

MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 5/31/2017

| 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 | 265 | 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. |
| 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 | 33 | 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) |
| 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; 10.3 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) |
| Productivity | | | | | | | | |
| MPSC-2 | Processing Applications & Formal Complaints with Statutory Deadlines for all Industries | Green | 👍 | 100% | 93% | 92% | 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% | 83% | 80% | 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 | | | 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) |