



2020 PERFORMANCE MEASURES

Benton PUD Strategic Anchors Customer Value, Stewardship, Reliability, Safety, Skilled Workforce

<table><tr><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4"><u>Customer Satisfaction</u></td></tr></table> <p>Jodi Henderson Page 2</p>	Q1	Q2	Q3	Q4	<u>Customer Satisfaction</u>				<table><tr><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4"><u>Telephone Service Level</u></td></tr></table> <p>Christie McAloon Page 3</p>	Q1	Q2	Q3	Q4	<u>Telephone Service Level</u>				<table><tr><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4"><u>Electronic Payments</u></td></tr></table> <p>Christie McAloon Page 4</p>	Q1	Q2	Q3	Q4	<u>Electronic Payments</u>				<table><tr><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4"><u>Service Order Process</u></td></tr></table> <p>Mike Irving Page 5</p>	Q1	Q2	Q3	Q4	<u>Service Order Process</u>				<table><tr><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4"><u>Rates</u></td></tr></table> <p>Keith Mercer Page 6</p>	Q1	Q2	Q3	Q4	<u>Rates</u>				<table><tr><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4"><u>Back Bill Rate</u></td></tr></table> <p>Christie McAloon Page 7</p>	Q1	Q2	Q3	Q4	<u>Back Bill Rate</u>			
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Legend

The color assigned for each measure is a subjective evaluation of both the quarterly results, shown in the quarterly squares as well as the year-to-date review for the calendar year compared to established targets, shown in the large box. The legend below provides general guidance for assigning colors.

	Positive performance - positive year review and exceeding quarterly expectation
	Improvement needed - concern about year review and less than quarterly expectation
	Adverse performance - negative year review and negative quarterly performance
	Data not available or no activity during the quarter

Q1	Q2	Q3	Q4
Indicator Title Outlook			



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title **Customer Satisfaction**

Definition

Track overall customer satisfaction and assess interaction with and use of services provided by Benton PUD.

How Performance Measure is Computed

Surveys can be conducted via bill inserts or phone interviews. For bill inserts questions are answered on a 7 point scale. The % measurement is the % of respondents who were satisfied overall (response of 5 or above). For a phone survey, overall satisfaction is measured on a 5 point scale. The % measurement is the % of respondents who were satisfied overall (response of 4 or above).

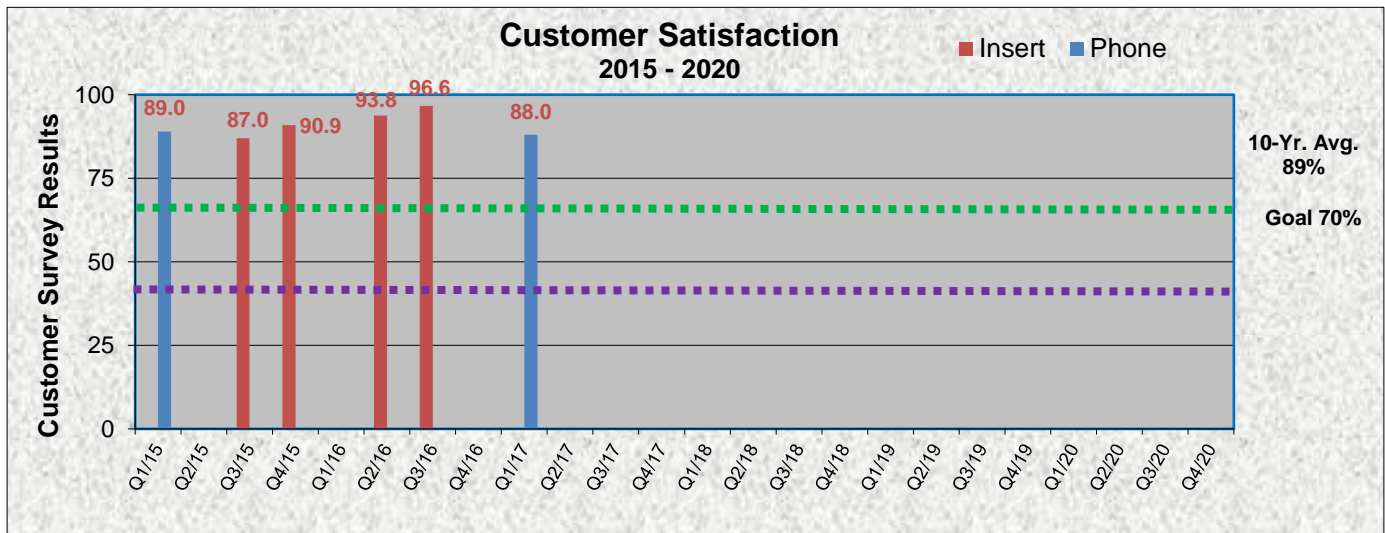
Goal

Green - 70% and above, Yellow - 55% to 70%, Red - Below 55%. Based on overall satisfaction and satisfaction with services.

Goal		Actual		Survey Type
Q1	70 %	Q1	NA %	
Q2	70 %	Q2	%	
Q3	70 %	Q3	%	
Q4	70 %	Q4	%	

Quarterly Performance Summary

No customer satisfaction survey was conducted this quarter. As follow up to a presentation given to the commission on February 10, a contract was awarded to conduct a customer satisfaction survey during 2020 Q2. The survey was postponed due to the coronavirus pandemic. A new date for the survey needs to be determined.



Responsible Manager: Jodi Henderson

Data Provider: Jodi Henderson

Report Date: 4/10/2020



Performance Measure Title
Telephone Service Level (Customer Service Queue)

2020 Status				
Q1	Q2	Q3	Q4	
Outlook				

Definition

Measures service level in the customer service queue, achieving a minimum of 70% of all calls answered within 30 seconds or less and 90% of calls answered in 120 seconds or less. This measure captures the timeliness of answering calls routed to the customer service queue, and the effectiveness of the department staff in terms of managing and monitoring the call queue.

How Performance Measure is Computed

Service level reporting capabilities are provided by the Cisco phone system. The system measures the speed of answering all incoming customer service calls and maintains that data in a log that can be queried via the Cisco reporting application. The percentage of incoming calls that are answered within 30 seconds and 120 seconds will be displayed for each quarter, and the rating will be based on the quarterly results. The 12 month rolling average will be provided to reflect historical perspective.

Goal

Answering at least 70% of incoming calls within 30 seconds or less and 90% of calls within 120 seconds or less, based on quarterly performance. A green rating will be achieved if both goals are met, a yellow rating if one goal is met and a red rating if neither goal is met for the quarter.

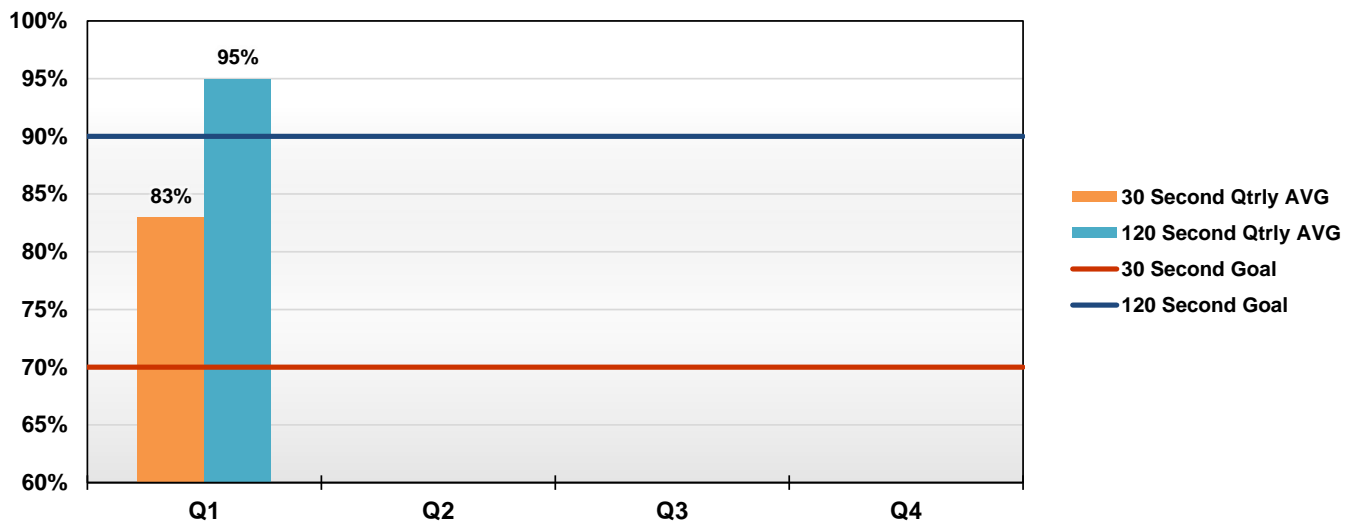
	Number of Calls	Calls Answered Within 30 Seconds			Calls Answered Within 120 Seconds		
		Goal	Quarterly Performance	Rolling Performance	Goal	Quarterly Performance	Rolling Performance
Q1	19,394	70%	83%	78%	90%	95%	92%
Q2		70%			90%		
Q3		70%			90%		
Q4		70%			90%		

Rating
Both goals met
One goal met
Neither goal met

Quarterly Performance Summary

Both the 30 and 120 second goals were exceeded for Q1, with 83% of calls answered within 30 seconds and 95% of calls answered within 120 seconds, making the overall rating for the performance measure green for Q1. Due to the COVID-19 pandemic, customer lobbies in Kennewick and Prosser were closed on March 13. Customer Service Representatives began working remotely on March 17 and continued working remotely through the end of the quarter.

Calls Answered within 30 & 120 Seconds - Quarterly Performance



Responsible Manager: Christie McAloon

Data Provider: Lurii Blackwell

Report Date: 4/6/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Electronic Payments

Definition

Measures the percentage of total payments made to the District using electronic payment channels such as the SmartHub website and mobile application, IVR (Integrated Voice Recognition telephone payment system), Pay Now (one time payment website), Autopay or a customers' bank bill pay website. Increasing the number of electronic payments can lower costs by reducing the manual processes required to post payments and reduce errors associated with manual processes. Providing multiple electronic payment channels can lead to increased customer satisfaction and further the Districts efforts in customer engagement.

How Performance Measure is Computed

The number of payments processed through Auto Pay, SmartHub Website, SmartHub Mobile Application, IVR system, Pay Now, payment kiosks and bank websites will be compared to the total number of District payments processed during the quarter. A green rating will be assigned if 48% or more of total payments are made by electronic methods during the quarter; yellow rating for 45-47%, and red rating if the number of electronic payments is less than 45% of total payments during the quarter. This rating criteria may be refined as more history is developed and penetration levels are identified from similar utilities.

Rating
48%+
45-47%
<45%

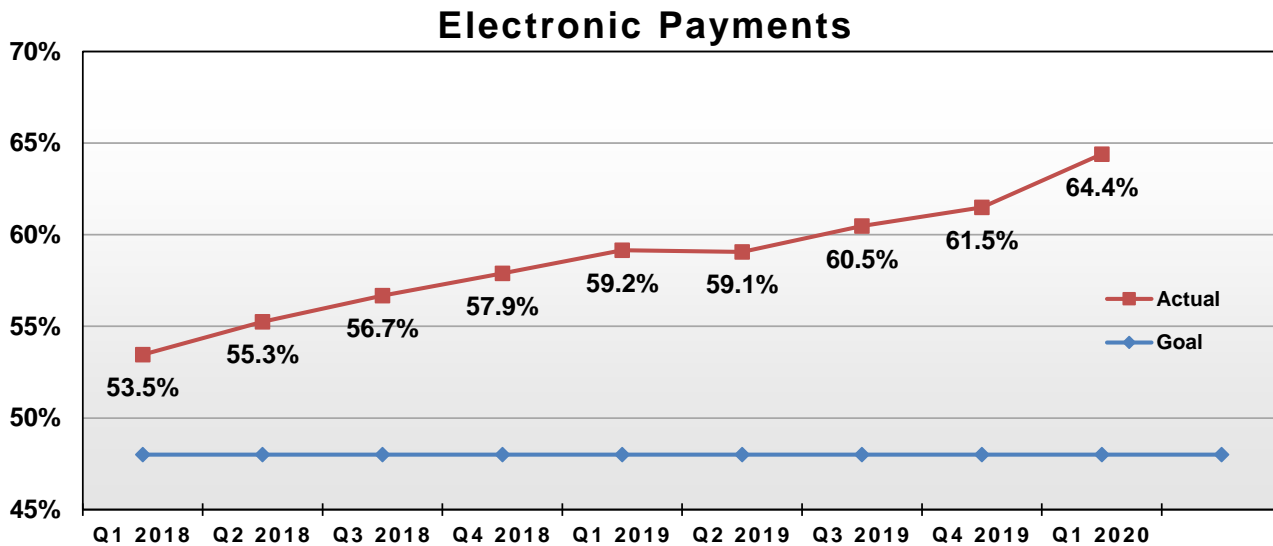
Goal

Minimum of 48% of total payments will be made by electronic methods.

	Payments			BPUD Self Serve Payments						Other
	Total Payments	Electronic Payments	Percentage Electronic	Auto Pay	SmartHub Website	SmartHub Mobile App	Telephone System - IVR	Pay Now One Time Payment	Payment Kiosk	Bank Website Payment
Q1	162,984	95,703	64.4%	38,126	18,940	15,096	6,933	13,295	1,035	11,814
Q2										
Q3										
Q4										

Quarterly Performance Summary

The percentage of electronic payments increased 2.9% to 64.4% in Q1. Customer lobbies were closed to the public March 13 due to the COVID-19 pandemic and remained closed through the end of the quarter. All self service options experienced increased usage during the quarter, with the Telephone IVR and Payment Kiosks showing large increases in due to office closures.



Responsible Manager: Christie McAloon

Data Provider: Christie McAloon

Report Date: 4/24/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title Service Order Time Tracking

Definition

Once a new or altered service is eligible for energization*, the following items will be measured:

- 1) Length of time it takes the Operations Center to energize a new service once Engineering has transitioned the electronic service order to them in the Work Flow Management system (WFM), after the customer has met the criteria described by the * below.
- 2) Length of time it takes to set up the customer account in the Customer Care & Billing (CC&B) system for billing after Operations transitions it over to them from the WFM system.

***Eligible for energization is based on the customer meeting the following criteria: trench has been inspected on an underground service, fees have been paid, L & I state approval has been received, and customer is ready for power. The District has no control over the time span to energize a new or altered service until the criteria has been met.**

How Performance Measure is Computed - 1st Chart

After Engineering has released all holds in the WFM system, the service order is transitioned to Operations. Performance is measured from the date received by Operations in WFM and the completion date of when the meter was set (energized).

How Performance Measure is Computed - 2nd Chart

This part of the performance is measured from the Operations completed date to the date it was transitioned to CIS for customer account setup. The last performance is measured from the date Customer Service receives the electronic Service Order from Operations, to the date Customer Service closes the electronic service order. This shows the average number of days from the time the meter was set until Customer Service sets up the customer account.

Goal

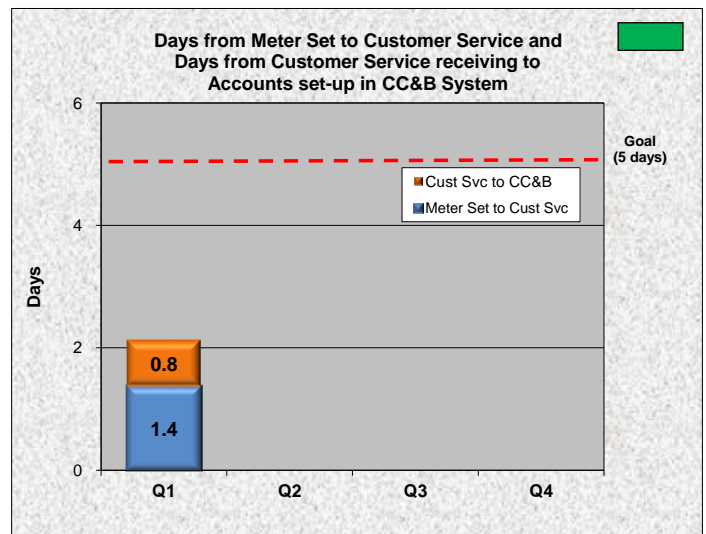
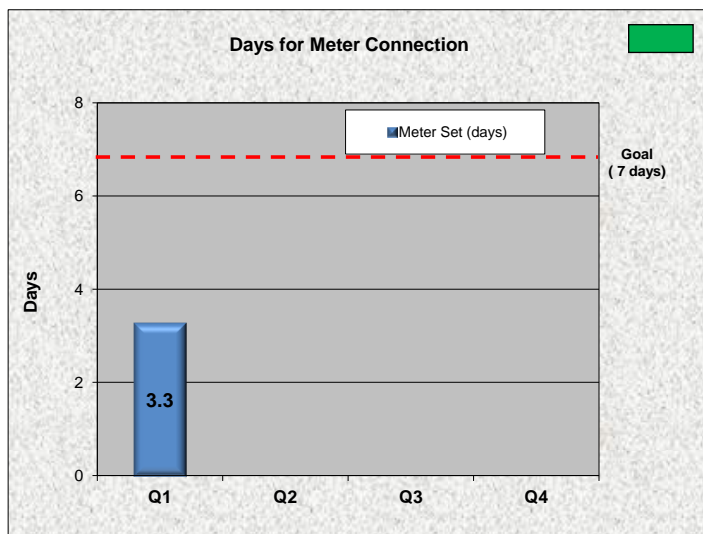
The goal is to energize new services and transition it to Customer Service within an average of 7 days after customer criteria has been met and new accounts set up in CC&B within an average of one week (5 days) after being transitioned from Operations to Customer Service.

Rating Criteria:	Operations	Customer Service	Combined Rating
	7 days or less	5 days or less	Both green
	8 - 9 days	6 - 7 days	Either is yellow
	> 9 days	> 7 days	Either is red

	Q1		Q2		Q3		Q4	
	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Connection (Chart 1)	7	3	7		7		7	
Ops to CIS (Chart 2)	5	1	5		5		5	
CC&B System (Chart 2)	5	1	5		5		5	
New services count		250						

Quarterly Performance Summary

During the first quarter of 2020 it took on average 3 days for a new service to be energized once the customer had met all requirements, meeting the criteria of 7 days or less. Turnaround from the meter being set to the service order being available to Customer service was 1 day with an additional day for Customer Service to activate the new account, producing an average turnaround time from the meter being energized to the account activated of 2 days meeting the criteria of 5 days or less.





Performance Measure Title Rate Comparisons

2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Definition

This indicator compares an average monthly bill for the District's current rates for Residential and Large General Service (LGS) to other utilities in the Northwest. A benchmarking base amount of 1,350 kWh is used for Residential customers. LGS customers energy use is 115,000 kWh and demand of 300kW.

How Performance Measure is Computed

Gather current rates from 16 utilities throughout the Northwest and graph Benton PUD in relation to these utilities. Utilities selected for comparisons must purchase 60% or more of their power from BPA.

Goal

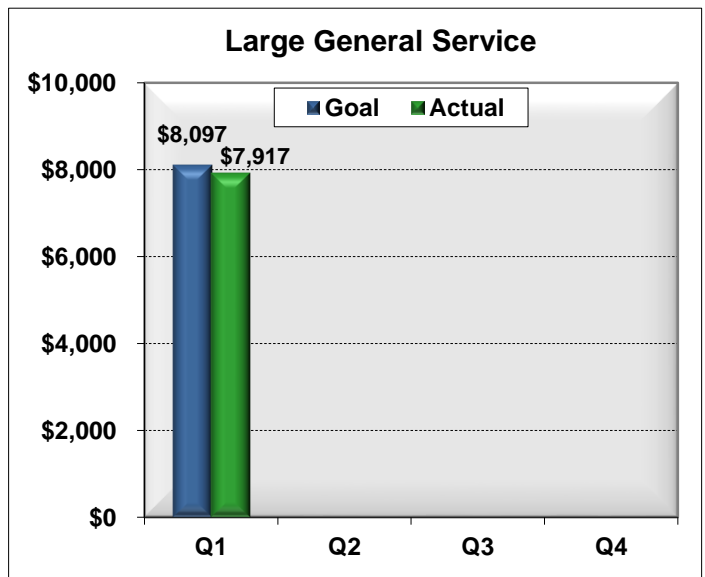
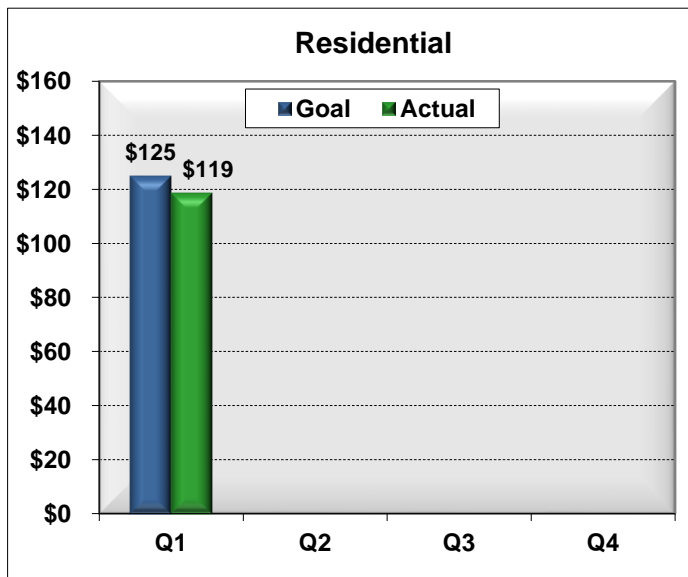
Performance will be measured based on a quarterly rate comparison. A green rating will be assigned if the District's average monthly bill is below the median monthly bill, a yellow rating will be assigned if the District's average monthly bill is in the quartile above the median, and a red rating will be assigned if the District's average monthly bill is in the highest quartile.

Residential Average Monthly Bill	
Goal	Actual
Q1	< \$125
Q2	
Q3	
Q4	

Large General Service Average Monthly Bill	
Goal	Actual
Q1	< \$8,097
Q2	
Q3	
Q4	

Quarterly Performance Summary

During Q1 2020, the District's rates were below the median of comparable utilities, so a green rating was assigned. Two out of the seventeen benchmark utilities had a rate increase in Q1 of 2020 (Lewis PUD and Umatilla Electric Coop). One additional utility has approved a rate increase that will become effective in Q2 of 2020 (Clallam PUD).



Responsible Manager: Keith Mercer

Data Provider: Katie Grandgeorge

Report Date: 4/14/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Back Bills and Billing Corrections due to District Errors

Definition

Back bills and bill corrections can have a significant impact on customers and on District staff. While some back bills are due to customer error (signing up for service at the wrong apartment or mislabeled meter bases), other back bills are preventable. Some examples of avoidable back bills include equipment failure that is overlooked for a period of time and results in a back bill of more than one month, or not transferring a low income discount when a customer moves. Only preventable back bills due to staff error, or those that were caused by equipment failure not detected in a timely manner, will be counted in this performance measure. When a significant back bill occurs, the rating could be assigned a yellow or red rating depending on the severity of the back bill. This rating would be assigned regardless of the number of back bills during the period.

How Performance Measure is Computed

On a quarterly basis, the number of back bills caused by the following reasons will be reported: defective meter, incorrect multiplier, service orders not processed in a timely manner, data entry error in CIS, missing low income discount, incorrect bill cycle, switched meters and data entry errors. Back bills are processed by the Billing Specialist and will be tracked in a spreadsheet that captures the number of back bills falling into these categories, and the nature of the back bill (i.e. customer error or District error). Each customer affected by a back bill will be counted as "1". For example, all customers affected by a District-caused meter switch will be counted.

Goal

Less than 16
Between 16 - 24
Greater than 24

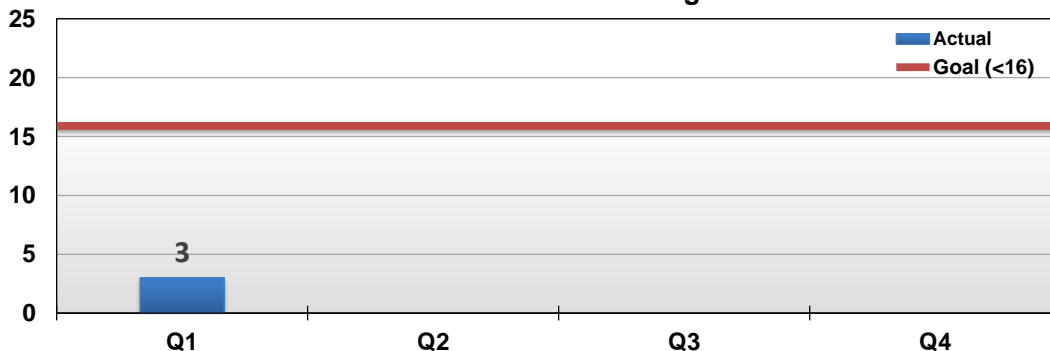
		Number of Back Bills	
	Number of Bills Issued	Goal	Actual
Q1	139,395	<16	3
Q2			
Q3			
Q4			

Quarterly Performance Summary

Three avoidable back bills occurred during Q1. Although the number of back bills caused by District error is below the goal, a data entry error on a low income disabled discount was very significant, resulting in a red rating. Please see below for a description of the back bills for Q1 2020:

- 1) Due to a data entry error, a customer did not receive a 25% low income disabled discount from May 2017 to December 2019, resulting in credit on the account in the amount of -\$1,950.69.
- 2) The meters were switched at a duplex during installation in May 2019. The error was discovered during an energy audit. One customer was responsible for the bills in both units of the duplex for the entire timeframe, therefore, the meters were corrected in the customer information system (CIS) and no corrected bills were issued.
- 3) A customer requested three security lights be removed from their property in March 2019. The request was not forwarded to customer service. The customer provided proof of the request, the lights were removed and a refund of -\$368.61 issued to the customer.

Number of Back Bills During Period



Responsible Manager: Christie McAloon
 Data Provider: Christie McAloon

Report Date: 4/24/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title Unrestricted Reserve Level

Definition

Total Unrestricted Reserves include Minimum Operating Reserves and Designated Reserves, such as the Rate Stabilization Account, Power Market Volatility Account, Customer Deposits Account, Special Capital Account, and Bond Insurance Replacement Account, as defined in the District's Financial Policies adopted by Resolution No. 2313 and reported in the monthly financial statements. Beginning in 2015, Minimum Operating Reserves are defined as 90 days cash on hand.

How Performance Measure is Computed

Compare approved annual budget Total Unrestricted Reserve balances as projected at quarter-end to the Minimum Operating Reserve balances projected for year-end.

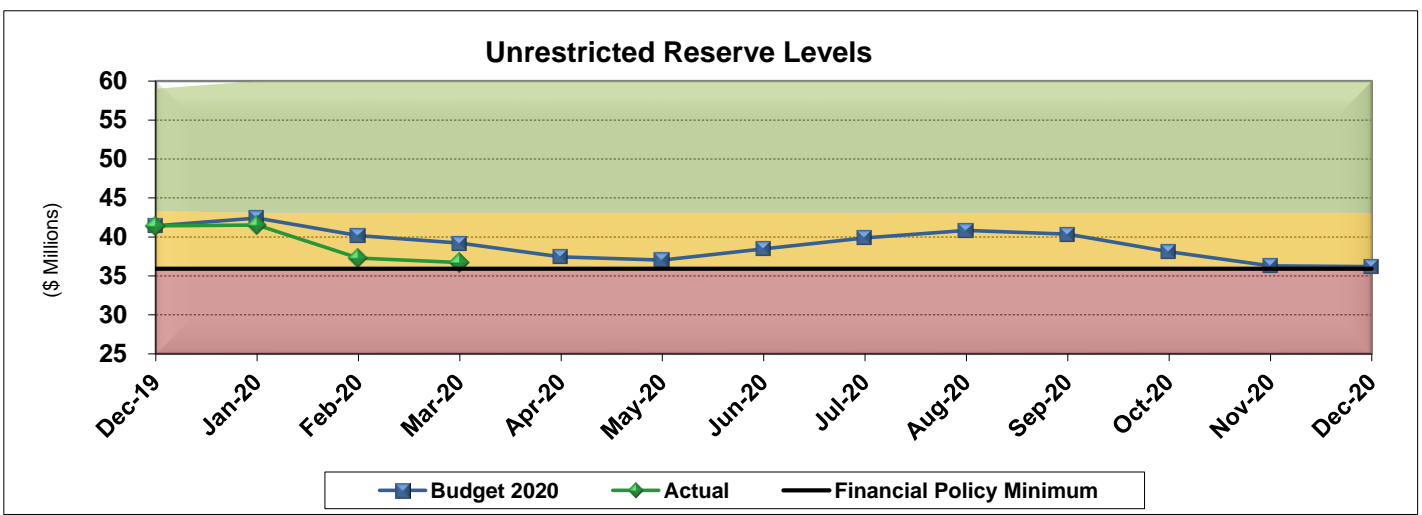
Goal

Maintain Total Unrestricted Reserves above the minimum level as defined by the District's Financial Policies. A green rating will be assigned if Total Unrestricted Reserves are above 120% of the minimum level. A yellow rating will be assigned if Total Unrestricted Reserves are between 120% and 100% of the minimum level and below the Budget planned cash levels without the expectation of recovery by year-end. A red rating will be assigned if Total Unrestricted Reserves are below the minimum level or expected to fall below the minimum level without the expectation of recovery by year-end or if any borrowings of cash are utilized to cover operating expenses.

\$ Millions	Minimum	Budget	Actual	Year-end Forecast	
Q1	\$35.926	\$39.232	\$36.720	Date	March 2020
Q2	\$35.926	\$38.469		Revenue Increase	N/A
Q3	\$35.926	\$40.364		Effective Date	N/A
Q4	\$35.926	\$36.197		Year-end Reserves	\$37.123

Quarterly Performance Summary

At the end of Q1, unrestricted reserves were \$2.51 million lower than the 2020 Budget. A yellow rating was given because the unrestricted reserves fell between 120% and 100% of the minimum level. Unrestricted Reserves decreased by \$4.72 million in the first quarter, primarily due to lower retail revenues in the winter months and the 2020 state privilege tax was paid in February when the costs are amortized throughout the year. Outlook is yellow due to unknown COVID-19 impacts and a declining water forecast.



Responsible Manager: Keith Mercer

Data Provider: Katie Grandgeorge

Report Date: 4/7/2020



Performance Measure Title

Days Cash on Hand

2020 Status				
Q1	Q2	Q3	Q4	
Outlook				

Definition

Days Cash on Hand measures the number of days an enterprise can cover its operating expenses using unrestricted cash and investments and assuming no additional revenue is collected. Total Unrestricted Reserves include Minimum Operating Reserves and Designated Reserves, such as the Power Market Volatility Account, Customer Deposits Account, Special Capital Account, and Bond Insurance Replacement Account. This ratio is useful for measuring the relative strength of a utility's financial liquidity. It must be evaluated in conjunction with identified immediate risks to cash flow and compared to the number of days it takes for the utility to raise its rates and begin to receive additional revenues.

How Performance Measure is Computed

Days Cash on Hand is computed by multiplying the total unrestricted cash and investments by 365 and then dividing that result by the total operating expenses (excluding depreciation and amortization). Operating expenses will be based on the latest forecast at the end of each quarter. Previous to Q3 2018, this performance measure used a twelve month rolling average of operating expenses.

Goal

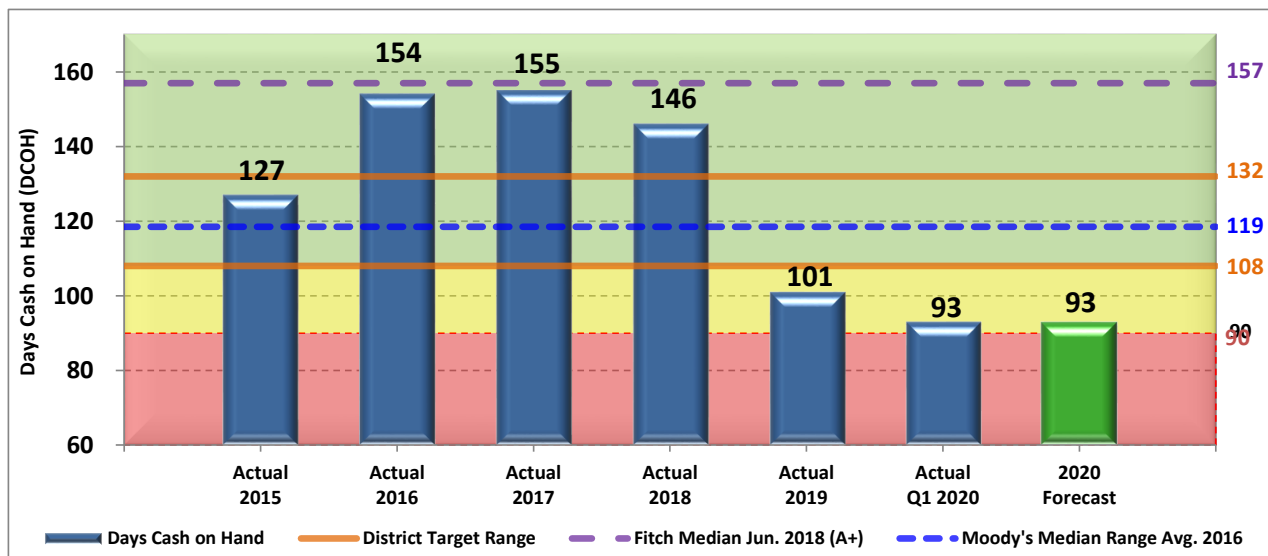
The District's current Financial Policies establish a Minimum Operating Reserve of 90 Days Cash on Hand and require financial plans to maintain Days Cash on Hand to achieve or maintain the Targeted Bond Rating (median of public power utilities). Targeted Days Cash on Hand shall consider relevant and recent benchmark data published by rating agencies for similar rated utilities. Moody's published Days Cash on Hand ratio medians for distribution system utility in September 2016 and the range was 104 to 133. The Fitch Ratings "U.S. Public Power Peer Study" issued in June 2018 calculates a median of 157 days cash on hand for A+ rated retail utilities. Staff's recommended Targeted Days Cash on Hand is 120 days +/-10%. This measure will be rated "green" if the Days Cash on Hand is at or above the bottom of the recommended range (108 days), "yellow" if the Days Cash on Hand is between the Minimum Operating Reserve (90 days) and the bottom of the recommended range, and "red" if the Days Cash on Hand is lower than the Minimum Operating Reserve.

	Medians		District Target	Actual
	Moody's (A/Aa Avg)	Fitch (A+)		
Q1	122	140	108 to 132	93
Q2	122	140	108 to 132	
Q3	122	140	108 to 132	
Q4	122	140	108 to 132	

Designated Reserves - Year-end Forecast	
Description	DCOH
Minimum Operating Reserves	83
Bond Insurance Replacement	6
Power Market Volatility	0
Special Capital	0
Customer Deposits	4
April 2020 Year-end Forecast	93

The numbers included in this calculation are based on preliminary financial data.

The District had 93 Days Cash on Hand (DCOH) at the end of Q1 2020 resulting in a yellow rating. Unrestricted reserves decreased by about 8 days from Q4 2019. The reduction in DCOH in the first quarter is primarily due to lower retail revenues in the winter months and the 2020 state privilege tax being paid in February. The outlook is rated yellow due to the unknown COVID-19 impacts and the year-end forecast of 93 DCOH which is between the Minimum Operating Reserves (90 days) and the bottom of the recommended range (108 days).



Responsible Manager: Keith Mercer

Data Provider: Brandon Oswalt



2020 Status				
Q1	Q2	Q3	Q4	
Outlook				

Performance Measure Title

Actual Costs per kWh and COSA Comparison

Definition

The Net Power Costs per kWh and COSA Comparison is a comparison of the actual Net Power Cost per kWh and the Net Power Cost per kWh as used in the COSA model. The Other Costs per kWh and COSA Comparison is a comparison of other costs and revenues per kWh and other costs and revenues per kWh as used in the COSA model. The COSA used in the calculation is the model that current rates are developed from. Components of other costs include operation and maintenance expenses, taxes (excluding municipal occupation taxes), net capital, debt service, broadband and miscellaneous revenues, and exclude depreciation. These comparisons serve as validation of the assumptions used in the COSA model which contributes to more accurate rate projections.

How Performance Measure is Computed

The Net Power Cost per kWh and COSA Comparison is computed by taking the 12-month rolling net power cost and dividing by the 12-month rolling billed retail kWh as reported in the District's financial statements. The Other Costs per kWh and COSA Comparison is computed by taking the 12-month rolling other costs and dividing by the 12-month rolling billed retail kWh as reported by District financial statements. In addition, actual year-to-date calculations are provided for both comparisons.

Goal

For a green rating, total costs per kWh on a rolling 12-month basis should be no higher than 0% of the COSA model. A yellow rating would be assigned if total cost variances were between 0% - 5% or a concerning trend is identified; and a red rating would be assigned if total cost variances were in excess of 5% from the COSA model or a significant concerning trend is identified.

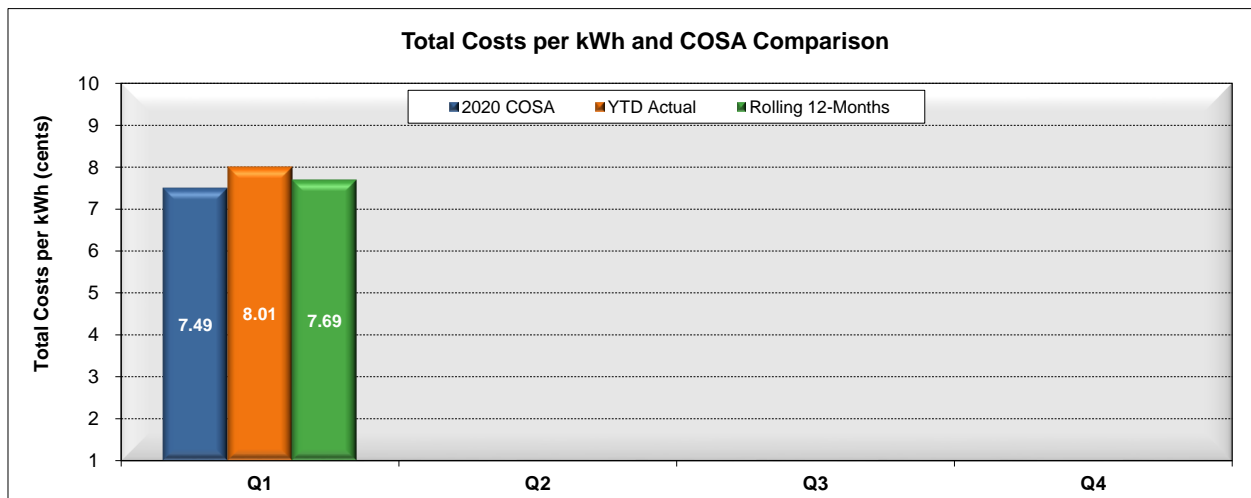
Net Power Costs per kWh (cents)					Other Costs per kWh (cents)					Total Costs per kWh (cents)				
	2020 COSA	Rolling 12-Months	YTD Actual	Rolling 12-Months to COSA		2020 COSA	Rolling 12-Months	YTD Actual	Rolling 12-Months to COSA		2020 COSA	Rolling 12-Months	YTD Actual	Rolling 12-Months to COSA
Q1	4.666	4.880	5.128	4.6%	Q1	2.825	2.812	2.877	-0.5%	Q1	7.491	7.692	8.005	2.7%
Q2					Q2					Q2				
Q3					Q3					Q3				
Q4					Q4					Q4				

2020 COSA Net Power Cost \$83,001,568
2020 COSA Other Costs \$50,249,329

2020 COSA Total Costs \$133,250,897
2020 COSA Retail kWh 1,779,007,877

Quarterly Performance Summary

This measure compares costs per kWh to the 2020 COSA. At the end of Q1, the rolling 12-month total costs of 7.692 cents per kWh are 2.7% more than the COSA model. The rolling 12-month net power costs (NPC) of 4.880 cents per kWh are 4.6% more than the COSA model. Typically, the rolling 12-month cost per kWh is lower primarily because the COSA is based on the 2020 Budget, which is conservatively set at the 25th percentile level for net power costs and we normally experience conditions that are better than the 25th percentile over the rolling 12-month period. However, net power costs (numerator) are 1.5% above the 2020 COSA, which results in a higher overall net power cost per kWh. The rolling 12-month other costs of 2.812 cents per kWh is 0.5% less than the COSA model. Other costs (numerator) are 3.4% below the 2020 COSA, which results in a lower overall other cost per kWh. This measure is rated yellow for the quarter at 2.7% above the COSA model. The outlook is rated yellow as there is a concerning trend the past couple of years with exposure to volatile power prices when demand is high that could result in increased NPC, as well as the uncertainty of COVID-19 impacts to the District's overall load.



Responsible Manager: Keith Mercer

Data Provider: Briana Herrington

Report Date: 4/27/2020



Performance Measure Title

O&M / Net Capital

2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Definition

This indicator measures the District's actual operations and maintenance (O&M) expenses vs. budget and the actual net capital expenditures vs. budget on a year-to-date basis. O&M expenses include transmission, distribution, broadband and all District internal costs and exclude power supply costs, taxes, depreciation, interest expense and other non-operating expenses. O&M and capital expenditures are a subset of all expenditures incurred by the District. While all costs are controllable by the District in the long-term, management has more direct control of these costs over the short-term and may more immediately impact District financial results through decisions in these areas.

How Performance Measure is Computed

The official budget that is approved by the Commission for the calendar year will represent the standard against which actual results are measured. The original budget may be amended by the Commission during August/September of each year. Year-to-date O&M expenses and net capital expenditures will be compared to budget at the end of each quarter.

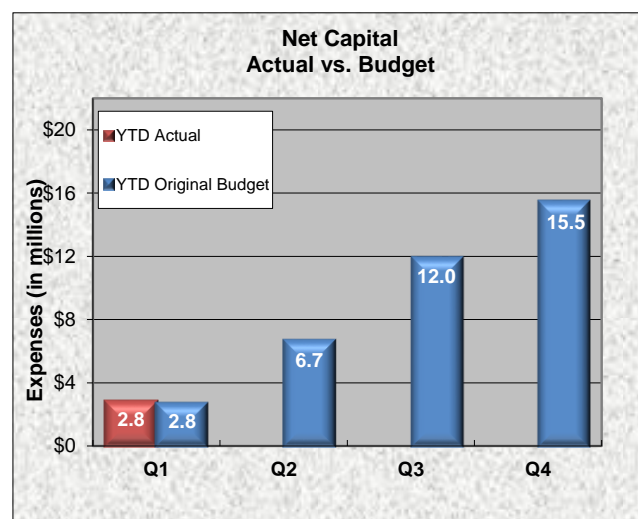
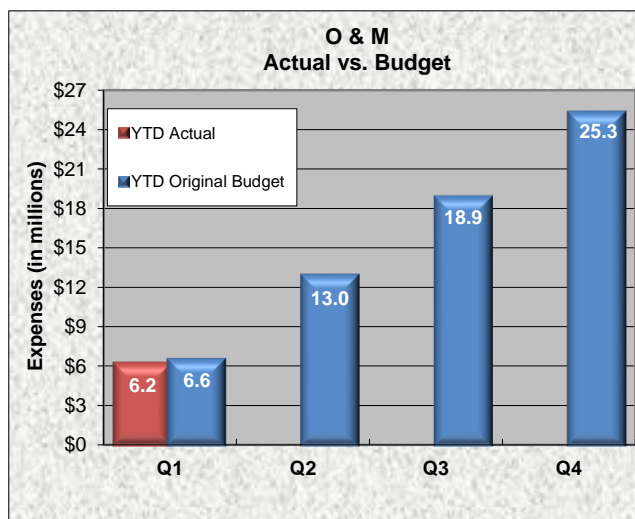
Goal

Meet the year-to-date budget projections.

	O & M				Net Capital		
	YTD Original Budget	YTD Actual	% of Total Budget		YTD Original Budget	YTD Actual	% of Total Budget
Q1	\$6.553	\$6.189	24%	Q1	\$2.755	\$2.788	18%
Q2	\$12.950			Q2	\$6.738		0%
Q3	\$18.890			Q3	\$11.955		0%
Q4	\$25.330			Q4	\$15.491		0%

Quarterly Performance Summary

O&M expenses of \$6.2 million through the first quarter of 2020 are 5.6% under budget. Net capital expenditures of \$2.8 million through the first quarter are 1.2% over the net capital budget. There are no concerning trends; therefore, this measure was rated green for the first quarter and outlook.



Responsible Manager: Kent Zirker

Data Provider: Brandon Oswalt

Report Date: 4/28/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

O&M Costs per Customer

Definition

This performance measure will track the District's non-power operating and maintenance (O&M) costs per customer, excluding broadband and reimbursable mutual aid costs and including bad debt expense. O&M expenses are a subset of all expenditures incurred by the District. While all costs are controllable by the District in the long-term, management has more direct control of O&M costs over the short-term and may more immediately impact District financial results through decisions in these areas.

How Performance Measure is Computed

Actual O&M expenses, excluding broadband and reimbursable mutual aid costs and including bad debt expense, as reported in the financial statements will be divided by the average number of active service agreements on a rolling 12-month basis. Results at the end of each quarter will be compared to the 2020 target of \$454 per customer. The 2020 target was developed from the 2020 budget of \$450 per customer incremented by \$200,000 or \$4 per customer to allow for variations in the level of internal labor charged to capital projects v. expense. A rating of green will be assigned if the O&M costs per customer are within 2% of the target; a rating of yellow will be assigned if the O&M costs per customer are more than 2% but less than 3% higher than the target; a rating of red will be assigned if the O&M costs per customer are more than 3% higher than the target.

Goal

Maintain or decrease the O&M costs per customer as compared to the 2020 target of \$454 per customer.

	O & M	
	2020 Target	2020 Actual
Q1	\$454	\$403
Q2	\$454	
Q3	\$454	
Q4	\$454	

Information Only	Stated Year Dollars	2020 ⁽¹⁾ Dollars
Benton PUD - CY 2018 Actual*	\$399	\$423
Benton PUD - CY 2019 Actual*	\$428	\$441
Benton PUD - CY 2020 Budget*	\$454	\$454
APPA - 2017 West median ⁽²⁾	\$567	\$602
APPA - 2018 West median ⁽²⁾	\$638	\$657

* includes bad debt expense, does not include GASB pension entry or NESB

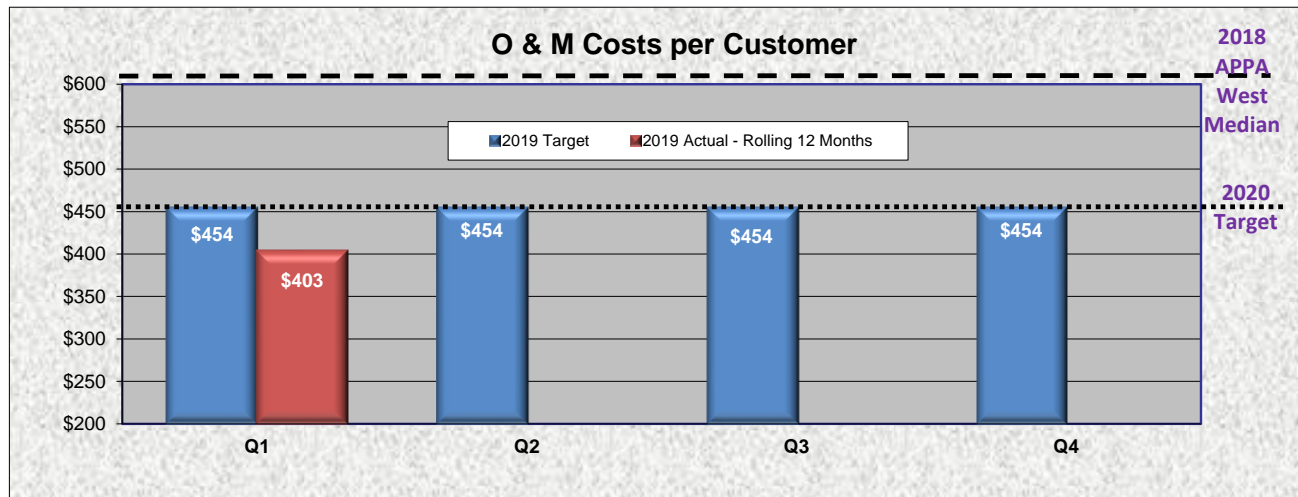
(1) Escalated at 3% per year

(2) Selected Financial and Operating Ratios of Public Power Systems survey

(Note: accounting for payroll taxes and benefits may vary among utilities)

Quarterly Performance Summary

O&M costs per customer on a rolling 12-month basis at the end of the first quarter were \$403, which is 11.2% below the Target amount. The Target amount is calculated on the original budget. The District continues to be well below the APPA West median of \$638.





2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Accounts Receivable Collections

Definition

Percentage of accounts receivable that are outstanding and less than 60 days after billing.

How Performance Measure is Computed

The percentage is calculated by dividing the amount of accounts receivable under 60 days by the total amount of accounts receivable for electric customers. This measure does not include miscellaneous accounts receivable, such as power billings or cost reimbursements.

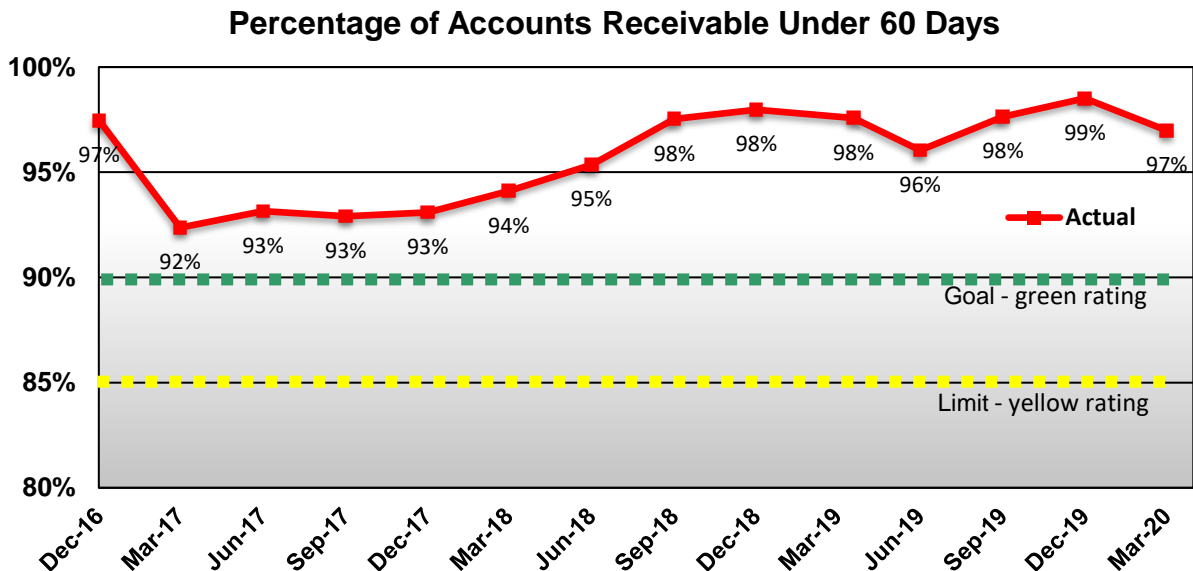
Goal

The goal is to increase the percentage of accounts receivable under 60 days to a level of 90% or more of the total accounts receivable. A green rating will be achieved if the actual results are at 90% or higher; a yellow rating will be assigned if the actual results are between 85% to 90%; a red rating will be assigned if the actual results are below 85%.

Goal		Actual	
Q1	90%	Q1	97%
Q2	90%	Q2	
Q3	90%	Q3	
Q4	90%	Q4	

Quarterly Performance Summary

This performance measure is rated green for the quarter. The goal was exceeded each month during the quarter, ending in March at 97%. The COVID -19 pandemic began in early March and is being closely monitored. The impact of the pandemic will likely impact this measure in the coming months.



Responsible Manager: Christie McAloon

Data Provider: Kent Zirker

Report Date: 4/24/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Safety

Definition

The measure will benchmark reportable injuries or illnesses as recorded on the OSHA 300 log. The summary will specify incidents and look for trends and opportunities to correct through training, retraining, work procedure changes, engineering controls or other reasonable actions to address.

How Performance Measure is Computed

We will use the OSHA Form 300A "Summary of Work Related Injuries and Illnesses" for safety benchmarking against the Bureau of Labor Statistic numbers published each year. The basic requirement for recording an illness or injury is if it results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness, or a significant injury or illness diagnosed by a physician or other licensed health care professional. The incidence rates are calculated according to the following formula: $(N/EH) \times 200,000$ where N = number of incidents for the previous 12-months and EH = total hours worked by all employees during the same 12-month period. The 200,000 is the constant for 100 full-time workers working 40 hours per week for 50 weeks per year.

Benchmark (not to exceed)

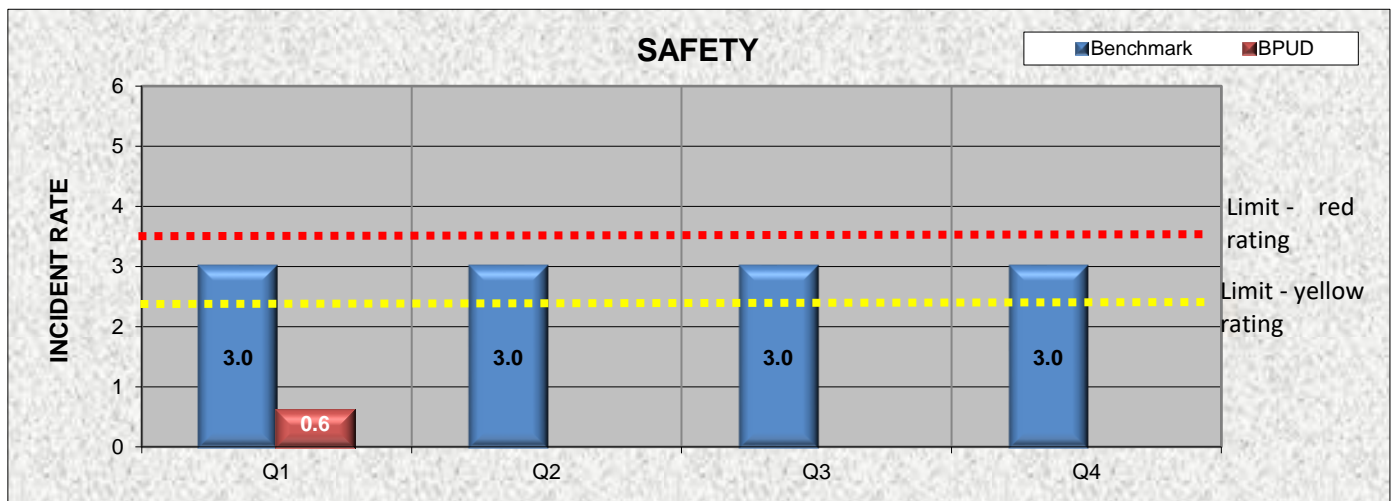
The benchmark is to be less than the Total Recordable Cases as published annually by the Bureau of Labor Statistics. This figure changes annually as a result of OSHA 300 log reports. This measure will be rated green if BPUD calculated reportable incidents are below 80% of the benchmark, yellow if they are between 80%-120% of the benchmark, and red if they are over 120% of the benchmark or as a result of a serious injury and/or Labor and Industries citation.

	Benchmark	BPUD
Q1	3	0.6
Q2	3	
Q3	3	
Q4	3	

Quarterly Performance Summary

There was one incident reported on the OSHA 300 form in the last 12 months (April 1, 2019 - March 31, 2020):

~ 01.10.20: Manager of Key Accounts - suffered a puncture wound from a dog bite when performing an employee wellness check.



Responsible Manager: Steve Hunter

Data Provider: Diane Schlekewey

Report Date: 4/20/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Training & Development Attendance

Definition

This performance measure reflects the results achieved in meeting the training and development attendance goals for the quarter. The training goal includes those Leadership and Workforce courses approved by the Leadership Team. Under utilization wastes the resources of the learning staff member (LSM) (preparing for courses that are not delivered), causes rework (having to facilitate make up classes) and wastes the purchase of participant materials. The goal is to ensure the majority of scheduled participants attend the training, while allowing flexibility for those on approved medical leave of absence. Lack of meeting the attendance goals may reflect other legitimate schedule conflicts, ineffective course frequency or length, priority-setting improvements needed of participants and/or their managers, or other factors that may interfere with the training goal for the quarter.

How Performance Measure is Computed

The target is derived each quarter based on the District Leadership and Workforce training goals approved by the Leadership Team. It is the percentage of learning hours completed against the scheduled learning hours, with the goal minimum set at 90% of the required training participants' learning hours to achieve a green rating. A yellow rating reflects attendance at 80 - 89.99% of required participants, and a red rating reflects below 80% of required participants.

Goal

Achieve 90% of training goal minimum (required attendees).

	Training Hours Goal	Training Hours Completed	% to Goal
Q1	2	2	100%
Q2			
Q3			
Q4			
Year Total:	2	2	100%

Color Rating
90% +
80.00-89.99%
< 80%

Quarterly Performance Summary

During the first quarter of 2020, 100% of scheduled learning hours were completed for one new hire (Warehouseworker I). The following required trainings were scheduled and attended during the quarter resulting in an overall green rating with 100% attendance:

	Scheduled	Attended	Attendance %
HR Policies	1	1	100%
Ethics and Conduct	1	1	100%
Workplace Violence Prevention	1	1	100%



Responsible Manager: Melina Conover

Data Provider: Kayla Sidwell

Report Date: 4/27/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Safety Meeting and Training Attendance

Definition

This performance measure reflects the results achieved in meeting the safety program training and participation goals for the quarter. The training goal includes those trainings sponsored by the District and where attendance is required. The participation aspect includes non-training activities that depend upon employee involvement. The goal is to ensure the majority of scheduled participants attend the trainings or meetings while allowing flexibility for those on protected leave. Failing to achieve the goals may reflect other legitimate schedule conflicts, ineffective course frequency or length, priority-setting improvements needed for participants and/or their managers, or other interfering factors.

How Performance Measure is Computed

The target is derived each quarter based on the group participation goals approved by the Central Safety Committee and Leadership Team. It is the percentage of training/meeting attendance against the expected attendance, as well as the number of Operations crew reports turned in. The rating is set so all of the meeting and training attendance averaged together must equal 90% or above to achieve a green rating. A yellow rating reflects an average between 80-89.99% , and a red rating is less than 80% average attendance.

Goal

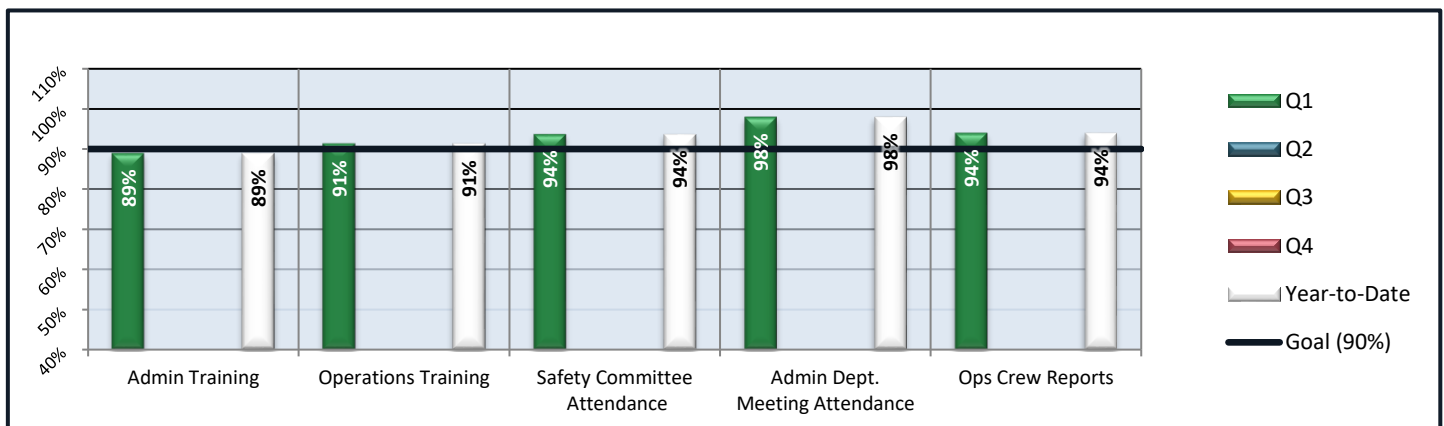
Achieve minimum 90% or greater average attendance and participation at safety-related trainings and meetings

	Training Goals			Participation Goals				Goals
	Admin Training	Ops Training	AVG	Committee Attendance	Admin Dept Attendance	Ops Crew Reports	AVG	Overall AVG
Q1	89.0%	91.3%	90.2%	93.7%	98.0%	94.0%	95.2%	93%
Q2								
Q3								
Q4								
Year	89.0%	91.3%	90.2%	93.7%	98.0%	94.0%	95.2%	93%

Rating
 AVG ≥ 90%
 AVG = 80-89%
 AVG < 80%
 Incomplete

Quarterly Performance Summary

In the first quarter, the Administrative and Operations groups averaged 93% across the safety training and participation goals set for both groups. Ops general safety trainings were Chainsaw Safety, Electrical Inspections, and Trenching and Shoring, for an average of 91%. The all-employee Safety Meeting on January 20, with guest speaker Jerry Lemm, was also the Admin first quarter training; it had 89% attendance. Average attendance across all three safety committees in the quarter resulted in 94% attendance. Given the Stay At Home, Stay Healthy Order, flexibility was allowed for employee attendance during the month of March and met L&I recommendations.



Responsible Manager: Melina Conover

Data Provider: Sidwell and Demory

Report Date: 4/20/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Hiring Efficiency - "Time to Fill"

Definition

The purpose of assessing "Time to Fill" is to measure the time in calendar days from approval of a job requisition up to the existing employee acceptance of a new job offer or the date a candidates background screening is cleared by the Manager of Human Resources. Human Resources will use this information to determine and report to District management areas of strength and areas that may need adjustment to ensure recruitment process timelines are not extended to unreasonable lengths.

How Performance Measure is Computed

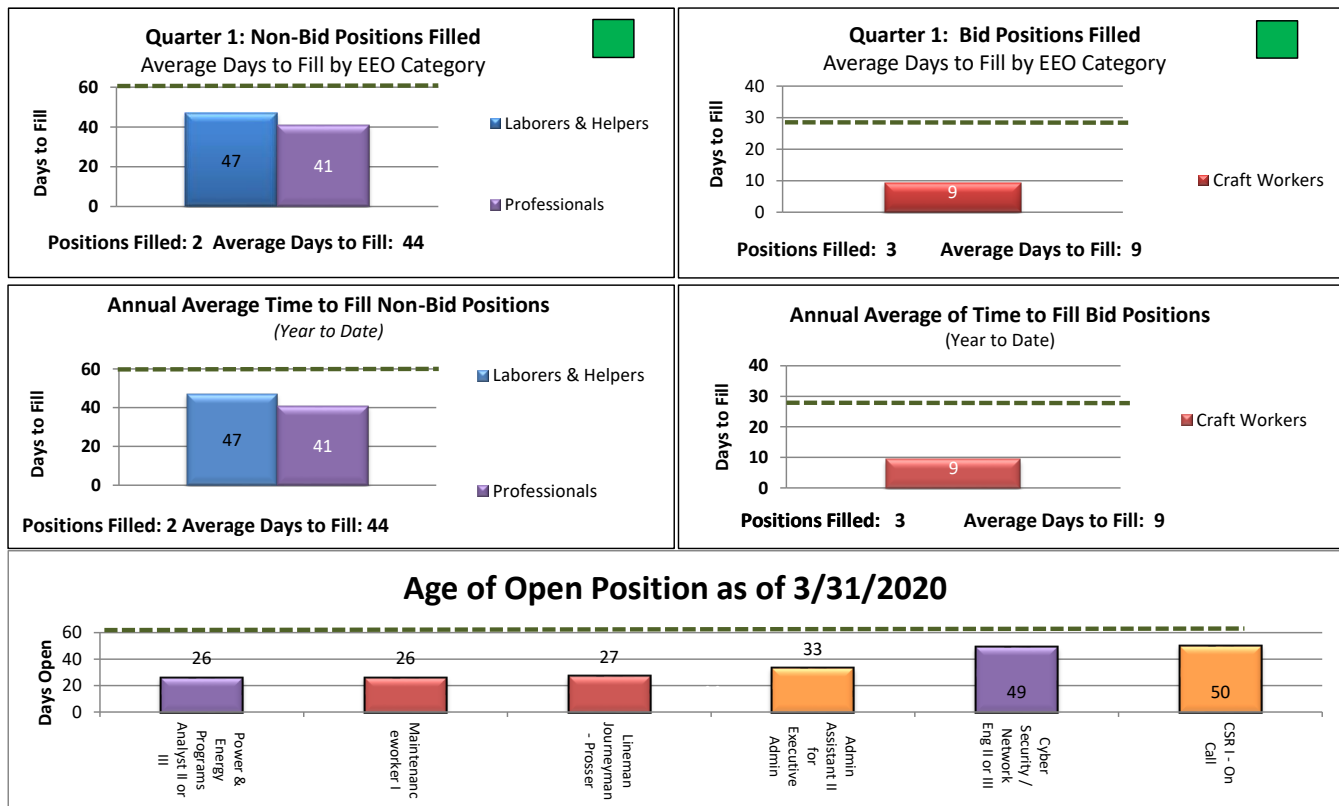
This measure shows the average number of days to fill a position by EEO category, for both non-bid and bid jobs, on a monthly and annual basis.

Goal

Green ratings will be issued when all the bid jobs filled in the measured quarter average 28 days or less and for non-bid jobs when the average filled is 60 days or less. Yellow ratings will be issued when the days to fill for bid jobs are 29 to 35 days and for non-bid jobs when the days to fill are 61 to 74 days or when either the bid or non-bid job rating is green and the other is yellow. An overall red rating will be issued when either the bid or non-bid rating is red. The rating for Outlook will be based on the Age of Open Positions, using the previously noted measurements, and estimation of additional time to fill. (Note: Annual numbers are provided for informational purposes only).

Quarterly Performance Summary

During the first quarter of 2020, the District successfully filled five (5) posted positions. The non-bid positions filled were 1 - Warehouseworker I and 1 - Applications Analyst III for GIS. The first quarter rating for non-bid positions is Green. The bid positions filled were 1 - Lineman Foreman Kennewick, 1 - Lineman Journeyman Kennewick and 1 - Warehouse Foreman. The first quarter rating for bid positions is green. At the conclusion of the first quarter, the District had six (6) full time postings remaining open: 1 - Administrative Assistant II for Executive Administration, 1 - Cyber Security / Network Engineer II or III, 1 - Lineman Journeyman - Prosser, 1 - Customer Service Representative I On Call, 1 - Maintenanceworker I, and 1 - Power and Energy Programs Analyst II or III. The year to date status is marked as Yellow. The District was in the process of reviewing applications and scheduling interviews for most of the posted positions when preventative measures were put in place including closing the facilities to non-employees, social distancing and maximum telecommuting. The selection process is continuing with virtual interviewing for several positions, as applicable. Critical positions will be hired with remote onboarding and training. For the safety of the workforce, positions that require in-person training will be put on hold at this time. Average time to hire will be impacted by this business and safety decision.



Responsible Manager: Melina Conover

Data Provider: Karen Dunlap

Report Date: 4/8/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Day Ahead Power Price vs. ICE Index

Definition

Measures the difference between the daily weighted average unit price for actual purchase and sale transactions and the Intercontinental Exchange (ICE) Firm Mid-Columbia Price Index for the same day. This measure evaluates the effectiveness of the District in executing transactions relative to the average market price for all transactions for a particular day. The ability to transact at close to the daily ICE index price is important for the District. The District from time to time enters into financial transactions that contain settlement provisions based upon ICE index prices. The efficacy of hedging with financial transactions is diminished if the District is unable to execute transactions near the index price. Additionally, the District is required to compensate the other Packwood purchasers for non-firm energy production at a price indexed to the daily ICE index price.

How Performance Measure is Computed

A single \$/MWh figure will be calculated for each calendar quarter that reflects the difference between the actual weighted average price of all transactions executed by the District and the weighted average price if all transactions had been priced at the daily ICE Index prices. Purchase and sale transactions will be melded into this single figure. Purchases made at less than index, and sales made at greater than index, will be treated as positive values. Purchases made at greater than index, and sales made at less than index, will be treated as negative values. If the weighted average price of all District transactions during a calendar quarter exactly equals the weighted average ICE index price, the performance measure will equal \$0/MWh. To the extent the District sells energy above index or purchases energy below index, the performance measure will be greater than \$0/MWh. To the extent the District sells energy below index or purchases energy above index, the performance measure will be less than \$0/MWh.

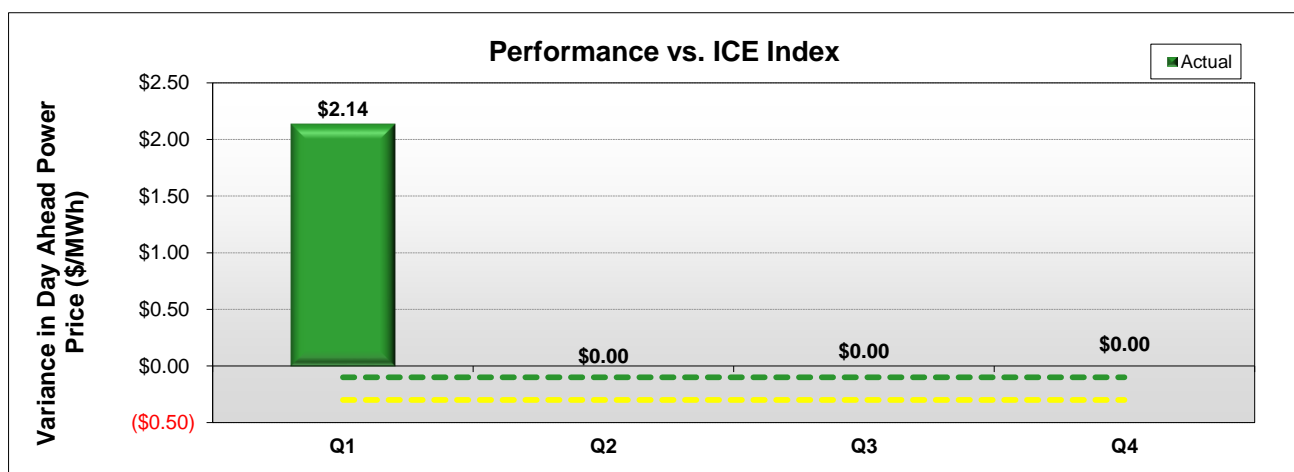
Goal

Unit prices equal to daily ICE price index. A green rating will be assigned if actual unit price is above index or less than \$.10 below index; a yellow rating if actual is below index by \$.11 - \$.30; a red rating if actual is more than \$.30 below index.

	Goal	Actual	Volume (MWh)		Avg Actual vs Index Price Variance	
			Purchase	Sale	Purchase	Sale
Q1	\$0.00	\$2.14	-	124,477	\$0.00	\$2.14
Q2	\$0.00					
Q3	\$0.00					
Q4	\$0.00					
Annual	\$0.00	\$2.14	-	124,477	\$0.00	\$2.14

Quarterly Performance Summary

TEA day ahead trading outperformed the market for the quarter and added value to the District. The quarter net purchases and sales value above index was a weighted average of \$2.14, resulting in a green rating for this performance measure.



Responsible Manager: Kevin White
 Data Provider: Robby Branom / TEA

Report Date: 4/8/2020



2019 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Net Secondary Market Activity

Definition

Measures the District's net secondary market activity by comparing the actual versus budget monthly average market price and associated secondary market sales revenue and power purchase cost. The measure also evaluates the effectiveness of the District's management of power supply risk through the use of long-term contracts, hedging, forward sales and purchases, and financial derivatives. Secondary market sales revenue when the District is long on energy and secondary market purchases when the District is short on energy are critical elements of the District's net power costs.

How Performance Measure is Computed

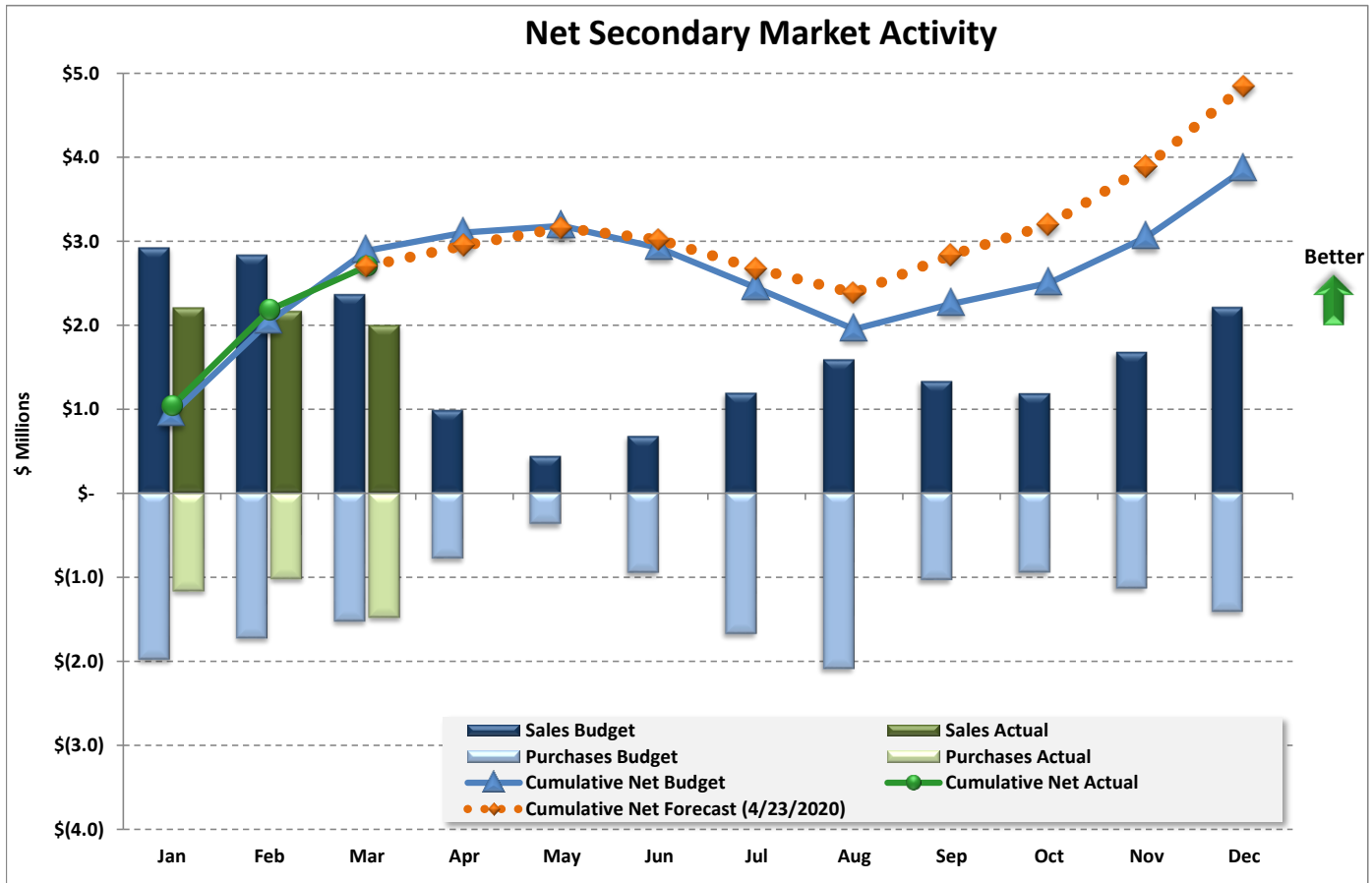
Quarterly status based on the actual net secondary market activity (secondary market sales and purchases) versus the budgeted net secondary market activity. Outlook is based on the likelihood of meeting annual budgeted net secondary market activity based on the year-to-date cumulative activity plus the remainder of the year forecast.

Goal

Achieve net secondary market activity equal to or better than the budgeted net secondary market activity. A green rating will be assigned if actual net secondary market activity is equal to or less than 10% worse than budgeted net secondary market activity; a yellow rating if 11% - 19% worse than budgeted net secondary market activity; a red rating if 20% or more below budgeted net secondary market activity.

Quarterly Performance Summary

Net secondary market activity in Q1 was worse than budgeted primarily due to lower than budgeted Slice generation resulting in lower net sales for the quarter. The Q1 net secondary market activity was \$0.2M worse than the original budget. The Q1 rating and 2020 outlook ratings are green because the net secondary market activity is less than 10% worse than the original budget for the quarter and the year-end projection is better than the original budget. Net secondary market activity is projected to be a net sales value of \$4.8M, which is \$1.0M higher than the original budget of \$3.8M.

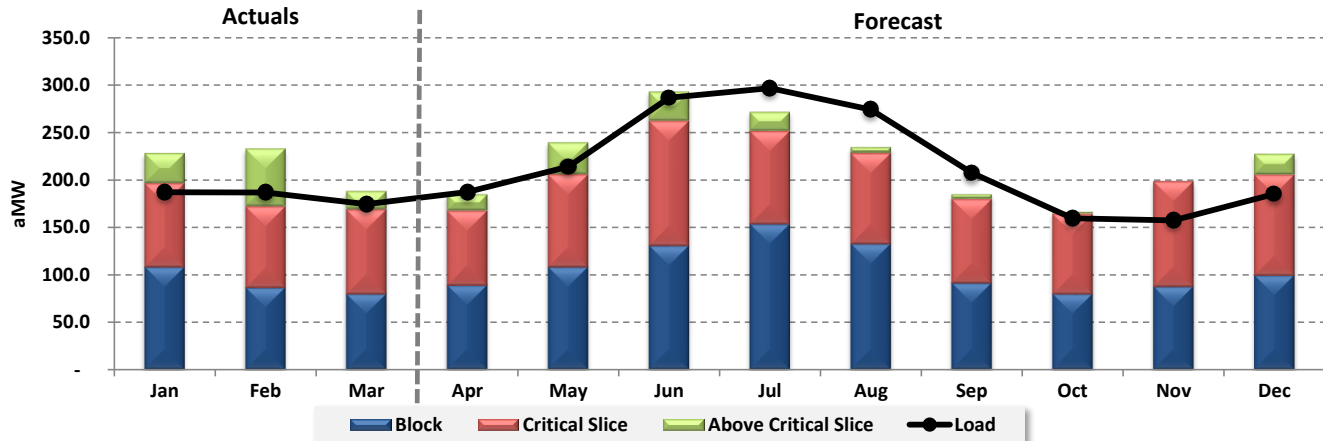


Responsible Manager: Kevin White
Data Provider: Kevin White

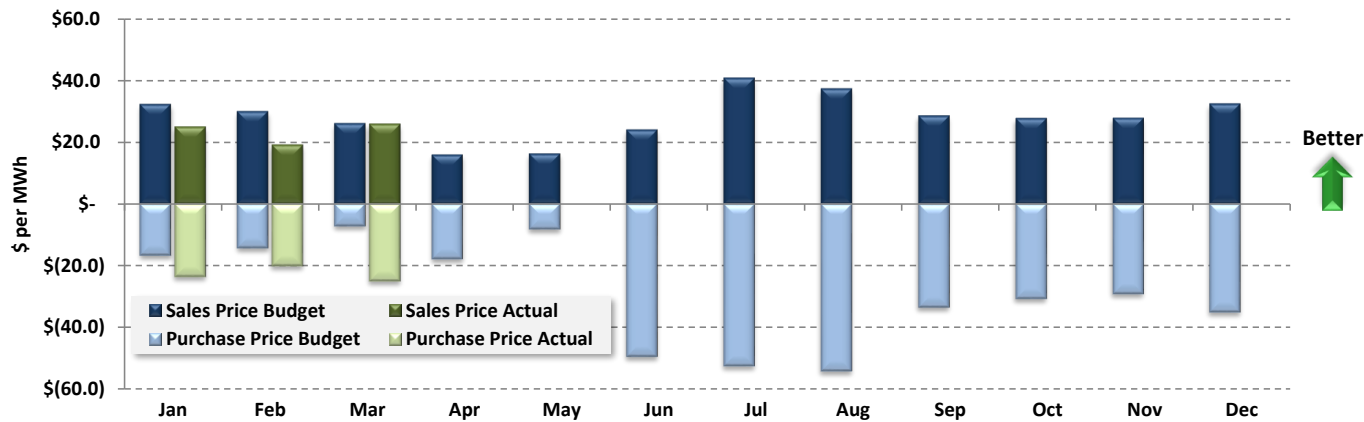
Report Date: 4/23/2020

Net Secondary Market Activity Influencing Factors

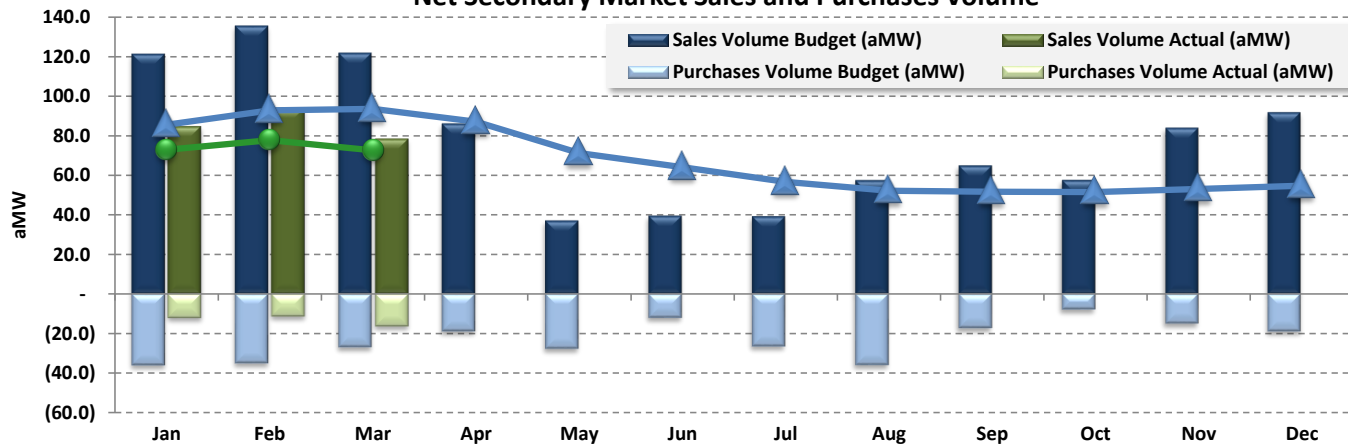
Benton PUD Load vs. BPA Resources



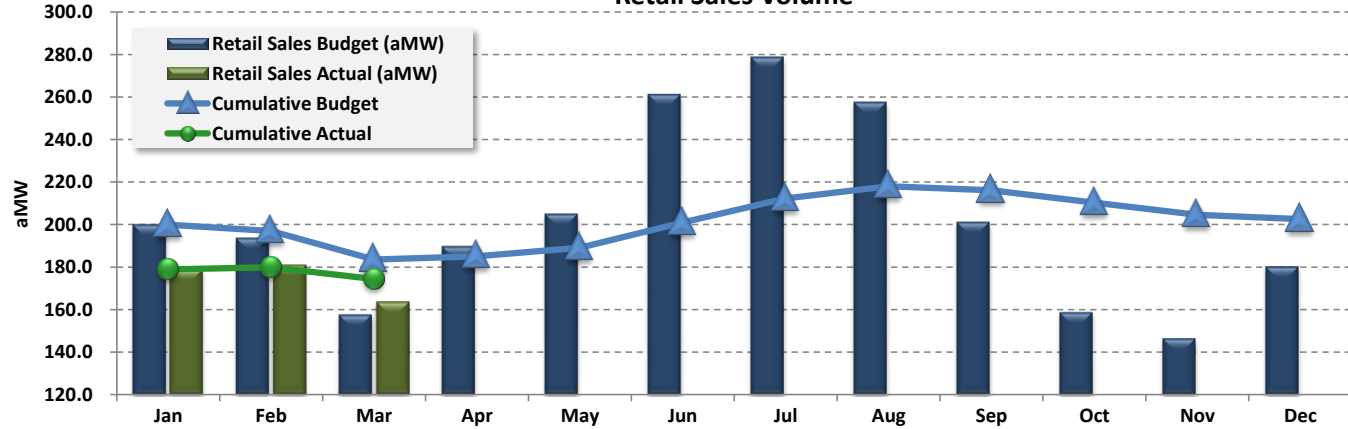
Secondary Market Prices



Net Secondary Market Sales and Purchases Volume



Retail Sales Volume





2020 Status				
Q1	Q2	Q3	Q4	
Outlook				

Performance Measure Title

Conservation Plan Bi-Annual Actuals/Target

Definition

The District will monitor our quarterly conservation accomplishments and target levels in compliance with the Energy Independence Act (EIA). The District's ten-year cost-effective conservation resource potential and 2020-2021 biennial target was developed to meet the District's conservation objectives and was approved by Commission on October 22, 2019. The objective is to meet and exceed the District's 1.71 aMW 2020-2021 energy savings biennial target. Total EIA cumulative savings since 2010 has exceeded 19aMW. Program savings are from District conservation programs achieved in our service area. Northwest Energy Efficiency Alliance (NEEA) savings include codes and market transformation achieved in our service area.

How Performance Measure is Computed

Actual energy savings are acquired through the implementation of energy efficiency measures in the District's conservation programs along with savings from NEEA. The savings value of these measures are determined by the Northwest Power and Conservation Council protocol.

Goal

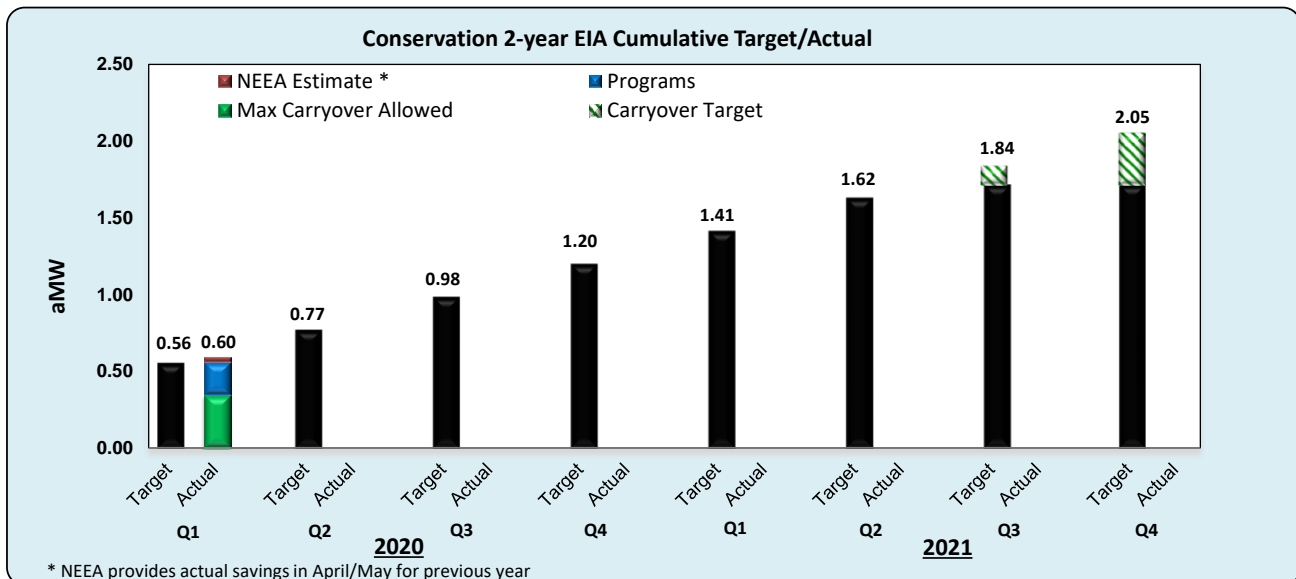
Ensure the District is on track to meet the 2020-21 conservation biennial target. Green rating is meeting or exceeding the target/goal to date. Yellow rating is from 0 to -5%, and red rating is -5% or more.

	Q1		Q2		Q3		Q4	
	Cumulative		Cumulative		Cumulative		Cumulative	
2020	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Programs		0.22						
Carryover		0.34		0.34		0.34		0.34
NEEA		0.04		0.07		0.11		0.14
Total aMW	0.56	0.60	0.77	0.41	0.98	0.45	1.20	0.48

	Q1		Q2		Q3		Q4	
	Cumulative		Cumulative		Cumulative		Cumulative	
2021	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Programs								
Carryover		0.34		0.34		0.34		0.34
NEEA		0.18		0.21		0.25		0.28
Total aMW	1.41	0.52	1.62	0.55	1.84	0.59	2.05	0.62

Quarterly Performance Summary

At the end of Q1 2020, the District was able to meet its targeted savings for the quarter. Actual savings were 0.60 aMW compared to the target of 0.56 aMW. Both the actual savings and target savings include a carryover of 0.34 aMW from the previous biennium and a portion (.04 aMW) of the estimated total NEEA savings (.28 aMW).



Responsible Manager: Chris Johnson

Data Provider: Terry Mapes

Report Date: 4/8/2020



Performance Measure Title

Broadband Network Reliability Report

All Green =	
Any Yellow =	
Any Red =	

2020 Status				
Q1	Q2	Q3	Q4	
Outlook				

Definition

This report reflects Benton's network performance, identified by two (2) primary categories and two (2) subcategories.

3 - 9s	4 - 9s	5 - 9s
99.9 =G	99.99 =G	99.999 =G
99.85 =Y	99.985 =Y	99.9985 =Y
99 =R	99.9 =R	99.99 =R

Primary categories

Core - Backbone Network
Distribution - Tail circuit and Customer Fiber

Subcategories

Dark Fiber - Non-lit services
Wireless Carrier - Services provided to Wireless Carriers (T-Mobile, US Cellular, AT&T, Sprint and Verizon)

The District's Broadband network consists of these four (4) segments and each of these segments will be measured independently as a part of the total network reliability. The measure of value and performance of a network is determined by the reliability of the network and at the extent to which it can maintain an adequate level of "up" time and service to the end users. The measurements and tracking process will allow the Broadband technical and management staff to determine the level of service and value of the network to the Retail Service Providers and the end users they serve. The results of the measurements will be part of the rate setting structure, level of service guarantees provided to RSPs and performance of staff.

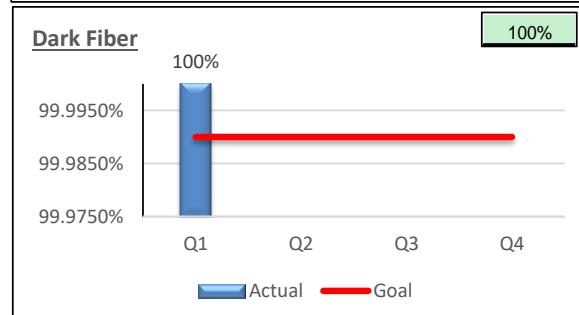
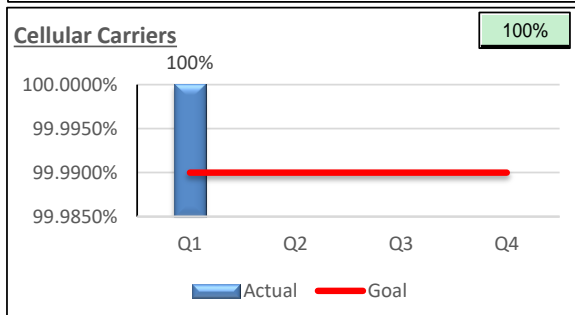
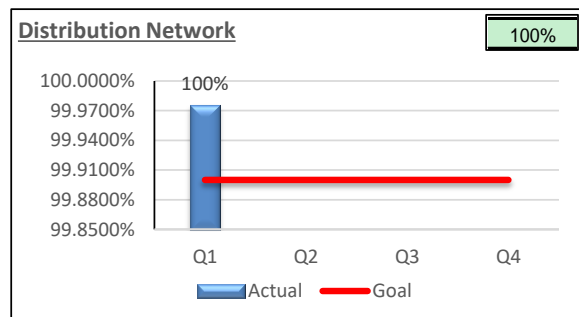
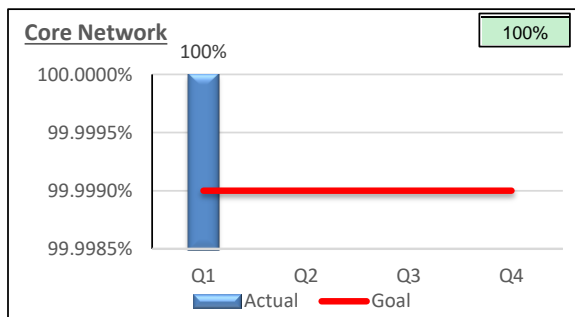
Performance Objectives

Target performance for Core network is 5-9's, Distribution at 3-9's, Cellular Carriers at 4-9's & Dark Fiber at 4-9's.

Core Network		Distribution Network		Cellular Carriers		Dark Fiber	
Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Q1 99.999%	100%	Q1 99.9%	100%	Q1 99.99%	100%	Q1 99.99%	100%
Q2 99.999%		Q2 99.9%		Q2 99.99%		Q2 99.99%	
Q3 99.999%		Q3 99.9%		Q3 99.99%		Q3 99.99%	
Q4 99.999%		Q4 99.9%		Q4 99.99%		Q4 99.99%	

Quarterly Performance Summary

All four measured components had solid performance and are rated green for the quarter.



Responsible Manager: Chris Folta
Data Provider: Dean Lightfoot

Report Date: 4/27/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Energy Loss Percentage

Definition

Energy Loss Percentage is the ratio of energy losses within the electrical system to total load as reported by BPA. This ratio measures how much energy is lost in the District's electrical system and is an indicator of the efficiency of the electrical system. It represents the percentage of electrical energy that is bought or generated by the utility, but is not available to be sold to customers. Losses include both physical losses that occur in the distribution system and metering and billing cycle losses.

How Performance Measure is Computed

This measure is computed by dividing the excess of BPA reported load over billed retail kWh on a rolling 12-month basis.

Goal

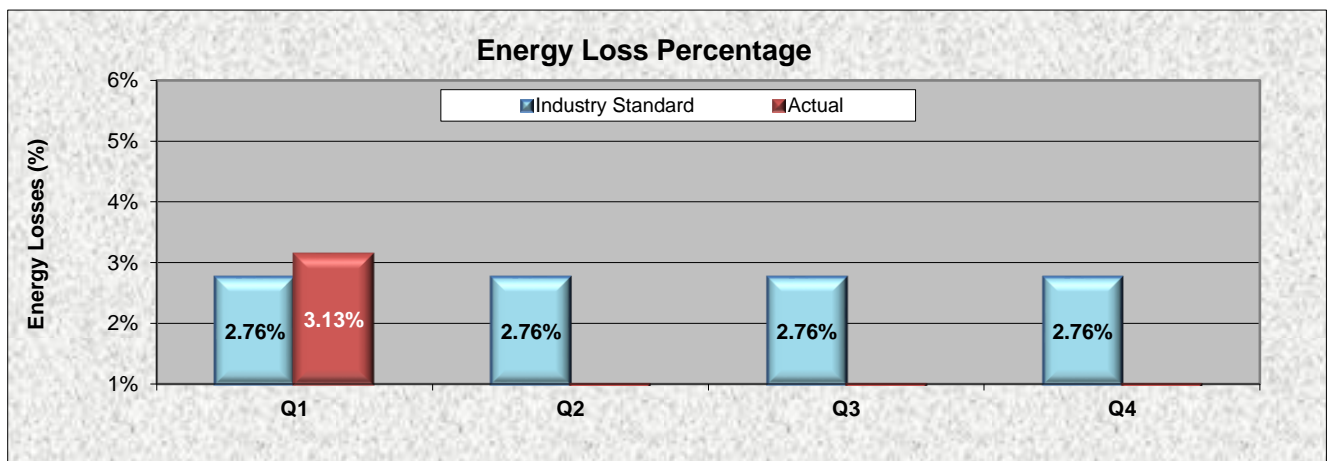
Industry Standard: The industry standard of 2.76% represents the median for 14 utilities with 50,000 to 100,000 customers in the 2018 APPA survey "Selected Financial and Operating Ratios of Public Power Systems" published in January 2020. Using the median as our benchmark provides a stable and relevant reference given the diversity of BPUD's distribution system and the fact we serve both urban and rural areas.

Rating: A green rating will be assigned if actuals are no more than one percentage point above the Industry Standard. A yellow rating will be assigned if actuals are between one and two percentage points above the Industry Standard, and a red rating will be assigned if actuals are more than two percentage points above the industry standard.

	Industry Standard	Actual	BPA Billed (aMW)	BPUD Billed (aMW)	Loss (aMW)
Q1	2.76%	3.13%	203.5	197.1	6.4
Q2	2.76%				
Q3	2.76%				
Q4	2.76%				

Quarterly Performance Summary

This measure is rated green for the first quarter because the actual energy loss percentage of 3.13% was less than one percentage point above the industry median for utilities in our customer size class.



Responsible Manager: Evan Edwards
 Data Provider: Kent Zirker

Report Date: 4/27/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Electric Reliability

Definitions

SAIFI - System average interruption frequency index

Indicates how often the average customer experiences a sustained (greater than or equal to 5 minutes) interruption.

$$\text{SAIFI} = \frac{\sum \text{Number of Customer Interruptions}}{\text{Number of Customers Served}}$$

SAIDI - System average interruption duration index

Indicates the total duration of interruption for the average customer during a predefined period of time.

$$\text{SAIDI} = \frac{\sum \text{Customer Interruption Duration}}{\text{Number of Customers Served}}$$

CAIDI - Customer average interruption duration index

Indicates the average time required to restore service.

$$\text{CAIDI} = \frac{\sum \text{Customer Interruption Duration}}{\sum \text{Number of Customer Interruptions}} = \frac{\text{SAIDI}}{\text{SAIFI}}$$

Major Event Day - A day in which the daily system SAIDI exceeds a Major Event Day threshold value (TMED). Statistically, days exceeding the TMED threshold are days on which the energy delivery system experienced stresses beyond that normally expected.

How Performance Measure is Computed

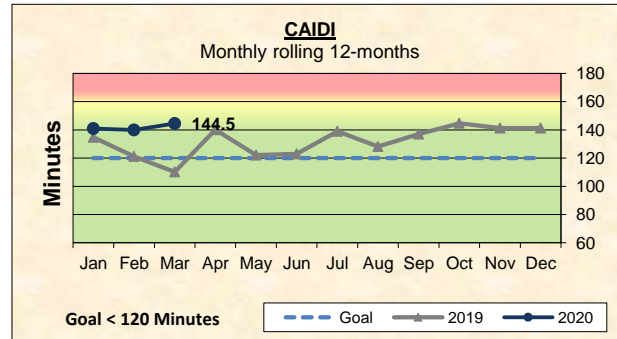
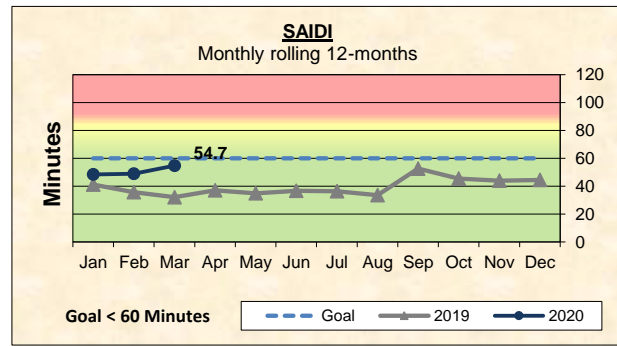
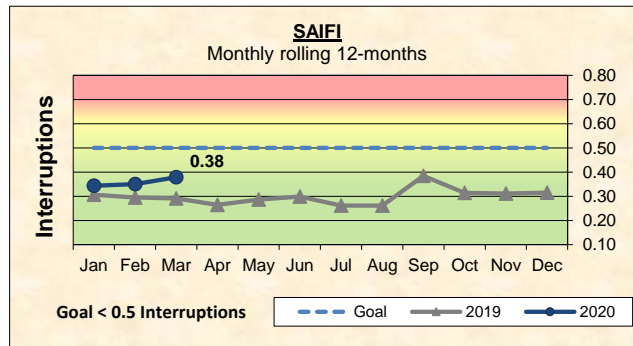
Interruption information is logged into the District's Outage Management System (OMS), either automatically from the District's SCADA system or manually. The OMS calculates and reports outage statistics for interruptions lasting longer than five minutes, including Major Event Days and excluding planned outages and customer problems.

Goal

Compare recent 12-month performance to a goal equal to a four year (2005-2008) historical average. The performance rating will be "green" if the index is up to 20% above the goal, "yellow" if between 20% and 40% above and "red" if greater than 40% above the goal.

Quarterly Performance Summary

Over the 12-month time period from April 2019 to March 2020, **SAIFI of 0.38** interruptions is below the goal of 0.5, resulting in a green rating. **SAIDI of 54.7** minutes is below the goal of 60, resulting in a green rating. **CAIDI of 144.5** minutes is over 120% of the goal of 120 minutes but less than 140% of the goal, resulting in a yellow rating. SAIFI and SAIDI have shown increases due to the outage numbers for Q1-2020, but the increases are also influenced by Q1-2019 having been a very good outage quarter that has now rolled off the 12 month window. The CAIDI increase was due to SAIDI increasing slightly faster than SAIFI.



Responsible Manager: Evan Edwards
Data Provider: Dax Berven

Report Date: 4/27/2020



2020 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title Electric System Outages

Definitions

Outage - Interruption of electrical service, for greater than or equal to 5 minutes, to one or more customers, excluding planned outages.

Cause - The reason the outage occurred.

Region - The geographic zone, as defined by the District's Geographical Information System, where the outage occurred.

Customer - A metered electrical service point for which an active bill account is established at a specific location.

Customer Minutes Out - The number of customers interrupted in an outage multiplied by the duration of the outage in minutes.

How Performance Measure is Computed

Outage information is logged into the District's Outage Management System (OMS). Every outage that occurs has an associated cause, region, number of customers affected and the number of customer minutes out. The outage data is queried from the OMS database using reporting tools and entered into a spreadsheet for summation and graphing purposes. The data is reported for a rolling 12-month time period, which removes any seasonal variation when looking for trends. This data is similar to the data used for calculating the quarterly performance measure titled "Reliability Indices". The reliability indices are useful as a performance indicator and for benchmarking purposes, but they do not provide the detail required to fully understand what factors are influencing reliability.

Goal

To identify electric system outage trends by cause and region over a 12-month time period. Trends in the negative direction will result in a yellow rating; otherwise a green rating will apply. No red ratings will be used.

Quarterly Performance Summary

Rolling 12 Months Reported Quarterly

Outage Statistics	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1
Outage Count	498	531	571	546	559
Customers Out	20,118	14,801	20,594	16,934	20,327
Customer Minutes Out	2,824,978	2,108,210	2,947,406	2,392,242	2,937,589

Overall Summary: Outage counts, customers out, and customer minutes out have increased in the past 12 month window. All three have been up and down over the last several quarters so no overall trending is emerging but they will be monitored to see if a trend develops. The quarter will be given a green rating.

Outages by Cause	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1
Equipment	224	248	261	276	264
Animals	76	100	99	90	92
Weather	38	29	42	42	40
Foreign Interference	70	75	79	68	77
Vegetation	24	25	29	27	36
Undetermined	66	53	61	43	50
Total	498	531	571	546	559

Cause Summary: Outage causes of Equipment, Animals, and Weather are roughly the same from the past 12-month window. Outages caused by Foreign Interference and Vegetation have increased from the previous 12-month window. Undetermined events have increased but are still down over the last several quarters due to continued diligence and verification on classifying events.

Outages by Region	2019-Q1	2019-Q2	2019-Q3	2019-Q4	2020-Q1
East Kennewick	202	203	208	184	179
West Kennewick	128	147	161	158	155
Benton City & Prosser	124	121	124	122	136
River & Hanford	44	60	78	82	89
Total	498	531	571	546	559

Region Summary: Across the 12-month window, all regions showed an increase in customers out and customer minutes. This increase in the 12-month comparison is heavily driven by Q1-2019 being a very low outage quarter compared to the historic average.

Responsible Manager: Evan Edwards
Data Provider: Dax Berven

Report Date: 4/27/2020



Performance Measure Title

Enterprise Application Reliability

Definition

Measures the reliability of seven enterprise software applications: HPRM (document management system), iVUE (customer information system, financials and payroll, outage management system, document vault, and work scheduling), Epicor HCM (human resources management system), GIS (mapping system), SCADA (electrical system monitoring and operations system) and AMI (automated metering system). We will also measure the reliability of the databases that support these applications, along with cloud applications critical to the functions of the District. The measure of value and performance of software applications is determined by the reliability and maintaining an adequate level of "up" time and service to the end users. The measurements will allow management staff to determine the level of service and value of each application to the end users they serve.

**note for the applications to be considered available, all parts must be available as defined by each system owner*

24x7 Applications*		
	<u>Downtime</u>	<u>Rating</u>
>99.99	0-13 mins	Green
99.96-99.98	14-25 mins	Yellow
<=99.95	> 26 mins	Red
*iVUE, GIS, SCADA, Databases		

Business Hour Applications*		
	<u>Downtime</u>	<u>Rating</u>
>99.99	0-6 mins	Green
99.96-99.98	10-37 mins	Yellow
<=99.95	> 37 mins	Red
*TRIM, HRMS		

Cloud Applications *		
	<u>Downtime</u>	<u>Rating</u>
>99.90	0-131 mins	Green
99.85-99.89	132 - 199 mins	Yellow
<=99.84	> 199 mins	Red
*AMI, Kiosk, SmartHub, MDMS, Payment Gateway, AppSuite		

How Performance Measure is Computed

Target performance for each application has been defined by the respective System Owner and is indicated in the "Goal" columns below. For HPRM and HRMS, the performance is based on Business Hours and iVUE, GIS, SCADA, AMI, cloud applications and the databases are based on 24x7 availability. Each system has a Scheduled Maintenance Window for allowed after hours maintenance that will be excluded from the measurements.

Goal

Maintain an adequate level of "up" time and service to end users.

Quarterly Performance Summary

This performance measure is rated red for the quarter due to unexpected issues with the Document Management System (TRIM) and the AMI system. The TRIM application was down for 79 minutes during business hours due to an employee attempting to register an extremely large compressed file into the system. This caused a process on the server to lock up making the application unusable until the server process was restarted. The AMI system experienced downtime when the Benton County Emergency Services Microwave system went down in February. This caused the AMI transceiver at the Umatilla Ridge Radio site to be inoperable for over 5000 minutes. The AMI application and all other receivers were operable during this time, and all but around two dozen meters eventually found communications paths through other meters and transceivers in order to be functional.

System	Goal	Q1	Q2	Q3	Q4
HPRM	99.99%	99.83%			
iVUE	99.99%	100.00%			
HRMS	99.99%	100.00%			
GIS	99.99%	100.00%			
SCADA	99.99%	100.00%			
Databases	99.99%	100.00%			
AMI	99.90%	95.53%			
iVUE Cloud Applications	99.90%	100.00%			

Responsible Manager:

Chris Folta

Data Provider:

Jennifer Holbrook

Report Date:

3/31/2020



Performance Measure Title

Infrastructure Component Reliability

1 Y or All G =	<div></div>
2 Y or 1 R =	<div></div>
2 R =	<div></div>

2020 Status				
Q1	Q2	Q3	Q4	
Outlook				

Definition

Measures the reliability of eight key Infrastructure components: Network (Core business computer network), NoaNet Service (Outside Internet provider), Kennewick-Prosser communications link, TEA/SCADA Network (The Energy Authority and SCADA communications), SAN (Storage Area Network), VDI (Virtual Desktop Infrastructure), Phones (Phone System), and Exchange (Email System). The measure of value and performance of infrastructure components is determined by the reliability and maintaining an adequate level of "up" time and service to the end users. The measurements will allow management staff to determine the level of service and value of each application to the end users they serve. Below is a chart to explain the thresholds in minutes of unplanned downtime.

24x7 w/99.9% uptime		
Downtime	Rating	
>99.90	0-131 mins	Green
99.85-99.98	132-199 mins	Yellow
<=99.84	>199 mins	Red
*Network, NoaNet, TEA-SCADA		

24x7 w/99.95 uptime		
Downtime	Rating	
>99.95	0-65 mins	Green
99.95-99.9	65-129 mins	Yellow
<99.9	>= 130 mins	Red
*Phones		

24x7 w/99.99 uptime		
Downtime	Rating	
>99.99	0-13 mins	Green
99.96-99.98	14-25 mins	Yellow
<=99.95	> 26 mins	Red
*Kenn-Pross, SAN, VDI, Exch		

How Performance Measure is Computed

Target performance for each component has been defined by the respective System Owner and is indicated in the "Goal" column below. All components are based on 24x7 availability.

Goal

Maintain an adequate level of "up" time and service to end users.

Quarterly Performance Summary

The IT Infrastructure performance measure was rated Yellow for the 1st Quarter. Between February 20th and 26th, the Benton County Emergency Services (BCES) microwave radio system that the PUD utilizes to transmit SCADA traffic, experienced a component failure causing an outage lasting 144.5 hours in this service. Specifically, the Umatilla radio site was affected which eliminated our ability to communicate with substations that support the large farm operations in south Benton County. We initially resolved the communication issue by bypassing the microwave system with a cellular backup device and then later restored communication over the microwave network once BCES made the necessary repairs and the communication link was stable. Moving forward, the District is working with NoaNet to see if we are able to setup a wireless point-to-point radio to communicate from the radio site in Umatilla, OR to our fiber-optic network in south Benton County. This would allow our SCADA traffic to communicate primarily over our highly resilient broadband network and we would use the BCES microwave network as a backup.

System	Goal	Q1	Q2	Q3	Q4
Network	99.90%	100.00%			
NoaNet Service	99.90%	100.00%			
Kenn to Pros Link	99.99%	100.00%			
TEA-SCADA Net	99.90%	93.30%			
SAN	99.99%	100.00%			
VDI	99.99%	100.00%			
Phones	99.95%	100.00%			
Exchange	99.99%	100.00%			

Responsible Manager:

Chris Folta

Data Provider:

Duane Crum

Report Date: 4/20/2020