GOVERNMENT OF PUERTO RICO
PUBLIC SERVICE REGULATORY BOARD
PUERTO RICO ENERGY BUREAU

IN RE: THE PERFORMANCE OF THE PUERTO RICO ELECTRIC POWER AUTHORITY	**CASE NO.:** NEPR-MI-2019-0007 **SUBJECT:** June 2021 – May 2022, 12-Month Metrics Summary.

RESOLUTION AND ORDER

On May 14, 2019, the Energy Bureau of the Puerto Rico Public Service Regulatory Board ("Energy Bureau") issued a Resolution and Order ("May 14 Resolution") through which it initiated a proceeding to establish the quarterly reporting of performance metrics for operating the electric system. The Energy Bureau has received quarterly metric data reported by the Puerto Rico Electric Power Authority ("PREPA") regarding its performance since it was ordered in the May 14 Resolution.

On June 21, 2021, LUMA Energy, LLC as Management Co., and LUMA Energy Servco, LLC (collectively, "LUMA") filed a document titled *Motion Submitting Quarterly Performance Metrics and Request for Additional Time to Submit Data on Several of the Metrics* ("June 21 Submission"), in which it submitted the quarterly report for the months of March, April, and May 2021 on performance metrics based on performance data collected before the Interim Service Commencement of June 1, 2021.

On July 6, 2021, LUMA filed a document titled *Motion Supplementing Quarterly Performance Metrics Report and Requesting Leave to Defer Reporting on Specified Metrics* ("July 6 Supplemental Submission") for the Energy Bureau to consider the deferment of several financial metrics for the month of May 2021 because LUMA needed to reconcile data.[1] These metrics include: Capital expenses vs. budget (system), Capital expense vs. budget (Transmission and Distribution), Capital expenses vs. budget (Generation), Capital expenses vs. budget (Customer Service), Capital expenses vs. budget (Exec), Capital expenses vs. budget (Planning and Environmental Protection), and Accounts Payable days outstanding.[2] As part of the July 6 Supplemental Submission, LUMA informed the Energy Bureau it could not gather and review data of fleet operations due to the unavailability of maintenance records and difficulties with the work order system.[3]

On August 13, 2021, LUMA filed a document titled *Motion in Compliance with Order Submitting Updated Quarterly Performance Metrics Report* as an updated supplemental submission ("August 13 Updated Submission") to inform the Energy Bureau of clarifications to new performance metrics identified by the Energy Bureau.[4] In the August 13 Updated Submission, LUMA identified that it did not believe the methodology that PREPA used to calculate technical losses as percent of net generation and technical loss reduction as percent of net generation to be reliable.[5] LUMA also informed the Energy Bureau that LUMA had discovered that PREPA had limited the number of lines available to handle call center complaints.[6]

On September 20, 2021, LUMA filed a document titled *Motion Submitting Quarterly Performance Metrics, Requesting Leave to Defer Reporting on Specified Metrics and Request*

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[1] July 6 Supplemental Submission, p. 3, ¶ 7.

[2] *Id.*

[3] *Id.*, pp. 3-4, ¶ 8.

[4] August 13 Updated Submission, p. 2, ¶ 4.

[5] *Id.*, p. 2, ¶ 5.

[6] *Id.*, pp. 2-3, ¶ 6.

for Clarifications ("September 20 Submission"), which is the first quarterly performance metrics collected by LUMA after the Interim Service Commencement that occurred on June 1, 2021. In its September 20 Submission, LUMA requested the Energy Bureau to defer the July and August data of these financial metrics: Operational expenses vs. Budget (excluding fuel)(system), Operational expenses vs. Budget (excluding fuel)(by directorate), Capital expenses vs. budget (system), Capital expense vs. budget (Transmission and Distribution), Capital expenses vs. budget (Generation), Capital expenses vs. budget (Customer Service), Capital expenses vs. budget (Exec), Capital expenses vs. budget (Planning and Environmental Protection), Cost of generation by customer (for August 2021), Timely submission of the Monthly Operating Report, and Accounts payable days outstanding.[7]

On November 4, 2021, the Energy Bureau held a Technical Conference to discuss metrics identified in the October 21, 2021, Resolution and Order ("October 21 Order"). A recast of Technical Conference is available on the Energy Bureau's YouTube channel.[8] During the Technical Session, LUMA provided a slide presentation addressing data gaps affecting transmission and distribution, and generation metrics, reliability metrics, system reliability remediation initiatives, and purchased energy.[9] The Energy Bureau's consultants presented its slide presentation on the 29 metrics, deferred financial metrics, 11 metrics proposed for removal, and a new metric on employee counts.[10]

On December 14, 2021, the Energy Bureau issued a Resolution and Order ("December 14 Order") that accepted adjustments to specified metrics based on findings from the November 4, 2021, Technical Session and supplemental responses provided by both LUMA and PREPA[11].[12] The December 14 Order also acknowledged LUMA's request to exclude certain metrics from reporting due to the unavailability data and/or the lack of definition from information reported or unreported by PREPA.[13] As part of the December 14 Order, the Energy Bureau ordered LUMA to provide alternate information, plan and timeline for the requested metrics.[14]

On December 22, 2021, LUMA filed a document titled *Motion Submitting Quarterly Performance Metrics, Request for Amendment to Reporting Schedule on Certain Financial Metrics, Requests for Clarifications, and Requests to Substitute a Metric, Exclude Certain Metrics and Rename Several Metrics* ("December 22 Motion") in which LUMA presented the second quarterly performance metrics collected by LUMA. In its December 22 Motion, LUMA requested the Energy Bureau to delay the reporting of non-technical losses (NTL) found to be occurrences of theft to accommodate the technical training schedule for LUMA's energy irregularity investigation process.[15] In addition, LUMA renewed its request to exclude the

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[7] September 20 Submission, pp. 6-7, ¶ 21.

[8] Available at: https://www.youtube.com/results?search_query=energy+bureau+puerto+rico+nepr-mi-2019-0007 (last visited August 3, 2022)

[9] See, Motion Submitting LUMA's Presentation During the Technical Conference of November 4, 2021, *In re: The Performance of the Puerto Rico Electric Power Authority, Case No. NEPR-MI-2019-0007,* filed by LUMA on November 4, 2021.

[10] Presentation for Technical Hearing, *In re: The Performance of the Puerto Rico Electric Power Authority,* Case No. NEPR-MI-2019-0007, November 4, 2021.

[11] Motion in Compliance with Bench Order Entered on November 4, 2021, *In re. The Performance of the Puerto Rico Electric Power Authority,* Case No. NEPR-MI-2019-0007, filed by PREPA on November 8, 2021.

[12] Motion in Compliance with Requests Issued in Technical Conference of November 4, 2021, *In re. The Performance of the Puerto Rico Electric Power Authority,* Case No. NEPR-MI-2019-0007, filed by LUMA on November 9, 2021.

[13] December 14 Order, p. 5.

[14] *Id.*

[15] December 22 Motion, Section VIII, p. 13.

monthly peak by customer class and monthly peak by district metrics.[16] LUMA also renewed its request for the Energy Bureau to exclude average time to resolve billing complaints.[17] LUMA proposed to include to new metrics, total workforce and total open position, to address the Energy Bureau's November 4 Technical Conference request on total budgeted head counts by employee type and total actual head counts by employee type.[18] LUMA also requested the Energy Bureau to rename the metric of formal customer complaints to number of Act 57 customer complaints; to rename the metric of Safety-Recordables to OSHA Recordables; to rename fuel dispatch accuracy to Fuel Expenditure vs. Forecast; and to rename wait time in commercial offices to wait time in customer service centers.[19]

On January 5, 2022, LUMA filed a document titled *Request to Stay Portion of Resolution and Order of December 14, 2021 to Identify Additional Information and Submit Plan to Produce Information on Specified Metrics, and Request for Extension of Time* ("January 5 Request") for the Energy Bureau to consider to stay the December 14 Order to produce information and plans regarding LUMA's proposed excluded metrics.[20] Specifically, LUMA requests that the Energy Bureau clarify the following performance metrics: Number of Customer Complaints appealed by Customer Class and Average Time to Respond to Service and Outage Complaints.[21] LUMA also requests an extension, until January 21, 2022, to comply with the portion of the December 14 Resolution that directs LUMA to identify data and submit a plan for producing available data on the following performance metrics: Incremental Installed Distribution Generation Capacity per Year - Wind, and Incremental Number of Distribution Generation Installations per Year - Wind. ("Wind Metrics")[22]

On January 21, 2022, LUMA filed a document titled *Motion in Compliance with Order and Submitting Proposal to Produce Information on Specified Performance Metrics* ("January 21 Motion") in which LUMA filed its plan to report on Wind Metrics.[23]

On January 31, 2022, the Energy Bureau issued a Resolution ("January 31 Resolution") in which scheduled a Technical Conference to be held on February 24, 2022.

On February 24, 2022, the Energy Bureau held the Technical Conference as scheduled to discuss metrics identified in the January 31 Resolution[24]. During the Technical Session, the Energy Bureau's consultants provided a slide presentation highlighting data issues of 41 selected metrics filed by LUMA and/or PREPA. Representatives from LUMA and PREPA provided responses to the Energy Bureau's questions during the Technical Conference.[25]

On March 21, 2022, LUMA filed a document titled *Motion Submitting Quarterly Performance Metrics* ("March 21 Motion"), in which LUMA filed the third quarterly performance metrics collected by LUMA. In its March 21 Motion, LUMA requested the Energy Bureau to delay the reporting of non-technical losses (NTL) found to be occurrences of theft to accommodate the technical training schedule for LUMA's energy irregularity investigation process. In addition, LUMA renewed its request to exclude the monthly peak by customer class and monthly peak

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[16] *Id.*, Section IX, pp. 14-15.

[17] *Id.*

[18] *Id,* Section X, p. 15.

[19] *Id.*, Section XI, pp. 15-16.

[20] January 5 Request, pp. 3-4, ¶ 6.

[21] *Id.*

[22] *Id.*, pp. 4-5, ¶ 7.

[23] January 21 Motion, Exhibit 1.

[24] A recast of Technical Conference held on February 24, 2022, is available on the Energy Bureau's YouTube channel, https://www.youtube.com/watch?v=APTRryJHEjE (last visit August 18, 2022)

[25]See, Presentation Technical Conference – LUMA Performance Metrics, *In re: The Performance of the Puerto Rico Electric Power Authority,* Case No. NEPR-MI-2019-0007, February 24, 2022.

by district metrics. LUMA also renewed its request for the Energy Bureau to exclude average time to resolve billing complaints.

On April 29, 2022, LUMA filed a document titled *Motion to Substitute Exhibits to March 2022 Quarterly Performance Metrics Filing* ("April 29 Motion"), in which LUMA amended metrics for both the Transmission and Distribution and Customer Service categories.

On June 20, 2022, LUMA filed a document titled *Motion Submitting Quarterly Performance Metrics* ("June 20 Motion"), in which LUMA presented the fourth quarterly performance metrics collected by LUMA. In its June 20 Motion, LUMA reiterated its request for the Energy Bureau to allow LUMA to delay the reporting of non-technical losses (NTL) found to be occurrences of theft to accommodate the technical training schedule for LUMA's energy irregularity investigation process. LUMA also requested the Bureau to approve a one-month delay in four RPS-related metrics. In addition, LUMA renewed its request to exclude the monthly peak by customer class and monthly peak by district metrics. LUMA requested approval for the substitution of two human resources related metrics regarding the total budgeted head counts by employee type and total actual head counts by employee type.

In its June 20 Motion, LUMA noted that the following changes were made to its reported metrics to be consistent with the February 24, 2022 Technical Conference:

- Number of Formal Customer Complaints was renamed as Number of Act 57 Claims;
- Number of Customer Complaints Appealed by Customer Class is being reported with an alternative metric called Number of Act 57 Claims Closed by Customer Class;
- For the metric Average Time to Resolve Billing Disputes, billing disputes are defined as Act 57 Claims;
- Safety Recordables was renamed as OSHA Recordables;
- Fuel Dispatch Accuracy was renamed as Fuel Expenditure vs. Forecast;
- Wait Time in Commercial Offices was renamed as Wait Time in Customer Service Centers; and
- The Absenteeism metric was removed and replaced with the Turnover Rate metric.

LUMA also made a handful of other adjustments to the report. These adjustments included:

- Adjusted the calculation of the Capital & Operating Expenses v. Budget metric to be more accurate and consistent with LUMA's Quarterly Report filings;
- Added rows to report SAIDI (Transmission & Distribution) and SAIFI (Transmission & Distribution); and
- Added two regions to the Number of Customers on AMI metric. The two new regions are Guanica and Peñuelas.

On July 29, 2022, LUMA filed a document, *Request for Modification of Schedule for Filing System Data and Submission of Performance Metrics for June 2022* ("July 29 Motion") to amend metrics to align with the quarterly filing of system data with the Fiscal Year quarters. LUMA provided an interim report containing system data for June 2022. In its motion, LUMA requested that The Energy Bureau approve its request to adopt a 12-month rolling average for the reporting of safety metrics under the assumption that the 12-month rolling average will eliminate short-term variability and assist in the identification of trends over time. LUMA proposes that the 12-month rolling average would be applied to the following metrics: OSHA DART Rate, OSHA Severity Rate, OSHA Fatality Rate, and OSHA Recordable Rate.[26]

LUMA also noted that the interim June data included changes to the reporting of Total Workforce Exempt and Total Workforce Non-Exempt since LUMA had inadvertently included contractors. LUMA also reported its reporting of quarterly financial metrics mirrors

[26] LUMA. *Request for Modification of Schedule for Filing System Data and Submission of Performance Metrics for June 2022*. July 29, 2022. NEPR MI 2019-0007

current quarterly reporting. Finally, LUMA noted that it had adjusted its reporting of Operational RPS-eligible capacity to account for changes at Punta Lima and the PPOA for Pattern Santa Isabel since both projects have experienced project issues (Hurricane Maria damage for Punta Lima and minimum technical requirement issues for Pattern Santa Isabel) that have affected the nameplate capacity of the respective projects.[27]

For the purposes of evaluating LUMA's performance for the first 12 months of its operation contract, the Energy Bureau's analysis focuses on metrics provided by LUMA and PREPA for the period starting June 1, 2021 through May 31, 2022. As such and at this time, The Energy Bureau acknowledges, but will not analyze information submitted in LUMA's July 29 Motion.

The Energy Bureau observed the following issues with the data in the June 20 Motion.

- LUMA has changed the naming convention for the metric "Customers Enrolled in Extended Payment Plans by Class". In the prior quarter, LUMA noted that they changed the category name from "Residencial" to "General". However, in the most recent submission, they reverted back to "Residencial".

- In the December 22 Motion, LUMA changed the name of the distributed generation installations metrics from "Per Year" to "Per Month". During the February 24 Technical Conference, LUMA confirmed that the change was intentional, and the metrics represented installations for a given month. In the June 20 Motion, LUMA has gone back to reporting the metrics with "Per Year" in the label for the metric. However, the Bureau observed that the values from June through November 2021 did not change between the two quarterly submissions. The metric is likely still being reported per month.

- There is missing data for Operational Expenses vs. Budget for A13, *Responsabilidades Miscelaneas*.

- LUMA had reported Cost of Generation (O&M) based on information provided by PREPA in units that do not appear to be consistent in $/kWh. It appears that LUMA and PREPA have resolved this issue in current reports but have not corrected the issue for the months of June through August 2021.

- PREPA and LUMA both provide the number of vehicles in service. The current average number of vehicles is less than half of the reported number of vehicles reported during Fiscal Year 2020. During the February 2021 technical conference, LUMA indicated that a number of vehicles were in disrepair. The Energy Bureau remains interested in understanding the number of vehicle available to PREPA and LUMA to ensure that both organizations have adequate resources to address operational needs.

- In the June 20 Motion, LUMA reported energy efficiency as both negative and positive values depending on the metric. LUMA reports savings attributed to programs for municipalities and the legislature as negative values. LUMA reports savings attributed to programs for public corporations and central agencies as positive values. LUMA should provide a consistent sign value for efficiency programs.

- The Energy Bureau notes that PREPA's reported Capital Expenditures Versus Budget expenses have fluctuated over the past twelve months. At its peak, PREPA reported that its capital expenditures for August 2021 were 393% of budget. The capital expenditures for November 2021 then dropped to minus 89% of budget.

[27] *Id.*

The Energy Bureau **ORDERS** LUMA and PREPA to define their metrics consistently from quarter to quarter.

In its June 20 Motion, LUMA requested the Energy Bureau to approve the following two items: a delay in the reporting of non-technical losses, and the introduction of two substitute metrics for total employee counts (exempt and non-exempt).[28]

LUMA requested that the Energy Bureau allow LUMA to delay the reporting of non-technical losses as LUMA trains field operation teams on technical irregularities. LUMA noted during the February 24 Technical Conference that LUMA was in the process of training field teams. The Energy Bureau **APPROVES** LUMA's request to delay the reporting of non-technical losses. However, the Energy the Bureau **ORDERS** LUMA to file, **on or before September 30, 2022**, a detailed timeline on when LUMA anticipates reporting the required metric and file bi-monthly progress from September 30, 2022, on the efforts to commence the reporting of this required metric.

LUMA requested that the Energy Bureau allow LUMA to report total workforce and total open positions instead of total budgeted head counts by employee type and total actual head counts by employee type. The Energy Bureau **DETERMINES** that these are metrics of interest at this moment. Therefore, the Energy Bureau **DENIES** LUMA's request.

In its June 20 Motion, LUMA requested the Energy Bureau to approve its request to exclude the reporting of the performance metrics on the monthly peak by customer class and monthly peak by district.[29] LUMA continues to reiterate that it has limitations on the current metering infrastructure and the lack of data storage for metering. As noted in the December 14 Order, the Energy Bureau continues to identify monthly peaks as a metric of interest. Nonetheless, the Energy Bureau recognizes that LUMA does not have the ability to report the required information. The Energy Bureau **ORDERS** LUMA to continue to report monthly peak but **ACCEPTS** that the data is not available currently. The Energy Bureau **ORDERS** LUMA to work with the Energy Bureau to develop a process to collect and report monthly peak data since this information should be available to LUMA in its capacity as the system operator. To that effect, the Energy Bureau **ORDERS** LUMA to, **on or before August 31, 2022,** designate a representative in charge of this effort who will meet with the Energy Bureau consultants and staff to ensure the implementation of the foregoing directive takes place as soon as possible.

In its June 20 Motion, LUMA requested the Energy Bureau to approve its request to defer the reporting of the performance metrics for Operation RPS-eligible capacity, Contracted, but not operational RPS-eligible capacity, Average delay in the anticipated online date of RPS-eligible projects, and Mean time to interconnect utility scale RPS eligible projects.[30] LUMA requested the delay as LUMA evaluates the data to see if the metric should be dormant or actively used. The Energy Bureau **APPROVES** LUMA's request to defer the reporting of the four RPS related metrics and **ORDERS** LUMA to file, **on or before March 1, 2023**, a detailed report with the findings on whether the metric should be dormant or actively used

In its July 29 Motion, LUMA requested The Energy Bureau to approve its request to adjust the current reporting schedule.[31] LUMA requested the adjustment to align reporting with the fiscal calendar. The Energy Bureau **APPROVES** LUMA's request to adjust the reporting of the existing metrics to match fiscal quarters.

LUMA's June 20 Motion represents a full year of its operation of the PREPA transmission and distribution system under the Interim Service Commencement on June 1, 2021. The Energy Bureau has taken this opportunity to review the performance of LUMA over the last twelve

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[28] June 20 Motion, p 11.

[29] *Id., p* 11.

[30] *Id., p. 9.*

[31] July 29 Motion. p. 14.

months for a select series of metrics below and provide detailed in graphs provided as Appendix A of this Resolution and Order.

The Energy Bureau also provides Attachment A and B that summarizes all 583 metrics reported by LUMA and PREPA. The tables are grouped by metrics with benchmarks, metrics with baselines, and additional metrics. The performance of a metric is relative to an applicable or established baseline (historic performance) or benchmark (minimum desired performance). However, it is worth mentioning that for some metrics better performance is a value lower than the established baseline or benchmark such as reliability metrics like system average interruption duration index (SAIDI) and system average interruption frequency index (SAIFI). For other metrics, better performance is a value higher than the established baseline or benchmark such as generation metrics like plant availability. Accordingly, the Energy Bureau's analysis indicates how LUMA's and PREPA's reported values have performed relative to the Fiscal Year 2020 baseline values.

As shown in Attachments A and B, LUMA's and PREPA's performance regarding certain metrics has not improved when compared to the baseline previously determined by the Energy Bureau with PREPA's and LUMA's input. Therefore, before making a final determination on this matter, the Energy Bureau **ORDERS** LUMA and PREPA to each file, **on or before September 1, 2022**, a motion explaining, to the extent possible, the causes of their non-positive negative performance and the corrective measures they will implement to improve their performance.

Be it notified and published.

Edison Avilés Deliz
Chairman

Lillian Mateo Santos
Associate Commissioner

Ferdinand A. Ramos Soegaard
Associate Commissioner

Sylvia B. Ugarte Araujo
Associate Commissioner

CERTIFICATION

I certify that the majority of the members of the Puerto Rico Energy Bureau has so agreed on August 18, 2022. I also certify that on this date a copy of this Resolution was notified by electronic mail to: margarita.mercado@us.dlapiper.com, jmarrero@diazvaz.law, kbolanos@diazvaz.law, hrivera@jrsp.pr.gov. I also certify that today, August 18, 2022, I have filed the Resolution issued by the Puerto Rico Energy Bureau.

I sign this in San Juan, Puerto Rico, today August 18, 2022.

Sonia Seda Gaztambide
Clerk

NEGOCIADO DE ENERGÍA DE PUERTO RICO
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

Appendix A: Selected Metric Performance

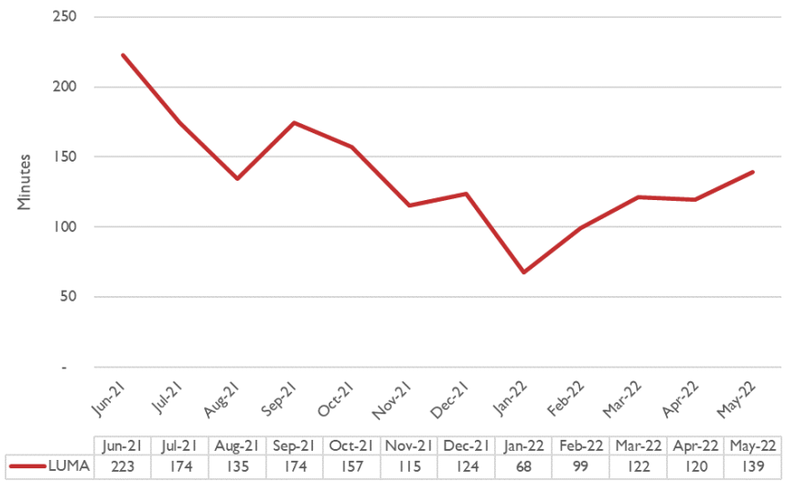
The following charts highlight some of the observed trends over the past 12 months as shown in the reported data.

Reliability

The Energy Bureau notes that after the initial spike in LUMA's reported monthly System Average Interruption Duration Index (SAIDI) for the entire system following the June 2021 LUMA transition, the reported outage durations decreased throughout the Fall and Winter as shown in Figure: **1**. There is no monthly SAIDI baseline or benchmark value. The Energy Bureau notes that monthly SAIDI has been generally rising since January.

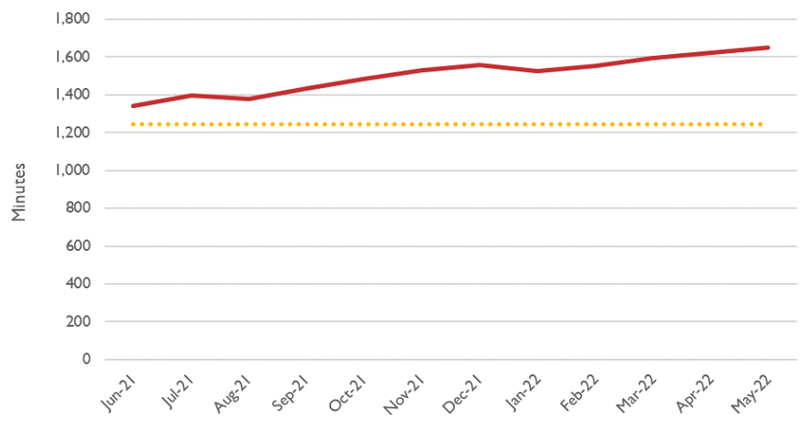
In Figure 2 below, the Energy Bureau presents LUMA's rolling 12-month annual SAIDI levels. LUMA's reported 12-month SAIDI levels are currently higher than the Energy Bureau's baseline of 1,243 minutes. The SAIDI data indicates that LUMA has yet to realize improvements in reliability in terms of outage durations.

Figure: 1 Monthly SAIDI



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
LUMA	223	174	135	174	157	115	124	68	99	122	120	139

Figure 2: Rolling 12-month SAIDI

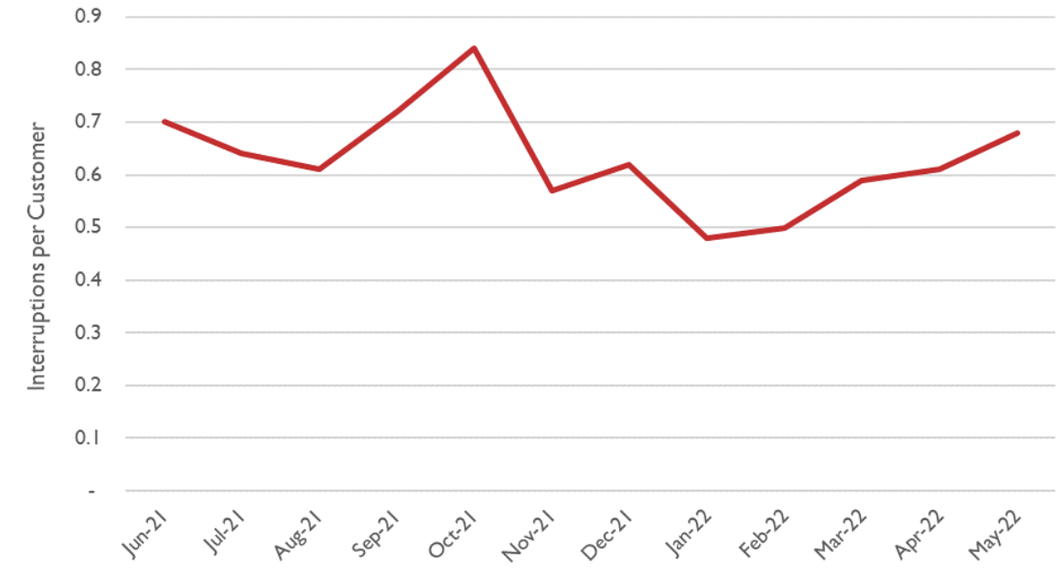


	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Baseline	1,243	1,243	1,243	1,243	1,243	1,243	1,243	1,243	1,243	1,243	1,243	1,243
LUMA	1,340	1,397	1,378	1,434	1,485	1,528	1,559	1,527	1,550	1,595	1,620	1,649

The Energy Bureau observes that LUMA's month System Average Interruption Frequency Index (SAIFI) for the entire system has fluctuated since the June 1st transition as shown in **Figure 3**. While monthly outage frequencies have been occurring less than once per customer, the monthly SAIFI values are now at the same level as the June transition. There is no monthly SAIFI baseline or benchmark value.

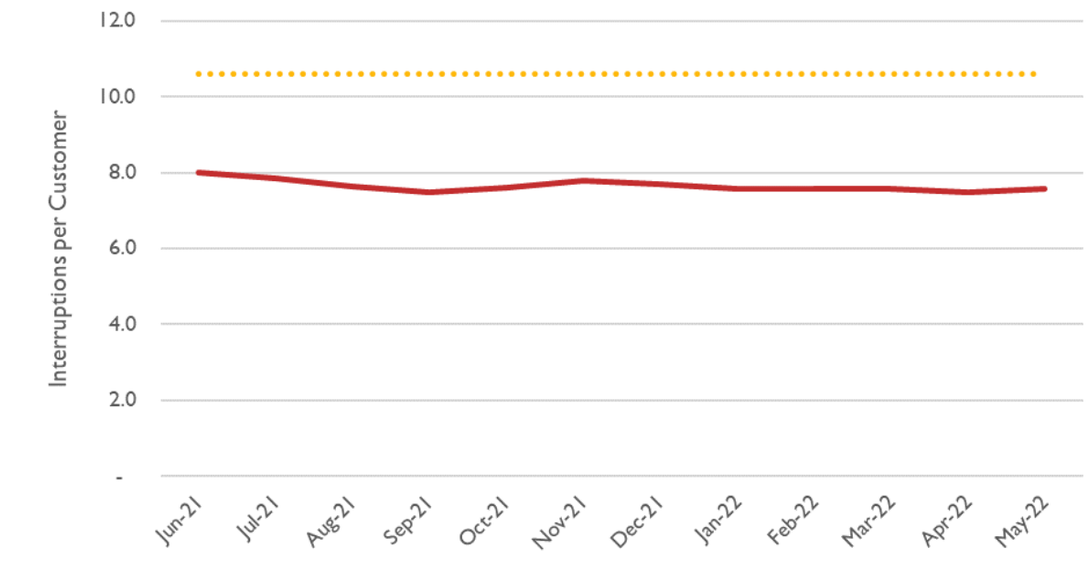
On an annual basis, LUMA is performing better than the baseline value set by the Energy Bureau as shown in **Figure 4** below. The 12-month SAIFI levels are slightly better than the SAIFI levels at the June Transition.

Figure 3: Monthly SAIFI



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
LUMA	0.7	0.6	0.6	0.7	0.8	0.6	0.6	0.5	0.5	0.6	0.6	0.7

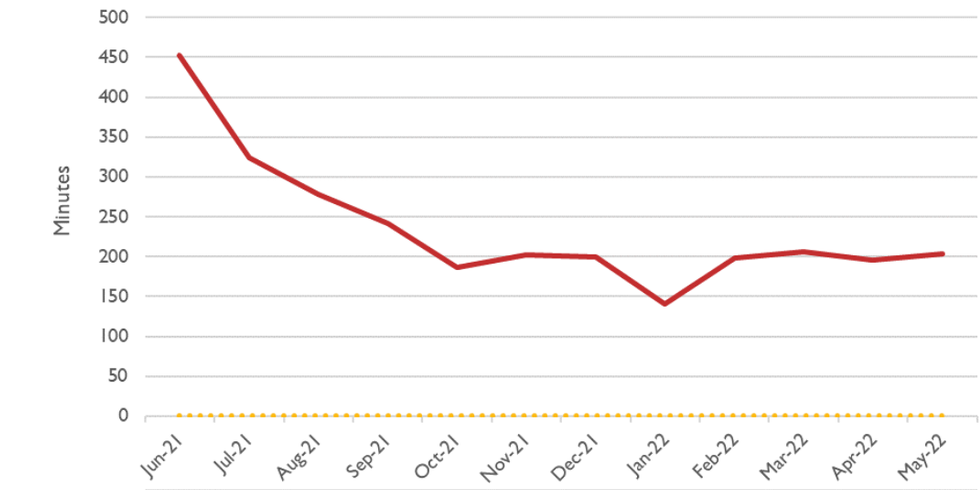
Figure 4: Annual SAIFI



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Baseline	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6
LUMA	8.0	7.8	7.7	7.5	7.6	7.8	7.7	7.6	7.6	7.6	7.5	7.6

Figure 5 shows LUMA's reported Customer Average Interruption Duration Index (CAIDI) performance by LUMA. These values have been higher than the baseline value set by the Bureau. This trend is largely caused by higher SAIDI values and lower SAIFI values, since CAIDI is calculated as SAIDI divided by SAIFI.

Figure 5: Annual CAIDI



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Baseline	0	0	0	0	0	0	0	0	0	0	0	0
LUMA	453	324	278	242	187	202	200	141	199	206	196	204

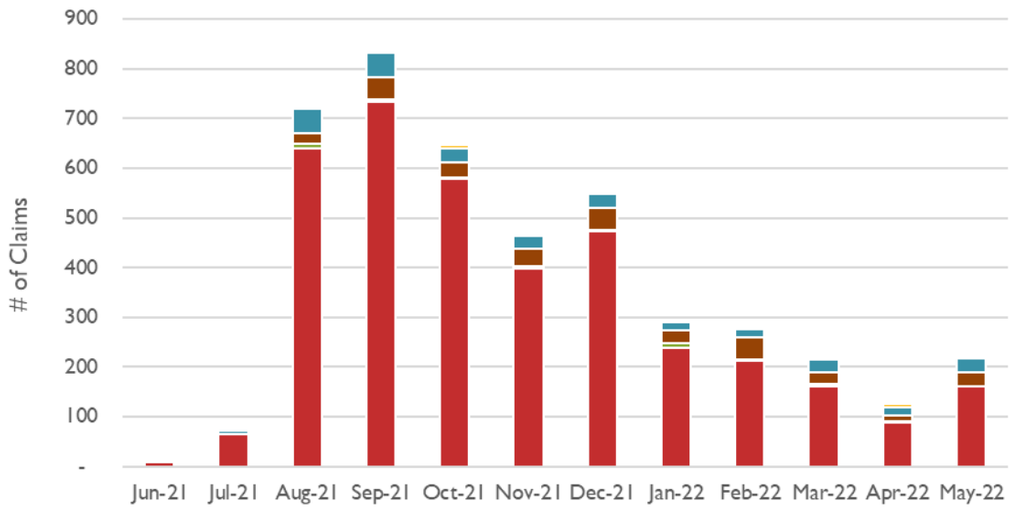
Customer Service

Since June 2021, LUMA has reported data on the number of Act 57-2014 claims opened and closed, rather than the number of customer complaints reported and appealed. The Energy Bureau observes that the number of Act 57-2014 claims opened were highest in August as shown in Figure 6, and the number of claims closed by LUMA was highest in September as shown in Figure 7. Most resolved claims were under the residential category.

Figure 6: Number of Act 57 Claims Opened

	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
LUMA	160	357	691	636	621	334	263	241	176	197	216	245

Figure 7: Number of Act 57 Claims Closed



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Primary	-	1	1	1	7	3	3	1	1	1	6	2
Commercial	2	6	49	49	27	24	26	18	17	26	17	28
Subsidized Residential	-	1	21	44	31	36	45	25	44	23	12	28
Public Residential	-	-	10	4	3	5	4	9	2	6	1	2
Residential	8	65	640	734	578	398	472	239	213	160	89	160

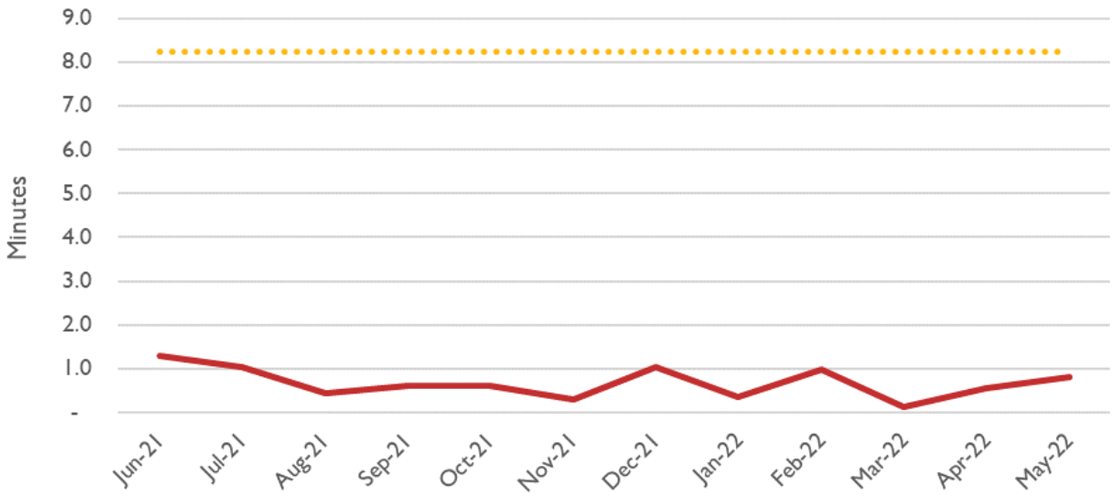
Figure 8 shows LUMA's average time to resolve Act 57 Billing Disputes. The chart shows that the number of days required has been increasing since June 2021. However, starting in February 2022, the Energy Bureau observes that the average time to resolve has dropped to from approximately 90 days to 40 days.

Figure 8: Average Time to Resolve Act 57 Billing Disputes

	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
LUMA	34	41	48	52	59	58	80	90	89	38	45	46

Figure **9** below shows LUMA's average speed to answer. The Energy Bureau observes that LUMA has consistently maintained an average speed to answer of under 2 minutes. This is well below the Energy Bureau's baseline of 8.3 minutes.

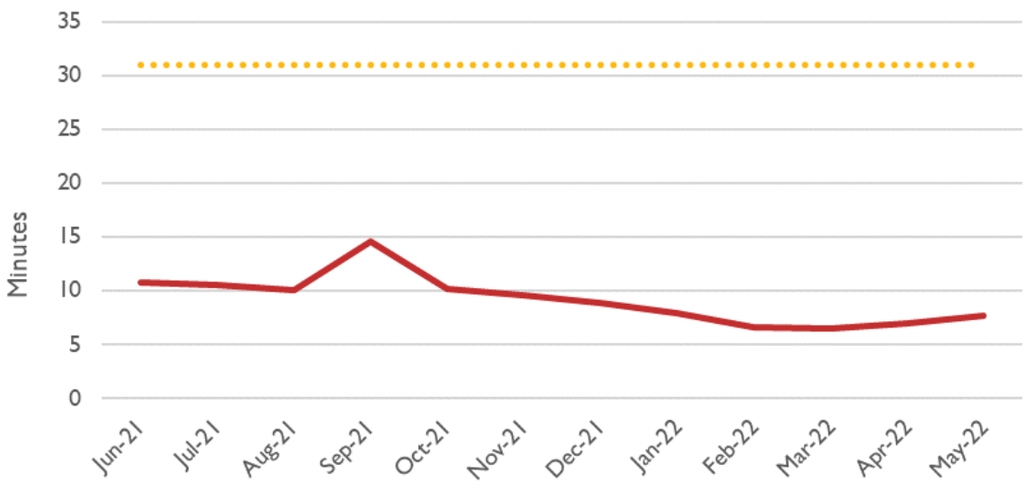
Figure 9 Average Speed to Answer



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Baseline	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3	8.3
LUMA	1.3	1.1	0.4	0.6	0.6	0.3	1.1	0.4	1.0	0.1	0.6	0.8

Figure 10 below shows LUMA's average wait time at LUMA's customer service centers. The figure shows that the average wait time has fluctuated between 6 to 15 minutes. The Energy Bureau notes that the trend has been decreased average wait time. The Bureau also notes that LUMA's reported average wait times are below the Energy Bureau's baseline level of 31 minutes.

Figure 10 Average Wait Time Customer Service Center



	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Baseline	30.9	30.9	30.9	30.9	30.9	30.9	30.9	30.9	30.9	30.9	30.9	30.9
LUMA	10.8	10.6	10.1	14.6	10.2	9.6	8.9	8.0	6.6	6.5	7.0	7.7

Human Resources

In its June 2022 filing, LUMA began to report "Turnover Rate" instead of Absenteeism as shown in

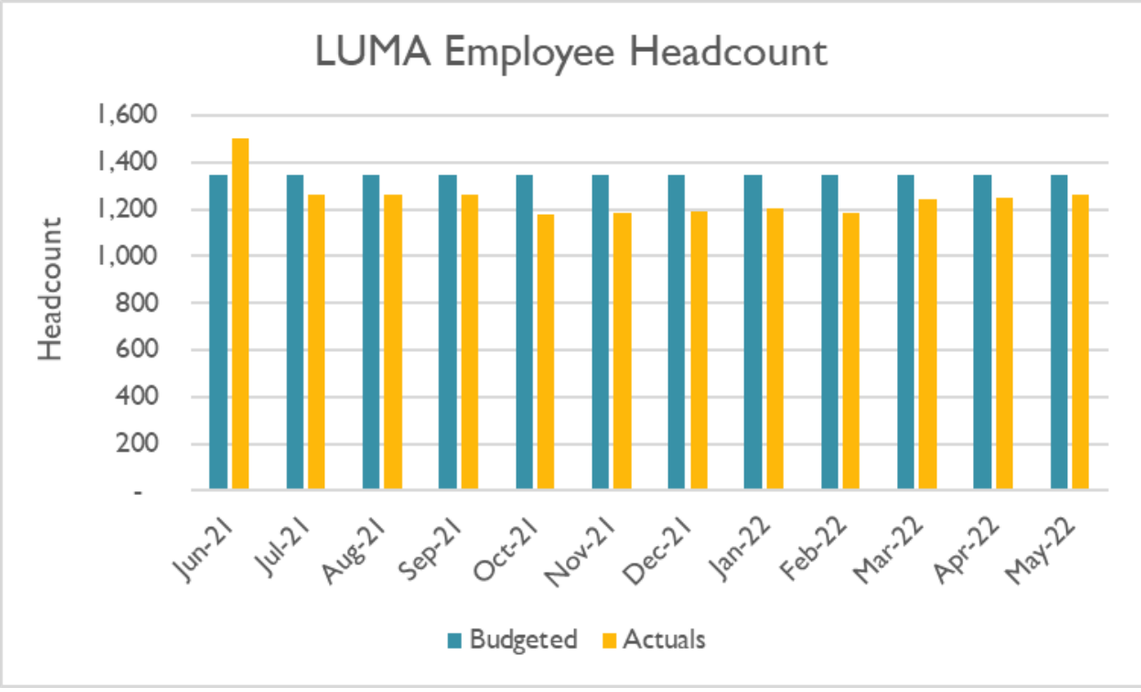
Figure **11**. LUMA defines turnover rate as the number of terminated employees divided by the total employees at end of period.[32] The Energy Bureau notes that LUMA's calculation is consistent with the United States Bureau of Labor Statistics data on average separation rates for utilities from May 2022.[33]

Figure 11: LUMA Employee Turnover Rate

Month	Dec-21	Jan-22	Feb-22	Mar- 22	Apr-22	May-22
LUMA Turnover Rate	4.9%	2.8%	3.0%	1.9%	1.6%	1.4%
BLS Separation Rate	3.4%	4.1%	3.6%	4.0%	4.0%	3.7%

LUMA has also been reporting the total number of budgeted versus actual employees since June 2021. Figure 12 shows the number of employees for LUMA over the last twelve months.

Figure 12: LUMA Employee Headcount



[32] LUMA response TC-RFI-LUMA-MI-19-0007-220224-PREB-005.

[33] US Department of Labor. May 2022. *Job Openings and Labor Turnover*. Available at: https://www.bls.gov/news.release/pdf/jolts.pdf. Last verified August 18, 2022.

Distributed Generation

Figure 13 below shows the amount of installed distributed solar and battery storage capacity. The amount continues to increase. The Energy Bureau notes that the December through February 2022 quarterly report was the first time that LUMA has provided information on battery energy storage system (BESS) installations. Figure 14 shows that BESS capacity has also increased in the last 12 months. As detailed by LUMA, the Company was able to access the data using their Distributed Generation Portal.

Figure 13: Distributed Solar Capacity

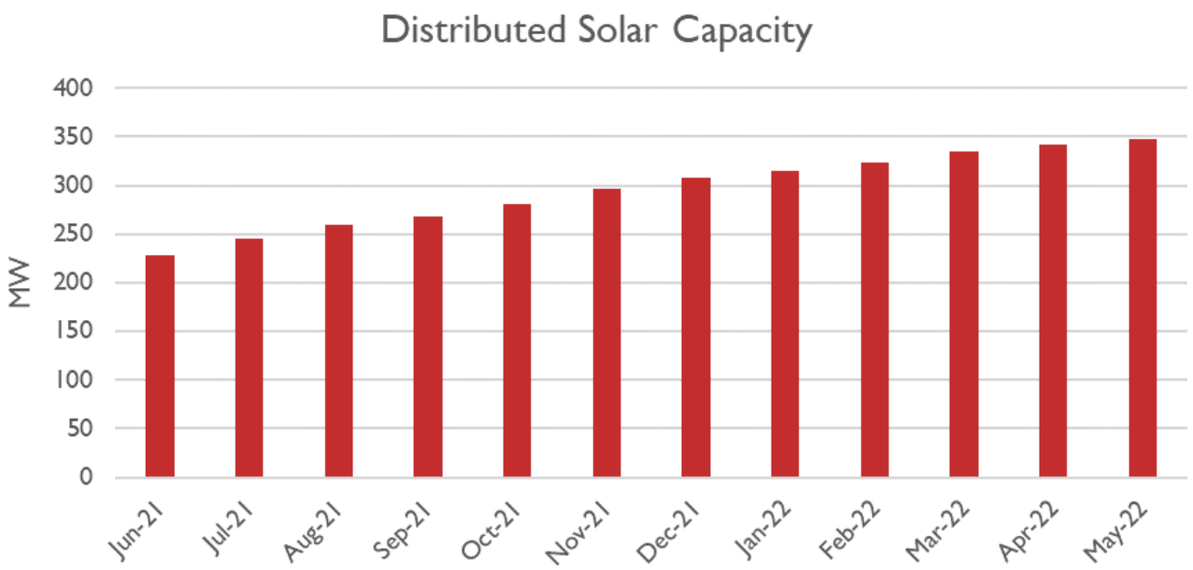
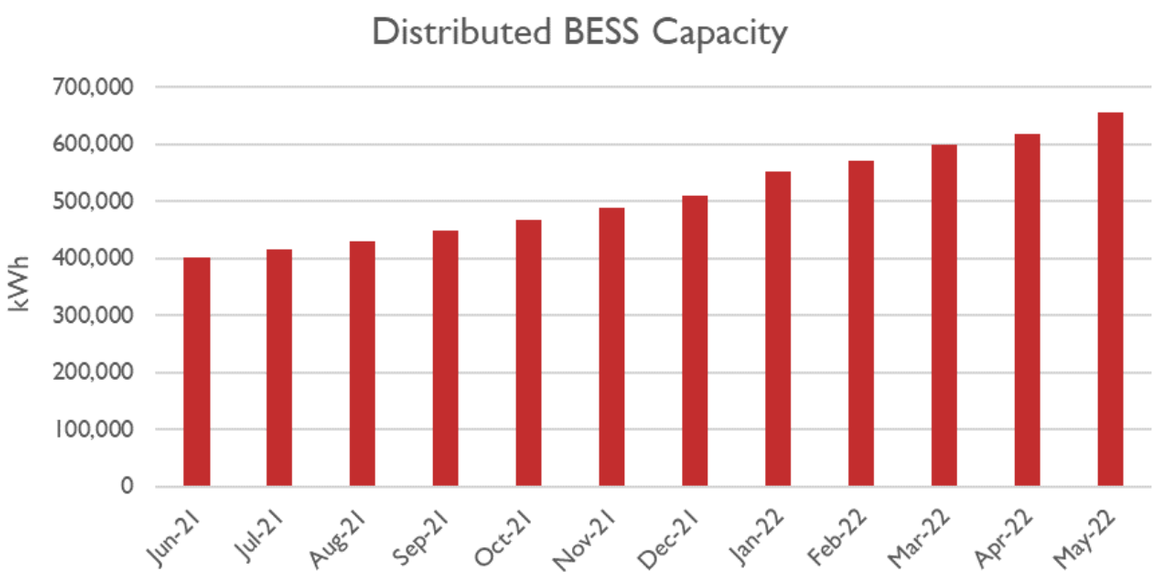


Figure 14: BESS Installed Capacity



Attachment A: Metrics with Baselines and Benchmarks

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
	Overall System							
1	Absenteeism		Percentage	13.1%	2.4%	16.8%	NON PERFORMING	NON PERFORMING
2	CAIDI	-	Minutes	145	101	218	NON PERFORMING	NON PERFORMING
3	Operational expenses vs. budget (excluding fuel) (system)		Percentage	80.4%	Within Budget	24.1%	N/A	N/A
4	Operational expenses vs. budget (excluding fuel) (by directorate)	A01 Junta de Gobierno	Percentage	65.7%	Within Budget	16.1%	N/A	N/A
5	Operational expenses vs. budget (excluding fuel) (by directorate)	A02 Directorado Ejecutivo	Percentage	89.6%	Within Budget	21.1%	N/A	N/A
6	Operational expenses vs. budget (excluding fuel) (by directorate)	A04 Directorado Consultor Jurídico	Percentage	78.0%	Within Budget	6.4%	N/A	N/A
7	Operational expenses vs. budget (excluding fuel) (by directorate)	A05 Directorado Planificación y Protección Ambiental	Percentage	71.0%	Within Budget	-35.1%	N/A	N/A
8	Operational expenses vs. budget (excluding fuel) (by directorate)	A07 Directorado de Finanzas	Percentage	86.1%	Within Budget	-7.5%	N/A	N/A
9	Operational expenses vs. budget (excluding fuel) (by directorate)	A08 Directorado Administración de Operaciones e Infraestructura	Percentage	N/A	Within Budget	14.6%	N/A	N/A
10	Operational expenses vs. budget (excluding fuel) (by directorate)	A09 Directorado Recursos Humanos	Percentage	95.4%	Within Budget	35.6%	N/A	N/A

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
11	Operational expenses vs. budget (excluding fuel) (by directorate)	A10 Directorado Sistema Eléctrico	Percentage	92.7%	Within Budget	8.2%	N/A	N/A
12	Operational expenses vs. budget (excluding fuel) (by directorate)	A11 Directorado Servicio al Cliente	Percentage	87.2%	Within Budget	0.0%	N/A	N/A
13	Operational expenses vs. budget (excluding fuel) (by directorate)	A12 Directorado Transmisión y Distribución	Percentage	76.0%	Within Budget	0.0%	N/A	N/A
14	Operational expenses vs. budget (excluding fuel) (by directorate)	A13 Responsabilidades Miscelaneas	Percentage	74.8%	Within Budget	#N/A	N/A	N/A
15	Capital expenses vs. budget (system)		Percentage	6.6%	Within Budget	47.0%	N/A	N/A
16	Capital expenses vs. budget - Transmission & Distribution		Percentage	9.9%	Within Budget	0.6%	N/A	N/A
17	Capital expenses vs. budget - Generation		Percentage	4.3%	Within Budget	46.8%	N/A	N/A
18	Capital expenses vs. budget- Customer Service		Percentage	5.1%	Within Budget	0.0%	N/A	N/A
19	Capital expenses vs. budget- Administrative & General (Exec)		Percentage	4.2%	Within Budget	0.3%	N/A	N/A
20	Capital expenses vs. budget- Planning and Environmental Protection		Percentage	2.8%	Within Budget	0.1%	N/A	N/A
	Generation							
21	Average heat rate (by plant)	San Juan - Steam	BTU/kWh	12,519	10,236	11,560	PERFORMING	NON PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
22	Average heat rate (by plant)	Palo Seco - Steam	BTU/kWh	11,411	10,236	10,967	MET BASELINE	NON PERFORMING
23	Average heat rate (by plant)	Costa Sur - Steam - Oil	BTU/kWh	11,923	10,236	#N/A	N/A	N/A
24	Average heat rate (by plant)	Costa Sur - Steam - Natural Gas	BTU/kWh	11,923	10,347	#N/A	N/A	N/A
25	Average heat rate (by plant)	Aguirre - Steam	BTU/kWh	10,986	10,236	11,333	MET BASELINE	NON PERFORMING
26	Average heat rate (by plant)	Ciclo Combinado San Juan	BTU/kWh	8,870	9,662	8,731	MET BASELINE	PERFORMING
27	Average heat rate (by plant)	Ciclo Combinado - Aguirre	BTU/kWh	13,838	9,662	14,500	MET BASELINE	NON PERFORMING
28	Average heat rate (by plant)	Mayagüez - Gas	BTU/kWh	10,326	13,315	10,578	MET BASELINE	PERFORMING
29	Average heat rate (by plant)	Palo Seco - Gas	BTU/kWh	13,995	13,315	15,686	NON PERFORMING	NON PERFORMING
30	Average heat rate (by plant)	Costa Sur - Gas	BTU/kWh	N/A	13,315	N/A	N/A	N/A
31	Average heat rate (by plant)	Aguirre - Gas	BTU/kWh	15,377	13,315	5,681	PERFORMING	PERFORMING
32	Average heat rate (by plant)	Yabucoa - Gas	BTU/kWh	14,780	13,315	12,997	PERFORMING	MET BENCHMARK
33	Average heat rate (by plant)	Daguao - Gas	BTU/kWh	15,640	13,315	14,933	MET BASELINE	NON PERFORMING
34	Average heat rate (by plant)	Jobos - Gas	BTU/kWh	15,080	13,315	14,998	MET BASELINE	NON PERFORMING
35	Average heat rate (by plant)	Vega Baja - Gas	BTU/kWh	13,709	13,315	2,715	PERFORMING	PERFORMING
36	Average heat rate (by plant)	Cambalache - Gas	BTU/kWh	12,482	13,315	12,997	MET BASELINE	MET BENCHMARK
37	Average heat rate (by plant)	Vieques - Diesel	BTU/kWh	9,380	10,325	N/A	N/A	N/A
38	Average heat rate (by plant)	Culebra - Diesel	BTU/kWh	8,092	10,325	N/A	N/A	N/A
39	Plant availability (by plant)	San Juan - Steam	Percentage	42%	74.5%	45%	PERFORMING	NON PERFORMING
40	Plant availability (by plant)	Palo Seco - Steam	Percentage	48%	82.7%	58%	PERFORMING	NON PERFORMING
41	Plant availability (by plant)	Costa Sur - Steam	Percentage	42%	84.8%	63%	PERFORMING	NON PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
42	Plant availability (by plant)	Aguirre - Steam	Percentage	46%	84.8%	48%	MET BASELINE	NON PERFORMING
43	Plant availability (by plant)	Ciclo Combinado San Juan	Percentage	71%	88.2%	74%	MET BASELINE	NON PERFORMING
44	Plant availability (by plant)	Ciclo Combinado - Aguirre	Percentage	52%	88.2%	32%	NON PERFORMING	NON PERFORMING
45	Plant availability (by plant)	Mayagüez - Gas	Percentage	57%	88.8%	50%	NON PERFORMING	NON PERFORMING
46	Plant availability (by plant)	Palo Seco - Gas	Percentage	46%	87.0%	30%	NON PERFORMING	NON PERFORMING
47	Plant availability (by plant)	Costa Sur - Gas	Percentage	0%	87.0%	0%	MET BASELINE	NON PERFORMING
48	Plant availability (by plant)	Aguirre - Gas	Percentage	15%	87.0%	10%	NON PERFORMING	NON PERFORMING
49	Plant availability (by plant)	Yabucoa - Gas	Percentage	49%	87.0%	33%	NON PERFORMING	NON PERFORMING
50	Plant availability (by plant)	Daguao - Gas	Percentage	83%	87.0%	92%	PERFORMING	PERFORMING
51	Plant availability (by plant)	Jobos - Gas	Percentage	53%	87.0%	88%	PERFORMING	MET BENCHMARK
52	Plant availability (by plant)	Vega Baja - Gas	Percentage	32%	87.0%	16%	NON PERFORMING	NON PERFORMING
53	Plant availability (by plant)	Cambalache - Gas	Percentage	93%	88.8%	89%	MET BASELINE	MET BENCHMARK
54	Plant availability (by plant)	Vieques - Diesel	Percentage	92%	92.2%	84%	NON PERFORMING	NON PERFORMING
55	Plant availability (by plant)	Culebra - Diesel	Percentage	92%	92.2%	100%	PERFORMING	PERFORMING
56	Plant availability (by plant)	Hydro	Percentage	22%	80.2%	#N/A	N/A	N/A
57	Forced outages (by plant)	San Juan - Steam	Percentage	13%	34.3%	30%	NON PERFORMING	PERFORMING
58	Forced outages (by plant)	Palo Seco - Steam	Percentage	19%	16.2%	19%	MET BASELINE	NON PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
59	Forced outages (by plant)	Costa Sur - Steam - Oil	Percentage	54%	39.4%	#N/A	N/A	N/A
60	Forced outages (by plant)	Costa Sur - Steam - Natural Gas	Percentage	54%	23.8%	#N/A	N/A	N/A
61	Forced outages (by plant)	Aguirre - Steam	Percentage	31%	39.4%	10%	PERFORMING	PERFORMING
62	Forced outages (by plant)	Ciclo Combinado San Juan	Percentage	8%	2.3%	5%	PERFORMING	NON PERFORMING
63	Forced outages (by plant)	Ciclo Combinado - Aguirre	Percentage	9%	2.3%	32%	NON PERFORMING	NON PERFORMING
64	Forced outages (by plant)	Mayagüez - Gas	Percentage	15%	30.0%	36%	NON PERFORMING	NON PERFORMING
65	Forced outages (by plant)	Palo Seco - Gas	Percentage	52%	54.7%	69%	NON PERFORMING	NON PERFORMING
66	Forced outages (by plant)	Costa Sur - Gas	Percentage	100%	54.7%	100%	MET BASELINE	NON PERFORMING
67	Forced outages (by plant)	Aguirre - Gas	Percentage	85%	54.7%	90%	NON PERFORMING	NON PERFORMING
68	Forced outages (by plant)	Yabucoa - Gas	Percentage	50%	54.7%	66%	NON PERFORMING	NON PERFORMING
69	Forced outages (by plant)	Daguao - Gas	Percentage	13%	54.7%	4%	PERFORMING	PERFORMING
70	Forced outages (by plant)	Jobos - Gas	Percentage	45%	54.7%	10%	PERFORMING	PERFORMING
71	Forced outages (by plant)	Vega Baja - Gas	Percentage	67%	54.7%	84%	NON PERFORMING	NON PERFORMING
72	Forced outages (by plant)	Cambalache - Gas	Percentage	1%	30.0%	0%	PERFORMING	PERFORMING
73	Forced outages (by plant)	Vieques - Diesel	Percentage	0%	21.5%	14%	NON PERFORMING	PERFORMING
74	Forced outages (by plant)	Culebra - Diesel	Percentage	0%	21.5%	0%	MET BASELINE	PERFORMING
75	Forced outages (by plant)	Hydro	Percentage	48%	10.4%	#N/A	N/A	N/A
	Transmission and Distribution							
76	SAIDI	System	Minutes	1,243	1,224	1,649	NON PERFORMING	NON PERFORMING
77	SAIFI	System	Interruptions per customer	10.6	12.0	7.6	PERFORMING	PERFORMING
	Customer Service							

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
78	DSO (Days Sales Outstanding) - Total customers		Days	197	48	108	PERFORMING	NON PERFORMING
79	DSO (Days Sales Outstanding) - government customers		Days	619	48	170	PERFORMING	NON PERFORMING
80	DSO (Days Sales Outstanding) - general customers		Days	132	48	98	PERFORMING	NON PERFORMING
81	Average speed to answer		Minutes	8.3	0.4	0.0	PERFORMING	PERFORMING
82	Wait time in commercial offices		Minutes	30.9	30.9	9.2	PERFORMING	PERFORMING
83	Number of formal customer complaints per 100,000 customers		Number of cases per 100,000 customers	841	7	Replaced with Number of Act 57 Claims Opened	N/A	N/A
84	Number of Act 57 Claims Opened		Number	N/A	N/A	345	N/A	N/A
85	Percent of customer calls answered		Percentage	Awaiting revision	100%	71%	N/A	NON PERFORMING
86	Average time to resolve billing disputes (Act 57 Claims)		Days	Awaiting revision	No more than 60 days	60.43	N/A	N/A
87	Percent of customers billed		Percentage	99%	100%	99%	MET BASELINE	MET BENCHMARK
88	Percent of bills estimated vs. read		Percentage	9%	5%	11%	NON PERFORMING	NON PERFORMING
89	Average time to respond to service and outage complaints		Hours	Awaiting revision	To be determined	9.67	N/A	N/A
	Human Resources							
90	OSHA Recordable Rate	T&D	Rate	6.9	2.3	2.7	PERFORMING	NON PERFORMING
91	OSHA Fatality Rate	T&D	Rate	0	0	0	MET BASELINE	MET BENCHMARK

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	Benchmark	FY 2022 Average	FY 2022 Relative to FY 2020 Baseline	FY 2022 Relative to Benchmark
92	OSHA Severity Rate	T&D	Rate	31	To be determined	10	PERFORMING	N/A
93	OSHA DART Rate	T&D	Rate	4.8	1.1	1.5	PERFORMING	NON PERFORMING
94	OSHA Recordable Rate	Gen	Rate	N/A	1.8	4.6	N/A	NON PERFORMING
95	OSHA Fatality Rate	Gen	Rate	N/A	0	0.0	N/A	MET BENCHMARK
96	OSHA Severity Rate	Gen	Rate	N/A	To be determined	17.7	N/A	N/A
97	OSHA DART Rate	Gen	Rate	N/A	0.9	3.4	N/A	NON PERFORMING
	Renewable Energy and Demand Side Management							
98	Generation from RPS-eligible PPOA's (percent of sales)		Percentage	2.60%	40% by 2025 (includes DERs)	2.88%	PERFORMING	NON PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
	Overall System					
99	Number of customers by customer class	Total	Number of customers	1,466,878	1,491,684	MET BASELINE
100	Number of customers by customer class	Residential	Number of customers	1,341,477	1,364,229	MET BASELINE
101	Number of customers by customer class	Commercial	Number of customers	121,551	123,613	MET BASELINE
102	Number of customers by customer class	Industrial	Number of customers	588	591	MET BASELINE
103	Number of customers by customer class	Public Lighting	Number of customers	2,166	2,155	MET BASELINE
104	Number of customers by customer class	Agriculture	Number of customers	1,094	1,094	MET BASELINE
105	Number of customers by customer class	Others	Number of customers	2	2	MET BASELINE
106	Monthly system sales by customer class	Total	GWh	1,327.9	1,343.2	MET BASELINE
107	Monthly system sales by customer class	Residential	GWh	535.8	566.2	PERFORMING
108	Monthly system sales by customer class	Commercial	GWh	597.5	595.0	MET BASELINE
109	Monthly system sales by customer class	Industrial	GWh	162.9	154.8	MET BASELINE
110	Monthly system sales by customer class	Public Lighting	GWh	26.1	22.4	NON PERFORMING
111	Monthly system sales by customer class	Agriculture	GWh	2.1	2.4	PERFORMING
112	Monthly system sales by customer class	Others	GWh	3.5	2.5	NON PERFORMING
113	Monthly sales by Municipality	Total	GWh	1,327.9	1,343.6	MET BASELINE
114	Monthly sales by Municipality	Adjuntas	GWh	2.6	3.1	PERFORMING
115	Monthly sales by Municipality	Aguada	GWh	8.1	8.6	PERFORMING
116	Monthly sales by Municipality	Aguadilla	GWh	24.4	26.9	PERFORMING
117	Monthly sales by Municipality	Aguas Buenas	GWh	4.5	4.9	PERFORMING
118	Monthly sales by Municipality	Aibonito	GWh	8.2	8.9	PERFORMING
119	Monthly sales by Municipality	Añasco	GWh	9.4	10.6	PERFORMING
120	Monthly sales by Municipality	Arecibo	GWh	37.5	46.0	PERFORMING
121	Monthly sales by Municipality	Arroyo	GWh	5.0	5.3	MET BASELINE
122	Monthly sales by Municipality	Barceloneta	GWh	15.7	16.2	MET BASELINE
123	Monthly sales by Municipality	Barranquitas	GWh	4.8	5.4	PERFORMING
124	Monthly sales by Municipality	Bayamón	GWh	80.0	79.7	MET BASELINE
125	Monthly sales by Municipality	Cabo Rojo	GWh	12.6	13.8	PERFORMING
126	Monthly sales by Municipality	Caguas	GWh	54.5	55.9	MET BASELINE
127	Monthly sales by Municipality	Camuy	GWh	6.7	7.4	PERFORMING
128	Monthly sales by Municipality	Canóvanas	GWh	12.7	14.1	PERFORMING
129	Monthly sales by Municipality	Carolina	GWh	78.3	71.8	NON PERFORMING
130	Monthly sales by Municipality	Cataño	GWh	13.6	13.8	MET BASELINE
131	Monthly sales by Municipality	Cayey	GWh	18.3	17.7	MET BASELINE
132	Monthly sales by Municipality	Ceiba	GWh	3.4	3.7	PERFORMING
133	Monthly sales by Municipality	Ciales	GWh	3.3	3.8	PERFORMING
134	Monthly sales by Municipality	Cidra	GWh	12.5	10.9	NON PERFORMING
135	Monthly sales by Municipality	Coamo	GWh	8.2	8.6	MET BASELINE

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
136	Monthly sales by Municipality	Comerío	GWh	3.5	3.9	PERFORMING
137	Monthly sales by Municipality	Corozal	GWh	6.6	7.4	PERFORMING
138	Monthly sales by Municipality	Culebra	GWh	1.0	1.0	MET BASELINE
139	Monthly sales by Municipality	Dorado	GWh	23.5	18.0	NON PERFORMING
140	Monthly sales by Municipality	Fajardo	GWh	24.4	16.6	NON PERFORMING
141	Monthly sales by Municipality	Florida	GWh	2.3	2.6	PERFORMING
142	Monthly sales by Municipality	Guánica	GWh	3.6	3.5	MET BASELINE
143	Monthly sales by Municipality	Guayama	GWh	19.9	20.7	MET BASELINE
144	Monthly sales by Municipality	Guayanilla	GWh	5.5	5.3	MET BASELINE
145	Monthly sales by Municipality	Guaynabo	GWh	65.2	61.9	NON PERFORMING
146	Monthly sales by Municipality	Gurabo	GWh	16.2	16.9	MET BASELINE
147	Monthly sales by Municipality	Hatillo	GWh	10.7	11.0	MET BASELINE
148	Monthly sales by Municipality	Hormigueros	GWh	3.6	3.9	PERFORMING
149	Monthly sales by Municipality	Humacao	GWh	32.0	34.1	PERFORMING
150	Monthly sales by Municipality	Isabela	GWh	10.2	10.8	PERFORMING
151	Monthly sales by Municipality	Jayuya	GWh	4.1	4.0	MET BASELINE
152	Monthly sales by Municipality	Juana Díaz	GWh	18.3	18.0	MET BASELINE
153	Monthly sales by Municipality	Juncos	GWh	17.6	17.5	MET BASELINE
154	Monthly sales by Municipality	Lajas	GWh	5.5	5.6	MET BASELINE
155	Monthly sales by Municipality	Lares	GWh	5.2	5.9	PERFORMING
156	Monthly sales by Municipality	Las Marías	GWh	1.6	2.2	PERFORMING
157	Monthly sales by Municipality	Las Piedras	GWh	16.8	18.0	PERFORMING
158	Monthly sales by Municipality	Loíza	GWh	3.9	4.2	PERFORMING
159	Monthly sales by Municipality	Luquillo	GWh	6.3	5.6	NON PERFORMING
160	Monthly sales by Municipality	Manatí	GWh	26.5	25.1	NON PERFORMING
161	Monthly sales by Municipality	Maricao	GWh	2.0	2.1	MET BASELINE
162	Monthly sales by Municipality	Maunabo	GWh	2.1	2.4	PERFORMING
163	Monthly sales by Municipality	Mayagüez	GWh	35.8	35.4	MET BASELINE
164	Monthly sales by Municipality	Moca	GWh	7.1	7.5	PERFORMING
165	Monthly sales by Municipality	Morovis	GWh	5.1	5.8	PERFORMING
166	Monthly sales by Municipality	Naguabo	GWh	6.1	7.1	PERFORMING
167	Monthly sales by Municipality	Naranjito	GWh	5.4	5.9	PERFORMING
168	Monthly sales by Municipality	Orocovis	GWh	3.8	4.4	PERFORMING
169	Monthly sales by Municipality	Patillas	GWh	3.7	4.2	PERFORMING
170	Monthly sales by Municipality	Peñuelas	GWh	4.7	4.7	MET BASELINE
171	Monthly sales by Municipality	Ponce	GWh	64.8	63.2	MET BASELINE
172	Monthly sales by Municipality	Quebradillas	GWh	5.0	5.3	PERFORMING
173	Monthly sales by Municipality	Rincón	GWh	4.4	4.8	PERFORMING
174	Monthly sales by Municipality	Río Grande	GWh	15.7	15.6	MET BASELINE
175	Monthly sales by Municipality	Sabana Grande	GWh	5.4	5.0	NON PERFORMING
176	Monthly sales by Municipality	Salinas	GWh	7.7	8.4	PERFORMING

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2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
177	Monthly sales by Municipality	San Germán	GWh	9.1	9.3	MET BASELINE
178	Monthly sales by Municipality	San Juan	GWh	232.4	236.1	MET BASELINE
179	Monthly sales by Municipality	San Lorenzo	GWh	9.0	9.1	MET BASELINE
180	Monthly sales by Municipality	San Sebastián	GWh	8.5	8.8	MET BASELINE
181	Monthly sales by Municipality	Santa Isabel	GWh	10.1	10.1	MET BASELINE
182	Monthly sales by Municipality	Toa Alta	GWh	17.8	19.1	PERFORMING
183	Monthly sales by Municipality	Toa Baja	GWh	22.9	23.3	MET BASELINE
184	Monthly sales by Municipality	Trujillo Alto	GWh	20.4	22.2	PERFORMING
185	Monthly sales by Municipality	Utuado	GWh	5.4	6.2	PERFORMING
186	Monthly sales by Municipality	Vega Alta	GWh	9.9	10.2	MET BASELINE
187	Monthly sales by Municipality	Vega Baja	GWh	20.1	17.6	NON PERFORMING
188	Monthly sales by Municipality	Vieques	GWh	3.0	3.2	PERFORMING
189	Monthly sales by Municipality	Villalba	GWh	5.9	8.1	PERFORMING
190	Monthly sales by Municipality	Yabucoa	GWh	6.6	6.9	PERFORMING
191	Monthly sales by Municipality	Yauco	GWh	10.2	10.7	MET BASELINE
192	Monthly system peak	Total	MW	2,911	2,660	NON PERFORMING
193	Monthly peak by customer class		MW	Missing	N/A	N/A
194	Monthly peak by district		MW	Missing	N/A	N/A
195	Cost of generation per customer (system)	-	$/customer	$90	$129	NON PERFORMING
196	Average revenue per kilowatt-hour sold	-	$/kWh	$0.22	$0.26	NON PERFORMING
	Generation					
197	Plant availability (system)		Percentage	51%	52%	MET BASELINE
198	Forced outages (system)		Percentage	29%	25%	PERFORMING
199	Cost of generation (by Plant Type)	Steam - O&M	$/kWh	$0.010	$0.008	PERFORMING
200	Cost of generation (by Plant Type)	Gas - O&M	$/kWh	$0.013	$0.032	NON PERFORMING
201	Cost of generation (system total) AEE, exc. PPOA's gen		$/kWh	$0.14	$0.17	NON PERFORMING
202	Cost of generation (system: fuel)		$/kWh	$0.13	$0.16	NON PERFORMING
203	Cost of generation (system: O&M AEE, exc. PPOA's gen)		$/kWh	$0.01	$0.19	NON PERFORMING
204	Cost of generation (by Plant Type)	Steam - Fuel	$/kWh	$0.09	$0.13	NON PERFORMING
205	Cost of generation (by Plant Type)	Gas - Fuel	$/kWh	$0.35	$0.47	NON PERFORMING
206	Cost of generation (by Plant Type)	Steam - Total	$/kWh	$0.10	$0.14	NON PERFORMING
207	Cost of generation (by Plant Type)	Gas - Total	$/kWh	$0.36	$0.51	NON PERFORMING
208	Cost of generation (by Plant Type)	Hydro Total	$/kWh	$0.08	$0.14	NON PERFORMING
209	Monthly thermal generation (system) including PPOA's gen		GWh	N/A	N/A	N/A
210	Monthly thermal generation (system) AEE, excluding PPOA's gen		GWh	N/A	1,024	N/A
211	Monthly thermal generation (by plant)	San Juan - Steam	GWh	N/A	69	N/A

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#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
212	Monthly thermal generation (by plant)	Palo Seco - Steam	GWh	N/A	154	N/A
213	Monthly thermal generation (by plant)	Costa Sur - Steam	GWh	N/A	272	N/A
214	Monthly thermal generation (by plant)	Aguirre - Steam	GWh	N/A	232	N/A
215	Monthly thermal generation (by plant)	Ciclo Combinado San Juan	GWh	N/A	185	N/A
216	Monthly thermal generation (by plant)	Ciclo Combinado - Aguirre	GWh	N/A	54	N/A
217	Monthly thermal generation (by plant)	Mayagüez - Gas	GWh	N/A	20	N/A
218	Monthly thermal generation (by plant)	Palo Seco - Gas	GWh	N/A	5	N/A
219	Monthly thermal generation (by plant)	Costa Sur - Gas	GWh	N/A	0	N/A
220	Monthly thermal generation (by plant)	Aguirre - Gas	GWh	N/A	1	N/A
221	Monthly thermal generation (by plant)	Yabucoa - Gas	GWh	N/A	1	N/A
222	Monthly thermal generation (by plant)	Daguao - Gas	GWh	N/A	4	N/A
223	Monthly thermal generation (by plant)	Jobos - Gas	GWh	N/A	4	N/A
224	Monthly thermal generation (by plant)	Vega Baja - Gas	GWh	N/A	0	N/A
225	Monthly thermal generation (by plant)	Cambalache - Gas	GWh	N/A	23	N/A
226	Monthly thermal generation (by plant)	Vieques - Diesel	GWh	N/A	0	N/A
227	Monthly thermal generation (by plant)	Culebra - Diesel	GWh	N/A	0	N/A
228	Average heat rate (system)		BTU/kWh	11,410	11,050	MET BASELINE
229	Purchased energy from thermal PPOA's	Total	GWh	-	525	N/A
230	Purchased energy from thermal PPOA's	EcoEléctrica	GWh	-	275	N/A
231	Purchased energy from thermal PPOA's	AES	GWh	-	250	N/A
232	Cost of capacity purchased from thermal PPOA's	EcoEléctrica	$ / kW-month	-	26	N/A
233	Cost of capacity purchased from thermal PPOA's	AES	$ / kW-month	-	23	N/A
234	Cost of energy (base + excess) purchased from thermal PPOA's	EcoEléctrica	$ / kWh	-	0	N/A
235	Cost of energy (base + excess) purchased from thermal PPOA's	AES	$ / kWh	-	0.06	N/A
	Transmission and Distribution					
236	Net monthly work orders balance	-	Number of work orders	274,821	185,914	PERFORMING
237	MAIFI	System	Percentage	Missing		N/A
238	System SAIDI (by district)	ARECIBO	Minutes	847	1,261	NON PERFORMING
239	System SAIDI (by district)	MANATÍ	Minutes	859	1,667	NON PERFORMING
240	System SAIDI (by district)	QUEBRADILLAS	Minutes	763	984	NON PERFORMING
241	System SAIDI (by district)	UTUADO	Minutes	3,352	2,495	PERFORMING
242	System SAIDI (by district)	BAYAMÓN	Minutes	693	1,471	NON PERFORMING

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#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
243	System SAIDI (by district)	COROZAL	Minutes	1,398	2,262	NON PERFORMING
244	System SAIDI (by district)	PALO SECO	Minutes	966	1,443	NON PERFORMING
245	System SAIDI (by district)	VEGA BAJA	Minutes	640	1,762	NON PERFORMING
246	System SAIDI (by district)	BARRANQUITAS	Minutes	1,790	1,586	PERFORMING
247	System SAIDI (by district)	CAGUAS	Minutes	1,208	1,613	NON PERFORMING
248	System SAIDI (by district)	CAYEY	Minutes	1,017	1,063	MET BASELINE
249	System SAIDI (by district)	HUMACAO	Minutes	1,666	2,077	NON PERFORMING
250	System SAIDI (by district)	CANÓVANAS	Minutes	1,027	1,446	NON PERFORMING
251	System SAIDI (by district)	CAROLINA	Minutes	1,068	1,102	MET BASELINE
252	System SAIDI (by district)	FAJARDO	Minutes	623	675	NON PERFORMING
253	System SAIDI (by district)	AGUADILLA	Minutes	1,885	2,163	NON PERFORMING
254	System SAIDI (by district)	MAYAGÜEZ	Minutes	2,272	2,795	NON PERFORMING
255	System SAIDI (by district)	SAN GERMÁN	Minutes	1,335	2,121	NON PERFORMING
256	System SAIDI (by district)	SAN SEBASTIÁN	Minutes	1,847	1,999	NON PERFORMING
257	System SAIDI (by district)	GUAYAMA	Minutes	888	1,132	NON PERFORMING
258	System SAIDI (by district)	PONCE	Minutes	1,205	1,218	MET BASELINE
259	System SAIDI (by district)	SANTA ISABEL	Minutes	799	1,296	NON PERFORMING
260	System SAIDI (by district)	YAUCO	Minutes	1,382	1,575	NON PERFORMING
261	System SAIDI (by district)	GUAYNABO	Minutes	1,192	1,621	NON PERFORMING
262	System SAIDI (by district)	MONACILLOS	Minutes	1,402	2,590	NON PERFORMING
263	System SAIDI (by district)	RÍO PIEDRAS	Minutes	832	1,390	NON PERFORMING
264	System SAIFI (by district)	ARECIBO	Interruptions per customer	6.6	7.0	NON PERFORMING
265	System SAIFI (by district)	MANATÍ	Interruptions per customer	7.8	6.9	PERFORMING
266	System SAIFI (by district)	QUEBRADILLAS	Interruptions per customer	5.9	4.1	PERFORMING
267	System SAIFI (by district)	UTUADO	Interruptions per customer	17.0	10.0	PERFORMING
268	System SAIFI (by district)	BAYAMÓN	Interruptions per customer	5.5	7.3	NON PERFORMING
269	System SAIFI (by district)	COROZAL	Interruptions per customer	14.5	11.1	PERFORMING
270	System SAIFI (by district)	PALO SECO	Interruptions per customer	8.2	6.5	PERFORMING
271	System SAIFI (by district)	VEGA BAJA	Interruptions per customer	5.7	8.0	NON PERFORMING
272	System SAIFI (by district)	BARRANQUITAS	Interruptions per customer	8.6	5.7	PERFORMING
273	System SAIFI (by district)	CAGUAS	Interruptions per customer	6.0	5.6	PERFORMING
274	System SAIFI (by district)	CAYEY	Interruptions per customer	6.2	4.8	PERFORMING

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#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
275	System SAIFI (by district)	HUMACAO	Interruptions per customer	9.0	8.3	PERFORMING
276	System SAIFI (by district)	CANÓVANAS	Interruptions per customer	7.5	7.6	MET BASELINE
277	System SAIFI (by district)	CAROLINA	Interruptions per customer	8.1	4.9	PERFORMING
278	System SAIFI (by district)	FAJARDO	Interruptions per customer	4.7	4.0	PERFORMING
279	System SAIFI (by district)	AGUADILLA	Interruptions per customer	8.3	9.2	NON PERFORMING
280	System SAIFI (by district)	MAYAGÜEZ	Interruptions per customer	14.3	9.1	PERFORMING
281	System SAIFI (by district)	SAN GERMÁN	Interruptions per customer	9.6	7.4	PERFORMING
282	System SAIFI (by district)	SAN SEBASTIÁN	Interruptions per customer	12.1	8.5	PERFORMING
283	System SAIFI (by district)	GUAYAMA	Interruptions per customer	7.9	8.9	NON PERFORMING
284	System SAIFI (by district)	PONCE	Interruptions per customer	7.5	6.2	PERFORMING
285	System SAIFI (by district)	SANTA ISABEL	Interruptions per customer	7.3	5.0	PERFORMING
286	System SAIFI (by district)	YAUCO	Interruptions per customer	7.0	8.4	NON PERFORMING
287	System SAIFI (by district)	GUAYNABO	Interruptions per customer	8.5	6.9	PERFORMING
288	System SAIFI (by district)	MONACILLOS	Interruptions per customer	14.2	17.2	NON PERFORMING
289	System SAIFI (by district)	RÍO PIEDRAS	Interruptions per customer	6.5	7.3	NON PERFORMING
	Customer Service					
290	Cash recovered on theft		Million dollars	$0.9	$0.1	NON PERFORMING
291	NTL as a % of net generation		Percentage	Awaiting revision	3%	N/A
292	NTL reduction as a % of net generation		Percentage	Awaiting revision	0%	N/A
293	Number of customers on AMI	System	Number of customers	19,691	20,092	MET BASELINE
294	Number of customers on AMI	BAYAMÓN	Number of customers	478	477	MET BASELINE
295	Number of customers on AMI	CAGUAS	Number of customers	2,826	3,046	PERFORMING
296	Number of customers on AMI	CAROLINA	Number of customers	2,646	2,657	MET BASELINE
297	Number of customers on AMI	DORADO	Number of customers	2,220	2,275	MET BASELINE
298	Number of customers on AMI	GUAYNABO	Number of customers	452	495	PERFORMING
299	Number of customers on AMI	GURABO	Number of customers	1,682	1,685	MET BASELINE
300	Number of customers on AMI	SAN JUAN	Number of customers	3,596	3,652	MET BASELINE
301	Number of customers on AMI	TOA ALTA	Number of customers	3,007	3,009	MET BASELINE
302	Number of customers on AMI	TOA BAJA	Number of customers	284	283	MET BASELINE
303	Number of customers on AMI	TRUJILLO ALTO	Number of customers	2,500	2,511	MET BASELINE
304	Percent of customers on AMI	System	Percentage	4%	1%	NON PERFORMING
305	Percent of customers on AMI	BAYAMÓN	Percentage	1%	1%	MET BASELINE
306	Percent of customers on AMI	CAGUAS	Percentage	5%	5%	MET BASELINE

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#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
307	Percent of customers on AMI	CAROLINA	Percentage	4%	4%	MET BASELINE
308	Percent of customers on AMI	DORADO	Percentage	15%	15%	MET BASELINE
309	Percent of customers on AMI	GUAYNABO	Percentage	1%	1%	MET BASELINE
310	Percent of customers on AMI	GURABO	Percentage	10%	10%	MET BASELINE
311	Percent of customers on AMI	SAN JUAN	Percentage	2%	2%	MET BASELINE
312	Percent of customers on AMI	TOA ALTA	Percentage	13%	13%	MET BASELINE
313	Percent of customers on AMI	TOA BAJA	Percentage	1%	1%	MET BASELINE
314	Percent of customers on AMI	TRUJILLO ALTO	Percentage	10%	10%	MET BASELINE
315	Percent of automatically-generated NTL leads found to be occurrences of theft		Percentage	13%	0%	NON PERFORMING
316	Number of customer complaints appealed by customer class		Number of cases	155	N/A	N/A
317	Number of disconnections by customer class		Number of disconnections	13,206	Missing	N/A
318	Number of disconnections by customer class	Residential	Number of disconnections	Missing	Missing	N/A
319	Number of disconnections by customer class	Commercial	Number of disconnections	Missing	Missing	N/A
320	Number of disconnections by customer class	Industrial	Number of disconnections	Missing	Missing	N/A
321	Number of disconnections by customer class	Public Lighting	Number of disconnections	Missing	Missing	N/A
322	Number of disconnections by customer class	Agriculture	Number of disconnections	Missing	Missing	N/A
323	Number of disconnections by customer class	Others	Number of disconnections	Missing	Missing	N/A
324	Number of disconnections by Area	Total	Number of disconnections	13,206	Missing	N/A
325	Number of disconnections by Area	Arecibo	Number of disconnections	1,931	Missing	N/A
326	Number of disconnections by Area	Bayamón	Number of disconnections	2,052	Missing	N/A
327	Number of disconnections by Area	Caguas	Number of disconnections	1,729	Missing	N/A
328	Number of disconnections by Area	Mayagüez	Number of disconnections	2,240	Missing	N/A
329	Number of disconnections by Area	Metro	Number of disconnections	3,143	Missing	N/A
330	Number of disconnections by Area	Ponce	Number of disconnections	1,388	Missing	N/A
331	Number of customers enrolled in extended payment plans	Total	Number of customers	32,460	18,518	PERFORMING
332	Number of customers enrolled in extended payment plans by class	Residencial	Number of customers	27,610	14,273	PERFORMING

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#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
333	Number of customers enrolled in extended payment plans by class	Gobierno	Number of customers	16	10	PERFORMING
334	Number of customers enrolled in extended payment plans by class	Uso Indebido	Number of customers	6,945	4,234	PERFORMING
335	Number of customer defaulting on extended payment plans	Total	Number of customers	8,439	5,276	PERFORMING
336	Number of customer defaulting on extended payment plans by class	Residencial	Number of customers	6,067	3,916	PERFORMING
337	Number of customer defaulting on extended payment plans by class	Gobierno	Number of customers	9	7	PERFORMING
338	Number of customer defaulting on extended payment plans by class	Uso Indebido	Number of customers	2,363	1,354	PERFORMING
339	Number of customers completing extended payment plans by class	Total	Number of customers	1,882	456	PERFORMING
340	Number of customers completing extended payment plans by class	Residencial	Number of customers	1,713	413	PERFORMING
341	Number of customers completing extended payment plans by class	Gobierno	Number of customers	1	0	PERFORMING
342	Number of customers completing extended payment plans by class	Uso Indebido	Number of customers	168	43	PERFORMING
	Finance					
343	Timely submission of Monthly Operating Report		Days	21	40	NON PERFORMING
344	Accounts Payable days outstanding		Days	19	13	PERFORMING
	Planning and Environmental					
345	Timeliness of response to regulatory requests		Percentage	91%	N/A	N/A
346	Timeliness of permitting - new and renewals		Percentage	94%	100%	PERFORMING
347	Emissions of SO2, Nox, CO2, PM, Hg and other regulated pollutants (system)		tons	130,886	In process	N/A
348	Emissions rates of SO2, Nox, CO2, PM, Hg and other regulated pollutants (system)		lb / MMBTU	Missing	In process	N/A
349	Carbon intensity of fossil generation		tons / MWH	Missing	In Process	N/A
	Operations-Warehousing					
350	Inventory turns (annualized percent of value)	Total	Rate	Missing	#N/A	N/A
351	Inventory turns (annualized percent of value)	Warehouse General Depot (Distribution Center)	Rate	10%	10%	MET BASELINE
352	Inventory turns (annualized percent of value)	Warehouse T & D (Region & District)	Rate	82%	73%	NON PERFORMING
353	Inventory turns (annualized percent of value)	Warehouse Plants	Rate	15%	15%	MET BASELINE
354	Inventory value		Million dollars	$236	$226	MET BASELINE
	Operations-Fleet					
355	Fleet out of service (system)	T&D	Percentage	16%	17%	MET BASELINE
356	Total available vehicles in service (system)	T&D	Number of vehicles	2,709	1,332	NON PERFORMING
	Operations-Fuel					

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357	Fuel Expenditure vs Forecast	Diesel #2	Percentage	5620%	272%	PERFORMING
358	Fuel Expenditure vs Forecast	#6	Percentage	13%	23%	NON PERFORMING
359	Inventory control	Diesel #2	Percentage	46%	59%	PERFORMING
360	Inventory control	#6	Percentage	63%	54%	NON PERFORMING
361	MMBTU consumed	Diesel #2	MMBTU	3.8	2.1	PERFORMING
362	MMBTU consumed	#6	MMBTU	4.9	5.5	NON PERFORMING
363	MMBTU consumed	NG	MMBTU	2.1	4.7	NON PERFORMING
364	MMBTU consumed vs. forecast	Diesel #2	Percentage	5340%	235%	NON PERFORMING
365	MMBTU consumed vs. forecast	#6	Percentage	8%	14%	NON PERFORMING
366	MMBTU consumed vs. forecast	NG	Percentage	-19%	-34%	NON PERFORMING
367	Average price	Diesel #2	$ / MMBTU	$14	$19	NON PERFORMING
368	Average price	#6	$ / MMBTU	$12	$15	NON PERFORMING
369	Average price	NG	$ / MMBTU	$8	$12	NON PERFORMING
370	Average price vs. forecast price	Diesel #2	Percentage	2%	19%	NON PERFORMING
371	Average price vs. forecast price	#6	Percentage	6%	18%	NON PERFORMING
372	Average price vs. forecast price	NG	Percentage	-10%	12%	NON PERFORMING
	Renewable Energy and Demand Side Management					
373	Operational RPS-eligible capacity		MW	273	273	MET BASELINE
374	Contracted but not operational RPS-eligible capacity		MW	1,208	436	PERFORMING
375	Average delay in anticipated online date of RPS-eligible projects		Days	1,493	1,458	MET BASELINE
376	Mean time to interconnect utility-scale RPS-eligible projects**		Days	Missing	One month deferral requested	N/A
377	Average capacity factor of RPS-eligible capacity					N/A
378	Average capacity factor of RPS-eligible capacity	Pattern Santa Isabel	Percentage	22%	26%	PERFORMING
379	Average capacity factor of RPS-eligible capacity	Punta Lima Wind Farm	Percentage	Missing	N/A	N/A
380	Average capacity factor of RPS-eligible capacity	AES Ilumina	Percentage	22%	21%	MET BASELINE
381	Average capacity factor of RPS-eligible capacity	Windmar Cantera Martinó	Percentage	25%	24%	NON PERFORMING
382	Average capacity factor of RPS-eligible capacity	San Fermín Solar Farm	Percentage	20%	17%	NON PERFORMING
383	Average capacity factor of RPS-eligible capacity	Horizon Energy	Percentage	26%	24%	NON PERFORMING
384	Average capacity factor of RPS-eligible capacity	Landfill Gas Technologies Fajardo (LFGT)	Percentage	23%	21%	NON PERFORMING
385	Average capacity factor of RPS-eligible capacity	Oriana Energy	Percentage	20%	22%	PERFORMING

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2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
386	Average capacity factor of RPS-eligible capacity	Windmar Coto Laurel SolarFarm	Percentage	18%	21%	PERFORMING
387	Average capacity factor of RPS-eligible capacity	Humacao Solar Project	Percentage	19%	21%	PERFORMING
388	Average capacity factor of RPS-eligible capacity	Landfill Gas Technologies Toa Baja (LFGT)	Percentage	37%	47%	PERFORMING
389	Generation from RPS-eligible PPOA's (by unit)	Total	GWh	34	38	PERFORMING
390	Generation from RPS-eligible PPOA's (by unit)	Pattern Santa Isabel	GWh	11.9	14.2	PERFORMING
391	Generation from RPS-eligible PPOA's (by unit)	Punta Lima Wind Farm	GWh	0.0	0.0	MET BASELINE
392	Generation from RPS-eligible PPOA's (by unit)	AES Ilumina	GWh	3.2	3.1	MET BASELINE
393	Generation from RPS-eligible PPOA's (by unit)	Windmar Cantera Martinó	GWh	0.4	0.4	PERFORMING
394	Generation from RPS-eligible PPOA's (by unit)	San Fermín Solar Farm	GWh	2.9	2.5	NON PERFORMING
395	Generation from RPS-eligible PPOA's (by unit)	Horizon Energy	GWh	1.9	1.7	NON PERFORMING
396	Generation from RPS-eligible PPOA's (by unit)	Landfill Gas Technologies Fajardo (LFGT)	GWh	0.4	0.4	MET BASELINE
397	Generation from RPS-eligible PPOA's (by unit)	Oriana Energy	GWh	6.9	7.4	PERFORMING
398	Generation from RPS-eligible PPOA's (by unit)	Windmar Coto Laurel SolarFarm	GWh	1.3	1.5	PERFORMING
399	Generation from RPS-eligible PPOA's (by unit)	Humacao Solar Project	GWh	4.6	5.6	PERFORMING
400	Generation from RPS-eligible PPOA's (by unit)	Landfill Gas Technologies Toa Baja (LFGT)	GWh	0.6	0.8	PERFORMING
401	Annual savings from government energy efficiency program		MWh	-557	110	PERFORMING
402	Annual savings from government energy efficiency program	Central Agencies	MWh	0	64	PERFORMING
403	Annual savings from government energy efficiency program	Legislature	MWh	0	-3	NON PERFORMING
404	Annual savings from government energy efficiency program	Public Corporations	MWh	-472	141	PERFORMING
405	Annual savings from government energy efficiency program	Municipalities	MWh	-85	-92	NON PERFORMING
406	Total installed distributed generation capacity by type (system and per district)					N/A
407	Total installed distributed generation capacity- Photovoltaic	Total	MW	170.2	295.8	PERFORMING
408	Total installed distributed generation capacity- Photovoltaic	Aguadilla	MW	8.2	12.4	PERFORMING
409	Total installed distributed generation capacity- Photovoltaic	Arecibo	MW	4.4	8.1	PERFORMING

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2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
410	Total installed distributed generation capacity- Photovoltaic	Barranquitas	MW	1.8	3.6	PERFORMING
411	Total installed distributed generation capacity- Photovoltaic	Bayamón	MW	6.9	14.8	PERFORMING
412	Total installed distributed generation capacity- Photovoltaic	Caguas Norte	MW	9.2	17.1	PERFORMING
413	Total installed distributed generation capacity- Photovoltaic	Caguas Sur	MW	2.8	7.0	PERFORMING
414	Total installed distributed generation capacity- Photovoltaic	Canóvanas	MW	6.5	10.6	PERFORMING
415	Total installed distributed generation capacity- Photovoltaic	Carolina	MW	4.8	9.7	PERFORMING
416	Total installed distributed generation capacity- Photovoltaic	Cayey	MW	2.7	5.5	PERFORMING
417	Total installed distributed generation capacity- Photovoltaic	Dorado	MW	6.5	11.4	PERFORMING
418	Total installed distributed generation capacity- Photovoltaic	Fajardo	MW	3.5	5.8	PERFORMING
419	Total installed distributed generation capacity- Photovoltaic	Guayama	MW	3.3	6.2	PERFORMING
420	Total installed distributed generation capacity- Photovoltaic	Hato Rey	MW	2.1	3.2	PERFORMING
421	Total installed distributed generation capacity- Photovoltaic	Humacao	MW	3.8	7.6	PERFORMING
422	Total installed distributed generation capacity- Photovoltaic	Juana Diaz	MW	3.2	6.5	PERFORMING
423	Total installed distributed generation capacity- Photovoltaic	Juncos	MW	6.5	10.1	PERFORMING
424	Total installed distributed generation capacity- Photovoltaic	Manati	MW	4.3	8.2	PERFORMING
425	Total installed distributed generation capacity- Photovoltaic	Mayaguez	MW	4.4	7.9	PERFORMING
426	Total installed distributed generation capacity- Photovoltaic	Minillas	MW	4.6	8.9	PERFORMING
427	Total installed distributed generation capacity- Photovoltaic	Monacillos	MW	19.5	29.4	PERFORMING
428	Total installed distributed generation capacity- Photovoltaic	Palo Seco	MW	6.1	9.7	PERFORMING
429	Total installed distributed generation capacity- Photovoltaic	Ponce Norte	MW	3.1	4.5	PERFORMING
430	Total installed distributed generation capacity- Photovoltaic	Ponce Sur	MW	5.0	7.7	PERFORMING
431	Total installed distributed generation capacity- Photovoltaic	Puerto Nuevo	MW	8.2	12.8	PERFORMING
432	Total installed distributed generation capacity- Photovoltaic	Quebradillas	MW	5.2	9.3	PERFORMING
433	Total installed distributed generation capacity- Photovoltaic	Rio Piedras	MW	1.1	2.5	PERFORMING
434	Total installed distributed generation capacity- Photovoltaic	Sabana Llana	MW	3.6	7.6	PERFORMING
435	Total installed distributed generation capacity- Photovoltaic	San German	MW	7.1	12.7	PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
436	Total installed distributed generation capacity- Photovoltaic	San Juan	MW	6.9	7.4	PERFORMING
437	Total installed distributed generation capacity- Photovoltaic	San Sebastian	MW	2.3	4.1	PERFORMING
438	Total installed distributed generation capacity- Photovoltaic	Santa Isabel	MW	3.9	7.6	PERFORMING
439	Total installed distributed generation capacity- Photovoltaic	Utuado	MW	0.9	2.0	PERFORMING
440	Total installed distributed generation capacity- Photovoltaic	Vega Baja	MW	4.2	8.0	PERFORMING
441	Total installed distributed generation capacity- Photovoltaic	Yauco	MW	3.6	6.2	PERFORMING
442	Total installed distributed generation capacity- Wind	Total	MW	0.0	0.0	MET BASELINE
443	Total installed distributed generation capacity- Wind	Quebradillas	MW	0.0	0.0	MET BASELINE
444	Total installed distributed generation capacity- Wind	Santa Isabel	MW	0.0	0.0	NON PERFORMING
445	Incremental installed distributed generation capacity per year by type (system and per district)					N/A
446	Incremental installed distributed generation capacity per year- Photovoltaic	Total	MW	1.5	121.9	PERFORMING
447	Incremental installed distributed generation capacity per year- Photovoltaic	Aguadilla	MW	0.1	3.8	PERFORMING
448	Incremental installed distributed generation capacity per year- Photovoltaic	Arecibo	MW	0.1	2.9	PERFORMING
449	Incremental installed distributed generation capacity per year- Photovoltaic	Barranquitas	MW	0.0	2.6	PERFORMING
450	Incremental installed distributed generation capacity per year- Photovoltaic	Bayamón	MW	0.1	7.9	PERFORMING
451	Incremental installed distributed generation capacity per year- Photovoltaic	Caguas Norte	MW	0.1	8.1	PERFORMING
452	Incremental installed distributed generation capacity per year- Photovoltaic	Caguas Sur	MW	0.0	5.1	PERFORMING
453	Incremental installed distributed generation capacity per year- Photovoltaic	Canóvanas	MW	0.0	3.7	PERFORMING
454	Incremental installed distributed generation capacity per year- Photovoltaic	Carolina	MW	0.0	6.0	PERFORMING
455	Incremental installed distributed generation capacity per year- Photovoltaic	Cayey	MW	0.0	2.6	PERFORMING
456	Incremental installed distributed generation capacity per year- Photovoltaic	Dorado	MW	0.1	4.4	PERFORMING
457	Incremental installed distributed generation capacity per year- Photovoltaic	Fajardo	MW	0.0	2.5	PERFORMING
458	Incremental installed distributed generation capacity per year- Photovoltaic	Guayama	MW	0.0	2.8	PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
459	Incremental installed distributed generation capacity per year-Photovoltaic	Hato Rey	MW	0.0	1.0	PERFORMING
460	Incremental installed distributed generation capacity per year-Photovoltaic	Humacao	MW	0.0	4.2	PERFORMING
461	Incremental installed distributed generation capacity per year-Photovoltaic	Juana Diaz	MW	0.0	2.8	PERFORMING
462	Incremental installed distributed generation capacity per year-Photovoltaic	Juncos	MW	0.0	4.3	PERFORMING
463	Incremental installed distributed generation capacity per year-Photovoltaic	Manati	MW	0.0	4.6	PERFORMING
464	Incremental installed distributed generation capacity per year-Photovoltaic	Mayaguez	MW	0.0	3.2	PERFORMING
465	Incremental installed distributed generation capacity per year-Photovoltaic	Minillas	MW	0.1	5.2	PERFORMING
466	Incremental installed distributed generation capacity per year-Photovoltaic	Monacillos	MW	0.3	6.7	PERFORMING
467	Incremental installed distributed generation capacity per year-Photovoltaic	Palo Seco	MW	0.0	4.1	PERFORMING
468	Incremental installed distributed generation capacity per year-Photovoltaic	Ponce Norte	MW	-0.1	1.9	PERFORMING
469	Incremental installed distributed generation capacity per year-Photovoltaic	Ponce Sur	MW	0.0	2.7	PERFORMING
470	Incremental installed distributed generation capacity per year-Photovoltaic	Puerto Nuevo	MW	0.1	3.9	PERFORMING
471	Incremental installed distributed generation capacity per year-Photovoltaic	Quebradillas	MW	0.1	3.9	PERFORMING
472	Incremental installed distributed generation capacity per year-Photovoltaic	Rio Piedras	MW	0.0	1.2	PERFORMING
473	Incremental installed distributed generation capacity per year-Photovoltaic	Sabana Llana	MW	0.0	4.3	PERFORMING
474	Incremental installed distributed generation capacity per year-Photovoltaic	San German	MW	0.1	6.0	PERFORMING
475	Incremental installed distributed generation capacity per year-Photovoltaic	San Juan	MW	0.0	-4.2	NON PERFORMING
476	Incremental installed distributed generation capacity per year-Photovoltaic	San Sebastian	MW	0.0	2.0	PERFORMING
477	Incremental installed distributed generation capacity per year-Photovoltaic	Santa Isabel	MW	0.0	3.6	PERFORMING
478	Incremental installed distributed generation capacity per year-Photovoltaic	Utuado	MW	0.0	1.2	PERFORMING
479	Incremental installed distributed generation capacity per year-Photovoltaic	Vega Baja	MW	0.0	4.0	PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
480	Incremental installed distributed generation capacity per year- Photovoltaic	Yauco	MW	0.0	2.7	PERFORMING
481	Incremental installed distributed generation capacity per year- Wind	Total	MW	0.0	0.0	NON PERFORMING
482	Incremental installed distributed generation capacity per year- Wind	Quebradillas	MW	0.0	0.0	MET BASELINE
483	Incremental installed distributed generation capacity per year- Wind	Santa Isabel	MW	0.0	0.0	MET BASELINE
484	Total number of distributed generation installations by type (system and per district)					N/A
485	Total number of distributed generation installations- Photovoltaic	Total	Number of facilities	16,467	38,622	PERFORMING
486	Total number of distributed generation installations- Photovoltaic	Aguadilla	Number of facilities	890	1,582	PERFORMING
487	Total number of distributed generation installations- Photovoltaic	Arecibo	Number of facilities	444	1,132	PERFORMING
488	Total number of distributed generation installations- Photovoltaic	Barranquitas	Number of facilities	261	588	PERFORMING
489	Total number of distributed generation installations- Photovoltaic	Bayamón	Number of facilities	696	1,962	PERFORMING
490	Total number of distributed generation installations- Photovoltaic	Caguas Norte	Number of facilities	926	2,326	PERFORMING
491	Total number of distributed generation installations- Photovoltaic	Caguas Sur	Number of facilities	467	1,259	PERFORMING
492	Total number of distributed generation installations- Photovoltaic	Canóvanas	Number of facilities	545	1,355	PERFORMING
493	Total number of distributed generation installations- Photovoltaic	Carolina	Number of facilities	579	1,446	PERFORMING
494	Total number of distributed generation installations- Photovoltaic	Cayey	Number of facilities	319	811	PERFORMING
495	Total number of distributed generation installations- Photovoltaic	Dorado	Number of facilities	555	1,366	PERFORMING
496	Total number of distributed generation installations- Photovoltaic	Fajardo	Number of facilities	343	746	PERFORMING
497	Total number of distributed generation installations- Photovoltaic	Guayama	Number of facilities	599	1,145	PERFORMING
498	Total number of distributed generation installations- Photovoltaic	Hato Rey	Number of facilities	69	164	PERFORMING
499	Total number of distributed generation installations- Photovoltaic	Humacao	Number of facilities	499	1,179	PERFORMING
500	Total number of distributed generation installations- Photovoltaic	Juana Diaz	Number of facilities	493	1,127	PERFORMING
501	Total number of distributed generation installations- Photovoltaic	Juncos	Number of facilities	451	1,113	PERFORMING
502	Total number of distributed generation installations- Photovoltaic	Manati	Number of facilities	539	1,258	PERFORMING
503	Total number of distributed generation installations- Photovoltaic	Mayaguez	Number of facilities	547	1,109	PERFORMING
504	Total number of distributed generation installations- Photovoltaic	Minillas	Number of facilities	459	1,271	PERFORMING
505	Total number of distributed generation installations- Photovoltaic	Monacillos	Number of facilities	821	2,308	PERFORMING

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2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
506	Total number of distributed generation installations- Photovoltaic	Palo Seco	Number of facilities	376	1,023	PERFORMING
507	Total number of distributed generation installations- Photovoltaic	Ponce Norte	Number of facilities	337	699	PERFORMING
508	Total number of distributed generation installations- Photovoltaic	Ponce Sur	Number of facilities	373	873	PERFORMING
509	Total number of distributed generation installations- Photovoltaic	Puerto Nuevo	Number of facilities	448	1,257	PERFORMING
510	Total number of distributed generation installations- Photovoltaic	Quebradillas	Number of facilities	691	1,375	PERFORMING
511	Total number of distributed generation installations- Photovoltaic	Rio Piedras	Number of facilities	112	347	PERFORMING
512	Total number of distributed generation installations- Photovoltaic	Sabana Llana	Number of facilities	399	1,112	PERFORMING
513	Total number of distributed generation installations- Photovoltaic	San German	Number of facilities	1,046	2,104	PERFORMING
514	Total number of distributed generation installations- Photovoltaic	San Juan	Number of facilities	104	247	PERFORMING
515	Total number of distributed generation installations- Photovoltaic	San Sebastian	Number of facilities	256	497	PERFORMING
516	Total number of distributed generation installations- Photovoltaic	Santa Isabel	Number of facilities	635	1,286	PERFORMING
517	Total number of distributed generation installations- Photovoltaic	Utuado	Number of facilities	147	296	PERFORMING
518	Total number of distributed generation installations- Photovoltaic	Vega Baja	Number of facilities	514	1,241	PERFORMING
519	Total number of distributed generation installations- Photovoltaic	Yauco	Number of facilities	529	1,021	PERFORMING
520	Total number of distributed generation installations- Wind	Total	Number of facilities	2	2	MET BASELINE
521	Total number of distributed generation installations- Wind	Quebradillas	Number of facilities	1	1	MET BASELINE
522	Total number of distributed generation installations- Wind	Santa Isabel	Number of facilities	1	1	MET BASELINE
523	Incremental number of distributed generation installations per year by type (system and per district)		Number of facilities		#N/A	N/A
524	Incremental number of distributed generation installations per year- Photovoltaic	Total	Number of facilities	573	23,950	PERFORMING
525	Incremental number of distributed generation installations per year- Photovoltaic	Aguadilla	Number of facilities	13	721	PERFORMING
526	Incremental number of distributed generation installations per year- Photovoltaic	Arecibo	Number of facilities	14	737	PERFORMING
527	Incremental number of distributed generation installations per year- Photovoltaic	Barranquitas	Number of facilities	5	417	PERFORMING
528	Incremental number of distributed generation installations per year- Photovoltaic	Bayamón	Number of facilities	37	1,338	PERFORMING
529	Incremental number of distributed generation installations per year- Photovoltaic	Caguas Norte	Number of facilities	33	1,552	PERFORMING

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2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
530	Incremental number of distributed generation installations per year-Photovoltaic	Caguas Sur	Number of facilities	13	981	PERFORMING
531	Incremental number of distributed generation installations per year-Photovoltaic	Canóvanas	Number of facilities	20	1,033	PERFORMING
532	Incremental number of distributed generation installations per year-Photovoltaic	Carolina	Number of facilities	22	1,099	PERFORMING
533	Incremental number of distributed generation installations per year-Photovoltaic	Cayey	Number of facilities	10	578	PERFORMING
534	Incremental number of distributed generation installations per year-Photovoltaic	Dorado	Number of facilities	20	856	PERFORMING
535	Incremental number of distributed generation installations per year-Photovoltaic	Fajardo	Number of facilities	12	486	PERFORMING
536	Incremental number of distributed generation installations per year-Photovoltaic	Guayama	Number of facilities	20	532	PERFORMING
537	Incremental number of distributed generation installations per year-Photovoltaic	Hato Rey	Number of facilities	3	97	PERFORMING
538	Incremental number of distributed generation installations per year-Photovoltaic	Humacao	Number of facilities	13	872	PERFORMING
539	Incremental number of distributed generation installations per year-Photovoltaic	Juana Diaz	Number of facilities	19	556	PERFORMING
540	Incremental number of distributed generation installations per year-Photovoltaic	Juncos	Number of facilities	13	811	PERFORMING
541	Incremental number of distributed generation installations per year-Photovoltaic	Manati	Number of facilities	14	836	PERFORMING
542	Incremental number of distributed generation installations per year-Photovoltaic	Mayaguez	Number of facilities	18	577	PERFORMING
543	Incremental number of distributed generation installations per year-Photovoltaic	Minillas	Number of facilities	19	978	PERFORMING
544	Incremental number of distributed generation installations per year-Photovoltaic	Monacillos	Number of facilities	47	1,287	PERFORMING
545	Incremental number of distributed generation installations per year-Photovoltaic	Palo Seco	Number of facilities	16	719	PERFORMING
546	Incremental number of distributed generation installations per year-Photovoltaic	Ponce Norte	Number of facilities	18	374	PERFORMING
547	Incremental number of distributed generation installations per year-Photovoltaic	Ponce Sur	Number of facilities	13	521	PERFORMING
548	Incremental number of distributed generation installations per year-Photovoltaic	Puerto Nuevo	Number of facilities	26	795	PERFORMING
549	Incremental number of distributed generation installations per year-Photovoltaic	Quebradillas	Number of facilities	20	620	PERFORMING
550	Incremental number of distributed generation installations per year-Photovoltaic	Rio Piedras	Number of facilities	7	212	PERFORMING

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

#	Metric	Sub-Group	Unit of Measure	FY 2020 Baseline	FY 2022 Average	Performance relative to FY 2020 Baseline
551	Incremental number of distributed generation installations per year- Photovoltaic	Sabana Llana	Number of facilities	20	780	PERFORMING
552	Incremental number of distributed generation installations per year- Photovoltaic	San German	Number of facilities	21	1,165	PERFORMING
553	Incremental number of distributed generation installations per year- Photovoltaic	San Juan	Number of facilities	7	109	PERFORMING
554	Incremental number of distributed generation installations per year- Photovoltaic	San Sebastian	Number of facilities	7	242	PERFORMING
555	Incremental number of distributed generation installations per year- Photovoltaic	Santa Isabel	Number of facilities	19	625	PERFORMING
556	Incremental number of distributed generation installations per year- Photovoltaic	Utuado	Number of facilities	2	172	PERFORMING
557	Incremental number of distributed generation installations per year- Photovoltaic	Vega Baja	Number of facilities	20	775	PERFORMING
558	Incremental number of distributed generation installations per year- Photovoltaic	Yauco	Number of facilities	13	497	PERFORMING
559	Incremental number of distributed generation installations per year- Wind	Total	Number of facilities	0	0	MET BASELINE
560	Incremental number of distributed generation installations per year- Wind	Quebradillas	Number of facilities	0	0	MET BASELINE
561	Incremental number of distributed generation installations per year- Wind	Santa Isabel	Number of facilities	0	0	MET BASELINE
562	Total installed energy storage capacity by type (system and per district)		MW	0	0	MET BASELINE
563	Incremental installed energy storage capacity per year by type (system and per district)		MW	0	0	MET BASELINE
564	Total number of energy storage installations by type (system and per district)		Number of facilities	0	0	MET BASELINE
565	Incremental number of energy storage installations per year by type (system and per district)		Number of facilities	0	0	MET BASELINE

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.

New Metrics to be reported

#	Metric	Sub-Group	Unit of Measure	FY 2022 Average
	Customer Service			
566	Technical losses as % of net generation		Percentage	0
567	Technical loss reduction as a % of net generation		Percentage	0
568	Total number of calls received		Number	294,927
569	Average time to resolve billing disputes (Act 57 Claims)		Days	57
	Renewable Energy and Demand Side Management			
570	Number of curtailed hours from RPS-eligible capacity		Number of hours	0
571	Number of curtailed hours from RPS-eligible capacity	Pattern Santa Isabel	Number of hours	0
572	Number of curtailed hours from RPS-eligible capacity	Punta Lima Wind Farm	Number of hours	0
573	Number of curtailed hours from RPS-eligible capacity	AES Ilumina	Number of hours	0
574	Number of curtailed hours from RPS-eligible capacity	Windmar Cantera Martinó	Number of hours	0
575	Number of curtailed hours from RPS-eligible capacity	San Fermín Solar Farm	Number of hours	0
576	Number of curtailed hours from RPS-eligible capacity	Horizon Energy	Number of hours	0
577	Number of curtailed hours from RPS-eligible capacity	Landfill Gas Technologies Fajardo (LFGT)	Number of hours	0
578	Number of curtailed hours from RPS-eligible capacity	Oriana Energy	Number of hours	0
579	Number of curtailed hours from RPS-eligible capacity	Windmar Coto Laurel SolarFarm	Number of hours	0
580	Number of curtailed hours from RPS-eligible capacity	Humacao Solar Project	Number of hours	0
581	Number of curtailed hours from RPS-eligible capacity	Landfill Gas Technologies Toa Baja (LFGT)	Number of hours	0
	Human Resources			
582	Total budgeted head counts by employee type	Gen		1,347
583	Total actual head counts by employee type	Gen		1,249

1. When comparing the FY 2022 Averages to the FY 2020 Baselines or Benchmarks, a threshold of +/-5% was applied. If a metric fell within this threshold, it is marked MET BENCHMARK/BASELINE. Otherwise, it is marked PERFORMING or NON PERFORMING as appropriate.
2. FY 2022 Averages are reported to same precision as FY 2020 Baselines, where available.