

I. DETAILS

1.	Metric name	Quality Pass Rate (QPR)
2.	True North Strategy Stand (i.e. Everyone and everything is always safe, Catastrophic wildfires shall stop, etc.)	Catastrophic wildfires shall stop
3.	Risk impacted (Top risk exposure)	Wildfire ignitions related to PG&E owned or managed equipment
4.	Definition	<p>Equally weighted index that tracks the quality of four core Wildfire Mitigation Inspection programs as measured by:</p> <ol style="list-style-type: none"> 1. 33.33% - Percentage of Distribution Overhead Ground (MAT BFB) Inspections in High Fire Threat District's (HFTD) Tier 3 and Tier 2 that pass the Quality Verification review 2. 33.33% - Percentage of Transmission Overhead Ground (MAT BFZ) Inspections in HFTD's Tier 3 and Tier 2 that pass the Quality Verification review 3. 33.33% - Percentage of the completed Routine Vegetation Management work in HFTD's Tier 3 and Tier 2 that passes the Quality Verification review
5.	Units and calculation	<p>The STIP metric owner is the Quality Management Organization. The metric performance is calculated as = 0.3333 * Distribution Inspections Quality Verification Pass Rate + 0.3333 * Transmission Inspections Quality Verification Pass Rate + 0.3333 * Routine VM in HFTD Tier 3 and Tier 2 Quality Verification Pass Rate. The scores of sub-metrics are determined by comparing the actual performance to the Threshold STIP (.05), Target STIP (1.0), and Maximum STIP (2.0) targets set for each sub-metric.</p> <p>Distribution Inspections Quality Verification (DIQV): Number of System Inspection (SI) inspections in HFTD Tier 3 and Tier 2 from the statistical sample that pass quality verification reviews in regard to "STIP Failures" is ($Locations_{Pass}$) divided by the total statistical random sample of completed SI inspections, one equipment ID per inspection, in the audit period is ($Locations_{Total}$), multiplied by 100 to attain a percentage.</p> $QV \text{ Distribution Pass Rate} = 100 \times \left(\frac{Locations_{Pass}}{Locations_{Total}} \right)$ <p>Transmission Inspections Quality Verification (TIQV): Number of SI inspections in HFTD Tier 3 and Tier 2 from the statistical sample that pass quality verification reviews in regard to "STIP Failures" is ($Locations_{Pass}$) divided by the total statistical random sample of completed SI inspections, one equipment ID per inspection, in the audit period is ($Locations_{Total}$), multiplied by 100 to attain a percentage.</p> $QV \text{ Transmission Pass Rate} = 100 \times \left(\frac{Locations_{Pass}}{Locations_{Total}} \right)$

	<p>Routine Vegetation Management Quality Verification (RVMQV): Number of Routine Vegetation trees reviewed in HFTD Tier 3 and Tier 2 from the statistical sample that have zero critical (<i>Routine Unit_{Pass}</i>) divided by the total statistical random sample of Routine Vegetation trees reviewed (<i>Routine Unit_{Total}</i>), multiplied by 100 to attain a percentage.</p> $Routine\ Pass\ Rate = 100 \times \left(\frac{Routine\ Unit_{Pass}}{Routine\ Unit_{Total}} \right)$
<p>6. Measurement system / reporting process</p>	<p>Distribution Inspections Quality Verification (DIQV): The DIQV team measures the compliance of documenting and processing of a specific asset against the Quality Verification Distribution standard checklist and notes any discrepancies within Pronto. These results are stored in the Foundry database with PowerBI reports, which will be used to provide a weekly progress report.</p> <p>Transmission Inspections Quality Verification (TIQV): The TIQV team measures the compliance of documenting and processing of a specific asset against the Quality Verification Transmission standard checklist and notes any discrepancies within Pronto. These results are stored in the Foundry database PowerBI reports, which will be used to provide a weekly progress report.</p> <p>Routine Vegetation Management Quality Verification* (RVMQV): RVMQV uses the Quality Verification Vegetation Management standard checklist. Findings data is collected in the Survey123 and is measured by either Pass or Fail. The data is transferred to reporting dashboards through PowerBI.</p>
<p>7. Exclusions and exceptions</p>	<p>Transmission and Distribution Quality Verification Reviews exclude:</p> <ul style="list-style-type: none"> • Quality Verifications completed prior to 1/1/2023 or after 12/31/2023 • Quality Verification reviews performed on Transmission and Distribution inspections that are not included in the approved 2023 Inspection Work plan or listed as an Area of Concern (AOC) in the attainment report, unless any asset is discovered after 1/1/2023, as part of the continual improvement efforts, that has a field install year (SAP = “Start-up Date”) on or before 2020 will be included in the total population to be sampled • T&D inspection work outside of HFTD • Aerial/Drone Inspections • Pole Test and Treat Inspections • Underground Inspections • Underground and Overhead Patrols <p>Routine VM Quality Verifications exclude:</p> <ul style="list-style-type: none"> • Quality Verification of Routine VM and VM Work Verification work completed prior to 1/1/2023 or after 12/31/2023. • Routine VM reviews outside of HFTD • Quality Verification of other VM programs outside of Distribution Pre-Inspection (PI) and Tree Trim (TT), i.e., CEMA or Second Patrol, Mid-cycle, Transmission work, Veg Control Pole Clearing, and Focused Reviews. • Observational findings • Over-listed tree trimming
<p>8. Benchmarking (External benchmarks or internal performance)</p>	<p>No external Benchmarking is available for the metric</p>

9. Associated Regulatory Commitments	Wildfire Mitigation Plan (WMP), GO 165, GO 95, Public Resources Code (PRC) §4292, and PRC §4293
10. Related KPIs (e.g. leading indicators)	# of completed Distribution/Transmission Inspections in HFTD Tier 3 and Tier 2; # of Routine VM Trees in HFTD Reviewed

II. HISTORICAL AND PROJECTED PERFORMANCE (% of each category times .25)					
	Actual	Target/Forecast	1 st Quartile	2 nd Quartile	3 rd Quartile
2017					
2018					
2019					
2020					
2021					
2022	0.85	1.00			
2023		1.00			
2024		1.00			

III. QPR TARGETS						
1. Quarterly targets	Score	Q1 YTD	Q2 YTD	Q3 YTD	Year End	
	0.5 Threshold	DIQV: 78.00% TIQV: 96.29% RVMQV: 96.30%	DIQV: 78.00% TIQV: 96.29% RVMQV: 96.30%	DIQV: 78.00% TIQV: 96.29% RVMQV: 96.30%	DIQV: 78.00% TIQV: 96.29% RVMQV: 96.30%	
	1.0 Target	DIQV: 79.77% TIQV: 97.25% RVMQV: 97.26%	DIQV: 79.77% TIQV: 97.25% RVMQV: 97.26%	DIQV: 79.77% TIQV: 97.25% RVMQV: 97.26%	DIQV: 79.77% TIQV: 97.25% RVMQV: 97.26%	
	2.0 Maximum	DIQV: 81.59% TIQV: 98.23% RVMQV: 98.24%	DIQV: 81.59% TIQV: 98.23% RVMQV: 98.24%	DIQV: 81.59% TIQV: 98.23% RVMQV: 98.24%	DIQV: 81.59% TIQV: 98.23% RVMQV: 98.24%	
2. Target type	<input checked="" type="checkbox"/> Higher is better <input type="checkbox"/> Range: <input type="checkbox"/> Lower is better					
3. Target-setting methodology	<p>Distribution Inspections QV in HFTD Pass Rate: Threshold is set at 78.00%, an improvement over the 2022 EOY performance of 77.89%. Target is set at 79.77% and assumes process improvement efforts (skills assessment, improved feedback process, field work verification timing, etc.) in 2023 to improve quality of Distribution inspections. Maximum is a 3.59% improvement over the threshold set for 2023.</p> <p>Transmission Inspections QV in HFTD Pass Rate: Threshold is set at 96.29%, an improvement over the 2022 EOY performance of 96.29%. Target is set at 97.25% and assumes process improvement efforts (skills assessment, improved feedback process, field work verification timing, etc.) in 2023 to improve the quality of Transmission Inspections. Maximum is a 1.94% improvement over the threshold set for 2023.</p> <p>Routine VM QV in HFTD Pass Rate: Threshold is set at 96.30%, in alignment with the 2022 EOY performance. Target is set at 97.26% and assumes process improvement efforts in 2023 (QC and work verification assessment of the Routine programs, field learning events, etc.) to improve the quality of Routine VM. Maximum is a 1.94% improvement over the historical baseline.</p>					

4.	Definitions of key terms	Term	Definition
		Quality Verification (QV)	Evaluation of whether an asset complies with the regulation, requirement, or specification within the scope of a specific audit
		Critical Attribute Condition	A condition(s) could lead to either an ignition point or a wire down situation that could result in a potential fire ignition.
		Critical Attribute Checklist	The Critical Attribute Checklist is a subset of all the inspection questions. The Critical Attributes are governed by a change control process.
		STIP Failure	There are two points of failure. An inspection is reviewed by QV to ensure all critical attribute conditions are documented, and, if there is a critical attribute condition that requires a maintenance notification, that a notification has been created or updated in the system of record. If either or both are missing, there is one STIP failure.
		VM Over - Listed Tree Trimming	When tree work is listed, but not needed
		VM Pre-Inspector (PI)	This team writes prescription for tree work to be completed
		VM Tree Crew (TC)	This team trims trees per prescription
		VM Work Verification (WV)	Evaluates the tree trimming adherence to the prescription and the prescription adherence to requirements. If the work does not pass WV, VM Tree Crew is required to perform work as identified by WV. This process is the responsibility of VMSI Quality Management - Work Verification.
		VM Quality Verification (QV)	Once the Tree Crew work pass VM WV, it is labeled as pass and available to QV for sampling and field review of trees in HFTD.
		T&D Compliance Inspector (CI)	This team uses Inspect App to inspect each assigned asset to identify Electric Corrective tag (EC) for Distribution or a Line Corrective tag (LC) for Transmission Facility Damage Actions (FDA) per the Electric Distribution Preventive Maintenance manual (EDPM) and Electric Transmission Preventive Maintenance manual (ETPM). Then assigns a priority that has associated timeframes for repairs or replacement. The EC/LC includes pictures. This process is the responsibility of System Inspection.
		Gatekeeper or Compliance Inspection Review Team (CIRT)	This team consists of former Journeymen Linemen and Inspectors performing desktop review of Transmission & Distribution Inspections to ensure adherence to program or additional Facility Damage Action (FDA). This process is the responsibility of VMSI Quality Management - System Inspection Quality Control.
		System Inspection Quality Control (QC)	This team performs a sampling analysis and conducts reviews of a System Inspector's work product. The team consists of Field QC Specialist and Desktop QC Specialist. This process is the responsibility of System Inspection and Quality Control.
		Quality Verification (QV)	This team pulls a statistical random sample from the total population of inspections completed and performs field reviews of the system inspector's work. This process is the responsibility of VMSI Quality Management – Quality Assurance
		QV Overhead Ground Inspection	This inspection is done in the field on the ground. The QV team does not climb or use bucket trucks

5.	Supporting documents	<ul style="list-style-type: none"> • Transmission & Distribution Critical Attribute list • Enhanced VM Work Verification Audit Plan • Standard field guides, Distribution Routine Patrol Procedure, and Tree Trimming Contract Procedure • Tree Assessment Tool • System Inspection Attainment Report
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IV. OWNERSHIP					
1.	Contacts	Type	Name (LAN ID)	Title	Phone
		Preparer	[REDACTED]	Quality Assurance, Sr. Manager	[REDACTED]
		Backup		Compliance Specialist, Principal	
		Escalation		Quality Assurance, Sr. Manager	
2.	Approvers (final approver must be EVP or equivalent)	Name (LAN ID)		Title	
		[REDACTED]		Sr. Director, Quality Management	
		Michael Seitz [REDACTED]		VP, Vegetation Management Ops	
		Jason Regan [REDACTED]		VP, Electric System Inspections	
		Peter Kenny [REDACTED]		SVP, Vegetation Management and System Inspections	
		Adam Wright		EVP, Operations & COO	