

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 (00s) / PERFORMANCE INDICATORS (PIs)****BASELINE****2025 TARGETS**

Quality and reliability of electricity supply, and reasonable pricing ensured

ELECTRIC POWER INDUSTRY REGULATORY PROGRAM**Outcome Indicators**

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|---|-----|-----|
| 1. 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 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. Number of audits conducted on sites and facilities (subjected to rate audits and regulatory visits) | 836 | 1,045 |
| 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 non-consumer related cases resolved / decided within sixty (60) days from the time the case was submitted for resolution | 60% | 70% |
| 4. Number of new watt-hour meters tested and calibrated | 1,440,000 | 2,100,000 |
| 5. 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% |