	Municipal Utility Service Quality & Reliability Plan Reporting Form									
	Report Period: July - Sept 2024		Reporting ut	ility:Village of	Johnson Water 8	Light Dep	artment	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	
	Number of calls where consumer complains to DPS	0	0	0	0	U	, v	, v	U	_
	that the utility cannot be reached									<=1
										
2a	Percent of bills not rendered within 7 days of monthly billing cycle		1				0	0	0	-
Α	Bills not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	2,945	2,928	2,963	
В	Total bills scheduled to be rendered	995	997	998	2,990	2,987 0.00%	0.00%	0.00%	2,963	<=1.00%
С	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		4-1.00 70
2b	Bills found inaccurate		1		_	_		0	0	
Α	Number of bills determined to be inaccurate	0	0	0	0	0	0	2,928	2,215	-
В	Total number of bills rendered			((D)) ((a)	0	2,987	2,945		0	<=1.00%
С	(A/B)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%	0.0%	U	V=1.00%
2c	Payment posting complaints								0	-
Α	Number of customers complaining about payment posting	0	0	0	0	0	0	0		
` B	Total number of customers	995	997	998	2,990	2,987	2,945	2,928	2,963	<=.05%
С	(A/B)	0.0%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=.05%
3a	Meters not read									1
Α	Number of meters not read	0	0	0	0	0	0	0	0 2,963	
В	Numbers of meters scheduled to be read	995	997	998	2,990	2,987	2,945	2,928	0.0	<=10.0%
С	(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	-
Α	Number of jobs not completed on or by promised date less exclusions	0	0	0	0	0	0	119	134	
В	Total jobs promised completed	62	48	69	179	168	68		0.0	<=5%
С	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	V-3%
4b	Average delay after missed delivery date		1					0	0	
Α	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	0.00	0	<=5.0
С	(A/B)	0.00	0.00	0.00	0.00	0.00	0.00	0.00		\-5.0
5	Rate of complaint to DPS				_			_	0	
Α	Total number of escalations to DPS	0	0	0	0	0	0	0 2,928	2,963	
В	Total number of customers	995	997	998	2,990 0.00%	2,987 0.00%	2,945 0.00%	0.00%	0.00	<=0.07%
С	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00	1-0.07 /8
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	0		- Automobile		<=1
6b	Lost time severity (reported annually in January)									
55	Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility					Ency to the				

	VOSHA Accident Log	0			9	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	ce 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 qua	ter		2-4		
Servi	List service guarantees provided by utility and indicate number of times each g	uarantee was pr	ovided to cust	omers during	the month and qua	Prior	2nd Quarter Prior	3rd Quarter Prior		
Servi						Prior	Quarter	Quarter		
Servi	List service guarantees provided by utility and indicate number of times each g	Month 1	Month 2			Prior Quarter	Quarter	Quarter		