













2016 Balanced Scorecard

Goal	Measure	Year-End 2016		
		Status	Target	Actual
Maintain Infrastructure	Generation Market Readiness (%)		99.40	99.78
	Transmission System Reliability (%)		94.89	94.56
Financial Management	Debt Coverage (Ratio)		2.50	3.15
	O&M Budget Performance (\$ Millions)		476.0	447.5
Energy Services	MMBTU's Saved		500.4	514.4
	Energy Efficiency Investment in State Facilities (\$ Millions)		52.2	73.9
Workforce Management	Retention (# of Touchpoints)		1,075	2,049
Safety Leadership	DART Rate (Index)		0.78	0.95
Environmental Responsibility	Environmental Incidents (Units)		32	19

Status	
	Meeting or Exceeding Target
	Below Target
	Significantly Below Target