

Peak Reliability 2018 Corporate Performance Metrics *(Strategic)*

Metric No.	2018 Strategic Metrics	Strategic		
		Threshold	Meets	Exceeds
Pillar 1 - Operational Excellence				
1	Increase "operational excellence" days 15 percent over 2017 baseline	74 days	85 days	90 days
2	Perform risk assessments and internal control evaluations on highest Compliance risk areas	Identify Risks and Internal Controls	Initiate Corrective Action Plans to develop Internal Controls for Top 10 identified risks	Apply for WECC Internal Controls Evaluation (ICE)
3	Maintain a flat charge for RC function in 2018 and less than 3 percent annual increase thereafter	3%	<3%	<2.5%
Pillar 2 - Economic Value				
4	80% or higher overall score on Funding Party value survey	75%	80%	85%+
Pillar 3 - Industry Influencer				
5	Implement senior executive outreach plan	Documented plan	Plan implemented	Personal contact with Funding CEOs
Pillar 4 - Industry Innovator				
6	Leverage West-wide System Model and tools to provide additional reliability-based data, analytics and services beyond current RC operations	Additional services/tools identified	One service/tool implemented	More than one service/tool implemented
Pillar 5 - Engaged Workforce				
7	Improve/maintain overall employee engagement scores to reach the 85th percentile	80th percentile	85th percentile	87th percentile