Mun	nicipal Utility Service Quality & Reliability Plan Reporting Form			_						
Rep	ort Period: October - December 2024	tility:Village	of Johnson V	Vater & Light	Department			M. Emery		
a Call	Performance area	Oct	Nov	Dec	Current Quarter	Prior Quarter	2nd Quarter Prior	1st Quarter Prior	Annual Rolling Average	Baseline
	answer performance nber of calls where consumer complains to DPS	0	0	0	0	0	0	0	0	_
INGII	that the utility cannot be reached	U						, i		
a Pero	cent of bills not rendered within 7 days of monthly billing cycle							-		<=1
	not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	0	0	0	
	al bills scheduled to be rendered	1,003	999	996	2,998	2,990	2,987	2,945	2,980	
C (A/B		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	<=1.00%
b Bills	found inaccurate									
	nber of bills determined to be inaccurate	0	0	0	0	0	0	0	0	
B Tota	al number of bills rendered	1,003	999	996	2,998	2,990	2,987	2,945	2,980	
C (A/B	3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	<=1.009
c Payr	ment posting complaints		ì							
	nber of customers complaining about payment posting	0	0	0	0	0	0	0	0	
B Tota	al number of customers	1,003	999	996	2,998	2,990	2,987	2,945	2,980	
C (A/B		0.0%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=.05%
	ers not read									
	nber of meters not read	0	0	0	0	0	0	0	0	
	nbers of meters scheduled to be read	1,003	999	996	2,998	2,990	2,987	2,945	2,980	
C (A/B		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=10.0%
	cent of customer requested work not completed by promised delivery date									
	nber of jobs not completed on or by promised date less exclusions	0	0	0	0	0	0	0	0	
	al jobs promised completed	67	28	23	118	179	168	68	133	- 50/
C (A/B		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=5%
	rage delay after missed delivery date							_		
	al number of delay days	0	0	0	0	0	0	0	0	
	al number of delayed jobs in reporting month	0	0	0	0	0	0	0	0	4-50
C (A/B		0.00	0.00	0.00	0.00	0.00	0.00	0.00	U	<=5.0
	e of complaint to DPS					_	_	0	0	-
	al number of escalations to DPS al number of customers	1,003	0 999	996	0 2,998	0 2.990	0 2,987	2,945	2,980	
C (A/B		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00	<=0.07%
	t time incidents (report annually in January)	0.00%	0.00%	0.0078	0.0078	0.0078	0.0078	0.0078	0.00	4=0.01 /
Tota is wo	al incidents that cause injury to injury to an employee, occur while employee orking for utility and result in missed work beyond day of injury SHA Accident Log	O.			0					<=1
b Lost	t time severity (reported annually in January)			382			THE STATE			
Cum	nulative number of work days missed by utility employees in calendar year 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			0.2				0.2	<=1.0
b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901	0			2.5				2.5	<=2.7
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)									
ervi	ice guarantees List service guarantees provided by utility and indicate number of times each g	warentoe was n	royidad ta cust	omore during	the month and gua	rter				
	Guarantee	Month 1	Month 2	Month 3	Current Quarter	Prior	2nd Quarter Prior	1st Quarter Prior		
	Meter work- 2 business days of promised delivery date	67	28	23	118	179	168	68		
	Delay Days- 5 business days of promised delivery date	0	0	0	0	0	0	0		