EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
MAJOR PROJECTS CY2017

PERFORM										
Major Projects	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Destination**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Carmen-Smith							Mel			Execution including scope, schedule and budget, progress will be measured by key milestones each quarter
Alternative Water Source (AWS)							Mel			Execution including scope, schedule and budget, progress will be measured by key milestones each quarter
Customer Information System (CIS)							EE/SF/MB (Erin)			Execution including scope, schedule and budget, progress will be measured by key milestones each quarter
Modernization Products (AMI facilitated)							Erin			Execution including scope, schedule and budget, progress will be measured by key milestones each quarter

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
MAJOR PROJECTS CY2017

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Trend = Arrows are a projection of future results
Red Light = Significant actual or projected miss in cost, scope or schedule. Issues that will likely cause material impacts.
Yellow Light = Potential or minor miss with respect to cost, scope or schedule. No major impacts in spite of miss.
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Green Light = Completed or projected to complete with respect to cost, scope or schedule. Results exceed or expected to exceed objective.
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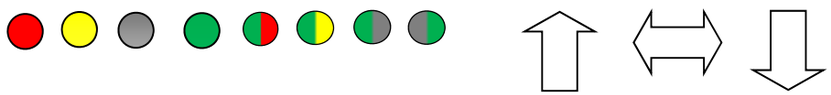

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
OPERATIONAL PERFORMANCE INDICATORS CY2017

PERFORM										
Operational Performance Indicators	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Target**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Safety, Health/Wellness							ET/LT (Lena)			HR Ops Plan Metric Indicators Worker's compensation data, safety incident data, OSHA recordable data, ER mod rate (.65)/premium cost data, absence management data
Compliance & Risk							ET/LT (Sue)			PUC, GASB, NERC, FERC, EPA, DEQ, OSHA, Contracts, Clean Audit, CIP/Cyber
Financial Performance (Water & Electric)							ET/LT (Sue)			Metrics within Board Policy, Revenue/Performance (Trading & Solutions Group), PPV, CIA Targets, Budget Adherence (+/-5%/Dept.), Improve net income $2.5 million by 2018, $5 million by 2019 "Affordability"
Customer & Community Satisfaction							Erin			Marketing & Communications

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
OPERATIONAL PERFORMANCE INDICATORS CY2017

PERFORM										
Operational Performance Indicators	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Target**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Customer Energy and Water Solutions							Erin			Efficiency and Conservation
Water Treatment & Delivery							Mel/Brad			Treatment Standards, Interruption Metrics, PM Metrics, Type 1 Replacement? (Eng?)
Electric Generation & Delivery							Mel/Mike			Generation Efficacy …$/MwH Produced?, SAIFI – Maintain, SAIDI - Improve 20% by 2018, PM Metrics - Tree Trimming), Type 1 Replacement?
Water Asset Management							MD, Eng.Mgr.			Plan vs. Actual (Type 1 & 2), On Scope, Schedule, Budget, 2-Year CIP

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
OPERATIONAL PERFORMANCE INDICATORS CY2017

PERFORM										
Operational Performance Indicators	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Target**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Electric Asset Management							MD, Eng.Mgr.			Plan vs. Actual (Type 1 & 2), Electric Queue? 1 Qtr. ahead?, On Scope, Schedule, Budget, 2-Year CIP
Workforce/Culture							ET/LT (Lena)			Everyone with annual goals in BE/IE/PE? (Measurable), Safety Goal? …Supervisors with
Environmental/Sustainability							ET/LT (Mel)			Compliance, spills, Carmen Smith, property management, leveraged funds, waste management, Source Protection, sustainability, GHG emissions
Community Investment							ET/LT (Erin)			

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
OPERATIONAL PERFORMANCE INDICATORS CY2017

PERFORM										
Operational Performance Indicators	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Target**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Information Technology Work Plan							Matt			Plan vs. Actual (Type 1 & 2), On Scope, Schedule, Budget, Cyber Security

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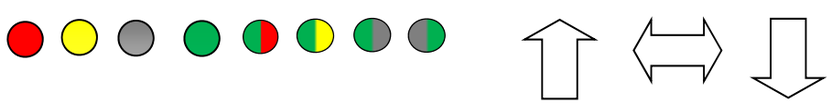
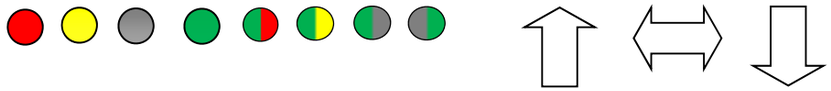


EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
STRATEGIC GOALS CY2017

TRANSFORM										
Strategic Initiatives	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Destination**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Proactive Outreach We will actively engage our customers and community partners on pricing approaches and alternative water source opportunities.							Erin			
Simplify and Streamline We will increase our operational effectiveness by streamlining our processes, specifically those needed to implement a new Customer Information System (CIS), improve our customer interactions, and reduce administrative overhead associated with work and asset management.							ET (FL)			
Cultural Dynamics We will create a culture that inspires us to respectfully work together for a common cause, motivates us to makes decisions and take action, and sets expectations and holds us accountable for results.							ET (FL)			

EWEB ORGANIZATIONAL PERFORMANCE DASHBOARD
STRATEGIC GOALS CY2017

TRANSFORM										
Strategic Initiatives	**JOP**	**Q1 Status**	**Q2 Status**	**Q3 Status**	**Q4 Status**	**EOY Destination**	**Owner(s) (Lead)**	**Trend**	**Comments**	**Drivers**
Organizational Resiliency We will target specific areas to improve our human, financial, and operational resiliency, including management and supervisory succession, cash management, electric system design, and waste reduction.							ET (MD)			

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