

044 - PUBLIC UTILITIES COMMISSION

Program: 15044 - Central Management

Timeliness of Motor Carrier Applications and Reports - PM4401

When the Division of Public Utilities and Carriers (DPUC) receives an application for authority to operate as a motor carrier (e.g., taxi, limousine, water taxi, etc.), it is docketed and a public hearing is scheduled and advertised. Following the hearing, DPUC issues a formal written report approving or denying the application. The figures below represent the percentage of motor carrier applications completed within 60 business days. [Note: Missing values appear as zeros in the measure.]

Frequency: Yearly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	95.0%	95.0%	95.0%	95.0%	95.0%
Actual	91.7%	97.5%	94.8%		

Timeliness of Cable Service and Telecom Inquiry Resolution - PM4403

DPUC receives cable and telecom customer inquiries involving billing disputes, tariff issues, rate increases, interconnect issues, product installation, repairs, and service quality. The figures below represent the percentage of inquiries resolved within 60 business days. [Note: Missing values appear as zeros in the measure.]

Frequency: Yearly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	100.0%	100.0%	100.0%	100.0%	95.0%
Actual	100.0%	98.8%	96.2%		

Timeliness of Informal Consumer Payment Plan Process - PM4404

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 percentage of informal consumer payment agreements processed within 60 days of an inquiry. [Note: Missing values appear as zeros in the measure.]

Frequency: Yearly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	90.0%	90.0%	90.0%	90.0%	95.0%
Actual	95.2%	95.5%	96.7%		

Timeliness of Consumer Billing Complaint Investigations - PM4405

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 percentage of non-payment related billing complaint investigations completed within 60 business days. [Note: Missing values appear as zeros in the measure.]

Frequency: Yearly

Reporting Period: State Fiscal Year

	2015	2016	2017	2018	2019
Target	90.0%	90.0%	90.0%	90.0%	95.0%
Actual	97.9%	98.6%	99.4%		