

2018 PERFORMANCE INDICATORS

STATUS ■ Acceptable ■ Requires Review ■ Unacceptable



MEASURE	1st Qtr 2018		2nd Qtr 2018		3rd Qtr 2018		4th Qtr 2018		
	Actual/ Projection	Forecast/ Target	Actual/ Projection	Forecast/ Target	Actual/ Projection	Forecast/ Target	Actual/ Projection	Forecast/ Target	
Fiscal Responsibility	Total Retail Revenue (\$)	\$63,457,959	\$60,823,354	\$68,154,414	\$63,037,029	\$85,817,840	\$91,836,593		
	Debt Equity Ratio (%) (Year-end)	68%	70%	68%	69%	69%	70%		
	Debt Service Coverage Ratio (Year-end)	2.30	2.11	2.46	2.11	2.67	2.11		
Sustainability & Environmental Responsibility	Sustainable Energy Program (\$) (Year to Date)	\$365,153	\$750,000	\$633,611	\$1,500,000	\$1,039,776	\$2,250,000		
	Renewable Energy (Equivalent % of Retail Sales)	49.5%	52.1%	47.5%	52.4%	33.6%	33.5%		
Customer Service	Phone Service Level (% of calls answered within 30 seconds)	80.98%	80.00%	71.50%	80.00%	55.40%	70.00%		
	Annual Average Outage Time (SAIDI ¹ -12 Months) [Total/Normal Weather (Minutes)]	78 / 19	N/A / 30	81 / 21	NA / 30	34 / 23	N/A / 30		
Employer of Choice	DART (# of incidents per 100 employees that results in Days Away, Restricted, or Transferred)	0.00	< 1.9	0.87	< 1.9	0.87	< 1.9		

¹System Average Interruption Duration Index - The average outage time a customer will experience if all outages were evenly spread over all customers.

Rate Comparison Chart

	Residential (¢/kWh)	Avg. Monthly Res. Bill for 1,000 kWh	Commercial (¢/kWh)	Industrial (¢/kWh)	All Sectors (¢/kWh)
Lincoln Electric System	9.80	\$98.00	7.70	6.83	8.38
Nebraska (2017)	10.98	\$109.80	8.98	7.66	9.16
U.S. Total (2017)	12.90	\$129.00	10.68	6.91	10.54

Source: Energy Information Administration