

**Municipal Utility Service Quality & Reliability Plan Reporting Form**  
**Report Period: January 1, 2009 - December 31, 2009**

**Swanton Village**

| Performance area |   | 4th Quarter | 3rd Quarter | 2nd Quarter | 1st Quarter | Annual Rolling Average | Baseline             |
|------------------|---|-------------|-------------|-------------|-------------|------------------------|----------------------|
| <b>1</b>         | Call Answer Performance   |             |             |             |             |                        |                      |
| <b>2a</b>        | Percent of bills not rendered within 7 days of monthly billing cycle  |             |             |             |             |                        |                      |
| <b>A</b>         | Bills not rendered within 7 days of scheduled billing cycle   | -           | -           | -           | -           | 0                      |                      |
| <b>B</b>         | Total bills scheduled to be rendered  | 3,582       | 10,850      | 10,794      | 10,649      | 8,969                  |                      |
| <b>C</b>         | (A/B)   | 0.0%        | 0.0%        | 0.0%        | 0.0%        | 0.0%                   | <=1.0%               |
| <b>2b</b>        | Bills found inaccurate  |             |             |             |             |                        |                      |
| <b>A</b>         | Number of bills rendered inaccurate   | -           | 1           | 5           | 5           | 3                      |                      |
| <b>B</b>         | Total number of bills rendered  | 3,582       | 10,850      | 10,794      | 10,649      | 8,969                  |                      |
| <b>C</b>         | (A/B)   | 0.0%        | 0.0%        | 0.0%        | 0.0%        | 0.0%                   | <=1.0%               |
| <b>2c</b>        | Payment posting complaints  |             |             |             |             |                        |                      |
| <b>A</b>         | Number of customers complaining about payment posting   | -           | 2           | -           | 1           | 1                      |                      |
| <b>B</b>         | Total Number of Customers   | 3,582       | 10,850      | 10,794      | 10,629      | 8,964                  |                      |
| <b>C</b>         | (A/B)   | 0.0%        | 0.0%        | 0.0%        | 0.0%        | 0.0%                   | <=0.05%              |
| <b>3</b>         | Percent of actual meter readings per month  |             |             |             |             |                        |                      |
| <b>A</b>         | Number of meter readings not read   | -           | -           | 1           | 2           | 1                      |                      |
| <b>B</b>         | Number of meter readings scheduled  | 3,564       | 10,850      | 10,783      | 10,629      | 8,957                  |                      |
| <b>C</b>         | (A/B)   | 0.0%        | 0.0%        | 0.0%        | 0.0%        | 0.0%                   | <=10.0%              |
| <b>4a</b>        | Percent of customer requested work not completed on or before promised delivery date  |             |             |             |             |                        |                      |
| <b>A</b>         | Number of jobs not completed on or before promised delivery date  | -           | -           | -           | -           | 0                      |                      |
| <b>B</b>         | Total number of jobs promised complete in reporting month   | 103         | 433         | 465         | 382         | 346                    |                      |
| <b>C</b>         | (A/B)   | 0.0%        | 0.0%        | 0.0%        | 0.0%        | 0.0%                   | <=5.0%               |
| <b>4b</b>        | Average number of days after the missed delivery date   |             |             |             |             |                        |                      |
| <b>A</b>         | Total days of delay   | -           | -           | -           | -           | 0                      |                      |
| <b>B</b>         | Total number of delayed jobs in the reporting month   | -           | -           | -           | -           | 0                      |                      |
| <b>C</b>         | (A/B)   | -           | -           | -           | 0.0%        | -                      | <=5 days             |
| <b>5</b>         | Rates of complaints to DPS/Consumer Affairs as reported to Utility  |             |             |             |             |                        |                      |
| <b>A</b>         | Number of escalations to DPS/Consumer affairs   | -           | -           | 1           | -           | 0                      |                      |
| <b>B</b>         | Total number of customers   | -           | 10,850      | 10,794      | 10,649      | 8,073.25               |                      |
| <b>C</b>         | (A/B)   | -           | 0.0%        | 0.0%        | 0.0%        | 0.00                   | <=.07%,<br>minimum 2 |
| <b>6a</b>        | Lost time incidents (report annually in January)  |             |             |             |             |                        |                      |
| <b>A</b>         | 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                  |
| <b>6b</b>        | Lost time severity (reported annually in January)   |             |             |             |             |                        |                      |
| <b>A</b>         | 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                 |
| <b>7a</b>        | System average interruption frequency (reported annually in January)  |             |             |             |             |                        |                      |
| <b>A</b>         | SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms   |             |             |             |             | 0.40                   | 2.40                 |
| <b>7b</b>        | Customer average interruption duration (reported annually in January)   |             |             |             |             |                        |                      |
| <b>A</b>         | CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms   |             |             |             |             | 1.00                   | 2.50                 |
| <b>7c</b>        | Worst performing areas: Attach worst performing areas analysis (reported annually in January)   |             |             |             |             |                        |                      |

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**Service guarantees**

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

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