



# Key Performance Indicators (KPI) Update of 2019 P1 Performance

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Board Meeting | Open Session

## Performance by Category

### Power Quality & Reliability

*Gold*

1.58%

### Cost & Price

*Gold*

1.73%

### Billing & Payment

*Gold*

0.90%

### Corporate Citizenship

*Gold*

0.75%

### Communications

*Platinum*

1.00%

### Customer Service

*Silver*

0.60%

### Safety & Security

*Gold*

1.60%

## 2019 KPI P1 Performance Payout

**8.16%**

Financial Impact  
\$2,798,864

Anticipating Payout on  
July 23, 2019



# 2019 P1 Performance

## Areas of Improvement from Previous Period

- **Safety** - Preventable vehicle accidents - *15 fewer accidents*
- **Safety** - Days away restricted duty - *Ratio down 20%*
- **Safety** - Total case incident rate - *Ratio down 6%*
- **Customer Service** - J.D. Power Customer Service Score - *up 25 points*
- **Billing & Payment** - Percent of autopay enrollments - *up 3%*

## J.D. Power

- Overall Satisfaction score improved from the previous period but it did not place PEC in the top 10 among all utilities (*12<sup>th</sup> among all utilities and 9<sup>th</sup> among cooperatives*)

## Goals Going Forward

- Continue improvements
- Potential 1% adder in P2 by reaching 50 min SAIDI goal

## Platinum-level Scores

- *Feeders w/ Highest SAIDI Impact*
- *Competitive Rates*
- *Overtime Percentage*
- *Uncollectable Accounts*
- *Autopay Enrollments*
- *Energy Audits Performed*
- *Participation in Public Events*
- *PEC-Sponsored Volunteer Activities*
- *J.D. Power Communications Score*
- *Social Media Subscriptions*
- *J.D. Power Customer Service Score*
- *First Contact Resolution*
- *Total Case Incident Rate*
- *Completed Training*





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| 2019 KPI P1 Final Metrics     | Category Score | Category Distribution | Category Goals |       |          |       |
|-------------------------------|----------------|-----------------------|----------------|-------|----------|-------|
|                               |                |                       | Silver         | Gold  | Platinum |       |
| Power Quality and Reliability | Gold           | 1.58%                 | Platinum 10%   | 1.00% | 1.40%    | 2.00% |
| Cost and Price                | Gold           | 1.73%                 | Gold 7%        | 1.00% | 1.40%    | 2.00% |
| Billing and Payment           | Gold           | 0.90%                 | Silver 5%      | 0.50% | 0.70%    | 1.00% |
| Corporate Citizenship         | Gold           | 0.75%                 | No Rating 0%   | 0.50% | 0.70%    | 1.00% |
| Communications                | Platinum       | 1.00%                 |                | 0.50% | 0.70%    | 1.00% |
| Customer Service              | Silver         | 0.60%                 |                | 0.50% | 0.70%    | 1.00% |
| Safety and Security           | Gold           | 1.60%                 |                | 1.00% | 1.40%    | 2.00% |
| Official 2019 P1 Payout       |                | 8.16%                 |                |       |          |       |

| KPI Metric by Category                               | Overall KPI Weight | Period Metric | Performance Rating | Estimated KPI Distribution | Metric Goals |       |          |
|--|--------------------|---------------|--------------------|----------------------------|--------------|-------|----------|
|  |                    |               |                    |                            | Silver       | Gold  | Platinum |
| Power Quality and Reliability                        |                    |               |                    |                            |              |       |          |
| SAIDI  | 10.0%              | 54            | Gold               | 0.70%                      | 63           | 58    | 53       |
| Feeders w/ Highest SAIDI Impact Removed              | 6.00%              | 7             | Platinum           | 0.60%                      | 3            | 5     | 7        |
| Percentage of Outages w/ ETR                         | 4.00%              | 97%           | Gold               | 0.28%                      | 90           | 95    | 99       |
|  | 20.00%             |               |                    | 1.58%                      |              |       |          |
| Cost and Price                                       |                    |               |                    |                            |              |       |          |
| Competitive Rates                                    | 8.00%              | 14%           | Platinum           | 0.80%                      | 5%           | 7%    | 8%       |
| Expenses Per Meter                                   | 7.00%              | \$185         | Gold               | 0.49%                      | 186          | 185   | 183      |
| Overtime Hours as a % of Total Hours Worked          | 3.00%              | 2.3%          | Platinum           | 0.30%                      | 4.5%         | 4.0%  | 3.5%     |
| 4CP Avoidance  | 2.00%              | 13.00         | Gold               | 0.14%                      | 0-13         | 13-17 | >17      |
|  | 20.00%             |               |                    | 1.73%                      |              |       |          |
| Billing and Payment                                  |                    |               |                    |                            |              |       |          |
| Uncollectible Accounts Written off as % of Revenue   | 5.00%              | 0.08%         | Platinum           | 0.50%                      | 0.20%        | 0.15% | 0.10%    |
| Percentage of Accounts Enrolled in Autopay           | 3.00%              | 47%           | Platinum           | 0.30%                      | 40%          | 43%   | 45%      |
| Percentage of Accounts Enrolled in Paperless Billing | 2.00%              | 32%           | Silver             | 0.10%                      | 30%          | 33%   | 35%      |
|  | 10.00%             |               |                    | 0.90%                      |              |       |          |
| Corporate Citizenship                                |                    |               |                    |                            |              |       |          |
| Number of Energy Audits Performed                    | 2.50%              | 184           | Platinum           | 0.25%                      | 125          | 150   | 175      |
| Participation in Public Events                       | 2.50%              | 25            | Platinum           | 0.25%                      | 10           | 12    | 14       |
| Increase in Power of Change Enrollments              | 2.50%              | 876           | None               | 0.00%                      | 1900         | 2000  | 2100     |
| PEC-Sponsored Volunteer Activities                   | 2.50%              | 5             | Platinum           | 0.25%                      | 1            | 2     | 3        |
|  | 10.00%             |               |                    | 0.75%                      |              |       |          |
| Communications                                       |                    |               |                    |                            |              |       |          |
| J.D. Power Communications Category Score             | 5.00%              | 725           | Platinum           | 0.50%                      | 670          | 680   | 690      |
| Increase in Social Media Subscriptions               | 5.00%              | 1963          | Platinum           | 0.50%                      | 750          | 1000  | 1250     |
|  | 10.00%             |               |                    | 1.00%                      |              |       |          |
| Customer Service                                     |                    |               |                    |                            |              |       |          |
| J.D. Power Customer Service Score                    | 2.00%              | 813           | Platinum           | 0.20%                      | 770          | 780   | 790      |
| Service Level  | 4.00%              | 49%           | None               | 0.00%                      | 75%          | 80%   | 85%      |
| Percentage of Problems Solved on First Contact       | 4.00%              | 76%           | Platinum           | 0.40%                      | 65%          | 70%   | 75%      |
|  | 10.00%             |               |                    | 0.60%                      |              |       |          |
| Safety and Security                                  |                    |               |                    |                            |              |       |          |
| Total Case Incident Rate (TCIR)                      | 5.00%              | 1.6           | Platinum           | 0.50%                      | 3.0          | 2.4   | 2.0      |
| Days Away Restricted Duty (DART)                     | 5.00%              | 0.8           | Gold               | 0.35%                      | 1.8          | 1.2   | 0.6      |
| Preventable Vehicle Accidents                        | 5.00%              | 6             | Silver             | 0.25%                      | 8            | 5     | 0        |
| Percentage of Employees Completing Training          | 5.00%              | 100%          | Platinum           | 0.50%                      | 90%          | 95%   | 100%     |
|  | 20.00%             |               |                    | 1.60%                      |              |       |          |