

215 - Utilities and Transportation Comm

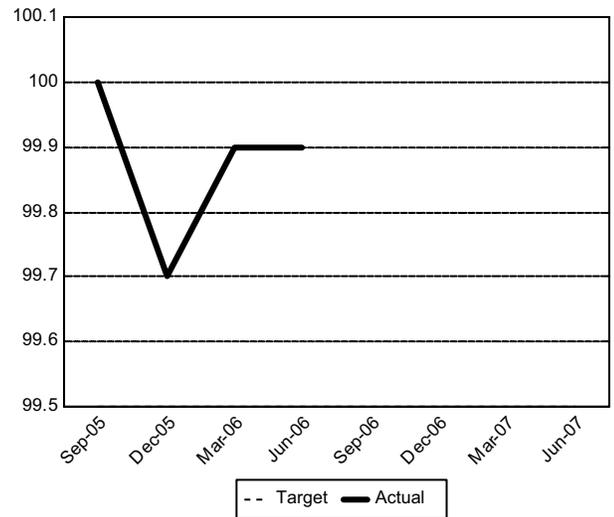
A001 Administration

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Provide high-quality services to UTC staff; use agency resources efficiently and effectively; and implement the agency's strategic plan.

| Percentage of time the agency website, including records management system, is available to the public | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 99.5% | | |
| | 7th Qtr | 99.5% | | |
| | 6th Qtr | 99.5% | | |
| | 5th Qtr | 99.5% | | |
| | 4th Qtr | 99.5% | 99.9% | 0.4% |
| | 3rd Qtr | 99.5% | 99.9% | 0.4% |
| | 2nd Qtr | 99.5% | 99.7% | 0.2% |
| | 1st Qtr | 99.5% | 100% | 0.5% |
| <i>Not measured in 2001-2003.</i> | | | | |



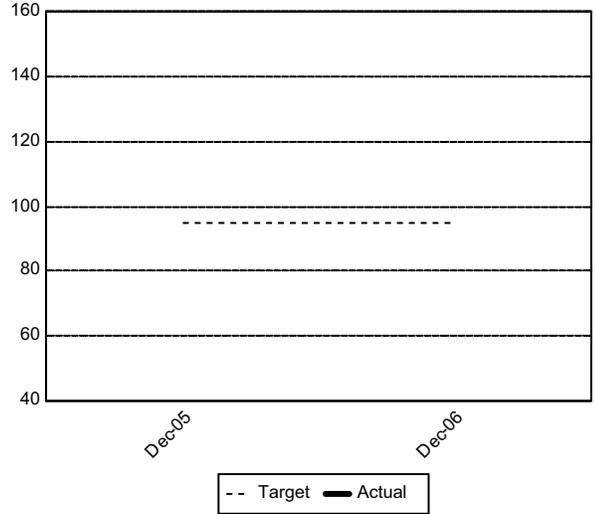
A002 Agency Commissioners

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

| Percent of UTC decisions in non-consent cases appealed and upheld. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 6th Qtr | 95% | | |
| | 2nd Qtr | 95% | | |
| Based on calendar year. Not measured in 2001-2003. | | | | |



A003 Pipeline Safety

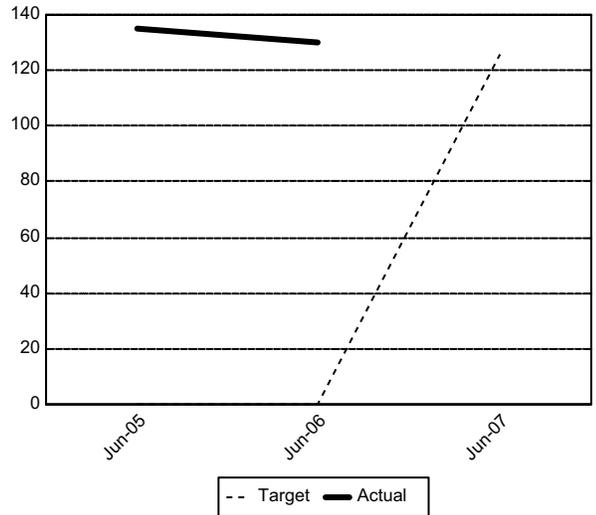
Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents and prepare for emergencies

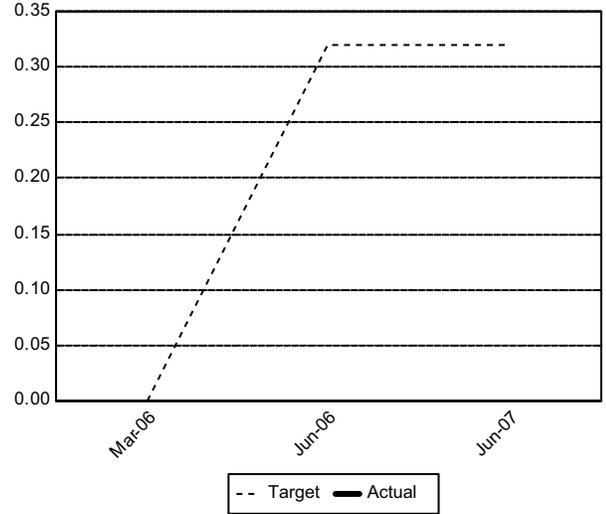
Expected Results

Safe operation of pipelines, with no leaks, explosions, damage or injury. Informed communities.

| Number of federally-reportable gas and hazardous liquids incidents per 1,000 miles of pipe on a rolling 10-year average. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 126 | | |
| | 4th Qtr | 0 | 130 | 130 |
| 2003-05 | 8th Qtr | 0 | 135 | 135 |



| Number of gas and hazardous liquids incidents per hundred miles of pipe. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 0.32 | | |
| | 4th Qtr | 0.32 | | |
| | 3rd Qtr | 0 | 0.11 | 0.11 |



Date Measured: 8/16/2006

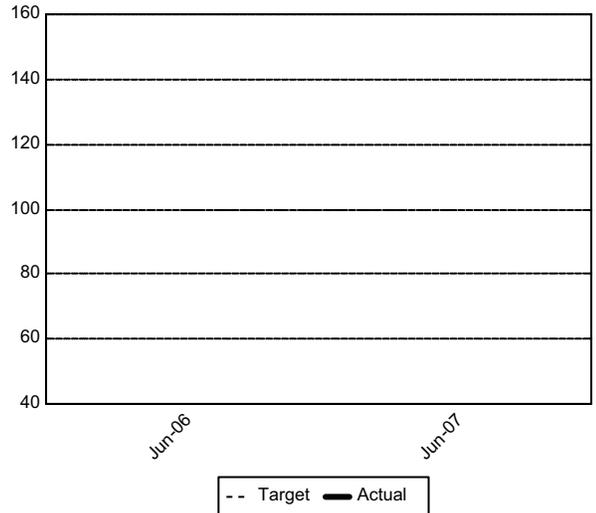
A004 Public Counsel

Statewide Result Area: **Improve the economic vitality of businesses and individuals**
 Statewide Strategy: **Provide consumer protection**

Expected Results

Effective representation of residential and small commercial rate payers before the Commission.

| Percentage that financially supports Public Counsel activity. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 100% | | |
| | 4th Qtr | 100% | 100% | 0% |



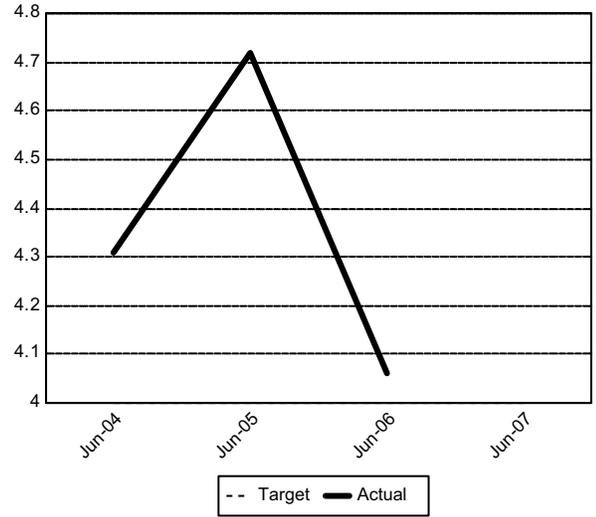
A005 Railroad Safety

Statewide Result Area: **Improve the safety of people and property**
 Statewide Strategy: **Prevent accidents and prepare for emergencies**

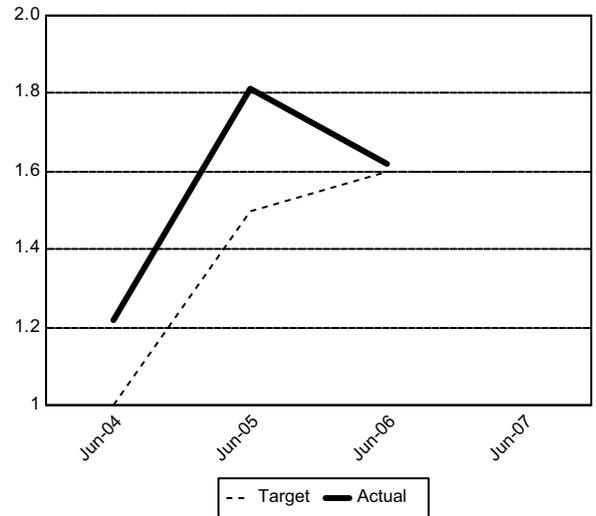
Expected Results

Citizens are safe from injury, accident, and property damage involving railroads.

| Number of crossing collisions per million train miles. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 4 | | |
| | 4th Qtr | 4 | 4.06 | 0.06 |
| 2003-05 | 8th Qtr | 4 | 4.72 | 0.72 |
| | 4th Qtr | 4 | 4.31 | 0.31 |



| Number of trespass collisions per million train miles. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 1.6 | | |
| | 4th Qtr | 1.6 | 1.62 | 0.02 |
| 2003-05 | 8th Qtr | 1.5 | 1.81 | 0.31 |
| | 4th Qtr | 1 | 1.22 | 0.22 |



A006 Regulation of Consumer Services

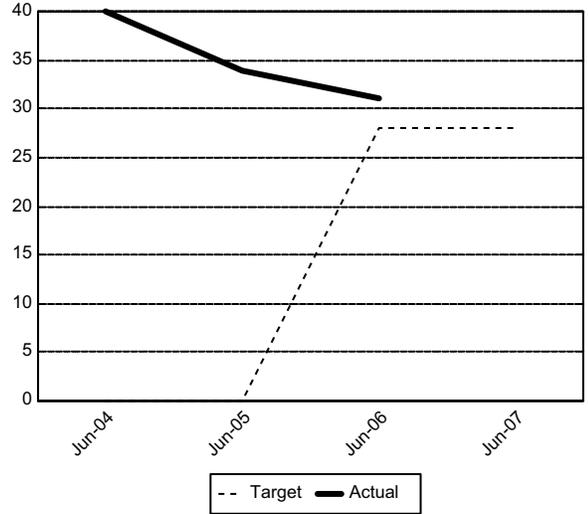
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

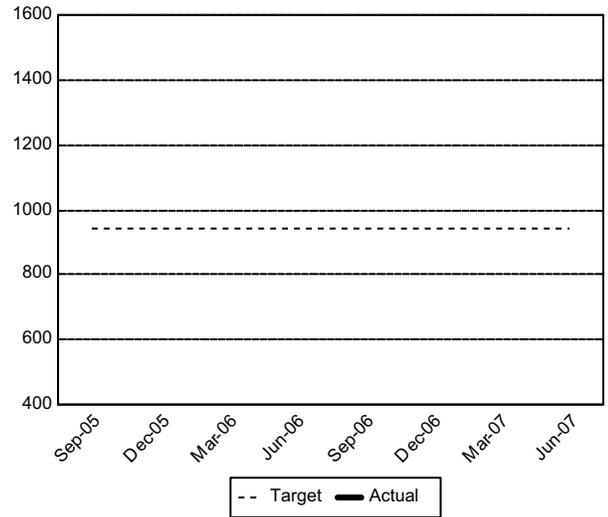
Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

| Average time to close all complaints of 30 days or less. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 28 | | |
| | 4th Qtr | 28 | 31 | 3 |
| 2003-05 | 8th Qtr | 0 | 34 | 34 |
| | 4th Qtr | 0 | 40 | 40 |

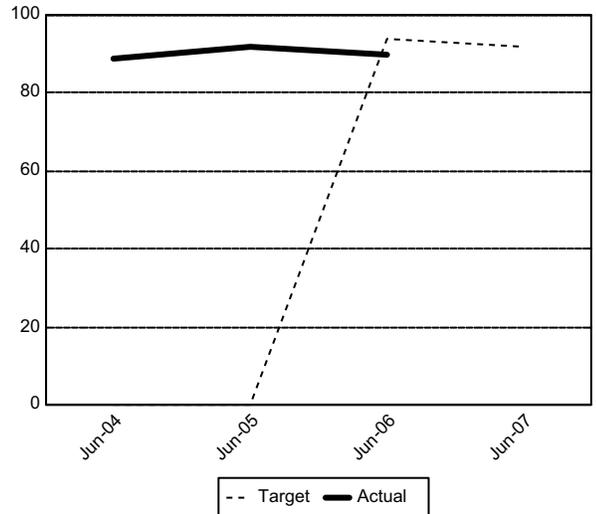


Comment: Averaged 31 days to close complaints for FY06

| Number of complaints received per quarter. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 944 | | |
| | 7th Qtr | 944 | | |
| | 6th Qtr | 944 | | |
| | 5th Qtr | 944 | | |
| | 4th Qtr | 944 | | |
| | 3rd Qtr | 944 | | |
| | 2nd Qtr | 944 | | |
| | 1st Qtr | 944 | | |



| Percentage of customers who indicated they had positive interactions with the Consumer Affairs staff regarding their complaint. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 92% | | |
| | 4th Qtr | 94% | 90% | (4)% |
| 2003-05 | 8th Qtr | 0% | 92% | 92% |
| | 4th Qtr | 0% | 89% | 89% |



A007 Regulation of Energy Companies

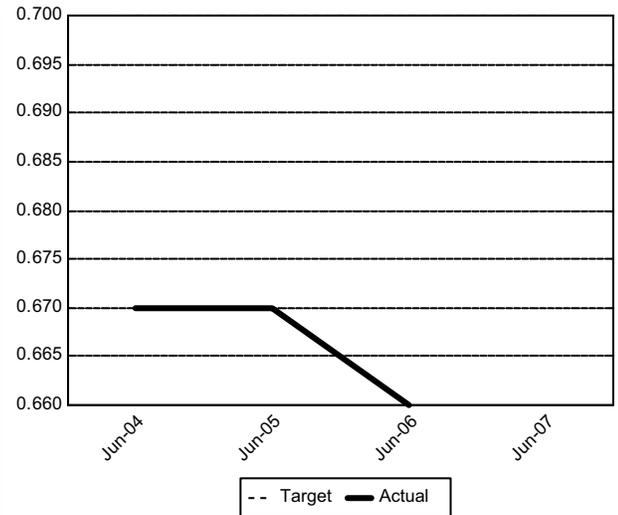
Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

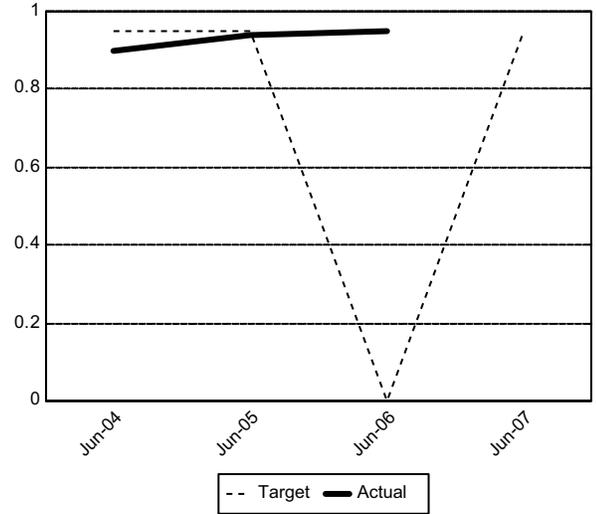
Consumers pay fair rates; companies invest to ensure adequate energy supplies and reliable service; and the UTC resolves regulatory issues promptly and fairly.

| The average residential electricity rate of Washington investor-owned utilities as a ratio of national average residential electricity rate of investor-owned utilities. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 0.7 | | |
| | 4th Qtr | 0.7 | 0.66 | (0.04) |
| 2003-05 | 8th Qtr | 0.7 | 0.67 | (0.03) |
| | 4th Qtr | 0.7 | 0.67 | (0.03) |

The Edison Electric Institute publishes data on electricity rates across the country. Included in this data are figures for the average residential electricity rate of both Washington investor-owned utilities and all US investor-owned utilities. The number presented above is the Washington rate divided by the National rate.



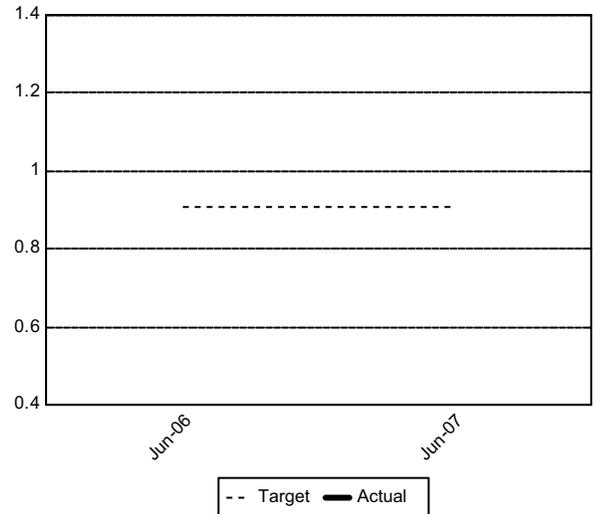
| The frequency of customer outages. | | | | |
|------------------------------------|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 0.95 | | |
| | 4th Qtr | 0 | 0.95 | 0.95 |
| 2003-05 | 8th Qtr | 0.95 | 0.94 | (0.01) |
| | 4th Qtr | 0.95 | 0.9 | (0.05) |



Every year utilities in Washington report a series of reliability statistics. One of these statistics is the System Average Interruption Frequency Index (SAIFI). This index presents the average number of sustained interruptions or outages per customer. An outage qualifies for the SAIFI index if it lasts longer than five (5) minutes. The statistics presented above are an average of the SAIFI data reported by the three IOUs in Washington weighted by the number of their residential customers.

| Washington investor-owned electric utility customer bills as a ratio of national investor-owned electric bills. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 0.91 | | |
| | 4th Qtr | 0.91 | | |

Current biennium figures not yet available.



A008 Regulation of Water Companies

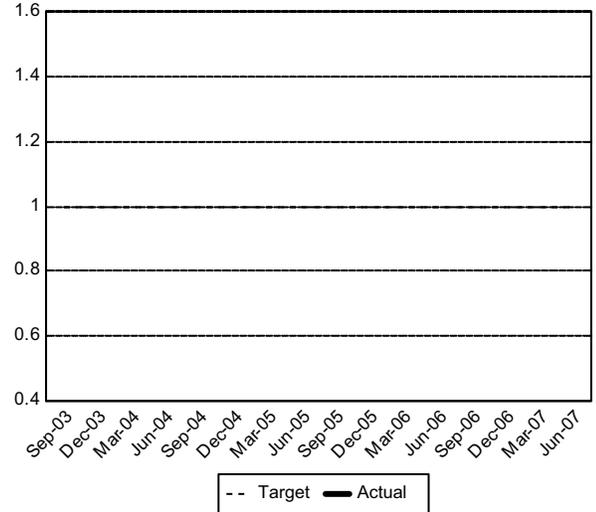
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies invest to provide high quality water supplies; and regulatory issues are resolved promptly and fairly.

| Ratio of closed to opened docket filings per quarter. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 1 | | |
| | 7th Qtr | 1 | | |
| | 6th Qtr | 1 | | |
| | 5th Qtr | 1 | | |
| | 4th Qtr | 1 | | |
| | 3rd Qtr | 1 | | |
| | 2nd Qtr | 1 | | |
| | 1st Qtr | 1 | | |
| 2003-05 | 8th Qtr | 1 | | |
| | 7th Qtr | 1 | | |
| | 6th Qtr | 1 | | |
| | 5th Qtr | 1 | | |
| | 4th Qtr | 1 | | |
| | 3rd Qtr | 1 | | |
| | 2nd Qtr | 1 | | |
| | 1st Qtr | 1 | | |
| <i>Not measured in 2001-2003 biennium.</i> | | | | |



A009 Solid Waste Companies Licensing, Regulation, and Safety

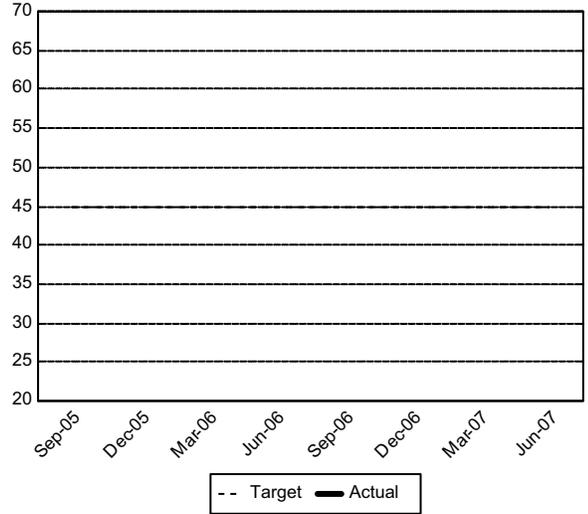
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

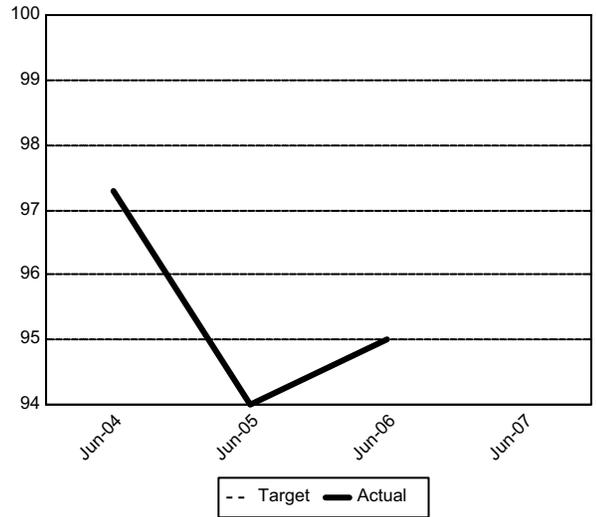
Expected Results

Fair rates; safe operations; services that customers and local governments want; financially sound companies; satisfied partners; and prompt and fair resolution of regulatory issues.

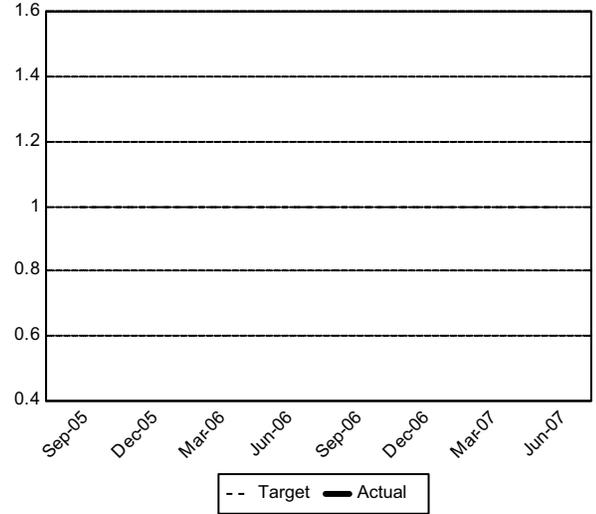
| Number of docket filings per quarter. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 45 | | |
| | 7th Qtr | 45 | | |
| | 6th Qtr | 45 | | |
| | 5th Qtr | 45 | | |
| | 4th Qtr | 45 | | |
| | 3rd Qtr | 45 | | |
| | 2nd Qtr | 45 | | |
| | 1st Qtr | 45 | | |
| <i>Not measured in 2001-2003 biennium.</i> | | | | |



| Percentage of companies with a current compliance review | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 100% | | |
| | 4th Qtr | 100% | 95% | (5)% |
| 2003-05 | 8th Qtr | 100% | 94% | (6)% |
| | 4th Qtr | 100% | 97.3% | (2.7)% |
| <i>Not measured in 2001-2003 biennium.</i> | | | | |



| Ratio of closed to opened filings per quarter. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 1 | | |
| | 7th Qtr | 1 | | |
| | 6th Qtr | 1 | | |
| | 5th Qtr | 1 | | |
| | 4th Qtr | 1 | | |
| | 3rd Qtr | 1 | | |
| | 2nd Qtr | 1 | | |
| | 1st Qtr | 1 | | |
| <i>Not measured in FY 02.</i> | | | | |



A010 Telecommunication Companies Licensing and Regulation

Statewide Result Area: Improve statewide mobility of people, goods, and services

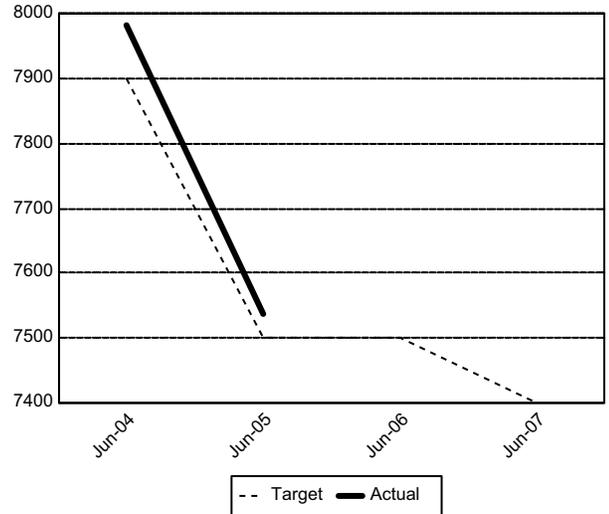
Statewide Strategy: Improve mobility system quality and service

Expected Results

Telephone service is universally available; the telecommunications industry is competitive; telecommunications companies invest to provide reliable service; consumers are protected from unfair business practices; and regulatory issues are resolved promptly and fairly.

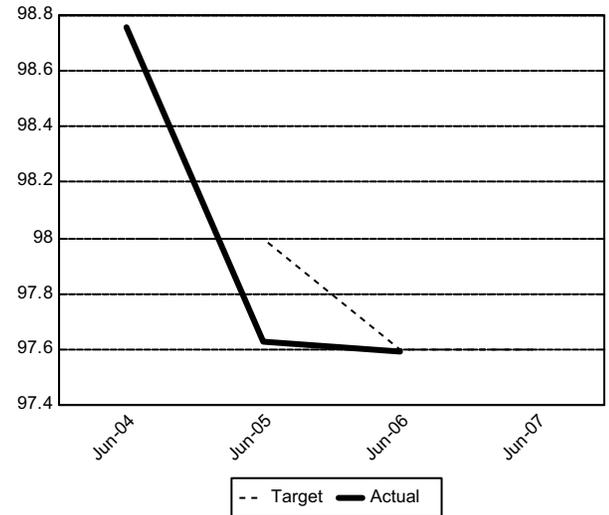
| Measure of competition in the telephone industry using the Herfindahl-Hirschman Index, a widely used index of market concentration. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 7,400 | | |
| | 4th Qtr | 7,500 | | |
| 2003-05 | 8th Qtr | 7,500 | 7,538 | 38 |
| | 4th Qtr | 7,900 | 7,981 | 81 |

The Hirschman-Herfindahl Index (HHI), is the sum of the squares of the individual market shares of all the participating firms in the relevant market. An HHI under 1,000 indicates an unconcentrated market. An HHI between 1,000 and 1,800 indicates a moderately concentrated market. An HHI over 1,800 indicates a highly concentrated market. An HHI of 10,000 indicates a 100% pure monopoly market.



| Percentage of interruptions of service restored by reporting companies within 48 hours. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 97.6% | | |
| | 4th Qtr | 97.6% | 97.59% | (0.01)% |
| 2003-05 | 8th Qtr | 98% | 97.63% | (0.37)% |
| | 4th Qtr | 98% | 98.76% | 0.76% |

Reported in accordance with WAC 480-120-439(9). Weighted average based on number of access lines in Washington, as reported to the FCC. Merged company reporting consolidated (ATT+TCG) except where separate reporting allowed by commission.



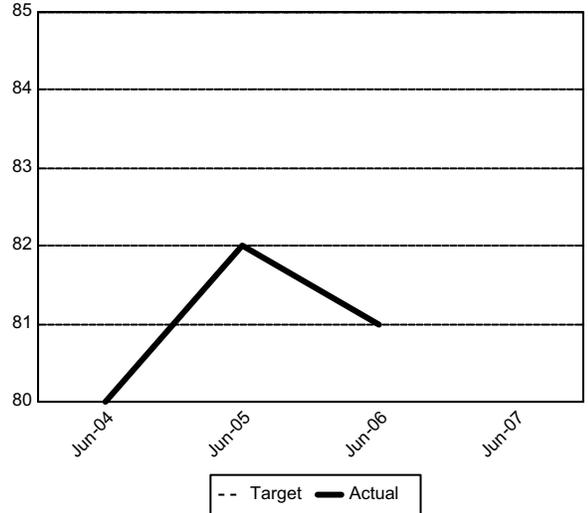
A011 Transportation Companies Licensing, Regulation and Safety

Statewide Result Area: **Improve the safety of people and property**
 Statewide Strategy: **Prevent accidents and prepare for emergencies**

Expected Results

Customers pay reasonable rates; service is safe, reliable, and available; and regulated companies get fast, reliable service from the UTC.

| Percentage of companies with a current compliance review. | | | | |
|---|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 8th Qtr | 85% | | |
| | 4th Qtr | 85% | 81% | (4)% |
| 2003-05 | 8th Qtr | 85% | 82% | (3)% |
| | 4th Qtr | 85% | 80% | (5)% |



| Percentage of motor carriers registering/renewing on-line. | | | | |
|--|---------|--------|--------|----------|
| Biennium | Period | Target | Actual | Variance |
| 2005-07 | 6th Qtr | 50% | | |
| | 2nd Qtr | 50% | 53% | 3% |

On-line renewal not available in 2001-2003 biennium.

