

## Performance Measures

### Public Utilities Commission

#### Central Management

##### Timeliness of Consumer Billing Complaint Investigations

The Division of Public Utilities and Carriers (DPUC) investigates complaints related to motor carriers and public utilities, including electric, gas, and water services. Non-payment-related billing complaints often stem from clerical errors, customer misunderstandings, or faulty utility meters. The figures below represent the percent of non-payment-related billing complaint investigations completed within 45 business days. [Note: For FY 2022 and FY 2023, completion times are reported within a 60-business-day standard. Beginning in FY 2024, DPUC adjusted the target timeframe to 45 business days or less.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	90%	95%	95%	95%	95%
<b>Actual</b>	100.0%	100.0%	95.5%	--	--

##### 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 45 days of an inquiry. [Note: For FY 2022 and FY 2023, completion times are reported within a 60-business-day standard. Beginning in FY 2024, DPUC adjusted the target timeframe to 45 business days or less.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	90%	95%	95%	95%	95%
<b>Actual</b>	100.0%	100.0%	80.9%	--	--

##### 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 reached customer satisfaction within 45 days. [Note: For FY 2022 and FY 2023, completion times are reported within a 60-business-day standard. Beginning in FY 2024, DPUC adjusted the target timeframe to 45 business days or less.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	100.0%	100.0%	80.5%	--	--