AGENCY PERFORMANCE PLAN

**FY 2004**

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| **Name of Agency:** Iowa Utilities Board | | | |
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| **Agency Mission:** The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, and safe utility services are available to all Iowans, supporting economic growth and opportunity. | | | |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Resource Management** |  |  | Goal 1 - The Iowa Utilities Board will prepare its staff for leadership roles within the agency, and in state, regional, and national regulatory communities.  Goal 2 **–** The Iowa Utilities Board will prepare for staff succession in a manner that will maintain competency, accountability, and the professionalism of the agency when tenured staff depart.  Goal 3 - Increase Iowans’ awareness of Iowa Utilities Board services, informational resources, and responsibilities. |
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| **Desired Outcome(s):** |  |  |  |
| A fiscally healthy agency with: |  |  |  |
| a) Improved Cash Flow | See 1. A below. |  |  |
| b) Increased Administrative Efficiencies | See 2. A & B below. |  |  |
| c) Continued high pre-audit approval rate. | Rate of compliance with Revenue & Finance standards as reported in their audit sample. | Establish baseline and maximize. | Ensure staff receives regular training to stay abreast of changes; cross training of team members. |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| **1. Accounting and Assessments**  **Org #5111** |  |  |  |
| **A** Issue timely agency direct and remainder assessment billings. | Average days between end of billing cycle and issuance of bills. | Establish baseline and minimize. | Review processes for efficiency and continue cross training of staff. |
| **B** |  |  |  |
| **C** |  |  |  |
| **D** |  |  |  |
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| **2. Records Center**  **Org #5104** |  |  |  |
| **A** Acknowledgereceipt of official filings. | Average number of days between filing made and acknowledgement letter sent. | Establish baseline and minimize. | Review processes for efficiency to minimize response time for acknowledging files. |
| **B** Distribute new filings to staff. | Percentage of new filings set up and distributed to staff by the end of the following work day. | Establish baseline and maximize. | Review processes for efficiency to ensure rapid distribution of incoming files. Continue cross training of staff. |
| **C** |  |  |  |
| **D** |  |  |  |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF:** Regulation & Compliance |  |  | Goal 1 - The Iowa Utilities Board will prepare its staff for leadership roles within the agency, and in state, regional, and national regulatory communities.  Goal 2 **–** The Iowa Utilities Board will prepare for staff succession in a manner that will maintain competency, accountability, and the professionalism of the agency when tenured staff depart.  Goal 3 - Increase Iowans’ awareness of Iowa Utilities Board services, informational resources, and responsibilities. |
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| **Desired Outcome(s):** |  |  |  |
| Minimize number of accidents or incidents caused by improper operation or maintenance of utility facilities. | Percent of scheduled inspections of Iowa utility facilities completed within a year.  Number of accidents per year reported by electric and gas utilities. | Establish baseline and maximize.  Establish baseline and monitor. |  |
| Regulated utility services are offered at a fair price. | All Sectors average price of electricity for Iowa versus national average as determined by Energy Information Administration (EIA).  Avg. price of Natural Gas delivered to Iowan’s, by class of service, compared to national average as determined by EIA. | Track. Set benchmarks, study variances. |  |
| Reliable utility service is available for Iowans to run their businesses and households. | Percent of peak alert days where load is met by mechanisms in place. | Establish baseline for gas and electric and maximize.  Goal of 100%. |  |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1. Board, Executive Secretary & General Counsel** A = Org #5101, 5102 & 5103 |  |  |  |
| **A** Prepare, sign & issue Board decision orders. | Percentage of orders issued on or before statutory deadline.  Percentage of errata orders issued. | Goal of 100%.  Establish baseline and minimize. | Review approval processes and procedures to ensure timely and accurate issuance of Board decisions. |
| **B = Org #5101** Represent Iowans’ best interests on regulatory issues at the regional and national level. | Percentage of Board members holding positions in national regulatory organizations. | Goal of 100%. | Gain knowledge on national and regional issues in the industry and on how these issues could impact Iowans in order to provide input and influence on how Iowans will best be served in a constantly changing industry and regulatory environment. |
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| **2. Customer Service Org #5105** |  |  |  |
| **A** Organize and conduct Consumer comment hearings, educational meetings, and resources for increasing the public’s knowledge of IUB duties and responsibilities. | Number of comment meetings held in major service areas where there is significant consumer concern over a pending proceeding filed with the Board. | Comment meetings will be conducted in 100% of cases where significant consumer concern is filed with the Board.  90/60 – Hold comment meetings in locations so that at least 90 percent of the people who have expressed concern have to travel less than 60 miles. | Critical analysis of filed case public issues; Geographic profiles of where concerns originate; Media exposure of issues and public hearings.  Hearing locations that are easily accessible and reasonably comfortable. |
| **B** Assist low-income Iowans in obtaining financial assistance with basic telephone service via existing programs. | Percentage of eligible Iowans registered for the Lifeline program. | Establish a baseline using a three-year rolling average of Lifeline registrations using USAC reported numbers; target growth. | Work with ITA and RIITA to promote program awareness; Work with LIHEAP administrators to continue and promote joint enrollment; Work with other help organizations to raise public awareness of Lifeline availability. |
| **C** Prompt resolution of customer complaints about utility service. | Number of days from receipt of a complaint to the referral to a utility for response.    Average resolution time for written complaint files. | Acknowledgement and utility referral letters will be sent within four business days of receipt of customer complaint.  90/90 – Proposed resolution issued in 90 percent of the complaints  within 90 days from the date received. | Review and update processes and procedures, provide staff training, and use data tracking to assure that acknowledgement letters and complaint resolution letters are rendered within these goals. |
| **3. Technical/Legal Staff** |  |  |  |
| A = Org 5106, 5108, 5110 |  |  |  |
| **A** Recognize, discuss, and exchange information on regulatory issues affecting the natural gas, electric and/or telecommunications industry, as appropriate. | Number of meetings held to discuss issues between staff and industry in a year. | Establish baseline and hold meetings as appropriate. | Encourage dialog between industry and staff that will result in timely and appropriate regulatory changes. |
| **B(1) = Org 5103, 5106, 5108 & 5110**  **B(2) = Org 5102, 5106 & 5110** |  |  |  |
| **B** Assist the Board’s decision-making role by providing timely and competent analysis of technical issues. |  |  |  |
| (1) Utility General Rate Changes, Ratemaking Principles Cases and Rulemakings | Percentage of cases where General Counsel, Energy, Policy and Telecommunications:   * Provides participants and/or Team Leaders in case as expertise is needed * Timely (in accordance with docketing schedule) * each team member writes his/her portions of Pre-hearing, Post-hearing, and Decision Hearing Memos * team leader and manager reviews draft orders to assure that technical issue coverage aligns with Board decisions * Team members attend hearings, providing coverage of individual team member issues | Goal of 100% | Provide the Board with timely and expert analysis by using multidisciplinary teams. |
| (2) FERC and FCC filings | Number of cases the IUB files comments in or intervenes in. | Establish baseline, monitor, and file as appropriate. Target growth. | Support and encourage national regulatory policy in the best interest of Iowans. |
| C = Org # 5102, 5106, 5108 & 5110 |  |  |  |
| **C** Collaborate with regional and national organizations to develop and implement efficient regulatory processes. | Percent of staff participating in collaborative efforts. | Establish baseline and maximize. | Strengthen the consistency of regulatory actions across regions facing similar changes in the telecommunications and energy industry. |
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| **4. Policy Development Org #5108** |  |  |  |
| **A** Conduct surveys and issue reports on the status of the energy and telecommunication markets in Iowa. | Number of surveys and reports issued. | Minimum: A report or survey for the telecommunication or energy sector each year. More as caseload allows and need requires. | Develop schedules and plans to conduct surveys and issue reports each year. |
| B Assist outside customers requesting information about the regulatory process. | Number of agency visits and meetings involving the policy development staff and outside customers. | Establish baseline. | Maintain a customer-friendly organization. Periodically address customer service improvement methods in all-staff meetings. |
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| **5. Engineering & Safety**  **Org #5109** |  | . |  |
| **A** Conduct a pipeline safety program under certificate from the federal Office of Pipeline Safety. | Iowa’s score in the annual evaluation of its pipeline safety program by the U.S. OPS. | Score of 90 or higher.  Maximize federal grant eligibility. | Promptly respond to any criticisms in the OPS annual evaluation to preclude score reduction in subsequent evaluations. |
| **B** Process petitions for electric franchises and pipeline permits. | Percentage of petitions for approval of new construction processed in a timely manner. | For projects proposing new construction a hearing notice or deficiency letter is issued within 90 days of petition filing. | Monitor progress on petition reviews and reassign staff resources as needed. |
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| **6. Telecommunications Org #5110** |  |  |  |
| A Assist outside customers requesting information about the telecommunications regulatory process. | Number of agency visits and meetings involving the telecommunications staff and outside customers. | Establish baseline. | Maintain a customer-friendly organization. Periodically address customer service enhancement methods in all-staff meetings. |
| B Efficient administration of equipment distribution program (EDP) and Relay Iowa. | Percent of EDP vouchers processed timely. | Establish baseline and maximize. | Work with contracted parties on a regular basis to ensure contract compliance and that program operates efficiently. |
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