Key Performance Indicators (KPI) Update of 2021 P1 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 KPI categories are aligned with the J.D. Power Satisfaction Survey with 22 individual performance metrics among 7 categories.

Timeframe

Performance goals for this plan were established in January 2021. The 2021 P1 Update applies to the 1st half of 2021 *(Jan. - Jun.).*

KPI Categories	Category Weight
Safety and Compliance	*25%*
Power Quality and Reliability	*20%*
Cost and Price	*15%*
Billing and Payment	*10%*
Corporate Citizenship	*10%*
Communications	*10%*
Customer Service	*10%*

Performances by Category

Metric Categories	Category Score	Category Distribution	Silver Goal	Gold Goal	Platinum Goal
Safety and Compliance	None	**1.19%**	*1.25%*	*1.75%*	*2.50%*
Power Quality & Reliability	None	**0.80%**	*1.00%*	*1.40%*	*2.00%*
Cost and Price	None	**0.42%**	*0.75%*	*1.05%*	*1.50%*
Billing and Payment	Platinum	**1.00%**	*0.50%*	*0.70%*	*1.00%*
Corporate Citizenship	Platinum	**1.00%**	*0.50%*	*0.70%*	*1.00%*
Communications	Platinum	**1.00%**	*0.50%*	*0.70%*	*1.00%*
Customer Service	Gold	**0.90%**	*0.50%*	*0.70%*	*1.00%*
2021 P1 Payout		**6.31%**			

Performances by Category

Billing and Payment	**Platinum**
Uncollectible Accounts	*Platinum*
Autopay Enrollments	*Platinum*
Paperless Enrollments	*Platinum*
Corporate Citizenship	**Platinum**
Power of Change Enrollments	*Platinum*
Energy Audits	*Platinum*
Community Outreach	*Platinum*
Communications	**Platinum**
JD Power Score	*Platinum*
Social Media Subscriptions	*Platinum*
Internal Communications	*Platinum*
Customer Service	**Gold**
JD Power Score	*Platinum*
First Contact Resolution	*Platinum*
Service Level	*Silver*

Areas of Strength

Billing & Payment
Members are utilizing automated payment and paperless billing options, and aged balances are low.

Corporate Citizenship
Power of Change enrollment via the election ballot has been successful and community outreach improved after COVID-related restrictions.

Communications
Members are participating in social media and our many communication channels. Employees remain engaged with internal messaging.

Customer Service
Members have shown appreciation for our agents' knowledge and courtesy, and ability to resolve issues with very few repetitive contacts.

Performances by Category

Safety & Compliance	None
Incident Rate (TCIR)	*Gold*
Restricted Duty (DART)	*Gold*
Vehicle Accident Rate	*Silver*
Compliance Training	*None*
Power Quality & Reliability	**None**
SAIDI	*None*
High-Impact Feeders	*Platinum*
Outages w/ Time Restoration	*Silver*
Cost & Price	**None**
Operating Expense	*None*
Competitive Source Spend	*Gold*
Competitive Rates	*None*

Areas for Improvement

Safety & Compliance
Continuous employee engagement in safety practices and training is crucial for the well-being of employees and the cooperative.

While goals for individual safety metrics were achieved, employees should continue efforts to build a strong culture of safety.

Timely completion of all compliance training adds value to employees' knowledge base and protects the organization from various impacts.

Cost and Price
Competitive rates across the state have improved on average.

2021 P1 KPI
Performance Payout

6.31%

Financial Impact
$2,632,443

Payout on will be distributed
July 30, 2021

Winter Event Impact to KPI

Optional Exclusions of KPI Data

Two KPI metrics contain data sets related to the extraordinary winter event that can be clearly excluded for comparative impact to KPI.

System Average Interruption Duration Index (SAIDI)

Excludes SAIDI minutes captured during the entire storm event.

Operating Expense as a Percentage of Budget

Excludes unexpected and unbudgeted expenses incurred as a result of the storm event.

The following tables include options for Board consideration to include, or exclude, the data with corresponding distribution amounts.

Winter Event Impact to KPI

Metric Scoring Differences:

KPI Metric	Including Event Data	Excluding Event Data
SAIDI	63 min. - No Score	50 min. - Platinum
Expenses as % Budget	105% - No Score	96% - Platinum

The differential scores' impact to the total distribution percentage is equal to an additional:

- SAIDI = 1%
- Expense = 0.6%

Options and Financial Impact of Exclusions:

Optional Data Exclusion	Distribution %	Distribution $	*Difference*
Exclude None	6.31%	$ 2,632,443	*$ 0*
Exclude Expense (only)	6.91%	$ 2,882,755	*$ 250,312*
Exclude SAIDI (only)	7.31%	$ 3,049,629	*$ 417,186*
Exclude Both	7.91%	$ 3,299,941	*$ 667,498*

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2021 P1 Metrics	Category Weight	Category Score	Category Distributions	Goals		
				Silver	Gold	Platinum
Power Quality and Reliability	20%	None	0.80%	1.00%	1.40%	2.00%
Cost and Price	15%	None	0.42%	0.75%	1.05%	1.50%
Billing and Payment	10%	Platinum	1.00%	0.50%	0.70%	1.00%
Corporate Citizenship	10%	Platinum	1.00%	0.50%	0.70%	1.00%
Communications	10%	Platinum	1.00%	0.50%	0.70%	1.00%
Customer Service	10%	Gold	0.90%	0.50%	0.70%	1.00%
Safety and Security	25%	None	1.19%	1.25%	1.75%	2.50%
2021 P1 Payout			**6.31%**			

KPI Metric by Category	Category Weight	Overall KPI Weight	Period Metric	Performance Rating	Estimated KPI Distribution	Goals		
						Silver	Gold	Platinum
Power Quality and Reliability								
SAIDI	50%	10.0%	63	None	0.00%	60	55	50
Feeders w/ Highest SAIDI Impact Removed	30%	6.00%	8	Platinum	0.60%	3	5	7
Outages w/ ETR	20%	4.00%	91%	Silver	0.20%	90	95	99
		20%			0.80%			
Cost and Price								
Operating Expense as % of Budget	40%	6.00%	105%	None	0.00%	100%	99%	98%
Competitively Sourced Spend	40%	6.00%	95%	Gold	0.42%	92%	94%	96%
Competitive Rates	20%	3.00%	0.7%	None	0.00%	5.0%	7.0%	8.0%
		15%			0.42%			
Billing and Payment								
Uncollectible Accounts Written-Off	50%	5.00%	0.07%	Platinum	0.50%	0.20%	0.15%	0.10%
Autopay Enrollments	30%	3.00%	58%	Platinum	0.30%	50%	53%	55%
Paperless Billing Enrollments	20%	2.00%	39%	Platinum	0.20%	33%	36%	38%
		10%			1.00%			
Corporate Citizenship								
Power of Change Enrollments	40%	4.00%	3,552	Platinum	0.40%	1900	2000	2100
Energy Audits	30%	3.00%	180	Platinum	0.30%	125	150	175
Community Outreach	30%	3.00%	8	Platinum	0.30%	4	6	8
		10%			1.00%			
Communications								
J.D. Power Communications Category Score	40%	4.00%	737	Platinum	0.40%	670	680	690
Social Media Subscriptions	40%	4.00%	19,089	Platinum	0.40%	750	1000	1250
Internal Communications	20%	2.00%	73%	Platinum	0.20%	60%	65%	70%
		10%			1.00%			
Customer Service								
J.D. Power Customer Service Score	40%	4.00%	817	Platinum	0.40%	770	780	790
First Contact Resolution	40%	4.00%	86%	Platinum	0.40%	65%	70%	75%
Service Level	20%	2.00%	71%	Silver	0.10%	70%	75%	80%
		10%			0.90%			
Safety and Compliance								
Total Case Incident Rate (TCIR)	25%	6.25%	2.4	Gold	0.44%	3.0	2.4	2.0
Days Away Restricted Duty (DART)	25%	6.25%	1.2	Gold	0.44%	1.8	1.2	0.6
Vehicle Accident Rate	25%	6.25%	3.24	Silver	0.31%	3.5	2.5	1.0
Percentage of Employees Completing Training	25%	6.25%	89%	None	0.00%	90%	95%	100%
		25%			1.19%			

7