



2020 Key Performance Indicators Plan

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KPI Category Weighting

CURRENT

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

PROPOSED

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

NOTE:

This change in weighting is to prioritize safety efforts:

- Redistributing the weight for Safety and Compliance to 25% will make it the largest weighted category.
- Cost and Price will be lowered to 15% to allow the emphasis on safety.

KPI Adder Schedule

CURRENT

Potential 1% Adders to Payout Distribution:

- **KPI P1:** 1% adder if PEC is among the top 10 overall utilities in the J.D. Power Syndicated Survey
- **KPI P2:** 1% adder if PEC can reach a SAIDI of 50 minutes or less

PROPOSED

Potential 1% Adders to Payout Distribution:

- **KPI P1:** 1% adder if PEC can reach a SAIDI of 50 minutes or less
- **KPI P2:** 1% adder if PEC is among the top 10 overall utilities in the J.D. Power Syndicated Survey

NOTE:

This switch in scheduling is to align the potential survey adder to JD Power's now year-end release of its Syndicated Survey results.

Cost and Price

CURRENT

Metric	Silver	Gold	Platinum
Competitive Rates	≥ 5 %	≥ 7%	≥ 8%
Expenses Per Meter	P1: ≤ \$186 P2: ≤ \$372	P1: ≤ \$185 P2: ≤ \$369	P1: ≤ \$183 P2: ≤ \$366
Overtime Hours as a % of Total Hours	≤ 4.5%	≤ 4.0%	≤ 3.5%
4CP Avoidance	Up to 13 MW	13 to 17 MW	> 17 MW

PROPOSED

Metric	Silver	Gold	Platinum
Competitive Rates	5.0% -6.4%	6.5% -7.9%	≥ 8.0%
Total Distribution Spend per Meter	P1: ≤ \$358 P2: ≤ \$709	P1: ≤ \$351 P2: ≤ \$695	P1: ≤ \$344 P2: ≤ \$681
Overtime Hours as a % of Total Hours	≤ 4.5%	≤ 4.0%	≤ 3.5%
4CP Avoidance	9 to 13 W	13 to 17 MW	> 17 MW

NOTES:

- Competitive Rates - Specifying the range and measurement for performance goals to a tenth of a percentage.
- Total Distribution Spend per Meter - Previously Expenses per Meter, now includes Distribution CIP and O&M. Goals based on annual budget with YTD calculation.
- 4CP Avoidance - The baseline performance will be moved up to 9 MW for the Silver Goal.

Billing and Payment

CURRENT

Metric	Silver	Gold	Platinum
Uncollectible Accounts Written off as Percentage of Operating Revenue	≤ 0.20%	≤ 0.15%	≤ 0.10%
Percentage of Accounts Enrolled in Autopay	≥ 40%	≥ 43%	≥ 45%
Percentage of Accounts Enrolled in Electronic Billing	≥ 30%	≥ 33%	≥ 35%

PROPOSED

Metric	Silver	Gold	Platinum
Uncollectible Accounts Written off as Percentage of Operating Revenue	≤ 0.20%	≤ 0.15%	≤ 0.10%
Percentage of Accounts Enrolled in Autopay	≥ 45%	≥ 48%	≥ 50%
Percentage of Accounts Enrolled in Electronic Billing	≥ 30%	≥ 33%	≥ 35%

NOTE:

This change is to move the range of goals up 5% to align with current performance.

Corporate Citizenship

CURRENT

Metric	Silver	Gold	Platinum
Number of Energy Audits Performed	125	150	175
Participation in Public Events	10	12	14
Increase in Power of Change Enrollments	1,900	2,000	2,100
PEC-Sponsored Volunteer Activities	1	2	3

PROPOSED

Metric	Silver	Gold	Platinum
Number of Energy Audits Performed	125	150	175
Community Outreach	10	12	14
Increase in Power of Change Enrollments	1,900	2,000	2,100
PEC-Sponsored Volunteer Activities	2	3	4

NOTES:

- Community Outreach - Previously Participation in Public Events, now to have a more member-oriented focus coop-wide. There is no need to change the goals as expectations for the number of these events are similar.
- Power of Change - No change, previous proposal to lower goals is no longer needed due to efforts to return the enrollment option to the PEC election ballot.
- Volunteer Activities - Updating goals to match current performance.

Safety and Compliance

CURRENT

Metric	Silver	Gold	Platinum	Weight
Total Case Incident Rate (TCIR)	≤ 3.0	≤ 2.4	≤ 2.0	25%
Days Away Restricted Duty (DART)	≤ 1.8	≤ 1.2	≤ 0.6	25%
Preventable Vehicle Accidents	≤ 8	≤ 5	= 0	25%
Percentage of Employees Who Complete the Compliance Training	≥ 90%	≥ 95%	= 100%	25%

PROPOSED

Metric	Silver	Gold	Platinum	Weight
Total Case Incident Rate (TCIR)	≤ 3.0	≤ 2.4	≤ 2.0	25%
Days Away Restricted Duty (DART)	≤ 1.8	≤ 1.2	≤ 0.6	25%
Preventable Vehicle Accidents	≤ 8	≤ 5	≤ 2	25%
Percentage of Employees Who Complete the Compliance Training	≥ 90%	≥ 95%	= 100%	25%

NOTES:

Updating Platinum goal for Preventable Vehicle Accidents to support employee motivation for performance.



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