| | Municipal Utility Service Quality & Reliability Plan Reporting Form | | Departing of | HauVillaga e | of Johnson Water 8 | Light Don | artmont | M. Emery | | |
|-----|---|----------------|---|----------------|--------------------|------------------|-------------------------|-------------------------|------------------------------|-----------------|
| | Report Period: Apr - June 2023 | | Reporting at | inty.vinage t | or Johnson Water 6 | Light Dep | artillellt | IVI. LITTETY | | 1 |
| | Performance area | Apr | May | June | Current Quarter | Prior Quarter | 4th Quarter Prior | 3rd Quarter Prior | Annual Rolling Average | Baseline |
| | Call answer performance | | | | 1 | | | _ | | |
| | Number of calls where consumer complains to DPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| | that the utility cannot be reached | | | | | | | | | <=1 |
| | 5 | | | | | | | - | | |
| a | Percent of bills not rendered within 7 days of monthly billing cycle | _ | | _ | 0 | 0 | 0 | 0 | 0 | |
| | Bills not rendered within 7 days of scheduled billing cycle | 0 | 0 | 0 | | | - | 2,998 | 3,005 | - |
| | Total bills scheduled to be rendered | 1,002 | 1,007 | 1,008 | 3,017 | 3,002 | 3,002 | 0.00% | 3,005 | <=1.00% |
| | (A/B) | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | - 0 | \-1.00 % |
| | Bills found inaccurate | | | | 0 | 0 | 0 | 0 | 0 | - |
| | Number of bills determined to be inaccurate | 0 | 0 | 0 | | | | | 3,005 | i — — — |
| | Total number of bills rendered | 1,002 | 1,007 | 1,008 | 3,017 0.0% | 3,002 0.0% | 3,002 0.0% | 2,998 0.0% | 0 | <=1.00% |
| | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | - 0 | V=1.00 % |
| | Payment posting complaints | | | _ | | | | 0 | 0 | 1 |
| | Number of customers complaining about payment posting | 0 | 0 | 0 | 0 | 0 | 0 | 2,998 | 3,005 | l |
| *** | Total number of customers | 1,002 | 1,007 | 1,008 | 3,017 0.0% | 3,002 0.0% | 3,002 0.0% | 0.0% | 0.0 | <=.05% |
| | (A/B) | 0.0% | 0.00% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0 | V=.03% |
| | Meters not read | | | | 0 | | | 0 | 0 | |
| | Number of meters not read | 0 | 0 | 0 | 3,017 | 0 3,002 | 3,002 | 2,998 | 3,005 | - |
| | Numbers of meters scheduled to be read | 1,002 0.0% | 1,007 | 1,008 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0 | <=10.0% |
| | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0 | V=10.076 |
| | Percent of customer requested work not completed by promised delivery date | | | | | _ | | 0 | 0 | l |
| | Number of jobs not completed on or by promised date less exclusions | 0 | 0 | 0 | 0 | 0 | 0 | | 58 | 1 |
| | Total jobs promised completed | 23 | 22 | 24 | 69 | 49 0.0% | 0.0% | 112 0.0% | 0.0 | <=5% |
| | (A/B) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0 | V=5% |
| | Average delay after missed delivery date | | | | | _ | | | | 1 |
| A | Total number of delay days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Total number of delayed jobs in reporting month | 0 | 0.00 | 0,00 | 0,00 | 0.00 | 0.00 | 0.00 | 0 | <=5.0 |
| | (A/B) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | - 0 | \-5.0 |
| | Rate of complaint to DPS | | | | 0 | 0 | 0 | 0 | 0 | - |
| | Total number of escalations to DPS | 0 | 0 | 0 | 3.017 | 3,002 | 3.002 | 2.998 | 3,005 | 1 |
| | Total number of customers (A/B) | 1,002 0.00% | 1,007 0,00% | 1,008 0.00% | 0.00% | 0.00% | 0.00% | 0.07% | 0.00 | <=0.07% |
| | | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.07 % | 0.00 | V=0.07 /8 |
| | Lost time incidents (report annually in January) 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 | o | | | 0 | | | | | <=1 |
| | Lost time severity (reported annually in January) | | *************************************** | | | - | | | | 1 |
| | 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) | | | | | | | | | |
| Serv | ice guarantees List service guarantees provided by utility and indicate number of times each g | uarantee was pi | rovided to cust | omers during | the month and qua | rter | | | | |
| | Guarantee | Month 1 | Month 2 | Month 3 | Current Quarter | Prior Quarter | 4th Quarter Prior | 3rd 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 | | | | |