Cornerstone Report

May 20, 2020

Key Updates - Post Production Center

- Release 1.2 was implemented on May 2, 2020 and resolved 24 defects
  - 3 high priority resolved
  - 17 medium priority resolved
  - 4 low priority resolved

- 192 defects remain fiscal year-to-date

  - 15 high priority

  - 49 medium priority

 - 128 low priority

Technology Stabilization Metrics

Technical Scorecard

Category	Measure	Description	Current Rating
System Stability	Component failures (Infrastructure)	Number of infrastructure components failures during last 30 days Allowed: 0 Actual: 0	Green
	Component failures (Application)	Number of application component failures during last 30 days Allowed: 0 Actual: 0	Green
	Production database availability	Number of unplanned database outages during last 30 days Allowed: 0 Actual: 0	Green
Release Mgmt.	Unplanned releases deployed	Number of unplanned releases deployed during last 30 days Allowed: 3 Actual: 1	Green

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Technology Stabilization Metrics

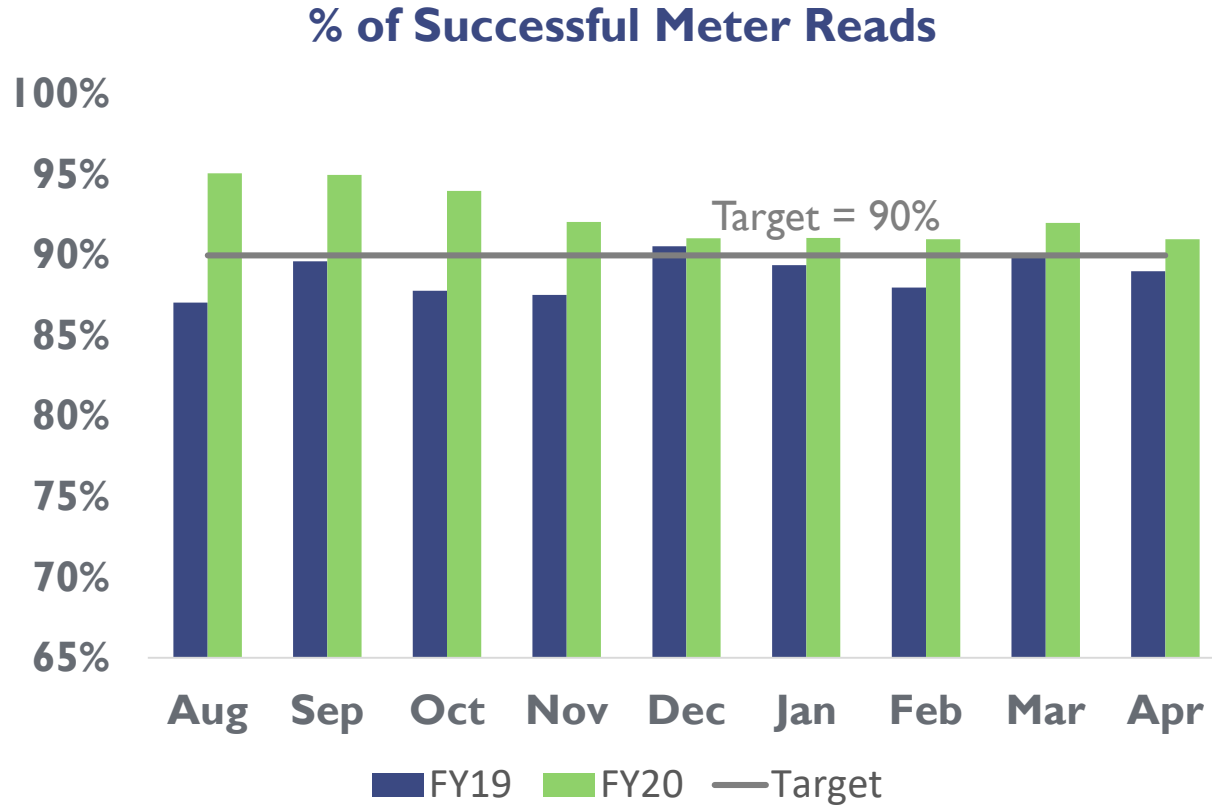| Technical Scorecard			
Category	**Measure**	**Description**	**Current Rating**
Batch	Critical jobs system crash	Number of critical path processing crash during last 30 days due to technical issues: Allowed: 0 Actual: 0	Green
	Billing batch processing	Percent billing batch jobs completed within the predetermined batch window during the last 30 days: Allowed: 100% Actual: 100%	Green
	Critical path batch processing	Percent Critical Path Batch processing completed within the prescribed window during the last 30 days: Allowed: 100% Actual: 100%	Green
Defects	Severity 1 Defects Reported	Number of Severity 1 Incidents identified in last 30 days: Allowed: 0 Actual: 0	Green

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Metric: Meter Read Schedule Compliance

**Meter Read Schedule Compliance**
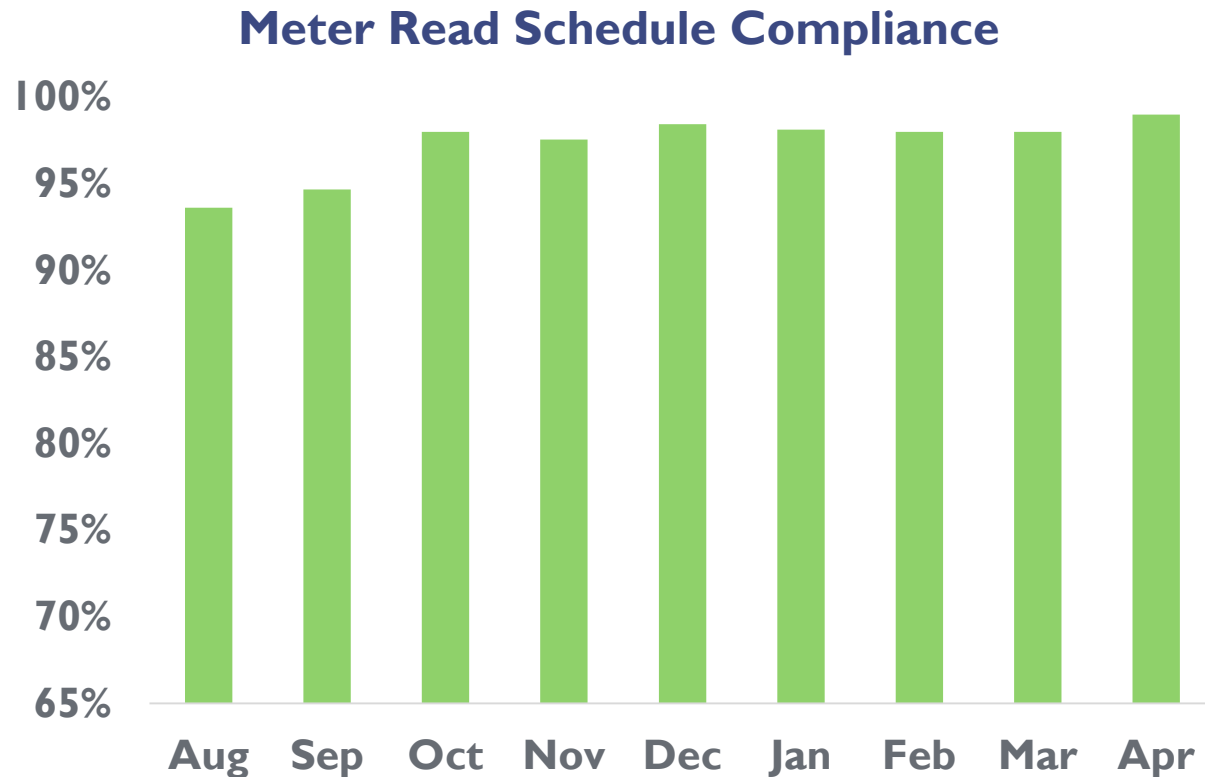
- **What's measured**: Meter read completion compared to schedule

- **How used:** to track whether meter reading is behind or on schedule

- **FY20 result**: strong performance as meter reader's work did not change when Customer-to-Meter (C2M) introduced

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Metric: % Successful Meter Read Upload

% of Successful Meter Reads

Target = 90%

Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr

FY19   FY20   Target

- **What's measured**: number of meter reads uploaded successfully divided by total expected reads

- **How used:** monitor the successful upload of meter reads to the C2M billing system

- **FY20 result**: better than FY19, meeting or exceeding target of **90%**

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Metric: % of Meter Reads that Billed Automatically

% of Reads that Billed Automatically
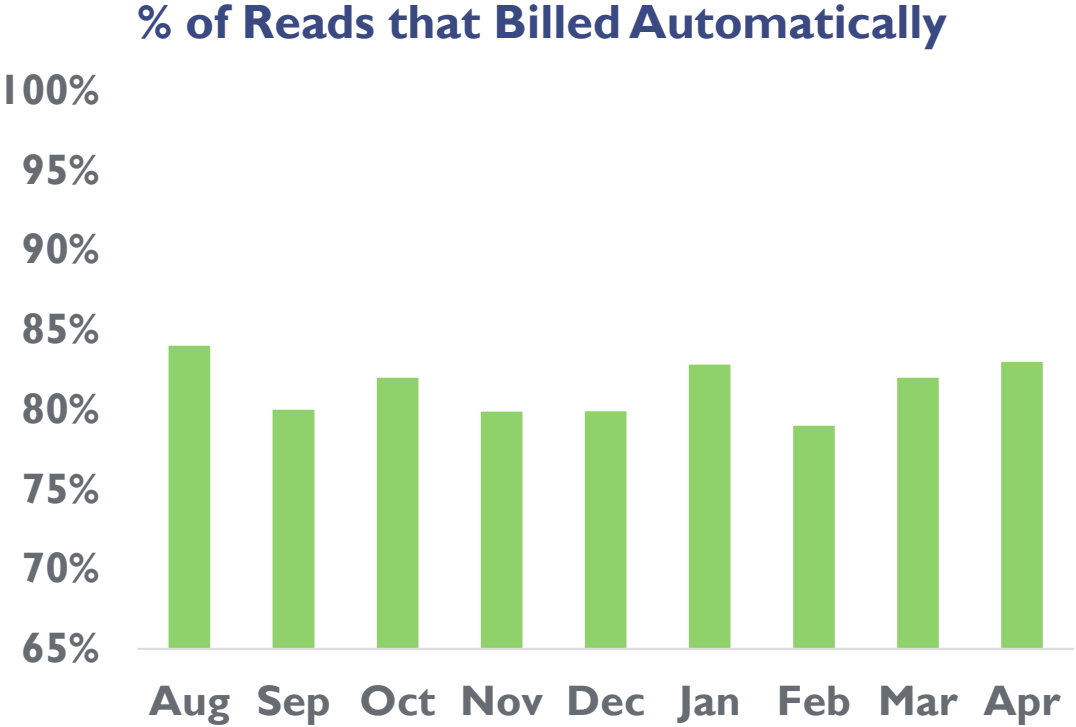
- **What's measured**: number of meter reads that lead to a bill being generated automatically, divided by total meter reads

- **How used:** monitor reasons why accounts don't bill automatically (e.g., high/low consumption, field work needed)

- **FY20 result**: 82% indicates opportunity for improvement, conducting analysis to determine target

Cornerstone Organizational Development Stabilization Metrics

- June Commission meeting:
    o Field Services

- July Commission meeting:
    o Billing and Revenue

- August Commission meeting:
    o Customer Care

Key Updates - Cornerstone Release 2

Cornerstone R2 – Enterprise Asset Management (EAM)

- **Phase 1:** *Completed* - Requirements baselined for Utility Services, Production, General Services, Engineering and Construction, and Asset Management

- **Phase 2:** Conduct requirements gathering for the following departments to be completed by end of April 2020
  - o Customer Service - *Completed*
  - o Procurement - *Completed*
  - o Information Technology (IT) – *Completed*
  - o Finance – *Completed*

- **Phase 3:** Conduct requirements reconciliation between departments to identify redundancy by end of June 2020 – *In Process*

Questions?