



## Performance Indicators

### EFFICIENT DELIVERY OF UTILITY SERVICES

#### Utility Supply

	2014	2015	2016	
Power Plant Turbine Capacity / Availability (not including diesel or CT) Measure of generation reliability.	24.52%/91.19% <small>capacity / availability</small>	18.27%/89.27% <small>capacity / availability</small>	21.11%/91.54% <small>capacity / availability</small>	(1)
Power Plant Boiler Capacity / Availability Measure of generation reliability.	27.75%/90.69% <small>capacity / availability</small>	24.23%/91.53% <small>capacity / availability</small>	25.21%/92.82% <small>capacity / availability</small>	(1)
Electric Energy Production -- Fuel Cost per MW-Hr	\$40.70	\$41.40	\$41.80	(2)
Energy Production (fuel & Power Plant O&M only) Cost per MW-Hr	\$64.24	\$77.70	\$72.38	(3)
MPU Electric Energy Production -- MW-Hr	160,789	117,804	134,993	(4)
Retail Electric Sales - Total MW-Hrs Sold	521,859	529,126	535,882	(5)
SAIDI Index - Electric Distribution System Reliability Measure of the average length of time in minutes that a customer can expect to be without power during a power outage.	18 minutes	27 minutes	33 minutes	(6)
Water Distribution System Reliability Measure of the number of watermain breaks.	48	33	33	(7)
Water Production Cost per Million Gallons Sold (Retail)	\$586.10	\$441.69	\$515.64	(8)
Retail Water Sales - Millions of Gallons Sold	1,501	1,655	1674	(9)

#### Financial Strength

Electric Utility				
Operating Ratio (Total Operating Expense divided by Total Operating Revenue)	0.8983	0.9063	0.9084	(10)
Debt Ratio (Total Debt divided by Total Assets Less Contributed Capital)	22.92%	20.87%	19.17%	(11)
Actual Return on Rate Base (Authorized by PSCW: 2014-2015 = 6.25% / 2016 = 5.0%)	7.23%	6.79%	7.10%	(12)
Water Utility				
Operating Ratio - Retail (Total Operating Expense divided by Total Operating Revenue)	0.9444	0.8067	0.8527	(10)
Debt Ratio (Total Debt divided by Total Assets Less Contributed Capital)	12.40%	14.07%	12.33%	(11)
Actual Return on Rate Base (Authorized by PSCW: 2014-2016 = 4.0%) *Retail	1.19%	4.34%	3.23%	(12)

### EFFECTIVELY LEVERAGE RESOURCES

#### Human Resources

Electric Customers per Employee Measure of productivity. Ratio of the number of electric customers to full-time equivalent employees.	259	249	256	(13)
Water Customers per Employee Measure of productivity. Ratio of the number of water customers to full-time equivalent employees.	1067	1069	980	(14)
Overtime Measure of productivity. Ratio of dollars paid in overtime to total labor dollars.	4.78%	4.63%	4.84%	(15)

### STEWARDS OF PUBLIC HEALTH AND ENVIRONMENT

#### Environmental Responsibility

Reportable Incidents Measure of environmental stewardship. Number of incidents that are reportable to the National Response Center (EPA) or WDNR.	0	0	0	(16)
--	---	---	---	------

#### Safety

Lost Time Incidents / Total Reported Injuries Number of work-related injuries resulting in lost time / total number of injury reports	0	0	1	(17)
--	---	---	---	------

### RESPONSIBLE TO COMMUNITY AND CUSTOMERS

#### Customer Delivery

Overall Customer Satisfaction with MPU Measure of customer satisfaction. From customer survey, percent of respondents indicating an overall rating of "B" or above. (R = Residential Survey; C&I = Commercial & Industrial Survey)	(2014) C&I 93%	(2015) R 80%	(2016) C&I 89%	(18)
--	-------------------	-----------------	-------------------	------