

## 2009 STIP Plan Measures and Results

### STIP Measures Defined

**Earnings from Operations** – measures earning power from ongoing core operations.

**Customer Satisfaction and Brand Health Survey Index** – measures residential, small business, and medium business customer perceptions, with weightings of 60 percent for residential customers and 40 percent for business customers.

**Reliable Energy Delivery Index** – measures indicators of electric and gas reliability performance. This index represents a composite score of three equally weighted metrics which include System Average Interruption Frequency Index (SAIFI), Customer Average Interruption Duration Index (CAIDI), and Gas System Resurvey.

**Safety** – measures how effective the company's safety programs are in reducing the number and degree of employee injuries and illness by tracking the number of OSHA Recordable incidents per 200,000 worked.

**Employee Survey Index** – measures employee engagement at PG&E. Energized (engaged) employees understand the organization's future vision, feel a sense of ownership for the company's success and actively contribute to improve business performance and customer satisfaction.

2009 STIP Measure	STIP Weight	Target	Result	STIP Score
Earnings from Operations (in millions)	50%	\$1,189	\$1,223	1.574
Customer Satisfaction and Brand Health Index	17.5%	76.1	76.8	2.000
Reliable Energy Delivery Index:	17.5%	1.000	1.775	1.775
System Average Interruption Frequency Index (SAIFI)	33.3%	1.197	1.111	2.000
Customer Average Interruption Duration Index (CAIDI)	33.3%	124.3	118.2	2.000
Gas System Leak Resurvey	33.3%	1,050,000	1,114,878	1.324
Safety (OSHA Recordable Injury Rate)	10%	2.755	2.382	2.000
Employee Engagement Survey (Premier)	5%	69.50%	66.69%	0.000
<b>Total STIP Score</b>				<b>1.648</b>