## California Public Utilities Commission Service Quality Standards Reporting

Installation Interval (3.1 Min. standard = 5 bus. da Installation Commitmer	easurement (Compile mo 1) ays	Total # of business days Total # of service orders					Reporting	g Unit Nan	ne:	Copperopolis	3			,	
Me Installation Interval (3.1 Min. standard = 5 bus. da Installation Commitmer Min. standard = 95% com	1) ays	Total # of business days Total # of service orders		(04/15/2022			Data filad								
Installation Interval (3.1 Min. standard = 5 bus. da Installation Commitmer	1) ays	Total # of business days Total # of service orders	Jan		(04/15/2022)		Date filed (07/15/2022)			Date filed (10/13/2022)			Date filed (01/18/2023)		
Min. standard = 5 bus. da	ays	Total # of service orders		1st Quarter Feb	Mar	2 Apr	nd Quarte May	er Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec	
Min. standard = 5 bus. da	ays		20	19	23					g				21	
Installation Commitmer			18	17	37									19	
		Avg. # of business days	2.42	1.89	2.22									2.23	
		Total # of installation commitments	22	22	47									25	
Min. standard = 95% con	nt (3.2)	Total # of installation commitment met	22	22	47						í l			25	
	nmitment met	Total # of installation commitment missed	0	0	0									0	
		% of commitment met	100%	100%	100%									100%	
Customers		Acct # for voice or bundle, res+bus	2792	2794	2805						í I			2793	
Customer Trouble Repo	ort														
0	V (Casa 100 washing lines for	Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
2 <sup>uni</sup>	its w/ ≥ 3,000 lines)	% of trouble reports									(				
88 Win. Standard		Total # of working lines	2792	2794	2805	0	0	0	0	0	0	0	0	2793	
8% ga	% (8 per 100 working lines for	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	7	
ι ini	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.00%	0.00%	0.00%								╂────┦	0.25%	
			0.0070	0.0070	0.0070						+		╂────┦	0.2370	
<b>2</b> 10	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines								-	í		<u> </u>	ł	
for		Total # of trouble reports						_			·		<b>↓</b> /	l	
		% of trouble reports	0	0	0			_			·		<b>↓</b> /		
		Total # of outage report tickets	0	0	0			_			·		<b>↓</b> /	7	
Adjusted		Total # of repair tickets restored in $\leq$ 24hrs	0	0	0			_			·		<b>↓</b> /	7	
Out of Service Report		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%			_			·		<b>↓</b> /	100.0%	
Min. standard = 90% with		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00			_			·		<b>↓</b> /	11.50	
		Avg. outage duration (hh:mm)	0.00	0.00	0.00								<b>↓</b>	1.64	
		Indicate if catastrpohic event is in a month	No	No	No								<b>↓</b>	No	
		Total # of outage report tickets	0	0	2									7	
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	2									7	
Out of Service Report		% of repair tickets restored $\leq$ 24 Hours	0%	0%	100%									100%	
		Sum of the duration of all outages (hh:mm)	0.00	0.00	1.75								/	27.50	
		Avg. outage duration (hh:mm)	0.00	0.00	0.88								/	3.93	
Refunds		Number of customers who received refunds	0	0	0								/	0	
		Monthly amount of refunds	0	0	0								J	0	
	eports, Billing & Non-Billing)												<u>ل</u> ـــــــــــا	L	
	calls <u>&lt; 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing											/	<b> </b>	
live agent (w/a menu opti	tion to reach live agent).	Total # of call seconds to reach live agent											<u>ل</u> ــــــــــــــــــــــــــــــــــــ	L	
		% <u>&lt; 6</u> 0 seconds											/	<b> </b>	
													1 '	1	

Reporting Unit Type:

□ Total Company ☑ Exchange □ Wire Center

Reporting Unit Name:

Jenny Lind

	Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
			(	(04/15/2022)		(07/15/2022)			(10/13/2022)			(01/18/2023)		
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ſ	Installation Interval (2.1)	Total # of business days	20	19	23	0	0	0	0	0	0	0	0	21
	Installation Interval (3.1) Min. standard = 5 bus. days	Total # of service orders	1	2	1									2
	Will. Stalidard – 5 bus. days	Avg. # of business days	3.17	0.68	4.01									1.67
ſ		Total # of installation commitments	1	3	1									2

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I													r	
Installation Commitment (3.2)		Total # of installation commitment met	1	3	1									2
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0									0
		% of commitment met	100%	100%	100%									100%
Customers		Acct # for voice or bundle, res+bus	721	719	710									723
Customer Trouble F	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for $(> 2,000 \text{ lines})$	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines												
òta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,000 inics)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	721	719	710	0	0	0	0	0	0	0	0	723
	for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	3	0	0									2
		% of trouble reports	0.42%	0.00%	0.00%									0.28%
Adjusted		Total # of outage report tickets	3	0	0									2
		Total # of repair tickets restored in $\leq$ 24hrs	3	0	0									2
Out of Service Repo	orτ within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%									100.0%
	atastrophic events & customer	Sum of the duration of all outages (hh:mm)	11.50	0.00	0.00									6.50
requested appt.)		Avg. outage duration (hh:mm)	3.83	0.00	0.00									3.25
requested appl.)		Indicate if catastrpohic event is in a month	No	No	No									No
		Total # of outage report tickets	5	0	1									3
Unadjusted		Total # of repair tickets restored in $\leq$ 24hrs	5	0	1									3
<b>Out of Service Repo</b>	ort	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	100.0%									100.0%
		Sum of the duration of all outages (hh:mm)	23.50	0.00	7.00									9.00
		Avg. outage duration (hh:mm)	4.70	0.00	7.00									3.00
Refunds		Number of customers who received refunds	0	0	0									0
		Monthly amount of refunds	0	0	0									0
	e Reports, Billing & Non-Billing)													
Min. standard = 80% of calls $\leq 60$ seconds to reach		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												

State-Wide Reporting														
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days		Total # of business days	20	19	23	0	0	0	0	0	0	0	0	21
		Total # of service orders	19	19	38	0	0	0	0	0	0	0	0	21
		Avg. # of business days	5.59	2.57	6.23	0	0	0	0	0	0	0	0	3.9
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	23	25	48	0	0	0	0	0	0	0	0	27
		Total # of installation commitment met	23	25	48	0	0	0	0	0	0	0	0	27
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	200.0%
Customers		Acct # for voice or bundle, res+bus	3513	3513	3515	0	0	0	0	0	0	0	0	3516
<b>Customer Trouble F</b>	Report													
	6% (6 per 100 working lines for	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	units w/ $\ge$ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
ard		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2792	2794	2805	0	0	0	0	0	0	0	0	2793
Sta		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	7
<u> </u>		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.25%
Ξ	10% (10 per 100 working lines	Total # of working lines	721	719	710	0	0	0	0	0	0	0	0	723
	for units $w \le 1,000$ lines)	Total # of trouble reports	3	0	0	0	0	0	0	0	0	0	0	2
		% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%
Adjusted		Total # of outage report tickets	3	0	0	0	0	0	0	0	0	0	0	9
Out of Service Repo	art	Total # of repair tickets restored in < 24hrs	3	0	0	0	0	0	0	0	0	0	0	9
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	200.0%
Min. standard = 90% within 24 hrs (2.2.2 exclu		Sum of the duration of all outages (hh:mm)	11.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	18.00
Sunday,fed holiday,catastrophic events & customer requested appt.)		Avg. outage duration (hh:mm)	3.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.89
requeeted appl.)		Indicate if catastrophonc event is in a month	No	No										
		Total # of outage report tickets	5	0	3	0	0	0	0	0	0	0	0	10

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Unadjusted	Total # of repair tickets restored in $\leq$ 24hrs	5	0	3	0	0	0	0	0	0	0	0	10
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	200%	0%	0%	0%	0%	0%	0%	0%	0%	200%
	Sum of the duration of all outages (hh:mm)	24	0	9	0	0	0	0	0	0	0	0	37
	Avg. outage duration (hh:mm)	4.70	0.00	7.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.93
Refunds	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	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent												
N/A Under 5,000 lines.	% <u>&lt; 6</u> 0 seconds												

Primary Utility Contact Information

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