



# KEY PERFORMANCE INDICATORS

Q1 2022

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



# KEY PERFORMANCE INDICATORS (KPI) Q1 2022

## WORKING TOGETHER

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

Engagement (33%) | Satisfaction (33%)  
Responsiveness (33%)

## RESPONSIBILITY & ECONOMICS

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

Responsibility (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 • RESPONSIVENESS

# WORKING TOGETHER

## Benchmarks

### Engagement (33%)

SPP's stakeholder process results in collective policy changes created by an engaged group of stakeholders and affirmed by a high rate of approval or consensus.

### Satisfaction (33%)

SPP exceeds the expectations stakeholders.

### Responsiveness (33%)

SPP quickly responds to customer requests.

## Analysis

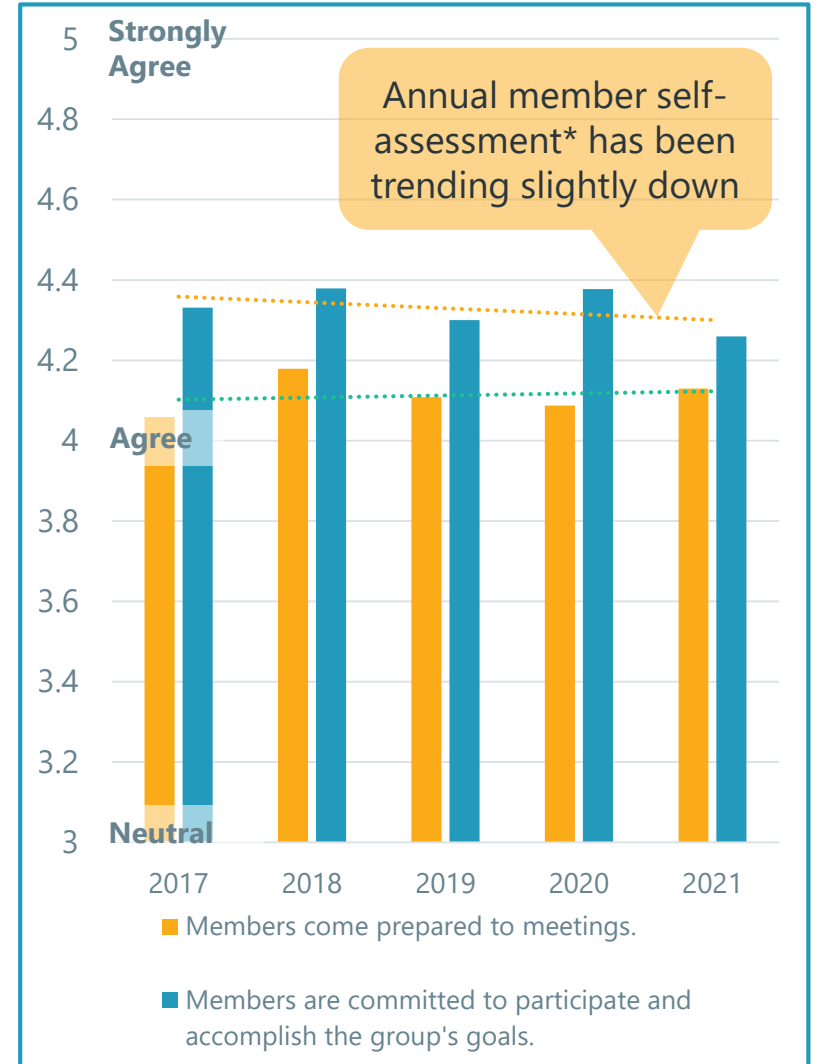
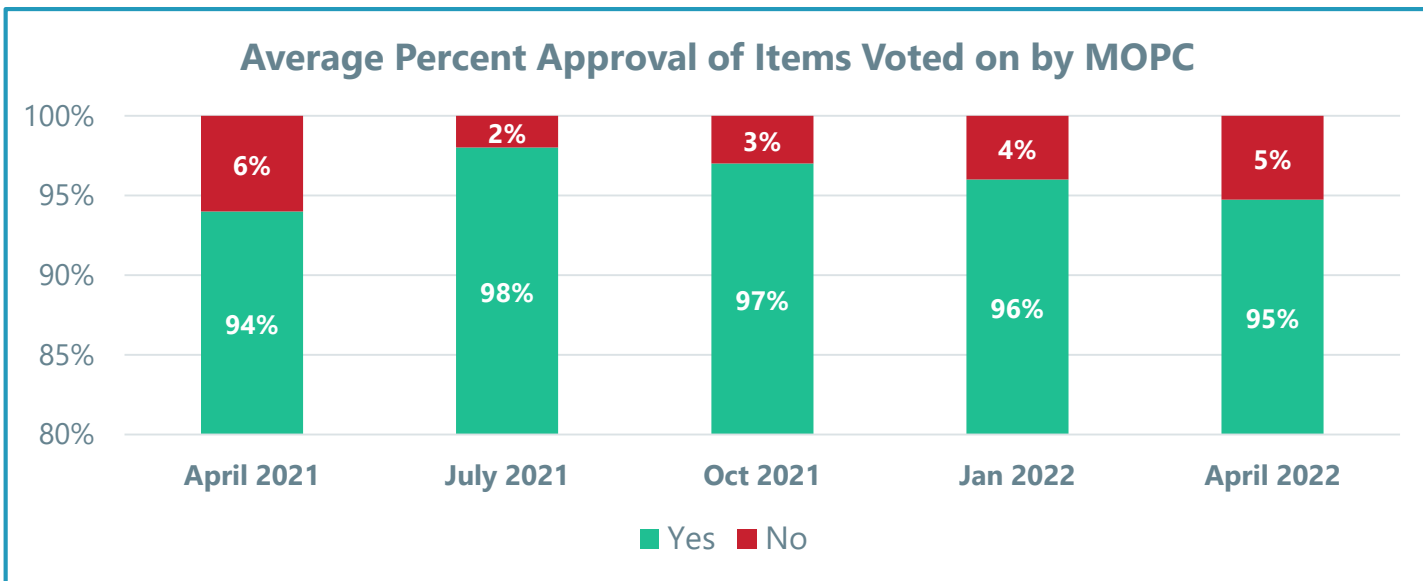
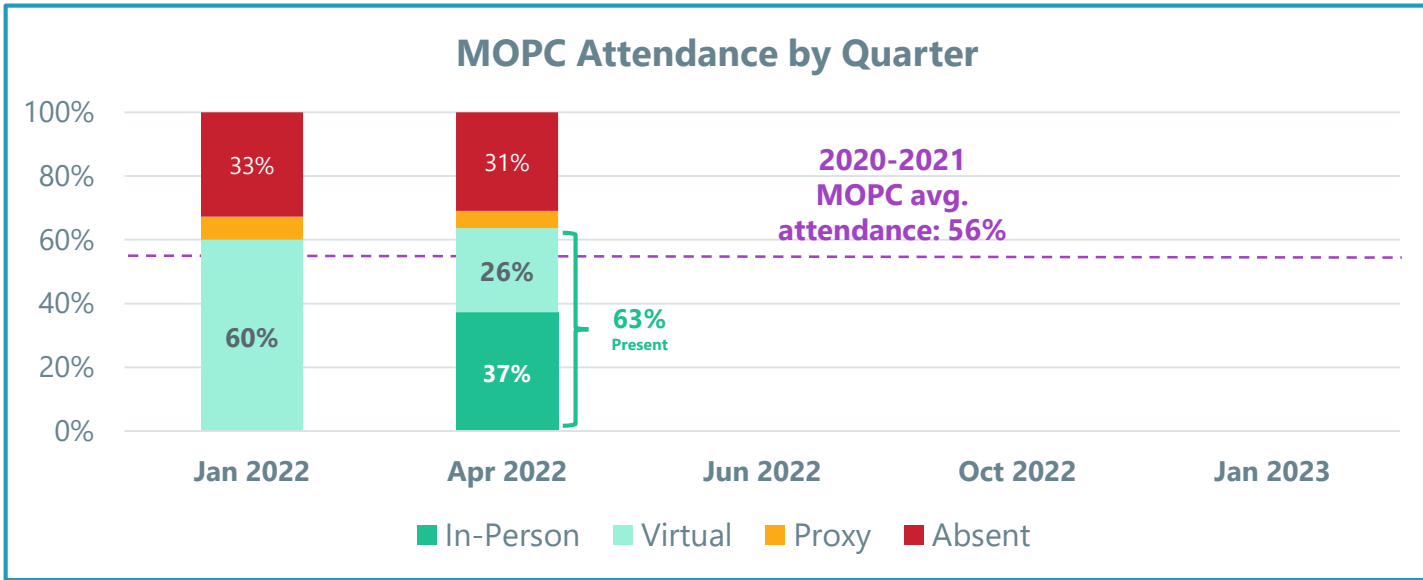
Stakeholders expressed satisfaction with SPP staff performance satisfaction effectively engaged in organizational processes.

## Grade

**Meets Expectations**

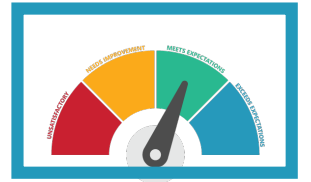


# ENGAGEMENT



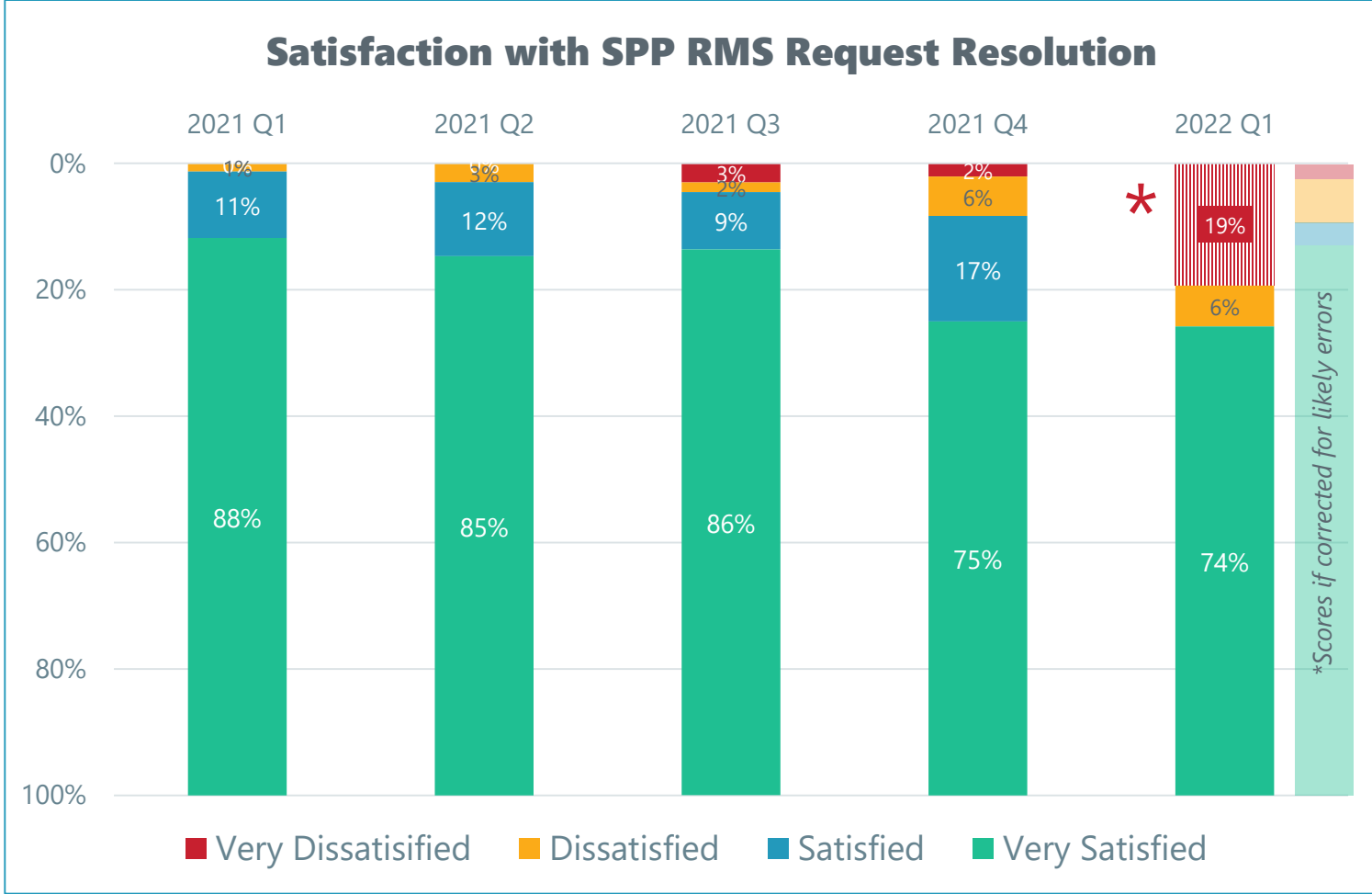
\*Source: Org Effectiveness Surveys

# SATISFACTION: QUARTERLY & YEARLY DATA

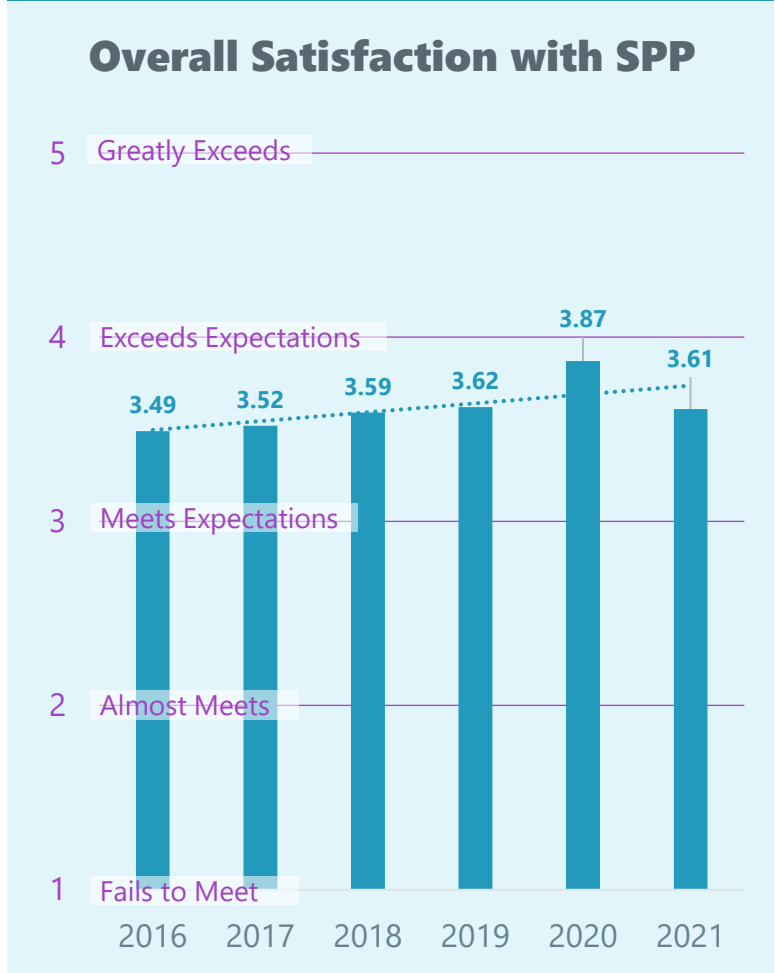


KPI: WORKING TOGETHER

## Quarterly RMS User Survey Data

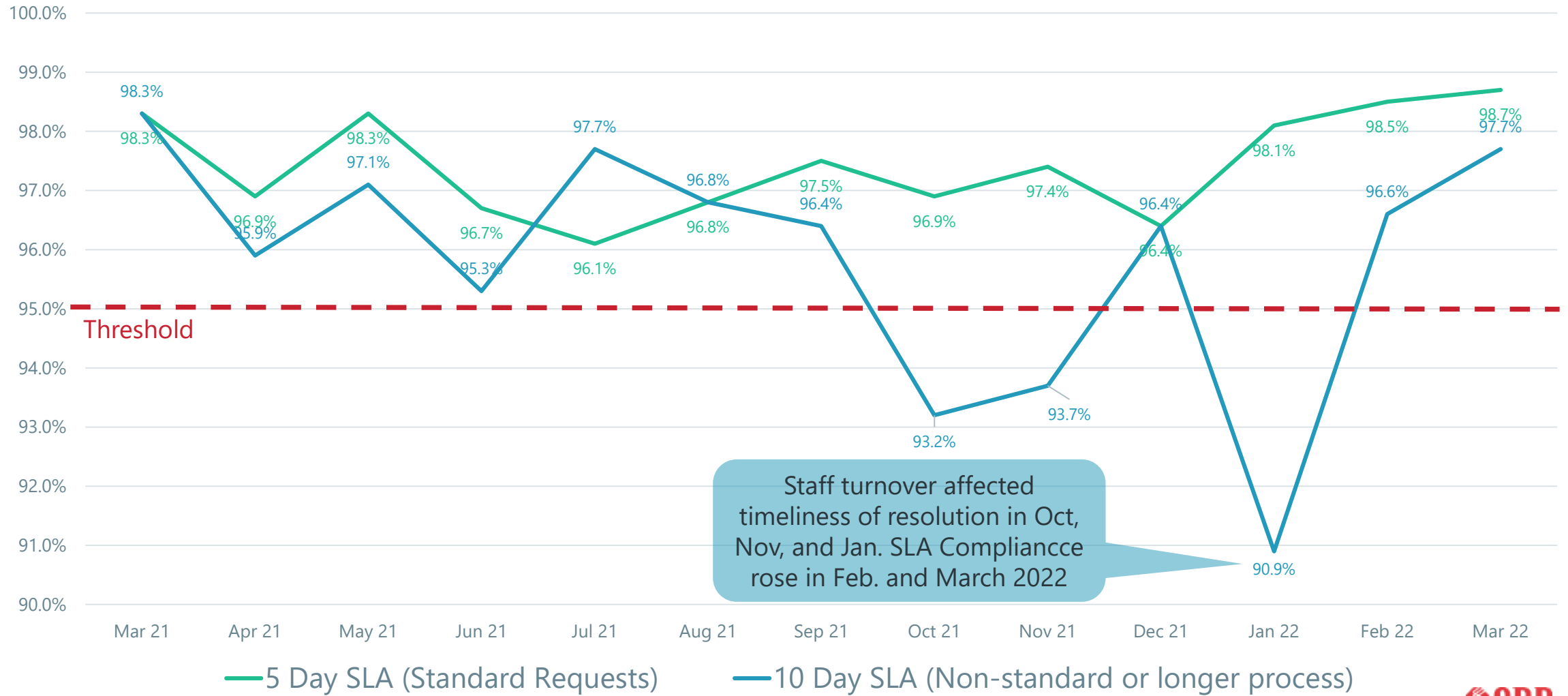
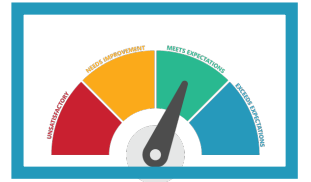


## Annual Stakeholder Survey Data



**\*** **NOTE:** Multiple Q1 2022 surveys indicated "Very Dissatisfied" despite rating all other categories as "Excellent." One included comments praising staff for the handling of the ticket. These "Very Dissatisfied" ratings may be due to user mistakes in the survey. Staff are examining ways to reduce survey rating errors

# RESPONSIVENESS – RMS SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE



Source: RMS Data

# RESPONSIBILITY & ECONOMICS

STEWARDSHIP • VALUE & MARKETS



# STEWARDSHIP AND ECONOMICS

## Benchmarks

### Responsibility (50%)

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

### Economics (50%)

SPP's market systems result in competitive wholesale prices and good ROI for participants.

## 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 increased market benefits.

## Grade

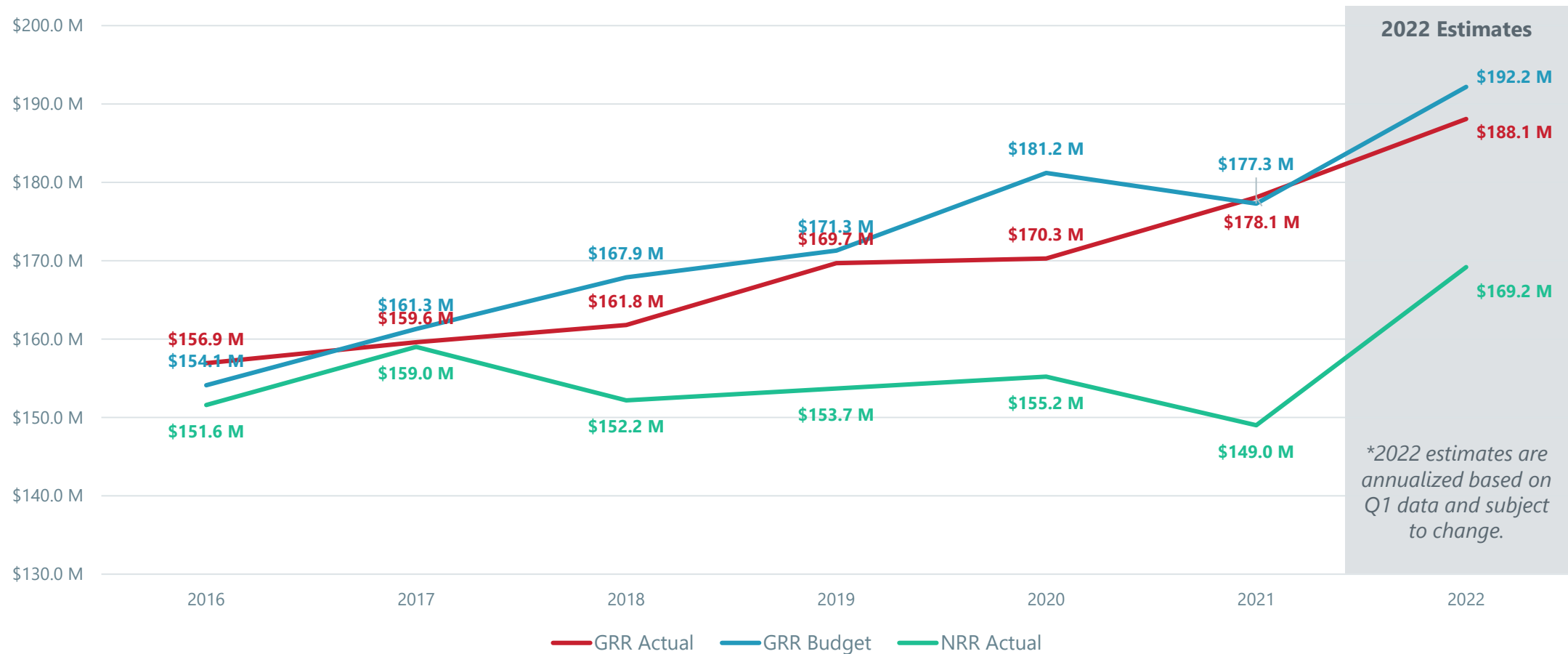
# Exceeds Expectations





# RESPONSIBILITY: EXPENSE MANAGEMENT

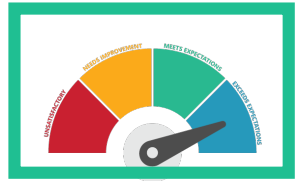
Year-End Gross Revenue Requirement (GRR) Actual\* vs. Budget, and Net Revenue Requirement (NRR)



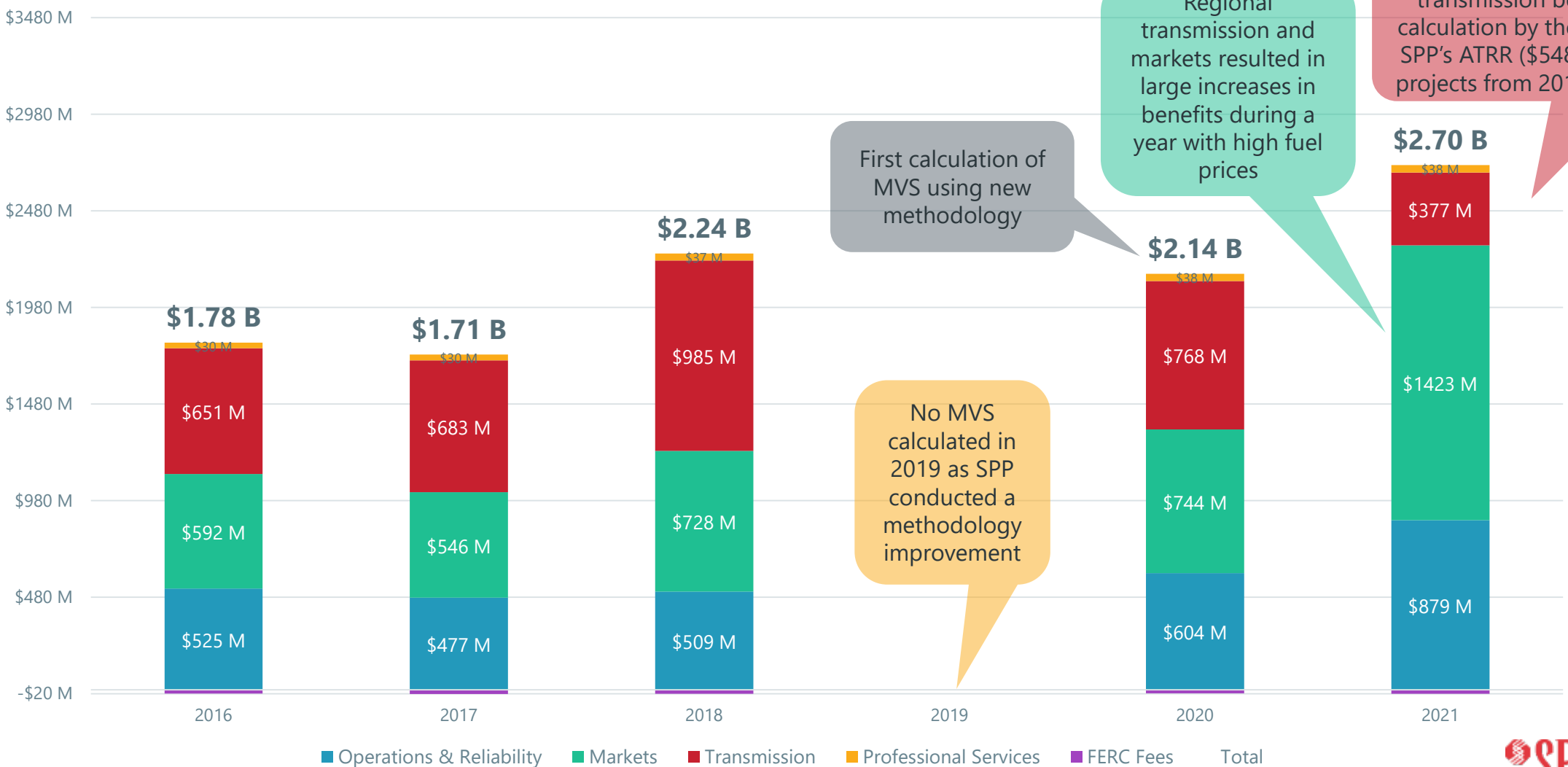
\*2022 estimates are annualized based on Q1 data and subject to change.

	2016	2017	2018	2019	2020	2021*	2022*
<b>Over/Under (O/U)</b>	-\$7.1 M	\$3.9 M	\$12.8 M	\$4.3 M	\$17.2 M	\$3.3 M	\$9.1 M

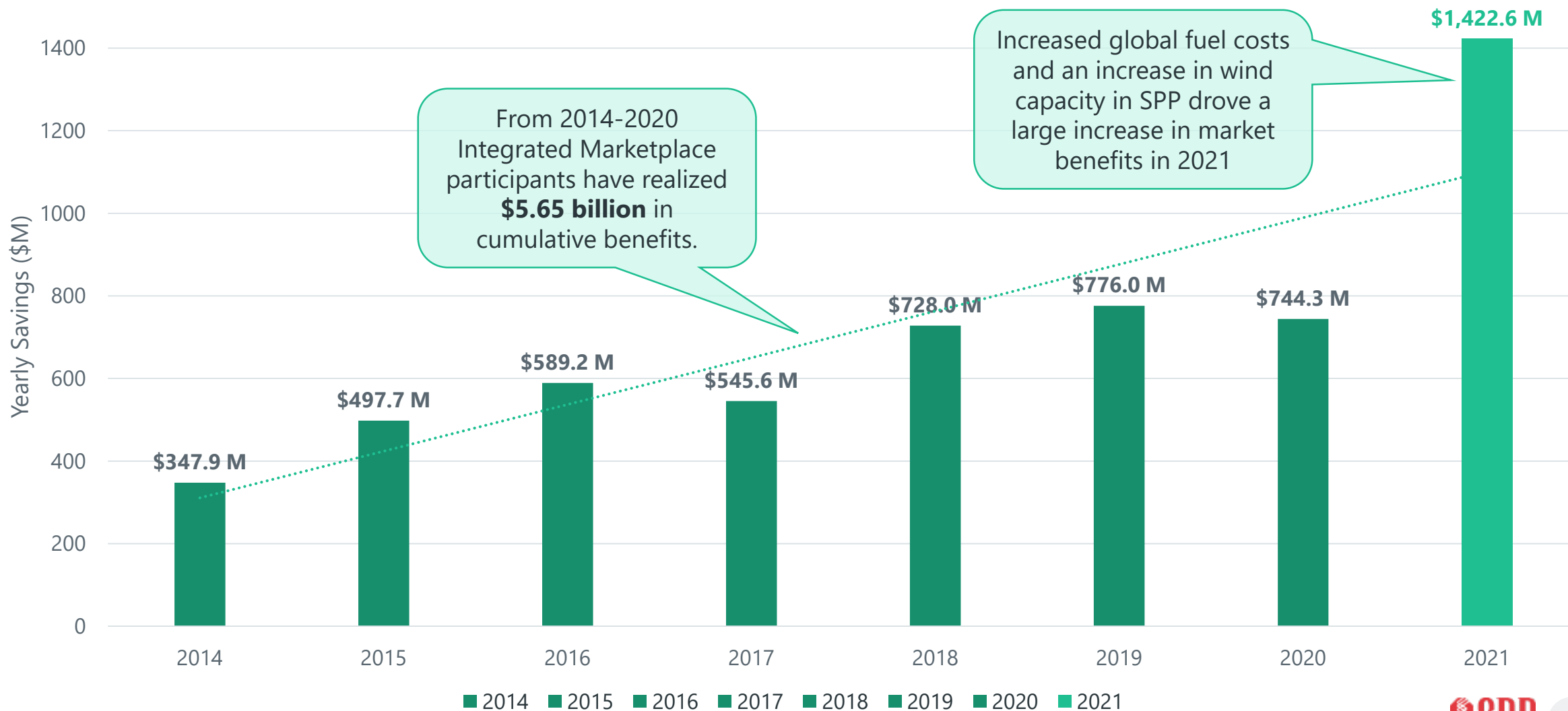
# RESPONSIBILITY: MEMBER VALUE STATEMENT (MVS)



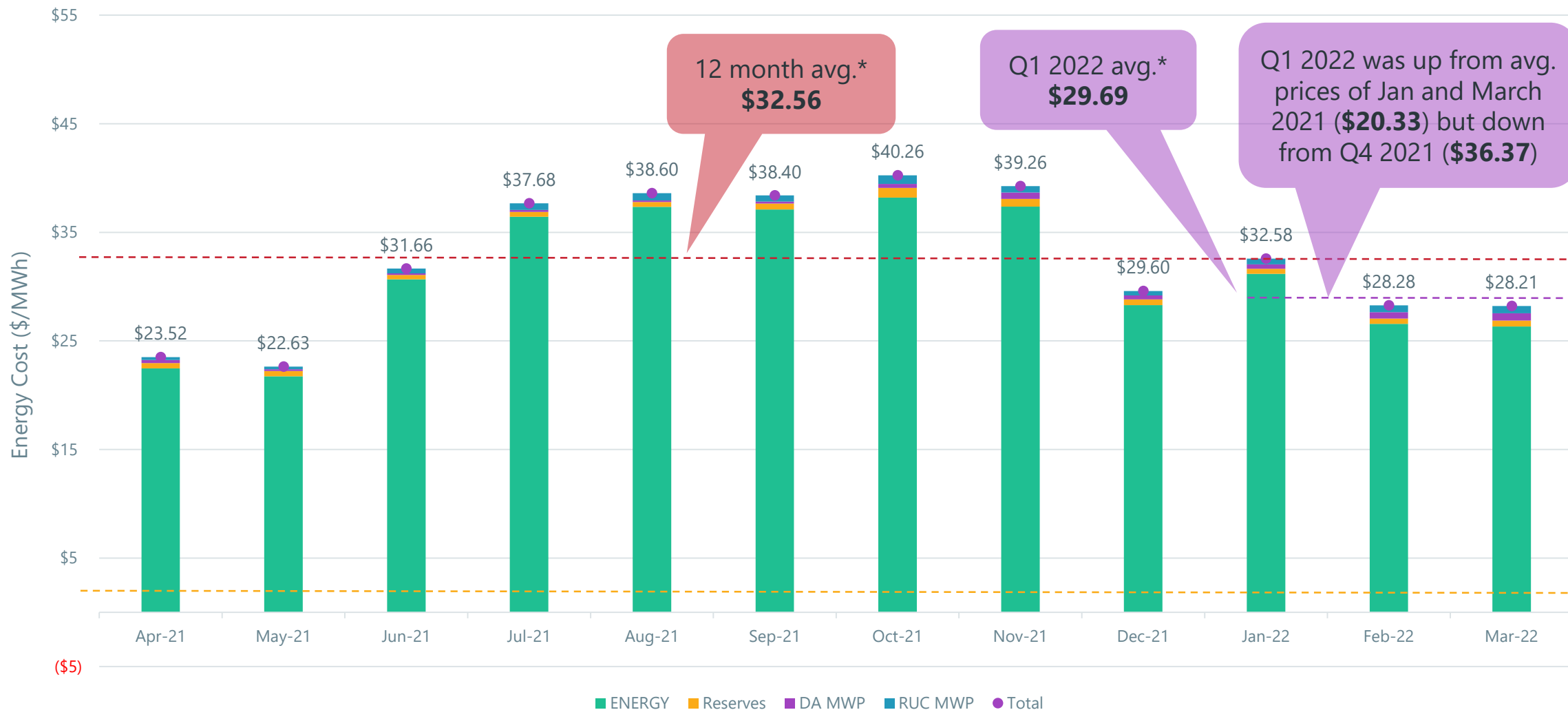
SPP's Member Value Statement (MVS) Calculation



# ECONOMICS: ANNUAL MARKET BENEFITS



# 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

# KEEP THE LIGHTS ON TODAY

## Benchmarks

### Reliability (50%)

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

### Performance (50%)

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

## Analysis

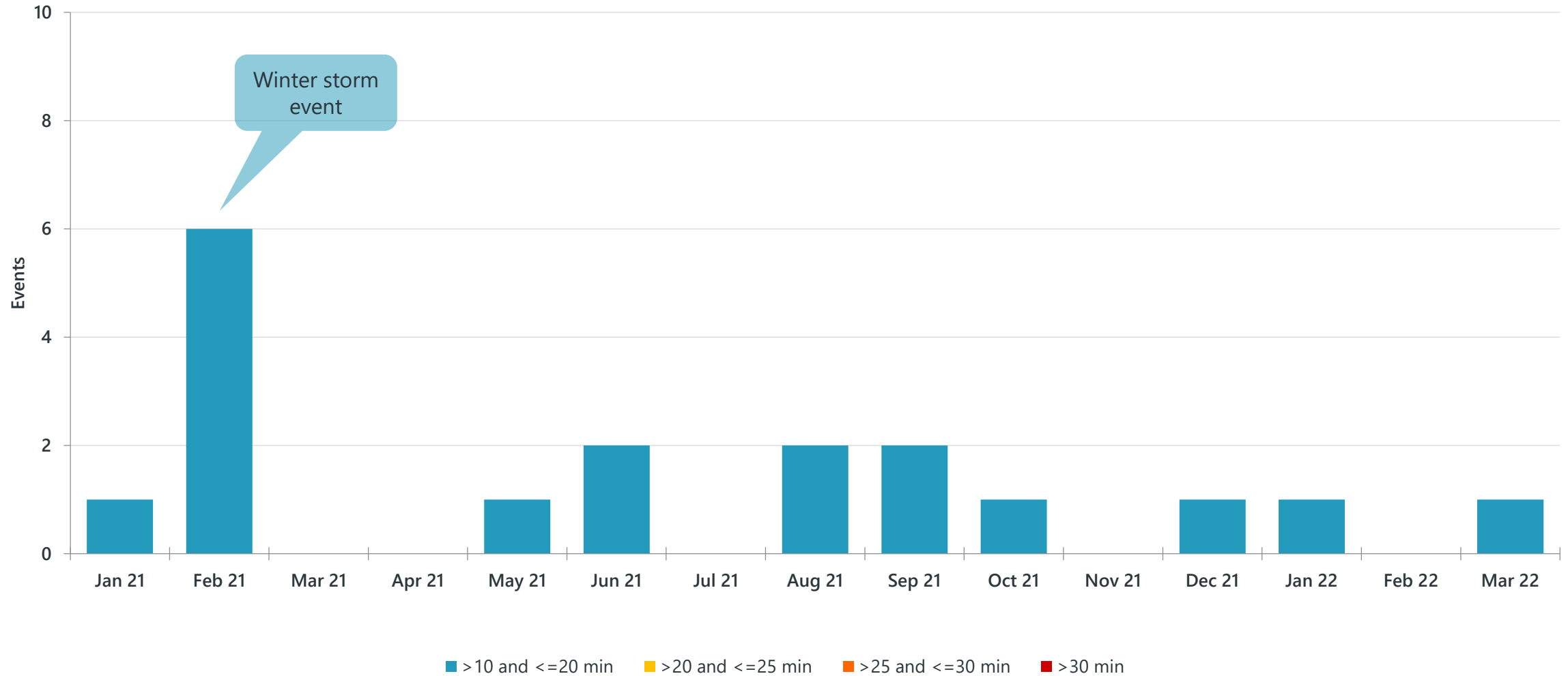
In Q3, SPP saw reduced BAAL events, and improved service and responsiveness. While SPP is keeping the lights on, it is experiencing increased breached congested intervals.

## Grade

# Meets Expectations



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

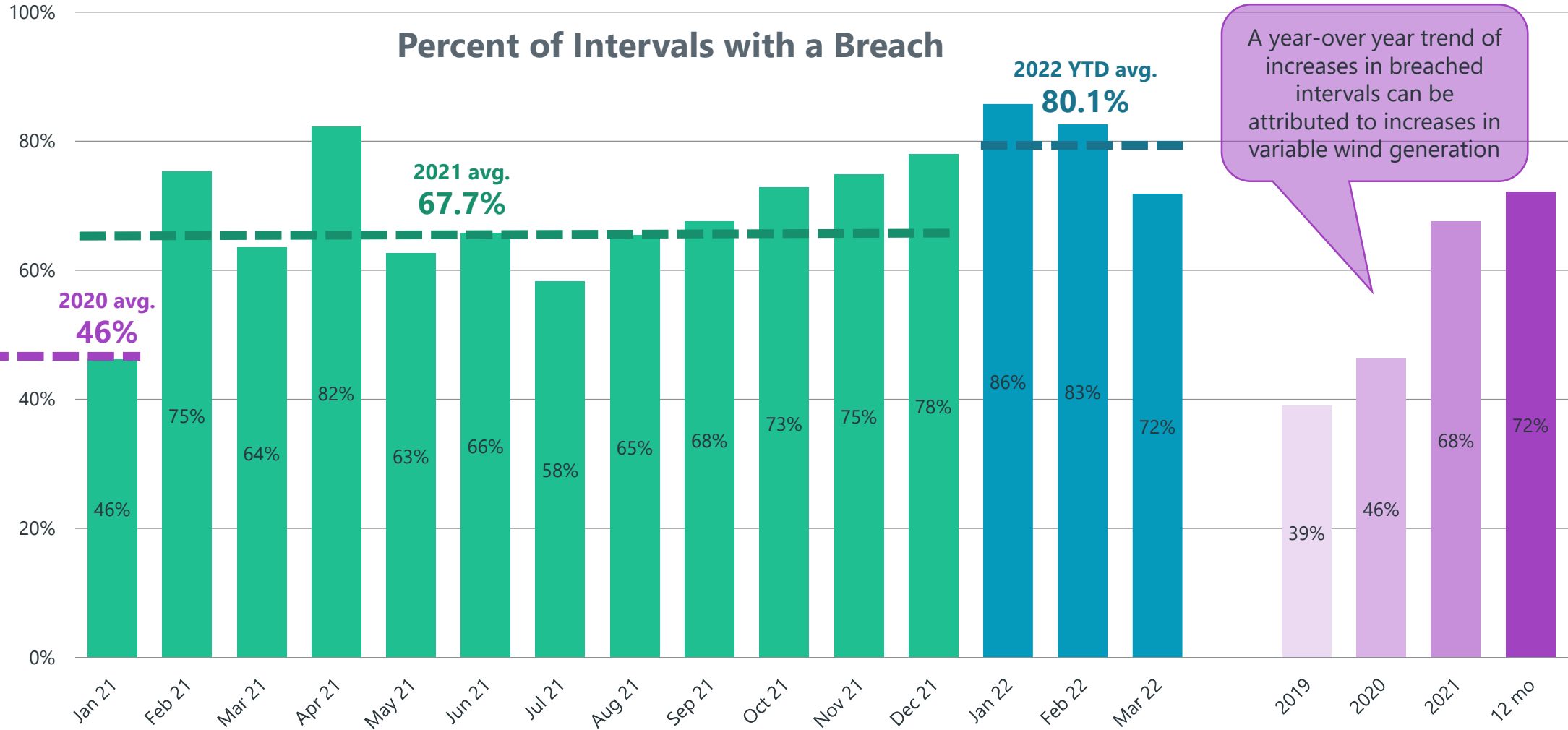




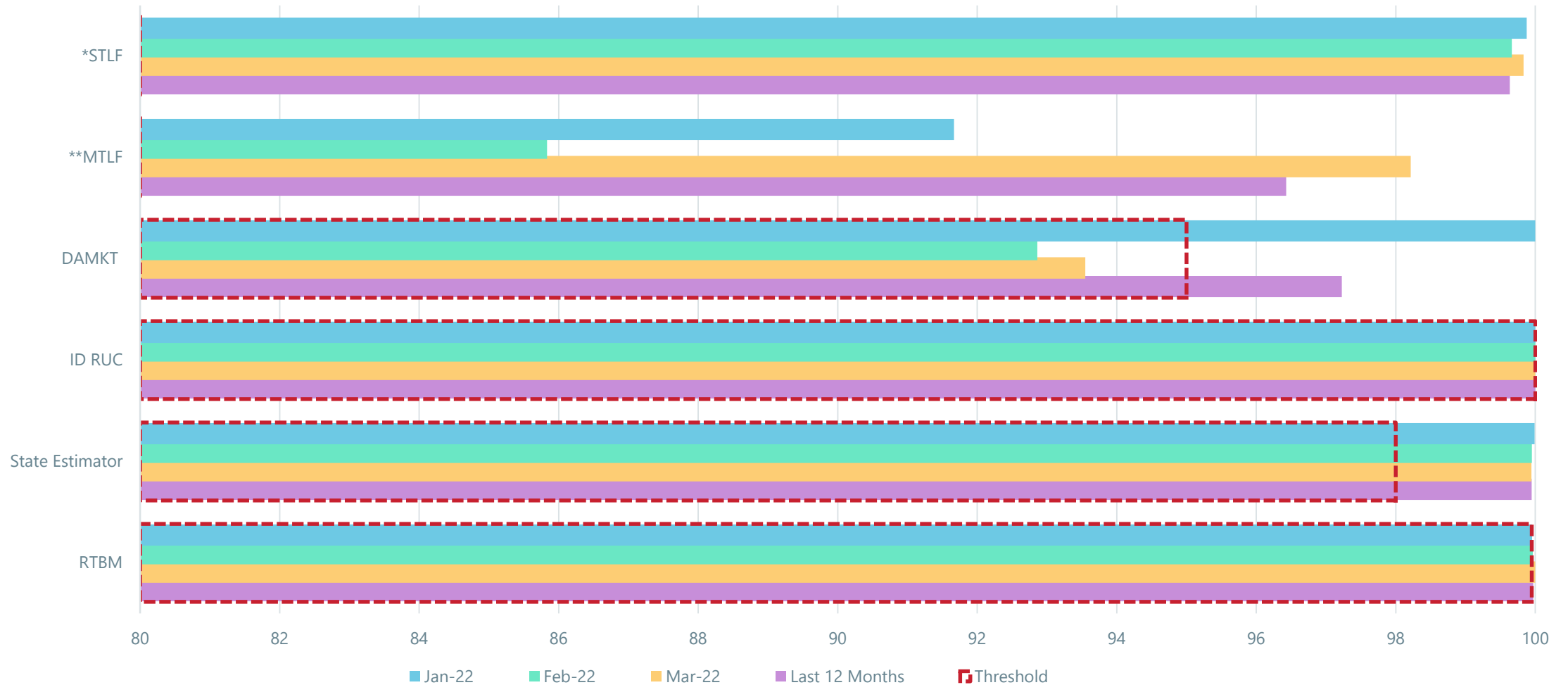
# RELIABILITY: CONGESTED INTERVALS (BREACHED)



KPI: KEEP THE LIGHTS ON TODAY



# PERFORMANCE: SYSTEM AVAILABILITY

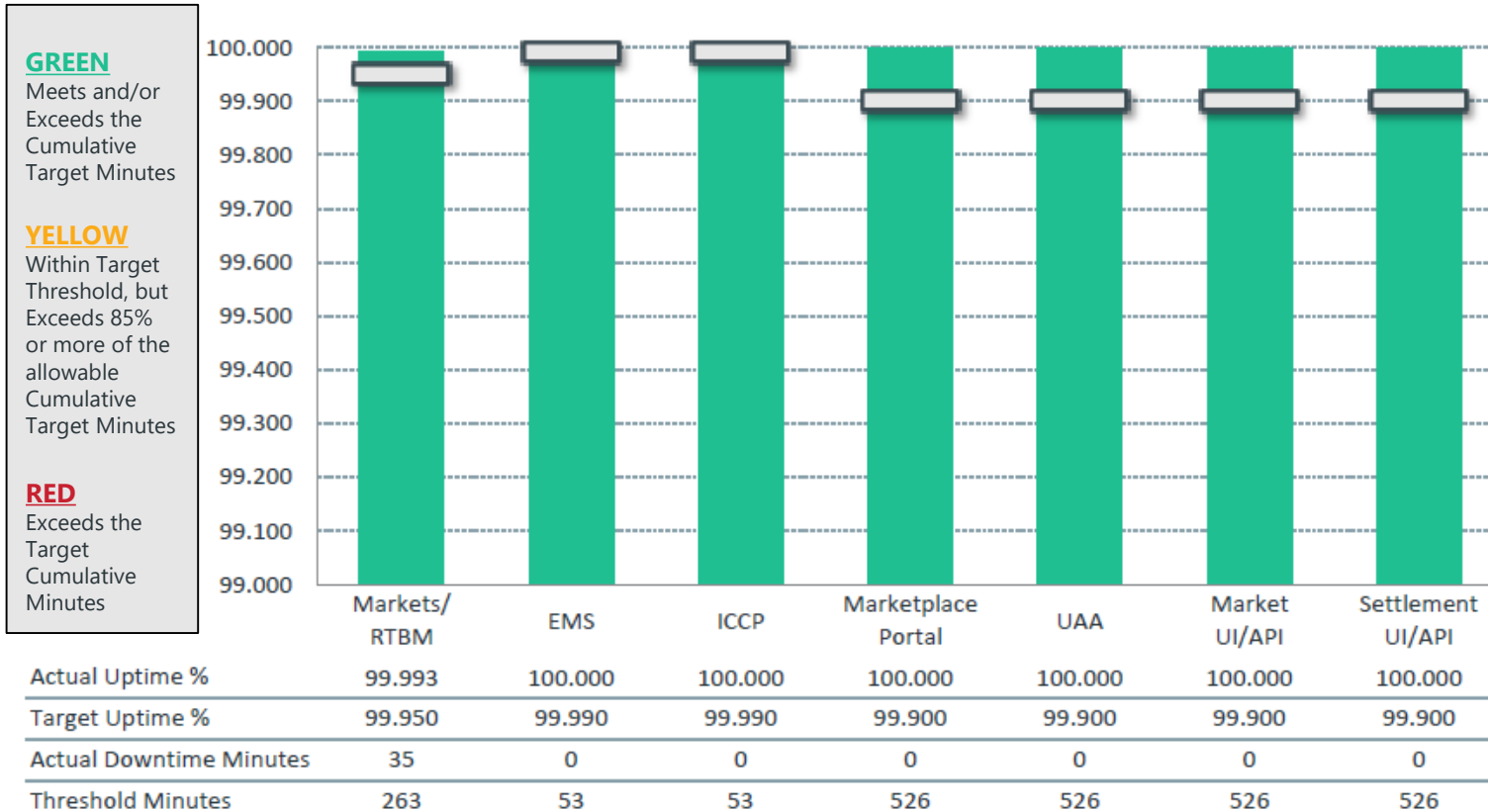


\* Percentage of time STLF is within 1% error  
 \*\* Percentage of time MTLF is within 5% error

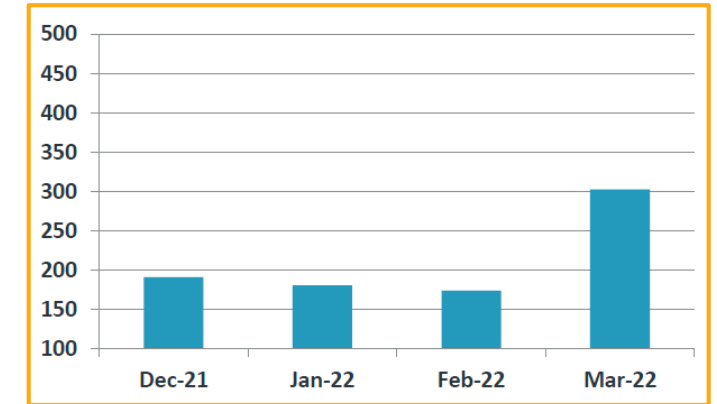
# PERFORMANCE: IT SERVICE PERFORMANCE



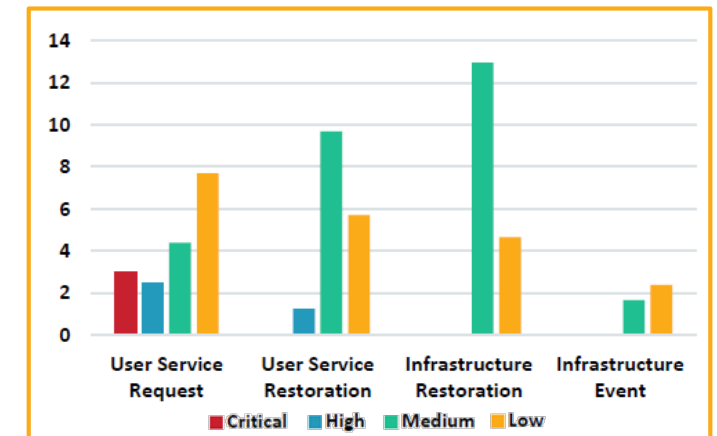
## Cumulative IT Service Availability Through March 2022



## IT Support Services Call Volume



## Avg. Days to Resolve by Priority & Type (March 2022)



KPI: KEEP THE LIGHTS ON TODAY

# KEEP LIGHTS ON IN THE FUTURE

PLANNING • ADAPTABILITY  
STAFF READINESS • STRATEGY

# KEEP THE LIGHTS IN THE FUTURE

## Benchmarks

### Planning (50%)

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

### 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.

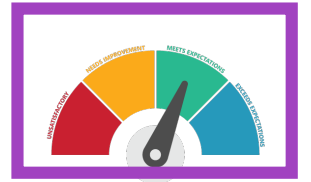
SPP launched a bold new Strategic Plan and is preparing staff for the future of our industry.

## Grade

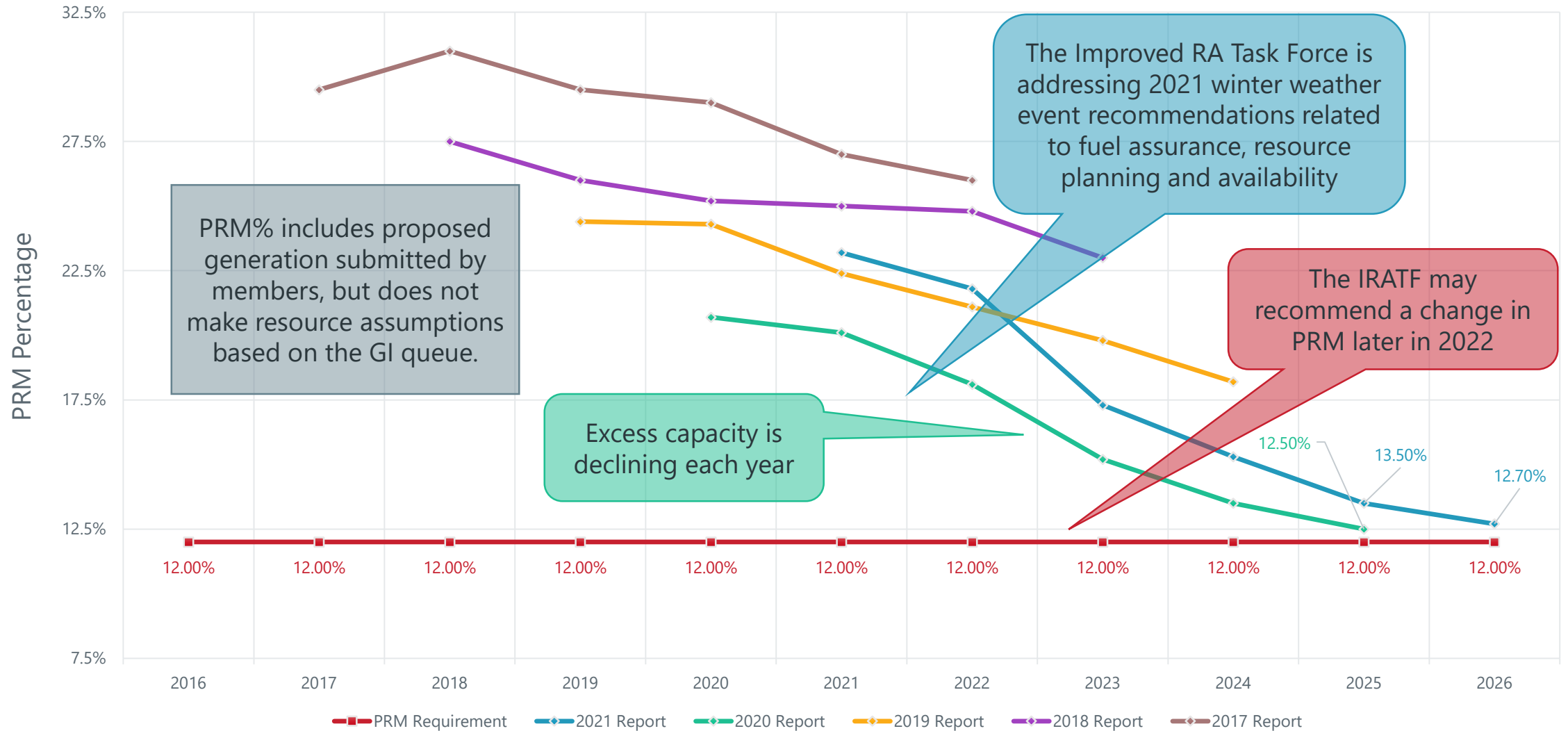
# Meets Expectations



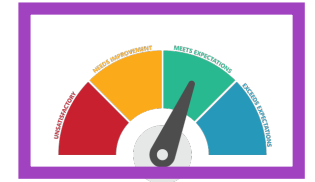
# PLANNING: RESOURCE ADEQUACY



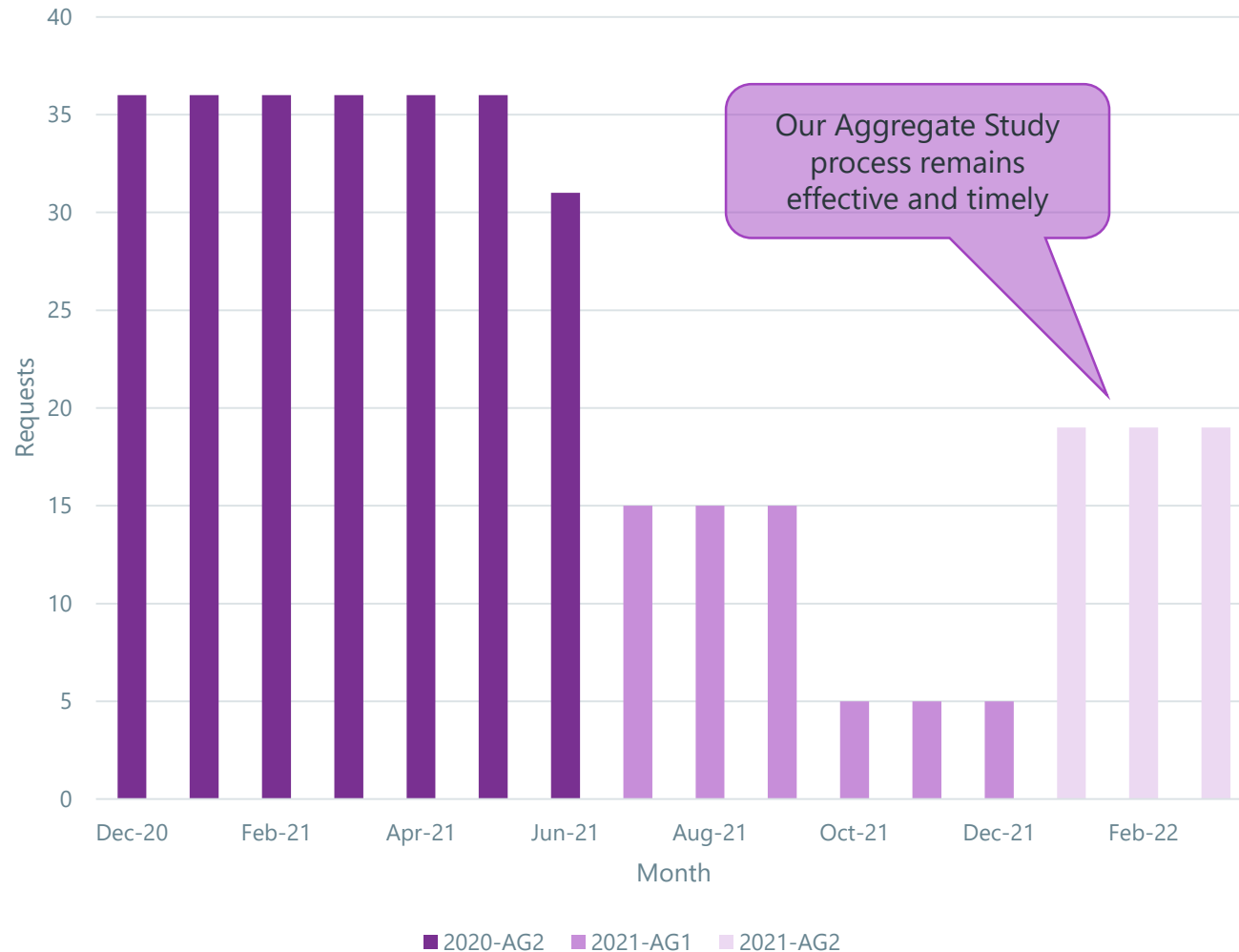
Historical 6-year Resource Adequacy (RA) Planning Reserve Margin (PRM) Projections



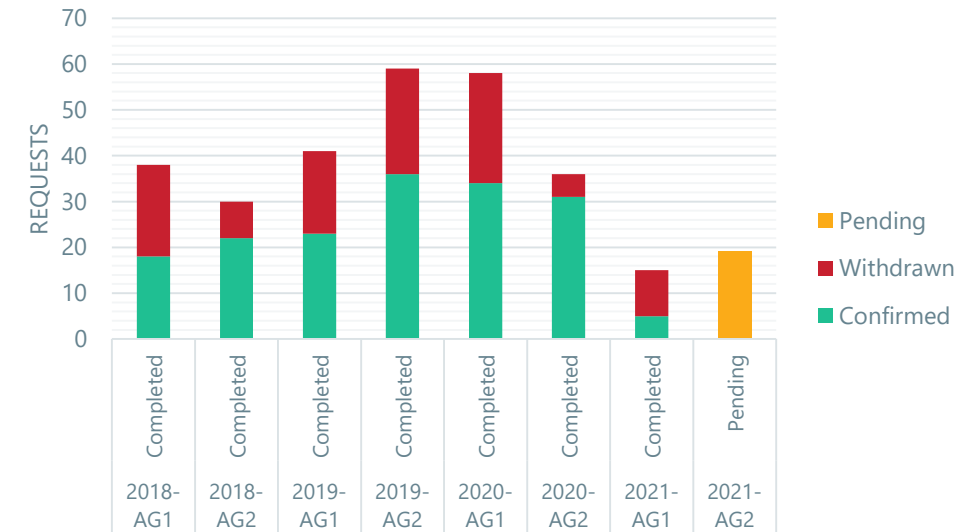
# PLANNING: STUDIES PERFORMANCE



### Trend of Requests in the Aggregate Study Queue Over Time

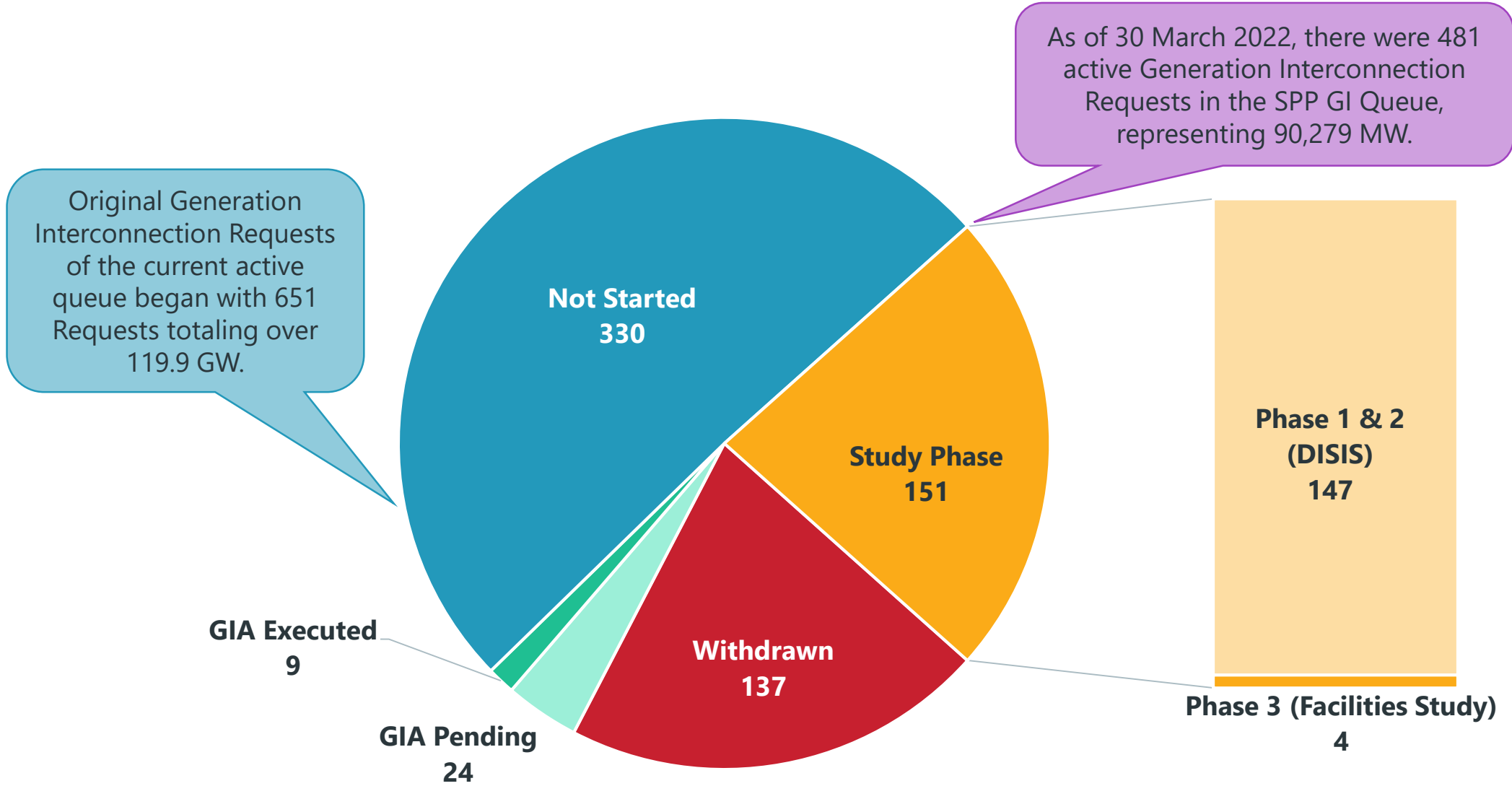


### Status of Long-Term Transmission Service Requests for Current and Recent Aggregate Studies



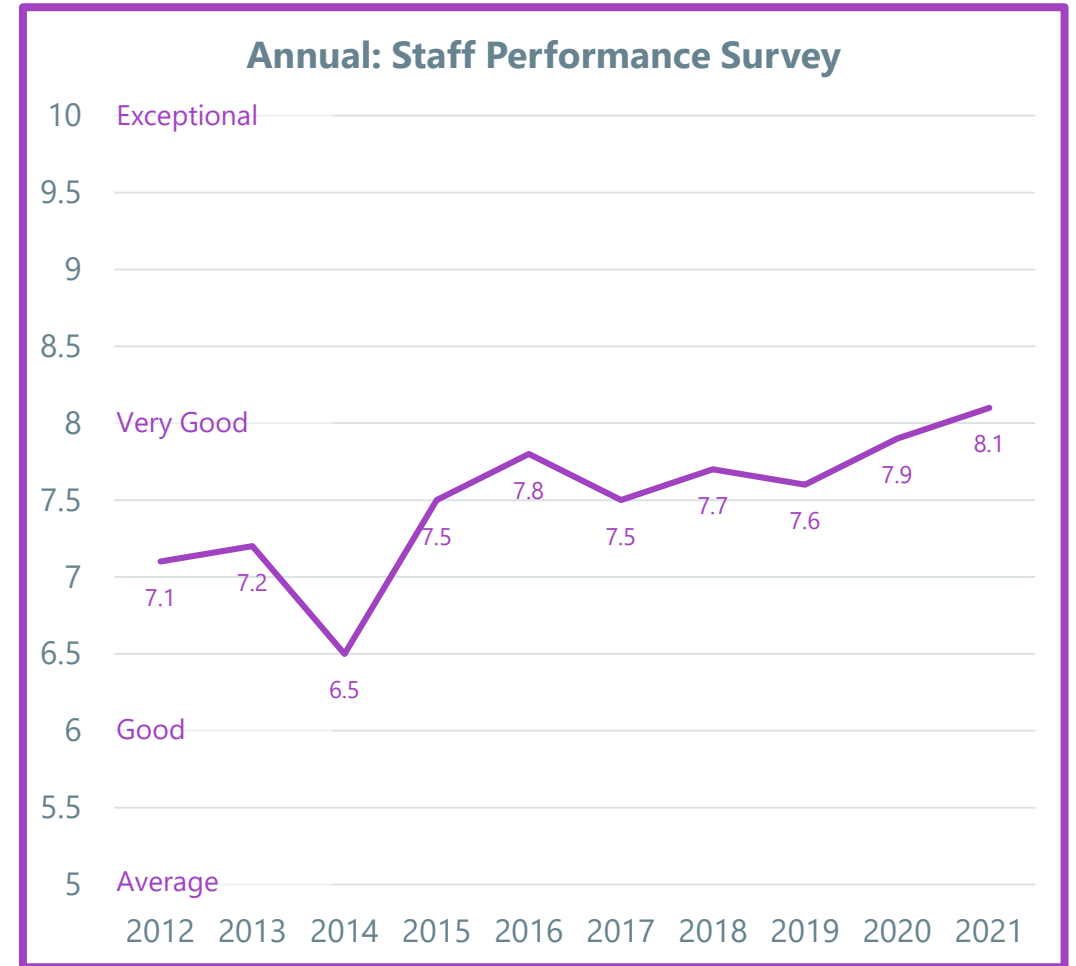
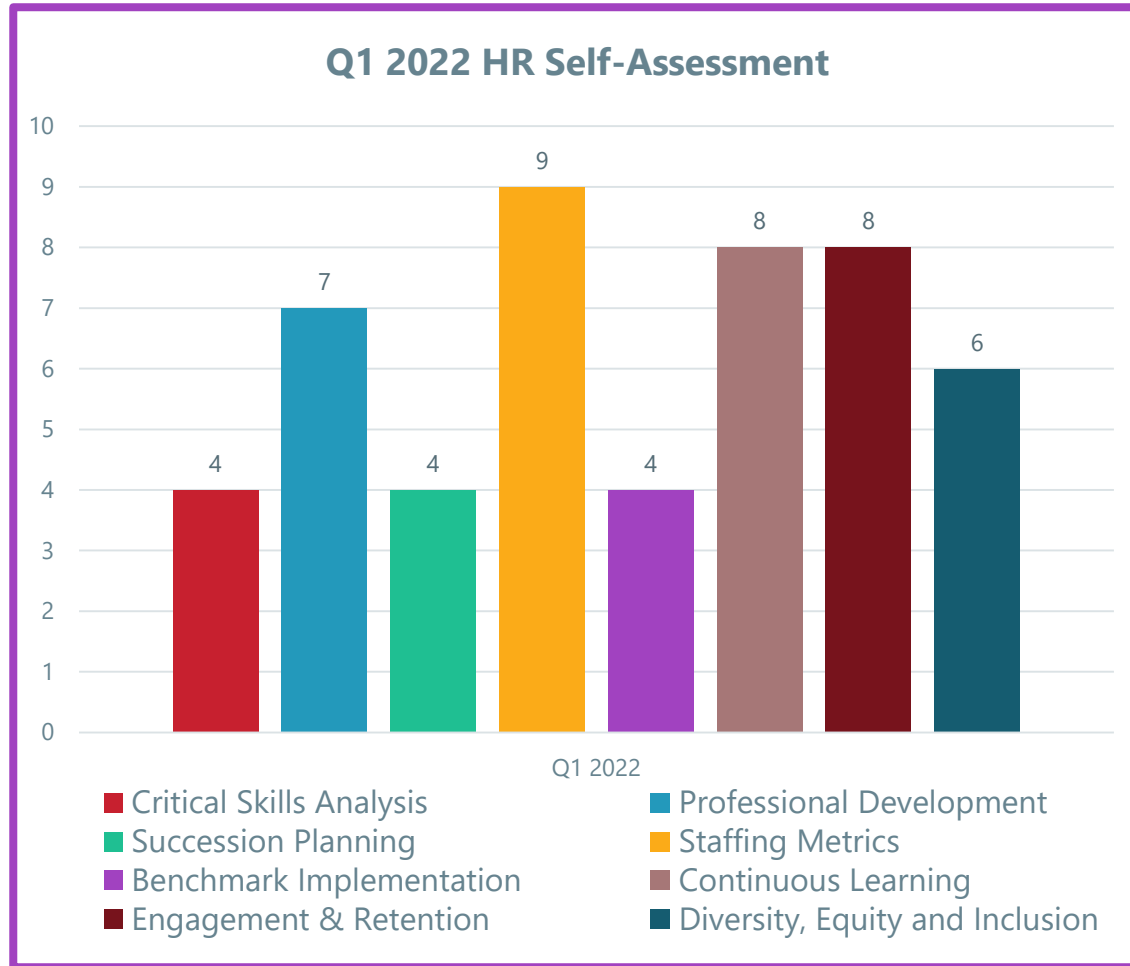
Percentage of Study Postings that Were Made On-Time During the Quarter	●	▲	◆
	100%	80-99%	<80%
Study Type	Current	Previous	
	Q1-2022	Q4-2021	Q3-2021
Aggregate Facilities Studies	●	●	●
Delivery Point Transfer Screening Studies	●	●	●
Long-Term Service Request Screening Studies	●	●	●

# PLANNING: GI QUEUE



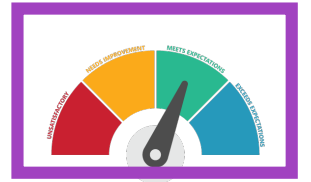


# STAFF READINESS



# STRATEGY

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



## Enabling Capabilities Dashboard

<b>Member Value</b>	Tools for individual value	Provide self-assessment tools	New Value of Transmission <span>✓</span>			
<b>DEI</b>	Current State Evaluation	Establish Framework for Support	Establish Best Practices for Stake. Groups	Expand DEI Model to Groups	Develop DEI Dashboard	Supplier diversity program
<b>Org. Readiness</b>	Staffing Resource Methodology	Performance Management System	Succession Planning Methodology	Expand L&D Platform	Skills Database and Program	
<b>Right Technology</b>	Risk Management	Technology Readiness	IT Staff Readiness	Value & Affordability	Quality & Efficiency	
<b>Innovative Cost Alloc.</b>	HITT Completion	SCRIPT Cost Allocation	DC Tie Cost Allocation	JTIQ Cost Allocation	Interregional Cost Sharing	CAWG/RSC Agreement / Reg. Approv.
<b>Adaptive Governance</b>	Evaluate New Proposals	Evaluate BOD Qualifications	Evaluate Member Trends	Analyze Stakeholder Voting	Annual Assessment & Review	

## Strategic Opportunities Dashboard

<b>HITT Implement.</b>	S1-3 <span>✓</span>	T1-5	C1-4	M1-4	R1-5	
<b>Optimized Seams</b>	Relationship Building	JTIQ	Resolve Seams Liaison Recs.	SCRIPT Alignment	Develop 5-Year Plans	
<b>Western Expansion</b>	Business Dev. & Marketing	WEIS Expansion	Markets+ Developed	SPP West Commitment	WPP WRAP Program Operator	Implement Outreach
<b>Innovative Transm. Planning</b>	Consolidate Planning Processes	Develop DQ, Optimization, Services & Cost Sharing	Establish Engineering Automation Platform	GI Backlog Clearing Implement. <span>✓</span>		
<b>Grid of the Future</b>	Form Future Strategy Advisory Group <span>✓</span>	Perform Future State of the Grid Assessment	Continue Existing Support Initiatives			

**Key:** Complete ✓ In-Progress Not Started