

Item	Performance Measure	Activity
1	Annual Carbon Footprint	Departmental Support Services
2	Average Customer Wait Time	Customer Contact Center
3	Call Service Level	311 City-Wide Call Center
4	Capacity Factor for South Texas Project (STP)	Nuclear and Coal Plants Operating
5	Capital dollars per customer	Power Delivery Support
6	Commercial Rebate Megawatt savings	Conservation Rebates and Incentives
7	Credit rating for separate-lien electric utility system revenue bonds	Departmental Support Services
8	Customer Satisfaction Index	Customer Contact Center
9	Daily bill generation	Billing and Revenue Measurement
10	Emissions by Plant	Power Production
11	Employee Turnover Rate	Departmental Support Services
12	Equivalent Availability Factor (EAF) of South Texas Nuclear Plant	Nuclear and Coal Plants Operating
13	Equivalent Availability Factor (EAF) of the Fayette Power Plant	Nuclear and Coal Plants Operating
14	Fuel Expense	Fuel & ERCOT Recoverable
15	Heat Rate	Power Production
16	Intermediate/Peaking Peak Season Equivalent Availability Factor (EAF)	Power Production
17	Lost Time Injury Rate Per the Equivalent of 100 Employees	Departmental Support Services
18	Megawatts (MW) of solar generation in Austin Energy's energy supply	Demand Side Management
19	Miles of Distribution Line Cleared	Distribution Services
20	Miles of Transmission Line Cleared	Transmission Services
21	Number of employee injuries	Departmental Support Services
22	Number of service orders issued	311 City-Wide Call Center
23	Number of telephone calls answered	311 City-Wide Call Center
24	Operations and Maintenance cost per megawatt-hour (MWH) sold	Power Delivery Support
25	Peak Demand Megawatt (MW) savings	Demand Side Management
26	Peak Load Management Rebate Megawatt Savings	Conservation Rebates and Incentives
27	% of customer billing requests resolved prior to next billing cycle (<30 days from date of request)	Billing and Revenue Measurement
28	Percent of high priority customer billing requests resolved within five business days	Billing and Revenue Measurement

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29	Percent of under \$5,000 competitive procurement awards to certified MBE vendors	Departmental Support Services
30	Percent of under \$5,000 competitive procurement awards to certified WBE vendors	Departmental Support Services
31	Percentage of energy efficiency achieved in customer base	Demand Side Management
32	Power Supply Cost average (cents per Kilowatt hour)	Fuel & ERCOT Recoverable
33	Production Cost	Power Production
34	Renewable Power as a Percent of Consumption	Demand Side Management
35	Residential Rebates Megawatt Savings	Conservation Rebates and Incentives
36	Sick leave hours used per 1,000 hours	Departmental Support Services
37	Solar Rebate Megawatt Savings	Conservation Rebates and Incentives
38	System Average Interruption Duration Index (SAIDI)	Distribution Services
39	System Average Interruption Frequency Index (SAIFI) (electricity outage frequency)	Distribution Services
40	System Average Transmission Line Performance Index (SATLPI)	Transmission Services
41	Total Customer Interactions	Customer Contact Center

Program	Department
Support Services	AE
Customer Care	AE
Customer Care	AE
Power Supply & Market Operations	AE
Electric Service Delivery	AE
Customer Energy Solutions	AE
Support Services	AE
Customer Care	AE
Customer Care	AE
Power Supply & Market Operations	AE
Support Services	AE
Power Supply & Market Operations	AE
Power Supply & Market Operations	AE
Fuel & ERCOT Recoverable	AE
Power Supply & Market Operations	AE
Power Supply & Market Operations	AE
Support Services	AE
Customer Energy Solutions	AE
Electric Service Delivery	AE
Electric Service Delivery	AE
Support Services	AE
Customer Care	AE
Customer Care	AE
Electric Service Delivery	AE
Customer Energy Solutions	AE
Customer Energy Solutions	AE
Customer Care	AE
Customer Care	AE

Program	Department
Support Services	AE
Support Services	AE
Customer Energy Solutions	AE
Fuel & ERCOT Recoverable	AE
Power Supply & Market Operations	AE
Customer Energy Solutions	AE
Customer Energy Solutions	AE
Support Services	AE
Customer Energy Solutions	AE
Electric Service Delivery	AE
Electric Service Delivery	AE
Electric Service Delivery	AE
Customer Care	AE