



# 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

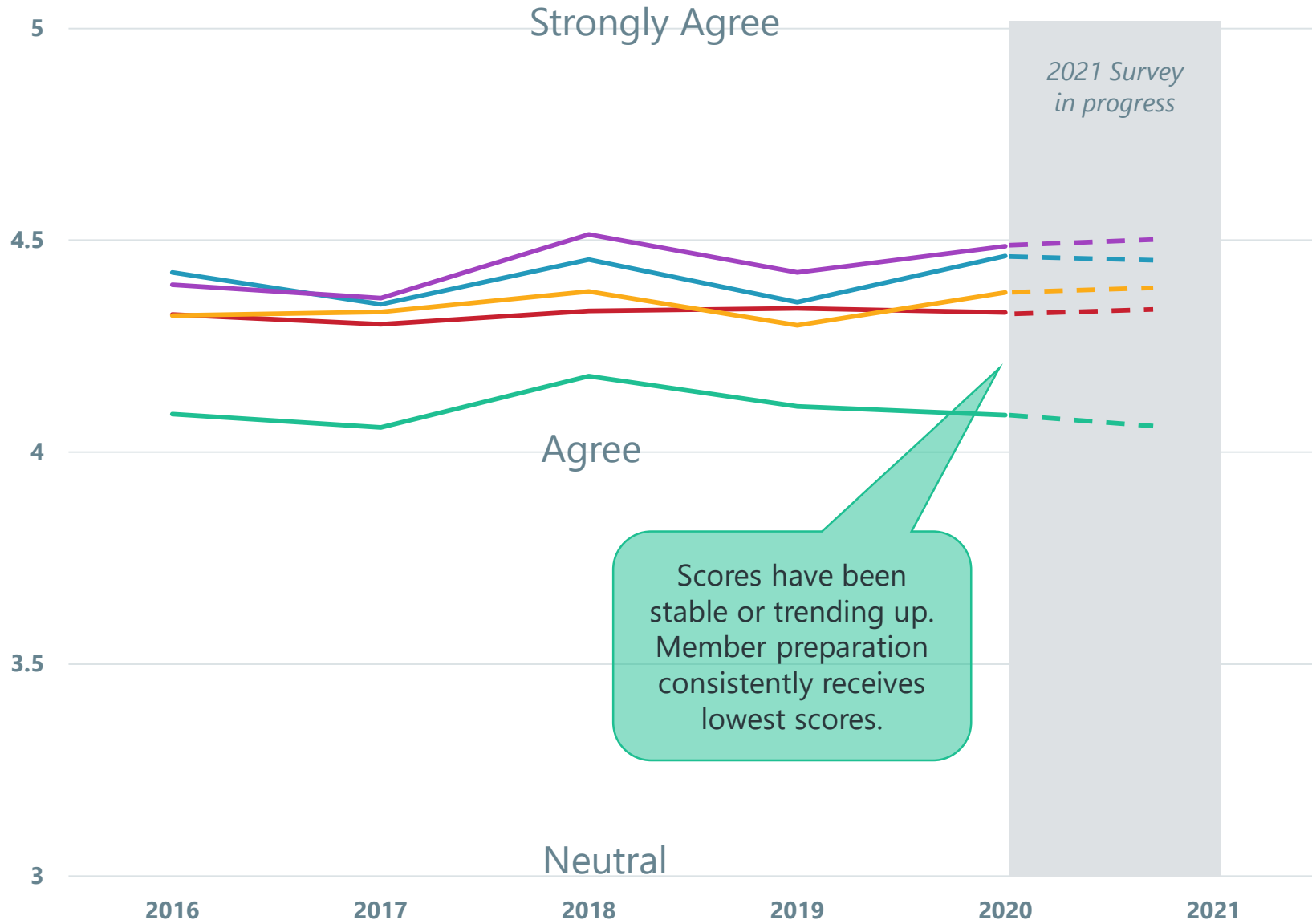
Stakeholders expressed satisfaction with SPP staff performance effectively engaged in organizational processes.

## Grade

**Meets Expectations**



# 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.

Scores have been stable or trending up. Member preparation consistently receives lowest scores.

Source: Annual Org Group Surveys. 2021 data illustrates trend. Final data for 2021 surveys will be available in Q4 report.

# ENGAGEMENT: ORG GROUP ROSTER ATTENDANCE

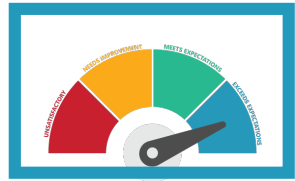


	Number of Meetings	Roster Member Present	Roster Member Absent/Proxy	Avg. Roster Attendance
<b>SPC</b>	5	63	3	<b>95%</b>
SECWG	4	67	5	93%
ORWG	12	201	16	93%
OTWG	8	108	9	92%
MWG	15	260	25	91%
ESWG	17	289	30	91%
PCWG	9	113	12	90%
SSC	11	139	15	90%
MDWG	15	254	29	90%
SAWG	14	269	39	87%
RTWG	16	371	62	86%
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%**

This annual measurement will be replaced with a quarterly report as SPP implements a new attendance tracking process.

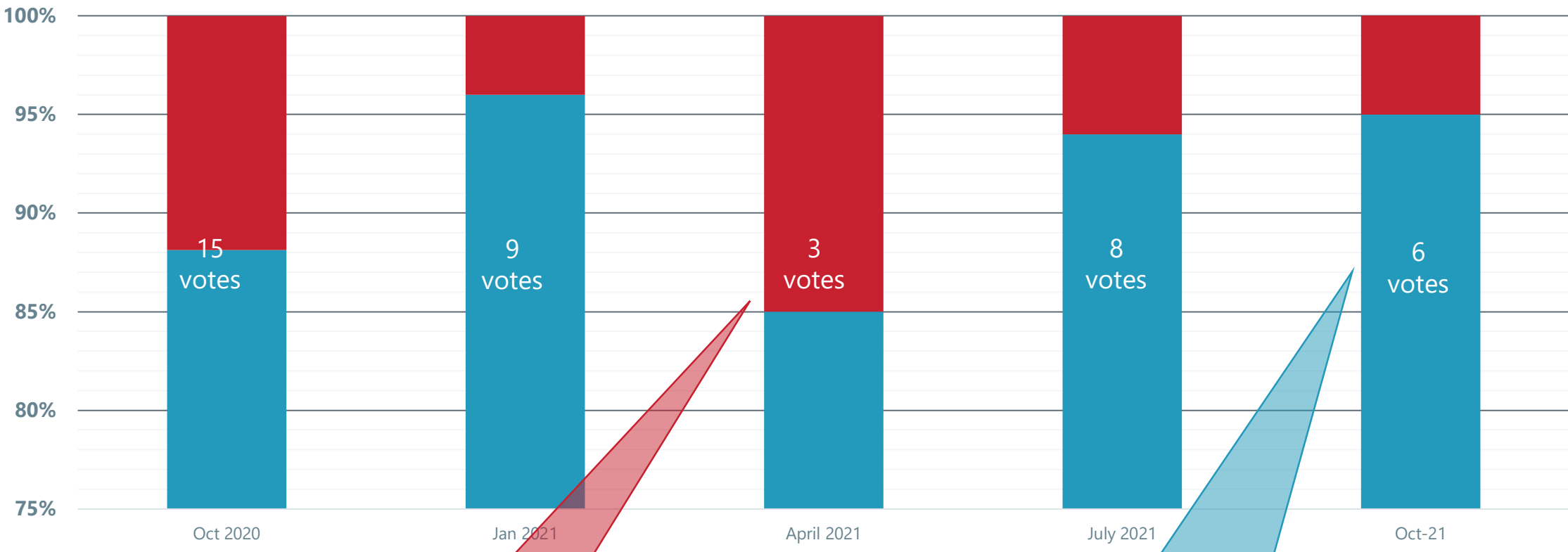
Source: Org Group Self Assessments (Aug 2019 – July 2020)



# FACILITATION: MOPC CONSENSUS

KPI: WORKING TOGETHER

Average Percent Approval of Votes Taken by MOPC



The avg. approval of voting items has not been below 85% for the last 5 meetings.

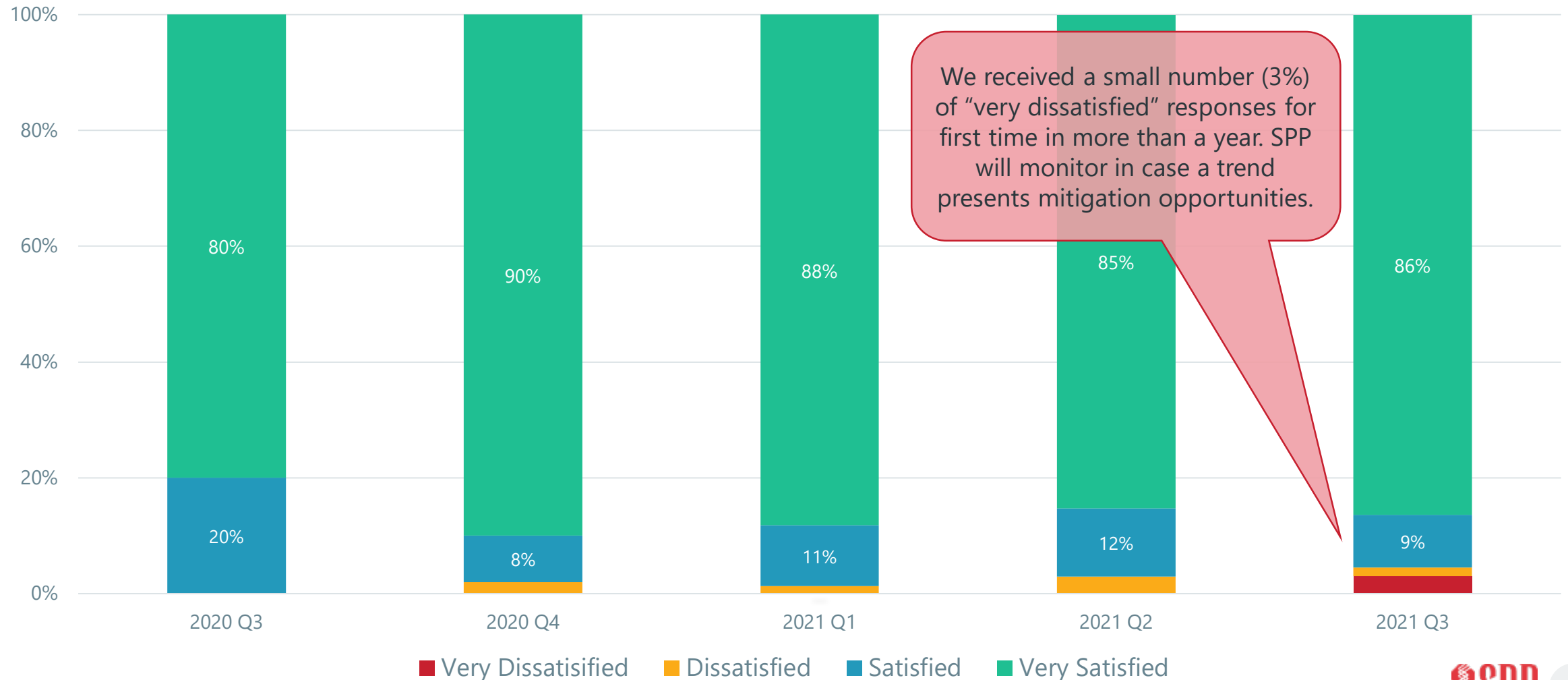
Approval of GOTF recommendations (100%) and SCRIPT report (95%) indicate strong group processes that achieve high support at MOPC.

Source: MOPC voting data



# SATISFACTION: QUARTERLY RMS DATA

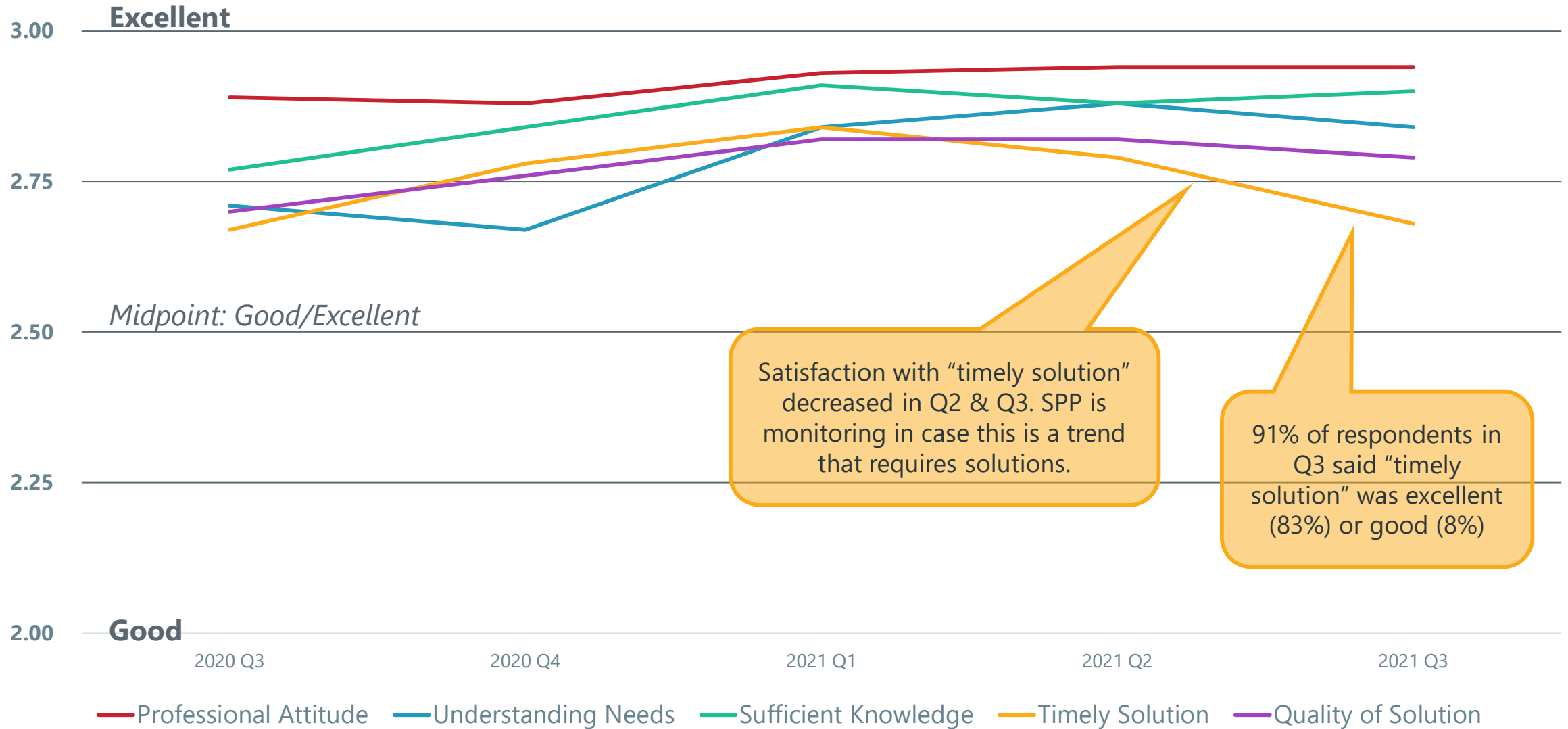
## Satisfaction with SPP RMS Request Resolution



Source: Voluntary survey of RMS users

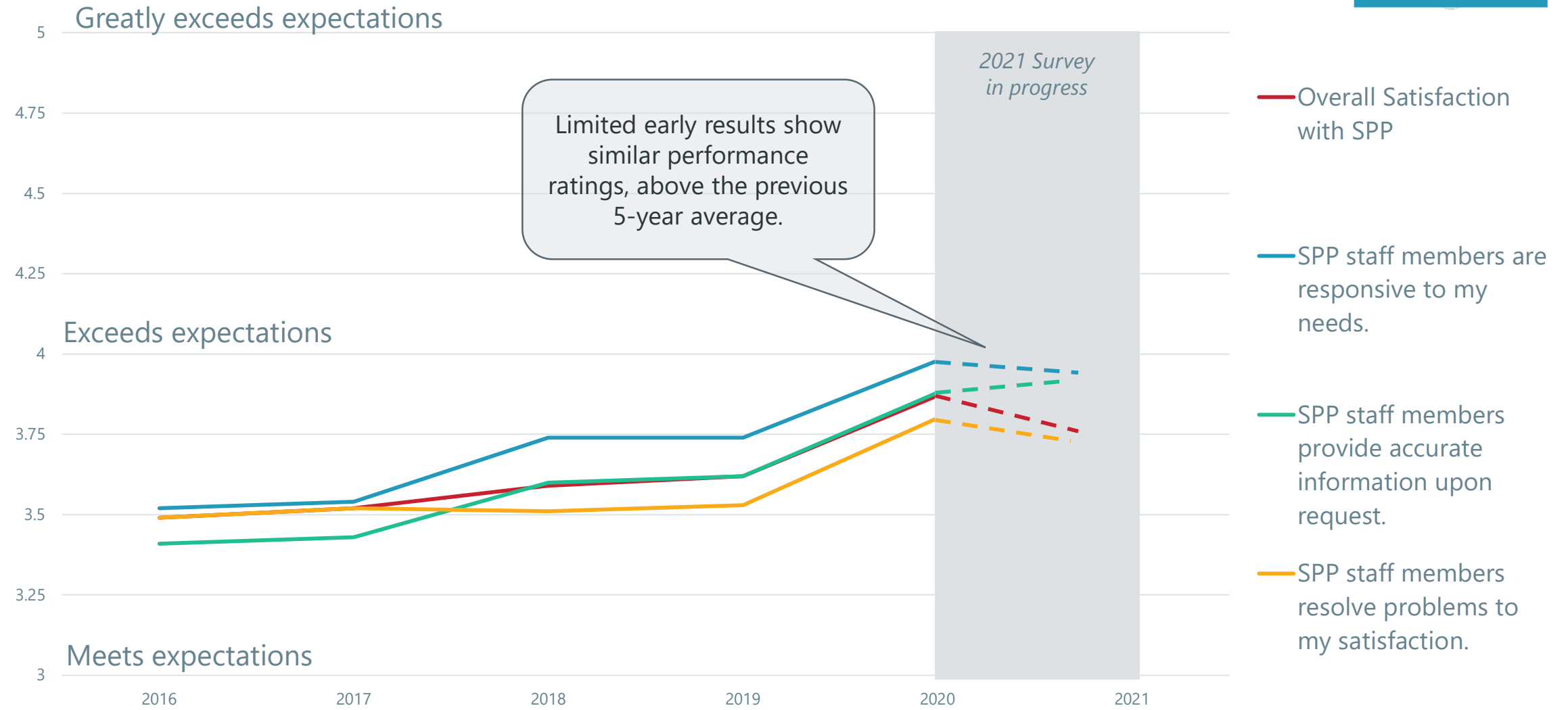
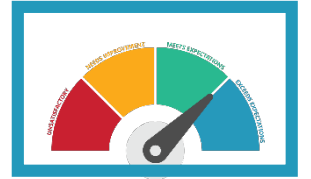


# SATISFACTION: QUARTERLY RMS DATA



Source: Voluntary survey of RMS users

# SATISFACTION: STAFF PERFORMANCE



Source: Annual Survey. 2021 estimates for responses received through 10/8/21. Final scores will differ.

# 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 delivers a high level of value and market savings to its members and stakeholders. Despite global increases in prices and high services demand, SPP is delivering lower NRR and strong overall value.

## Grade

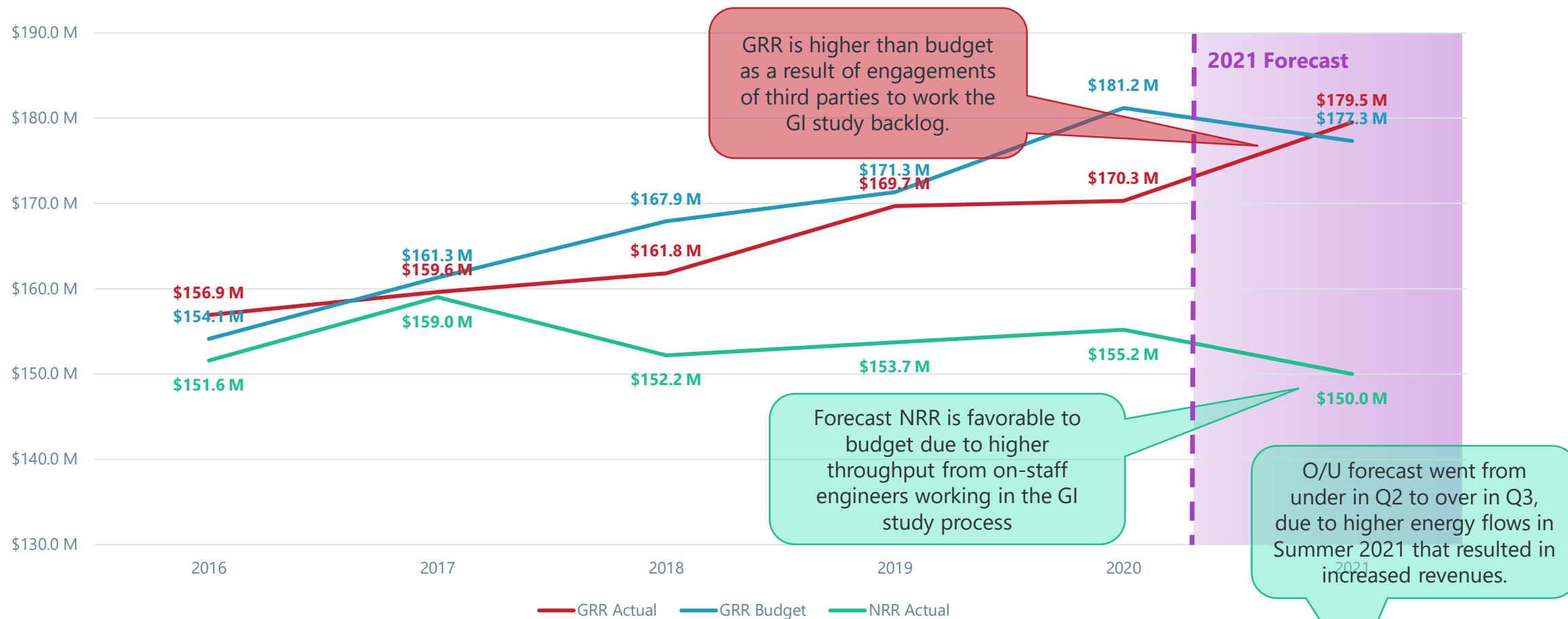
# Meets Expectations





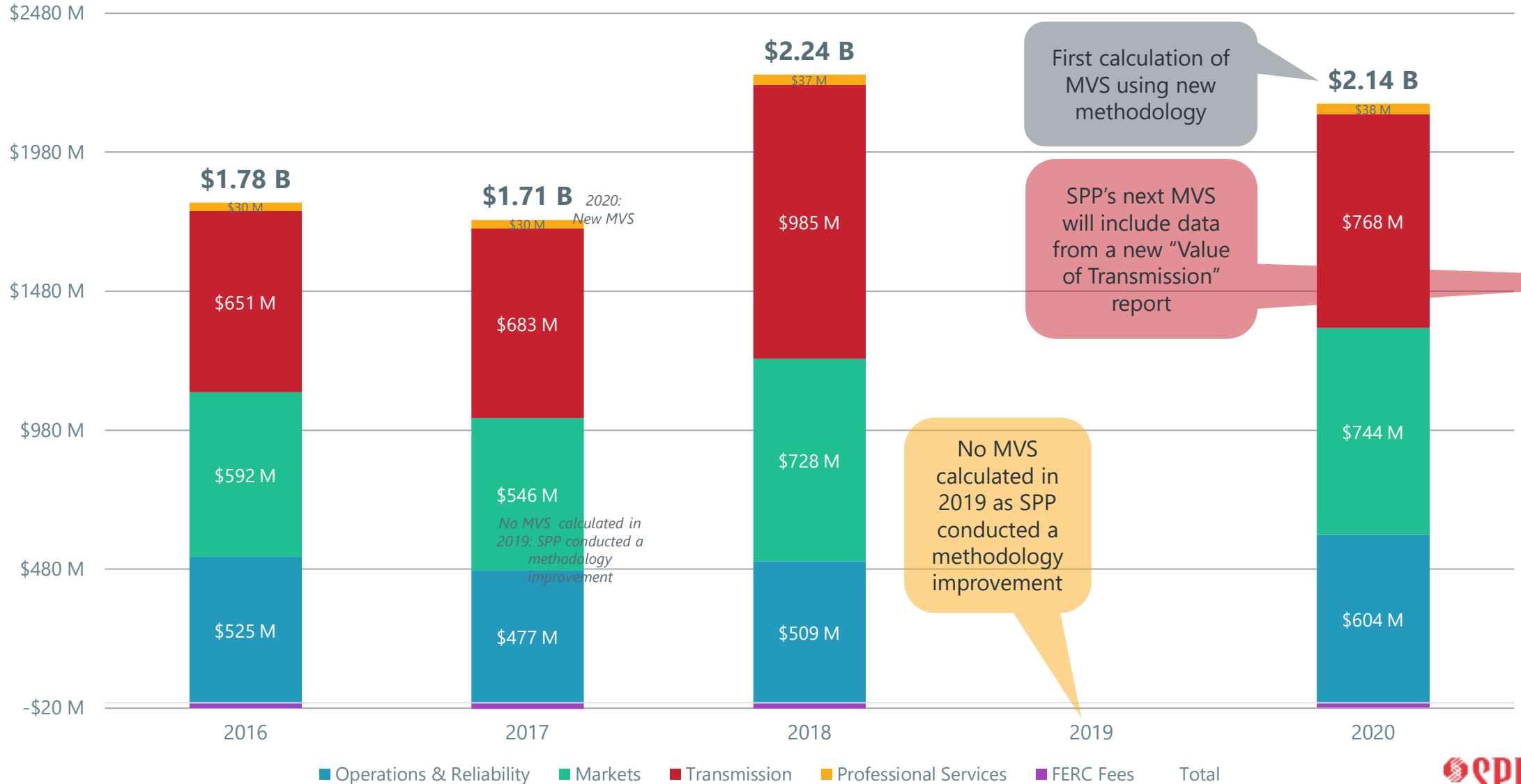
# STEWARDSHIP: EXPENSE MANAGEMENT

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

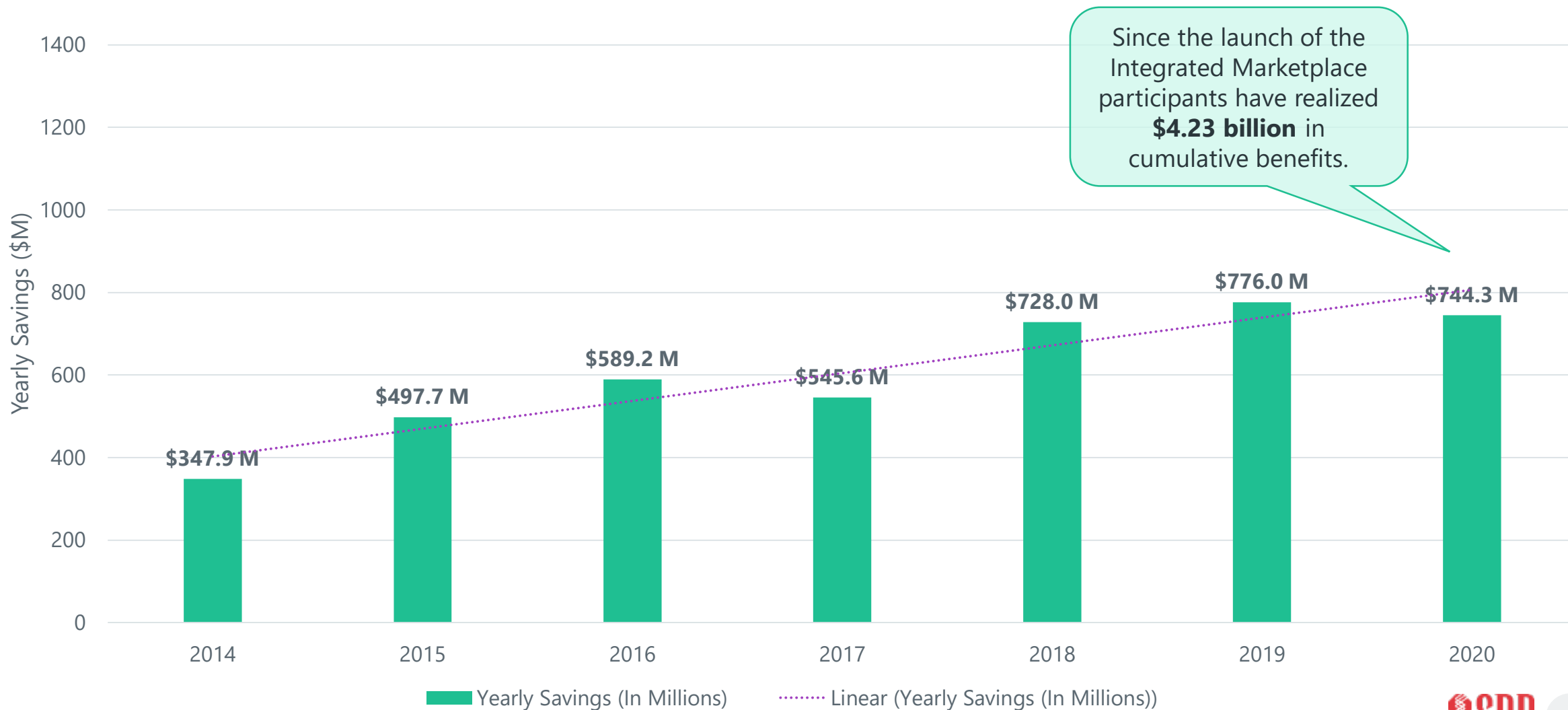


	2016	2017	2018	2019	2020	2021
<b>Over/Under (O/U)</b>	-\$7.1 M	\$3.9 M	\$12.8 M	\$4.3 M	\$20.2 M	\$3.0 M

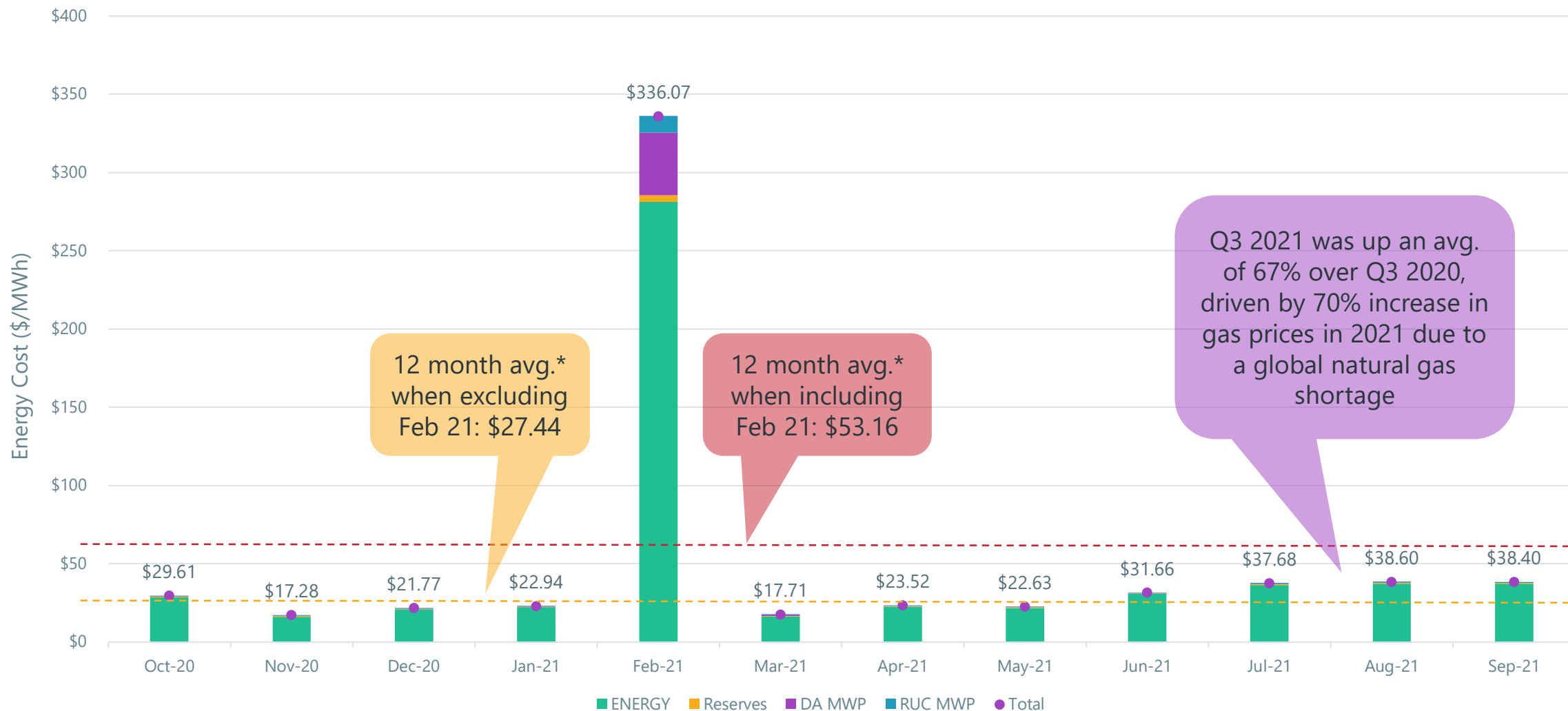
# STEWARDSHIP: MEMBER VALUE STATEMENT (MVS)



# ECONOMICS: MARKET SAVINGS



# ECONOMICS: MONTHLY AVG. MARKET PRICES



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



# 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

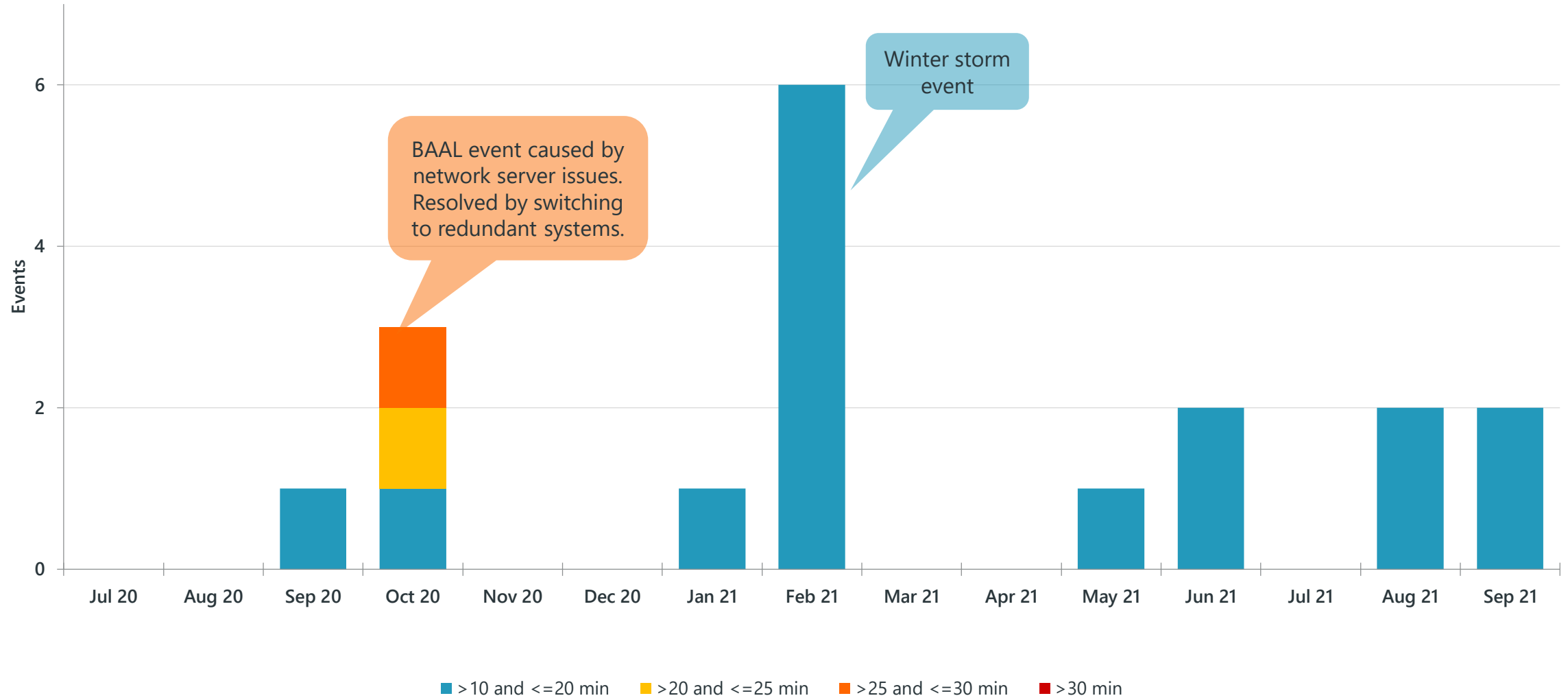
In Q3, SPP saw reduced BAAL events, and improved service and responsiveness. While SPP is keeping the lights on, it is experiencing increased breached congested intervals.

## Grade

# Meets Expectations



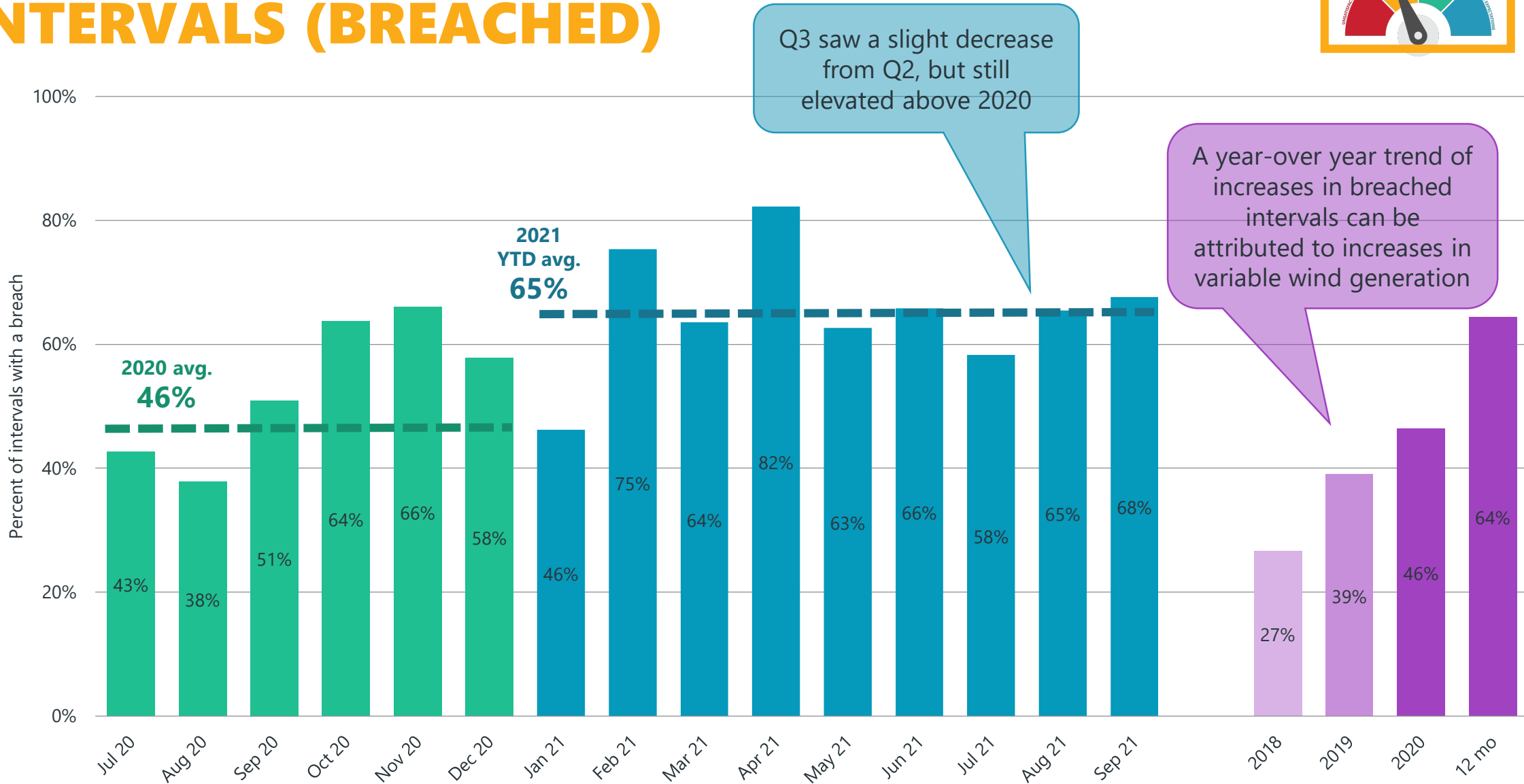
# RELIABILITY: BALANCING AUTHORITY AREA CONTROL ERROR LIMIT (BAAL)

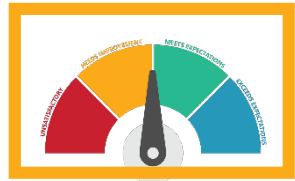


# RELIABILITY: CONGESTED INTERVALS (BREACHED)



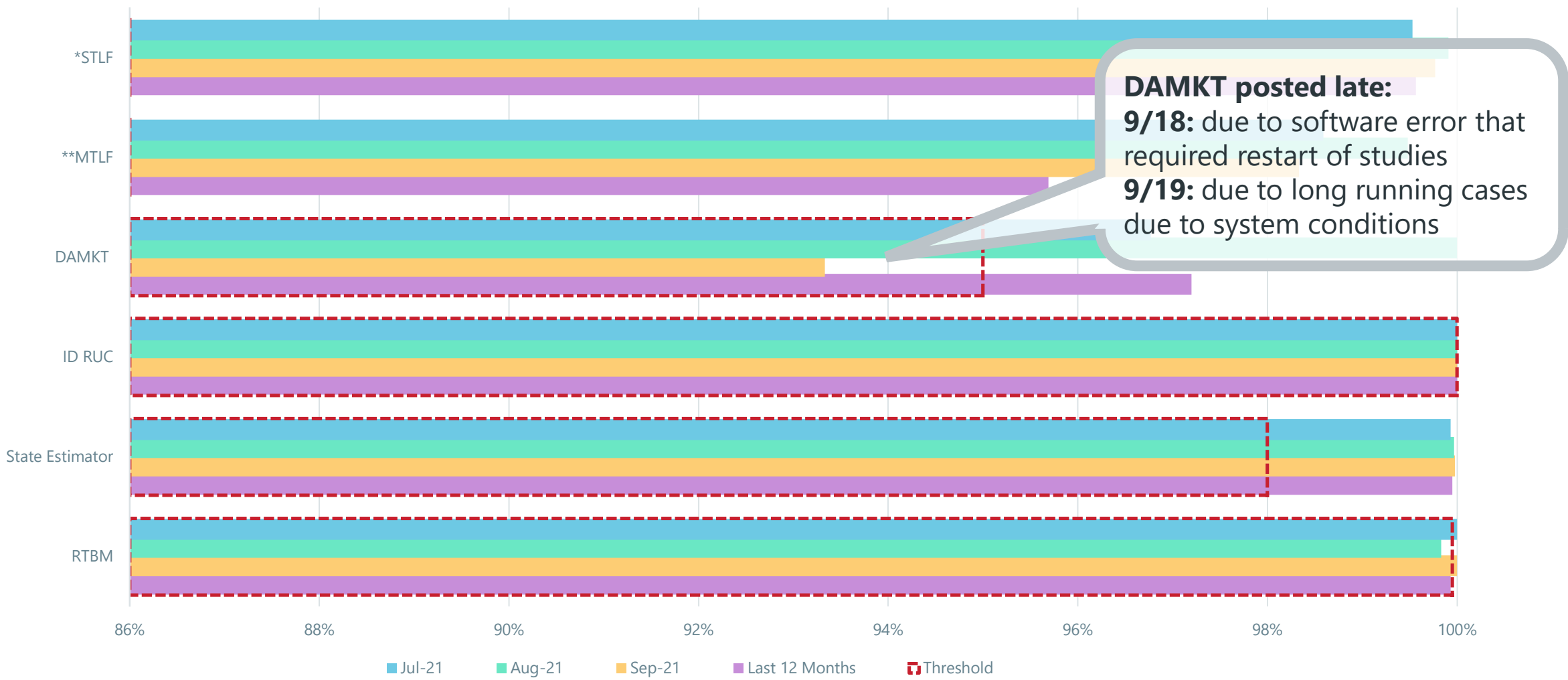
KPI: KEEP THE LIGHTS ON TODAY





# PERFORMANCE: SYSTEM AVAILABILITY

KPI: KEEP THE LIGHTS ON TODAY



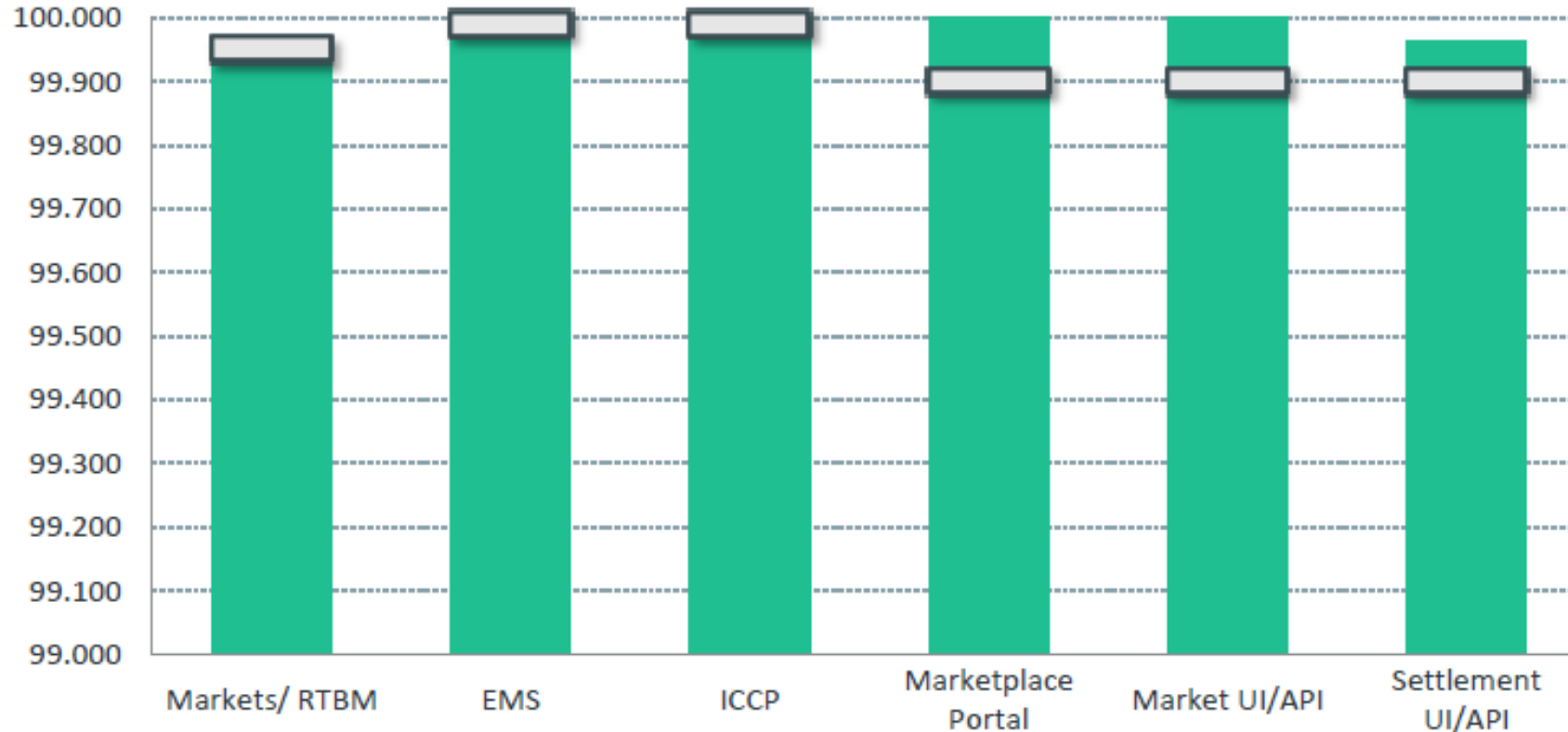
**DAMKT posted late:**  
**9/18:** due to software error that required restart of studies  
**9/19:** due to long running cases due to system conditions

\* 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



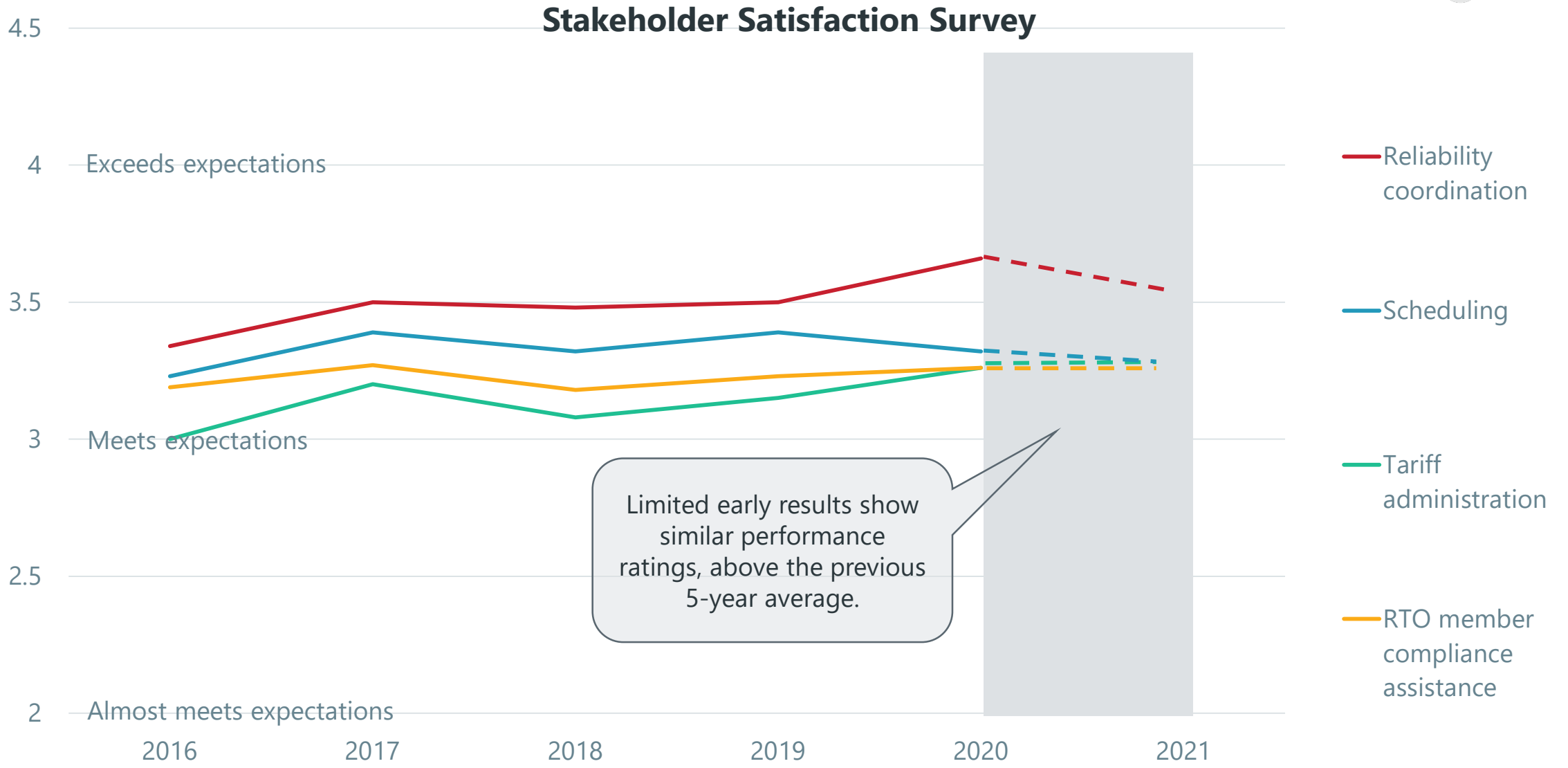
**GREEN** = Meets and/or Exceeds the Cumulative Target Minutes

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

**RED** = Exceeds the Target Cumulative Minutes

	Markets/ RTBM	EMS	ICCP	Marketplace Portal	Market UI/API	Settlement UI/API
Actual Uptime %	99.968	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	170	0	0	0	0	198
Threshold Minutes	263	53	53	526	526	526

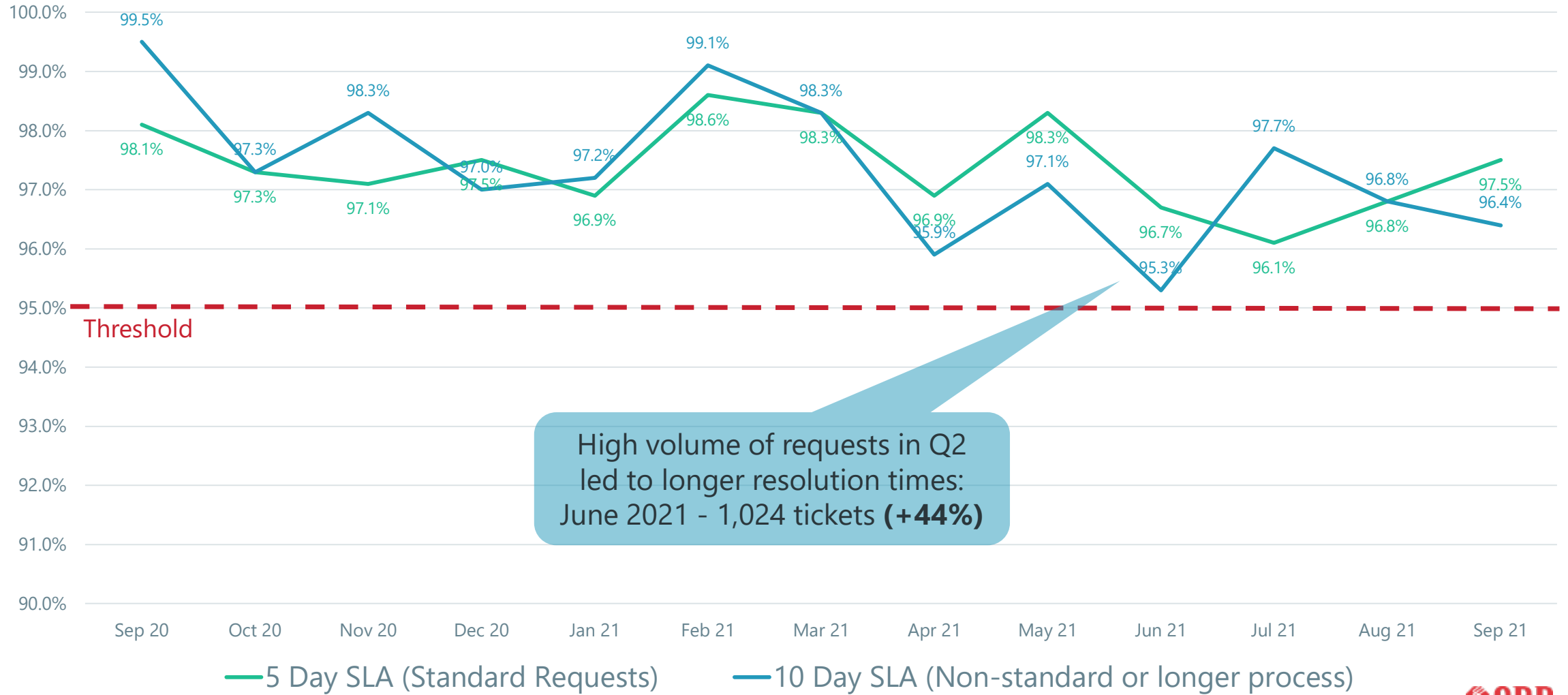
# PERFORMANCE: OPERATIONAL SERVICES



Source: Annual Survey



# RESPONSIVENESS – RMS SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE



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

Groups are creatively re-envisioning planning and resource adequacy. Our ITP provides strong solutions, but needs timeliness improvement.

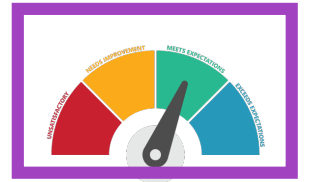
SPP launched a bold new Strategic Plan and is preparing staff for the future of our industry.

## Grade

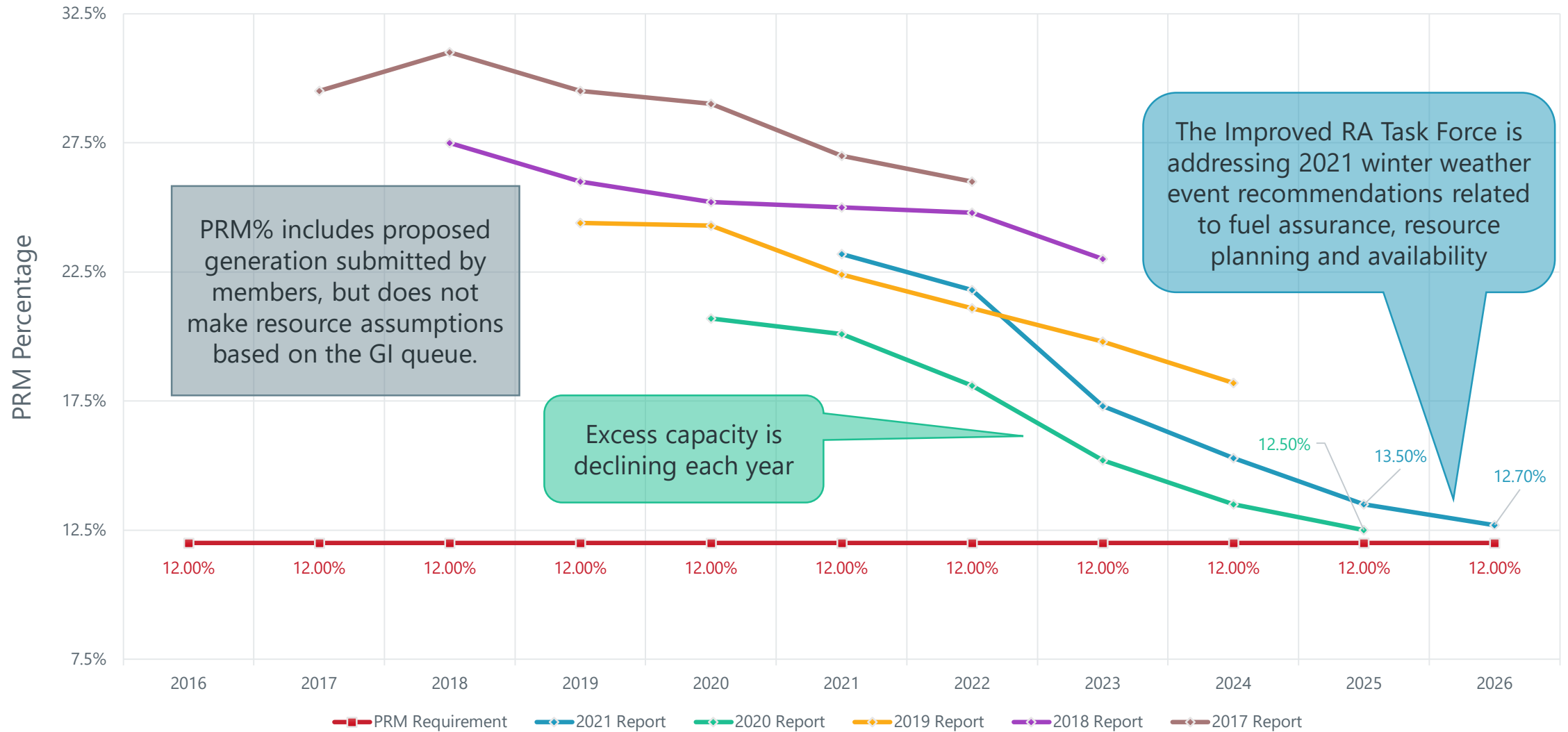
# Meets Expectations



# PLANNING: RESOURCE ADEQUACY



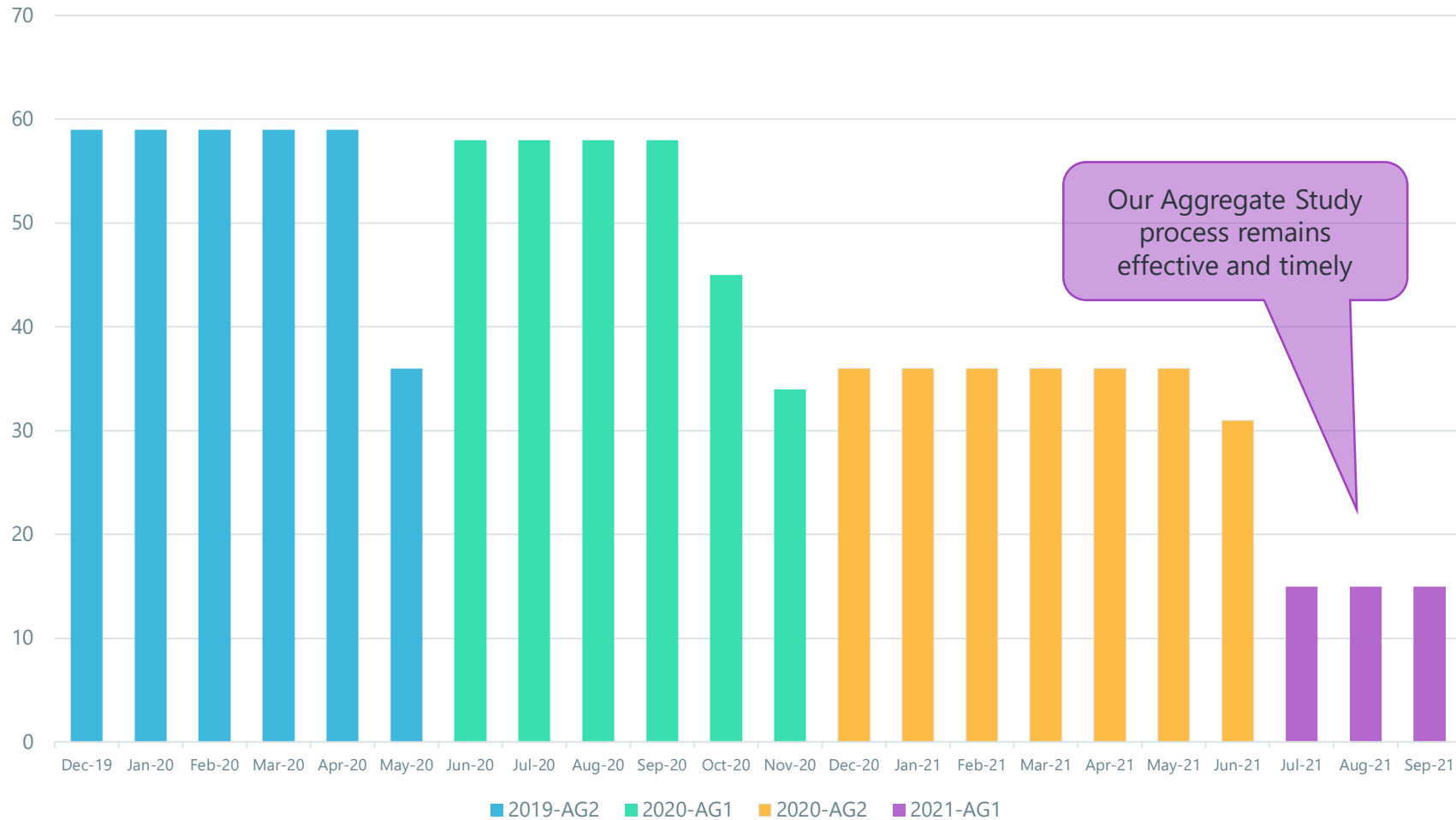
Historical 6-year Resource Adequacy (RA) Planning Reserve Margin (PRM) Projections



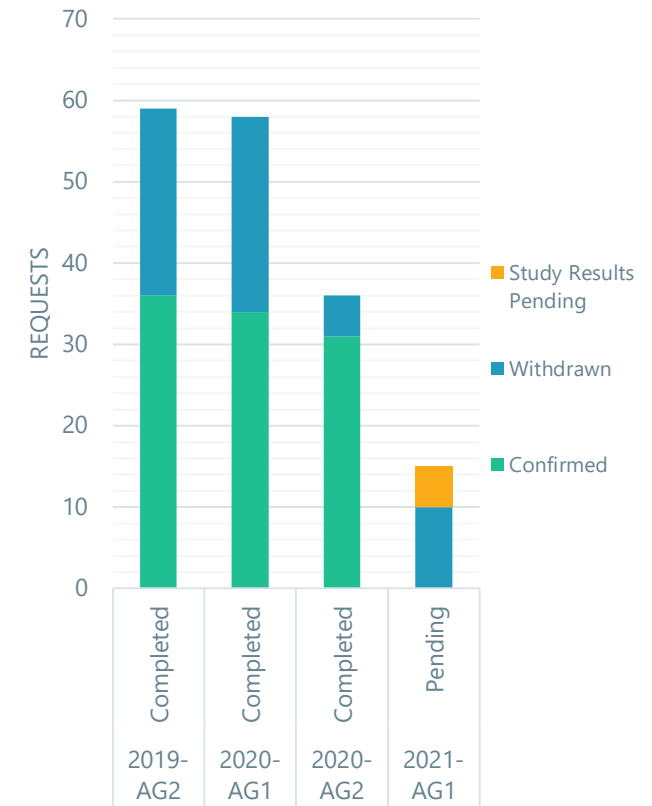
# PLANNING: STUDIES PERFORMANCE



Trend of Requests in the Aggregate Study Queue Over Time



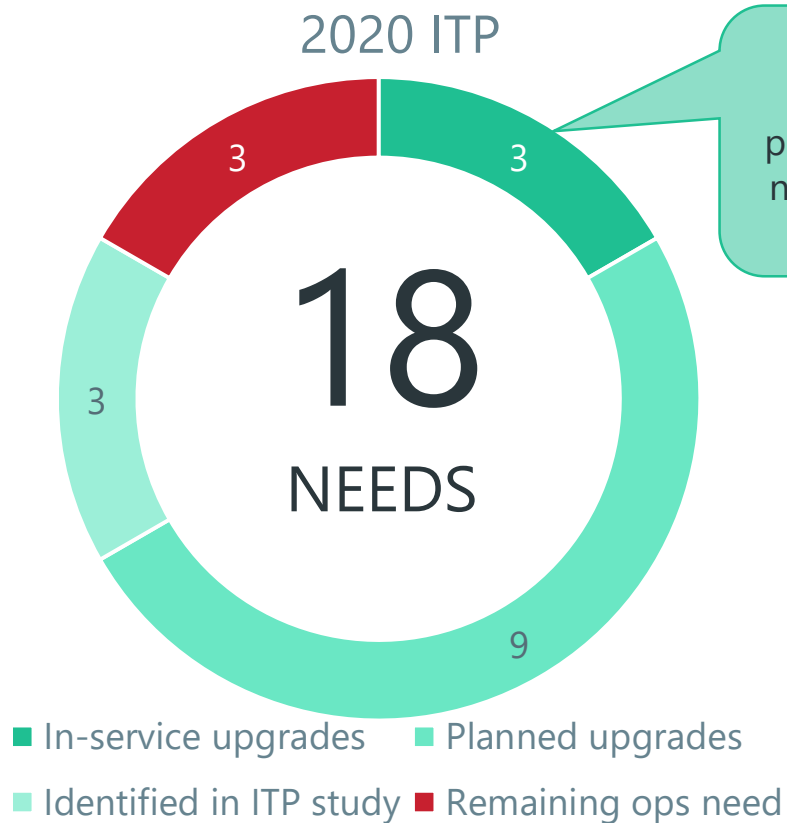
Status of Long-Term Transmission Service Requests for Current and Recent Aggregate Studies



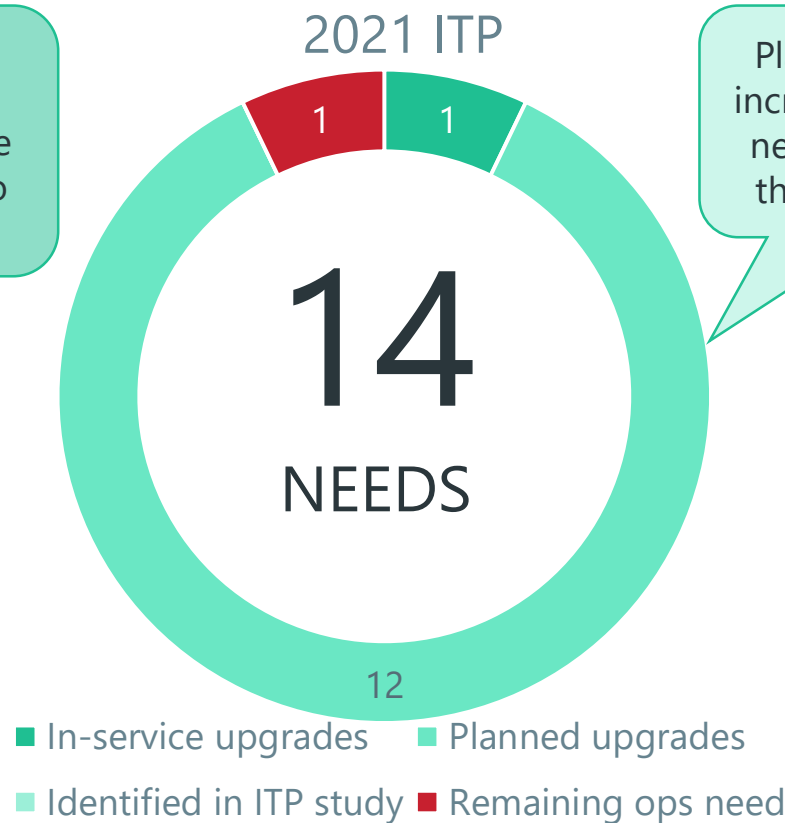
# PLANNING: STUDIES PERFORMANCE



## Operational Needs in the Planning Process



Congestion is calculated for the previous 2 years, these needs are expected to roll off over time

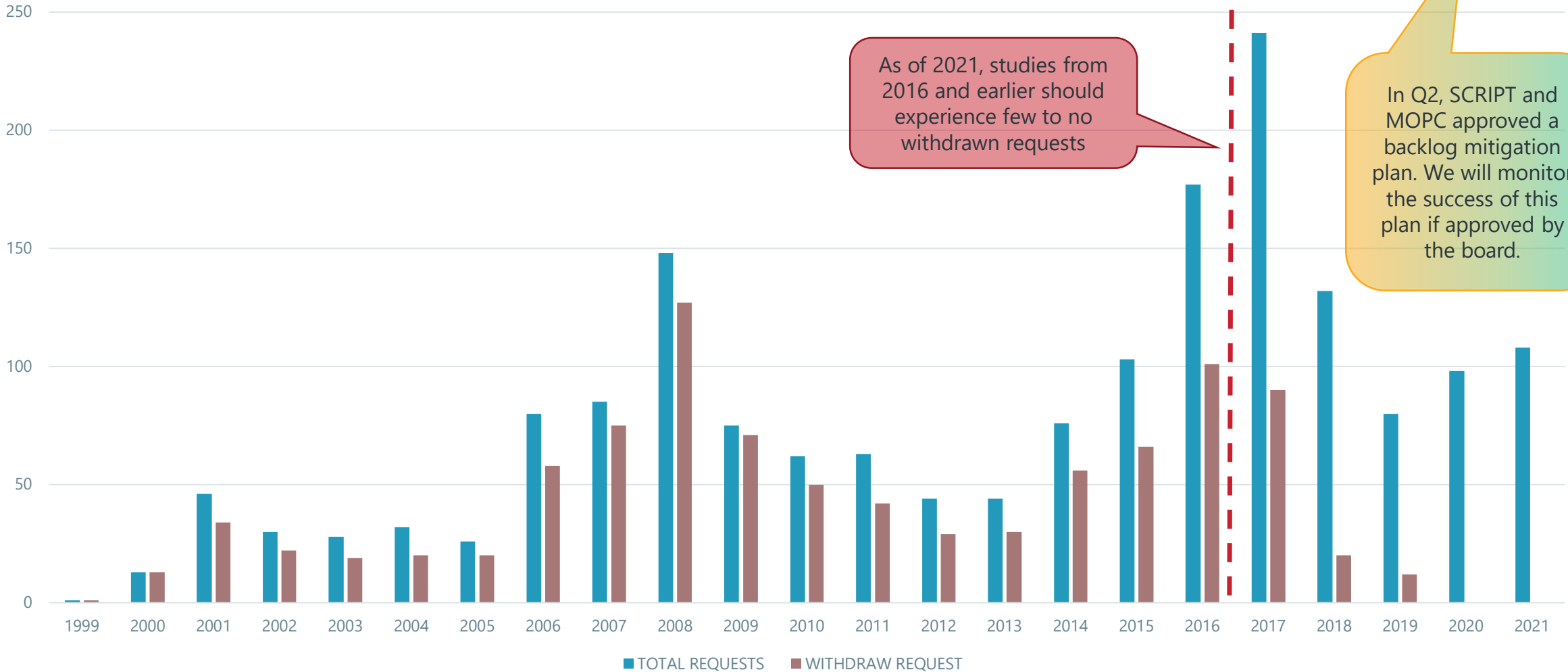


Planned upgrades increased due to the needs identified in the previous cycle

2020 ITP operational needs were flowgates over congestion cost threshold

2021 ITP operational needs were flowgates over congestion cost threshold

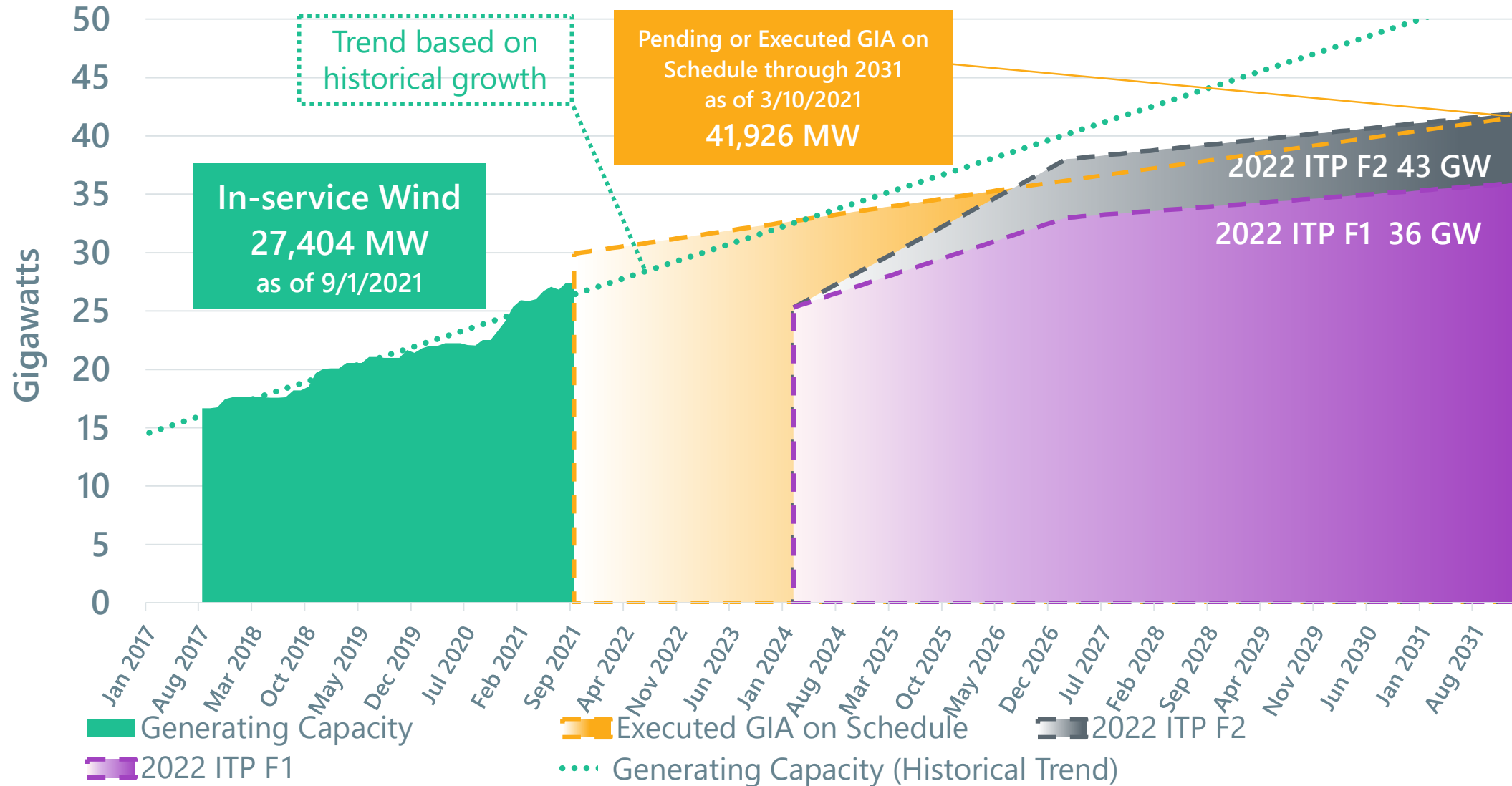
# PLANNING: GI QUEUE REQUESTS & WITHDRAWS



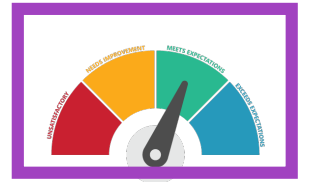
As of 2021, studies from 2016 and earlier should experience few to no withdrawn requests

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

# ADAPTABILITY: WIND GROWTH VS PLANNING ASSUMPTIONS



# STAFF READINESS





# STRATEGY

The Strategic Planning Committee (SPC) is developing accountability metrics for SPP's new strategic plan and initiatives



	Initiative	Staff	Status
Strategic Opportunities	HITT Implementation	Paul Suskie	
	Optimized Seams	Lanny Nickell	
	Western Services Expansion	Bruce Rew	
	Innovative Transmission Planning	Antoine Lucas	
	Grid of the Future	Lanny Nickell	
Enabling Capabilities	Adaptive Governance Model	Paul Suskie	
	Organizational Readiness	Kelly Carney	
	Innovative Cost Allocation	Paul Suskie	
	The Right Technology	Sam Ellis	
	Diversity, Equity and Inclusion	Kelly Carney	
	Member Value	Mike Ross	

