



Performance Indicators

EFFICIENT DELIVERY OF UTILITY SERVICES

Utility Supply

Power Plant Turbine Capacity / Availability (not including diesel or CT)
Measure of generation reliability.

2019	2020	2021	
20.65%/92.81%	21.98%/92.64%	35.19%/79.72%	(1)
capacity / availability	capacity / availability	capacity / availability	

Power Plant Boiler Capacity / Availability
Measure of generation reliability.

24.92%/92.80%	26.12%/91.84%	38.59%/80.15%	(1)
capacity / availability	capacity / availability	capacity / availability	

Electric Energy Production -- Fuel Cost per MW-Hr

\$45.83	\$44.65	\$40.16	(2)
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Energy Production (fuel & Power Plant O&M only) Cost per MW-Hr

\$70.30	\$70.79	\$64.44	(3)
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MPU Electric Energy Production -- MW-Hr

133,288	141,929	243,923	(4)
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Retail Electric Sales - Total MW-Hrs Sold

518,927	504,541	532,692	(5)
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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.

26 minutes	33 minutes	46 minutes	(6)
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Water Distribution System Reliability

Measure of the number of watermain breaks.

31	42	14	(7)
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Water Production Cost per Million Gallons Sold (Retail)

\$463.46	\$440.97	\$365.65	(8)
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Retail Water Sales - Millions of Gallons Sold

1,617	1,645	1,715	(9)
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Financial Strength

Electric Utility

Operating Ratio (Total Operating Expense divided by Total Operating Revenue)

0.926	0.935	0.984	(10)
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Debt to Assets Ratio (Total Liabilities divided by Total Assets Less Contributed Capital)

21.78%	22.99%	24.88%	(11)
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Actual Return on Rate Base (Authorized by PSCW: 2019 = 5.0% / 2020 - 2021 = 4.9%)

5.91%	4.94%	1.04%	(12)
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Water Utility

Operating Ratio - Retail (Total Operating Expense divided by Total Operating Revenue)

0.8951	0.9642	1.01	(10)
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Debt to Assets Ratio (Total Liabilities divided by Total Assets Less Contributed Capital)

9.02%	9.83%	11.46%	(11)
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Actual Return on Rate Base (Authorized by PSCW: 2019-2021 = 4.0%) *Retail

2.25%	0.74%	-0.22%	(12)
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EFFECTIVELY LEVERAGE RESOURCES

Human Resources

Electric Customers per Employee

Measure of productivity. Ratio of the number of electric customers to full-time equivalent employees.

271	278	277	(13)
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Water Customers per Employee

Measure of productivity. Ratio of the number of water customers to full-time equivalent employees.

691	669	671	(14)
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Overtime

Measure of productivity. Ratio of dollars paid in overtime to total labor dollars.

4.23%	4.04%	4.60%	(15)
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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.

1	1	1	(16)
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Safety

Lost Time Incidents / Total Reported Injuries

Number of work-related injuries resulting in lost time / total number of injury reports

2	0	0	(17)
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RESPONSIBLE TO COMMUNITY AND CUSTOMERS

Customer Delivery

Overall Customer Satisfaction with MPU

Measure of customer satisfaction. From customer survey, scale of 0-10 with 10 being highest level of satisfaction. (R = Residential Survey; C&I = Commercial & Industrial Survey)

(2019) R	(2020) C&I	(2021) R	
93%	80% (E)/84% (W)	93%	(18)