



Key Performance Indicators (KPI) Update of 2023 Period 1 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 2023 KPI Plan categories are aligned with the 2021-2026 Strategic Plan.
- 21 individual performance metrics among 5 categories.
- Potential 1% adder for coop-wide goals.

Timeframe

The 2023 Period 1 Update applies to the 1st half of 2023 (Jan. – Jun.).

2022 KPI Categories	Category Weight
<i>Maximize Value to Our Membership</i>	20%
<i>Achieve Operational Excellence</i>	20%
<i>Protect the Financial Health of the Coop.</i>	20%
<i>Pursue Workforce Optimization</i>	20%
<i>Advance Safety and Security</i>	20%

Performances by Category

Metric Categories	Category Score	Category Distribution	Silver Goal	Gold Goal	Platinum Goal
Value to Membership	Gold	1.80%	1.00%	1.40%	2.00%
Operational Excellence	Silver	1.20%	1.00%	1.40%	2.00%
Financial Health	Platinum	2.00%	1.00%	1.40%	2.00%
Workforce Optimization	Platinum	2.00%	1.00%	1.40%	2.00%
Safety & Security	None	0.88%	1.00%	1.40%	2.00%
Coop-wide Goal (Adder)	Achieved	1.00%			
Result: 2023 P1 Payout		8.88%			

Performances by Category

Value to Membership

Gold

<i>Social Media Enrollment</i>	<i>Platinum</i>
<i>Power of Change Enrollment</i>	<i>Platinum</i>
<i>Community Outreach Events</i>	<i>Platinum</i>
<i>Customer Satisfaction Score</i>	<i>Platinum</i>
<i>First Contact Resolution</i>	<i>Platinum</i>
<i>Paperless Billing Enrollment</i>	<i>Silver</i>

Operational Excellence

Silver

<i>Worst Performing Feeders</i>	<i>Platinum</i>
<i>SAIDI</i>	<i>None</i>
<i>Planning & Design Training</i>	<i>Platinum</i>

Financial Health

Gold

<i>Operating Expense as % Budget</i>	<i>Platinum</i>
<i>Competitively Sourced Spend</i>	<i>Platinum</i>
<i>Uncollectible Accounts</i>	<i>Platinum</i>
<i>Competitive Rates</i>	<i>Platinum</i>

Areas of Strength

Maximize Value to Membership

- Member engagement continues through social media, community events and programs, and expanded messaging.
- Customer satisfaction scores have been trending upward since last year. This data is collected through PEC's member survey partner, Coop Insights, and responses are from members who have had recent interactions with PEC.

Financial Health

- Expenses and competitive spending were very well managed during this period.
- PEC's residential rate was significantly lower than those in competitive areas.

Areas for Improvement

Operational Excellence

- PEC sets a very high bar for measuring reliability, while still a leader in SAIDI metrics across the state, PEC will continue efforts to drive SAIDI below 60 min.

Performances by Category

Workforce Optimization	Platinum
<i>Technical Training</i>	<i>Platinum</i>
<i>Compliance Training</i>	<i>Platinum</i>
<i>Professional Development Training</i>	<i>Platinum</i>
Safety & Security	None
<i>Incident Rate (TCIR)</i>	<i>None</i>
<i>Restricted Duty (DART)</i>	<i>None</i>
<i>Vehicle Accidents (VAR)</i>	<i>Gold</i>
<i>Phishing Avoidance</i>	<i>Silver</i>
<i>Access Control</i>	<i>Platinum</i>

Areas of Strength

Workforce Optimization

- PEC's training objectives for utilization of technical training programs and improving employee development continue to be successful even after extending goals in 2023.
- Employees completed 100% of their assigned Compliance Training this period.

Areas for Improvement

Safety & Security

- Safety teams hold weekly safety meetings and incident reviews, and have delivered campaigns, notices, and reminders to employees across the cooperative.
- Additional measures planned include vehicle reflective tape applications, a new Safety Incentive Program, new safety dashboards with district specific metrics, enhanced Safety Briefings, and a new "Rules To Live By" campaign.

2023 P1 KPI Performance Payout

8.88%

Financial Impact
\$4,373,193

Payout on will be distributed
July 25, 2023



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2023 P1 Metrics	Category Weight	Category Score	Category Distributions	Goals		
				Silver	Gold	Platinum
Maximize Value to Membership	20%	Gold	1.80%	1.00%	1.40%	2.00%
Achieve Operational Excellence	20%	Silver	1.20%	1.00%	1.40%	2.00%
Protect the Financial Health of the Coop	20%	Platinum	2.00%	1.00%	1.40%	2.00%
Pursue Workforce Optimization	20%	Platinum	2.00%	1.00%	1.40%	2.00%
Advance Safety and Security	20%	None	0.88%	1.00%	1.40%	2.00%

2023 P1 Payout

7.88%

KPI Metric by Category	Category Weight	Overall KPI Weight	Period Metric	Performance Rating	Estimated KPI Distribution	Goals		
						Silver	Gold	Platinum
Maximize Value to Membership								
Social Media Enrollment	15%	3.0%	3,941	Platinum	0.30%	750	1000	1250
Power of Change Enrollment	15%	3.0%	5,374	Platinum	0.30%	2000	3000	4000
Community Outreach Events	15%	3.0%	25	Platinum	0.30%	8	12	16
Customer Satisfaction Score	20%	4.0%	8.7	Platinum	0.40%	8.5	8.6	8.7
First Contact Resolution	15%	3.0%	89%	Platinum	0.30%	65%	70%	75%
Paperless Billing Enrollment	20%	4.0%	8,249	Silver	0.20%	8000	9000	10000
		20%			1.80%			
Achieve Operational Excellence								
Worst Feeders Removed	40%	8.0%	8	Platinum	0.80%	3	5	7
SAIDI	40%	8.0%	77	None	0.00%	60	55	50
Planning Training	20%	4.0%	9	Platinum	0.40%	4	5	6
		20%			1.20%			
Protect the Financial Health of the Coop								
Operating Expense as % Budget	25%	5.0%	98%	Platinum	0.50%	100%	99%	98%
Competitively Sourced Spend	25%	5.0%	96%	Platinum	0.50%	92%	94%	96%
Uncollectable as % Write Off	25%	5.0%	0.08%	Platinum	0.50%	0.20%	0.15%	0.10%
Competitive Rates	25%	5.0%	20%	Platinum	0.50%	5%	7%	8%
		20%			2.00%			
Pursue Workforce Optimization								
% Employees Technical Training	30%	6.0%	100%	Platinum	0.60%	80%	85%	90%
% Employees Compliance Training	40%	8.0%	100%	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 (TCIR)	20%	4.0%	3.3	None	0.00%	3.0	2.4	2.0
Days Away Restricted Duty (DART)	20%	4.0%	2.8	None	0.00%	1.8	1.2	0.6
Vehicle Accident Rate (VAR)	20%	4.0%	1.8	Gold	0.28%	3.5	2.5	1.0
Phishing Simulation Avoidance	20%	4.0%	96.7%	Silver	0.20%	96.5%	97.0%	97.5%
Access Control Efficiency	20%	4.0%	99%	Platinum	0.40%	97%	98%	99%
		20%			0.88%			