

Preside or Lead?

The Attributes and Actions of Effective Regulators

53. Commission Effectiveness: How Can We Measure It?

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A commissioner asked me “How can I assess my commission’s performance? What are the metrics?”

Regulators are realizing that their legacy practices—processing retail utility filings and intervening in federal cases—are too reactive. They wish to display more purposefulness, more decisiveness, more independence from the stakeholders, more leadership.

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