

Municipal Utility Service Quality & Reliability Plan Reporting Form
Report Period: January 1, 2008 - December 31, 2008

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	0	-	-	-	0	
B	Total bills scheduled to be rendered	10,761	10,807	10,794	10,677	10,760	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	<=1.0%
2b	Bills found inaccurate						
A	Number of bills rendered inaccurate	4	5	3	3	4	
B	Total number of bills rendered	10,761	10,823	10,811	10,682	10,769	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	<=1.0%
2c	Payment posting complaints						
A	Number of customers complaining about payment posting	1	1	-	-	1	
B	Total Number of Customers	10,761	10,807	10,794	10,677	10,760	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	<=0.05%
3	Percent of actual meter readings per month						
A	Number of meter readings not read	0	-	-	-	0	
B	Number of meter readings scheduled	10,761	10,807	10,794	10,677	10,760	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	<=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	-	-	-	0	
B	Total number of jobs promised complete in reporting month	442	478	529	298	437	
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	-	-	-	0	
B	Total number of delayed jobs in the reporting month	0	-	-	-	0	
C	(A/B)	-	-	-	-	-	<=5 days
5	Rates of complaints to DPS/Consumer Affairs as reported to Utility						
A	Number of escalations to DPS/Consumer affairs	0	-	1	-	0	
B	Total number of customers	10,761	10,807	10,794	10,677	10,759.75	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.00	<=0.07%, 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					0.90	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					1.70	2.50
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)						

Service guarantees

List service guarantees provided by utility and indicate number of times each guarantee was provided to customers during the month and quarter

Guarantee	4th Quarter	3rd Quarter	2nd Quarter	1st Quarter
1a) Line Crew Appointments	0	0	0	0
1b) Meter Work				
Customer requested Meter Readings	0	0	0	0
Meter Accuracy Verification	0	0	0	0
Final / Initial Meter Readings	0	0	0	0
1c) Delay Days	0	0	0	0