



Key Performance Indicators (KPI)

Update of 2022 Period 2 Performance

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KPI Overview

Purpose

KPI metrics provide an objective method for evaluating the performance of reaching organizational targets.

Structure

- PEC's 2022 KPI Plan categories are aligned with the 2021-2026 Strategic Plan.
- 21 individual performance metrics among 5 categories.
- Potential 1% adder for coop-wide goals.

Timeframe

The 2022 Period 2 Update applies to the 2nd half of 2022 (Jul. – Dec.).

2022 KPI Categories	Category Weight
<i>Maximize Value to Our Membership</i>	20%
<i>Achieve Operational Excellence</i>	20%
<i>Protect the Financial Health of the Coop.</i>	20%
<i>Pursue Workforce Optimization</i>	20%
<i>Advance Safety and Security</i>	20%

Performances by Category

Metric Categories	Category Score	Category Distribution	Silver Goal	Gold Goal	Platinum Goal
Value to Membership	Gold	1.68%	1.00%	1.40%	2.00%
Operational Excellence	Silver	1.20%	1.00%	1.40%	2.00%
Financial Health	Platinum	2.00%	1.00%	1.40%	2.00%
Workforce Optimization	Platinum	2.00%	1.00%	1.40%	2.00%
Safety & Security	Silver	1.28%	1.00%	1.40%	2.00%
Coop-wide Goal (Adder)		1.00%			
2022 P2 Payout		9.16%			

Performances by Category

Value to Membership

Gold

<i>Social Media Enrollment</i>	<i>Platinum</i>
<i>Power of Change Enrollment</i>	<i>Platinum</i>
<i>Community Outreach Events</i>	<i>Platinum</i>
<i>Customer Satisfaction Score</i>	<i>Silver</i>
<i>First Contact Resolution</i>	<i>Platinum</i>
<i>Paperless Billing Enrollment</i>	<i>Gold</i>

Operational Excellence

Gold

<i>Worst Performing Feeders</i>	<i>Platinum</i>
<i>SAIDI</i>	<i>None</i>
<i>Planning & Design Training</i>	<i>Platinum</i>

Financial Health

Gold

<i>Operating Expense as % Budget</i>	<i>Platinum</i>
<i>Competitively Sourced Spend</i>	<i>Platinum</i>
<i>Uncollectible Accounts</i>	<i>Platinum</i>
<i>Competitive Rates</i>	<i>Platinum</i>

Areas of Strength

Maximize Value to Membership

- Member engagement continues through social media, community events and programs, and offering convenient billing options.

Financial Health

- Expenses were well under budget this period.
- Procurement and aged balances were effectively managed.
- PEC's residential rate was significantly lower than those in competitive areas.

Areas for Improvement

Operational Excellence

- PEC sets a very high bar for measuring reliability, while still a leader in SAIDI metrics across the state, PEC will continue efforts to maintain SAIDI below 60 min.
- Programs to strengthen PEC's system through targeted repairs and training were strong in 2022.

Performances by Category

Workforce Optimization	Platinum
<i>Technical Training</i>	<i>Platinum</i>
<i>Compliance Training</i>	<i>Platinum</i>
<i>Professional Development Training</i>	<i>Platinum</i>
Safety & Security	None
<i>Incident Rate (TCIR)</i>	<i>Gold</i>
<i>Restricted Duty (DART)</i>	<i>Silver</i>
<i>Vehicle Accidents (VAR)</i>	<i>Silver</i>
<i>Phishing Avoidance</i>	<i>Silver</i>
<i>Access Control</i>	<i>Platinum</i>

Areas of Strength

Workforce Optimization

- PEC's new training objectives in 2022 for utilization of technical training programs and improving employee development were very successful.
- Employees completed 100% of their assigned Compliance Training this period.

Safety & Compliance

- Safety performance was improved from the previous period.

Areas for Improvement

Safety & Compliance

- Always an area for improvement, creating a culture of safety for all employees is a continued focus.

2022 P2 KPI Performance Payout

9.16%

Financial Impact
\$3,867,700

Payout on will be distributed
February 22, 2023



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2022 P2 Metrics	Category Weight	Category Score	Category Distributions	Goals		
				Silver	Gold	Platinum
Maximize Value to Membership	20%	Gold	1.68%	1.00%	1.40%	2.00%
Achieve Operational Excellence	20%	Silver	1.20%	1.00%	1.40%	2.00%
Protect the Financial Health of the Coop	20%	Platinum	2.00%	1.00%	1.40%	2.00%
Pursue Workforce Optimization	20%	Platinum	2.00%	1.00%	1.40%	2.00%
Advance Safety and Security	20%	Silver	1.28%	1.00%	1.40%	2.00%

2022 P2 Payout

8.16%

KPI Metric by Category	Category Weight	Overall KPI Weight	Period Metric	Performance Rating	Estimated KPI Distribution	Goals		
						Silver	Gold	Platinum
Maximize Value to Membership								
Social Media Enrollment	15%	3.0%	2,013	Platinum	0.30%	750	1000	1250
Power of Change Enrollment	15%	3.0%	6,166	Platinum	0.30%	1900	2000	2100
Community Outreach Events	15%	3.0%	19	Platinum	0.30%	8	12	16
Customer Satisfaction Score	20%	4.0%	8.5	Silver	0.20%	8.5	8.6	8.7
First Contact Resolution	15%	3.0%	81%	Platinum	0.30%	65%	70%	75%
Paperless Billing Enrollment	20%	4.0%	44%	Gold	0.28%	40%	43%	45%
		20%			1.68%			
Achieve Operational Excellence								
Worst Feeders Removed	40%	8.0%	7	Platinum	0.80%	3	5	7
SAIDI	40%	8.0%	61	None	0.00%	60	55	50
Planning Training	20%	4.0%	7	Platinum	0.40%	4	5	6
		20%			1.20%			
Protect the Financial Health of the Coop								
Operating Expense as % Budget	25%	5.0%	92%	Platinum	0.50%	100%	99%	98%
Competitively Sourced Spend	25%	5.0%	96%	Platinum	0.50%	92%	94%	96%
Uncollectable as % Write Off	25%	5.0%	0.06%	Platinum	0.50%	0.20%	0.15%	0.10%
Competitive Rates	25%	5.0%	33%	Platinum	0.50%	5%	7%	8%
		20%			2.00%			
Pursue Workforce Optimization								
% Employees Technical Training	30%	6.0%	100%	Platinum	0.60%	70%	75%	80%
% Employees Compliance Training	40%	8.0%	100%	Platinum	0.80%	90%	95%	99%
% Employees Professional Training	30%	6.0%	83%	Platinum	0.60%	50%	60%	75%
		20%			2.00%			
Advance Safety and Security								
Total Case Incident Rate (TCIR)	20%	4.0%	2.2	Gold	0.28%	3.0	2.4	2.0
Days Away Restricted Duty (DART)	20%	4.0%	1.5	Silver	0.20%	1.8	1.2	0.6
Vehicle Accident Rate (VAR)	20%	4.0%	2.7	Silver	0.20%	3.5	2.5	1.0
Phishing Simulation Avoidance	20%	4.0%	96.8%	Silver	0.20%	96.5%	97.0%	97.5%
Access Control Efficiency	20%	4.0%	99%	Platinum	0.40%	97%	98%	99%
		20%			1.28%			