SPP RE Metrics Reporting as of March 31, 2014

1. High Impact
   Accept MP or issue NAVAPS at avg. of <= 100 days
   Current Avg. Days : 81.46

2. Maintain Caseload
   Maintain a one year caseload
   FFT 22 Settle 10 Dismiss 12 NOCV 1
   Yr. Passed % Total: 45 Caseload Complete 25.00% 24.32% 9.30 Yr. Passed

3. Mit. Accept/Reject
   Accept/Reject Mit Plans w/in 30 days
   Current Avg. Days : 9.30 Metric Eligibility : 100.00%

4. Mit. Plan Completion
   Complete Mitigation reviews <= 25 days
   Current Avg. Days : 10.13 % Processed: 16.67%

5. Process Pre-2013 Violations
   Process 100% of Pre-2013 Violations
   % Metric Period Passed: 25.00%

6. 60 Day Triage
   Complete incoming Compliance Issue Triage in <= 60 days
   Current Triage Avg. : 12.60

7. Records Close Out
   Close Out Violation Records in <= 60 days
   Current Avg. Days : 37.96

8. Publish Off-Site Audit
   Publish Off-site w/in 50 days
   Current Avg. Days : 21

9. Publish On-Site Audit
   Publish On-site w/in 70 days
   Current Avg. Days : 35.5

10. BES Request Review
    Review requests w/in 10 days and issue determination
    Current Avg. Days : 6.26 % Processed: 100%

11. Publish: Exception, PDS, Self-cert
    Publish reports w/in allotted timeframe 100% of time or greater
    Current Success Rate Target 100%

12. Incoming Processing
    Notify NERC of new violations w/in 5 business days
    Current Avg. : 3.00

13. Cost Control
    Maintain Costs at or below 2014 projections
    Costs at or below 10%: 3.00 Costs 10% or less above 5-7 days
    Costs more than 10% above =>7 days % Above/Below Projected Costs

14. Maintain/Increase Misop Success
    87% success rate or greater over rolling 4 quarter avg.
    Current Success Rate: 87.20%

15. Cause Code Success Rate
    Achieve 90% success rate in Cause Coding Events
    Current Success Rate: 0.00%

16. Outreach
    Conduct 3 Workshops, 6 webinars, and 12 newsletter in '14
    Goal Completed 3 2 1