

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 5years 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. 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>