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## Municipal Light and Power

*Anchorage: Performance. Value. Results.*

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### Mission

Provide service with competitive, safe, reliable energy.

### Core Services

- Energy distribution
- Energy generation
- Customer service

### Direct Services

Direct services provided by divisions

- See: Customer Service, Finance, Regulatory and Systems & Communications
- See: Energy Production
- See: Engineering & Operations

### Accomplishment Goals

- Affordable and competitive rates
- Safe work environment
- Safe service
- Reliable service

### Performance Measures

Progress in achieving goals will be measured by:

<b>Measure #1: Residential service rates in cents per kilowatt hour</b>
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-	2009	2010	2011
Municipal Light & Power	11.89	12.57	12.60
Chugach Elec. Assoc.	15.42	13.10	14.01
Matanuska Elec. Assoc.	16.40	13.95	15.28
Homer Elec. Assoc.	19.74	17.08	20.61
Golden Valley Electric Assoc.	16.35	20.30	21.16

Note: Customer charge is \$6.56/month and energy usage is 750 kWh/month. Energy Charge effective 10/01/11 is 8.011 cents/kWh. The Cost of Power Adjustment (COPA) effective 10/1/11 is 1.927 cents/kWh. The Regulatory Charge is adjusted annually by RCA, and is currently .0492 cents/kWh.

<b>Measure #2: Employee Incident Rate</b>
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2009	2010	2011
5.59	5.29	4.41

<b>Measure #3: Number of lost work days</b>
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2009	2010	2011
244	98	83

Note: Reflects the total number of all days our employees experience “Lost Work Days” as defined by the Occupational Safety & Hazard Association (Employee missed work due to injury).

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## Customer Service, Administration and Systems and Communications Municipal Light and Power

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### Mission

Ensure Municipal Light and Power's (ML&P) business process requirements are efficiently and effectively conducted, while also meeting ML&P's stewardship obligations to the citizens of Anchorage.

### Core Services

- Energy distribution
- Energy generation
- Customer service

### Direct Services

- Financial services that maintain and protect the financial integrity of the utility
- Service all residential and commercial customer account needs
- Support utility wide communications and technical/business application needs of the utility

### Accomplishment Goals

- Accurate and timely reporting of financial data
- Maintain sound key financial ratios
- Maintain optional business systems uptime
- Accurate and timely meter reading and customer billing

### Performance Measures

Progress in achieving goals will be measured by:

<b>Measure #4: Percent of bills that go out within 1 day of meter read date</b>
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2009	2010	2011
82%	85%	86%

<b>Measure #5: Net income</b>
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2009	2010	Q3-2011
\$12,024,860	\$9,470,584	\$9,175,209

Note: Cumulative net income

**Measure #6: Municipal Light and Power bond rating**

Standard & Poor's Rating Services			
2009	2010	2011	2012
A+	A+	A+	

Fitch Ratings			
2009	2010	2011	2012
A+	A+	A+	

Note: Rates the level of risk involved in investing in ML&P bonds; "A+" indicates the least amount of risk and is in the highest rating category.

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## Energy Production Municipal Light and Power

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### Mission

Provide a competitive, reliable energy source

### Core Services

- Energy generation
- Energy distribution

### Direct Services

- Produce energy to meet consumer demand
- Manage energy production to efficiently dispatch electric power

### Accomplishment Goals

- Generation equipment availability
- Economical management of generation resources

### Performance Measures

Progress in achieving goals will be measured by:

<b>Measure #7: Revenue per kWh (kilowatt-hour) sold</b>
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Year 2010	ML&P	CEA	MEA	HEA	GVEA
Residential	12.95	13.27	13.81	16.78	20.22
Commercial	10.17	10.91	11.36	14.74	18.75

Year 2009	ML&P	CEA	MEA	HEA	GVEA
Residential	12.17	14.93	16.11	19.59	17.96
Commercial	9.51	12.67	14.02	17.58	16.51

Year 2008	ML&P	CEA	MEA	HEA	GVEA
Residential	10.41	14.32	14.27	16.62	18.48
Commercial	7.64	12.06	12.12	14.80	17.42

Note: Year 2008, 2009 and 2010 data reported in cents. Comparisons reported annually by American Public Power Association (APPA) and EIA (Energy Information Agency, U.S. Department of Energy).

CEA=Chugach Electric Association; MEA=Matanuska Electric Association; HEA= Homer Electric Association; GVEA = Golden Valley Electric Association.

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## Engineering and Operations Division Municipal Light and Power

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### Mission

Design, construct, operate and maintain generation, transmission and distribution facilities to serve anticipated electric power needs within ML&P's service area at the lowest reasonable cost.

### Core Services

- Energy generation
- Energy distribution
- Customer service

### Direct Services

- Design reliable and cost effective electrical systems
- Construct reliable and cost effective electrical systems in accordance with design standards
- Provide electrical system maintenance that insures continuity of a vital utility
- Maintain the Continuing Property Records (CPR) system to record equipment type and location

### Accomplishment Goals

- Maintain voltages under normal conditions within plus or minus 5 percent (%) of nominal voltage
- Adhere to safety and construction standards
- Proactive preventative maintenance service
- Maintain an outage reporting database system in accordance with industry standards
- Restore power outage conditions in an expeditious and economical manner

### Performance Measures

Progress in achieving goals will be measured by:

<b>Measure #8: Average length of an interruption, weighted by the number of customer affected</b>
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2008	2009	2010
1.34	1.67	1.5

Note: IEEE Std. 1366 provides a benchmark for CAIDI of 1.45 hours

**Measure #9: Average interruption duration for customers served during a specific time period**

2008	2009	2010
.896	.659	.762

Note: IEEE Std. 1366 provides a benchmark for SAIDI of 1.15 hours

**Measure #10: Average number of times that a customer is interrupted during a specified time period**

2008	2009	2010
.667	.394	.508

Note: IEEE Std. 1366 provides a benchmark for SAIFI of .88 interruptions per customer