2018 KPI-P1 Final Performance

	KPI Metric by Category	Category Weight	Overall KPI weight	Performance Level	Performance Rating	Estimated KPI Distribution
Power Quality and Reliability	SAIDI	50%	10.00%	49.03 mins	Platinum	1.00%
	ARCOS Availability	25%	5.00%	91%	Platinum	0.500%
	Estimated Time of Restoration	25%	5.00%	98%	Gold	0.3500%
			20.00%			
Cost and Price	Low Cost Provider - % Lower than State Average	40%	8.00%	8.21%	Platinum	0.800%
	Total Controllable Costs per Consumer	20%	4.00%	174	Platinum	0.400%
	Average Consumers per Employee	15%	3.00%	420	Platinum	0.300%
	Overtime Hours as a % of Total Hours Worked	15%	3.00%	2.50%	Platinum	0.300%
	Transmission and Peak Power Reduction	10%	2.00%	1.86%	No Rating	0.00%
			20.00%			
Billing and Payment	Uncollectible Accounts Written off as Percentage of Operating Revenue	50%	5.00%	0.04%	Platinum	0.500%
	Percentage of Accounts Enrolled in Autopay	30%	3.00%	42.0%	Silver	0.1500%
	Percentage of Account Utilization of Non-Conventional Rate Options	20%	2.00%	36.0%	Silver	0.100%
			10.00%			
Corporate Citizenship	Number of Energy Audits Performed	30%	3.00%	201	Platinum	0.300%
	Completed Empower Loans	20%	2.00%	5	No Rating	0.00%
	Increase in Power of Change Enrollments	20%	2.00%	1772	Platinum	0.200%
	Number of PEC-Sponsored Volunteer Activities	30%	3.00%	6	Platinum	0.300%
			10.00%			
Communications	J.D. Power Communications Category Score	25%	2.50%	713	Platinum	0.2500%
	Increase in Social Media Subscriptions	25%	2.50%	1973	Platinum	0.2500%
	Community Engagement Events	20%	2.00%	214	Platinum	0.200%
	Key Account Meetings	30%	3.00%	236	Platinum	0.300%
			10.00%			
Customer Service	J.D. Power Customer Service Score	20%	3.00%	793	Platinum	0.300%
	Service Level	40%	6.00%	73%	No Rating	0.00%
	Percentage of Problems Solved on First Contact	40%	6.00%		Platinum	0.600%
			15.00%			
Safety and Security	Total Case Incident Rate (TCIR)	20%	3.00%	1.46	Platinum	0.300%
	Days Away Restricted Duty (DART)	20%	3.00%	1.46	Silver	0.1500%
	Preventable Vehicle Accidents	15%	2.25%	2	Gold	0.2100%
	Percentage of Physical Security Incidents Reported within 48 Hours of Occurrence	20%	3.00%	100%	Platinum	0.300%
	Completion of Security Awareness Training Hours per Employee	10%	1.50%	0.65	No Rating	0.00%
	Percentage of Employees Who Complete the Cybersecurity Training	15%	2.25%	100%	Platinum	0.22500%
			15%			