

PERFORMANCE INCENTIVE MECHANISM PROVISION  
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the

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Decision and Order No. 35165; Approving, With Modifications,  
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Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

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Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

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Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology.

For the Reliability Performance Incentive Mechanisms, the 2008-2017 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as  $\pm 1$  standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.422 interruptions per customer during the one-year Evaluation Period

Deadband:  $\pm 0.224$  interruptions (1 Standard Deviation)

Range for no penalty: 1.198 interruptions to 1.645 interruptions per customer ( $\pm 1$  Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 1.645 interruptions per customer

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$527,289.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

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SAIDI:

Target: 118.47 minutes per outage

Deadband: ± 22.53 minutes (1 Standard Deviation)

Range for no penalty: 95.94 minutes to 141.00 minutes per outage (± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 141.00 minutes per outage

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$527,289.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 3 of 2016 to Quarter 2 of 2018.

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Call Center Performance:

Performance Target: 87.22% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.22% of calls answered to 90.22% of calls answered.

Rewards apply for greater than 90.22% of calls answered  
Penalties apply for less than 84.22% of calls answered

Maximum Reward Amount: \$210,916.

Maximum Penalty Amount: \$210,916.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

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Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786

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