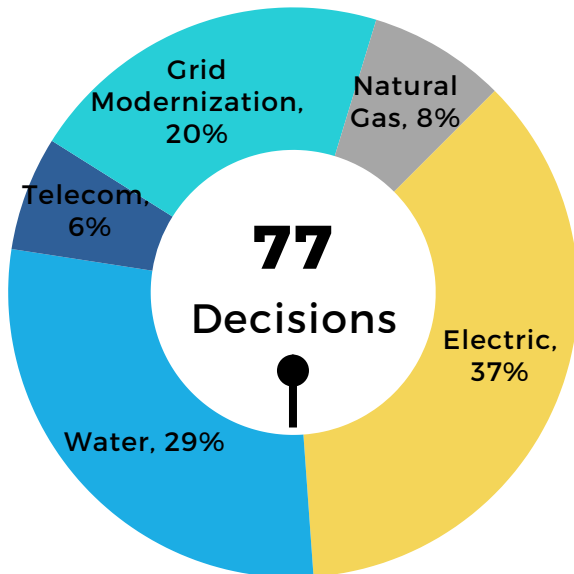


# 2025 BY THE NUMBERS

Metrics and data tracking are essential tools to understanding trends and progress. The below are key quantitative statistics related to PURA’s work product and other activities in 2025, included to help stakeholders better understand PURA’s roles & responsibilities.



**77**  
Decisions

**Contains:**

- 14 Annual Reviews
- 2 Major Rate Cases

**Over 2,000**

Total pages of analysis across decisions

**+559**

Additional Licensing, Certification, and Submetering Application Decisions



**Stakeholder Engagement Efforts**

- 54 opportunities for written comments
- 28 Technical Meetings
- 72 Hearings
- 11 unique public engagement events
- 8 PURA 101 [Workshops](#)
- 5,016 customer complaints addressed

**\$118K**  
Awarded in Customer Complaint Restitution

**\$950K Issued in Fines for CBYD Violations**

**\$1.6M Issued for Gas Pipeline Safety Violations**

**79**  
Total Staff

**74 | 275**  
Dockets Opened | Dockets Closed

**104**  
Motion Rulings