

Municipal Utility Service Quality & Reliability Plan Reporting Form  
 Report Period: January 1, 2012 - December 31, 2012

Swanton Village

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	-	-	-	20	5	
B	Total bills scheduled to be rendered	10,876	11,154	11,176	11,176	8,302	
C	(A/B)	0.0%	0.0%	0.2%	0.8%	0.1%	<=1.0%
2b	Bills found inaccurate						
A	Number of bills rendered inaccurate	-	1	-	88	22	
B	Total number of bills rendered	10,876	11,154	11,164	11,164	8,299	
C	(A/B)	0.0%	0.0%	0.8%	0.8%	0.3%	<=1.0%
2c	Payment posting complaints						
A	Number of customers complaining about payment posting	-	-	1	4	1	
B	Total Number of Customers	-	-	11,118	11,164	5,571	
C	(A/B)	-	-	0.0%	0.0%	0.0%	<=0.05%
3	Percent of actual meter readings per month						
A	Number of meter readings not read	-	7	16	21	11	
B	Number of meter readings scheduled	10,876	11,118	11,118	11,164	8,290	
C	(A/B)	-	0.1%	0.1%	0.2%	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	
B	Total number of jobs promised complete in reporting month	422	468	275	291	291	
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	
B	Total number of delayed jobs in the reporting month	-	-	-	-	0	
C	(A/B)	-	-	-	0.0%	-	<=5 days
5	Rates of complaints to DPS/Consumer Affairs as reported to Utility						
A	Number of escalations to DPS/Consumer affairs	-	1	1	2	1	
B	Total number of customers	10,876	11,154	11,176	11,176	8,301.50	
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					0	<=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					0	<=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					0.40	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					1.00	2.50
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)						