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Witness: Donald J. Scacco Jr., Digaunto Chatterjee, Douglas P. Horton, Jared A. Lawrence, Andrew C. Belden and Jessica B. Cain
Request from: Public Utilities Regulatory Authority

Question:

Reference Ex. CLP-ELP-1, pp. 109–112; Ex. CLP-ELP-3, p. 1; and Ex. CLP-Customer-1, pp. 35–40. For each Customer PIM Suite component, provide annual performance for 2023 through 2025 and 2026 year-to-date. For any proposed target based on a different historical period, provide the annual performance data for the full period used to establish the target and the supporting calculation. If historical data are unavailable for a component, identify the data relied upon to establish the proposed target.

Response:

Please refer to UPA-085, Attachment 1, for historical data for 2021-2025, 2026 YTD through September 2026, proposed targets and target basis information.

Please refer to UPA-094, Attachment 1, for target basis details for the Controllable Average Call Handle Time component of the Customer PIM Suite.

Regarding the target basis for Level 1 DER Interconnection Processing, due to the launch of the Residential Renewable Energy Solutions (RRES) program in 2022 and corresponding changes to the interconnection process, the years 2022-2025 more accurately reflect the current process and were used for target setting purposes.