

As of 5/27/2009

215 - Utilities and Transportation Comm

A001 Administration

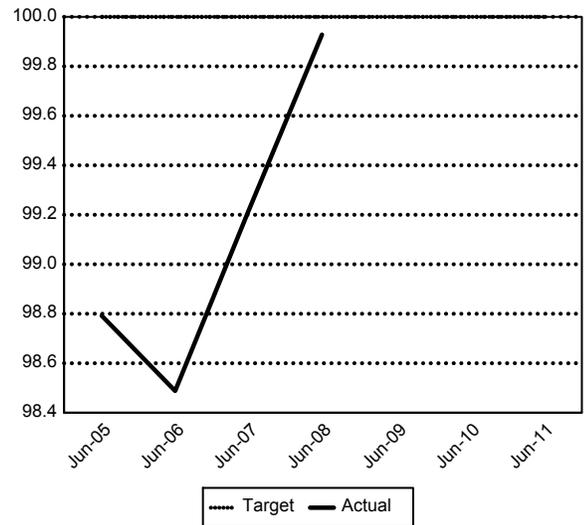
Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

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

The percentage of regulatory fees received on time.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	100%		
	4th Qtr	100%	99.93%	(0.07)%
2005-07	8th Qtr	100%	99.22%	(0.78)%
	4th Qtr	100%	98.49%	(1.51)%
2003-05	8th Qtr	100%	98.79%	(1.21)%

Regulatory fees are due on May 1st of each year. With a business process of collecting delinquent regulatory fees through September of same year. Average number of companies in a year is approximately 1,100.



A002 Agency Commissioners

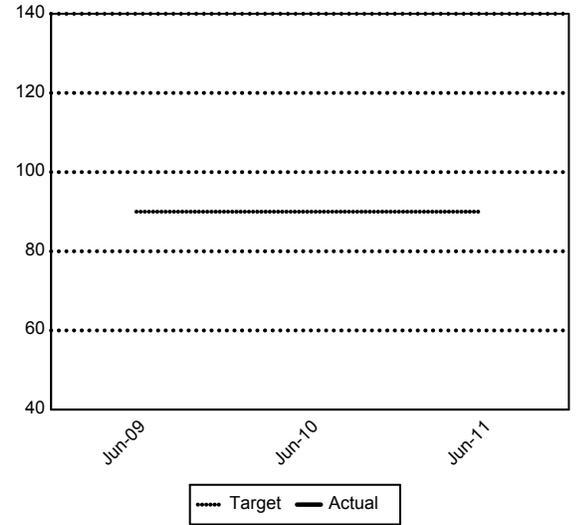
Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

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.

As of 5/27/2009

The average time to enter final orders in adjudicative and rulemaking proceedings.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90		
<i>Reported on a fiscal year basis.</i>				



A003 Pipeline Safety

Statewide Result Area: Improve the safety of people and property

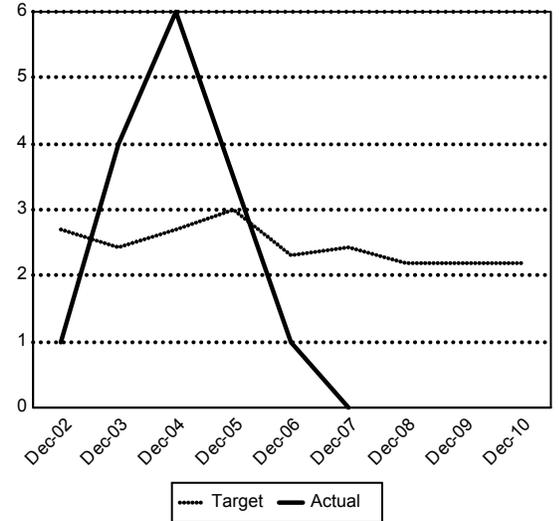
Statewide Strategy: Prevent accidents

Expected Results

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

As of 5/27/2009

The number of federally reportable, significant pipeline incidents in Washington.				
Biennium	Period	Target	Actual	Variance
2007-09	6th Qtr	2.2		
	2nd Qtr	2.44	0	(2.44)
2005-07	6th Qtr	2.3	1	(1.3)
	2nd Qtr	3		
2003-05	6th Qtr	2.71	6	3.29
	2nd Qtr	2.43	4	1.57



U.S. Department of Transportation, Pipeline and Hazardous Material Safety Agency (PHMSA) defines "significant incidents" as those reported by pipeline operators when any of the following conditions are met:

- fatality or injury requiring in-patient hospitalization; or
- \$50,000 or more in total costs, in 1984 dollars; or
- highly volatile liquid releases of 5 barrels or more or other liquid releases of 50 barrels or more; or
- liquid releases results in an unintentional fire or explosion.

Comment: No incidents reported in calendar year 2007

A004 Public Counsel

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

Statewide Strategy: Provide consumer protection

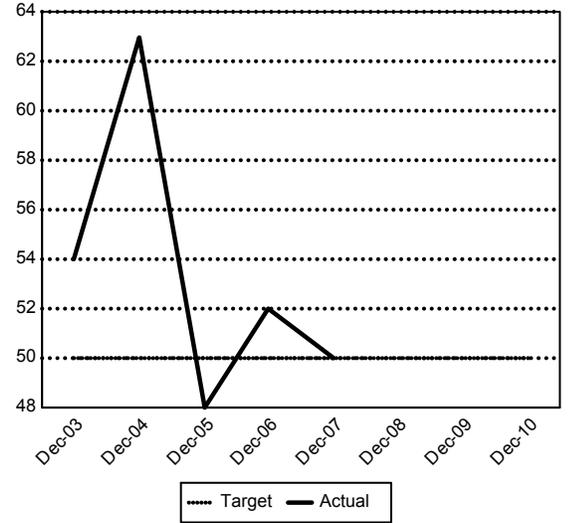
Expected Results

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

As of 5/27/2009

Percentage of contested telecommunication and energy cases in which Public Counsel participates.				
Biennium	Period	Target	Actual	Variance
2007-09	6th Qtr	50%		
	2nd Qtr	50%	50%	0%
2005-07	6th Qtr	50%	52%	2%
	2nd Qtr	50%	48%	(2)%
2003-05	6th Qtr	50%	63%	13%
	2nd Qtr	50%	54%	4%

Done on a calendar year basis.



A005 Railroad Safety

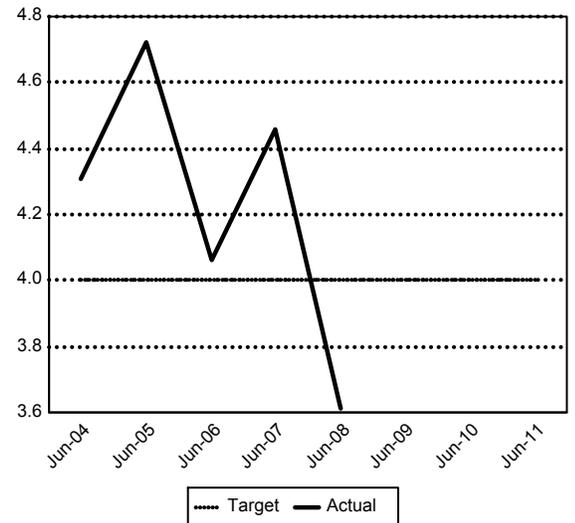
Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents

Expected Results

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

Number of collisions involving motor vehicles and trains per one million miles of train track.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	4		
	4th Qtr	4	3.61	(0.39)
2005-07	8th Qtr	4	4.46	0.46
	4th Qtr	4	4.06	0.06
2003-05	8th Qtr	4	4.72	0.72
	4th Qtr	4	4.31	0.31



A006 Regulation of Consumer Services

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

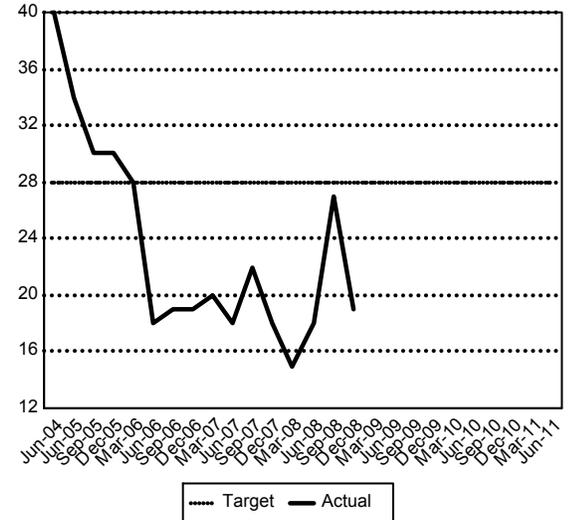
As of 5/27/2009

Statewide Strategy: Provide consumer protection

Expected Results

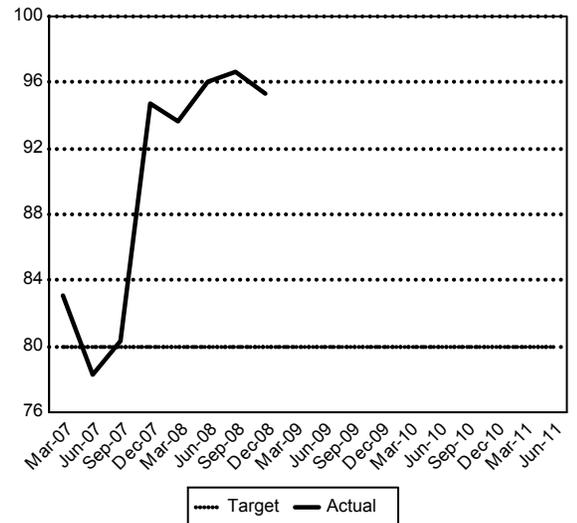
Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

Average time to close consumer complaint investigations.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	28		
	7th Qtr	28		
	6th Qtr	28	19	(9)
	5th Qtr	28	27	(1)
	4th Qtr	28	18	(10)
	3rd Qtr	28	15	(13)
	2nd Qtr	28	18	(10)
	1st Qtr	28	22	(6)
2005-07	8th Qtr	28	18	(10)
	7th Qtr	28	20	(8)
	6th Qtr	28	19	(9)
	5th Qtr	28	19	(9)
	4th Qtr	28	18	(10)
	3rd Qtr	28	28	0
	2nd Qtr	28	30	2
	1st Qtr	28	30	2
2003-05	8th Qtr	28	34	6
	4th Qtr	28	40	12



Percentage of consumer calls each month that the UTC answers within 60 seconds compared to the average for all agencies that participate in the interagency call center working group.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	80%		
	7th Qtr	80%		
	6th Qtr	80%	95.3%	15.3%
	5th Qtr	80%	96.6%	16.6%
	4th Qtr	80%	96%	16%
	3rd Qtr	80%	93.7%	13.7%
	2nd Qtr	80%	94.75%	14.75%
	1st Qtr	80%	80.34%	0.34%
2005-07	8th Qtr	80%	78.28%	(1.72)%
	7th Qtr	80%	83.11%	3.11%

Starting with the 07-09 biennium.



As of 5/27/2009

A007 Regulation of Energy Companies

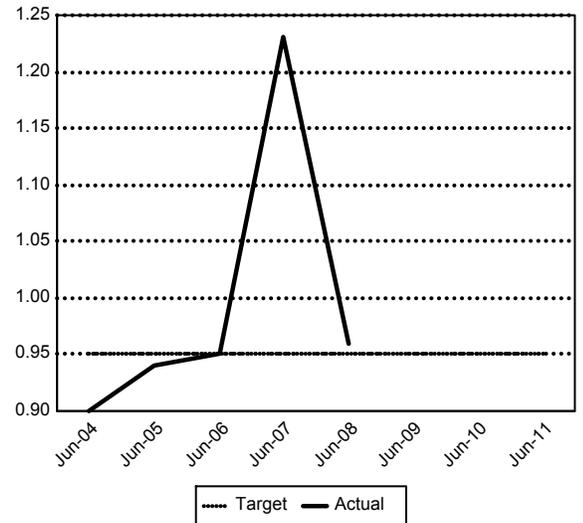
Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

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 number of electricity outages (lasting 5 minutes or longer) for each customer per year.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	0.95		
	4th Qtr	0.95	0.96	0.01
2005-07	8th Qtr	0.95	1.23	0.28
	4th Qtr	0.95	0.95	0
2003-05	8th Qtr	0.95	0.94	(0.01)
	4th Qtr	0.95	0.9	(0.05)

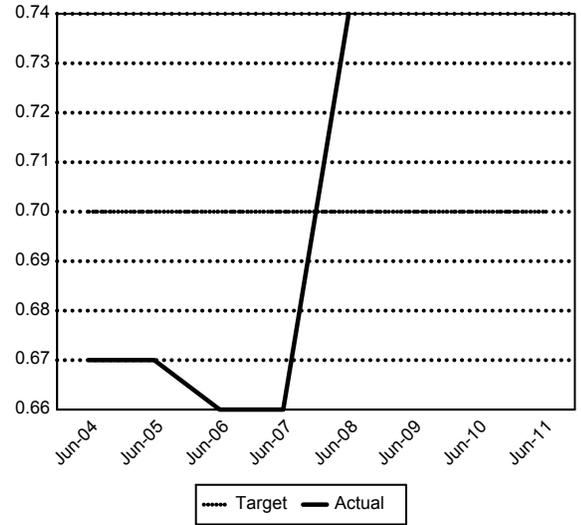
Every year utilities in Washington report a series of reliability statistics. One of these statistics is the System Average Interruption Frequency Index (SAIFI). This index presents the average number of sustained interruptions or outages per customer. An outage qualifies for the SAIFI index if it lasts 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.



As of 5/27/2009

The average residential electricity rate paid by Washington customers of private utilities as a percent of the national average.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	0.7		
	4th Qtr	0.7	0.74	0.04
2005-07	8th Qtr	0.7	0.66	(0.04)
	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.



A008 Regulation of Water Companies

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

Expected Results

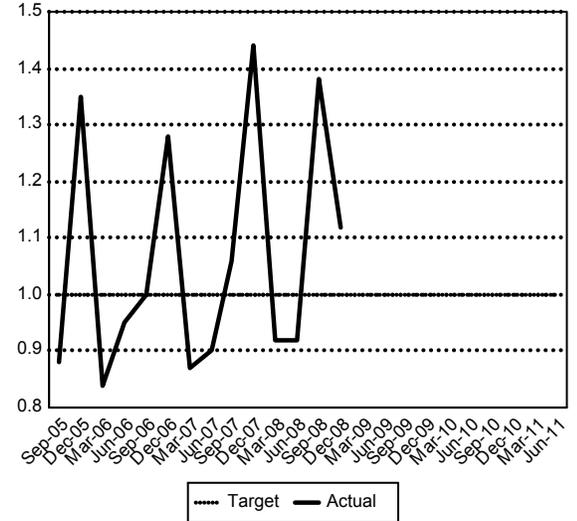
Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies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

As of 5/27/2009

Ratio of closed to opened filings per quarter for all regulated water companies.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1	1.12	0.12
	5th Qtr	1	1.38	0.38
	4th Qtr	1	0.92	(0.08)
	3rd Qtr	1	0.92	(0.08)
	2nd Qtr	1	1.44	0.44
	1st Qtr	1	1.06	0.06
2005-07	8th Qtr	1	0.9	(0.1)
	7th Qtr	1	0.87	(0.13)
	6th Qtr	1	1.28	0.28
	5th Qtr	1	1	0
	4th Qtr	1	0.95	(0.05)
	3rd Qtr	1	0.84	(0.16)
	2nd Qtr	1	1.35	0.35
	1st Qtr	1	0.88	(0.12)

Not measured in 2001-2003 biennium.

Date Measured: 12/31/2008



A009 Solid Waste Companies Licensing, Regulation, and Safety

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

Statewide Strategy: Provide consumer protection

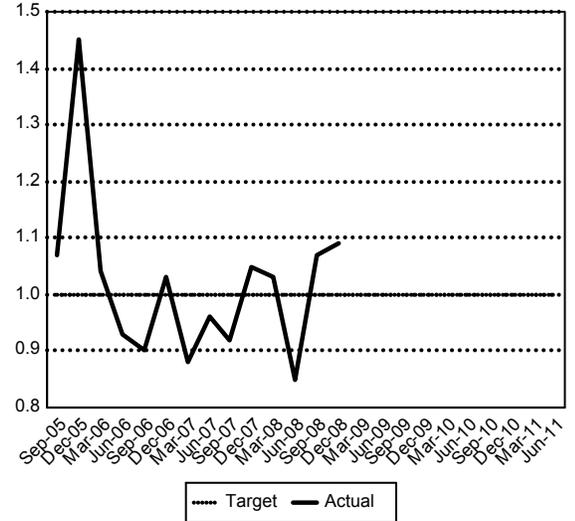
Expected Results

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

As of 5/27/2009

Ratio of closed to opened filings per quarter for regulated solid waste companies.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1	1.09	0.09
	5th Qtr	1	1.07	0.07
	4th Qtr	1	0.85	(0.15)
	3rd Qtr	1	1.03	0.03
	2nd Qtr	1	1.05	0.05
	1st Qtr	1	0.92	(0.08)
	2005-07	8th Qtr	1	0.96
7th Qtr		1	0.88	(0.12)
6th Qtr		1	1.03	0.03
5th Qtr		1	0.9	(0.1)
4th Qtr		1	0.93	(0.07)
3rd Qtr		1	1.04	0.04
2nd Qtr		1	1.45	0.45
1st Qtr		1	1.07	0.07
<i>Not measured in FY 02.</i>				

Date Measured: 12/31/2008



A010 Telecommunication Companies Licensing and Regulation

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

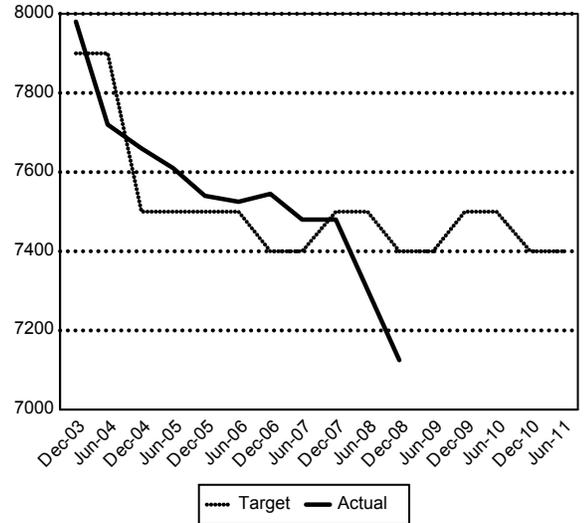
Expected Results

Telecommunications services in the state are fairly priced, reliable, and available to all. Telecommunications providers compete for market share. Consumers are protected from unfair business practices. Regulatory issues are resolved efficiently and fairly.

As of 5/27/2009

Level of local wire line phone competition in Washington (as measured by the Hirschman-Herfindahl Index less concentration = more competition)				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	7,400		
	6th Qtr	7,400	7,127	(273)
	4th Qtr	7,500		
	2nd Qtr	7,500	7,479	(21)
2005-07	8th Qtr	7,400	7,479	79
	6th Qtr	7,400	7,546	146
	4th Qtr	7,500	7,525	25
	2nd Qtr	7,500	7,538	38
2003-05	8th Qtr	7,500	7,610	110
	6th Qtr	7,500	7,660	160
	4th Qtr	7,900	7,721	(179)
	2nd Qtr	7,900	7,981	81

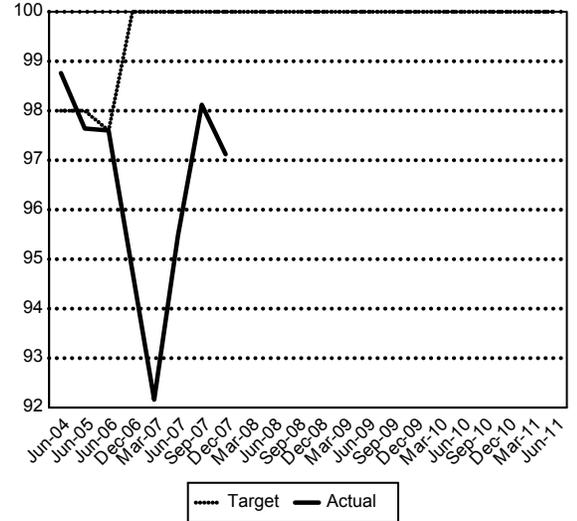
The Hirschman-Herfindahl Index (HHI), is the sum of the squares of the individual market shares of all the participating firms in the relevant market. An HHI under 1,000 indicates an unconcentrated market. An HHI between 1,000 and 1,800 indicates a moderately concentrated market. An HHI over 1,800 indicates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



As of 5/27/2009

Percentage of phone service interruptions restored by telephone companies within 48 hours.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	100%		
	7th Qtr	100%		
	6th Qtr	100%		
	5th Qtr	100%		
	4th Qtr	100%		
	3rd Qtr	100%		
	2nd Qtr	100%	97.12%	(2.88)%
	1st Qtr	100%	98.11%	(1.89)%
2005-07	8th Qtr	100%	95.49%	(4.51)%
	7th Qtr	100%	92.18%	(7.82)%
	6th Qtr	100%		
	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

Expected Results

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

As of 5/27/2009

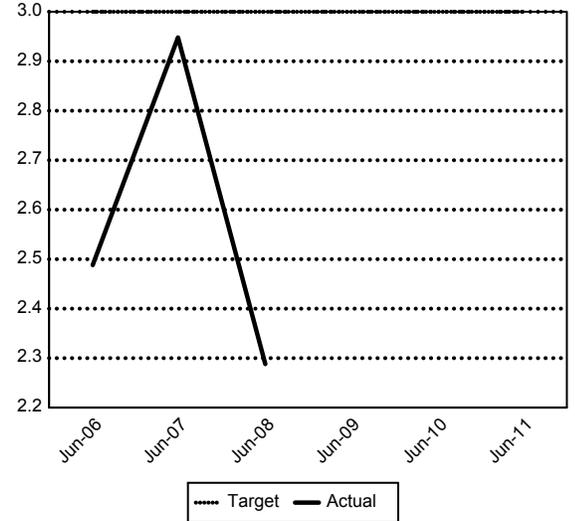
The number of reportable accidents per million miles traveled by Washington passenger carriers.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	3		
	4th Qtr	3	2.29	(0.71)
2005-07	8th Qtr	3	2.95	(0.05)
	4th Qtr	3	2.49	(0.51)

"Reportable accidents" are federally reportable accidents, as defined by the Federal Motor Carrier Safety Administration (FMCSA) of the US Department of Transportation (USDOT).

"Passenger carriers" include:

- a. charter and excursion buses;*
- b. auto transportation (scheduled service; e.g., Greyhound buses, Airporter shuttles); and*
- c. non-profit (e.g., church buses, vans, etc.).*

Comment: Actuals are for Calendar Year 2007



ZZZX Other Statewide Adjustments

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