

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

ADJUSTED

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2021

Reporting Unit Type: Total E W

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/05/21			08/11/21			11/09/21			02/07/22			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	166	107	28	59	45	11	49	22	46	26	57	44	
	Total # of service orders	18	12	9	11	7	7	6	4	6	2	8	8	
	Avg. # of business days	9.22	8.92	3.11	5.36	6.43	1.57	8.17	5.50	7.67	13.00	7.13	5.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	18	12	9	11	7	7	6	4	6	2	8	8	
	Total # of installation commitment met	14	8	7	10	6	7	4	4	3	1	7	8	
	Total # of installation commitment missed	4	4	2	1	1	0	2	0	3	1	1	0	
	% of commitment met	78%	67%	78%	91%	86%	100%	67%	100%	50%	50%	88%	100%	
Customers	Acct # for voice or bundle, res+bus	1,630	1,628	1,615	1,619	1,613	1,610	1,605	1,600	1,585	1,569	1,563	1,560	
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	1870	1875	1869	1856	1865	1863	1853	1849	1842	1,822	1,810	1,800
		Total # of trouble reports	21	29	14	18	21	18	117	53	42	25	19	24
		% of trouble reports	1.12%	1.55%	0.75%	0.97%	1.13%	0.97%	6.31%	2.87%	2.28%	1.37%	1.05%	1.33%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	26	9	17	13	14	70	44	32	19	15	16	
	Total # of repair tickets restored in ≤ 24hrs	13	21	9	16	13	14	70	35	28	19	12	11	
	% of repair tickets restored ≤ 24 Hours	86.67%	80.77%	100.00%	94.12%	100.00%	100.00%	100.00%	79.55%	87.50%	100.00%	80.00%	68.75%	
	Sum of the duration of all outages (hh:mm)	840.60	2252.57	39.72	128.17	57.05	61.33	434.02	557.43	622.67	82.23	503.92	682.63	
	Avg. outage duration (hh:mm)	56.04	86.64	4.41	7.54	4.39	4.38	6.20	12.67	19.46	4.33	33.59	42.66	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	15	26	9	17	13	14	70	44	32	19	15	16	
	Total # of repair tickets restored in ≤ 24hrs	3	1	3	4	5	8	58	29	20	9	0	6	
	% of repair tickets restored ≤ 24 Hours	20.00%	3.85%	33.33%	23.53%	38.46%	57.14%	82.86%	65.91%	62.50%	47.37%	0.00%	37.50%	
	Sum of the duration of all outages (hh:mm)	5188.75	9252.40	749.65	1133.4	884.85	767.61	1613.83	901.52	2174.25	2506.93	4459.88	1952.75	
	Avg. outage duration (hh:mm)	345.92	355.86	83.29	66.67	68.07	54.83	23.05	20.49	67.95	131.94	297.33	122.05	
	Number of customers who received refunds	14	32	3	2	2	1	6	0	3	2	9	7	
Refunds	Monthly amount of refunds	\$ 503.17	\$ 1,118.60	\$ 122.34	\$ 68.68	\$ 11.72	\$ 30.84	\$ 212.84	\$ -	\$ 98.15	\$ 66.20	\$ 313.80	\$ 254.60	
	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: Gail Long

Phone: 541-516-8210

Email: Gail.long@tdstelecom.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: Happy Valley Telephone Company
 Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2020
 Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)		05/05/21			08/11/21			11/09/21			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	8	7	0	0	8	0	1	0	0	0	1	23	
	Total # of service orders	3	2	0	0	1	0	1	0	0	0	1	2	
	Avg. # of business days	2.67	3.50	#DIV/0!	#DIV/0!	8.00	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	1.00	11.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	2	0	0	1	0	1	0	0	0	1	2	
	Total # of installation commitment met	3	1	0	0	0	0	1	0	0	0	1	2	
	Total # of installation commitment missed	0	1	0	0	1	0	0	0	0	0	0	0	
	% of commitment met	100%	50%	#DIV/0!	#DIV/0!	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	
Customers	Acct # for voice or bundle, res+bus	216	214	210	208	209	206	207	207	207	205	204	206	
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	257	259	255	251	252	251	249	250	250	248	249	247
		Total # of trouble reports	16	8	2	2	4	4	9	9	17	2	1	1
		% of trouble reports	6.23%	3.09%	0.78%	0.80%	1.59%	1.59%	3.61%	3.60%	6.80%	0.81%	0.40%	0.40%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	14	7	1	2	4	2	7	7	15	2	1	1	
	Total # of repair tickets restored in ≤ 24hrs	7	6	1	1	3	1	7	2	13	2	1	1	
	% of repair tickets restored ≤ 24 Hours	50.00%	85.71%	100.00%	50.00%	75.00%	50.00%	100.00%	28.57%	86.67%	100.00%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	3735.53	474.4	2.32	94.95	443.02	118.02	23.55	207.15	226.53	10.95	4.87	2.88	
	Avg. outage duration (hh:mm)	266.82	67.77	2.32	47.48	110.76	59.01	3.36	29.59	15.10	5.48	4.87	2.88	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	14	7	1	2	4	2	7	7	15	2	1	1	
	Total # of repair tickets restored in ≤ 24hrs	1	0	1	1	2	0	5	0	9	0	0	0	
	% of repair tickets restored ≤ 24 Hours	7%	0%	100%	50.00%	50.00%	0.00%	71%	0%	60%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	8921.15	2586.20	19.55	94.97	551.57	503.70	300.97	301.37	768.40	586.93	238.88	312.03	
	Avg. outage duration (hh:mm)	637.23	369.46	19.55	47.49	137.89	251.85	43.00	43.05	51.23	293.47	238.88	312.03	
Refunds	Number of customers who received refunds	5	15	0	0	2	0	1	0	1	1	1	1	
	Monthly amount of refunds	\$ 176.77	\$ 519.99	\$ -	\$ -	\$ 11.72	\$ -	\$ 29.85	\$ -	\$ 21.85	\$ 34.35	\$ 38.80	\$ 38.40	
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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2021
Reporting Unit Name: Minersville

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	5	0	0	0	0	0	25	0	0	0	0	0	
	Total # of service orders	1	0	0	0	0	0	1	0	0	0	0	0	
	Avg. # of business days	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	25.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0	1	0	0	0	0	0	
	Total # of installation commitment met	1	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	1	0	0	0	0	0	
% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Customers	Acct # for voice or bundle, res+bus	52	51	51	51	51	51	52	52	52	52	51	51	
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	85	84	84	84	87	87	87	88	88	88	85	84
		Total # of trouble reports	3	8	2	1	2	3	7	5	2	1	4	4
		% of trouble reports	3.53%	9.52%	2.38%	1.19%	2.30%	3.45%	8.05%	5.68%	2.27%	1.14%	4.71%	4.76%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	8	2	1	1	3	0	5	2	1	3	2	
	Total # of repair tickets restored in ≤ 24hrs	3	6	2	1	1	3	0	5	2	1	2	2	
	% of repair tickets restored ≤ 24 Hours	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	100.00%	100.00%	66.67%	100.00%	
	Sum of the duration of all outages (hh:mm)	33.93	205.54	12.85	6.02	2.77	3.17	0	47.8	19.62	7.08	44.2	11.73	
	Avg. outage duration (hh:mm)	11.31	25.69	6.43	6.02	2.77	1.06	#DIV/0!	9.56	9.81	7.08	14.73	5.87	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	3	8	2	1	1	3	0	5	2	1	3	2	
	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	0	5	1	0	0	2	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0.00%	0.00%	33.33%	#DIV/0!	100%	50%	0.00%	0.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	843.38	2988.95	34.37	77.42	199.65	234.12	0.00	55.47	40.98	100.78	375.1	17.15	
	Avg. outage duration (hh:mm)	281.13	373.62	17.19	77.42	199.65	78.04	#DIV/0!	11.09	20.49	100.78	125.03	8.58	
Refunds	Number of customers who received refunds	0	5	0	0	0	0	0	0	0	0	1	0	
	Monthly amount of refunds	\$ -	\$ 168.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39.50	\$ -	
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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company

U#: 1010

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Olinda

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	115	89	27	59	21	11	5	22	46	26	43	21	
	Total # of service orders	12	9	8	11	3	7	1	4	6	2	5	6	
	Avg. # of business days	9.58	9.89	3.38	5.36	7.00	1.57	5.00	5.50	7.67	13.00	8.60	3.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	9	8	11	3	7	1	4	6	2	5	6	
	Total # of installation commitment met	10	6	6	10	3	7	1	4	3	1	4	6	
	Total # of installation commitment missed	2	3	2	1	0	0	0	0	3	1	1	0	
% of commitment met	83%	67%	75%	91%	100%	100%	100%	100%	50%	50%	80%	100%		
Customers	Acct # for voice or bundle, res+bus	1068	1070	1062	1070	1061	1061	1055	1051	1052	1041	1037	1032	
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	1155	1160	1158	1153	1157	1155	1147	1144	1139	1139	1131	1125
		Total # of trouble reports	4	10	6	11	10	9	59	12	8	10	8	10
		% of trouble reports	0.35%	0.86%	0.52%	0.95%	0.86%	0.78%	5.14%	1.05%	0.70%	0.88%	0.71%	0.89%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	9	4	10	4	7	55	8	4	6	6	7	
	Total # of repair tickets restored in ≤ 24hrs	0	7	4	10	4	7	55	5	3	6	5	3	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	77.78%	100.00%	100.00%	100.00%	100.00%	100.00%	62.50%	75.00%	100.00%	83.33%	42.86%	
	Sum of the duration of all outages (hh:mm)	0	1564.22	16.04	12.35	12.82	50.02	371.43	144.55	299.02	12.52	269.13	541.6	
	Avg. outage duration (hh:mm)	#DIV/0!	173.80	4.01	1.24	3.21	7.15	6.75	18.07	74.76	2.09	44.86	77.37	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	0	9	4	10	4	7	55	8	4	6	6	7	
	Total # of repair tickets restored in ≤ 24hrs	0	1	2	2	3	6	50	4	2	2	0	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	11%	50%	20.00%	75.00%	85.71%	91%	50%	50%	33.33%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	0.00	2694.43	164.43	641.93	77.4	104.95	681.28	189.12	748.13	965.47	2002.12	1185.38	
	Avg. outage duration (hh:mm)	0.00	299.38	41.11	64.19	19.35	14.99	12.39	23.64	187.03	160.91	333.69	169.34	
Refunds	Number of customers who received refunds	6	9	1	2	0	0	2	0	2	1	3	5	
	Monthly amount of refunds	\$ 212.60	\$ 331.28	\$ 42.44	\$ 68.68	\$ -	\$ -	\$ 67.75	\$ -	\$ 76.30	\$ 31.85	\$ 109.90	\$ 181.35	
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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2021
Reporting Unit Name: Platina

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0	0	0	0	0	0	
	Total # of service orders	0	0	0	0	0	0	0	0	0	0	0	
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Customers	Acct # for voice or bundle, res+bus	57	56	56	56	56	56	55	55	54	54	54	
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	92	91	91	91	91	91	91	90	89	89	89
		Total # of trouble reports	0	1	2	2	0	1	0	3	2	0	1
		% of trouble reports	0.00%	1.10%	2.20%	2.20%	0.00%	1.10%	0.00%	3.33%	2.25%	0.00%	1.12%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	2	0	1	0	3	2	0	1	
	Total # of repair tickets restored in < 24hrs	0	1	1	2	0	1	0	3	1	0	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	50.00%	#DIV/0!	100.00%	
	Sum of the duration of all outages (hh:mm)	0	3:55	5:78	4:5	0	0	0	22:95	26:05	0	22:8	
	Avg. outage duration (hh:mm)	#DIV/0!	3:55	5:78	2:25	#DIV/0!	0:00	#DIV/0!	7:65	13:03	#DIV/0!	22:80	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	1	2	0	1	0	3	2	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	0	2	0	0	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	50.00%	#DIV/0!	0.00%	#DIV/0!	67%	0%	#DIV/0!	0.00%	
	Sum of the duration of all outages (hh:mm)	0:00	5:44.40	28.13	24.92	0	99.4	0.00	99.27	360.52	0	725.7	
	Avg. outage duration (hh:mm)	#DIV/0!	5:44.40	28.13	12.46	#DIV/0!	99.40	#DIV/0!	33.09	180.26	#DIV/0!	0.00	
Refunds	Number of customers who received refunds	0	0	1	0	0	0	0	0	0	0	1	
	Monthly amount of refunds	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 35.35	
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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2021
Reporting Unit Name: Trinity Center

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	38	11	1	0	16	0	18	0	0	0	13	0	
	Total # of service orders	2	1	1	0	3	0	3	0	0	0	2	0	
	Avg. # of business days	19.00	11.00	1.00	#DIV/0!	5.33	#DIV/0!	6.00	#DIV/0!	#DIV/0!	#DIV/0!	6.50	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	0	3	0	3	0	0	0	2	0	
	Total # of installation commitment met	0	1	1	0	3	0	2	0	0	0	2	0	
	Total # of installation commitment missed	2	0	0	0	1	0	1	0	0	0	0	0	
% of commitment met	0%	100%	100%	#DIV/0!	100%	#DIV/0!	67%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!		
Customers	Acct # for voice or bundle, res+bus	237	237	236	234	236	236	236	235	220	217	217	217	
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	281	281	281	277	278	279	279	277	276	258	256	255
		Total # of trouble reports	4	2	2	2	6	2	42	24	13	12	5	8
		% of trouble reports	1.42%	0.71%	0.71%	0.72%	2.16%	0.72%	15.05%	8.66%	4.71%	4.65%	1.95%	3.14%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	1	2	5	2	8	21	9	10	4	6	
	Total # of repair tickets restored in ≤ 24hrs	3	1	1	2	5	2	8	20	9	10	3	5	
	% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.24%	100.00%	100.00%	75.00%	83.33%	
	Sum of the duration of all outages (hh:mm)	321.17	4.87	2.73	10.35	31.28	8.15	39.03	134.98	51.45	51.67	162.92	126.42	
	Avg. outage duration (hh:mm)	80.29	4.87	2.73	5.18	6.26	4.08	4.88	6.43	5.72	5.17	40.73	21.07	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	4	1	1	2	5	2	8	21	9	10	4	6	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	1	3	18	8	7	0	4	
	% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0.00%	0.00%	50.00%	38%	86%	89%	70.00%	0.00%	66.67%	
	Sum of the duration of all outages (hh:mm)	737.18	438.42	193.80	294.18	561.05	295.77	631.58	256.32	256.22	853.72	1118.08	438.17	
	Avg. outage duration (hh:mm)	184.30	438.42	193.80	147.09	112.21	147.89	78.95	12.21	28.47	85.37	279.52	73.03	
Refunds	Number of customers who received refunds	3	3	1	0	0	1	3	0	0	0	3	1	
	Monthly amount of refunds	\$ 113.80	\$ 98.74	\$ 44.55	\$ -	\$ -	\$ 30.84	\$ 115.24	\$ -	\$ -	\$ -	\$ 90.25	\$ 34.85	
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: _____

Phone: _____

Email: _____

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