



# KEY PERFORMANCE INDICATORS

Q2 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) Q2 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 (50%) | Economics (50%)

## 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



	Number of Meetings	Roster Member Present	Roster Member Absent/Proxy	Avg. Roster Attendance
<b>SPC</b>	5	63	3	<b>95%</b>
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	<b>79%</b>
<b>MOPC</b>	4	214	171	56%

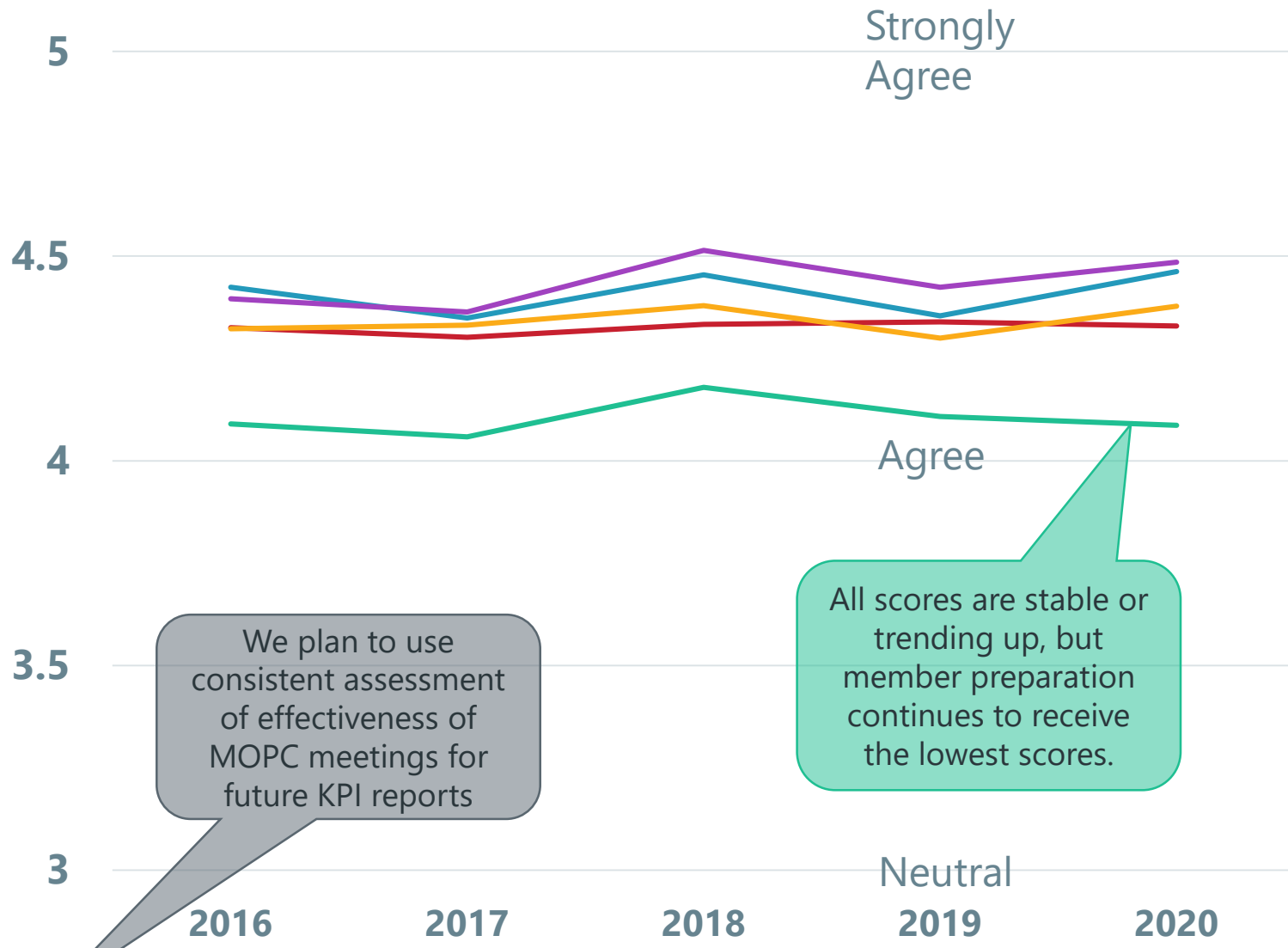
**Average: 88%**  
**Max: 95%**  
**Min: 79%**  
**MOPC: 56%**

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.

We plan to use consistent assessment of effectiveness of MOPC meetings for future KPI reports

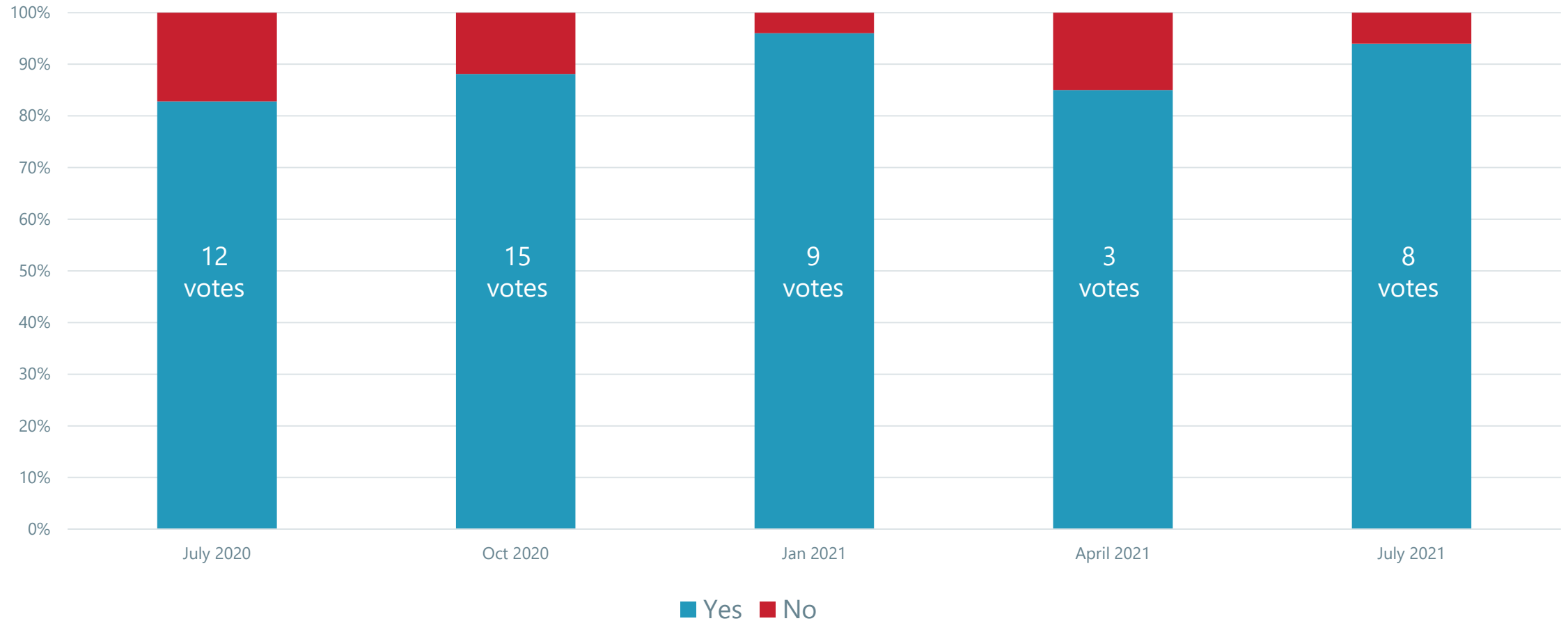
All scores are stable or trending up, but member preparation continues to receive the lowest scores.

Source: Annual Org Group Surveys



# FACILITATION: MOPC CONSENSUS

Average Percent Approval of Votes Taken by MOPC

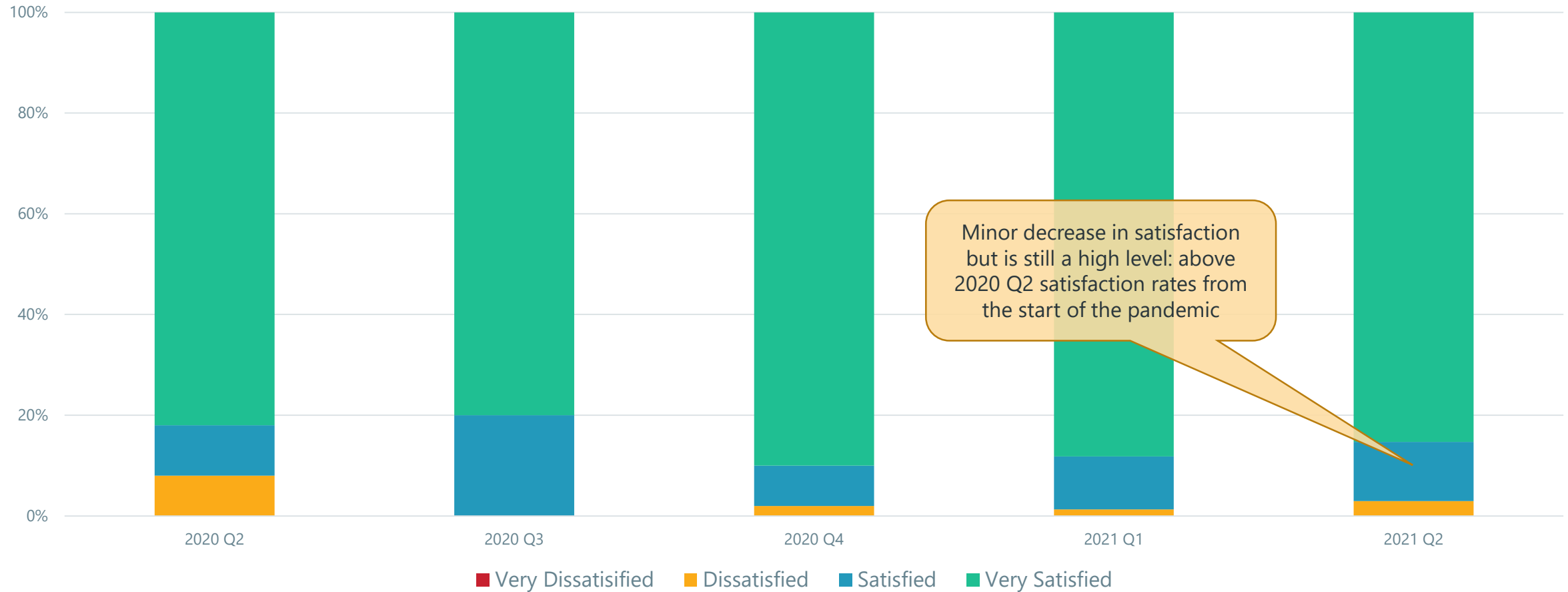


Source: MOPC voting data



# SATISFACTION: QUARTERLY RMS DATA

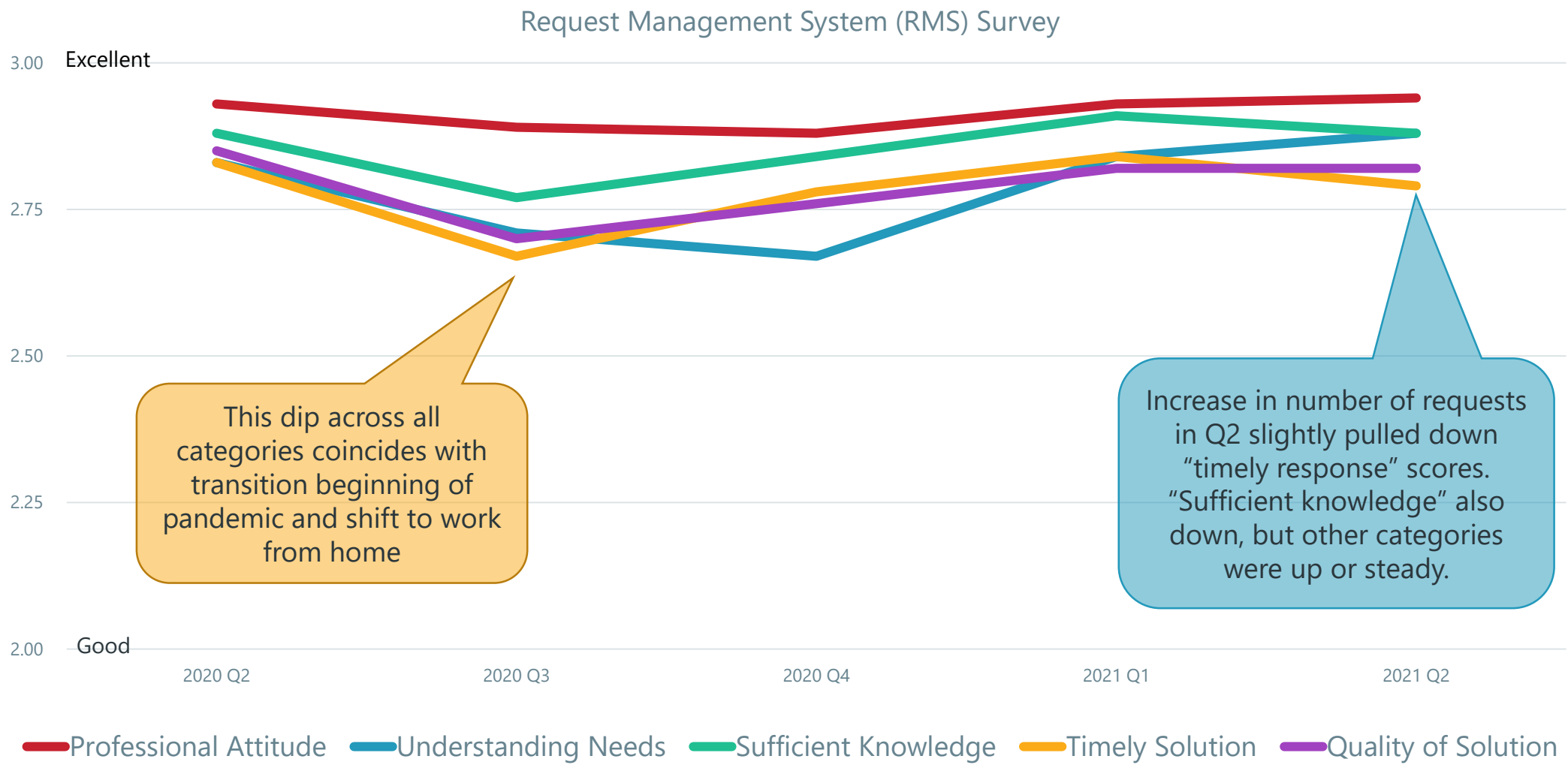
Satisfaction with SPP RMS Request Resolution



Source: Voluntary survey of RMS users

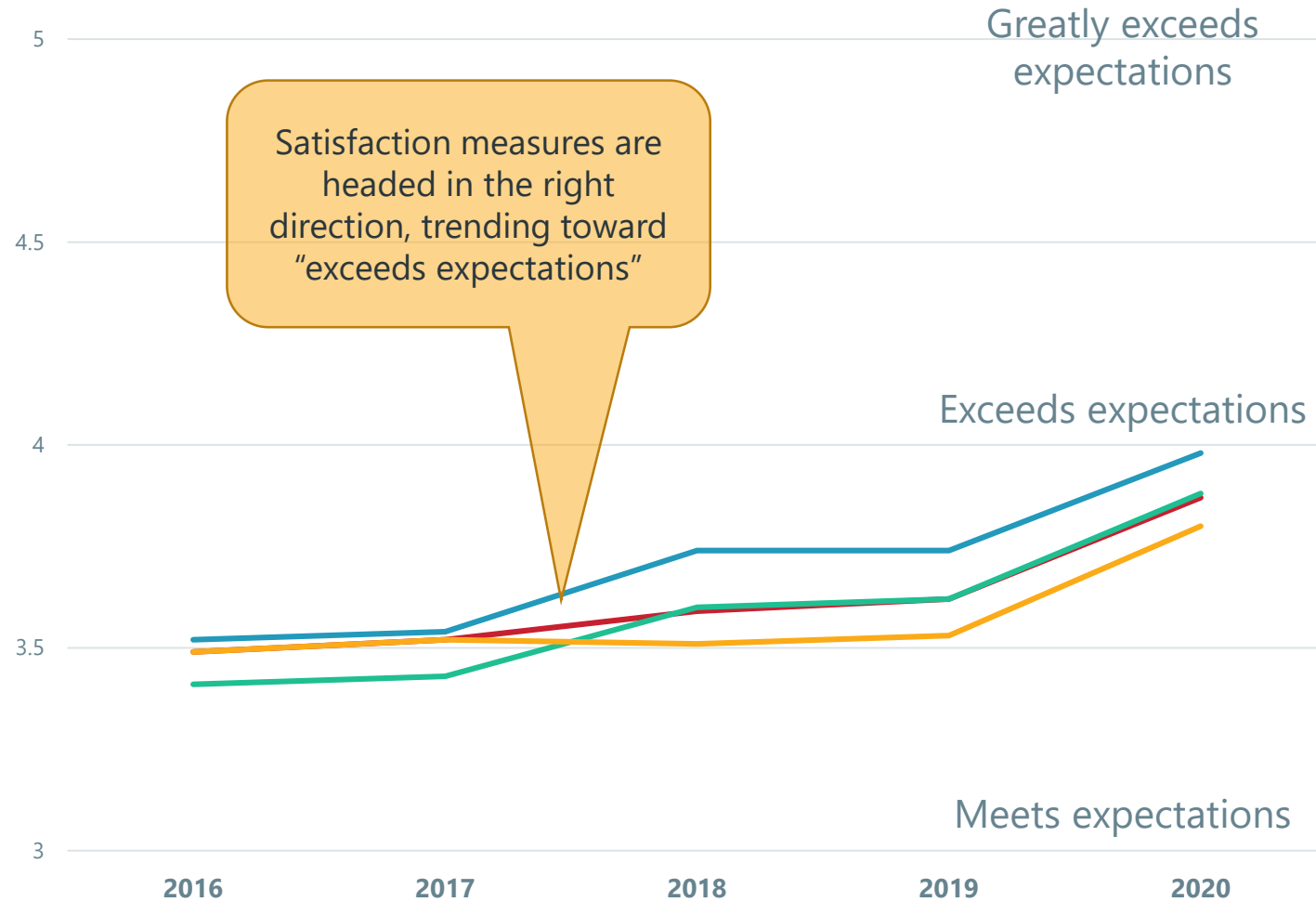


# SATISFACTION: QUARTERLY RMS DATA



Source: Voluntary survey of RMS users

# 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.

Source: Annual Survey

# RESPONSIBILITY & ECONOMICS

STEWARDSHIP • ECONOMICS

# RESPONSIBILITY AND ECONOMICS

## Benchmarks

### Stewardship (50%)

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

### Economics (50%)

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

## 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.

## Grade

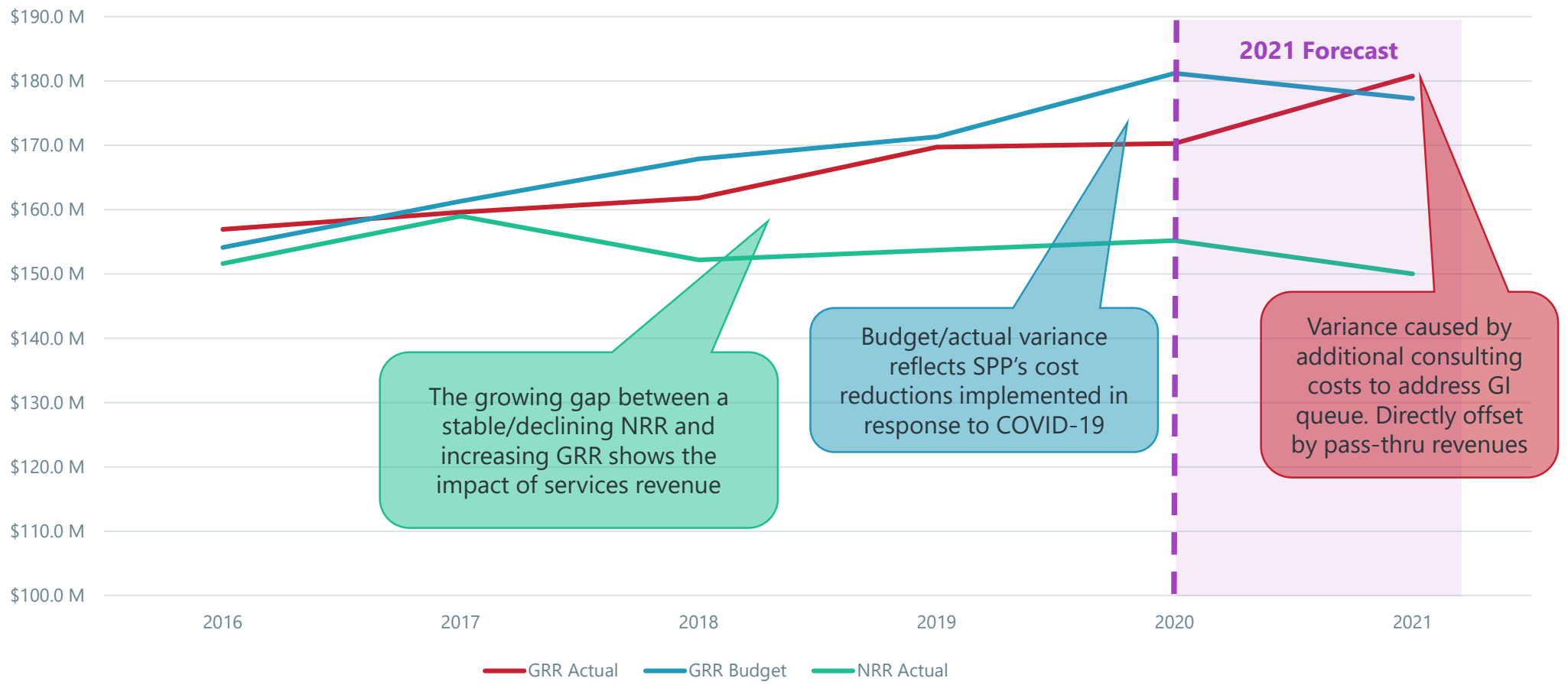
# Meets Expectations





# STEWARDSHIP: EXPENSE MANAGEMENT

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



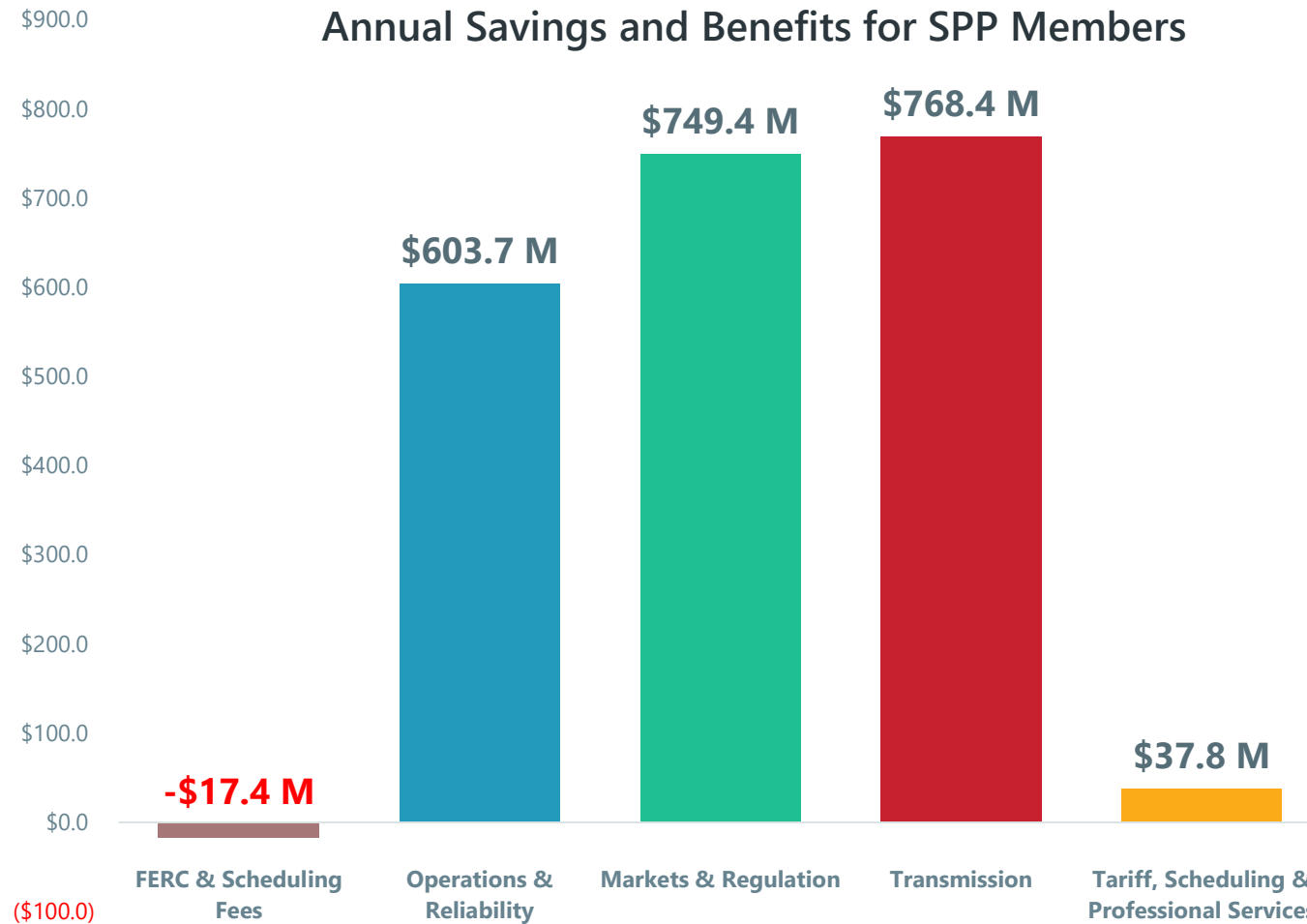
	2016	2017	2018	2019	2020	2021
<b>Over/Under (O/U)</b>	-\$7.1 M	\$3.9 M	\$12.8 M	\$4.3 M	\$20.2 M	(\$1.3M)

# STEWARDSHIP: MEMBER VALUE STATEMENT (MVS)

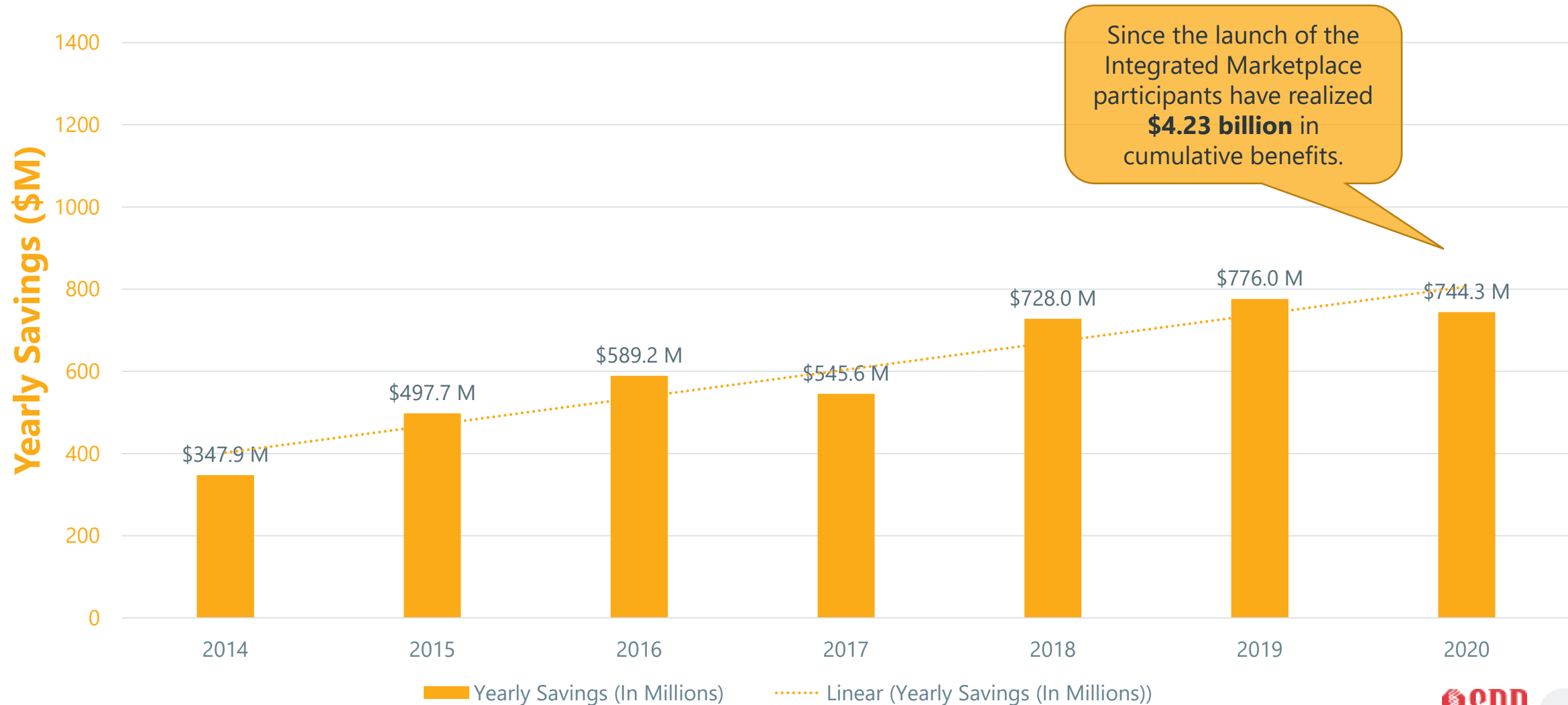


SPP provides **\$2.14 billion in annual savings and benefits** to members

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



# ECONOMICS: MARKET SAVINGS

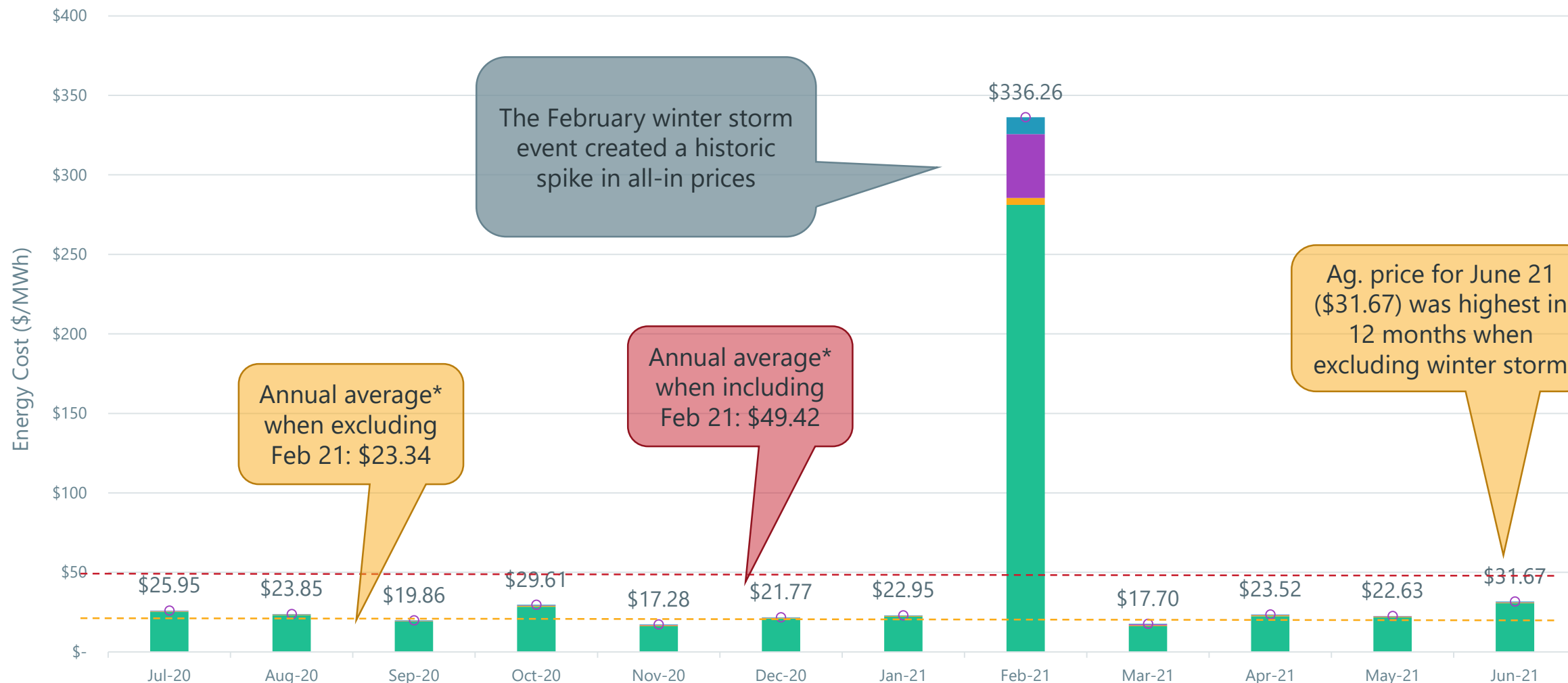


Since the launch of the Integrated Marketplace participants have realized **\$4.23 billion** in cumulative benefits.

ENERGY Reserves DA MWP RUC MWP Total



# ECONOMICS: MONTHLY AVG. MARKET PRICES



\* Annual averages were calculated as total of average prices per month divided by number of months

ENERGY Reserves DA MWP RUC MWP Total



# 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

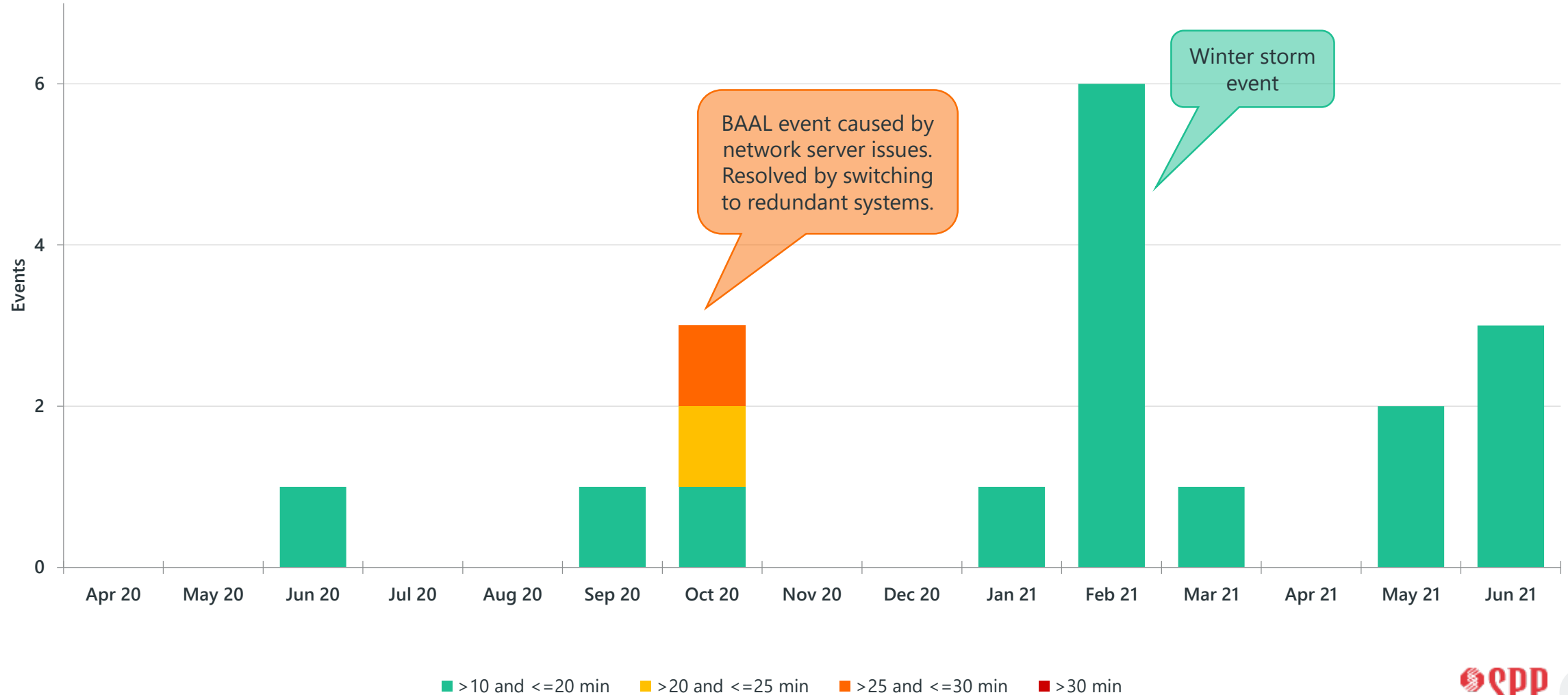
Operations improved during Q2, with performance returning to typical ranges after the winter event. Our comprehensive review revealed opportunities to improve that we have already begun to implement.

## Grade

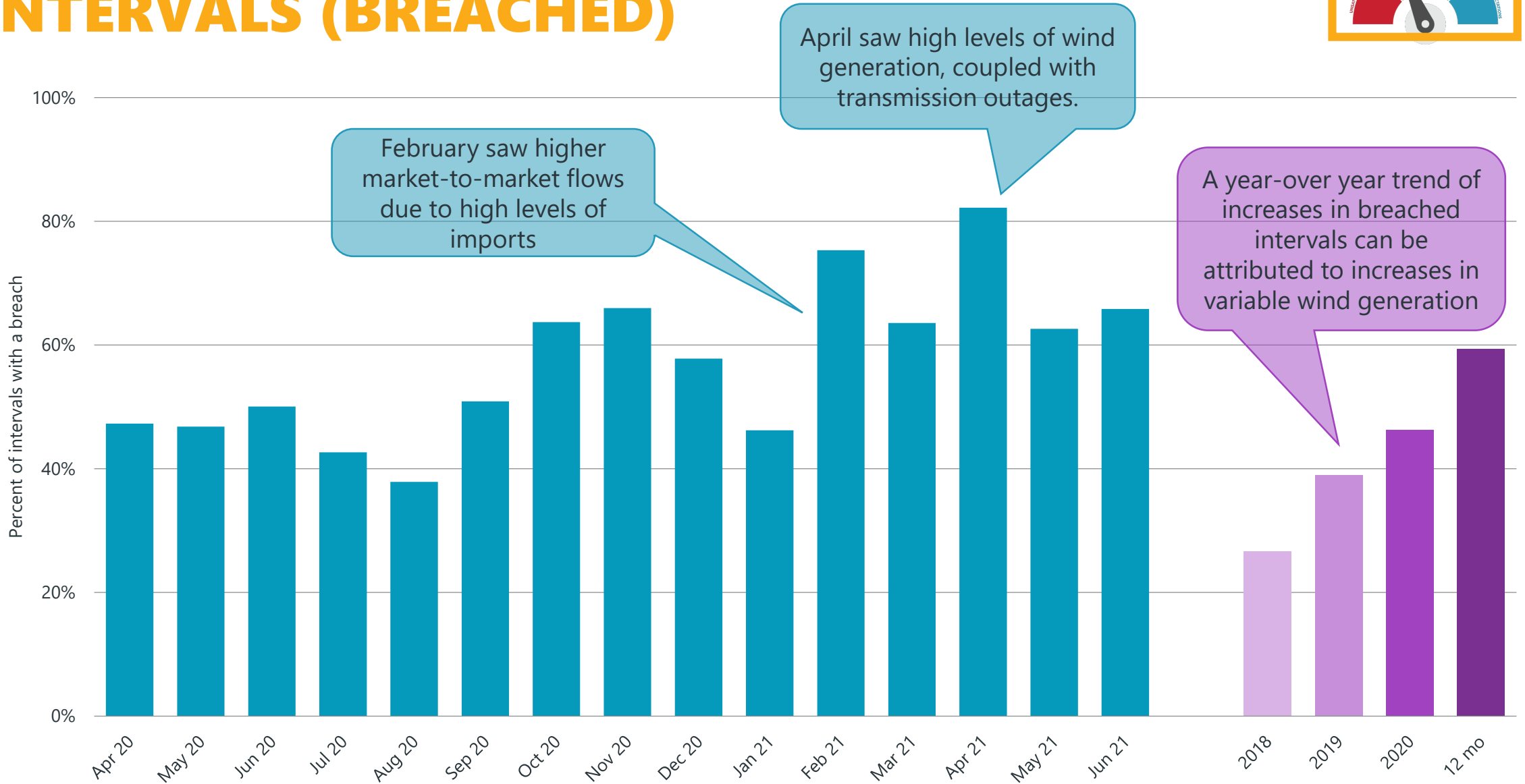
# Meets Expectations



# RELIABILITY: BALANCING AUTHORITY AREA CONTROL ERROR LIMIT (BAAL)



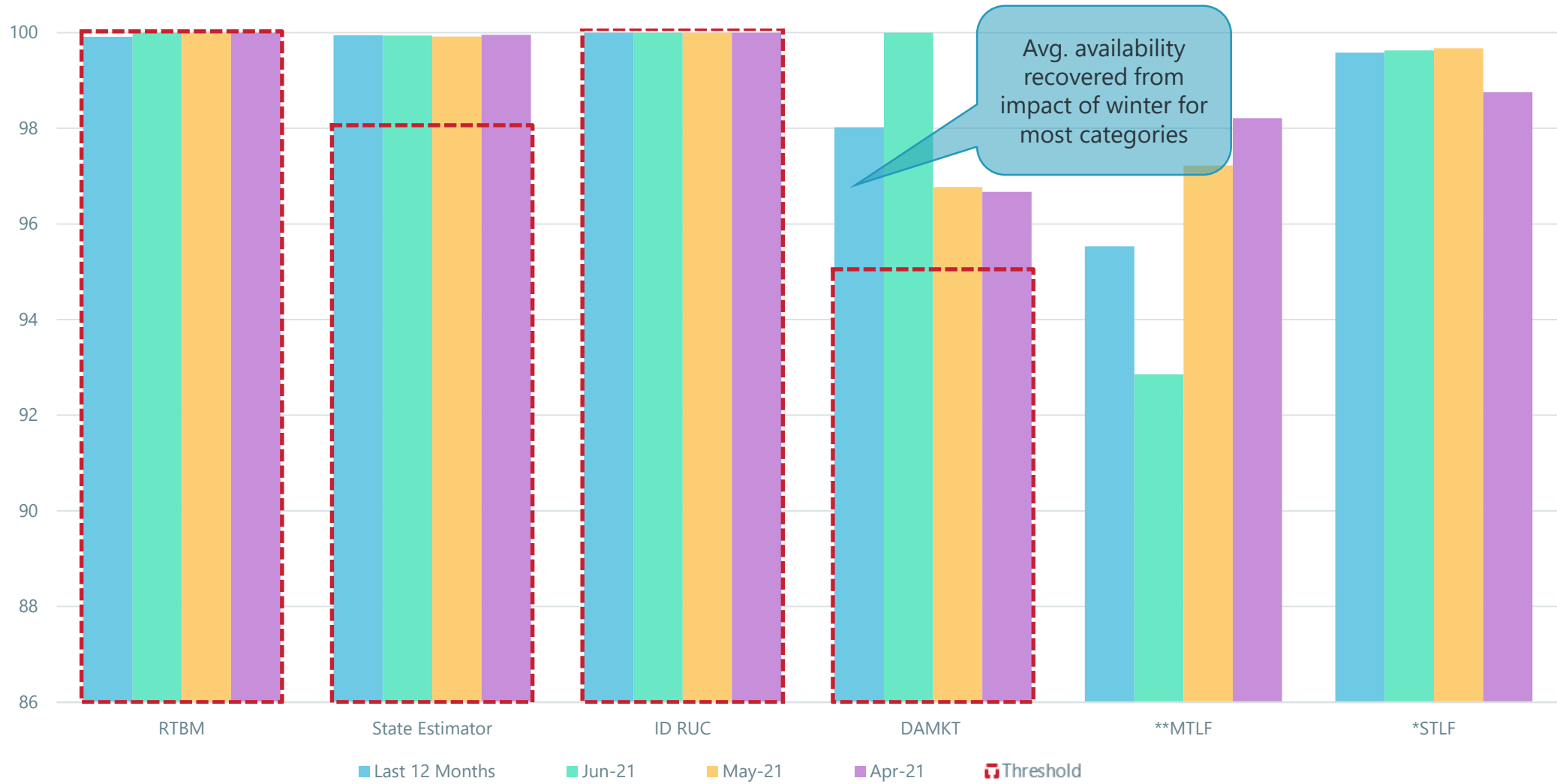
# RELIABILITY: CONGESTED INTERVALS (BREACHED)





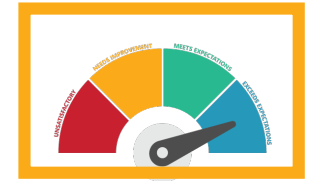
# PERFORMANCE: SYSTEM AVAILABILITY

KPI: KEEP THE LIGHTS ON TODAY

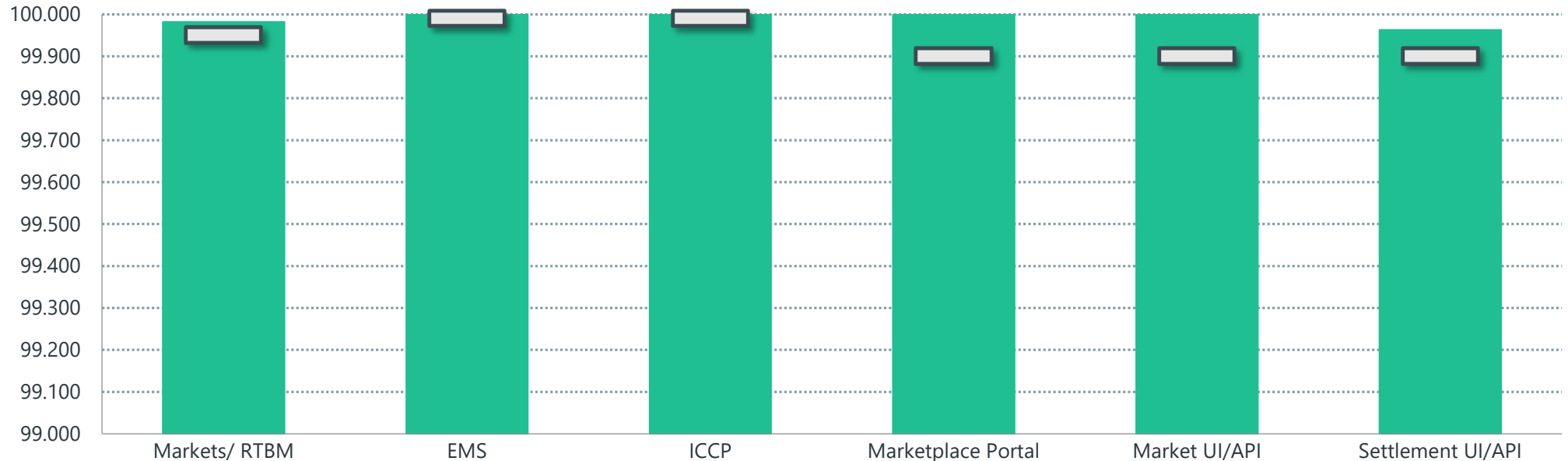


\* Percentage of time STLF is within 1% error  
 \*\* Percentage of time MTLF is within 5% error

# PERFORMANCE: IT SERVICE PERFORMANCE



## Cumulative IT Service Availability Through June 2021



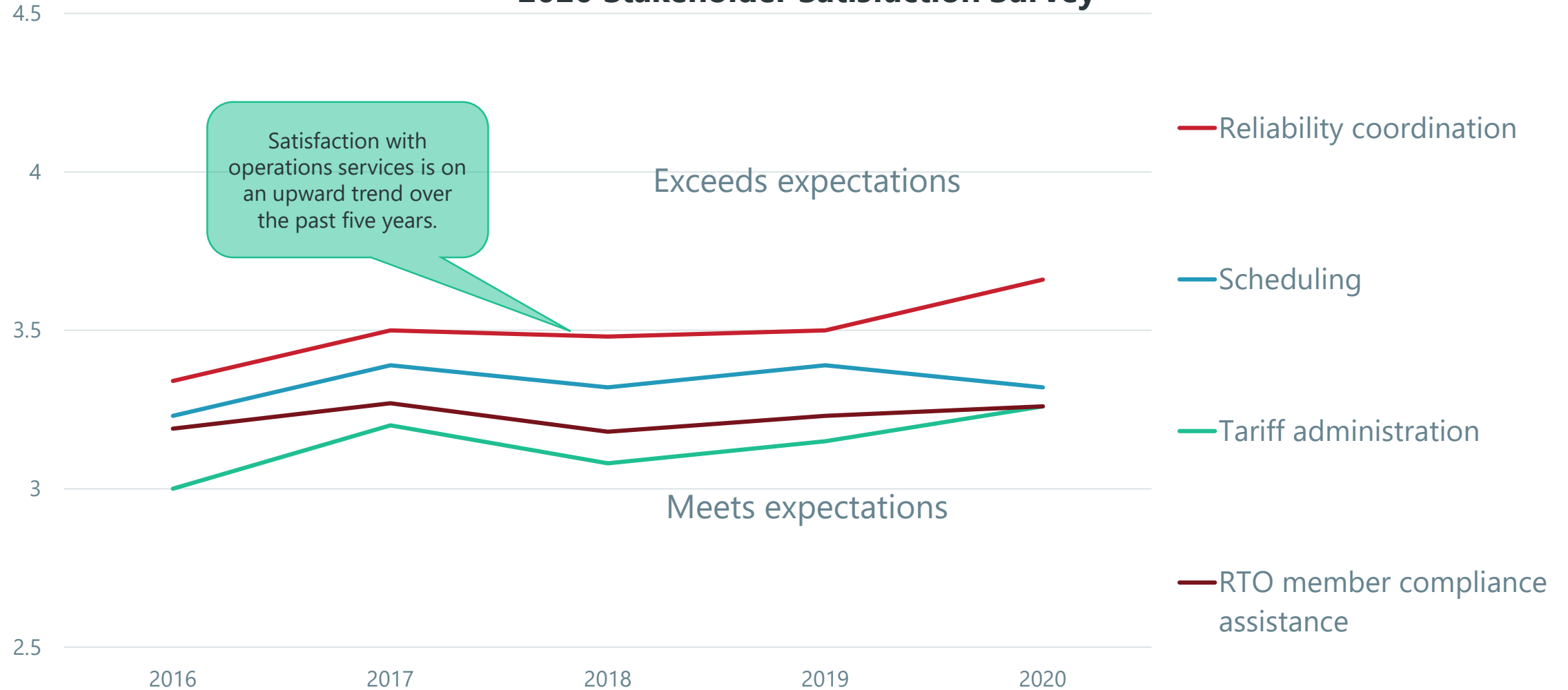
	Markets/ RTBM	EMS	ICCP	Marketplace Portal	Market UI/API	Settlement UI/API
Actual Uptime %	99.982	100.000	100.000	100.000	100.000	99.963
Target Uptime %	99.950	99.990	99.990	99.900	99.900	99.900
Actual Downtime Minutes	95	0	0	0	0	198
Threshold Minutes	263	53	53	526	526	526

**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

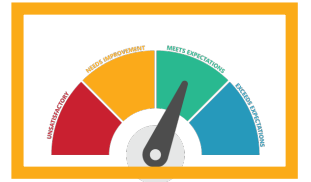


## 2020 Stakeholder Satisfaction Survey

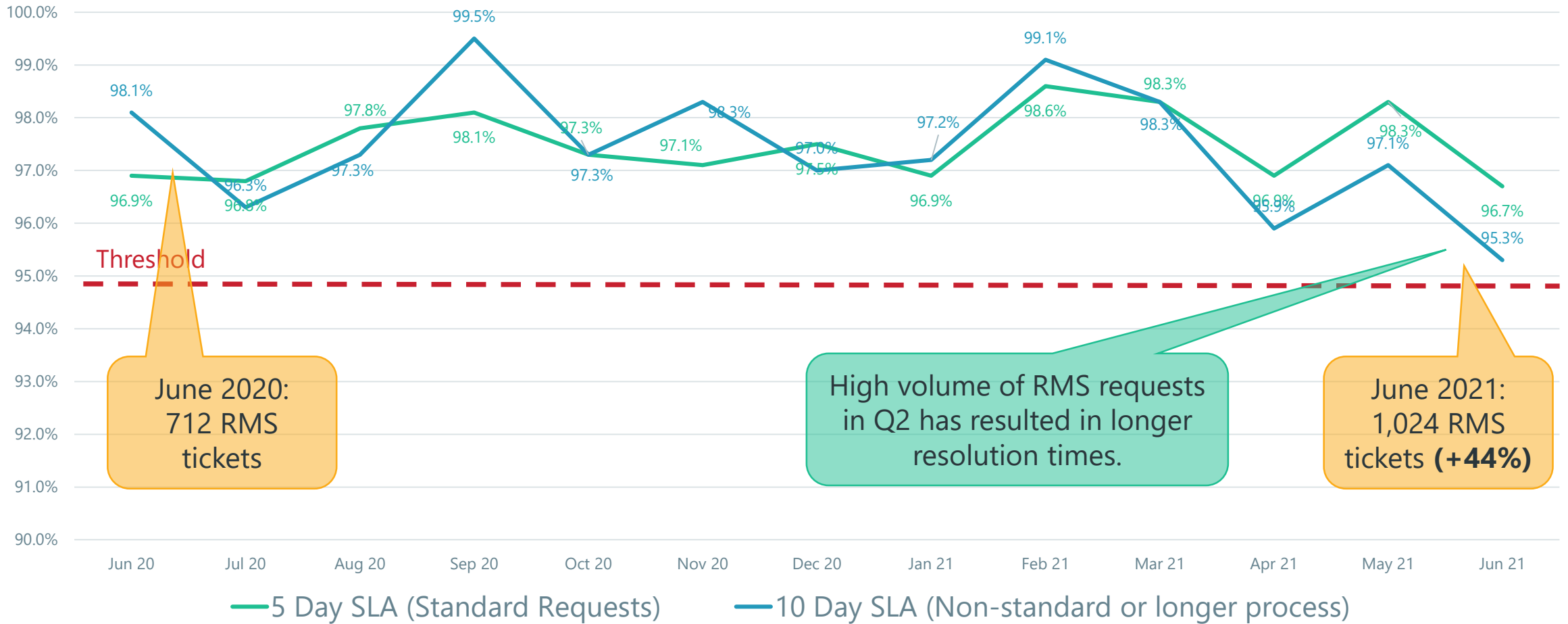


Source: Annual Survey

# RESPONSIVENESS – RMS SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE



SLA Compliance Rate



June 2020:  
712 RMS tickets

High volume of RMS requests in Q2 has resulted in longer resolution times.

June 2021:  
1,024 RMS tickets (+44%)

Source: RMS Data



# 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.

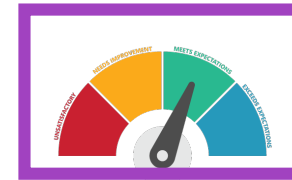
## Analysis

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

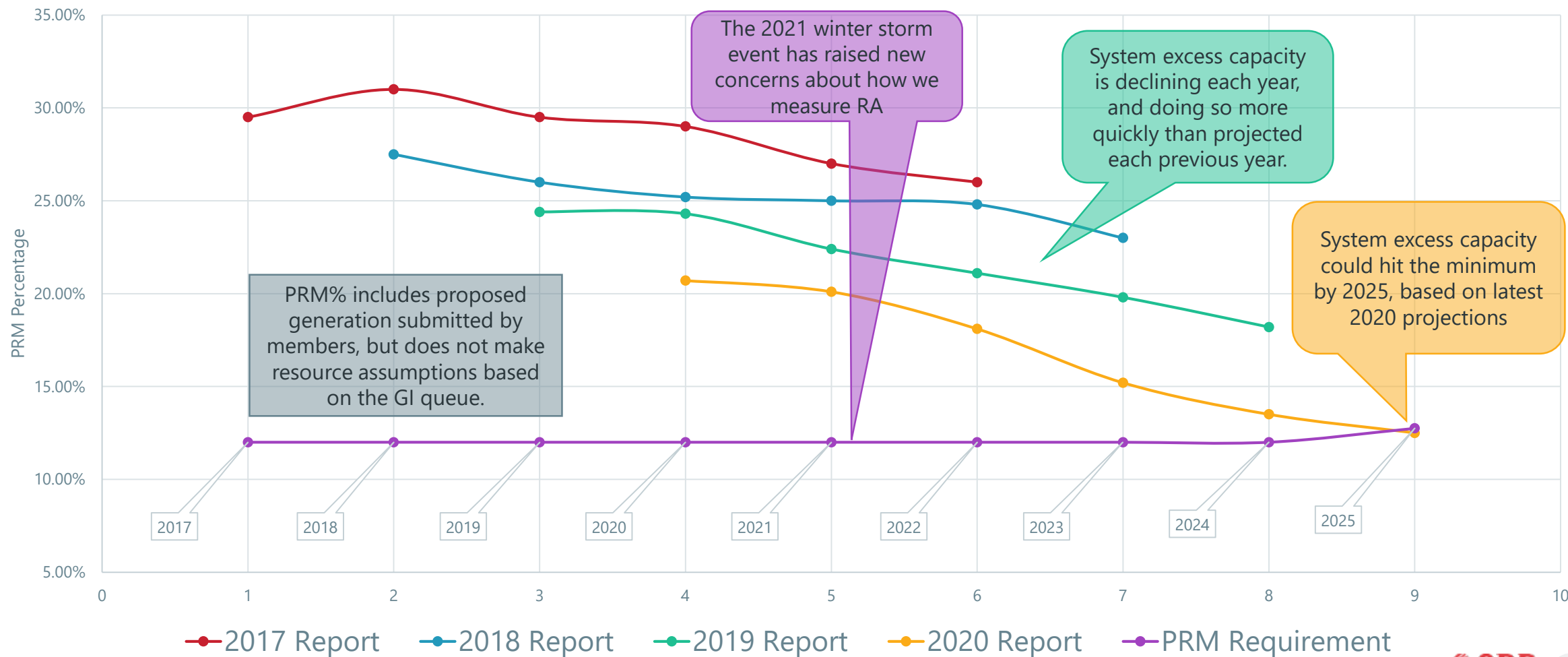
# Meets Expectations



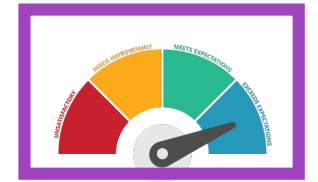


# PLANNING: RESOURCE ADEQUACY

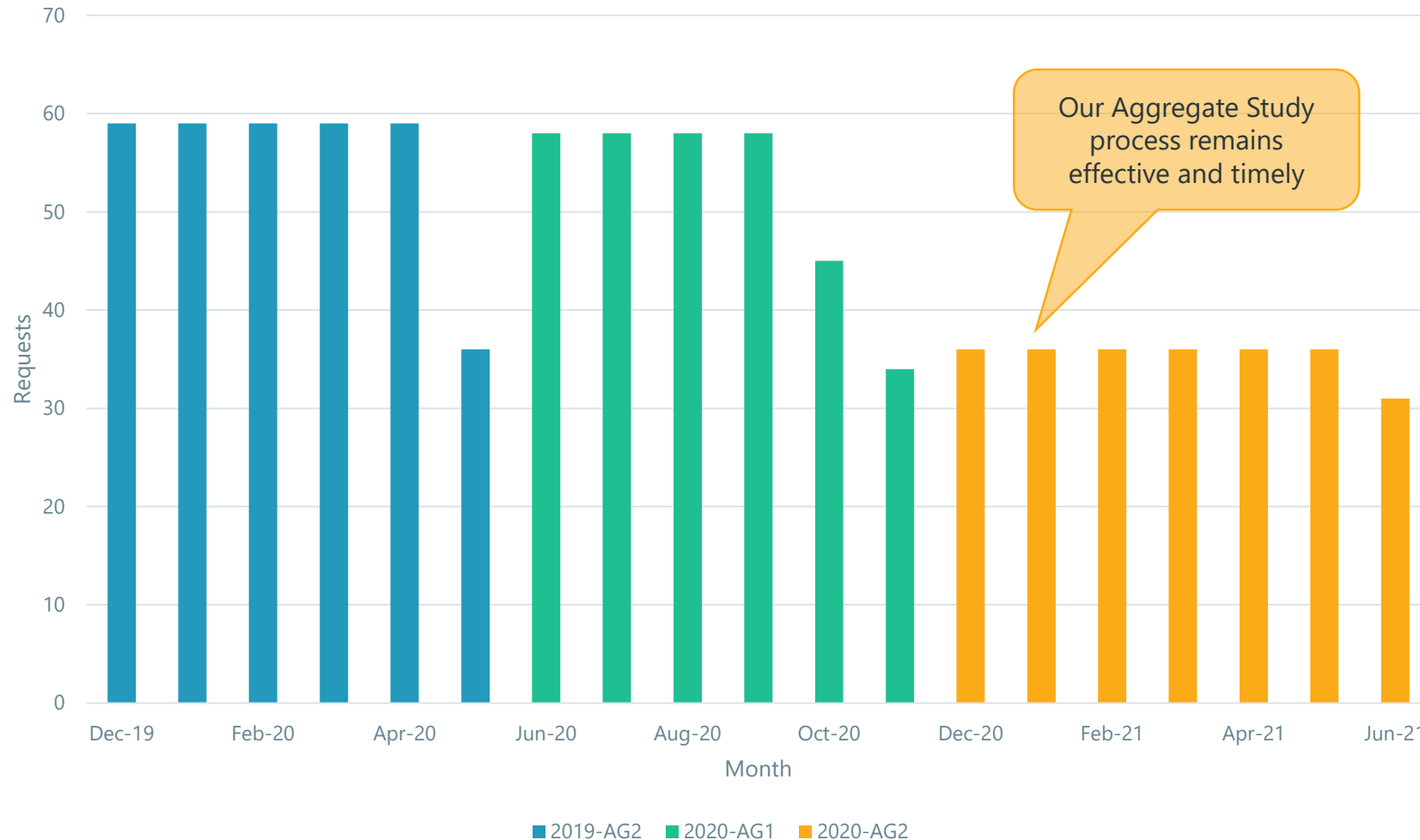
Historical 5-year Resource Adequacy (RA) Planning Reserve Margin (PRM) Projections



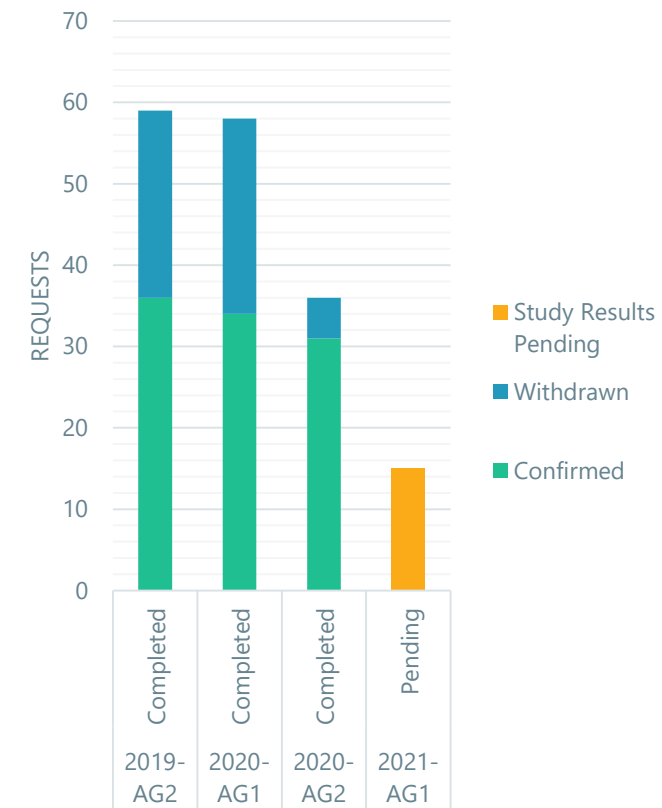
# PLANNING: STUDIES PERFORMANCE



Trend of Requests in the Aggregate Study Queue Over Time



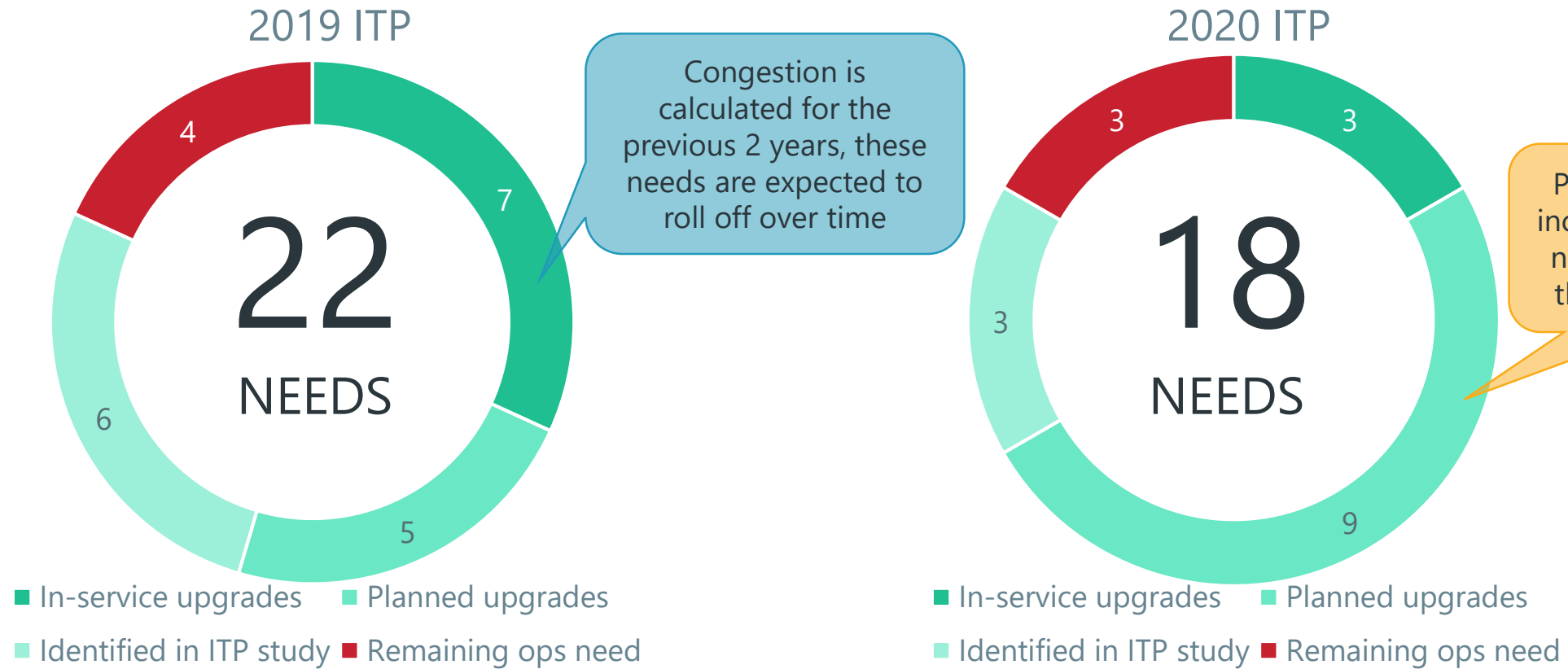
Status of Long-Term Transmission Service Requests for Current and Recent Aggregate Studies





# PLANNING: STUDIES PERFORMANCE

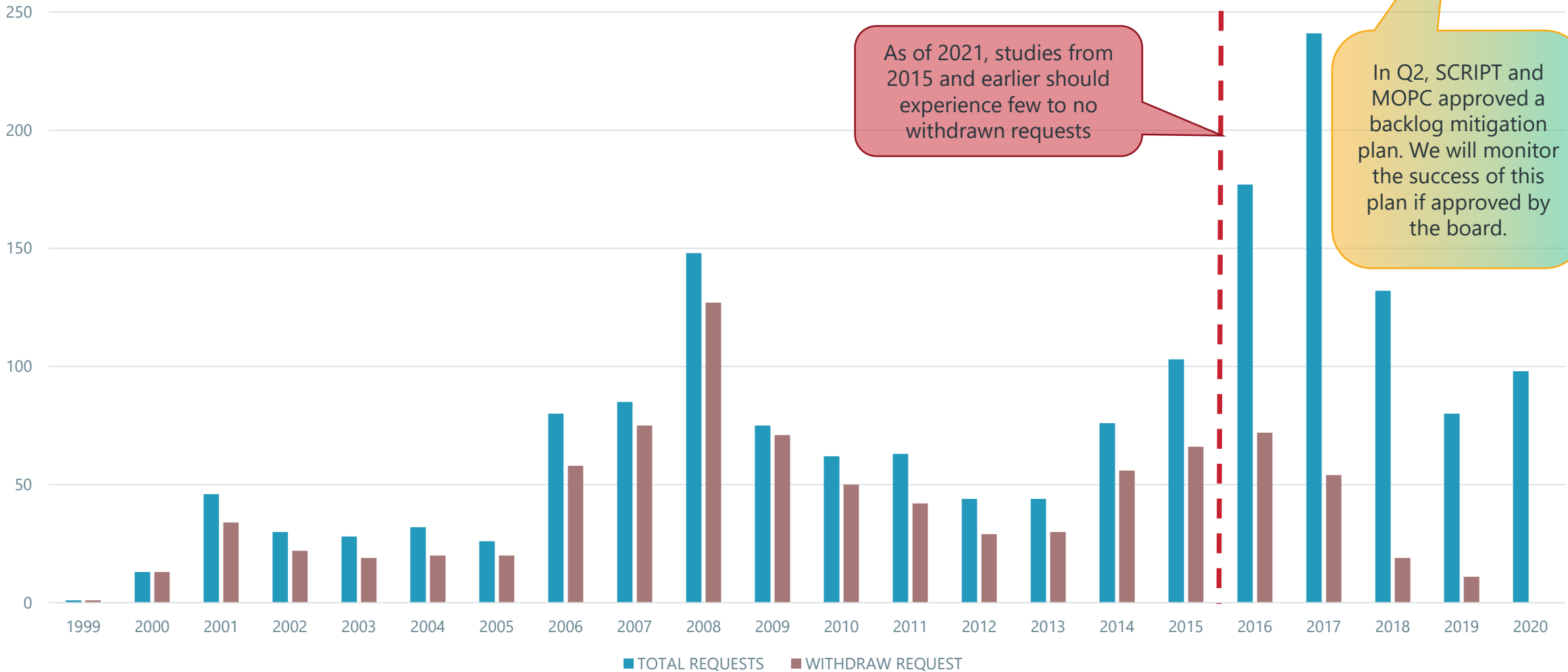
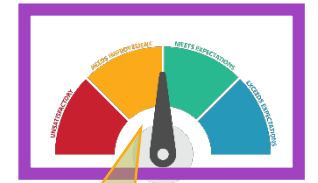
## Operational Needs in the Planning Process



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



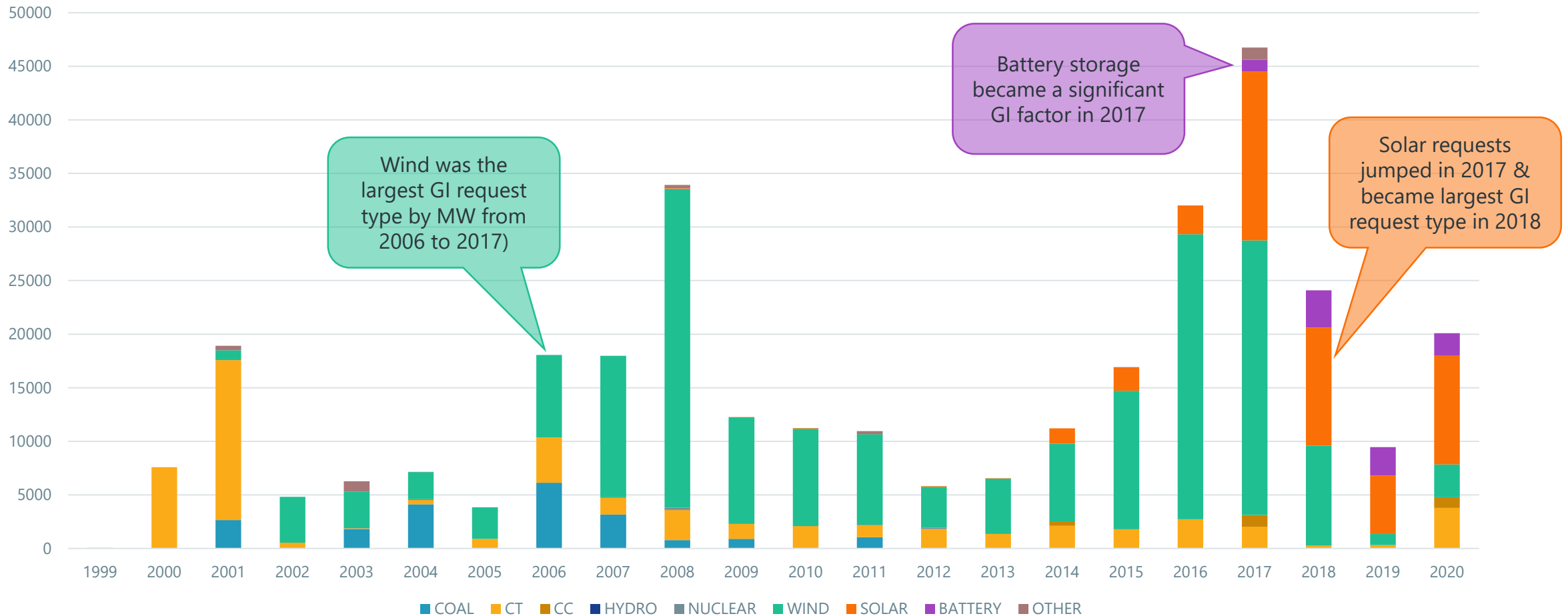
As of 2021, studies from 2015 and earlier should experience few to no withdrawn requests

In Q2, SCRIPT and MOPC approved a backlog mitigation plan. We will monitor the success of this plan if approved by the board.

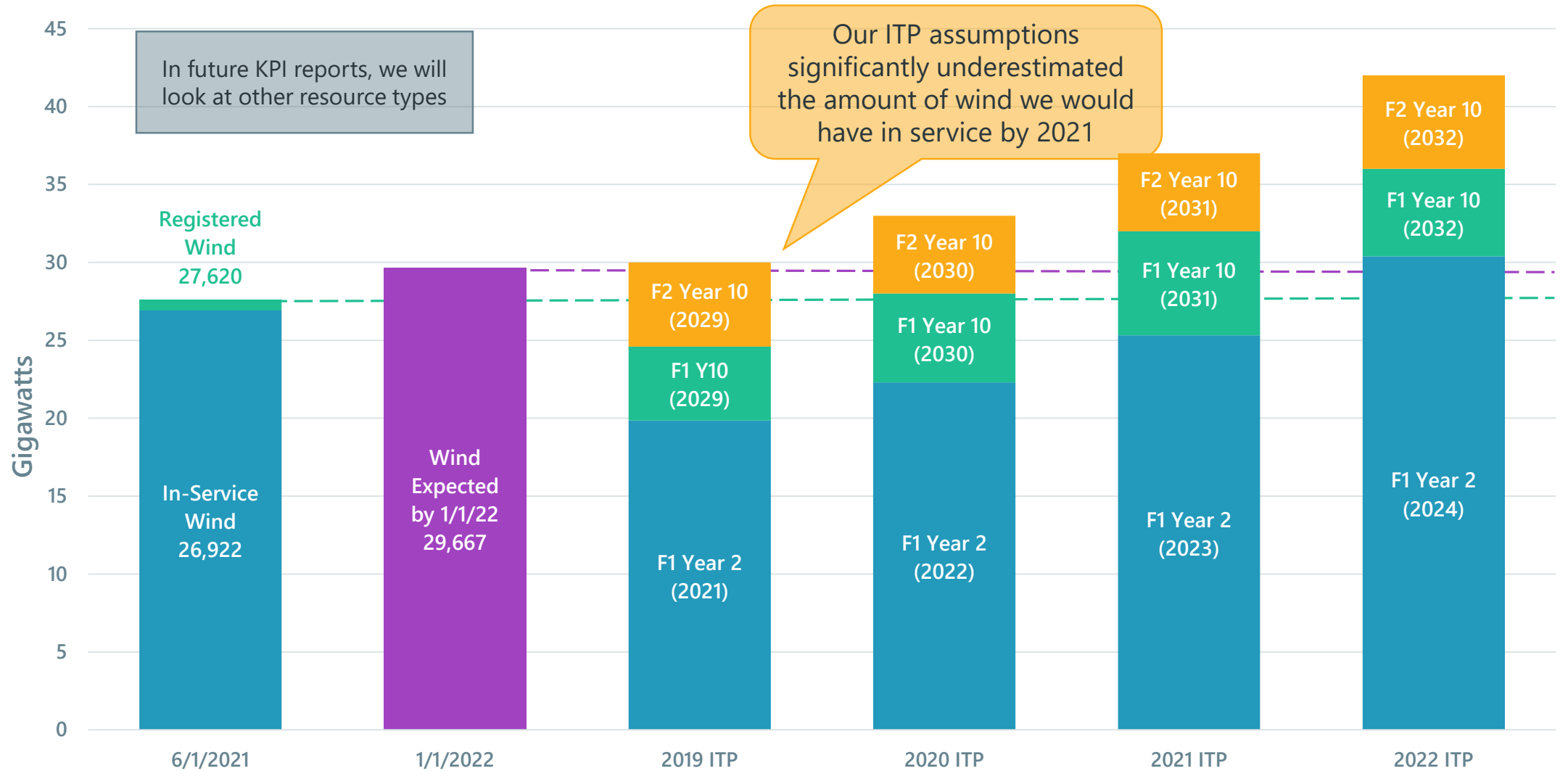
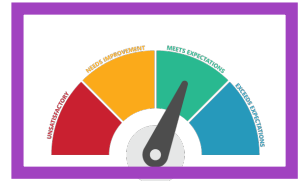
# ADAPTABILITY: GI REQUESTS BY FUEL TYPE



GI Queue - Generation Type MW

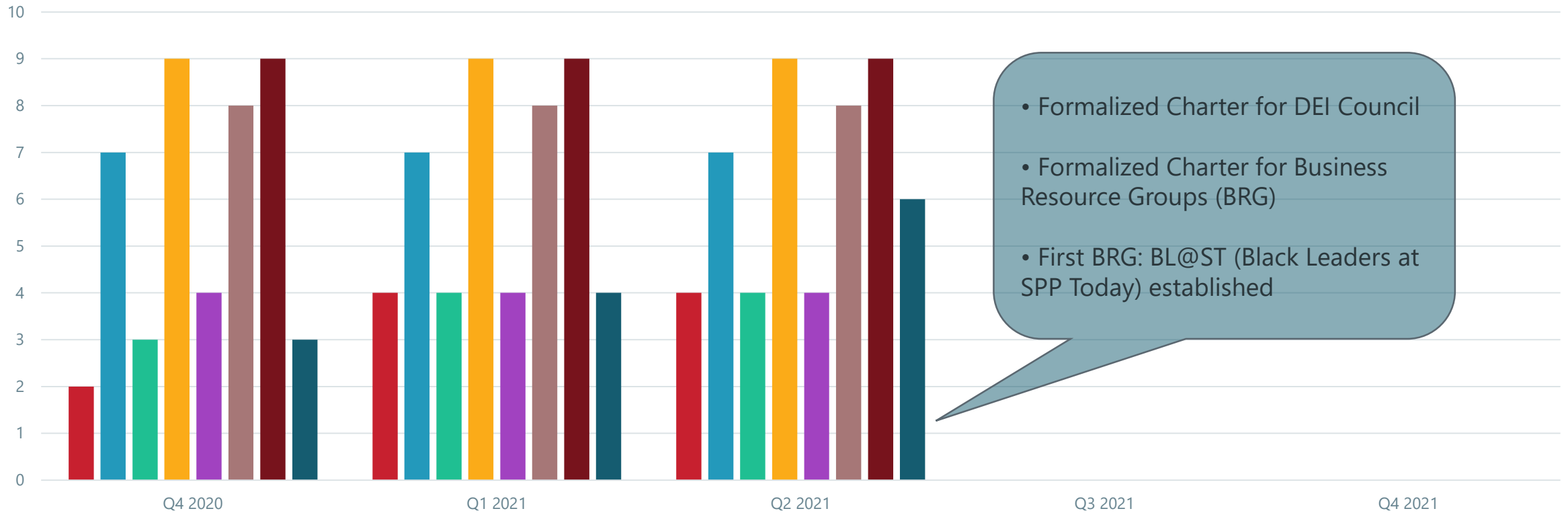
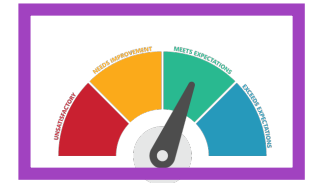


# ADAPTABILITY: WIND GROWTH VS PLANNING ASSUMPTIONS





# STAFF READINESS

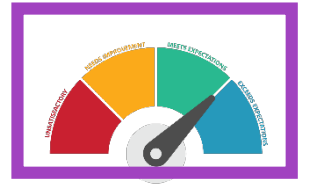


- Formalized Charter for DEI Council
- Formalized Charter for Business Resource Groups (BRG)
- First BRG: BL@ST (Black Leaders at SPP Today) established

■ Critical Skills Analysis     
 ■ Professional Development     
 ■ Succession Planning     
 ■ Staffing Metrics  
■ Benchmark Implementation     
 ■ Continuous Learning     
 ■ Engagement & Retention     
 ■ Diversity, Equity and Inclusion

# STRATEGY

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



KPI: KEEP LIGHTS ON IN THE FUTURE

	#	Status	Initiative	Staff	Priority	Stakeholders
1. Reliability Assurance	1.1	●	Integration of Variable Energy	Bruce	A	MOPC (TF)
	1.4	●	Regional Resource Needs	Michael, Bruce, Paul	A	SPC
2. Optimized Transmission	2.1	●	ARR/TCR Feasibility	Antoine	A	MOPC
	2.2	●	Optimization Strategies for the Future	Antoine	B	SPC
3. Interdependent Systems	3.1	●	Transmission (Seams)	Lanny	A	MOPC (SSC)
	3.2	●	Optimize Market Efficiencies Along Seams	Lanny	A	MOPC (SSC)
4. Enhance Member Value	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