of days to process all dockets was 143 rather than the 60 days required by the Public Utility Regulatory Act, due to amended, deficient, or supplemental applications, requests for extension, or requests for additional information. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes to COAs or SPCOAs.					
Quarter 4	50.00	87.00	116.00	232.00 % *	47.50 - 52.50
<u>Explanation of Variance:</u> The Commission processed no COA and 14 SPCOA dockets for the fourth quarter of FY 2021. The total average number of days to process all dockets was more than the 60 days required by the Public Utility Regulatory Act due to extension requests, amended applications, or supplemental recommendations. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated telecommunication providers for changes to COAs or SPCOAs.					

1-2-1 UTILITY REGULATION

1 AVG DAYS PROCESS RATE CASE FOR TDU

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
1 AVG DAYS PROCESS RATE CASE FOR TDU					
Quarter 1	200.00	0.00	0.00	0.00 % *	190.00 - 210.00
<u>Explanation of Variance:</u> This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were no major electric rate cases that fit the definition of a TDU that were completed within the first quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.					
Quarter 2	200.00	0.00	0.00	0.00 % *	190.00 - 210.00
<u>Explanation of Variance:</u> This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were no major electric rate cases that fit the definition of a TDU that were completed within the second quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.					
Quarter 3	200.00	0.00	0.00	0.00 % *	190.00 - 210.00
<u>Explanation of Variance:</u> This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There were no major electric rate cases that fit the definition of a TDU that were completed within the third quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.					
Quarter 4	200.00	217.00	217.00	108.50 % *	190.00 - 210.00
<u>Explanation of Variance:</u> This measure reflects the average number of days to complete major electric rate cases for a transmission and distribution utility (TDU). There was one major electric rate case that fit the definition of a TDU that was completed within the fourth quarter of FY 2021. This measure is difficult to predict because it is dependent, in part, on applications initiated by regulated TDUs for changes in rates.					

2-1-1 INFORMATION AND EDUCATION EFFORTS

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
1 % INFO ELECTRONIC DISTRIBUTION					
Quarter 1	95.00 %	100.00 %	100.00 %	105.26 % *	90.25 - 99.75
<u>Explanation of Variance:</u> The Covid-19 pandemic limited the avenues for the distribution of hard copy products during this quarter. Therefore, all our distributed information products were electronic. This resulted in the commission significantly exceeding the target for this measure.					
Quarter 2	95.00 %	100.00 %	100.00 %	105.26 % *	90.25 - 99.75
<u>Explanation of Variance:</u> The Covid-19 pandemic limited the avenues for the distribution of hard copy products during this quarter. Therefore, all our distributed information products were electronic. This resulted in the commission significantly exceeding the target for this measure.					
Quarter 3	95.00 %	100.00 %	100.00 %	105.26 % *	90.25 - 99.75
<u>Explanation of Variance:</u> The Covid-19 pandemic limited the avenues for the distribution of hard copy products during this quarter. Therefore, all our distributed information products were electronic. This resulted in the commission significantly exceeding the target for this measure.					
Quarter 4	95.00 %	100.00 %	100.00 %	105.26 % *	90.25 - 99.75
<u>Explanation of Variance:</u> The Covid-19 pandemic limited the avenues for the distribution of hard copy products during this quarter. Therefore, all our distributed information products were electronic. This resulted in the commission significantly exceeding the target for this measure.					

2-2-1 ASSIST CUSTOMERS

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

* Varies by 5% or more from target.

Agency code: 473

Agency name: Public Utility Commission of Texas

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
1 AVERAGE DAYS: CONCLUDE COMPLAINTS					
Quarter 1	15.00	18.00	18.00	120.00 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaint that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them on the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints.					
Quarter 2	15.00	18.00	18.00	120.00 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them on the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints.					
Quarter 3	15.00	34.00	26.60	177.33 % *	14.25 - 15.75
<u>Explanation of Variance:</u> The agency's efforts to meet this measure depend, in part, on how quickly electric, telephone and water service providers respond to complaints that are forwarded to them by the Commission. The PUC continues to work with the service providers to improve the complaint process and educating them on the importance of responding to the PUC within 21 days for electric and telephone complaints and 15 days for water complaints. Third quarter increase was due to an increase of customer complaints in response to the Winter Storm Uri. The number of days to close complaints was extended while the division worked with other divisions to determine best resolutions for these complaints.					

* Varies by 5% or more from target.

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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVERAGE DAYS: CONCLUDE COMPLAINTS

Quarter 4	15.00	33.00	28.11	187.40 % *	14.25 - 15.75
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Explanation of Variance: Due to the large increase in complaints during the 3rd Quarter and the related increase to the number of days to conclude those complaints, the number of days to conclude complaints remained longer than normal in the 4th quarter as staff worked to return complaints to normal levels along with the number of days to conclude complaints.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES

473 - Public Utility Commission of Texas

Fiscal Year 2021

10/5/2021

Agency code: 473

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

<u>Type/Strategy/Measure</u>	2021 Target	2021 YTD	Percent of Annual Target
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Explanatory/Input Measures

2-1-1 INFORMATION AND EDUCATION EFFORTS

2 # WEBSITE HITS

1,000,000.00	816,528.00	81.65 % *
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Explanation of Variance: Google Analytics reports new users to the Power to Choose and Poder Escoger websites. Customers have become familiar with the websites and those return visits are no longer counted. There has also been an increase in the use of alternative websites by customers to shop for their electricity provider..

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

473 - Public Utility Commission of Texas

Fiscal Year 2021

10/5/2021

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

DATE: **10/5/2021**
 TIME: **1:43:28PM**
 PAGE: **2 OF 3**

Agency code: **473**

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

<u>Type/Objective/Measure</u>	2021 Target	2021 YTD	Percent of Annual Target	Target Range
<u>1-1 MAINTAIN COMPETITION</u>				
1 % SERVED BY CITIES CERTIFIED	75.00 %	70.71 %	94.28 % *	
<u>Explanation of Variance:</u> The maturing certificated telecommunications market has experienced mergers and acquisitions of current providers. Voice over Internet Protocol are offering telecommunication services as well.				
<u>Prior YTD:</u>				
3 RELATIVE ELEC PRICE: RESIDENTIAL	85.00 %	93.51 %	110.01 % *	
<u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for approximately 53% of its generation as compared to 40% nationally. Therefore, the stability of the lower natural gas prices over recent years has affected rates in the ERCOT competitive market of Texas to a greater extent than the national average. While the measure is higher than the annual target, the Texas average \$/kWh price for residential customers (\$0.1249) is lower than the national average (\$0.1336), which is desirable.				
<u>Prior YTD:</u>				
6 % OF NAT'L AVG RESIDENTIAL E-BILL	115.00 %	117.62 %	102.28 %	
<u>Prior YTD:</u>				
7 RELATIVE ELEC OFFER PRICE: RES	70.00 %	78.64 %	112.34 % *	
<u>Explanation of Variance:</u> The ERCOT electricity market uses natural gas as the fuel for approximately 53% of its generation as compared to 38% nationally. Therefore, the stability of the lower natural gas prices over recent years has affected rates in the ERCOT competitive market of Texas to a greater extent than the national average. While the measure is higher than the annual target, the Texas average \$/kWh price for residential customers (\$0.1053) is lower than the national average (\$0.1340), which is desirable.				
<u>Prior YTD:</u>				

1-2 REGULATE SERVICE PROVIDERS

* Varies by 5% or more from target.

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

DATE: **10/5/2021**
 TIME: **1:43:28PM**
 PAGE: **3 OF 3**

Agency code: **473**

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

<u>Type/Objective/Measure</u>	2021 Target	2021 YTD	Percent of Annual Target	Target Range
1 % OF NAT'L AVG RESIDENTIAL PH BILL	110.00 %	131.08 %	119.16 % *	
<p><u>Explanation of Variance:</u> The deviation from the target can be attributed to the two largest telephone providers (AT&T Texas and Frontier Communications - f.k.a. Verizon) now having all of their exchanges deregulated. These companies are allowed to increase monthly rates for single line residential service outside of Commission review. The monthly residential bill national average is \$21.10 and below the \$27.66 weighted average for the ten largest providers in Texas. AT&T Texas, the largest provider, charges a monthly rate of \$34.00, while Frontier charges a monthly rate of either \$25.00 or \$31.00. Market forces and a continuous transition from landline to mobile service will ultimately determine any variance in this measure.</p>				
<p><u>Prior YTD:</u></p>				
2-2 RESOLVE COMPLAINTS				
1 % CUST COMPLAINTS RESOLVED (IRP)	99.00 %	99.77 %	100.78 %	

Prior YTD:

* Varies by 5% or more from target.