



# MiScorecard Performance Summary

**Business Unit:** Michigan Public Service Commission  
**Executive/Director Name:** Sally Talberg  
**Reporting Period:** May 2016

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 6/24/2016

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	256	256	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	39	40	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (March 2016 - 2 month lag)
MPSC-6	Commercial - Electric Price Rank within the United States		=	N/A	35	35	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (March 2016 - 2 months lag)
MPSC-7	Industrial - Electric Price Rank within the United States			N/A	33	27	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (March 2016 - 2 month lag)
MPSC-8	Residential - Total Average Annual Combined Electric and Natural Gas Bill Rank within the United States			N/A	21	24	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>Customer/Constituent</b>								
MPSC-12	% of Households with Access to Broadband at 3 mbs or Better	Green		95%	99%	98%	Twice a Year	As Referred to Connect Michigan Link (through December 2015)
MPSC-13	% of Households Purchasing Broadband Services	Yellow		85%	75%	79%	CY Annually	As Referred to Connect Michigan Link (2015 data)
MPSC-14	% of Businesses Purchasing Broadband Services	Green	=	85%	80%	75%	CY Annually	As Referred to Connect Michigan Link (2014 data)
MPSC-15	% of State Covered by Approved 211 Calling Plans	Green	=	90%	99%	99%	Quarterly	Abbreviated Dialing for Community Information & Referral Services (2016 Q1)
<b>Reliability or Customer/Constituent</b>								
MPSC-4	Electric Distribution Reliability: Michigan Weighted SAIFI			N/A	0.95	0.84	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. (2015 data)
<b>Statutory Requirement</b>								
MPSC-9	Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%)	Green		6.2% for 2014	9.1%	7.9%	CY Annually	Current Data Represents Michigan's Estimated Renewable 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)
<b>Productivity</b>								

MPSC-2	Processing Applications & Formal Complaints with Statutory Deadlines for all Industries	Red		100%	72%	67%	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%	85%	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		586	684	710	CY Annually	Number of Required Pipeline Safety Inspections Completed Annually as Required by Federal Standards (PHMSA)(2015 data) (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)