



Key Performance Indicators (KPI) Update of 2021 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 2021 KPI Plan categories were 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 P2 Update applies to the 2nd half of 2021 (*Jul. - Dec.*).

2021 KPI Categories	Category Weight
<i>Safety and Compliance</i>	25%
<i>Power Quality and Reliability</i>	20%
<i>Cost and Price</i>	15%
<i>Billing and Payment</i>	10%
<i>Corporate Citizenship</i>	10%
<i>Communications</i>	10%
<i>Customer Service</i>	10%

Performances by Category

Metric Categories	Category Score	Category Distribution	Silver Goal	Gold Goal	Platinum Goal
Safety and Compliance	Gold	1.94%	1.25%	1.75%	2.50%
Power Quality & Reliability	Gold	1.88%	1.00%	1.40%	2.00%
Cost and Price	Gold	1.32%	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	Gold	0.94%	0.50%	0.70%	1.00%
Customer Service	Gold	0.80%	0.50%	0.70%	1.00%
2021 P1 Payout		8.88%			

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

Safety and Security

Gold

Incident Rate (TCIR)

Platinum

Restricted Duty (DART)

Gold

Vehicle Accident Rate

Gold

Compliance Training

Gold

Power Quality & Reliability

Gold

SAIDI

Platinum

High-Impact Feeders

Platinum

Outages w/ Time Restoration

Gold

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 has been positive and community outreach improved after COVID-related restrictions.

Safety & Compliance

Performances improved from the previous period, employees should continue efforts to build a strong culture of safety.

Power Quality & Reliability

Each reliability metric score improved from the previous period.

Performances by Category

Cost & Price	Silver
<i>Operating Expense</i>	<i>Platinum</i>
<i>Competitive Source Spend</i>	<i>Gold</i>
<i>Competitive Rates</i>	<i>Platinum</i>
Communications	Gold
<i>JD Power Score</i>	<i>Platinum</i>
<i>Social Media Subscriptions</i>	<i>Platinum</i>
<i>Internal Communications</i>	<i>Gold</i>
Customer Service	Gold
<i>JD Power Score</i>	<i>Platinum</i>
<i>First Contact Resolution</i>	<i>Platinum</i>
<i>Service Level</i>	<i>None</i>

Areas of Strength

Cost and Price

PEC is succeeding in managing budgeted expenses, fairness of pricing, and the monthly cost of electric service.

Communications

Members and employees are participating in our many communication channels.

Customer Service

Members have shown appreciation for our agents' knowledge, courtesy, and quick ability to resolve inquiries.

Areas for Improvement

Safety & Compliance

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

2021 P2 KPI Performance Payout

8.88%

Financial Impact
\$3,530,240

Payout on will be distributed
February 25, 2022

Events Impacting KPI

Two KPI metrics contain data sets related to unplanned events that were adjusted for a more comparative performance to the 2021 KPI Plan.

Period 1: Winter Weather Event

System Average Interruption Duration Index (SAIDI)

Excluded some SAIDI minutes resulting from the extreme storm event.

Operating Expense as a Percentage of Budget

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

Period 2: Policy Change to Accelerate Pre-Paid Expenses

Operating Expense as a Percentage of Budget

A mid-year policy change to accelerate pre-paid expenses resulted in unbudgeted expenditures. The policy change was intended to improve financial performance and accounting efficiency.



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2021 P2 Metrics	Category Weight	Category Score	Category Distributions	Goals		
				Silver	Gold	Platinum
Power Quality and Reliability	20%	Gold	1.88%	1.00%	1.40%	2.00%
Cost and Price	15%	Gold	1.32%	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%	Gold	0.94%	0.50%	0.70%	1.00%
Customer Service	10%	Gold	0.80%	0.50%	0.70%	1.00%
Safety and Security	25%	Gold	1.94%	1.25%	1.75%	2.50%
2021 P2 Payout			8.88%			

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%	48	Platinum	1.00%	60	55	50
Feeders w/ Highest SAIDI Impact Removed	30%	6.00%	9	Platinum	0.60%	5	7	9
Outages w/ ETR	20%	4.00%	96%	Gold	0.28%	90	95	99
		20%			1.88%			
Cost and Price								
Operating Expense as % of Budget	40%	6.00%	97%	Platinum	0.60%	100%	99%	98%
Competitively Sourced Spend	40%	6.00%	95%	Gold	0.42%	92%	94%	96%
Competitive Rates	20%	3.00%	15.9%	Platinum	0.30%	5.0%	7.0%	8.0%
		15%			1.32%			
Billing and Payment								
Uncollectible Accounts Written-Off	50%	5.00%	0.09%	Platinum	0.50%	0.20%	0.15%	0.10%
Autopay Enrollments	30%	3.00%	60%	Platinum	0.30%	50%	53%	55%
Paperless Billing Enrollments	20%	2.00%	41%	Platinum	0.20%	33%	36%	38%
		10%			1.00%			
Corporate Citizenship								
Power of Change Enrollments	40%	4.00%	2,876	Platinum	0.40%	1900	2000	2100
Energy Audits	30%	3.00%	182	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%	726	Platinum	0.40%	670	680	690
Social Media Subscriptions	40%	4.00%	1,838	Platinum	0.40%	750	1000	1250
Internal Communications	20%	2.00%	68%	Gold	0.14%	60%	65%	70%
		10%			0.94%			
Customer Service								
J.D. Power Customer Service Score	40%	4.00%	809	Platinum	0.40%	770	780	790
First Contact Resolution	40%	4.00%	84%	Platinum	0.40%	65%	70%	75%
Service Level	20%	2.00%	53%	None	0.00%	70%	75%	80%
		10%			0.80%			
Safety and Compliance								
Total Case Incident Rate (TCIR)	25%	6.25%	1.2	Platinum	0.63%	3.0	2.4	2.0
Days Away Restricted Duty (DART)	25%	6.25%	1.0	Gold	0.44%	1.8	1.2	0.6
Vehicle Accident Rate	25%	6.25%	1.8	Gold	0.44%	3.5	2.5	1.0
Percentage of Employees Completing Training	25%	6.25%	98%	Gold	0.44%	90%	95%	100%
		25%			1.94%			