

Business Unit 2005 PIP Summary Report

Redacted

Objective Category	Objective Measure	Obj. Weight	Scale	Results	Score	Weighted Score	
Capital Budget	LOB Capital Budget	10.0%	2.0=-10% 1.5=-5% 1.0=0% 0.5=3% 0.0=6%	0.8	0.87	0.09	
Expense Budget	LOB Direct Expense	20.0%	2.0=-6% 1.5=-3% 1.0=0% 0.5=3% 0.0=6%	-0.9%	1.15	0.23	
Expense Budget	UO Direct Expense Budget	10.0%	2.0=-6% 1.5=-3% 1.0=0% 0.5=3% 0.0=6%	-1.2%	1.20	0.12	
Key Business and Program Objectives	Completion of Key Milestones for Capital Projects	20.0%	2.0=100% 1.5=95% 1.0=85% 0.5=80% 0.0=75%	96%	1.60	0.32	
Key Business and Program Objectives	Reliability Quality Index - Residential Electric (JD Power Survey)	10.0%	2.0=95 1.5=93.5 1.0=92 0.5=90.5 0.0=89	92.8	1.27	0.13	
Key Business and Program Objectives	SAIDI - System Average Interruption Duration Index	10.0%	2.0=155 1.5=160 1.0=165 0.5=170 0.0=175	177.4	0.00	0.00	
Key Business and Program Objectives	SAIFI - System Average Interruption Frequency Index	10.0%	2.0=1.30 1.5=1.35 1.0=1.40 0.5=1.45 0.0=1.50	1.35	1.50	0.15	
Safety	Lost Workday Case Rate	10.0%	2.0=1.37 1.5=1.45 1.0=1.54 0.5=1.62 0.0=1.71	1.23	2.00	0.20	
Weight Total :			100.00%	Total Weighted Score:			1.24

Category	Threshold Measure	Weight	Threshold Formula	Results	Level Achieved	Threshold Level Achieved*
Client / Customer Satisfaction	Accurate Outage Communication (Unplanned Outage Survey Question 2b)	10.00%	>=37% Excellent/Very Good	47.9%	Yes	10.00%
Client / Customer Satisfaction	Overall New Business Customer Satisfaction (Project Satisfaction Survey)	15.00%	>=53% Excellent/Very Good	51.6%	No	0.00%
Client / Customer Satisfaction	Timely Outage Communication (Unplanned Outage Survey Question 2a)	10.00%	>=44% Excellent/Very Good	52.6%	Yes	10.00%
Service and Operating Level Measures	Corrosion Leaks Repaired	15.00%	<=2.2 leaks per 100 miles of steel main	1.89	Yes	15.00%
Service and Operating Level Measures	Dig Ins	15.00%	<=67 per 10,000 USA tags	59	Yes	15.00%
Service and Operating Level Measures	ISO/CPUC Reporting Commitments	15.00%	>=95% of all regular reporting, incident reporting, audit reporting and data requests are completed on time	97.0%	Yes	15.00%
Service and Operating Level Measures	New Customer Account Set Up	10.00%	>=98% of new customer accounts are set up within 60 days	98.2	Yes	10.00%

Unit Name: UO - Transmission and Distribution
 Officer: Jeff Butler

Business Unit 2005 PIP Summary Report

Contact Name:
 Contact LAN ID:
 Contact phone #:

Redacted

Category	Threshold Measure	Weight	Threshold Formula	Results	Level Achieved	Threshold Level Achieved*
Service and Operating Level Measures	Transformation - Performance Management	10.00%	>=97% of mid-year and year-end performance reviews and annual performance expectations and developmental plans will be completed for all management employees. Due dates for each are shown below. * Performance Expectations - Feb. 28, 2005 * Developmenta	99.9%	Yes	10.00%

Weight Total: 100.00%

Total Threshold Multiplier: 85.00%

PIP Unit Performance Total	1.05
-----------------------------------	-------------

Printed by Redacted Confidential- Provided Pursuant to Public Utilities Code Section 583

SanBrunoExplosion-FireOil_DR_CPSD_002-Q02Atch02-CONF

Printed on 2/15/2006 at 10:19:30AM

Page 2 of 2