

Goals and Measurable Objectives

Goal	Objectives
To consider and process rate, service, and authority applications.	<p>Process and complete consideration of any utility rate and/or service filings submitted in compliance with statutory timeframes.</p> <p>Process and complete consideration of any transportation authority applications and/or requests for rate increases submitted in compliance with statutory timeframes.</p>
To investigate regulatory issues and develop policies/rules as needed.	<p>Conduct research and analysis on the following issues and, as determined by the PSC, consider the resulting policy recommendations in PSC proceedings.</p> <ul style="list-style-type: none"> - electricity supply planning and procurement - energy efficiency and demand-side management - revenue regulation - transmission grid modernization - distributed energy generation - renewable energy - rate design - PURPA implementation - appropriate regulation for small water utilities
To administer the Natural Gas Pipeline Safety Program.	<p>Conduct comprehensive on-site pipeline safety inspections of each pipeline operator at intervals contained in the PSC Pipeline Safety Procedures in order to verify compliance with the PSC's Pipeline Safety rules (Subchapter 22 of the Administrative Rules of Montana). When warranted, incident and follow-up inspections will be conducted also.</p> <p>Implement new federal requirements.</p> <p>Meet the criterion for pipeline safety program Progress Report with the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration. (PHMSA)</p>
To assist utility customers with their inquiries and complaints about service.	<p style="text-align: center;"><u>Volume of calls to PSC toll-free consumer complaint line</u> FY 2016– 3,942</p> <p>The PSC's Consumer Unit will return calls the same day 100% of the time (excluding weekends and holidays) to consumers who have left messages on the PSC's toll-free consumer complaint line.</p>
To provide timely public access to information about regulated firms and PSC actions.	<p>We are looking to obtain a new website, case management system and electronic filing process for utility dockets, and use of various media to provide access to and communications regarding PSC information.</p>