



METRIC PROGRAM UPDATE

INTRODUCTION BY:

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April 29, 2019

Approval Requested

AGENDA



- **METRIC PROGRAM ADMINISTRATION**
- **FY2020 ACCOUNTABILITY METRIC PROGRAM OVERVIEW**
- **PROPOSED ANNUAL METRIC MODIFICATIONS**
- **REQUEST FOR APPROVAL**

OFFICE OF ENTERPRISE BUSINESS PLANNING & EXECUTION EXCELLENCE



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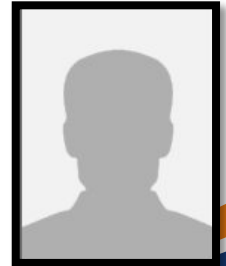
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OVERVIEW

FY2020 ACCOUNTABILITY METRICS

Strategic Driver	Annual Metric	Long-Term Metric
Customer Relationships	Residential Customer Satisfaction	Two-Year Average Customer Satisfaction Index
Employee Relationships	OSHA Severity Rate	Enterprise Readiness
Community	Environmental Compliance Issues (NOE & NOV)	Residential Management Reputation
Financial Integrity	Enterprise O&M	Senior Lien Bond Rating
Operational Excellence	SAIDI	Two-Year Average SAIDI
	Portfolio Commercial Availability	Two-Year Average SAIFI
		Two-Year Average Portfolio Commercial Availability

 Metric Modifications Proposed

METRIC MODIFICATIONS



RECOMMENDATIONS

- We recommend two modifications to the annual accountability metrics:

Modification Type	Impacted Annual Metric	FY2020 Annual Metric Recommendation
Metric Replacement	Safety Metric	Replace the Recordable Incident Rate (RIR) with OSHA Severity Rate
Metric Refinement	Environmental Compliance Metric	Refine the Notice of Violation -NOV Component Only

SUMMARY

FY2020 ACCOUNTABILITY METRICS

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	Portfolio Commercial Availability	Two-Year Average SAIFI
		Two-Year Average Portfolio Commercial Availability

REQUEST FOR APPROVAL



Ratify Accountability Metrics:

- Replace the Recordable Incident Rate (RIR) Metric with OSHA Severity Rate Metric
- Refine the Environmental Compliance Metric, specifically the Notices of Violation (NOV) component



Thank You