

MLGW Performance Excellence Summary Scorecard



Strategic Areas of Focus	Strategic Framework	Key Performance Indices	2000-2004 Average	1st Quarter 2005*	2nd Quarter 2005*	3rd Quarter 2005	2005 YTD	Weight
Customer/ Stakeholder	Public Trust	Perception Index Score	98.6	97.2	98.1	98.2	97.8	10%
		Customer Service Delivery Index Score	59.5	92.2	97.1	91.3	96.2	20%
	Safety/HR	Safety Index Score	90.6	88.0	75.2	88.5	83.4	15%
Core Business	Utility Supply	Utility Supply Index Score	90.0	86.6	89.5	86.6	86.6	10%
	Reliability/Quality	Reliability Index Score	82.3	84.4	91.8	93.1	93.1	20%
Cost Control	Resources	Resource Index Score	96.1	95.8	97.6	96.9	96.9	5%
	Financial	Financial Index Score	95.0	95.1	97.6	97.4	97.4	20%

Total Corporate Score	<i>84.6</i>	<i>90.7</i>	<i>92.2</i>	<i>93.0</i>	<i>93.1</i>	<i>100%</i>
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* Certain measures have been updated since their initial publication to reflect the use of final quarterly data where estimates were previously utilized.