	Municipal Utility Service Quality & Reliability Plan Reporting Form										
	Report Period: July - Sept 2024		Reporting utility:Village of Johnson Water & Light Department M. Emery								
	Performance area	July	August	Sept	Current Quarter	Prior Quarter	1st Quarter Prior	4th 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	U	U	U	U	0	, ·	⊢ • ⊢			
	that the utility cannot be reached									<=1	
2a	Percent of bills not rendered within 7 days of monthly billing cycle							 			
	Bills not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	0	0	0		
A B	Total bills scheduled to be rendered	995	997	998	2,990	2,987	2,945	2,928	2.963		
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	<=1.00%	
2b	Bills found inaccurate	0.0070	0.0070	0.0070	0.0070	0.0070					
ZD A	Number of bills determined to be inaccurate	0	0	0	0	0	0	0	0		
B	Total number of bills rendered	995	997	998	2,990	2.987	2,945	2,928	2,963		
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	<=1.00%	
2c	Payment posting complaints	0.070	0.070	0.070	0.070	- 0.070				\vdash	
A	Number of customers complaining about payment posting	0	0	0	0	0	0	0	0		
В	Total number of customers	995	997	998	2,990	2,987	2,945	2,928	2,963		
C	(A/B)	0.0%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=.05%	
3a	Meters not read	0.070	0.0070	0.070	0.070	0.070	5.570				
A	Number of meters not read	0	0	0	0	0	0	0	0		
B	Numbers of meters scheduled to be read	995	997	998	2,990	2.987	2,945	2,928	2,963		
C	(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	0.070									
A	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	62	48	69	179	168	68	119	134		
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										
A	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		
C	(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		î .								
A	Total number of escalations to DPS	0	0	0	0	0	0	0	0		
В	Total number of customers	995	997	998	2,990	2,987	2,945	2,928	2,963		
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00	<=0.07%	
6a	Lost time incidents (report annually in January)	590000000000000000000000000000000000000									
	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	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			0.0	<=1.0
7b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901	0			0.0	0			0.0	<=2.7
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)									
Servi	ice 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 quar	rter				
	Guarantee	Month 1	Month 2	Month 3	Current Quarter	Prior Quarter	2nd 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				