



KPI October-December

Key:	Good
	In Progress
	Needs Improvement

Customer				Benchmark	Units
1	Meter Count	37,074	37,104	37,110	18 Meters
2	CAIDI	103	215	104	120 minutes/outage
3	SAIDI	1.06	14.05	0.03	12 minutes/customer
4	SAIFI	0.01	0.07	0.00	0.11 outages/customer
Financial				Benchmark	Units
5	Overtime Cost	0.10%	0.14%	0.17%	3.0% percent of revenue
6	Days Cash on Hand	182	182	181	120 days
7	Debt Service Coverage	2.06	2.08	2.08	1.75 surplus dollars per debt
8	Fund Balance	\$ 40,044,880	\$ 40,102,009	\$ 39,977,213	\$25,000,000 dollars of balance
9	Net Margin	4.87%	2.05%	-2.75%	2.75% percent of revenue
Employee & Organization Capacity				Benchmark	Units
10	Hours Worked without a lost Workday Injury	364,182	373,542	382,901	1,000,000 hours
11	Restricted Workday injuries	0	1	0	0 days
Internal Business Process				Benchmark	Units
12	Connections per Employee	608	608	608	400 connections
13	Operating Cost per Customer	\$172	\$158	\$166	\$350 dollars per customer
14	Preventable Vehicle Accident Rate	0	0	0	0 accidents
Power Supply				Benchmark	Units
15	Energy Consumption	60,855,793	59,893,517	64,161,420	N/A kiloWatt Hours
16	Peak Demand	121,013	106,610	112,699	N/A kiloWatts
17	System Load Factor	69%	77%	78%	65% load factor
Billing				Benchmark	Units
18	Delinquent Revenue	1.3%	2.1%	1.2%	1.0% percent of revenue
19	Credit Disconnects	697	704	423	1000 disconnects
UMPA				Benchmark	Units
20	Monthly S-1 Payment	\$ 5,068,673	\$ 4,319,567	\$ 3,863,542	N/A dollars
21	Estimated S-1 Payment	\$ 4,654,298	\$ 4,572,174	\$ 3,752,761	N/A dollars
22	Accuracy of Estimate	-8%	6%	-3%	±10% percent of power bill