



2026 Key Performance Indicators Plan

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Key Performance Indicators (KPI)

Program Structure

- Each year, new indicators can be introduced and metrics adjusted to incentivize improved performance in areas that serve our mission.
- Metric categories are weighted evenly across the five Board of Director Goals.
- Individual metrics in each category can obtain a Silver, Gold, Platinum, or Not Achieved performance rating.
- Financial distributions are calculated based on metric achievement and distributed twice per year to incentivize the accomplishment of strategic goals.
 - **KPI Period 1:** Jan. 1 – Jun. 30
 - **KPI Period 2:** Jul. 1 – Dec. 31
- Financial distributions are calculated based on Cooperative wide performance and an employee's total wages during the KPI Period.
- An “Adder” can be obtained each period that will add 1% to the total distribution if a specific, and challenging, goal is achieved that supports PEC's strategic planning.

2026 Strategic Goals & KPI Categories		
1)	Maximize Value to Our Membership	20%
2)	Achieve Operational Excellence	20%
3)	Protect the Financial Health of the Cooperative	20%
4)	Advance Workforce Continuity, Safety, and Security	20%
5)	Pursue Enterprise Optimization	20%

Goal 1: Maximize Value to Our Membership

- **Objective 1 – Communications:** Deliver member messaging campaigns that regularly distribute compelling and educational cooperative information in order to surpass the American Customer Satisfaction Index (ASCI) industry benchmark for member satisfaction.
- **Objective 2 – Community Partnerships:** Establish enhanced partnerships with municipalities and local governments to bolster project planning and emergency operation preparedness for optimized system resiliency that benefits members.
- **Objective 3 – Member Experience:** Enrich the member experience by aligning business processes, technologies, and systems to support members, including preferences for self-service and modernized interactions.

KPI Metric	2026 KPI Goals		
	Silver	Gold	Platinum
Power of Change Enrollments	≥ 8.6%	≥ 8.8%	≥ 9.0%
Community Outreach	≥ 8	≥ 12	≥ 16
Customer Satisfaction Score (5-point scale)	≥ 4.40	≥ 4.45	≥ 4.50
Queries Solved on First Contact	≥ 75%	≥ 80%	≥ 85%

Goal 2: Achieve Operational Excellence

- **Objective 1 – System Reliability and Resiliency:** Advance proactive and responsive policies and programs to ensure distribution and transmission system reliability and resiliency in order to exceed industry standards in system availability, including the development of a system sectionalization plan.
- **Objective 2 – System Expansion:** Enhance the framework and processes for the acquisition and disposition of real estate and land rights for PEC system expansion to prepare for member growth. Plan and construct a new distribution control center and backup transmission control center.
- **Objective 3 – System Planning:** Optimize resource planning for system efficiencies to include cost control, accessibility, and responsive service. Draft a five-year facility and system plan to address capacity needs.

KPI Metric	2026 KPI Goals		
	Silver	Gold	Platinum
Remediating Most Impactful Feeders	≥ 3	≥ 5	≥ 7
System Average Interruption Duration Index (SAIDI)	P1 ≤ 33 min. P2 ≤ 27 min.	P1 ≤ 30.5 min. P2 ≤ 24.5 min.	P1 ≤ 28 min. P2 ≤ 22 min.
First Step Restoration Duration	≤ 120 min.	≤ 105 min.	≤ 90 min.
Outage Sectionalizing	≥ 32%	≥ 35%	≥ 38%

Goal 3: Protect the Financial Health of the Cooperative

- **Objective 1 – Power Supply:** Advance power procurement capabilities and ongoing review and refinement of hedging strategies to maintain competitive power costs while meeting the growing power demand of the membership.
- **Objective 2 – Transmission Investment:** Develop a strategic transmission investment and funding plan to ensure overall system reliability, resiliency, and support timely recovery of transmission investment implemented through an annual capital plan.
- **Objective 3 – Controls and Processes:** Review and enhance financial metrics and control processes to ensure they adequately protect cooperative resources while maximizing efficiencies.

KPI Metric	2026 KPI Goals		
	Silver	Gold	Platinum
Distribution Cost per kWh	≤ 4.25%	≤ 4.20%	≤ 4.15%
Competitively Sourced Spend	≥ 92%	≥ 94%	≥ 96%
Competitive Rates	≥ 5%	≥ 8%	≥ 10%

Goal 4: Advance Workforce Continuity, Safety, & Security

- **Objective 1 – Workforce Development and Stability:** Develop the workforce through tailored training programs, talent acquisition strategies, and effective succession planning to prepare the cooperative through transitions of leadership.
- **Objective 2 – Safety Culture:** Maintain ongoing prioritization of employee safety through fostering proactive hazard identification, reporting, technical training, and employee engagement.
- **Objective 3 – Integrated Security:** Develop effective integrated physical and cyber security programs to protect cooperative assets, data, intellectual property, facilities, and employees.
- **Objective 4 – Business Continuity and Emergency Preparedness:** Implement ongoing enterprise-wide risk mitigation and emergency preparedness initiatives to support crisis avoidance and recovery management from potential operational disruptions.

2026 KPI Goals			
KPI Metric	Silver	Gold	Platinum
Employee Compliance Training	≥ 90%	≥ 95%	≥ 99%
Total Case Incident Rate (TCR)	≤ 3.5	≤ 3.0	≤ 2.5
Days Away Restricted Duty (DART)	≤ 2.0	≤ 1.5	≤ 1.0
Vehicle Accident Rate	≤ 3.0	≤ 2.5	≤ 2.0
Cyber Engagement	≥ 60%	≥ 62%	≥ 64%

Goal 5: Pursue Enterprise Optimization

- **Objective 1 – Technology Advancement and System Efficiencies:** Design scalable enterprise technologies to create efficiencies in automation, integration, and operations, including the evaluation and optimization of core systems.
- **Objective 2 – Planning and Analytics:** Execute methodologies for cost-benefit-analysis and organizational scaling, with objective consideration of member value and industry standards in financial and long-term strategic planning.
- **Objective 3 – Process Improvement and Resource Allocation:** Leverage enterprise technologies, optimize workflows, and streamline operations to enhance efficiency, reduce costs, improve quality, and drive organizational success.

KPI Metric	2026 KPI Goals		
	Silver	Gold	Platinum
Paperless Billing Enrollments	≥ 50%	≥ 51%	≥ 52%
IT Critical Business Application Availability	≥ 99.0%	≥ 99.5%	≥ 99.9%
Storm Availability	≥ 70%	≥ 75%	≥ 80%

Additional Coop-Wide Goal

Distribution Adder

In addition to the measured distribution, there is an opportunity for a **1% adder** for each period if PEC reaches a large, cooperative-wide milestone.

2026 P1 & P2 Adder Goals

Obtain Platinum scoring in each of these three metrics:

KPI Metric	Platinum
Employee Compliance Training	≥ 99%
Days Away Restricted Duty (DART)	≤ 1.0
Cyber Engagement	≥ 64%

These three metrics represent critical safety and security areas where all employees can have a direct impact to achievement.



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