



2018 Key Performance Indicators P1 Results

Heather Baca, Organizational Performance, Process and Risk Manager

July 16, 2018

1.85%

Power Quality and Reliability

Gold

1.80%

Cost and Price

Gold

0.80%

Corporate Citizenship

Gold

0.90%

Customer Service

Silver

0.75%

Billing and Payment

Gold

1.00%

Communications

Platinum

1.19%

Safety and Security

Gold

2018 KPI-P1
Performance
Payout

8.29%



2018 JD Power Syndicated Study

PEC ranked #10 in the nation for
Overall Customer Satisfaction

Per Board approved 2017-18 KPI
Plan, an additional 2% will be
added to 2018 KPI-P1 payout



2018 KPI-P1 Performance Payout

Plan Performance
8.29%

JD Power Top 10 Ranking
2.00%

**Total KPI-P1
Payout
10.29%**

Estimated Financial Impact
\$ 3,085,537.50





pec.coop