

## Innovation and Performance Metrics

Customer Service Stretch Goals	Category	Measurement Period	Metric	Criteria	Type of PIM
Non-outage Calls Answered	Customer Service	Monthly	% of calls answered within 20 seconds	SQRP current standard 25 %; proposed stretch goal= 17.5%	ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis (i.e. above stretch goal in all twelve monthly measurement periods). ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis (i.e. above stretch goal in all twelve monthly measurement periods).
Outage Calls Not Answered	Customer Service	Monthly	% of outage calls not answered	SQRP current standard 15%; proposed = 12%	ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis (i.e. above stretch goal in all four quarterly measurement periods).
Quarterly Customer Satisfaction Rate	Customer Service	Quarterly	% customer satisfaction	SQRP current standard = 82.5%; proposed = 87.5%	ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis.
Annual Customer Satisfaction Rate	Customer Service	Annual	% customer satisfaction	SQRP current standard = 82.5%; proposed = 87.5%	ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis.
Percentage of customer complaints to PSD	Customer Service	Annual	# of complaints	SQRP current standard = 0.068%; proposed = 0.05%	ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis.
Innovation Measurements	Category	Measurement Period	Metric	Criteria	Type of PIM
DER Capacity w Shared Access	Cost/Carbon/Customer Service	Annual	aggregate MW capacity or percentage growth in aggregate capacity	Capacity of total behind the meter DERs connected to GMP share access platform	Measurement Only
3rd Party DERs w Shared Access	Cost/Carbon/Customer Service	Annual	number of behind the meter DERs installed by 3rd party suppliers	total # of behind the meter DER resources installed by 3rd parties	Measurement Only
Islanding Ability	Cost/Carbon/Customer Service	Annual	% of GMP load able to be islanded	% of load that can be islanded during outages	Measurement Only
Peak Management	Cost/Carbon	Annual	% of time, based on monthly and annual peak	% of system peaks that GMP accurately forecasts and dispatches peak management resources	Measurement Only
Customer Relationship Automation	Cost/Customer Service	Annual	% of Customers	1. receiving eBills, 2. remitting thru autodraft or recurring CC, 3. have a GMP online account, 4. enrolled in text alerts	Measurement Only