

Tennessee Valley Authority

Government Performance and Results Act

Annual Performance Plan FY 2001

Revised September 2000



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INTRODUCTION

This document is the Tennessee Valley Authority's (TVA) Performance Plan for FY 2001 as required by the Government Performance and Results Act of 1993 (GPRA). Information is expressed in terms required by GPRA and the Office of Management and Budget (OMB) Circular A-11. This Performance Plan has been revised to align with the updated Strategic Plan submitted to Congress covering the period 2000-2005.

TVA was not aided by any non-federal parties in the development of this plan.

Historically, TVA's programs were divided into two separate but interrelated activities -- the power program and tax-funded resource management programs. In response to direction from Congress and the Administration, beginning in FY 2000, all of TVA's resource management programs will be funded from power revenues.

This plan reflects the transfer of Land Between The Lakes (LBL) National Recreation Area from TVA to the Department of Agriculture in accordance with the LBL Protection Act of 1998. This transfer became effective in October 1999 due to the lack of appropriations to TVA for LBL operations.

TVA's strategic plan and performance plan cover its power and resource management programs.

MISSION STATEMENT

The mission of the Tennessee Valley Authority is to develop and operate the Tennessee River system to improve navigation, minimize flood damage, and to provide energy and related products and services safely, reliably, and at the lowest feasible cost to residents and businesses in the multi-state Tennessee Valley region. TVA's integrated management of the entire Tennessee River watershed optimizes the benefits of the water resource. Major functions of the corporation include:

- Management of the Tennessee River system for multiple purposes including navigation, flood control, power generation, water quality, public lands conservation, recreation, and economic development;
- Generation of electricity;
- Sale and transmission of electricity to wholesale and large industrial customers;
- Stimulation of economic development activities that generate a higher quality of life for citizens of the Tennessee Valley;
- Preservation and environmentally-sensitive management of TVA assets and federal lands entrusted to TVA; and
- Research and technology development that addresses environmental problems related to TVA's statutory responsibilities for river and land management and power generation.

TVA's VISION, GENERAL GOALS, AND OBJECTIVES

In January 1999, the TVA Board of Directors issued a new statement of Vision and agency goals.

Vision

Generating Prosperity in the Valley

Goals

TVA employees will set the standard for . . .

Supplying low-cost, reliable power

Meet the changing needs of power distributors and directly served customers for energy products and services in changing markets.

Supporting a thriving river system

Minimize flood damage, maintain navigation, support power production, improve water quality, protect public health and the environment, and support recreational uses.

Stimulating economic growth

Provide services based on core expertise to solve regional problems, protect natural resources, create jobs, and build partnerships for the public benefit.

. . . to improve the quality of every life.

Strategies to Achieve Goals

Goal 1 **Supplying low-cost, reliable power**

Meet the changing needs of power distributors and directly served customers for energy products and services in changing markets.

Objective 1.A. - Reduce the delivered cost of power.

Strategy 1.A.1. - Improve TVA's Cost Structure while making prudent investments.

- Performance Goals:
- Delivered Cost of Power
 - Debt / MW Capacity
 - Bond Rating

Relationship between the General Goal, Strategy, and Performance Goals

TVA will remain the energy supplier of choice in a deregulated environment by selling electricity competitive with the market price. A major component (about 27%) of TVA's total cost of power is interest expense. As TVA reduces and manages its outstanding debt it will reduce interest costs thereby shifting its cost structure to one that is better able to adjust to the volatility of a deregulated energy market.

However, this need to reduce debt must be balanced against the need to invest in existing facilities and new generation to ensure a reliable supply of power for the Valley. In addition, TVA must make investments to comply with increasingly restrictive environmental regulations.

Achievement of this objective will require continued reductions in interest costs through close scrutiny of capital expenditures, maintaining an excellent bond rating, and developing innovative financing options. Debt reduction will depend on TVA's ability to maximize cash flow through limiting capital spending, controlling costs, and continued improvement in operation and maintenance processes which is dependent on a highly skilled workforce.

Objective 1.B. - Retain customers and grow stakeholder support.

Strategy 1.B.1 - Maintain revenue base.

Performance Goal: · Wholesale Customers with Continuing Contracts

Relationship between the General Goal, Strategy, and Performance Goal

TVA's wholesale customers, themselves public power providers, must also prepare for the coming deregulated energy market. TVA must be proactive in developing contractual arrangements that provide needed flexibility while ensuring that cost obligations are fairly allocated. TVA's relationships with its customers must benefit all parties in order for TVA to maintain its position as the Valley's energy supplier of choice. The selected performance goal will monitor TVA's success in developing and maintaining these win-win relationships.

Achievement of this objective will require developing innovative pricing structures that provide opportunities for customers to control their costs and modifying contracting arrangements to provide customers with increased flexibility.

Strategy 1.B.2 - Provide competitive products and services.

Performance Goal: · Energy sales (kWh)

Relationship between the General Goal, Strategy, and Performance Goal

Success in the marketplace is measured by whether customers continue to choose your products and services. As a federal wholesaler of electric power and related services, TVA's customers are its 158 distributors and 62 direct served industrial and governmental entities. As electric utility industry restructuring develops, these customers will have increased choices of energy products and service providers. Annual measurement of sales will be an indicator of how well TVA's combination of price, quality, reliability, corporate citizenship, and customer service meets or exceeds those offered by other suppliers.

Achievement of this objective will require the creation, development and delivery of competitively priced products and services with the attributes desired by wholesale and large direct-served customers in the Valley.

Strategy 1.B.3. - Achieve excellence in the customer value and relationship process.

Performance Goal: · Customer Focus Index

Relationship between the General Goal, Strategy, and Performance Goal

TVA's most recent customer research reveals that our customers expect providers to meet their individual needs. With the advent of industry restructuring and changing business drivers, customers are requiring customization. No longer does one size fit all.

TVA will be able to meet changing customer needs through targeting customer segments and providing products and services that meet the unique needs of those segments. This will require TVA to change from its “customer service” approach to one of managing processes to ensure “customer value”.

TVA is in the process of developing new ways of measuring the value of our relationships with all of our customers. The initial measurement for this strategy will be a customer focus index designed to measure how effectively we are interacting with customers and meeting their needs through products and services that add value.

Achievement of this objective will require the development of new processes for determining and forecasting changing customer needs, creating targeted products and services to meet those needs, and delivering those products and services in ways that maintain and strengthen the long-standing relationships with these customers.

Strategy 1.B.4. - Achieve excellence in stakeholder relations and communications processes.

Performance Goal: - Stakeholder Process Satisfaction Index

Relationship between the General Goal, Strategy, and Performance Goal

Maintaining effective relationships with stakeholders is essential to TVA’s success and to its continuing existence as a public enterprise. Stakeholders are those who are affected by TVA and those who affect and influence TVA. Stakeholders include employees and retirees, customers, federal, state and local elected officials and regulators, the financial community, environmental groups, river system interests, economic development leaders, community leaders, nuclear interests and regulators, and suppliers.

Through positive relations and communications with stakeholders, TVA can more effectively anticipate issues, maintain consistency in its internal and external communications, facilitate better stakeholder understanding of the issues, and be proactive rather than reactive on emerging issues. Long-term effective stakeholder relations will positively impact TVA’s ability to succeed in a changing regulatory and legislative environment. Ongoing feedback on TVA’s processes for working with its various stakeholder groups will help TVA ensure it is effectively meeting their diverse needs for information while providing consistent messages on TVA’s intentions and issues.

Achievement of this objective will require the continuous improvement of processes for identifying and addressing the information and communication needs of a wide variety of stakeholder groups. It will also require the development of clear, consistent messages concerning TVA’s intentions and positions concerning natural resource and power supply issues that are important to the people of the Tennessee Valley.

Objective 1.C. - Optimize the use of assets and ensure reliability.

Strategy 1.C.1. - Maintain power reliability to meet customer requirements.

Performance Goal: - System Reliability (Load Not Served)

Relationship between the General Goal, Strategy, and Performance Goal

As restructuring is implemented, the focus by some suppliers on maximizing profits may have detrimental effects on service reliability. Based on input from customers, TVA will continue to emphasize high reliability while meeting market price.

Achievement of this objective will require continued improvements in operating and maintenance processes and the ability to acquire new technologies that improve system performance. A highly skilled, flexible workforce will also be required to provide demanded levels of service at reduced costs.

Strategy 1.C.2. - Manage the environmental and safety impacts of TVA's operations on employees and the region.

- Performance Goals:
- Reportable Environmental Events
 - Sulfur Dioxide Emissions
 - Nitrogen Oxide Emissions
 - INPO Index
 - Environmental Research Center Resource Conservation and Recovery Act Cleanup (Percent Complete)

Relationship between the General Goal, Strategy, and Performance Goal

A reportable environmental event (REE) is any occurrence violating regulatory requirements at any TVA facility that triggers a notification to or enforcement action by a regulatory agency. The combustion of fossil fuels results in the production of sulfur dioxide (SO₂) and nitrogen oxide (NO_x). TVA has made multi-million dollar investments resulting in significant reductions in the emissions of these pollutants. Additional reductions in emissions will occur in the future as TVA continues to invest in emissions controls at its fossil facilities.

The INPO index is TVA's primary nuclear safety index. It is a weighted average of safety system availability, plant reliability, radiation dose, radwaste generated and personnel (industrial) safety. This index is an indicator of overall plant performance as well as a benchmark measurement to the performance of other nuclear plants in the U.S.

TVA is mandated by Federal law to complete the cleanup of contaminated sites at the Environmental Research Center (ERC) reservation in Muscle Shoals, Alabama. The Resource Conservation and Recovery Act (RCRA) Corrective Action Program supports the safe cleanup of contamination caused by decades of federally-funded munitions and fertilizer research and development activities at the ERC.

Achievement of this objective requires that TVA maintain a current understanding of applicable regulations, that investments in emissions control equipment be made and operating procedures ensuring regulatory compliance and employee and public safety be developed and implemented, that personnel be trained to carry out these procedures, and that a mechanism be in place to verify compliance.

Strategy 1.C.3. - Achieve excellence in asset optimization and production processes.

- Performance Goals:
- Fossil Plant Equivalent Availability Factor
 - Hydro Plant Equivalent Availability Factor
 - Nuclear Plant Net Capacity Factor

Relationship between the General Goal, Strategy, and Performance Goal

Strong economic growth and the uncertainty caused by the expected transition to a restructured electric market have resulted in increased price volatility and shortages of capacity throughout much of the United States. Developing and managing processes to have existing assets available when they are needed most will be critical to ensuring sufficient energy supply. In addition, forecasting changes in load growth and making optimal decisions on acquiring new generation and transmission assets are essential to having power available when it is needed at the lowest possible cost.

Relationship between the General Goal, Strategy, and Performance Goal

Ensuring that aeration systems are functioning and that minimum water flow rates are maintained helps TVA minimize adverse environmental impacts to aquatic habitats and potable water quality associated with dam operations.

There are 611 watershed units that make up the Tennessee River system. TVA participates in cooperative efforts involving local and regional public and private partners to improve water quality and natural resource conditions. Annual assessments identify watershed unit status by evaluating stream/reservoir ecological health, and shoreline conditions.

Achievement of this objective requires that TVA retain the responsibility for integrated river operation and that cooperative relationships between TVA, state and federal agencies, and various regional river system user groups be continued, that trained personnel be available to identify and implement correction and protection activities, and that TVA retains the capability to conduct watershed assessments.

Strategy 2.A.4. - Optimize the value of hydro generation subject to flood control, navigation, water quality, and summer reservoir-level constraints.

Performance Goal: · Discretionary Zone Attainment

Relationship between the General Goal, Strategy, and Performance Goal

The discretionary operating zone is bounded by the flood guide and the minimum operation guide. Under TVA's river system operation methodology, power value is optimized by operating tributary storage reservoir levels within the discretionary operating zone when possible.

Achievement of this objective requires that TVA retains the responsibility for integrated river operation and maintains the human and information technology capabilities required to provide an integrated daily operating plan based on real-time hydrologic information. It also requires the capability to maintain the operability of TVA's aging hydro generation infrastructure.

Strategy 2.A.5. - Support recreational uses of the river system and associated federal lands.

Performance Goals: · Completed Comprehensive Reservoir Land Plans
 · Summer Reservoir Level Attainment

Relationship between the General Goal, Strategy, and Performance Goal

TVA manages 293,000 acres of land around reservoir projects spanning seven states. The reservoir system is a nationally important recreation and tourism resource that attracts millions of visitors per year who enjoy water-based sports and contribute to a \$1 billion industry. Waterfront properties are highly valued and generate demands for growth that often conflict with the protection of public resources and wildlife habitat. TVA manages these potential conflicts with the use of comprehensive reservoir land plans that establish allowable uses for TVA property.

In its 1991 Lake Improvement Plan, TVA made commitments to the user public to maintain tributary reservoirs at specified levels during June and July to support recreational uses which have significant economic development impacts for the Tennessee Valley. This performance goal measures TVA's effectiveness in meeting the identified expectations of these user communities.

Achievement of this objective requires that TVA retain the human and financial resources to develop comprehensive reservoir land plans, establish and monitor land use agreements, and maintain and operate recreation facilities. TVA must also retain the responsibility for integrated river operation and have available resources to maintain and operate these facilities.

Goal 3 **Stimulating economic growth**

Provide services based on core expertise to solve regional problems, protect natural resources, create jobs, and build partnerships for the public benefit.

Objective 3.A. - Create and expand opportunities for targeted business and industrial growth

Strategy 3.A. - Promote development through targeted sustainable growth initiatives.

- Performance Goals:
- Capital Investment Leveraged
 - Jobs Created or Retained

Relationship between the General Goal, Strategy, and Performance Goal

TVA's power revenue-financed economic development initiatives focus on expanding and attracting industrial and commercial development based on TVA's low-cost, reliable electric power and the quality of life in the Tennessee Valley. These performance goals measure TVA's effectiveness in attracting capital investment by key public and private partners and new jobs created by firms receiving assistance from TVA or Regional Industrial Development Associations.

Achievement of this objective will require a continued supply of low-cost, reliable electric power, developing partnerships with community and business leaders, providing technical and business services, and marketing the Tennessee Valley power service area.

Relationship of TVA'S General Goals and Strategies to the Performance Goals

Performance goals are selected to support attainment of the General Goals and Strategies and are expressed as performance indicators and annual targets. The following table summarizes information from the previous section and demonstrates the linkages between TVA's General Goals, Strategies, and Performance Goals / Measures.

TVA GENERAL GOALS, OBJECTIVES, STRATEGIES, AND PERFORMANCE MEASURES

Goals	Objectives	Strategies	Performance Measures	
1. Supplying low-cost, reliable power Meet the changing needs of power distributors and directly served customers for energy products and services in changing markets.	1.A. Reduce the delivered cost of power.	1.A.1. Improve TVA's cost structure while making prudent investments.	<ul style="list-style-type: none"> Delivered Cost of Power Debt / MW of Capacity Bond Rating 	
		1.B. Retain customers and grow stakeholder support.	1.B.1. Maintain revenue	<ul style="list-style-type: none"> Wholesale Customers with Continuing Contracts
			1.B.2. Provide competitive products and services.	<ul style="list-style-type: none"> Energy sales (kWh)
			1.B.3. Achieve excellence in the customer value and relationship process.	<ul style="list-style-type: none"> Customer Focus Index
	1.C. Optimize the use of assets and ensure reliability.	1.C.1. Maintain power reliability to meet customer requirements.	1.B.4. Achieve excellence in the stakeholder relations and communications processes.	<ul style="list-style-type: none"> Stakeholder Process Satisfaction Index
			1.C.1.1. Maintain power reliability to meet customer requirements.	<ul style="list-style-type: none"> System Reliability (Load Not Served)
			1.C.2. Manage the environmental and safety impacts of TVA's operations on employees and the region.	<ul style="list-style-type: none"> Reportable Environmental Events Sulfur Dioxide Emissions Nitrogen Oxide Emissions INPO Index) ERC RCRA Cleanup (Percent Complete
			1.C.3. Achieve excellence in asset optimization and production processes.	<ul style="list-style-type: none"> Fossil Plant equivalent Availability Factor Hydro Plant Equivalent Availability Factor Nuclear Plant Net Capacity Factor

Goals	Objectives	Strategies	Performance Measures
<p>2. Supporting a thriving river system Minimize flood damage, maintain navigation, support power production, improve water quality, protect public health and the environment, and support recreational uses.</p>	<p>2.A. Manage the competing demands on the river system.</p>	<p>2.A.1. Minimize flood damage by operating the river system according to best management practices with flood control as a priority.</p>	<ul style="list-style-type: none"> Flood Storage Availability
		<p>2.A.2. Maintain a navigable commercial waterway from Knoxville to Paducah.</p>	<ul style="list-style-type: none"> Days Navigable Waterway Is Available from Knoxville to Paducah Shipper Savings
		<p>2.A.3. Provide acceptable water quality.</p>	<ul style="list-style-type: none"> Dissolved Oxygen Deficit Due to Forced Outages Minimum Flow Achievement Watershed Water Quality
		<p>2.A.4. Optimize the value of hydro generation subject to flood control, navigation, water quality, and summer reservoir-level constraints.</p>	<ul style="list-style-type: none"> Discretionary Zone Attainment
		<p>2.A.5 Support recreational uses of the river system and associated federal lands.</p>	<ul style="list-style-type: none"> Completed Comprehensive Reservoir Land Plans Summer Reservoir Level Attainment
<p>3. Stimulating economic growth Provide services based on core expertise to solve regional problems, protect natural resources, create jobs, and build partnerships for the public benefit.</p>	<p>3.A. Create and expand opportunities for targeted business and industrial growth.</p>	<p>3.A.1. Promote development through targeted, sustainable growth initiatives.</p>	<ul style="list-style-type: none"> Capital Investment Leveraged Jobs Created or Retained

GPRA Program Activity Structure

TVA only has two program activities in its program and financing (P&F) schedules: Power Program and Water and Land Stewardship. Beginning in FY 2000, all funding for all of TVA's activities come from Power Program revenues with the exception of fees TVA receives that are associated with its multipurpose reservoir operations activities. In accordance with Circular A-11, section 220.8, TVA has developed a GPRA Program Activity Structure to accommodate the interrelationships between many of TVA's stewardship programs.

FY2001 TVA GPRA Program Structure

TVA P&F Budget Category	Performance Measure
<ul style="list-style-type: none"> • Power Program 	<ul style="list-style-type: none"> • Delivered Cost of Power • Debt / MW of Capacity • Bond Rating • Wholesale Customers with Continuing Contracts • Energy Sales (kWh) • Customer Focus Index • Stakeholder Process Satisfaction Index • System Reliability (Load Not Served) • Reportable Environmental Events • Sulfur Dioxide Emissions • Nitrogen Oxide Emissions • INPO Index • Fossil Plant Equivalent Availability Factor • Hydro Plant Equivalent Availability Factor • Nuclear Plant Net Capacity Factor • Capital Investment Leveraged • Jobs Added or Retained
<ul style="list-style-type: none"> • Water & Land Stewardship 	<ul style="list-style-type: none"> • Flood Storage Availability • Days Navigable Waterway is Available from Knoxville to Paducah • Shipper Savings • Dissolved Oxygen Deficit Due to Forced Outages • Minimum Flow Achievement • Watershed Water Quality • Discretionary Zone Attainment • Completed Comprehensive Reservoir Land Plans • Summer Reservoir Level Attainment • ERC RCRA Cleanup (Percent Complete)

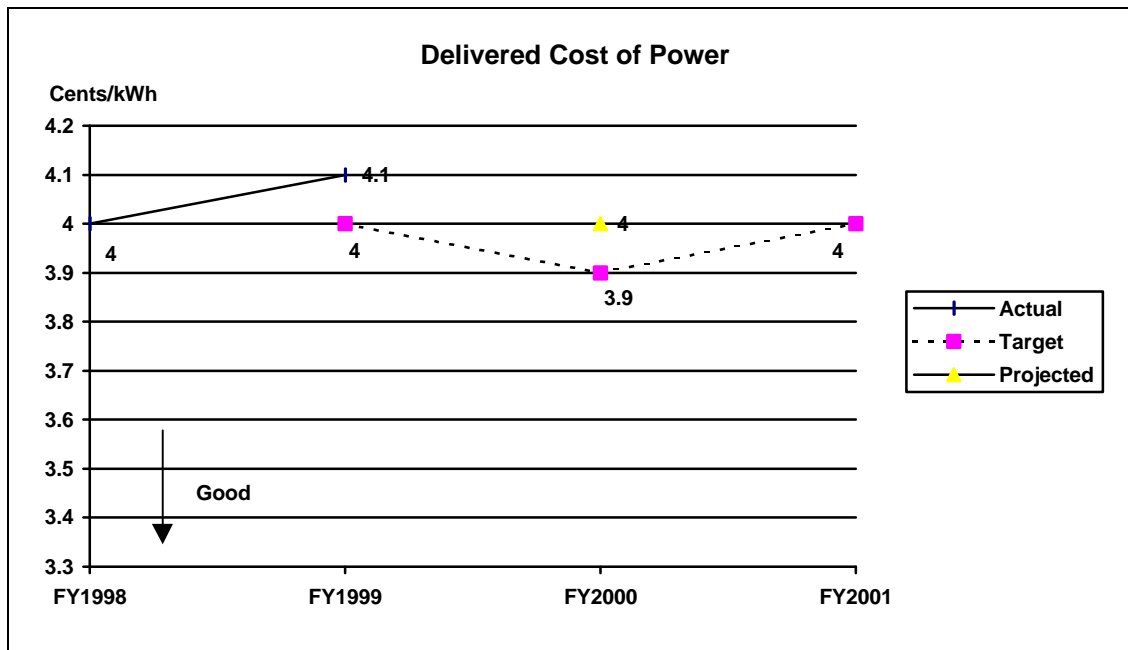
Descriptions of Performance Goals and Means to Verify and Validate Values

The following pages describe TVA's GPRA performance goals, its FY2001 targets, and how performance will be measured and validated.

Performance Goal: Delivered Cost of Power

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Reduce the Delivered Cost of Power.
TVA Strategy: Improve TVA's Cost Structure while making prudent investments.

Description: The cost of electric power is crucial to energy customers, who depend on a low-cost, efficient, and dependable source of energy in order to be competitive in their businesses and cost-effective in their household budgets. To determine the cost of providing power to its energy customers, TVA divides its total costs to deliver power (excluding accounting write-offs) by the total amount of power delivered. Over time, reducing its delivered cost of power enables TVA to remain competitive in a potentially deregulated and openly competitive environment. This assures TVA's customers competitively-priced electricity.



FY 2001 Target: 4.0 cents/kWh

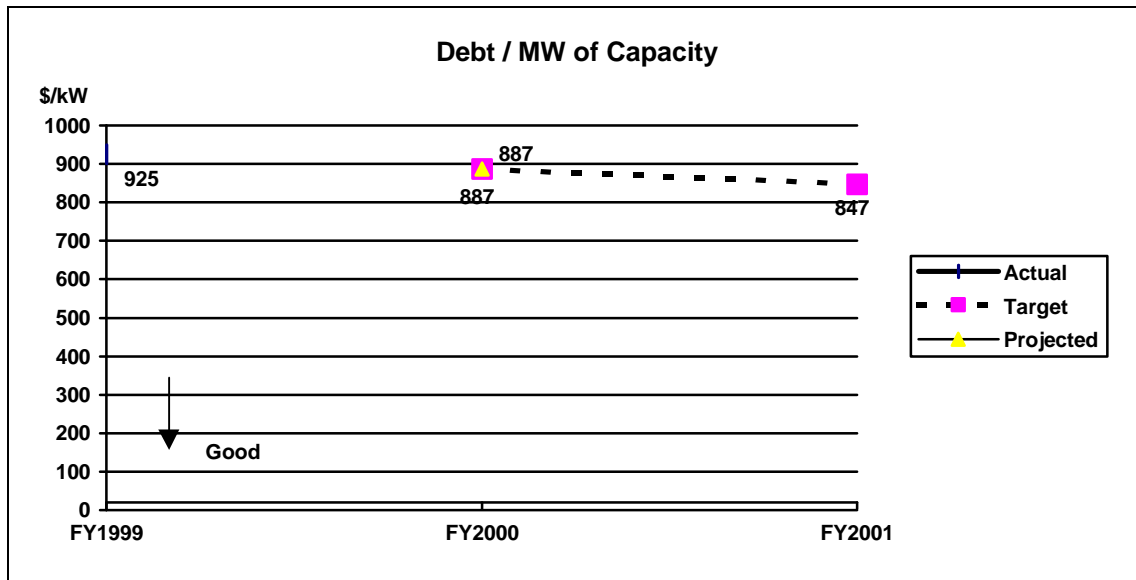
Target Explanation: Target based on projected costs and energy sales.

Measurement and Validation: The electric power industry standard for measuring total cost is expressed in cents per kilowatt hours produced. TVA sums its total costs from its income statement and divides them by the total kWh sold. The FY 2001 target reflects a slight increase in total costs (excluding write-offs) and an increase in energy sales.

Performance Goal: Debt / MW of Capacity

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Reduce the Delivered Cost of Power.
TVA Strategy: Improve TVA's Cost Structure while making prudent investments.

Description: TVA will best be able to meet the projected market price for electricity by reducing its high fixed costs for interest (now about 27% of TVA's total cost of power). As TVA reduces and manages its outstanding debt, thus reducing its interest costs, it will shift its cost structure to one that is better able to adjust to the increased volatility of a future deregulated energy market. At the same time, TVA is challenged to provide the capital resources required to finance the growth in its power system (generation and transmission) and to modify its existing plants as necessary to comply with environmental regulations. A good measure for TVA's debt burden, in context with the size of its business, is the amount of "debt per kW of generating capacity." Lowering this measure will produce a more flexible cost structure and a stronger balance sheet.



FY 2001 Target: \$847/kW

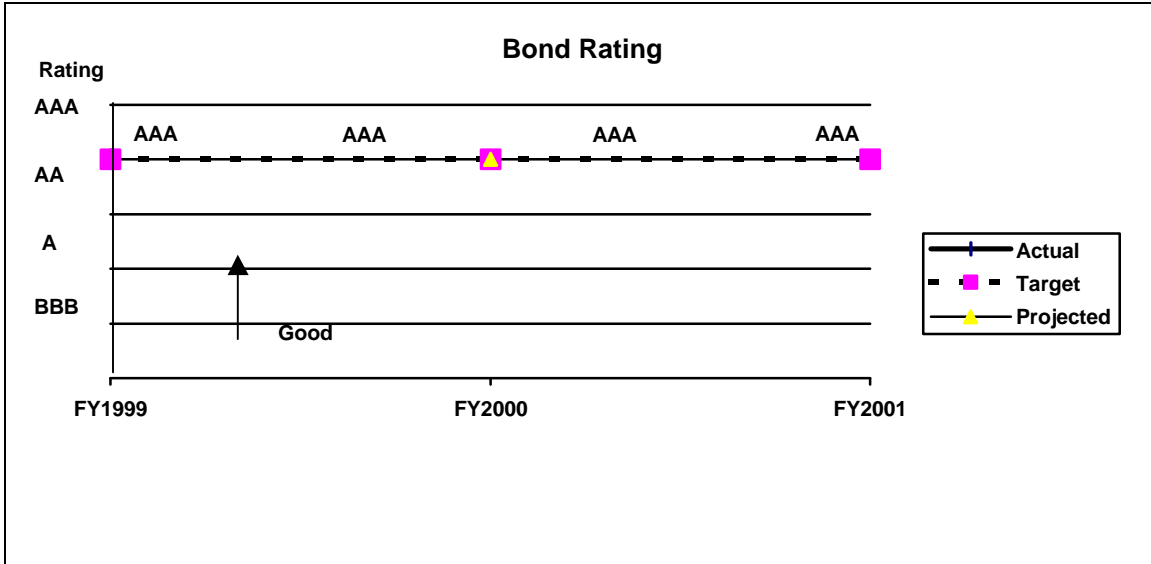
Target Explanation: The targets (debt/kW) are based on a combination of *decreases* in outstanding debt and *increases* in generating capacity over this time period.

Measurement and Validation: TVA will report both its outstanding debt and the amount of generating capacity (owned and leased) in its annual report, which is audited by an independent accounting firm.

Performance Goal: Bond Rating

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Reduce the Delivered Cost of Power.
TVA Strategy: Improve TVA's Cost Structure while making prudent investments.

Description: While TVA has taken actions to cap its debt, there will still be a need to refinance maturing debt. This performance measure monitors TVA's success in maintaining its position as an attractive investment.



FY 2001 Target: Triple-A

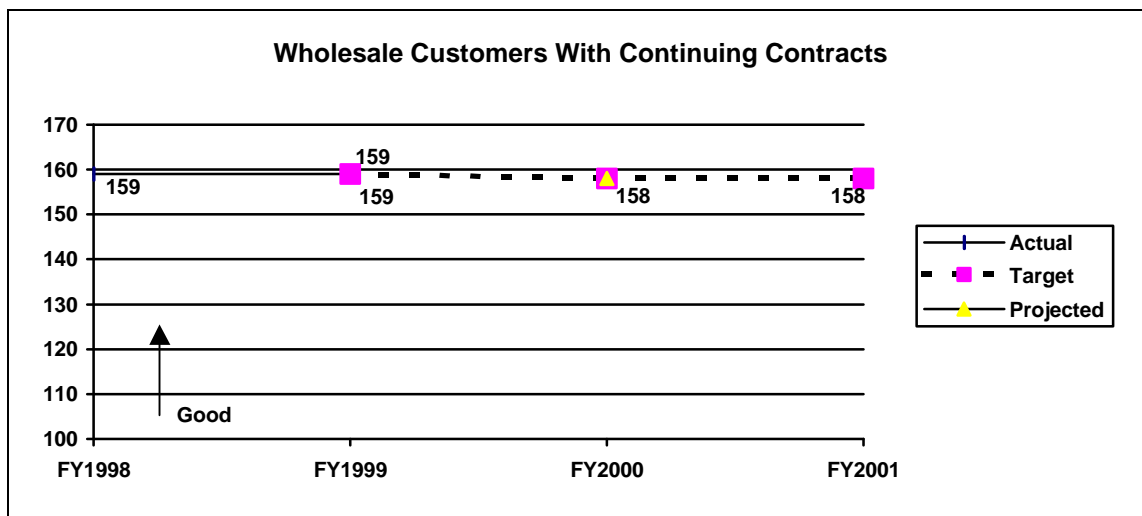
Target Explanation: TVA must maintain its excellent bond rating to meet interest expense and debt reduction targets.

Measurement and Validation: TVA will report its bond rating as reported by the major bond rating agencies as of the end of September each year.

Performance Goal: Wholesale Customers With Continuing Contracts

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Retain customers and grow stakeholder support.
TVA Strategy: Maintain revenue base.

Description: TVA's existing power contracts with its distributors have rolling five, ten, or fifteen-year terms. In order to end its commitment to purchase TVA power, a distributor must give notice either 5, 10, or 15 years (as applicable) prior to the desired contract termination date. In anticipation of utility industry restructuring, many of TVA's customers are seeking a more flexible position from which to respond to competitive challenges. TVA is working to address issues of distributors that want more contract flexibility to meet their needs, while not shifting the cost obligations of these arrangements to other customers. These new contracting alternatives, in combination with TVA's continued emphasis on providing low-cost, reliable power, will help TVA retain its present customer base.



FY 2001 Target: 158

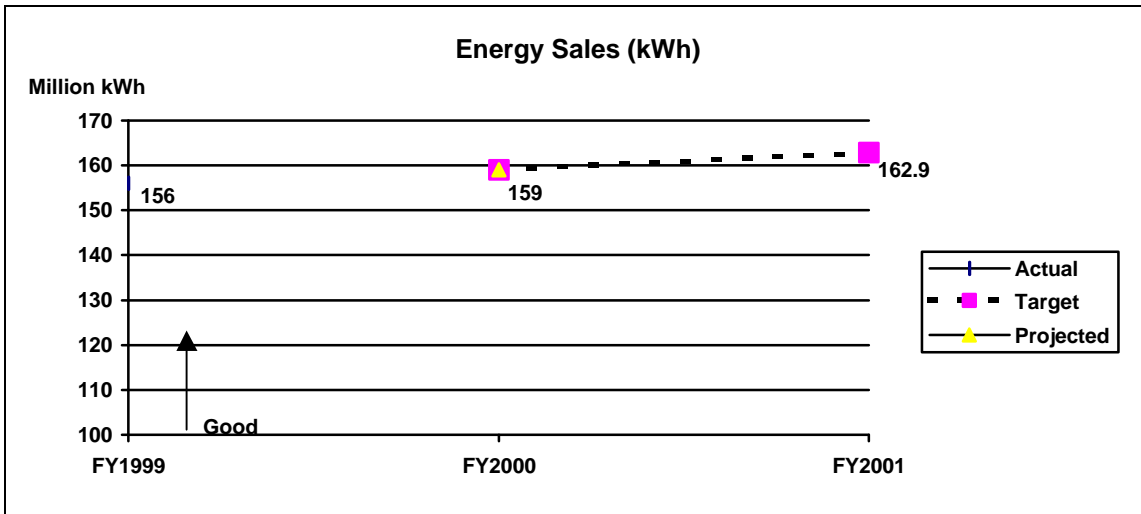
Target Explanation: TVA will maintain its existing customer base. In FY 2000, the City of Lebanon, Tennessee elected to sell its electric distribution system. The system was acquired by neighboring Middle Tennessee Electric Membership Cooperative located in Murfreesboro, Tennessee. Both systems were distributors of TVA power and the consolidation brings the total number of distributors of TVA power to 158. The FY 2000 and FY 2001 targets have been restated to reflect this consolidation

Measurement and Validation: On September 30, 2001, TVA will identify the number of its distributors that have continuing contracts (that have not provided notice of intent to terminate their contract).

Performance Goal: Energy Sales (kWh)

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Retain customers and grow stakeholder support.
TVA Strategy: Provide competitive products and services.

Description: TVA takes very seriously its obligation to ensure that reliable generating and transmission capacity is available to meet its customers' needs. The ability to accurately forecast customers' energy needs is an important component of the job of optimizing the use of TVA's assets. Additionally, a trend of *increasing* sales is not only an indication of customer satisfaction with TVA's overall product offerings and quality of service, but provides a broader base over which to spread TVA's fixed costs and thereby reduce the average cost of power delivered



FY 2001 Target: 162.9 Million kWh

Target Explanation: The target is based on TVA's periodic forecasts of energy sales which takes into account general economic conditions of the region, population growth, energy prices, and customer behavior patterns.

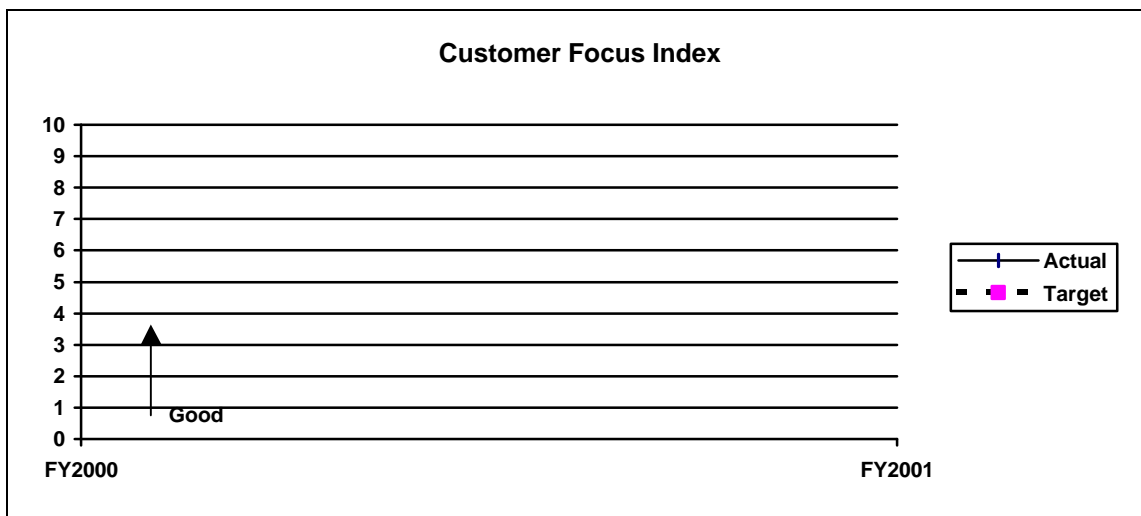
Measurement and Validation: TVA's annual sales figures are published in its annual report which is audited by an independent accounting firm.

Performance Goal: Customer Focus Index

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Retain customers and grow stakeholder support.
TVA Strategy: Achieve excellence in the customer value and relationship process.

Description: TVA's most recent customer research reveals that our customers expect providers to meet their individual needs. With the advent of industry restructuring and changing business drivers, customers are requiring customization. No longer does one size fit all.

TVA will be able to meet changing customer needs through targeting customer segments and providing products and services that meet the unique needs of those segments. This will require TVA to change from its "customer service" approach to one of managing processes to ensure "customer value". The customer focus index measures how effectively TVA is interacting with customers to meet customer needs and add value.



FY 2001 Target: This is a new measure. A baseline will be established in FY 2001 and the FY 2002 target will be set prior to the start of FY 2002.

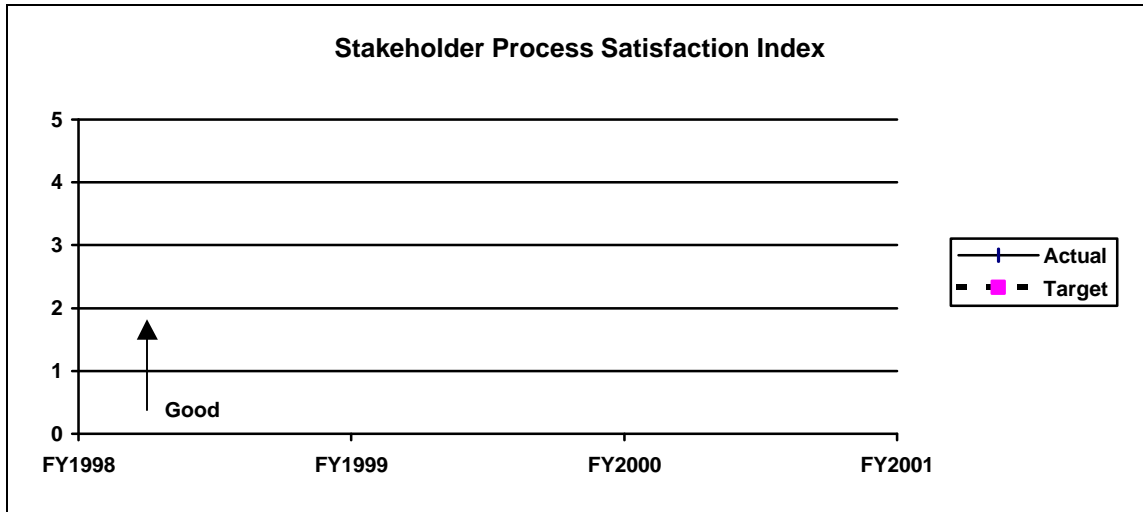
Target Explanation: TVA is in the process of developing new ways of measuring the value of our relationships with all of our customers. The initial measurement for this strategy will be a customer focus index designed to measure how effectively we are interacting with customers and meeting their needs through products and services that add value.

Measurement and Validation: The index is being designed to include measures that gauge the effectiveness of customer contacts, customer value created through product and service offerings, and customer loyalty. The indicator is to be implemented in the first quarter of FY 2001 and tracked the rest of the year.

Performance Goal: Stakeholder Process Satisfaction Index

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Retain customers and grow stakeholder support.
TVA Strategy: Achieve excellence in stakeholder relations and communications processes.

Description: As a federal agency and a public power provider, TVA is responsible to its stakeholders. Through positive relations and communications with stakeholders, TVA can more effectively anticipate issues, maintain consistency in its internal and external communications, facilitate better stakeholder understanding of the issues, and be proactive rather than reactive on emerging issues.



FY 2001 Target: This is a new measure. A baseline will be established in FY 2001 and the FY 2002 target will be set prior to the start of FY 2002.

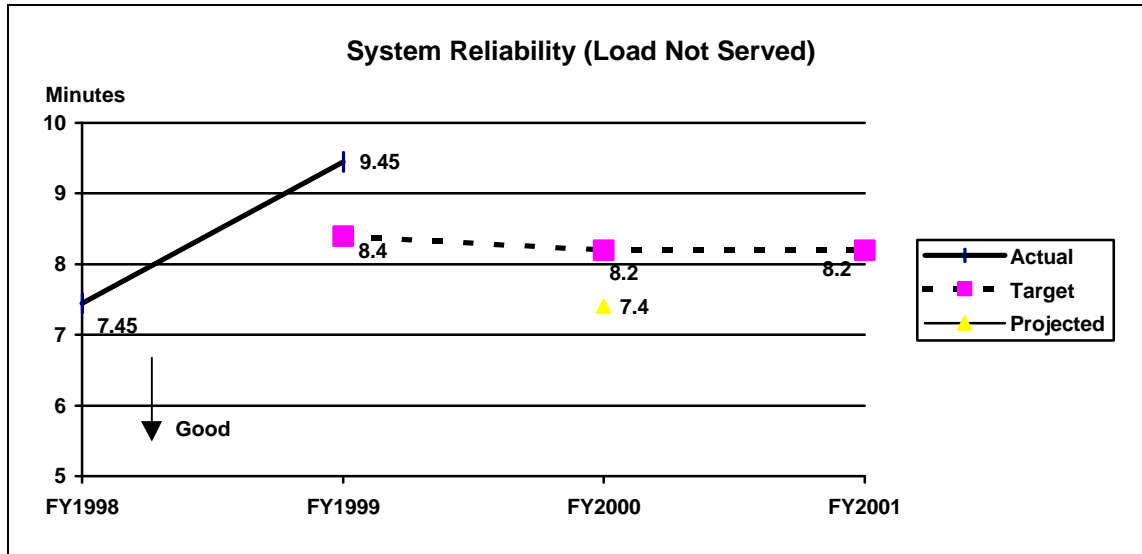
Target Explanation: TVA will implement a new process for Stakeholder Relations in FY 2001 and will develop and pilot an accompanying effort to measure and track performance in that area. A baseline measure for Stakeholder Relations will be established in FY 2001 and performance measured against that baseline in subsequent years.

Measurement and Validation: Data will be reported based on results of a survey of key internal and external stakeholders. The survey will be designed to assess effectiveness of and user satisfaction with processes supporting Stakeholder Relations.

Performance Goal: System Reliability — Load Not Served

TVA General Goal: Supplying low-cost reliable power.
 TVA Objective: Optimize the use of assets and ensure reliability.
 TVA Strategy: Maintain power reliability to meet customer requirements.

Description: Energy customers require a reliable power supply in order to remain competitive and to maintain consumers' safety and convenience. Load Not Served (LNS), measures the reliability of TVA's power supply in terms of minutes the average customer is without power each year.



FY 2001 Target: 8.2 minutes

Target Explanation: Fluctuations between ten minutes and eight minutes per year reflect the presence or absence of extremely violent weather conditions (particularly lightning strikes, ice storms, and tornado activity) and unforeseen major equipment failures (such as power transformers and power circuit breakers). Performance targets are based on projects designed to reduce LNS and on aggressive maintenance efforts.

Measurement and Validation: This indicator shows the amount of time an average customer could expect to be interrupted if its load was constant throughout the year. The calculation uses current billing data to estimate the amount of load which was interrupted, the actual clock time of the interruption as related to TVA problems, the load actually served during the time period being examined, knowledge of load cycles for the customer, and the number of minutes in the interruption period.

The formula is:

$$((\text{LNS in MWh}) / (\text{LS} + \text{LNS in MWh})) * \text{the number of minutes in the period.}$$

For example, a 10 MW load is interrupted for 1 hour, resulting in 10 MWh of LNS. If the year long load served is 600,000 MWh, the LNS in minutes is:

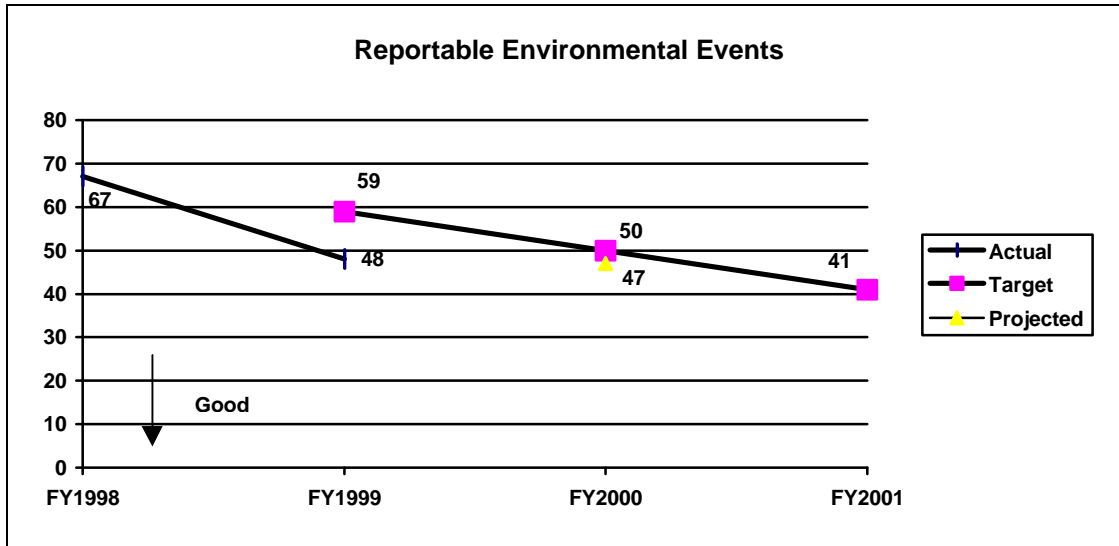
$$(10 / (10 + 600,000)) * 525,600 (\text{minutes in a year}) = 8.76 \text{ minutes of LNS.}$$

The result is a normalized LNS in minutes that is calculated regardless of the load size.

Performance Goal: Reportable Environmental Events

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Manage the environmental and safety impacts of TVA's operations on employees and the region.

Description: Energy customers and the general public expect TVA to be environmentally responsible in conducting operations in order to protect public health, natural resources, and environmental quality. TVA measures the performance of its operations in meeting environmental regulatory compliance requirements by monitoring occurrences of violations at TVA facilities that trigger notifications to, or enforcement actions by, a regulatory agency.



FY 2001 Target: 41

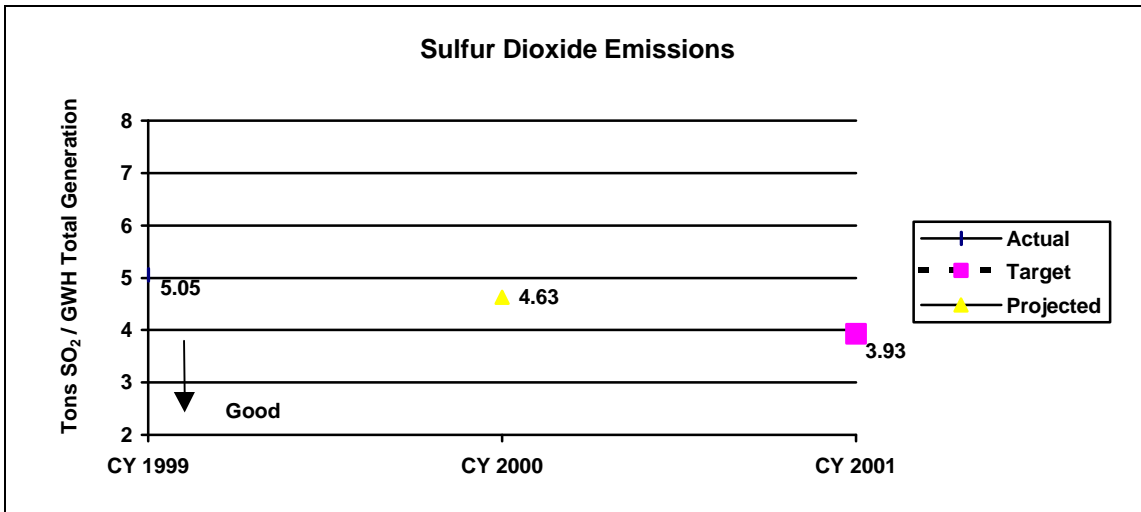
Target Explanation: Targets represent a TVA-wide consolidated performance goal. Targets are reviewed and adjusted annually based on actual performance levels, projected changes in operational conditions and regulatory requirements, and planned improvements.

Measurement and Validation: Each organization is responsible for reporting occurrences of violations that trigger notifications to, or enforcement actions by, a regulatory agency. Data are reported monthly and accumulated throughout the year to determine annual performance.

Performance Goal: Sulfur Dioxide Emissions

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Manage the environmental and safety impacts of TVA's operations on employees and the region.

Description: Energy customers and the general public expect TVA to be environmentally responsible while conducting operations in order to protect public health and natural resource quality. TVA reduces its SO₂ emissions by using scrubbers and switching to lower sulfur fuels. TVA monitors its emissions to verify compliance with the Clean Air Act.



CY 2001 Target: 3.93 Tons / GWH Total Generation

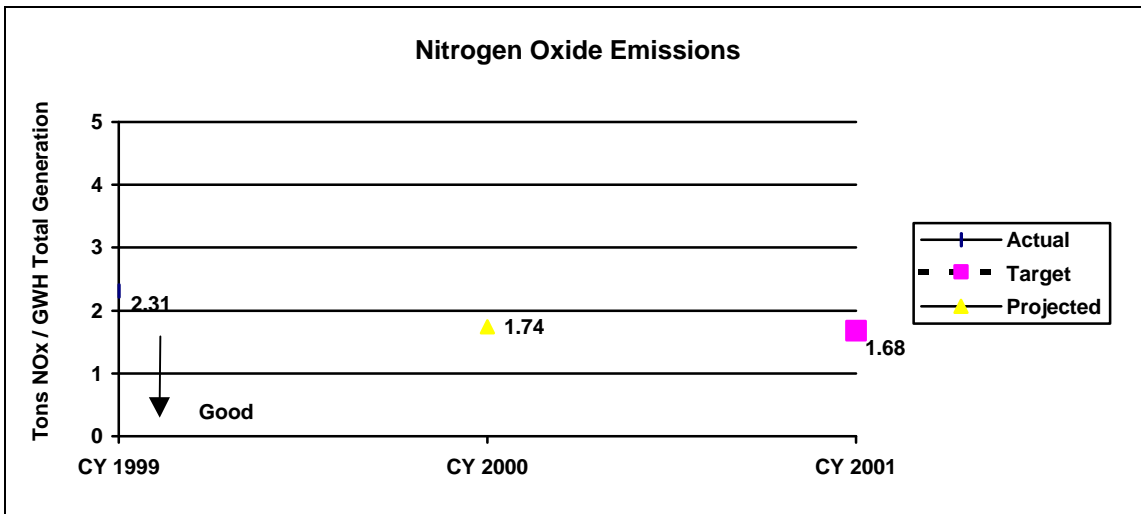
Target Explanation: Targets are established to ensure compliance with the Clean Air Act and to meet an internal goal of 40% reduction from 1999 to 2005. Emissions are estimated using projected generation levels and emission rates for each generating unit. In order to remain consistent with EPA's calendar year reporting requirements for emissions, targets for this indicator are set by calendar year. End-of-calendar year 2001 targets will be reported in the Annual Performance Report for FY 2001 to be submitted to Congress in March 2002.

Measurement and Validation: SO₂ is measured using certified stack Continuous Emissions Monitors and reported on an annual calendar year basis to the public through an EPA emissions database. Total tons of SO₂ emitted are divided by total TVA system (calendar year) generation to determine the tons emitted per GWH of generation.

Performance Goal: Nitrogen Oxide Emissions

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Manage the environmental and safety impacts of TVA's operations on employees and the region.

Description: Energy customers and the general public expect TVA to be environmentally responsible while conducting operations in order to protect public health and natural resource quality. TVA reduces its nitrogen oxide emissions using technology and operational improvements to maintain compliance with Clean Air Act and to help achieve attainment of local ambient air quality standards in the valley. TVA monitors its emissions to verify compliance with the Clean Air Act



CY 2001 Target: 1.68 Tons / GWH Total Generation

Target Explanation: Targets are established to ensure compliance with the Clean Air Act, State Implementation Plans, and an internal goal of 45% reduction from 1999 to 2005. Emissions are estimated using projected generation and emission rates for each generating unit. In order to remain consistent with EPA's calendar year reporting requirements for emissions, targets for this indicator are set by calendar year. End-of-calendar year 2001 targets will be reported in the Annual Performance Report for FY 2001 to be submitted to Congress in March 2002.

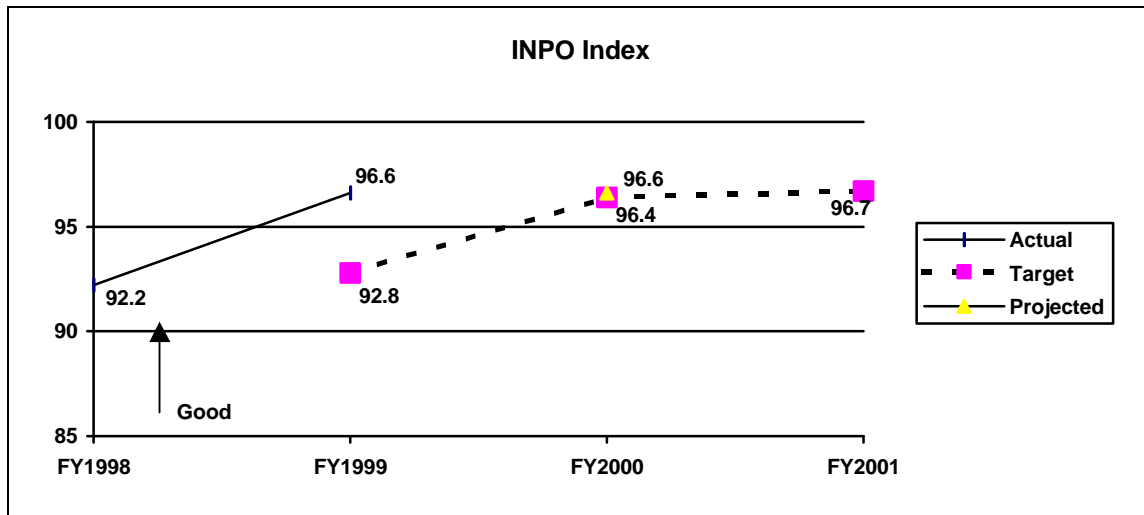
Measurement and Validation:

NOx is measured via certified stack Continuous Emissions Monitors and reported on an annual calendar year basis to the public through the EPA database. Total tons of NOx emitted are divided by total TVA system (calendar year) generation to determine the tons emitted per GWH of generation.

Performance Goal: INPO Index

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Manage the environmental and safety impacts of TVA's operations on employees and the region.

Description: To ensure that all the nuclear power plants are operating safely and efficiently, each unit is monitored by a calculated INPO Index. This is a weighting of a variety of performance parameters that measure performance and safety. It is measured as a percent between zero and one hundred.



FY 2001 Target: 96.7

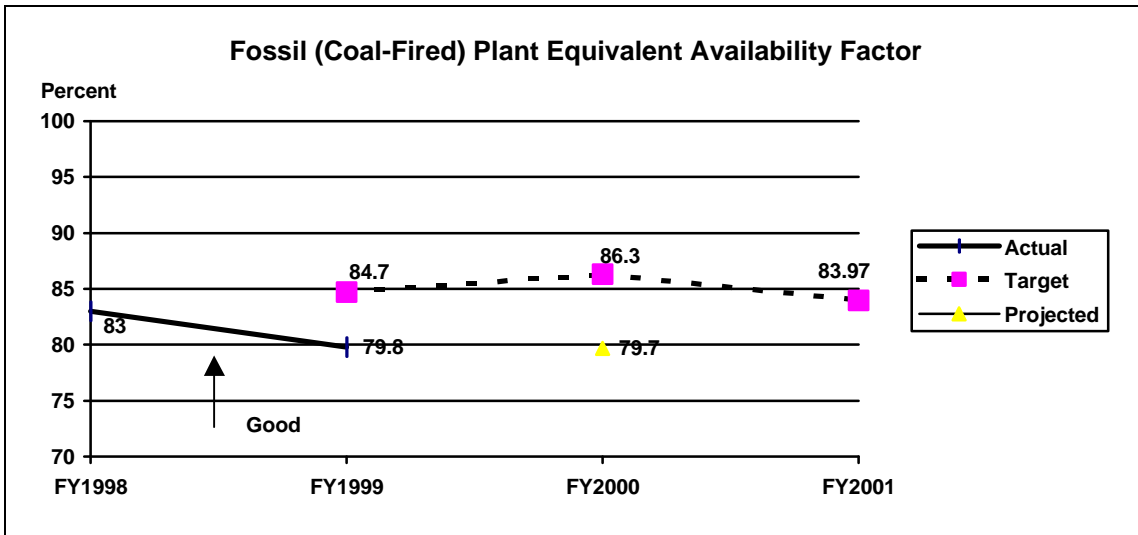
Target Explanation: TVA's nuclear plant INPO Index shows improvement trends with fluctuations from year to year as a result of scheduled refueling outages.

Measurement and Validation: The individual parameters measure performance in Unit capability and Losses, Safety System Availability and Reliability, Fuel Reliability, Water Chemistry, Radiation Exposure and Industrial Safety. These individual parameters are weighted and combined into a single measurement Index. This index provides an indication of overall plant performance as well as a benchmark measurement to other plants' performance. The INPO Index is tracked monthly. Each year's September calculation will be reported as the annual performance on this measure.

Performance Goal: Fossil (Coal-Fired) Plant Equivalent Availability Factor

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Achieve excellence in asset optimization processes.

Description: All energy customers require an adequate supply of electricity at lowest price in order to add value to their customers. To ensure that TVA can meet customer demand, TVA's coal-fired plants must operate at optimum availability, defined as the ratio of the amount of energy that can be provided divided by the maximum amount of energy that could be produced over a given period of time.



FY 2001 Target: 83.97 percent

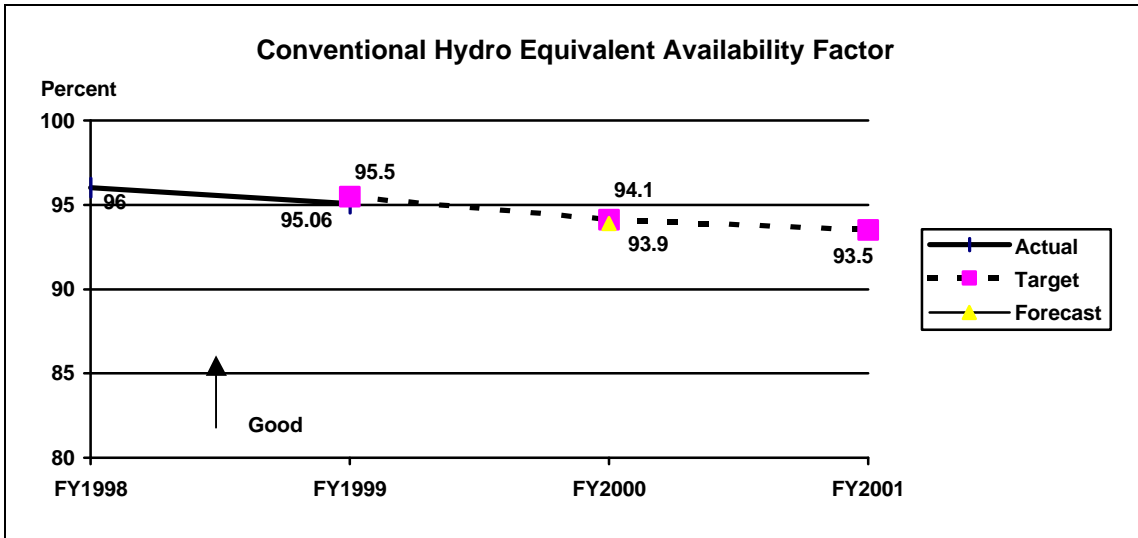
Target Explanation: Improvement of fossil plant performance reflects significant work to improve reliability of aging power plants. Fluctuations in the rate of improvement and annual targets are due to the yearly variations in the duration of major maintenance work performed and unanticipated equipment failures.

Measurement and Validation: TVA records the energy that can be provided by each fossil unit and divides it by the product of the unit's capacity and number of hours in the measurement period (nominally 8,760). The availability of all units are combined to determine the annual fossil system equivalent availability factor.

Performance Goal: Conventional Hydro Equivalent Availability Factor

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Achieve excellence in asset optimization processes.

Description: TVA's hydroelectric plants work to achieve high performance in plant availability. The hydroelectric plants help to satisfy energy customers' requirements for reliable, available electric power. Hydro-electric plant availability is calculated as the amount of energy that can be generated divided by the maximum amount of energy that could be produced over a set period of time.



FY 2001 Target: 93.5 percent

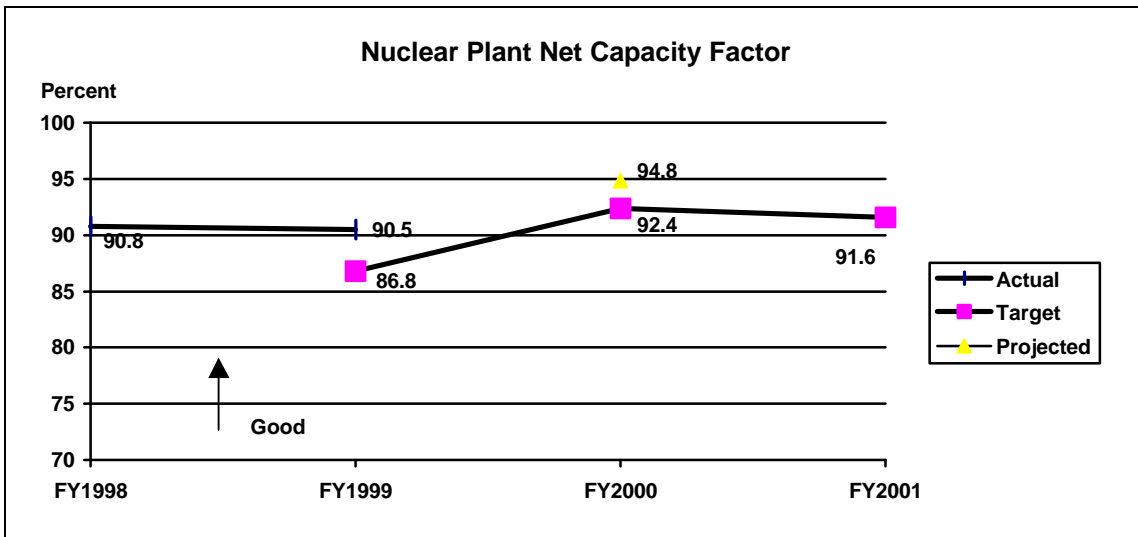
Target Explanation: This performance goal shows steady performance at a best-in-class level. Planned outages are a major factor in determining the equivalent availability factor and can vary year-to-year depending on maintenance and plant improvement schedules.

Measurement and Validation: TVA calculates the energy that can be produced by the hydro system based on individual unit capacity and availability and divides that sum by the product of the total system capacity at 100% availability and the number of hours in the measurement period (nominally 8,760). This provides a weighted average (equivalent availability factor) for all units in the hydro system.

Performance Goal: Nuclear Plant Net Capacity Factor (PPF)

TVA General Goal: Supplying low-cost reliable power.
TVA Objective: Optimize the use of assets and ensure reliability.
TVA Strategy: Achieve excellence in asset optimization processes.

Description: To ensure that all nuclear power plants are operating at needed capacity, TVA monitors the “net capacity factor” which is the ratio of the amount of electricity generated divided by the maximum amount of energy that could have been produced by the plant over a specified period of time.



FY 2001 Target: 91.6 percent

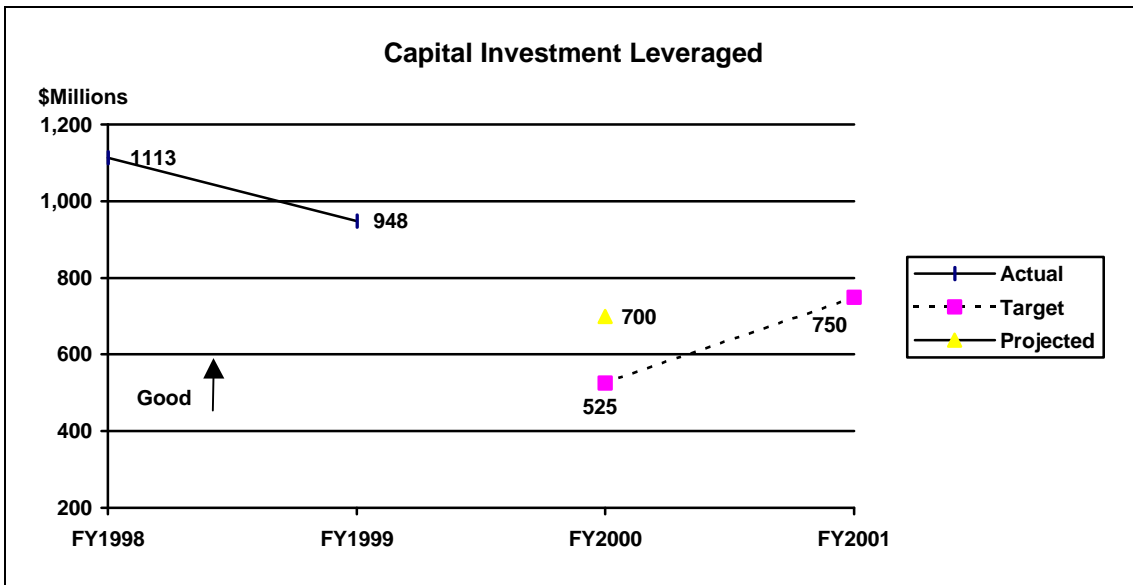
Target Explanation: TVA’s nuclear plant net capacity factor shows steady improvement with fluctuations in yearly values caused by scheduling of refueling outages.

Measurement and Validation: TVA records the energy produced by each nuclear plant and divides it by the product of the unit’s capacity and number of hours in the measurement period (nominally 8,760). The availability of all units are combined to determine the annual net capacity factor.

Performance Goal: Capital Investment Leveraged

TVA General Goal: Stimulating economic growth.
TVA Objective: Create and expand opportunities for targeted business and industrial growth.
TVA Strategy: Promote development through targeted sustainable growth initiatives.

Description: Since 1933, TVA has played a significant role in economic and community development of the Tennessee Valley. Energy customers are interested in the economic development and vitality of their communities resulting from TVA's Economic Development projects, which focus on expanding and attracting industrial and commercial development with low-cost, reliable electric power. In this performance goal, TVA is measuring the capital investment by key public and private partners of projects in which TVA participates. The capital investment supports the generation of commerce in the distributor customer's market areas.



FY 2001 Target: \$750 million

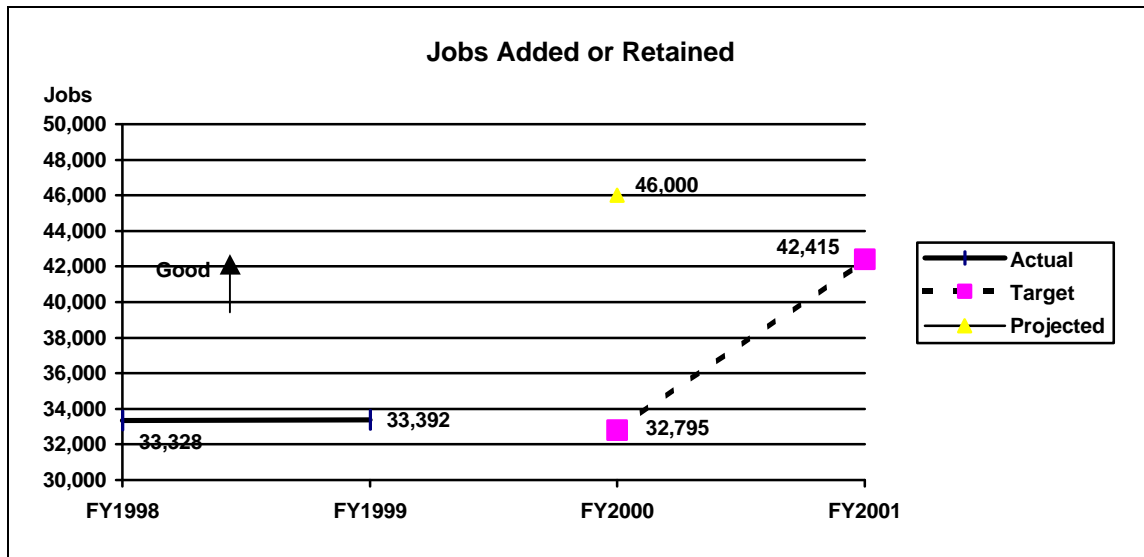
Target Explanation: Targets based on expected leverage ratios for projects meeting TVA participation criteria.

Measurement and Validation: Data are reported based on agreements reached and commitments made to establish or expand industrial capacity in the Tennessee Valley.

Performance Goal: Jobs Added or Retained

TVA General Goal: Stimulating economic growth.
TVA Objective: Create and expand opportunities for targeted business and industrial growth.
TVA Strategy: Promote development through targeted sustainable growth initiatives.

Description: Business investment commitments precede growth in employment opportunities. TVA energy customers are interested in TVA's contribution to the economic development and vitality of their communities as it relates to hiring and jobs created. This performance goal measures the number of jobs added or retained by firms that receive technical or financial assistance from TVA, as well as jobs added or retained with Regional Industrial Development Association (RIDA) assistance, in recognition of TVA's reimbursement to distributors of 50% of their support to RIDAs. (Note: the title of this indicator was changed from "Jobs Created" to more accurately represent the focus of TVA's Economic Development efforts in this area.)



FY 2001 Target: 42,415 jobs added or retained.

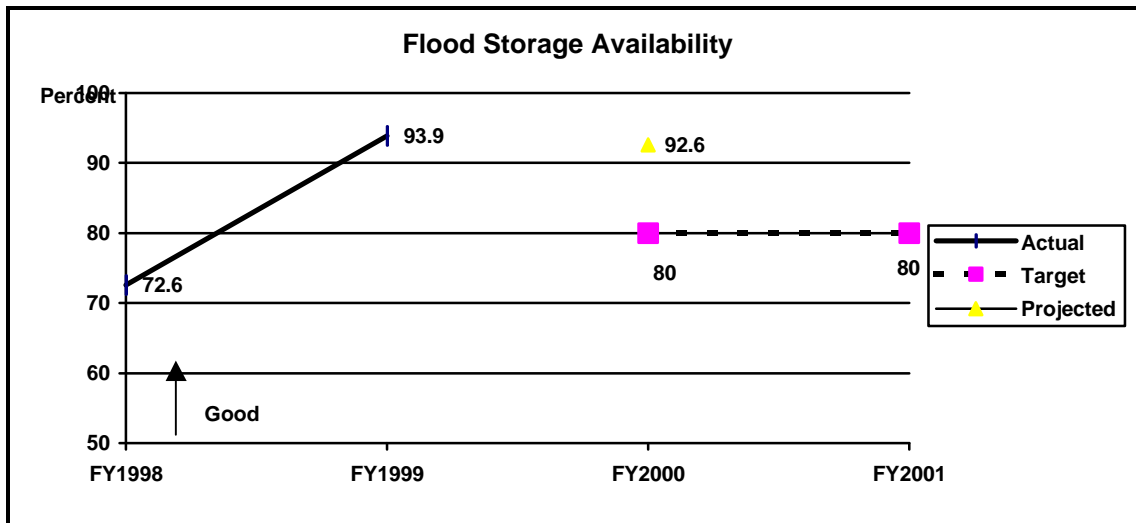
Target Explanation: TVA has set the target as the optimum level of performance given the economic growth projections for the Tennessee Valley.

Measurement and Validation: Data are reported based on announcements of new jobs created/retained by firms that receive technical or financial assistance from TVA, as well as jobs created/retained with Regional Industrial Development Association (RIDA) assistance (Note: Previously this indicator included only one half of the jobs created/retained through RIDAs. The indicator was modified to reflect the increased focus TVA is placing on its business relationships with the RIDAs. Actuals and targets have been restated to include 100% of RIDA jobs created/retained).

Performance Goal: Flood Storage Availability

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Minimize flood damage by operating the river system according to best management practices with flood control as a priority.

Description: Flood storage availability indicates TVA's readiness to control damaging floods. The reservoir system is operated based on mandates of the TVA Act and broad policy last reviewed as part of the Lake Improvement Plan in 1991. Based on these guidelines, monthly flood storage availability targets were established for each of TVA's eleven storage projects. Operation of the system in accordance with these targets ensures that the priority placed on flood damage avoidance is maintained.



FY 2001 Target: 80%

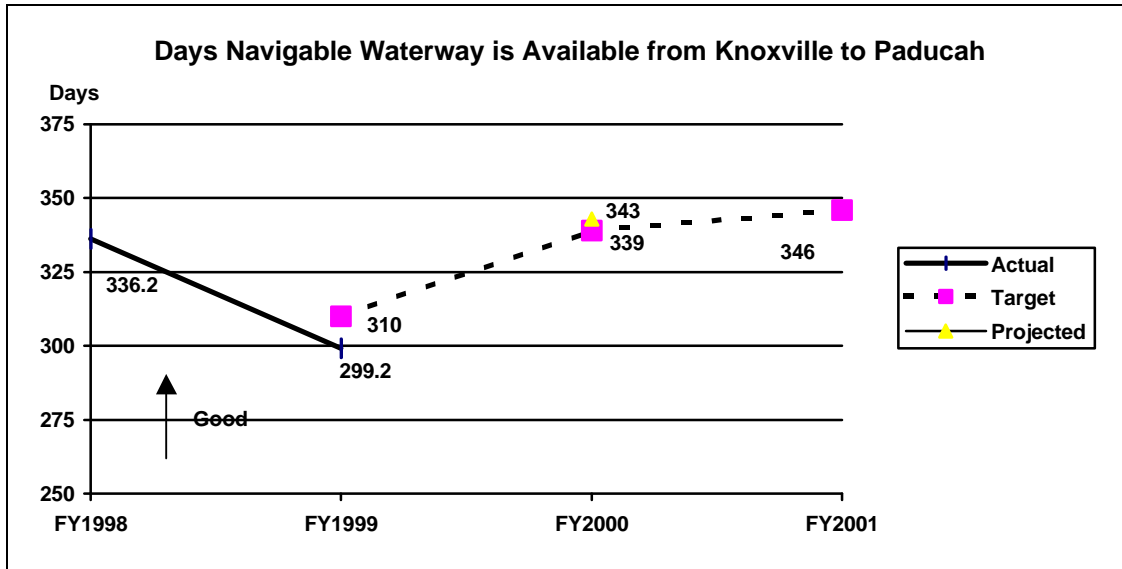
Target Explanation: While performance on this measure is strongly affected by rainfall patterns, TVA projects a small gradual increase in performance based on planned improvements in computer models and operating procedures.

Measurement and Validation: This performance measure is defined as the percent of project days when actual storage availability is \geq allocated storage. Ten tributary storage projects are included in this measure; in addition, a measure of the composite eastern system is also included. TVA measures reservoir levels at midnight each day for each of the projects. In a 30-day month, each storage project has a maximum of 30 project days when actual reservoir storage can be equal to or greater than the allocated storage. TVA sums the days when storage meets or exceeds the guideline. For example, if all 10 projects and the eastern composite had reservoir storage levels above those required for 20 of the 30 days, monthly performance would be $240/360=66.7\%$. Data are reported monthly and are accumulated over the entire year to determine the annual performance on this measure.

Performance Goal: Days Navigable Waterway is Available from Knoxville to Paducah

TVA General Goal: Supporting a thriving river system..
 TVA Objective: Manage the competing demands on the river system.
 TVA Strategy: Maintain a navigable commercial waterway from Knoxville to Paducah.

Description: Commercial shippers rely on TVA to maintain locks and other navigation system components in operable condition and to operate the river system to minimize disruptions to navigation. TVA has a statutory responsibility to maintain a navigable channel along the Tennessee River from Knoxville to Paducah.



FY 2001 Target: 346 days

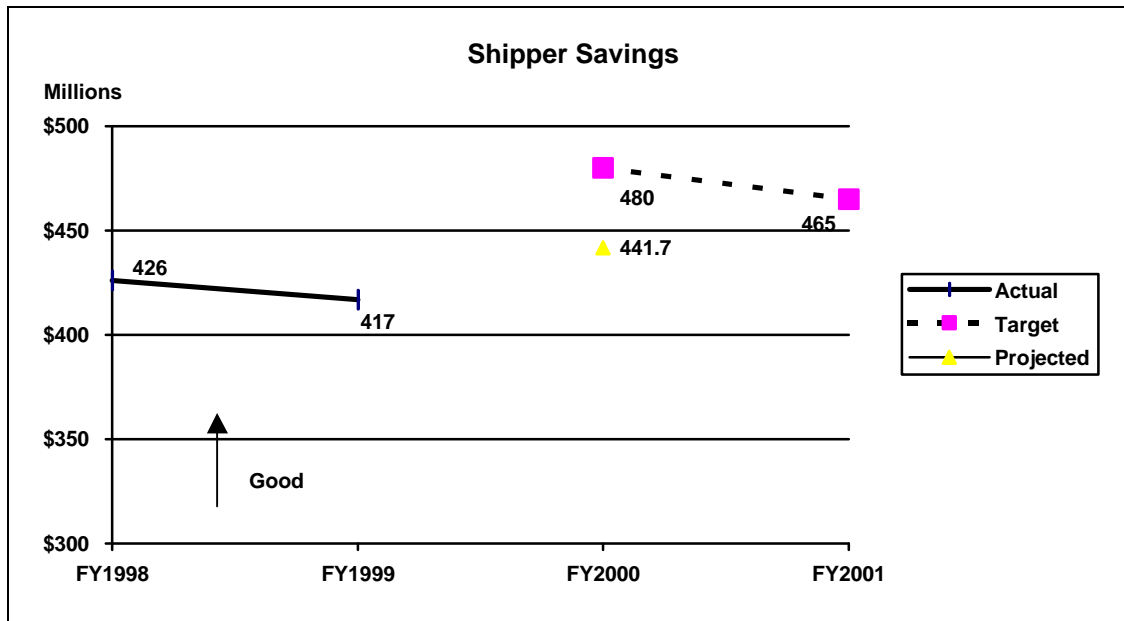
Target Explanation: TVA's goal is to minimize the number of days the navigation system is inoperable due to lock outages and unscheduled river closures. Targets reflect outages scheduled at dams where there are no auxiliary locks.

Measurement and Validation: This indicator measures instances when any segment of the Tennessee River is closed to navigation traffic. Lock operation and maintenance reports are the source of this information.

Performance Goal: Shipper Savings

TVA General Goal: Supporting a thriving river system.
 TVA Objective: Manage the competing demands on the river system.
 TVA Strategy: Maintain a navigable commercial waterway from Knoxville to Paducah.

Description: Commercial shippers rely on TVA to maintain locks and other navigation system components in operable condition and to operate the river system to minimize disruptions to navigation. TVA has a statutory responsibility to maintain a navigable channel along the Tennessee River from Knoxville to Paducah. Shipper savings include reductions in costs accruing to those shipping by barge. If the navigation system is not operable for extended periods of time, shipper savings are reduced.



FY 2001 Target: \$465 million

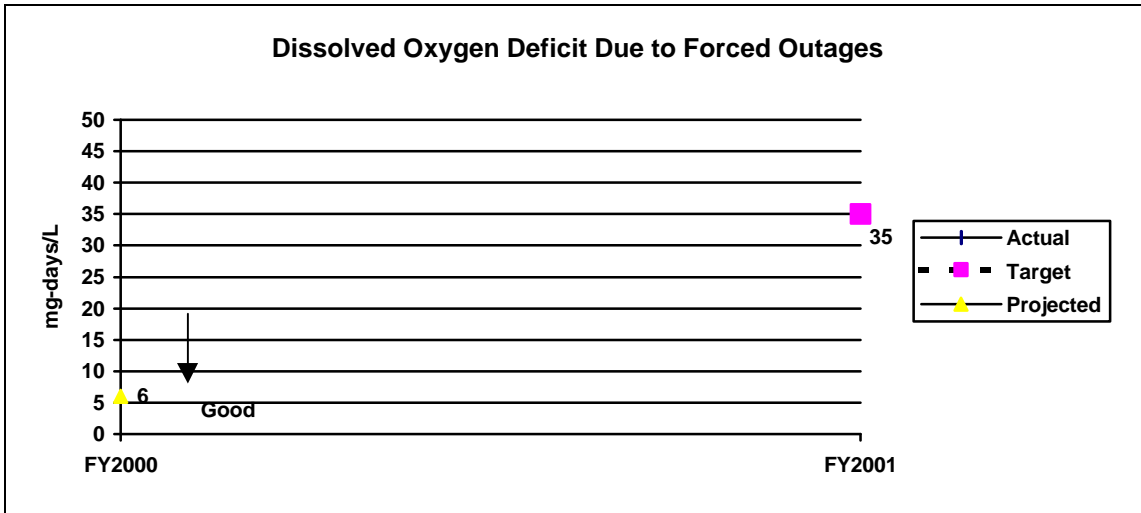
Target Explanation: The target is based on projected traffic.

Measurement and Validation: Shipper savings is calculated as the product of the tons being shipped on the Tennessee River and the savings per ton attributed to barge transportation. Barge transportation is the cheapest mode for movement of certain commodities, thus barge transportation is compared in the indicator to the next least expensive mode which is generally rail carriage. In the indicator, average savings per ton is estimated by TVA to be \$8.80 (\$1995 data – 2nd quarter 1997 rates). This number was a product of a TVA study undertaken for the U. S. Army Corps of Engineers (USACE), Huntington District, in 1995 as a component of their update of the Kentucky Lock study. These modal transportation rates are a combination of survey data and estimates from TVA's Barge Costing Model and the Rebee Rail Costing model. The rates are estimated by component (line haul cost, transfer cost, loading and unloading cost) and do not include any "water compelled" rate effect, that is, what the rail rate would be expected to be without barge competition. Assumptions in the calculation reflect an estimated margin for carrier profit. The data used to estimate total current tonnage transported on the Tennessee River are a combination of river and lock data. The river data is published annually by the USACE Waterborne Commerce Statistical Center (WCSC) in New Orleans, Louisiana, with about a two year lag. The lock data are published by the USACE Water Resources Support Center in Fort Belvoir, Virginia with a two month lag. In the shipper savings indicator TVA navigation economists forecast Tennessee River traffic by year.

Performance Goal: Dissolved Oxygen Deficit Due to Forced Outages

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Provide acceptable water quality.

Description: Aeration systems will be operated at 15 dams to help meet dissolved oxygen (DO) targets in 16 tailwaters. The DO target concentrations are 6 mg/L for cold water tailwaters and 4 mg/L for cool and warm tailwaters. The period of aeration equipment operation is site specific, but can range from mid-April through December.



FY 2001 Target: 35 Cumulative DO Deficit, mg-days/L

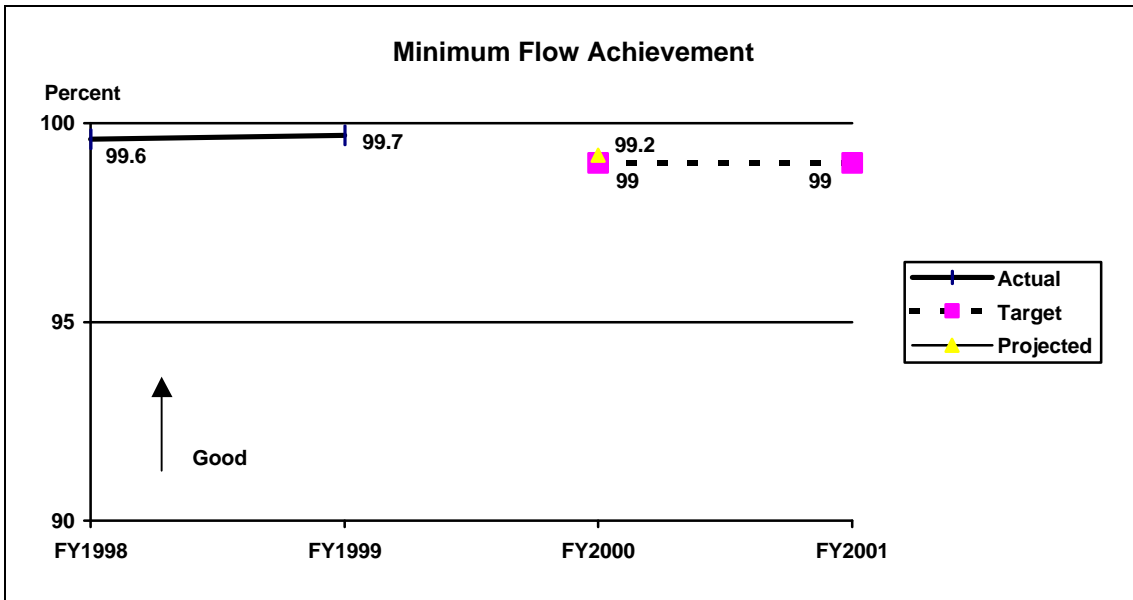
Target Explanation: TVA's goal is to minimize the number of days that DO levels are below target (DO deficit) due to the malfunction of an aeration system. (DO deficit is a composite measure of how low DO concentrations dropped and how long the DO conditions persisted).

Measurement and Validation: Of the 16 tailwaters monitored, 9 sites have continuous sampling systems. Additionally, all 16 tailwaters are sampled on a weekly or biweekly schedule at designated compliance points. The measure is calculated by subtracting the actual DO concentration during aeration system forced outages from the targeted DO concentration and multiplying this value by the number of days the actual concentration is below the target because of equipment forced outages.

Performance Goal: Minimum Flow Achievement

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Provide acceptable water quality.

Description: Dissolved oxygen levels, water temperature, and water flow rates are drastically altered by the vacillating effects of water storage and hydro generation processes. Fisheries, aquatic habitat, and potable water quality bear the most stress. TVA maintains minimum flows at 29 locations to improve the quality of water. Sustaining these minimum flows helps TVA minimize adverse environmental impacts to aquatic habitats and potable water quality associated with dam operations.



FY 2001 Target: 99%

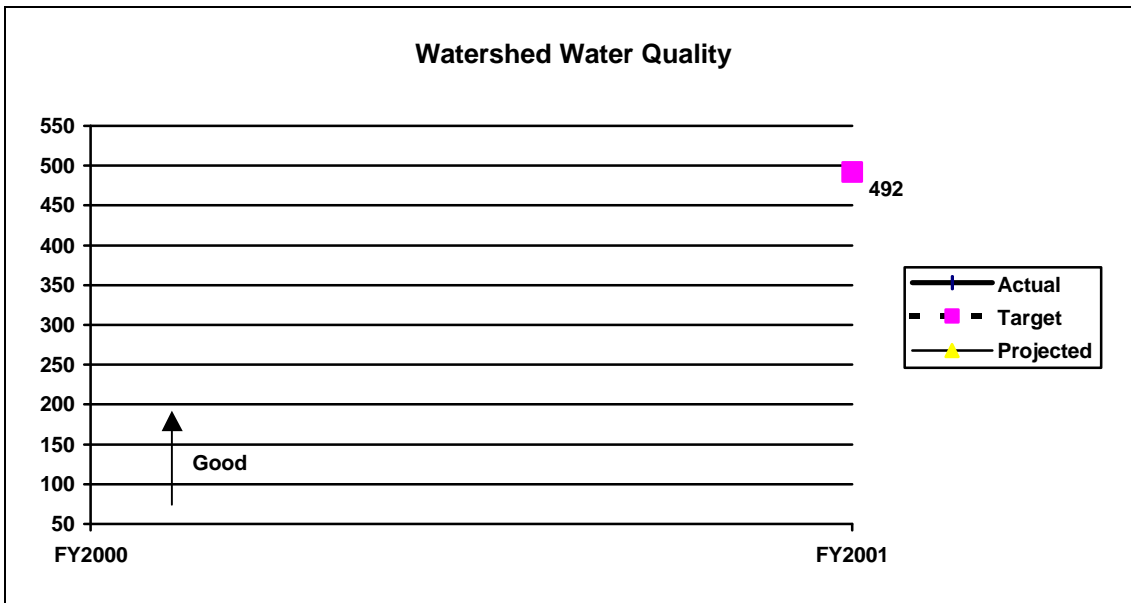
Target Explanation: Targets based on planned operating schedules at 29 locations.

Measurement and Validation: The performance measure is defined as the percentage of location days actual flow met the minimum flow target. Locations included in this measure include both TVA dams and other river sites where minimum flow criteria have been established. Criteria may be hourly, daily, or bi-weekly average flow. Flow measurement devices are provided at dams and other locations. Operational records are checked daily for compliance. TVA sums the days when a violation occurred at each of the 29 locations and divides by 29 locations times the days/month. Data are reported monthly and accumulated over the entire year to determine annual performance of this measure.

Performance Goal: Watershed Water Quality

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Provide acceptable water quality.

Description: There are 611 watershed units that make up the Tennessee River system. TVA participates in cooperative efforts involving local and regional public and private partners to improve water quality and natural resource conditions. Annual assessments identify watershed unit status by evaluating stream and reservoir ecological health and shoreline conditions.



FY 2001 Target: 492

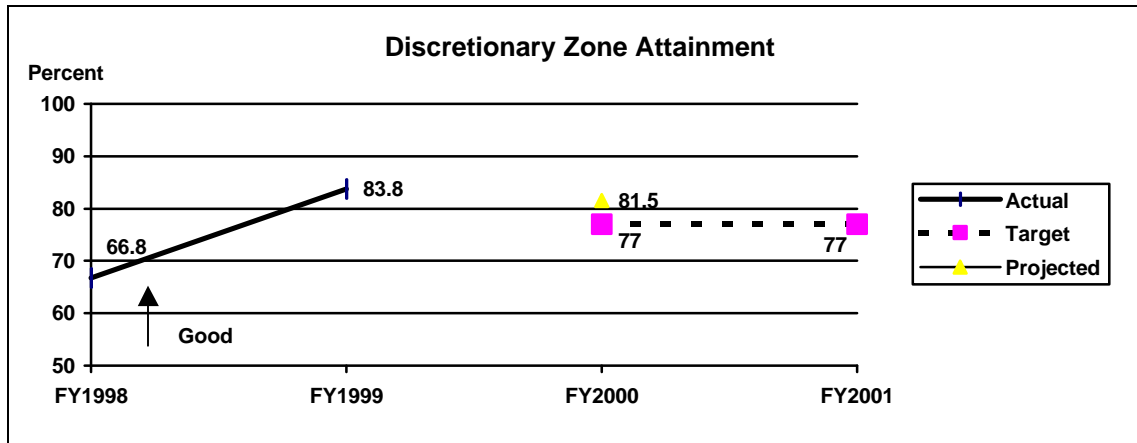
Target Explanation: Targets based primarily on indices of water quality and shoreline condition of watershed units.

Measurement and Validation: TVA periodically assesses water resource and shoreline conditions of watershed units. These assessments measure how well waters in these units support beneficial uses (fishing, swimming, support of fish and wildlife, water supply) and sensitive natural resource areas as desired by the various stakeholders. Quality of watershed condition is generally measured using ecological health indicators of streams and reservoirs, state water quality assessments, and indices of shoreline/streambank riparian conditions. Watershed unit ratings (Good, Fair, or Poor) are updated annually based on current information.

Performance Goal: Discretionary Zone Attainment

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Optimize the value of hydro generation subject to flood control, navigation, water quality, and summer reservoir-level constraints.

Description: Valley residents expect TVA to operate the Tennessee River system of reservoirs for multiple benefits, including flood control, navigation, water quality, and hydroelectric generation. To satisfy these requirements, TVA monitors a performance goal that tracks the ability to maximize the flexibility and value of hydropower generation after meeting higher priority objectives. This “discretionary zone” is a region of operation bounded by the flood guide on the top and the minimum operating guide (MOG) on the bottom. Under TVA’s river system operation methodology, power value is optimized by operating tributary storage reservoir levels within the discretionary operating zone whenever possible.



FY 2001 Target: 77%

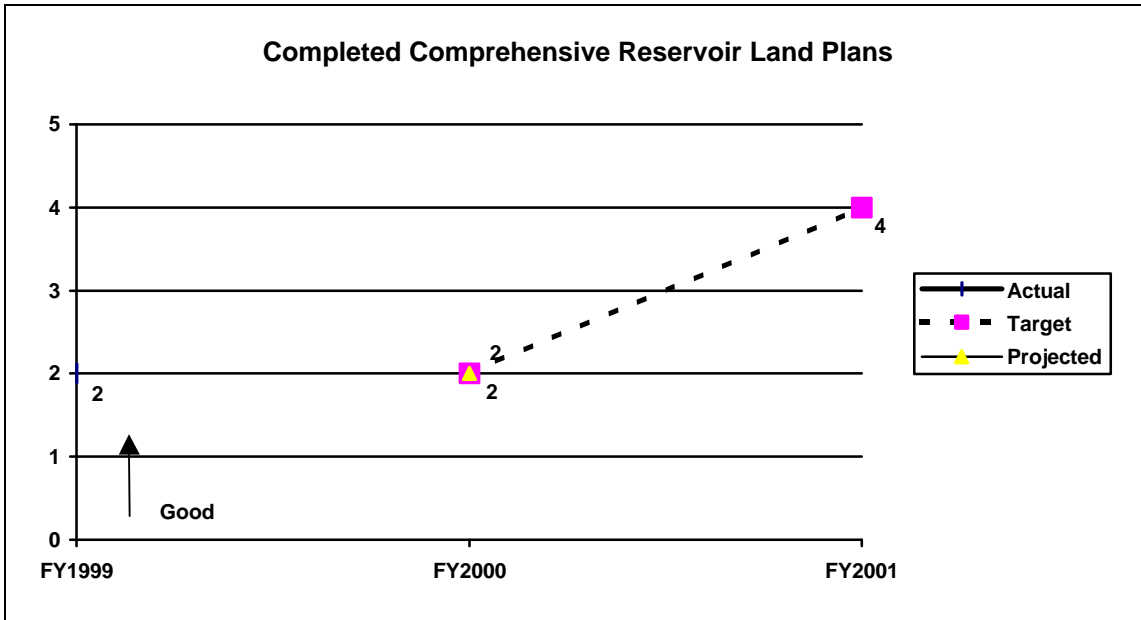
Target Explanation: Outyear targets are based on average rainfall patterns, but reflect improved processes and procedures now being developed.

Measurement and Validation: The performance measure is defined as the percent of project days actual reservoir storage is within the discretionary operating zone. Projects included in this measure are the 10 tributary storage projects with MOG curves. TVA measures reservoir levels at midnight each day for each of the 10 storage projects. In a 30-day month, each storage project has a maximum of 30 project days when actual reservoir storage can be within the discretionary operating zone. TVA sums the days when storage was within the zone and divides by the total number of project days. For example, if all 10 projects had reservoir levels within the discretionary operating zone for 25 of the 30 days, monthly performance would be $250/300=83.3\%$. Data are reported monthly and are accumulated over the entire year to determine the annual performance on this measure.

Performance Goal: Completed Comprehensive Reservoir Land Plans

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Support recreational uses of the river system and associated federal lands.

Description: TVA manages 293,000 acres of public land around reservoir projects spanning seven states. The reservoir system is a nationally important recreation and tourism resource that attracts millions of visits per year from residents and tourists who enjoy water-based sports and contribute to a \$1 billion industry. Waterfront properties are highly valued and generate demands for growth that often conflict with the protection of public resources and wildlife habitat. TVA manages these potential conflicts with the use of land management plans that establish allowable uses for TVA property. TVA will develop comprehensive plans for 27 reservoirs.



FY 2001 Target: 4

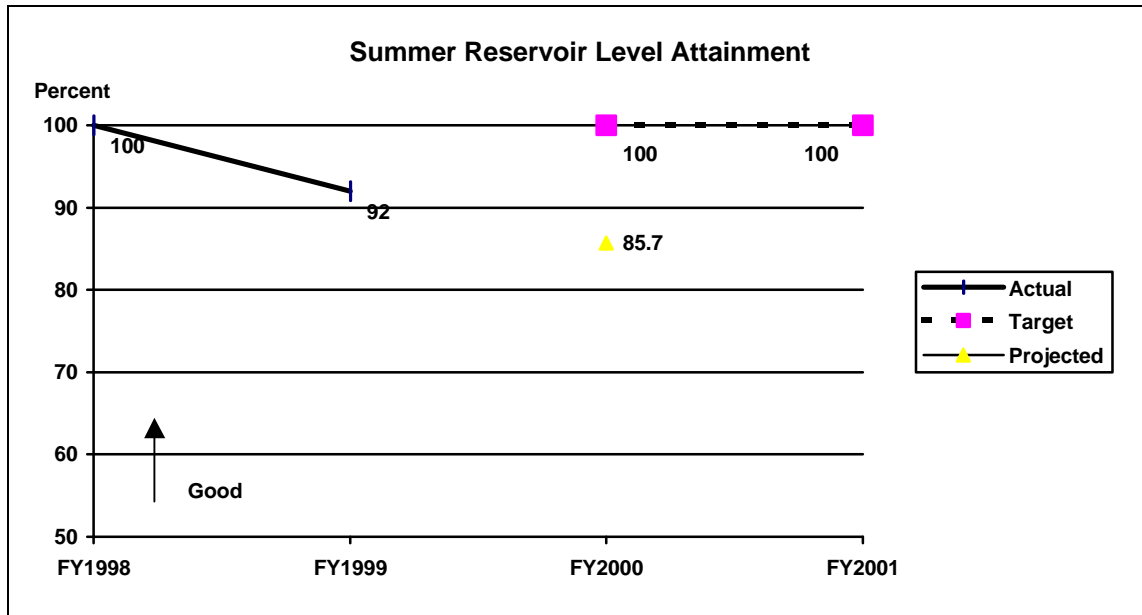
Target Explanation: TVA will complete 4 comprehensive reservoir land plans in FY 2001.

Measurement and Validation: TVA will report each reservoir land plan completed when it is published and made available to the public.

Performance Goal: Summer Reservoir Level Attainment

TVA General Goal: Supporting a thriving river system.
TVA Objective: Manage the competing demands on the river system.
TVA Strategy: Support recreational uses of the river system and associated federal lands.

Description: Recreational reservoir users want TVA to maintain high water levels during the summer. These customers provide regional economic benefits through increased expenditures for recreational activities. In its 1991 Lake Improvement Plan, TVA made commitments to the user public to maintain tributary reservoirs at specified levels during June and July to support recreational uses which have significant economic impacts for the Tennessee Valley. TVA measures its commitment to these customers by monitoring achievement of targeted minimum water levels during June and July in ten tributary storage reservoirs.



FY 2001 Target: 100%

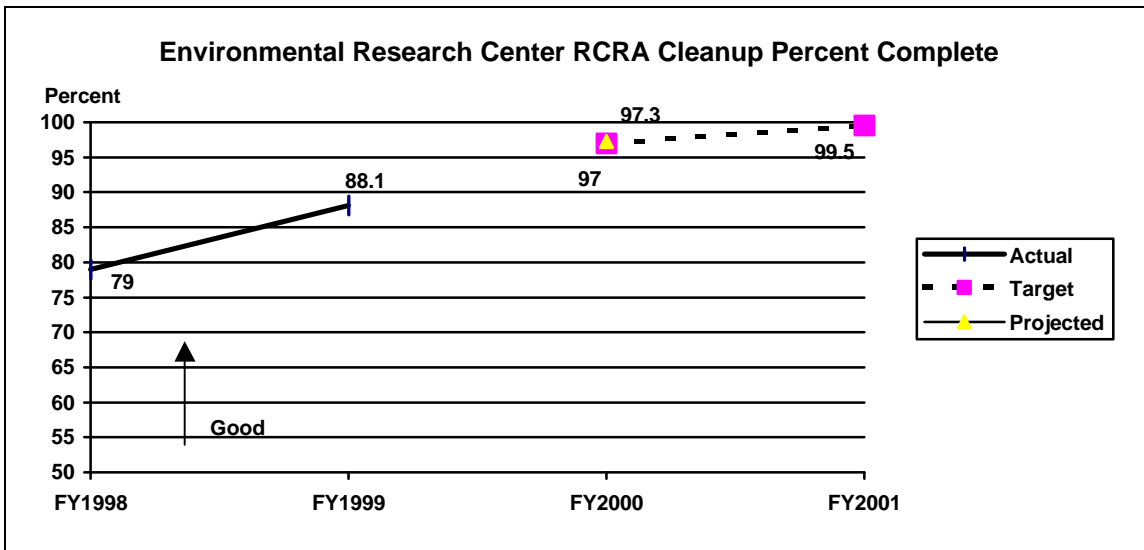
Target Explanation: This performance goal measures achievements in meeting commitments made in the Lake Improvement Plan and shows an aggressive target.

Measurement and Validation: Reservoir levels for 10 tributary storage projects are measured at midnight from June 1 to July 31 and checked against August 1 levels specified in the Lake Improvement Plan. There is the potential of maintaining summer reservoir levels for 61 days at each of the 10 reservoirs (610 days total) per the Lake Improvement Plan. If one reservoir's level missed its target for 10 of the 61 days, the indicator calculation would be $600/610=98.4\%$.

Performance Goal: Environmental Research Center RCRA Cleanup (ERC)

TVA General Goal: Supplying low-cost reliable power.
 TVA Objective: Optimize the use of assets and ensure reliability.
 TVA Strategy: Manage the environmental and safety impacts of TVA's operations on employees and the region.

Description: TVA is mandated by Federal law to complete the cleanup of contaminated sites at the Environmental Research Center (ERC) reservation in Muscle Shoals, Alabama. The Resource Conservation and Recovery Act (RCRA) Corrective Action Program supports the safe cleanup of contamination caused by decades of federally-funded munitions and fertilizer research and development activities at the ERC.



FY 2001 Target: 99.5 percent complete

Target Explanation: Percent completion based on planned remediation activities. Assumes no change in regulator requirements.

Measurement and Validation: TVA has developed a plan for achieving cleanup and remediation of the ERC site based on regulator requirements. This indicator tracks completion of these planned cleanup activities. Performance is reported based on the following formula:

ERC Site Cleanup (percent Complete)= Percent Complete ERC RCRA Corrective Action project (times 0.5) plus Percent of Designated ERC Structures Demolished (times 0.45) plus Percent of Surplus Chemical Disposal (times 0.05).