
Performance Measures

Public Utilities Commission

Central Management

Timeliness of Consumer Billing Complaint Investigations

DPUC investigates complaints involving motor carriers and public utilities including electric, gas, and water providers. Non-payment related billing complaints are often attributable to clerical error, customer misunderstanding, and faulty utility meters. The figures below represent the percent of non-payment related billing complaint investigations completed within 60 business days.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
Target	90%	90%	95%	95%	95%
Actual	100%	100%	100%	--	--

Timeliness of Informal Consumer Payment Plan Process

Customers enroll in a payment plan in accordance with the Commission's rules and regulations to avoid utility service termination or to have their service restored. The figures below represent the percent of informal consumer payment agreements processed within 60 days of an inquiry.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
Target	90%	90%	95%	95%	95%
Actual	100%	100%	100%	--	--

Timeliness of Consumer Service Complaint Investigations

Examples of service complaints include reports of poor customer service, downed wires, service fluctuations, gas leaks and explosions, and injuries to utility worker or person(s) attributable to utility services. The Consumer section takes these complaints and relays them to the appropriate utility. The figures below represent the percent of the complaints that are addressed and satisfied by the customer within 60 days.

	<i>Reporting Period: State Fiscal Year</i>				
<i>Frequency: Annual</i>	2021	2022	2023	2024	2025
Target	95%	95%	95%	95%	95%
Actual	100%	100%	100%	--	--
