

What do the outputs/reports look like?

Both Members and Leaders in our Benchmarking Community receive/participate in the following study outputs:

- Full Reports for the respective areas of study---T&D or Customer Service
- Detailed statistical reports
- Complete data with benchmarks, initiatives and insights
- Individual company profiles of performance and demographics
- Results presentations from 1QC and from community members at our Annual Community Insights Conference
- Case studies and panel summaries about key research subject areas (selected annually by our Community Leaders)

Examples of Cost Performance Profile Outputs

OVERALL COST PERFORMANCE

	Your Company	Mean	Q1	Q2	Q3	# of Bars	Good Direction
Total Costs							
Total Customer Service Cost (Including write-offs) Per Account * Commodity	\$50.50					20	U
Total Customer Service Cost (Excluding write-offs) Per Account * Commodity	33.84					20	U
Functional Costs							
Total Contact Center Cost Per Account * Commodity	8.50					20	U
Total Field Service Cost Per Account * Commodity	7.00					20	U
Total Meter Reading Cost Per Account * Commodity	8.05					20	U
Total Billing Cost Per Account * Commodity	5.57					20	U
Total Payment Processing Cost Per Account * Commodity	0.89					19	U
Total Credit & Collections Office Cost (Including Write-Offs) Per Account * Commodity	14.35					22	U
Write-Offs As A Percent Of Revenue	1.12%					20	U
Total Revenue Protection Cost Per Account * Commodity	1.17					19	U

9

FIRST QUARTILE CONSULTING

Companies are compared against their peers in various functional categories, such as cost, performance, safety

Quartile performance is shown for comparative purposes

Examples of Operational Performance (Reliability) by Company

Company names are replaced with identifiers

Company responses are shared among companies with individual companies performance shown

