



# 2017 Key Performance Indicators P1 Results

0.60%

Billing and Payment

1.56%

Cost and Price

0.88%

Communications

0.64%

Corporate Citizenship

1.11%

Safety and Security

1.20%

Customer Service

1.10%

Power Quality and Reliability

# 2017 KPI–P1 Performance Payout

**7.09 %**

Financial Impact

\$ 2,071,061.64



# 2017 KPI-P1 End of Period Performance Results

	KPI Metric by Category	Category Weight	Overall KPI weight	Performance Level	Performance Rating	Estimated KPI Distribution
Power Quality and Reliability	SAIDI	50%	10.0%	32.2 mins	Silver	0.50%
	ARCOS Availability	25%	5.0%	80%	Gold	0.35%
	Estimated Time of Restoration	25%	5.0%	90%	Silver	0.25%
			20.0%			
Cost and Price	Low Cost Provider - % Lower than State Average	40%	8.0%	7.00%	Gold	0.56%
	Total Controllable Costs per Consumer	20%	4.0%	\$38/\$179	Platinum	0.40%
	Average Consumers per Employee	15%	3.0%	396	Platinum	0.30%
	Overtime Hours as a % of Total Hours Worked	15%	3.0%	2.46%	Platinum	0.30%
	Transmission and Peak Power Reduction	10%	2.0%	1.68%	No Rating	0.00%
			20.0%			
Billing and Payment	Uncollectible Accounts Written off as Percentage of Operating Revenue	50%	5.0%	0.08%	Platinum	0.50%
	Percentage of Accounts Enrolled in Autopay	30%	3.0%	38.40%	No Rating	0.00%
	Percentage of Account Utilization of Non-Conventional Rate Options	20%	2.0%	33.50%	Silver	0.10%
			10.0%			
Corporate Citizenship	Number of Energy Audits Performed	30%	3.0%	177	Platinum	0.30%
	Completed Empower Loans	20%	2.0%	8	Silver	0.10%
	Increase in Power of Change Enrollments	20%	2.0%	1274	Gold	0.14%
	Utilization of Volunteer Time	20%	2.0%	82 hrs	No Rating	0.00%
	Number of PEC-Sponsored Volunteer Opportunities	10%	1.0%	4	Platinum	0.10%
			10.0%			
Communications	J.D. Power Communications Category Score	25%	2.5%	679	Silver	0.13%
	Increase in Social Media Subscriptions	25%	2.5%	1011	Platinum	0.25%
	Community Engagement Events	20%	2.0%	197	Platinum	0.20%
	Key Account Meetings	30%	3.0%	191	Platinum	0.30%
			10.0%			
Customer Service	J.D. Power Customer Service Score	20%	3.0%	795	Platinum	0.30%
	Service Level	40%	6.0%	88.30%	Platinum	0.60%
	Percentage of Problems Solved on First Contact	40%	6.0%	68%	Silver	0.30%
			15.0%			
Safety and Security	Total Case Incident Rate (TCIR)	20%	3.0%	1.76	Platinum	0.30%
	Days Away Restricted Duty (DART)	20%	3.0%	0.88	Gold	0.21%
	Preventable Vehicle Accidents	15%	2.25%	4	No Rating	0.00%
	Percentage of Physical Security Incidents Reported within 48 Hours of Occurrence	20%	3.0%	100%	Platinum	0.30%
	Completion of Security Awareness Training Hours per Employee	10%	1.5%	2.4	Silver	0.08%
	Percentage of Employees Who Complete the Cybersecurity Training	15%	2.25%	100%	Platinum	0.23%
			15.0%			



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