

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2020

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	49.28	190.30	295.20	594.93	220.46	273.65	349.27	473.02	569.41			
	Total # of service orders	58	111	129	146	85	90	105	97	174			
	Avg. # of business days	0.85	1.71	2.29	4.07	2.59	3.04	3.33	4.88	3.27			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	133	167	164	206	132	145	153	183	216			
	Total # of installation commitment met	133	167	164	206	132	145	153	183	216			
	Total # of installation commitment missed												
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	15160	15098	15079	15076	15107	15146	15178	15171	15190			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15236	15243	15218	15267	15302	15314	15321	15352	15346		
		Total # of trouble reports	70	60	76	64	66	73	76	81	61		
		% of trouble reports	0.46	0.39	0.50	0.42	0.43	0.48	0.50	0.53	0.40	#DIV/0!	#DIV/0!
	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	18	19	16	20	20	20	22	17	11			
	Total # of repair tickets restored in ≤ 24hrs	18	19	16	20	20	20	22	17	11			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	147:21	106:26	81:19	107:20	100:12	127:24	162:57	81:50	69:47			
	Avg. outage duration (hh:mm)	8:11	5:36	5:40	5:22	5:00	6:22	7:24	4:48	6:20			
Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	44	39	45	39	40	44	40	43	38			
	Total # of all repair tickets restored in ≤ 24hrs	40	32	39	34	33	43	33	35	34			
	% of repair tickets restored ≤ 24 Hours	90.91	82.05	86.67	87.18	82.50	97.73	82.50	81.40	89.47			
	Sum of the duration of all outages (hh:mm)	1080:42	726:38	540:27	558:60	396:25	332:44	704:40	525:25	423:13			
	Avg. unadjusted outage duration (hh:mm)	24:33	18:37	12:00	14:18	9:54	7:33	17:37	12:13	11:8			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	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	5171	3445	5464	5573	4087	4581	5046	6138	7703			
	Total # of call seconds to reach live agent	5026	3376	5309	5445	3976	4455	5022	6108	7573			
	% ≤ 60 seconds	97.20%	98.00%	97.16%	97.70%	97.28%	97.25%	99.52%	99.51%	98.31%			

Primary Utility Contact Information

Name: Al Baumgarner

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Email: regulatory@stcg.net

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2020

Reporting Unit Type: _____ Reporting Unit Name: OKHRCAXA (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	26.12	90.83	117.96	194.27	111.21	92.50	185.37	252.19	215.1			
	Total # of service orders	35	54	56	81	44	41	51	53	66			
	Avg. # of business days	0.75	1.68	2.11	2.40	2.53	2.26	3.63	4.76	3.26			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	68	76	76	106	60	70	73	95	96			
	Total # of installation commitment met	68	76	76	106	60	70	73	95	96			
	Total # of installation commitment missed	0	0	0				0	0	0			
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	7638	7603	7586	7586	7601	7618	7626	7628	7645			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7604	7602	7588	7616	7631	7637	7647	7669	7661		
		Total # of trouble reports	24	30	37	31	33	39	29	33	31		
		% of trouble reports	0.32	0.39	0.49	0.41	0.43	0.51	0.38	0.43	0.40	#DIV/0!	#DIV/0!
	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	5	11	5	9	10	10	6	7	8			
	Total # of repair tickets restored in ≤ 24hrs	5	11	5	9	10	10	6	7	8			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	52:20	34:30	14:11	19:54	63:17	49:56	52:38	18:2	52:15			
	Avg. outage duration (hh:mm)	10:28	3:50	2:50	2:12	6:19	4:59	8:46	2:34	6:31			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	14	22	22	18	19	24	14	14	19			
	Total # of all repair tickets restored in ≤ 24hrs	12	20	18	15	16	23	13	13	19			
	% of repair tickets restored ≤ 24 Hours	85.71	90.91	81.82	83.33	84.21	95.83	92.86	92.86	100.00	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	707:50	191:55	298:23	385:59	202:11	180:17	113:36	85:22	102:35			
	Avg. unadjusted outage duration (hh:mm)	50:33	8:43	13:33	21:26	10:38	7:30	8:6	6:5	5:23			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	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	5171	3445	5464	5573	4087	4581	5046	6138	7703			
	Total # of call seconds to reach live agent	5026	3376	5309	5445	3976	4455	5022	6108	7573			
	% ≤ 60 seconds	97.20%	98.00%	97.16%	97.70%	97.28%	97.25%	99.52%	99.51%	98.31%			

Primary Utility Contact Information

Name: Al Baumgarner

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2020

Reporting Unit Type:

Reporting Unit Name: BSLKCAF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	0.00	2.14	0.00	7.13	9.40	34.70	11.05	6.32	7.95			
	Total # of service orders	1	3	2	3	5	4	5	2	4			
	Avg. # of business days	0.00	0.71	0.00	2.38	1.88	8.68	2.21	3.16	1.99			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	5	2	4	7	4	7	5	5			
	Total # of installation commitment met	4	5	2	4	7	4	7	5	5			
	Total # of installation commitment missed												
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	616	610	609	610	610	615	618	620	617			
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	493	495	494	495	501	495	495	495	490		
		Total # of trouble reports	3	1	2	1	4	1	3	4	0		
		% of trouble reports	0.61	0.20	0.40	0.20	0.80	0.20	0.61	0.81	0	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	2	1	0	0	1	1	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	1	2	1	0	0	1	1	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
	Sum of the duration of all outages (hh:mm)	0	5:46	7:60	2:56	0:00	0:00	20:59	4:5	0:00			
	Avg. outage duration (hh:mm)	0	5:46	3:33	2:56	0:00	0:00	20:59	4:5	0:00			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	1	2	1	2	1	2	3	0			
	Total # of all repair tickets restored in ≤ 24hrs	1	1	2	1	0	1	1	2	0			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	0:00	100.00	50.00	66.67	100.00	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	2:70	5:46	7:60	2:56	53:12	2:39	163:13	30:48	0:00			
	Avg. unadjusted outage duration (hh:mm)	2:70	5:46	3:33	2:56	26:36	2:39	81:36	10:16	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	0	0	0	0	0	0	0	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Al Baumgarner

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2020

Reporting Unit Type:

Reporting Unit Name: MRPSCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	16.07	62.62	91.79	90.76	58.95	74.85	84.41	91.23	139.93			
	Total # of service orders	10	28	39	31	19	20	25	17	41			
	Avg. # of business days	1.61	2.24	2.35	2.93	3.10	3.74	3.38	5.37	3.41			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	34	41	46	48	34	33	36	42	49			
	Total # of installation commitment met	34	41	46	48	34	33	36	42	49			
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	3636	3633	3623	3641	3657	3669	3684	3688	3693			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3525	3529	3539	3557	3569	3580	3589	3595	3596		
		Total # of trouble reports	26	8	20	12	13	15	23	24	15		
		% of trouble reports	0.74	0.23	0.57	0.34	0.36	0.42	0.64	0.67	0.42	#DIV/0!	#DIV/0!
	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	7	1	6	2	6	4	9	5	1			
	Total # of repair tickets restored in ≤ 24hrs	7	1	6	2	6	4	9	5	1			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	48:27	16:60	48:26	3:25	20:16	30:45	63:59	45:15	6:11			
	Avg. outage duration (hh:mm)	6:55	16:60	8:40	1:42	3:22	7:41	7:6	9:3	6:11			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	17	3	12	4	9	10	15	14	9			
	Total # of all repair tickets restored in ≤ 24hrs	16	3	12	3	8	10	11	10	7			
	% of repair tickets restored ≤ 24 Hours	94.12	100.00	100.00	75.00	88.89	100.00	73.33	71.43	77.78	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	150:34	36:70	66:40	40:16	49:30	92:45	304:9	292:33	185:51			
	Avg. unadjusted outage duration (hh:mm)	8:51	12:20	5:33	10:40	5:30	9:16	20:16	20:53	20:39			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Al Baumgarner

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2020

Reporting Unit Type:

Reporting Unit Name: MRPSCAXG

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	7.04	18.77	69.57	295.34	34.57	62.32	45.13	123.28	185.28			
	Total # of service orders	10	21	26	23	13	21	20	25	54			
	Avg. # of business days	0.70	0.89	2.68	12.84	2.66	2.97	2.26	4.93	3.43			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	22	36	31	36	25	32	31	34	56			
	Total # of installation commitment met	22	36	31	36	25	32	31	34	56			
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	2461	2449	2461	2442	2447	2449	2461	2458	2461			
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	2574	2577	2560	2567	2572	2578	2577	2583	2595		
		Total # of trouble reports	12	15	11	17	12	14	15	13	12		
		% of trouble reports	0.47	0.58	0.43	0.66	0.47	0.54	0.58	0.50	0.46	#DIV/0!	#DIV/0!
	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	3	1	1	7	4	6	4	2	2			
	Total # of repair tickets restored in ≤ 24hrs	3	1	1	7	4	6	4	2	2			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	24:37	4:32	1:0	58:10	16:38	46:42	24:22	6:25	11:20			
	Avg. outage duration (hh:mm)	8:12	4:32	1:0	8:17	4:90	7:47	6:5	3:12	5:40			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	8	6	14	7	7	7	7	8			
	Total # of all repair tickets restored in ≤ 24hrs	7	3	5	13	7	7	6	6	7			
	% of repair tickets restored ≤ 24 Hours	87.50	37.50	83.33	92.86	100.00	100.00	85.71	85.71	87.50	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	192:46	446:51	88:33	104:12	39:14	49:29	122:44	44:58	88:10			
	Avg. unadjusted outage duration (hh:mm)	24:50	55:51	14:45	7:26	5:36	7:40	17:32	6:25	11:1			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2020

Reporting Unit Type:

Reporting Unit Name: YMLPCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	0.05	15.94	15.88	7.43	6.33	9.28	23.31	0	21.15			
	Total # of service orders	2	5	6	8	4	4	4	0	9			
	Avg. # of business days	0.02	3.19	2.65	0.93	1.58	2.32	5.83	0:00	2.35			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	9	9	12	6	6	6	7	10			
	Total # of installation commitment met	5	9	9	12	6	6	6	7	10			
	Total # of installation commitment missed												
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	809	803	800	797	792	795	789	777	774			
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	1040	1040	1037	1032	1029	1024	1013	1010	1004		
		Total # of trouble reports	5	6	6	3	4	4	6	7	3		
		% of trouble reports	0.48	0.58	0.58	0.29	0.39	0.39	0.59	0.69	0.30	#DIV/0!	#DIV/0!
	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	3	5	2	1	0	0	2	2	0			
	Total # of repair tickets restored in ≤ 24hrs	3	5	2	1	0	0	2	2	0			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	21:56	45:57	10:33	23:20	0:00	0:00	:57	8:1	0:00			
	Avg. outage duration (hh:mm)	7:18	9:11	5:16	23:20	0:00	0:00	:28	4:0	0:00			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	5	3	2	3	2	2	5	2			
	Total # of all repair tickets restored in ≤ 24hrs	4	5	2	2	2	2	2	4	1			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	66.67	100.00	66.67	100.00	100.00	80.00	50.00	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	27:23	45:57	79:43	24:41	52:16	7:32	:57	71:43	46:35			
	Avg. unadjusted outage duration (hh:mm)	6:50	9:11	26:34	12:20	17:25	3:46	:28	14:20	23:17			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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