

## 2021 STIP Metric Summary

I. DETAILS	
<b>1. Metric name</b>	<b>Customers Experiencing Multiple Interruptions (CEMI5)</b>
<b>2. Risk impacted</b>	<b>Customer Focus</b> - Improves service to customers reducing the number of sustained service interruptions experienced.
<b>3. Definition</b>	CEMI5 is an overall measure of reliability that measures the number of customers that experience multiple sustained outages (both Unplanned and Planned).  CEMI5 is the total number of customers experiencing 5 or more sustained interruptions; <b>the metric is reported as a YTD measure for a rolling 12-month period.</b>
<b>4. Units and calculation</b>	CEMI5 as a percentage of total customers served:  (total number of customers experiencing 5 or more sustained interruptions during period)/(total number of customers during period)
<b>5. Measurement system / reporting process</b>	DOD (Distribution Operator Dashboard) / ILIS (Integrated Logging & Information System) / ODB (Operations Database) are leveraged to pull the customer interruption data
<b>6. Exclusions and exceptions</b>	<ul style="list-style-type: none"> <li>• 2.5 Beta major event days (MEDs) based on the IEEE Standard 1366 (also referred to as the “2.5 Beta Method”)</li> <li>• Generation / ISO outages (rotating outages)</li> <li>• Momentary outages</li> <li>• Secondary and service-level outages (not reported in the ILIS database)</li> </ul>
<b>7. Benchmarking</b> (External benchmarks or internal performance)	The metric is an industry standard and external benchmarks are available.
<b>8. Related KPIs</b> (e.g. leading indicators)	SAIFI, Asset Failure, Overhead (OH) Equipment Failure Rate (monthly), Substation CESO, T&D Wires Down, Underground (UG) Equipment Failure Rate (monthly), unplanned CESO, planned CESO.

II. HISTORICAL AND PROJECTED PERFORMANCE					
	Actual	Target/Forecast	1 <sup>st</sup> Quartile	2 <sup>nd</sup> Quartile	3 <sup>rd</sup> Quartile
2016	2.10%				
2017	1.80%				
2018	2.60%				
2019	3.20%		0.4%	0.99%	2.61%
2020	3.56%	3.12%			
2021		3.95%			
2022					
2023					

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III. TARGETS					
<b>1. Quarterly targets</b>	Score	Q1 YTD	Q2 YTD	Q3 YTD	Year End
	0.5	3.74%	3.75%	3.75%	3.75%
	1.0	3.56%	3.56%	3.56%	3.57%
	1.5	3.38%	3.38%	3.39%	3.39%
<b>2. Target type</b>	<input type="checkbox"/> Higher is better <input type="checkbox"/> Range: <input checked="" type="checkbox"/> Lower is better				
<b>3. Target-setting methodology</b>	<ul style="list-style-type: none"> <li><b>Threshold</b> is set equal to a 5% improvement from the 5-year linear trend between 2016 and YE forecast 2020.</li> <li><b>Target</b> is set equal to a 5% improvement from the Threshold.</li> <li><b>Stretch</b> is set equal to a 5% improvement from the Target.</li> </ul> <p>EO's investment strategy has pivoted to focus on Wildfire mitigation efforts over the last 3 years. Reliability investments have taken a lesser priority in the overall work portfolio, which presents a challenge to making significant improvements to CEMI5. Further, planned outages necessary to implement wildfire mitigations are a challenge to CEMI5 performance.</p> <p>Extreme weather events combined with the decision to disable the automatic reclosing of circuit breaker and reclosers has impacted overall reliability performance and were factored into target setting.</p>				
<b>4. Definitions of key terms</b>	Term	Definition			Source
	Sustained Outage	A sustained outage is an outage lasting longer than five minutes.			
	Momentary Outage	A momentary outage is an outage lasting five minutes or less.			
	Customer Interruptions	Total number of customers affected by an outage. This data is typically summed over a specific period.			
<b>5. Supporting documents</b>					

IV. OWNERSHIP				
<b>1. Contacts</b>	Type	Name (LAN ID)	Title	Phone
	Preparer		Electric Distribution Reliability	
	Backup		Distribution Engineer, Sr Adv	
	Escalation		Director, Asset Planning	
<b>2. Approvers</b> (final approver must be SVP or equivalent)	Name (LAN ID)		Title	
			Director, Asset Planning	
			Sr. Director, Asset Strategy	

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