

2019 Board of Commissioners Balanced Scorecard

Indicators, targets and scores -- As of December 31, 2019

	Key Indicator	Basis	Annual Target	YTD Actual	Status	Comments
Stakeholder	S1 - Sustain Our Public Partnership	Reporter: Congdon				
	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%	60%		Results through 4th Quarter 2019. (Lower attendance in 2nd and 4th quarters due to scheduling conflicts. No meeting held in 1st or 3rd quarters.)
	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%	47%		Results through 4th Quarter 2019. (No meeting held in 1st quarter. Lower attendance in 2nd and 4th quarters due to scheduling conflict. 3rd quarter attendance met the target.)
Financial	F1 - Maintain Strong Financial Stewardship	Reporter: Arseneault				
	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	4	✓	Quarterly Energy Res Updates: 2/4, 5/13, 8/19, 11/4 Quarterly Financial Reviews: 2/19, 4/29, 8/5, 11/4 Quarterly Load Forecast Updates: 1/7, 4/1, 7/1, 10/21 Generation and Transmission, Utility Services and Fiber operating updates, HDL, Large Load - ongoing
G1 - Ensure Effective Execution	G1 - Ensure Effective Execution	Reporter: Bolz				
	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	4	✓	2018 4th Qtr reviewed 1/21/19 2019 1st Qtr reviewed 4/15/19 2019 2nd Qtr reviewed 7/15/19 2019 3rd Qtr reviewed 10/21/19
	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	ongoing	ongoing	✓	Schedule 4 Overview 1/21/19 Utility Service Policy & Regulation Revisions Review 1/21/19 Diamond Foundry and Stemily Contract Review 5/13/19 Insurance Renewal review 6/3/19 Real Estate Delegated Authority proposal 7/15/19 Regional Transmission Planning Org Contract 7/15/19 Water/Wastewater Rates Update 8/19/19 2020-2021 Conservation Targets 11/18/19 Annual Fees and Charges Update 11/18/19 AMI Opt Out Policy Update 12/2/19 Utility Service Policy and Regulations Update 12/2/19 AMI Opt Out Follow Up 12/16/19
	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	✓	2018 Annual review on 2/4/19 2019 Midpoint review on 7/1/19
	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	0		Not completed due to scheduling conflicts. Will be completed after deadline.

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	Key Indicator	Basis	Annual Target	YTD Actual	Status	Comments
Internal	G2 - Approve Strategy & Business Planning	Reporter: Smith				
	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 4/11/19 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	✓	Included in Strategic Planning Approval. Completed 10/7/19
	Annual District budget review and adoption	Annual budget adoption as presented by District management. Target: Adoption by December 10 (per Board Resolution)	1	1	✓	Budget adopted 12/2/19
	G3 - Responsible Board Representation	Reporter: McKenna				
	Board coverage in key regional/national association meetings (WPUDA, APPA, NWPPA, ENW)	Target: 60% for WPUDA for 3 attendees @ 7 meetings	60%	68%	✓	Results through 4th Quarter 2019.
		Target: 100% for APPA for 1 attendee @ 2 meetings	100%	200%	✓	Results through 4th Quarter 2019. (2 attendees for additional learning)
		Target: 100% for NWPPA for 1 attendee @ 2 meetings	100%	150%	✓	Results through 4th Quarter 2019. (3 attendees at Annual Conference)
		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%	
	Attendance at regularly scheduled meetings	Quarterly update based on information from Commissioner Blue Books (tracked by Clerk of Board). Target: 90% attendance.	90%	95%	✓	Results through 4th Quarter 2019.
	G4 - Ensure Compliance	Reporter: Smith				
	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 1, 2019 (Officers elected in December, take office in January)
	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 19, 2019

2019 Board of Commissioners Balanced Scorecard

Indicators, targets and scores -- As of December 31, 2019

	Key Indicator	Basis	Annual Target	YTD Actual	Status	Comments
Enablers	E1 - Evaluate Governance Positions	Reporter: McKenna				
	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 4/11/19
	Annual review of Group agreement	Annual review Target : 1 Annual review	1	1	✓	Completed 4/11/19
	E2 - Continuously Improve board Member Skills	Reporter: Bolz				
	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	✓	Reviewed 9/30/19
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	1	✓	Reviewed 9/30/19	

BOARD of COMMISSIONERS

Scorecard Matrix

Assignment Key:

Delegate

Alternate

	Date	Ann	Dennis	Randy	Steve	Garry	Qtr Attend	Qtr # Mtg	Actual %	Target %					
G3 - Responsible Board Representation															
Committees:		Board: Smith Telecom: Arseneault Water: Congdon			Government Affairs: McKenna Energy: Smith Communications:			Education: Bolz							
WPUDA - Jan	Jan	1		1	1		3	5							
WPUDA - Feb	Feb			1		1	2	5							
WPUDA - Water Mtg (if needed)	Mar						0	0							
WPUDA - Mar	Mar	1		1		1	3	5							
1st Quarter Year to Date							8	15	53%	60%					
WPUDA - Water Mtg (if needed)	April						0								
WPUDA - Apr	April	1		1	1	1	4	5							
WPUDA - May	no mtg						0								
WPUDA - June	no mtg						0								
2nd Quarter Year to Date							12	20	60%	60%					
WPUDA - Water Mtg (if needed)	Jul						0								
WPUDA - July	Jul	1	1	1		1	4	5							
WPUDA - Water Mtg (if needed)	Sept	1					1	1							
WPUDA - Sept	Sept		1	1		1	3	4							
3rd Quarter Year to Date							20	30	67%	60%					
WPUDA - Nov	Nov			1	1	1	3	5							
WPUDA - Water Mtg (if needed)	Dec	1					1	1							
WPUDA - Dec	Dec			1	1	1	3	4							
4th Quarter Year to Date							6	2	8	4	7	27	40	68%	60%
APPA - Leg Rally	Feb			1		1	2	1	200%	100%					
APPA - Annual Conf	June			1	1		2	1	200%	100%					
Year to date							4	2	200%	100%					
ENW - Jan			1				1	1	100%	100%					
ENW - Apr				1			1	1	100%	100%					
ENW - July						1	1	1	100%	100%					
ENW - Oct							0	1	0%	100%					
Year to date							3	4	75%	100%					
NWPPA - Board meeting	Mar	1					1	1	100%	100%					
NWPPA - Education Committee	Feb	1					1	1	100%	100%					
NWPPA - Annual Conference	May	1		1		1	3	1	300%	100%					
NWPPA - Board meeting	Sept	1					1	1	100%	100%					
Year to date							6	4	150%	100%					

BOARD of COMMISSIONERS

Scorecard Matrix

	Date	Ann	Dennis	Randy	Steve	Garry	Qtr Attend	Qtr # Mtg	Actual %	Target %
G3 - Responsible Board Representation										
Attendance at Regularly Scheduled meetings										
Board Meeting	1/7	1	1	1	1	1	5	5		
	1/21	1	1	1	1	1	5	5		
	2/4	1	1	1	1	1	5	5		
	2/19	B	1	1	1	1	4	5		
	3/4	1	1	1	1	1	5	5		
	3/18	1	1	1	1	1	5	5		
1st Quarter Year to Date							29	30	97%	90%
	4/1	1	1	P	1	1	4	5		
	4/15	1	1	1	1	1	5	5		
	4/29	1	1	1	1	1	5	5		
	5/13	1	1	1	1	1	5	5		
	6/3	1	1	1	1	1	5	5		
	6/17	1	P	1	1	1	4	5		
2nd Quarter Year to Date							57	60	93%	90%
	7/1	1	1	1	1	1	5	5		
	7/15	1	1	1	1	1	5	5		
	8/5	1	1	1	1	1	5	5		
	8/19	1	1	1	1	1	5	5		
	9/3	1	1	P	1	1	4	5		
	9/16	1	1	1	1	1	5	5		
3rd Quarter Year to Date							86	90	96%	90%
	10/7	1	1	1	1	1	5	5		
	10/21	1	1	1	1	1	5	5		
	11/4	1	1	1	1	1	5	5		
	11/18	1	1	1	1	B	4	5		
	12/2	1	M	1	1	1	4	5		
	12/16	1	1	1	1	1	5	5		
4th Quarter Year to Date							114	120	95%	90%
Total by Commissioner:		23	22	22	24	23				
% by Commissioner:		96%	92%	92%	100%	96%				

Attendance Key:

Business Leave	B
Personal Leave	P
Medical Leave	M
Attended by Phone	

BOARD of COMMISSIONERS

Scorecard Matrix

Date Ann Dennis Randy Steve Garry

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).

WPUDA-Bd Orientation	1/16		1							
Special Commission Mtg	1/21	1	1	1	1	1				
PowerEx Visit	1/22-1/25			1						
Audit Committee	1/29		1		1					
Special Commission Mtg	2/7	1	1	1	1	1				
NWPPA Executive Committee	2/19	1								
Entiat City Council	2/25	1								
Wenatchee City Council	2/28		1						1	1st quarter
Cashmere City Council	3/11					1				
Leavenworth City Council	3/12					1				
Discovery Center Workshop	3/14					1				
Cashmere Facilities Open House	3/19					1				
Leavenworth Fac. Open House	3/20					1				
Audit Committee	3/28					1		1		
Discovery Center Meeting	4/3	1				1				
Board Workshop	4/11	1	1	1	1	1	1			
Audit Committee - Special	4/15					1				
Peshastin Water District Mtg	5/8					1				
Chelan Outreach Drop-In	5/15	1				1				
WPUDA Strategic Planning	5/16				1				1	2nd quarter
Microsoft Meeting	5/22		1							
USEA Awards Mtg	5/23								1	
Discovery Center Update	6/3	1				1				
Lake Chelan Watershed Mtg	6/12	1								
APPA Policy Makers Call	6/18					1				
Audit Committee	6/27						1	1		
Legislative Energy Horizon Institute	7/6,7,8,9				1					
Strategic Planning Meeting (2/2/1)	7/12	1	1	1	1	1	1			
APPA Policy Makers	7/22,23,24				1					
Chelan County Council Mtg	8/23	1								
State Auditors Office Risk Interview	8/28								1	
Strategic Plan Open House @ CTC	9/5					1				
Meeting @ City of Chelan	9/6	1								3rd quarter
Strategic Facilities Meeting	9/9	1								
Strategic Plan Open House @ Leavenworth	9/9				1					
APPA Policy Makers Call	9/10				1					
Stehekin Community Outreach	9/13,14					1				
Board Workshop	9/30	1	1	1	1	1	1			

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

Fiber Open House - Entiat	10/9	1				
Fiber Open House - Manson	10/10	1				
Present @ Wenatchee Chamber	10/15					1
WPUDA Budget Meeting	10/16,17			1		1
Presentation to Chelan Lions Club	10/17	1				
Dinner w/Uganda Delegation	10/20			1		
Legislative Energy Horizon Institute	10/23,24,25 ,26			1		
Museum of the Columbia Open House	11/1	1				
Mtg w/Upper Valley Commissioners	11/5				1	
Women in Public Power	11/5,6,7	1				
Audit committee	11/7				1	
Meeting @ Manson Parks	11/15	1				
Fire Hardening Open House	11/20	1				
APPA Cybersecurity Summit	11/17,18,19 ,20					1
Discovery Center meeting	12/3	1			1	
ReWire Conference	12/10			1		
Meeting w/Commissioner Overbay	12/18					1
Chelan Watershed Planning Comm.	12/11	1				
Lake Chelan Res. Institute	12/13	1				
Mtg w/Upper Valley Commissioners	12/13			1	1	
Columbia River Treaty Town Hall	12/16			1		1
Discovery Center Meeting	12/18				1	
Regional Water Meeting	12/30					1

4th quarter

BOARD of COMMISSIONERS

Scorecard Matrix

	Date	Ann	Dennis	Randy	Steve	Garry	Qtr Attend	Qtr # Mtg	Actual %	Target %
S1 - Tri Commission Regional Stakeholder Meetings										
1st quarter	No Meeting						0		-	
2nd quarter	5/29	1		1	1		3	5	60%	75%
3rd quarter	No Meeting						0		-	
4th quarter	11/26			1	1	1	3	5	60%	75%
Total by Commissioner:		1	0	2	2	1	6	10	60%	75%
% by Commissioner:		10%	0%	20%	20%	10%				

S1 - Mid-C Commissioner / Manager Meeting										
January/February	No Meeting						0		-	60%
March	3/11		1			1	2	5	40%	60%
July	7/15	1			1	1	3	5	60%	60%
November	11/7		1	1			2	5	40%	60%
Total by Commissioner:		1	2	1	1	2	7	15	47%	60%
% by Commissioner:		7%	13%	7%	7%	13%				