COM/MP6/jt2

California Public Utilities Commission Service QualityStandards Reporting General Order No. 133-D

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Adjusted Out of Service Report % of repair tickets restored <=24hrs n/a n/a n/a n/a			
Out of Service Report			
Sum of duration of all outages (hh:mm) 0 0 0			
Avg. outage duration (hh:mm) 0 0 0			
Indication if catastrophic event is in month n/a n/a n/a			
Total # of unadjusted outage report tickets 0 0 0 0			
Total # of all repair tickets restored in <=24hrs 0 0 0			
Unadjusted % of all repair tickets restored <=24hrs n/a n/a n/a			
Out of Service Report % of all repair dickets restored <-24 ms m/a m/a Sum of the duration of all outages (hh:mm) 0 0 0			
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Number of customers who received refunds			
Refunds 0 0 0 Monthly amount of refunds 0 0 0			
Answer Time (Trouble Reports, Image: Constraint of the			
80% of calls <=60 seconds to reach live Total # of call seconds to reach live agent 712 576 864			
agent (w/ a menu option to reach live $\% \le 60$ seconds 84.27% 94.44% 93.52%			
agent)			

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