

H. ENERGY REGULATORY COMMISSION**STRATEGIC OBJECTIVES****SECTOR OUTCOME**

Infrastructure development accelerated and operations sustained

ORGANIZATIONAL OUTCOME

Quality and reliability of electricity supply, and reasonable pricing ensured

PERFORMANCE INFORMATION**ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)****BASELINE****2024 TARGETS**

Quality and reliability of electricity supply, and reasonable pricing ensured

ELECTRIC POWER INDUSTRY REGULATORY PROGRAM**Outcome Indicators**

1. Percentage of Power Supply Agreement (PSA) cases with prayer for provisional authority acted upon within seventy five (75) days from filing	82%	N/A
Percentage of Power Supply Agreement (PSA) and Ancillary Services Procurement Agreement (ASPA) cases with prayer for provisional authority approved or disapproved within seventy five (75) days from filing	82%	82%
2. Percentage of documents for external cases filed within the reglementary period	80%	N/A
Percentage of applications for Certificate of Compliance (COC) approved or disapproved within sixty (60) days upon receipt of complete requirements	98%	98%
3. Percentage of Provisional Authorities to Operate (PAO) approved or disapproved within sixty (60) days upon receipt of the complete requirements for the grant of a PAO	40%	90%

Output Indicators

1. Percentage of applications for Certificate of Compliance (COC) acted upon within fifty (50) days from receipt of the complete requirements	98%	N/A
Number of audits conducted on sites and facilities (subjected to rate audits and regulatory visits)	836	1,000
2. Percentage of verified consumer cases resolved within sixty (60) days upon the time the case was submitted for resolution	70%	70%
3. Percentage of consumer related cases resolved / decided within sixty (60) days from the time the case was submitted for resolution	70%	N/A
Percentage of non-consumer related cases resolved / decided within sixty (60) days from the time the case was submitted for resolution	60%	70%
4. Percentage of non-consumer related cases resolved / decided within ninety (90) days from the time the case was submitted for resolution	60%	N/A
Number of new watt-hour meters tested and calibrated	1,440,000	2,000,000

GENERAL APPROPRIATIONS ACT, FY 2024

5. Number of rules and resolutions promulgated	7	N/A
Percentage of documents for external cases filed within the reglementary period	80%	85%
6. Percentage of applications for Retail Electricity Supplier (RES) License acted upon within sixty (60) days from the receipt of complete requirements	80%	90%
7. Percentage of consumer cases under summary procedures resolved within ninety (90) days from the time the case was filed	58%	70%