Public Service Company of New Hampshire
d/b/a Eversource Energy
Docket No. DE 24-070
Attachment ES-METRICS-1
June 11, 2024
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Summary of Proposed Performance Based Ratemaking Metrics

Performance Area	Type of Measure	Measure	Baseline	Target	Timeline for Target/ Interim Target Benchmarks	Formula/Algorithm for Calculation
Customer Satisfaction	Reporting Metric	Number of Customer Complaints	The baseline will be the average rate of "Reversed" customer complaints received by NHDOE during 2021-2023. Reversed complaints are those in which the Company made an error.	To remain at or better than the baseline yearly for the 4-year PBR Term.	2026-2029	Annual average rate of customer complaints per 10,000 customers. Sample Calculation: (87 reversed complaints / 538,000 customers) x 10,000 = 1.62.
Customer Satisfaction	Reporting Metric	Transactional Customer Satisfaction Index	The baseline is the average of each metric component in 2022-2024, weighing each score by 20 percent, and then summing the output. An average margin of error of each individual component is also incorporated into the proposed baseline for this metric.	To remain at or better than the baseline yearly for the 4-year PBR Term.	2026-2029	The Transactional Customer Satisfaction Index will be calculated by weighing the average score of each metric component below by 20 percent, and then summing the resulting output together to calculate a combined index score. 1.) Satisfaction with overall power restoration during blue sky events 2.) Satisfaction with phone experience (CSR + IVR) 3.) Satisfaction with Eversource during the solar installation process 4.) Satisfaction with working to connect new construction to the grid 5.) Satisfaction with website experience

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Category	Type of Measure	Measure	Baseline	Target	Timeline for Target/ Interim Target Benchmarks	Formula/Algorithm for Calculation
Solar Generator	Reporting Metric	Solar Development Timeline- **Simple and Standard Applications** **Standard Applications requiring SIS**	The Company proposes to collect data on the timeline for solar applications for the purpose of establishing a baseline and a target in 2027. **(1) Simple (<100kW)** **(2) Standard (>100kW not requiring SIS)** **(3) Standard (>100kW requiring SIS, not requiring ISO study)**	The Company proposes to establish the target by 2027 based on the data collected 2024-2026. The Company will report annual timelines in 2025 and 2026.	Report annual timelines 2025 and 2026. Propose target 2027.	Percentage of solar applications meeting performance targets = Number of solar applications meeting performance targets / Total number of solar applications
Operations	Reporting Metric	Customer Work Requests	The Company calculated the average number of business days (excluding hold days) it took to complete customer requests for the following four categories in calendar year 2023: (1) **Simple Services (8 days),** (2) **Customer Requested (11 days),** (3) **Developments (90 days),** (4) **Complex Services (43 days)** The Company developed a baseline of 90 percent, which is based on the average number of customer requests completed within these business day targets in calendar year 2023. 01945	To remain at or better than the baseline for the 4-year PBR term.	2026-2029	Percentage of customer requests meeting the business day targets = Number of customer requests meeting the business day targets / Total number of customer requests. The Company proposes to weigh ach category by 25 percent to calculate a combined average percentage for all 4 categories.

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Category	Type of Measure	Measure	Baseline	Target	Timeline for Target/ Interim Target Benchmarks	Formula/Algorithm for Calculation
Peak Demand Reduction	Reporting Metric	Demand Response	The baseline will be 7.5 MW – this is the average MW reduction through the 2021-2023 Q4 reports.	To remain at or better than 14.5 MW annually for the 4-year PBR Term, which is the average MW reduction per the 2024-2026 EE Plan.	2026-2029	Active demand reductions are the sum of the "Net Summer kW" reductions from the measure-level calculations tab in the Eversource Electric ADR Models as filed in the Plan-Year Reports for the 2024-2026 Three-Year Energy Efficiency Plan Term. All active demand reductions in a given year are reported for that year and are only attributable to that year.
Service Quality	Penalty/Incentive	Reliability Metrics - **SAIDI**	Five-year rolling average with 2 standard deviations as upper and lower bounds.	The targets would be calculated yearly, using the upper and lower bounds for the previous year.	2026-2029	SAIDI is calculated as System Average Interruption Frequency Index ("SAIFI") times Customer Average Interruption Duration Index ("CAIDI").
Service Quality	Penalty/Incentive	Reliability Metrics - **MBI**	Five-year rolling average with 2 standard deviations as upper and lower bounds.	The targets would be calculated yearly, using the upper and lower bounds for the previous year.	2026-2029	MBI is equal to a twelve-month period divided by SAIFI.

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