



KEY PERFORMANCE INDICATORS

Q4 2021

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



KEY PERFORMANCE INDICATORS (KPI)

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.

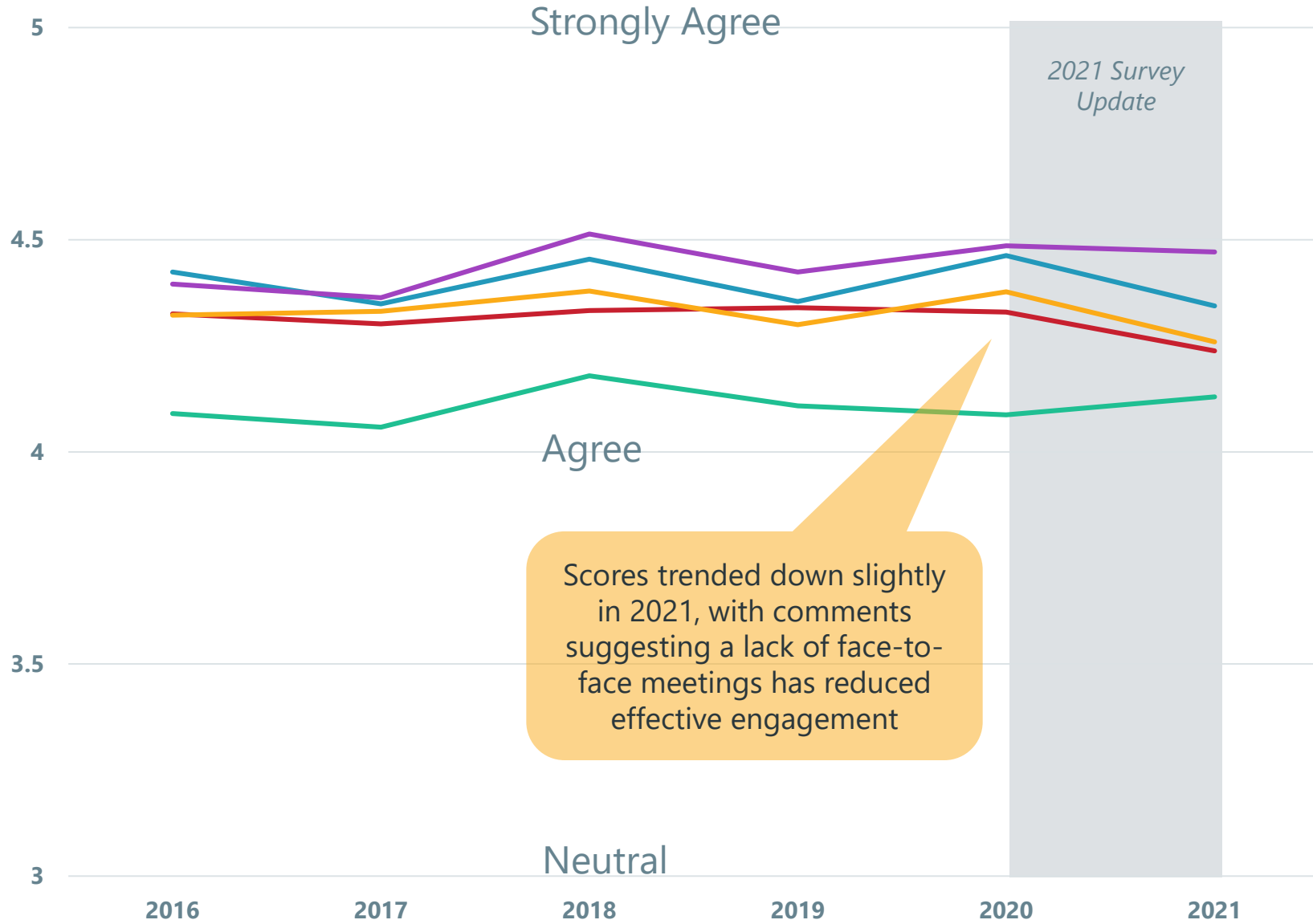
Stakeholders effectively engaged in organizational processes.

Grade

Meets Expectations



ENGAGEMENT: MEMBER PARTICIPATION

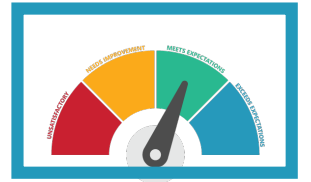


- Membership represents the diversity of the SPP organization.
- Membership has the necessary expertise and/or skills to accomplish its goals.
- Members come prepared to meetings.
- Members are committed to participate and accomplish the group's goals.
- Members are supportive and respectful of the individual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

Scores trended down slightly in 2021, with comments suggesting a lack of face-to-face meetings has reduced effective engagement

Source: Annual Org Group Surveys.

ENGAGEMENT: ORG GROUP ROSTER ATTENDANCE



	Number of Meetings	Roster Members Present	Roster Members Absent/Proxy	Avg. Roster Attendance	2020 Attend.	Diff.
CPWG	10	70	20	78%	80%	-2%
ESWG	17	277	20	93%	91%	2%
MDAG	13	200	26	88%	90%	-2%
MWG	11	174	11	94%	91%	3%
ORWG	28	394	68	85%	93%	-8%
PCWG	8	110	9	92%	90%	2%
RCAG	9	148	29	84%	80%	4%
RTWG	15	347	44	89%	86%	3%
SAG	10	116	14	89%	90%	-1%
SAWG	10	169	11	94%	87%	7%
SECAG	4	51	12	81%	93%	-12%
SPCWG	4	39	6	87%	79%	8%
TWG	14	331	41	89%	85%	4%
TOTAL	153	2426	311	89%	87%	2%

MOPC	4	219	144	60%	56%	4%
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Average: 89%

Max: 94%

Min: 78%

MOPC: 60%

A return to in-person meetings later in 2022 may affect attendance rates

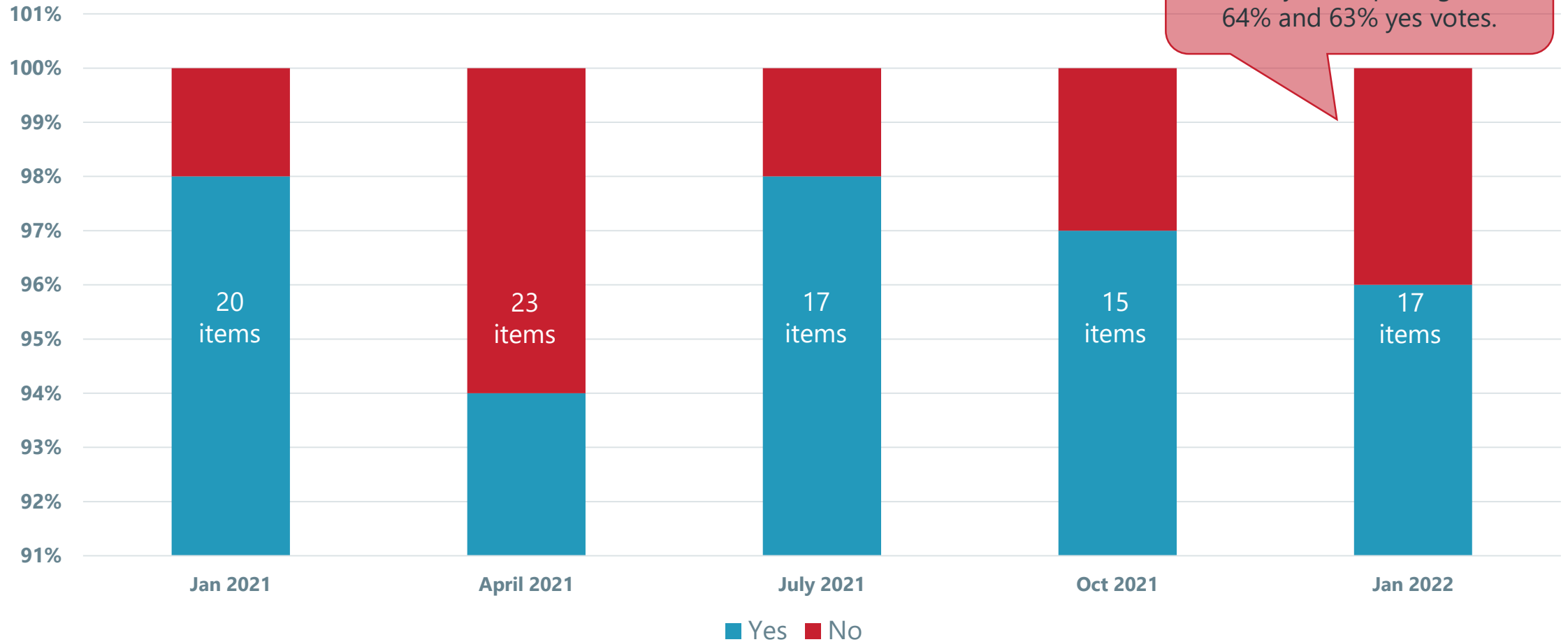
Attendance for most MOPC organizational groups increased slightly in 2021

Source: Org Group Self Assessments (Aug 2020 – July 2021)



FACILITATION: MOPC CONSENSUS

Average Percent Approval of Items Voted on by MOPC

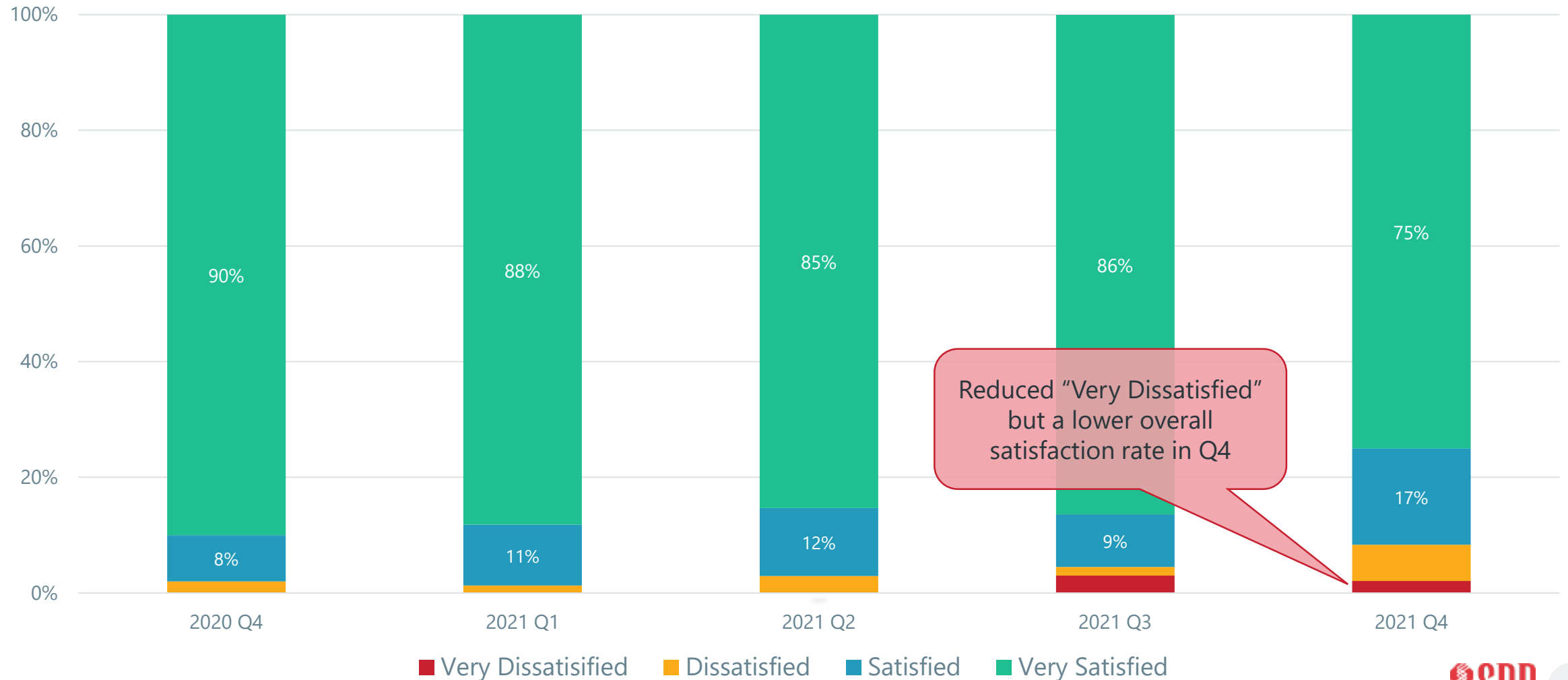


Source: MOPC voting data



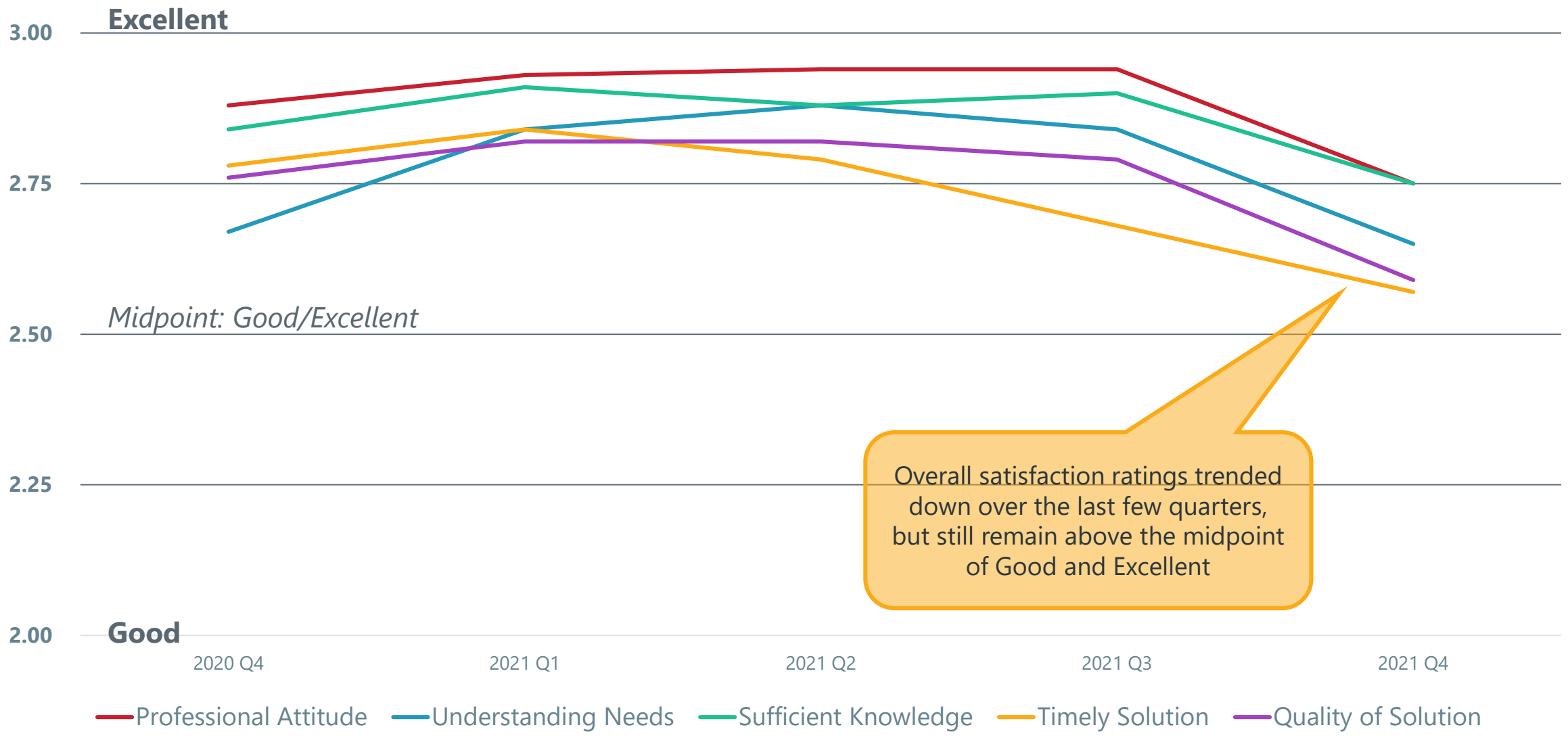
SATISFACTION: QUARTERLY RMS DATA

Satisfaction with SPP RMS Request Resolution



Source: Voluntary survey of RMS users

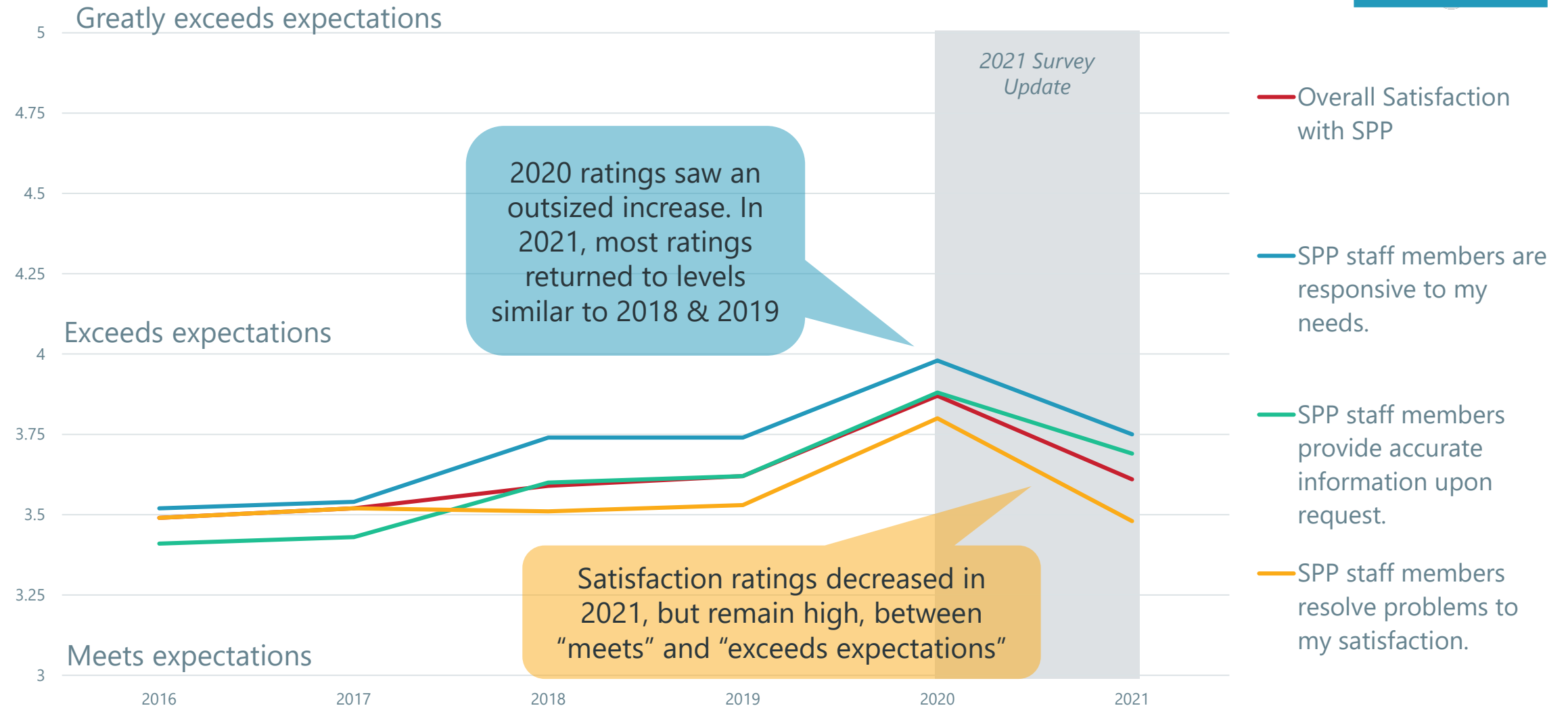
SATISFACTION: QUARTERLY RMS DATA



Overall satisfaction ratings trended down over the last few quarters, but still remain above the midpoint of Good and Excellent

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

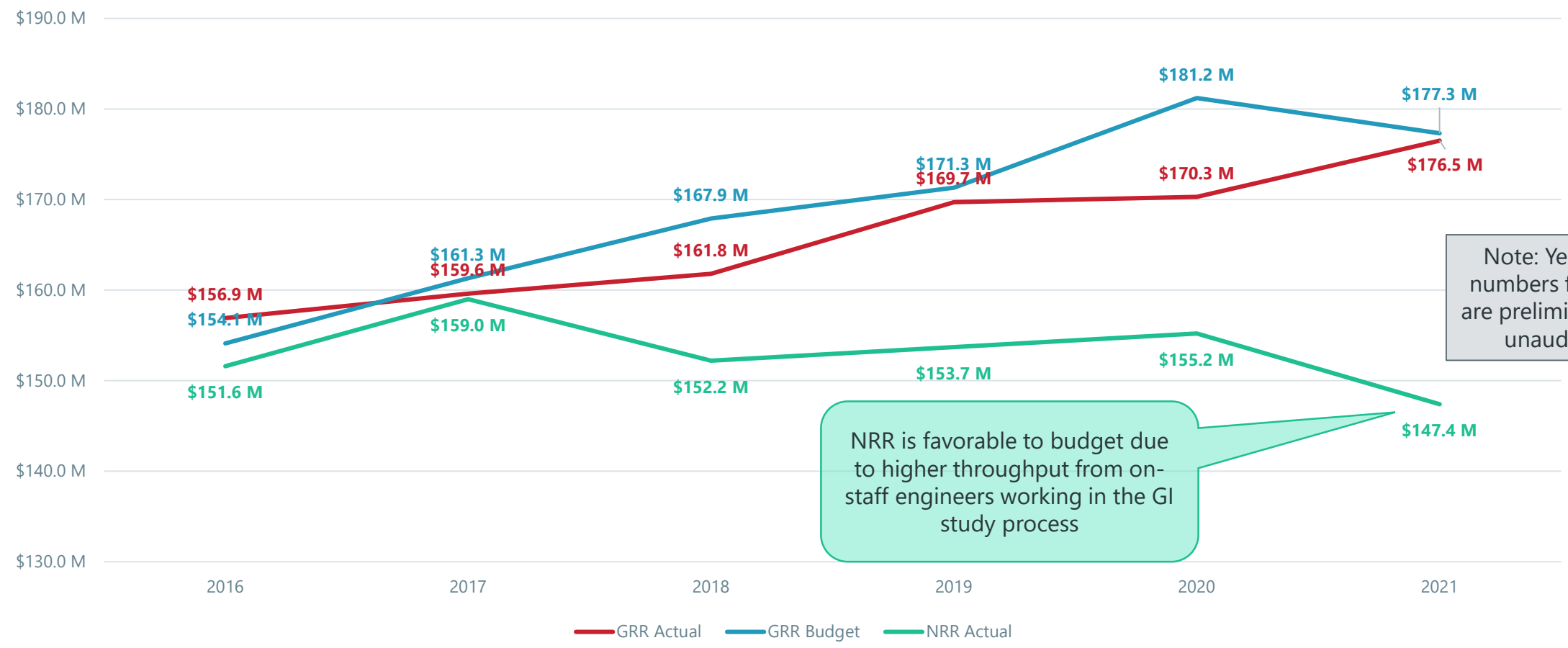
Meets Expectations





STEWARDSHIP: EXPENSE MANAGEMENT

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

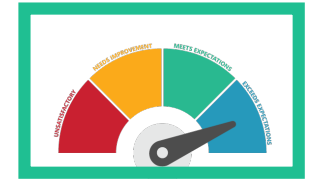


Note: Year-end numbers for 2021 are preliminary and unaudited)

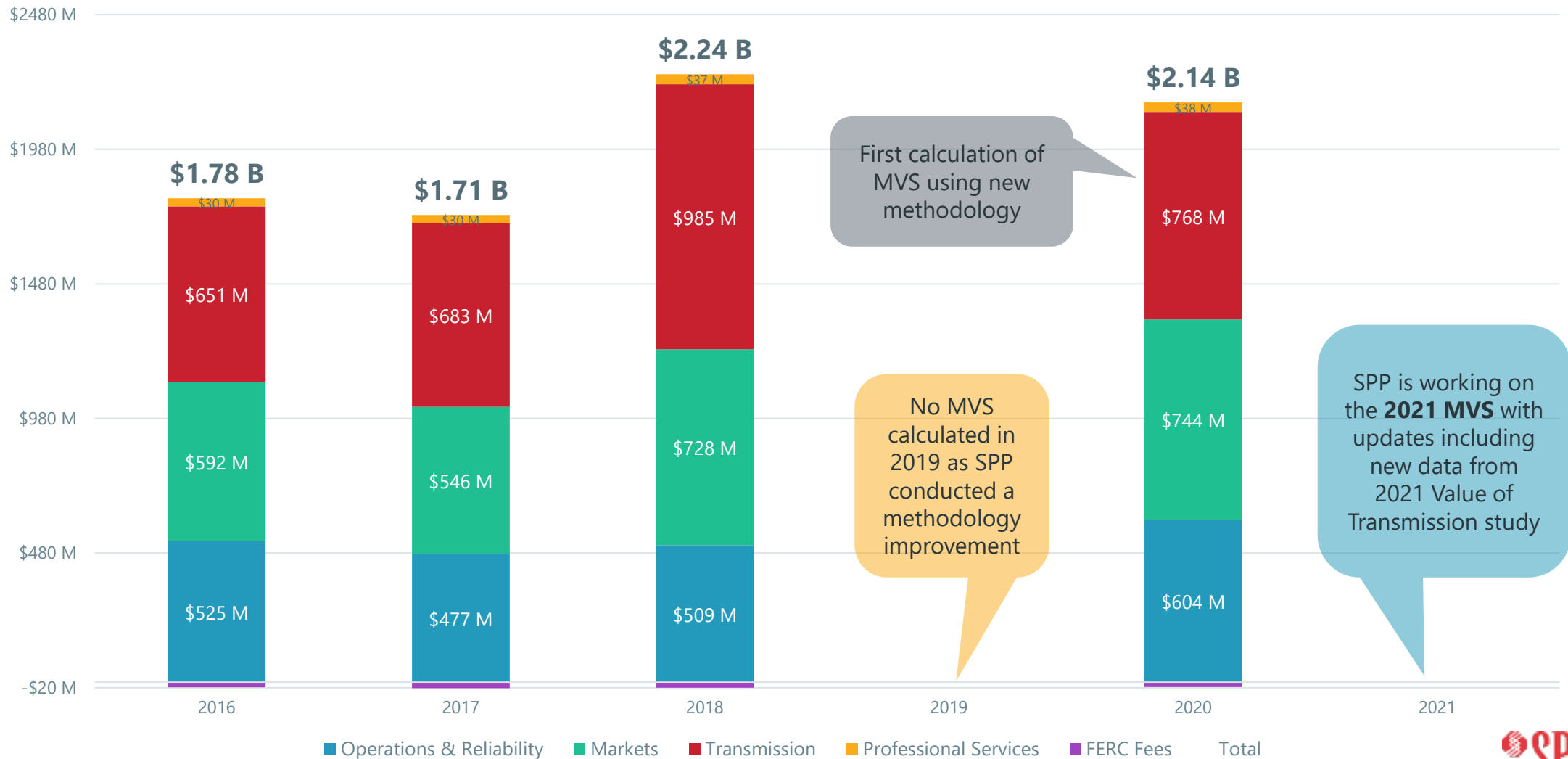
NRR is favorable to budget due to higher throughput from on-staff engineers working in the GI study process

	2016	2017	2018	2019	2020	2021
Over/Under (O/U)	-\$7.1 M	\$3.9 M	\$12.8 M	\$4.3 M	\$20.2 M	-\$5.0 M

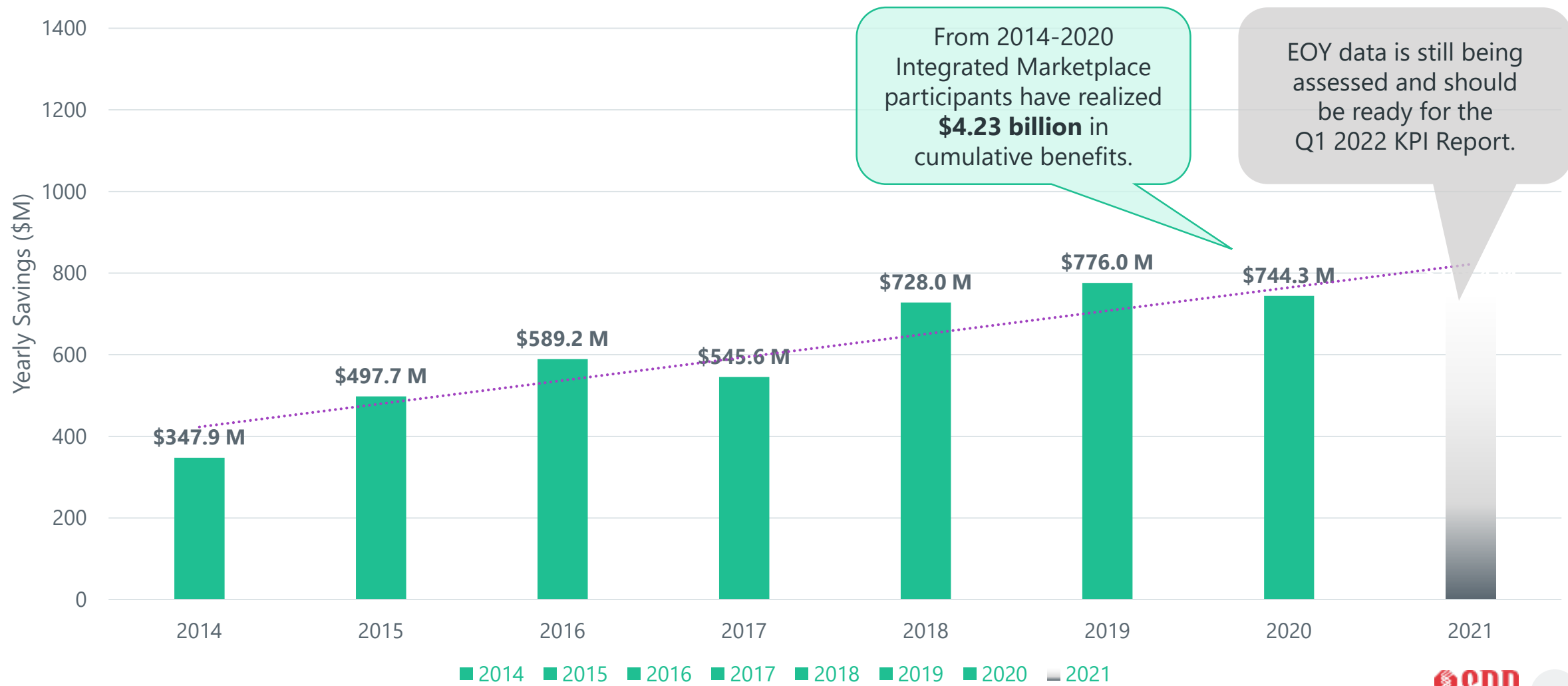
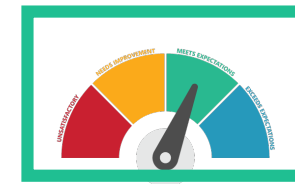
STEWARDSHIP: MEMBER VALUE STATEMENT (MVS)



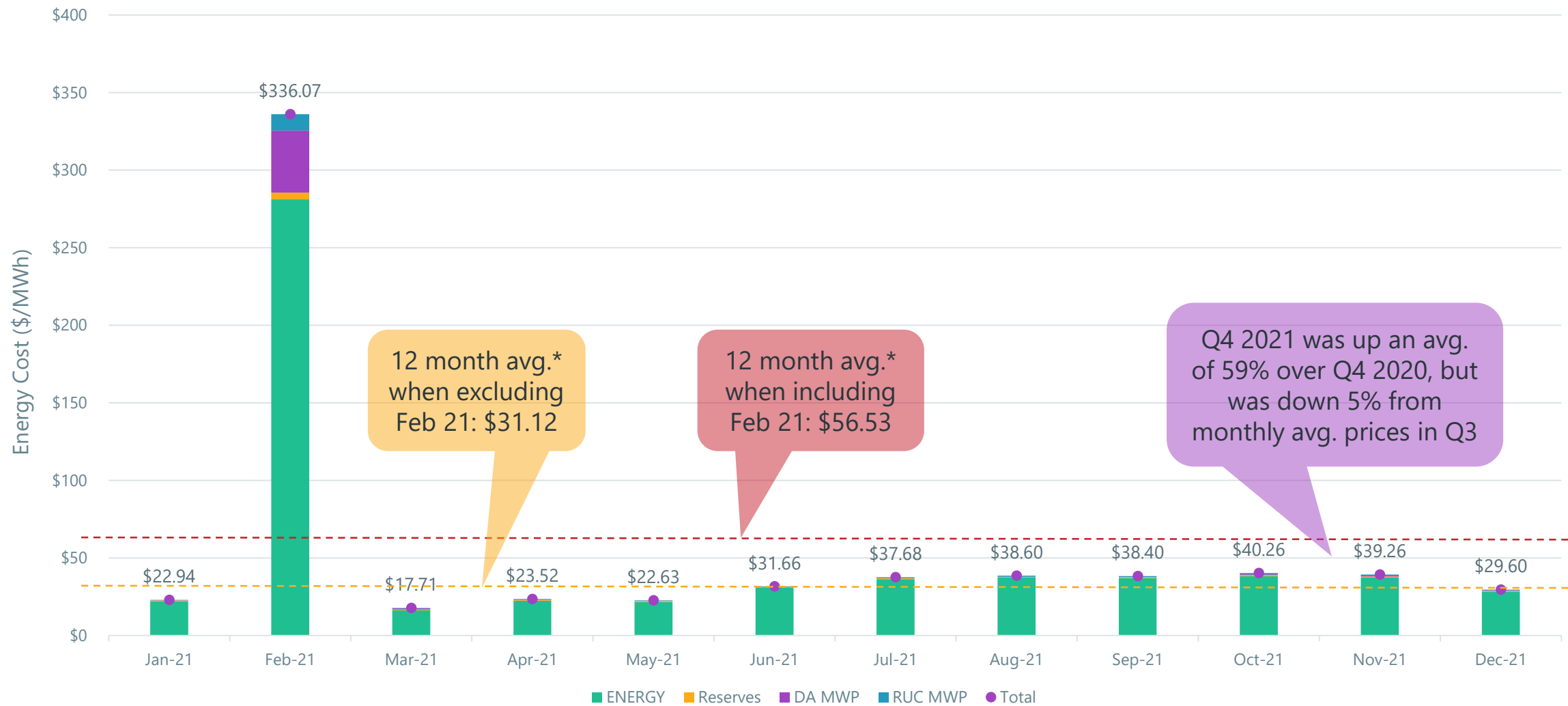
SPP's Member Value Statement (MVS) Calculation



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 Q4, SPP saw continued reduction of BAAL events, and improved service and responsiveness.

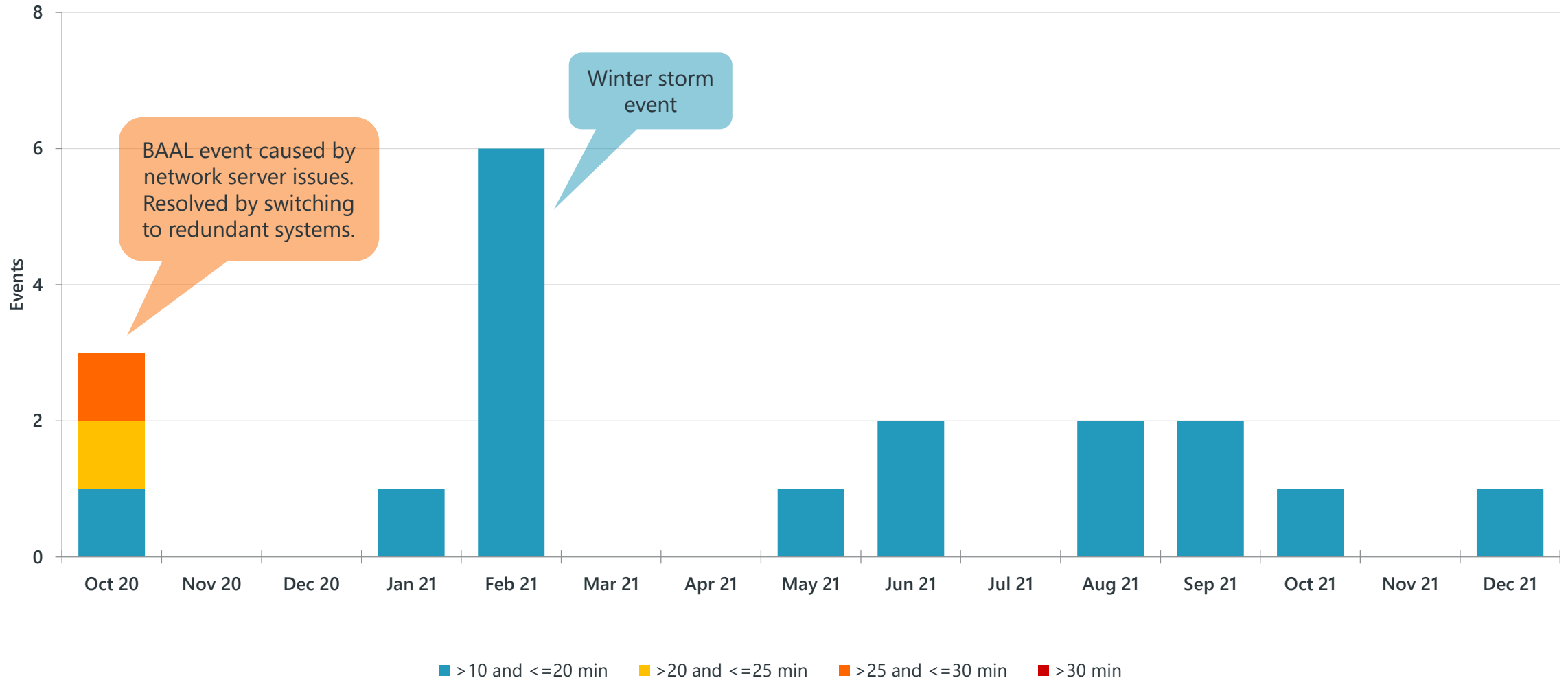
SPP has opportunities to improve responsiveness of its Request Management System.

Grade

Meets Expectations

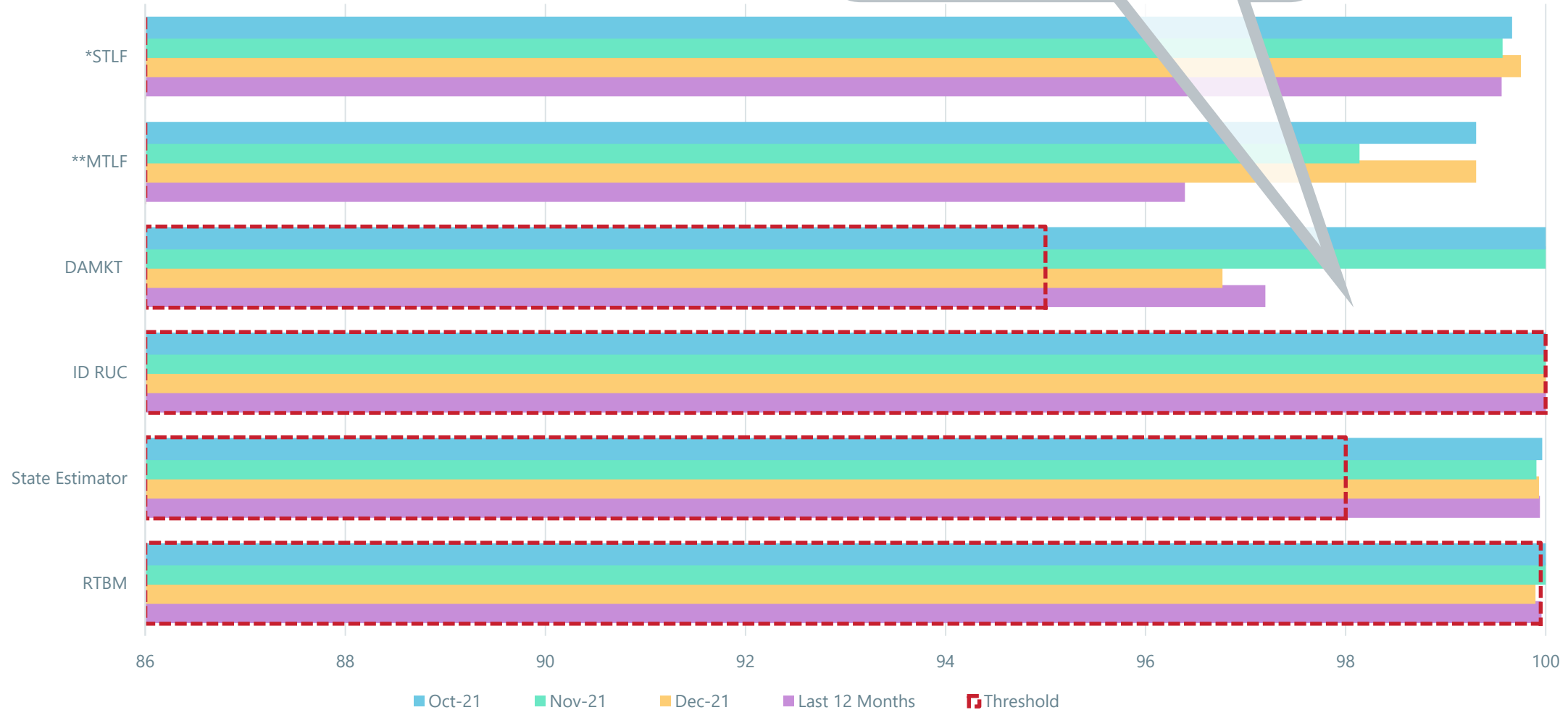


RELIABILITY: BALANCING AUTHORITY AREA CONTROL ERROR LIMIT (BAAL)



PERFORMANCE: SYSTEM AVAILABILITY

System availability was high in Q4 2021, helping bring some measures that were slightly below threshold back in line.



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

PERFORMANCE: IT SERVICE PERFORMANCE

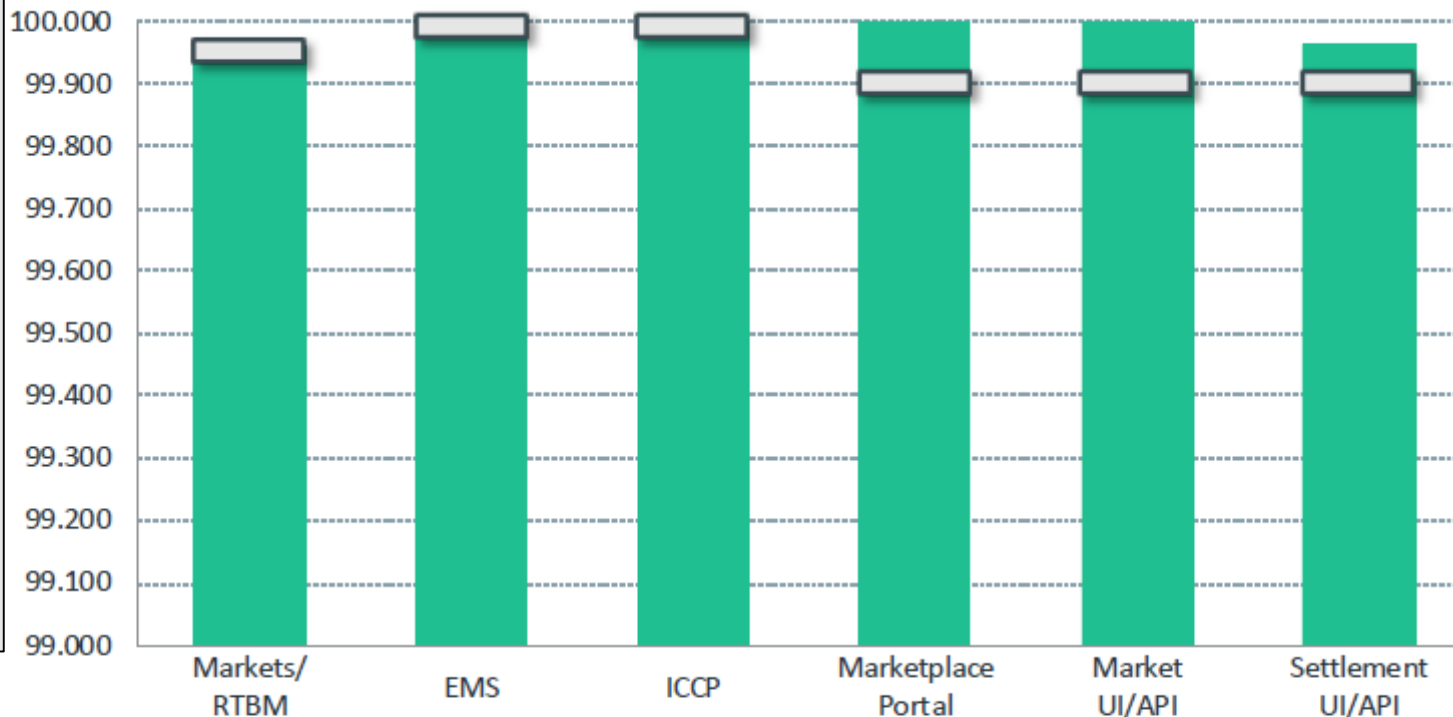


Cumulative IT Service Availability Through Dec 2021

GREEN = Meets and/or Exceeds the Cumulative Target Minutes

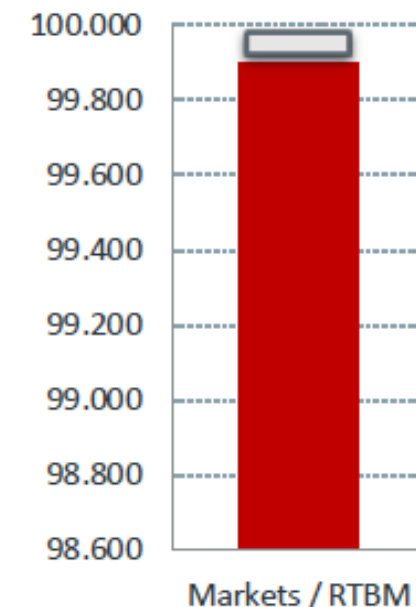
YELLOW = Within Target Threshold, but Exceeds 85% or more of the allowable Cumulative Target Minutes

RED = Exceeds the Target Cumulative Minutes



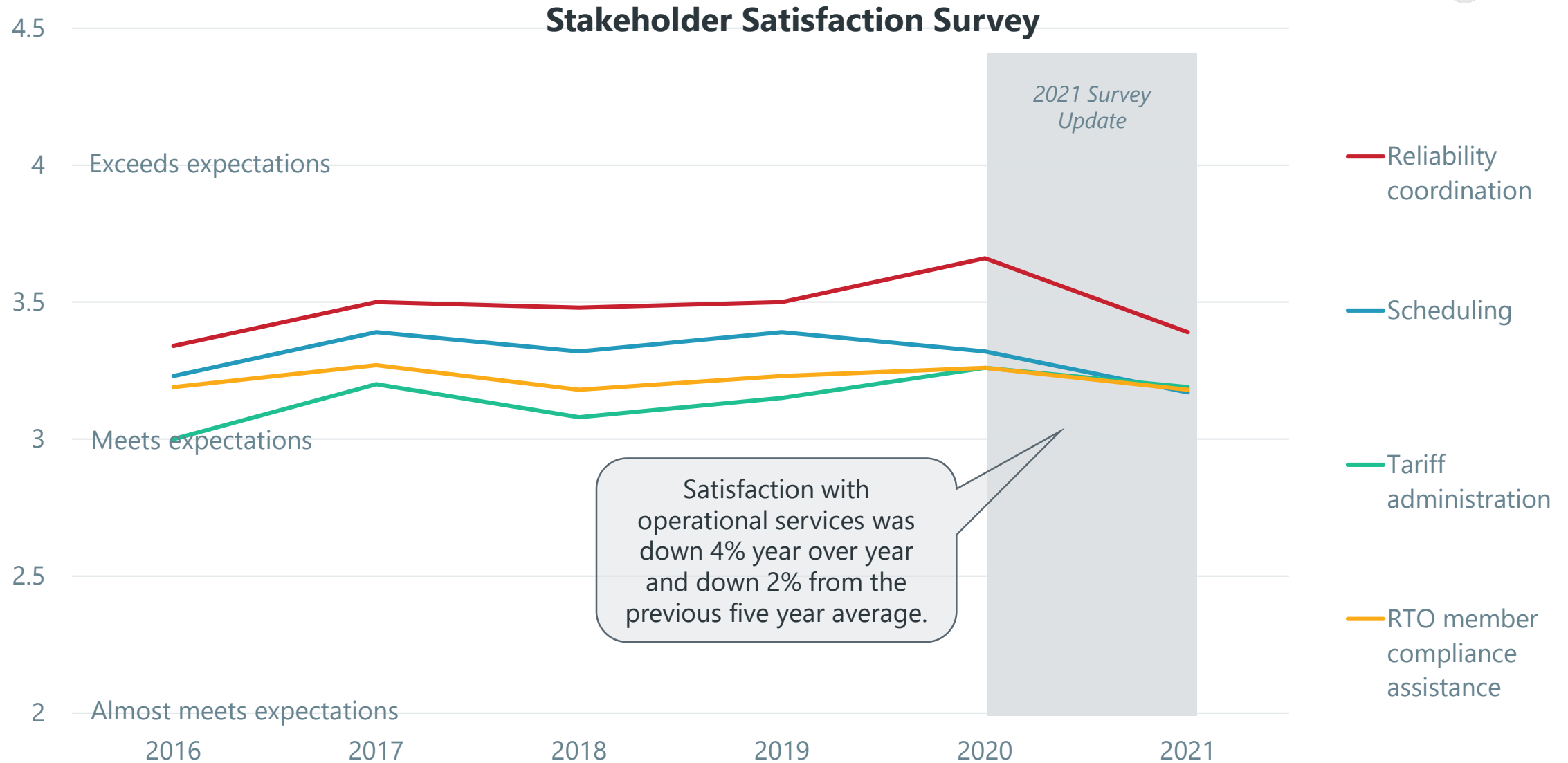
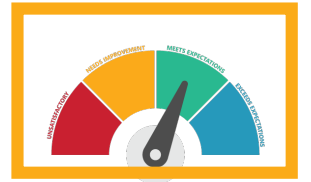
	Markets/RTBM	EMS	ICCP	Marketplace Portal	Market UI/API	Settlement UI/API
Actual Uptime %	99.960	100.000	100.000	100.000	100.000	99.963
Target Uptime %	99.950	99.990	99.990	99.900	99.900	99.900
Actual Downtime Minutes	215	0	0	0	0	198
Threshold Minutes	263	53	53	526	526	526

Monthly Availability December 2021



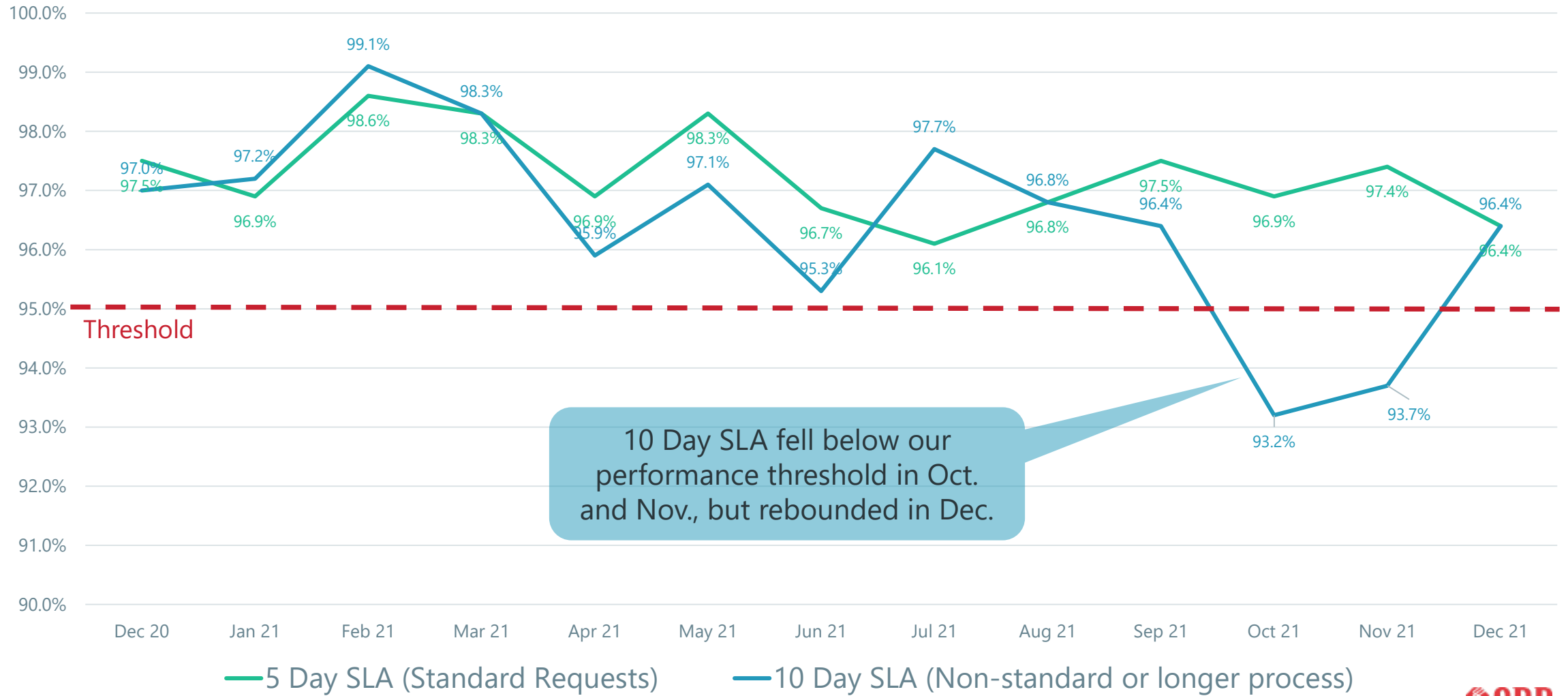
Actual Uptime %	99.899
Target Uptime %	99.950
Actual Downtime Minutes	45
Threshold Minutes	22

PERFORMANCE: OPERATIONAL SERVICES



Source: Annual Survey

RESPONSIVENESS – RMS SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE



10 Day SLA fell below our performance threshold in Oct. and Nov., but rebounded in Dec.

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

SPP continues to plan for future changes in resource adequacy.

We see indication of improvements to our interconnection process.

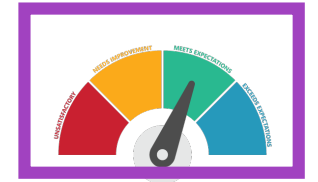
SPP is identifying measures to track strategic plan success.

Grade

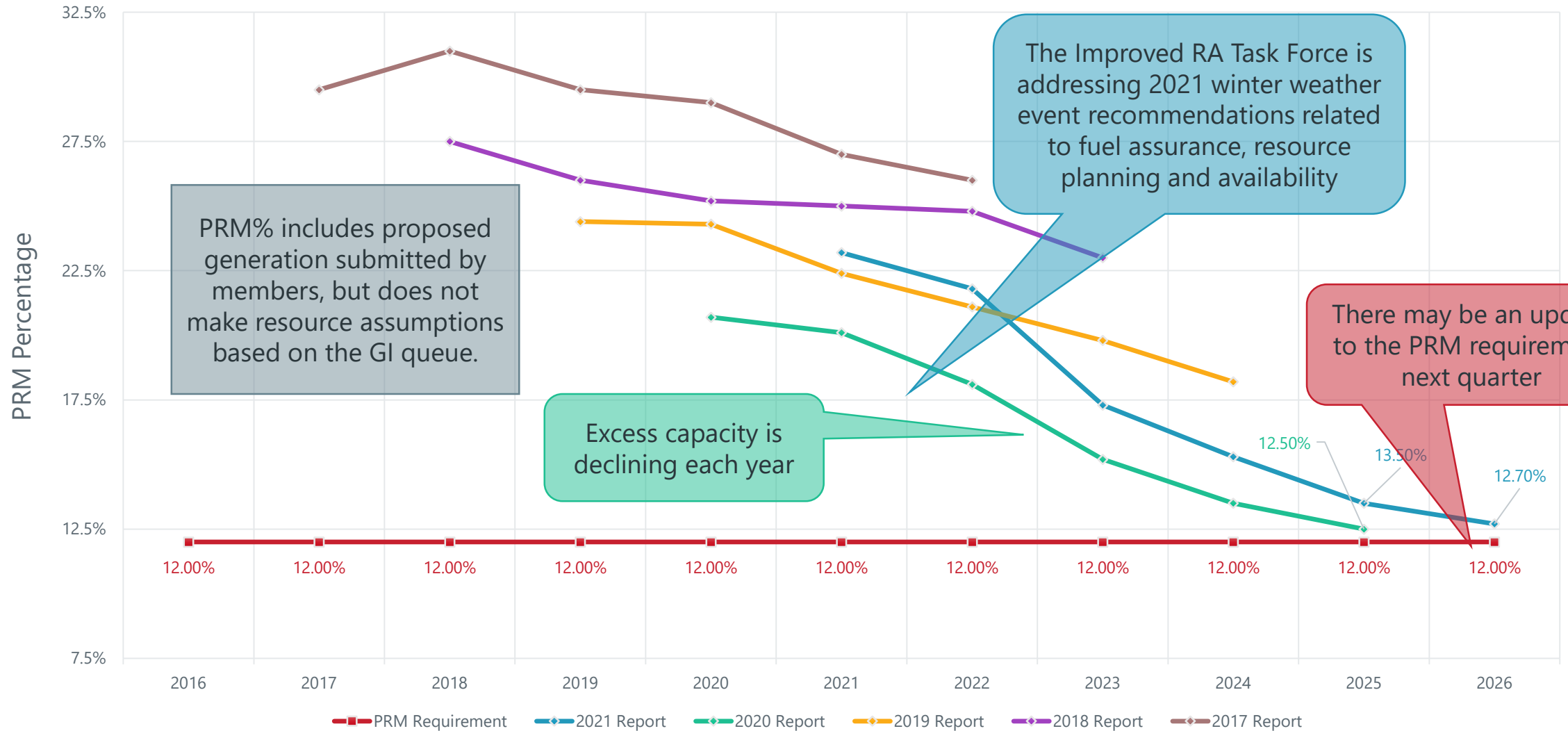
Meets Expectations



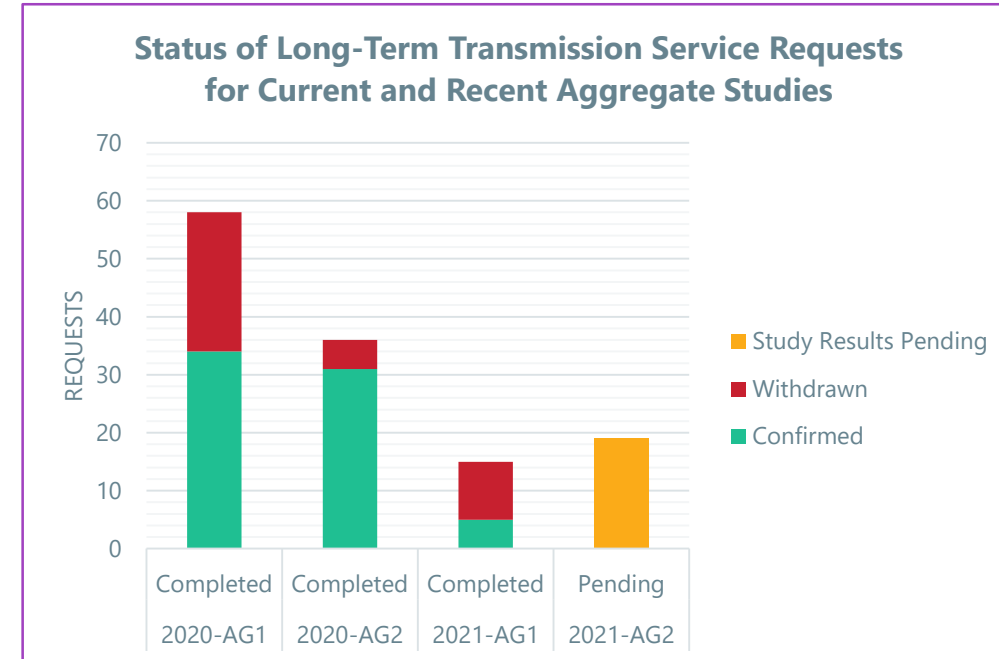
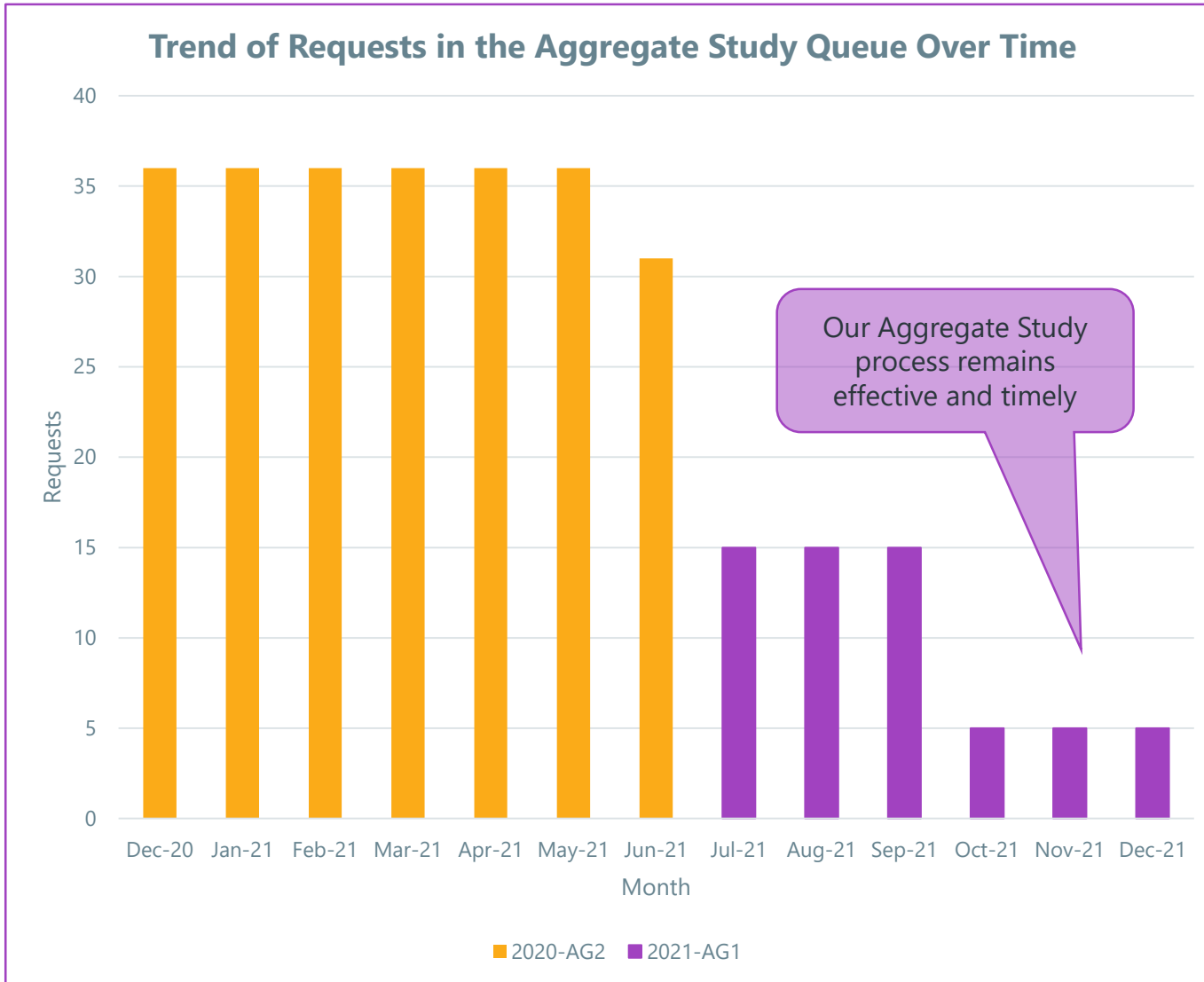
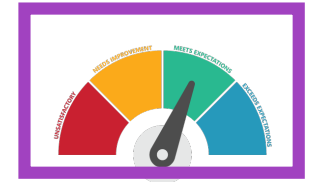
PLANNING: RESOURCE ADEQUACY



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



PLANNING: STUDIES PERFORMANCE

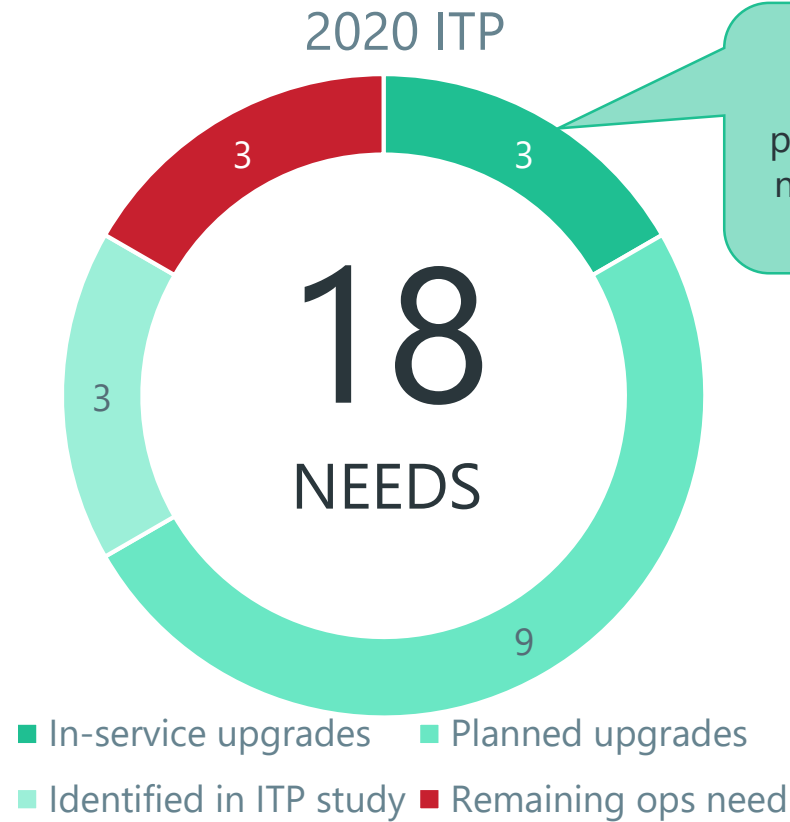


Percentage of Study Postings that Were Made On-Time During the Quarter	100%	80-99%	<80%
	●	▲	◆
Study Type	Current	Previous	
	Q4-2021	Q3-2021	Q2-2021
Aggregate Facilities Studies	●	●	●
Delivery Point Transfer Screening Studies	●	●	●
Long-Term Service Request Screening Studies	●	●	●

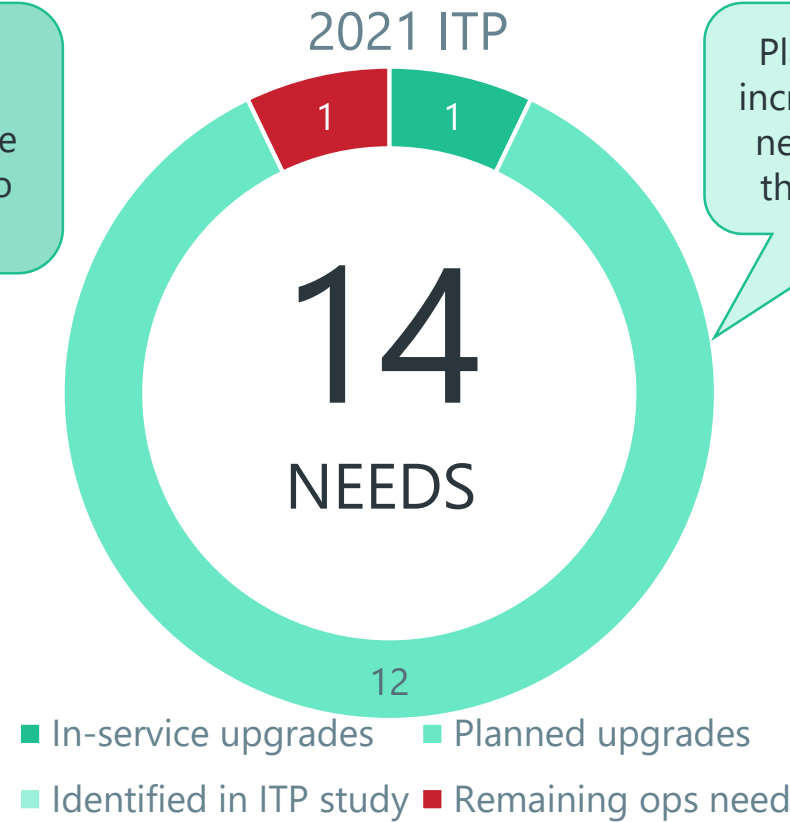
PLANNING: STUDIES PERFORMANCE



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

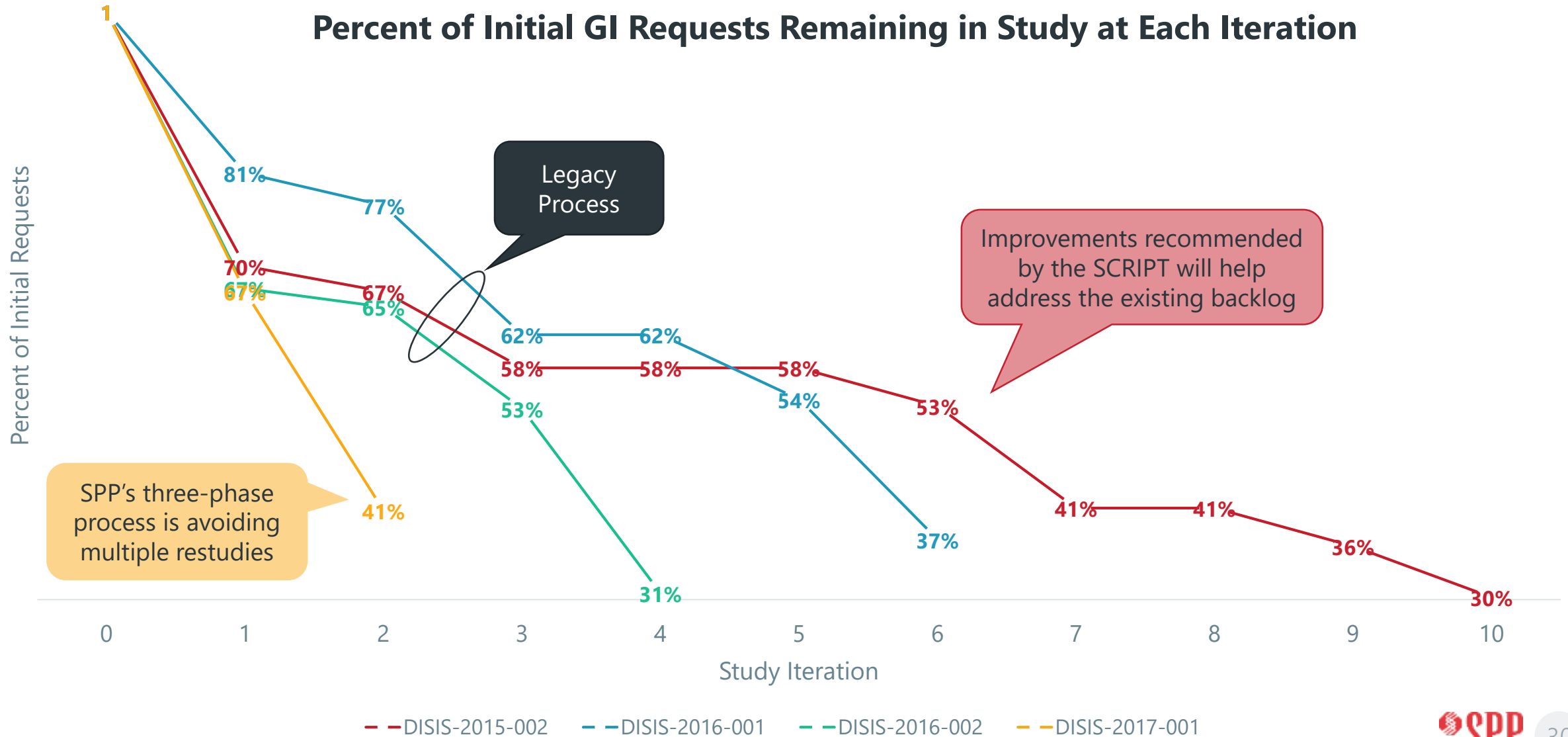
2020 ITP operational needs were flowgates over congestion cost threshold

2021 ITP operational needs were flowgates over congestion cost threshold

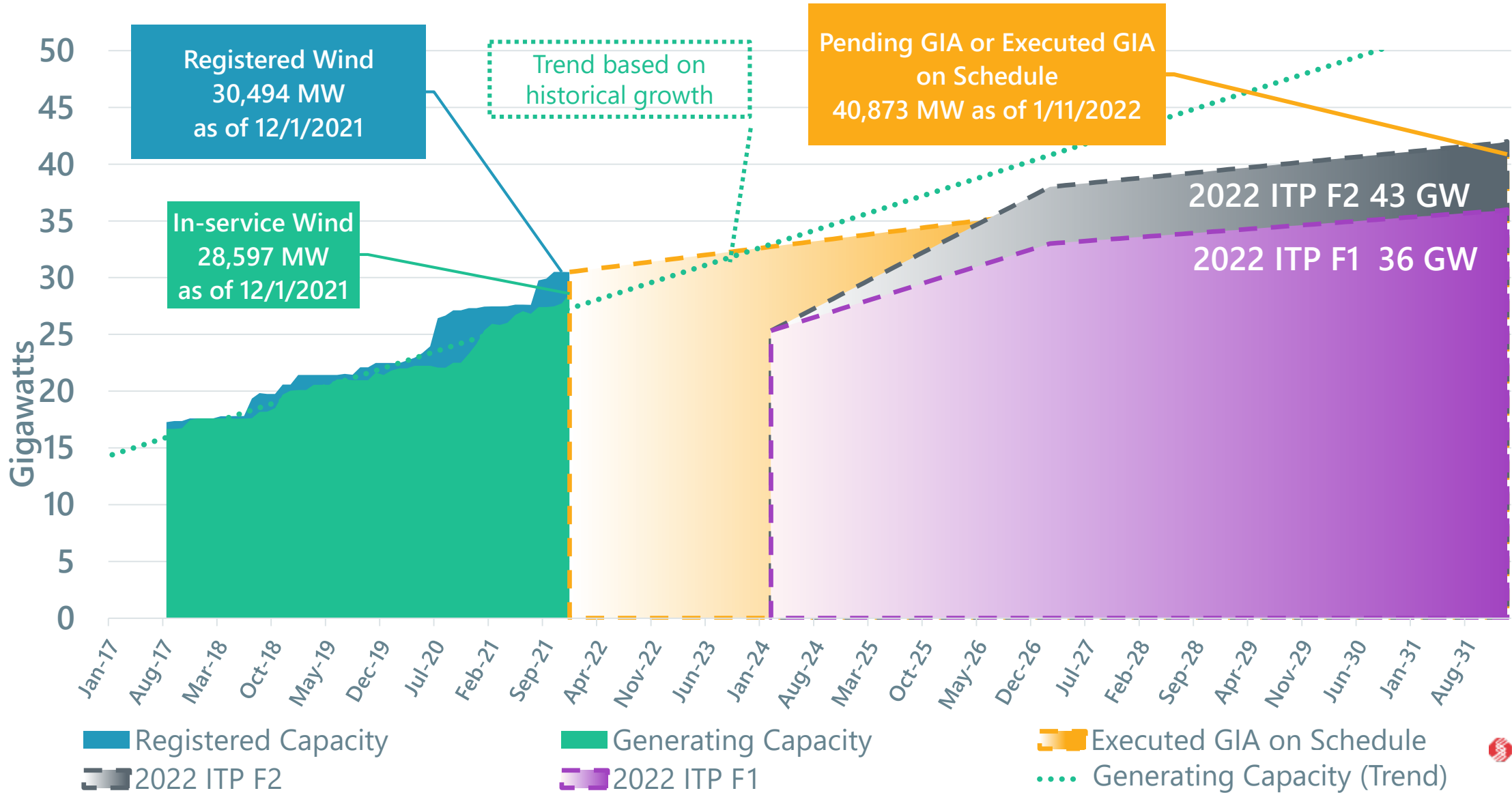
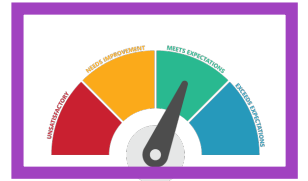
PLANNING: GI QUEUE BACKLOG



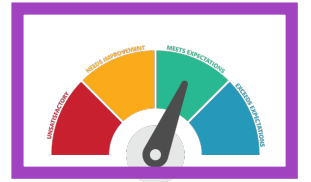
Percent of Initial GI Requests Remaining in Study at Each Iteration



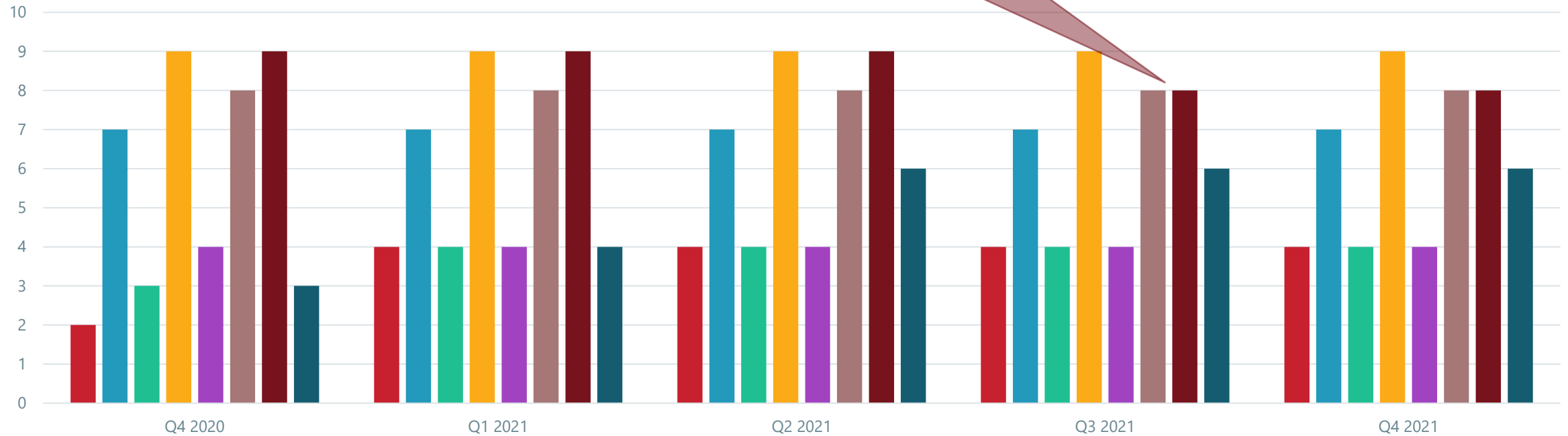
ADAPTABILITY: WIND GROWTH VS PLANNING ASSUMPTIONS



STAFF READINESS



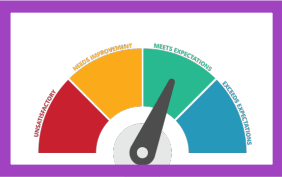
SPP experienced an increase in turnover and vacancy rates in Q3



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

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	

