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**Municipal Light & 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:

**Measure 1: Maintain competitive residential service rates as measured in cents per kilowatt hour**

	2015	2016	2017	2018	2019
Municipal Light & Power	16.55	16.93	18.48	21.99	20.54
Chugach Elec. Assoc.	17.47	17.95	20.05	20.18	21.40
Matanuska Elec. Assoc.	19.88	19.68	21.82	20.64	21.30
Homer Elec. Assoc.	24.84	23.89	25.67	25.63	24.54
Golden Valley Electric Assoc.	21.77	21.76	24.37	23.90	26.75

Note: Customer charge is \$13.62/month and energy usage is 750 kWh/month. Energy Charge effective 4/20/18 is 15.274 cents/kWh. The Cost of Power Adjustment (COPA) effective 10/1/19 is 4.036 cents/kWh. The Regulatory Charge is adjusted annually by RCA, and is currently .0827 cents/kWh.

**Measure 2: Maintain Total Recordable Incident Rates (TRIR) below industry average**

2015	2016	2017	2018	2019
6.32	3.94	3.13	6.5	7.66

Note: Industry Average TRIR 2012 - 2015 6.8, 4.5, 2.4 and 6.2 respectively.

**Measure 3: Maintain Days Away Restricted Transferred (DART) rate below industry standard**

2015	2016	2017	2018	2019
2.26	3.07	2.69	3.4	3.35

Note: Industry Average DART 2012 – 2015 3.3, 3.8, 1.3 and 3.6 respectively.

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

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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:

### **Measure 4: Achieve 80% percent of bills that go out within 1 day of meter read date**

2015	2016	2017	2018	2019
83%	86%	85%	84%	85%

### **Measure 5: Maintain positive Net Income**

2015	2016	2017	2018	YTD November 2019
\$9,608,914	\$5,793,592	\$14,890,813	\$18,307,794	14,632,766

Note: Cumulative Net Income

**Measure 6: At a minimum, maintain an A bond rating**

Standard & Poor's Rating Services				
2015	2016	2017	2018	2019
A+	A+	A+	A+	A+

Fitch Ratings				
2015	2016	2017	2018	2019
A+	A+	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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# Municipal Light & Power Engineering and Operations

*Anchorage: Performance. Value. Results.*

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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 ensures 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 7: Maintain Customer Average Interruption Duration Index (CAIDI) below industry average</b>
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2015	2016	2017	2018	2019
1.502	.603	.56	1.96	2.319

Note: Data compiled from 2015 data collected by EIA indicates an average CAIDI of 2.31 hours.

<b>Measure 8: Maintain System Average Interruption Duration Index (SAIDI) below industry average</b>
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2015	2016	2017	2018	2019
1.563	.605	.589	.040	0.307

Note: Data compiled from 2015 data collected by EIA indicates an average SAIDI of 3.0 hours.

**Measure 9: Maintain System Average Interruption Frequency Index (SAIFI) below industry average**

2015	2016	2017	2018	2019
1.04	1.004	1.061	.0207	0.132

Note: Data compiled from 2015 data collected by EIA indicates an average SAIFI of 1.17 interruptions per customer.

*EIA is the U.S. Energy Information Administration*

**PVR Measure WC: Managing Workers' Compensation Claims**

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

