

MiScorecard Performance Summary

Business Unit: Michigan Public Service Commission
Executive/Director Name: Sally Talberg
Reporting Period: Apr 2018

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
Date Approved: 6/4/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Rules								
MPSC-1	Average # of Days to Issue Final Orders in Electric & Gas Rate Cases	Green		351 days	270	269	Monthly	The Cumulative Average Processing Time for all General Electric & Gas Rate Cases Decided after 10/6/08. Lower Number Means Faster Case Processing.
Key Economic Indicators								
MPSC-5	Residential - Electric Price Rank within the United States		=	N/A	40	40	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	37	37	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	25	20	CY Annually	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data - 2016 data is the most current available. (2017 data expected January 2019)
Reliability or Customer/Constituent								
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)
Statutory Requirement								
MPSC-9	Renewable Energy (Target for 2016, 2017 and 2018; 10.1 million energy credits	Green		10.1 million	10.1	10.3	CY Annually	Data represents the total energy credits used for 2016 compliance with the RPS. (2017 data expected Nov 2018)
MPSC-10a	Electric Energy Efficiency	Green		1.00%	1.28%	1.21%	CY Annually	2015 Target: 1%; 2016 data is the most current data available. (2017 data expected Feb 2019)
MPSC-10b	Natural Gas Energy Efficiency	Green		0.75%	0.94%	0.88%	CY Annually	2016 Target: 0.75%; 2016 data is the most current data available. (2017 data expected Feb 2019)
Productivity								
MPSC-2	Processing Applications & Formal Complaints with Statutory Deadlines for all Industries	Yellow	=	100%	84%	84%	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%	85%	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)
Customer/Constituent								
MPSC-21	Residents and businesses with access to a fixed broadband connection with a minimum speed of 25 Mbps download/3Mbps upload	Green		90%	90%	N/A	CY Annually	Source: Connect Michigan, Sept. 2017
MPSC-22	Residents and businesses with access to a fixed broadband connection with a minimum download speed of 100 Mbps	Green		81%	88%	N/A	CY Annually	Source: Connect Michigan, Sept. 2017
MPSC-23	Land area of the state with access to mobile broadband with download speed of 10 Mbps	Green		90%	93%	N/A	CY Annually	Source: Connect Michigan, Sept. 2017
MPSC-24	Land area of the state with access to mobile broadband with download speed of 25 Mbps	Green		12%	21%	N/A	CY Annually	Source: Connect Michigan, Sept. 2017
MPSC-25	Residents adopting a fixed broadband connection at home	Yellow		73%	65%	N/A	CY Annually	Source: US Census, 2016
MPSC-26	Residents adopting a mobile broadband connection	Green		62%	66%	N/A	CY Annually	Source: US Census 2016
MPSC-27	Businesses with a web presence	Green		75%	69%	N/A	CY Annually	Source: Connect Michigan, 2014
Productivity and Process Improvement								
MPSC-28	Company Response Time	Green		10 Days	8	N/A	Monthly	Average # of days for companies to respond to informal customer complaint.
Complaint Processing								
MPSC-29	Informal Residential Customer Complaint Resolution Time	Green		14 Days	9	N/A	Monthly	Average # of days for MPSC to close residential informal customer complaint.