MiScorecard Performance Summary

4.73%

Business Unit: Michigan Public Service Commission

Executive/Director Name: Sally Talberg
Reporting Period: Jan 2016

Green >90% of target

Yellow >= 75% - 90% of target
Red <75% of target</p>

Date Approved: 2/29/2016

MPSC-1 Average if of Days to Issue Final Orders in Electric & Gas Rate Cases	Date Approved. 2/29/2016								
MPSC-1 Average # of Days to Issue Final Orders in Electric & Gas Park References Final Coders in Electric & Gas Park Cases Reference Designed After 10808. Lower Reference Cases Reference Cases Reference R	Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Rate Cases Rate Cases Residential - Electric Rolas Rate Cases Decided after 10k08. Lower Number Mean's Faster Case Processing Rey Economic Indicators MPSC-5 Residential - Electric Price Rank within the United States MPSC-6 Commercial - Electric Price Rank within the United States MPSC-6 Commercial - Electric Price Rank within the United States MPSC-7 Industrial - Electric Price Rank within the United States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-8 Residential - Total Average Annual Combined Electric and Ruse States MPSC-12 MPSC-12 MPSC-13 MPSC-14 MPSC-14 MPSC-15 MPSC-15 MPSC-15 MPSC-15 MPSC-16 MPSC-16 MPSC-16 MPSC-17 MPSC-17 MPSC-17 MPSC-18 MPSC-18 MPSC-19 MPSC-19 MPSC-19 MPSC-19 MPSC-19 MPSC-10 MPSC-1	Rules								
MPSC-9 Residential - Electric Price Rank within the United States MPSC-10 Commercial - Electric Price Rank within the United States MPSC-11 Industrial - Electric Price Rank within the United States MPSC-12 Industrial - Electric Price Rank within the United States MPSC-13 Industrial - Electric Price Rank within the United States MPSC-14 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-15 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-16 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-17 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-18 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-19 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-18 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-19 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-19 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-19 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 - 2 month lag (November 2015) MPSC-10 Residential - Total Average Annual Combined Electric and November 2015 -	MPSC-1		Green	=	351 days	254	254	Monthly	Electric & Gas Rate Cases Decided after 10/6/08. Lower
MPSC-6 Commercial - Electric Price Rank within the United States N/A 35 34 Monthly Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (November 2015 - 2 month lag) MPSC-7 Industrial - Electric Price Rank within the United States N/A 30 27 Monthly Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (November 2015 - 2 month lag) MPSC-8 Rosidential - Total Average Annual Combined Electric and N/A 24 35 CY Annually Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (November 2015 - 2 month lag) MPSC-8 Rosidential - Total Average Annual Combined Electric and N/A 24 35 CY Annually Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (November 2015 - 2 month lag) MPSC-12 Sk of Households with Access to Broadband at 3 mbs or Before Rank 51 the Highest. Source: EIA Data (Calendar Year 2013; 2014 data expected March 2016 from EIA) MPSC-13 % of Households with Access to Broadband at 3 mbs or Before Rank 51 the Highest. Source: EIA Data (Calendar Year 2013; 2014 data expected March 2014) MPSC-13 % of Households with Access to Broadband Services MPSC-14 % of Businesses Purchasing Broadband Services Greet State Covered by Approved 211 Calling Plans Gre	Key Econor	nic Indicators							
MPSC-7 Industrial - Electric Price Rank within the United States MPSC-7 Industrial - Electric Price Rank within the United States MPSC-8 Residential - Total Average Annual Combined Electric and Residential - Total Average Annual Combined Electric Bulb Rank within the United States MPSC-12 % of Households With Access to Broadband at 3 mbs or Bulb Residential - Total Average Annual Combined Electric Residential - Total Average Annual Combined Electric Residential - Total Average Annual Combined Residential - Total Average Annual Combined Electric Residential - Total Average Annual Combined Residential - Total Average Annual Residential - Total Average Annual Combined Residential - Total Average Annual Residential - Total Average Annual Combined Residential - Total Average Annual Residential Residen	MPSC-5	Residential - Electric Price Rank within the United States		. ₽	N/A	39	38	Monthly	
MPSC-18 Residential - Total Average Annual Combined Electric and Natural Gas Bill Rank within the United States MPSC-12 Residential - Total Average Annual Combined Electric and Rutural Gas Bill Rank within the United States MPSC-12 Sy of Households with Access to Broadband at 3 mbs or Better MPSC-12 Sy of Households with Access to Broadband at 3 mbs or Better MPSC-13 Sy of Households Purchasing Broadband Services Green A 85% 79% 71% CY Annually As Referred to Connect Michigan Link (through April 2014) MPSC-14 Sy of Businesses Purchasing Broadband Services Green A 85% 79% 71% CY Annually As Referred to Connect Michigan Link (2014 data) MPSC-15 Sy of State Covered by Approved 211 Calling Plans Green B 90% 99% 99% Quarterly Abbreviated Dialing for Community Information & Referral Services (2015 Q4) MPSC-15 Sy of State Covered by Approved 211 Calling Plans Green B 90% 99% 99% Quarterly Abbreviated Dialing for Community Information & Referral Services (2015 Q4) MPSC-14 Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-15 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 arget: 6.2%, 2015 target: 1.0%) MPSC-10 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 arget: 6.2%, 2015 target: 1.0%) MPSC-10 Natural Gas Energy Efficiency Green A 1.00% 1.41% 1.32% CY Annually MPSC-10 Natural Gas Energy Efficiency Green A 1.00% 0.98% 0.91% CY Annually MPSC-10 Natural Gas Energy Efficiency Green A 1.00% 0.98% 0.91	MPSC-6	Commercial - Electric Price Rank within the United States		. ℃	N/A	35	34	Monthly	
Natural Gas Bill Rank within the United States State (Calendar Year 2013; 2014 data expected March 2016 from EIA) State (Calendar Year 2013; 2014 data expected March 2016 from EIA) State (Calendar Year 2013; 2014 data expected March 2016 from EIA) State (Calendar Year 2013; 2014 data expected March 2016 from EIA) State (Calendar Year 2013; 2014 data expected March 2016 from EIA) State (Calendar Year 2013; 2014 data expected March 2016 from EIA) State (Calendar Year 2013; 2014 data expected March 2016) State (Calendar Year 2013; 2014 data expected March 2016) State (Calendar Year 2013; 2014 data expected March 2016) State (Calendar Year 2013; 2014 data) State (Calendar Year 2014; 2014 data) St	MPSC-7	Industrial - Electric Price Rank within the United States		<u></u>	N/A	30	27	Monthly	
MPSC-12 % of Households with Access to Broadband at 3 mbs or Better MPSC-13 % of Households Purchasing Broadband Services Green 5 85% 79% 71% CY Annually As Referred to Connect Michigan Link (through April 2014) MPSC-14 % of Businesses Purchasing Broadband Services Green 5 85% 80% 75% CY Annually As Referred to Connect Michigan Link (2014 data) MPSC-15 % of State Covered by Approved 211 Calling Plans Green 9 90% 99% 99% Quarterly Abtreviated Dialing for Community Information & Referral Services (2015 Q4) Reliability or Customer/Constituent MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-9 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%) Green 1 6.2% for 2014 MPSC-10a Electric Energy Efficiency Green 1 1.00% 1.41% 1.32% CY Annually MPSC-10b Natural Gas Energy Efficiency Green 1 0.75% 0.98% 0.91% CY Annually Distribution Reliability: Michigan at the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016) MPSC-10b Natural Gas Energy Efficiency Green 1 0.75% 0.98% 0.91% CY Annually Distribution Reference to Connect Michigan Link (through April 2014) As Referred to Connect Michigan Link (2014 data) As Re	MPSC-8			<u></u>	N/A	24	35	CY Annually	EIA Data (Calendar Year 2013; 2014 data expected March
Better MPSC-13 % of Households Purchasing Broadband Services Green 5 85% 79% 71% CY Annually As Referred to Connect Michigan Link (2014 data) MPSC-14 % of Businesses Purchasing Broadband Services Green 5 85% 80% 75% CY Annually As Referred to Connect Michigan Link (2014 data) MPSC-15 % of State Covered by Approved 211 Calling Plans Green 5 90% 99% 99% Quarterly Abbreviated Dialing for Community Information & Referral Services (2015 Q4) Reliability or Customer/Constituent MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-9 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 data) MPSC-10 Electric Energy Efficiency Green 1 1.00% 1.41% 1.32% CY Annually Distribution Reliability: Michigan Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-10 Natural Gas Energy Efficiency Green 1 1.00% 1.41% 1.32% CY Annually Distribution Reliability: Michigan Electric Distribution Reliability: Michigan Weighted SAIFI MPSC-10 Natural Gas Energy Efficiency MPSC Nov 30 Report (2015 data expected Nov 2016)	Customer/C	Constituent	•	•			•		
MPSC-14 % of Businesses Purchasing Broadband Services Green	MPSC-12		Green	•	95%	98%	97%	Twice a Year	As Referred to Connect Michigan Link (through April 2014)
MPSC-15 % of State Covered by Approved 211 Calling Plans Green = 90% 99% 99% Quarterly Abbreviated Dialing for Community Information & Referral Services (2015 Q4) MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI	MPSC-13	% of Households Purchasing Broadband Services	Green	•	85%	79%	71%	CY Annually	As Referred to Connect Michigan Link (2014 data)
Reliability or Customer/Constituent MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI	MPSC-14	% of Businesses Purchasing Broadband Services	Green	<u>-</u>	85%	80%	75%	CY Annually	As Referred to Connect Michigan Link (2014 data)
MPSC-4 Electric Distribution Reliability: Michigan Weighted SAIFI N/A N/A 0.840 0.870 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. (2014 data) MPSC-9 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%) MPSC-10a Electric Energy Efficiency Green 1.00% 1.41% 1.32% CY Annually Current Data Represents Michigan's Estimated Renewable Energy Credit Generation (including incentive RECs) for the Fereign Frequency of Coutages. (2014 data) Electric Energy Efficiency Green 1.00% 1.41% 1.32% CY Annually 2014 Target: 1%; 2014 Data is the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016) MPSC-10b Natural Gas Energy Efficiency Green 0.75% 0.98% 0.91% CY Annually 2014 Target: 1%; 2014 Data is the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016)	MPSC-15	% of State Covered by Approved 211 Calling Plans	Green	=	90%	99%	99%	Quarterly	
Frequency Index) for Electric Utilities in Michigan. This Number Represents the Frequency of Customer Electric Outages. Lower Numbers indicate a Lower Frequency of Customer Electric Outages. Lower Numbers indicate a Lower Frequency of Outages. (2014 data) MPSC-9 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%) Renewable Energy (2012 target: 10%) Green Green Green 1.00% 1.41% 1.32% CY Annually CY Annually 2014 Target: 1%; 2014 Data is the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016) MPSC-10b Natural Gas Energy Efficiency Green O.75% O.98% O.91% CY Annually CY Annually 2014 Target: 1%; 2014 Data is the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016)	Reliability of	or Customer/Constituent							
MPSC-9 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%) Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%) Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%) Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2% for 2014 Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 Data is the Most Data Available. MPSC-104 target: 10%) Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 Data is the Most Current Data Available. MPSC-104 Data is the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016) Renewable Energy (2012 target: 3.90%; 2014 Data is the Most Current Data Available. Source: MPSC Nov 30 Report (2015 data expected Nov 2016)	MPSC-4	Electric Distribution Reliability: Michigan Weighted SAIFI		☆	N/A	0.840	0.870	CY Annually	Number Represents the Frequency of Customer Electric Outages. Lower Numbers indicate a Lower Frequency of
2014 target: 6.2%; 2015 target: 10%) 2014 Energy Credit Generation (including incentive RECs) for the Year 2014. Data has been Updated Based Upon 2014 Compliance Information. The Reported Data Shows that Michigan is on Track to Meet the Requirements. (2015 data expected Nov 2016) MPSC-10a Electric Energy Efficiency Green 1.00% 1.41% 1.32% CY Annually 2014 Target: 1%; 2014 Data is the Most Current Data Available. MPSC Nov 30 Report (2015 data expected Nov 2016) MPSC-10b Natural Gas Energy Efficiency Green 0.75% 0.98% 0.91% CY Annually 2014 Target: 0.75%; 2014 Data is the Most Current Data Available. Source: MPSC Nov 30 Report (2015 data expected Nov 2016)	Statutory R	equirement							
Available. MPSC Nov 30 Report (2015 data expected Nov 2016) MPSC-10b Natural Gas Energy Efficiency Green 0.75% 0.98% 0.91% CY Annually 2014 Target: 0.75%; 2014 Data is the Most Current Data Available. Source: MPSC Nov 30 Report (2015 data expected Nov 2016)	MPSC-9	Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%)	Green	<u>.</u>		9.1%	7.9%	CY Annually	Energy Credit Generation (including incentive RECs) for the Year 2014. Data has been Updated Based Upon 2014 Compliance Information. The Reported Data Shows that Michigan is on Track to Meet the Requirements. (2015 data
expected Nov 2016)	MPSC-10a	Electric Energy Efficiency	Green	<u>.</u>	1.00%	1.41%	1.32%	CY Annually	Available. MPSC Nov 30 Report (2015 data expected Nov
Productivity	MPSC-10b	Natural Gas Energy Efficiency	Green	<u>.</u>	0.75%	0.98%	0.91%	CY Annually	Available. Source: MPSC Nov 30 Report (2015 data
	Productivity	<u>, </u>							

MPSC-2	Processing Applications & Formal Complaints with Statutory Deadlines for all Industries	Yellow	=	100%	77%	77%	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	<u>-</u>	75%	87%	86%	Monthly	% of Orders Issued within 9 Months or Less for Cases having no Statutory Deadline
MPSC-11	Pipeline Safety Inspection (Number of inspection days as set by PHMSA; 2014 goal was 612 total days, 2015 goal is 586 INTRASTATE days as opposed to total days the previous year)	Green	<u>.</u> >	586	683	710	CY Annually	Number of Required Pipeline Safety Inspections Completed Annually as Required by Federal Standards (PHMSA)(2015 data-preliminary) (NOTE: 2014 goal was 612 total days, 2015 goal is 586 INTRASTATE days as opposed to total days the previous year) (NOTE #2: 2014 data was updated to 710)