

SCHEDULE 8.5(a)

PERIODIC REPORTS

This Schedule 8.5(a) is an appendix to the AMSA, and sets forth the minimum required set of reports to be considered in the consolidated monthly reports to be provided by ABSBC as set forth in Section 8.5 of the AMSA. **This inventory is not to be considered exhaustive of all reports as per Section 8.5 of the AMSA.**

Tower	Title	Function / Measure
Governance	Aggregate Resource Utilization Factor	Discretionary resources utilization rate – enterprise
	Aggregate Resource Availability Factor	Discretionary resource capacity – enterprise
	Discounts / Rebates Realized	ABSBC to track and report on discounts and rebates realized.
	TPC Spend Activity	ABSBC to track TPC expenditures
CCS	Timeliness of responding to Customer Inquiries	The percent of calls transferred to a Supervisor answered by the Supervisor [Redacted] Monthly measurement frequency from Symposium ACD, IVR, workforce management system. Determine if change to IVR or additional phone number required.
	Longest Wait Time	The number of times in a month customers had to wait [Redacted] or greater in addition to the associated time periods and the number of calls. Monthly measurement frequency from Symposium ACD.
	Security Deposit Effectiveness	Security Deposit Reporting – requests, reductions and waivers. SAP-CCS – waiver and reduction reason codes (too high, customer complaint, etc.). System changes to accommodate need to track waivers etc., back to originally requested amount. Scorecard to be developed for determination of valid waivers/reductions of security deposits. Monthly measurement frequency.
	Active Accounts in Arrears	The percentage of number of active accounts in arrears [Redacted] by customer segment (i.e.

		<p>residential, non-residential).</p> <p>Baseline will be represented from [Redacted] as it is recognized [Redacted].</p> <p>Monthly measurement frequency from SAP-CCS.</p>
	Collection Agency Net Back	<p>The percentage of closed accounts [Redacted] referred in a month and the percentage of account assignment and collection by external collection agencies.</p> <p>Monthly measurement frequency from ATLAS.</p>
	Zero Consumption Meter Follow-Up	<p>Accounts that have a daily average consumption of zero for the [Redacted] are actioned to verify correct zero consumption or to effect removal of stopped meters.</p> <p>This report is received by the 15th of the month and is based on the information from the previous month. The report will display the accounts in descending order of number of consecutive zero reads. Report can be run on request by a user for specific conditions such as range of days etc.</p>
	Stopped Meters	<p>Stopped meter orders and billing instructions are issued.</p> <p>Monthly measurement frequency from SAP-CCS.</p>
	Meter Reading Accuracy at Time of Disconnect	<p>The percentage of correct meter readings at the time the meter has been disconnected.</p> <p>FSR's are responsible for entering data via Service Link or directly into CCS. The built in audit system of validation of meter reads will provide the data for the report.</p> <p>Monthly measurement frequency from SAP-CCS.</p>
	No Reads by no read code by area	<p>The accumulated number of no reads, sorted by the no read code by area.</p> <p>Report will allow several trend analyses based on read codes and read codes by geographic area. These analyses will provide for process improvements.</p> <p>Monthly measurement frequency from SAP-CCS.</p>
	Disconnects for non-pay vs. non-sign by area	<p>Report on the number of disconnect orders for non-payment and the number for non-signature.</p>

		Monthly measurement frequency from SAP-CCS.
	CTI reporting by customer segment	CTI reporting
	Payment volumes by source	Payment volume reporting
	CCS Discretionary Utilization	Discretionary resource utilization report
IT	*As defined per IT Tower OLAs	
BOS	Energy Diversion and Security Investigations Activity	Discretionary resource utilization report
HR	Health Services Activity	Discretionary resource utilization report
	Net Payroll Change Between Pay Periods	Snapshot view of pay variances period to period
FIN	None identified.	None identified.
PUR	PO/CO Turnaround	<u>Quarterly</u> report outlining ABSBC performance in meeting a [Redacted] . This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed transactions. LOB-level subtotals are also reported (note: FOA is at the BCH-level).
	Competitive Document Process Meeting	<u>Quarterly</u> report outlining ABSBC performance in meeting a [Redacted] , to meeting with the end-user to propose a timeline for administrating and executing this process. This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed transactions. LOB-level subtotals are also reported (note: FOA is at the BCH-level).
	Completeness & Accuracy of POs/COs	<u>Quarterly</u> report outlining ABSBC performance in meeting [Redacted] . Completeness and accuracy refer to the field content of the corresponding <u>electronic record</u> stored in the Passport system. This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed transactions. For PO/COs up to [Redacted] , the sample size will be reduced.
	Completeness of Contract Files	<u>Quarterly</u> report outlining ABSBC performance in maintaining [Redacted] . Completeness refers to the corresponding <u>physical file content</u> stored in the ABSBC Q-room. This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed

		transactions.
	Notification to End Users of Incomplete Requisition	<u>Quarterly</u> report outlining ABSBC performance in meeting a [Redacted] , to notifying the end-user of missing information required to complete the requisition. This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed transactions. LOB-level subtotals are also reported (note: FOA is at the BCH-level).
	Accuracy of Competitive Documents	<u>Quarterly</u> report outlining ABSBC performance in meeting <u>all accuracy criteria</u> for each tender that has been <u>concluded</u> . Accuracy refers to the corresponding <u>physical file content</u> stored in the ABSBC Q-room. This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed transactions. LOB-level subtotals are also reported (note: FOA is at the BCH-level).
	Notification of Contract Expiry	<u>Quarterly</u> report outlining ABSBC performance in meeting a [Redacted] . This report lays out the total # of transactions processed during the period, the total # of passed transactions, and the total # of failed transactions.