

weight

Performance Indices	Weight	
	CLPC Proposal	PIS Framework
SAIFI	0.20	0.20
CAIDI	0.20	0.20
Planned SAIDI	0.15	0.15
Voltage Violation	0.10	0.10
System Losses	0.05	0.05
Time to Process	0.15	0.10
Time to Connect	0.15	0.10
Call Center	0.00	0.10

Note: The 0.10 weight for call center was equally distributed to Time to Process and Time to Connect

Performance Band	Description	Performance Value
1	Performance greatly below target	-1.0
2	Target not achieved	-0.5
3	Performance as per expectation	0
4	Target exceeded	+0.5
5	Target greatly exceeded	+1.0