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Witness: Jared A. Lawrence, Jessica B. Cain and Andrew C. Belden
Request from: Public Utilities Regulatory Authority

Question:
Reference Ex. CLP-Customer-1, pp. 42–43. Indicate whether above-target performance on one Customer PIM Suite component may offset below-target performance on another component for purposes of determining an incentive.

Response:

Please refer to the Company's response to OCC-532[i].

Prior Referenced Response

[i] OCC-532 Question:

> **Exhibit CLP-CUSTOMER-1: Customer PIM Suite**
> (Customer PIM Suite Composite Index) The Company proposes to determine incentives and penalties based on the average of the five component index. Please identify whether performance above target on one or more Customer PIM Suite components could offset performance below target on another component, including Level 1 DER Interconnection Processing or Average Discount Rate Enrollment Time, such that the Company would avoid a penalty or earn an incentive. If so, please provide illustrative examples and explain why the Company considers such outcomes appropriate given the objectives of the affected components.

OCC-532 Response:

> As the Customer PIM Suite evaluates financial penalty or incentive based on a Composite Index reflecting the average performance for the entire Customer PIM Suite, it is possible that above average or below average performance in one component could offset the below or above average performance of other components within the Customer PIM Suite. An illustrative example was included in Exhibit CLP-CUSTOMER-1, page 43, in which above target performance in Level 1 DER Interconnection Processing was offset by below target performance in Controllable Average Call Handle Time and Average Discount Rate Enrollment (Days).
>
> The Customer PIM Suite is intended to provide a holistic assessment of the Company's performance across a variety of customer engagement points to ensure focus on continuing to provide a high-level of customer service across its breadth of customers.
>
> If using the same illustrative example provided in the Exhibit noted and only changing the actual performance for Level 1 DER Interconnection Processing, performance for that one component would have to improve to an index of 188 before the Company could offset the on target and below target performance of the other four (4) components enough to trigger an incentive. The index of 188 for this measure represents actual performance of 4.3 average days against the target of 35.0 average days.

	Performance				Composite Index
	Actual	Target	Direction	Index	
Level 1 DER Interconnection Processing	4.3	35.0	Down is Good	188	
Digital Customer Engagement	92.18%	92.18%	Up is Good	100	
Controllable Average Call Handle Time	86.2	76	Down is Good	87	
Post Transaction Survey - CSR Attributes	8.43	8.43	Up is Good	100	
Average Discount Rate Enrollment Time (Days)	2.5	2.0	Down is Good	75	
Total Score				550	110

With regard to the offset, it is worth noting that Digital Customer Engagement cannot achieve an index greater than 108, as this measure cannot exceed 100% in actual performance. This limits the above target offset potential for this component.