Key Performance Indicators (KPI)

Update of 2025 Period 1 Performance

Eddie Dauterive I Chief Strategy Officer

July 18, 2025

Strategic Goals & Objectives for KPI

PEC's Strategic Plan sets the direction for its annual improvement projects and key performance metrics.

2021-2026 Strategic Plan Board of Director Goals & Objectives

#1 Maximize Value to Our Membership

1. Member Engagement
2. Community Partnerships
3. Member Empowerment

#2 Achieve Operational Excellence

1. System Maintenance
2. SCADA, Control Centers & Technology Systems
3. Engineering Design
4. Facilities and Real Estate Planning

#3 Protect the Financial Health of the Cooperative

1. Financial Management
2. Rate Stability
3. Capital Spending

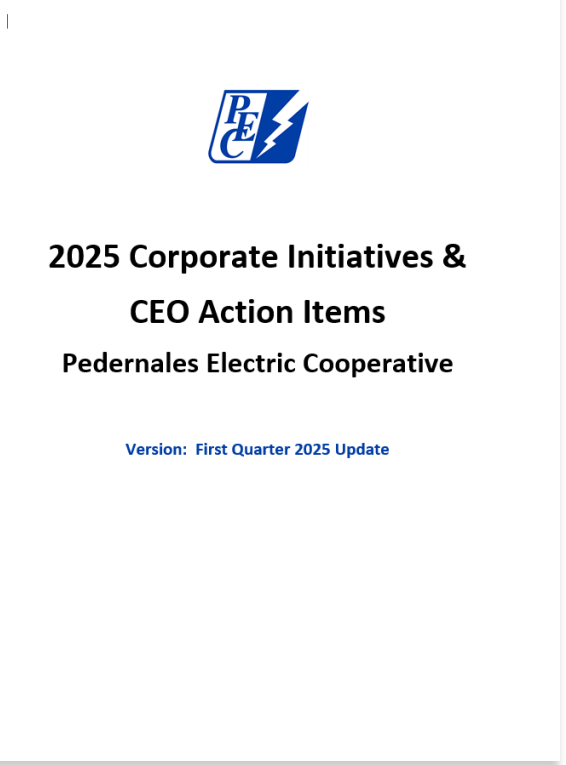
#4 Pursue Workforce Optimization

1. Technical Training
2. Workforce Development

#5 Advance Technical Safety and Security

1. Safety and Security Culture
2. Cyber Security
3. Work Environments

2025 Corporate Initiatives & CEO Action Items

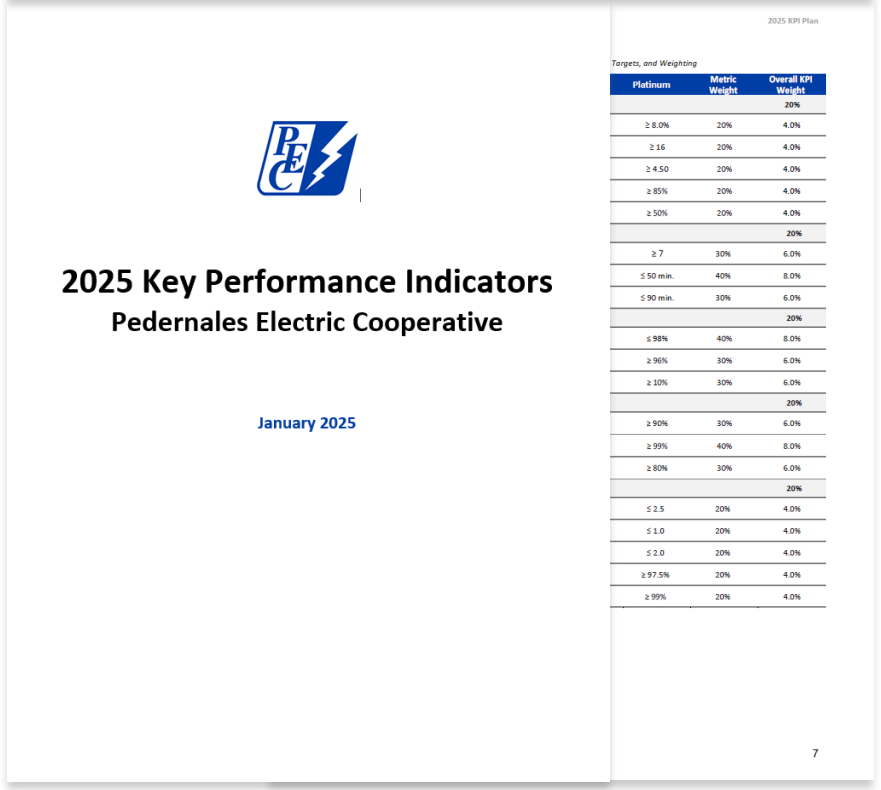


2025 Corporate Initiatives & CEO Action Items

Pedernales Electric Cooperative

Version: First Quarter 2025 Update

2025 KPI



2025 Key Performance Indicators

Pedernales Electric Cooperative

January 2025

2025 KPI Plan

Targets, and Weighting

Platinum	Metric Weight	Overall KPI Weight
		20%
≥ 8.0%	20%	4.0%
≥ 16	20%	4.0%
≥ 4.50	20%	4.0%
≥ 85%	20%	4.0%
≥ 50%	20%	4.0%
		20%
≥ 7	30%	6.0%
≤ 50 min.	40%	8.0%
≤ 90 min.	30%	6.0%
		20%
≤ 98%	40%	8.0%
≥ 96%	30%	6.0%
≥ 10%	30%	6.0%
		20%
≥ 90%	30%	6.0%
≥ 99%	40%	8.0%
≥ 80%	30%	6.0%
		20%
≤ 2.5	20%	4.0%
≤ 1.0	20%	4.0%
≤ 2.0	20%	4.0%
≥ 97.5%	20%	4.0%
≥ 99%	20%	4.0%

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KPI Overview

Purpose

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

Structure

- Five categories based on Goals from the Strategic Plan
- Each category carries an even weighting
- 19 individual performance metrics among the categories based on Objectives from the Strategic Plan
- Additional 1% adder for achieving a large, cooperative-wide goal

Timeframe

The 2025 Period 1 Update applies to the 1st half of 2025
(January – June)

2025 KPI Categories	Category Weight
Maximize Value to Our Membership	*20%*
Achieve Operational Excellence	*20%*
Protect the Financial Health of the Coop.	*20%*
Pursue Workforce Optimization	*20%*
Advance Safety and Security	*20%*

Performances by Category

Metric Categories	Category Score	Category Distribution	*Silver Goal*	*Gold Goal*	*Platinum Goal*
Value to Membership	Platinum	**2.00%**	*1.00%*	*1.40%*	*2.00%*
Operational Excellence	None	**0.90%**	*1.00%*	*1.40%*	*2.00%*
Financial Health	Gold	**1.82%**	*1.00%*	*1.40%*	*2.00%*
Workforce Optimization	Platinum	**2.00%**	*1.00%*	*1.40%*	*2.00%*
Safety & Security	Gold	**1.40%**	*1.00%*	*1.40%*	*2.00%*
Coop-wide Goal (Adder)	Achieved	**1.00%**			
Result: 2025 P1 Payout		**9.12%**			

Metric Performance

Value to Membership	**Platinum**
Power of Change Enrollment	*Platinum*
Community Outreach Events	*Platinum*
Customer Satisfaction Score	*Platinum*
First Contact Resolution	*Platinum*
Paperless Billing Enrollment	*Platinum*
Operational Excellence	**None**
Remediating Worst Performing Feeders	*Platinum*
SAIDI	*None*
First Step Resolution	*Silver*
Financial Health	**Gold**
Operating Expense and Maintenance Capital as % Budget	*Platinum*
Competitively Sourced Spend	*Gold*
Competitive Rates	*Platinum*

Areas of Strength

- Year-to-date, POC enrollments increased 10%, adding over 3,300. This is 53% more compared to 2024 YTD.
- Customer satisfaction scores through PEC surveys remain extremely strong.
- Staff did an amazing job through June to bring paperless enrollments to platinum.
- PEC's residential rate is significantly lower than relative utilities.
- Expenses and competitive spending were very well managed during this period.

Areas for Improvement

- PEC is a leader in reliability across the state and continues focusing on programs to improve outage duration and frequency metrics.

Metric Performance

Workforce Optimization	**Platinum**
Technical Training	*Platinum*
Compliance Training	*Platinum*
Professional Development Training	*Platinum*
Safety & Security	**Gold**
Incident Rate (TCR)	*Silver*
Restricted Duty (DART)	*Silver*
Vehicle Accidents (VAR)	*Silver*
Phishing Avoidance	*Platinum*
Access Control	*Platinum*
1% Adder	
Platinum in all Training Metrics	*Achieved*

Areas of Strength

- Staff completed 99% of compliance training that leadership assigns.
- Security of PEC's facilities and system access remain excellent, and staff's efforts to report and prevent cyber attacks maintained a platinum score.

Areas for Improvement

- PEC reached a goal in each of its safety metrics this period, however safety is always an area for improvement.

1% Adder

- Staff achieved platinum-level targets for each of the Pursue Workforce Optimization metrics that support employee retention, development, and advancement cooperative-wide.

2025 P1 KPI
Performance Payout

9.12%

Financial Impact
$5,171,702

Payout will be distributed
July 23, 2025

pec.coop

2025 P1Metrics	Category Weight	Category Score	Category Distributions	Goals		
				Silver	Gold	Platinum
Maximize Value to Membership	20%	Platinum	2.00%	1.00%	1.40%	2.00%
Achieve Operational Excellence	20%	None	0.90%	1.00%	1.40%	2.00%
Protect the Financial Health of the Coop	20%	Gold	1.82%	1.00%	1.40%	2.00%
Pursue Workforce Optimization	20%	Platinum	2.00%	1.00%	1.40%	2.00%
Advance Safety and Security	20%	Gold	1.40%	1.00%	1.40%	2.00%
2025 P1 Payout			**8.12%**			

KPI Metric by Category	Category Weight	Overall KPI Weight	Period Metric	Performance Rating	Distribution %	Goals		
						Silver	Gold	Platinum
Maximize Value to Membership								
Power of Change Enrollment	20%	4.0%	8.39%	Platinum	0.40%	7.20%	7.60%	8.00%
Community Outreach Events	20%	4.0%	59	Platinum	0.40%	8	12	16
Customer Satisfaction Score	20%	4.0%	4.55	Platinum	0.40%	4.4	4.45	4.5
First Contact Resolution	20%	4.0%	88%	Platinum	0.40%	75%	80%	85%
Paperless Billing Enrollment	20%	4.0%	50.0%	Platinum	0.40%	46%	48%	50%
		20%			**2.00%**			
Achieve Operational Excellence								
Remediating Worst Performing Feeders	30%	6.0%	8	Platinum	0.60%	3	5	7
SAIDI	40%	8.0%	65	None	0.00%	60	55	50
First Step Resolution	30%	6.0%	113	Silver	0.30%	120	105	90
		20%			**0.90%**			
Protect the Financial Health of the Coop								
Operating Expense as % Budget	40%	8.0%	89%	Platinum	0.80%	100%	99%	98%
Competitively Sourced Spend	30%	6.0%	95%	Gold	0.42%	92%	94%	96%
Competitive Rates	30%	6.0%	17%	Platinum	0.60%	5%	8%	10%
		20%			**1.82%**			
Pursue Workforce Optimization								
% Employees Technical Training	30%	6.0%	100%	Platinum	0.60%	80%	85%	90%
% Employees Compliance Training	40%	8.0%	99%	Platinum	0.80%	90%	95%	99%
% Employees Professional Training	30%	6.0%	85%	Platinum	0.60%	70%	75%	80%
		20%			**2.00%**			
Advance Safety and Security								
Total Case Incident Rate (TCR)	20%	4.0%	3.2	Silver	0.20%	3.5	3.0	2.5
Days Away Restricted Duty (DART)	20%	4.0%	1.8	Silver	0.20%	2.0	1.5	1.0
Vehicle Accident Rate (VAR)	20%	4.0%	2.8	Silver	0.20%	3.0	2.5	2.0
Phishing Simulation Avoidance	20%	4.0%	97.9%	Platinum	0.40%	96.5%	97.0%	97.5%
Access Control Efficency	20%	4.0%	99%	Platinum	0.40%	97%	98%	99%
		20%			**1.40%**			