MIDAMERICAN
ENERGY HOLDINGS COMPANY

2000 GOALS
SENIOR VICE PRESIDENT
TRANSMISSION AND ENERGY DELIVERY
MIDAMERICAN ENERGY COMPANY

---

1. Achieve 2000 Business Unit cost and capital targets and reduce service and new customer costs through process supply chain, design improvements, and contractor/employee productivity.

   - R/C expenditures will not exceed $135,627,682, excluding supply chain.

   - Capital expenditures will not exceed $110,896,000 including transportation of $10,650,000.

   - Achieve cost reduction of $5 million for supply chain purchases.

   - Achieve inventory reduction of $1 million for Energy Delivery.

2. Significantly improve customer satisfaction levels at all customer interface points.

   - Improve the claims process such that all billing information is received by the Claims Department within 10 working days of the incidents repair completion for 90% of claims for the 4th quarter of 2000.

   - Maintain an overall average gas leak response time of 30 minutes or less.

     December YTD average gas leak response time is 23.77 minutes.

   - Respond to 95% of gas leaks in 54 minutes or less.

   - A 25% reduction from 1999 of gas leak responses longer than 3 hours. No more than 5 responses longer than 3 hours.

- Continue to measure customer survey data on the field attributes of courtesy and politeness, positive attitude and showing concern and

  Achieve: 6-10 ratings 95% of the time

- Implement systems and policy change to allow soft offs for PREMIS move out turn offs. (The gas is left on and only electric turned off. This eliminates the pilot relight that requires customer coordination and scheduling.) Complete by July 1, 2000. Determine Business Unit strategy regarding estimating of transfer reads rather than obtaining actual reads.

- Evaluate electric circuit reliability data and target 20 distribution circuits per District for reliability improvement. Improvements may include animal guards, lightning arresters, cut out installations and tree problem identification. Each District will develop a written plan by March 1, 2000 and complete all work by December 31, 2000.

3. Expand the beyond the meter business to increase revenue and margin.

- Achieve $5.0m in revenue and $500,000 margin for 2000 beyond the meter business.

- Recommend to senior management to approve the expansion of the pilot retail tree-trimming program over the next two years and implement a full-scale retail operation by 2002. Achieve $600,000 in additional revenue in 2000.

4. Improve key delivery and customer performance measures.

- Ninety-three percent of scheduled service appointments will be met on time.

- Achieve a customer average interruption duration index (CAIDI) of 80 minutes per customer excluding major storms.

- Achieve an annual O&M target per customer at $103, excluding supply chain.

- $ 790,000 worth of underground electric capital rebuild projects in 2000 will be completed.

- Improve system interfaces and ties to improve efficiency and reduce redundant inputs. Reduce temporary staff by 75%.

- Maintain focus on synergy and sharing opportunities with Northern Electric. Support the implementation of hot glove working at Northern Electric, and the

exchange of engineering and methods experience, to meet Northern Electric's implementation plans.

5. Prepare functional specifications for a front-end software system that will automate customer enrollment, usage aggregation, energy imbalance settlements, and billing for large volumes of customers using alternate suppliers in our service territory, to achieve a planned acquisition of the system in 2001.

6. Improve Unit safety record of OSHA recordable incidents by 20% over 1999.

   - Zero tolerance on OSHA field violations in 2000.
   - 20% incident rate improvement over final 1999 actual rate. Achieve 6.98.
   - Reduce lost time accidents by 20% over the final 1999 total. Will not exceed 15 lost time accidents.

7. Successfully complete contract and job consolidations with IBEW membership ratification.

   - Participate fully with IBEW on the education and communication to the entire work group.
   - Each operational group shall develop plans to transition to and utilize the new consolidated positions under the overall guidance of HR and the final accepted agreement.

8. Provide employee and leadership development for the entire Unit.

   - Evaluate workforce to identify high potential leaders twice in 2000.
   - Develop a commercial awareness module for all Unit employees, and a leadership program for management and IBEW leaders.

9. Maintain strict compliance with all financial, legal, regulatory, and environmental requirements.

   - Maintain a partnering relationship with the Environmental staff, and team with environmental to reduce waste that we pay to dispose of that is generated at Delivery facilities by 10%, measured by weight or volume as appropriate.

- Develop and file at FERC by October 15, 2000 MidAmerican's plan to participate in a regional transmission organization in accordance with FERC's final RTO order.

- Meet quarterly with the IUB to discuss outstanding operational issues. Managers to rotate visits with the Sr. Vice President.

- Audit service center and appropriate operating group gas & electric records for regulatory and standards compliance. Provide monthly updates on current compliance issues and summaries of internal audits and inspections. Audited locations will formulate a compliance plan or take corrective action within 30 days of receiving the audit report.

10. Develop and transition to a MEC and Delivery Unit organization structure that will enhance value and performance through and beyond restructuring.

- Energy Delivery will participate in the MEHC study for the development and implementation strategy of moving E-Business into the fabric of our operation.

- Energy Delivery will create a five-year IT strategy.

- Investigate internal, functional synergy opportunities.

- Investigate functional synergies with the customer service group and make recommendations to senior management by July 31, 2000, as part of the service value review project.

- Determine adequacy of unit performance development, training, and quality assurance and make recommendations for improvement if warranted.

2000 GOALS

Vice President-Engineering and Operations Support

1. Achieve 2000 BU cost and capital targets and reduce service and new customer costs through process supply chain, design improvements and contractor/employee productivity.

   - R/C expenditures will not exceed $53,521,000.
   - Capital expenditures will not exceed $50,065,000.
   - Achieve gas cost savings of $1 million through control of operational supply assets as measured against monthly cash-out balancing and maintain a position of lowest cost gas provider in Iowa.
   - Achieve a cost savings of $200,000 from Electric Standards Committee recommendations.
   - Achieve a cost savings of $200,000 from Gas Standards Committee recommendations.
   - Achieve $150,000 annual savings by implementing a Microsoft Access program to select the lowest cost approved gas regulator to meet customer load.
   - Complete service process initiative phase one.

2. Significantly improve customer satisfaction levels at all customer interface points.

   - Maintain an overall average gas leak response time of 30 minutes or less.
   - Respond to 95% of gas leaks in 54 minutes or less.
   - A 25% reduction from 1999 of gas leak responses longer than 3 hours. No more than 5 responses longer than 3 hours.
   - Install animal protection at 20 substation facilities. Design and implement shielding at 10 substation sites and install 10 fault-locating relays on transmission lines to reduce restoration time.

3. Expand the beyond the meter business to increase revenue and margin.

- Achieve $5.0M in revenue $500,000 margin for 2000 beyond the meter business.

- Recommend to senior management approval of the expansion of the pilot retail tree-trimming program over the next two years and implement a full-scale retail operation by 2002. Achieve $600,000 in revenue in 2000.

- Actively participate in the meter unbundling process in Illinois. When rules are final, determine the feasibility of becoming a meter service provider in Illinois and if appropriate, develop a business plan to operate as a meter service provider.

4. Improve key delivery and customer performance measures.

- Support delivery goal of a CAIDI index less than 80 minutes excluding major storms, by assigning customer outages to crews within 15 minutes of receipt on average.

- Achieve an annual O&M target for customer at $103 excluding supply chain.

- $790,000 worth of underground electric capital rebuild projects in 2000 will be completed.

- Improve system interfaces and ties to improve efficiency and reduce redundant inputs. Reduce temporary staff by 75%.

- Complete phase two of the EMS migration project by June 2000 which will include the historical information subsystem and network analysis subsystem.

- Complete phase three of the EMS migration project by December 31, 2000 to provide bulk power services with upgraded BMS capabilities including transaction scheduling, evaluation accounting and billing capabilities.

- Develop benchmarks and measure revision turn-around time for gas and electric mapping changes.

- Centralize Forestry Operations under one organization. Implement catch-up trimming strategies and achieve a three-year trimming cycle by December 2001.

5. Select and implement a retail customer transaction system appropriate for MEC in the U.S. market.

- Document practices and procedures used to provide delivery services for unbundled retail. Prepare delivery services component of a functional specification for a front-end software system that will automate customer enrollment, usage aggregation, energy imbalance settlement and billing for large volumes of customers using alternate suppliers in MidAmerican's service territory to achieve a planned acquisition of the system in 2001.

6. Improve Unit safety record of OSHA record able incidents by 20% over 1999.

- Achieve compliance with OSHA regulations with zero violations.
- Achieve an OSHA incident rate which is 20% less than 1999 actuals. Achieve 6.98.
- Reduce lost time accidents by 20% over the final 1999 total. Will not exceed 15 lost time accidents.

7. Successfully complete contract and job consolidations with IBEW membership ratification.

- Participate fully with IBEW on education and communication to the entire work group.
- Each operational group shall develop plans to transition to and utilize the new consolidated positions under the overall guidance of HR and the final accepted agreement.

8. Provide employee and leadership development for the entire unit.

- Evaluate workforce to identify high potential leaders twice in 2000.
- Support the commercial awareness module for all unit employees and the leadership program for management and IBEW leaders.

9. Maintain strict compliance with all financial, legal, regulatory and environmental requirements.

- Maintain a partnering relationship with the Environmental staff and team with Environmental to reduce waste that we pay to dispose of that is generated at Delivery facilities by 10%, measured by weight or volume as appropriate.

- Develop and file at FERC by October 15, 2000 MidAmerican's plan to participate in a Regional Transmission Organization in accordance with FERC's final RTO order.

- Proactively participate in the formation of a Regional Transmission entity such that its development adds value to MidAmerican's transmission assets. After FERC approval of the Petition for Declaratory Order embracing the Independent Transmission Company concepts, actively participate in the formation of an ITC to provide MidAmerican an option for RTO compliance.

- Actively participate in the MAPP restructuring effort. Lead the MAPP Midwest ISO consolidation effort and develop a proposal for consideration by MAPP membership by March 1, 2000. If approved by MAPP membership, develop and implement a transition plan to allow the combination of the Midwest ISO and MAPP.

- If required by the RTO NOPR, identify and draft MidAmerican filing documents for a Section 203 filing to transfer transmission control to a regional transmission entity. Develop as needed, interconnection and operating agreements between transmission and business units that connect to transmission to establish and preserve rights upon transfer of transmission control.

- Meet quarterly with the IUB to discuss outstanding operational issues. Manager to rotate visits with senior vice president.

- Audit service center and appropriate operating group gas and electric records for regulatory and standards compliance. Provide monthly updates on current compliance issues and summaries of internal audits and inspections. Audited locations will formulate a compliance plan to take corrective action within 30 days of receiving the audit.

- Perform internal audits on all LNG Plant facilities for regulatory compliance.

- Eliminate SF6 emissions on an additional four existing SFA circuit breakers.

- Complete and certify SPCC plans for all substation facilities. Complete three substation oil containment remediation projects.

- Assure full compliance with a material failure program. Audit compliance with NTSB commitment for system monitoring.

- Complete a plastic pipe performance study.

10. Develop and transition to an MEC and Delivery unit organization structure that will enhance value and performance through and beyond restructuring.

MIDAMERICAN
ENERGY HOLDINGS COMPANY

2000 GOALS

VICE PRESIDENT, EMPLOYEE RELATIONS AND BUSINESS UNIT HR SERVICES

1. Sign a consolidated labor agreement with the IBEW at MEC that unifies operations by March 2000.

2. Secure the support of our IBEW Locals for the passage of electric utility restructuring legislation in Iowa during the 2000 legislative session.

3. Support the contingency planning process for Northern Electric Operations.

4. Team with IBEW Locals to provide consolidated contract training to stewards and supervisors impacted by the consolidated labor contract within three months of ratification.

5. Develop a standard for financial analysis of productivity improvements that measure the effect of the consolidated bargaining process by the fourth quarter of 2000.

6. Consolidate apprenticeship programs that exist separately in Local 499 and Local 109.

7. Maintain non-union operations everywhere they exist at MEHC.

8. Self-audit our HR Systems worldwide to ensure legal compliance by third quarter of 2000.

9. Review and access FMLA Tracking Software that will support a multi-state operation.

10. Coordinate staffing plan for Cordova and maximize opportunities for state funding of training requirements.

11. Draft and sign a first collective bargaining agreement for the combined cycle plant at Cordova before operations commence.

12. Implement an integrated employee leadership development, appraisal and succession planning system.

13. Support and participate in effort to reduce corporate expense by $10M in 2000.

MIDAMERICAN ENERGY COMPANY
Non-Exempt Performance Appraisal

NAME _____ JOB Customer Service Associate II

LOCATIO **DAV** DEPARTMEN Call Center

APPRAISAL PERIOD: **January 2000** TO: December 2000

SUPERVISO _____ DATE _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding

Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.

4 - Exceeds Requirements

Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.

3 - Meets Requirements

Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.

2 - Below Requirements

Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*

1 - Unsatisfactory

Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/OBJECTIVES

In order of importance, list the main duties, tasks, projects or objectives for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

	MAJOR DUTY/TASK/GOAL	RATING
1.	**Achieve and maintain satisfactory attendance/tardiness levels in accordance with the retail business unit attendance/tardiness policy.**	
2.	**Achieve 33% combined annual idle and wrap time.**	
3.	**Achieve 96% compliance to schedule and 100% coverage.**	
4.	**Submit at least one cost-saving measure to supervisor by end of 1st quarter.**	
5.	**Demonstrate proficiency in LIST as measured by achieving proficiency on 60% of total monitored calls.**	
6.	**Develop and implement performance improvement action plans as required.**	

7. MAJOR DUTY/TASK/GOAL	RATING
Complete field visit program to increase awareness of company policies and procedures and actively support the cycle of service.	

8. MAJOR DUTY/TASK/GOAL	RATING
Achieve a month over month improvement in service order accuracy as defined by Service Assurance in MOSE reduction.	

9. MAJOR DUTY/TASK/GOAL	
Attend all required safety training sessions, participate in or read material from the monthly safety communications and achieve no lost time incidents due to injury.	

10. MAJOR DUTY/TASK/GOAL	
Attend restructuring huddles monthly.	

EXHIBIT MES-2
Attachment DLH 14.02
Exhibit 5

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY

Non-Exempt Performance Appraisal

NAME: _____ JOB TITLE: **Customer Office Representative**

LOCATION: **Moline** DEPARTMENT: **Customer Service**

APPRAISAL PERIOD: FROM: **January 1, 2000** TO: **December 31, 2000**

SUPERVISOR: _____ DATE PREPARED: _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding	Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.
4 - Exceeds Requirements	Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.
3 - Meets Requirements	Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.
2 - Below Requirements	Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*
1 - Unsatisfactory	Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

	MAJOR DUTY/TASK/GOAL	RATING
1.	**Unit Cost Improvements:** RC 648 will achieve a $16,322 savings from the 2000 budget.	
2.	**Performance Measurements:** Customer Offices will achieve an "Overall Visit Satisfaction" score of 59% of 9 or 10 on Touchback Surveys	
3.	Work with Kristin Slavish for a minimum of 40 hours to learn meter reading, which includes, but is not limited to; adding keys, pulling keys and sheduling	
4.	**Safety:** Create an environment where safety issues are given priority, employees are educated about safety behaviors and work in a safe environment. No accidents/injuries for R/C 648.	
5.	**Safety:** Investigate and propose changes to the office to improve ergonomics and safety awareness	
6.	Cross-train with the Collectors and develop a recommendation on how the COR's can make their job easier.	

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY
Non-Exempt Performance Appraisal

NAME _____ JOB Quality Coordinator

LOCATIO **DAV3** DEPARTMEN Customer Service Quality

APPRAISAL PERIOD: **1/1/2000** TO: 12/31/2000

SUPERVISO _____ DATE _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding

Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.

4 - Exceeds Requirements

Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.

3 - Meets Requirements

Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.

2 - Below Requirements

Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*

1 - Unsatisfactory

Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

1. **PERFORMANCE MEASUREMENTS - SERVICE LEVEL** Accurately identify root cause of approximately 33% of all Quality issues including Improvement Opportunities, Satisfaction Certificate, and MSI feedback. Achieve 98% accuracy as measured by challenged and reversed root cause.

	RATING
Interim	Interim
Annual	Annual

2. PERFORMANCE MEASUREMENTS - SERVICE LEVEL Provide 90% service level for timely response to complaints and Satisfaction Certificate processing. Timeliness is measured by 10-day response to customer complaints.

Interim	Interim
Annual	Annual

3. PERFORMANCE MEASUREMENTS - SERVICE LEVEL Achieve 90% service level of timely issuance of complaint resolution/root cause identification to managers and supervisors to be measured by completion of resolution/root cause within 30 day days of receipt of any customer complaint or Satisfaction Certificate.

Interim	Interim
Annual	Annual

4. UNIT COST IMPROVEMENTS -COST PER CUSTOMER Reduce number of letters (written correspondence) that must be revised by 25%.

Interim	Interim
Annual	Annual

5. UNIT COST IMPROVEMENTS -COST PER CUSTOMER Participate in at least three development opportunities offered by management to enhance professional letter writing, Office 200 Desktop courses including Access 2000, Visual Basic or Web programming.

Interim	Interim
Annual	Annual

6. SAFETY Attend all mandatory safety training sessions, participate in or read materials from the monthly safety communications, and achieve no lost time incidents due to injury.

Interim	Interim
Annual	Annual

MIDAMERICAN ENERGY COMPANY
Exempt Performance Appraisal

NAME _____ JOB Meter Reading Supervisor

LOCATIO **MOLCO** DEPARTMEN Meter Reading

APPRAISAL PERIOD: **1/1/2000** TO: 12/31/2000

SUPERVISO _____ DATE _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding

Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.

4 - Exceeds Requirements

Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.

3 - Meets Requirements

Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.

2 - Below Requirements

Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*

1 - Unsatisfactory

Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/OBJECTIVES

In order of importance, list the main duties, tasks, projects or objectives for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

1. MAJOR DUTY/TASK/GOAL	RATING
Unit Cost Improvements: RC 628, Illinois Meter Reading, will achieve a $15,983 budget savings reduction in 2000 based on the projected spending goal of $783,176.44 for the year.	

2. MAJOR DUTY/TASK/GOAL	
Performance Measurements: Meter Reading will achieve a 93.8% read rate and an 86.7% read on date. RC 628, Illinois Meter Reading supervisor will work with meter readers to try and determine new ways to lower miss rates in the year 2000. New ideas will be initiated and results shared with supervisors and managers in a quarterly report. Goal, to achieve at least one new procedure to lower misses in Illinois in the year 2000.	

3. MAJOR DUTY/TASK/GOAL	
Complete (end of 1st quarter) Meter Reading Handbook and monitor for additions/deletions and submit quarterly updates.	
Process Improvements: Illionois Meter Reading, has 6 routes that have been identified as regularly taking over 8 hours to complete. Goal, cost effective methods of rerouting these will be investigated and pursued to reduce costs to the Company. All realized cost savings will be docummented. In addition, other routes requiring overtime hours will be monitored monthly to determine costs to the Company, investigated to determine cost effective alternatives, and all research will be docummented for future action.	

4. MAJOR DUTY/TASK/GOAL	
Safety: RC 628, Illinois Meter Reading, will have an incident rate goal of 17.1. Conduct all required safety training and develop related strategies. Meter readers will conduct at least a portion of each safety meeting in 2000. Assist other departments as needed in my capacity as a Red Cross Instructor.	

5. MAJOR DUTY/TASK/GOAL	
Professional team will complete ten hours of training related to The Leadership Engine program. Attend 2 addition non-required Company training opportunities.	

MAJOR DUTY/TASK/GOAL

6.

Investigate and propose procedures for meter reader(ing) communication.	

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY

Exempt Performance Appraisal

NAME: _____ JOB TITLE: **Supervisor**

LOCATION: **DAV 3** DEPARTMENT: **Customer Service Quality**

APPRAISAL PERIOD: FROM: **1/1/2000** TO: **12/31/2000**

SUPERVISOR: _____ DATE PREPARED: _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding

Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.

4 - Exceeds Requirements

Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.

3 - Meets Requirements

Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.

2 - Below Requirements

Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*

1 - Unsatisfactory

Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

1. DLG #1 - PERFORMANCE MEASUREMENTS - SERVICE LEVEL Accurately identify root cause of all Quality issues including Improvement Opportunities, Satisfaction Certificate, MSI feedback, Regulatory, and officer issues. Achieve 98% as measured by challenged and reversed root cause.

	RATING
Interim	Interim
Annual	Annual

2. DLG #1 - PERFORMANCE MEASUREMENTS - SERVICE LEVEL Provide 90% service level for timely response to complaints and Satisfaction Certificate processing. Timeliness is measured by 3-day response to officer complaints; 10-day response to other customer complaints; and 7-day processing of Satisfaction Certificate checks.

Interim	Interim
Annual	Annual

3. DLG #1 - PERFORMANCE MEASUREMENTS - SERVICE LEVEL Achieve 90% service level of timely issuance of complaint resolution/root cause identification to managers and supervisors to be measured by completion of resolution/root cause within 30 days of receipt of any officer or other customer complaint, or Satisfaction Certificate.

Interim	Interim
Annual	Annual

4. DLG #2 - PERFORMANCE MEASUREMENTS - SERVICE LEVEL Analyze Satisfaction Certificate (January through July) survey results and submit proposal for future use of Satisfaction Certificates.

Interim	Interim
Annual	Annual

5. DLG #2 - UNIT COST IMPROVEMENTS - COST PER CUSTOMER Manage within approved 2000 budgeted overtime hours and dollars.

Interim	Interim
Annual	Annual

6. DLG #2 UNIT COST IMPROVEMENTS - COST PER CUSTOMER Provide performance development opportunities and ensure participation as measured by employees' performance goals.

Interim	Interim
Annual	Annual

7. DLG #2 UNIT COST IMPROVEMENTS - COST PER CUSTOMER Attend one seminar/conference related to customer satisfaction/feedback related to quality measurements for process improvement.

Interim	Interim
Annual	Annual

8. DLG #2 UNIT COST IMPROVEMENTS - COST PER CUSTOMER Attend one (minimum) leadership conference/seminar and encourage employees participation as measured by individual performance goals.

Interim	Interim
Annual	Annual

9. DLG #3 - PROCESS IMPROVEMENTS - ROOT CAUSE ANALYSIS Identify root cause of 95% of all improvement opportunities.

Interim	Interim
Annual	Annual

10. DLG #3 - PROCESS IMPROVEMENTS - ROOT CAUSE ANALYSIS Partner with Call Center to identify two major barriers for creating accurate service orders. (2Q) Proactively study and remove barriers. (4Q).

Interim	Interim
Annual	Annual

11. DLG #4 - SAFETY Ensure that 100% of eligible staff attends all mandatory safety training, conduct monthly meetings/distribute materials for safety communications, report all incidents through the proper channels within 2 business days of occurrence, and pursue no lost time incidents due to injuries.

Interim	Interim
Annual	Annual

12. DLG #5 - OPEN MARKET SUPPORT - RESTRUCTURING ACTIVITIES Raise awareness of restructuring activities through discussions at weekly staff meetings and distribute materials for restructuring communication.

Interim	Interim
Annual	Annual

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY

Exempt Performance Appraisal

NAME: _____ JOB TITLE: **OPERATIONS MANAGER**

LOCATION: **Central District-Des Moines** DEPARTMENT: **ENERGY DELIVERY**

APPRAISAL PERIOD: FROM: **1/1/2000** TO: **12/31/2000**

SUPERVISOR: _____ DATE PREPARED: **12/31/99**

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding	Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.
4 - Exceeds Requirements	Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.
3 - Meets Requirements	Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.
2 - Below Requirements	Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*
1 - Unsatisfactory	Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

1. MAJOR DUTY/TASK/GOAL | **RATING**

Achieve 2000 BU cost and capital targets and reduce service and new customer costs through process, supply chain, design improvements and contractor/employee productivity. The district O&M target is $28.3 million, which does not include major storms.

1) **RC Income Statement expenditures for all Des Moines metro will not exceed the budget of $19.28 million, excluding major storms, which are not budgeted.**
2) **Total Central District Capital Expenditures will not exceed $20,122,425. a) Increase plow/bore footage to at least 50% of installed main b) Evaluate the cost/benefit of "kitting" material for job site delivery c) Establish specific targets for WMIS KPI's by 3/31/00.**
3) **Reduce Des Moines construction contractor costs by 10% by bidding and renegotiating contracts and establishing more formal follow up on contractor activities.**
4) **Achieve Central district inventory reduction of $420,000 compared to year-end 1999 levels. This goal does not include the transmission material consolidation at Bondurant and assumes consignment continues. Require the operations supervisors to use up obsolete material, which is still in stock.**
5) **Work with the Operations Consultant to achieve a goal of claims turnaround of 10 days.**
6) **Review audit results of actual vs. estimated project results; take action on variances under operations control**
7) **Working with the Operations Consultant, make plans and begin at least one service center consolidation by the end of the year. Start preparatory work in the first half of 2000.**
8) **Working with West operations, agree on consistent metro (and district wide if appropriate) reporting of activities so a more complete understanding of overall activities is understood. (probably a Doug goal).**

2. MAJOR DUTY/TASK/GOAL

Expand the beyond-the-meter business to increase revenue and margin. Achieve $1,638,616 in revenue and $ 163,862 in margin for NUS in the District in 2000.

1) **Support and assist Energy Consultants and the Director, Delivery Services on NUS projects including sales calls, proposal development efforts, providing manpower as practical and presentations.**

3. MAJOR DUTY/TASK/GOAL

Improve key Delivery, District and customer performance measures. Achieve an annual O&M target per customer of $21.47 for the entire District based on 1,297,189 total MEC customers. This O&M target is a stretch from budget and does not include any major storm costs.

1) **93% of scheduled service appointments will be met on time**
2) **Help, as appropriate, to assist Field Services in gas leak response, especially the goal of reducing leaks of 3 hour or more response by 25%**
3) **Achieve a CAIDI of 80 minutes or less excluding major storms.**
4) **Improve reliability on 10 circuits in Des Moines by doing such things as**

balancing loads, installing animal guards or lightning arrestors

5) **Continue to measure customer survey data on the field attributes of courtesy and politeness, positive attitude and showing concern and achieve 6-10 ratings 95% of the time. Follow up on comments from individual customers on the surveys.**
6) **Complete $125K for the East and $225k of UG electric capital rebuild projects in the District in year 2000.**
7) **Reduce open gas leaks by 10% by completing budgeted capital replacement projects and aggressively pursuing repairs when warranted.**
8) **Participate with engineering in making EOMS operationally successful by 2/28/00.**
9) **Coordinate with efforts to achieve 5 day processing time for meter set orders.**

4. MAJOR DUTY/TASK/GOAL

Improve District safety record of OSHA recordable incidents by 20% over 1999.

1) **Zero tolerance on OSHA field violations in 2000**
2) **Reduce District OSHA recordable injuries to an incident rate of 8.6 for 2000. The Des Moines West area incident rate should not exceed 13.3 and the Des Moines East rate should not exceed 12.3. The district goal is to reduce lost time accidents by 20% (3 or less for the entire district for the year).**
3) **Reduce preventable vehicle accidents by 10% over 1999 year-end. This would result in 9 or fewer preventable vehicle accidents in the District. Tom and Randy's targets are one or less each.**
4) **Perform at least one worksite safety observation audit on each crew per month and one safety observation audit on "one man" workers (servicemen, storesmen, etc.) per quarter.**
5) **If adopted corporately, implement behavior based safety management.**
6) **Implement appropriate safety recognition activities (breakfasts etc) outside of the formal achievement program. These should focus on recognition and not monetary payouts, and should occur regularly.**

5. MAJOR DUTY/TASK/GOAL

Successfully complete contract and job consolidations with IBEW membership ratification. Each operational group shall develop plans to transition to and utilize the new consolidated position under the overall guidance of HR and the final accepted agreement.

1) **Within two months of ratification, develop a plan to utilize the new consolidated positions and implement the provisions of the consolidated contract.**
2) **Hold quarterly meetings with local union leadership to enhance communications and work on differences as related to the new contract and job duties.**

6. MAJOR DUTY/TASK/GOAL

Provide employee and leadership development for the District.

1) **Evaluate workforce to identify high-potential employees twice in 2000.**
2) **Perform two individual reviews with represented employees by 4/1/2000 and 11/1/2000.**
3) **Hold quarterly employee meetings to discuss progress on goals, customer service, and financials.**
4) **100% of front line supervisors will attend the Supervisor Training in Accident Reduction Techniques seminar by early 2000.**
5) **Participate in MLS activities including efforts to build leadership skills in the represented work force**
6) **Conduct two one-day leadership sessions at the local level to reinforce leadership concepts**

7. MAJOR DUTY/TASK/GOAL

Maintain strict compliance with all financial, legal regulatory and environmental requirements.

1) **Reduce waste requiring disposal at the work centers by 10% as measured by weight or volume as appropriate.**
2) **Support the development of a District team to review operating standards, records and to provide managers and supervisors the necessary training on compliance issues).**
3) **The importance of safety and regulatory compliance will be formally covered with employees at least quarterly. It will also be part of the on-site audits.**

8. MAJOR DUTY/TASK/GOAL

Develop and transition to a functional organization structure that will enhance value and performance through and beyond restructuring.

1) **Support and participate in the Service Value Review process.**
2) **Review and make recommendations for functional alignment opportunities for boring, cable repair and hit gas lines by 2/28/00.**

OVERALL RATING:
JOB DUTIES/GOALS

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY

Exempt Performance Appraisal

NAME: _____ JOB TITLE: **IT Business Manager**

LOCATION: **DMU1** DEPARTMENT: **Information Technology**

APPRAISAL PERIOD: FROM: **October 1999** TO: **October 2000**

SUPERVISOR: _____ DATE PREPARED: _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding	Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.
4 - Exceeds Requirements	Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.
3 - Meets Requirements	Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.
2 - Below Requirements	Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*
1 - Unsatisfactory	Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

	MAJOR DUTY/TASK/GOAL	RATING
1	Provide all internal and external IT financial reporting requirements. *Due: Monthly* *Supports CIO Goal #: 1, 2,16,17,21*	
2	Provide other financial analysis support as needed, including AFE preparation. *Due: As Required* *Supports CIO Goal #: 1,2,16,17,21*	
3	Coordinate all corporate financial planning requirements for IT. *Due: As Required* *Supports CIO Goal #: 1,2,16,17,21*	
4	Develop a basic set of financial metrics/benchmarks to be used by IT in tracking performance. *Due: Mar 31, 2000* *Supports CIO Goal #: 1,2,16,17,21*	
5	Design and perform additional costing reports and studies to promote increased awareness of process costs and to support IT chargeback proposals. *Due: Sep 30, 2000* *Supports CIO Goal #: 1,2,16,17,21*	
6	Realign responsibilities within the financial group to enable delegation of financial analysis support to the Senior Business Analyst. *Due: Mar 31, 2000* *Supports CIO Goal #: 2,16,17,21*	
7	Provide contract management support for all significant IT contracts and agreements, including RFP preparation, contract negotiation and service level agreement monitoring. *Due: As Required* *Supports CIO Goal #: 1,2,16,17,21*	

8 MAJOR DUTY/TASK/GOAL

Complete the IT contract database and integrate into contract renewal and termination procedures and the annual budgeting process.
Due: March 31, 2000 (MEC); Sep 30, 2000 (MEHC & CE)
Supports CIO Goal #: 1,2,16,17,21

9 MAJOR DUTY/TASK/GOAL

Verify or achieve compliance with SPA software license regulations.
Due: Apr 2000
Supports CIO Goal #: 1,2,16,17,21

10 MAJOR DUTY/TASK/GOAL

Implement asset management tools, procedures and reporting to ensure proper management and tracking of significant IT assets.
Due: Apr 2000
Supports CIO Goal #: 1,2,16,17,21

11 MAJOR DUTY/TASK/GOAL

Document procedures for all significant processes within the Business Management group.
Due: Sep 30, 2000
Supports CIO Goal #: 1,2,16,17,21

12 MAJOR DUTY/TASK/GOAL

Identify and implement cost savings opportunities totaling $0.5MM on an annualized basis.
Due: Dec 31, 2000
Supports CIO Goal #: 2,16,17,21

13 MAJOR DUTY/TASK/GOAL

Manage responsibility center expenditures to an amount at or below $490,000.
Due: Dec 31, 2000
Supports CIO Goal #: 2,16,17,21

14 MAJOR DUTY/TASK/GOAL

Ensure that all direct reports receive adequate training and development opportunities.
Due: Ongoing
Supports CIO Goal #: 1,2,16,17,21

OVERALL RATING:
JOB DUTIES/GOALS

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY

Exempt Performance Appraisal

NAME: _____ JOB TITLE: **Senior Systems Analyst**

LOCATION: **Des Moines (DMU1)** DEPARTMENT: **I.T. Corporate Applications**

APPRAISAL PERIOD: FROM: _____ TO: _____

SUPERVISOR: _____ DATE PREPARED: _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 – Outstanding	Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.
4 - Exceeds Requirements	Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.
3 - Meets Requirements	Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.
2 - Below Requirements	Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*
1 – Unsatisfactory	Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

	MAJOR DUTY/TASK/GOAL	RATING
1.	**Complete the development and implementation of the H.R. union contract consolidation.**	
2.	**Complete the decommissioning of the old EIS (Employee Information System).**	
3.	**Develop and implement additional features for the H.R. Employee Self-Service application.**	
4.	**Assist with the update of H.R. operations and application documentation.**	
5.	**Complete the addition of new companies to H.R. applications.**	
6.	**Provide leadership for the Applications H.R. team.**	

MIDAMERICAN ENERGY HOLDINGS COMPANY

OBSESSIVELY · RELENTLESSLY **AT YOUR SERVICE**™

MIDAMERICAN ENERGY HOLDINGS COMPANY

Exempt Performance Appraisal

NAME: _____ JOB TITLE: **Special Projects Director**

LOCATION: **DMU1** DEPARTMENT: **Information Technology**

APPRAISAL PERIOD: FROM: _____ TO: _____

SUPERVISOR: _____ DATE PREPARED: _____

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

5 = Outstanding	3 = Meets Requirements	1 = Unsatisfactory
4 = Exceeds Requirements	2 = Below Requirements	

5 - Outstanding

Performance significantly exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Minimum supervision is needed. Significant measurable contributions are made.

4 - Exceeds Requirements

Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected for this position. Quantity and quality of work are maintained under time pressures. Requires little supervision in comparison with others. Exercises initiative in improving personal and organizational effectiveness.

3 - Meets Requirements

Performance consistently meets requirements for the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.

2 - Below Requirements

Performance is below that required for the position. Requires close supervision. Improvement is necessary before performance becomes satisfactory. *(This level may also be considered for inexperienced personnel who need improvement before being considered to be meeting requirements.)*

1 - Unsatisfactory

Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. An employee at this level should receive a written warning with specific deficiencies noted and a detailed program and timing for correction developed and communicated to the employee. If corrections are not made, further discipline up to and including termination should be imposed.

SECTION I
JOB DUTIES/GOALS

In order of importance, list the main duties, tasks, projects or goals for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

	MAJOR DUTY/TASK/GOAL	RATING
1.	Establish and lead the MEC/CE IT Y2K Information Center. Meet 3 objectives: 1) provide timely, pertinent information to the MEHC Information Center. 2) Disseminate information from the MEHC IC to MEC/CE IT. 3) Serve as a command post for any MEC/CE IT Y2K problem resolution situations. *Due: January 31, 2000* *Supports CIO Goal #: 3*	
2.	Control the Project Link financial model. Improve it by adding refinements, consistency and flexibility. Quickly change and enhance it to accurately reflect the evolving business model. Run sensitivity analyses and identify areas for further consideration by the business leaders. *Due: March 31, 2000* *Supports CIO Goal #: 15*	
3.	Complete multiple special projects as assigned by the CIO throughout the year. These special projects are fast breaking needs that need IT management expertise and are not generally known weeks in advance. *Due: Continuing* *Supports CIO Goal #: 1*	
4.		
5.		
6.		