



Key Performance Indicators (KPI)

Update of 2024 Period 2 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 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 2 Update applies to the 2nd half of 2024 (Jul. – Dec.)

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	Platinum	2.00%	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	Platinum	2.00%	1.00%	1.40%	2.00%
Coop-wide Goal (Adder)	Achieved	1.00%			
Result: 2024 P2 Payout		9.90%			

Metric Performance

Value to Membership	Platinum
<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>Platinum</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

- Many metric performances came together at the same time making this the highest ever overall performance under this KPI structure.
- Employees scored platinum in 3 of the 5 categories and in 17 of the 19 individual metrics.
- Two areas noted for improvement from the last KPI period were brought to Platinum this period; Paperless Enrollments and Safety Incidents.
- Paperless Enrollments - First Platinum since 2021 and this metric did not reach a goal in the last period.
- New reliability metrics performed well, and staff continue developing processes and tools to improve sectionalizing outages.

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	Platinum
<i>Incident Rate (TCR)</i>	<i>Platinum</i>
<i>Restricted Duty (DART)</i>	<i>Platinum</i>
<i>Vehicle Accidents (VAR)</i>	<i>Platinum</i>
<i>Phishing Avoidance</i>	<i>Platinum</i>
<i>Access Control</i>	<i>Platinum</i>

Areas of Strength

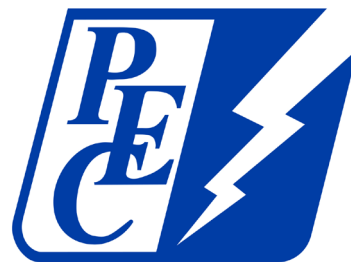
- Safety Metrics - For the first time all three metrics (TCR, DART, VAR) reached Platinum in the same period.
- Restricted Duty (DART) - First platinum in this metric since 2019.
- To summarize, in 2025, employees were involved in fewer incidents and in less severe incidents than in the last several years.
- Phishing Avoidance - First Platinum since the metric was introduced in 2022.
- Staff completed 99% of the assigned training that leadership deploys to help keep PEC heading in the right direction.

2024 P2 KPI Performance Payout

9.90%

Financial Impact
\$5,139,869

Payout will be distributed
February 25, 2025



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2024 P2 Metrics	Category Weight	Category Score	Category Distributions	Goals		
				Silver	Gold	Platinum
Maximize Value to Membership	20%	Platinum	2.00%	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%	Platinum	2.00%	1.00%	1.40%	2.00%

2024 P2 Payout

8.90%

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%	4,559	Platinum	0.40%	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%	92%	Platinum	0.40%	65%	70%	75%
Paperless Billing Enrollment	20%	4.0%	10,511	Platinum	0.40%	8000	9000	10000
		20%				2.00%		
Achieve Operational Excellence								
Remediating Worst Performing Feeders	30%	6.0%	7	Platinum	0.60%	3	5	7
CAIDI	40%	8.0%	73	Platinum	0.80%	100	95	90
First Step Resolution	30%	6.0%	113	Silver	0.30%	120	105	90
		20%				1.70%		
Protect the Financial Health of the Coop								
Operating Expense as % Budget	40%	8.0%	110%	None	0.00%	100%	99%	98%
Competitively Sourced Spend	30%	6.0%	98%	Platinum	0.60%	92%	94%	96%
Competitive Rates	30%	6.0%	23%	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%	99%	Platinum	0.80%	90%	95%	99%
% Employees Professional Training	30%	6.0%	90%	Platinum	0.60%	70%	75%	80%
		20%				2.00%		
Advance Safety and Security								
Total Case Incident Rate (TCR)	20%	4.0%	2.0	Platinum	0.40%	3.5	3.0	2.5
Days Away Restricted Duty (DART)	20%	4.0%	1.0	Platinum	0.40%	2.0	1.5	1.0
Vehicle Accident Rate (VAR)	20%	4.0%	1.6	Platinum	0.40%	3.0	2.5	2.0
Phishing Simulation Avoidance	20%	4.0%	97.6%	Platinum	0.40%	96.5%	97.0%	97.5%
Access Control Efficiency	20%	4.0%	100%	Platinum	0.40%	97%	98%	99%
		20%				2.00%		

