

Swanton Village
Municipal Utility Service Quality & Reliability Plan Reporting Form
Report Period: January 1, 2007 - December 31, 2007

| Performance area | | 4th Quarter | 3rd Quarter | 2nd Quarter | 1st Quarter | Annual Rolling Average | Baseline |
|------------------|---|-------------|-------------|-------------|-------------|------------------------|----------------------|
| 1 | Call Answer Performance | | | | | | |
| 2a | Percent of bills not rendered within 7 days of monthly billing cycle | | | | | | |
| A | Bills not rendered within 7 days of scheduled billing cycle | 0 | - | - | - | 0 | |
| B | Total bills scheduled to be rendered | 10,751 | 10,790 | 10,599 | 10,467 | 10,652 | |
| C | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | <=1.0% |
| 2b | Bills found inaccurate | | | | | | |
| A | Number of bills rendered inaccurate | 1 | 5 | - | - | 2 | |
| B | Total number of bills rendered | 10,751 | 10,811 | 10,599 | 10,467 | 10,657 | |
| C | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | <=1.0% |
| 2c | Payment posting complaints | | | | | | |
| A | Number of customers complaining about payment posting | 1 | 1 | - | 1 | 1 | |
| B | Total Number of Customers | 10,751 | 10,790 | 10,599 | 10,467 | 10,652 | |
| C | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | <=0.05% |
| 3 | Percent of actual meter readings per month | | | | | | |
| A | Number of meter readings not read | 2 | 9 | 7 | 5 | 6 | |
| B | Number of meter readings scheduled | 10,751 | 10,790 | 10,599 | 10,467 | 10,652 | |
| C | (A/B) | 0.0% | 0.1% | 0.1% | 0.0% | 0.1% | <=10.0% |
| 4a | Percent of customer requested work not completed on or before promised delivery date | | | | | | |
| A | Number of jobs not completed on or before promised delivery date | 0 | - | - | - | 0 | |
| B | Total number of jobs promised complete in reporting month | 424 | 475 | 284 | 276 | 365 | |
| C | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | <=5.0% |
| 4b | Average number of days after the missed delivery date | | | | | | |
| A | Total days of delay | 0 | - | - | - | 0 | |
| B | Total number of delayed jobs in the reporting month | 0 | - | - | - | 0 | |
| C | (A/B) | - | - | - | - | - | <=5 days |
| 5 | Rates of complaints to DPS/Consumer Affairs as reported to Utility | | | | | | |
| A | Number of escalations to DPS/Consumer affairs | 1 | - | - | - | 0 | |
| B | Total number of customers | 3,584 | 4 | 4 | 3 | 898.57 | |
| C | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.00 | <=.07%, minimum 2 |
| 6a | Lost time incidents (report annually in January) | | | | | | |
| A | Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury | | | | | 1 | <=3 |
| 6b | Lost time severity (reported annually in January) | | | | | | |
| A | Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility | | | | | 30 | <=24 |
| 7a | System average interruption frequency (reported annually in January) | | | | | | |
| A | SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms | | | | | 0.70 | 2.40 |
| 7b | Customer average interruption duration (reported annually in January) | | | | | | |
| A | CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms | | | | | 1.10 | 2.50 |
| 7c | Worst performing areas: Attach worst performing areas analysis (reported annually in January) | | | | | | |

Service guarantees

List service guarantees provided by utility and indicate number of times each guarantee was provided to customers during the month and quarter

| Guarantee | 4th Quarter | 3rd Quarter | 2nd Quarter | 1st Quarter |
|-----------------------------------|-------------|-------------|-------------|-------------|
| 1a) Line Crew Appointments | 0 | 0 | 0 | 0 |
| 1b) Meter Work | | | | |
| Customer requested Meter Readings | 0 | 0 | 0 | 0 |
| Meter Accuracy Verification | 0 | 0 | 0 | 0 |
| Final / Initial Meter Readings | 0 | 0 | 0 | 0 |
| 1c) Delay Days | 0 | 0 | 0 | 0 |