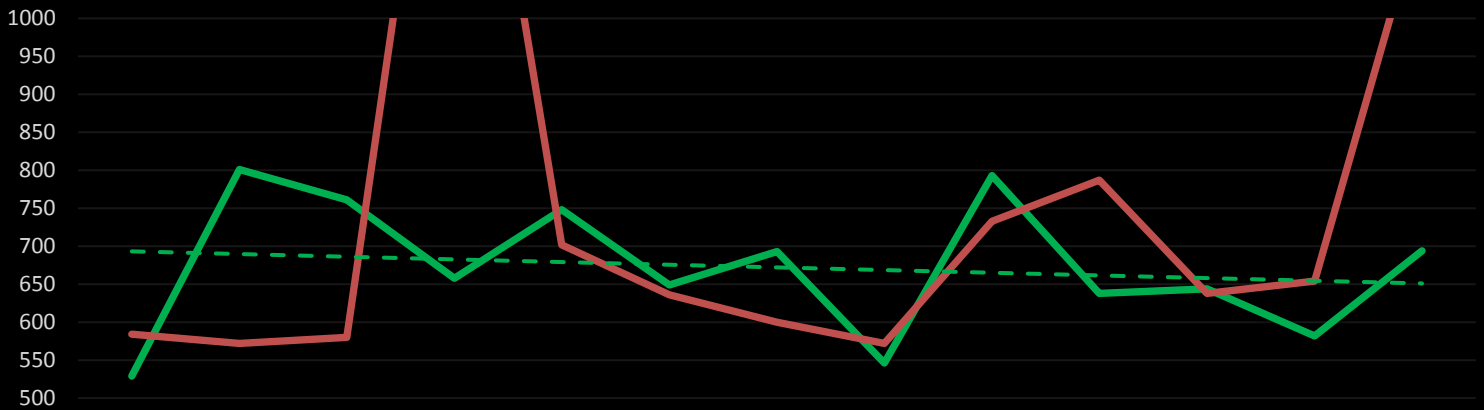


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

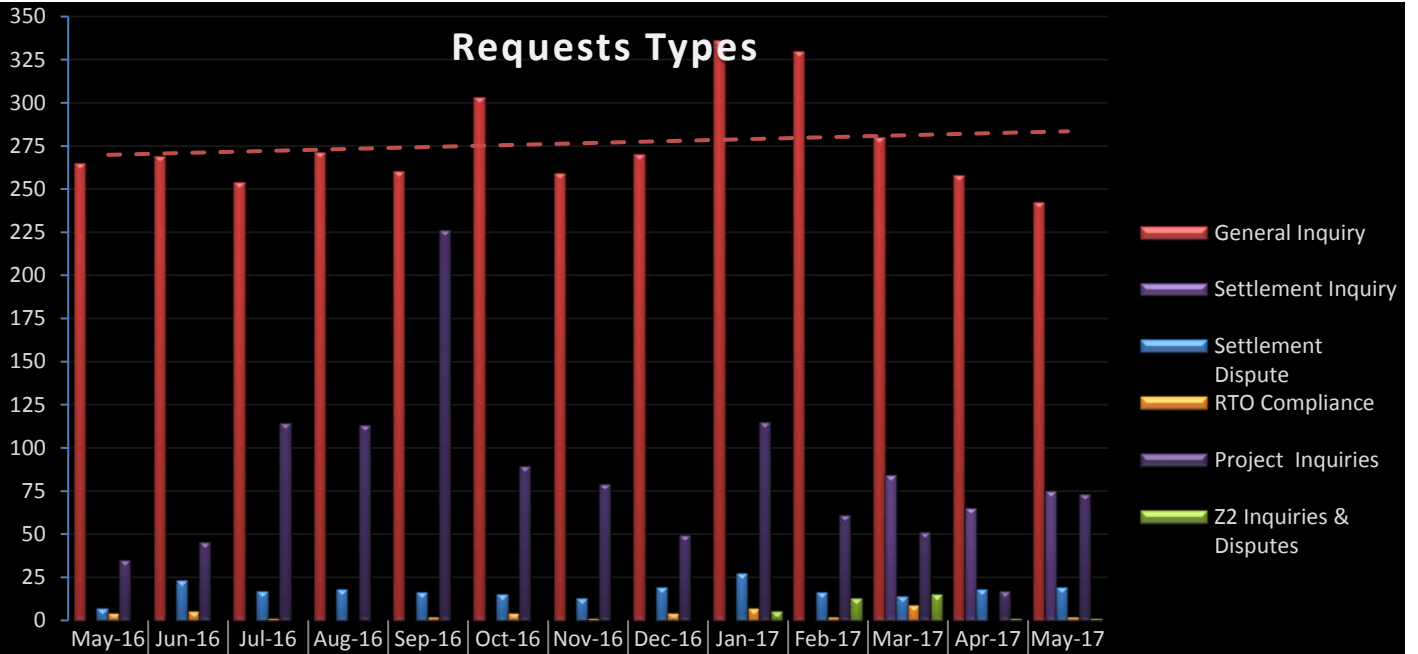
Reporting May 2017

Requests Opened and Closed



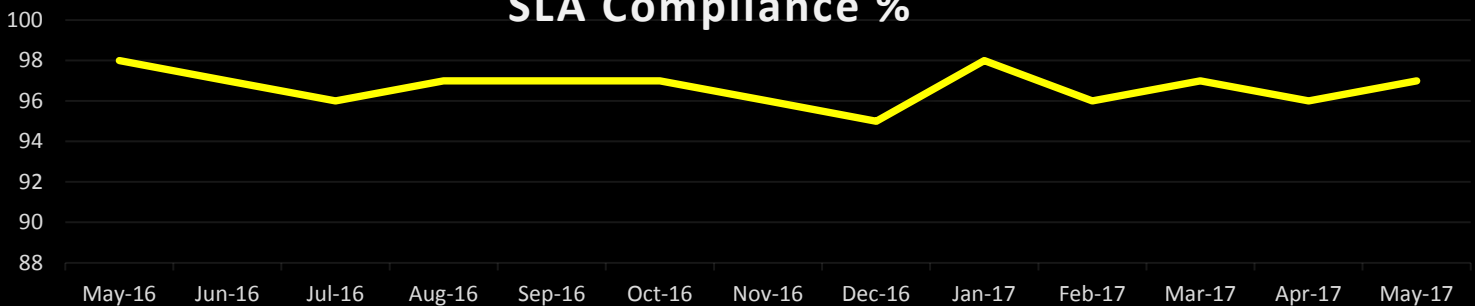
| | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Opened | 529 | 801 | 761 | 658 | 748 | 649 | 693 | 546 | 793 | 638 | 644 | 582 | 694 |
| Closed | 584 | 572 | 580 | 1554 | 702 | 636 | 600 | 572 | 733 | 787 | 638 | 654 | 1147 |
| Re-Opened | 5 | 6 | 9 | 10 | 18 | 11 | 8 | 6 | 7 | 7 | 13 | 10 | 13 |

Requests Types

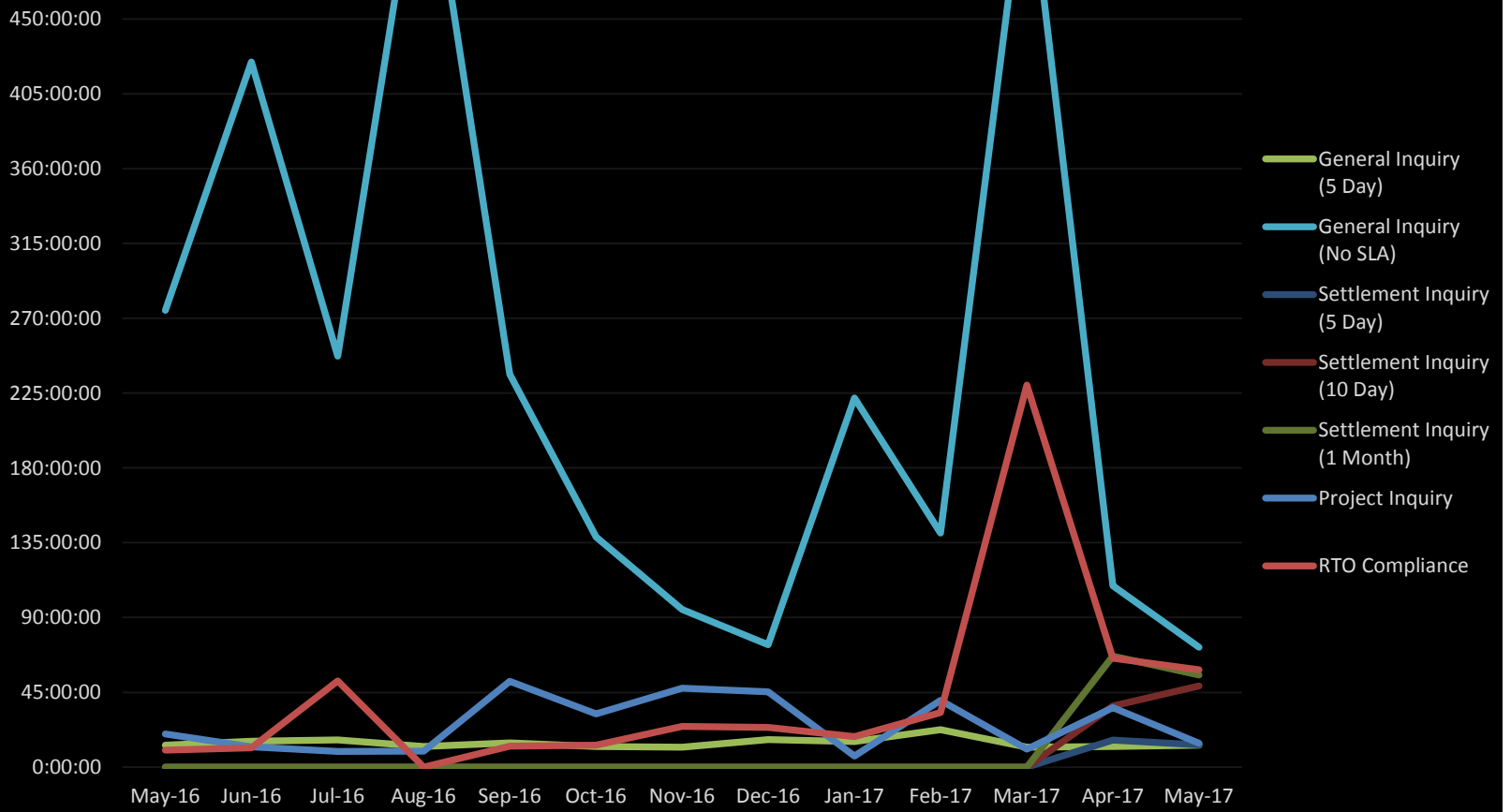


| | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| General Inquiry | 265 | 269 | 254 | 271 | 260 | 303 | 259 | 270 | 336 | 330 | 280 | 258 | 242 |
| Settlement Inquiry | | | | | | | | | | | 84 | 65 | 75 |
| Settlement Dispute | 7 | 23 | 17 | 18 | 16 | 15 | 13 | 19 | 27 | 16 | 14 | 18 | 19 |
| RTO Compliance | 4 | 5 | 1 | 0 | 2 | 4 | 1 | 4 | 7 | 2 | 9 | 0 | 2 |
| Project Inquiries | 35 | 45 | 114 | 113 | 226 | 89 | 79 | 49 | 115 | 61 | 51 | 17 | 73 |
| Z2 Inquiries & Disputes | | | | | | | | | 5 | 13 | 15 | 1 | 1 |

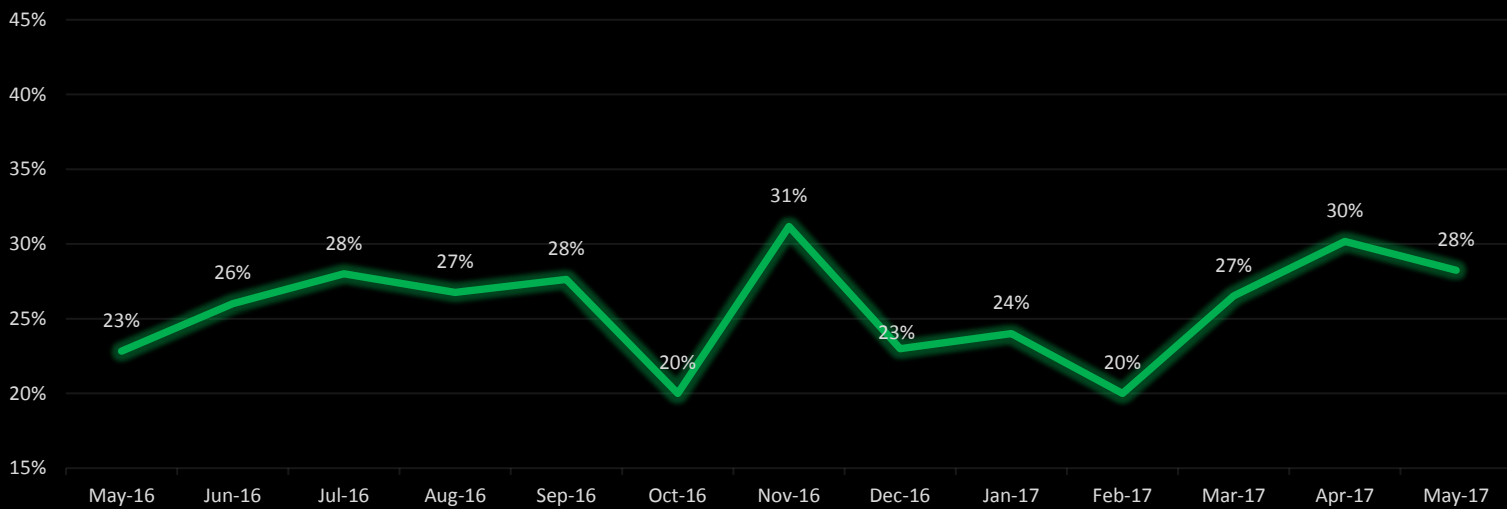
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



First Call Resolution

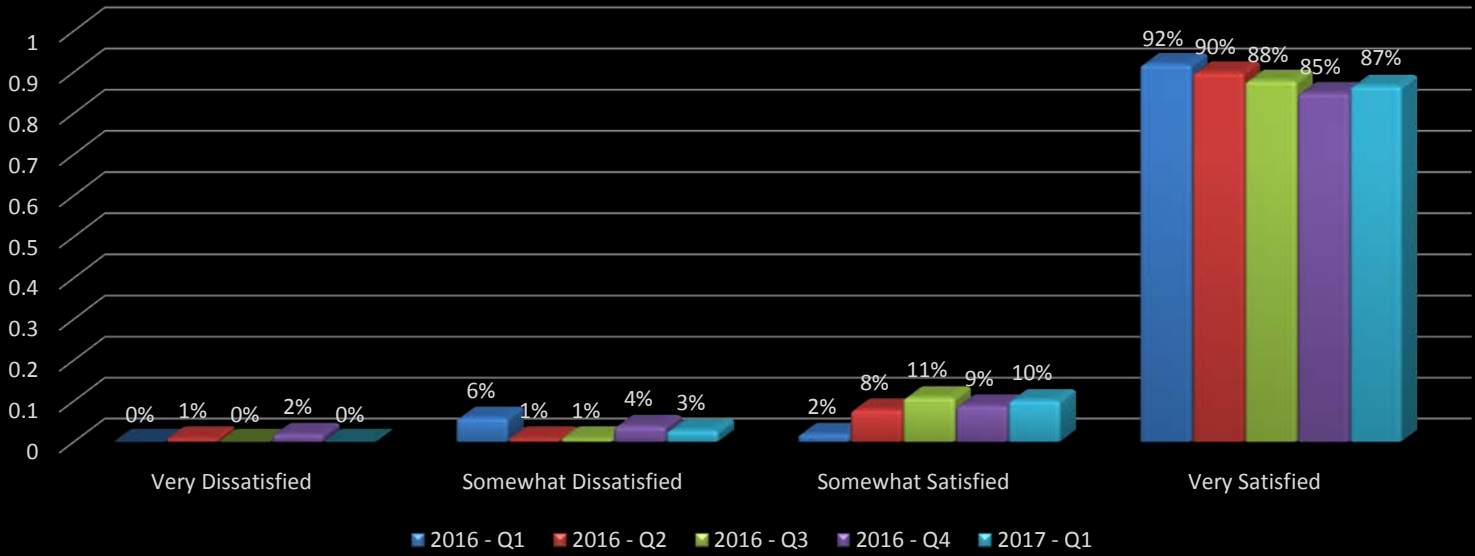


Quarterly Request Management System Metrics

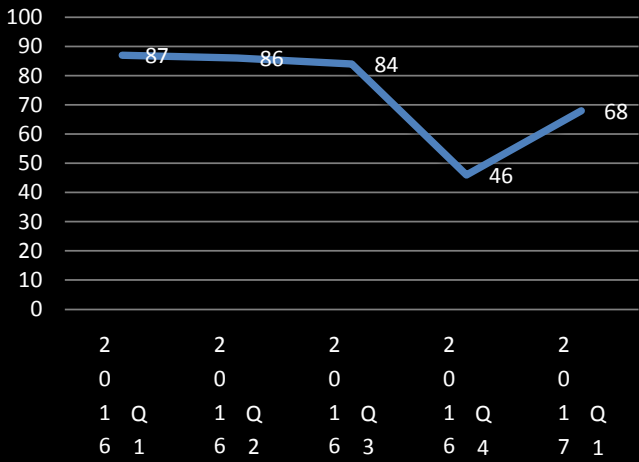
RMS Quarterly Satisfaction Survey Results

Q1 2016 - Q1 2017

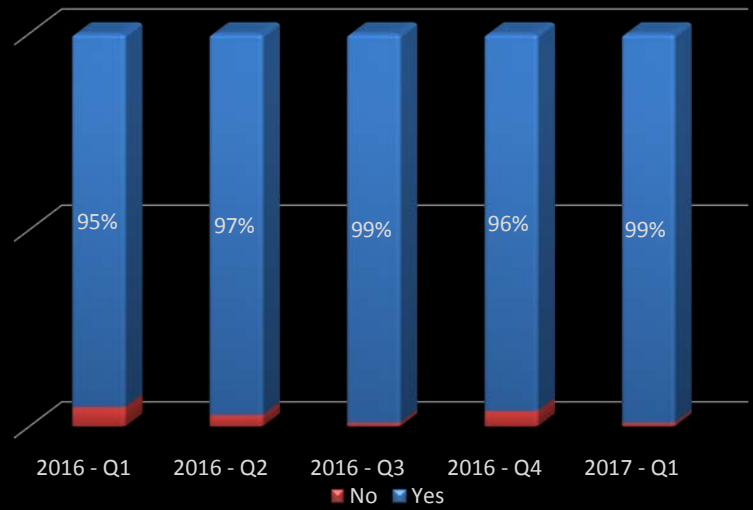
Satisfaction with RMS



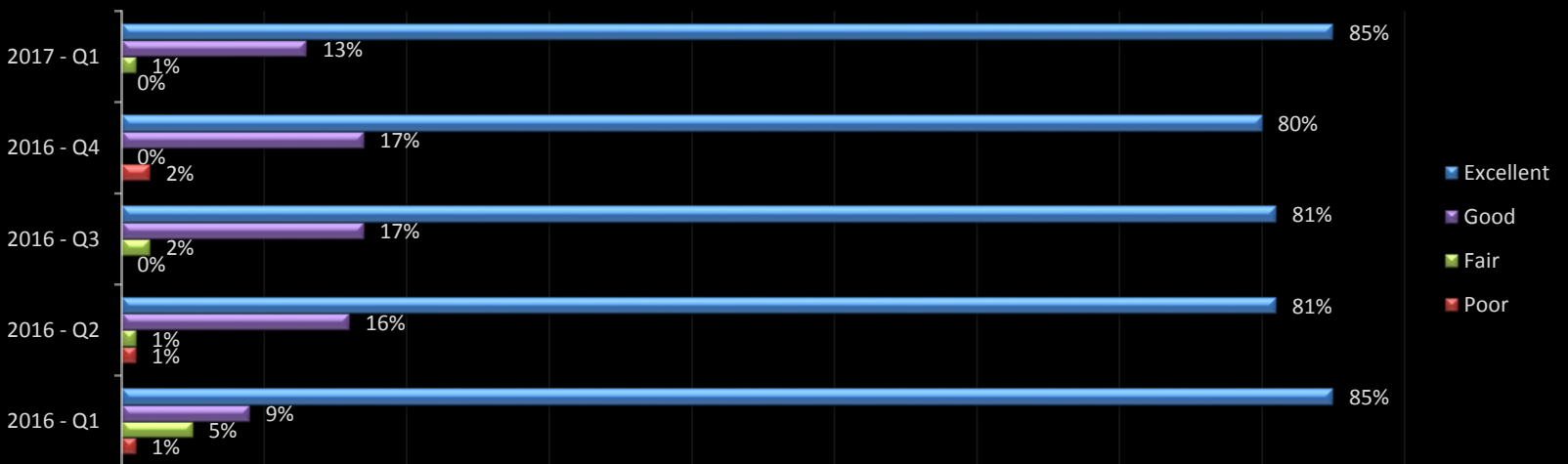
Number of Respondents



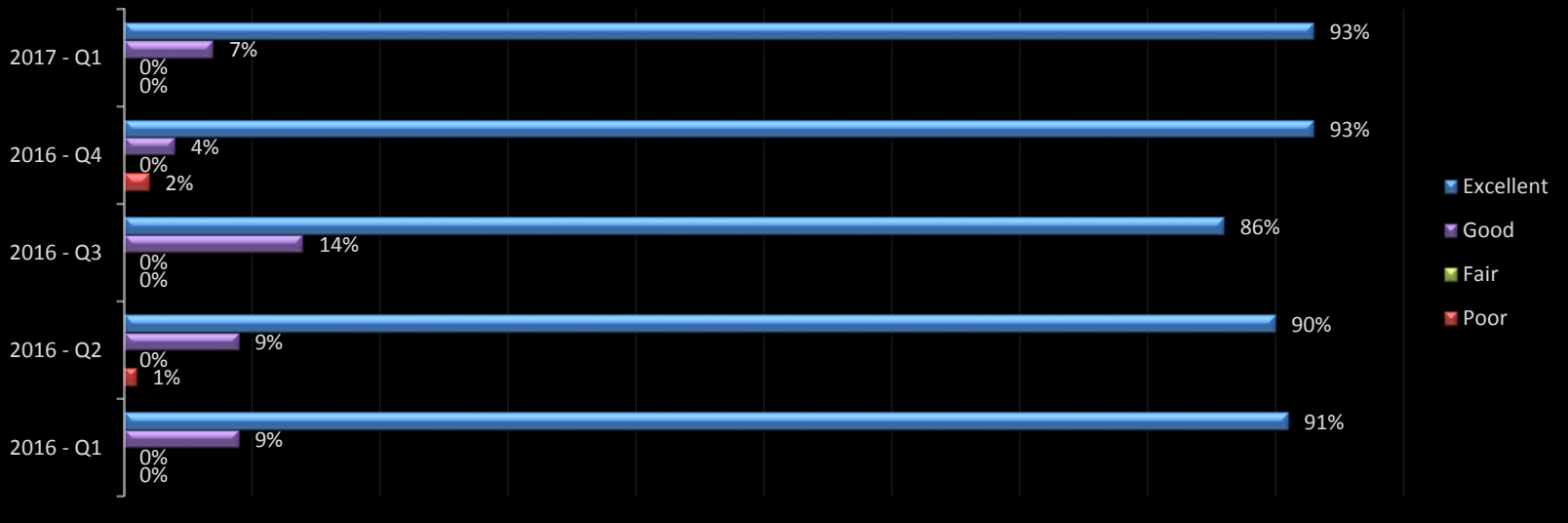
Request Resolved?



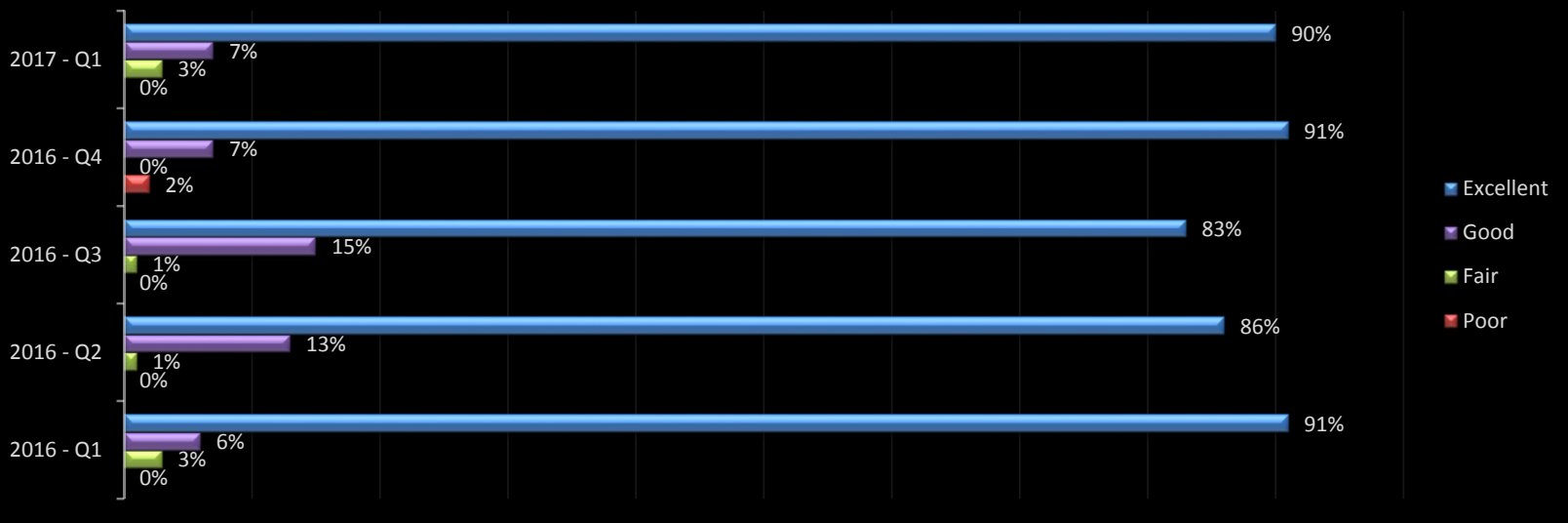
Understanding Needs



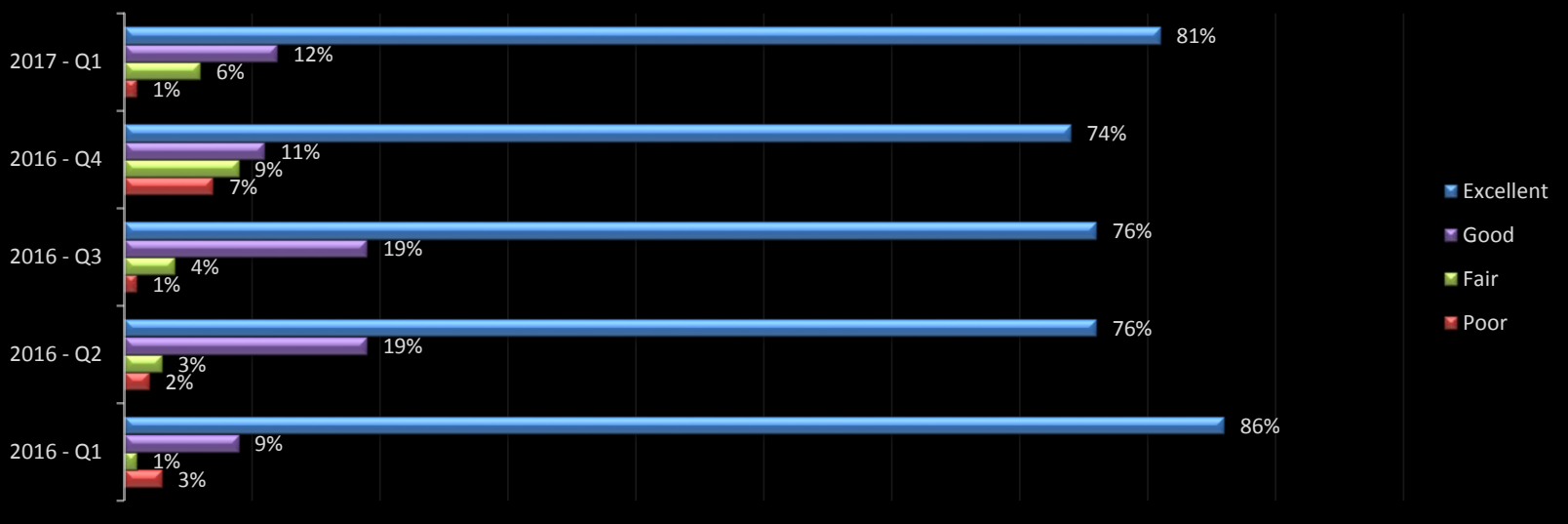
Professional Attitude



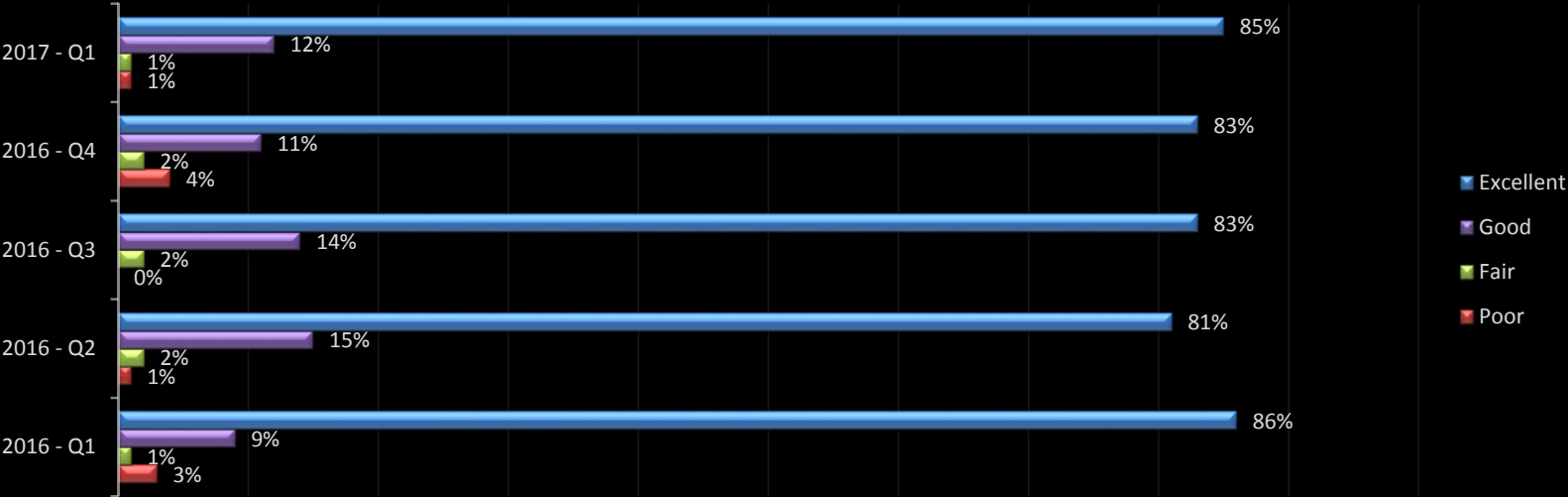
Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

