

KEY PROGRAMS AND OTHER REPORT - BY FUNCTIONAL ITEM

CUSTOMER SERVICE

POWER FUND

Data as of February 11, 2016

TOTALS EXCLUDE AFUDC, REV AND CIAC

(\$ in thousands)

| | FY 13-14 | FY 14-15 | FY 15-16 | | FY 16-17 |
|---------------------------------------|------------------|------------------|------------------|------------------|------------------|
| | Actuals | | Approved | Estimate | Estimate |
| CAPITAL | | | | | |
| CISCON SETTLEMENT | | | | | |
| 28913 - SETTLEMENT AGREEMNT COSTS | 0.0 | 0.0 | 0.0 | 45,215.6 | 73,106.0 |
| CISCON SETTLEMENT TOTAL | 0.0 | 0.0 | 0.0 | 45,215.6 | 73,106.0 |
| CUSTOMER SERVICE | | | | | |
| 28911 - CUSTOMER RELATIONSHIP MGT | 3,169.0 | 4,695.2 | 8,028.7 | 7,956.0 | 9,739.4 |
| 28921 - MAIL&RPC SEC SITE&BILL PR | 0.0 | 0.0 | 0.0 | 0.0 | 4,125.8 |
| 28914 - CSBU ADDNS & BETTERMENTS | 48.0 | 428.4 | 776.6 | 1,673.7 | 3,213.3 |
| 28926 - NEW TECHNOLOGIES | -633.2 | 624.5 | 1,697.6 | 1,620.9 | 2,418.5 |
| 28924 - FIELD OPERATIONS & EQUIP | 0.0 | 0.0 | 0.0 | 543.6 | 1,657.2 |
| 28916 - CSD EQUIPMENT | 396.3 | 876.9 | 3,411.0 | 3,694.6 | 1,045.6 |
| 28910 - COMM SVCS CAPITAL PROJECT | 68.5 | 71.4 | 182.4 | 346.1 | 355.8 |
| 28922 - CSD SYSTEMS-AMT27 | 0.0 | 0.0 | 0.0 | 0.0 | 103.7 |
| 28923 - LA KRETZ-CSD DIV-CUST ENG | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| CUSTOMER SERVICE TOTAL | 3,048.6 | 6,696.4 | 14,096.3 | 15,834.9 | 22,659.3 |
| CAPITAL TOTAL | 3,048.6 | 6,696.4 | 14,096.3 | 61,050.5 | 95,765.3 |
| O&M | | | | | |
| CUSTOMER SERVICE | | | | | |
| 4070210 - CSBU CUSTOMER CONTACT CTR | 33,056.6 | 39,914.6 | 50,251.6 | 47,249.1 | 37,677.2 |
| 4070360 - FIELD SERVICES | 15,827.5 | 18,110.9 | 17,792.5 | 18,773.4 | 19,095.2 |
| 4070320 - CSBU METER READING | 20,761.8 | 21,685.8 | 19,035.6 | 18,684.5 | 15,930.8 |
| 4070220 - CSBU BRANCHES | 12,218.3 | 13,331.3 | 15,266.0 | 15,097.7 | 14,085.2 |
| 4070460 - ACCOUNT SERVICES | 10,425.7 | 10,678.1 | 14,646.2 | 13,165.5 | 12,694.7 |
| 4070110 - CSBU SYSTEM ADMIN | 8,369.7 | 7,873.2 | 14,466.3 | 11,623.6 | 11,589.8 |
| 4070100 - CSBU SUPPORT SERVICES | 8,508.5 | 13,866.1 | 10,898.6 | 11,677.4 | 11,559.8 |
| 4070480 - MAIL CENTER | 5,819.5 | 7,694.5 | 9,831.4 | 7,352.2 | 9,627.0 |
| 3713525 - CUST INFO & ANALYSIS O&M | 4,192.4 | 4,612.6 | 6,964.5 | 7,430.4 | 7,846.8 |
| 4070321 - FIELD TRAINING & SAFETY | 1,530.3 | 2,170.7 | 3,285.8 | 3,276.0 | 6,533.0 |
| 4070340 - CSBU FIELD INVESTIGATION | 3,469.0 | 3,859.1 | 5,005.9 | 6,221.5 | 5,508.7 |
| 4070150 - CSBU PERSONNEL & BUDGET | 3,281.5 | 4,016.0 | 4,172.9 | 3,861.2 | 4,670.3 |
| 3713530 - PREMIER ACCOUNT SERVICES | 2,648.6 | 2,932.8 | 3,334.2 | 3,064.2 | 4,534.9 |
| 4070420 - CSBU SPECIALZD ACCTS MGMT | 2,602.1 | 3,090.2 | 4,339.8 | 3,984.7 | 4,384.5 |
| 4070425 - COMMRCIAL ACCTS MGMT UNIT | 2,925.5 | 2,907.9 | 3,577.2 | 3,281.9 | 3,968.9 |
| 4070440 - REMITTANCE PROCESSING CTR | 3,379.2 | 1,804.8 | 2,842.6 | 2,610.6 | 3,361.5 |
| 4070350 - CSBU REVENUE SECURITY | 1,048.8 | 1,191.1 | 1,170.2 | 1,193.9 | 2,245.7 |
| 3713518 - COMMERCIAL SVCS EXECUTIVE | 605.2 | 437.4 | 978.0 | 1,306.6 | 1,242.0 |
| 4070250 - CUSTOMER RELATIONS OFFICE | 1,107.0 | 1,513.0 | 1,009.7 | 917.7 | 1,134.6 |
| 4070461 - LOW INCOME ADMINISTRATION | 530.4 | 590.1 | 1,181.1 | 1,084.2 | 1,112.2 |
| 4070390 - OWENS VALLEY-CUSTOMER SVC | 1,061.9 | 1,244.1 | 1,207.0 | 1,222.2 | 883.3 |
| 4070510 - SAFETY, WELLNESS & TRAINING | 0.0 | 0.0 | 0.0 | 0.0 | 484.6 |
| 4070251 - PUBLIC BENEFITS PROGRAM | 25.3 | 1.1 | 105.4 | 105.0 | 114.2 |
| 4070410 - REVENUE RECOVERY GROUP | 79.9 | 47.5 | 92.9 | 97.5 | 97.9 |
| 4072000 - ENTERPRISE APPL INTEGRATN | 2.5 | 0.0 | 0.0 | 0.0 | 0.0 |
| CUSTOMER SERVICE TOTAL | 143,477.2 | 163,572.9 | 191,455.4 | 183,281.0 | 180,382.8 |
| O&M TOTAL | 143,477.2 | 163,572.9 | 191,455.4 | 183,281.0 | 180,382.8 |
| CUSTOMER SERVICE TOTAL | 146,525.8 | 170,269.3 | 205,551.7 | 244,331.5 | 276,148.1 |