

Goals and Measurable Objectives

Goal	Measurable Objectives
<p>To consider and process rate, service, and authority applications.</p>	<p style="text-align: center;"><u>Historical benchmarks</u> <u>Utility & Transportation dockets opened:</u> FY2006-204 FY2007-210 FY 2008-194</p> <p>Process and complete consideration of NorthWestern Energy's Colstrip 4 rate base filing (D2008.6.69) by the end of October 2008.</p> <p>Process and complete consideration of any utility rate and/or service filings submitted in FY10 or 11 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 10 or 11 in compliance with statutory timeframes</p> <p>Process and complete consideration of Qwest's Alternative Form of Regulation (AFOR) filing in D2008.1.6 regarding the justness and the reasonableness of rates, schedules and terms and conditions of service.</p> <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 Phase II of NorthWestern Energy's electric and gas cost of service and rate design filing.</p>
<p>To administer the Natural Gas Pipeline Safety Program.</p>	<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>
<p>To assist utility customers with their inquiries and complaints about service.</p>	<p style="text-align: center;"><u>Historical benchmarks</u> <u>Utility consumer complaints:</u> FY2006-1,114 FY2007- 852 FY2008- 875</p> <p style="text-align: center;"><u>Volume of calls to PSC toll-free consumer complaint line</u> FY 2008-8,018</p> <p>The PSC's Compliance & 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>
<p>To provide timely public access to information about regulated firms and PSC actions.</p>	<p>Fully implement electronic filing for utility dockets and continue to fine-tune the e-filing system for ease of use by the PSC and staff, e-filers and all interested persons.</p>

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