

**Arizona State Process Standardization Working Group**  
**MSP Performance Monitoring Task Team Meeting**  
**Tuesday, April 17, 2001**  
**Grand Canyon State Electric Cooperative Assn, Inc.**

The participants of the MSP Performance Monitoring Task Team met at GCSECA on Tuesday, April 17, 2001. The meeting convened at 9:00 a.m. John Wallace, Chairman, welcomed everyone and provided the overview and goal of this work group. The MRSP Performance Monitoring Group has developed definitions by which they will draft the Performance Monitoring Report (PMR). The thought is that the MSP group could use these same definitions to develop the MSP PMR. The MRSP definitions are:

Exception – an exception will be provided and sent when:

1. Data is not remitted on time
2. A service point has more than 10% of the intervals in a bill cycle marked as estimated
3. Occurrences of data or EDI errors

Violation -- a service point that has one or more exceptions will appear on the PMR

Out of Compliance – an MRSP is out of compliance based on the violation criteria established in the matrix.

MSP definitions were discussed:

Exceptions – an exception will be provided and sent when:

1. Data not remitted on time (MDCR, MIRN, MADEN, meter test forms)
2. Occurrences of data errors (examples: wrong addresses, incorrect meter data)
3. Safety

Violation – same as MRSP

Out of Compliance – same as MRSP

Points of discussion regarding the definitions:

- Timeliness of the forms will be based on the meter handbook criteria and will be the guidelines for data remitted on time.
- Incorrect data submitted on the MIRN and timeliness of the forms has equal weight as far as the exception.
- Each MIRN form is one document.
- Count each time error occurs.
- Primary exception is the timeliness.
- The MSP forms are done manually by Excel spreadsheets so there may be more of an error factor due to manual input of data vs. EDI electronic data.
- Group agreed that the MIRN can have one or more exceptions on it but since it is one sheet and one SDP, the MIRN can be one exception.
- Can the MSP also use the criteria – back towards the UDC? Is there any ACC information regarding this – probably only the complaint process.

The example from the MRSP meeting regarding the PMR and definitions was distributed. While reviewing the document to perhaps use it for the MSP PMR, the group found it somewhat difficult to provide justification for the number of exceptions that might be violations. This is partly due to the fact the MSP performance is generally based on one time for one service delivery point rather than monthly information for the SDP as is the meter reading information.

There was discussion around the fact that perhaps the exceptions could be based on the number of exceptions per number of ESP/MSP meters. An example of a matrix is as follows:

% of Total SDP Exceptions (errors or timeliness of the return of the forms)	# of SDP/ESP
Equal < 5% (5)	1-100
Equal < 3% (15)	100-500
Equal < 1% (10)	501-1000
???	
Safety	?

A question was raised regarding whether we are perhaps “putting the cart before the horse”. The group is having difficulty developing performance measures when other processes/procedures of what the MSP is required to do have not been developed. For an example, the group feels that development of the MADEN process is more necessary at this point in time. In addition, Safety procedures are critical. The group believes the Performance Monitoring will develop, as these other major processes/procedures are analyzed and business rules created.

**It should be noted that the group feels Performance Monitoring is very important and should be developed but the processes and procedures the MSP performs should be documented before we can decide how their performance can be measured.**