SPP RE Metrics Reporting as of October 31, 2014

1. High Impact
   Accept MP or issue NAVAPS at avg. of <= 100 days
   Current Avg. Days: 97.07

2. Maintain Caseload
   Maintain a one year caseload
   FFT Settle Dismiss NOCV Total: 163
   Yr. Passed: 83.33% Caseload Complete: 88.11%

3. Mit. Accept/Reject
   Accept/Reject Mit Plans w/in 30 days
   Current Avg. Days: 10.31
   Metric Eligibility: 100.00%

4. Mit. Plan Completion
   Complete Mitigation reviews <= 25 days
   Current Avg. Days: 9.70
   % Processed: 100.00%

5. Process Pre-2013 Violations
   Process 100% of Pre-2013 Caseload
   % Metric Period Passed: 83.33%

6. 60 Day Triage
   Complete Incoming Compliance Issue Triage in <= 60 days
   Current Triage Avg.: 31.58

7. Records Close Out
   Complete Violation Closeout in <= 60 days
   # of Violations closed out: 168

8. Publish Off-Site Audit
   Publish Off-site w/in 50 days
   Current Avg. Days: 31.39

9. Publish On-Site Audit
   Publish On-site w/in 70 days
   Current Avg. Days: 36.71

10. BES Request Review
    Review requests w/in 10 days and issue determination
    Current Avg. Days: 8.34

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

12. Incoming Processing
    Notify NERC of new violations w/in 5 business days
    Current Avg.: 2.82

13. Cost Control
    Maintain Costs at or below 2014 projections
    Cash Outlays Reported: 31
    Current Success Rate: 88.38%

14. Maintain/Increase Misop Success
    87 % success rate or greater over rolling 4 quarter avg.
    Current Success Rate: 100.00%

15. Cause Code Success Rate
    Achieve 90% success rate in Cause Coding Events
    Current Success Rate: 100.00%

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

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Caseload Processing Trends

- % Yr. Passed vs. Caseload Complete
  - FFT: 83.33%
  - Settle: 88.11%
  - Dismiss: 27%
  - NOCV: 4%

- % Year Passed vs. Caseload Complete
  - Yr. Passed: 83.33% Caseload Complete: 88.11%

Processed Pre-2013 Violations

- % Processed: 100.00%
- Yr. Passed: 83.33%
- Caseload Complete: 88.11%

Processed w/in Alloted Time

- 0-10 days: 31.58%
- 11-15 days: 31.39%
- >15 days: 36.71%

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Cost Control

- Costs at or below 2014 projections
  - Current Avg.: 2.82
  - Costs 10% or less above Projected Costs
  - Current Avg.: 8.34
  - Costs more than 10% above Projected Costs
  - Current Avg.: -43.71%

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Costs

- % Above/Below Projected Costs
  - <=84%: 88.38%
  - 84-87%: 87%
  - 87%: 87%
  - >90%: 100.00%

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Revenues

- Revenue vs. Projected
  - <=84%: 88.38%
  - 84-87%: 87%
  - 87%: 87%
  - >90%: 100.00%

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Success Rate

- Current Success Rate
  - 88.38%