

# MiScorecard Performance Summary

**Business Unit:** Michigan Public Service Commission  
**Executive/Director Name:** Sally Talberg  
**Reporting Period:** Jul 2017

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 9/7/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Rules</b>								
MPSC-1	Average # of Days to Issue Final Orders in Electric & Gas Rate Cases	Green		351 days	267	265	Monthly	The Cumulative Average Processing Time for all General Electric & Gas Rate Cases Decided after 10/6/08. Lower Number Means Faster Case Processing.
<b>Key Economic Indicators</b>								
MPSC-5	Residential - Electric Price Rank within the United States			N/A	40	41	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data - 2 month lag
MPSC-6	Commercial - Electric Price Rank within the United States			N/A	39	36	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month lag
MPSC-7	Industrial - Electric Price Rank within the United States			N/A	32	30	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data - 2 month lag
MPSC-8	Residential - Total Average Annual Combined Electric and Natural Gas Bill Rank within the United States			N/A	20	21	CY Annually	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (Calendar Year 2014; 2015 data expected March 2017 from EIA)
<b>Reliability or Customer/Constituent</b>								
MPSC-4	Electric Distribution Reliability: Michigan Weighted SAIFI			N/A	0.97	0.95	CY Annually	The Weighted Average SAIFI (System Average Interruption Frequency Index) for Electric Utilities in Michigan. This Number Represents the Frequency of Customer Electric Outages. Lower Numbers indicate a Lower Frequency of Outages. 2016 data is the most current data available. (2017 data expected April 2018)
<b>Statutory Requirement</b>								
MPSC-9	Renewable Energy (Target for 2016, 2017 and 2018; 10.3 million energy credits)			10.3 million	N/A	N/A	CY Annually	Data represents the total energy credits used for 2015 compliance with the RPS. (2016 Data expected Nov 2017)
MPSC-10a	Electric Energy Efficiency	Green		1.00%	1.21%	1.41%	CY Annually	2015 Target: 1%; 2015 data is the most current data available. (2016 data expected Nov 2017)
MPSC-10b	Natural Gas Energy Efficiency	Green		0.75%	0.88%	0.98%	CY Annually	2015 Target: 0.75%; 2015 data is the most current data available. (2016 data expected Nov 2017)
<b>Productivity</b>								
MPSC-2	Processing Applications & Formal Complaints with Statutory Deadlines for all Industries	Yellow		100%	88%	93%	Monthly	% of Orders Issued on or before the Expiration of a State or Federal Statutory Deadlines
MPSC-3	Processing Applications & Formal Complaints in a Timely Manner for all Industries	Green		75%	87%	86%	Monthly	% of Orders Issued within 9 Months or Less for Cases having no Statutory Deadline
MPSC-11	Pipeline Safety Inspection	Green		695	695	684	CY Annually	Number of required intrastate pipeline safety inspection days completed annually as required by Federal Standards (PHMSA)(2016 data)
<b>Customer/Constituent</b>								
MPSC-21	Residents and businesses with access to a fixed broadband connection with a minimum speed of 25 Mbps download/3Mbps upload			90%	N/A	N/A	CY Annually	Source: Connect Michigan (2017 data expected Feb 2018)
MPSC-22	Residents and businesses with access to a fixed broadband connection with a minimum download speed of 100 Mbps			81%	N/A	N/A	CY Annually	Source: Connect Michigan (2017 data expected Feb 2018)
MPSC-23	Land area of the state with access to mobile broadband with download speed of 10 Mbps			12%	N/A	N/A	CY Annually	Source: Connect Michigan (2017 data expected Feb 2018)
MPSC-24	Land area of the state with access to mobile broadband with download speed of 25 Mbps			12%	N/A	N/A	CY Annually	Source: Connect Michigan (2017 data expected Feb 2018)
MPSC-25	Residents adopting a fixed broadband connection at home			73%	N/A	N/A	CY Annually	Source: US Census Bureau American Community Survey (2017 data expected Feb 2018)
MPSC-26	Residents adopting a mobile broadband connection			62%	N/A	N/A	CY Annually	Source: US Census Bureau American Community Survey (2017 data expected Feb 2018)
MPSC-27	Businesses with a web presence			75%	N/A	N/A	CY Annually	Source: Survey (2017 data expected Feb 2018)