

## Innovation and Performance Metrics

Customer Service Stretch Goals	Category	Measurement Period	Metric	Criteria	Current Performance Under Metric (per 2017 SQRP Report)	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%	2017 = 9.9%	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%	2017 = 4.9%	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).
Quarterly Customer Satisfaction Rate	Customer Service	Quarterly	% customer satisfaction	SQRP current standard = 82.5%; proposed = 87.5%	2017 = 92.7%	ROE Adder - 5 basis points added to allowed ROE for meeting performance standard on annual basis (i.e. above stretch goal for in all four quarterly measurement periods).
Annual Customer Satisfaction Rate	Customer Service	Annual	% customer satisfaction	SQRP current standard = 82.5%; proposed = 87.5%	2017 = 96.5%	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%	2017 = 0.0%	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	not formally tracked yet	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	not formally tracked yet	Measurement Only
Islanding Ability	Cost/Carbon/Customer Service	Annual	% of GMP load able to be islanded	% of load that can be islanded during outages	not formally tracked yet	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	not formally tracked yet	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	not formally tracked yet	Measurement Only