

2011 YEAR-END BUSINESS INDICATORS

	MEASURE	Year-end		
		FORECAST/ TARGET	ACTUAL/ PROJECTION	
Fiscal Responsibility	Total Retail Revenue (\$)	\$236,590,057	\$234,312,849	Green
	Power Cost (\$)	\$120,935,965	\$120,255,389	Green
	Debt Equity Ratio (%) (Year-end)	71%	71%	Green
	Debt Service Coverage Ratio (Year-end)	1.94	2.00	Green
Sustainability & Environmental Responsibility	Renewable Energy (GWh)	318.9	316.7	Green
	Sustainable Energy Program (\$) (YTD)	\$2,000,000	\$1,779,000	Yellow
Customer Service	Annual Average Outage Time (Minutes)	60	78	Yellow
	Phone Service Level (%) (Calls Answered within 20 Seconds)	85%	59%	Red
Employer of Choice	Lost Workday Incidence Rate (per 100 Employees)	2.85	2.59	Green
	Average Days between Lost-Time Incident (Days)	75	111	Green

Rate Comparison Chart

Rate Comparison 2011	Residential (¢/kWh)	Average Monthly Residential Bill for 1,000 kWh	Commercial (¢/kWh)	Industrial (¢/kWh)	All Sectors (¢/kWh)
Lincoln Electric System	8.00	\$80.00	6.77	5.84	7.21
Nebraska	8.91	\$89.10	7.63	5.92	7.48
U.S. Total	11.58	\$115.80	10.26	6.79	9.88

STATUS ■ Acceptable ■ Requires review ■ Unacceptable