



KEY PERFORMANCE INDICATORS

Q1 2021

Helping our members work together to keep the lights on... today and in the future.



SouthwestPowerPool



SPPorg



southwest-power-pool

KEY PERFORMANCE INDICATORS (KPI) Q1 2021

WORKING TOGETHER

Stakeholders with diverse perspectives are highly engaged and supportive of organizational initiatives.

Engagement (33%) | Facilitation (33%)
Satisfaction (33%)

RESPONSIBILITY & ECONOMICS

SPP balances economics and reliability while responsibly providing valuable services at affordable costs.

Stewardship (40%) | Economics (30%)
Staff Readiness (30%)

KEEP THE LIGHTS ON TODAY

Staffing, operations and systems exceed thresholds and continuously improve. SPP finds timely, high quality solutions.

Responsiveness (33%) | Reliability (33%)
Performance (33%)

KEEP LIGHTS ON IN THE FUTURE

SPP stays ahead of industry trends, enacts a future-looking strategy and grows in a way that benefits members.

Planning (25%) | Adaptability (25%)
Strategy (25%) | Staff Readiness (25%)

WORKING TOGETHER

ENGAGEMENT • FACILITATION • SATISFACTION

WORKING TOGETHER

Benchmarks

Engagement (33%)

SPP facilitates collective decision making by an engaged group of stakeholders with diverse needs and perspectives.

Facilitation (33%)

SPP's stakeholder process results in policy changes that benefit the region affirmed by a high rate of approval or consensus.

Satisfaction (33%)

SPP's staff and services exceed the expectations stakeholders.

Analysis

Increasing satis.
We have engaged stakeholders with diverse perspectives who collectively enact new policy with a high consensus.

Grade

Exceeds Expectations



ENGAGEMENT: ORG GROUP ROSTER ATTENDANCE

Proxies reduce roster attendance avg. for this measure. Some groups report so-called "permanent proxies" that attend the majority of meetings for the roster member

	Number of Meetings	Roster Member Present	Roster Member Absent/Proxy	Avg. Roster Attendance
SPC	5	63	3	95%
SECWG	4	67	5	93%
ORWG	12	201	16	93%
OTWG	8	108	9	92%
MWG	15	260	25	91%
ESWG	17	289	30	91%
PCWG	9	113	12	90%
SSC	11	139	15	90%
MDWG	15	254	29	90%
SAWG	14	269	39	87%
RTWG	16	371	62	86%
BPWG	8	79	14	85%
TWG	13	308	55	85%
RCWG	8	132	32	80%
CPWG	12	97	25	80%
SPCWG	4	44	12	79%
MOPC	4	214	171	56%

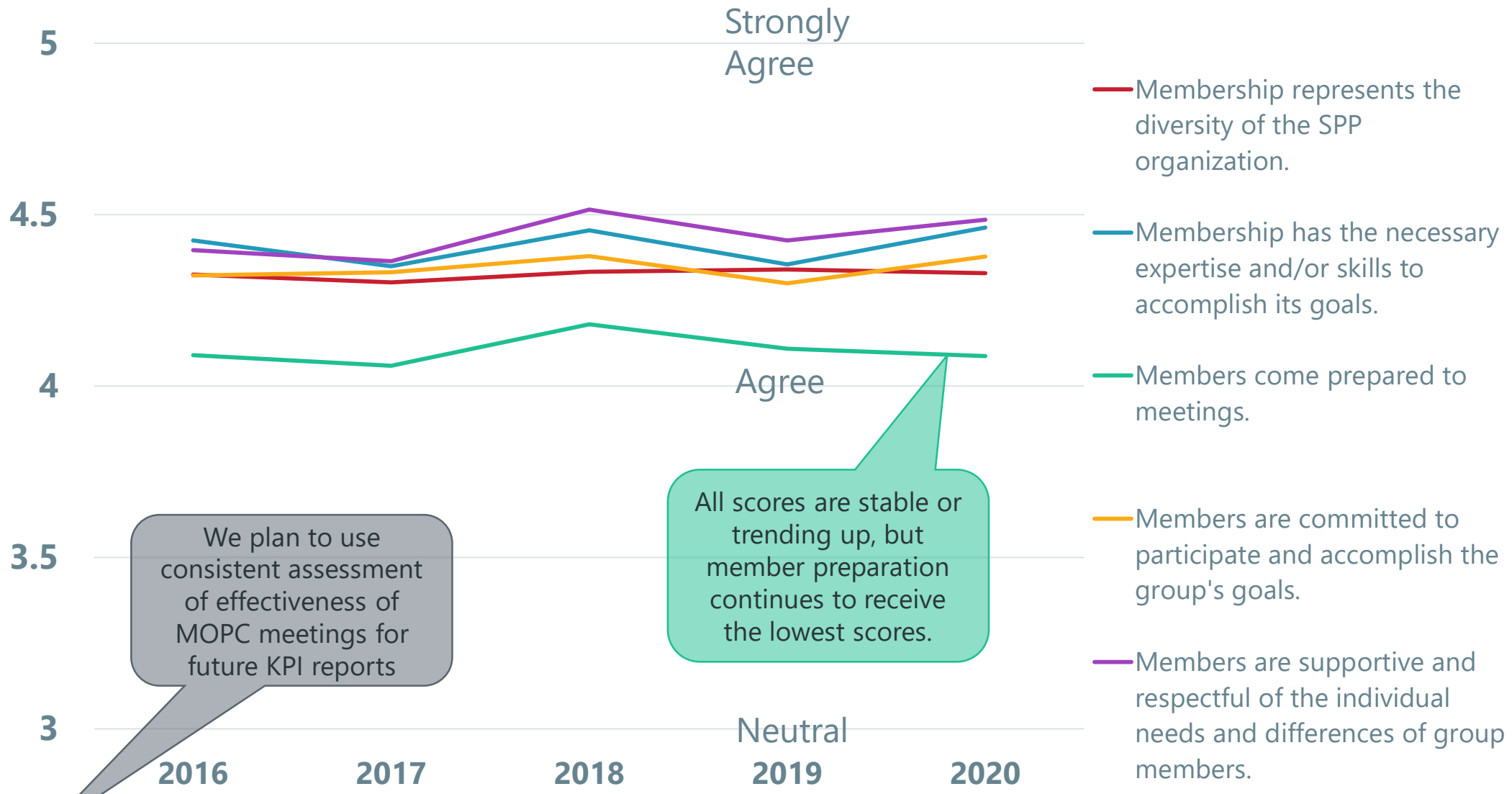
Average: 88%
Max: 95%
Min: 79%
MOPC: 56%

MOPC representation is automatic for all members, so we expect lower attendance, but there is room for improvement.

SPP is developing a process to update data quarterly

Source: Org Group Self Assessments (Aug 2019 – July 2020)

ENGAGEMENT: MEMBER PARTICIPATION



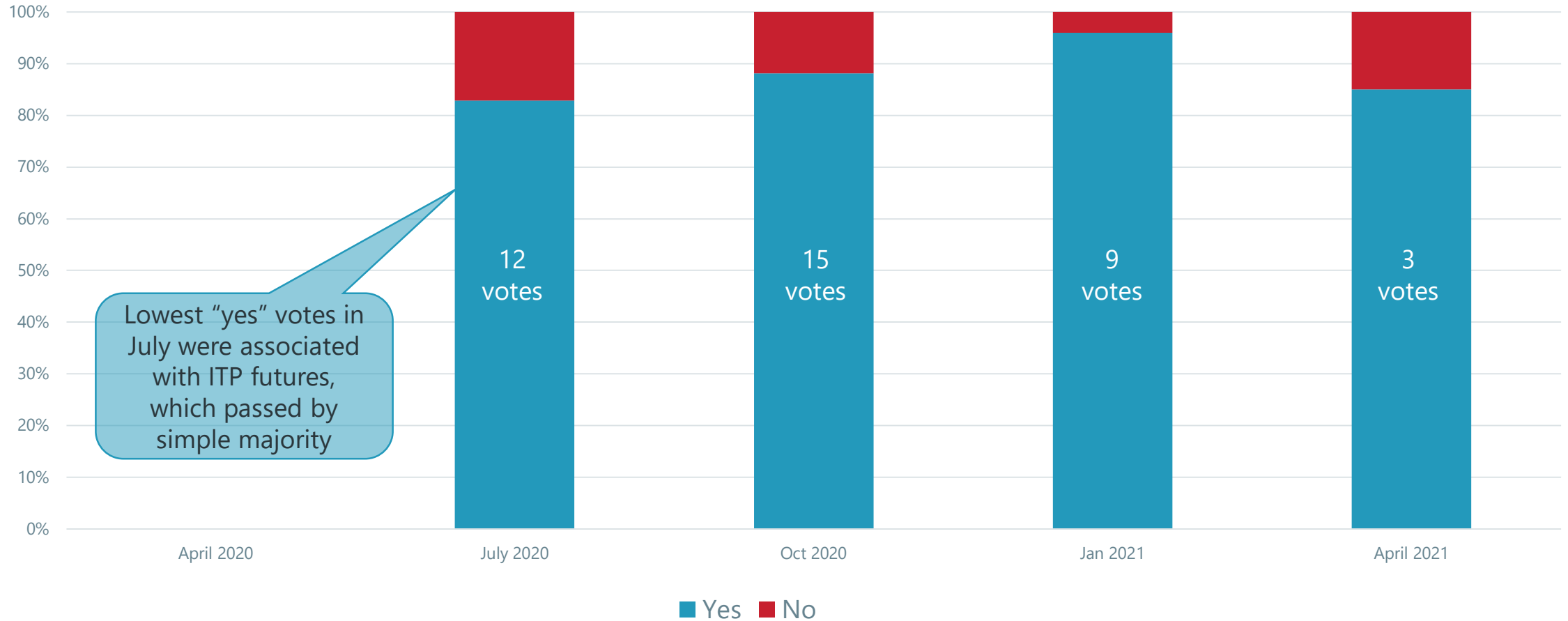
- Membership represents the diversity of the SPP organization.
- Membership has the necessary expertise and/or skills to accomplish its goals.
- Members come prepared to meetings.
- Members are committed to participate and accomplish the group's goals.
- Members are supportive and respectful of the individual needs and differences of group members.

Source: Annual Org Group Surveys

FACILITATION: MOPC CONSENSUS

New voting software allows us to more easily track this data. Trends over time will be indicators of success of working group process

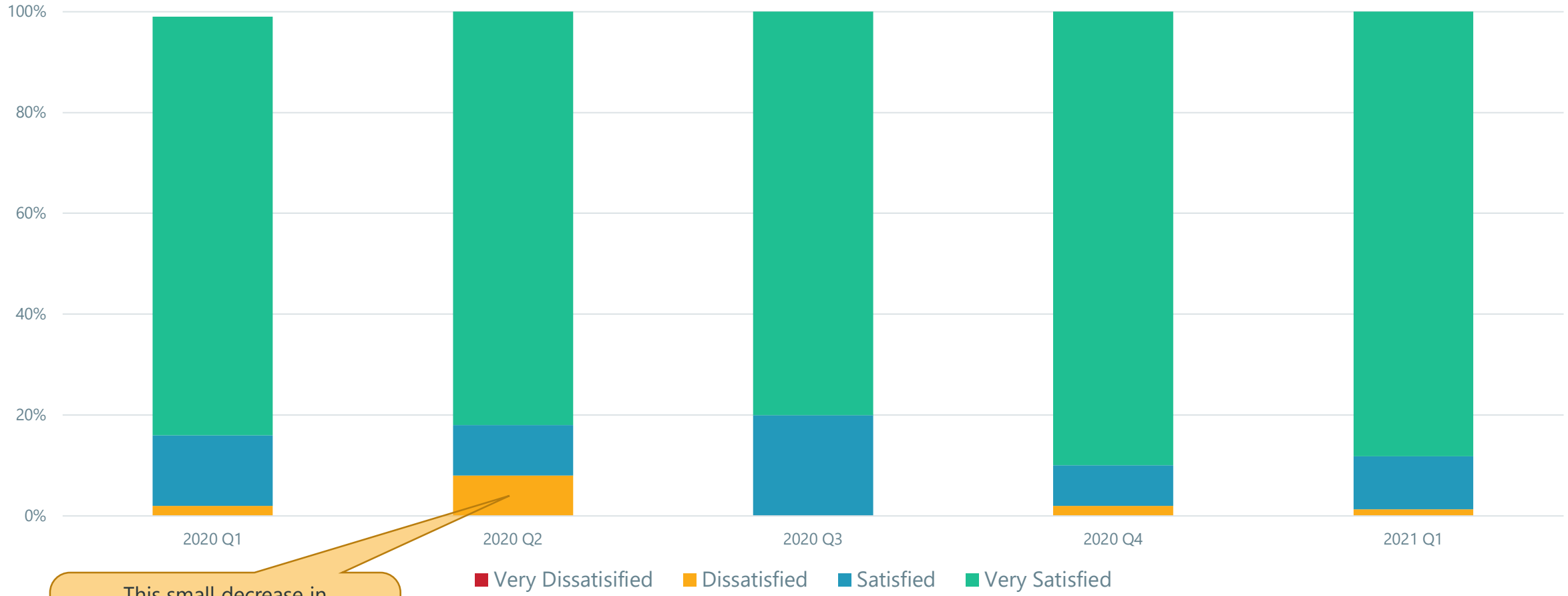
Average Percent Approval of Votes Taken by MOPC



Lowest "yes" votes in July were associated with ITP futures, which passed by simple majority

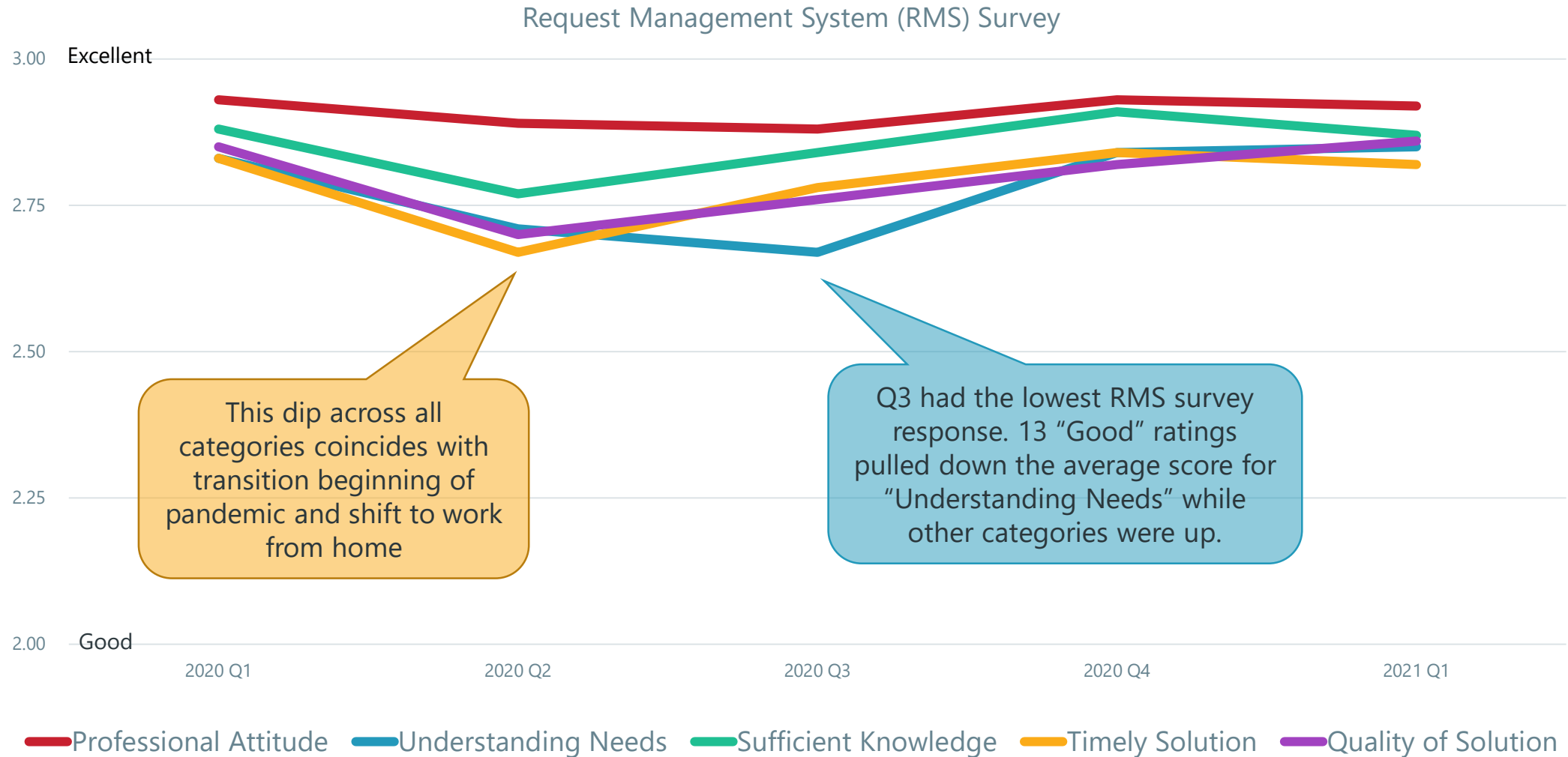
SATISFACTION: QUARTERLY RMS DATA

Satisfaction with SPP RMS Request Resolution

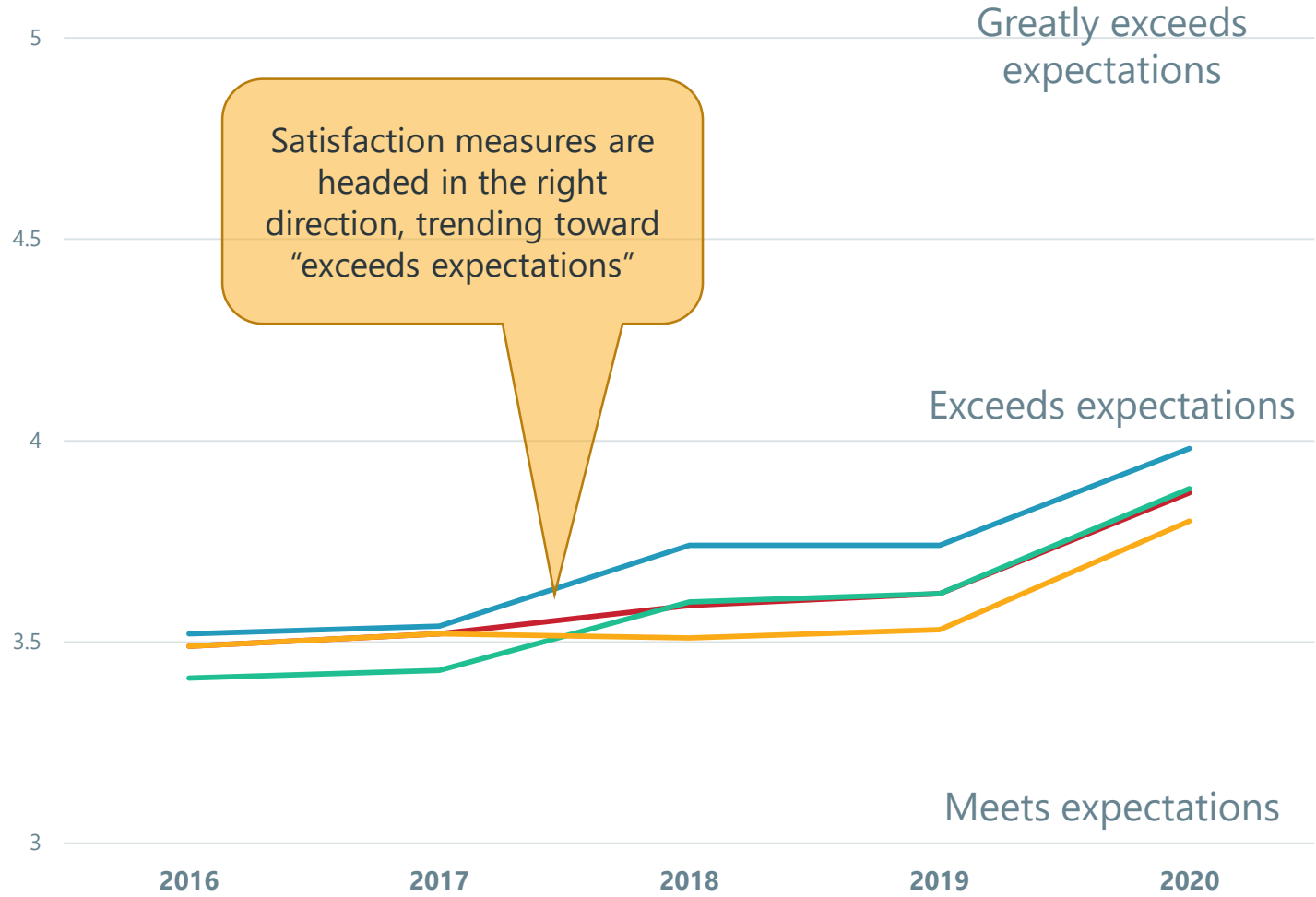


This small decrease in satisfaction coincides with the beginning of pandemic and initial transition to virtual work

SATISFACTION: QUARTERLY RMS DATA



SATISFACTION: STAFF PERFORMANCE



- Overall Satisfaction with SPP
- SPP staff members are responsive to my needs.
- SPP staff members provide accurate information upon request.
- SPP staff members resolve problems to my satisfaction.

RESPONSIBILITY & ECONOMICS

STEWARDSHIP • ECONOMICS
STAFF READINESS

RESPONSIBILITY AND ECONOMICS

Benchmarks

Stewardship (40%)

SPP balances affordable costs with provision of services of value to our stakeholders.

Economics (30%)

SPP's systems result in competitive wholesale prices and good ROI for MPs

Staff Readiness (30%)

SPP recruits, retains and develops a skilled, diverse staff that works efficiently to resolve issues and implement improvements to our systems.

Analysis

SPP responded to COVID by reducing NRR and coming in under budget, our market continues to provide benefits. The impact of the winter storm has affected economic outcomes for members. We are assessing and improving staff readiness processes.

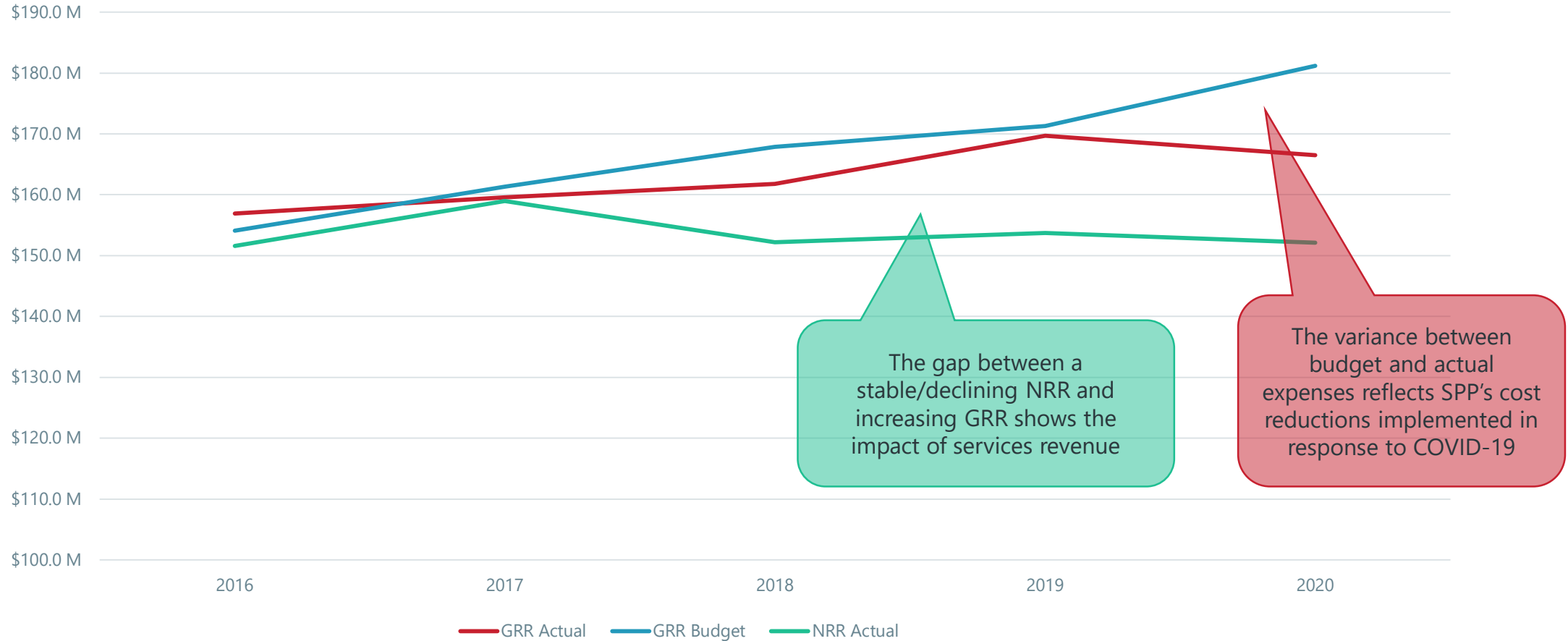
Grade

Meets Expectations



STEWARDSHIP: EXPENSE MANAGEMENT

Year-End Gross Revenue Requirement (GRR) Actual vs. Budget, and Net Revenue Requirement (NRR)

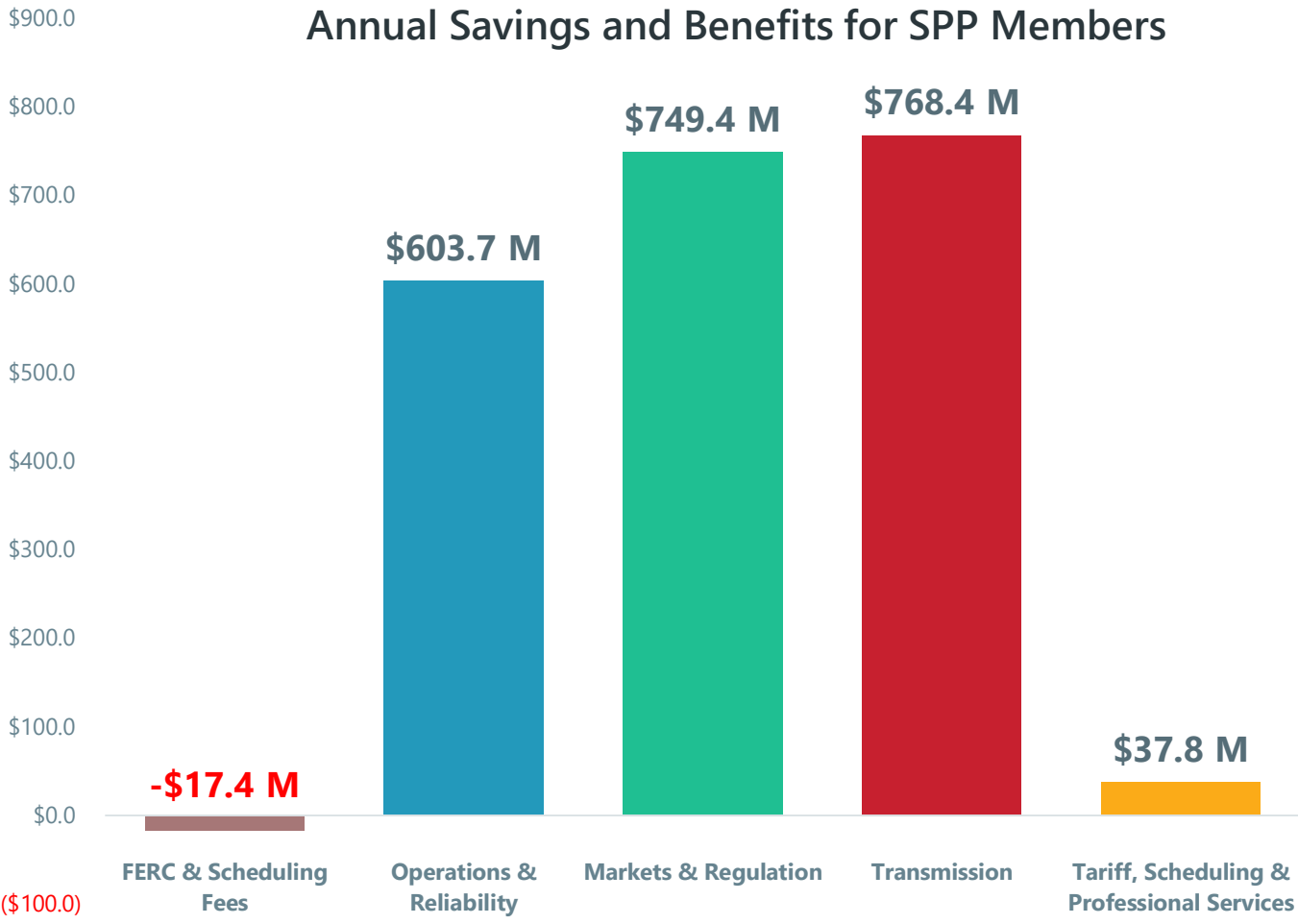


	2016	2017	2018	2019	2020
Over/Under (O/U)	-\$7.1 M	\$3.9 M	\$12.8 M	\$4.3 M	\$20.2 M

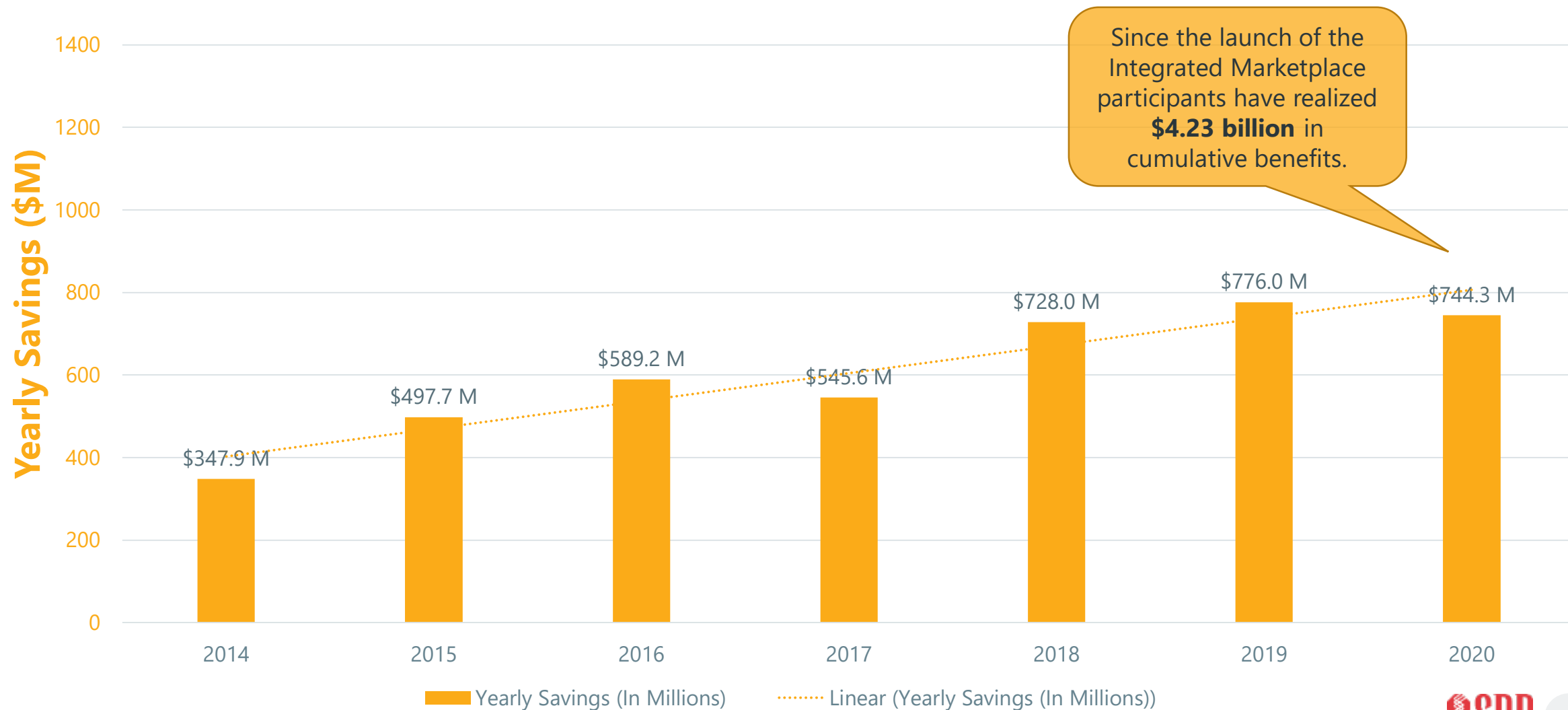
STEWARDSHIP: MEMBER VALUE STATEMENT (MVS)

SPP provides **\$2.14 billion in annual savings and benefits** to members

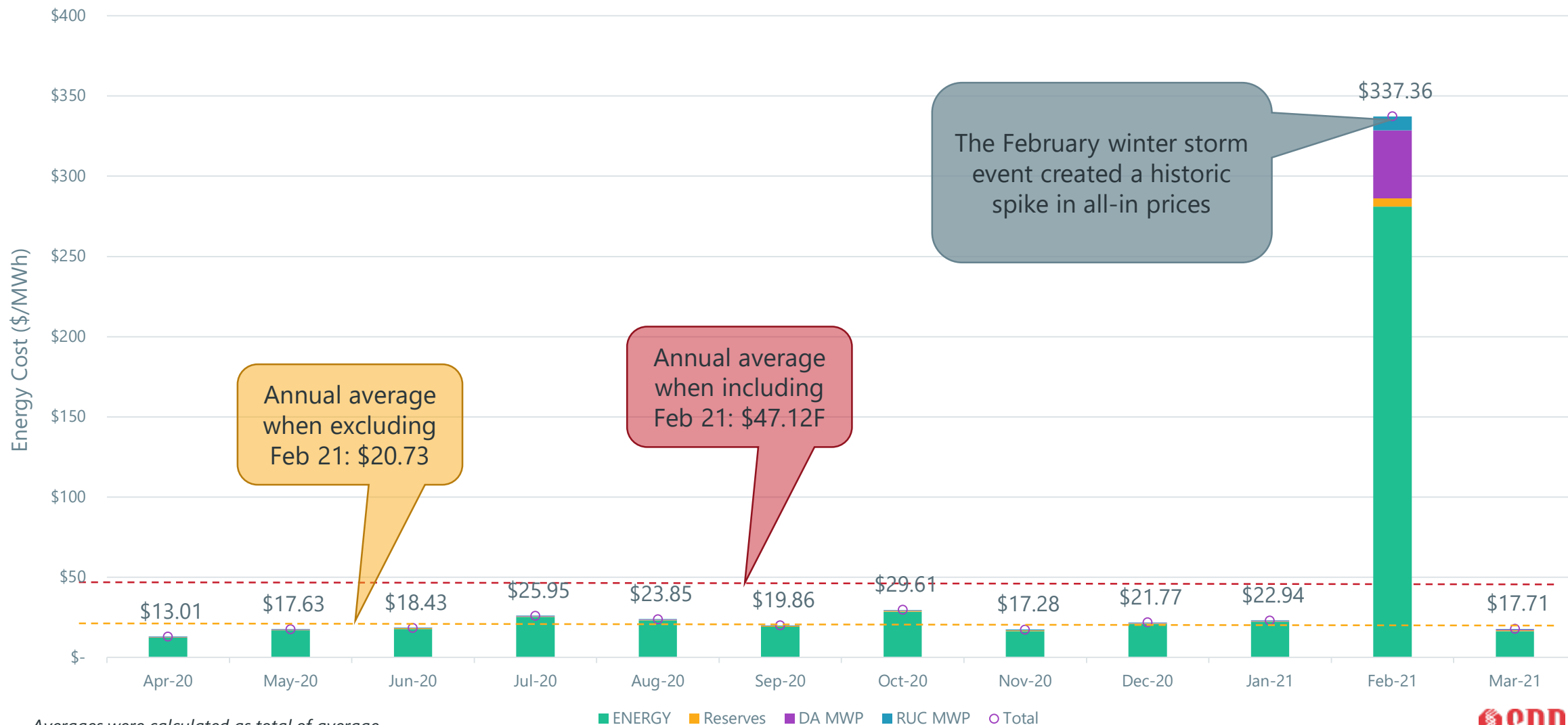
With a \$155.3 million Net Revenue Requirement for 2020, SPP had a benefit-to-cost ratio of **14-to-1**



ECONOMICS: MARKET SAVINGS

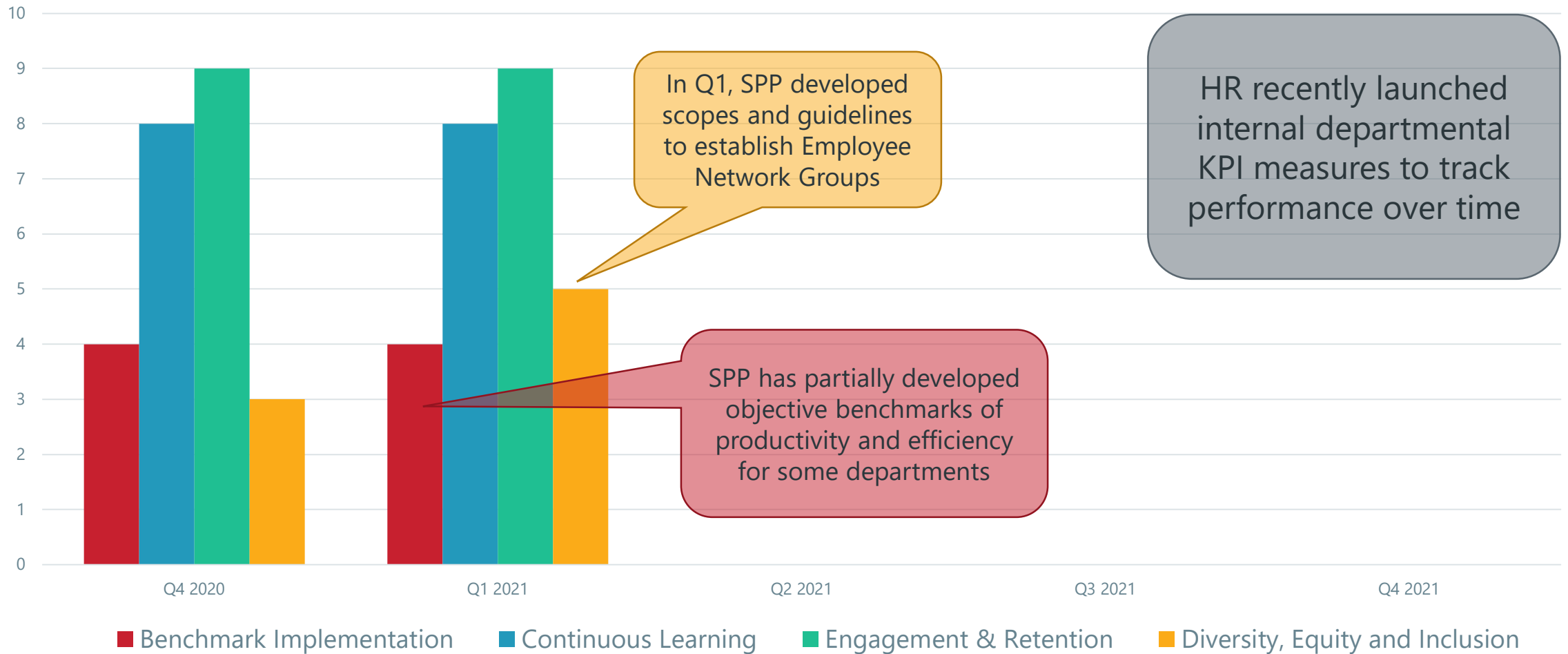


ECONOMICS: ALL-IN-PRICE OF ELECTRICITY



Averages were calculated as total of average prices per month divided by number of months

STAFF READINESS (PART 1)



KEEP THE LIGHTS ON TODAY

RELIABILITY • PERFORMANCE
RESPONSIVENESS

KEEP THE LIGHTS ON TODAY

Benchmarks

Reliability (33%)

SPP maintains compliance and succeeds at job number one: reliability.

Performance (33%)

Outages are well within thresholds, core services and systems are reliable and we respond quickly.

Responsiveness (33%)

SPP Operations maintains systems and retains and develops highly trained staff to respond quickly to all contingencies.

Analysis

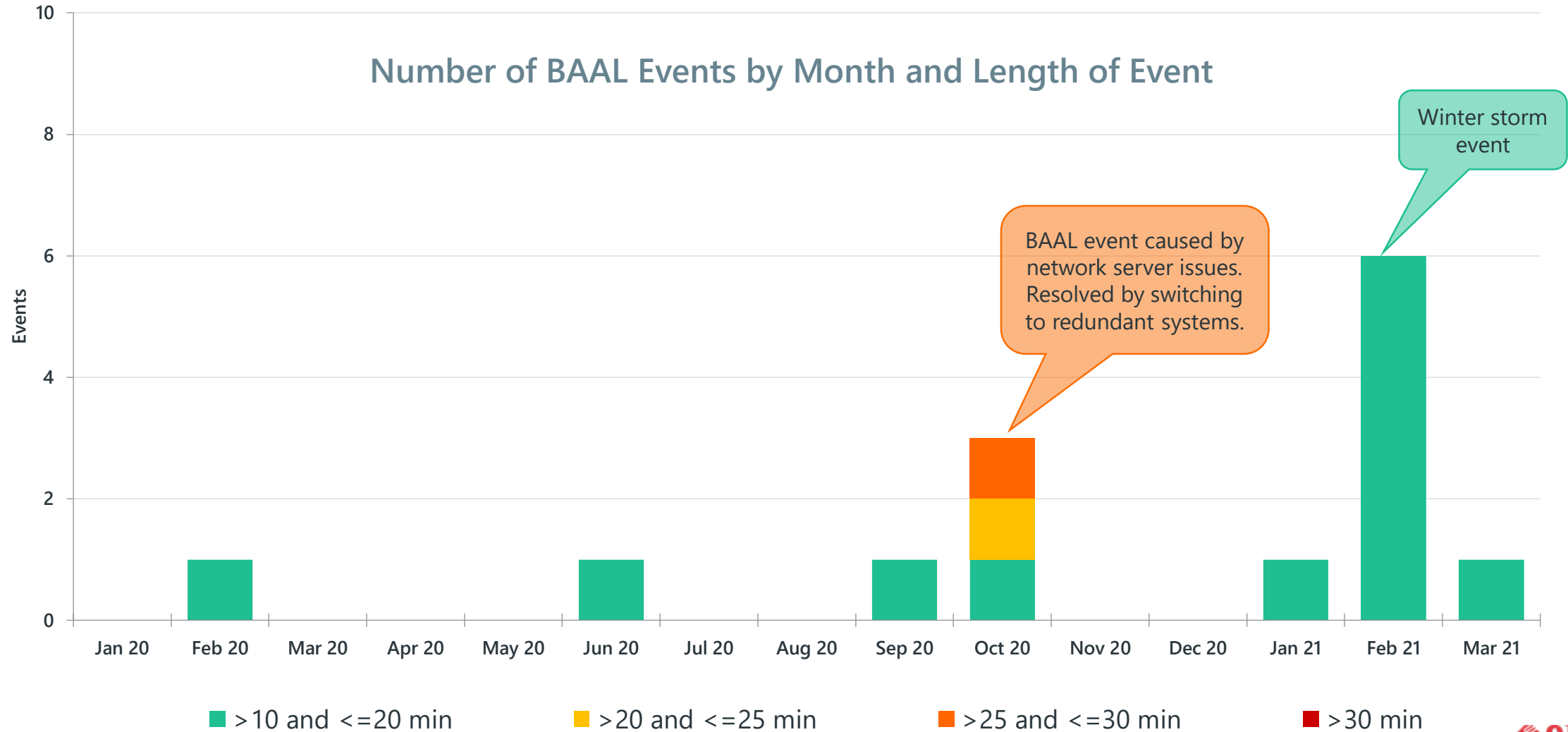
The historic storm of Feb. 2021 tested the limits of SPP's systems. We responded quickly, limited outages and preserved the grid. Our comprehensive review will reveal opportunities to improve.

Grade

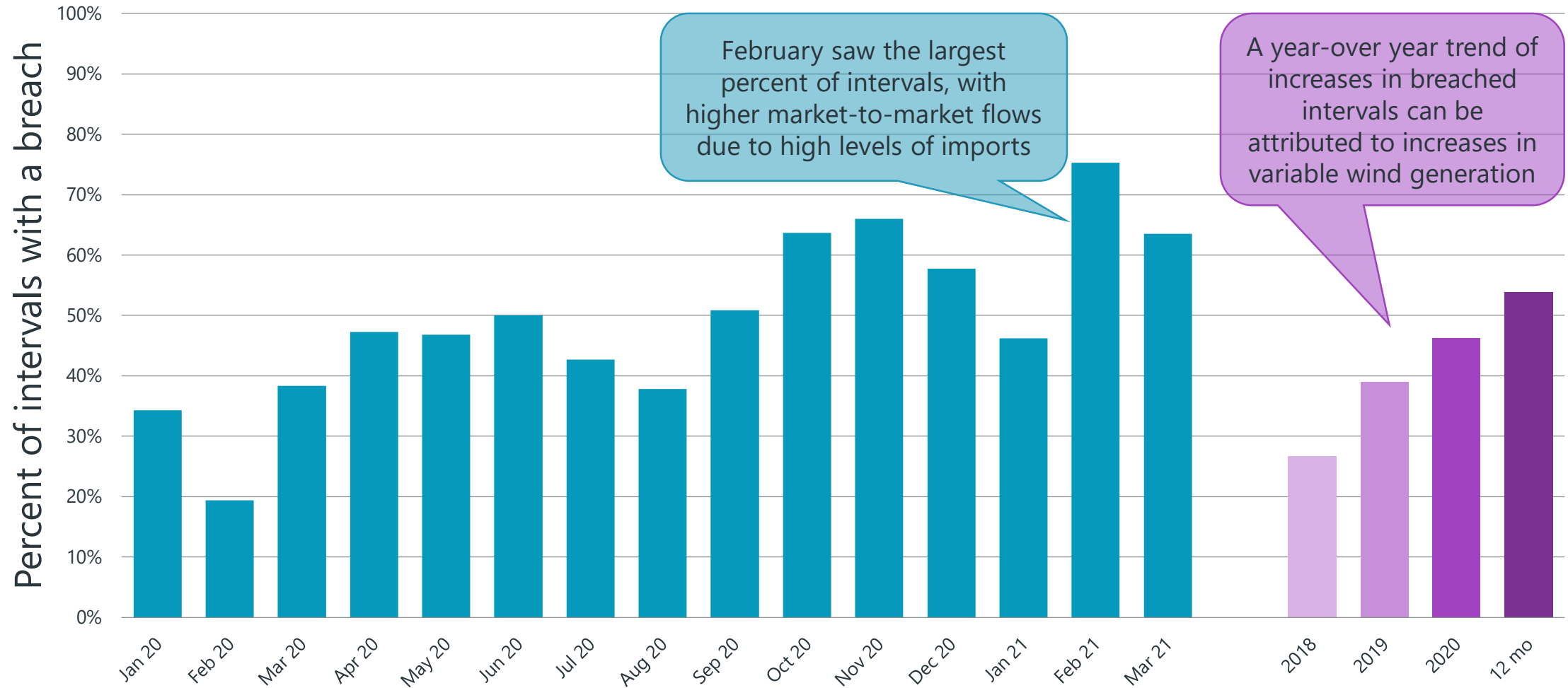
Needs Improvement



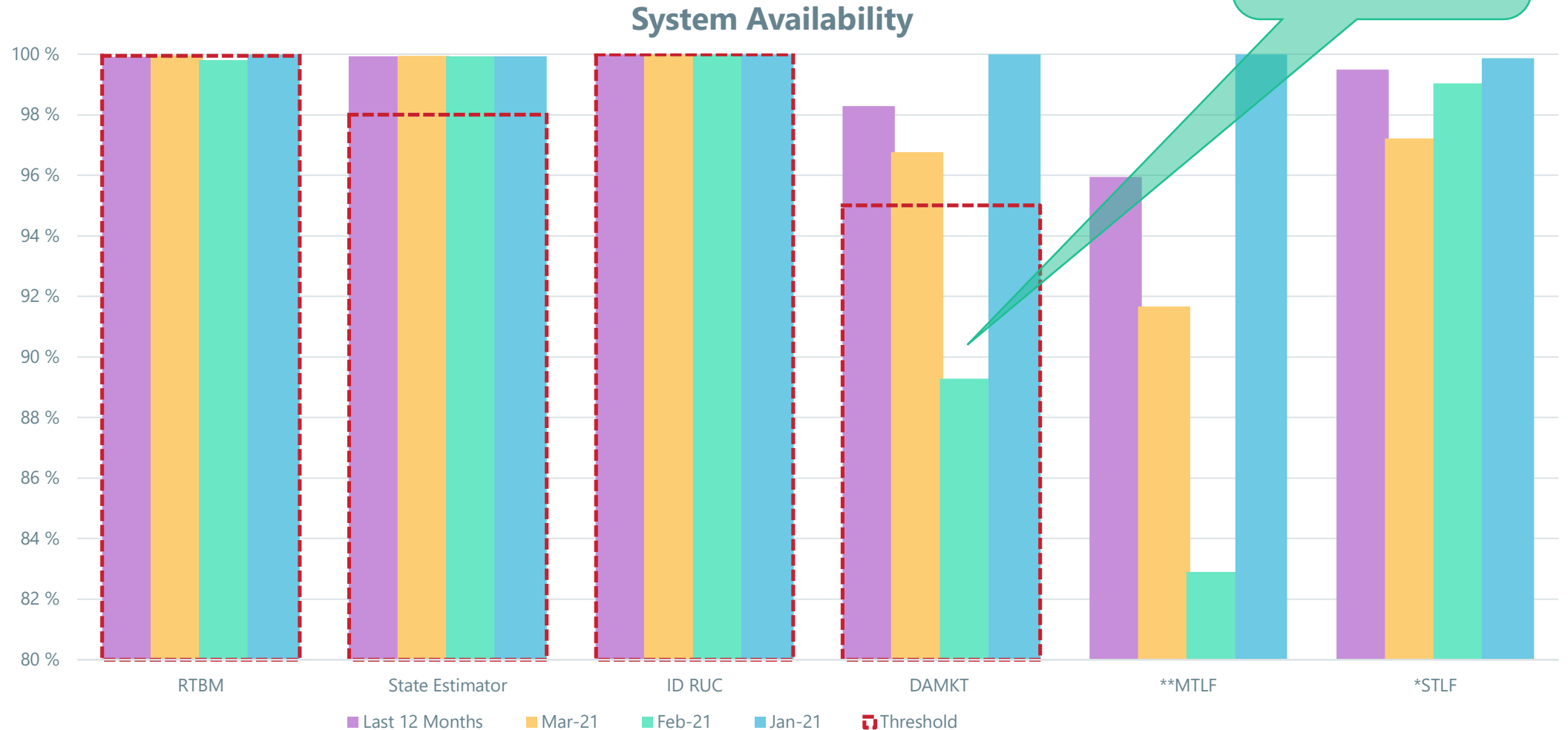
RELIABILITY: BALANCING AUTHORITY AREA CONTROL ERROR LIMIT (BAAL)



RELIABILITY: CONGESTED INTERVALS (BREACHED)



PERFORMANCE: SYSTEM AVAILABILITY

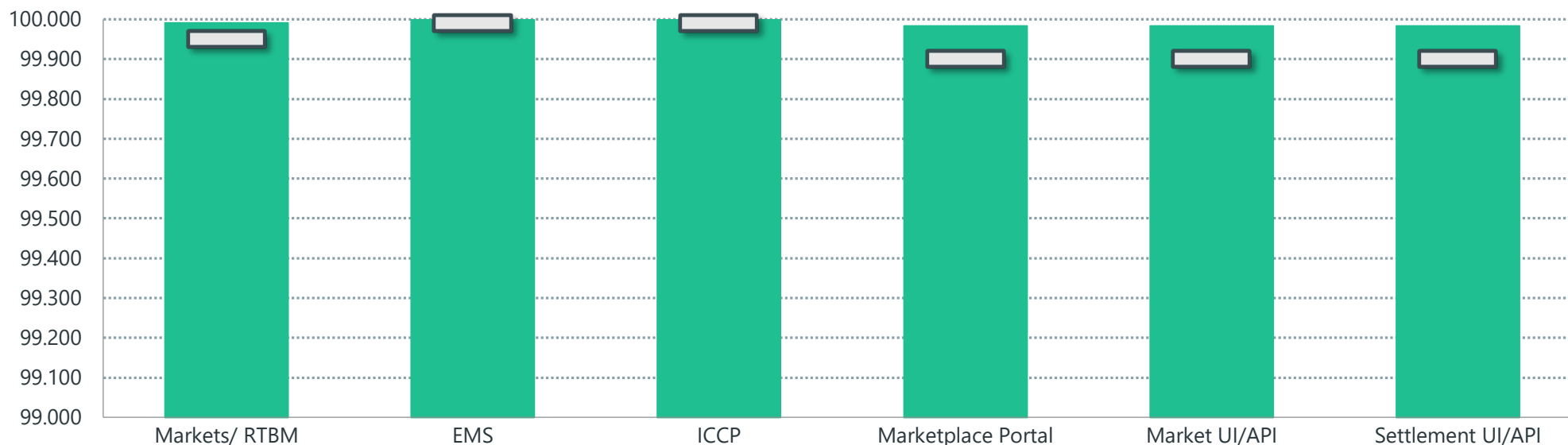


Availability of multiple systems was affected by the winter storm event of Feb. 2021

* Percentage of time STLF is within 1% error
 ** Percentage of time MTLF is within 5% error

PERFORMANCE: IT SERVICE PERFORMANCE

Cumulative YTD IT Service Availability Through MAR 2021



	Markets/ RTBM	EMS	ICCP	Marketplace Portal	Market UI/API	Settlement UI/API
Actual Uptime %	99.992	99.998	99.998	99.983	99.983	99.983
Target Uptime %	99.950	99.990	99.990	99.900	99.900	99.900
Actual Downtime Minutes	95	0	0	0	0	198
Threshold Minutes	263	53	53	526	526	526

GREEN = Meets and/or Exceeds the Cumulative Target Minutes

YELLOW = Within Target Threshold, but Exceeds 85% or more of the allowable Cumulative Target Minutes

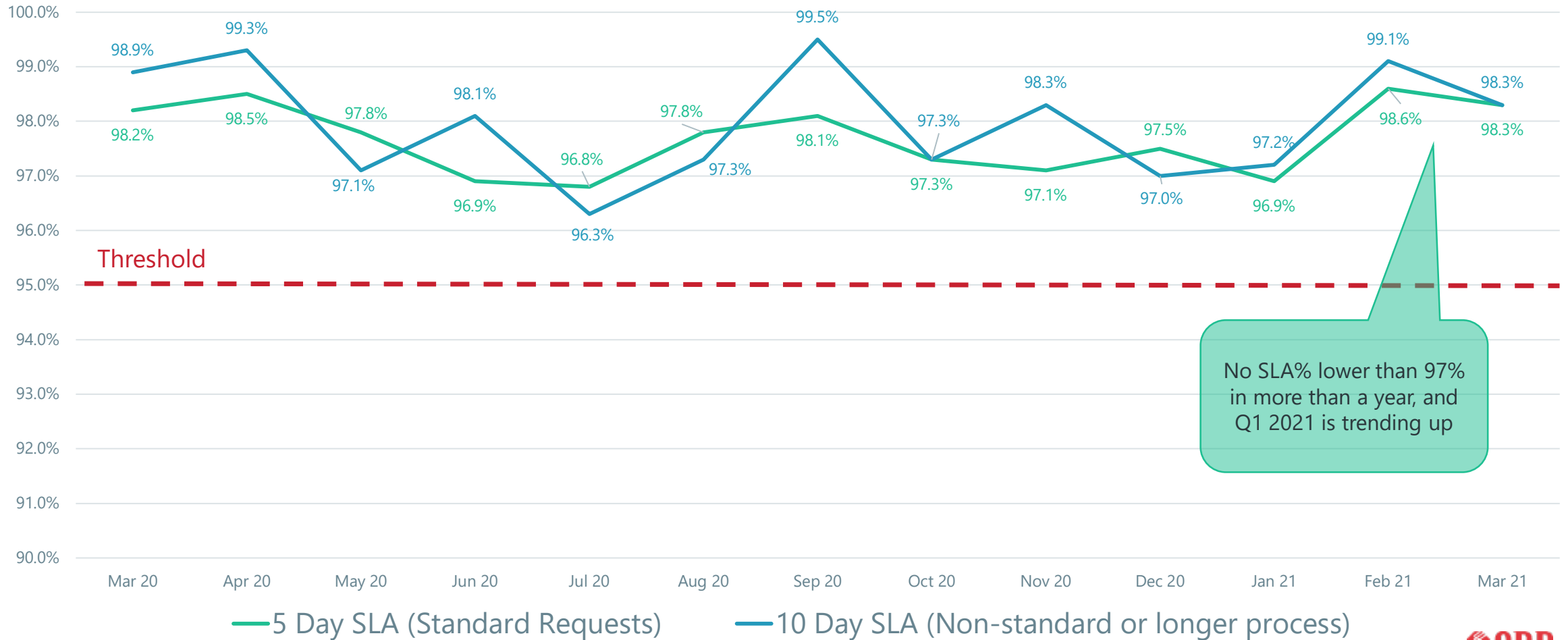
RED = Exceeds the Target Cumulative Minutes

PERFORMANCE: OPERATIONAL SERVICES



RESPONSIVENESS – RMS SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE

SLA Compliance Rate



No SLA% lower than 97% in more than a year, and Q1 2021 is trending up

KEEP LIGHTS ON IN THE FUTURE

PLANNING • ADAPTABILITY
STAFF READINESS • STRATEGY

KEEP THE LIGHTS IN THE FUTURE

Benchmarks

Planning (25%)

SPP's responsive planning processes produce quality studies with a reasonable level of outcome certainty

Adaptability (25%)

SPP adapts to a changing and complex operational environment.

Staff Readiness (25%)

SPP analyzes the skills we need for the future and trains and hires to meet the challenges of tomorrow.

Strategy (25%)

SPP makes progress toward strategic goals with timely, high quality solutions.

Analysis

The SCRIPT and other working groups are working to improve planning processes. We are re-envisioning our work environment in the midst of a pandemic. We are enacting our current strategy and will launch a new one in 2021.

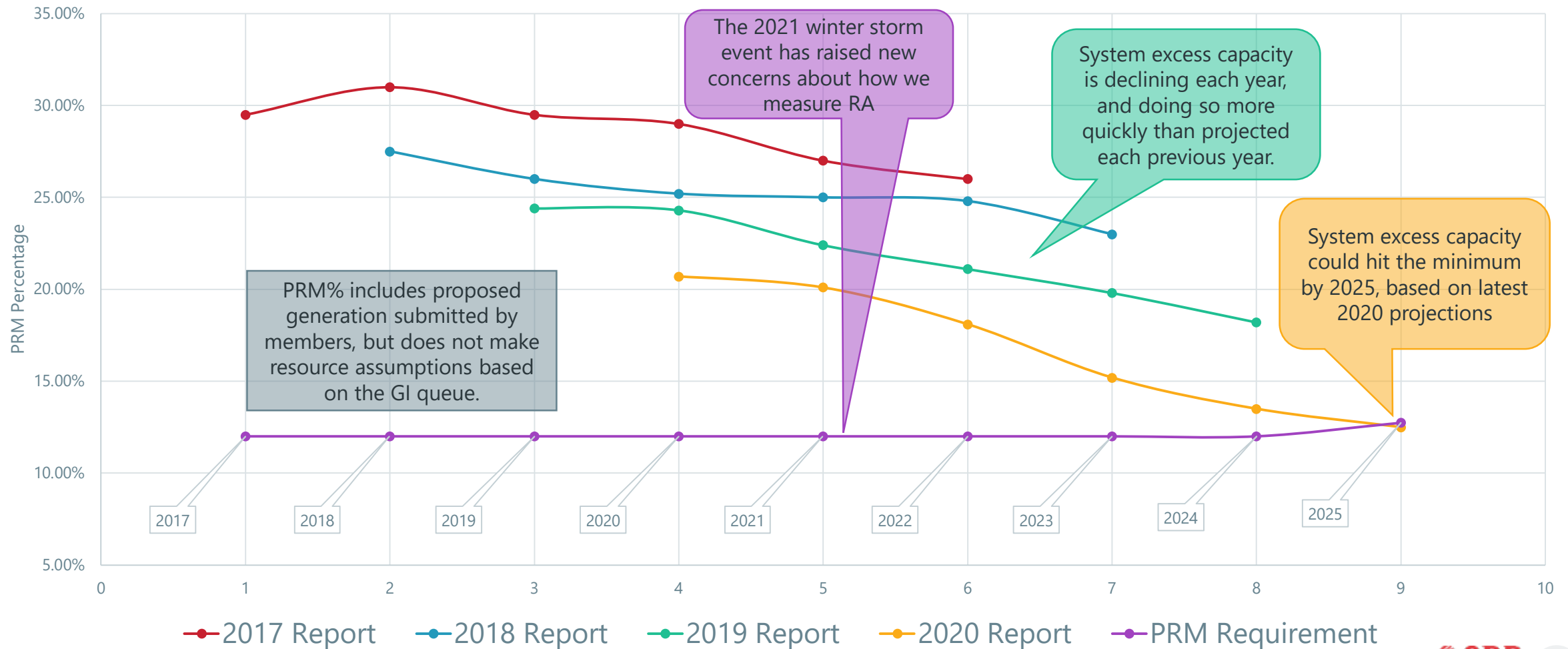
Grade

Meets Expectations



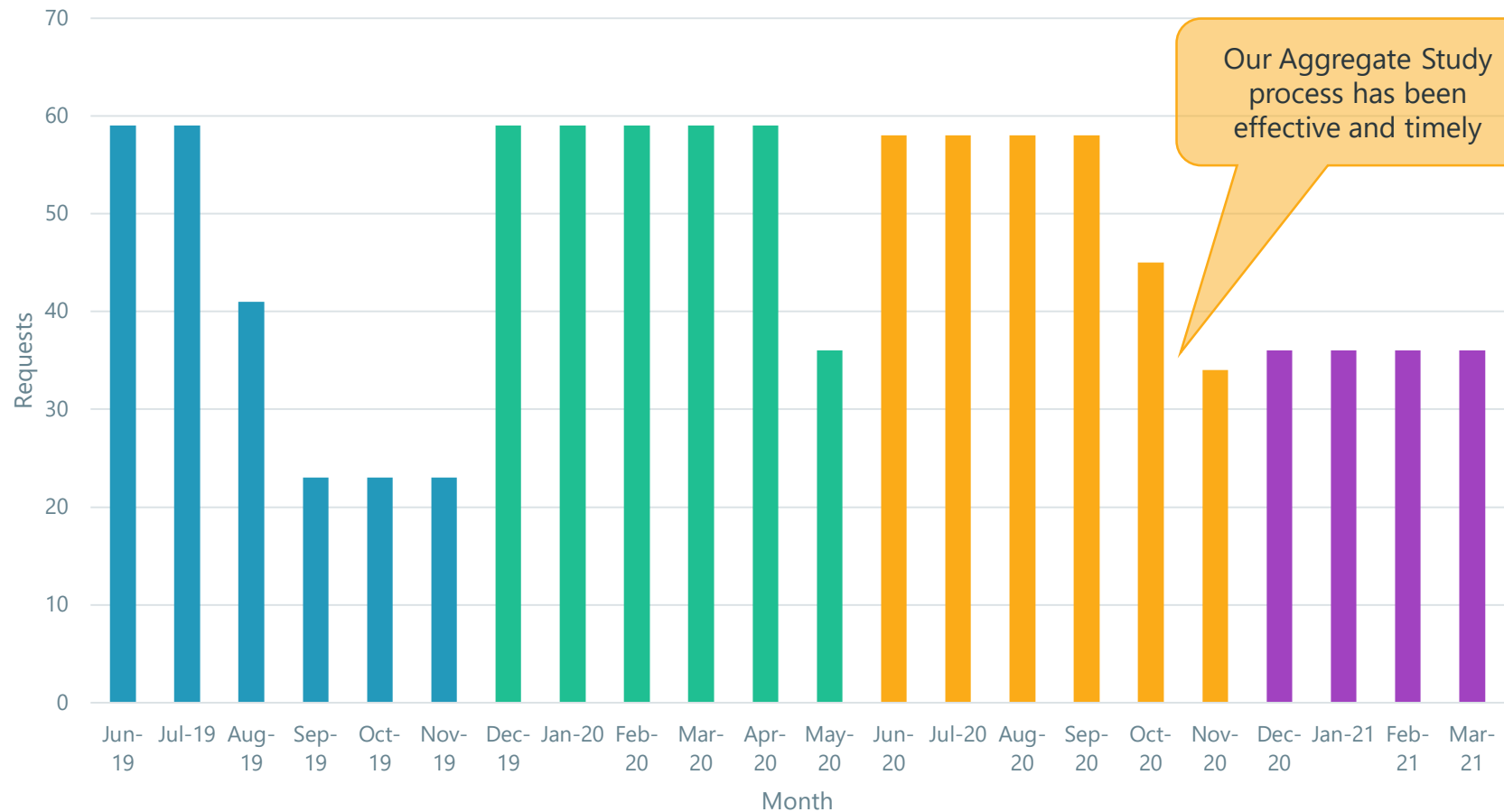
PLANNING: RESOURCE ADEQUACY

Historical 5-year Resource Adequacy (RA) Planning Reserve Margin (PRM) Projections



PLANNING: STUDIES PERFORMANCE

Trend of Requests in the Aggregate Study Queue Over Time



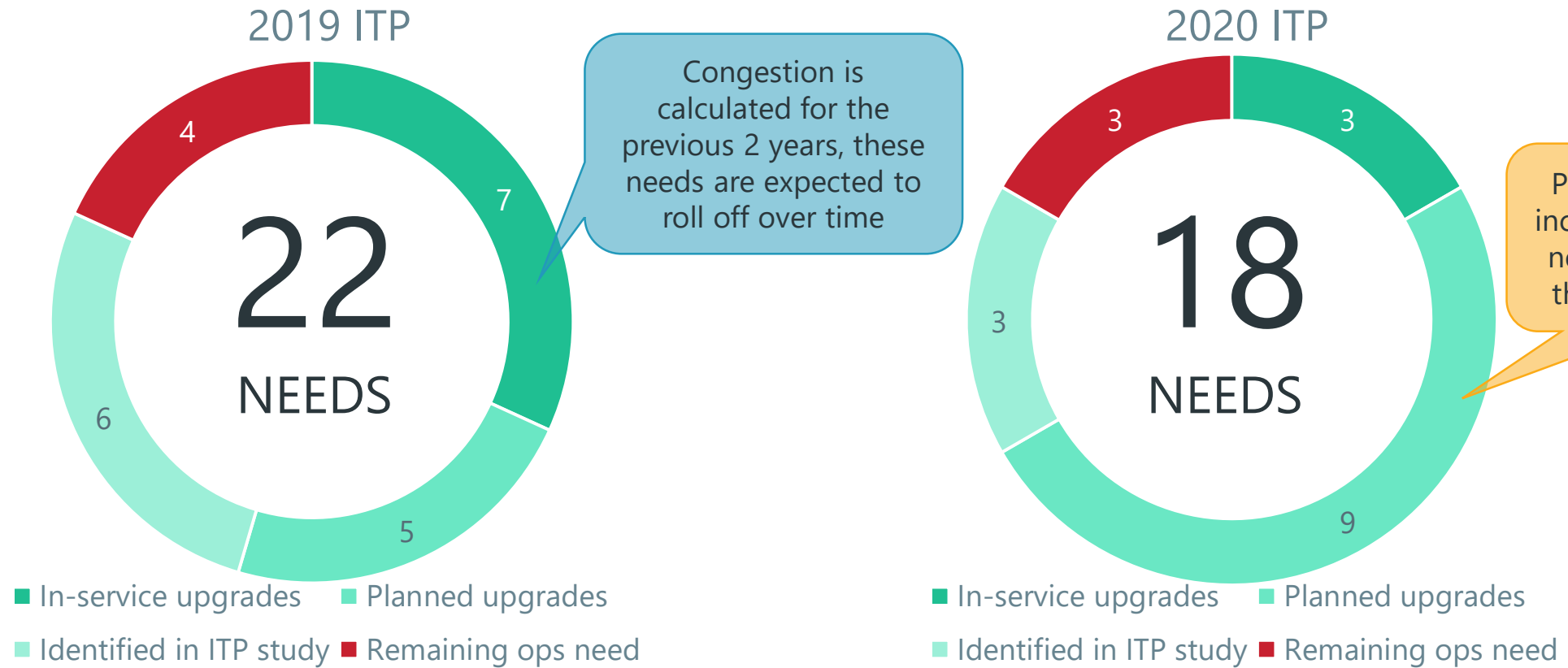
Status of Long-Term Transmission Service Requests for Current and Recent Aggregate Studies



■ 2019-AG1 ■ 2019-AG2 ■ 2020-AG1 ■ 2020-AG2

PLANNING: STUDIES PERFORMANCE

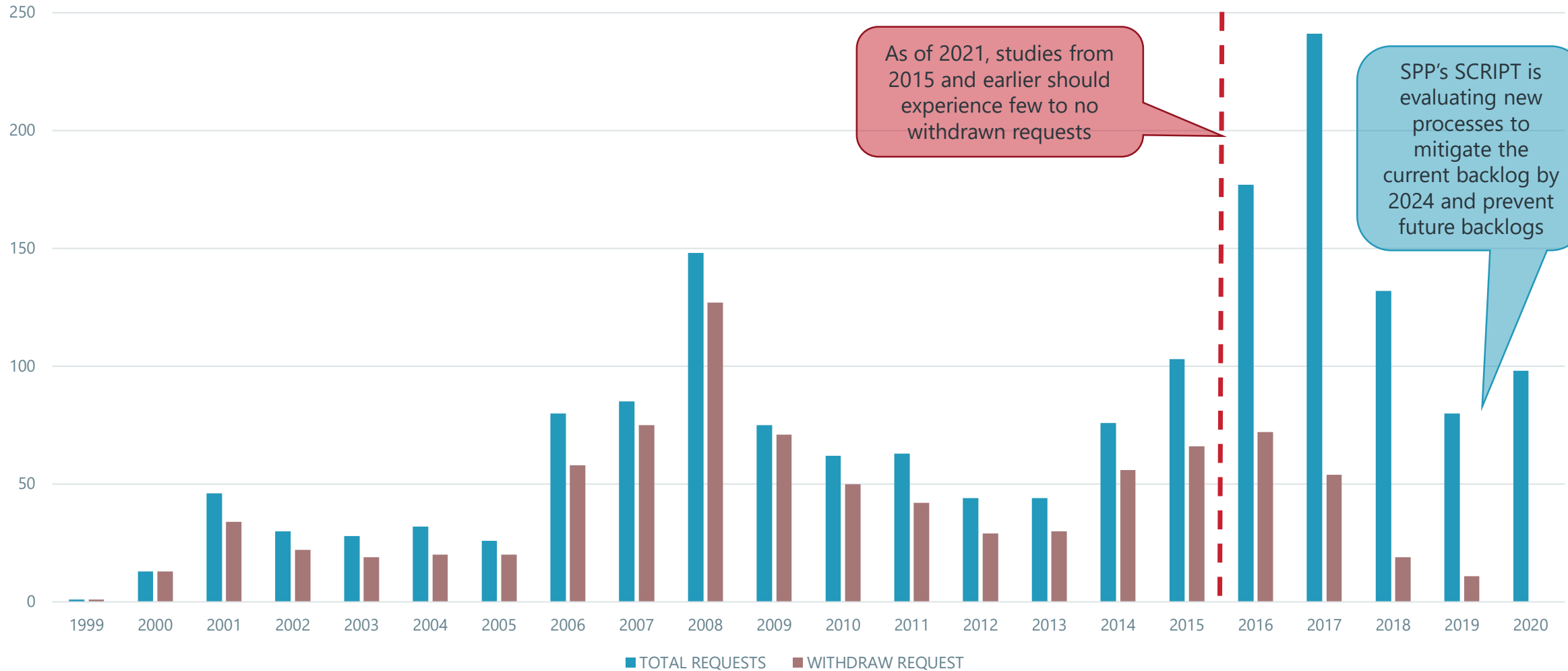
Operational Needs in the Planning Process



2019 ITP operational needs included one voltage issue with planned upgrade, remaining were flowgates over congestion cost threshold

2020 ITP operational needs were flowgates over congestion cost threshold

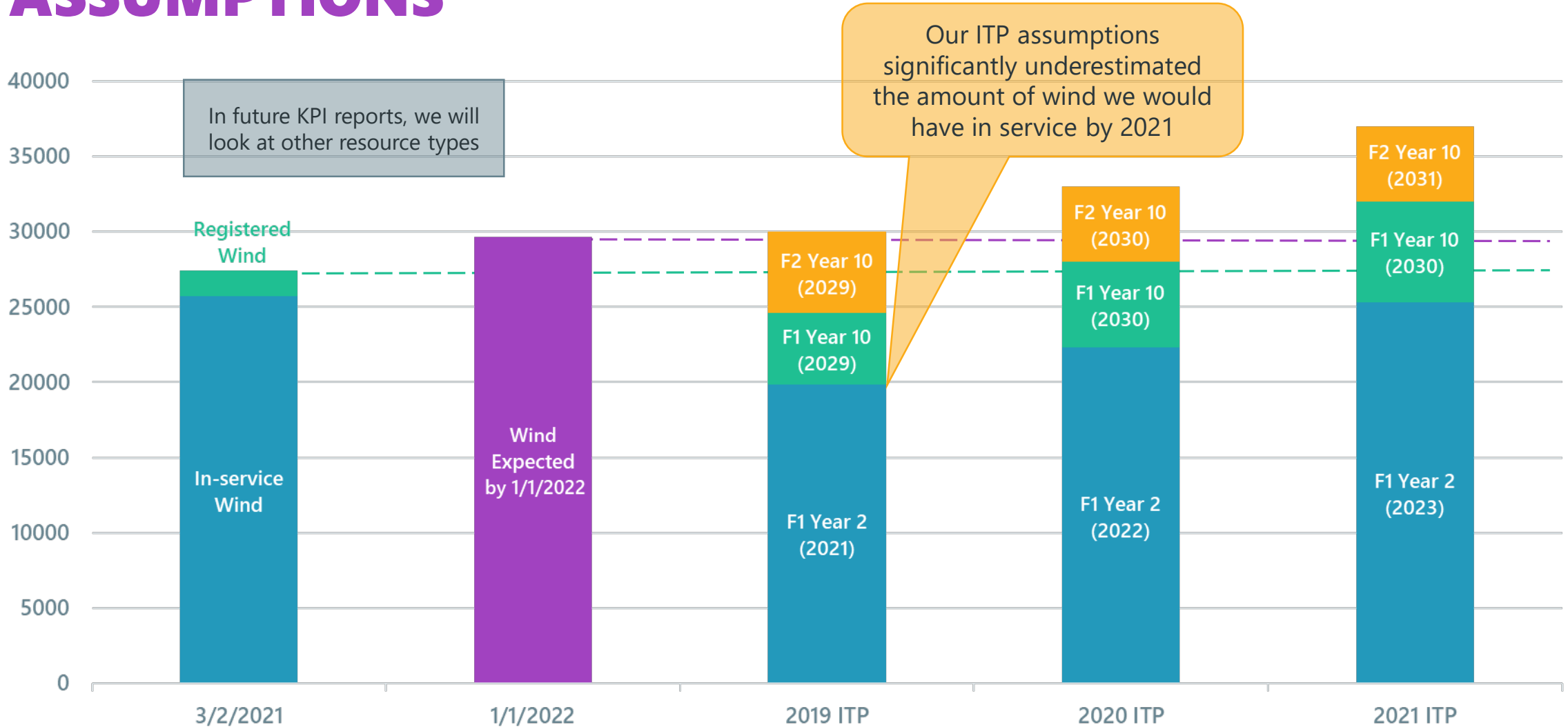
PLANNING: GI QUEUE REQUESTS & WITHDRAWS



As of 2021, studies from 2015 and earlier should experience few to no withdrawn requests

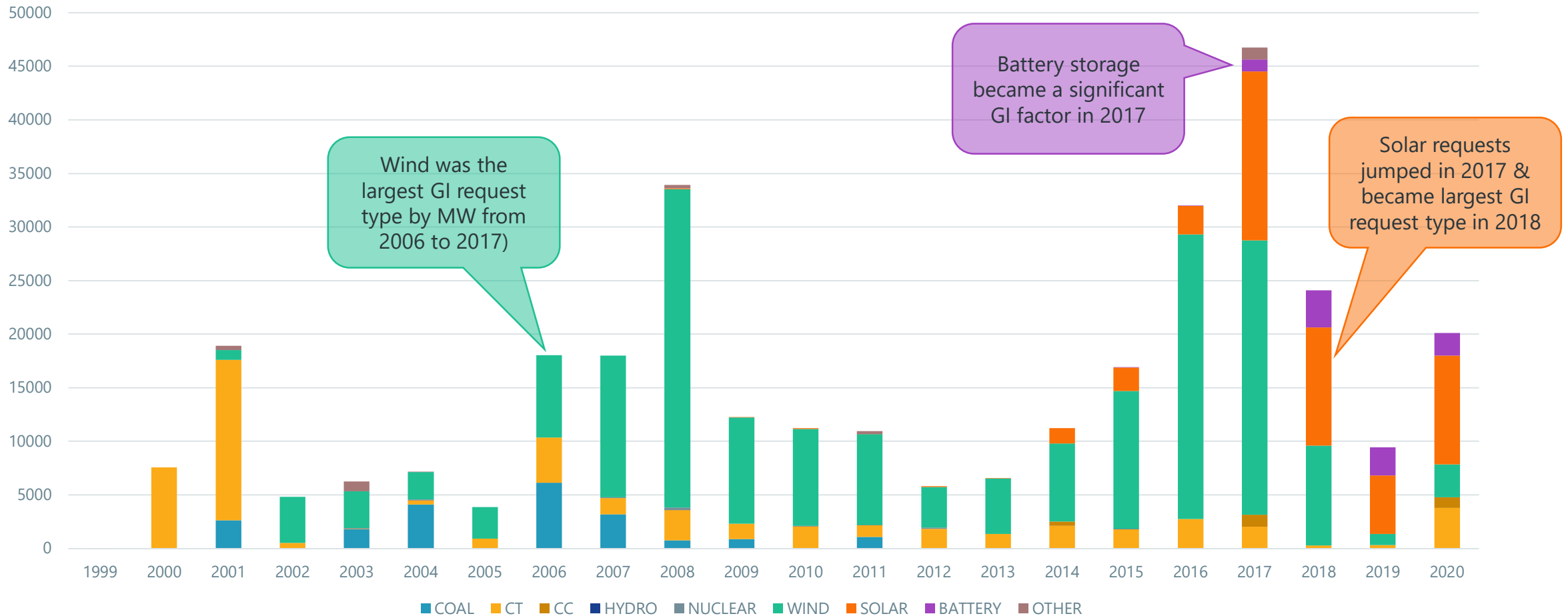
SPP's SCRIPT is evaluating new processes to mitigate the current backlog by 2024 and prevent future backlogs

ADAPTABILITY: WIND GROWTH VS PLANNING ASSUMPTIONS

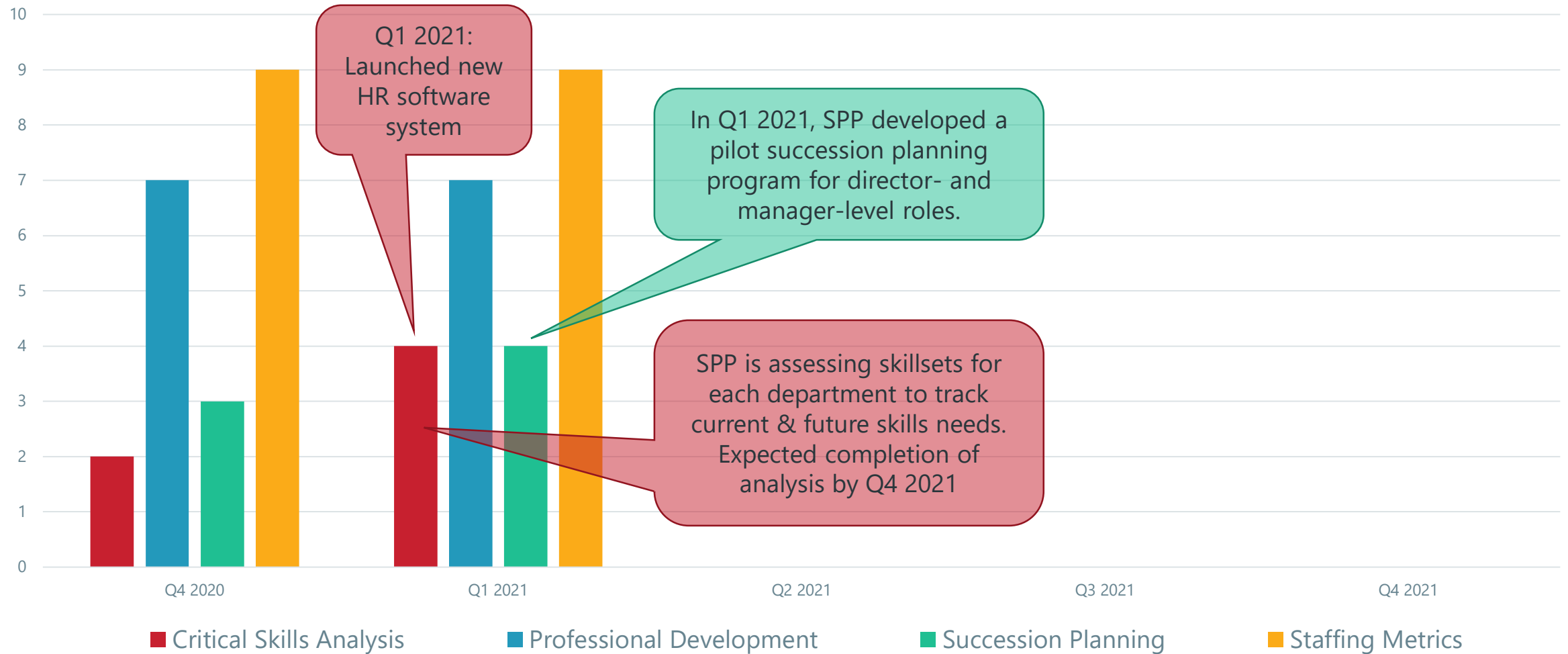


ADAPTABILITY: GI REQUESTS BY FUEL TYPE

GI Queue - Generation Type MW



STAFF READINESS (PART 2)



STRATEGY

SPP is developing a new strategic plan and initiatives, expected to launch later in 2021 with new accountability metrics.

KPI: KEEP LIGHTS ON IN THE FUTURE

- 1. Reliability Assurance
- 2. Optimized Transmission
- 3. Interdependent Systems
- 4. Enhance Member Value

#	Status	Initiative	Staff	Priority	Stakeholders
1.1	●	Integration of Variable Energy	Bruce	A	MOPC (TF)
1.4	●	Regional Resource Needs	Michael, Bruce, Paul	A	SPC
2.1	●	ARR/TCR Feasibility	Antoine	A	MOPC
2.2	●	Optimization Strategies for the Future	Antoine	B	SPC
3.1	●	Transmission (Seams)	Lanny	A	MOPC (SSC)
3.2	●	Optimize Market Efficiencies Along Seams	Lanny	A	MOPC (SSC)
4.1	●	Communication Strategy on Value and Affordability	Mike	A	SPC
4.2	●	PMO Best Practice and Rigor	Michael	B	FC/MOPC
4.3	●	Strategic Membership Expansion	Michael/Lanny/Paul	A	SPC
4.4	●	Technological Advances	Antonine/Bruce/Sam	B	SPC