



Levels of Service (LoS)

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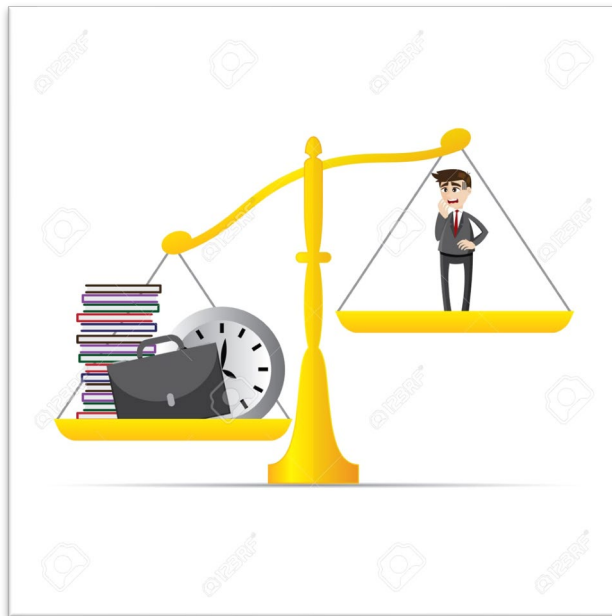


Outline

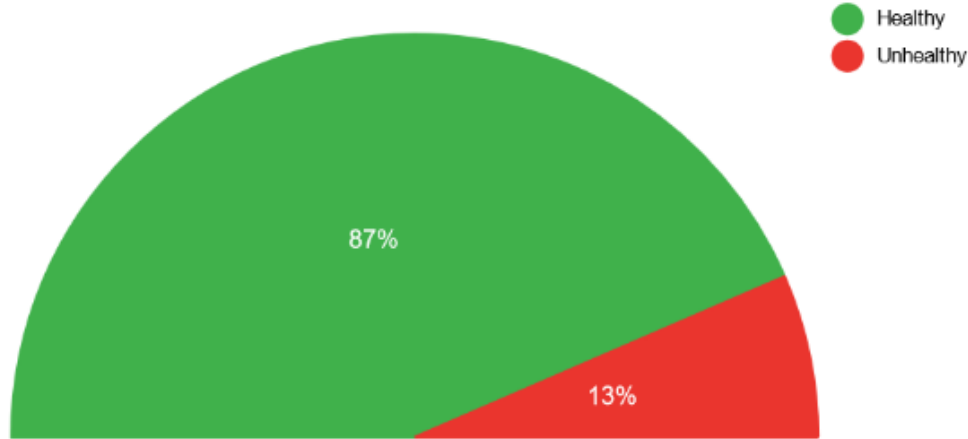
- Vision
- Review LoS and KPIs
- KPI Examples
- Future Goals

Vision

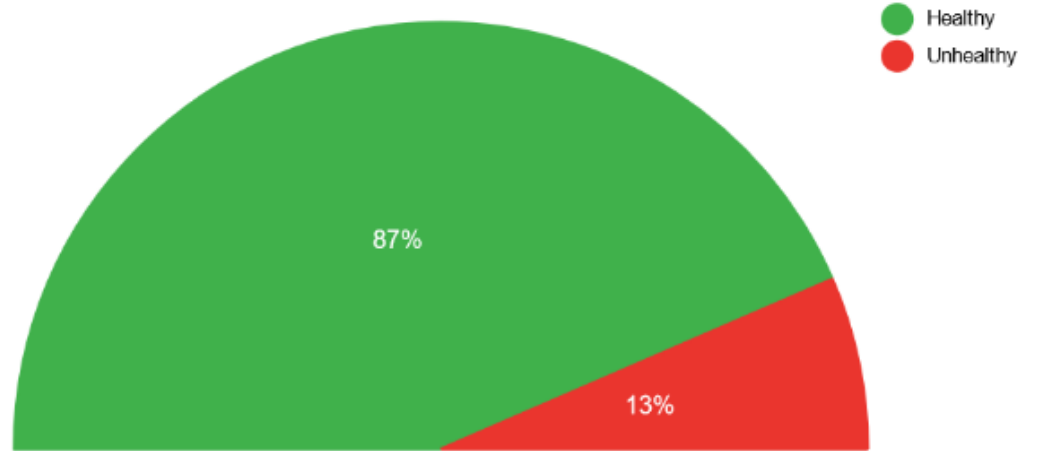
- To cultivate a workplace where every employee thrives in an environment that promotes balance, collaboration, and productivity.



LOS Health



KPI Health



LOS Report by Health

- LOS Red
- LOS Yellow
- LOS Green

KPI Report by Health

- KPI Red
- KPI Yellow
- KPI Green
- Red Flag Report

Example KPIs

Department	Current KPI	Current Goal	Current Status
Electric Engineering	Interconnection review time after all documentation is provided	15 days	23 Days
Water Systems Engineering	≥ 90% of Plan Review Responses will be delivered within 15 working days	90%	100%

Continuous Improvement



Future Goals

- Departmental Dashboards
- Action Plans
- Industry Benchmarks
- Enterprise Portfolio Management
- Data Driven Decision Making and Planning
- LoS Focused Organization