

Limited deviations may be permitted for all of the below metrics, with justification for Staff and OPC review. Any such deviations must be thoroughly documented and such documentation provided to Staff and OPC for review when the metrics are provided. If the company determines that a prior month was deemed inappropriately recorded, that associated amount shall be removed from the regulatory asset.

1. No initial and final estimated bills, excluding customers in the EV pilot.
2. For all accounts associated with a metered service, the Company shall confirm that each meter associated with that account is attached to the account in SAP for billing purposes and is accurately registering customer usage each month. In conjunction, customers on rate schedules that proscribe usage-based billing shall not receive bills without usage or beginning or end meter reads.
3. The Company shall not issue a customer bill with fewer than 21 days between the bill rendition date and the bill due date, except where (1) allowed by rule; (2) a variance or tariff provision explicitly allows a shorter interval, or (3) the customer has selected a Preferred Payment Date Plan.¹
4. No instances where bills are issued with a usage period of less than 26 or more than 35 days, with the exception of (1) where allowed by rule (such as initial bills, final bills, corrected bills) and (2) a variance or tariff provision explicitly allows for a shorter or longer period. Further, collective/joint billing shall be excluded from this metric for compliance purposes for the scenarios set forth in the permanent variance application.²
5. The Company shall invoice a bill four or less business days after the customer's cyclical bill date for no less than 99.7% of billing contracts in a given billing cycle, excluding where allowed by rule, variance, or tariff provision. Further, collective/joint billing shall be excluded from this metric for compliance purposes for the scenarios set forth in the permanent variance application.
6. Regarding rates and rate changes (including phase-ins, seasonal rates, surcharge changes, taxes and franchise fees/gross receipts tax, etc.), Liberty shall verify that all rates and changes have been accurately implemented within the billing system. Liberty will audit the first billing cycle after each rate change, specific to terms subject to further agreement with Staff and OPC. In the event that improper billing occurs, Liberty shall correct that error as soon as possible, but in no event later than second month after identification. If the error is not corrected by the second month, this metric has not been met. In the event that Liberty fails to document and report to Staff and OPC such errors, this metric has not been met. Further, to comply with this metric, the Company will investigate any customer reported franchise fee discrepancies.

¹ In evaluation of this metric, Staff acknowledges that unique circumstances may arise for joint and collective accounts. Parties agree to cooperate in good faith towards resolution of these issues.

² In evaluation of this metric, Staff acknowledges that unique circumstances may arise for joint and collective accounts. Parties agree to cooperate in good faith towards resolution of these issues.

Exhibit A

7. On a monthly basis, the company shall provide a timely report of any errors identified in billed usage, or other billing errors in usage or rates, as it impacts FAC or Securitization charge calculation when errors are identified.
8. Company will provide a report for the top 5 metrics of any instances where the control report has identified an error that was not previously identified by a system control. The metric for this item is if the report was provided.
9. The Company will provide the results/recommendations from Grant Thornton, who was engaged to perform a review of Liberty sales tax software and recommendation of best long-term path forward. Any tax rate discrepancies identified will be resolved with the implementation of said recommendation, expected no later than quarter one of 2027 and resolve any identified issues within 60 days. Further, to comply with this metric, the Company will address any customer reported and confirmed sales tax discrepancies, and initiate adjustment for any needed corrected sales tax applied within 20 business days.
10. Callback tracking: when a customer is informed that their issue requires a callback for resolution, that callback should be tracked with the following: 1. date the customer was told a call back is required, 2. when the first call back attempt was made, 3. when and if the issue was resolved. Target metric is 95% of the first attempt callback requests fulfilled within 1 business day.
11. Monthly average wait time metric once a customer indicates a need to speak with a CSR will be less than 120 seconds.
12. Customers will be surveyed randomly by a 3rd party independent company and asked 3 industry standard questions regarding their service (overall satisfied, ease of doing business, recommendation for Liberty) with the focus on the key customer experiences across phone, in person and online. The metric is designed as a compliance and reporting measure focused on key customer experience channels, including phone, in-person, and online interactions. Reporting will be provided to Staff and OPC monthly with a trajectory to improve by 36 points by the end of 2026 vs year end 2025. The metric for this item is the issuance of the survey and provision of the report.
13. The Company shall measure and report the percentage of customer calls requiring a call back from a leader or supervisor. The goal is at or below 3% of total agent handled calls. The metric for this item is the provision of the report.
14. The Company will work with the parties to align its estimation processes, including those related to time of use intervals, and incorporate such processes into its tariff no later than June 30. Further, the parties will develop one or more metrics related to confirming compliance with estimation procedures going forward.