

**Attachment B: Village of Johnson Water & Light Department  
Service Quality Compensation Cap and Points  
Annual Data for the Period ended Q4 2015**

**Maximum annual service quality compensation**

	<b>Based on 2015</b>	<b>Avg cost/point</b>
<b>Dollars at risk*</b>	<b>Revenue</b>	<b>(150 pt cap)</b>
.1% of total revenue	\$ 2,319	\$ 15

**Allocation of points between plan components**

		Maximum Points	<b>Actual Points</b>
Reliability	60%	90	20
All other points based measures	40%	60	0
		150	20

**Sliding point scale**

Max at risk for reliability	\$ 1,391
Max at risk for all other points based measures	\$ 928
	\$ 2,319

**RELIABILITY CALCULATION**

<u>Point ranges</u>	<u>Pts in range</u>	<u>Weighting</u>	<u>Per point</u>	<u>Actual Compensation Points</u>	<u>Actual Compensation Dollars</u>
71 to 90	20	2.188	\$ 34	0	\$ -
46 to 70	25	1.000	\$ 15	0	\$ -
21 to 45	25	0.850	\$ 13	0	\$ -
0 to 20	20	0.000	\$ -	20	\$ -
Total	90			20.00	\$ -

**OTHER MEASURES CALCULATION**

<u>Point ranges</u>	<u>Pts in range</u>	<u>Weighting</u>	<u>Per point</u>	<u>Actual Compensation Points</u>	<u>Actual Compensation Dollars</u>
45 to 60	15	1.350	\$ 21	\$ -	\$ -
31 to 45	15	1.000	\$ 15	\$ -	\$ -
16 to 30	15	0.900	\$ 14	\$ -	\$ -
0 to 15	15	0.750	\$ 12	\$ -	\$ -
Total	60			\$ -	\$ -

Total Compensation Dollars assessed:	\$ -
2015 Dollars paid for SQRP Service Guarantees	\$ -
Total Compensation Dollars to be paid:	\$ -

\* Maximum dollars at risk shall be calculated each year. Dollar amounts in this chart are based upon 2015 revenue.

Municipal Utility Service Quality & Reliability Plan Reporting Form										
Annual REPORT PERIOD: Annual Q1 2015 through Q4 2015										
Reporting utility: Village of Johnson Water & Light Department										
Performance area		Month 1	Month 2	Month 3	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	0	0	0	0	0	0	0	0	<=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	946	946	944	2,836	2,832	2,823	2,829	2830	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=1.00%
2b	Bills found inaccurate									
A	Number of bills determined to be inaccurate	0	0	0	0	0	0	0	0	
B	Total number of bills rendered	946	946	944	2,836	2,832	2,823	2,829	2830	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=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	946	944	942	2,832	2,833	2,827	2,825	2829	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=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	946	944	942	2,832	2,833	2,827	2,825	2829	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=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	58	35	23	116	110	115	48	97	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=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%	0.00%	<=5.0
5	Rate of complaint to DPS									
A	Total number of escalations to DPS	0	0	0	0	0	1	0	0	
B	Total number of customers	946	944	942	2,832	2,833	2,827	2,825	2829	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.01%	<=0.07%
6a	Lost time incidents (report annually in January)									
	Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury									
	VOSHA Accident Log								0	<=1
6b	2014 Dollars paid for SQRP Service Guarantees									
	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	<=9
7a	System average interruption frequency (reported annually in January)									
	r. Dolk SAIPI as defined in PSB Rule 4.901								1.2	<=1.0
7b	Customer average interruption duration (reported annually in January)									
	CAIDI as defined in PSB Rule 4.901								0.7	<=2.7
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)									
<b>Service guarantees</b>										
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		
	Line Crew Appointments- 2 hour window or end of day scheduled				0	0	0	0		
	Meter work- 2 business days of promised delivery date				0	0	0	0		
	Delay Days- 5 business days of promised delivery date				0	0	0	0		