AGENCY PERFORMANCE PLAN FY 2016

Name of Agency: Iowa Utilities Board

Agency Mission: The lowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all lowans.

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: Resource Management			Goal 1 - The Iowa Utilities Board will prepare its staff for leadership roles within the agency, and in state, regional, and national regulatory communities. Goal 2 - The Iowa Utilities Board will prepare for staff succession in a manner that will maintain competency, accountability, and the professionalism of the agency when tenured staff depart. Goal 3 - Increase Iowans' awareness of Iowa Utilities Board services, informational resources, and responsibilities.
Desired Outcome(s):			
A fiscally healthy agency with:			
a) Improved Cash Flow	See A below.		
b) Workforce Accountability	See B, C & D below.		

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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Administration			
A = Org # AA10 Issue timely Energy Center and direct assessment billings.	Number of days between target date for billing and issuance of bills.	Goal is 0 days.	Review processes for efficiency and continue cross training of staff.
B = Org # BD01, ST02, GC03, RC04, CS05, EN06, PD07, SE08, TE09, AA10, SERA Employees have value added development goals in their individual performance plans.	Percent of employees with value- added development goals.	Goal is 100%	Align the organizational structure and allocate resources to support the agency mission and vision.
C = Org # BD01, ST02, GC03, RC04, CS05, EN06, PD07, SE08, TE09, AA10, Employees strive to expand their skill sets and knowledge.	Percent of employees who perform development goals identified in the individual performance plan.	Goal is 100%	Align the organizational structure and allocate resources to support the agency mission and vision.

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: Regulation & Compliance	Outcome measure(s)	Outcome rarget	Goal 1 - The Iowa Utilities Board will prepare
			its staff for leadership roles within the
			agency, and in state, regional, and national
			regulatory communities.
			Goal 2 – The Iowa Utilities Board will prepare
			for staff succession in a manner that will
			maintain competency, accountability, and the
			professionalism of the agency when tenured
			staff depart.
			Goal 3 - Increase Iowans' awareness of Iowa
			Utilities Board services, informational
			resources, and responsibilities.
Desired Outsome(s):			
Desired Outcome(s):	Dereant of askedulad inspections of	Baseline is 100%. Goal is 100%.	
Conduct all scheduled inspections to try to minimize the number of	Percent of scheduled inspections of lowa utility facilities completed within	Baseline is 100%. Goal is 100%.	
accidents or incidents caused by	a year.		
improper operation or maintenance of	a year.		
utility facilities.			
utility racilities.			
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Activities, Services, Products 1. Utility Regulation	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Utility Regulation			
1. Utility Regulation A = Org #BD01, ST02, GC03 & RC04	Percentage of orders issued on or	Performance Target(s) Goal of 100%.	Review approval processes and procedures
1. Utility Regulation A = Org #BD01, ST02, GC03 & RC04 Prepare, sign & issue Board decision	Percentage of orders issued on or before statutory deadline.	Goal of 100%.	Review approval processes and procedures to ensure timely and accurate issuance of
1. Utility Regulation A = Org #BD01, ST02, GC03 & RC04 Prepare, sign & issue Board decision orders.	Percentage of orders issued on or before statutory deadline. Percentage of errata orders issued.	Goal of 100%. Goal is less than 0.5%.	Review approval processes and procedures to ensure timely and accurate issuance of Board decisions.
1. Utility Regulation A = Org #BD01, ST02, GC03 & RC04 Prepare, sign & issue Board decision orders. B = Org #BD01 Represent Iowans'	Percentage of orders issued on or before statutory deadline. Percentage of errata orders issued. Percentage of Board members	Goal of 100%.	Review approval processes and procedures to ensure timely and accurate issuance of Board decisions. Gain knowledge on national and regional
1. Utility Regulation A = Org #BD01, ST02, GC03 & RC04 Prepare, sign & issue Board decision orders. B = Org #BD01 Represent Iowans' best interests on regulatory issues at	Percentage of orders issued on or before statutory deadline. Percentage of errata orders issued. Percentage of Board members holding positions in national	Goal of 100%. Goal is less than 0.5%.	Review approval processes and procedures to ensure timely and accurate issuance of Board decisions. Gain knowledge on national and regional issues in the industry and on how these
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D = Org #TE09 & AA10 Efficient administration of equipment distribution program (EDP) and Relay lowa.	Percent of EDP vouchers processed timely.	Six-year average is 99.35% Goal is 100%.	Work with contracted parties on a regular basis to ensure contract compliance and that program operates efficiently.
2. Customer Service & Education Org #CS05			
A = Organize and conduct <u>rate case</u> <u>customer</u> comment hearings and other educational outreach meetings to increase the public's knowledge of IUB duties and responsibilities.	Number of comment meetings held in major service areas.	Comment meetings will be conducted in 100% of significant cases.	Critical analysis of filed case public issues; Hearing locations that are easily accessible and reasonably comfortable.
B = Prompt resolution of customer complaints about utility service.	Number of days from receipt of a complaint to the referral to a utility for response. Average resolution time for written complaint files.	Acknowledgement and utility referral letters will be sent within four business days of receipt of customer complaint. 90 percent – Proposed resolution issued in 90 percent of the complaints within 90 days from the date received.	Review and update processes and procedures, provide staff training, and use data tracking to assure that acknowledgement letters and complaint resolution letters are rendered within these goals.
3. Agent for Fed. DOT Office of Pipeline Safety Org #SE08			
Conduct a pipeline safety program under certificate from the Federal Pipeline Hazardous Materials Safety Administration (PHMSA).	Iowa's score in the annual evaluation of its pipeline safety program by PHMSA.	Goal is to score 90 or higher. Maximize federal grant eligibility.	Promptly respond to any criticisms in the OPS annual evaluation to preclude score reduction in subsequent evaluations.