



MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 12/19/2016

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	259	259	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 (September 2016 - 2 month lag)
MPSC-6	Commercial - Electric Price Rank within the United States		=	N/A	23	23	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (September 2016 - 2 months lag)
MPSC-7	Industrial - Electric Price Rank within the United States		👎	N/A	28	26	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (September 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)
Customer/Constituent								
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 Q2)
Reliability or Customer/Constituent								
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)
Statutory Requirement								
MPSC-9	Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%)	Green	👍	10.0% for 2015	10.0%	9.1%	CY Annually	Current data represents the total energy credits used for 2015 compliance with the RPS. The data has been updated based on 2015 compliance information. The reported data shows that Michigan has met the 2015 compliance requirement. (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	Yellow	👍	100%	78%	75%	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%	82%	83%	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)