2026 PERFORMANCE MEASURES

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The color assigned for each measure is a subjective evaluation of both the quarterly results, shown in the quarterly squares as well as the outlook for the upcoming quarter(s) compared to established targets, shown in the large box. The legend below provides general guidance for assigning colors.

- Positive performance - positive outlook review and exceeding quarterly expectation
- Improvement needed - concern about outlook review and less than quarterly expectation
- Adverse performance - negative outlook review and negative quarterly performance
- Data not available or no activity during the quarter

Performance Measure Title

Telephone Service Level (Customer Service Queue)

2026 Status			
Q1	Q2	Q3	Q4
✓	✓	✓	
Outlook: ✓			

Definition

Measures the timeliness of answering calls routed to the Customer Service queue and the effectiveness of department staff in terms of monitoring and managing the call queue. Staff strives to answer most calls within 120 seconds.

How Performance Measure is Computed

The performance measure is calculated by dividing the number of calls answered within 120 seconds by the total number of calls answered that month. The monthly percentage is graphed and analyzed on an XmR chart. Current central line and process limits are calculated based on data from July 2024 through June 2025. (For more information on XmR charts, see Appendix A.)

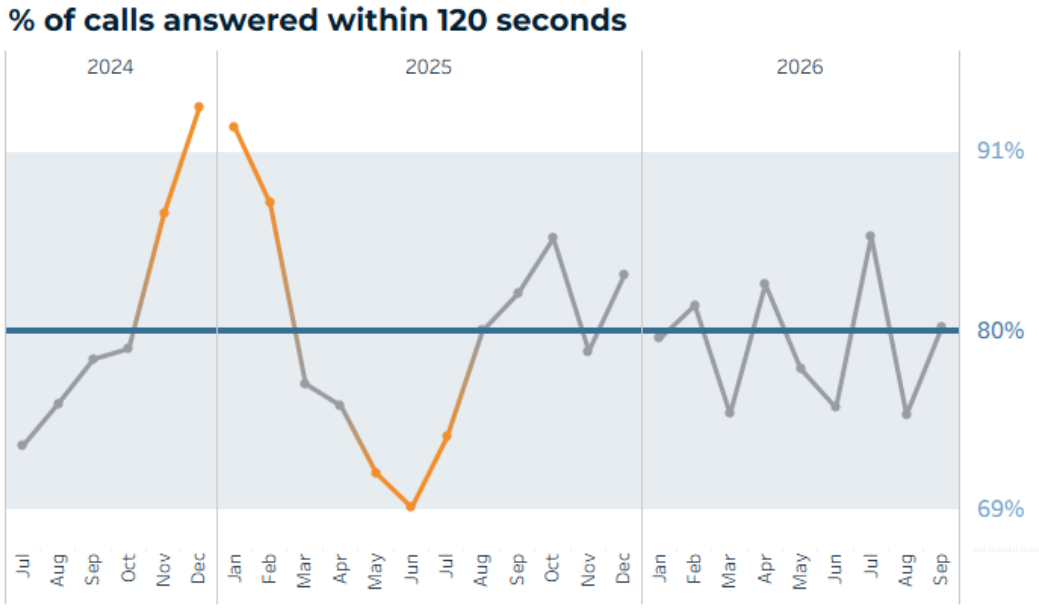
Performance Rating	
Green ✓	performance within limits, no unfavorable signal
Yellow △	showing an unfavorable signal, no action needed to correct
Red ✗	showing an unfavorable signal, action needed to correct

Performance Measure Objectives

The current objective is to carefully monitor the Customer Service queue and maintain telephone service levels within normal limits amid evolving business practices. Managing the queue will allow staff to assess performance expectations and then set future goals that are informed and appropriate. Staff will also track and present supplementary phone queue data in addition to the XmR chart. While these additional metrics do not directly influence performance ratings, they provide valuable insights into aspects of the queue experience beyond call response times, helping to inform and refine future objectives.

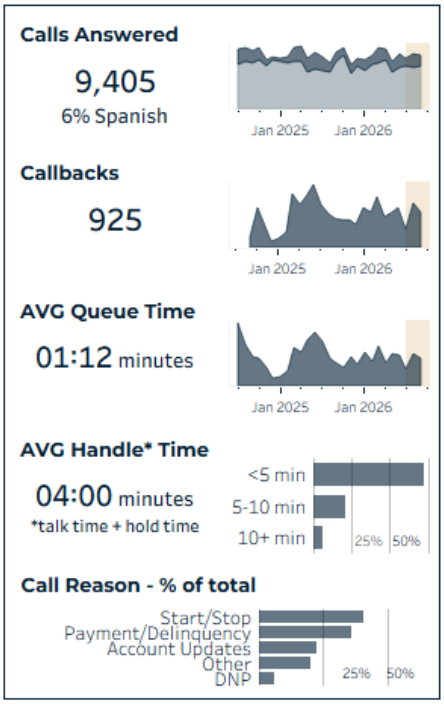
Quarterly Performance Summary

The telephone service level was within normal limits during Q3. The central line is currently set at 80% with expected performance within ±11% of that. The rating for the quarter is green and the outlook is green.



Additional Comments

N/A



Responsible Manager: Annette Cobb Data Provider: Kristen Demory Report Date: 10/15/2026

Performance Measure Title

Electronic Payments

2026 Status			
Q1 ✓	Q2 ✓	Q3 ✓	Q4
Outlook: ✓			

Definition

Measures the percentage of total payments made to the District using electronic payment channels. Payment channels currently offered by the District include: Auto Pay, the SmartHub website and mobile application, the Integrated Voice Recognition (IVR) telephone system, Pay Now (one time payment via website), payment kiosks, and a customer's bank website. Providing multiple electronic payment channels is a customer convenience that can lead to increased satisfaction and further the District's efforts in customer engagement. Increasing the number of electronic payments can lower costs by reducing staff time and possible errors associated with manual processes.

How Performance Measure is Computed

Electronic payment percentage is calculated as the total number of electronic payments divided by the total number of all payments made that month. The monthly percentages are graphed and analyzed on an XmR chart. Current central line and process limits are calculated based on data from July 2025 through March 2026. (For more information on XmR charts, see Appendix A.)

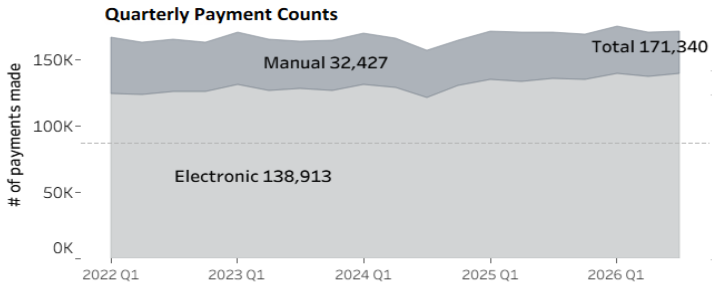
Performance Rating	
Green ✓	performance within limits, no unfavorable signal
Yellow △	showing an unfavorable signal, no action needed to correct
Red ✗	showing unfavorable signal, action needed to correct

Performance Measure Objectives

The current objective is to maintain performance within normal limits for at least six months. Customer adoption of several electronic payment channels is driving a continual upward trend that has repeatedly exceeded the upper limit. However, it is expected that the measure will eventually find a consistent level of performance. When the trend naturally levels out, staff will discuss further objectives.

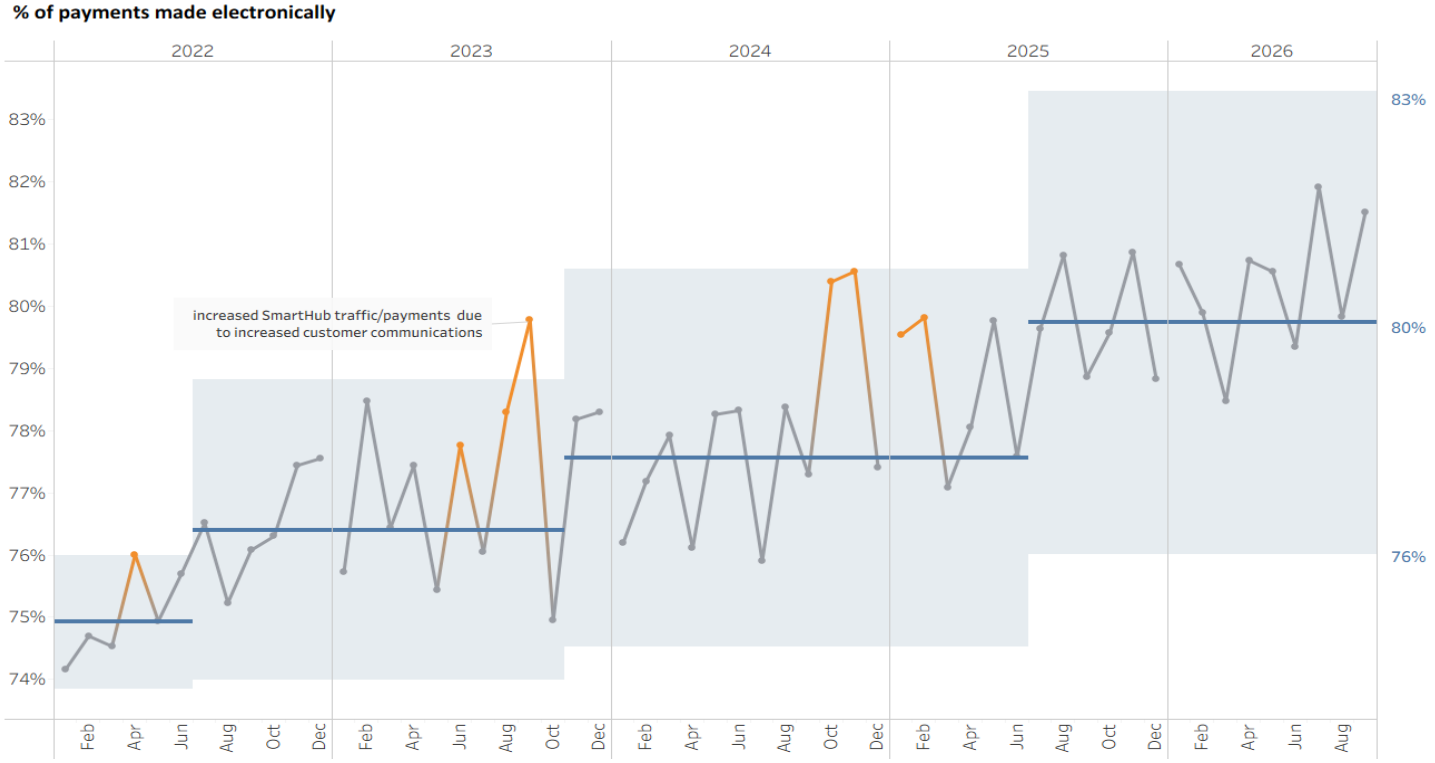
Quarterly Performance Summary

Customer utilization of electronic payments was within normal limits during Q3. The central line is currently set at 80% of customer payments made electronically, with normal performance expected within ± 3.7% of that. The rating for the year is green and the outlook is positive.



Payment Channels

			# of payments this quarter	% of total	% of total change since 2024
	Manual		32,427	19%	▼2%
Electronic	Auto Pay	Self Serve	57,092	33%	▲2%
	SmartHub App	Self Serve	25,656	15%	▸0%
	Pay Now	Self Serve	22,666	13%	▲1%
	SmartHub Web	Self Serve	19,224	11%	▸0%
	Bank Website		7,170	4%	▼1%
	IVR	Self Serve	6,469	4%	▸0%
	Kiosk	Self Serve	636	0%	▸0%



Responsible Manager: Annette Cobb | Data Provider: Kristen Demory | Report Date: 10/15/2026

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title
Service Order Time Tracking

Definition
Once a new or altered service is eligible for energization*, the following items will be measured:
1) Length of time it takes the Operations Center to energize a new service once Engineering has transitioned the electronic service order to them in the Work Management system, after the customer has met the criteria described by the * below.
2) Length of time it takes to set up the customer account in the Customer Information System (CIS) system for billing after Operations transitions it over to them from the Work Management system.
3) Total services include electric metered services and production meters installed for solar customers. Solar services are net metered customers with a second separate production meter for energy produced.
Eligible for energization is based on the customer meeting the following criteria: trench has been inspected on an underground service, fees have been paid, L & I state approval has been received, and customer is ready for power. The District has no control over the time span to energize a new or altered service until the criteria has been met.

How Connection Performance Measure is Computed - Table
After Engineering has released all holds in the Work Management system, the service order is transitioned to Operations. Performance is measured from the date received by Operations in CIS and the completion date of when the meter was set (energized).

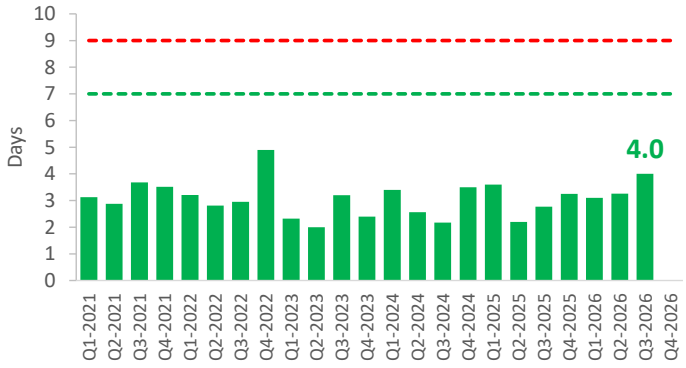
How CIS System Performance Measure is Computed - Table
This performance is measured from the date Customer Service receives the electronic Service Order from Operations, to the date Customer Service closes the electronic service order. This shows the average number of days for Customer Service to set up the customer account.

Goal
The goal is to energize new services within an average of 7 days after customer criteria has been met, then have the Service Order transitioned from Operations to Customer Service and have new accounts set up in CIS within an average of one week (5 days).

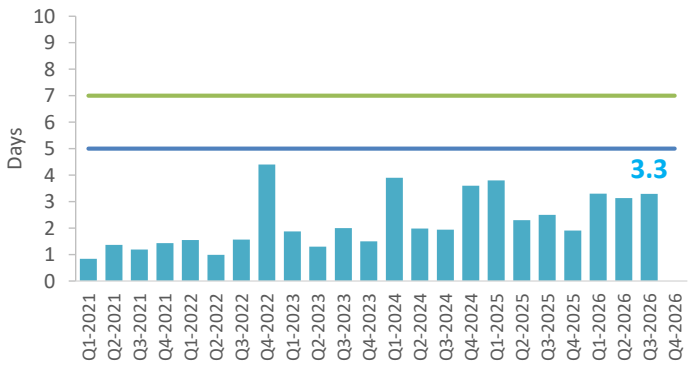
Rating Criteria:	Operations	Customer Service	Combined Rating
	7 days or less	5 days or less	Both green
	8 - 9 days	6 - 7 days	Either is yellow
	> 9 days	> 7 days	Either is red

Quarterly Performance Summary
During the third quarter of 2026 it took on average 4 days for a new service to be energized once the customer had met all requirements, meeting the criteria of 7 days or less. The time from the service order being available to Customer Service to the account being activated was 3.3 days, meeting the criteria of 5 days or less. There were a total of 300 new services (284 electric, 16 solar production) energized in the quarter and 836 new services year-to-date (770 electric, 166 solar production). We are green for the quarter and green for the outlook. During third quarter we had 103 services retired. There were 516 idle services as of September 30th.

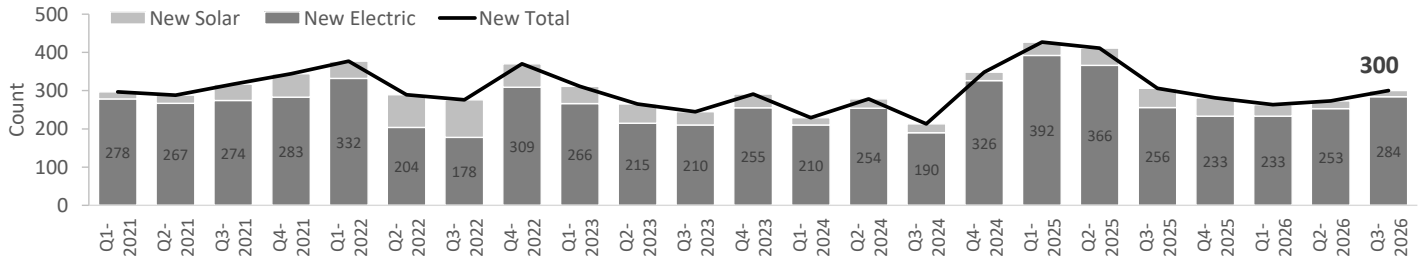
Operations - ***Days to Energize New Service***



Customer Service - ***Days to Activate Account***



Engineering - ***Count of "New Service" Service Orders***



Responsible Manager: Michelle Ness
Data Providers: MN & BS
Report Date: 10/29/2026

Performance Measure Title
Rate Comparisons

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Definition
This indicator compares the District's Residential monthly base charge and average monthly bill to other utilities in the Northwest. A benchmarking base amount of 1,300 kWh (energy), 7 KW (demand), and 30 days (base charge) is used for comparison purposes.

How Performance Measure is Computed
Gather current rates from 36 utilities throughout the Northwest and graph Benton PUD in relation to these utilities. Utilities selected for comparisons are a combination of Public Utility Districts, Cooperative Utilities, and Investor-Owned Utilities.

Goal
Performance will be measured based on a quarterly rate comparison. A green rating will be assigned if the District's average monthly bill is below the median, a yellow rating will be assigned if the District's average monthly bill is in the quartile above the median, and a red rating will be assigned if the District's average monthly bill is in the highest quartile. In addition, the average residential increases over a five year period as compared against the CPI-U annually will be factored into the rating and outlook. The Residential monthly base charge is shown for comparison purposes only.

Residential Average Monthly Bill

	Goal	Actual
Q1	< $141	$121
Q2	< $150	$124
Q3	< $150	$124
Q4		

Residential Monthly Base Charge Comparison

	COSA	Median	Actual
Q1	$38	$28	$20
Q2	$38	$29	$20
Q3	$38	$29	$20
Q4			

BPUD Avg Yearly Residential Rate Increase Compared to CPI-U*

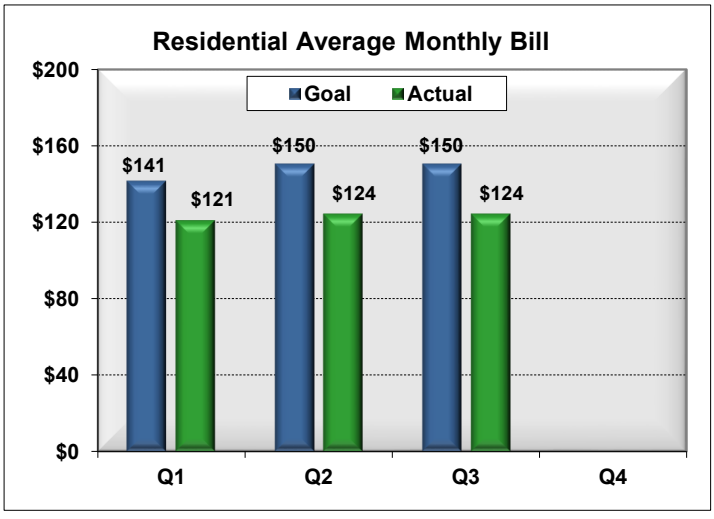
	BPUD Avg Yearly % Increase	CPI-U* Avg Yearly % Increase
5 Year	1.0%	4.5%
10 Year	1.6%	3.1%
15 Year	2.3%	2.7%

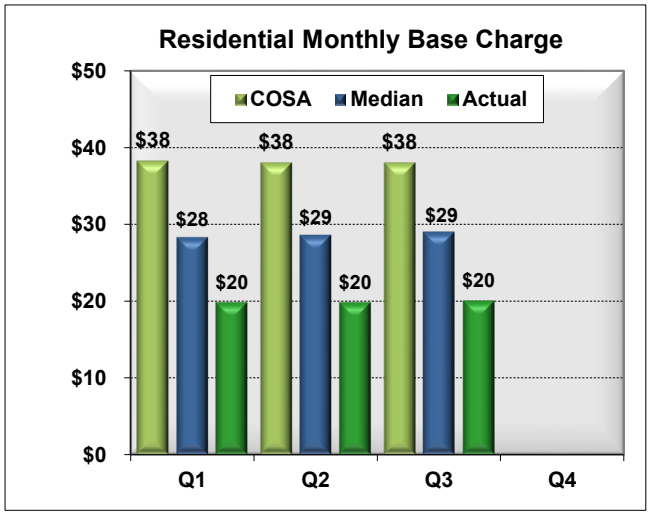
*Consumer Price Index for All Urban Consumers (CPI-U) U.S. city average series for all items, not seasonally adjusted. The above percentages utilize the October to October CPI-U.

Quarterly Performance Summary
During Q3 2026, the District's residential rates were below the median of comparable utilities for the average monthly bill so a green rating was assigned. For those benchmark utilities that had an increase during Q3, the average increase for consumer owned utilities was 3.6% and for investor owned utilities was 1.9%.

In Q3, two of the other benchmark utilities had residential rate increases; consumer owned: Northern Lights, Inc. (overall increase of 3.6%) investor owned: Portland General Electric (increase in energy of 1.9%).

Note: Rate increases shown are based on published sources where available. For utilities that do not publish percentage changes or only provide dollar impacts, percentages have been estimated using Benton PUD's average residential customer profile (1,300 kWh usage, 7 kW demand, over a 30-day billing period).

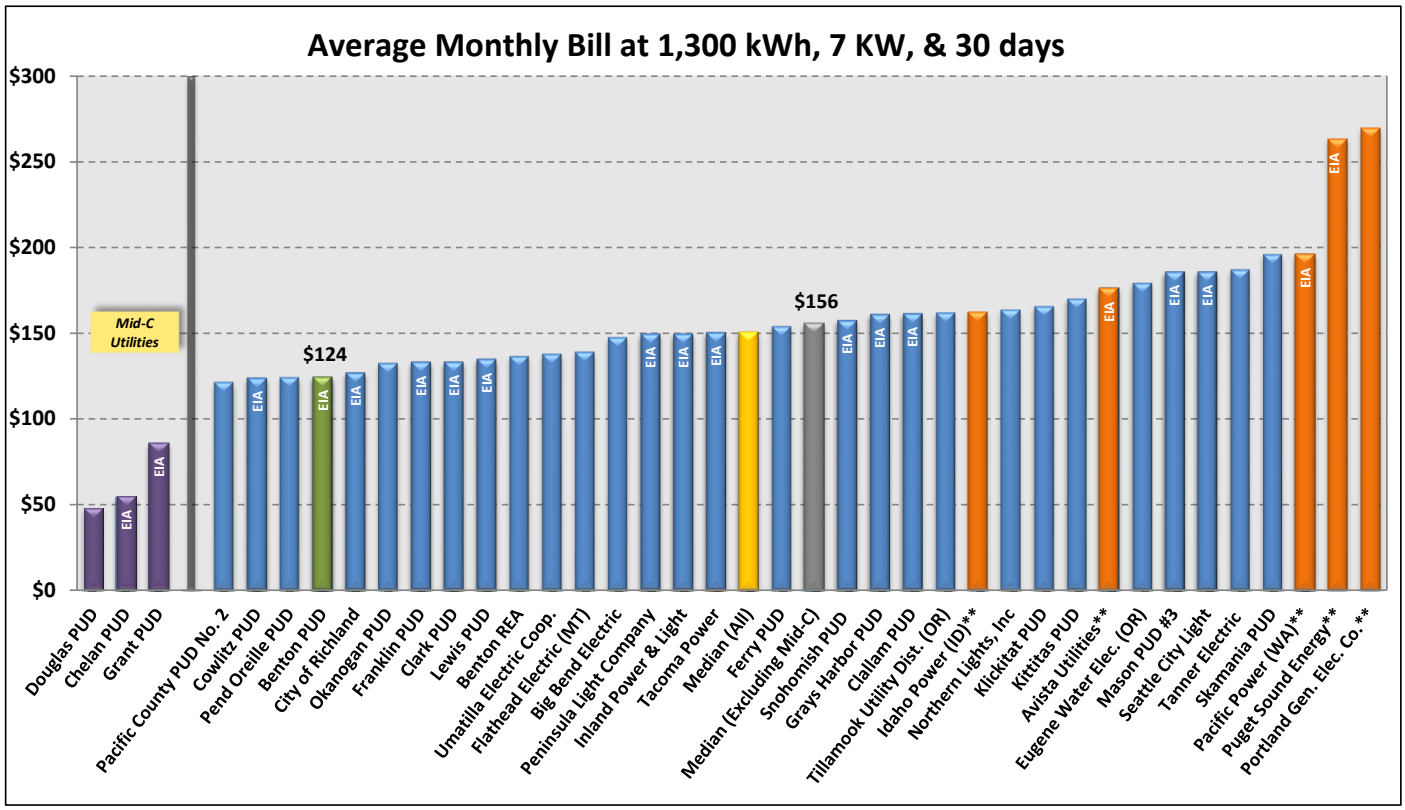


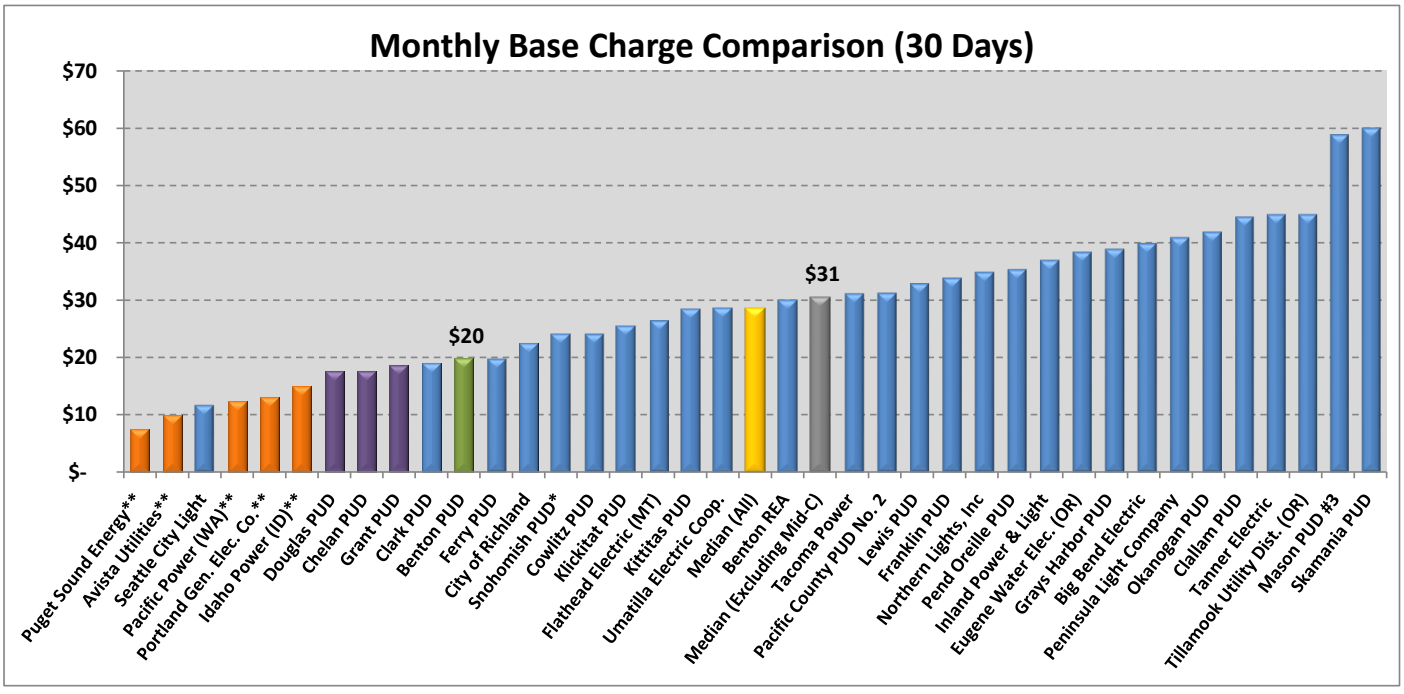


Responsible Manager: Keith Mercer

Data Provider: Katie Grandgeorge

Report Date: 10/26/2026





Average bill information has been calculated by Benton PUD staff using data from other utilities' websites.
This bill calculation is Benton PUD's best effort to provide comparable information.
Mid-C Utilities are utilities that own major hydro facilities.

Performance Measure Title

2026 Status			
Q1	Q2	Q3	Q4
✓	✓	✓	
Outlook:			✓

Back Bills and Billing Corrections Due to District Errors

Definition

Back bills and bill corrections can have a significant impact on customers and on District staff. While some back bills are due to customer error (signing up for service at the wrong apartment or mislabeled meter bases), other back bills are preventable. Some examples of avoidable back bills include equipment failure that is overlooked for a period of time and results in a back bill of more than one month, or not transferring a low income discount when a customer moves. Only preventable back bills due to staff error, or those that were caused by equipment failure not detected in a timely manner, will be counted in this performance measure. When a significant back bill occurs, the rating could be assigned a yellow or red rating depending on the severity of the back bill. This rating would be assigned regardless of the number of back bills during the period.

How Performance Measure is Computed

On a quarterly basis, the number of back bills caused by the following reasons will be reported: defective meter, incorrect multiplier, service orders not processed in a timely manner, data entry error in CIS, missing low income discount, incorrect bill cycle, switched meters and data entry errors. Back bills are processed by the Billing Specialist and will be tracked in a spreadsheet that captures the number of back bills falling into these categories, and the nature of the back bill (i.e. customer error or District error). Each customer affected by a back bill will be counted as "1". For example, all customers affected by a District-caused meter switch will be counted.

Goal

Fewer than 16 back bills each quarter.

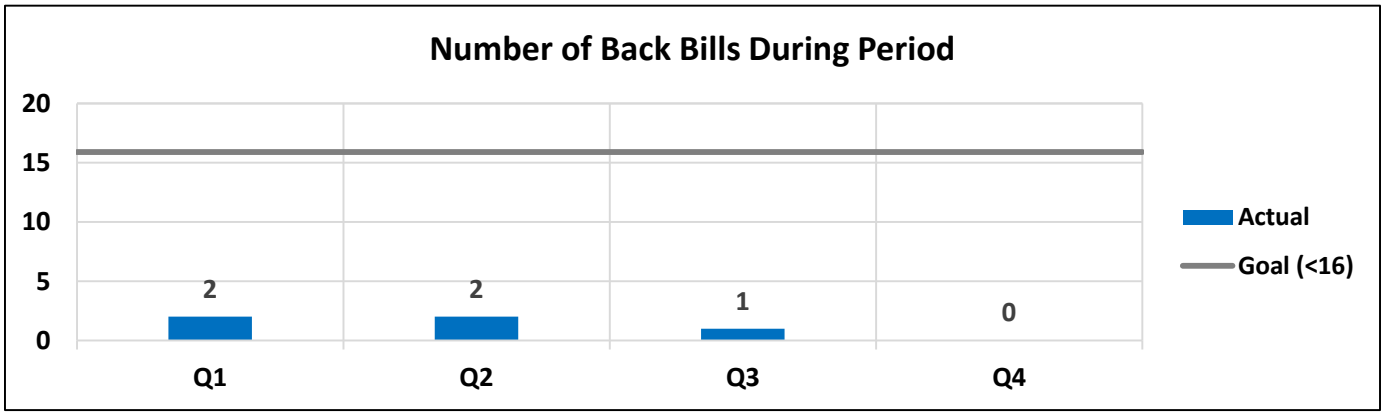
		Number of Back Bills	
	Number of Bills Issued	Goal	Actual
Q1	146,922	<16	2
Q2	147,786	<16	2
Q3	148,013	<16	1
Q4	0	<16	0

Performance Rating	
Green ✓	Fewer than 16
Yellow △	Between 16-24
Red ✗	Greater than 24

Quarterly Performance Summary

Reportable back bills for Q3 2026:

1. When establishing electric service for a customer, service was initiated for the residence; however, the shop located on the property was not identified during the initial service request by either the customer or the CSR. As a result, the shop's electric usage was not billed from the start of service, resulting in a back bill in the amount of $92.31 once the oversight was identified and corrected.



Responsible Manager: Annette Cobb

Data Provider: Annette Cobb

Report Date: 10/21/2026

Performance Measure Title

Unrestricted Reserves / Days Cash on Hand

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Definition

Days Cash on Hand measures the number of days an enterprise can cover its operating expenses using unrestricted cash and investments and assuming no additional revenue is collected. Total Unrestricted Reserves include Minimum Operating Reserves and Designated Reserves, such as the Power Market Volatility Account, Customer Deposits Account, and Special Capital Account, as defined in the District's Financial Policies adopted by Resolution 2657 and reported in the monthly financial statements. Beginning in 2015, Minimum Operating Reserves are defined as 90 days cash on hand. This ratio is useful for measuring the relative strength of a utility's financial liquidity. It must be evaluated in conjunction with identified immediate risks to cash flow and compared to the number of days it takes for the utility to raise its rates and begin to receive additional revenues.

How Performance Measure is Computed

Days Cash on Hand is computed by multiplying the total unrestricted cash and investments by 365 and then dividing that result by the total operating expenses (excluding depreciation and amortization). Operating expenses will be based on the latest forecast at the end of each quarter.

Goal

The District's current Financial Policies establish a Minimum Operating Reserve of 90 Days Cash on Hand and require financial plans to maintain Days Cash on Hand to achieve or maintain the Targeted Bond Rating (median of public power utilities). Targeted Days Cash on Hand shall consider relevant and recent benchmark data published by rating agencies for similar rated utilities as well as input from the District's Financial Advisor and recent experience with Rating Agencies. Staff's recommended Targeted Days Cash on Hand is 104 days (Minimum Operating Reserves (90 days) plus the Power Market Volatility Account (14 days). This measure will be rated "green" if the Days Cash on Hand is at or above the recommended range (104 days), "yellow" if the year-end forecast for Days Cash on Hand is between the Minimum Operating Reserve (90 days) and the recommended range (104 days) or over 145 days with no forecasted drawdown, and "red" if the Days Cash on Hand is lower than the Minimum Operating Reserve. A "green" rating may be designated if reserves are over 145 days as a result of a bond issue and/or the financial forecast shows a rate increase in the next year.

DCOH	District Minimum	District Target	Actual
Q1	90	104 to 145	125
Q2	90	104 to 145	116
Q3	90	104 to 145	124
Q4	90	104 to 145	

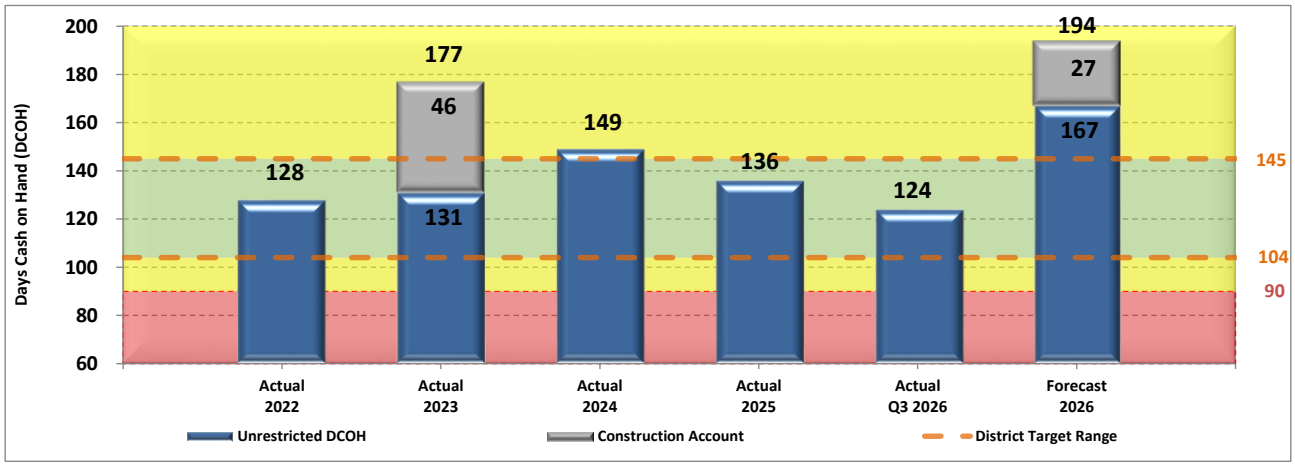
Reserves	Minimum	Budget	Actual
Q1	$33.57M	$47.64M	$46.62M
Q2	$33.57M	$46.77M	$43.29M
Q3	$33.57M	$43.32M	$46.03M
Q4	$33.57M	$38.39M	

Designated Reserves - Year-end Forecast*	
Description	**DCOH**
Minimum Operating Reserves	90
Power Market Volatility	14
Special Capital	50
Customer Deposits	5
Climate Commitment Act	7
Undesignated Reserves	1
Current 2026 Year-end Forecast	**167**
Construction Account	27
Total Year-End Forecast	**194**

*Designated reserve breakdown is decided by the Commission

Quarterly Performance Summary

At the end of Q3, the District reported 124 Days Cash on Hand (DCOH), resulting in a green rating. Unrestricted reserves increased by $2.74 million during the quarter. DCOH naturally fluctuates within and across fiscal years and is influenced by gross power costs, operating and capital expenditures, an retail revenues. The increase is attributed to the timing of reimbursement for a large capital project, and retail revenue sales from over the summer months. The District issued bonds in Q4 2026, which will increase cash levels, as reflected in the 2026 forecast. A portion of the bond proceeds will reimburse the District for previously incurred capital expenditures, while the remaining proceeds will fund planned capital projects over the next year. The outlook remains green due to the additional liquidity provided by the bond issuance, although cash balances will decline as the proceeds are spent on future capital expenditures.



Responsible Manager: Keith Mercer

Data Provider: Katie Grandgeorge

Report Date: 10/26/2026

Performance Measure Title

O&M / Net Capital

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Definition

This indicator measures the District's actual operations and maintenance (O&M) expenses vs. budget and the actual net capital expenditures vs. budget on a year-to-date basis. O&M expenses include transmission, distribution, broadband and all District internal costs and exclude power supply costs, taxes, depreciation, interest expense and other non-operating expenses. O&M and capital expenditures are a subset of all expenditures incurred by the District. While all costs are controllable by the District in the long-term, management has more direct control of these costs over the short-term and may more immediately impact District financial results through decisions in these areas.

How Performance Measure is Computed

The official budget that is approved by the Commission for the calendar year will represent the standard against which actual results are measured. The original budget is amended by the Commission during the 4th quarter of each year. Year-to-date O&M expenses and net capital expenditures will be compared to budget at the end of each quarter.

Goal

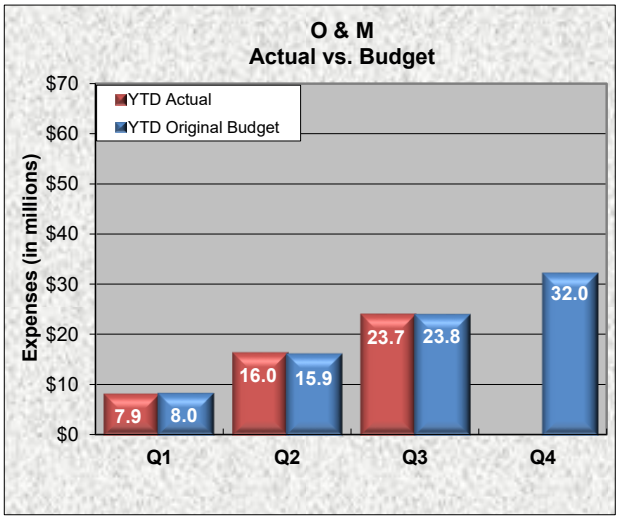
Meet the year-to-date budget projections.

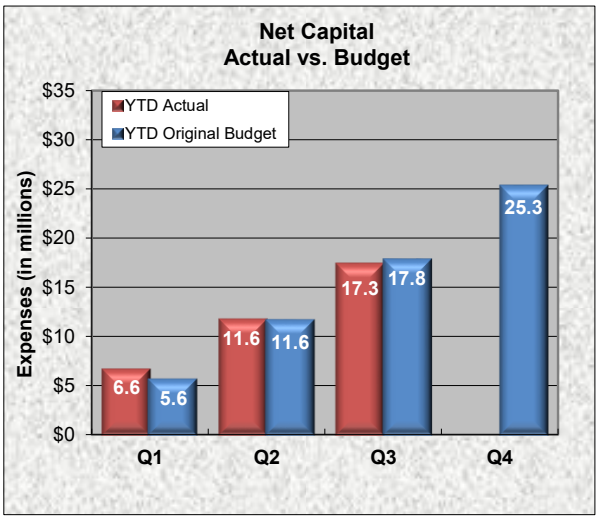
in millions	O & M				Net Capital			
	YTD Original Budget	YTD Actual	% of Total Budget*		YTD Original Budget	YTD Actual	% of Total Budget*
Q1	$8.044	$7.853	25%	Q1	$5.562	$6.579	26%
Q2	$15.929	$16.012	50%	Q2	$11.571	$11.649	46%
Q3	$23.770	$23.694	74%	Q3	$17.761	$17.263	68%
Q4	$32.025		0%	Q4	$25.251		0%

** % of total original budget, **actuals do not include pension expense*

Quarterly Performance Summary

The numbers included in this calculation are based on preliminary financial data. O&M expenses of $23.7 million through the third quarter are 0.3% or about $76,000 under the the original budget. Due to a change in how one-touch costs are billed in 2026, the original budget YTD includes about $500k in cost reimbursement that is not reflected in the actuals largely offsetting underruns in other categories. Net capital expenditures of $17.3 million through the third quarter are 2.8% or about $499,000 under the original net capital budget. The primary reason for the variance is the timing of projects and CIAC. Various capital category projects (capacity & reliability, repair & replace, and IT) are under-running the original budget leading to about $2.0 million in net under-runs. In addition, CIAC is under-running about $2.8 million most of which is a pending payment from one customer. These measures are rated green for the quarter and outlook.





Responsible Manager: Kent Zirker
Data Provider: Janelle Herrington
Report Date: 10/29/2026

Performance Measure Title
O&M Costs per Customer

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Definition
This performance measure will track the District's non-power operating and maintenance (O&M) costs per customer, excluding broadband and reimbursable mutual aid costs and including bad debt expense. O&M expenses are a subset of all expenditures incurred by the District. While all costs are controllable by the District in the long-term, management has more direct control of O&M costs over the short-term and may more immediately impact District financial results through decisions in these areas.

How Performance Measure is Computed
Actual O&M expenses, excluding broadband and reimbursable mutual aid costs and including bad debt expense, as reported in the financial statements will be divided by the average number of active service agreements on a rolling 12-month basis. Results at the end of each quarter will be compared to the 2026 calculated budget of $526 per customer. The 2026 calculated amount was developed from the 2026 budget of $523 per customer incremented by $200,000 or $3 per customer to allow for variations in the level of internal labor charged to capital projects vs expense. A rating of green will be assigned if the O&M costs per customer are less than 2% above budget; a rating of yellow will be assigned if the O&M costs per customer are more than 2% but less than 3% above budget; a rating of red will be assigned if the O&M costs per customer are more than 3% above budget.

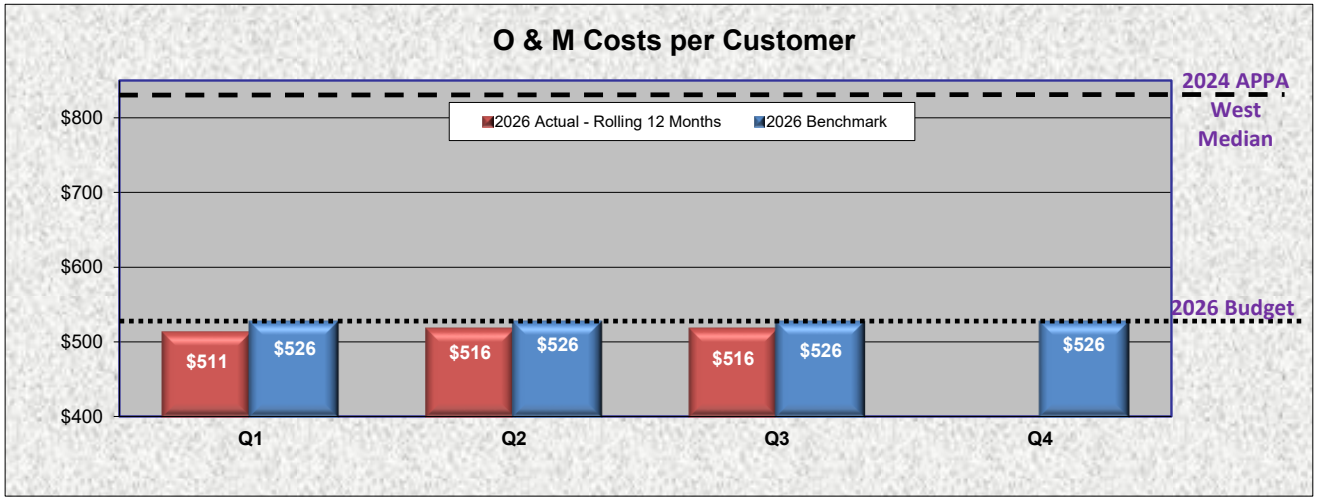
Goal
Maintain or decrease the O&M costs per customer as compared to the 2026 budget of $526 per customer.

	O & M	
	2026 Budget	2026 Actual
Q1	$526	$511
Q2	$526	$516
Q3	$526	$516
Q4	$526	

Information Only	Stated Year Dollars	2026[1] Dollars
Benton PUD - CY 2024 Actual*	$485	$515
Benton PUD - CY 2025 Actual*	$504	$519
Benton PUD - CY 2026 Budget*	$526	$526
APPA - 2023 West median[2]	$700	$765
APPA - 2024 West median[2]	$784	$832

** includes bad debt expense, does not include GASB pension entry*
(1) Escalated at 3% per year
(2) Selected Financial and Operating Ratios of Public Power Systems survey
(Note: accounting for payroll taxes and benefits may vary among utilities)

Quarterly Performance Summary
The numbers included in this calculation are based on preliminary financial data. O&M costs per customer on a rolling 12-month basis at the end of the third quarter were $516, which is 1.9% below the budget amount. The District continues to be well below the APPA West median of $832.



Responsible Manager: Kent Zirker

Data Provider: Janelle Herrington

Report Date: 10/29/2026

2026 Status			
Q1	Q2	Q3	Q4
✓	✓	✓	
Outlook: ✓			

Performance Measure Title

Accounts Receivable Collections

Definition

Percentage of accounts receivable that are outstanding and less than 60 days after billing.

How Performance Measure is Computed

The percentage is calculated by dividing the amount of accounts receivable under 60 days by the total amount of accounts receivable for electric customers. This measure does not include miscellaneous accounts receivable, such as power billings or cost reimbursements.

Goal

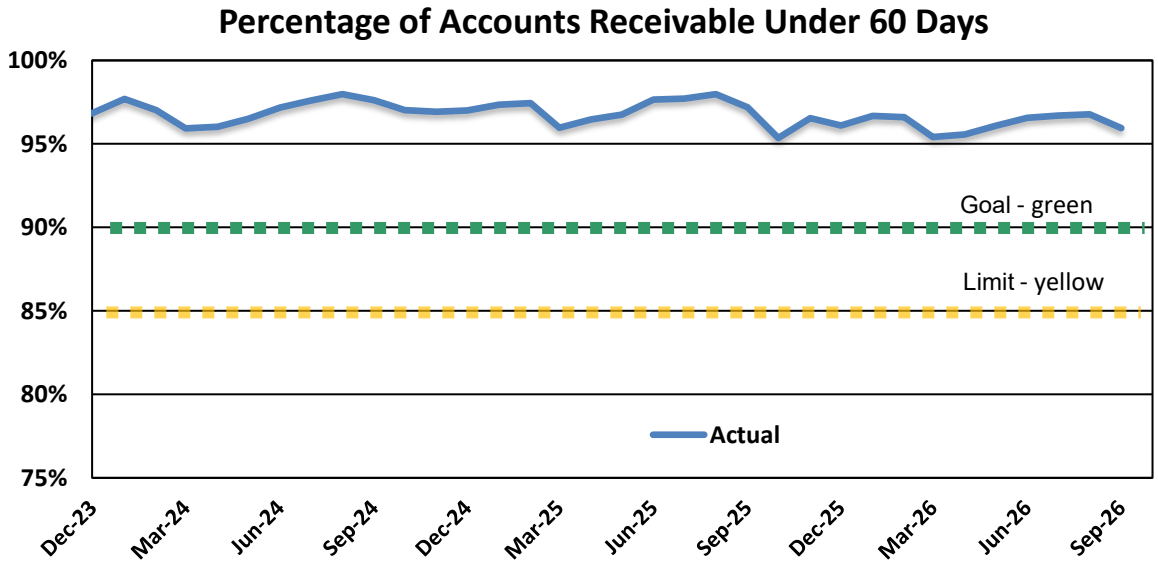
The goal is to increase the percentage of accounts receivable under 60 days to a level of 90% or more of the total accounts receivable. A green rating will be achieved if the actual results are at 90% or higher; a yellow rating will be assigned if the actual results are between 85% to 90%; a red rating will be assigned if the actual results are below 85%.

			Actual
Q1	90%	Q1	95%
Q2	90%	Q2	97%
Q3	90%	Q3	96%
Q4	90%	Q4	

Performance Rating	
Green ✓	>= 90%
Yellow ⚠	85% - 89%
Red ✗	< 85%

Quarterly Performance Summary

The monthly percentage of outstanding accounts receivable under 60 days including inactive accounts were 97%, 97%, and 96% respectively during Q3. The quarter and outlook are rated green.



Responsible Manager: Annette Cobb

Data Provider: Kent Zirker

Report Date: 10/26/2026

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Safety

Definition

The measure will benchmark reportable injuries or illnesses as recorded on the OSHA 300 log. The summary will specify incidents and look for trends and opportunities to correct through training, retraining, work procedure changes, engineering controls or other reasonable actions to address.

How Performance Measure is Computed

We will use the OSHA Form 300A "Summary of Work Related Injuries and Illnesses" for safety benchmarking against the Bureau of Labor Statistic numbers published each year. The basic requirement for recording an illness or injury is if it results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness, or a significant injury or illness diagnosed by a physician or other licensed health care professional. The incidence rates are calculated according to the following formula: (N/EH) x 200,000 where N = number of incidents for the previous 12-months and EH = total hours worked by all employees during the same 12-month period. The 200,000 is the constant for 100 full-time workers working 40 hours per week for 50 weeks per year.

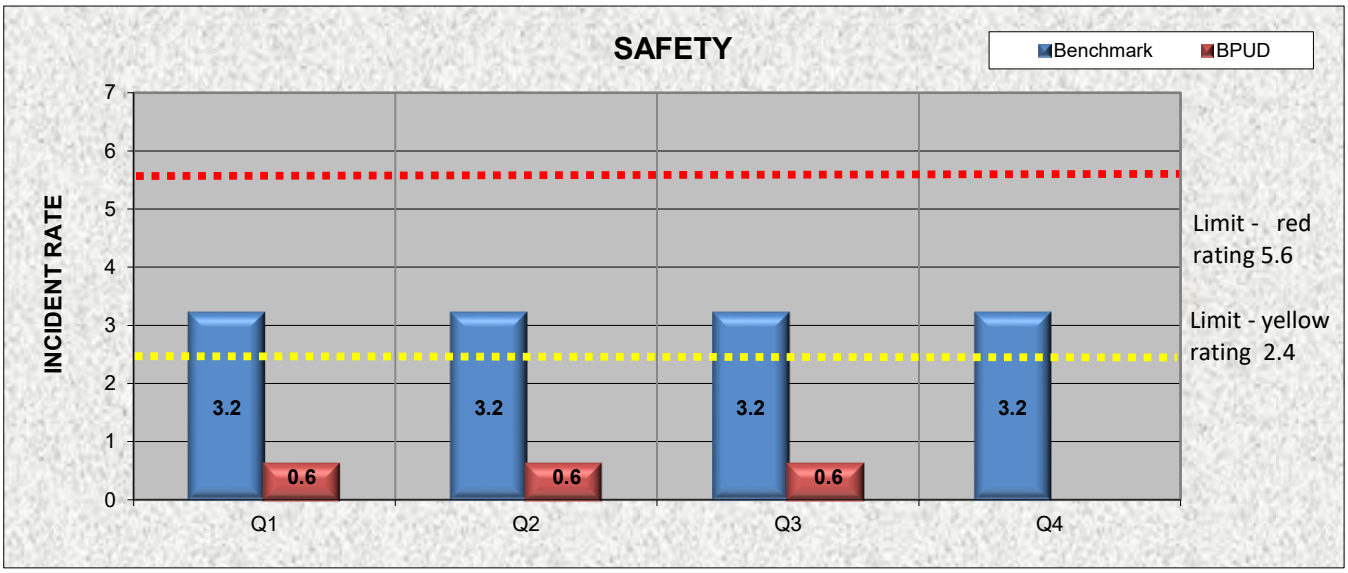
Benchmark (not to exceed)

The benchmark is to be less than the Total Recordable Cases as published annually by the Bureau of Labor Statistics. This figure changes annually as a result of OSHA 300 log reports. This measure will be rated green if BPUD calculated reportable incidents are below 80% of the benchmark, yellow if they are between 80%-120% of the benchmark, and red if they are over 120% of the benchmark or as a result of a serious injury and/or Labor and Industries citation.

	Benchmark	BPUD
Q1	3.2	0.6
Q2	3.2	0.6
Q3	3.2	0.6
Q4	3.2	

Quarterly Performance Summary

There was one incident reported on the OSHA 300 form in the last 12 months (Oct. 1, 2025 - Sept. 30, 2026):
~ 05.20.26: Mechanic got a piece of metal in their eye from chipping slag from weld.



Responsible Manager: Chris Folta

Data Provider: Sarah Wellenbrock

Report Date: 10/12/2026

Performance Measure Title

2026 Status			
Q1	Q2	Q3	Q4
✓	✓	✓	
Outlook:			✓

Safety Meeting and Training Attendance

Definition

This performance measure reflects the results achieved in meeting the safety program training and participation goals for the quarter. The training goal includes those trainings sponsored by the District and where attendance is required. The participation aspect includes non-training activities that depend upon employee involvement. The goal is to ensure the majority of scheduled participants attend the trainings or meetings while allowing flexibility for those on protected leave. Failing to achieve the goals may reflect other legitimate schedule conflicts, ineffective course frequency or length, priority-setting improvements needed for participants and/or their managers, or other interfering factors.

How Performance Measure is Computed

The target is derived each quarter based on the group participation goals approved by the Central Safety Committee and Leadership Team. It is the percentage of training/meeting attendendance against the expected attendance, as well as the number of Operations crew reports turned in. The rating is set so all of the meeting and training attendance averaged together must equal 90% or above to achieve a green rating. A yellow rating reflects an average between 80-89% , and a red rating is less than 80% average attendance.

Performance Rating:	Green: ✓ AVG ≥ 90%	Yellow: △ AVG = 80-89%	Red: ✗ AVG < 80%

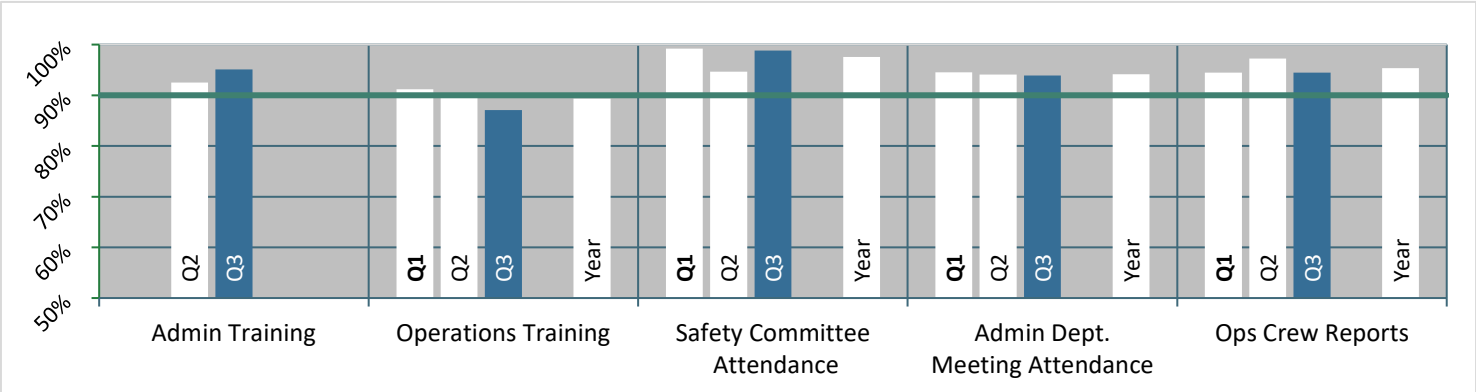
Goal

Achieve minimum 90% or greater average attendance and participation at safety-related trainings and meetings.

	Training Attendance			Participation				Goals
	Admin Training	Ops Training	AVG	Committee Attendance	Admin Dept Attendance	Ops Crew Reports	AVG	Overall AVG
Q1	N/A	91%	91%	99%	95%	94%	96%	94%
Q2	93%	90%	91%	95%	94%	97%	95%	93%
Q3	**95%**	**87%**	**91%**	**99%**	**94%**	**94%**	**96%**	**93%**
Q4								
Year	N/A	89%	91%	98%	94%	95%	96%	93%

Quarterly Performance Summary

The outlook for the quarter and overall year is green. In the third quarter, the Administrative and Operations groups averaged 93% across the safety training and participation goals set for both groups. The Admin biannual safety training was on Defensive Driving and was completed by 95% of Admin staff. 87% of Operations participated in crew/shop trainings and covered L&I High Voltage, Hazardous Energy Control - Lockout/Tagout, and Fire Extinguishers. The safety committees averaged 99% attendance overall. 94% of Admin staff reviewed monthly safety information. 94% of Crew Reports were returned.



Responsible Manager: Karen Dunlap

Data Provider: Kristen Demory

Report Date: 10/15/2026

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Conservation Plan 2026-2027 Biennial Actuals/Target

Definition

The District will monitor quarterly conservation achievements and compliance with the Energy Independence Act (EIA) target of 1.10 aMW which was established through the Conservation Potential Assessment approved by the Commission on August 12, 2025.

How Performance Measure is Computed

The chart below shows the EIA target of 1.10 aMW as well as the amount of carryover available to meet the target (shaded in gray) from excess conservation acquired in previous biennia. Projected Final Savings are based on Energy Programs budget estimates plus expected NEEA savings. BPA gives the District estimated NEEA savings for each year and the chart below is based on 50% of the BPA estimate until actual savings are reported, at which time the chart will show 100% of the savings for that year.

Goal

Ensure the District is on track to meet the 2026-27 conservation biennial target. Green Outlook rating is the "Projected Final Savings" meeting or exceeding the EIA target. Yellow rating is between the EIA Target and Carryover level. Red rating is below the Carryover level.

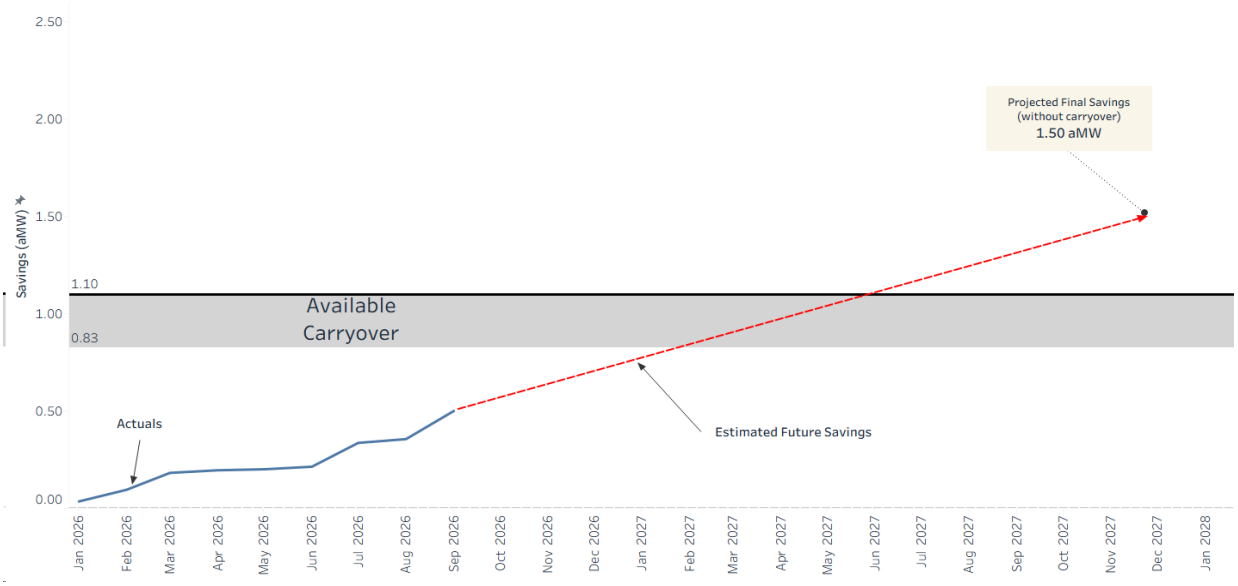
2026	Q1		Q2		Q3		Q4	
	Proj	Actual	Proj	Actual	Proj	Actual	Proj	Actual
Residential	0.023	0.011	0.023	0.014	0.023	0.011	0.019	
Commercial	0.023	0.100	0.023	0.015	0.023	0.050	0.019	
Industrial	0.086	0.033	0.086	0.003	0.086	0.217	0.083	
Agricultural	0.004	0.039	0.004	0.001	0.004	0.007	0.004	
U.S.E.	0.017	0.000	0.017	0.000	0.017	0.000	0.018	

2027	Q1		Q2		Q3		Q4		Total	
	Proj	Actual	Proj	Actual	Proj	Actual	Proj	Actual	Proj	Actual
Residential	0.019		0.019		0.019		0.019		0.093	0.036
Commercial	0.019		0.019		0.019		0.019		0.094	0.165
Industrial	0.083		0.083		0.083		0.083		0.416	0.252
Agricultural	0.004		0.004		0.004		0.004		0.018	0.046
U.S.E.	0.018		0.018		0.018		0.018		0.088	0.000
							NEEA*		0.292	
							Total aMW		1.498	

*NEEA savings for 2025 and 2026 are 50% estimates.

Quarterly Performance Summary

Q3 savings nearly doubled the original projections as several large industrial projects were completed within the quarter. Two agricultural storage sheds (defined as Industrial by BPA) and one project at the City of Kennewick WWTP were all completed in Q3, totalling over 0.21 aMW. Commercial projects also doubled original projects led by two large lighting projects at Hobby Lobby and the Justice Center. Residential continued to be sluggish in both the standard and low income projects.



Responsible Manager: Chris Johnson

Data Provider: Terry Mapes

Report Date: 10/12/2026

Performance Measure Title

Broadband Network Reliability Report

All Green	=	
Any Yellow	=	
Any Red	=	

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

3 - 9s		4 - 9s		5 - 9s	
99.9	=G	99.99	=G	99.999	=G
99.85	=Y	99.985	=Y	99.9985	=Y
99	=R	99.9	=R	99.99	=R

Definition

This report reflects Benton's network performance, identified by two (2) primary categories and two (2) subcategories.

Primary categories

Core - Backbone Network
Distribution - Tail circuit and Customer Fiber

Subcategories

Dark Fiber - Non-lit services
Wireless Carrier - Services provided to Wireless Carriers (T-Mobile, US Cellular, AT&T, Sprint and Verizon)

The District's Broadband network consists of these four (4) segments and each of these segments will be measured independently as a part of the total network reliability. The measure of value and performance of a network is determined by the reliability of the network and at the extent to which it can maintain an adequate level of "up" time and service to the end users. The measurements and tracking process will allow the Broadband technical and management staff to determine the level of service and value of the network to the Retail Service Providers and the end users they serve. The results of the measurements will be part of the rate setting structure, level of service guarantees provided to RSPs and performance of staff.

Performance Objectives

Target performance for Core network is 5-9's, Distribution at 3-9's, Cellular Carriers at 4-9's & Dark Fiber at 4-9's.

Core Network

	Goal	Actual
Q1	99.999%	100.000%
Q2	99.999%	100.000%
Q3	99.999%	100.000%
Q4	99.999%	

Distribution Network

	Goal	Actual
Q1	99.9%	99.9999425%
Q2	99.9%	99.9999794%
Q3	99.9%	99.9999432%
Q4	99.9%	

Cellular Carriers

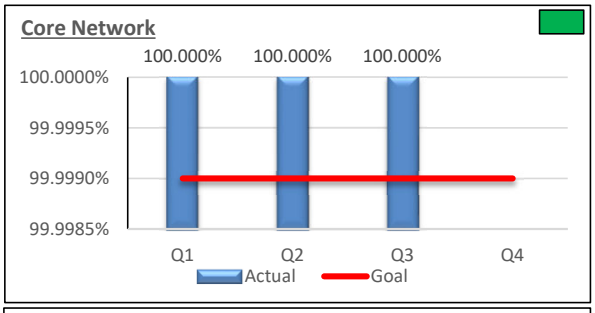
	Goal	Actual
Q1	99.99%	99.999998%
Q2	99.99%	99.999900%
Q3	99.99%	99.996471%
Q4	99.99%	

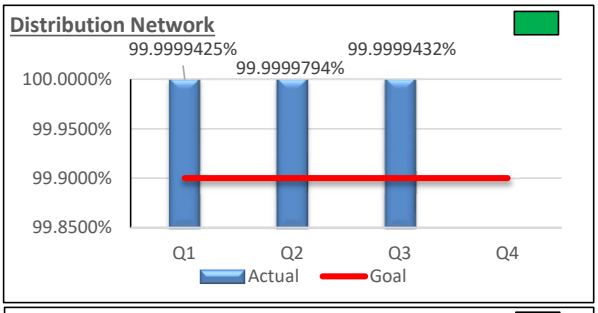
Dark Fiber

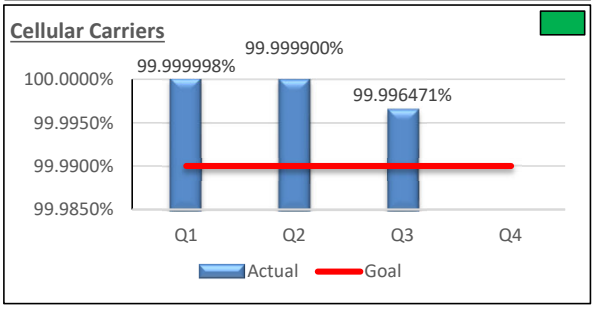
	Goal	Actual
Q1	99.99%	100.00%
Q2	99.99%	100.00%
Q3	99.99%	100.00%
Q4	99.99%	

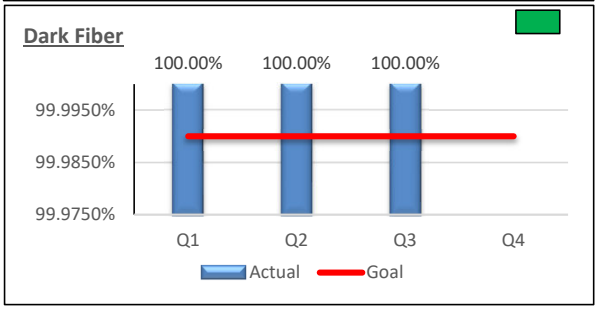
Quarterly Performance Summary

The Performance Measure is rated green for the Quarter. On August 10th, an outage was observed on the traffic on the backhaul link between Kennewick and Spokane. After investigating it was determine the device in Kennewick is experiencing hardware failure. A maintenance is being scheduled to replace the device. This outage caused 40 sites to go down for 1 minute.









Responsible Manager: Jennifer Holbrook

Data Provider: Adrian Mata

Report Date: 9/30/2026

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title

Electric Reliability

Definitions

SAIFI - System average interruption frequency index
Indicates how often the average customer experiences a sustained (greater than or equal to 5 minutes) interruption

$$SAIFI = \frac{\Sigma \text{ Number of Customer Interruptions}}{\text{Number of Customers Served}}$$

SAIDI - System average interruption duration index
Indicates the total duration of interruption for the average customer during a predefined period of time.

$$SAIDI = \frac{\Sigma \text{ Customer Interruption Duration}}{\text{Number of Customers Served}}$$

CAIDI - Customer average interruption duration index
Indicates the average time required to restore service.

$$CAIDI = \frac{\Sigma \text{ Customer Interruption Duration}}{\Sigma \text{ Number of Customer Interruptions}} = \frac{SAIDI}{SAIFI}$$

Major Event Day - A day in which the daily system SAIDI exceeds a Major Event Day threshold value (TMED). Statistically, days exceeding the TMED threshold are days on which the energy delivery system experiences stresses significantly beyond those that are typically expected.

How Performance Measure is Computed

Interruption information is logged into the District's Outage Management System (OMS), either automatically from the District's SCADA system or manually. Tableau is used to calculate and report statistics for interruptions lasting longer than five mintues, excluding planned outages and customer problems.

Charts are presented that include and exclude Major Event Days (MEDs). The MED data is provided as it is the summation of our customer's experience. These large MED outages are often events that interrupt the District's electrical service but may not be the result of an electrical fault or equipment failure on the District's electrical system. Events such as BPA transmission outages or weather events that overwhelm the District's ability to rapidly respond.

The second set of charts excludes MED outages and provides a reportable quarterly metric reflecting outages caused only by electrical faults or equipment failures on the District's electrical system. This allows the District to identify actionable trends in SAIFI, SAIDI, and CAIDI values for outages that occured on the District's electrical system.

Goal

Compare recent 12-month performance to a goal equal to a four year (2005-2008) historical average. The performance rating will be "green" if the index is up to 20% above the goal, "yellow" if between 20% and 40% above and "red" if greater than 40% above the goal.

Quarterly Performance Summary

Time Period: 12-month time period from October 2025 to September 2026.

	MEDs Included	MEDs Excluded	Goal	Rating
SAIFI	**0.66**	**0.30**	**0.5**	
SAIDI	**81.7**	**39.2**	**60**	
CAIDI	**123.4**	**130.5**	**120**	

Avg. Time Between Outages per Customer		
MED Excluded	**40.0**	**Months**
MED Included	**18.2**	**Months**

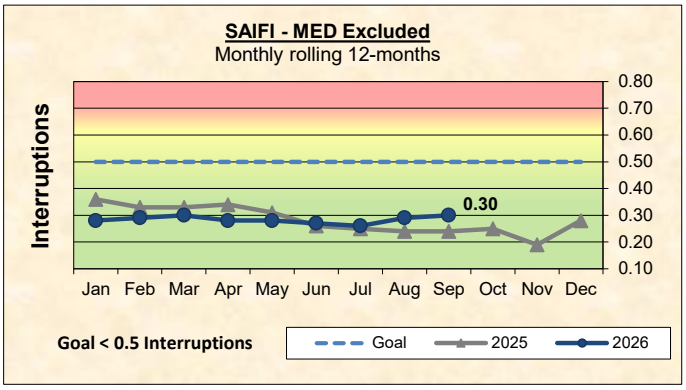
Over the 12-month time period from October 2025 to September 2026, **SAIFI of 0.30** interruptions is less than the goal of 0.5, resulting in a green rating. **SAIDI of 39.2** minutes is less than the goal of 60, resulting in a green rating. **CAIDI of 130.5** minutes is greater than the goal of 120, but within 20% of the goal resulting in a green rating.

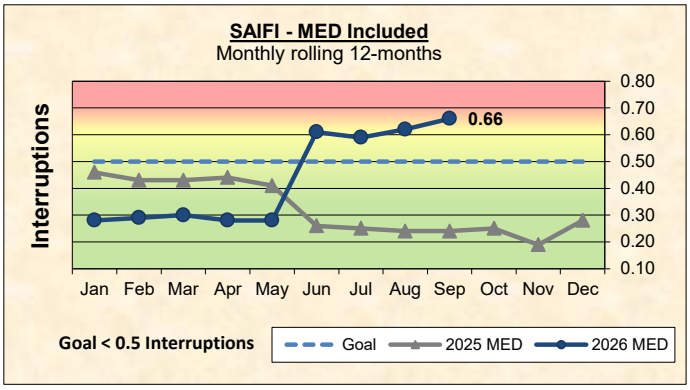
For the non-MED data, SAIFI increased slightly for the current quarter, meaning the average customer experiences an outage about every 40 months for general outages. SAIDI increased slightly and has flattend out over the last 2 quarters. The decrease in CAIDI is due to SAIDI increasing at a slightly higher rate than SAIFI. Q3 is being given a green rating.

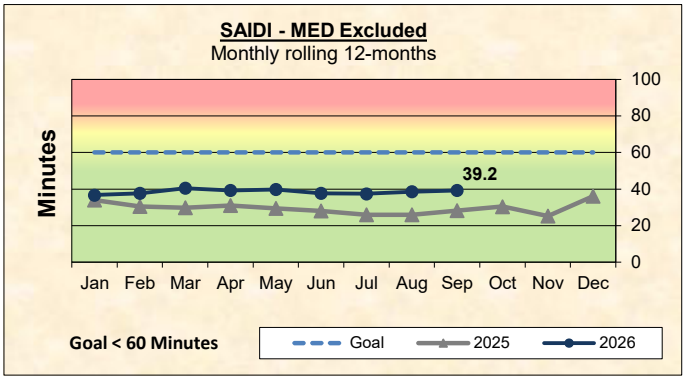
With MED data included, SAIFI increased to **0.66**, SAIDI increased to **81.7**, and CAIDI increased to **123.4**. In Q3-2026 we had one MED day on 9/25/26. Sunset Road substation and a portion of feeder BEC-1 were out as part of the 2nd st. fire.

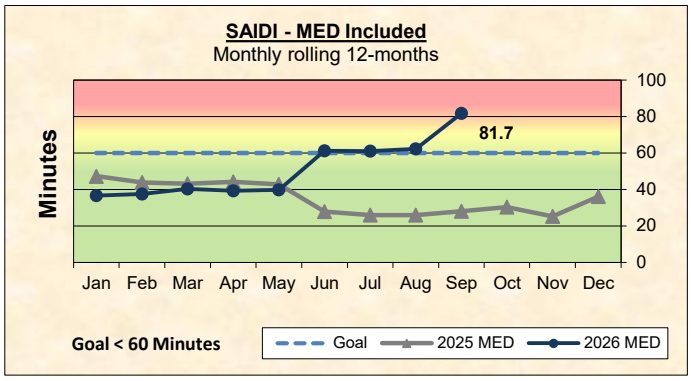
A SAIFI of 0.66 means every single one of our customers could have expected an outage within the last 18 months. In reality we had a subset of our customers who experienced multiple outages in the last 12 months. With MED's included our customers experienced an average restoration time of 2 hours and 3 minutes.

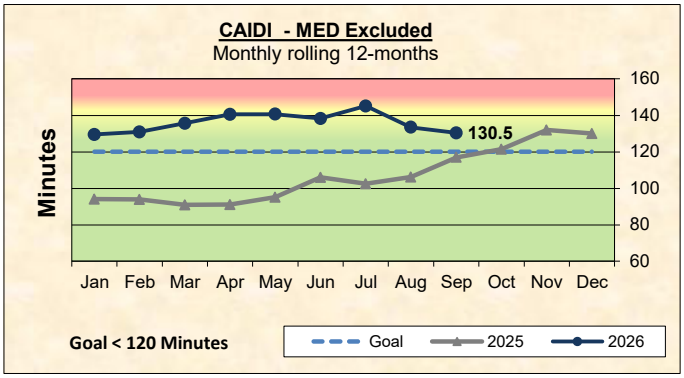
Responsible Manager: Evan Edwards
Data Provider: Dax Berven
Report Date: 10/16/2026

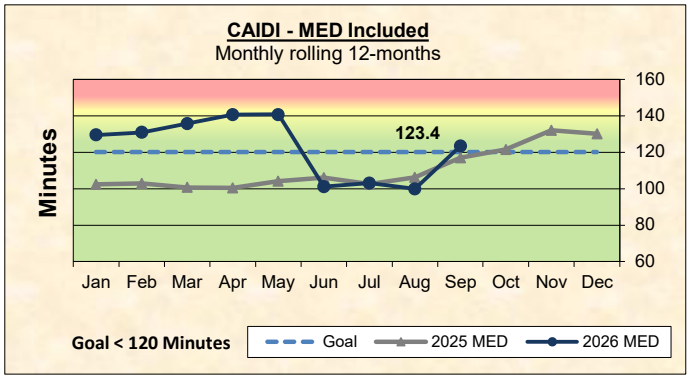












Responsible Manager: Evan Edwards

Data Provider: Dax Berven

Report Date: 10/16/2026

2026 Status			
Q1	Q2	Q3	Q4
Outlook			

Performance Measure Title
Electric System Outages

Definitions

Outage - Interruption of electrical service, for greater than or equal to 5 minutes, to one or more customers, excluding planned outages.
Cause - The reason the outage occurred.
Region - The geographic zone, as defined by the District's Geographical Information System, where the outage occurred.
Customer - A metered electrical service point for which an active bill account is established at a specific location.
Customer Minutes Out - The number of customers interrupted in an outage multiplied by the duration of the outage in minutes.
MED - Major Event Day

How Performance Measure is Computed

Outage information is logged into the District's Outage Management System (OMS). Every outage that occurs has an associated cause, region, number of customers affected and the number of customer minutes out. The outage data is queried from the OMS database using reporting tools and entered into a spreadsheet for summation and graphing purposes. The data is reported for a rolling 12-month time period, which removes any seasonal variation when looking for trends. This data is similar to the data used for calculating the quarterly performance measure titled "Reliability Indices". The reliability indices are useful as a performance indicator and for benchmarking purposes, but they do not provide the detail required to fully understand what factors are influencing reliability.

Goal

To identify electric system outage trends by cause and region over a 12-month time period. Trends in the negative direction will result in a yellow rating; otherwise a green rating will apply. No red ratings will be used.

Quarterly Performance Summary

Rolling 12 Months Reported Quarterly (No MED)

Outage Statistics	2025-Q3	2025-Q4	2026-Q1	2026-Q2	2026-Q3
Outage Count	527	575	570	580	549
Customers Out	14,343	16,092	17,234	15,301	15,600
Customer Minutes Out	1,571,827	1,964,773	2,172,375	1,990,260	2,011,990

Rolling 12 Months Reported Quarterly (MED)

Outage Statistics	2025-Q3	2025-Q4	2026-Q1	2026-Q2	2026-Q3
Outage Count	527	575	570	595	575
Customers Out	14,343	16,092	17,234	34,809	36,807
Customer Minutes Out	1,571,827	1,964,773	2,172,375	3,335,931	4,474,928

Non-MED Data Summary: For the non-MED data outage counts decreased. Customers out and customer minutes out were flat over the previous 12 month window. This was centered around decreases in Equipment and Animal outages during the current quarter as compared to the previous 12 month window.

MED Data Summary:

In addition to previous MED days (6/14/26 Grandview-Red Mountain & 6/24/26 Angus-Frankin an MED was added during Q3 for the 2nd St. fire which affected the Red Mountain area. These result in a more than doubling the the number of customers out and customer minutes out and a moderate increase in the total number of outages.

Rolling 12 Months Reported Quarterly (No MED)

Outages by Cause	2025-Q3	2025-Q4	2026-Q1	2026-Q2	2026-Q3
Equipment	287	333	316	344	320
Animals	117	110	113	102	97
Weather	13	22	24	24	23
Foreign Interference	81	73	76	61	62
Vegetation	17	18	20	26	26
Undetermined	12	19	21	23	21
Total	**527**	**575**	**570**	**580**	**549**

Rolling 12 Months Reported Quarterly (MED)

Outage Statistics	2025-Q3	2025-Q4	2026-Q1	2026-Q2	2026-Q3
Equipment	287	333	316	347	323
Animals	117	110	113	105	100
Weather	13	22	24	24	23
Foreign Interference	81	73	76	67	78
Vegetation	17	18	20	29	30
Undetermined	12	19	21	23	21
Total	**527**	**575**	**570**	**595**	**575**

Cause Summary: For the non-MED data outages caused by Equipment and Animals decreased. Remaining outage types were flat.

With MED data included all Equipment, Animal, Foreign Interference, and Vegetation outages increase with Foreign Interference being the most noticeable.

Rolling 12 Months Reported Quarterly (No MED)

Outages by Region	2025-Q3	2025-Q4	2026-Q1	2026-Q2	2026-Q3
East Kennewick	178	197	182	200	207
West Kennewick	164	174	165	158	130
Benton City & Prosser	142	154	178	181	176
River & Hanford	43	50	45	41	36
Total	**527**	**575**	**570**	**580**	**549**

Rolling 12 Months Reported Quarterly (MED)

Outages by Region	2025-Q3	2025-Q4	2026-Q1	2026-Q2	2026-Q3
East Kennewick	178	197	182	205	213
West Kennewick	164	174	165	162	134
Benton City & Prosser	142	154	178	187	192
River & Hanford	43	50	45	41	36
Total	**527**	**575**	**570**	**595**	**575**

Region Summary: Across the non-MED data outages increased in the East Kennewick area, and were down in the West Kennewick, Benton City & Prosser, and River & Hanford areas. Customers out decreased in the East Kennewick and Benton City & Prosser areas, and were down in the West Kennewick and the River & Hanford areas. Customer minutes increased in the East Kennewick, West Kennewick, and the Benton City & Prosser areas, and were down in the River & Hanford area. With MED's included their effects were seen in the East Kennewick, West Kennewick, and the Benton City & Prosser areas.

Responsible Manager: Evan Edwards
Data Provider: Dax Berven
Report Date: 10/16/2026

Outage Data

Rolling 12-Months, Reported Quarterly

Figure 1.1 - Outage Count (No MED)

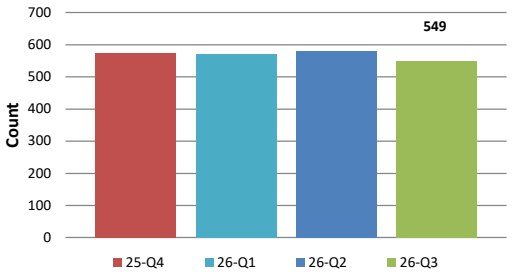


Figure 1.2 - Outage Count by Cause (No MED)

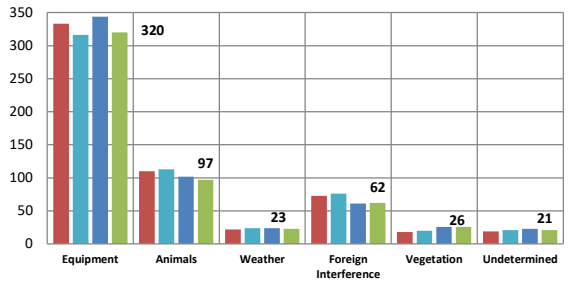


Figure 1.3 - Outage Count by Region (No MED)

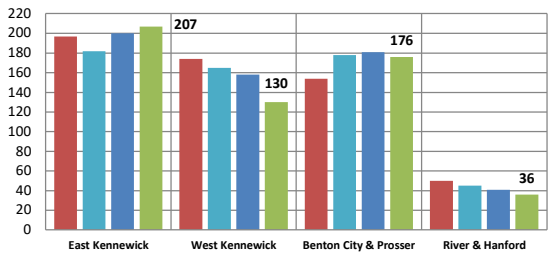


Figure 1.1 - Outage Count (MED)

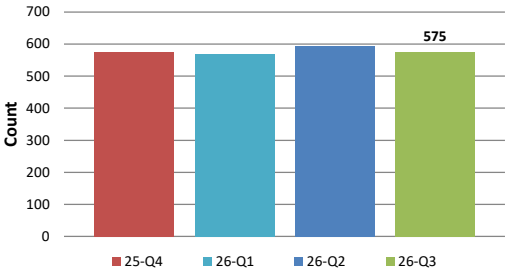


Figure 1.2 - Outage Count by Cause (MED)

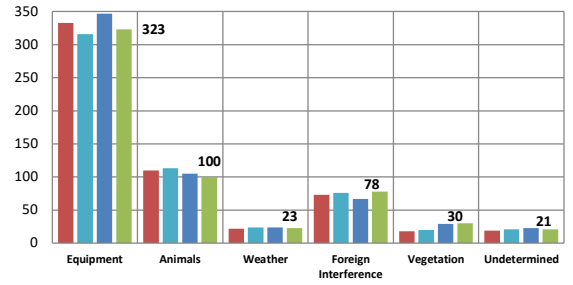


Figure 1.3 - Outage Count by Region (MED)

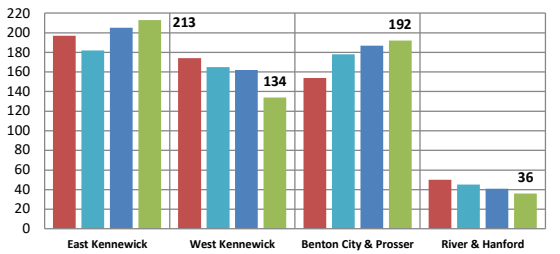


Figure 2.1 - Customers Out (No MED)

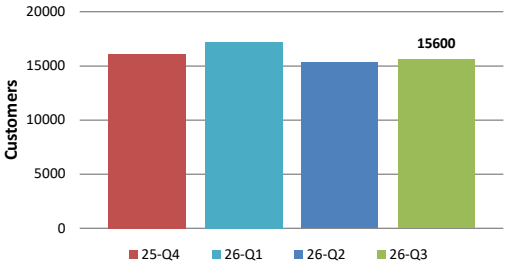


Figure 2.2 - Customers Out by Cause (No MED)

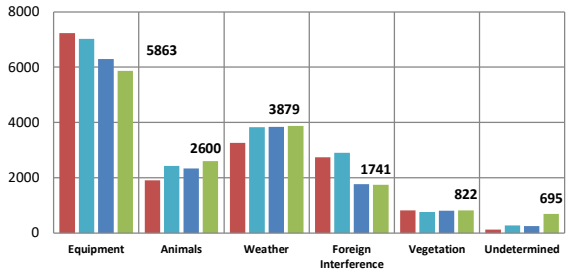


Figure 2.3 - Customers Out by Region (No MED)

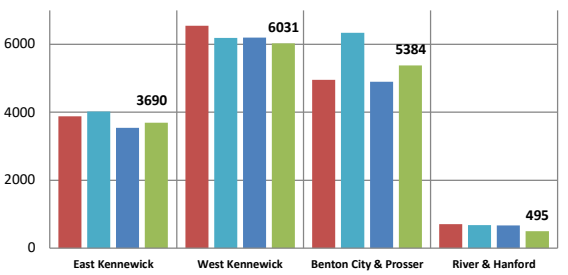


Figure 2.1 - Customers Out (MED)

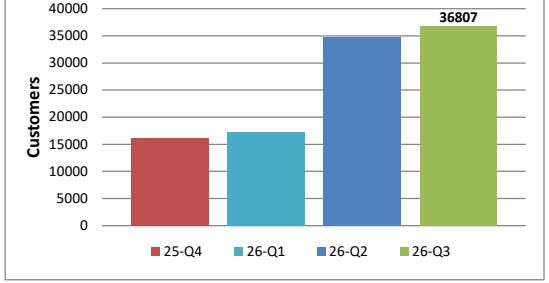


Figure 2.2 - Customers Out by Cause (MED)

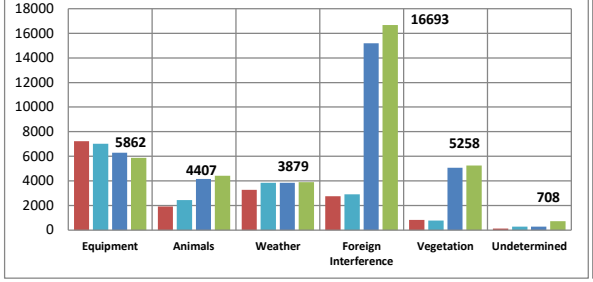


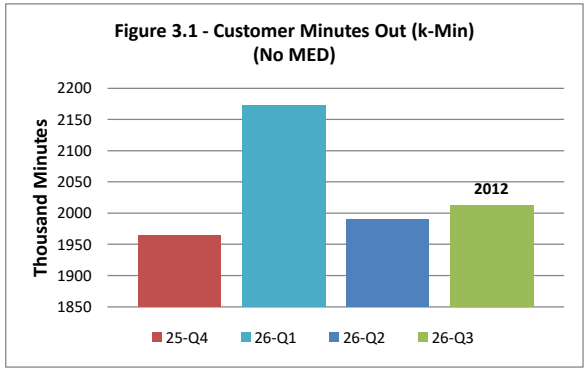
Figure 2.3 - Customers Out by Region (MED)

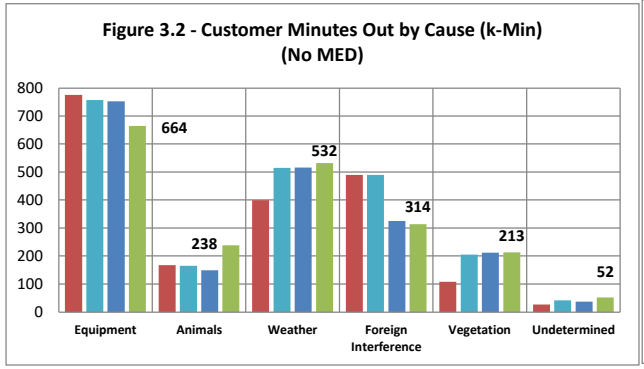


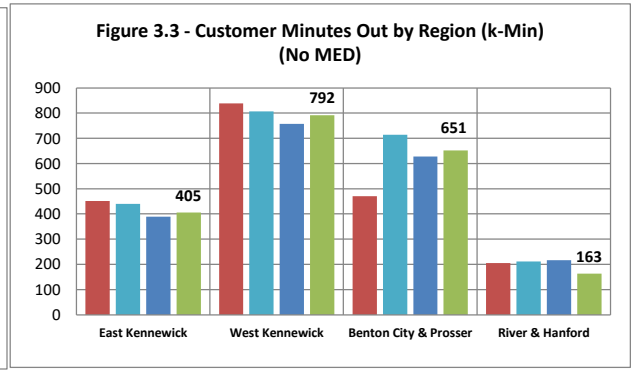
10/16/2026 DAB

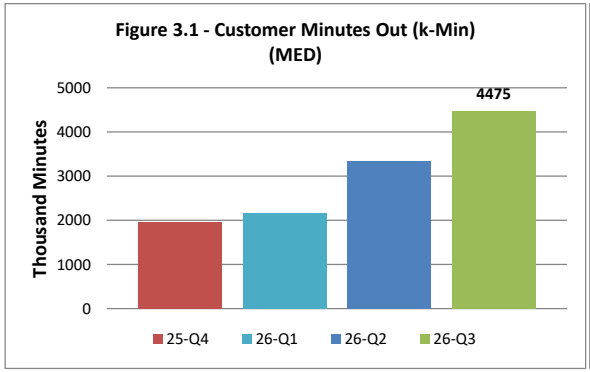
Outage Data

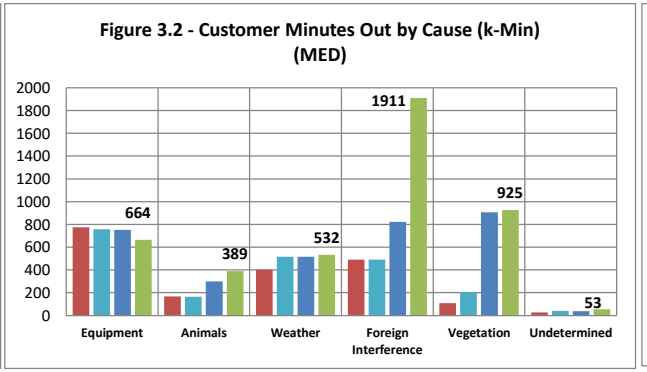
Rolling 12-Months, Reported Quarterly

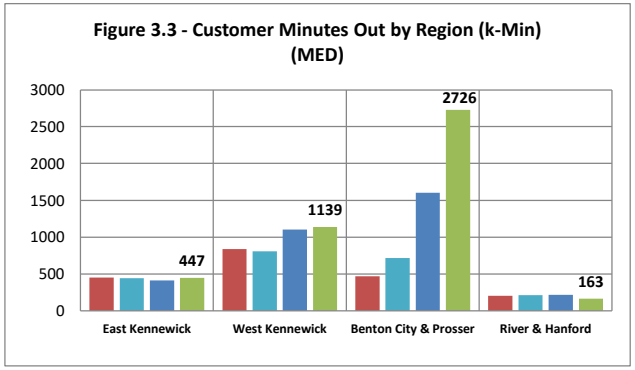












10/16/2026 DAB

Select Year:	Select Quarter:
2026	3

Applied Technology Reliability

Year Status			
Q1	Q2	Q3	Q4
✓	✓	✓	

Outlook
✓

1 Yellow or all Green =	✓
2 Yellow or 1 Red =	▲
2 Red =	✗

Definition

Measures the reliability of seven enterprise software applications: HPRM (document management system), iVUE (customer information system, financials and payroll, outage management system, document vault, and work scheduling), GIS (mapping system), SCADA (electrical system monitoring and operations system) and AMI (automated metering system). We will also measure the reliability of the databases that support these applications, along with cloud applications critical to the functions of the District. The measure of value and performance of software applications is determined by the reliability and maintaining an adequate level of "up" time and service to the end users. The measurements will allow management staff to determine the level of service and value of each application to the end users they serve.

*note for the applications to be considered available, all parts must be available as defined by each system owner

How Performance Measure is Computed

Target performance for each application has been defined by the respective System Owner and is indicated in the "Goal" columns below. All goals are based on 24x7 availability. Each system has a Scheduled Maintenance Window for allowed after hours maintenance that will be excluded from the measurements.

Goal

Maintain an adequate level of "up" time and service to end users.

Performance Metric Results

This performance measure is rated green for the quarter and green for the outlook with only five minutes of unplanned downtime in our AMI SAAS application this quarter.

Enterprise Reliability

5 Year Trends

24x7 Applications Uptime % 2026 Q3

Green Rating > 99.99% 0-13 mins | **Yellow Rating** 99.96%-99.98% 14-25 mins | **Red Rating** <=99.95% >26 mins

5 Year Trends	22-Q1	22-Q2	22-Q3	22-Q4	23-Q1	23-Q2	23-Q3	23-Q4	24-Q1	24-Q2	24-Q3	24-Q4	25-Q1	25-Q2	25-Q3	25-Q4	26-Q1	26-Q2	26-Q3	26-Q4	Current Quarter
Apps Team Data..	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		100.000%
GIS (MapWise)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		100.000%
HPRM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓		100.000%
iVue	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		100.000%
SCADA	▲	✓	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		100.000%

Cloud Applications Uptime % 2026 Q3

Green Rating > 99.90% 0-131 mins | **Yellow Rating** 99.85%-99.89% 132-199 mins | **Red Rating** <=99.84% >199 mins

5 Year Trends	22-Q1	22-Q2	22-Q3	22-Q4	23-Q1	23-Q2	23-Q3	23-Q4	24-Q1	24-Q2	24-Q3	24-Q4	25-Q1	25-Q2	25-Q3	25-Q4	26-Q1	26-Q2	26-Q3	26-Q4	Current Quarter
AMI	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓		99.996%
Cloud Applications	✓	✓	✗	✓	✓	✓	▲	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓		100.000%

Select Year:	Select Quarter:
2026	3

Infrastructure Component Reliability

Year Status			
Q1	Q2	Q3	Q4
✓	▲	▲	
Outlook			
✓			

1 Yellow or all Green = ✓

2 Yellow or 1 Red = ▲

2 Red = ✗

Definition

Measures the reliability of eight key Infrastructure components: Network (Core business computer network), NoaNet Service (Outside Internet provider), Kennewick-Prosser communications link, TEA/SCADA Network (The Energy Authority and SCADA communications), SAN (Storage Area Network), VDI (Virtual Desktop Infrastructure), Phones (Phone System), and Exchange (Email System). The measure of value and performance of infrastructure components is determined by the reliability and maintaining an adequate level of "up" time and service to the end users. The measurements will allow management staff to determine the level of service and value of each application to the end users they serve. Below is a chart to explain the thresholds in minutes of unplanned downtime.

How Performance Measure is Computed

Target performance for each component has been defined by the respective System Owner and is indicated in the "Goal" column below. All components are based on 24x7 availability.

Goal

Maintain an adequate level of "up" time and service to end users.

Performance Metric Results

On September 25, 2026, a fast-moving fire near Benton City damaged the primary fiber connection between Kennewick and Prosser, resulting in degraded communications. Infrastructure restored limited connectivity through the secondary connection within 316 minutes, allowing all critical systems to remain operational. The primary fiber connection was fully restored on September 26, 2026, approximately 27 hours after the initial outage.

Infrastructure Reliability

5 Year Trends

24x7 with 99.99 % Uptime 2026 Q3

	Green Rating > 99.99% 0-13 mins	Yellow Rating 99.96%-99.98% 14-25 mins	Red Rating <=99.95% >26 mins	
5 Year Trends	22-Q1 22-Q2 22-Q3 22-Q4 23-Q1 23-Q2 23-Q3 23-Q4 24-Q1 24-Q2 24-Q3 24-Q4 25-Q1 25-Q2 25-Q3 25-Q4 26-Q1 26-Q2 26-Q3 26-Q4			Current Quarter
Exchange	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%
Kennewick to Pro..	✓ ✓ ✓ ✗ ✓ ✓ ✓ ✓ ✓ ✗ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✗			98.750%
SAN	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%
VDI	✓ ✓ ✓ ✓ ✗ ▲ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%

24x7 with 99.95% Uptime % 2026 Q3

	Green Rating > 99.95% 0-65 mins	Yellow Rating 99.90%-99.95% 65-129 mins	Red Rating <=99.90% >130 mins	
5 Year Trends	22-Q1 22-Q2 22-Q3 22-Q4 23-Q1 23-Q2 23-Q3 23-Q4 24-Q1 24-Q2 24-Q3 24-Q4 25-Q1 25-Q2 25-Q3 25-Q4 26-Q1 26-Q2 26-Q3 26-Q4			Current Quarter
Phones	✓ ✓ ✓ ▲ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✗ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%

24x7 with 99.90% Uptime % 2026 Q3

	Green Rating > 99.90% 0-131 mins	Yellow Rating 99.85%-99.89% 132-199 mins	Red Rating <=99.84% >199 mins	
5 Year Trends	22-Q1 22-Q2 22-Q3 22-Q4 23-Q1 23-Q2 23-Q3 23-Q4 24-Q1 24-Q2 24-Q3 24-Q4 25-Q1 25-Q2 25-Q3 25-Q4 26-Q1 26-Q2 26-Q3 26-Q4			Current Quarter
Network	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%
NoaNet Service	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%
TEA-SCADA Network	✓ ✓ ✓ ✓ ✓ ✓ ✓ ▲ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			100.000%

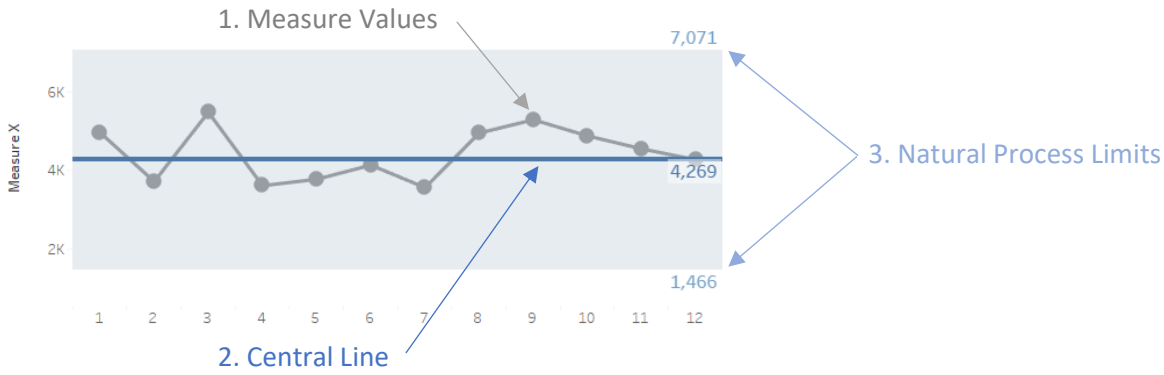
Appendix A

Using XmR Charts for Performance Measurement

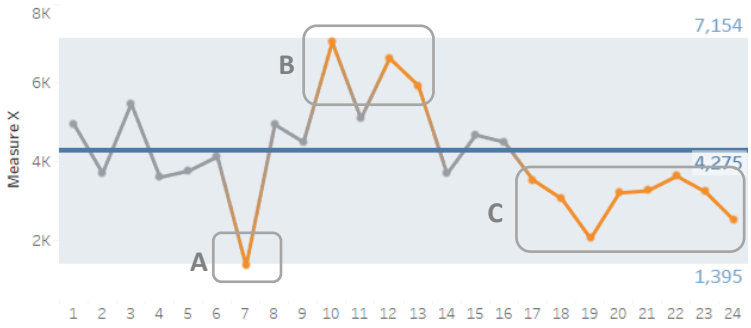
Introduction - This reference was created to support the District's performance measures that utilize XmR charts (a.k.a. process behavior charts). The District's use of XmR charts is intended to be consistent with the recommendations of Stacey Barr, author of the Measure Up Blog.[1] The basic features of XmR charts are explained, but to learn more, readers should refer to the footnotes for Stacey's blog articles. If the footnote hyperlinks are not available to the reader, the articles may be found by accessing the blog website and then using the keyword search tool.

Why use an XmR chart? - To bring focus to the "signals" of performance rather than the "noise" of normal variation.[2] It is an alternative that addresses the limitations of other analysis methods.[3, 4]

What is an XmR chart? - An XmR chart identifies signals of a change in performance by monitoring a measure in the context of its baseline level of performance (Central Line) and its normal variation (Upper and Lower Natural Process Limits).[5] The chart below represents the "X" portion of an XmR chart.[6]



What are the signals on an XmR chart? [7]



3 types of signals:

A. **Outlier** - A point outside of the Natural Process Limits.

B. **Short Run** - At least 3 out of 4 consecutive points closer to the same Natural Process Limit than to the Central Line.

C. **Long Run** - At least 8 consecutive points all on the same side of the Central Line.

How to set targets on an XmR chart? - Refer to these blog articles.[8, 9]

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[1] https://www.staceybarr.com/measure-up/
[2] Why Statistical Thinking is ESSENTIAL to Great KPIs
[3] 5 Analysis Methods That Make Us Misinterpret KPIs
[4] Why KPI Thresholds Are a Really Bad Idea
[5] Three Things You Need On Every KPI Graph
[6] How to Build an XmR Chart for Your KPI
[7] 3 Essential Signals to Look for in Your KPIs
[8] Three Types of Useful KPI Targets
[9] Principles to Design a PuMP Performance Dashboard