

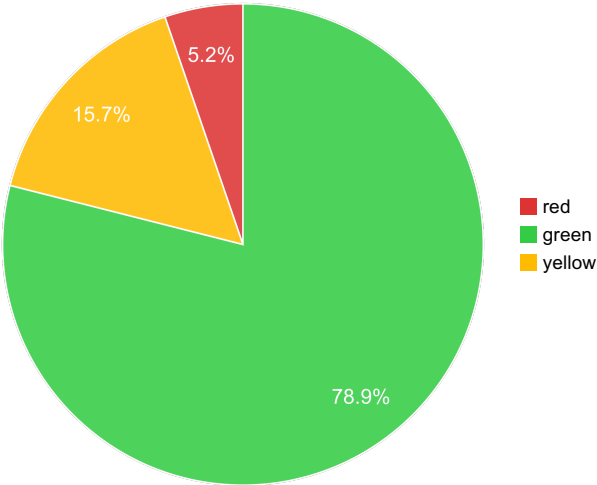
Public Utility Commission

Annual Performance Progress Report

Reporting Year 2025

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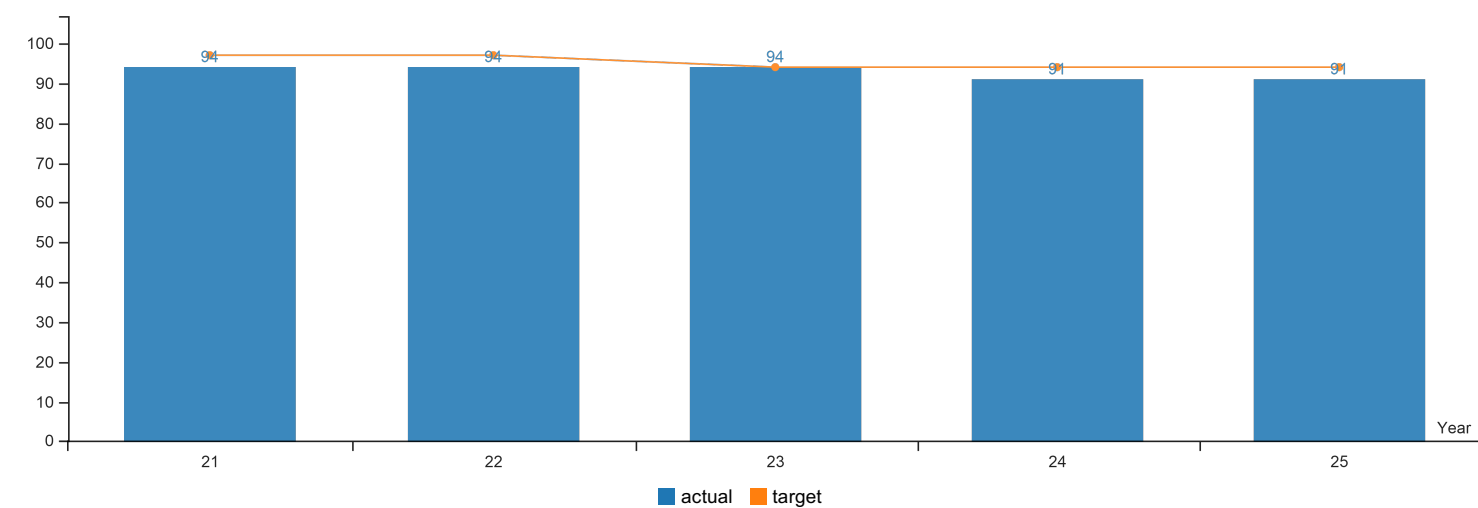
KPM #	Approved Key Performance Measures (KPMs)
1	Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources: This measure tracks the percentage of rate-regulated water companies that use pricing structures designed to encourage efficient water use. By implementing rate designs such as tiered pricing, seasonal rates, or time-of-use charges, utilities can discourage excessive consumption and promote long-term water sustainability. This measure helps assess whether regulatory policies are effectively supporting conservation, fair pricing, and responsible water management.
2	Price of Electricity - Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price: This measure tracks the average price Oregon residential customers pay for electricity from Investor-Owned Utilities, expressed as a percentage of the national average. It helps compare how affordable electricity is in Oregon relative to other states. A lower percentage indicates that Oregon's rates are more competitive and cost-effective for consumers.
3	Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers: This measure tracks the percentage of electric energy used by business customers that is supplied by alternative (non-utility) energy providers. It reflects the level of competition and customer choice in the commercial energy market. A higher percentage suggests that more businesses are seeking alternatives to traditional utilities, often for reasons like cost savings, sustainability goals, or specialized energy services.
4	Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers: This measure tracks the number of injuries caused by electric utility operations per 100,000 customers, helping to evaluate the effectiveness of staff audits in promoting safety. Fewer injuries indicate that audits are successfully identifying and addressing safety risks. This measure supports the PUC's goal of ensuring safe and reliable utility service for the public.
5	Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers: This measure tracks the number of injuries from unsafe acts by the public (such as digging into utility lines) per 100,000 utility customers, to evaluate the effectiveness of safety education efforts promoted by utilities and the PUC. A lower number of injuries suggests that outreach and education campaigns are successfully increasing public awareness and preventing accidents.
6	Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers: This measure tracks personal injuries from natural gas operations per 100,000 customers, reflecting PUC's effectiveness in overseeing gas utility safety. A lower rate indicates that the PUC's regulations and safety efforts are reducing risks.
7	Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers statewide: This measure tracks the percentage of total switched access lines provided by competitive local exchange carriers statewide. A higher percentage indicates increased market competition, which can lead to lower prices, improved service, and more innovation for consumers. This measure reflects the PUC's role in encouraging a competitive telecommunications market.
8	Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record: This measure tracks the percentage of consumer complaint orders that are issued within 30 days after the evidentiary record closes. It reflects the PUC's efficiency and timeliness in resolving formal complaints. A higher percentage indicates stronger performance in providing prompt decisions and regulatory responsiveness to utility customers.
9	Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program. This measure tracks the percentage of SNAP recipients who also participate in the Oregon Telephone Assistance Program (OTAP). It measures how effectively the PUC is ensuring that low-income households are accessing discounted phone or broadband services. A higher percentage indicates greater program outreach and accessibility for those who qualify.
10	Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program: This measure tracks the percentage of disabled seniors aged 65 and older who have access to the Telecommunications Devices Access Program (TDAP). It reflects the PUC's effectiveness in reaching and serving these eligible individuals. A higher percentage indicates improved accessibility and support for seniors with disabilities.
11	Complaint Investigation - Percent of complaint investigation cases open 50 days or less: This measure tracks the percentage of complaint investigation cases that remain open for 50 days or less, measuring the PUC's efficiency in resolving consumer complaints. A higher percentage indicates more timely and responsive service to utility customers.
12	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as good or excellent in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
13	Best Practices - Percent of total best practices met by the Board of Maritime Pilots.
14	Vessel Incidents - The number and severity of incidents involving vessels under the direction of licensees: This measure tracks the number of incidents involving vessels under the direction of licensed maritime pilots, expressed as a percentage of total vessels piloted each year. It reflects the Board's effectiveness in ensuring safe and professional pilotage services. Fewer incidents indicate strong oversight, training, and safety standards among licensees.
15a	Met performance measures in OPUC's annual grant agreement. - Met 85% of the established internal performance measures
15b	Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.
15c	Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 8 percent of annual revenue.
15d	Annually report the total resource cost of conservation programs and maintain a score above 1 for each program. - Reporting the benefit/cost ratio for conservation programs based on utility system societal perspective.
15e	Report quarterly expenditures and variances by program, and total quarterly progress to annual goals for energy efficiency savings and renewable generation in the Q1, Q2, Q3 and Q4 reports. - Reporting significant mid-year changes to benefit/cost performance as necessary in quarterly reports.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	78.95%	15.79%	5.26%

KPM #1	Water Utilities - Percentage of rate regulated water companies with rate designs promoting efficient use of water resources: This measure tracks the percentage of rate-regulated water companies that use pricing structures designed to encourage efficient water use. By implementing rate designs such as tiered pricing, seasonal rates, or time-of-use charges, utilities can discourage excessive consumption and promote long-term water sustainability. This measure helps assess whether regulatory policies are effectively supporting conservation, fair pricing, and responsible water management.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
% Rate Reg. Water Co. w/ Efficiency Enhancing Rate Des.					
Actual	94%	94%	94%	91%	91%
Target	97%	97%	94%	94%	94%

How Are We Doing

The PUC has been effective in encouraging non-metered systems to install meters and providing timely recovery of such costs. There are only three companies without meters of the current 33 companies that are rate regulated.

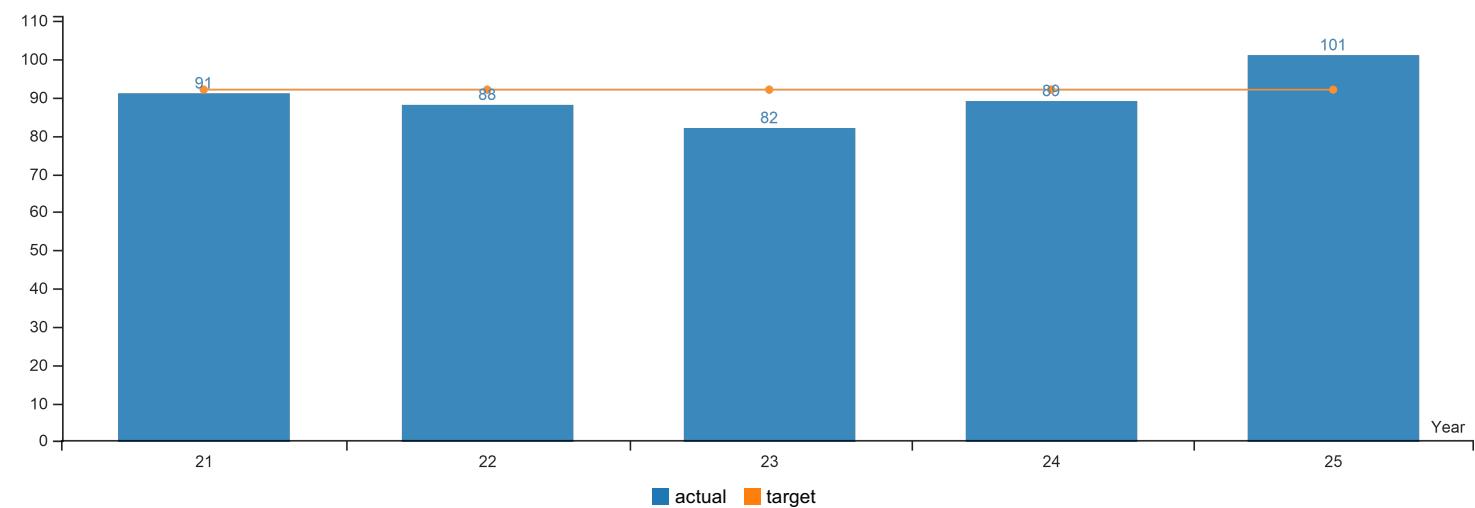
In addition to the effort to move all companies to meters, efforts are being made to remove any inclusion of water use in base rates. This change takes place when companies file for a rate review.

Factors Affecting Results

The timing of general rate filings by non-metered water systems is typically outside the control of the PUC. As non-metered, rate-regulated companies file for a rate review, they are moved to a metered system as appropriate. While two metered utilities were absorbed by a larger system in reporting year 2025, reducing the total number of rate-regulated water utilities from 35 to 33, the overall percentage of companies with rate designs promoting efficient use of water resources remained at 91% in reporting year 2025. The PUC will continue to examine the feasibility of requiring unmetered systems to install meters during future rate cases.

KPM #2	Price of Electricity - Average price of electricity for residential users from Oregon Investor Owned Utilities as a percent of the national average price: This measure tracks the average price Oregon residential customers pay for electricity from Investor-Owned Utilities, expressed as a percentage of the national average. It helps compare how affordable electricity is in Oregon relative to other states. A lower percentage indicates that Oregon's rates are more competitive and cost-effective for consumers.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Ave. Price of Elec. for Res. Users from OR Investor-Owned Util. as a % of the Nat. Ave. Price					
Actual	91%	88%	82%	89%	101%
Target	92%	92%	92%	92%	92%

How Are We Doing

The reporting year 2025 performance was above the target of 92%. Oregon's average residential electric price increased from 14.16 cents/kWh in reporting year 2024 to 16.64 cents/kWh in reporting year 2025. At the same time, the national average residential electric price increased from 15.98 cents/kWh in 2024 to 16.48 cents/kWh in reporting year 2025.

This performance measure shows the extent to which Oregon Investor-Owned Utilities (IOUs) residential customers' rates for electricity are consistent with the national average. The increase in rates are largely due to a confluence of storm and wildfire repair costs; wildfire mitigation costs; increased capital spending to accommodate grid transformation technologies. The PUC authorizes utilities to include only prudently incurred costs in rates.

Factors Affecting Results

On a national level, the average retail price of electricity has continued to increase on a nominal basis, with additional increases forecasted for 2025. Rates are increasing due to a number of factors, such as inflation and the rising cost of purchasing electricity and natural gas in the market, extreme weather and wildfire, and investments in grid infrastructure to maintain safety and improve reliability.

Key cost drivers in recent general rate cases point to capital investments in transmission and distribution systems comprising approximately 40 percent of the increase; the cost of purchased natural gas and electricity for 40 percent of the increase; and higher operations and maintenance costs due to inflationary pressures represent 20 percent. Wildfire and winter storm restoration costs in both PGE and PacifiCorp's territories also significantly contributed to the increase.

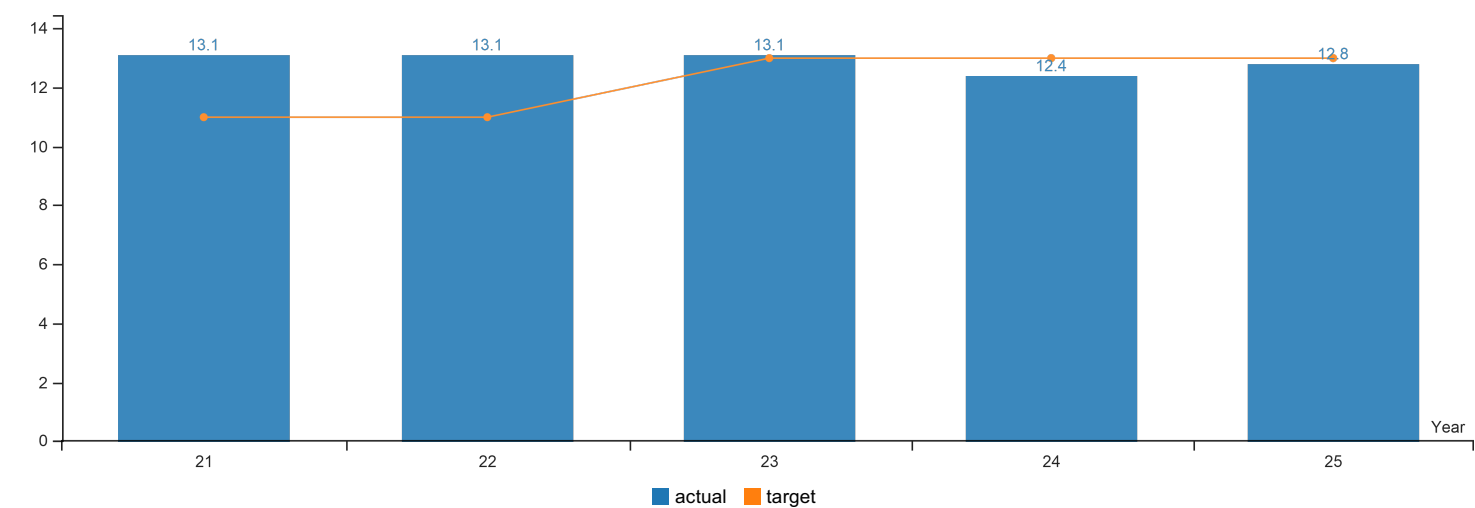
When viewing electric utility rate increases since 2020, we see similar implications for rate impacts as evidenced by the pie chart below. The majority of the rate increases felt by Oregon ratepayers are due to increases in natural gas and electricity (39%). Transmission and distribution investments are responsible for roughly 35% of increases in rates. Wildfire related costs for mitigation have caused 8% of the overall increase in rates.

Although there are some global and regional factors at play, the PUC is doing what we can to center affordability in our analysis and decisions, to press utilities to prioritize their discretionary costs carefully, and taking action to counteract pressure on rates through things like energy efficiency, bill assistance programs, and efficient regional market cooperation. We are headed into a transition where Oregon needs to bring on new energy users and resources and address more extreme weather while balancing customer bill impacts. The PUC will continue to be focused on the best outcomes for utility customers.

On a national level, the portion of electricity generated from natural gas has continued to grow and the price of natural gas is expected to be a significant variable in electricity pricing in the future. To meet Oregon's environmental policy goals by 2040, hydroelectric resources will likely comprise a smaller percentage of the Investor-Owned Utilities (IOUs) resource mix. The system benefits of federal hydropower are projected to continue contributing to the lower Oregon prices.

KPM #3	Electric Energy - Percentage of business customers' electric energy usage supplied by alternative suppliers: This measure tracks the percentage of electric energy used by business customers that is supplied by alternative (non-utility) energy providers. It reflects the level of competition and customer choice in the commercial energy market. A higher percentage suggests that more businesses are seeking alternatives to traditional utilities, often for reasons like cost savings, sustainability goals, or specialized energy services.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
% of Bus. Cust. Elec. En. Usage Supplied by Alt Suppliers					
Actual	13.10%	13.10%	13.10%	12.40%	12.80%
Target	11%	11%	13%	13%	13%

How Are We Doing

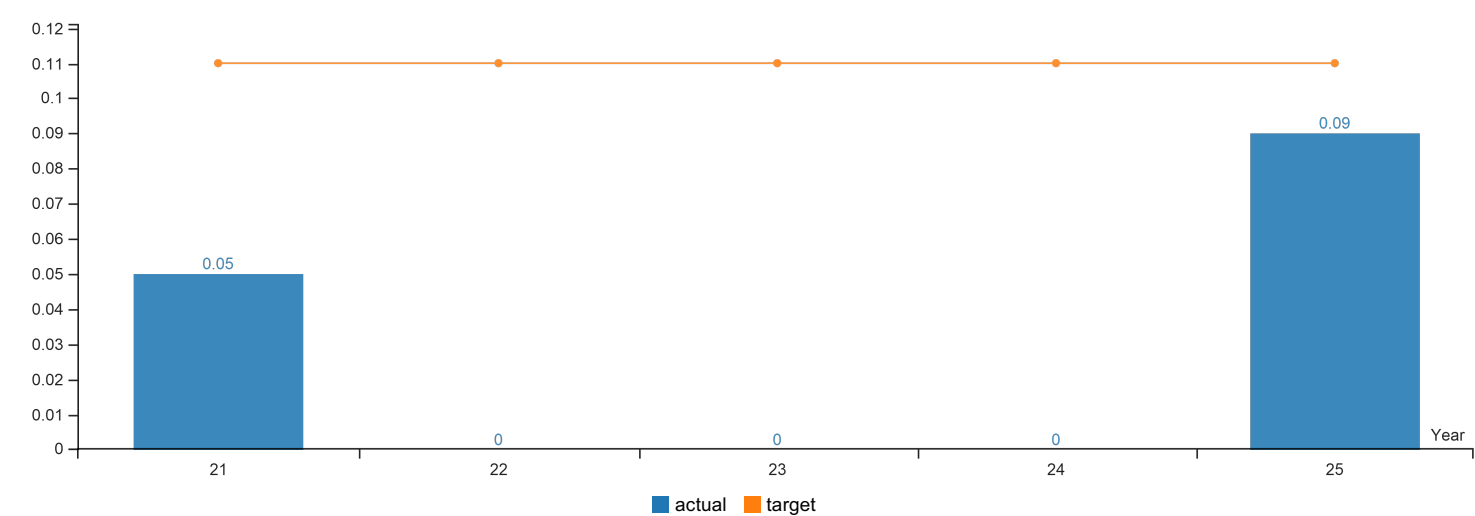
Actuals in 2024 were 12.8 percent, failing to meet the 13 percent target for reporting year 2025. This measures the combined percentage of Portland General Electric (PGE) and PacifiCorp non-residential load served by alternative suppliers (Energy Service Suppliers or ESS) and indicates how the competitive market in Oregon is functioning.

Factors Affecting Results

Overall, both PacifiCorp and PGE territories experienced increases in sales of electricity from alternative energy suppliers to eligible customers and meaningful increases in total sales to eligible customers. PGE’s long-term direct access program sales increased 5.75 percent from the 2024 reporting year. While its ESS Commercial sales decreased significantly from the 2024 reporting year, its ESS Industrial sales increased significantly to more than offset the loss in ESS Commercial sales. This was accompanied by an increase of 9.92 percent in sales to otherwise eligible customers. PacifiCorp’s long-term direct access sales increased 14.87 percent from the 2024 reporting year, which more than offset the 2.52 percent decrease in sales between the 2022 and 2023 reporting periods. Such significant growth for PacifiCorp’s long-term direct access sales from the 2024 reporting year resulted in the highest total ESS sales to date. Similarly, although to a lesser degree than PGE, PacifiCorp saw a 3.20 percent increase in sales to otherwise eligible customers. For the 2024 reporting year, ESSs supplied 17.4 percent of total sales to direct access eligible customers in PGE’s service territory and 5.29 percent of total sales to direct access eligible customers in PacifiCorp’s service territory.

KPM #4	Electric Utility Operations - Effectiveness of staff audits in preventing injuries caused by electric utility operations per 100,000 utility customers: This measure tracks the number of injuries caused by electric utility operations per 100,000 customers, helping to evaluate the effectiveness of staff audits in promoting safety. Fewer injuries indicate that audits are successfully identifying and addressing safety risks. This measure supports the PUC’s goal of ensuring safe and reliable utility service for the public.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Effec. of Staff Aud. in Prev. Inj. Caused by Elec. Oper. per 100,000 Utility Customers					
Actual	0.05	0	0	0	0.09
Target	0.11	0.11	0.11	0.11	0.11

How Are We Doing

Accidents in this field typically result in serious injuries or fatalities and are tragic. Any incidents are unacceptable. While after 2018 there was a reduced level of injuries, attributed to the Safety staff and OPUC management aggressively working with the utilities to improve safety performance, the level crept close to target during 2024. Staff’s audits for compliance with the National Electrical Safety Code can be seen to contribute to a safer working environment. In addition, the work done through the Oregon Utility Safety Committee (OUSC) puts incidents as a point of discussion for safety professionals and also provides a venue for safety culture topics to be shared more broadly. Staff also participate in the Oregon Joint Use Association (OJUA) which allows it to provide input that contributes to the work standards that inherently create a stronger safety culture. Staff intends to more clearly highlight these KPM results in both venues (OUSC and OJUA) to further underscore the important goal of safety.

Two incidents with injuries were reported for reporting year 2025.

- An irrigation district with overhead electrical assets contract qualified electrical worker made contact with a nearby energized line while working in close proximity to power facilities. Prior notification to power company had not been made by the irrigation district or the contract company.
- A communications worker was tying fiber to strand when pole top insulator pin failed, causing it to fall with conductor still attached causing an injury.

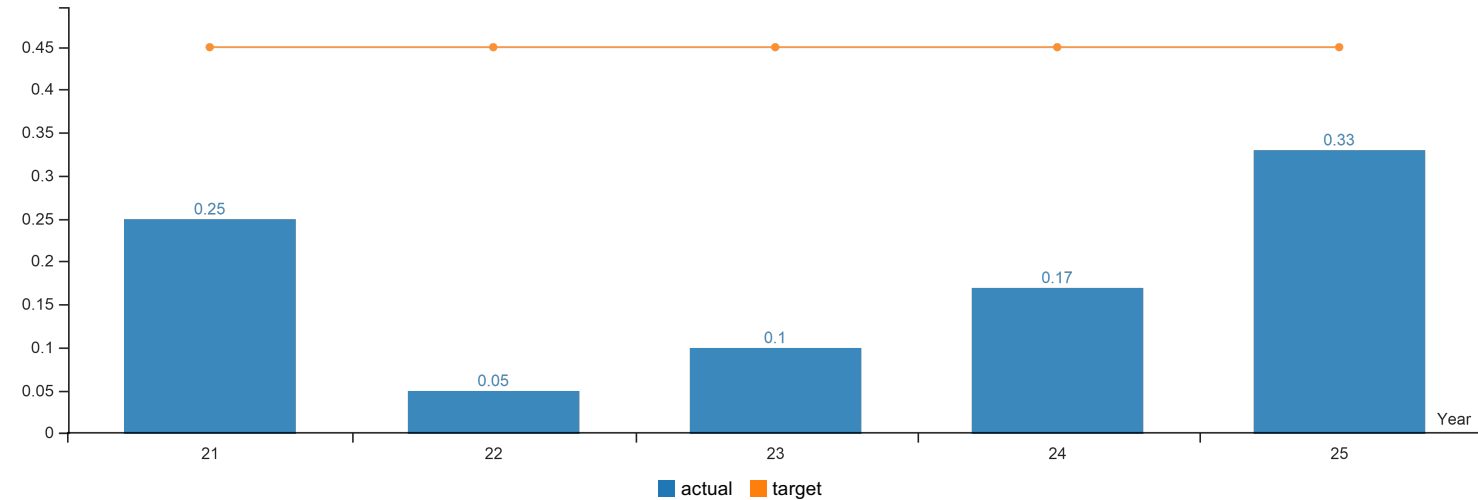
Factors Affecting Results

The Public Utility Commission’s Electric Safety Program conducts inspections of utility facilities statewide for compliance with the NESC and OPUC rules. Staff also provides training statewide on the

specifics of the code and the administrative rules. All Staff in the electric safety program worked in the various sectors of the utility industry prior to working for the Commission. That experience provides the program the ability to recognize unsafe work practices and has made it possible for the program to impact more than just code compliance but also influence utility safety culture. Further, the team's participation and leadership in the OUSC and OJUA provide another avenue for enhancing safety culture within the utility industry.

KPM #5	Unsafe Acts - Effectiveness of Utility and PUC promoted education in preventing injuries from unsafe acts per 100,000 utility customers: This measure tracks the number of injuries from unsafe acts by the public (such as digging into utility lines) per 100,000 utility customers, to evaluate the effectiveness of safety education efforts promoted by utilities and the PUC. A lower number of injuries suggests that outreach and education campaigns are successfully increasing public awareness and preventing accidents.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Effec. of Util. and PUC Promoted Ed. in Prev. Inj, from Unsafe Acts per 100,000 Util. Cust.					
Actual	0.25	0.05	0.10	0.17	0.33
Target	0.45	0.45	0.45	0.45	0.45

How Are We Doing

There were *nine* unsafe acts by members of the public, *four* resulting in fatalities.

- Three members of the public contacted a downed power line resulting in fatality for all three.
- A member of the public on a ladder contacted a service drop 15' in air. A power mast came off the house pushing the ladder to the ground causing injury.
- A fatality caused by a vehicle travelling at high speed when it left the roadway and impacted a three-phase primary distribution pole.
- A chimney contractor contacted primary power with scaffolding causing an injury.
- A person in a lift contacted 12kv power lines multiple times causing a fatality.
- An unauthorized member of the public climbed 57kV tower making contact with the bottom phase and was thrown from tower causing multiple minor injuries.
- A person was working on an elevated extension ladder positioned against a tree performing tree trimming with a pole saw. The pole saw came into contact with the overhead primary line resulting in an electrical shock and fall from the ladder causing a fatality.
- Concrete worker on elevated property using a bull float with 30' aluminum handle contacted phase creating injuries.

Staff will continue to review all incidents reported to the Commission and look for trends and opportunities to educate the public. Electric utilities need to continue to conduct public safety campaigns reminding people to watch for power lines when working outside along with renewed emphasis on utilizing the Oregon 811 system. In addition, agencies, including the PUC are important force multipliers for messaging campaigns related to public safety, including Call Before You Dig Campaigns (typically in April), as well as overhead line safety (also during the spring months) as well as reminding individuals during extreme weather of the importance of staying away from wires, whether they know them to be electrical wires or not. To this end, staff have also placed a heavy focus on

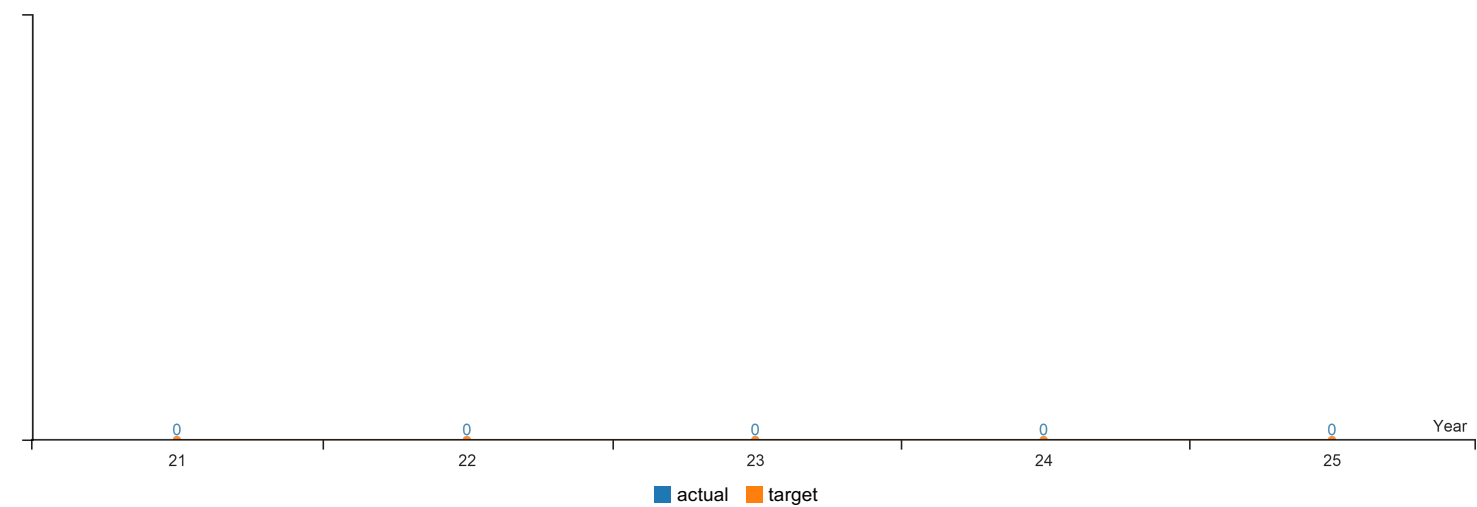
identifying conditions where utilities facilities are at or near ground level and could cause injury or further damage to the public.

Factors Affecting Results

Electric utilities throughout the state continue to conduct public safety campaigns reminding people to watch for energized power lines when working outside or during extreme weather that could result in wire downs or other facility damage that poses risks to the public. Continued messaging about damage prevention programs through the Oregon 811 system is also important to ensure the public excavates safely.

KPM #6	Natural Gas Operations - Personal injuries related to Natural Gas Operations per 100,000 utility customers: This measure tracks personal injuries from natural gas operations per 100,000 customers, reflecting PUC's effectiveness in overseeing gas utility safety. A lower rate indicates that the PUC's regulations and safety efforts are reducing risks.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Personal Injuries Related to Nat. Gas Oper. per 100,000 Utility Cust.					
Actual	0	0	0	0	0
Target	0	0	0	0	0

How Are We Doing

Gas utilities continue to operate in ways that do not result in injuries or fatalities. The target should always be zero.

Staff continues to streamline and standardize inspections using mobile devices in the field, leveraging GIS data in performing audits. This allows staff to spend more time making observations and improves the comprehensive nature of the program.

Factors Affecting Results

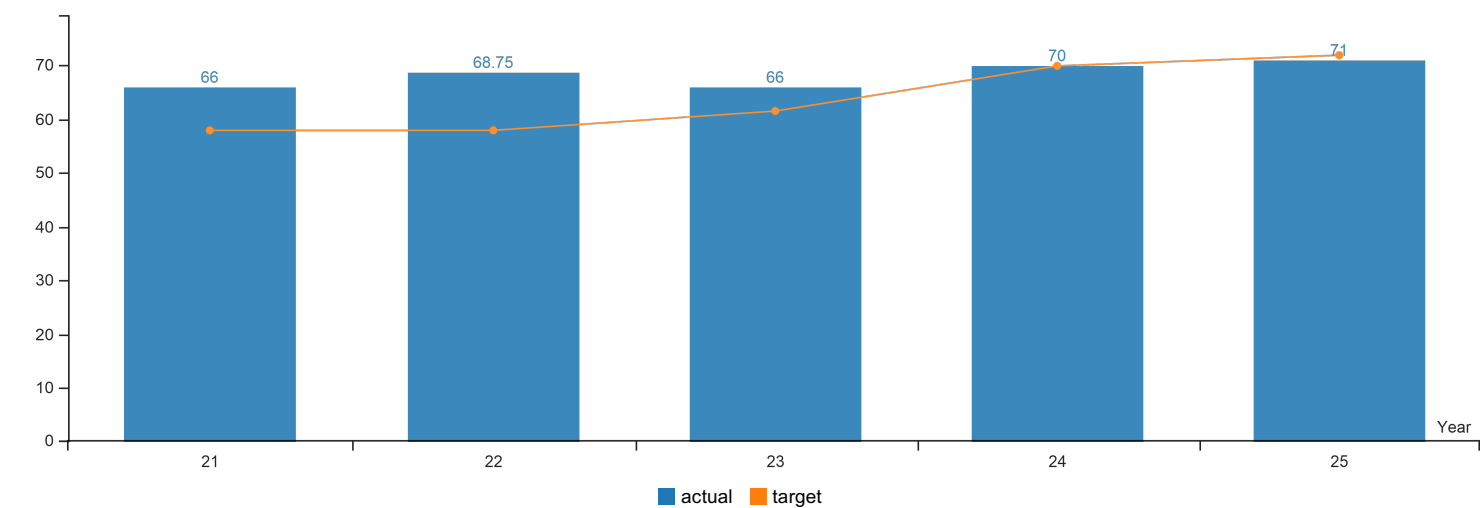
The Natural Gas Safety Program conducts safety inspections and investigations, as well as safety training statewide to ensure compliance with adopted federal pipeline safety regulations. Staff will continue to inspect natural gas operator’s facilities, operations, and procedures for compliance with adopted federal safety code, which is the standard to help ensure the safety of employees and the public. Types of inspections include comprehensive safety program reviews and field assessments of natural gas systems to ensure compliance with regulations. Ongoing excavation activity by 3rd parties continue to be the primary cause of natural gas service interruption and damage. The Oregon Public Utility Commission’s Safety Division investigates complaints involving the process of notification for locating and marking services, as well as unsafe excavation practices around underground facilities. Enforcement administered by the PUC, on these safety standards, is a means to address unsafe actions that may lead to personal injury and service outages.

Additionally, data-reporting standards developed by the Common Ground Alliance (CGA) have provided further opportunities for more detailed analysis and root cause identification which can lead to better corrective activities. In addition, OPUC has participated in the development of an on-line training platform for damage prevention (through the National Association of Pipeline Safety

Representatives of which OPUC's Safety management is a member), which improves safety awareness, root cause analysis to support damage reporting consistent with the standards. These training materials are available for both excavators and infrastructure operators, and feedback on their value has been highly positive as a means of improving outcomes for damage prevention.

KPM #7	Switched Access Lines - Percent of total switched access lines provided by competitive local exchange carriers statewide: This measure tracks the percentage of total switched access lines provided by competitive local exchange carriers statewide. A higher percentage indicates increased market competition, which can lead to lower prices, improved service, and more innovation for consumers. This measure reflects the PUC's role in encouraging a competitive telecommunications market.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
% of Total Switched Acc. Lines Prov. by Comp. Local Ex. Carriers Statewide					
Actual	66%	68.75%	66%	70%	71%
Target	58%	58%	61.60%	70%	72%

How Are We Doing

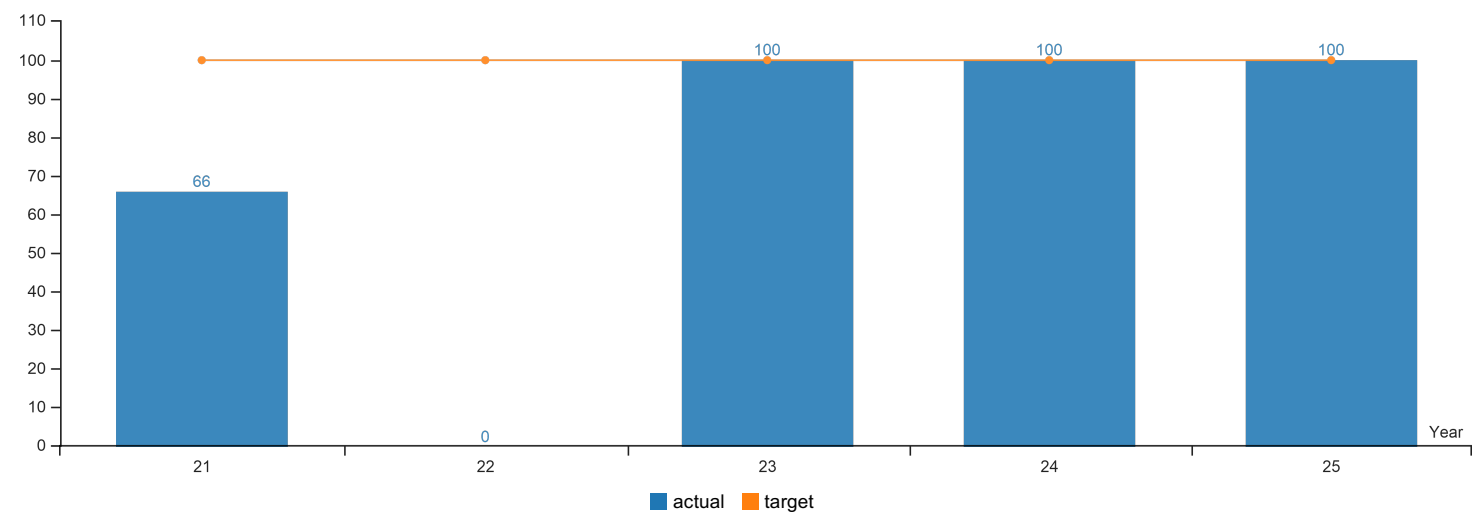
In reporting year 2025, Competitive Local Exchange Carriers (CLECs) had a 71.0% share of the switched access-line and interconnected VoIP market. Their share of the market had been growing steadily since 2015, although we are now seeing a leveling off and expect any further growth to be minimal.

Factors Affecting Results

There are many factors driving the change in the telecommunications industry. CLECs continue to have a significant share of the Interconnected VoIP market (especially Business subscriptions), however we are now seeing the Incumbent Local Exchange Carriers (ILECs) moving their networks over to VoIP technology. Interconnected VoIP subscriptions peaked in 2021 and are now declining along with traditional switched access lines as the wireless industry continues to grow.

KPM #8	Evidentiary Record - Percent of Consumer Complaint Orders issued within 30 days of close of evidentiary record: This measure tracks the percentage of consumer complaint orders that are issued within 30 days after the evidentiary record closes. It reflects the PUC's efficiency and timeliness in resolving formal complaints. A higher percentage indicates stronger performance in providing prompt decisions and regulatory responsiveness to utility customers.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
% of Cons. Comp. Orders Issued within 30 Days of Close of Evid. Rec.					
Actual	66%	0%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

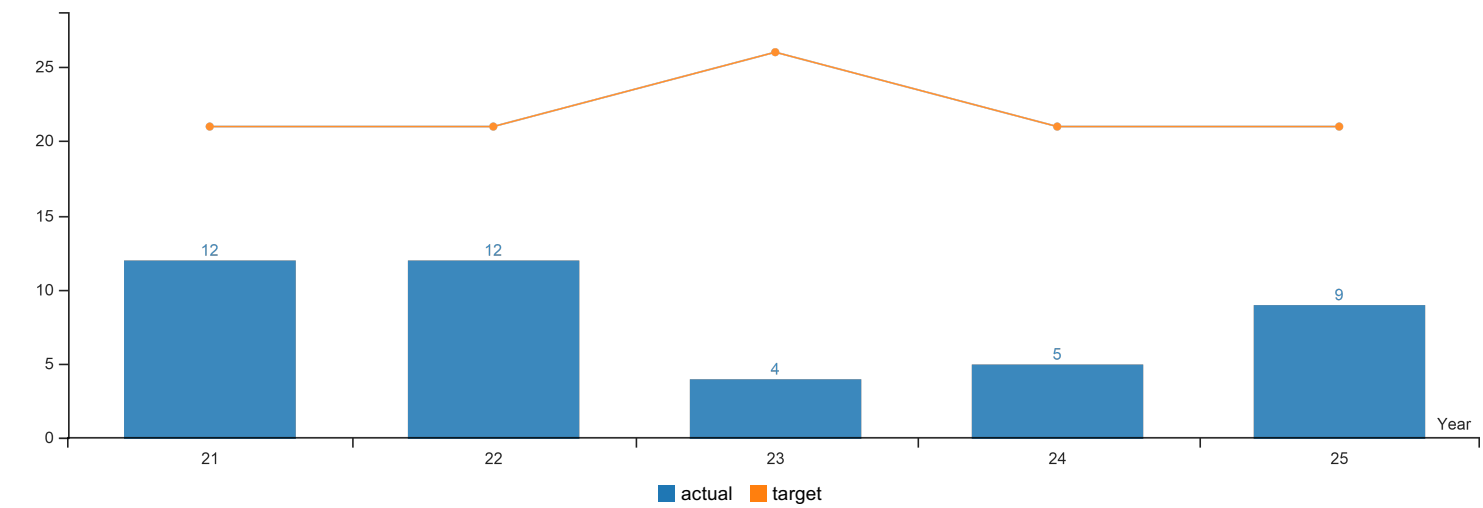
We had one consumer complaint in reporting year 2025 that was adjudicated by the Commission. In that docket, an order was issued fulling resolving this case before the close of the evidentiary record.

Factors Affecting Results

The Oregon PUC met the target in reporting year 2025.

KPM #9	Oregon Telephone Assistance Program - Percentage of Supplemental Nutrition Assistance Program (SNAP) recipients participating in the Oregon Telephone Assistance Program. This measure tracks the percentage of SNAP recipients who also participate in the Oregon Telephone Assistance Program (OTAP). It measures how effectively the PUC is ensuring that low-income households are accessing discounted phone or broadband services. A higher percentage indicates greater program outreach and accessibility for those who qualify.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percentage of SNAP Recipients Who Receive OTAP Benefits					
Actual	12%	12%	4%	5%	9%
Target	21%	21%	26%	21%	21%

How Are We Doing

In 2020, the onset of the COVID-19 global pandemic caused a significant economic downturn in Oregon and the number of households participating in SNAP increased 21 percent from January 2020 to December 2020. Because the number of SNAP households outpaced the increasing number of OTAP households, the OTAP participation rate declined by one percent in 2020.

In 2021, the Federal Communications Commission (FCC) COVID-19-related waiver of regulations governing customer usage of free prepaid wireless service expired. Although multiple households were de-enrolled, the OTAP participation rate remained steady.

In 2022, a prepaid wireless service provider with 70% of the OTAP customer base vacated the OTAP market in 2022, causing the participation rate to drop to 4%.

In 2023, the OTAP participation rate began to gradually increase to 5%.

In 2024, the OTAP participation rate increased to 9% in response to the sunset of the Federal Communications Commission’s Affordable Connectivity Program that provided a benefit on high-speed internet service for qualifying households with low incomes.

Although the participation rate also includes OTAP households that qualified based on income or participation in other public assistance programs, e.g., Medicaid, etc., a majority qualified based on their SNAP participation. Therefore, the participation rate is based only on SNAP data from the Oregon Department of Human Services and the total number of OTAP households.

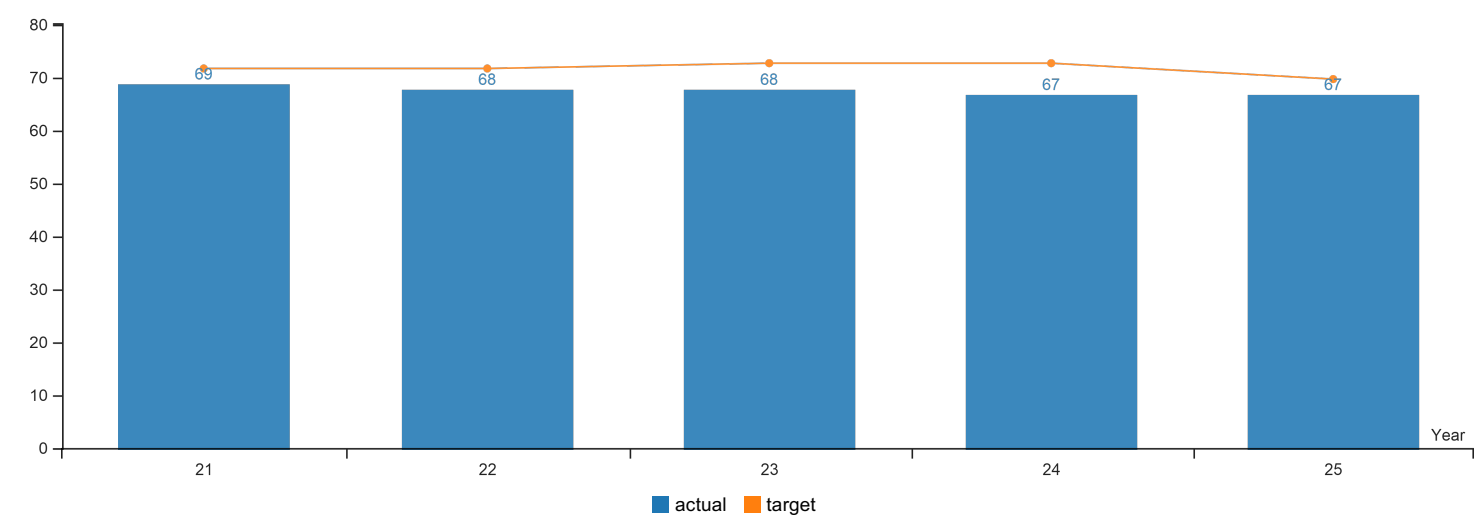
Factors Affecting Results

Factors affecting the OTAP participation rate among SNAP households include, but is not limited to, the following:

- Health of Oregon economy,
- Number of SNAP households that have service with a participating provider,
- Some participating providers, i.e., AT&T Mobility, Spectrum, Viasat etc., only offer OTAP in limited areas as opposed to throughout the company's service territory.
- Outreach and education efforts of participating providers,
- SNAP households subscribe to service from non-participating providers, e.g., Comcast, Verizon Wireless, etc.,
- The subsidized service offering does not meet household's needs, or
- FCC regulations governing minimum service standards limit customer choice.

KPM #10	Access to Telephone Services - Percentage of disabled senior citizens (65 years and older) with access to the Telecommunications Devices Access Program: This measure tracks the percentage of disabled seniors aged 65 and older who have access to the Telecommunications Devices Access Program (TDAP). It reflects the PUC’s effectiveness in reaching and serving these eligible individuals. A higher percentage indicates improved accessibility and support for seniors with disabilities.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percentage of disabled TDAP participants who are 65 years and older					
Actual	69%	68%	68%	67%	67%
Target	72%	72%	73%	73%	70%

How Are We Doing

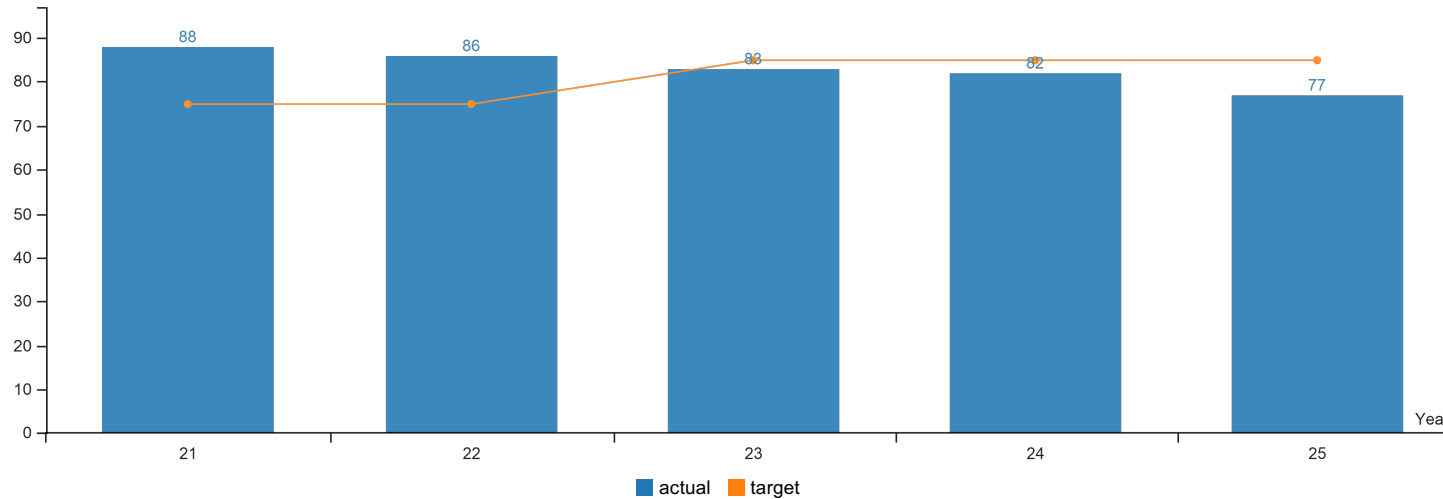
The percentage of citizens over the age of 65 served by the Telecommunication Devices Access Program (TDAP) remained steady in 2024. Although the number of participants over 65 has incrementally increased each year since 2020, i.e., 2,735 (2020), 2,944 (2021), 3,136 (2022), and 3,215 (2023), and 3,479 (2024), it has not had a statistical impact on the overall percentage.

Factors Affecting Results

The PUC renders customer records inactive after a recipient has had TDAP equipment for four (4) or more years; therefore, many 65 and older who still use TDAP equipment are not reflected in these figures.

KPM #11	Complaint Investigation - Percent of complaint investigation cases open 50 days or less: This measure tracks the percentage of complaint investigation cases that remain open for 50 days or less, measuring the PUC's efficiency in resolving consumer complaints. A higher percentage indicates more timely and responsive service to utility customers.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percent of Complaint Invest. Cases Open 50 Days or Less					
Actual	88%	86%	83%	82%	77%
Target	75%	75%	85%	85%	85%

How Are We Doing

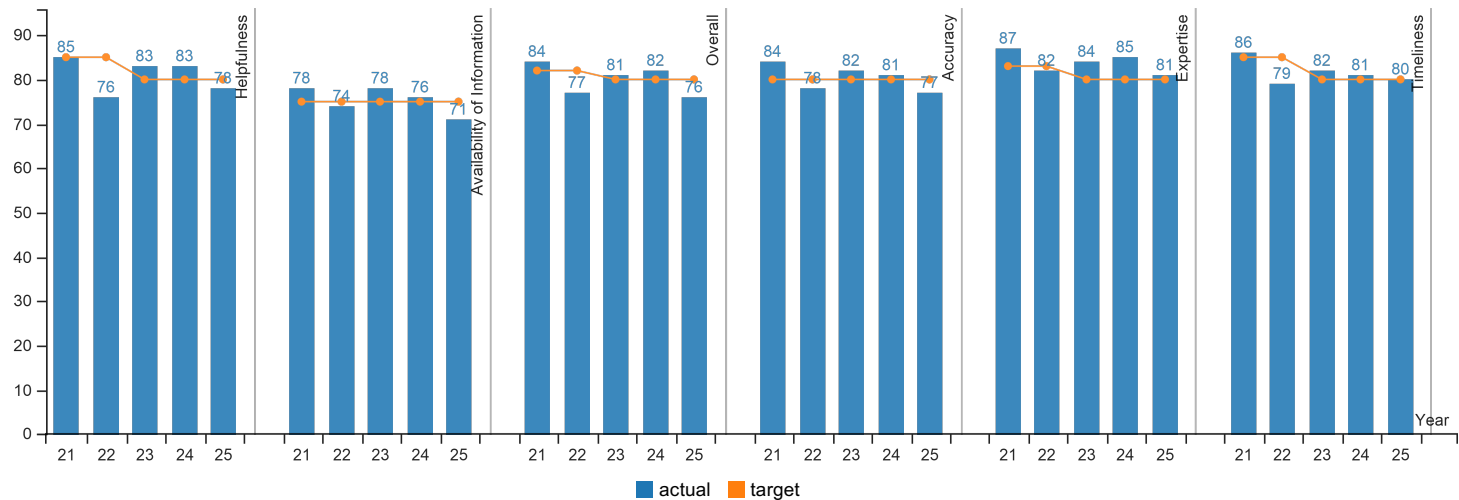
For reporting year 2025, 77% of investigations were completed in 50 days, missing the targeted 85%.

Factors Affecting Results

For the 2025 reporting year, the number of complaints received by Consumer Services continue to increase with 2,661 complaints compared to 2,350 in reporting year 2024. Complaints increase to raise with a 35% increase since 2021.

Increased complaints contributed to an increase in the duration to close a complaint. For reporting year 2025, the increase in the increased timeline is directly linked to an increase in telecommunication complaints and the timeliness to close the complaint with consumers. The average number of days to close a telecommunication complaint was 60 days compared to an electric (29 days), a gas (17 days), or a water (31 days) complaint. Factors contributing to the increased duration of telecommunications complaints include an ice storm where clean up and repairs spanned several months and the ongoing service reliability issues for rural customers. Consumer complaints are expected to continue rising as dissatisfaction with multiple price increases drives concerns about the quality and cost of the services provided by utility. In addition, the complexity of the complaints along with higher customer expectations contributes to longer investigation times with the utilities to complete investigations. In 2025, the team added additional positions and will continue to work with utilities to improve response times and appropriately escalate repair timelines.

KPM #12	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as good or excellent in overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2021	2022	2023	2024	2025
Helpfulness					
Actual	85%	76%	83%	83%	78%
Target	85%	85%	80%	80%	80%
Availability of Information					
Actual	78%	74%	78%	76%	71%
Target	75%	75%	75%	75%	75%
Overall					
Actual	84%	77%	81%	82%	76%
Target	82%	82%	80%	80%	80%
Accuracy					
Actual	84%	78%	82%	81%	77%
Target	80%	80%	80%	80%	80%
Expertise					
Actual	87%	82%	84%	85%	81%
Target	83%	83%	80%	80%	80%
Timeliness					
Actual	86%	79%	82%	81%	80%
Target	85%	85%	80%	80%	80%

How Are We Doing

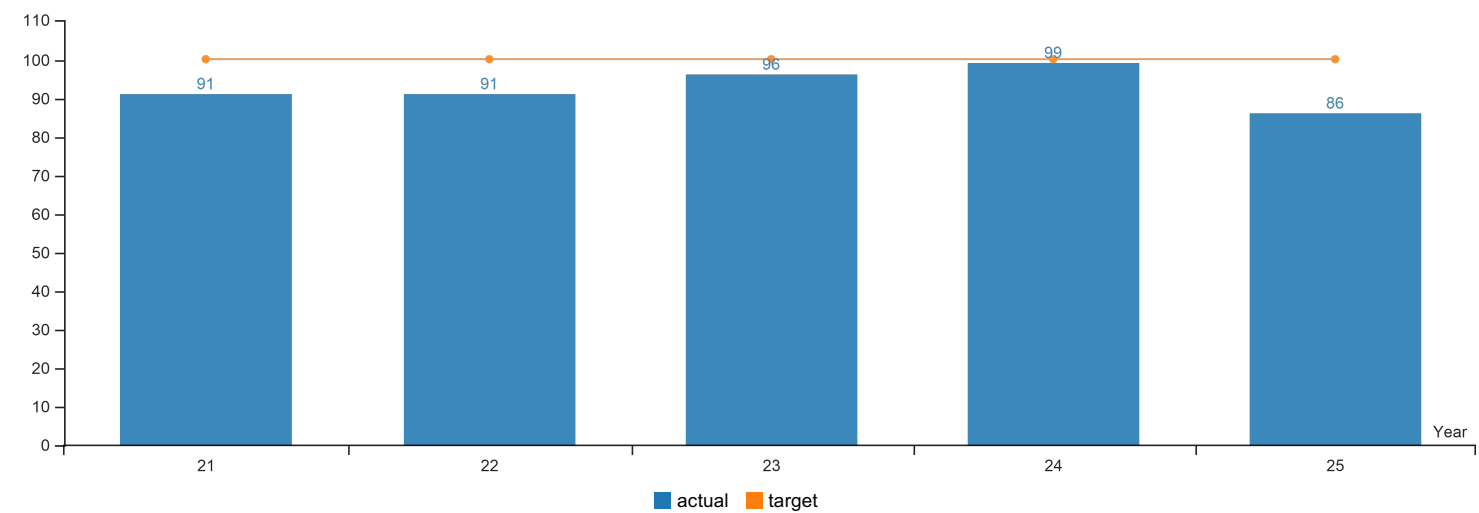
Reporting for the year 2025 did not meet targets in all categories. For the reporting period, 1,866 surveys were returned by consumers. Surveys are only sent to customers who provide email addresses.

Factors Affecting Results

Customer satisfaction continues to be a focus for Consumer Services. Rate pressure and increased regulatory complexity coupled with increased customer expectation continue to challenge the team. The team will continue weekly staff meetings to discuss hot topic issues, collaborate on resolutions for difficult complaints, and focus on timely communication with consumers while complaints are investigated.

KPM #13	Best Practices - Percent of total best practices met by the Board of Maritime Pilots.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Percent of Yes Responses					
Actual	91%	91%	96%	99%	86%
Target	100%	100%	100%	100%	100%

How Are We Doing

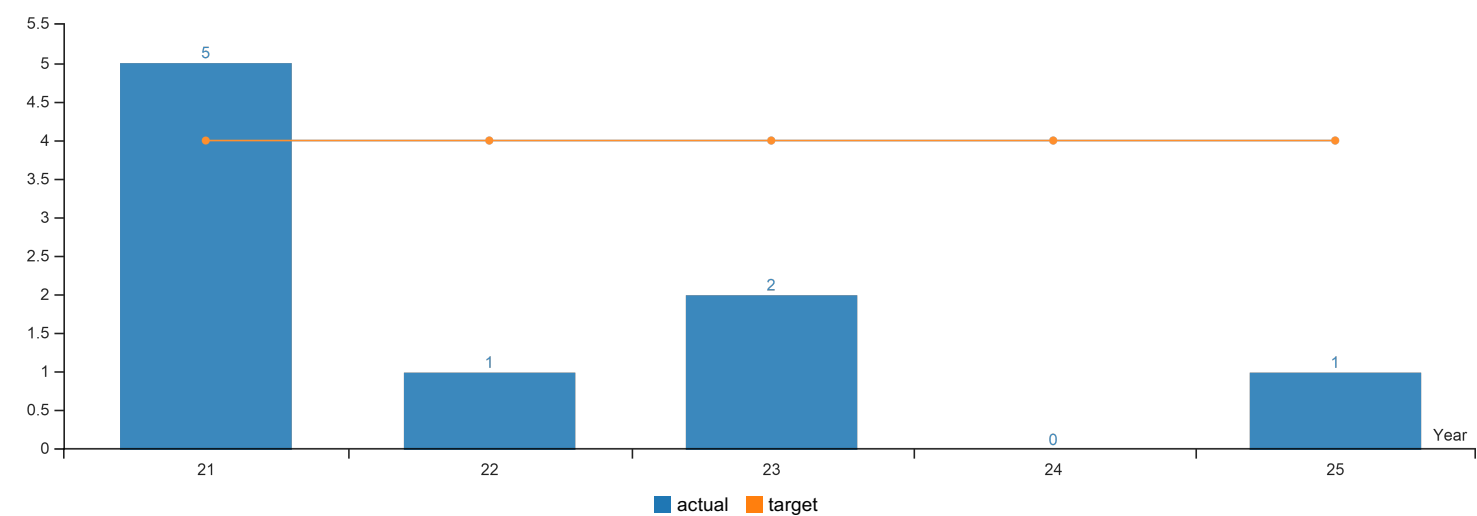
The board continued revising and updating application and licensing rules to promote better consistency and ensure compliance with legal requirements. The board incorporated advances in simulator training into our pilot selection, training and licensing scheme. Simulator examinations for the Columbia River and Columbia River Bar pilotage grounds are now tied to a job task analysis to ensure we are testing for the most important skills and knowledge.

Factors Affecting Results

The board members are volunteers, limiting the time they can focus on board issues, making it challenging to address new and emerging issues. Due to the lead time required to turn an idea into a final rule, board staff members work to identify needs well ahead of required implementation timelines to provide the board ample time to consider and review rules.

KPM #14	Vessel Incidents - The number and severity of incidents involving vessels under the direction of licensees: This measure tracks the number of incidents involving vessels under the direction of licensed maritime pilots, expressed as a percentage of total vessels piloted each year. It reflects the Board's effectiveness in ensuring safe and professional pilotage services. Fewer incidents indicate strong oversight, training, and safety standards among licensees.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Incidents Since 1980					
Actual	5	1	2	0	1
Target	4	4	4	4	4

How Are We Doing

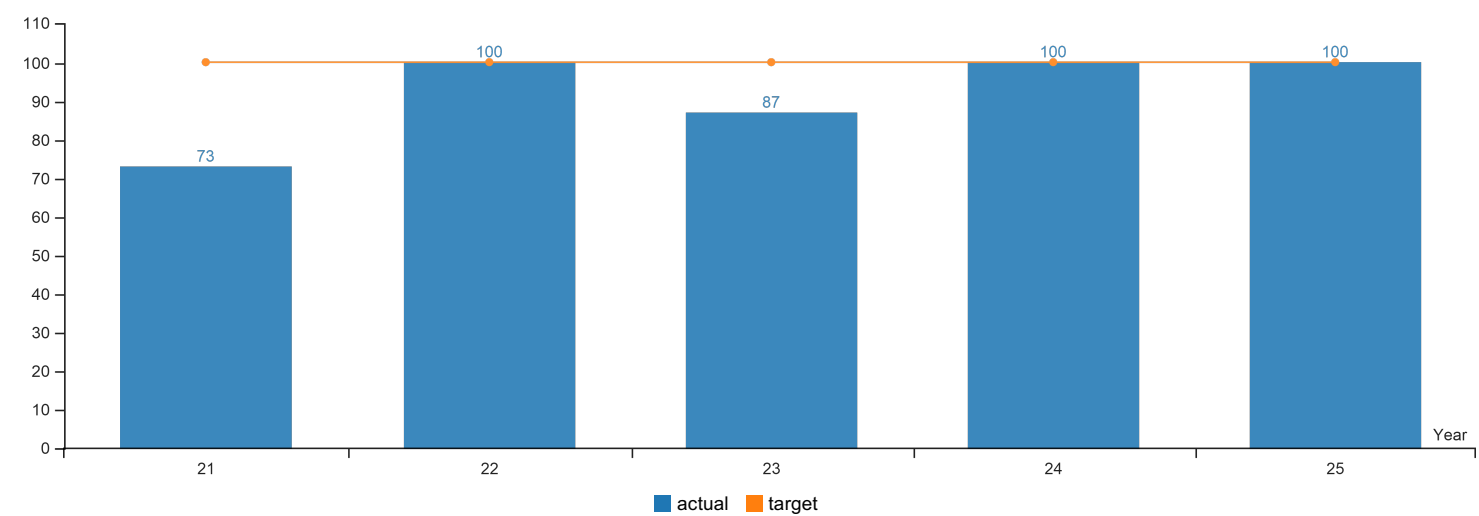
The trend over the last five years is significantly down. There was one incident involving a piloted vessel in this year’s data. A pilot struck a small finger dock due to pilot error. There were no injuries, no environmental impacts and no significant commercial impacts. Between 2001 and 2019, we averaged 4.2 incidents per year, while in the last five years (2020-2024) that has dropped to 1.8 per year.

Factors Affecting Results

Over time pilot training has become more systematic, licensing requirements have been revised and safety systems (outside the purview of Oregon Board of Maritime Pilots) have improved. This combination of improvements has greatly lowered the number of yearly accidents. Most incidents are due to mechanical failure, crew error or other shipboard system malfunction and are beyond the control of the pilot, outside of the scope of board authorities, and do not reflect pilot error. With the advent of Voyage Data Recorders, which capture audio from the bridge, including pilot commands, the actions of the pilot can be objectively confirmed during investigations.

KPM #15a	Met performance measures in OPUC's annual grant agreement. - Met 85% of the established internal performance measures
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Met 12 of 13 established internal performance measures					
Actual	73%	100%	87%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Commission develops annual performance measures for Energy Trust as part of grant agreement between the organizations. For the reporting period, Energy Trust must report on twenty performance measures, some of which include multiple sub-sections. The performance measures cover savings goals, levelized cost targets, benefit cost ratios, renewable generation, administrative costs, staff, customer satisfaction, market transformation and diversity, equity and inclusion. Included in 2024 were trade ally network and workforce development. In reporting year 2024, Energy Trust met all of the performance measures set by the Commissioners.

The purpose of Energy Trust performance measures is to clearly define the Commission's minimum expectations in delivering energy efficiency and renewable energy services. Performance measures are not meant to be targets or goals. Rather they reflect a threshold by which regulators can determine the health of Energy Trust programs. They are meant to provide early indicators of poor performance that if not met, signal that intervention may be required. Staff needs to continue to monitor performance and require changes if needed to improve results.

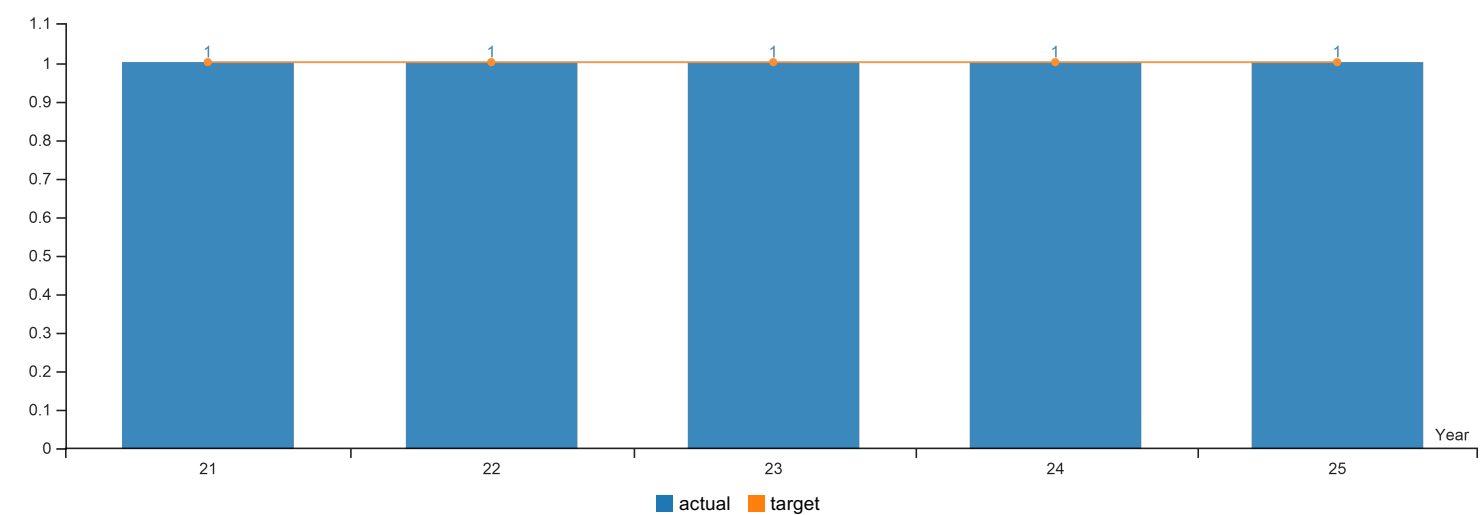
Energy Trust worked proactively with OPUC to develop activities for 2024and successfully met all of its 2024 performance measures.

Factors Affecting Results

Energy Trust provides energy efficiency services to five utilities. In the reporting year, Energy Trust met or exceeded its savings and levelized cost goals in all five utilities. Year 2024 capped administrative costs and staffing expenditures at 6.5 percent and 9.5 percent respectively of total expenses. The 2024 budget year also represented additions of outcome-based measures for market infrastructure investments. Energy Trust met or exceeded all other goals across the wide range of organizational performance measures.

KPM #15b	Obtained an unmodified financial audit annually - Obtaining an annual unqualified financial audit.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Annual Unqualified Financial Audit					
Actual	1	1	1	1	1
Target	1	1	1	1	1

How Are We Doing

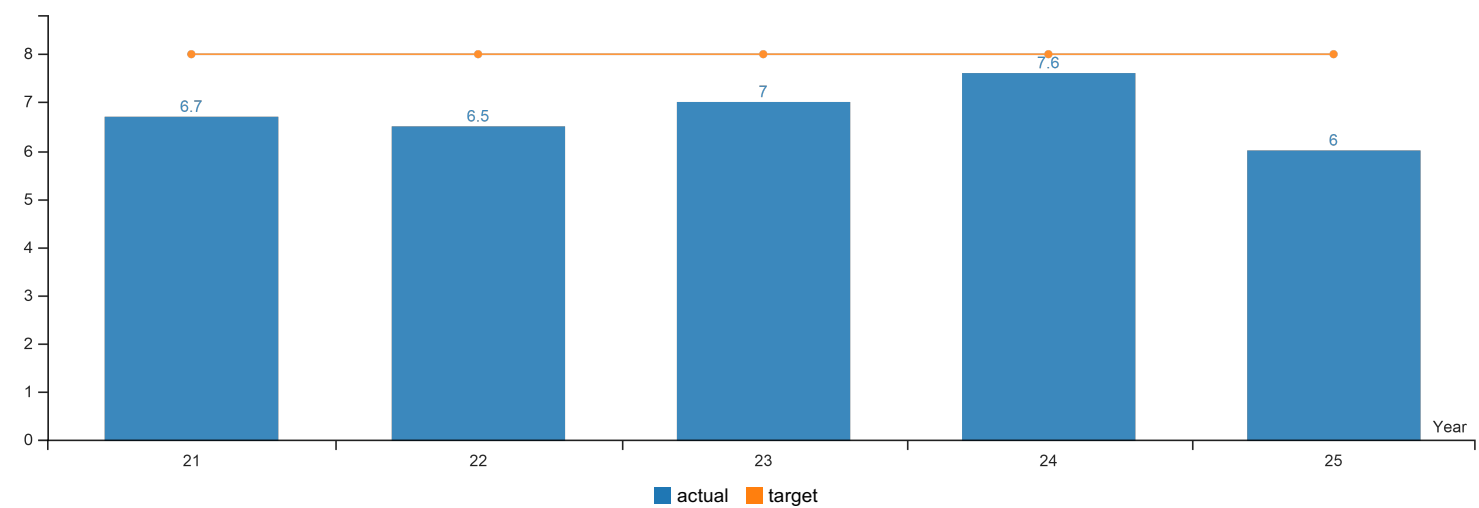
Energy Trust has completed an unqualified financial audit every year since this requirement has been put in place. The purpose of Energy Trust performance measures is to clearly define the Commission's minimum expectations. The company is required to obtain an unqualified financial audit.

Factors Affecting Results

The key factor affecting results is whether Energy Trust has an audit performed. In the audit, there may be recommendations for areas of improvement. PUC staff reviews any recommendations and follows up as appropriate. Accordingly, once the annual audit is obtained, another factor affecting results is PUC staff's follow-through on areas identified in the audit.

KPM #15c	Keep administrative costs below 8% of annual revenue. - Keep administrative and programs support costs below 8 percent of annual revenue.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Administrative and program support below 8 percent					
Actual	6.70%	6.50%	7%	7.60%	6%
Target	7.99%	7.99%	7.99%	7.99%	7.99%

How Are We Doing

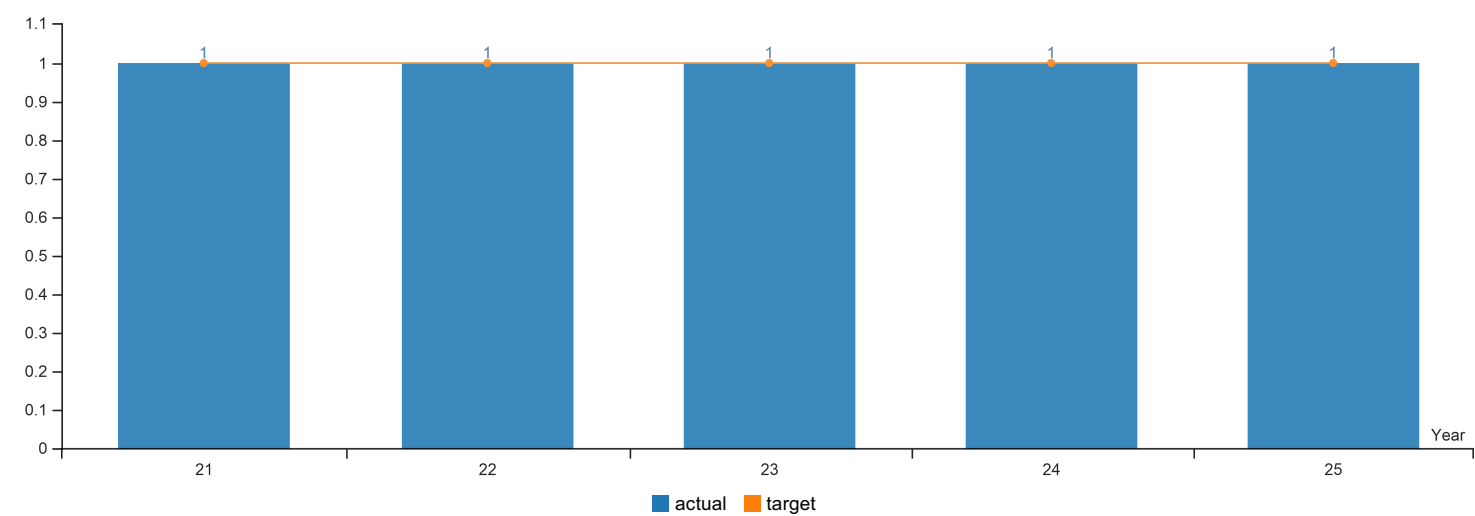
Energy Trust came in well below the target for administrative and program support costs. Based on Oregon Public Utility Commission’s performance measures, this KPM is reported as a percentage of expenditure, not revenue, and Energy Trust came in below that set target as well. Energy Trust regularly reports administrative and program support costs around six to seven percent, below the eight percent annual revenue target. Staff will continue to monitor performance against this measure.

Factors Affecting Results

Factors affecting administrative and program support costs include employee turnover, and the amount of management and administration time required to achieve savings.

KPM #15d	Annually report the total resource cost of conservation programs and maintain a score above 1 for each program. - Reporting the benefit/cost ratio for conservation programs based on utility system societal perspective.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Benefit/cost ratio for conservation programs					
Actual	1	1	1	1	1
Target	1	1	1	1	1

How Are We Doing

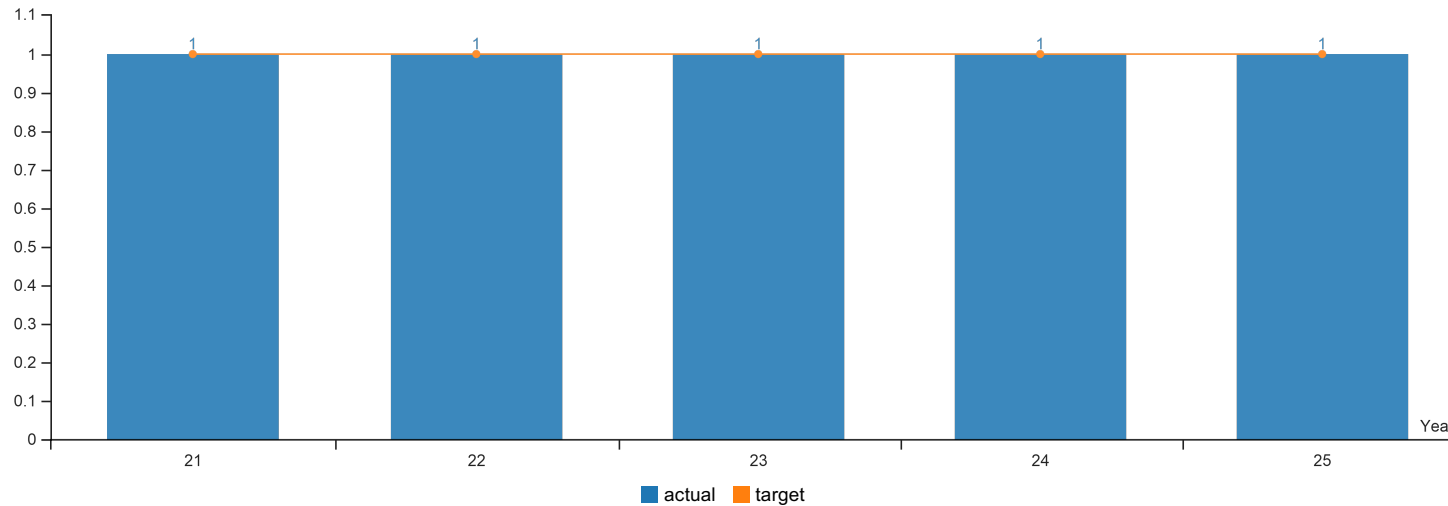
Energy Trust has consistently provided this reporting to the Commission staff. Staff will continue to track benefit/cost ratios.

Factors Affecting Results

Factors affecting results are whether Energy Trust reports the utility and societal benefit/cost ratios.

KPM #15e	Report quarterly expenditures and variances by program, and total quarterly progress to annual goals for energy efficiency savings and renewable generation in the Q1, Q2, Q3 and Q4 reports. - Reporting significant mid-year changes to benefit/cost performance as necessary in quarterly reports.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Reporting changes in quarterly reports					
Actual	1	1	1	1	1
Target	1	1	1	1	1

How Are We Doing

Energy Trust is doing well on this performance measure, and it regularly provides very detailed and timely quarterly and midyear reports to the Commission.

Staff should continue to monitor quarterly reports and annual reports to make sure that no surprises show up in annual reports, and that all significant mid-year changes are reported in quarterly reports.

Factors Affecting Results

Factors affecting results are whether or not Energy Trust provides appropriate information to the Commission and Commission staff in its quarterly reports.