



Key Performance Indicators (KPI) Update of 2022 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 2022 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 2022 Period 1 Update applies to the 1st half of 2022 (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	1.60%	1.00%	1.40%	2.00%
Operational Excellence	Gold	1.88%	1.00%	1.40%	2.00%
Financial Health	Gold	1.85%	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)		1.00%			
2022 P1 Payout		9.21%			

Performances by Category

Value to Membership

Gold

Social Media Enrollment

Platinum

Power of Change Enrollment

Platinum

Community Outreach Events

Platinum

Customer Satisfaction Score

Silver

First Contact Resolution

Platinum

Paperless Billing Enrollment

Silver

Operational Excellence

Gold

Worst Performing Feeders

Platinum

SAIDI

Platinum

Planning & Design Training

Gold

Financial Health

Gold

Operating Expense as % Budget

Platinum

Competitively Sourced Spend

Gold

Uncollectible Accounts

Platinum

Competitive Rates

Platinum

Areas of Strength

Maximize Value to Membership

- Members continue to engage through social media, community events, and in programs like Power of Change.
- PEC set a very high bar for its Customer Satisfaction and continues to reach those goals.

Operational Excellence

- Reliability is one of our strongest performance metrics.
- New initiatives for Planning & Design Training were successful in offering 5 new programs over the period.

Financial Health

- Expenses were well under budget this period.
- Procurement and aged balances were well managed.
- PEC's residential rate was below those in competitive areas.

Performances by Category

Workforce Optimization

Platinum

Technical Training

Platinum

Compliance Training

Platinum

Professional Development Training

Platinum

Safety & Security

None

Incident Rate (TCIR)

None

Restricted Duty (DART)

None

Vehicle Accidents (VAR)

Silver

Phishing Avoidance

Gold

Access Control

Platinum

Areas of Strength

Workforce Optimization

- PEC succeeded in launching two new training objectives targeting utilization of the technical training program and improving employee development and retention.
- Employees completed 100% of their assigned Compliance Training this period.

Safety & Compliance

- New measures for security performed very well in avoiding phishing simulations and managing facility access.

Areas for Improvement

Safety & Compliance

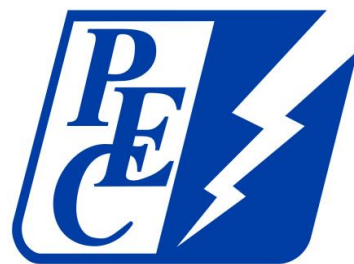
- Number of minor incidents increased this period.
- A strong culture of safety for all employees is a continued focus.

2022 P1 KPI Performance Payout

9.21%

Financial Impact
\$3,769,559

Payout on will be distributed
July 19, 2022



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2022 P1 Metrics	Category	Category	Category	Goals		
	Weight	Score	Distributions	Silver	Gold	Platinum
Maximize Value to Membership	20%	Gold	1.60%	1.00%	1.40%	2.00%
Achieve Operational Excellence	20%	Gold	1.88%	1.00%	1.40%	2.00%
Protect the Financial Health of the Coop	20%	Gold	1.85%	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%

2022 P1 Payout 8.21%

KPI Metric by Category	Category	Overall KPI	Period	Performance	Estimated KPI	Goals		
	Weight	Weight	Metric	Rating	Distribution	Silver	Gold	Platinum
Maximize Value to Membership								
Increase Social Media	15%	3.0%	2,340	Platinum	0.30%	750	1000	1250
Increase Power of Change	15%	3.0%	4,343	Platinum	0.30%	1900	2000	2100
Community Outreach	15%	3.0%	32	Platinum	0.30%	8	12	16
Customer Satisfaction Score	20%	4.0%	8.5	Silver	0.20%	8.5	8.6	8.7
First Contact Resolution	15%	3.0%	86%	Platinum	0.30%	65%	70%	75%
Paperless Billing Enrollment	20%	4.0%	42%	Silver	0.20%	40%	43%	45%
		20%			1.60%			
Achieve Operational Excellence								
Worst Feeders Removed	40%	8.0%	7	Platinum	0.80%	3	5	7
SAIDI	40%	8.0%	49	Platinum	0.80%	60	55	50
Planning Training	20%	4.0%	5	Gold	0.28%	4	5	6
		20%			1.88%			
Protect the Financial Health of the Coop								
Operating Expense as % Budget	25%	5.0%	85%	Platinum	0.50%	100%	99%	98%
Competitively Sourced Spend	25%	5.0%	95%	Gold	0.35%	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%	16%	Platinum	0.50%	5%	7%	8%
		20%			1.85%			
Pursue Workforce Optimization								
% Employees Technical Training	30%	6.00%	100%	Platinum	0.60%	70%	75%	80%
% Employees Compliance Training	40%	8.00%	100%	Platinum	0.80%	90%	95%	99%
% Employees Professional Training	30%	6.00%	82%	Platinum	0.60%	50%	60%	75%
		20%			2.00%			
Advance Safety and Security								
Total Case Incident Rate (TCIR)	20%	4.00%	3.7	None	0.00%	3.0	2.4	2.0
Days Away Restricted Duty (DART)	20%	4.00%	2.7	None	0.00%	1.8	1.2	0.6
Vehicle Accident Rate (VAR)	20%	4.00%	3.0	Silver	0.20%	3.5	2.5	1.0
Phishing Simulation Avoidance	20%	4.00%	97.4%	Gold	0.28%	96.5%	97.0%	97.5%
Access Control Efficency	20%	4.00%	99%	Platinum	0.40%	97%	98%	99%
		20%			0.88%			