

2023 District Performance Plan

Q4-Final

On Track	Complete	Caution	Needs Attention	Completed after Deadline	Scheduled Time Frame
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Objective	#1 – COMMIT TO THE HIGHEST LEVEL OF CUSTOMER-OWNER SATISFACTION						
	(BSc Customer-Owner/Stakeholder Objective)						
	Everything we do should be for the benefit of our customer-owners. We will take a strategic, long-term view of implications of our decisions. Our policy decisions will be built around enhancing overall customer-owner satisfaction. Our employees will interact with customer-owners in an empathetic, proactive, and attentive manner, making sure people feel like individuals and are heard. As a utility, we will take a county-wide perspective when considering the impact of all our decisions. When possible, under our financial metrics, we will provide a public power benefit built around enhancing the quality of life for customer-owners as they define quality of life.						
	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
	Objective 1						
1	1. Confirm vendor and approach for biennial Q1 2024 Customer Satisfaction survey by 12/1	12/1/2023					John Stoll
1	2. Fiber take rate exceeds 55% by 2024 (target of 54% by end of 2023) Actuals: Q1- 55.9% , Q2-56.4%, Q3-56.3%, Q4-56.1%	54%					Bob Shane
	Strategic Initiatives/Critical Tasks/Actions						
1	3. Advance customer experience by completing the customer experience plan for the Service Center opening by end of Q2. Q4-Completed in October 2023.	6/30/2023					Justin Erickson
1	4. Develop a long-term Stehekin energy resource plan						
1	A. Launch Stehekin water heater pilot and evaluate results by end of Q4 Several potential options were considered, but solutions have not been identified at this time.	12/31/2023					Shawn Smith
1	B. Form stakeholder group by end of Q4 to develop and inform Growth Management Plan Chelan PUD is partnering with the County who is taking the lead role in development of the Community Plan, including identified community members.	12/31/2023					Shawn Smith

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Objective	#2 - INVEST IN CREATING LONG TERM VALUE (BSc Business Process/Internal Operations Objective)						
	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
	We will define plans and make resources available to invest in all our physical assets (generation, transmission, distribution, fiber, parks, water, and wastewater) based on a long-term value perspective. We will continue our actions to reduce the volatility of wholesale power sales revenues while also seeking ways to enhance revenues. We will seek to work with our industry colleagues as much as possible, in a collaborative manner build around long-term relationships. Because relationships are important to us, we will look at the spirit and intent of issues rather than just the “letter of the law.” Investing in the source of our organization’s financial value will give us the best opportunity for deriving future public power benefits.						
	Objective 2						
2	1. Recommend new Electric Service Reliability target aligned with similarly situated utilities (i.e. radial system, wildfire risk, customer satisfaction results, etc.) by end Q2	6/30/2023					John Stoll
2	2. Hydro Capability, year end (YE) - Manage outage and rehab schedules to ensure capability targets are met to achieve district power production targets. (Quarterly targets: Q1-76.8%, Q2-77.0%, Q3-77.4%, Q4-76.9%) - Actuals: Q1-77.7%, Q2-81.2%, Q3-80.8% Q4 - 80.7%	YE 76.9%					Brett Bickford
	Strategic Initiatives/Critical Tasks/Actions						
2	3. Identify public entities and/or trade associations for potential partnerships and pursue funding as applicable for wildfire mitigation, dam safety, second source water and broadband expansion by Q4 <i>No partnerships have been established in 2023, though the District engaged earnestly with parties and reviewed many grant programs.</i>	12/31/2023					Justin Erickson
2	4. Execute on selected priority 1 capital and O&M projects based on selected key milestone per project. Priority 1 projects include those that contribute to continuous improvement in capability, reliability, compliance, relicensing, resiliency, growth, and capacity (listed projects below are those not measured elsewhere in the District Performance Plan)						
2	A. RR C11 water Turbine repairs. Turbine Runner turned over to contractor by end of Q2 and returned from contractor by Q4. <i>Q4-Revised schedule shows turbine parts from Voith will arrive at RR in March 2024. Shop assembly removed from scope of work. Final turbine assembly and testing to be performed by Voith on site.</i>	12/31/2023					Brett Bickford

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	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
2	B. Rock Island U5 Rehab. Begin reassembly of the runner hub by end of Q4. Q4 - disassembly took 5 months longer than planned. Initiation of turbine reassembly expected late Q1 2024.	12/31/2023					Brett Bickford
2	C. RI PH1 B-3 Modernization. Complete reassembly by end of Q4. Q4 - Unit reassembly scheduled for completion in April 2024.	12/31/2023					Brett Bickford
2	D. RI PH1 B-6 Turbine Repair. Complete repair and unit in service by end of Q3. Q4 - Unit commissioning underway. Return to service expected Jan 24, 2024.	9/30/2023					Brett Bickford
2	E. RR C5 Turbine Repair. Complete repairs and return to service by end of Q1 prior to HCP check-in.	3/31/2023					Brett Bickford
2	F. Tumwater Spillway. Repair work substantially complete by end of Q4. Q4 -Additional work and weather conditions will extend completion to Q4 2024.	12/31/2023					Brett Bickford
2	G. North Shore Substation. Power transformer delivery by end of Q2 and switchgear delivery by end of Q3. Q4 - Completed after deadline. Power transformer was delivered mid-September and switchgear mid-November.	9/30/2023					John Stoll
2	H. Operations and Service Center. Move-in begins by end of Q2 and public opening by end of Q4. We missed the move-in target date, but made the public opening goal. A public Grand Opening was held on October 7.	12/31/2023					Justin Erickson
2	I. Rock Island Relicensing - Pre-application Document (PAD) submitted to FEREC by 12/15/2023 The PAD was submitted on December 15; formal relicensing has started.	12/15/2023					Justin Erickson

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Objective	#3 - PROTECT NATURAL RESOURCES IMPACTED BY OPERATIONS (BSc Customer-Owner/Stakeholder Objective)						
	We will meet or exceed statutory requirements and commitments to mitigate for the environmental impacts of all our actions. As part of this objective, we will think ahead and seek out “least-cost” alternatives for meeting emerging societal environmental goals.						
	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
	Objective 3						
	Strategic Initiatives/Critical Tasks/Actions						
3	1. Within 60 days of issuance of oil NPDES permit by Department of Ecology, start installation of NPDES equipment and reflect in O&M plan as installed through end of Q4.	12/31/2023					Brett Bickford
	Strategic Initiatives/Critical Tasks/Actions						
3	2. Advance Wildland Fire Mitigations and Plan						
3	A. Support Wildfire Working Group in development of 5 year plan outline by end Q1.	3/31/2023					John Stoll
3	B. Evaluate new mitigation actions identified in 5 yr. plan and recommend associated items for next business plan cycle by end Q2.	6/30/2023					John Stoll
3	3. Execute plan to conduct the 10-year HCP project survival study at Rocky Reach in 2023 and report findings to the Habitat Conservation Plan Coordinating Committee by Q4. <i>The District conducted the survival study and a combined survival rate of 93.54%, meeting the Habitat Conservation Plan thresholds.</i>	12/31/2023					Justin Erickson
3	4. Develop an overarching water strategy considering current and future water resources and hydro generation needs by end of Q4. <i>Good progress in 2023, but did not complete due to resource constraints. Carrying over to 2024.</i>	12/31/2023					Kirk Hudson

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Objective	#4 - ENSURE FINANCIAL STABILITY (BSc Financial Objective)						
	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
	During these dynamic times, we will sustain a financial structure that seeks to create financial flexibility that supports affordable and stable electric rates under all plausible scenarios and create access to low-cost capital when needed.						
	Objective 4						
4	1. Debt Cover – District Actuals: Q1-4.30, Q2-4.38, Q3-4.72, Q4-4.93	>2.0x					Kelly Boyd
4	2. Debt Leverage – District Actuals: Q1-16%, Q2- 15.90%, Q3-16.40%, Q4-16.3%	<35%					Kelly Boyd
4	3. Liquidity – District > \$175M or Liquidity Methodology Actuals: Q1-\$386M, Q2-\$394M, Q3-\$419M, Q4-\$424	>\$175M					Kelly Boyd
4	4. Days Cash On Hand – District Actuals: Q1-296, Q2-307, Q3-349, Q4-362	>250 Days					Kelly Boyd
	Strategic Initiatives/Critical Tasks/Actions						
4	5. Actively participate in electricity market design and options including monitoring and reporting on CCA allowance auctions to the Power Risk Management Committee as they occur throughout the year. This work was completed and CCA auction information has been reported to the PRMC throughout the year.	12/31/2023					Shawn Smith
4	6. As part of energy market evolution, make a decision on SPP markets + phase 1 implementation by end of Q1 to meet the April 1st, 2023 SPP deadline.	3/31/2023					Shawn Smith
4	7. Maintain or enhance AA bond ratings: Fitch AA+, Moody's Aa2, S&P AA+ (Stable Ratings)						
4	A. Receive clean financial audit opinion with no material deficiencies by April 30 Q4-Clean opinion received April 11	4/30/2023					Kelly Boyd
4	B. Execute all steps of Rating Agency outreach plan to end of Q4	12/31/2023					Kelly Boyd

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Objective	#5 - CONTINUOUSLY IMPROVE EFFICIENT, EFFECTIVE, COMPLIANT, RISK-ASSESSED AND RESILIENT OPERATIONS							
	(BSc Business Process/Internal Operations Objective)							
	We will rigorously and holistically review spending and policy decisions using strong risk assessment practices to assure best value and resiliency. We will comply with all statutory requirements. We will seek out, evaluate, and utilize new technology that is ready for deployment if there are sufficient economic and customer benefits.							
	Metrics & Targets		Target	Q1	Q2	Q3	Q4	Lead
	Objective 5							
	Strategic Initiatives/Critical Tasks/Actions							
5	1. Complete the process improvement plan for the District-wide Leadership Training program by end of Q4 Complete. Program will begin in 2024.	12/31/2023					<i>Rosario Nystrom</i>	
5	2. Participate in NERC GridEx grid security emergency response and recovery exercise on Nov. 14-15, 2023. This includes planning, execution, lessons learned & after action review by year-end. Q4 - The District participated in Grid-Ex as planned: Lessons Learned and action plans have been documented, shared with Sr. Sponsor in Dec 2023, and will be reviewed by SMT in Jan 2024.	12/31/2023					<i>Brett Bickford</i>	
5	3. Develop a District-wide strategy for staff development, building resiliency and advancing capability (bargaining unit and non-bargaining unit) by end of Q4. Complete. Implementation will begin in 2024.	12/31/2023					<i>Rosario Nystrom</i>	

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Objective	#6 - ADVANCE HUMAN AND ORGANIZATIONAL PERFORMANCE (BSc People & Culture Objective)						
	Through continual learning and investments in developing our employees, we constantly improve our resiliency, our defenses, and our ability to adapt to our environment. Through curiosity and continual learning, our employees provide the solutions to problems. By learning from our errors and failures, and examining our practices, we improve our operational excellence on behalf of our customer owners.						
6	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
6	Objective 6						
6	1. Safety Metrics:						
6	A. Senior Team Safety Visits (4 annual for 4 MD's (GM,CU,DS,GEN) & 2 per year for others, incl. Safety) Q4-EOY = 26 of the targeted 30 Senior Team Safety Visits were recorded in 2023.	30					Jared Watts
6	B. BUs initiate corrective actions for designated safety events within 90 days (reactive or pro-active) Q4-Department focused effort on reworking Enablon (tracking tool) to improve process of creating, completing, and tracking corrective actions plans.	100%					Jared Watts
6	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
6	C. OSHA Recordable Cases by EOY Actuals: Q1/YTD = 3, Q2/YTD=7; Q3/YTD = 11; Q4/YTD=18	20					Jared Watts
6	D. Overall OSHA Incident Rate YTD/EOY Actuals: Q1/YTD = 1.57, Q2/YTD=1.89; Q3/YTD= 1.91; Q4-2.39	2.86					Jared Watts
6	E. Lost time incident rate (LTIR) Actuals: Q1/YTD = 0.00, Q2/YTD=0.00; Q3/YTD = 0; Q4/YTD .40 (2 LT Cases - Line Ops; 1 LT - Parks.)	0.37					Jared Watts
6	F. Days away restricted or transferred (DART) rate Actuals: Q1/YTD = 1.57, Q2/YTD=1.62; Q3/YTD = 1.39; Q4/YTD =1.46 (8 cases of the 18 total required light duty accommodations.)	1.05					Jared Watts

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6	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
6	2. Advance Safety Excellence by achieving top quartile in the Four Pillars of Safety Excellence:						
6	A. Safety Management System: Develop a work plan to establish a standardized approach to managing District safety that includes organizational structure, policies, procedures, responsibilities and audit functions by Apr 30 <i>Q4-Safety department developed a plan for revision/creation of Purpose Driven Safety Programs. Work underway on several programs, and a draft process has been developed. When followed, this process will improve the Districts Safety Management System.</i>	4/30/2023					Jared Watts
6	B. Leadership and Engagement: Establish manager and employee accountability to partner with the safety department to create and share applicable content within each functional area that leads to 80% monthly Business Unit safety meeting participation. Monitor monthly. <i>Actuals: Q1/ YTD = 84.16%, Q2/YTD = 82.8%; Q3/YTD = 81.97%; Q4/YTD = 82% - The District achieved it's target of 80% safety meeting attendance.</i>	80%					Jared Watts
6	C. Risk Reduction: Identify, evaluate and mitigate job hazards. Managing Directors to report to senior management team on two key hazards per quarter. <i>Q4/EOY = Target not achieved due to focusing resources on implementing plans to address the first 4 job hazards identified.</i> 1.Noise at Hydro Projects - Noise Study Conducted. 2.Mobile Substation Transport/Fleet - Trial Truck Leased. 3.RI 620 high-voltage deck - Plan for 620 Deck barrier under development. 4.Confined Space - Procedures being developed w/consultant assistance.	8					Jared Watts
6	D. Performance measures: Establish leading and re-evaluate lagging indicators and targets. Complete Lagging indicators and targets by end of Q2 and Leading indicators and targets by end of Q4. <i>Q4-Milestone concerns/delay due to department vacancies and the process of hiring new staff. Working to finalize strategy for 2024. Draft for both lagging and leading in the works; Refinement process for 2024 Performance Plan metrics also being finalized.</i>	12/31/2023					Jared Watts

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6	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
6	3. Advance Human and Organizational Performance (HPI) including a focus on the attributes of Psychological Safety and a Healthy Organization						
6	A. Develop a draft standard (handbook) by end of Q2. Q4-Milestone concerns/delay due to department vacancies and the process of hiring new staff. Rough DRAFT of handbook developed, however, next steps will be to expand upon the DRAFT to align with updated strategic direction of H&OP, as well as determine path forward for stakeholder engagement (fair-process) agreement and overall plan for additional enhancements and rollout in 2024.	6/30/2023					Jared Watts
6	B. Assess, revise, and re-communicate an updated HPI Roadmap by end of Q3. EOY - Delay due to department vacancies and the process of hiring new staff. H&OP (HPI) Roadmap content developed as of 9/30 for next 24-36 months; however, communication (and activities) began in Q4.	9/30/2023					Jared Watts
6	C. Expand the use of 'Learning' Teams by conducting 10 teams (proactive and reactive) by the end of Q4 - Re-evaluating this metric to include 'operational learning'. REVISED Goal with approved variance for Q4 Reporting: C. Expand the District's capacity for conducting 'Organizational Learning' by completing 10 additional types of organizational learning, (i.e. After Action Reviews, Lessons Learned, Post-Mortems, Systems Learning). Variance for this objective approved 11/2/23, modifying verbiage from "Learning Teams" to incorporate other methods of "Organizational Learning" (i.e. After Action Reviews, Lessons Learned, Post-Mortems, Systems Learning). 2 Learning Teams (RI 620 Deck; CETA Reporting); 6 After Action Reviews (CM); 1 Lessons Learned (RI U5 Disassembly); 1 Systems Learning (EPM/Legal/PCS); 1 - Systems Learning (Fiber Crew).	10					Jared Watts

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Objective	#7 - ENCOURAGE INNOVATION (BSc People & Culture Objective)						
	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
	We encourage creative thinking and trying new ideas to meet the challenges of the future. We set aspirational goals with the belief that much will be learned and achieved even when the ultimate goal maybe unachievable. We seek to be recognized as experts and industry thought leaders on all issues relevant to our operations. We provide educational opportunities and diverse work experiences to foster diversity in perspectives and thought. We focus on developing a strong culture of innovation so we can continue to increase value for our customer-owners.						
	Objective 7						
	Strategic Initiatives/Critical Tasks/Actions						
7	1. AMI implementation by 2024 and enhanced functionality thereafter						
7	A. Fill staffing vacancies supporting AMI by end Q1. <i>Q4 - Completed after deadline with hiring of functional technology positions.</i>	3/31/2023					<i>John Stoll</i>
7	B. 25,000 meters installed by end Q3	9/30/2023					<i>John Stoll</i>
	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
7	2. Enable a technology driven field workforce to achieve a paperless asset management capability for distribution and generation construction and maintenance by 2026						
7	A. Complete Mobile Device Management (FSM IT Enablement) Initiative by end of Q2	6/30/2023					<i>Ian Fitzgerald</i>
7	B. Select a Field Services Management (FSM) Solution by end of Q3	9/30/2023					<i>Ian Fitzgerald</i>
7	3. ADMS. Advance operational control technology and climate indicators (FSOM) to reduce wildfire risk (SCADA activated reclose) and improve system reliability and in support of future Distributed Energy Resource Management (DERM) innovation by 2028						
7	A. Complete the GIS Strategy document.	6/30/2023					<i>Ian Fitzgerald</i>
7	B. Develop a project plan to move electrical engineering modeling data into DMS <i>Q4-Plan is complete but the 09/30/2023 target was missed. Goals are established for 2024 for advancing the business case to evaluate extent of future ADMS.</i>	9/30/2023					<i>Brett Bickford</i>
7	C. Bring SCADA controls to at least two field reclosers in the FSOM defined area by end of third quarter. <i>Q4-Programming underway, likely to complete in early 2024.</i>	9/30/2023					<i>John Stoll</i>

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	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
7	4. Assess cultural readiness for innovation and develop a process to evaluate innovative ideas/technologies in 2023. Identify 1-3 annually for evaluation. Implement at least one new innovation by 2025						
7	A. Assess cultural readiness, review existing procedures and develop a definition of Innovation by mid year.	6/30/2023	✓	■	■	■	Brett Bickford
7	B. Develop a District-wide process to evaluate innovative ideas/technologies by the end of Q4 Q4-The target was changed to complete a charter in 2023 and to move out developing the process into 2024. A communication plan is in place, which will support developing the charter and process implementation in 2024.	12/31/2023	✓	✓	✓	●	Brett Bickford
7	5. Develop a data-driven culture by establishing structure, process, tools, governance, and a center of excellence						
7	A. Develop an end-to-end cloud-based data infrastructure environment, determined by the completion of an AMI/C2M Proof of Concept (POC) by end of Q2	6/30/2023	✓	■	■	■	Ian Fitzgerald
7	B. Develop a trained Data Analytics Community of Practice (CoP), determined by the establishment of at least 25 self-service Power BI users by end of 2023. Q4 Update - As of mid-December 48 users have created and published 216 reports/datasets in Power BI and 33 unique users have engaged reports more than 3 times in past 30 days.	11/30/2023	✓	✓	✓	■	Kelly Boyd
7	6. Migrate enterprise ERP systems to the cloud to recover FTE lost opportunity costs up to 10% to support strategic core value work by 2028, i.e., improving data access to staff						
7	A. Complete Oracle C2M Cloud Migration Analysis by end of Q4	12/31/2023	✓	■	■	■	Ian Fitzgerald
7	B. Complete PeopleSoft Cloud Migration Analysis by end of Q4 Q4 Update: Work was deferred to 2024 to provide time for business alignment.	12/31/2023	✓	✓	▲	●	Ian Fitzgerald

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Objective	#8-FOSTER A CULTURE OF SERVING THE PUBLIC INTEREST (BSc People & Culture Objective)						
	Our strategic advantage is our culture of serving the public interest. We enhance the quality of life in Chelan County through a culture of serving the public interest including programs that distribute the benefits of public power. We also seek out opportunities to collaborate with other public agencies to solve problems and address regional challenges.						
8	Metrics & Targets	Target	Q1	Q2	Q3	Q4	Lead
8	Objective 8						
8	1. Fiber PPB New Premises Passed for infill and expansion (Q1-100, Q2-300, Q3-600, Q4-1331). <i>Actual premises passed in 2023 was 899 including 543 premises from previous years. Total premises to date for program is 6,436 out of 9,256 for 70% complete.</i>	1,331					Bob Shane
8	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
8	2. Complete selected Public Power Benefit Projects						
8	A. Complete construction of Walla Walla Point Park Sport Courts by end of Nov. <i>Project scheduled for bidding in February 2024 and was bundled with other like-work to improve internal efficiency and gain more favorable bidding conditions.</i>	11/30/2023					Justin Erickson
8	B. Complete design and solicit bids for the Riverfront Park project by end of Q4 (2024 construction). <i>Project scheduled for bidding in February 2024 and was bundled with other like-work to improve internal efficiency and gain more favorable bidding conditions.</i>	12/31/2023					Justin Erickson

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8	Strategic Initiatives/Critical Tasks/Actions	Target	Q1	Q2	Q3	Q4	Lead
8	3. In regard to developing a second source of water with the Regional Water Committee, submit feasibility/preliminary engineering report to regional partners by end Q2	6/30/2023					John Stoll
8	4. To collaboratively address regional economic development, review economic development goals in the strategic plan and establish an action plan that includes overarching principles by end of Q4. <i>Reviewed and incorporated into the 2024 Strategic Visioning effort.</i>	12/31/2023					Justin Erickson

Total Tracked Items:
% On Track
% Completed On Schedule
% Completed After Deadline
Total % Completed or On Track

Q1	Q2	Q3	Q4
64	64	64	64
73.44%	54.69%	39.06%	15.63%
4.69%	18.75%	21.88%	43.75%
0.00%	0.00%	1.56%	9.38%
78.13%	73.44%	62.50%	68.75%

High Priority Strategic Initiatives and Critical Tasks/Actions added:

- *Report back to the Board on Fiber Finalization Plan by Fall, 2023*

Key for Prioritization:

Our intent is to make measured progress on the entire District and Business Unit Performance Plans in addition to our core activities. However, if conflicts arise, these District actions are our top priorities when making trade-off decisions.

Additional guidance for prioritization trade-off decisions includes:

1. Break/fix to maintain existing systems/levels of operation and emergency priorities
2. Regulatory and/or legal compliance with required due date
3. Planned strategic and scheduled work:
 - a. Required for another strategic item to move forward
 - b. Business Unit strategic with highest determined priority
 - c. O&M work that can be scheduled
4. Unplanned work neither strategic or scheduled
 - a. Required to ensure other business unit planned work can be completed
 - b. Not required but increases baseline value