



KEY PERFORMANCE INDICATORS

Q3 2022

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



SouthwestPowerPool



SPPorg



southwest-power-pool

KEY PERFORMANCE INDICATORS (KPI)

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.

Reliability (50%)
Performance (50%)

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 (50%) | Strategy (25%)
Readiness (25%)

WORKING TOGETHER

ENGAGEMENT • 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 continue to remain engaged in organizational processes and have a high level of satisfaction with SPP staff performance.

Grade

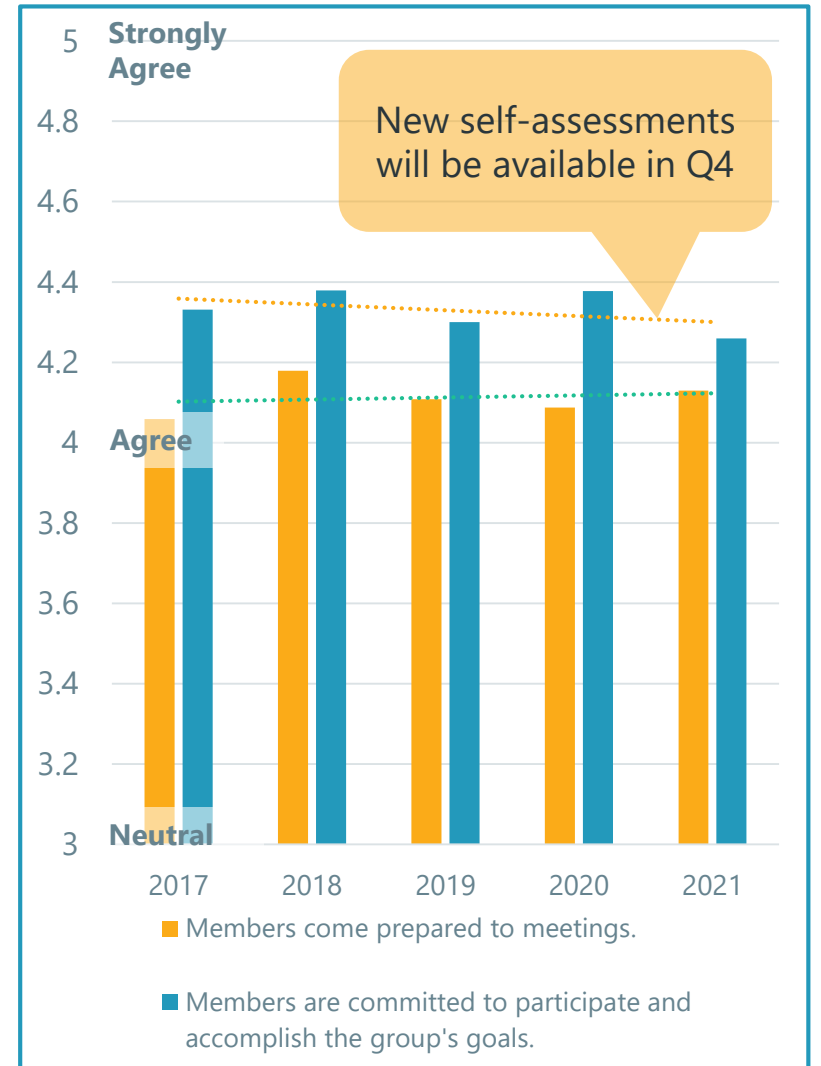
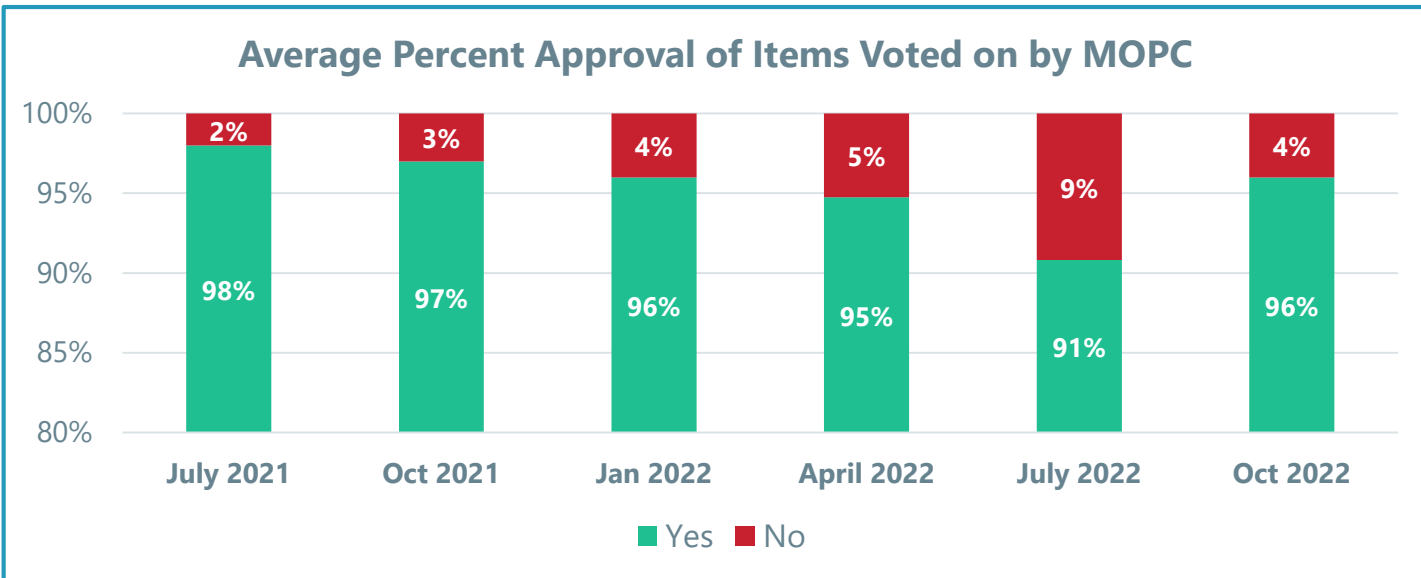
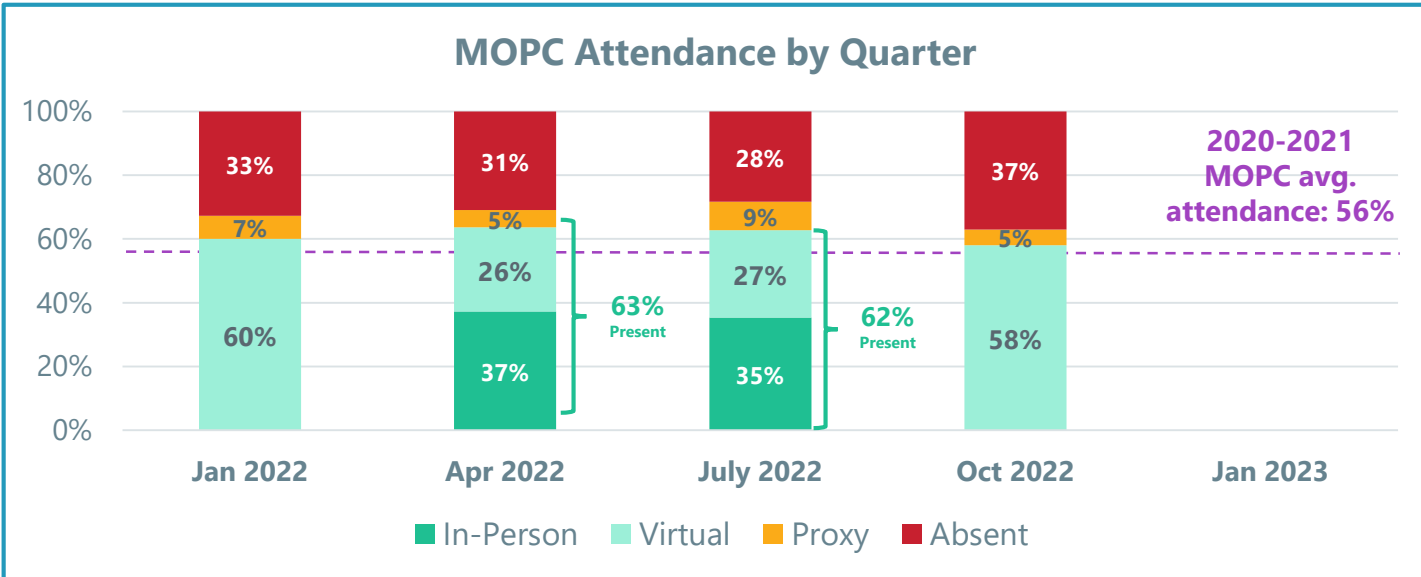
Meets Expectations



ENGAGEMENT



KPI: WORKING TOGETHER



*Source: Org Effectiveness Surveys

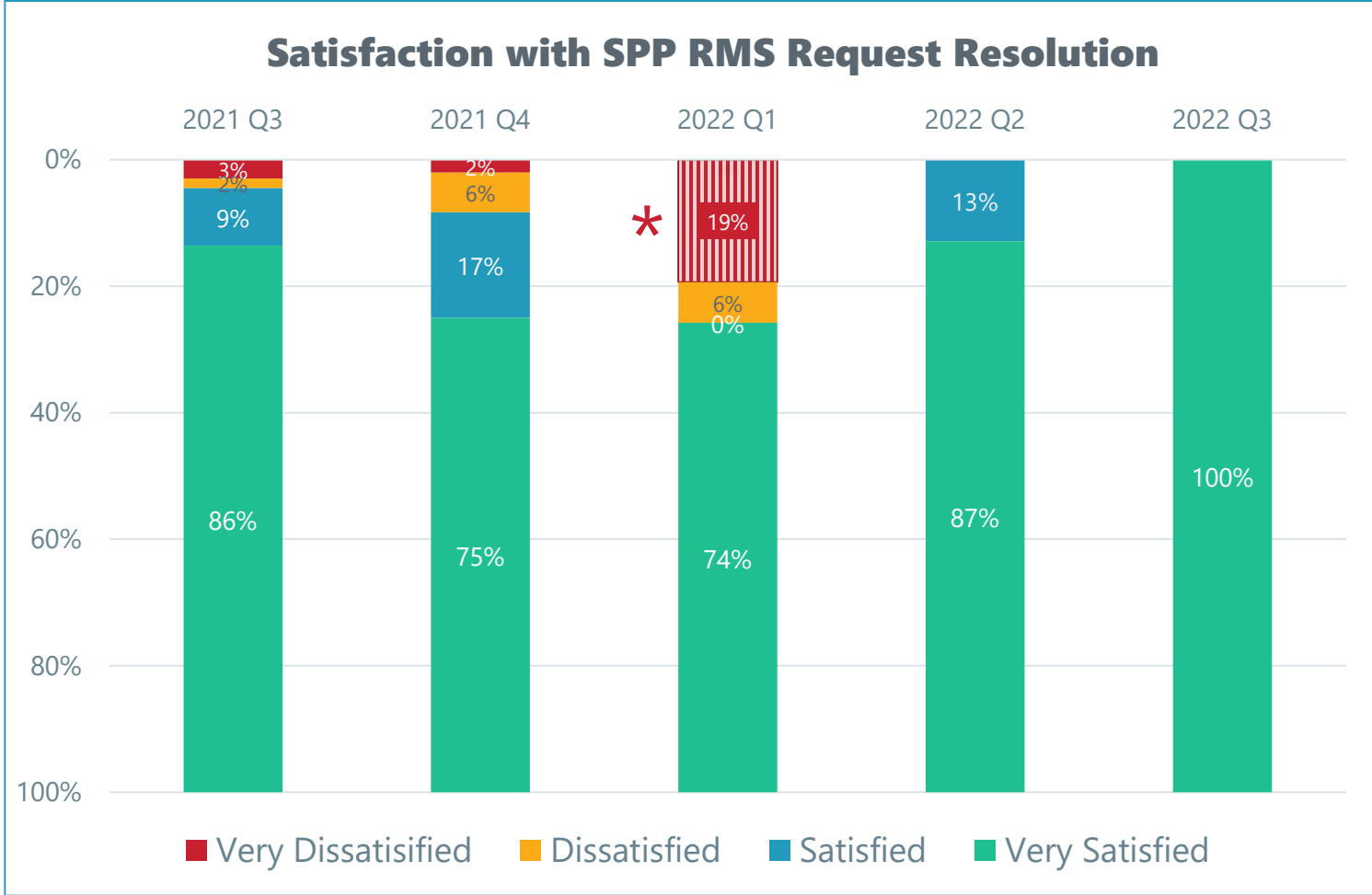


SATISFACTION: QUARTERLY & YEARLY DATA



KPI: WORKING TOGETHER

Quarterly RMS User Survey Data



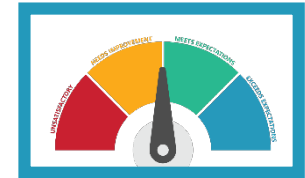
Annual Stakeholder Survey Data



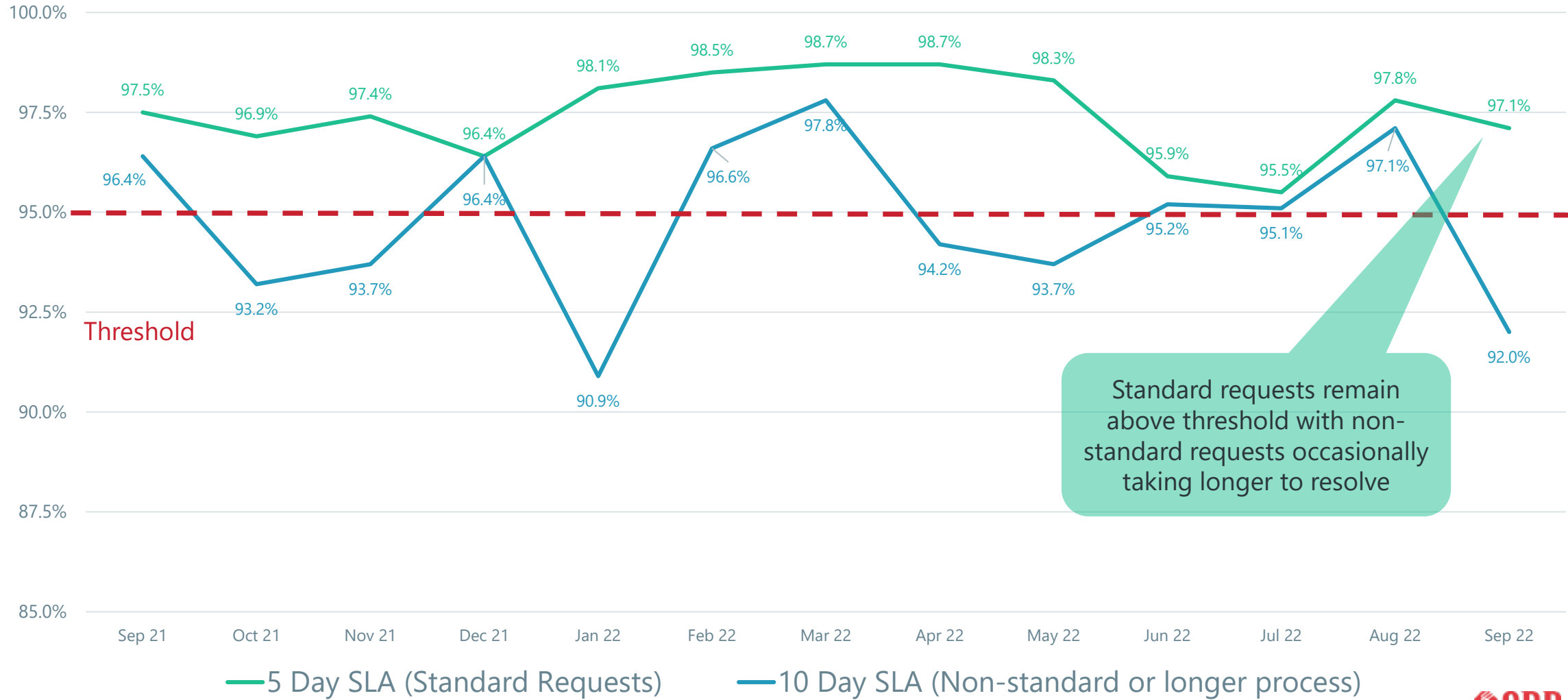
*** NOTE:** Multiple Q1 2022 surveys indicated "Very Dissatisfied" despite rating all other categories as "Excellent." These "Very Dissatisfied" ratings may be due to user mistakes in the survey. Staff adjustments to survey format seem to have reduced anomalous scores in Q2.

**2022 Data is preliminary, pending final results of annual survey*

RESPONSIVENESS – RMS SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE



SLA Compliance Rate



Standard requests remain above threshold with non-standard requests occasionally taking longer to resolve

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

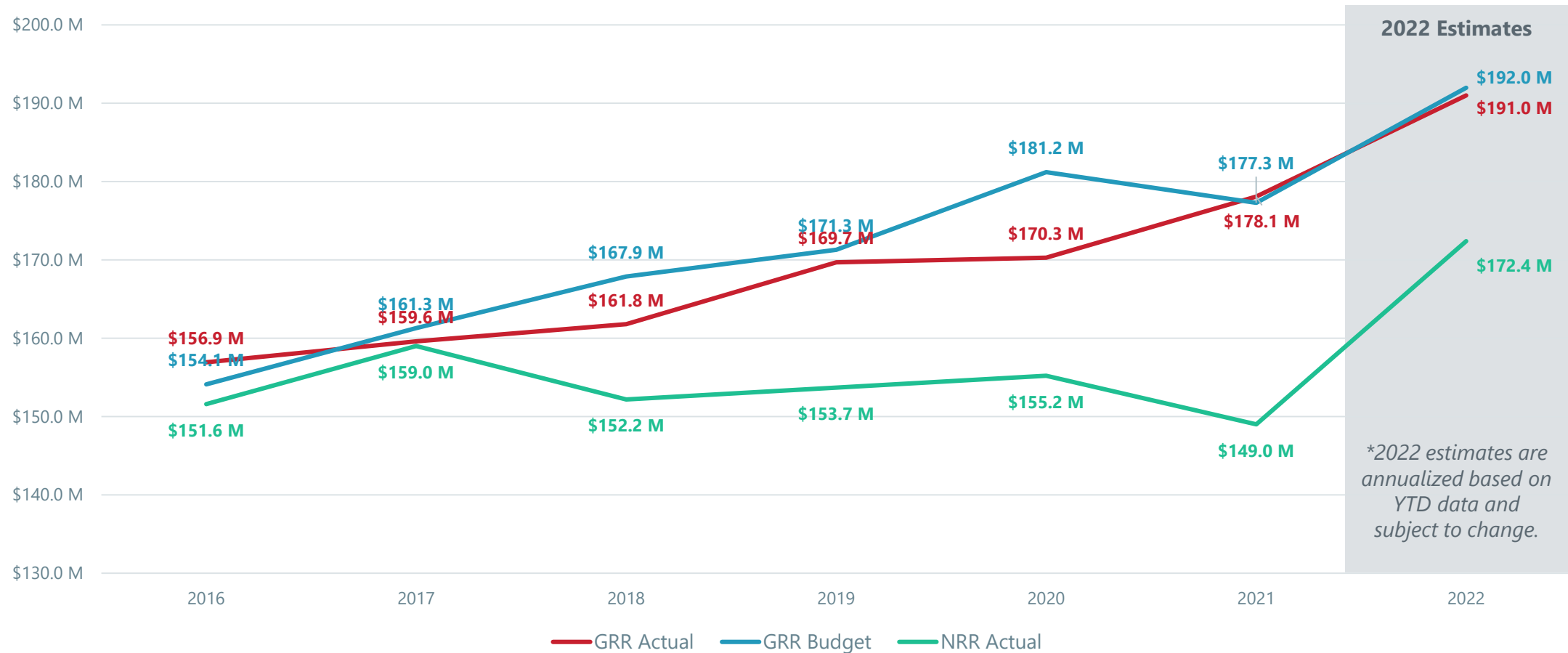
Exceeds Expectations





RESPONSIBILITY: EXPENSE MANAGEMENT

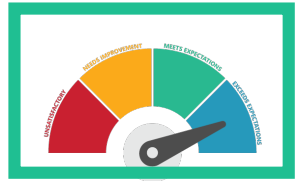
Year-End Gross Revenue Requirement (GRR) Actual* vs. Budget, and Net Revenue Requirement (NRR)



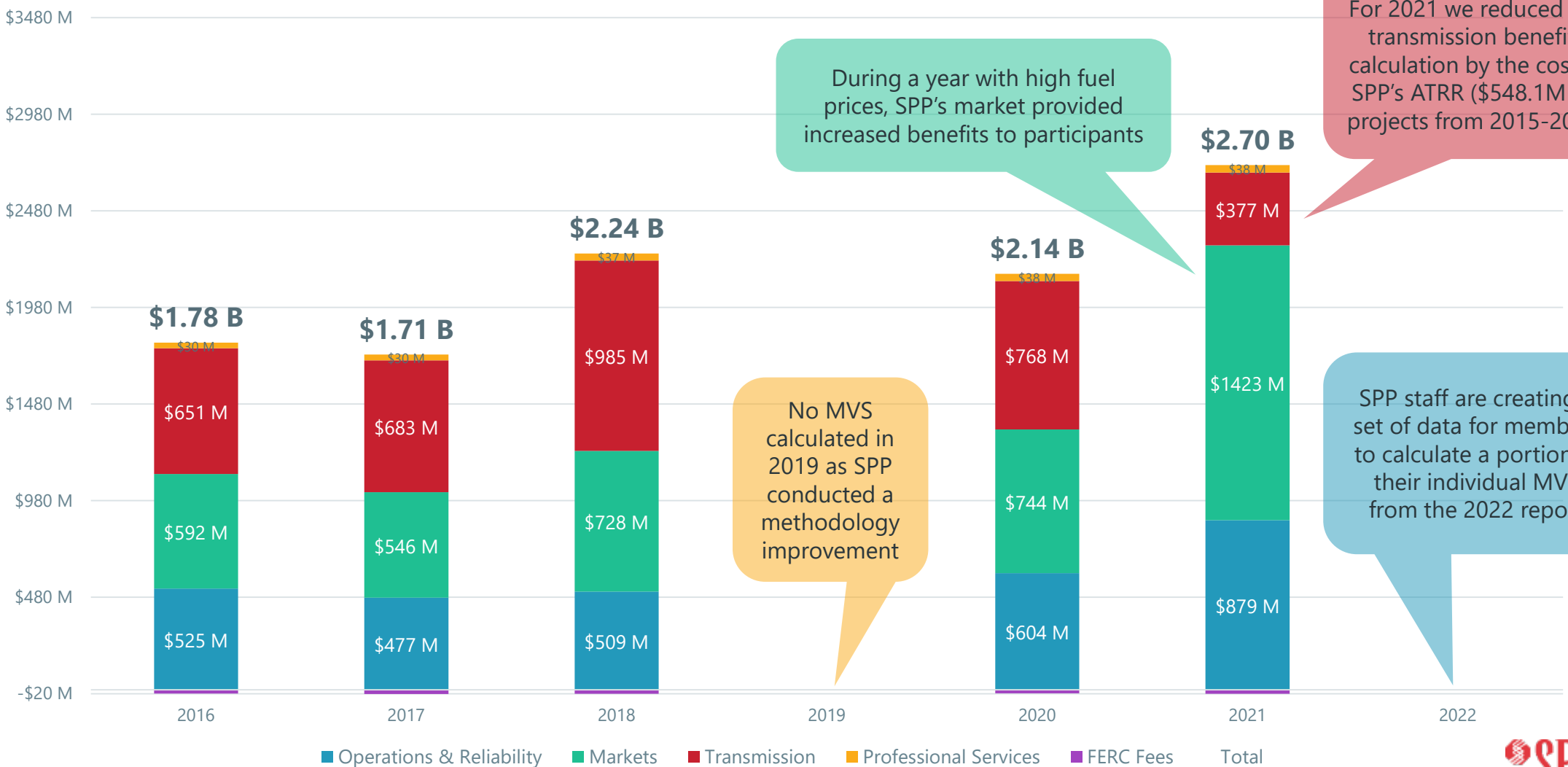
*2022 estimates are annualized based on YTD data and subject to change.

	2016	2017	2018	2019	2020	2021*	2022*
Over/Under (O/U)	-\$7.1 M	\$3.9 M	\$12.8 M	\$4.3 M	\$17.2 M	\$3.3 M	\$11.8 M

RESPONSIBILITY: MEMBER VALUE STATEMENT (MVS)



SPP's Member Value Statement (MVS) Calculation



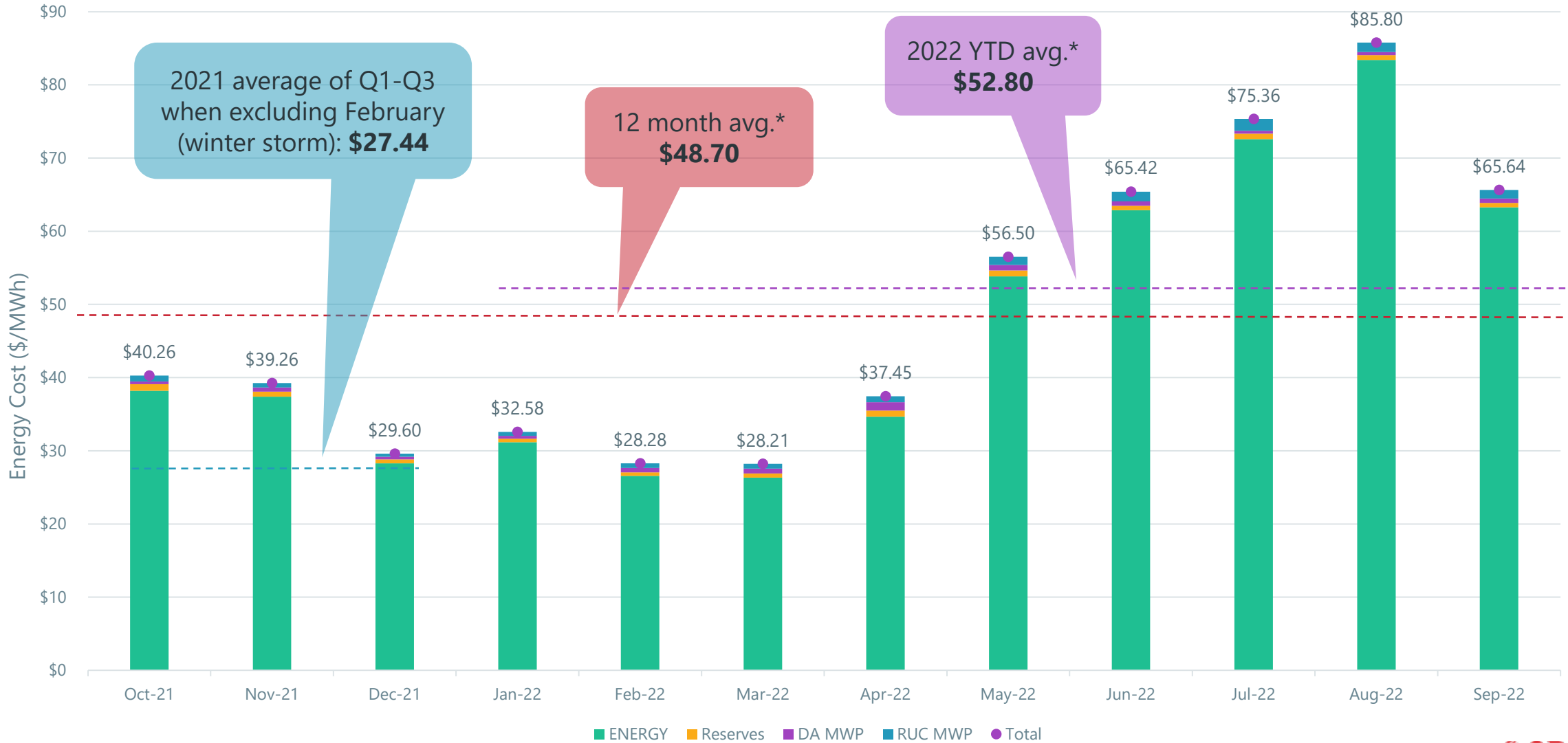
During a year with high fuel prices, SPP's market provided increased benefits to participants

For 2021 we reduced our transmission benefits calculation by the cost of SPP's ATRR (\$548.1M for projects from 2015-2019)

No MVS calculated in 2019 as SPP conducted a methodology improvement

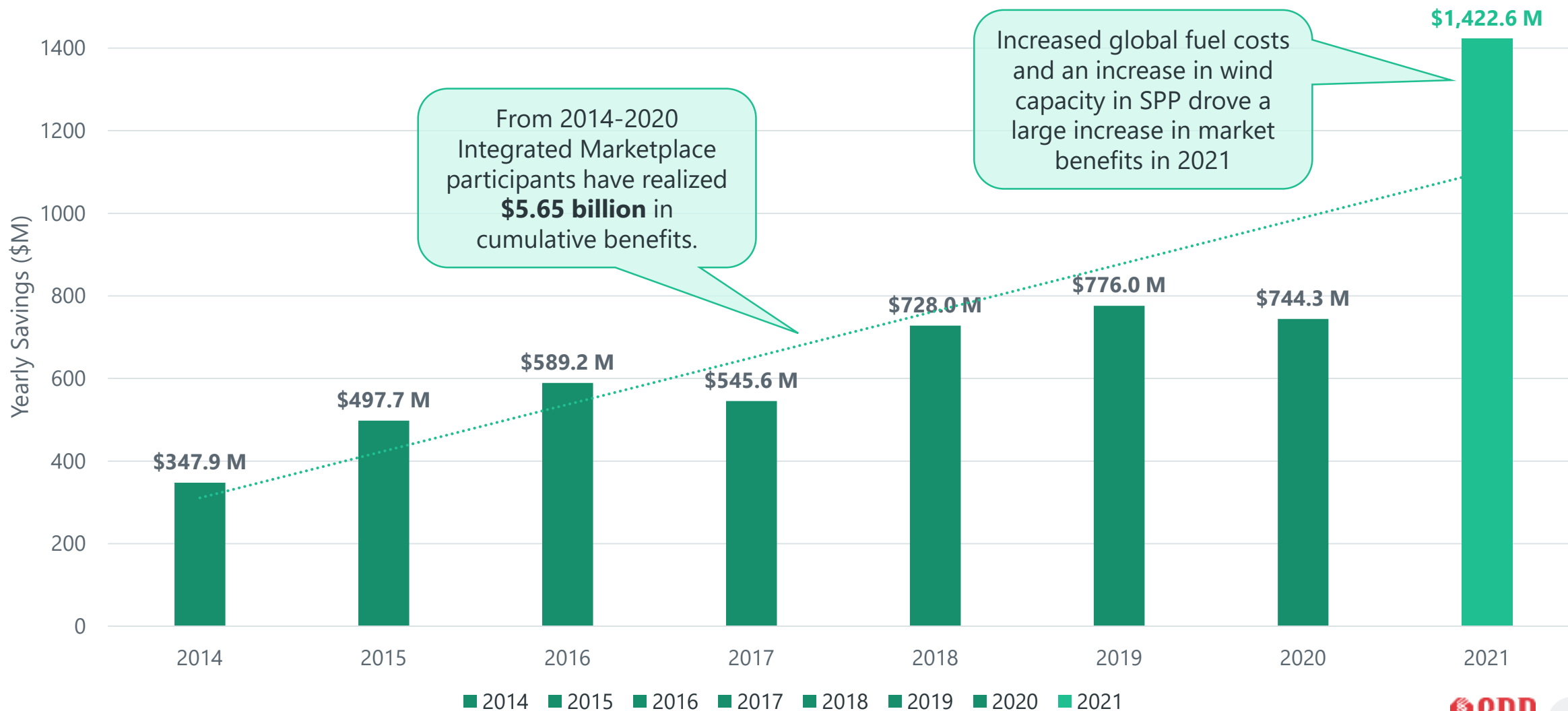
SPP staff are creating a set of data for members to calculate a portion of their individual MVS from the 2022 report

ECONOMICS: MONTHLY AVG. MARKET PRICES



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

ECONOMICS: ANNUAL MARKET BENEFITS



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

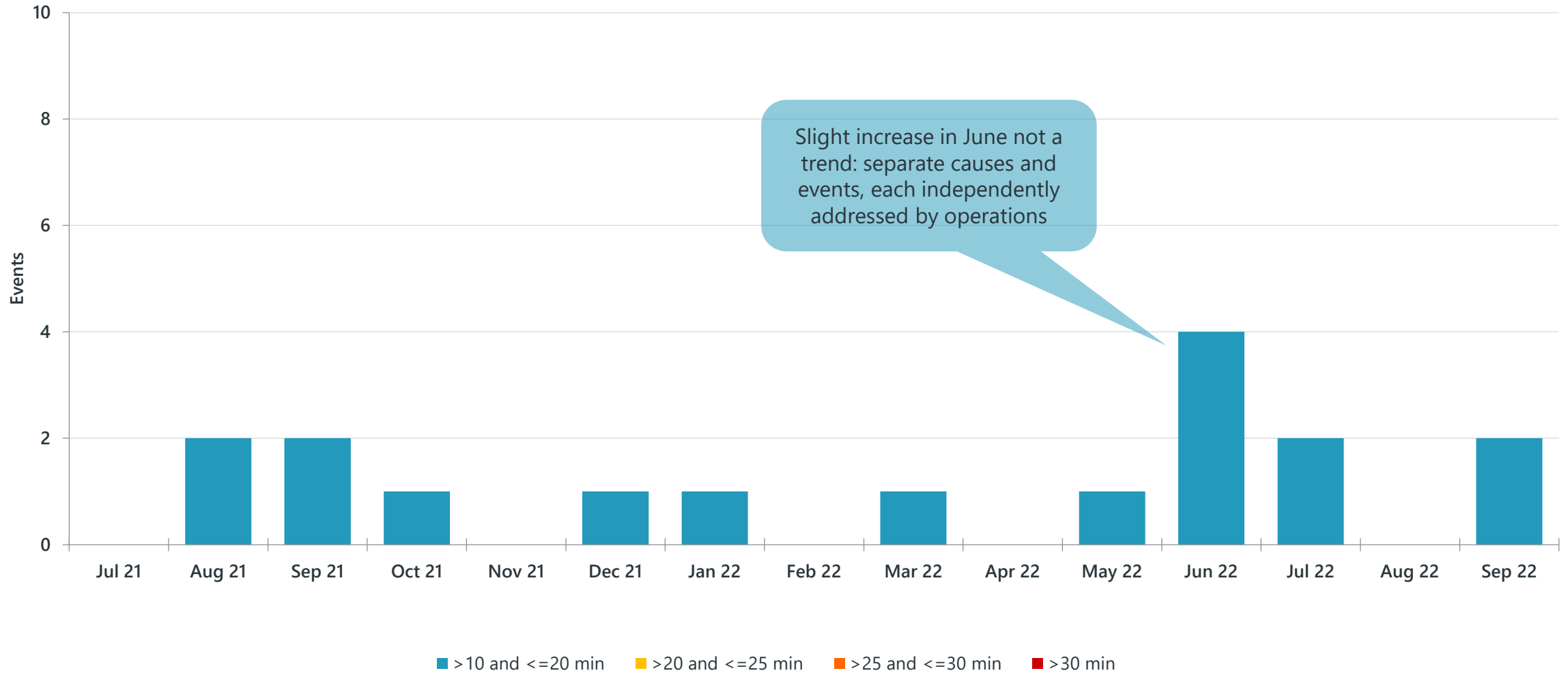
SPP saw slight decreases in BAAL errors and congestion. SPP experienced upticks in operational systems performance issues that held cumulative performance below thresholds.

Grade

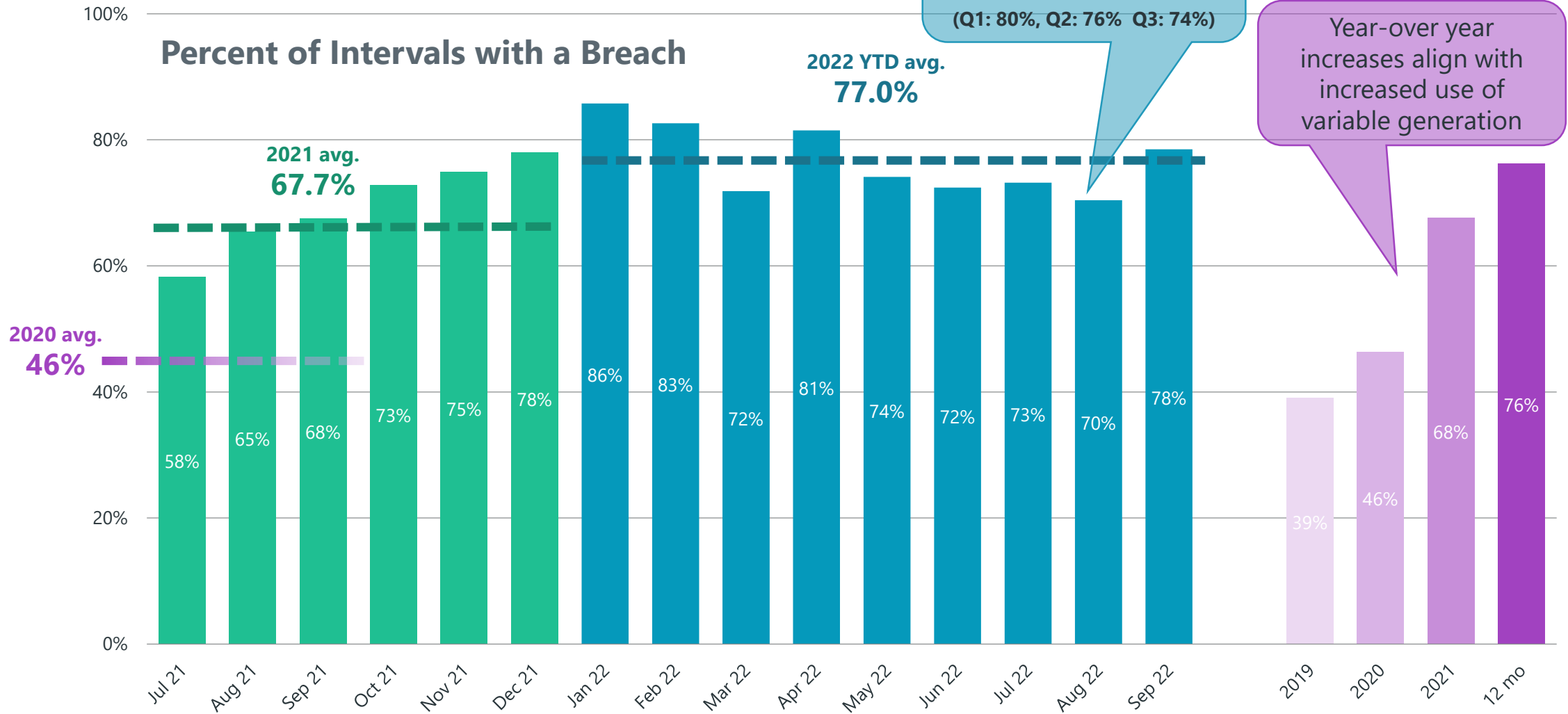
Adjustments necessary to continue to meet expectations.



RELIABILITY: BALANCING AUTHORITY AREA CONTROL ERROR LIMIT (BAAL)

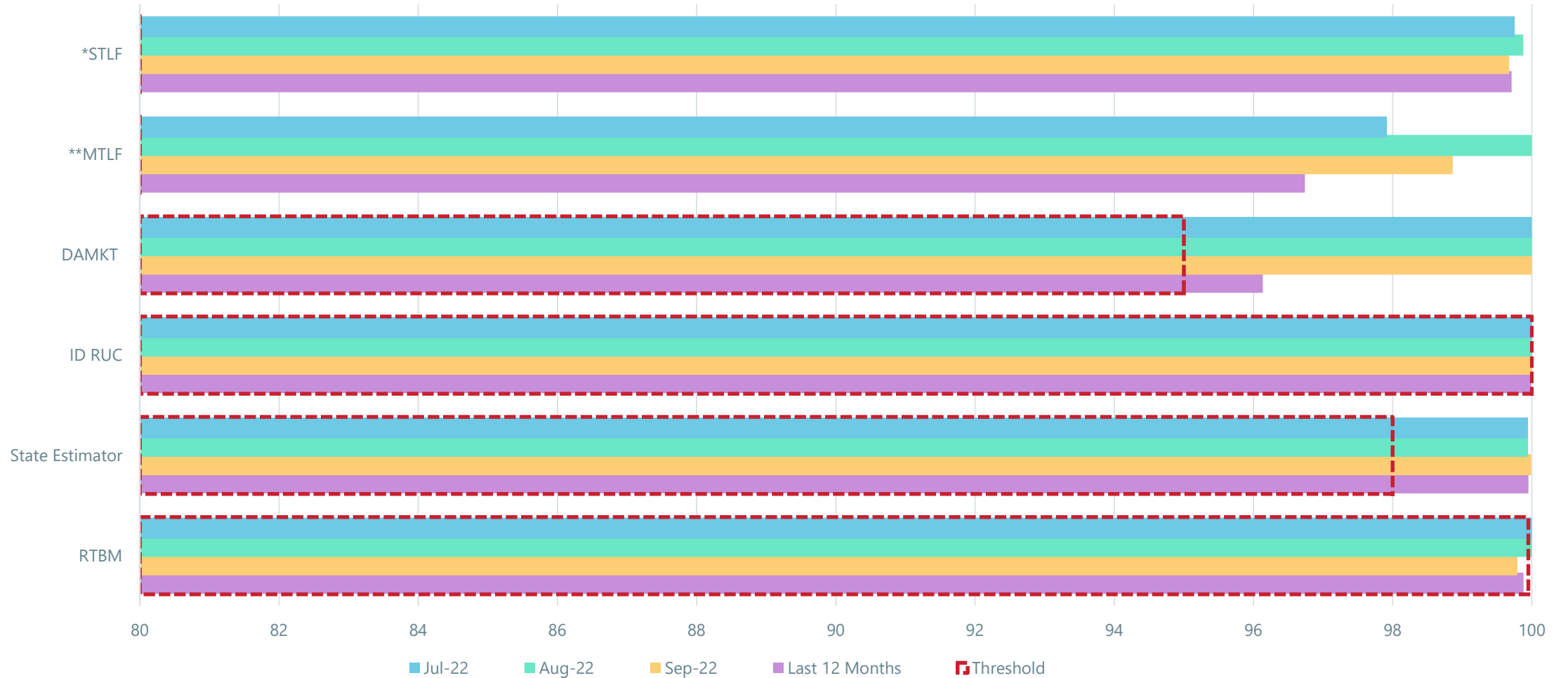


RELIABILITY: CONGESTED INTERVALS (BREACHED)



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

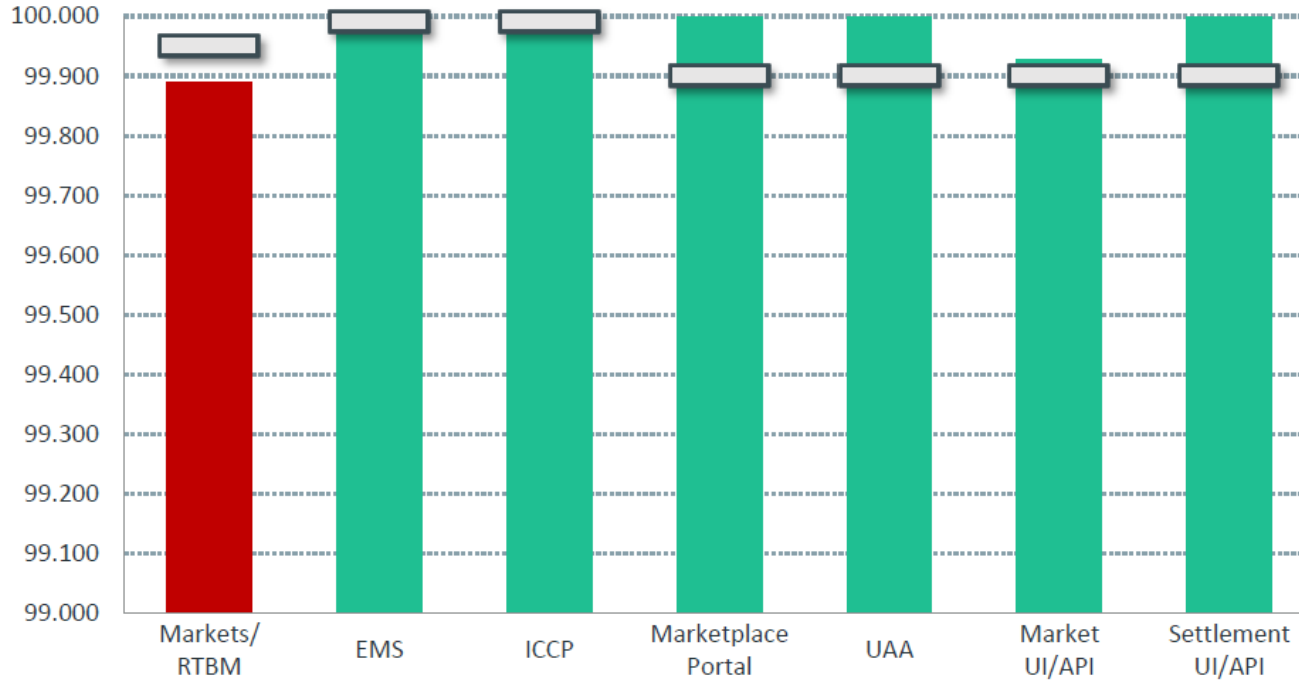


Cumulative IT Service Availability Through September 2022

GREEN
Meets and/or Exceeds the Cumulative Target Minutes

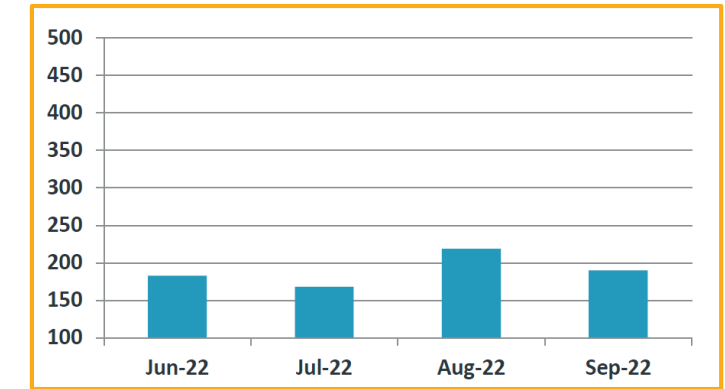
YELLOW
Within Target Threshold, but Exceeds 85% or more of the allowable Cumulative Target Minutes

RED
Exceeds the Target Cumulative Minutes

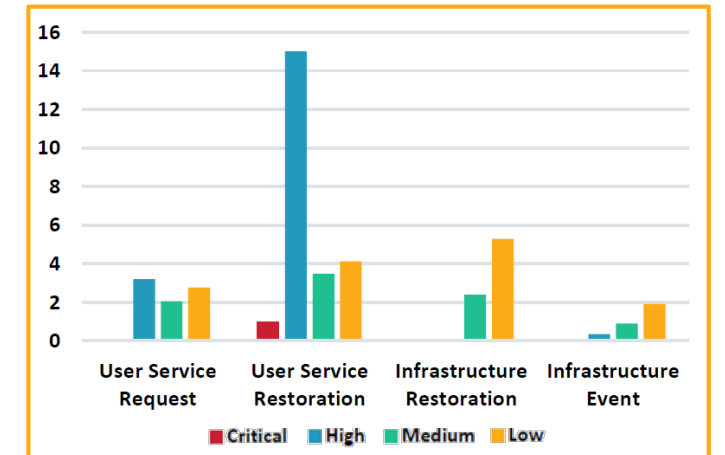


	Markets/RTBM	EMS	ICCP	Marketplace Portal	UAA	Market UI/API	Settlement UI/API
Actual Uptime %	99.889	100.000	100.000	100.000	100.000	99.928	100.000
Target Uptime %	99.950	99.990	99.990	99.900	99.900	99.900	99.900
Actual Downtime Minutes	585	0	0	0	0	385	0
Threshold Minutes	263	53	53	526	526	526	526

IT Support Services Call Volume



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



KPI: KEEP THE LIGHTS ON TODAY

KEEP LIGHTS ON IN THE FUTURE

PLANNING • 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

The board, MOPC and CAWG have taken action to address resource adequacy, though it remains a near future concern. The GI backlog is improving. Progress continues toward future readiness, improved DEI and other strategic capabilities and opportunities.

Grade

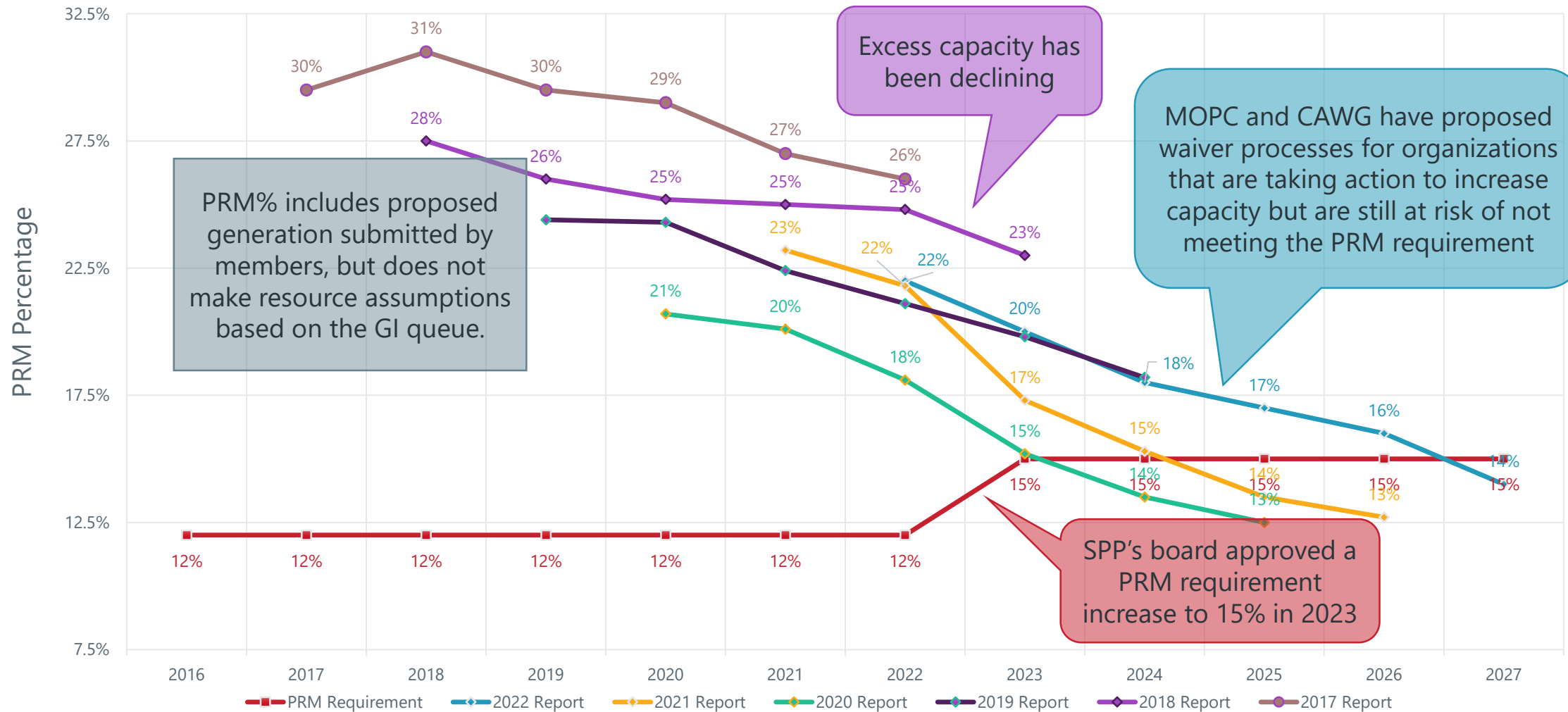
Meets Expectations



PLANNING: RESOURCE ADEQUACY



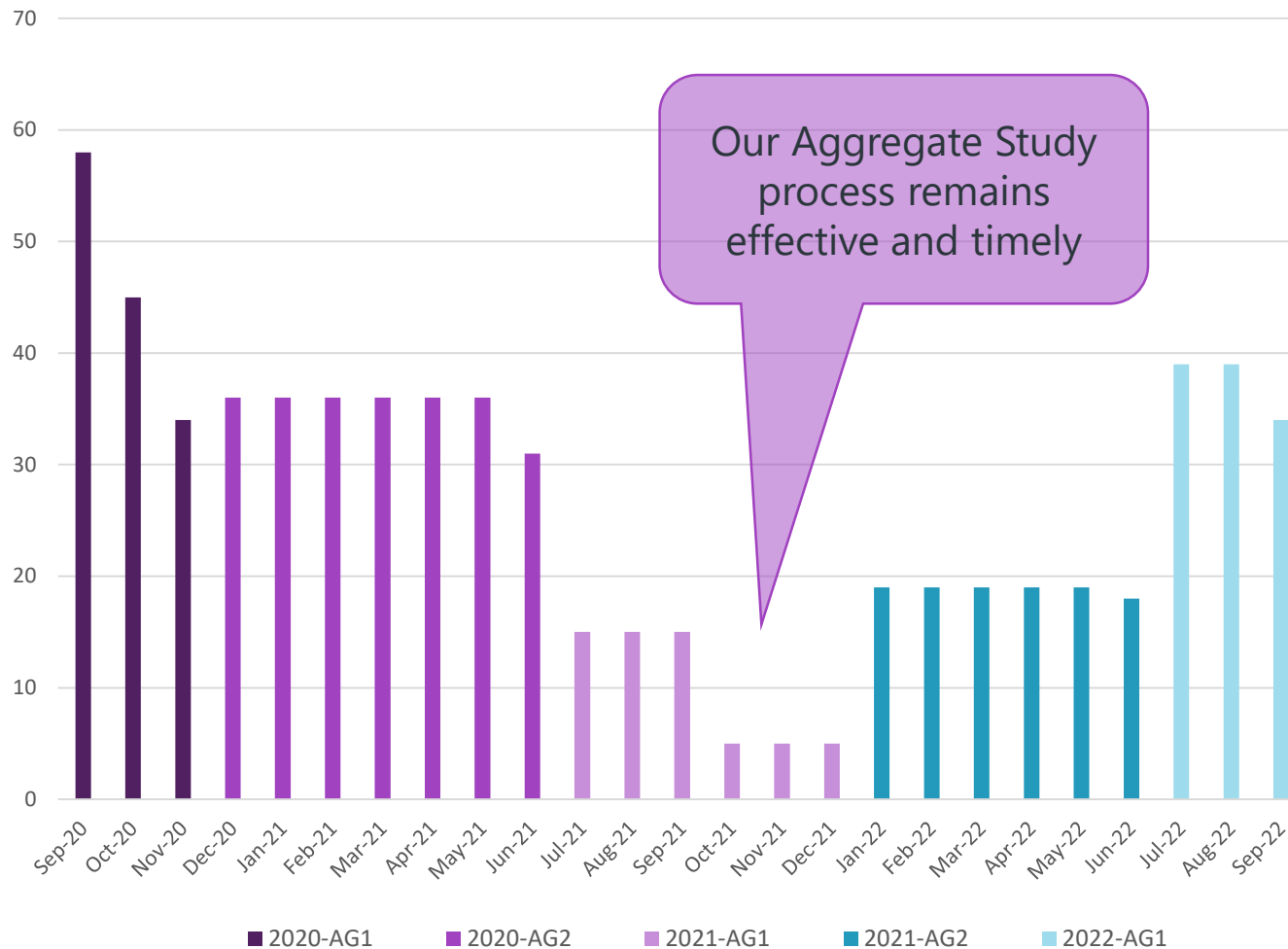
Historical 6-year Resource Adequacy (RA) Planning Reserve Margin (PRM) Projections



PLANNING: STUDIES PERFORMANCE

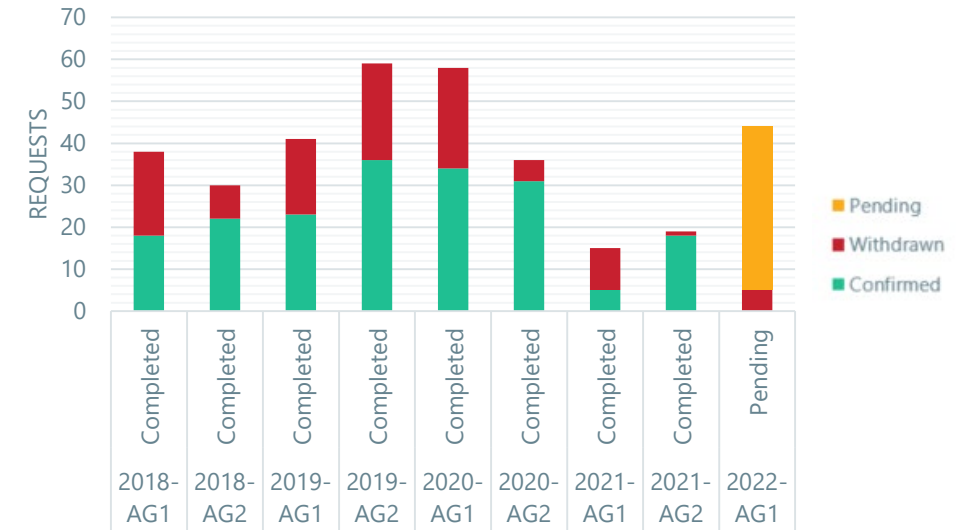


Trend of Requests in the Aggregate Study Queue Over Time



Our Aggregate Study process remains effective and timely

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	
	Q3-2022	Q2-2022	Q1-2021
Aggregate Facilities Studies	●	●	●
Delivery Point Transfer Screening Studies	●	●	●
Long-Term Service Request Screening Studies	●	●	●

SPP must report to FERC when more than 20% of Facilities Studies (not Screening Studies) are late in two consecutive calendar quarters. SPP is subject to penalty if 10% or more are late in the following two calendar quarters after breaking the 20% late threshold.

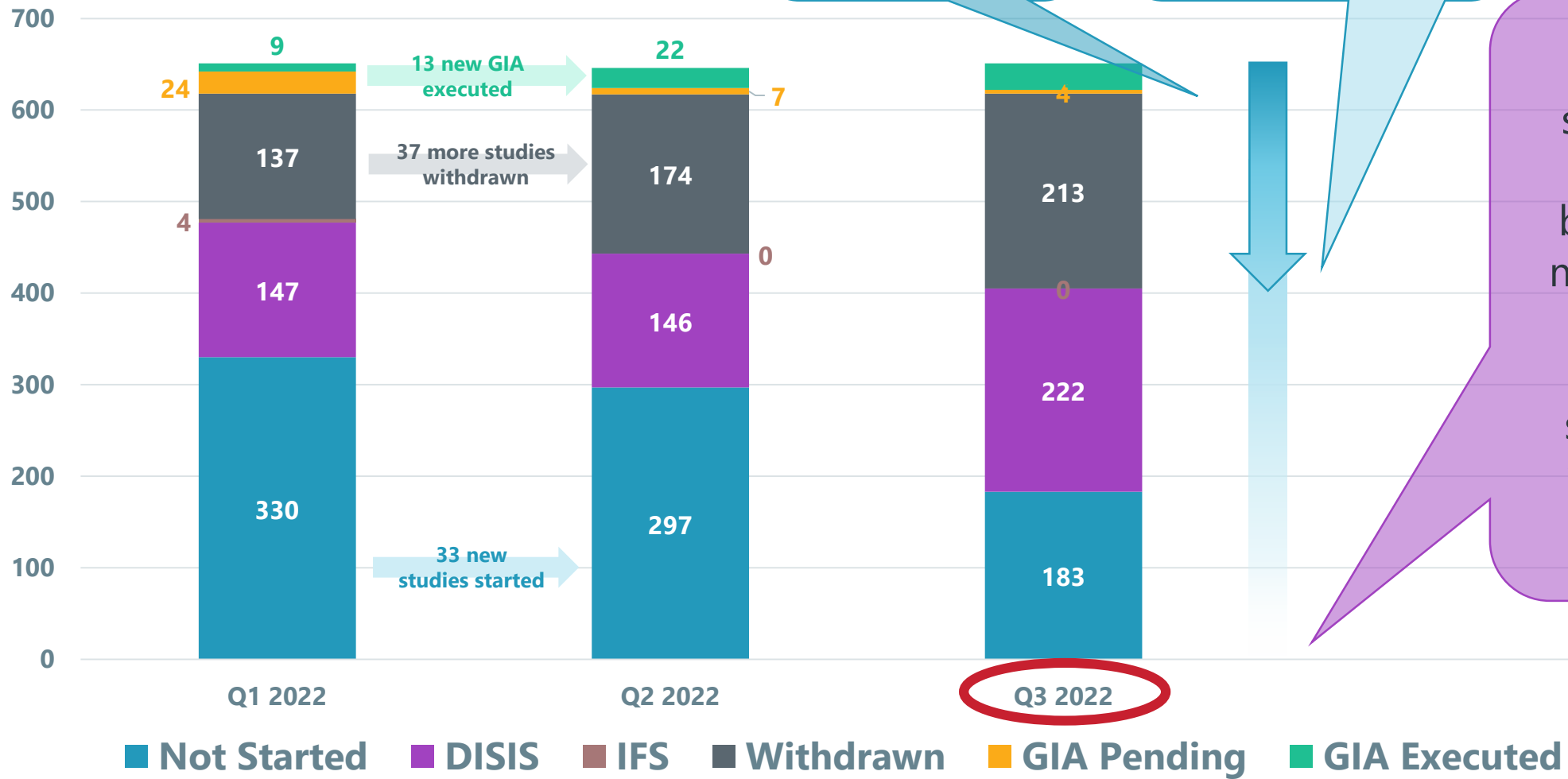
PLANNING: GI QUEUE



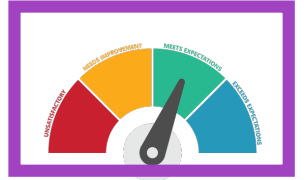
Active queue began with **651 requests** for ~120 GW

As of Sept 28 the backlog is down to **405 requests** for ~78 GW

SPP is on schedule to clear the backlog but more work is needed to improve satisfaction with the GI process.



ORGANIZATIONAL READINESS



Q3 SPC Organizational Readiness Scorecard		
Milestone	Status	Commentary
Develop staffing methodology and workforce utilization plan	I-P	<ul style="list-style-type: none"> New Staffing approach implemented in March Evaluation of 2023 resource needs underway for the budget
Implement performance management system	I-P	<ul style="list-style-type: none"> New system rolled out to the organization in February 2022 Training for management in August on performance management
Develop succession planning Methodology	I-P	<ul style="list-style-type: none"> Developed 9-box performance/potential model Launched high potential program and development planning at the Director level
Expand learning & development training platform	I-P	<ul style="list-style-type: none"> New platform, Empower, announced with new courses underway and in development Variety of management classes added Revamped/extended New Hire Orientation
Develop skills inventory & skills training program	I-P	<ul style="list-style-type: none"> Vendor evaluation underway

Q3 SPC Diversity, Equity & Inclusion Scorecard		
Milestone	Status	Commentary
Continue Current State Evaluation	C	<ul style="list-style-type: none"> Work with new DEI Director to evaluate current state
Establish staffing and support framework for DEI	C	<ul style="list-style-type: none"> Director, DEI hired. Start date: 3/28/22. Additional evaluation of support ongoing
Continue work with DEITF & share best practices	C	<ul style="list-style-type: none"> DEITF meetings scheduled quarterly in 2022
Expand DEI model & best practices to stakeholder groups and committees	I-P	<ul style="list-style-type: none"> Use of 4Cs model to guide/measure BRGs: Career, Commerce, Culture, and Community. This model is supported by research and is foundational to DEI strategy in the workplace.
Determine KPIs, Action Plans, and Metrics for DEI Initiatives	I-P	<ul style="list-style-type: none"> Signed agreement to use The Centre for Global Inclusion (CGI) Global DEI Benchmarks. CGI benchmarks help determine what specific KPIs, action plans and metrics are needed.
Create Baseline to Evaluate and Track Supplier Diversity	I-P	<ul style="list-style-type: none"> Conducted initial meeting and identified data analysis and collection as next step. Need to determine what measurable short-term and long-term change we are seeking

Scorecard Key:

Complete	In-Progress	Not Started	At Risk
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STRATEGY



JTIQ back on track, no longer "at risk"

Enabling Capabilities Dashboard

Member Value	Tools for individual value	Provide self-assessment tools	New Value of Transmission			
DEI	Current State Evaluation	Establish Framework for Support	Establish Best Practices for Stake. Groups	Expand DEI Model to Groups	Develop DEI Dashboard	Supplier diversity program
Org. Readiness	Staffing Resource Methodology	Performance Management System	Succession Planning Methodology	Expand L&D Platform	Skills Database and Program	
Right Technology	Risk Management	Technology Readiness	IT Staff Readiness	Value & Affordability	Quality & Efficiency	
Innovative Cost Alloc.	HITT Completion	SCRIPT Cost Allocation	DC Tie Cost Allocation	JTIQ Cost Allocation	Interregional Cost Sharing	CAWG/RSC Agreement / Reg. Approv.
Adaptive Governance	Retain Consultant to Assist Holistic Gov. Review	Perform Current State Assessment	Identify Gov. Challenges & Areas of Enhancement	Information Gathering	Analyze and Begin to Develop Future State	

Strategic Opportunities Dashboard

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



KPI: KEEP LIGHTS ON IN THE FUTURE