

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)			
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days		46	56	74	80	49	61	92	113	78	100	65	79	
	Total # of service orders		40	50	61	79	47	64	85	105	73	85	58	80	
	Avg. # of business days		1.2	1.1	1.2	1.0	1.0	1.0	1.1	1.1	1.1	1.2	1.1	1.0	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments		325	324	227	238	236	270	306	347	387	495	507	214	
	Total # of installation commitment met		325	324	227	238	236	270	306	347	387	495	507	214	
	Total # of installation commitment missed		0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met		100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	
<b>Customers</b>			Acct # for voice or bundle, res+bus	8975	8952	8936	8949	8938	9001	9047	9040	9078	9109	9052	9031
Customer Trouble Report															
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9427	9406	9439	9523	9539	9546	9483	9515	9546	9570	9585	9646	
		Total # of trouble reports	109	66	90	81	84	126	132	97	95	121	98	96	
		% of trouble reports	0.012	0.007	0.010	0.009	0.009	0.013	0.014	0.010	0.010	0.013	0.010	0.010	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets		10	14	31	25	23	26	22	19	14	23	23	17
Total # of repair tickets restored in ≤ 24hrs		8	13	29	25	23	26	21	19	13	21	20	17		
% of repair tickets restored ≤ 24 Hours		80%	93%	94%	100%	100%	100%	96%	100%	93%	92%	87%	100%		
Sum of the duration of all outages (hh:mm)		125.87	204.29	308.56	241.96	202.04	188.24	203.13	194.53	171.45	267.04	299.98	147.56		
Avg. outage duration (hh:mm)		12.59	14.59	9.95	9.68	8.78	7.24	9.23	10.24	12.25	11.61	13.04	8.68		
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets		10	14	31	25	23	26	22	19	14	23	23	17	
	Total # of all repair tickets restored in ≤ 24hrs		7	12	29	25	21	24	21	17	11	19	19	17	
	% of all repair tickets restored ≤ 24 Hours		70%	86%	94%	100%	92%	93%	96%	90%	79%	83%	83%	100%	
	Sum of the duration of all outages (hh:mm)		149.87	228.29	332.56	241.96	274.04	236.24	227.13	242.53	243.45	339.04	323.98	147.56	
	Avg. unadjusted outage duration (hh:mm)		14.99	16.31	10.73	9.68	11.91	9.09	10.32	12.76	17.39	14.74	14.09	8.68	
<b>Refunds</b>			Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
			Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)															
			Total # of calls for TR, Billing & Non-Billing												
			Total # of call seconds to reach live agent												
			% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: [bonnieb@volcanotel.com](mailto:bonnieb@volcanotel.com)

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)				
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Installation Interval Min. standard = 5 bus. days	Total # of business days		3	1	9	4	2	7	13	8	6	12	11	11		
	Total # of service orders		3	1	4	5	2	8	10	8	4	8	8	11		
	Avg. # of business days		1.0	1.0	2.3	0.8	1.0	0.9	1.3	1.0	1.5	1.5	1.4	1.0		
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments		16	5	23	24	49	92	19	27	23	89	40	40		
	Total # of installation commitment met		16	5	23	24	49	92	19	27	23	89	40	40		
	Total # of installation commitment missed		0	0	0	0	0	0	0	0	0	0	0	0		
	% of commitment met		100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%		
Customers			Acct # for voice or bundle, res+bus		715	710	710	696	619	640	685	693	709	703	638	627
Customer Trouble Report																
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines														
		Total # of trouble reports														
		% of trouble reports														
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines														
		Total # of trouble reports														
		% of trouble reports														
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines		713	712	713	710	716	724	721	731	730	729	732	750	
		Total # of trouble reports		13	5	0	0	0	9	15	6	5	7	2	8	
		% of trouble reports		0.018	0.007	0.000	0.000	0.000	0.012	0.021	0.008	0.007	0.010	0.003	0.011	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets		0	0	0	0	0	1	3	1	2	0	0	0		
	Total # of repair tickets restored in ≤ 24hrs		0	0	0	0	0	1	3	1	2	0	0	0		
	% of repair tickets restored ≤ 24 Hours		0.000	0.000	0.000	0.000	0.000	1.000	0.000	0.000	1.000	0.000	0.000	0.000		
	Sum of the duration of all outages (hh:mm)		0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	6.64	0.00	0.00	0.00		
	Avg. outage duration (hh:mm)		0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	3.32	0.00	0.00	0.00		
	Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets		0	0	0	0	0	1	3	1	2	0	0	0		
	Total # of all repair tickets restored in ≤ 24hrs		0	0	0	0	0	1	3	1	1	0	0	0		
	% of all repair tickets restored ≤ 24 Hours		0.000	0.000	0.000	0.000	0.000	1.000	1.000	1.000	0.500	0.000	0.000	0.000		
	Sum of the duration of all outages (hh:mm)		0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	54.64	0.00	0.00	0.00		
	Avg. unadjusted outage duration (hh:mm)		0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	27.32	0.00	0.00	0.00		
Refunds			Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0	0	
			Monthly amount of refunds		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)																
			Total # of calls for TR, Billing & Non-Billing													
			Total # of call seconds to reach live agent													
			% ≤ 60 seconds													

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)			
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days			Total # of business days	10	28	27	25	22	17	27	34	31	27	20	30
			Total # of service orders	9	26	23	24	16	19	28	32	29	25	19	27
			Avg. # of business days	1.1	1.1	1.2	1.0	1.4	0.9	1.0	1.1	1.1	1.1	1.1	1.1
<b>Installation Commitment</b> Min. standard = 95% commitment met			Total # of installation commitments	94	115	73	89	52	67	110	110	124	144	155	51
			Total # of installation commitment met	94	115	73	89	52	67	110	110	124	144	155	51
			Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
			% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
<b>Customers</b>			Acct # for voice or bundle, res+bus	3272	3271	3260	3273	3293	3294	3288	3286	3290	3289	3303	3311
<b>Customer Trouble Report</b>															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3557	3544	3559	3608	3605	3602	3565	3569	3567	3582	3591	3594	
		Total # of trouble reports	42	29	35	29	36	57	32	29	48	50	38	25	
		% of trouble reports	0.012	0.008	0.010	0.008	0.010	0.016	0.009	0.008	0.013	0.014	0.011	0.007	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs			Total # of outage report tickets	3	4	8	9	11	11	5	5	6	10	8	5
			Total # of repair tickets restored in ≤ 24hrs	3	4	8	9	11	11	5	5	6	9	7	5
			% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.900	0.875	1.000
			Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87	50.61	74.35	59.87	46.72	43.27	59.58	89.38	70.85	52.38
			Avg. outage duration (hh:mm)	15.18	18.20	4.23	5.62	6.76	5.44	9.34	8.65	9.93	8.94	8.86	10.48
			Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>			Total # of unadjusted outage report tickets	3	4	8	9	11	11	5	5	6	10	8	5
			Total # of all repair tickets restored in ≤ 24hrs	3	4	8	9	10	9	5	3	6	8	6	5
			% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.909	0.818	1.000	0.600	1.000	0.800	0.750	1.000
			Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87	50.61	98.35	107.87	46.72	91.27	59.58	113.38	94.85	52.38
			Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23	5.62	8.94	9.81	9.34	18.25	9.93	11.34	11.86	10.48
<b>Refunds</b>			Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
			Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)															
			Total # of calls for TR, Billing & Non-Billing												
			Total # of call seconds to reach live agent												
			% ≤ 60 seconds												

**Primary Utility Contact Information**

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Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)					
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
<b>Installation Interval</b> Min. standard = 5 bus. days			Total # of business days	25	16	24	25	13	24	35	49	27	41	29	27		
			Total # of service orders	21	13	23	25	17	24	32	46	27	37	26	31		
			Avg. # of business days	1.2	1.2	1.0	1.0	0.8	1.0	1.1	1.1	1.0	1.1	1.1	0.9		
<b>Installation Commitment</b> Min. standard = 95% commitment met			Total # of installation commitments	127	124	93	76	95	76	110	127	157	178	196	85		
			Total # of installation commitment met	127	124	93	76	95	76	110	127	157	178	196	85		
			Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0		
			% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%		
<b>Customers</b>			Acct # for voice or bundle, res+bus	3393	3384	3382	3392	3412	3445	3454	3447	3455	3483	3477	3457		
Customer Trouble Report																	
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3491	3486	3497	3509	3517	3521	3508	3516	3541	3551	3551	3579			
		Total # of trouble reports	24	21	37	34	32	43	54	44	28	50	32	40			
		% of trouble reports	0.007	0.006	0.011	0.010	0.009	0.012	0.015	0.013	0.008	0.014	0.009	0.011			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines															
		Total # of trouble reports															
		% of trouble reports															
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines															
		Total # of trouble reports															
% of trouble reports																	
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs			Total # of outage report tickets	0	6	14	10	10	9	8	7	5	9	5	7		
			Total # of repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4	8	4	7		
			% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800	0.889	0.800	1.000		
			Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	75.94	80.72	99.65	140.87	58.28	59.68		
			Avg. outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	9.49	11.53	19.93	15.65	11.66	8.53		
			Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>			Total # of unadjusted outage report tickets	0	6	14	10	10	9	8	7	5	9	5	7		
			Total # of all repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4	8	4	7		
			% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800	0.889	0.800	1.000		
			Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	99.94	80.72	99.65	164.87	58.28	59.68		
			Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	12.49	11.53	19.93	18.32	11.66	8.53		
<b>Refunds</b>			Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0		
			Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)			Total # of calls for TR, Billing & Non-Billing														
			Total # of call seconds to reach live agent														
			% ≤ 60 seconds														

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	8	11	14	26	12	13	17	22	14	20	5	11
	Total # of service orders	7	10	11	25	12	13	15	19	13	15	5	11
	Avg. # of business days	1.1	1.1	1.3	1.0	1.0	1.0	1.1	1.2	1.1	1.3	1.0	1.0
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	88	80	38	49	40	35	67	83	83	84	116	38
	Total # of installation commitment met	88	80	38	49	40	35	67	83	83	84	116	38
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
<b>Customers</b>	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
	Acct # for voice or bundle, res+bus	1595	1587	1584	1588	1614	1622	1620	1614	1624	1634	1634	1636
	Customer Trouble Report												
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1666	1664	1670	1696	1701	1699	1689	1699	1708	1708	1711
		Total # of trouble reports	30	11	18	18	16	17	31	18	14	26	23
		% of trouble reports	0.018	0.007	0.011	0.011	0.009	0.010	0.018	0.011	0.008	0.008	0.015
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	4	9	6	2	5	6	6	1	4	10	5
	Total # of repair tickets restored in ≤ 24hrs	5	4	7	6	2	5	6	6	1	4	9	5
	% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.900	1.000
	Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65	85.30	26.74	48.22	52.07	56.72	5.58	36.79	170.85	35.50
	Avg. outage duration (hh:mm)	11.47	5.46	9.74	14.22	13.37	9.64	8.68	9.45	5.58	9.20	17.09	7.10
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	4	9	6	2	5	6	6	1	4	10	5
	Total # of all repair tickets restored in ≤ 24hrs	4	3	7	6	1	5	6	6	0	3	9	5
	% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778	1.000	0.500	1.000	1.000	1.000	0.000	0.750	0.900	1.000
	Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65	85.30	74.74	48.22	52.07	56.72	29.58	60.79	170.85	35.50
	Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74	14.22	37.37	9.64	8.68	9.45	29.58	15.20	17.09	7.10
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)