

## Goals and Measurable Objectives

Goal	Measurable Objectives
To consider and process rate, service, and authority applications.	<p style="text-align: center;"><u>Historical benchmarks</u></p> <p style="text-align: center;"><u>Utility &amp; Transportation dockets opened:</u>  FY 2004 - 284  FY 2005 - 256  FY 2006 – 204</p> <p>Process and complete consideration of NorthWestern Energy’s informational rate filing (Docket D2006.10.141) in FY 08.</p> <p>Process and complete consideration of any utility rate and/or service filings submitted in FY 08 or 09 in compliance with statutory timeframes.</p> <p>Process and complete consideration of any transportation authority applications and/or requests for rate increases submitted in FY 08 or 09 in compliance with statutory timeframes</p>
To monitor and evaluate energy utilities’ resource planning and procurement activities.	<p>Process and complete consideration of NorthWestern Energy’s biennial electric default supply procurement plan in 2008.</p> <p>Process and complete consideration of NorthWestern Energy’s biennial natural gas default supply procurement plan in 2009.</p> <p>Process and complete consideration of Montana-Dakota Utilities’ biennial electric integrated resource plan in 2008.</p>
To administer the Natural Gas Pipeline Safety Program.	<p>Conduct comprehensive on-site pipeline safety inspections of each pipeline operator, including Operator Qualification, at intervals not to exceed 5 years in order to verify compliance with the PSC’s Pipeline Safety rules (Subchapter 22 of the Administrative Rules of Montana). When warranted, incident and follow-up or construction and specialized inspections will be conducted also.</p> <p>Meet the criterion for pipeline safety program certification with the U.S. Department of Transportation of achieving the minimum of 85 PSC field days per year.</p>
To assist utility customers with their inquiries and complaints about service.	<p style="text-align: center;"><u>Historical benchmarks</u></p> <p style="text-align: center;"><u>Utility consumer complaints:</u>  FY2004 – 1,924  FY2005 – 1,395  FY2006 – 1,114</p> <p style="text-align: center;"><u>Volume of calls to PSC toll-free consumer complaint line</u>  FY 2006 – 10,778</p> <p>The PSC’s Compliance &amp; Public Information Bureau will return calls the same day 100% of the time (excluding weekends and holidays) to consumers who have left messages on the PSC’s toll-free consumer complaint line.</p>
To provide timely public access to information about regulated firms and PSC actions.	<p>Develop and implement electronic filing capability and processes for utility dockets in FY 08.</p>