SPP RE Metrics Reporting As of December 31, 2013

1. High Impact
   - Accept MP or issue NAVAPS at avg. of <= 105 days
     - Current Avg. Days = 98.15

2. Maintain Caseload
   - Maintain a one year caseload
     - FFT: 87, Settle: 47, Dismiss: 41, NOCV: 0
     - Total: 175, Yr. Passed: 100.00%, Yr. Passed Complete: 104.17%

3. Mit. Accept/Reject
   - Accept/Reject Mit Plans w/ in 30 days
     - Current Avg. Days = 9.71, Metric Eligibility = 91.67%

4. Mit. Plan Completion
   - Complete Mitigation reviews <= 30 days
     - Current Avg. Days = 12.11, Metric Eligibility = 100.00%

5. Milestones
   - Review Milestones w/ in 30 days of qtr. ending
     - Current Avg. Days = 9.75

6. Documentation Close Out
   - Close Out 75% of all Closed Violations
     - % of year passed based on 75% target: 100.0%
     - % of closed violations closed out: 77.65%

7. Publish Off-Site Audit
   - Publish Off-Site w/ in 55 days
     - Current Avg. Days = 31

8. Publish On-Site Audit
   - Publish On-site w/ in 75 days
     - Current Avg. Days = 51

9. Publish Spot Checks
   - Publish Spot Checks w/ in 90 days
     - Current Avg. Days = 22

10. Publish:
    - Except, PDS, Self-cert
    - % Published W/ in Alloted Time
      - Current Success Rate: 100%, Target: 95%

    - Notify NERC of new violations w/ in 5 business days
      - Current Avg. Days = 2.95

12. Reduce Cash Costs
    - 10% reduction below estimated audit costs
      - Current Percentage of Estimated Costs based on All Reported Costs: 1.63%

13. Maintain/Increase Misop Success
    - 90% success rate or greater over rolling 4 quarter avg.
      - Current Success Rate: 87.10%

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

15. Issue Reliability Assmnt.
    - Issue 100% of assessments on time

16. Outreach
    - Conduct 3 Workshops, 9 webinars, and 12 newsletter in '13