

## 2017 Board of Commissioners Balanced Scorecard

Indicators, targets and scores -- As of September 30, 2017

	Key Indicator	Basis	Target	YTD	Status	Comments
Stakeholder	<b>S1 - Sustain Our Public Partnership</b>	Reporter: <b>Congdon</b>				
	Board attendance at Tri-Commission Regional Stakeholder Meetings	Quarterly update based on information from Commissioner Blue Books (tracked by Clerk of Board) Target: 75% attendance at all meetings	75%	80%	✓	Results through 3rd Qtr 2017
	Attendance at quarterly Mid-C commissioners/managers meeting	Quarterly update based on information from Commissioner Blue Books (tracked by Clerk of Board) Target: 60% attendance at all meetings	60%	40%		Results through 3rd Qtr 2017 *In 1st Qtr - 2 commissioners attended Public Meeting on same date
Financial	<b>F1 - Maintain Strong Financial Stewardship</b>	Reporter: <b>Arseneault</b>				
	Quarterly operating and financial review presented by management. Board checks for adherence to budgets, long-range plans, guidelines, principles, policies, and acceptable risk levels.	Quarterly update provided by District management within 45 days after quarter end or as soon thereafter as scheduling allows  Target: 4 quarterly presentations by management completed on time with satisfactory content	4	3	✓	2016 4th Qtr Finance & Energy Resource updates provided February 6, 2017 2017 1st Qtr Finance & Energy Resource updates provided May 15, 2017 2017 2nd Qtr Finance & Energy Resource updates provided August 7, 2017  Generation and Transmission, Utility Services and Fiber operating updates- ongoing
	<b>G1 - Ensure Effective Execution</b>	Reporter: <b>Smith</b>				
	Quarterly review of Board balanced scorecard status. Each Commissioner gives an update on the status of their assigned objectives.	Quarterly review of objectives & indicator results by Reporter. Target: 4 quarterly reviews	4	3	✓	2016 4th Qtr reviewed January 16, 2017 2017 1st Qtr reviewed April 17, 2017 2017 2nd Qtr reviewed July 24, 2017
	Annual review of policies: internal controls, communications, regulatory compliance, enterprise risk management, network line extension and financial, etc.	Annual review of key District policies (reviewed through normal course of business) Target: 100% review of key board policies	1	ongoing		Telecom Fees and Charges update Feb 21, 2107 Financial Policies update March 6, 2017 Utility Services Policy Update June 26, 2017
	Semi-annual evaluation of General Manager performance including communications of Board expectations.	Semi-annual review of General Manager along with communication of Board expectations. Target: 2 reviews	2	2	✓	Completed 1st review on February 21, 2017 Completed 2nd review on August 21, 2017

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				YTD	Status	Comments
Internal	Annual evaluation of General Counsel performance including communications of Board expectations.	Annual review of General Counsel along with communication of Board expectations. Target: 1 review	1	1	✓	Review & communication completed on February 21, 2017
	<b>G2 - Approve Strategy &amp; Business Planning</b>		Reporter: <b>Bolz</b>			
	Annual review and revision, if needed, of Board Balanced Scorecard to provide foundation for the strategic goal setting process.	Annual review/revision of Board Balanced Scorecard Target: 1 comprehensive review session	1	1	✓	Reviewed at March 30, 2017 Workshop
	Annual strategic planning goals reviewed and set	Annual review of strategic planning goals in preparation to support managements annual budget process. Target: 1 session	1	1	✓	Annual review and goals set with General Manager on February 21, 2017
	Annual District budget review and adoption	Annual budget adoption as presented by District management. Target: Adoption by year end.	1			To be completed by Year End 2017
	<b>G3 - Responsible Board Representation</b>		Reporter: <b>McKenna</b>			
	Board coverage in key <u>regional/national</u> association meetings (WPUDA, APPA, NWPPA, ENW)	Target: 60% for WPUDA for 3 attendees @ 7 meetings	60%	67%	✓	Results through 3rd Qtr 2017
		Target: 100% for APPA for 1 attendee @ 2 meetings	100%	100%	✓	Results through 3rd Qtr 2017
		Target: 100% for NWPPA for 1 attendee @ 2 meetings	100%	100%	✓	Results through 3rd Qtr 2017
	Quarterly update based on information from Commissioner Blue Books (tracked by Clerk of Board).	Target: 100% for ENW for 1 attendee @ 4 quarterly mtg.	100%	75%		Results through 3rd Qtr 2017 *In 1st Qtr unable to attend due to scheduling conflicts
	Attendance at regularly scheduled meetings	Quarterly update based on information from Commissioner Blue Books (tracked by Clerk of Board). Target: 90% attendance.	90%	94%	✓	Results through 3rd Qtr 2017
	<b>G4 - Ensure Compliance</b>		Reporter: <b>Smith</b>			
	Board appoints 2 members to participate in audit committee (President, VP, and Secretary as alternate)	Annually board appoints 2 members to participate in audit committee. (Pres. & VP, Secretary Alternate) Target: 2 board members appointed	1	1	✓	Completed January 3, 2017
	Annual internal audit committee report & annual update from Internal Auditor	Annual internal audit committee report reviewed & receive audit committee annual update from Internal Auditor Target: 1 Annual review	1	1	✓	Completed February 21, 2017

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	Key Indicator	Basis	Target			
				YTD	Status	Comments
Enablers	<b>E1 - Evaluate Governance Positions</b>	Reporter: <b>McKenna</b>				
	Annual review/revision of Board Governance policy manual and the Code of Ethics	Annual review / revision of Board Governance policies Target: 1 annual review	1	1	✓	Completed March 30, 2017
	Annual review of Group agreement	Annual review Target : 1 Annual review	1	1	✓	Completed March 30, 2017
	Quarterly review of Board performance	Quarterly Review at Board Meeting Target: 1 quarterly review of metrics at Board meeting	4	3	✓	Completed January 16th, April 17th and July 24, 2017
	<b>E2 - Continuously Improve board Member Skills</b>	Reporter: <b>Bolz</b>				
	Development of annual training plan and budget	Annually review and update training plan to be used for budget preparation. Target: 1 annual review of plan	1	1	✓	Completed in Board Workshop September 19, 2017
	Review and update annual training program for newly elected board members	Annually review and update training program for newly elected board members. Target: 1 annual review of program	1			To be completed by year end 2017

**BOARD of COMMISSIONERS**

Scorecard Matrix

Assignment Key:

**Delegate**

**Alternate**

	Date	Ann	Dennis	Randy	Steve	Garry	Qtr Attend	Qtr # Mtg	Actual %	Target %
<b>S1 - Tri Commission Regional Stakeholder Meetings</b>										
1st quarter	3/28	1	M	1	1	1	4	5	80%	75%
2nd quarter	No Meeting									
3rd quarter	No Meeting									
4th quarter	11/7									
Total by Commissioner:		1	0	1	1	1				
% by Commissioner:		100%	0%	100%	100%	100%			80%	75%
<b>S1 - Mid-C Commissioner / Manager Meeting</b>										
January/February	2/13	1				1	2	5	40%	60%
June	6/12		1	1			2	5	40%	
September	No Meeting									
November										
Total by Commissioner:		1	1	1	0	1	4	10		
% by Commissioner:		10%	10%	10%	0%	10%			40%	60%

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Scorecard Matrix

Assignment Key:

**Delegate**

**Alternate**

	Date	Ann	Dennis	Randy	Steve	Garry	Qtr Attend	Qtr # Mtg	Actual %	Target %	
<b>G3 - Responsible Board Representation</b>											
<b>Committees:</b>		Board: Smith Telecom: McKenna Water: Congdon			Government Affairs: Arseneault Energy: Smith Communications:			Education: Bolz			
WPUDA - Jan	Jan	P	M	1	1	1					
WPUDA - Feb	Feb	P	M	1	1	1					
WPUDA - Mar	Mar	1	M	1	1	1	13	15	87%	60%	
WPUDA - Apr	April	1	M		1	1					
WPUDA - May	May		M			1					
WPUDA - June	NO Mtg						6	10	60%	60%	
WPUDA - July	Jul	1	1	1	1	1					
WPUDA - Sept	Sept		1	1	1	P					
WPUDA - Water	Sept	1		1			10	15	67%	60%	
WPUDA - Nov	Nov										
WPUDA - Dec	Dec										
<b>Total by Commissioner:</b>		<b>4</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>6</b>			<b>73%</b>	<b>60%</b>	
APPA - Leg Rally	2/26			1	1		2	2	100%	100%	
APPA - Annual Conf	6/16			1	1	1	3	2	100%		
APPA - Policy Makers	7/17			1							
ENW - Jan	1/25						0	1	0%	100%	
ENW - Apr	4/26		1	1			2	1	200%	100%	
ENW - July	7/26		1					1	100%		
ENW - Oct	10/26							1			
NWPPA - Board meeting	3/8	1					1	1	100%	100%	
NWPPA - Education Committee	?						1	1	100%	100%	
NWPPA - Annual Conference	5/7	1					1	1	100%	100%	
NWPPA - Board meeting	7/11	1					1	1	100%		
NWPPA - Qrtly Board of Trustees	9/13	1					1	1	100%		
<b>G3 - Responsible Board Representation</b>											
Attendance at Regularly Scheduled meetings											
Board Meeting	1/3	1	Phone	1	1	1					
	1/16	P	Phone	P	1	1					
	2/6	1	M	1	1	1					
	2/21	1	M	1	1	1					
	3/6	1	M	1	1	1					
	3/20	1	M	1	1	1	28	30	93%	90%	
	4/3	1	M	P	1	1					
	4/17	1	M	1	1	1					
	5/1	1	M	1	1	1					
	5/15	Phone	1	1	1	1					

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Scorecard Matrix

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**Delegate**

**Alternate**

	Date	Ann	Dennis	Randy	Steve	Garry	Qtr Attend	Qtr # Mtg	Actual %	Target %
	6/5	1	1	1	1	1				
	6/26	1	1	P	1	1	28	30	93%	90%
	7/10	1	1	1	1	1				
	7/24	1	1	1	1	1				
	8/7	1	1	1	1	1				
	8/21	1	1	1	1	1				
	9/5	1	1	1	1	P				
	9/18	1	1	phone	1	1	29	30	97%	90
Special Board meeting Chelan substation	9/19	1	1	1	1	1				
Board Workshop	9/19	1	1	1	1	1				
	10/2									
	10/16									
	11/6									
	11/20									
	12/4									
	12/18									
Total by Commissioner:		18	11	16	20	19				
% by Commissioner:		150%	92%	133%	167%	158%			94%	90%

**\*INFORMATIONAL ONLY - NOT TO BE REPORTED ON THE QUARTERLY REPORT\***

**G3 - Responsible Board Representation**

**Attendance at Special meetings (workshops, subcommittees, and other open public meetings).**

Facilities Tour	1/9	1	M	1	1	1	\	
Audit Committee	1/31	1				1		
Leavenworth Substation	2/13			1	1			1st quarter
Board Workshop	3/30	1	M	1	1	1	/	
Alcoa Workgroup Public Mtg	4/25			1			\	
AMI Community Meeting	4/26	1						
Strategy Partners Update	5/2			1	1	1		2nd quarter
Audit Committee	5/2			1		1		
Audit Committee	6/27		1			1	/	
Audit Committee	9/26			1		1	\	
Regional Water comm. mtg	9/25				1			3rd Qtr
Public meeting Chelan Substation	10/24						\	
								4th quarter
							/	

Attendance Key:

Business Leave	B
Personal Leave	P
Medical Leave	M