

As of 7/28/2015

## 215 - Utilities and Transportation Comm

### A006 Protect Customers of Utility and Transportation Companies

**Statewide Result Area:** Prosperous Economy

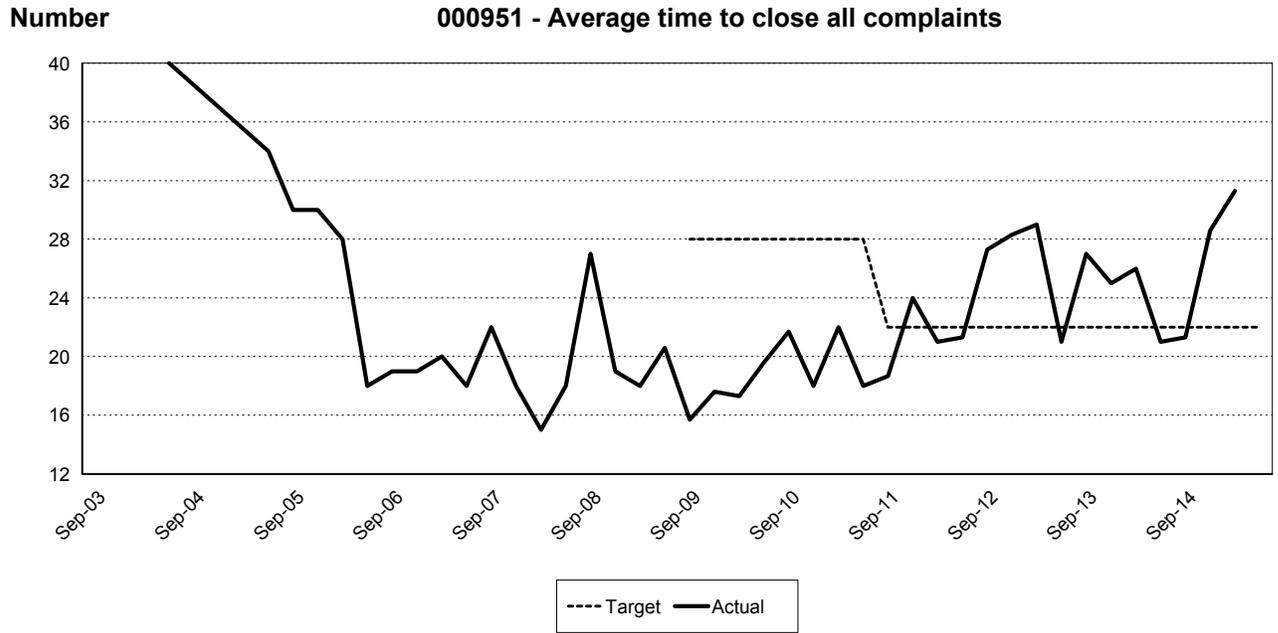
**Statewide Strategy:** Provide consumer protection

#### Expected Results

Customer complaints are resolved promptly. Companies treat their customers fairly. Consumers understand their rights and are protected from fraud or abuse.

<b>000951 - Average time to close consumer complaint investigations.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2013-15	Q8		22
2013-15	Q7	31.3	22
2013-15	Q6	28.6	22
2013-15	Q5	21.3	22
2013-15	Q4	21	22
2013-15	Q3	26	22
2013-15	Q2	25	22
2013-15	Q1	27	22
2011-13	Q8	21	22
2011-13	Q7	29	22
2011-13	Q6	28.3	22
2011-13	Q5	27.3	22
2011-13	Q4	21.3	22
2011-13	Q3	21	22
2011-13	Q2	24	22
2011-13	Q1	18.67	22
Performance Measure Status: Approved			

As of 7/28/2015

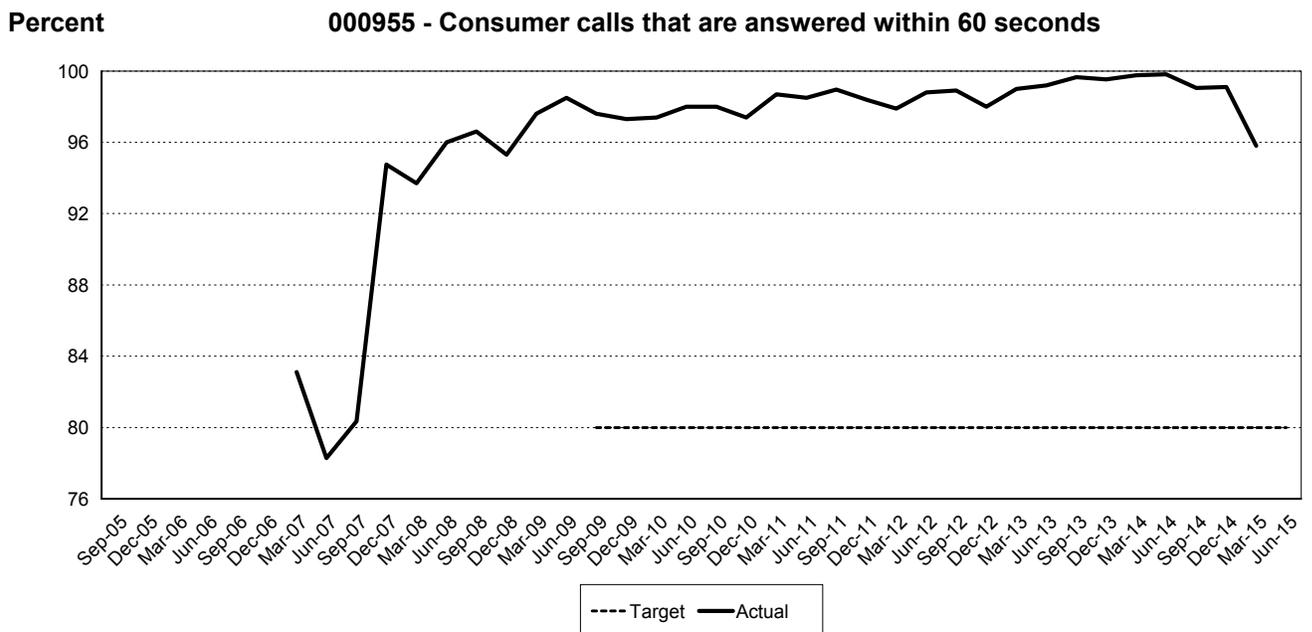


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**000955 - Percentage of consumer calls each month that the UTC answers within 60 seconds compared to the average for all agencies that participate in the interagency call center working group.**

Biennium	Period	Actual	Target
2013-15	Q8		80%
2013-15	Q7	95.8%	80%
2013-15	Q6	99.1%	80%
2013-15	Q5	99.05%	80%
2013-15	Q4	99.81%	80%
2013-15	Q3	99.77%	80%
2013-15	Q2	99.54%	80%
2013-15	Q1	99.65%	80%
2011-13	Q8	99.2%	80%
2011-13	Q7	99%	80%
2011-13	Q6	98%	80%
2011-13	Q5	98.9%	80%
2011-13	Q4	98.8%	80%
2011-13	Q3	97.9%	80%
2011-13	Q2	98.4%	80%
2011-13	Q1	98.97%	80%

Performance Measure Status: Approved



**A012 Site New Energy Facilities**

Statewide Result Area: Sustainable Energy and a Clean Environment

As of 7/28/2015

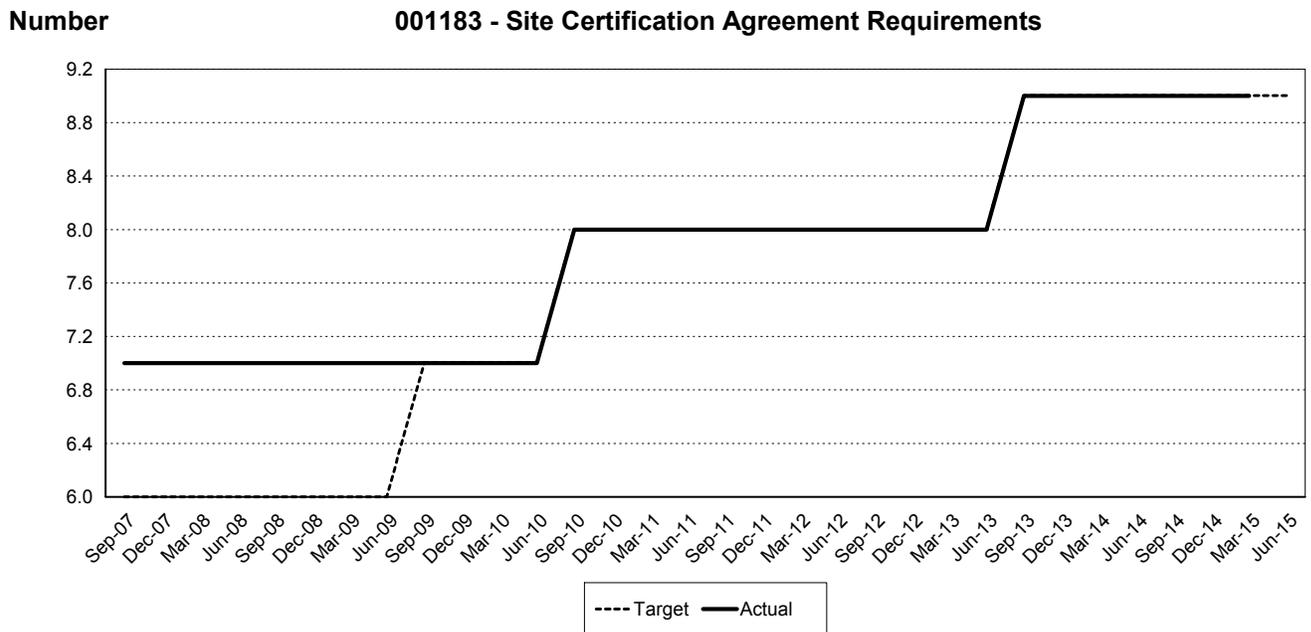
**Statewide Strategy:** Establish safeguards and standards to prevent and manage pollution

**Expected Results**

Potential environmental impacts from new energy facilities are evaluated and mitigated.

<b>001183 - Number of approve facilities meeting 90% of the Site Certification Agreement requirements.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2013-15	Q8		9
2013-15	Q7	9	9
2013-15	Q6	9	9
2013-15	Q5	9	9
2013-15	Q4	9	9
2013-15	Q3	9	9
2013-15	Q2	9	9
2013-15	Q1	9	9
2011-13	Q8	8	8
2011-13	Q7	8	8
2011-13	Q6	8	8
2011-13	Q5	8	8
2011-13	Q4	8	8
2011-13	Q3	8	8
2011-13	Q2	8	8
2011-13	Q1	8	8

Performance Measure Status: Approved



**A013 Safety Regulation of Utility and Transportation Companies**

As of 7/28/2015

**Statewide Result Area: Healthy and Safe Communities**

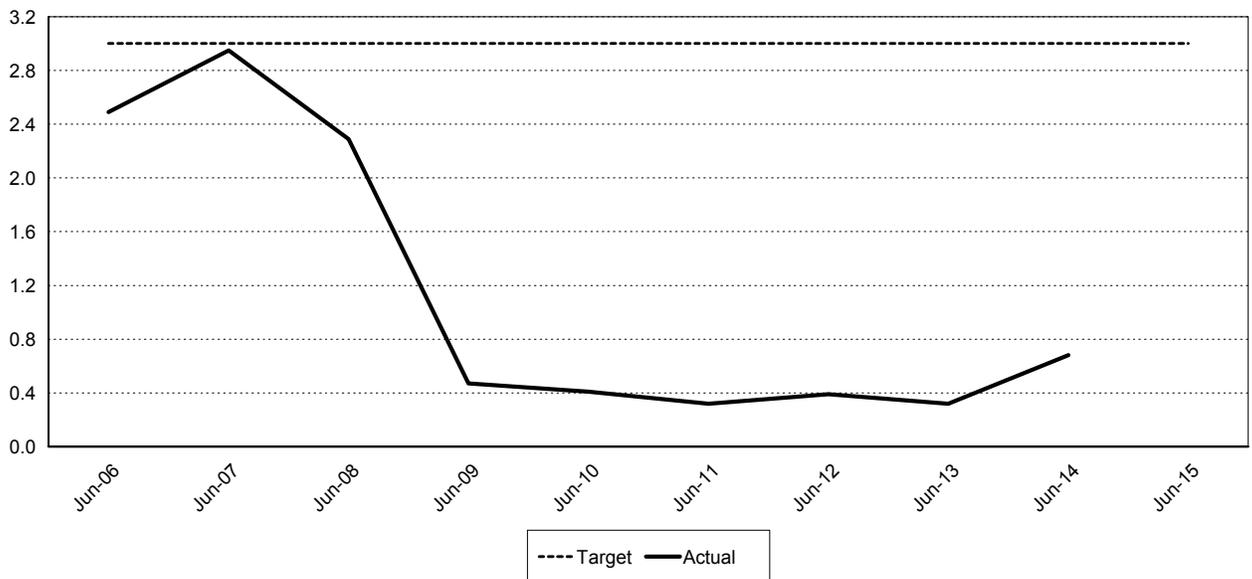
**Statewide Strategy: Identify and mitigate risk to public safety**

**Expected Results**

Citizens are safe from injury and property damage involving railroads and pipelines.  
 Customers of transportation companies enjoy safe, equipment and service.

<b>000962 - The number of reportable accidents per million miles traveled by Washington passenger carriers.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2013-15	A2		3
2013-15	A1	0.68	3
2011-13	A2	0.32	3
2011-13	A1	0.39	3
Performance Measure Status: Approved			

**Number 000962 - Reportable accident rate for Washington passenger carriers**

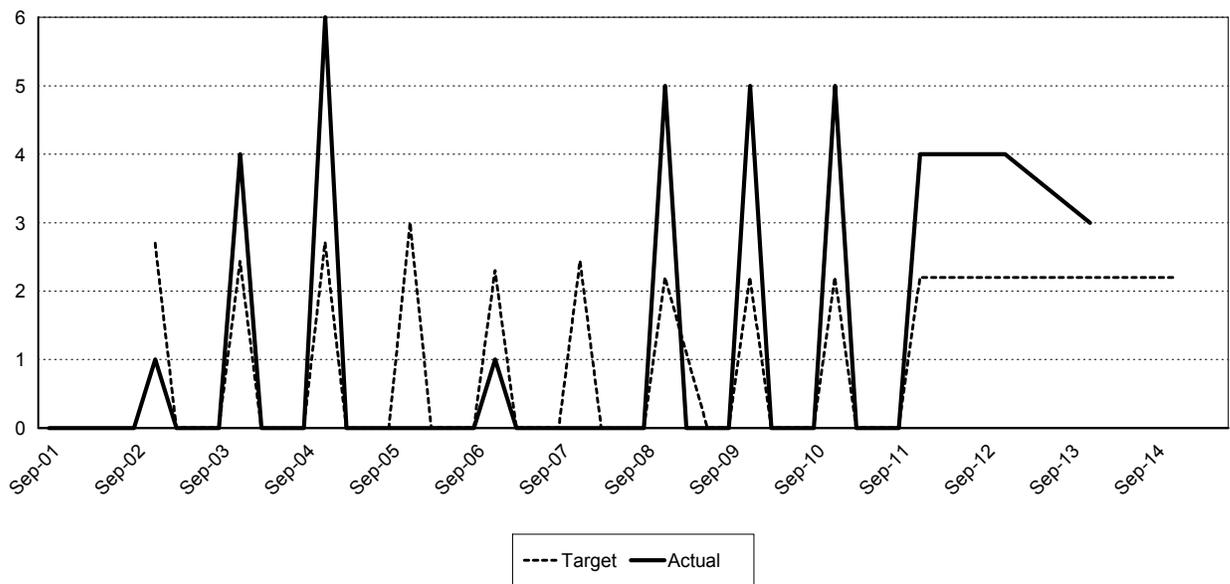


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<b>000971 - The number of federally reportable, significant pipeline incidents in Washington.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2013-15	Q6		2.2
2013-15	Q2	3	2.2
2011-13	Q6	4	2.2
2011-13	Q2	4	2.2
2011-13	Q1	0	0

Performance Measure Status: Approved

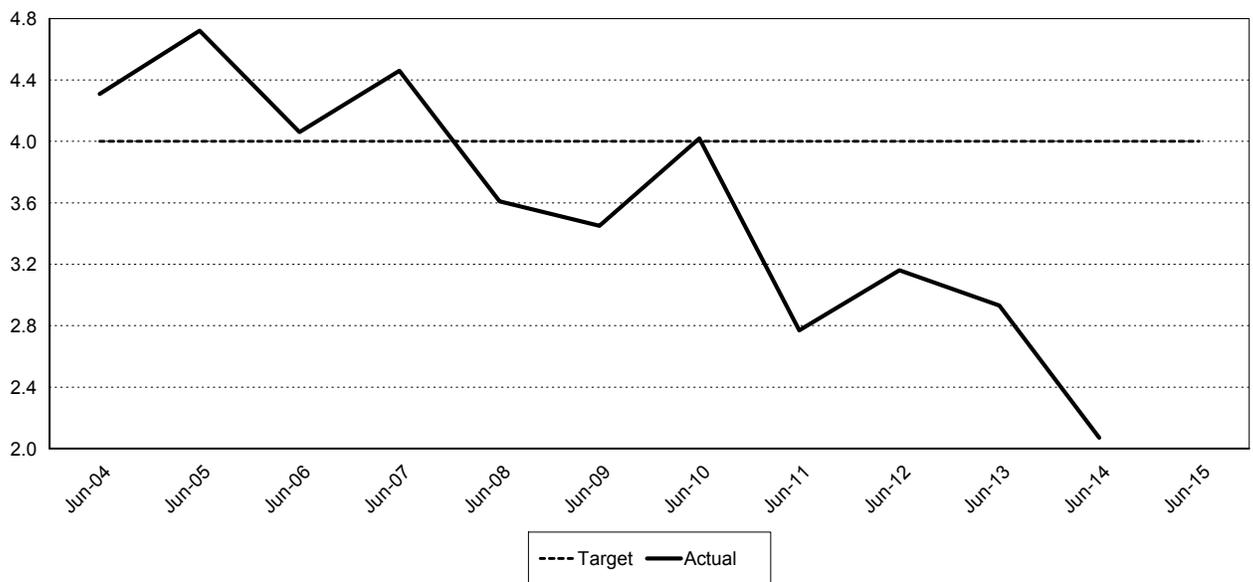
**Number** **000971 - Significant pipeline incidents**



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000972 - Rate of collisions involving motor vehicles and trains per one million train-miles traveled.			
Biennium	Period	Actual	Target
2013-15	A2		4
2013-15	A1	2.07	4
2011-13	A2	2.93	4
2011-13	A1	3.16	4
Performance Measure Status: Approved			

Number 000972 - Crossing collisions involving motor vehicles and trains



## A014 Economic Regulation of Utility and Transportation Companies

**Statewide Result Area:** Prosperous Economy

**Statewide Strategy:** Regulate the economy to ensure fairness, security and efficiency

### Expected Results

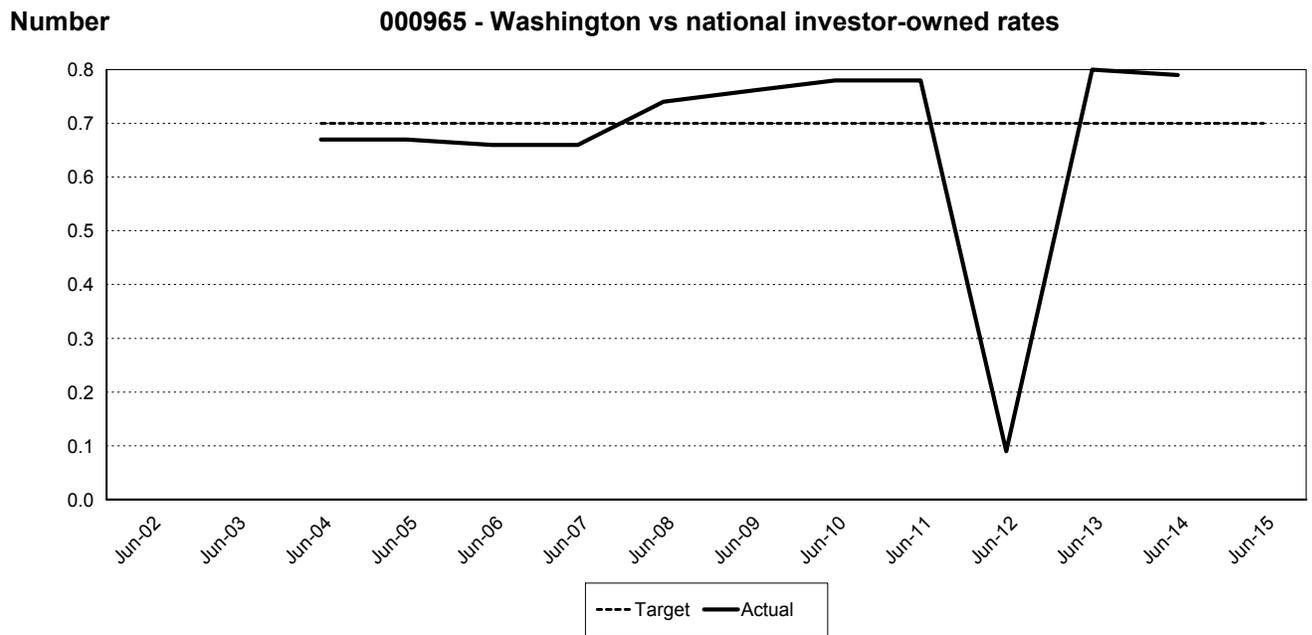
Customers pay fair rates; Companies invest to ensure public access to the commodity sold and reliable service to customers; and The UTC resolves regulatory issues promptly and fairly.

As of 7/28/2015

**000965 - The average residential electricity rate paid by Washington customers of private utilities as a percent of the national average.**

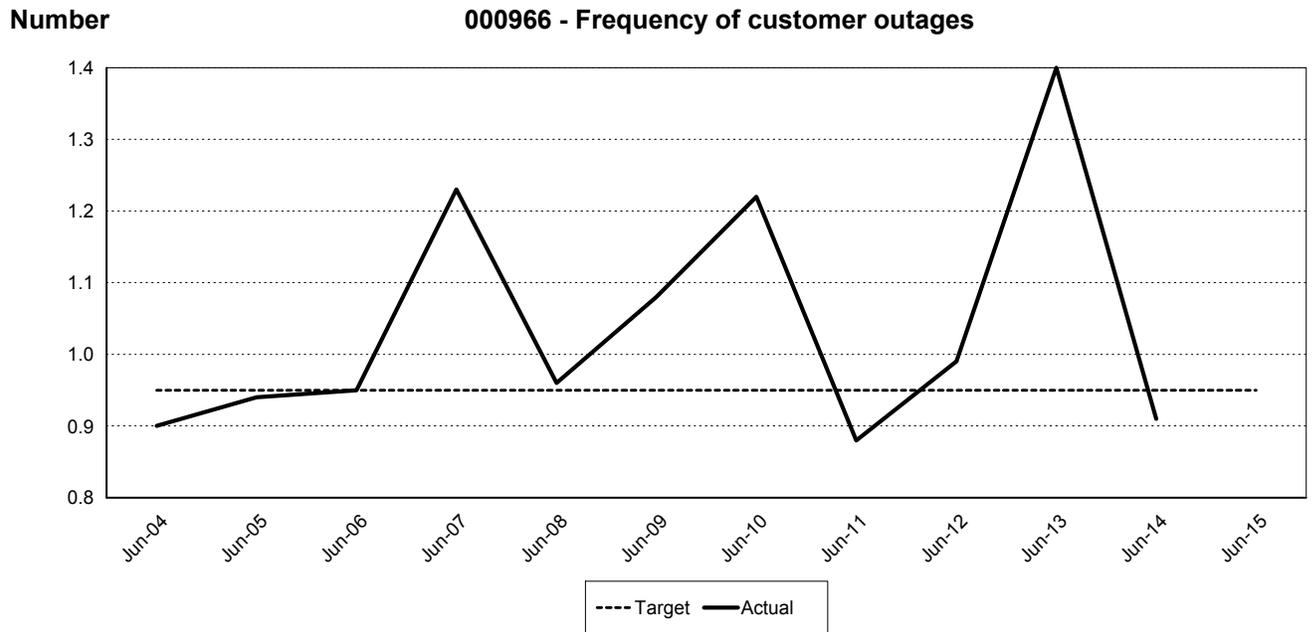
Biennium	Period	Actual	Target
2013-15	A2		0.7
2013-15	A1	0.79	0.7
2011-13	A2	0.8	0.7
2011-13	A1	0.09	0.7

Performance Measure Status: Approved



As of 7/28/2015

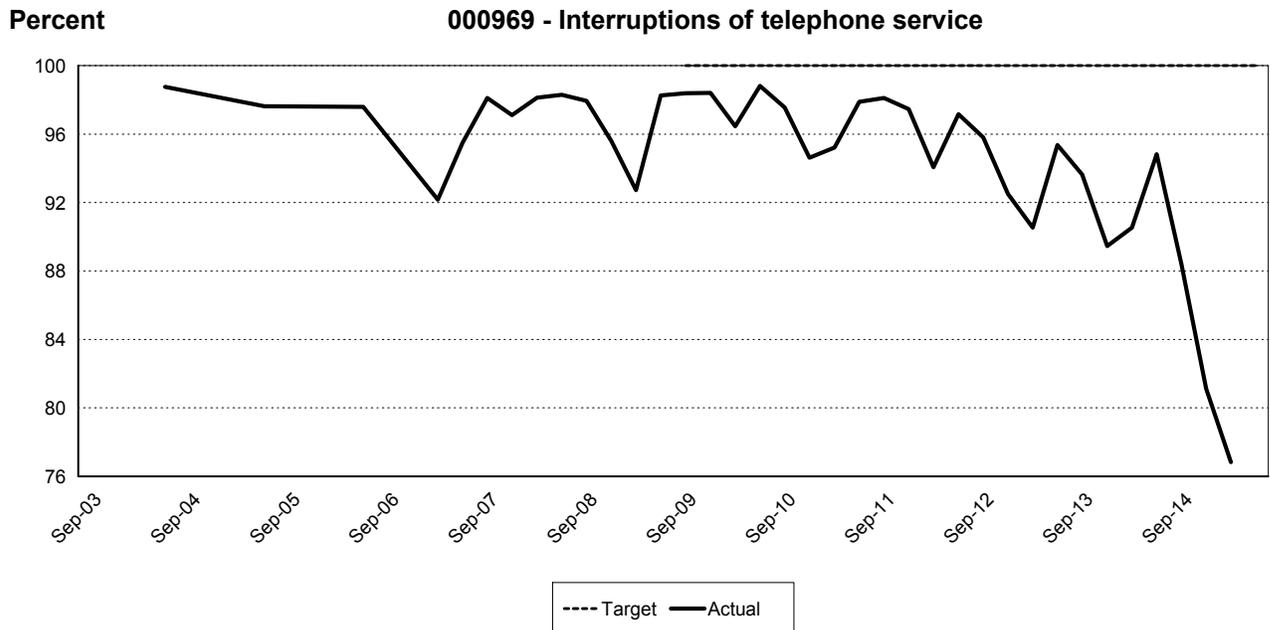
<b>000966 - The average number of electricity outages (lasting 5 minutes or longer) for each customer per year.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2013-15	A2		0.95
2013-15	A1	0.91	0.95
2011-13	A2	1.4	0.95
2011-13	A1	0.99	0.95
Performance Measure Status: Approved			



As of 7/28/2015

<b>000969 - Percentage of phone service interruptions restored by telephone companies within 48 hours.</b>			
<b>Biennium</b>	<b>Period</b>	<b>Actual</b>	<b>Target</b>
2013-15	Q8		100%
2013-15	Q7	76.82%	100%
2013-15	Q6	81.12%	100%
2013-15	Q5	88.41%	100%
2013-15	Q4	94.82%	100%
2013-15	Q3	90.54%	100%
2013-15	Q2	89.46%	100%
2013-15	Q1	93.63%	100%
2011-13	Q8	95.36%	100%
2011-13	Q7	90.54%	100%
2011-13	Q6	92.51%	100%
2011-13	Q5	95.82%	100%
2011-13	Q4	97.17%	100%
2011-13	Q3	94.06%	100%
2011-13	Q2	97.46%	100%
2011-13	Q1	98.12%	100%

Performance Measure Status: Approved



*As of 7/28/2015*

<b><u>Parameter</u></b>	<b><u>Entered As</u></b>
Budget Period	2015-17
Agency	215
Program	*
Status Preference	Approved
Usage Type	Budget
Event	No Event
Data Table Biennium	2015-17
Include Expected Results Text	Y
Include Trend Line	Y
Include Data Table	Y
Chart Type	Line
User Group	O