Municipal Utility Service Quality & Reliability Plan Reporting Form

Report Period: Oct - Dec 2019 | **Reporting utility:Village of Johnson Water & Light Department** | S. Tinker

	Performance area	Oct	Nov	Dec	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior	Annual Rolling Average	Baseline
1a	Call answer performance									
	Number of calls where consumer complains to DPS	0	0	0	0	**0**	**0**	**0**	**0**	
	that the utility cannot be reached									
										<=1
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	0	0	0	0	0	0	
B	Total bills scheduled to be rendered	975	979	977	2,931	2,944	2,935	2,940	2,938	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	**<=1.00%**
2b	Bills found inaccurate									
A	Number of bills determined to be inaccurate	0	0	0	0	0	0	1	0	
B	Total number of bills rendered	975	979	977	2,931	2,944	2,935	2,940	2,938	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	**<=1.00%**
2c	Payment posting complaints									
A	Number of customers complaining about payment posting	0	0	0	0	0	0	0	0	
B	Total number of customers	979	977	976	2,932	2,936	2,939	2,938	2,936	
C	(A/B)	0.0%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	**<=.05%**
3a	Meters not read									
A	Number of meters not read	0	0	0	0	0	0	0	0	
B	Numbers of meters scheduled to be read	979	977	976	2,932	2,936	2,939	2,938	2,936	
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									
A	Number of jobs not completed on or by promised date less exclusions	0	0	0	0	0	0	0	0	
B	Total jobs promised completed	50	30	33	113	125	125	52	104	
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	
B	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									
A	Total number of escalations to DPS	0	0	1	1	1	0	0	1	
B	Total number of customers	979	977	976	2,932	2,936	2,939	2,938	2,936	
C	(A/B)	0.00%	0.00%	0.10%	0.03%	0.03%	0.00%	0.00%	0.00	**<=0.07%**
6a	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	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			0.3				0.3	**<=1.0**
7b	Customer average interruption duration (reported annually in January)									
	CAIDI as defined in PSB Rule 4.901	0			2.3				2.3	**<=2.7**
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	**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	0	0	0				