

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

REVISED

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (03/06/2017)			
		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	75	71	55	92	75	73	79	36	66	51	75	45	
	Total # of service orders	25	29	27	49	44	23	26	13	31	12	20	13	
	Avg. # of business days	3.00	2.45	2.04	1.88	1.70	3.17	3.04	2.77	2.13	4.25	3.75	3.46	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	25	29	27	49	44	23	26	13	31	12	20	13	
	Total # of installation commitment met	25	29	27	48	44	23	26	13	31	11	20	13	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	1	0	0	
	% of commitment met	100%	100%	100%	98%	100%	100%	100%	100%	100%	92%	100%	100%	
Customers	Acct # for voice or bundle, res+bus								2,127	2,117	2034	2027	2022	
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	2446	2433	2427	2422	2407	2396	2394	2381	2374	2,352	2,344	2,335
		Total # of trouble reports	45	28	32	36	43	24	22	4	17	26	16	27
		% of trouble reports	1.84%	1.15%	1.32%	1.49%	1.79%	1.00%	0.92%	0.17%	0.72%	1.11%	0.68%	1.16%
	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	29	14	13	14	8	7	6	3	10	20	8	12	
	Total # of repair tickets restored in ≤ 24hrs	28	13	13	14	8	6	5	2	10	18	8	11	
	% of repair tickets restored ≤ 24 Hours	96.55%	92.86%	100.00%	100.00%	100.00%	85.71%	83.33%	66.67%	100.00%	90.0%	100.0%	91.7%	
	Sum of the duration of all outages (hh:mm)	160.85	74.55	32.15	53.55	52.25	56.23	42.25	34.16	22.62	195.07	29.63	123.02	
	Avg. outage duration (hh:mm)	5.55	5.33	2.47	3.83	6.53	8.03	7.04	11.39	2.26	9.75	3.70	10.25	
	Indicate if catastrophic event is in a month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets								3	10	20	8	12	
	Total # of repair tickets restored in ≤ 24hrs								0	7	13	5	9	
	% of repair tickets restored ≤ 24 Hours								0.00%	70.00%	65.0%	62.5%	75.0%	
	Sum of the duration of all outages (hh:mm)								168.8	296.67	542.23	267.62	298.52	
	Avg. outage duration (hh:mm)								56.27	29.67	27.1	33.5	24.9	
Refunds	Number of customers who received refunds								6	0	0	3	1	
	Monthly amount of refunds								\$ 130.53	\$ -	\$ -	\$ 120.35	\$ 9.70	
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

U#: 1010

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	1	20	4	8	7	12	9	1	6	6	7	4	
	Total # of service orders	1	2	2	1	3	4	2	1	2	2	3	1	
	Avg. # of business days	1.00	10.00	2.00	8.00	2.33	3.00	4.50	1.00	3.00	3.00	2.33	4.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	2	1	3	4	2	1	2	2	3	1	
	Total # of installation commitment met	1	2	2	1	3	4	2	1	2	2	3	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus							357	355	341	338	339		
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	403	401	398	398	397	393	397	390	389	388	386	384
		Total # of trouble reports	7	7	8	6	12	2	5	1	2	15	1	3
		% of trouble reports	1.74%	1.75%	2.01%	1.51%	3.02%	0.51%	1.26%	0.26%	0.51%	3.87%	0.26%	0.78%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	4	5	3	4	0	3	1	2	12	1	3	
	Total # of repair tickets restored in ≤ 24hrs	4	3	5	3	4	0	2	1	2	11	1	3	
	% of repair tickets restored ≤ 24 Hours	80.00%	75.00%	100.00%	100.00%	100.00%	#DIV/0!	66.67%	100.00%	100.00%	91.67%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	62.78	41.85	10.13	5.97	41.2	0	33.53	6.8	5.07	84	5.12	15.48	
	Avg. outage duration (hh:mm)	12.56	10.46	2.03	1.99	10.30	#DIV/0!	11.18	6.80	2.54	7.00	5.12	5.16	
	Indicate if catastrophic event is in a month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets							1	2	12	1	3		
	Total # of repair tickets restored in ≤ 24hrs							0	2	8	0	3		
	% of repair tickets restored ≤ 24 Hours							0.00%	100.00%	66.67%	0.00%	100.00%		
	Sum of the duration of all outages (hh:mm)							25.36	22.6	281.3	26.06	50.22		
	Avg. outage duration (hh:mm)							25.36	11.30	23.44	26.06	16.74		
Refunds	Number of customers who received refunds							1	0	0	2	0		
	Monthly amount of refunds							\$ 10.44	\$ -	\$ -	\$ 93.50	\$ -		
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

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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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Minersville

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	1	0	7	3	0	0	0	0	1	5	0	
	Total # of service orders	0	1	0	5	3	0	0	0	0	1	3	0	
	Avg. # of business days	#DIV/0!	1.00	#DIV/0!	1.40	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.00	1.67	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	0	5	3	0	0	0	0	1	3	0	
	Total # of installation commitment met	0	1	0	5	3	0	0	0	0	1	3	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	#DIV/0!	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus							73	73	70	70	69		
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	108	108	107	105	108	111	111	111	111	108	105	108
		Total # of trouble reports	3	0	1	3	2	2	0	0	2	0	2	1
		% of trouble reports	2.78%	0.00%	0.93%	2.86%	1.85%	1.80%	0.00%	0.00%	1.80%	0.00%	1.90%	0.93%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	1	0	1	2	0	0	0	0	1	0	
	Total # of repair tickets restored in ≤ 24hrs	2	0	1	0	1	2	0	0	0	0	1	0	
	% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	7.53	0	1.88	0	2.18	34.55	0	0	0	0	5.38	0	
	Avg. outage duration (hh:mm)	3.77	#DIV/0!	1.88	#DIV/0!	2.18	17.28	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.38	#DIV/0!	
Indicate if catastrophic event is in a month								No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets							0	0	0	1	0		
	Total # of repair tickets restored in ≤ 24hrs							0	0	0	0	0		
	% of repair tickets restored ≤ 24 Hours							#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!		
	Sum of the duration of all outages (hh:mm)							0	0	0	172.12	0		
	Avg. outage duration (hh:mm)							#DIV/0!	#DIV/0!	#DIV/0!	172.12	#DIV/0!		
Refunds	Number of customers who received refunds									0	0	0		
	Monthly amount of refunds									\$ -	\$ -	\$ -		
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: _____

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 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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Olinda

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	72	42	41	66	56	38	51	22	52	29	49	32	
	Total # of service orders	22	21	17	33	32	13	21	10	23	6	12	9	
	Avg. # of business days	3.27	2.00	2.41	2.00	1.75	2.92	2.43	2.20	2.26	4.83	4.08	3.56	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	22	21	17	32	32	13	21	10	23	6	12	9	
	Total # of installation commitment met	22	21	17	33	32	13	21	10	23	5	12	9	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	1	0	0	
	% of commitment met	100%	100%	100%	97%	100%	100%	100%	100%	100%	83%	100%	100%	
Customers	Acct # for voice or bundle, res+bus								1360	1354	1300	1296	1294	
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	1507	1501	1495	1490	1479	1469	1463	1462	1455	1449	1445	1439
		Total # of trouble reports	26	13	14	21	22	13	11	2	12	9	10	17
		% of trouble reports	1.73%	0.87%	0.94%	1.41%	1.49%	0.88%	0.75%	0.14%	0.82%	0.62%	0.69%	1.18%
	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	19	4	4	8	2	2	1	1	7	7	4	7	
	Total # of repair tickets restored in ≤ 24hrs	19	4	4	8	2	2	1	0	7	6	4	7	
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	85.71%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	82.55	13.48	9.82	23	3.53	4.73	1.48	26.13	15.87	104.18	9.57	26.05	
	Avg. outage duration (hh:mm)	4.34	3.37	2.46	2.88	1.77	2.37	1.48	26.13	2.27	14.88	2.39	3.72	
Indicate if catastrophic event is in a month								No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets							1	7	7	4	7		
	Total # of repair tickets restored in ≤ 24hrs							0	5	5	4	5		
	% of repair tickets restored ≤ 24 Hours							0.00%	71.43%	71.43%	100.00%	71.43%		
	Sum of the duration of all outages (hh:mm)							50.11	157.55	233.67	14.87	120.73		
	Avg. outage duration (hh:mm)							50.11	22.51	33.38	3.72	17.25		
Refunds	Number of customers who received refunds							2	0	0	0	1		
	Monthly amount of refunds							\$ 39.19	\$ -	\$ -	\$ -	\$ 9.70		
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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Platina

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	1	2	3	1	3	3	0	0	4	0	0	1	
	Total # of service orders	1	2	3	1	2	1	0	0	2	0	0	1	
	Avg. # of business days	1.00	1.00	1.00	1.00	1.50	3.00	#DIV/0!	#DIV/0!	2.00	#DIV/0!	#DIV/0!	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	3	1	2	1	0	0	2	0	0	1	
	Total # of installation commitment met	1	2	3	1	2	1	0	0	2	0	0	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	1	
	% of commitment met	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	
Customers	Acct # for voice or bundle, res+bus								68	67	65	65	63	
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	111	110	113	112	108	108	108	107	107	105	104	102
		Total # of trouble reports	3	7	0	1	3	3	0	0	0	0	0	1
		% of trouble reports	2.70%	6.36%	0.00%	0.89%	2.78%	2.78%	0.00%	0.00%	0.00%	0.00%	0.00%	0.98%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	5	0	0	0	2	0	0	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	5	0	0	0	2	0	0	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	
	Sum of the duration of all outages (hh:mm)	0	16.97	0	0	0	13.9	0	0	0	0	0	4.73	
	Avg. outage duration (hh:mm)	#DIV/0!	3.39	#DIV/0!	#DIV/0!	#DIV/0!	6.95	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.73	
	Indicate if catastrophic event is in a month								No	No	No	Nov	No	
Unadjusted Out of Service Report	Total # of outage report tickets								0	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs								0	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours								#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	
	Sum of the duration of all outages (hh:mm)								0	0	0	0	4.73	
	Avg. outage duration (hh:mm)								#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.73	
Refunds	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of refunds								\$ -	\$ -	\$ -	\$ -	\$ -	
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: _____

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

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Trinity Center

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	1	6	7	10	6	20	19	13	4	15	14	8	
	Total # of service orders	1	3	5	9	4	5	3	2	4	3	2	2	
	Avg. # of business days	1.00	2.00	1.40	1.11	1.50	4.00	6.33	6.50	1.00	5.00	7.00	4.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	5	9	4	5	3	2	4	3	2	2	
	Total # of installation commitment met	1	3	5	9	4	5	3	2	4	3	2	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus								269	268	258	258	257	
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	317	313	314	317	315	315	315	311	312	302	304	302
		Total # of trouble reports	6	1	9	5	4	4	6	1	1	2	3	5
		% of trouble reports	1.89%	0.32%	2.87%	1.58%	1.27%	1.27%	1.90%	0.32%	0.32%	0.66%	0.99%	1.66%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	1	3	3	1	1	2	1	1	1	2	1	
	Total # of repair tickets restored in ≤ 24hrs	3	1	3	3	1	1	2	1	1	1	2	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%	100.00%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	7.98	2.25	10.32	12.65	5.33	3.05	7.23	1.23	1.68	6.88	9.57	76.75	
	Avg. outage duration (hh:mm)	2.66	2.25	3.44	4.22	5.33	3.05	3.62	1.23	1.68	6.88	4.79	76.75	
	Indicate if catastrophic event is in a month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets								1	1	1	2	1	
	Total # of repair tickets restored in ≤ 24hrs								0	0	0	1	0	
	% of repair tickets restored ≤ 24 Hours								0.00%	0.00%	0.00%	50.00%	0.00%	
	Sum of the duration of all outages (hh:mm)								93.32	116.53	27.25	54.57	122.85	
	Avg. outage duration (hh:mm)								93.32	116.53	27.25	27.29	122.85	
Refunds	Number of customers who received refunds								3	0	0	1	0	
	Monthly amount of refunds								\$ 80.90	\$ -	\$ -	\$ 26.85	\$ -	
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: _____

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)