	Municipal Utility Service Quality & Reliability Plan Reporting Form									
	Report Period: Apr - June 2024	Reporting utility:Village of Johnson Water & Light Department M. Emery								
	Performance area	Apr	May	June	Current Quarter	Prior Quarter	4th Quarter Prior	3rd Quarter Prior	Annual Rolling Average	Baseline
1a	Call answer performance	0	0	0	0	0	0	0	0	
	Number of calls where consumer complains to DPS that the utility cannot be reached	U		0						<=1
2a	Percent of bills not rendered within 7 days of monthly billing cycle									
Α	Bills not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	0	0	0	
В	Total bills scheduled to be rendered	996	995	996	2,987	2,945	2,928	2,964	2,956	
С	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	<=1.00%
2b	Bills found inaccurate									
Α	Number of bills determined to be inaccurate	0	0	0	0	0	0	0	0	
В	Total number of bills rendered	996	995	996	2,987	2,945	2,928	2,964	2,956	
С	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	<=1.00%
2c	Payment posting complaints									
Α	Number of customers complaining about payment posting	0	0	0	0	0	0	0	0	
В	Total number of customers	996	995	996	2,987	2,945	2,928	2,964	2,956	
C	(A/B)	0.0%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=.05%
3a	Meters not read									
Α	Number of meters not read	0	0	0	0	0	0	0	0	
В	Numbers of meters scheduled to be read	996	995	996	2,987	2,945	2,928	2,964	2,956	
С	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=10.0%
4a	Percent of customer requested work not completed by promised delivery date									
Α	Number of jobs not completed on or by promised date less exclusions	0	0	0	0	0	0	0	0	
В	Total jobs promised completed	78	58	32	168	68	119	310	166	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=5%
4b	Average delay after missed delivery date									
Α	Total number of delay days	0	0	0	0	0	0	0	0	
В	Total number of delayed jobs in reporting month	0	0	0	0	0	0	0	0	<b></b>
С	(A/B)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	<=5.0
5	Rate of complaint to DPS									
Α	Total number of escalations to DPS	0	0	0	0	0	0	0	0	
8	Total number of customers	996	995	996	2,987	2,945	2,928	2,964	2,956	4-0.070
င	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.07%	0.00	<=0.07%
6a	Lost time incidents (report annually in January)									1
	Total incidents that cause injury to injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury VOSHA Accident Log	0			0					<=1
6b	Lost time severity (reported annually in January)									
	Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility									

	VOSHA Accident Log	0			0					<=9
7a	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901	0			0,0				0.0	<=1.0
7b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901	0		0.0					0.0	<=2.7
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)									
Servic	e guarantees List service guarantees provided by utility and indicate number of times each g	uarantee was pr	ovided to cust	omers during	the month and qua	rter	775	3rd		
	Guarantee	Month 1	Month 2	Month 3	Current Quarter	Prior Quarter	4th Quarter Prior	Quarter Prior		
		0	0	0	0	0				
	Meter work- 2 business days of promised delivery date	0	0	0	0	0				
	Delay Days- 5 business days of promised delivery date	0	0	0	0	0				