



# Key Performance Indicators (KPI)

## Update of 2024 Period 1 Performance

Eddie Dauterive | Chief Strategy Officer

# KPI Overview

## Purpose

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

## Structure

- PEC’s 2024 KPI Plan categories are aligned with PEC’s 2021-2026 Strategic Plan.
- 19 individual performance metrics among 5 categories.
- Potential 1% adder for coop-wide goals.

## Timeframe

The 2024 Period 1 Update applies to the 1<sup>st</sup> half of 2024 (Jan. – Jul.)

| 2024 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           | 1.48%                 | 1.00%       | 1.40%     | 2.00%         |
| Operational Excellence | Gold           | 1.70%                 | 1.00%       | 1.40%     | 2.00%         |
| Financial Health       | Silver         | 1.20%                 | 1.00%       | 1.40%     | 2.00%         |
| Workforce Optimization | Platinum       | 2.00%                 | 1.00%       | 1.40%     | 2.00%         |
| Safety & Security      | Gold           | 1.48%                 | 1.00%       | 1.40%     | 2.00%         |
| Coop-wide Goal (Adder) | Achieved       | 1.00%                 |             |           |               |
| Result: 2024 P1 Payout |                | 8.86%                 |             |           |               |

## Metric Performance

| Value to Membership                         | Gold            |
|---|-----------------|
| <i>Power of Change Enrollment</i>           | <i>Gold</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>None</i>     |
| Operational Excellence                      | Gold            |
| <i>Remediating Worst Performing Feeders</i> | <i>Platinum</i> |
| <i>CAIDI</i>                                | <i>Platinum</i> |
| <i>First Step Resolution</i>                | <i>Silver</i>   |
| Financial Health                            | Silver          |
| <i>Operating Expense as % Budget</i>        | <i>None</i>     |
| <i>Competitively Sourced Spend</i>          | <i>Platinum</i> |
| <i>Competitive Rates</i>                    | <i>Platinum</i> |

## Areas of Strength

- Member and community engagement continues through social media, programs, events, and expanded messaging.
- Customer satisfaction scores through PEC's member survey services continues positive trending.
- New reliability metrics affirmed that outage response methods are addressing a broader range of outage types.
- Staff continue to follow competitive procurement guidelines to manage purchases.
- PEC's residential rate is lower than relative utilities.

## Areas for Improvement

- Expenses primarily impacted by unforeseen occurrences related to staffing. Teams are reviewing all areas for potential reductions going forward.

## Metric Performance

| 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                        | Gold            |
| <i>Incident Rate (TCIR)</i>              | <i>Platinum</i> |
| <i>Restricted Duty (DART)</i>            | <i>None</i>     |
| <i>Vehicle Accidents (VAR)</i>           | <i>Platinum</i> |
| <i>Phishing Avoidance</i>                | <i>Gold</i>     |
| <i>Access Control</i>                    | <i>Platinum</i> |

## Areas of Strength

- PEC's objectives in technical training and employee development continue to be successful after extending target goals in 2023.
- Employees again completed 100% of their assigned Compliance Training this period.
- Personal and vehicle incident rates were lower in this period.
- Security of PEC's facilities and system access remain excellent, and staff's efforts to report and prevent cyber attacks improved from the last period.

## Areas for Improvement

- While the number of incidents for the period decreased, a few required restricted work, however, reduction in Lost Time incidents are greatly improved.

# 2024 P1 KPI Performance Payout

**8.86%**

Financial Impact  
**\$4,504,932**

Payout on will be distributed  
**July 24, 2024**



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| 2024 P1 Metrics                          | Category | Category | Category      | Goals  |       |          |
|--|----------|----------|---------------|--------|-------|----------|
|  | Weight   | Score    | Distributions | Silver | Gold  | Platinum |
| Maximize Value to Membership             | 20%      | Gold     | 1.48%         | 1.00%  | 1.40% | 2.00%    |
| Achieve Operational Excellence           | 20%      | Gold     | 1.70%         | 1.00%  | 1.40% | 2.00%    |
| Protect the Financial Health of the Coop | 20%      | Silver   | 1.20%         | 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     | 1.48%         | 1.00%  | 1.40% | 2.00%    |
| 2024 P1 Payout                           |          |          | 7.86%         |        |       |          |

| 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%               | 3,913         | Gold               | 0.28%          | 2000   | 3000  | 4000     |
| Community Outreach Events                | 20%             | 4.0%               | 18            | Platinum           | 0.40%          | 8      | 12    | 16       |
| Customer Satisfaction Score              | 20%             | 4.0%               | 8.8           | Platinum           | 0.40%          | 8.5    | 8.6   | 8.7      |
| First Contact Resolution                 | 20%             | 4.0%               | 89%           | Platinum           | 0.40%          | 65%    | 70%   | 75%      |
| Paperless Billing Enrollment             | 20%             | 4.0%               | 7,260         | None               | 0.00%          | 8000   | 9000  | 10000    |
|  |                 | 20%                | 1.48%         |                    |                |        |       |          |
| Achieve Operational Excellence           |                 |                    |               |                    |                |        |       |          |
| Remediating Worst Performing Feeders     | 30%             | 6.0%               | 8             | Platinum           | 0.60%          | 3      | 5     | 7        |
| CAIDI                                    | 40%             | 8.0%               | 78            | Platinum           | 0.80%          | 100    | 95    | 90       |
| First Step Resolution                    | 30%             | 6.0%               | 111           | Silver             | 0.30%          | 120    | 105   | 90       |
|  |                 | 20%                | 1.70%         |                    |                |        |       |          |
| Protect the Financial Health of the Coop |                 |                    |               |                    |                |        |       |          |
| Operating Expense as % Budget            | 40%             | 8.0%               | 103%          | None               | 0.00%          | 100%   | 99%   | 98%      |
| Competitively Sourced Spend              | 30%             | 6.0%               | 97%           | Platinum           | 0.60%          | 92%    | 94%   | 96%      |
| Competitive Rates                        | 30%             | 6.0%               | 32%           | Platinum           | 0.60%          | 5%     | 8%    | 10%      |
|  |                 | 20%                | 1.20%         |                    |                |        |       |          |
| 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%               | 81%           | Platinum           | 0.60%          | 70%    | 75%   | 80%      |
|  |                 | 20%                | 2.00%         |                    |                |        |       |          |
| Advance Safety and Security              |                 |                    |               |                    |                |        |       |          |
| Total Case Incident Rate (TCIR)          | 20%             | 4.0%               | 2.5           | Platinum           | 0.40%          | 3.5    | 3.0   | 2.5      |
| Days Away Restricted Duty (DART)         | 20%             | 4.0%               | 2.5           | None               | 0.00%          | 2.0    | 1.5   | 1.0      |
| Vehicle Accident Rate (VAR)              | 20%             | 4.0%               | 1.3           | Platinum           | 0.40%          | 3.0    | 2.5   | 2.0      |
| Phishing Simulation Avoidance            | 20%             | 4.0%               | 97.3%         | Gold               | 0.28%          | 96.5%  | 97.0% | 97.5%    |
| Access Control Efficiency                | 20%             | 4.0%               | 100%          | Platinum           | 0.40%          | 97%    | 98%   | 99%      |
|  |                 | 20%                | 1.48%         |                    |                |        |       |          |

