



Strategic Plan

of the

Louisiana Public Service Commission

5-Year Strategic Plan
FY 2026 - 2027 through 2030 - 2031

Louisiana Public Service Commission
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Introduction

The Louisiana Public Service Commission (“PSC” or “Commission”) is a governmental regulatory agency established by the Louisiana Constitution to regulate all common carriers and public utilities. Public utilities regulated by the PSC include electric providers, telecommunications carriers, water and wastewater (sewer) providers, and natural gas local distribution companies. The PSC’s constitutional jurisdiction over public utilities excludes utilities owned, operated, or regulated by a political subdivision of the state at the time the Constitution of 1974 was established. Common carriers regulated by the PSC provide intrastate transportation services, including passenger, waste hauling, household goods moving, non-consensual towing, and pipeline services. In addition to its constitutionally established authority, the PSC exercises “such other regulatory authority as provided by law.” Pursuant to such “other regulatory authority,” the Commission has implemented the Telephonic Solicitation Relief Act of 2001 through the “Do Not Call” program, which is designed to reduce the number of unwanted telephone solicitation calls to Louisiana residents. In order to perform its constitutionally and legislatively mandated duties, the PSC exercises its constitutional authority to “adopt and enforce reasonable rules, regulations, and procedures necessary for the discharge of its duties.”

The PSC’s jurisdiction over public utilities and common carriers includes the regulation of rates, terms, and conditions of service. In accordance with federal, state and local laws, and regulations, the PSC examines and adjusts the rates of all regulated entities to ensure that they are just and equitable for Louisiana consumers and fair to the regulated community. The PSC also examines the terms and conditions of service provided by utilities and common carriers to ensure that they meet quality and fairness standards established by Commission regulations, state law, and federal law. Regulatory examinations are carried out in the context of proceedings instituted by the regulated entity (e.g. petitions to provide regulated services, increase rates, transfer or purchase assets, issue securities, construct new generation facilities, or purchase wholesale power); by the Commission (e.g. Commission audits, investigations of rates and services, and rules to show cause why the regulated entity should not be fined or have its authority from the Commission rescinded for failure to comply with Commission, state, and/or federal laws and regulations); and by consumers (e.g. complaints against regulated entities for charging excessive or inappropriate rates or for failing to adhere to quality standards). For over 100 years, the PSC has regulated public utilities and common carriers in a firm but fair manner to ensure that the regulated community is provided the opportunity to earn a fair rate of return while Louisiana consumers enjoy low rates and high quality service.

The PSC is comprised of five elected Commissioners representing five distinct geographic districts, serving six-year terms. The chief executive officer of the Commission, the Executive Secretary, is appointed by the Commissioners and is responsible for the day-to-day operations. The PSC is divided into four Programs for budgeting purposes: Administrative, Support Services, Motor Carrier, and District Offices. The PSC currently regulates 1,200+ public utilities and common carriers and serves over two million direct users and countless others who benefit indirectly.

Vision Statement

Continue to be an agency that is recognized for its leadership, responsiveness, and excellence. Provide consumer protection through reasonable rates and quality of service in PSC jurisdictional markets, while advancing economic development in the state by emphasizing education, technology, partnerships, and continual improvement.

Mission Statement

The Public Service Commission's mission is to impartially, equitably, and efficiently regulate the rates and service of public utilities and common carriers operating in the State so as to ensure: safe, reliable, and reasonably priced services for consumers and provide the opportunity for a fair rate of return for the regulated utilities and common carriers; and to carry out legislative mandates, such as the "Do Not Call" regulation.

Philosophy

The Public Service Commission will act impartially and conduct its business openly and fairly with the highest degree of professionalism, honesty, and integrity. The Commission will evaluate and consider all technical tools to improve the efficiency of the Department and simplify procedures for utility service providers and the public. The Commission will continue to evaluate its work force and organizational structure to maximize employee productivity, minimize cost, and promote the highest ethical and professional conduct. This is essential in order to maintain existing business and industry, promote economic development and protect consumers.

Agency Goals

- I. Promulgate and enforce reasonable and transparent rules, regulations, and procedures for the fair and efficient regulation of public utilities and common carriers, and for carrying out constitutional and legislative mandates in the State of Louisiana.
- II. Continue to work with jurisdictional utilities, private industries, and consumer groups to establish competitive, innovative and equitable rates for customers in an effort to grow and attract new businesses while preserving fair, affordable rates.
- III. Provide thorough and specific training to ensure PSC-wide knowledge of substantive laws, regulations, and policies pertinent to PSC regulation and proceedings.
- IV. Facilitate advanced, innovative, economic and prudent utility infrastructure investment consistent with environmentally, technologically, and economically sound practices for the benefit of Louisiana citizens and businesses.
- V. Modernize business applications to allow user-friendly access to PSC information and records.
- VI. Educate consumers on issues relating to public utility, common carrier, and Do Not Call regulation.
- VII. Provide compliance oversight to protect consumers and the public interest; take fair and appropriate action to address instances of non-compliance.
- VIII. Expedite resolution of disputes between consumers and utilities.

Administrative Program

Authority

Constitution of the State of Louisiana, Article IV, Section 21;
Louisiana Revised Statutes 36:721 and 722; R.S. 45: 844.11, *et seq.*

Mission

The mission of the Administrative Program is to provide executive leadership, fiscal, legal, information technology and general support functions, and the oversight necessary for efficient operation of the Commission resulting in achievement of the department's overall mission of regulating public utilities and common carriers.

Program Activities

Executive Division:

The Executive Division directs all operations of the PSC, except those performed in District Offices which are under the supervision of the five elected Commissioners. The Commission currently regulates 1,200+ public utilities and common carriers. The Executive Division ensures the efficient and accountable operation of all activities within the PSC Central Office by providing the highest quality of leadership, professionalism, and oversight necessary to remain on the forefront of utility, common carrier, and Do Not Call regulation.

At the same time, the role of the Executive Division includes monitoring, analysis, and management of state and federal legislation in regard to energy, utilities, climate change, common carriers, fiscal matters, and any other pertinent issues. Additionally, the Executive Division's expertise and leadership provides advice and counsel as well as provides any other necessary and/or requested support to the Commissioners.

Members of the Executive Division frequently interact with other state agencies that share other regulatory authority over jurisdictional entities. Specifically, the division works with the Department of Environmental Quality ("LDEQ") on environmental issues related to public utilities, Department of Health ("LDH") with health and water quality issues related to public utilities, Department of Energy and Natural Resources ("DENR") with pipeline issues, Department of Public Safety ("DPS") on transportation matters, and the Department of Justice ("LDOJ") on jurisdictional matters on the state and federal level. Also, the PSC is part of the unified command group which assists GOHSEP and all other agencies during the preparation, response and restoration stages of manmade and natural disasters. The restoration and availability of utility service is critical to the response and restoration effort. Most response and restoration activities cannot take place without utility service.

State Outcome Goals advanced: Diversified Economic Growth; Hurricane Protection and Emergency Preparedness; Safe and Thriving Children and Families; Natural Resources;

Transportation; and Transparent, Accountable, and Effective Government.

Management and Finance (“MAF”) Division:

The MAF Division is responsible for providing services necessary to the overall operation of the Commission. The division consists of Fiscal, Human Resources, and Information Technology.

- Fiscal successfully manages accounts payable and receivable, revenue collection and classification of approximately \$10 million annually; accountable for property control, fleet management program, supplies, inventory, and the safety program. Staff is responsible for managing the department's appropriation by compiling the necessary information for budget development, budget projections, and monitoring budget changes through expenditures, revenue collections, legislation, and mid-year budget adjustments.
- Human Resources provides a positive service experience for the PSC through the management of all personnel matters, including ensuring compliance with Civil Service Rules, and applicable State and Federal laws.
- Information Technology provides exceptional end-user support, delivers high quality custom applications and solutions while maintaining an innovative, reliable, and secure computing environment.

State Outcome Goals advanced: Diversified Economic Growth; Hurricane Protection and Emergency Preparedness; Safe and Thriving Children and Families; Natural Resources; Transportation; and Transparent, Accountable, and Effective Government.

Office of Executive Counsel:

The Office of Executive Counsel (“OEC”), which includes the Legal Division, serves as the legal representative of the Commission at all levels, including all matters before the Commission, state courts, and other state and federal regulatory bodies, to ensure the Commission fulfills its constitutionally mandated duties. The OEC also advises the Commission in areas of administrative law, civil service regulations, public records, and open meeting laws, governmental ethics issues, and any other legal issues that may arise during the course of agency operations. The OEC represents the Commission in prosecuting violators of the Do Not Call solicitation program and violations of any other constitutional or legislatively delegated program.

The Legal Division represents the Commission as counsel of record in all docketed cases before the Commission, including complaints against regulated companies, Commission investigations, rate cases, and rulemaking proceedings. Legal Staff is responsible for accurate and orderly processing of all formal proceedings that are acted upon by the Commission, including investigations and issuing discovery regarding complaints and applications; prosecutes regulated entities for violating orders, rules, and regulations; develops regulatory plans; assists in the determination of the opportunity for earnings of regulated entities; and drafts Commission Orders, which formalize Commission decisions. In addition to the above, Legal Staff initiates and issues

recommendations and proposals in rulemaking dockets, which ultimately result in regulations applicable to regulated entities.

State Outcome Goals advanced: Diversified Economic Growth; Hurricane Protection and Emergency Preparedness; Safe and Thriving Children and Families; Natural Resources; and Transparent, Accountable, and Effective Government.

Do Not Call Program:

The “Do Not Call” (“DNC”) Program was created by the “Telephone Solicitation Relief Act of 2001,” which recognized that becoming a residential telephone subscriber should not undermine or lessen a person’s right of privacy and found that there was a compelling state interest to protect the privacy of such subscribers who wish to avoid unsolicited and unwanted telephone solicitations. As a result, the “Do Not Call General Order” (“DNC GO”) was developed to provide the rules and regulations necessary to implement this program activity, and as of January 1, 2002, the DNC Program has been providing this protection for our residents. There is no cost to any Louisiana taxpayer or consumer for participation in the program. Businesses that wish to offer their products or services by telephone must comply with the DNC GO. Absent an authorized exemption, these companies pay a fee to register and obtain the information they need to prevent making calls in violation of the DNC Program. Consumers registered with the program may submit complaints reporting any non-exempt solicitation they receive. A telemarketer that operates in violation of the DNC GO can be cited and ultimately be required to pay significant penalties. Such penalties provide a real deterrent to unauthorized infringement of our consumer’s privacy. Enforcement investigations of complaints are conducted, using all available resources. Staff members are trained, knowledgeable, and able to respond to questions regarding not only DNC issues but also the frequently related subjects of fraud and identity theft, debt collection, and market research. In declared states of emergency, the DNC GO provides for a suspension of all telephonic solicitation. This action can be crucial when phone lines are compromised and resources must be reserved for vital emergency response communications.

State Outcome Goals advanced: Safe and Thriving Children and Families; Hurricane Protection and Emergency Preparedness; and Transparent, Accountable, and Effective Government.

Goals:

- I. The Administrative program will effectively manage and provide necessary administrative and operational support to all programs of the Commission through policy development, communication, and dissemination of information.
- II. The Administrative program will ensure fiscal reliability and promote the use of technology to improve efficiency and effectiveness.
- III. Provide legal services and support to all programs to ensure that all matters are processed through the Commission in a timely manner.

- IV. Seek to ensure that Do Not Call consumer problems, issues, and complaints are sufficiently monitored and addressed efficiently.

Objective I.1 Through the Executive activity, provide the leadership and oversight necessary to efficiently and effectively achieve the objectives established for all department programs.

Strategy I.1.1 Communicate, manage, monitor, and administer department objectives.

Strategy I.1.2 Continue to utilize Best Management Practices, such as flexible schedules special entrance rates, continuing educational and professional development and a supportive, encouraging work environment to attract and retain the most highly-educated and trained workforce.

Strategy I.1.3 Provide timely and professional services to internal and external consumers.

Strategy I.1.4 Maintain the established implementation procedures for all primary functions associated with the maintenance and restoration of telecommunications, natural gas, electric, water, and sewerage service during and after a disaster.

Strategy I.1.5 Provide qualified employees to staff the Emergency Operations Center and give emergency operations support, as assigned, during a declared emergency.

Strategy I.1.6 Be a stakeholder-focused organization.

Performance Indicators:

Outcome: Percentage of Department objectives achieved.

Input: Number of days activated.

Efficiency: Number of days reports are submitted timely.

Outcome: Percentage of outage reports and outage maps provided to the GOHSEP by established deadlines or as required.

State Outcome Goals advanced by Objective:

The objective advances the following State Outcome Goals Department-wide:

- Diversified Economic Development
- Safe and Thriving Children and Families
- Natural Resources

- Transportation
- Transparent, Accountable, and Effective Government
- Hurricane Protection and Emergency Preparedness

State Outcome Goal advanced by Objective:

- Hurricane Protection and Emergency Preparedness

The PSC, as a Primary responder under the State's Emergency Operations Plan, ESF-12, oversees the restoration of utility services in Louisiana following a disaster such as a hurricane. PSC Personnel assist in staffing the ESF-12 desk and works with the Department of Environmental Quality (“DEQ”) and the Department of Energy and Natural Resources (“DENR”) to coordinate preparation and recovery efforts. However, the PSC's oversight of utility emergency preparation and response is a year-round function and involves the filing by utilities of annual Emergency Service Plans with the PSC; performance under the State Plan; response coordination and resource allocation following disasters; and docketed audits of utility planning and performance following a disaster. The restoration of utility services is the first step in returning normalcy to the citizens and businesses of Louisiana following a disaster.

In any power outage and/or disaster, PSC Staff responds 24/7, addressing restoration of power, repair, and replacement of infrastructure. Regular communications with major utility companies, large industry, and entities with critical infrastructure assure readiness and rapid response.

Objective II.1 Through the Management and Finance activity, ensure fiscal reliability and maximize human resources and information technology assets to the department in accordance with state regulations, and prevent audit findings.

Strategy II.1.1 Plan and prioritize for the allocation of financial resources.

Strategy II.1.2 Evaluate legislative audit findings, and implement corrective action.

Strategy II.1.3 Collaborate with agency divisions to recruit, develop, support, and retain diverse and talented employees.

Strategy II.1.4 Conduct and document quarterly safety meetings in all applicable facilities.

Strategy II.1.5 Post and maintain department news and activities on the web site.

Strategy II.1.6 Utilize information technology applications to maximize productivity.

Performance Indicators:

Input:	Number of software development requests.
Input:	Number of helpdesk requests received.
Outcome:	Percentage of requests for software development scheduled within 5 days.
Outcome:	Percentage of helpdesk requests completed within 2 days.
Outcome:	Percentage of annual premium credit from the Office of Risk Management.
Efficiency:	Savings resulting from annual premium credit.
Quality:	Number of repeat reportable audit findings.
Quality:	Number of repeat reportable Civil Service audit findings.

State Outcome Goals advanced by Objective:

- Transparent, Accountable, and Effective Government

The Management and Finance Division assures administrative and technical services and support to all programs of the Commission through policy development, communications, and dissemination of information, consequently increasing effectiveness, productivity, and customer service, which results in saving ratepayer dollars. The division responsibly manages all financial operations to assure compliance with state law, state and department policies, rules, and regulations; develops policy recommendations that reduce costs while maintaining or improving effectiveness. Management and Finance is responsible for coordinating efforts to maximize program performance within current and expected resource levels. Through strategic budget development and management of cash resources, the PSC focuses on delivering results, thereby ensuring that revenue is managed in a manner consistent with the interests of Louisiana Citizens.

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

The functions of the Management and Finance activity serve to advance the Commission-Wide State Outcome Goals of: Diversified Economic Development; Hurricane Protection and Emergency Preparedness; Safe and Thriving Children and Families; Natural Resources; and Transportation.

Objective III.1 Through the Office of Executive Counsel, provide skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely manner in furtherance of the Commission's constitutional and legislative mandates.

Strategy III.1.1 Provide timely and professional legal services to the Commission and Commissioners.

Strategy III.1.2 Follow guidelines for issuance of all orders.

Strategy III.1.3 Develop legally sound rules and regulations through rulemaking process.

Strategy III.1.4 Use electronic resources available to perform timely and efficient research.

Performance Indicators:

Input:	Number of orders issued.
Input:	Number of rate cases heard.
Outcome:	Percentage of division orders issued within 30 days.
Outcome:	Percentage of rate cases completed in one year.
Efficiency:	Average number of days to issue orders.
Efficiency:	Average length of time to complete rate cases (months).

State Outcome Goals advanced by Objective:

- Diversified Economic Development

The Legal Division, within the Office of Executive Counsel, regularly considers and recommends approval of resource procurement decisions by utilities that ensure that power purchased is at the lowest reasonable cost, keeps jobs in Louisiana, and often allows new jobs to be created, such as with the construction of new generation facilities and infrastructure. Louisiana has historically, and continues to see, an industrial development, particularly along the Mississippi River corridor between Baton Rouge and New Orleans and in the Lake Charles area, which has been referred to as the “Industrial Renaissance.” The Commission works closely with and monitors utilities as they expand their infrastructure to meet this growth in demand. Staff also assists the Commission in rulemaking proceedings that in many instances further economic reform goals.

The Legal Division, through its role as counsel in rate proceedings and audits, ensures that rates charged by utilities are just and reasonable, which helps ensure that customers (residential, commercial and industrial) are not overpaying for utility services. Further, Legal Staff works with utilities and drafts rules and regulations that provide customers with more options of how to pay for their utility services, such as tariffs that accommodate large customers by providing reduced rates for higher usage. A sound utility infrastructure, which provides reliable services at safe, affordable costs is critical to Louisiana’s economic climate and quality of life.

- Hurricane Protection and Emergency Preparedness

The Legal Division conducts investigations, hearings, and rulemakings to determine whether regulated utilities such as electric, gas, telephone, water, and wastewater utilities are prepared to confront an emergency such as a hurricane - both pre and post-storm. Further, the Legal Staff review utilities preparation and response to hurricanes to determine whether their behavior is consistent with best practices of the industry, including tree trimming, storm response, and outages. All utilities are required to have an emergency response plan.

- Safe and Thriving Children and Families

The Legal Division, in addition to helping ensure just and reasonable rates for customers, also has drafted rules that have ensured affordable telecommunication service is available to all citizens, provided for levelized billing, established rules prohibiting disconnection of service in extreme weather conditions, and waive deposit requirements for victims of domestic violence.

- Natural Resources

The Legal Division has drafted rules in rulemaking dockets that have established renewable portfolio standard requirements for utilities, created green tariff rules, and advanced metering rules, all of which encourage the use of renewable resources and conservation of consumption. Additionally, Legal Staff assists in the certification of power acquisitions that ensure that diversified power options are available using all available natural resources, and that modern technologies are being utilized to reduce environmental impact. Further, the Legal Division ensures that all wastewater/water service providers are in compliance with environmental regulations when seeking rate adjustments.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

Objective IV.1 Through the Do Not Call activity, achieve a resolution rate of at least 98% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.

Strategy IV.1.1 Maintain information on website to promote public awareness and solicitor (telemarketer) compliance.

Strategy IV.1.2 Process complaints in a timely manner.

Strategy IV.1.3 Track complaints utilizing a database.

Performance Indicators:

Input: Number of complaints received.
Output: Number of complaints resolved.
Outcome: Percentage of complaints resolved within 100 business days.
Efficiency: Average number of days to process complaints.

General Performance Indicators:

Output: Number of registered residential telephone subscribers.
Output: Number of registered solicitors (telemarketers).
Output: Amount of solicitor registration collections.
Output: Amount of collections from solicitor violations.

State Outcome Goals advanced by Objective:

- Safe and Thriving Children and Families

One of the primary factors in establishing self-sufficient families and safe Louisianans is a stable home setting encouraging self-reliant individuals and economic security. The DNC Program offers consumers the ability to grow in both of these areas, to take control of the amount of solicitations that they allow in their homes and reduce exposure to unnecessary spending. In addition, the DNC Program makes provisions to particularly protect our elderly population. As a result, telemarketers that contact registered subscribers over the age of sixty five can be assessed greater penalties. Our DNC Program actively enforces telephonic solicitor compliance with our rules and regulations.

In the lucrative world of telemarketing, there are some entities that disguise illegal activities behind a façade of a legitimate telemarketer. Although no program can eliminate criminal behavior, the DNC Program reduces the number of legitimate solicitations, which helps makes those criminal attempts more obvious and easier to avoid. The DNC Staff work in conjunction with all federal and state authorities to educate and protect consumers from this type of activity.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

PRIMARY PERSONS BENEFITING FROM EACH OBJECTIVE

Objective	Citizens	Industry	Commission Staff	Legislature Governor	Other Users: Advocacy, Environmental
I.1	•	•	•	•	•
II.1	•		•	•	
III.1	•	•	•		•
IV.1	•	•			•

Support Services Program

Authority

Constitution of the State of Louisiana, Article IV, Section 21;
Louisiana Revised Statutes 36:721 and 722; 45:1161, *et seq.*;
45:1177 (A) (2) and (3) and (C); 45:1177.1; 45:1180 (A) and 45:1181, *et seq.*

Mission

The mission of the Support Services Program is to review, analyze, and investigate rates, as well as charges filed before the Commission with respect to prudence and adequacy of those rates; to manage the progress of adjudicatory proceedings and conduct evidentiary hearings in an impartial, fair, professional, and orderly manner; and to make rulings and recommendations to the Commissioners which are just and generate the highest degree of public confidence in the Commission's integrity and fairness.

Program Activities

Utilities Division:

The State Constitution establishes the Commission's authority to regulate public utilities and common carriers. The Utilities Division, which oversees the Audit Division, is tasked with the implementation of this mandate. The Utilities Division is responsible for the maintenance of all rate schedules and terms of service filings of all regulated utilities and telecommunication service providers, including overall historical records of rates, terms of service, and correspondence filings. The Utilities Division maintains and manages the annual reports, compliance reports, and other reports required to be filed by the utilities and telecommunications service providers subject to Commission authority. It assists and advises other staff members, consumers, and industry representatives on a wide variety of utility related topics, which could include Commission initiated or third-party requested investigations. It also provides to the public, industry, and governmental agencies statistical data such as utility rate and fee comparisons, fuel and natural gas costs, and utility outages during state declared emergencies. With the assistance of the Audit Division, the Utilities Division examines and audits electric utility fuel adjustments and local distribution gas utility purchases of natural gas. The Audit Division provides the Commission with financial and compliance audit expertise. During the course of conducting its review and analysis of rate increase proposals and Rate Stabilization Plan ("RSP") annual filings, the Audit Division determines the accuracy of the regulated company's overall results of operations, rate base, and rates of return on equity and capital, upon which consumer rates are based. The Audit Division conducts cost of capital studies, as necessary, and issues reports and makes recommendations on utility rates to the Commission, to ensure that consumers pay fair and reasonable rates and regulated utilities are provided the opportunity to earn a reasonable return on their investment. The Audit Division also reviews and analyzes site specific utility rate filings and utility asset management agreements, which impact economic development in the state. In addition to conducting rate increase reviews for regulated utilities, the Audit Division is also

responsible for conducting reviews and analyses for rate increase proposals of regulated common carriers, including passenger, waste hauling, household goods moving, non-consensual towing, and pipeline services. The Audit Division also conducts annual audits to determine whether common carriers and public utilities regulated by the PSC are compliant with all Inspection and Supervision Fee (“ISF”) filings and payments, as required by Louisiana R.S. 45:1177.

State Outcome Goals advanced: Diversified Economic Growth; Hurricane Protection and Emergency Preparedness; and Transparent, Accountable, and Effective Government.

Administrative Hearings Division:

The Administrative Hearings Division (“AHD”) conducts fair and impartial public evidentiary hearings on complex issues within the Commission’s jurisdiction, creates a public record and transcript of the proceedings, prepares proposed findings of fact and conclusions of law for consideration by the Commissioners in making final decisions, and renders final decisions where such authority has been delegated by the Commission. The utility cases handled by the AHD are quite possibly the most complex and financially significant of any cases currently handled by administrative law judges (or the equivalent thereof) in any Louisiana state agency. The AHD handles cases that (1) have statewide application – affecting citizens, public utilities, certain common carriers, industries, and commercial enterprises throughout the state; (2) have significant impact on economic development in the state including whether Louisiana is perceived as favorable to business and industry; (3) are extremely technical, involving testimony presented predominantly by expert witnesses; (4) are monetarily significant – resulting in multi-million and billion dollar decisions; and (5) involve constitutionally protected property rights. Through a delegation of authority from the Commissioners, the administrative law judges issue subpoenas; administer oaths; convene status conferences and prehearing conferences; establish procedural schedules; preside over hearings; compel discovery; examine witnesses; make evidentiary rulings; accept testimony and exhibits into evidence; require the filing of memoranda of law and the presentation of oral argument; receive offers of proof; submit written proposed findings of fact and conclusions of law to the Commissioners; make final determinations in proceedings where the Commissioners have delegated such authority; render interlocutory rulings on motions, exceptions and other preliminary matters; and prepare orders. Court reporters record all hearings and Commission Business and Executive Sessions and prepare verbatim transcripts as well as assemble hearing exhibits admitted or proffered into the record by the parties for all hearings; transcripts and exhibits are made available to the public and utilized in the Commission’s decision-making and become part of the official record if a Commission decision is appealed.

State Outcome Goals advanced: Transparent, Accountable, and Effective Government; Diversified Economic Development; and Hurricane Protection and Emergency Preparedness.

Goals:

- I. Ensure that jurisdictional companies’ rates are fair and reasonable to the consumer and provide the opportunity for a fair rate of return to the company by providing the Commission with accurate reporting of regulated utility and common carrier

companies' financial condition; level of earnings; rate of return; adherence to federal, state, local and public service commission laws, regulations, and guidelines to assist in decision-making responsibilities.

- II. Ensure that all parties to adjudicatory hearings are provided a fair and impartial hearing, orderly progress of the case, a complete record, and a sound decision.

Objective I.1 Through the Utilities activity, generate \$100 million in direct and indirect savings to utilities ratepayers through prudent review of existing and proposed rate schedules.

Strategy I.1.1 Identify potential savings.

Strategy I.1.2 Review documentation submitted.

Strategy I.1.3 On-site audit if additional information is needed.

Performance Indicators:

Input: Number of utility rate filings.
Outcome: Direct Savings to ratepayers (in millions).
Outcome: Indirect savings to ratepayers (in millions).

Explanatory Notes:

Direct savings result from refunds or rate credits recommended by the program and ordered by the Commission.

Indirect savings are monies ratepayers will not have to pay as a result of some action of the Commission. For example, requested rate increases denied or reduced by the Commission based upon recommendations by the program.

State Outcome Goal advanced by Objective:

- Diversified Economic Development

For the state to prosper and sustain economic growth, it must maintain and have available to its residential, commercial, and industrial customers a sound utility infrastructure able to provide reliable and economically acceptable utility services. To accomplish this goal, the agency works with electric utilities, private industries, and consumer groups to establish competitive, innovative, equitable rates for both residential and commercial applications designed to sustain economic growth and attract new business and industries to the state. The Utilities Division provides financial, economic, and audit reviews of jurisdictional

companies proceedings. The Commission responds to inquiries from sister state agencies, such as Louisiana Economic Development, and private industry on matters, especially in regard to special tariffs and rate cases. Our staff analyzes and approves resource procurement rate-making procedures performed to prevent the deterioration of utility plants that would keep existing Louisiana manufacturing plants from expanding. Or worse, cause the contraction or closing of plants. Some industries require certain minimum service levels, and if unavailable, industries will look elsewhere.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

Objective II.1: Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.

Strategy II.1.1 Allow for sufficient time to research issues prior to scheduled hearing.

Strategy II.1.2 Conduct hearings in an unbiased, orderly fashion.

Strategy II.1.3 Prepare written recommendations which are thorough, well-organized logical, and clearly based upon the record of the proceeding and applicable law.

Performance Indicators:

Input:	Number of cases heard.
Output:	Number of recommendations issued.
Outcome:	Percentage of recommendations issued within 120 days.
Efficiency:	Average length of time to issue proposed recommendations.

State Outcome Goals advanced by Objective:

- Transparent, Accountable, and Effective Government

The AHD conducts fair and impartial public evidentiary hearings on issues within the Commission's jurisdiction, creates a public record and transcript of the proceedings, prepares written findings of fact and conclusions of law for consideration by the Commissioners in making final decisions, and prepares written orders which clearly present the Commission's decisions thereby guaranteeing due process to all parties and ensuring transparency and accountability of proceedings before the Commission.

- Diversified Economic Development

The AHD also furthers the Commission's economic goals by presiding over detailed rate review proceedings, in which the rates charged by regulated entities are thoroughly examined to ensure that the entities charge rates that are just and reasonable under specific legal standards. The assurance of just and reasonable rates acts as an incentive in the expansion of the state's economy.

- Hurricane Protection and Emergency Preparedness

The AHD presides over hearings examining the existing infrastructures of public utilities and certain common carriers and the specific impact of hurricanes and other natural disasters and emergencies on those infrastructures; the sufficiency of steps taken by those entities to prepare for emergency conditions; the availability and associated costs of infrastructure components and practices that lessen the severity of the impact of hurricanes, other natural disasters and emergencies; efficiency of entities in repairing infrastructure and re-establishing service following hurricanes, other natural disasters and emergencies; sources of funding available to entities to cover the costs of preparing for and recovering from such unplanned events; the proper allocation of costs; and options available for recovering the ratepayers' share of costs while lessening burdens on ratepayers.

Objective II.2: Through the Administrative Hearings activity, ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Strategy II.2.1 Follow guidelines for issuance of all orders.

Strategy II.2.2 Use electronic resources available to perform timely and efficient research and track progress of Commission decisions.

Performance Indicators:

Output: Number of orders issued by division.
 Outcome: Percentage of division orders issued within 30 days.
 Efficiency: Average number of days to issue orders.

State Outcome Goals advanced by Objective:

- Transparent, Accountable, and Effective Government

The AHD conducts fair and impartial public evidentiary hearings on issues within the Commission's jurisdiction, creates a public record and transcript of the proceedings, prepares written findings of fact and conclusions of law for consideration by the

Commissioners in making final decisions, and prepares written orders which clearly present the Commission's decisions, thereby guaranteeing due process to all parties and ensuring transparency and accountability of proceedings before the Commission.

PRIMARY PERSONS BENEFITING FROM EACH OBJECTIVE

Objective	Citizens	Industry	Commission Staff	Legislature Governor	Other Users: Advocacy, Environmental
I.1	•	•		•	•
II.1	•	•	•		•
II.2	•	•			•

Motor Carrier Registration Program

Authority

Constitution of the State of Louisiana, Article IV, Section 21;
Louisiana Revised Statutes 36:721 and 722; and 45:161, *et seq.*

Mission

The mission of the Motor Carrier Registration Program is to provide fair and impartial regulation of intrastate common and contract carriers offering services for hire.

Program Activity

The Motor Carrier Division fulfills its constitutional and statutory mandates by providing fair and impartial regulation of intrastate common and contract carriers offering services for hire. The division administers and enforces the rules and orders of the Commission and the laws of Louisiana to assure the public has safe, dependable, and reasonably priced transportation services provided by the carriers of household goods, waste, passengers, pipelines and by the providers of non-consensual towing and recovery. The division regulates approximately 800+ common carriers statewide. Staff receives and processes applications for authority. By statute, carriers of waste must apply to the Commission for authority and prove fitness in a hearing. Waste applicants are assisted with their application and the hearing process, if necessary. If the waste applicant proves fitness and the authority is granted, the applicant is assisted with the registration process. All other applicants, which include carriers of household goods, passengers, saltwater, pipelines, and providers of non-consensual towing and recovery, are required to receive Staff approval for the issuance of authority, and are assisted with the registration process. Staff maintains insurance filings on all certificated carriers, verifying that said carriers have continuously effective insurance coverage as required by law. Staff receives and reviews Annual Reports from all certificated carriers, assuring that said carriers are financially viable and able to provide the services to the public for which they were granted authority. Staff receives and reviews requests for pipeline rate increases, assuring that said pipelines charge rates that are just and reasonable, and not unreasonably discriminatory, for services offered under the same or similar circumstances. Enforcement includes audits of licensed waste disposal sites and the investigation of consumer and motor carrier complaints. Citations are issued to carriers and shippers when it is determined that the rules of the Commission and the laws of Louisiana have been violated. The Motor Carrier Division also provides an ongoing review of all motor carrier and pipeline regulations through the Commission's rulemaking process to continually meet the needs of the public, including regulated carriers.

State Outcome Goals advanced by Objective: Diversified Economic Growth, Transportation, Safe and Thriving Children and Families, Natural Resources, and Transparent, Accountable, and Effective Government.

Goals:

- I. Administer the rules and orders of the Commission to assure the public of safe and dependable transportation services.
- II. More effective enforcement activities to improve carrier compliance with regulatory requirements; thus, protecting the consumer and carriers against unjust, unreasonable and discriminatory rates and charges.

Objective I.1 Through the Motor Carrier activity provide timely service by processing 100% of all applications within 5 days of receipt of complete information.

Strategy I.1.1 Maintain written guidelines for timely processing of all registrations.

Strategy I.1.2 Continued training of employees.

Performance Indicators:

Input: Number of applications received.

Outcome: Percentage of applications processed within 5 days.

Output: Number of applications processed within 5 days.

State Outcome Goals advanced by Objective:

- Safe and Thriving Children and Families

The division contributes directly to the State's well-being by regulating common carriers of household goods, waste, passengers, pipelines, and the providers of non-consensual towing and recovery, assuring the public of safe and dependable transportation services and protecting consumers and carriers against unjust, unreasonable, and discriminatory rates and charges.

- Transportation

The activity helps to advance the Transportation goal by assuring the public that only properly certificated common carriers are utilizing Louisiana highways and that those common carriers have complied with all liability insurance and financial responsibility requirements of the state.

- Natural Resources

Ensuring that waste is transported by and disposed of properly by certificated and trained carriers, thereby protecting the environment and the state's natural resources.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

Objective I.2: Through the Motor Carrier activity, ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Strategy I.2.1 Follow guidelines for issuance of all orders.

Strategy I.2.2 Track progress of Commission decisions.

Performance Indicators:

Output: Number of orders issued by division.
 Outcome: Percentage of division orders issued within 30 days.
 Efficiency: Average number of days to issue orders.

State Outcome Goals advanced by Objective:

- Safe and Thriving Children and Families

The division contributes directly to the State's well-being by regulating common carriers of household goods, waste, passengers, pipelines, and the providers of non-consensual towing and recovery, assuring the public of safe and dependable transportation services and protecting consumers and carriers against unjust, unreasonable and discriminatory rates and charges.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

Objective I.3: Through the Motor Carrier activity, provide timely service by processing 95% of all pipeline rate increase requests within one year of receipt of complete information.

Strategy I.3.1 Maintain written guidelines for timely processing of all pipeline rate increase requests.

Strategy I.3.2 Continued training of employees.

Performance Indicators:

Input: Number of pipeline rate increases received.
Input: Number of pipeline rate requests completed.
Outcome: Percentage of pipeline rate requests completed in one year.
Efficiency: Average length of time to complete pipeline rate requests.

State Outcome Goals advanced by Objective:

- Safe and Thriving Children and Families

The division contributes directly to the State's well-being by regulating common carriers of household goods, waste, passengers, pipelines, and the providers of non-consensual towing and recovery, assuring the public of safe and dependable transportation services and protecting consumers and carriers against unjust, unreasonable and discriminatory rates and charges.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

Objective II.1 Through the Motor Carrier activity, achieve a resolution rate of at least 90% of complaints received and investigations conducted by the division within 45 business days of receipt of complete information.

Strategy II.1.1 Maintain information on website to promote public awareness and common carrier compliance.

Strategy II.1.2 Continued training of employees.

Strategy II.1.3 Track complaints utilizing a database.

Performance Indicators:

Input: Number of complaints received
Output: Number of complaints resolved.
Outcome: Percentage of complaints and investigations resolved within 45 days.
Efficiency: Average number of days to process complaints.

State Outcome Goals advanced by Objective:

- Safe and Thriving Children and Families

The division contributes directly to the State's well-being by regulating common carriers of household goods, waste, passengers, pipelines, and the providers of non-consensual towing and recovery, assuring the public of safe and dependable transportation services and protecting consumers and carriers against unjust, unreasonable and discriminatory rates and charges.

- Transportation

The activity helps to advance the Transportation goal by assuring the public that only properly certificated common carriers are utilizing Louisiana highways and that those common carriers have complied with all liability insurance and financial responsibility requirements of the state.

- Natural Resources

Ensuring that waste is transported by and disposed of properly certificated and trained carriers, thereby protecting the environment and the state's natural resources.

- Transparent, Accountable, and Effective Government

Information about department operations and decisions is readily available to the public via the agency website and its monthly public meetings, enabling and encouraging public awareness and promoting successful customer service.

PRIMARY PERSONS BENEFITING FROM EACH OBJECTIVE

Objective	Citizens	Industry	Commission Staff	Legislature Governor	Other Users: Advocacy, Environmental
I.1	•	•			
I.2	•	•	•		•
I.3	•	•	•		•
II.1	•	•			•

District Offices

Authority

Constitution of the State of Louisiana, Article IV, Section 21;
Louisiana Revised Statutes 45:1161, *et seq.*

Mission

The mission of the District Offices is to provide accessibility and information to the public on regulations as it applies to the services provided to the consumer.

Program Activity

Districts One, Two, Three, Four, and Five

The PSC currently regulates 1,200+ public utilities and common carriers and serves over two million direct users and countless others who benefit indirectly. The regulation of such public utilities is critical to the economic climate and the quality of life for all citizens of Louisiana. The public, as well as business and industry has easy access to the services of the PSC via District Offices located strategically across Louisiana. The five elected Commissioners maintain and promote accessibility and information to the public. Accessible, effective, and efficient services ensure that consumer problems, issues, and complaints are addressed in a timely manner. The fair, equitable regulation of the public utilities and common carriers and the service to those companies regulated by the PSC is constant. District office staff works in concert with the PSC central office to protect the ratepayer, as well as to provide services to the citizens and regulated companies while promoting regulatory balances. Regulatory balance begets safe, reliable, service with reasonable, fair rates to the consumer and allows utilities an opportunity to earn a fair rate of return on their investment. For over 100 years, the PSC has regulated public utilities and common carriers in a firm but fair manner to ensure that the regulated community is provided the opportunity to earn a fair rate of return and Louisiana consumers enjoy low rates and high quality service.

State Outcome Goals advanced: Diversified Economic Growth; Hurricane Protection and Emergency Preparedness; Safe and Thriving Children and Families; Natural Resources; Transportation; and Transparent, Accountable, and Effective Government.

Goals:

- I. Provide effective and efficient services to ensure that consumer problems, issues, and complaints are sufficiently monitored and addressed in a timely manner.

- II. Promote fair regulation of the public utilities and common carriers operating in the State of Louisiana.

Objective I.1 Through the District Office activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within 45 business days of formal notification to the utility.

Strategy I.1.1 Provide management oversight for turnaround times on all complaints.

Strategy I.1.2 Ensure staff is trained to timely respond to complaints.

Strategy I.1.3 Track complaints utilizing a database.

Performance Indicators:

Input: Number of complaints received.
Outcome: Number of complaints resolved.
Outcome: Percentage of complaints resolved within 45 business days.
Efficiency: Average number of days to process complaints.

State Outcome Goals advanced by Objective:

The objective advances the following State Outcome Goals Department-wide:

- Diversified Economic Development
- Safe and Thriving Children and Families
- Natural Resources
- Transportation
- Transparent, Accountable, and Effective Government
- Hurricane Protection and Emergency Preparedness

Objective II.1 Through the District Office activity, to maintain a system of regulation, of utilities and common carriers, such that no more than two successful legal challenges are made to the orders promulgated by the Commission.

Strategy II.1.1 Provide Commissioners with updated information and sound recommendations to assist with decision making.

Strategy II.1.2 Keep abreast of the latest regulatory developments.

Strategy II.1.3 Maintain a well trained staff.

Strategy II.1.4 Maintain accurate and complete records.

Performance Indicators:

Outcome: Number of successful legal challenges.

Quality: Number of orders promulgated

State Outcome Goals advanced by Objective:

The objective advances the following State Outcome Goals Department-wide:

- Diversified Economic Development
- Safe and Thriving Children and Families
- Natural Resources
- Transportation
- Transparent, Accountable, and Effective Government
- Hurricane Protection and Emergency Preparedness

Detailed explanations are included in each department activity.

PRIMARY PERSONS BENEFITING FROM EACH OBJECTIVE

Objective	Citizens	Industry	Commission Staff	Legislature Governor	Other Users: Advocacy, Environmental
I.1	•	•			•
I.2	•	•	•		

APPENDIX

Principal Clients and Users:

The principal clients and users are the Public Service Commission Staff, regulated common carriers and public utilities, solicitors (telemarketers) in compliance with law, citizens of the state of Louisiana, various industries, environmentalists, advocacy groups, state and federal agencies and Legislators.

External Factors Affecting Agency Goals and Objectives:

Potential external factors beyond our control include, but are not limited to: staff reduction; unanticipated reductions in the Commission budget due to decreases in revenues received, and thus Inspection and Supervision Fees paid, from regulated public utilities and common carriers; legislative changes; changes in state and/or federal law or rules and regulations; negative trends in the global economy can negatively affect business growth in Louisiana; reluctance of the public and customers to adapt to new technology; emergencies such as natural disasters can cause unpredictable loss and can impede agency operations; challenges in court on a decision made by the Public Service Commission.

Statutory Requirements:

The enabling authority for the Department of Public Service, Public Service Commission is the Constitution of the State of Louisiana, Article IV, Section 21. Additional authority is provided by statute: Louisiana R.S. 36:721 and 722; R.S. 45:161, *et seq.*; R.S. 45: 844.11, *et seq.*; R.S. 45:1161, *et seq.*; R.S. 45:1177 (A)(2) and (3) and (C); R.S. 45:1177.1; R.S. 45:1180 (A) and 45:1181, *et seq.*

Program Evaluation Used to Develop Objectives:

The program evaluations utilized to develop objectives and strategies was based on group management meetings. Staff presented results of internal reviews and analysis to set goals and objectives. Program management, in turn, presented goals and objectives to senior management for review of factors to determine if the goals are realistic, within the means or resources of the program and to determine if the goals and objectives are compatible with the mission and the vision of the Department. As there had been no outside requests for changes and only minor changes were forthcoming from division directors, OPB and legislative staff were not included in the planning process.

Duplication of Effort:

No other state agency or department performs the functions or exercises the constitutional and statutory control of the Public Service Commission on a statewide basis. Therefore, there is no duplication of effort due to the unique status and constitutional authority of the Commission. The

four programs within the department have completely unique missions and mandates. There is no overlap of responsibility or function.

Performance Measure Validity, Reliability, etc.:

Performance indicators are used to evaluate the effectiveness and efficiency of the various divisions, streamline processes and steer future strategic planning of the Department. See Performance Indicator Documentation Sheets.

Record Retention:

All documents used in the development of the strategic plan are preserved and maintained in accordance with an approved Records Retention Schedule. Division directors or their designated representatives maintain performance data in their areas in either reports or database. The central point for collection of this data for performance reporting resides in the Management and Finance Division. The Performance files include current and previous Strategic Plans, current and previous Operational Plans, and input worksheets for Louisiana Performance Accountability System (LaPas) quarterly reporting.

Monitoring and Evaluation processes:

To ensure that data reported on performance indicators are consistent, valid, and reliable, Commission Staff is trained on the guidelines for reporting data to the strategic planning/performance coordinator. Some of the internal systems used for supporting documentation include, but are not limited to, Help Desk database, IT Inventory database, Do Not Call Database, Valence System, and the Consumer Complaint Tracking System. The coordinator has the responsibility for collating the performance data reported and entering it into an internal performance database. The data is reviewed by the coordinator and agency management for discrepancies or problems so they may be addressed in a timely manner, ensuing quality is maintained and improved. Actual results achieved are measured against expected performance, and over time compared with planned results. Consistent throughout the process is a continual review by staff and agency management.

Human Resource Policies Beneficial to Women and Families:

ACT 1078 of 2003 (Women and Families)

The agency is fully committed to ensuring full compliance with all human resources policies that provide assistance and support to females and families. All policies are monitored for compliance with state and federal rules and regulations.

Initiatives that are presently utilized are:

- Work Schedules and Work Hours: Availability of flexible work schedules and work hours for employees.

- Crisis Leave Pool: Accessibility to a pool of annual leave that may be used by eligible employees who cannot work due to the catastrophic illness or injury of themselves or an eligible family member, when the employee has insufficient paid leave to cover the crisis period.
- In accordance with federal law, the Department supports the Family and Medical Leave Act (“FMLA”) and upholds practices within those guidelines, supporting employees and families.
- Parental Leave: The employee is entitled to compensation at the rate of 100% of their base pay while on parental leave.
- Continuing to develop human resource policies to ensure that management and employees are kept abreast of human resources issues.

Internal/External Assessment

Performance Indicator Documentation Sheets

Strategic Planning Checklist

Internal/External Assessment

SWOT Analysis

An assessment of the Public Service Commission has identified at the department level the following strengths, weaknesses, opportunities, and threats:

Strengths:

Created in 1921 by the Constitution of the State of Louisiana, Article IV, Section 21.

Ethical and dedicated staff with a reputation for a high standard of performance.

The small size of the department allows for easier communication within the organizational structure.

Effective use of limited budget resources.

Using a comparison of Louisiana's residential retail electric rates to other states' residential retail electric rates as a benchmark, Louisiana's residential retail electric rates have consistently been in the top 10 lowest rates in the country for the last 10 years (2015-2024). See [Electric Power Monthly - U.S. Energy Information Administration \(EIA\)](#)

Specialized staff can adapt to ever-changing utility operations, functions, and regulations.

Regulatory process that is fair, open, encourages public participation, and anticipates the demands of an evolving regulatory environment.

Website, and a presence on social media, for the distribution of essential news and information associated with the Commission's operations. The Commission's website also provides access to a Calendar of Events (hearings, Business and Executive Sessions, etc.), a search engine for regulated utilities and common carriers, guidance for filing consumer complaints, access to PSC documents, and information on the Do Not Call Program. In addition, the Commission live streams the monthly Business and Executive Sessions on our YouTube channel and publishes the link on the website.

Comprehensive databases and database applications to support the Commission's work with the public including, but not limited to, Docket Management, Content Management and Imaging, Regulated Utilities and Common Carriers Management and Compliance, Storm Outages and GIS Mapping, Consumer Complaint Tracking, Do Not Call Registrations and Management, and supporting database applications for Commission day to day operations.

Weaknesses:

Small staff compared to equivalent regulators throughout the United States.

Some projects required to be completed by PSC Staff exceed the available employee and/or monetary resources of the Commission.

Opportunities:

Expand activities and efforts of PSC as liaison and advisor to the public and other state agencies on matters related to utility and common carrier services and regulation, energy efficiency measures, and storm preparation and information.

Organize/rewrite the rules and regulations promulgated by PSC orders into a comprehensive "code" for easier access for the public and PSC staff.

Train staff to handle the growing demands of utilities seeking funding for energy initiatives, allowing these utilities to pass the benefits of such programs to ratepayers.

Participation in the National Association of Regulatory Commissioners (NARUC), which provides information on customer needs, best methods to reach customers, and educational materials to Commission staff. It also provides a networking medium between staff of other commissions.

Actively participate in statewide and federal forums to ensure the best outcome for Louisiana consumers in the increasingly competitive and complex utility industry.

Gain a clearer understanding of how rising utility and common carrier service costs impact consumers.

Expand the online processes to include the electronic filing of required documents for regulated utilities, common carriers, and dockets. Continue to develop and expand the ability for regulated entities to be able to submit payments online where feasible.

Expand and enhance the Outages application to make it easier for regulated utilities to report outages during major storm events. Enhance the mapping and reporting capabilities to further support the Commission's advisory role at GOHSEP during major storm events.

Threats:

Potential lack of essential funding in the budget process to meet staffing and resource needs.

Staff turnover due to non-competitive pay.

Changes in the regulatory environment.

Economic factors forcing common carriers to close their businesses.

Constantly evolving cybersecurity threats specific to government agencies.

Performance Indicator Documentation

Program: Administrative

Activity: Executive

Objective: I.1 Through the Executive activity provide oversight, leadership and support services necessary to efficiently and effectively achieve the objectives established for all department programs.

Indicator Name: Percentage of program objectives achieved.

Indicator PI Code: 10209

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is the Commission annual budget as appropriated and internal log. Performance data reported from all programs. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the percentage of twelve objectives met.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: I.1 Through the Executive activity provide oversight, leadership and support services necessary to efficiently and effectively achieve the objectives established for all department programs.

Indicator Name: Number of days activated.

Indicator PI Code: 23470

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** As primary responders, this indicator will track the number of days staff are activated under the State's Emergency Operations Plan.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donnie Marks, Utilities Administrator, Utilities Division (225) 342-1403, Donnie.Marks@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: I.1 Through the Executive activity provide oversight, leadership and support services necessary to efficiently and effectively achieve the objectives established for all department programs.

Indicator Name: Number of days reports submitted timely.

Indicator PI Code: 23471

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, and Reliability:** It indicates the level of effort toward accomplishment of the objective.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking system. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donnie Marks, Utilities Administrator, Utilities Division (225) 342-1403, Donnie.Marks@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: I.1 Through the Executive activity provide oversight, leadership and support services necessary to efficiently and effectively achieve the objectives established for all department programs.

Indicator Name: Percentage of outage reports and outage maps provided to the GOHSEP by established deadlines or as required.

Indicator PI Code: 23469

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the percentage of reports and maps provided timely.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity ensure fiscal reliability and maximize human resource and information technology assets.

Indicator Name: Number of software development requests.

Indicator PI Code: 23476

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To utilize information technology applications to maximize productivity.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of software development requests received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** David Dufrene, I.T. Manager, Management and Finance (225) 342-2538, David.Dufrene@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity ensure fiscal reliability and maximize human resource and information technology assets.

Indicator Name: Number of helpdesk requests received.

Indicator PI Code: 23479

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To ensure staff requests are received and addressed timely manner to promote efficiency and effectiveness.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of helpdesk requests received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** David Dufrene, I.T. Manager, Management and Finance (225) 342-2538, David.Dufrene@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity ensure fiscal reliability and maximize human resource and information technology assets.

Indicator Name: Percentage of requests for software development scheduled within 5 days.

Indicator PI Code: 23476

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** To respond timely to utilize information technology applications to maximize productivity.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of requests completed within 5 days divided by the total number of requests.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity, ensure fiscal reliability and maximize human resources and information technology assets.

Indicator Name: Percentage of helpdesk requests completed within 2 days

Indicator PI Code: 23477

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** To ensure staff requests are received and addressed timely to promote efficiency and effectiveness.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of requests completed within 2 days divided by the total number of requests.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity, ensure fiscal reliability and maximize human resources and information technology assets.

Indicator Name: Percentage of annual premium credit from the Office of Risk Management.

Indicator PI Code: 23473

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of a successful State Loss Prevention Audit.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Annual premium invoices from Risk Management indicate reduction where applicable.
6. **Calculation Methodology:** Annual premium invoices from Risk Management indicate reduction where applicable.
7. **Scope:** Disaggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance (225) 342-2834, Donna.Seidel@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity, ensure fiscal reliability and maximize human resources and information technology assets.

Indicator Name: Savings resulting from annual premium credit.

Indicator PI Code: 24316

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure that shows the impact of successfully passing the State Loss Prevention audit.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The annual invoice from Risk Management shows the dollar savings.
6. **Calculation Methodology:** The annual invoice from Risk Management shows the dollar savings.
7. **Scope:** Disaggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance (225) 342-2834, Donna.Seidel@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity, ensure fiscal reliability and maximize human resources and information technology assets.

Indicator Name: Number of repeat reportable audit findings.

Indicator PI Code: 23474

1. **Type and Level:** Quality; Supporting indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective. To implement sound financial practices and fiscal controls, as demonstrated by having no repeat audit findings in the department's audits.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Legislative audit findings are clear and distinct; a comparison of findings from year to year shows any repeat findings.
6. **Calculation Methodology:** Legislative audit findings are clear and distinct; a comparison of findings from year to year shows any repeat findings.
7. **Scope:** Disaggregate
8. **Caveats:** The only limitation is that audits do not take place annually.
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Pat Lumbard, Administrative Program Director, Management and Finance, (225) 342-4424, Pat.Lumbard@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: II.1 Through the Management and Finance activity, ensure fiscal reliability and maximize human resources and information technology assets.

Indicator Name: Number of repeat reportable Civil Service audit findings.

Indicator PI Code: 23475

1. **Type and Level:** Quality; Supporting indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective. To implement sound human resource practices, as demonstrated by having no repeat audit findings in the department's audits.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Civil Service audit findings are clear and distinct; a comparison of findings from year to year shows any repeat findings.
6. **Calculation Methodology:** Civil Service audit findings are clear and distinct; a comparison of findings from year to year shows any repeat findings.
7. **Scope:** Disaggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Sarah Rogers, Human Resource Director, Management and Finance, (225) 219-7541, Sarah.Rogers@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: III.1 Through the Office of Executive Counsel, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner, in furtherance of the Commission's constitutional and legislative mandates.

Indicator Name: Number of orders issued.

Indicator PI Code: 6323

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** It is a record of proceedings acted upon by the Commission.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders issued by the division.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Elizabeth Bradstreet, I.T. Associate, Records
(225) 342-6017, Elizabeth.Bradstreet2@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: III.1 Through the Office of Executive Counsel, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner, in furtherance of the Commission's constitutional and legislative mandates.

Indicator Name: Number of rate cases heard.

Indicator PI Code: 6328

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** Rate cases affect residential, commercial, and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of rate cases heard.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lauren Evans, Attorney Deputy General Counsel, Office of Executive Counsel, (225) 342-9888, Lauren.Evans@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: III.1 Through the Office of Executive Counsel, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner, in furtherance of the Commission's constitutional and legislative mandates.

Indicator Name: Percentage of division orders issued within 30 days

Indicator PI Code: 6325

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It indicates the level of effort toward accomplishment of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders issued within 30 days divided by the total number of orders counted in the vote.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: III.1 Through the Office of Executive Counsel, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner, in furtherance of the Commission's constitutional and legislative mandates.

Indicator Name: Percentage of rate cases completed in one year.

Indicator PI Code: 10217

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It indicates the level of effort toward accomplishment of the objective. Rate cases affect residential, commercial, and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of rate cases completed within one year divided by the total number of cases heard.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: III.1 Through the Office of Executive Counsel, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner, in furtherance of the Commission's constitutional and legislative mandates.

Indicator Name: Average number of days to issue orders.

Indicator PI Code: 673

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how efficiently orders are issued.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days from vote to issuance divided by the total number of orders counted in the vote.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: III.1 Through the Office of Executive Counsel, provide the skilled representation to the Commission to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner, in furtherance of the Commission's constitutional and legislative mandates.

Indicator Name: Average length of time to complete rate cases (months).

Indicator PI Code: 675

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** Measures the average time needed to process a rate increase. Rate cases affect residential, commercial, and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of months from the filing date to the decision, divided by the number of rate cases heard.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: IV.1 Through the Do Not Call activity, achieve a resolution rate of at least 98% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.

Indicator Name: Number of complaints received.

Indicator PI Code: 20672

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how many consumers registered with the program request assistance with solicitor calls.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints received monthly.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lisa Stevenson, Administrative Program Specialist, Management and Finance/Do Not Call (225) 219-9650, Lisa.Stevenson@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: IV.1 Through the Do Not Call activity, achieve a resolution rate of at least 98% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.

Indicator Name: Number of complaints resolved.

Indicator PI Code: 20673

1. **Type and Level:** Output; Supporting indicator
2. **Rationale, Relevance, Reliability:** It indicates the level of effort toward accomplishment of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints resolved.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lisa Stevenson, Administrative Program Specialist, Management and Finance/Do Not Call (225) 219-9650, Lisa.Stevenson@LA.GOV

Performance Indicator Documentation

Program: Administrative

Objective: IV.1 Through the Do Not Call activity, achieve a resolution rate of at least 98% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.

Indicator Name: Percentage of complaints resolved within 100 business days.

Indicator PI Code: 20675

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints resolved within 100 days divided by the total number of complaints received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

Objective: IV.1 Through the Do Not Call activity, achieve a resolution rate of at least 98% of complaints received by the Do Not Call Program within 100 business days of receipt of complete information.

Indicator Name: Average number of days to process complaints.

Indicator PI Code: 20674

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To ensure consumer complaints are being processed in a timely manner.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days to resolve complaints divided by the total number of complaints resolved.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Administrative

General Performance Indicator

Indicator Name: Number of registered residential telephone subscribers.

Indicator PI Code: 14503

1. **Type and Level:** General Performance
2. **Rationale, Relevance, Reliability:** To determine public response by the number of residents utilizing the program.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Information is collected monthly and reported at year-end.
6. **Calculation Methodology:** Standard calculation of the number of registered telephone subscribers.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lisa Stevenson, Administrative Program Specialist, Management and Finance/Do Not Call (225) 219-9650, Lisa.Stevenson@LA.GOV

Performance Indicator Documentation

Program: Administrative

General Performance Indicator

Indicator Name: Number of registered solicitors (telemarketers).

Indicator PI Code: 13691

1. **Type and Level:** General Performance
2. **Rationale, Relevance, Reliability:** To determine solicitor compliance. Registrations fund the program.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Information is collected monthly and reported at year-end.
6. **Calculation Methodology:** Standard calculation of the number of registered solicitors.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lisa Stevenson, Administrative Program Specialist, Management and Finance/Do Not Call (225) 219-9650, Lisa.Stevenson@LA.GOV

Performance Indicator Documentation

Program: Administrative

General Performance Indicator

Indicator Name: Amount of solicitor registration collections.

Indicator PI Code: 13692

1. **Type and Level:** General Performance
2. **Rationale, Relevance, Reliability:** Registration collections fund the program.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Information is collected monthly and reported at year-end.
6. **Calculation Methodology:** Standard calculation of the amount of solicitor registration collections.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lisa Stevenson, Administrative Program Specialist, Management and Finance/Do Not Call (225) 219-9650, Lisa.Stevenson@LA.GOV

Performance Indicator Documentation

Program: Administrative

General Performance Indicator

Indicator Name: Amount of collections from solicitor violations.

Indicator PI Code: 15797

1. **Type and Level:** General Performance
2. **Rationale, Relevance, Reliability:** It is a direct measure of the indicator. The violation collections assist in supporting the program.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Information is collected monthly and reported at year-end.
6. **Calculation Methodology:** Standard calculation of the amount of violation collections received monthly.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Lisa Stevenson, Administrative Program Specialist, Management and Finance/Do Not Call (225) 219-9650, Lisa.Stevenson@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective: I.1 Through the Utilities activity, generate \$100 million in direct and indirect savings to utilities ratepayers through prudent review of existing and proposed rate schedules.

Indicator Name: Number of utility rate filings.

Indicator PI Code: 10225

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how many companies submit rate filings.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of utility rate filings.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donnie Marks, Utilities Administrator, Utilities Division (225) 342-1413, Donnie.Marks@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective: I.1 Through the Utilities activity, generate \$100 million in direct and indirect savings to utilities ratepayers through prudent review of existing and proposed rate schedules.

Indicator Name: Direct savings to ratepayers (in millions).

Indicator PI Code: 695

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective. Refunds or rate credits for existing rates affect residential, commercial and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.

Clarity: Direct savings result from refunds or rate credits recommended by the program and ordered by the Commission.
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** A formula is used based on the amount of reduction.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donnie Marks, Utilities Administrator, Utilities Division (225) 342-1413, Donnie.Marks@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective: I.1 Through the Utilities activity, generate \$100 million in direct and indirect savings to utilities ratepayers through prudent review of existing and proposed rate schedules.

Indicator Name: Indirect savings to ratepayers (in millions).

Indicator PI Code: 694

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective. Rate increases affect residential, commercial and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** Indirect savings are monies ratepayers will not have to pay as a result of some action of the Commission. For example, requested rate increases denied or reduced by the Public Service Commission based upon recommendations by the program.
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** The amount of increase denied after audit analysis of the company's revenue requirement.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Robin Pendergrass, Audit Director, Utilities Division (225) 342-1457, Robin.Pendergrass@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective: II.1 Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.

Indicator Name: Number of cases heard.

Indicator PI Code: 11677

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To measure public hearings scheduled and completed by Administrative Law Judges.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of hearings held.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Melanie Verzwylt, Attorney- General Counsel, Administrative Hearings Division, (225) 219-9417, Melanie.V@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective: II.1 Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.

Indicator Name: Number of recommendations issued.

Indicator PI Code: 20689

1. **Type and Level:** Output; Supporting indicator
2. **Rationale, Relevance, Reliability:** To measure completion of cases after hearing.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of recommendations issued.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Melanie Verzwylt, Attorney- General Counsel, Administrative Hearings Division, (225) 219-9417, Melanie.V@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective: II.1 Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.

Indicator Name: Percentage of recommendations issued within 120 days.

Indicator PI Code: 11668

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the total number of recommendations issued within 120 days divided by the total number of recommendations.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Support Services

Objective: II.1 Through the Administrative Hearings activity, ensure 98% of proposed recommendations to the Commissioners are issued within 120 days of close of record following each public hearing.

Indicator Name: Average length of time to issue proposed recommendations.

Indicator PI Code: 11671

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how efficiently recommendations are issued.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days to issue all recommendations divided by the total number of recommendations issued.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Support Services

Objective II.2: Through the Administrative Hearings activity, ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Indicator Name: Number of division orders issued.

Indicator PI Code: 23482

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** It is a record of proceedings acted upon by the Commission.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders issued by the division.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Elizabeth Bradstreet, I.T. Associate, Records
(225) 342-6017, Elizabeth.Bradstreet2@LA.GOV

Performance Indicator Documentation

Program: Support Services

Objective II.2: Through the Administrative Hearings activity, ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Indicator Name: Percentage of division orders issued within 30 days.

Indicator PI Code: 23480

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders issued within 30 days divided by the total number of orders counted in the vote.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Support Services

Objective II.2: Through the Administrative Hearings activity, ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Indicator Name: Average number of days to issue orders.

Indicator PI Code: 23481

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how efficiently orders are issued.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days from vote to issuance divided by the total number of orders counted in the vote.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.1 Through the Motor Carrier activity provide timely service by processing 100% of all applications within 5 days of receipt of complete information.

Indicator Name: Number of applications received.

Indicator PI Code: 11871

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how many common and contract carriers applied for authority.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of applications received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Tammy Burl, PSC Transportation Administrator, Motor Carrier (225) 342-1430, Tammy.Burl@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.1 Through the Motor Carrier activity provide timely service by processing 100% of all applications within 5 days of receipt of complete information.

Indicator Name: Percentage of applications processed within 5 days.

Indicator PI Code: 11870

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of applications processed within 5 days divided by the total number of applications received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.1 Through the Motor Carrier activity provide timely service by processing 100% of all applications within 5 days of receipt of complete information.

Indicator Name: Number of applications processed within 5 days.

Indicator PI Code: 20690

1. **Type and Level:** Output; Supporting indicator
2. **Rationale, Relevance, Reliability:** It indicates the level of effort toward accomplishment of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of applications processed within 5 days.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Tammy Burl, PSC Transportation Administrator, Motor Carrier (225) 342-1430, Tammy.Burl@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.2 Ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Indicator Name: Number of division orders issued.

Indicator PI Code: 25985

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** It is a record of proceedings acted upon by the Commission.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders issued.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Elizabeth Bradstreet, I.T. Associate, Records
(225) 342-6017, Elizabeth.Bradstreet2@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.2 Ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Indicator Name: Percentage of division orders issued within 30 days.

Indicator PI Code: 25983

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders issued within 30 days divided by the total number of orders counted in the vote.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.2 Ensure that at least 98% of Public Service Commission orders assigned to division will be issued within 30 days of decision.

Indicator Name: Average number of days to issue orders.

Indicator PI Code: 25984

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how efficiently orders are issued.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote), and date of issuance. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days from vote to issuance divided by the total number of orders counted in the vote.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.3 Through the Motor Carrier activity, provide timely service by processing 95% of all pipeline rate increase requests within one year of receipt of complete information.

Indicator Name: Number of pipeline rate increase requests received.

Indicator PI Code: 26440

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how many companies submit rate increase requests.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of pipeline rate increase requests.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Tammy Burl, PSC Transportation Administrator, Motor Carrier (225) 342-1430, Tammy.Burl@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.3 Through the Motor Carrier activity, provide timely service by processing 95% of all pipeline rate increase requests within one year of receipt of complete information.

Indicator Name: Number of pipeline rate requests completed.

Indicator PI Code: 26441

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** Rate requests affect residential, commercial, and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of rate requests completed.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Tammy Burl, PSC Transportation Administrator, Motor Carrier (225) 342-1430, Tammy.Burl@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.3 Through the Motor Carrier activity, provide timely service by processing 95% of all pipeline rate increase requests within one year of receipt of complete information.

Indicator Name: Percentage of pipeline rate requests completed in one year.

Indicator PI Code: 26439

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It indicates the level of effort toward accomplishment of the objective. Rate cases affect residential, commercial, and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote) with date of issuance and FERC Index methodology. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of rate cases completed within one year divided by the total number of cases heard.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: I.3 Through the Motor Carrier activity, provide timely service by processing 95% of all pipeline rate increase requests within one year of receipt of complete information.

Indicator Name: Average length of time to complete pipeline rate requests.

Indicator PI Code: 26442

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** Measures the average time needed to process a rate increase. Rate increase requests affect residential, commercial, and industrial customers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** Internal tracking – Commission Business and Executive Meeting decision (vote) with date of issuance and FERC Index methodology. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of months from the filing date to the decision, divided by the number of rate cases heard.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: II.1 Through the Motor Carrier activity, achieve a resolution rate of at least 90% of complaints received and investigations conducted by the division within 45 business days of receipt of complete information.

Indicator Name: Number of complaints received.

Indicator PI Code: 22576

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how many complaints are filed against common and contract carriers.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Tammy Burl, PSC Transportation Administrator, Motor Carrier (225) 342-1430, Tammy.Burl@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: II.1 Through the Motor Carrier activity, achieve a resolution rate of at least 90% of complaints received and investigations conducted by the division within 45 business days of receipt of complete information.

Indicator Name: Number of complaints resolved.

Indicator PI Code: 22577

1. **Type and Level:** Output; Supporting indicator
2. **Rationale, Relevance, Reliability:** It indicates level of effort toward accomplishment of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints resolved.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Tammy Burl, PSC Transportation Administrator, Motor Carrier (225) 342-1430, Tammy.Burl@LA.GOV

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: II.1 Through the Motor Carrier activity, achieve a resolution rate of at least 90% of complaints received and investigations conducted by the division within 45 business days of receipt of complete information.

Indicator Name: Percentage of complaints and investigations resolved within 45 days.

Indicator PI Code: 22575

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints resolved within 45 days divided by the total number of complaints received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: Motor Carrier Registration

Objective: II.1 Through the Motor Carrier activity, achieve a resolution rate of at least 90% of complaints received and investigations conducted by the division within 45 business days of receipt of complete information.

Indicator Name: Average number of days to process complaints.

Indicator PI Code: 22578

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To ensure consumer complaints are being processed in a timely manner.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days to resolve complaints divided by the total number of complaints resolved.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: District Offices

Objective: I.1 Through the District Office activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within 45 business days of formal notification to the utility.

Indicator Name: Number of complaints received.

Indicator PI Code: 718

1. **Type and Level:** Input; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine how many complaints are filed against regulated utilities.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Staff at each of the five district offices.
Amy Henry, PSC Consumer Specialist, District One, (504) 846-6958
Peggy Lantrip, PSC Consumer Specialist, District Two, (225) 765-5034
Cedric Anderson, PSC Enforcement Agent, District Three, (504) 568-2182
Clint Person, PSC Enforcement Agent, District Four, (337) 514-2205
Bethany Reeves, PSC Enforcement Agent, District Five, (318) 362-3318

Performance Indicator Documentation

Program: District Offices

Objective: I.1 Through the District Office activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within 45 business days of formal notification to the utility.

Indicator Name: Number of complaints resolved.

Indicator PI Code: 6350, 6351, 6352, 6353, 6354

1. **Type and Level:** Output; Supporting indicator
2. **Rationale, Relevance, Reliability:** It indicates level of effort toward accomplishment of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints resolved.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Staff at each of the five district offices.
Amy Henry, PSC Consumer Specialist, District One, (504) 846-6958
Peggy Lantrip, PSC Consumer Specialist, District Two, (225) 765-5034
Cedric Anderson, PSC Enforcement Agent, District Three, (504) 568-2182
Clint Person, PSC Enforcement Agent, District Four, (337) 514-2205
Bethany Reeves, PSC Enforcement Agent, District Five, (318) 362-3318

Performance Indicator Documentation

Program: District Offices

Objective: I.1 Through the District Office activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within 45 business days of formal notification to the utility.

Indicator Name: Percentage of complaints resolved within 45 business days.

Indicator PI Code: 14639

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of complaints resolved within 45 days divided by the total number of complaints received.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: District Offices

Objective: I.1 Through the District Office activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within 45 business days of formal notification to the utility.

Indicator Name: Average number of days to process complaints.

Indicator PI Code: 10234, 10235, 10236, 10237, 10238

1. **Type and Level:** Efficiency; Supporting indicator
2. **Rationale, Relevance, Reliability:** To ensure consumer complaints are being processed in a timely manner.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of days to resolve complaints divided by the total number of complaints resolved.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance, (225) 342-2834, Donna.Seidel@la.gov

Performance Indicator Documentation

Program: District Offices

Objective: II.1 Through the District Office activity, to maintain a system of regulation, of utilities and common carriers, such that no more than two successful legal challenges are made to the orders promulgated by the Commission.

Indicator Name: Number of successful legal challenges.

Indicator PI Code: 10248

1. **Type and Level:** Outcome; Key indicator
2. **Rationale, Relevance, Reliability:** It is a direct measure of the objective.
3. **Use:** Used for internal management.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of successful legal challenges.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Kathryn Bowman, Executive Counsel, Office of Executive Counsel, (225) 342-4427, Kathryn.Bowman@la.gov

Performance Indicator Documentation

Program: District Offices

Objective: II.1 Through the District Office activity, to maintain a system of regulation, of utilities and common carriers, such that no more than two successful legal challenges are made to the orders promulgated by the Commission.

Indicator Name: Number of orders promulgated.

Indicator PI Code: 10250

1. **Type and Level:** Quality; Supporting indicator
2. **Rationale, Relevance, Reliability:** To determine the number of orders that can be challenged.
3. **Use:** Used for internal management and outcome based budgeting.
4. **Clarity:** None needed
5. **Data Source, Collection, and Reporting:** The source is internal tracking. Reporting is done monthly and quarterly.
6. **Calculation Methodology:** Standard calculation of the number of orders officially approved and issued.
7. **Scope:** Aggregate
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is subject to field audit evaluation by the Legislative Auditor.
10. **Responsible Person:** Donna Seidel, Budget Administrator, Management and Finance (225) 342-2834, Donna.Seidel@LA.GOV

STRATEGIC PLANNING CHECKLIST



- ✓ **Planning Process**
 - ✓ General description of process implementation included in plan process documentation
 - Consultant used
 - If so, identify: _____
 - ✓ Department/agency explanation of how duplication of program operations will be avoided included in plan process documentation
 - ✓ Incorporated statewide strategic initiatives
 - ✓ Incorporated organization internal workforce plans and information technology plans
- ✓ **Analysis Tools Used**
 - ✓ SWOT analysis
 - Cost/benefit analysis
 - ✓ Financial audit(s)
 - ✓ Performance audit(s)
 - ✓ Program evaluation(s)
 - ✓ Benchmarking for best management practices
 - ✓ Benchmarking for best measurement practices
 - Stakeholder or customer surveys
 - ✓ Undersecretary management report (Act 160 Report) used
 - Other analysis or evaluation tools used
 - If so, identify: _____

Attach analysis projects, reports, studies, evaluations, and other analysis tools.
- ✓ **Stakeholders (Customers, Compliers, Expectation Groups, Others) Identified**
 - Involved in planning process
 - ✓ Discussion of stakeholders included in plan process documentation
- ✓ **Authorization for goals**
 - ✓ Authorization exists
 - Authorization needed
 - ✓ Authorization included in plan process documentation
- ✓ **External Operating Environment**
 - ✓ Factors identified and assessed
 - ✓ Description of how external factors may affect plan included in plan process documentation
- ✓ **Formulation of Objectives**
 - ✓ Variables (target group; program & policy variables; and external variables) assessed
 - ✓ Objectives are SMART
- ✓ **Building Strategies**
 - ✓ Organizational capacity analyzed
 - Needed organizational structural or procedural changes identified
 - Resource needs identified
 - ✓ Strategies developed to implement needed changes or address resource needs
 - ✓ Action plans developed; timelines confirmed; and responsibilities assigned
- ✓ **Building in Accountability**
 - ✓ Balanced sets of performance indicators developed for each objective
 - ✓ Documentation Sheets completed for each performance indicator
 - ✓ Internal accountability process or system implemented to measure progress
 - ✓ Data preservation and maintenance plan developed and implemented
- ✓ **Fiscal Impact of Plan**
 - ✓ Impact on operating budget
 - Impact on capital outlay budget
 - Means of finance identified for budget change
 - ✓ Return on investment determined to be favorable

Louisiana Strategic Plan Update

FY 2026-2027 through FY 2030-2031

Top Five Performance Indicators

Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Department and Agency Name: Department of Public Service – Public Service Commission
Performance Indicator 1 <i>(Please identify the objective associated with this performance indicator)</i>
<p>Support Services Program: PI 695 Direct Savings to ratepayers (in millions).</p> <p>Objective I.1: Generate \$100 million in direct and indirect savings to utilities ratepayers through prudent review of existing and proposed rate schedules.</p>
Performance Indicator 2 <i>(Please identify the objective associated with this performance indicator)</i>
<p>Support Services Program: PI 694 Indirect savings to ratepayers (millions).</p> <p>Objective I.1: Generate \$100 million in direct and indirect savings to utilities ratepayers through prudent review of existing and proposed rate schedules.</p>
Performance Indicator 3 <i>(Please identify the objective associated with this performance indicator)</i>
<p>Note: This indicator is used in three programs and three objectives. PI 6325, PI 23480, PI 25983: Percentage of division orders issued within 30 days.</p> <p>Administrative Program: PI 6325 - Objective II.1 Support Services Program: PI 23480- Objective II.2 Motor Carrier Registration Program: PI 25983 – Objective I.2</p>
Performance Indicator 4 <i>(Please identify the objective associated with this performance indicator)</i>
<p>District Offices Program: PI 14639 Percentage of complaints resolved within 45 business days.</p> <p>Objective I.1: Through the District Offices activity, ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within forty-five (45) business days of formal notification to the utility.</p>
Performance Indicator 5 <i>(Please identify the objective associated with this performance indicator)</i>
<p>Administrative Program: PI 23469: Percentage of outage reports and outage maps provided to the GOHSEP by established deadlines or as required.</p> <p>Objective I.1 Through the Executive activity, provide the leadership and oversight necessary to efficiently and effectively achieve the objectives established for all department programs.</p>