| М | unicipal Utility Service Quality & Reliability Plan Reporting Form | | | | | | | | | | | |
|-------|--|-------|--|-------|-----------------|------------------|-------------------------|-------------------------|------------------------------|--|--|--|
| R | Report Period: October - December 2023 | | tility:Village of Johnson Water & Light Department | | | | | | A Crocket | | | |
| | Performance area | Oct | Nov | Dec | Current Quarter | Prior Quarter | 2nd Quarter Prior | 1st Quarter Prior | Annual Rolling Average | Baseline | | |
| la C | all answer performance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| IN IN | umber of calls where consumer complains to DPS that the utility cannot be reached | 0 | 0 | | · · | | | ľ | | | | |
| _ | that the utility cannot be reached | | | | | | | | | <=1 | | |
| 2a P | ercent of bills not rendered within 7 days of monthly billing cycle | | | | | | | | | | | |
| | ills not rendered within 7 days of scheduled billing cycle | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | otal bills scheduled to be rendered | 978 | 973 | 977 | 2,928 | 2,964 | 3,017 | 3,002 | 2,978 | | | |
| | VB) | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0 | <=1.00% | | |
| | ills found inaccurate | | | | | | | | | | | |
| | umber of bills determined to be inaccurate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| B To | otal number of bills rendered | 978 | 973 | 977 | 2,928 | 2,964 | 3,017 | 3,002 | 2,978 | | | |
| C (A | VB) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0 | <=1.00% | | |
| 2c P | ayment posting complaints | | | | | | | | | | | |
| A N | umber of customers complaining about payment posting | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| B To | otal number of customers | 978 | 973 | 977 | 2,928 | 2,964 | 3,017 | 3,002 | 2,978 | - 050/ | | |
| | VB) | 0.0% | 0.00% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0 | <=.05% | | |
| | leters not read | | | | | | | 0 | 0 | | | |
| | umber of meters not read | 0 | 0 | 0 | 0 | 0 | 0 | 3,002 | 2,978 | - | | |
| | lumbers of meters scheduled to be read | 978 | 973 | 977 | 2,928 | 2,964 0.0% | 3,017 0.0% | 0.0% | 0.0 | <=10.0% | | |
| 1.7. | NB) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.076 | 0.0 | V=10.076 | | |
| 4a P | ercent of customer requested work not completed by promised delivery date | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| A N | umber of jobs not completed on or by promised date less exclusions | 52 | 41 | 26 | 119 | 310 | 69 | 49 | 137 | | | |
| | otal jobs promised completed | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0 | <=5% | | |
| | VB) | 0.0% | 0.076 | 0.076 | 0.070 | 0.070 | 0.070 | 0.070 | 0.0 | | | |
| | verage delay after missed delivery date otal number of delay days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | otal number of delayed jobs in reporting month | 0 | 0 | 0 | ŏ | 0 | , o | 0 | 0 | | | |
| | A/B) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0 | <=5.0 | | |
| | late of complaint to DPS | 1 | 2.00 | | | | | | | | | |
| | otal number of escalations to DPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | otal number of customers | 978 | 973 | 977 | 2,928 | 2,964 | 3,017 | 3,002 | 2,978 | | | |
| | VB) | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00 | <=0.07% | | |
| - 10 | ost time incidents (report annually in January) | | | | X. 20000000 | 0.00 | | | | | | |
| T- | otal incidents that cause injury to injury to an employee, occur while employee working for utility and result in missed work beyond day of injury | 0 | | | 0 | | | | 1 | <=1 | | |
| 6b L | ost time severity (reported annually in January) | | | | | | | | | 1 | | |
| С | cumulative number of work days missed by utility employees in calendar year s a result of injuries sustained while performing work for utility | | | | | | | | 120 | | | |

| VOSHA Accident Log | 0 | | | | | | | n | <=9 |
|---|------------------|----------------|-------------------|---------------------|------------------|-------------------------|-------------------------|-----|-------|
| System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901 | 0 | | | | | | | 3.7 | |
| Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901 | 0 | | | | | | | 1.9 | <=1.0 |
| Worst performing areas: Attach worst performing areas analysis (reported annually in January) | | | | | | | | 1.9 | <=2.7 |
| ervice guarantees List service guarantees provided by utility and indicate number of times each of | guarantee was pr | ovided to cust | omers during | the month and qua | rter | | | | |
| | | | | | | | | | |
| Guarantee | Month 1 | Month 2 | Month 3 | Current Quarter | Prior Quarter | 2nd Quarter Prior | 3rd Quarter Prior | | |
| Guarantee | Month 1 | Month 2 | Month 3 | Current Quarter | | Quarter | Quarter | | |
| | | | Month 3 0 0 | Current Quarter 0 0 | Quarter | Quarter | Quarter | | |