

Rocky Mountain Power
Exhibit RMP__ (EDW-2)
Docket No. 08-035-38
Witness: Erich D. Wilson

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF UTAH

ROCKY MOUNTAIN POWER

Exhibit Accompanying Direct Testimony of Erich D. Wilson

Sample of Employee Goals

July 2008

2008 Performance Management

Review Period: 01/01/2008 to 12/31/2008

General Information		
Employee Information		
Rich	Bret	
Last Name	First Name	Middle
Admntr, Safety - Ld/Sr	00000759	
Title
Manager Information		
R Scott Archer	Manager, Safety	
Name	Title	

Section I - Objectives

Weighting of Objectives: 70%

Keeping in mind that your goals should be a component of your department or business unit's goals, list in order of importance the main duties, tasks, projects or goals for the appraisal period. As in the past, each employee is required to have a safety goal.

Section I - Objectives: 1 of 4

Objective Name	Weight	15%
Safety - Develop and implement the 2008 safety improvement plan that will improve Rocky Mountain Power's safety performance by reducing near misses, the recordable incident rate, the lost-time accident rate, restricted duty cases, medical treatment cases and preventable vehicle accidents.		

Description
 The 2008 goal will be a 10% reduction from the actual actual safety statistics that were less than or not greater than 10% of the 2007 goal.

Measurement

- Reduce lost-time accident rate to 0.17 per 200,000 hours worked by Rocky Mountain Power employees.
- Reduce the recordable incident rate to 2.19 per 200,000 hours worked by Rocky Mountain Power employees.
- Reduce restricted duty, not to exceed 12 incidents, and hearing threshold shift incidents, not to exceed one as reported in the goal above.

- Reduce preventable vehicle accidents not to exceed 53.
- Reduce near miss incident not to exceed 18.
- Reduce medical treatment cases not to exceed 28.
- Deliver the Rocky Mountain Power 2008 Safety Plan.
- Comply with all mandated health and safety training requirements.

Employee Comments

Section I - Objectives: 2 of 4

Objective Name	Weight	15%
Financial Performance - Support Rocky Mountain Power 1 budgeted net income, operating expenses and capital expenditure targets.		

Description
Support Rocky Mountain Power operating expense budget budget by meeting or exceeding health & safety budget.

Measurement
Achieve operating expense budget for health & safety. Identify and deliver ongoing operational efficiencies.

Employee Comments

Section I - Objectives: 3 of 4

Objective Name	Weight	20%
Organizational Planning and Development - Build and develop organizational capability to maximize productivity.		

Description
•Continue to provide support and resources to assist employees in continuing their professional development.

- Evaluate training and development programs to assure they are effective in supporting employees' ability to deliver company objectives.
- Identify and develop plans to address long-term labor issues and opportunities to improve operational and resourcing flexibility to address customer and business needs.

Measurement

Conduct and participate in the annual safety committee training and 6 month review of the committees.

Make sure all committees are functioning properly and are doing their assigned tasks.

Attend 50% of safety meetings or safety committee meetings.

Employee Comments

Section 1 - Objectives: 4 of 4

Objective Name	Weight	20%
Maintain strict compliance with all financial, legal, legal, regulatory, and environmental requirements.		
Description		
<ul style="list-style-type: none"> •Ensure all internal and external audits and related : Surbanes-Oxley requirements are satisfied. •Ensure adherence to standards of business conduct, including fraud and whistle-blower statutes. •Meet all Federal & State laws. •Ensure OSHA reporting compliance policies, procedures and rules are adhered to. 		
Measurement		
Conduct one facility audit every six months at each location of responsibility. Report visits on company forms and report and follow up on any deficiencies found.		
Conduct 104 crew visits for the year or 2 per week. Report visits on company forms and report and follow up on any deficiencies found.		
Employee Comments		

2008 Performance Management

Review Period: 01/01/2008 to 12/31/2008

General Information		
Employee Information		
Miller III	Forrest	W
Last Name	First Name	Middle
Analyst, Metering - Ld/Sr	00000759	
Title		
Manager Information		
Michael S Cochran	Dirctr, Rev Data Stream Proc & Major Pro	
Name	Title	

Section I - Objectives

Weighting of Objectives: 70%

Keeping in mind that your goals should be a component of your department or business unit's goals, list in order of importance the main duties, tasks, projects or goals for the appraisal period. As in the past, each employee is required to have a safety goal.

Section I - Objectives: 1 of 4		
Objective Name	Weight	25%
Safety		
<p>Description</p> <p>1. OSHA Recordable Rate at manager-level. This rate will be based on the number of OSHA Recordable incidents in each manager's area and the number of hours worked during 2008.</p> <p>2. PVA Rate at manager-level. This rate will be based on the number of PVAs in each manager's area. Specific PVA Rates will be based upon actual miles driven in 2008.</p>		
<p>Measurement</p> <p>50% of goal will be based on OSHA Rate:</p> <p>Level 1: OSHA Rate > 4</p> <p>Level 2: OSHA Rate = 3.5</p> <p>Level 3: OSHA Rate = 3.0</p> <p>Level 4: OSHA Rate = 2.5</p> <p>Level 5: OSHA Rate = 2.19</p>		

50% of goal will be based on PVA Rate/Performance.
 The following scale will be used as a guideline for rating purposes on PVAs:
 Level 1: PVA Rate > 4.0
 Level 2: PVA Rate = 4.0
 Level 3: PVA Rate = 3.5
 Level 4: PVA Rate = 2.5
 Level 5: PVA Rate = 0

Employee Comments

Section I - Objectives: 2 of 4

Objective Name	Weight	10%
Service Quality/Budget		

Description

1. Budget: In 2007, Managers were scored at individual district level. The 2008 Budget score will be based upon the entire Metering Organization's performance. Each Manager will be expected to continue monitoring their assigned district budgets to control expenses.

2. Customer Guarantees: In 2007, Managers were scored at Director-level. For 2008, the scoring will be based on the individual manager's district performance. The performance factor will be based upon a comparison of the count of failures to the number of opportunities (events).

3. Commission Complaints: Managers will continue to be scored at the Director level in 2008 based on the number of Commission Complaints received. Multiple complaints may affect a Manager's overall score at the end of the year.

4. Process Audits: Process Alignment initiatives will be implemented during 2008 and each area will be audited. Other process audits (guarantees, SOX, etc.) may also be considered in scoring this metric.

Measurement

25% of goal will be based on Budget
 Level 1: 4% under budget
 Level 2: 3% under budget
 Level 3: 2% under budget
 Level 4: 1% under budget
 Level 5: 0.5% under budget

25% of goal will be based on Customer Guarantees
 Level 1: Success Rate = 96%
 Level 2: Success Rate = 97%
 Level 3: Success Rate = 98%
 Level 4: Success Rate = 99%
 Level 5: Success Rate = 100%

25% of goal will be based on Commission Complaints
Pacific Power goal: 12; Rocky Mountain goal: 20
Complaints (tentative)

RMP:
Level 1: 24 Complaints
Level 2: 22 Complaints
Level 3: 20 Complaints
Level 4: 18 Complaints
Level 5: 15 Complaints (or less)

PP:
Level 1: 16 Complaints
Level 2: 14 Complaints
Level 3: 12 Complaints
Level 4: 10 Complaints
Level 5: 9 Complaints (or less)

25% of goal will be based on Process Audit Scores
Level 1: 80%
Level 2: 85%
Level 3: 90%
Level 4: 95%
Level 5: 100%

Employee Comments

Section I - Objectives: 3 of 4

Objective Name	Weight	20%
SOX		

Description
Maintain all SOX controls per policy

Measurement
100% compliant with SOX requirements and successful c
completions of all audits = 100%

Employee Comments

Section I - Objectives: 4 of 4

Objective Name
System Availability

Weight

15%

Description

Ensure all SPS and Meter Reading systems are available for download and upload of routes/work assignments.

Measurement

All health checks and EOD processes are completed on time and Assyst ticket opened if any issues are identified. = 100%

Employee Comments

2008 Performance Management

Review Period: 01/01/2008 to 12/31/2008

General Information		
Employee Information		
Moulton	Jonathan	D
Last Name	First Name	Middle
Analyst, Business - Ld/Sr	00000759	
Title
Manager Information		
Kenneth M Shortt	Dirctr, Regional Investment Delivery	
Name	Title	

Section I - Objectives
Weighting of Objectives: 70%
<p><i>Keeping in mind that your goals should be a component of your department or business unit's goals, list in order of importance the main duties, tasks, projects or goals for the appraisal period. As in the past, each employee is required to have a safety goal.</i></p>

Section I - Objectives: 1 of 6		
Objective Name	Weight	5%
Safety		
<p>Description</p> <p>Implement the Rocky Mountain safety improvement plan that will improve the department's safety record.</p> <ul style="list-style-type: none"> • Total lost time accident rate of zero (0) for the department • Achieve a recordable incident rate of zero (0) for the department • Achieve a preventable vehicle accident rate of zero (0) for the department 		
<p>Measurement</p> <p>End of year safety statistics</p>		
Employee Comments		



Section 1 - Objectives: 2 of 6

Objective Name	Weight
Financial Performance	25%

Description

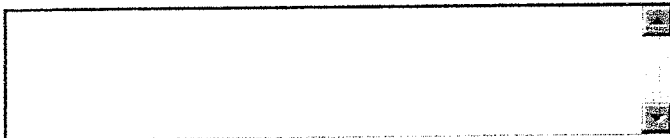
Deliver budgeted Capital targets.

- Achieve department net OMAG budget of \$1.75 million.
- Ensure network CAPEX investment (\$273M) and PM/CM maintenance plans (\$42.1M) are delivered within agreed budget that maximize potential efficiencies through innovative delivery
- Deliver CY2009 CAPEX programs to Rocky Mountain Power operations by December 15 2008.
- Conduct at least five (5) annual capital budget meetings in the Region/District offices to identify capital investment needs based upon engineering studies, load growth, reliability and condition of assets
- Continue to refine the Rocky Mountain Power asset investment plan to assure optimal use of capital
- Provide supporting documentation for all system distribution projects over \$500K and all substation and local transmission projects over \$1M for CY09 - CY13 by September 15, 2008
- Implement governance improvement in capital approvals and capital project monitoring to include budgeted contingency on all multi-year projects over \$10.0m. Compliance will be measured by the audit of all projects in this category.
- Identify three output measures to gauge the effectiveness of capital investment. Establish a baseline for these measures to support future year planning.

Measurement

End of year financial review

Employee Comments



Section 1 - Objectives: 3 of 6

Objective Name
 Operational Performance

Weight

5%

Description

Ensure operational planning and delivery.

- Refine the existing RMP infrastructure plan to ensure consistency and to enable effective detail project scope and design in support of capital efficiency, engineering, competitive procurement and construction requirements

Measurement

Measured by Ken Shortt.

Employee Comments

Section I - Objectives: 4 of 6

Objective Name
 Major Project Delivery

Weight

5%

Description

- Deliver the Utah load growth (Wasatch Front) capital plan in time to meet the June 1 in-service date for 118 MVA of additional capacity
- Deliver the non-Wasatch Front capital plan to add 102 MVA of additional capacity.

Measurement

Measured by Ken Shortt.

Employee Comments

Section I - Objectives: 5 of 6

Objective Name

Weight

5%

Financial, legal and regulatory compliance

Description

6. Maintain strict compliance with all financial, legal, regulatory, and environmental requirements.

Measurement

Measured by Ken Shortt.

Employee Comments

Section I - Objectives: 6 of 6

Objective Name	Weight	25%
Customer Service		

Description

Provide prompt, accurate, analytical support to the Network Investment team
Improve NI capital authorization tracking log
Complete power transformer analysis plan/process by 2/28/2008
IM work

Measurement

Measured by Ken Shortt.
Develop

Employee Comments

Section II - Performance Factors

Weighting of Performance Factors: 30%

2008 Performance Management

Review Period: 01/01/2008 to 12/31/2008

General Information		
Employee Information		
Mahpari	Marci	L
Last Name	First Name	Middle
Supervisor, Bus Ctr	00000759	
Title
Manager Information		
Tanya V Jewett	Manager, Cust Svc	
Name	Title	

Section I - Objectives

Weighting of Objectives: 70%

Keeping in mind that your goals should be a component of your department or business unit's goals, list in order of importance the main duties, tasks, projects or goals for the appraisal period. As in the past, each employee is required to have a safety goal.

Section I - Objectives: 1 of 0		
Objective Name	Weight	20%
Customer Care		
<p>Description</p> <p>Customer Services is committed to satisfying the need need of current and future customers of Rocky Mountain Power and Pacific Power. To increase its customers satisfaction, customer services adopted in late 2007 a Friendly, Flexible and Fast business model to be used in all customer interactions and when representing Customer Services. Customer services will continue the implementation of this model during 2008 and continues the emphasis on customer care initiated in 2007.</p> <p>This goal assesses the performance of the business unit and the employees within it against targets assessing overall customer care delivered.</p> <p>As part of the customer services management team, team managers are expected to communicate customer service goals and how their team and individual performance supports the ability to achieve these goals.</p>		

Measurement

This goal will be measured by assessing the combined performance against 2008 targets established for customer complaints, customer guarantee failures, telephone service level and customer satisfaction as measured by J.D. Power and Associates.

Performance Assessment:

- 2.00 - 2.99 Below Requirements
- 3.00 - 3.50 Meet Requirements
- 3.51 - 4.00 Exceeds Requirements

Employee Comments

2008 Performance Management

Review Period: 01/01/2008 to 12/31/2008

General Information		
Employee Information		
Lange	Tori	D
Last Name	First Name	Middle
Analyst, Business - Car	00000759	
Title
Manager Information		
Albert J Veltri	Manager, Distribution	
Name	Title	

Section I - Objectives

Weighting of Objectives: 70%

Keeping in mind that your goals should be a component of your department or business unit's goals, list in order of importance the main duties, tasks, projects or goals for the appraisal period. As in the past, each employee is required to have a safety goal.

Section I - Objectives: 1 of 4

Objective Name	Weight
Safety	10%
Description	
Deliver RMP safety performance targets <ul style="list-style-type: none"> o Assist with reduction of lost-time accident rate to 0.17 per 200,000 hours worked by Rocky Mountain Power Employees. o Assist with reduction of the recordable incident rate to less than 2.19 per 200,000 hours worked by Rocky Mountain Power employees. o Assist with reduction of restricted duty and hearing threshold shift incidents year-on-year as reported in the goal above. o Assist with reduction of preventable vehicle accidents to 53 or less. o Assist with achievement of vehicle accident rate of 1.98 per million miles driven. o Assist with Delivery of Rocky Mountain Power 2008 Safety Plan o Comply with all mandated health 	

and safety training requirements.

Measurement

Performance Measurements

Outstanding, 5:

Exceeds Requirements, 3.51 - 4.00: 0 recordable incidents, 100% of all other targets met

Meets Requirements, 3 - 3.50: 1 recordable incidents, 75% of all other targets met

Below Requirements, 2 - 2.99: 2 recordable incidents, 50% of all other targets met

Unsatisfactory, .01 - 1.99: 3 or more recordable incidents, no other targets met

Employee Comments

Section I - Objectives: 2 of 4

Objective Name	Weight	20%
<p>Osmose Inspection Program</p> <p>Description</p> <ul style="list-style-type: none"> • Deliver pole test and treat All States Distr Distribution Report • Deliver pole test and treat All States Transmission Report • Deliver Facility Inspection Actual to Plan Report for distribution support <p>Measurement</p> <p>Performance Measurements</p> <p>Outstanding, 5:</p> <p>Exceeds Requirements, 3.51 - 4.00: All targets met or exceeded</p> <p>Below Requirements, 2 - 2.99: Facility inspection program delivered, and 90% of other targets met</p> <p>Unsatisfactory, .01 - 1.99: Facility inspection program not delivered and 50% of other targets met</p> <p>Employee Comments</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>		

Section I - Objectives: 3 of 4

Objective Name	Weight	20%
Line Patrolmen scheduling and support		

Description

- Deliver Line Patrolmen status report monthly monthly, by tracking progress of each Patrolman's detail and aerial inspections.
- Provide work plans and work orders for Line Patrolmen on detail and aerial inspections
- Participate in quarterly Line Patrolmen conference calls
- Participate in any requested Line Patrolmen training

Measurement

Performance Measurements
 Outstanding, 5:
 Exceeds Requirements, 3.51 - 4.00:
 Meets Requirements, 3 - 3.50: All targets met or exceeded
 Below Requirements, 2 - 2.99: Facility inspection program delivered, and 90% of other targets met
 Unsatisfactory, .01 - 1.99: Facility inspection program not delivered and 50% of other targets met

Employee Comments

Section I - Objectives: 4 of 4

Objective Name	Weight	20%
Field Inspection Support		

Description

- Provide FPI support to FIS Supervisors
- Provide FPI support to Osmose contractors
- Assist with Joint Use processes and procedures
- Provide FPI system and process support training as required
- Track Hammerhead and Toughbook assignments
- Monitor data uploads
- Provide feedback to contractor on a regular basis

Measurement

Performance Measurements

2008 Performance Management

Outstanding, 5:
Exceeds Requirements, 3.51 - 4.00: All objectives met and exceeded
Meets Requirements, 3 - 3.50: All objectives delivered at 100%
Below Requirements, 2 - 2.99: Objectives met at 90%
Unsatisfactory, .01 - 1.99: Objectives met at 50%

Employee Comments