

☒ Total ☐ Exchange ☐ Wire

Report Year: 2025

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
			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		18.83	22.59	20.97									
	Total # of service orders		26	23	23									
	Avg. # of business days		0.72	0.98	0.91									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments		30	27	28									
	Total # of installation commitment met		30	27	28									
	Total # of installation commitment missed		0	0	0									
	% of commitment met		100.00	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus		11439	11265	1118									
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	11244	11090	10957									
		Total # of trouble reports	37	60	49									
		% of trouble reports	0.33	0.54	0.45									
	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets		12	12	18									
	Total # of repair tickets restored in ≤ 24hrs		12	12	17									
	% of repair tickets restored ≤ 24 Hours		100.00	100.00	94.44									
	Sum of the duration of all outages (hh:mm)		281:6	98:50	347:4									
	Avg. outage duration (hh:mm)		23:25	8:14	19:16									
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets		26	41	40									
	Total # of all repair tickets restored in ≤ 24hrs		22	31	32									
	% of repair tickets restored ≤ 24 Hours		84.62	75.61	80.00									
	Sum of the duration of all outages (hh:mm)		1279:14	1467:5	839:42									
	Avg. unadjusted outage duration (hh:mm)		49:12	35:46	20:59									
Refunds	Number of customers who received refunds		0	0	0									
	Monthly amount of refunds		0	0	0									
Answer Time (Trouble Reports "TR", 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		2943	2863	2691							
			Total # of call seconds to reach live agent		2930	2863	2677							
			% ≤ 60 seconds		99.56%	100.00%	99.48%							

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Primary Utility Contact Information

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