

VERMONT SERVICE QUALITY PERFORMANCE INDEX										
Report Period: October through December 2016										
										Green Mountain Power
Performance area	Oct	Nov	Dec	Current Quarter	Prior Quarter	2nd Prior Quarter	3rd Prior Quarter	**Annual	Baseline	Hit Goal Quarter
1a	% Calls not answered in 20 seconds									
	Calls not answered in 20 seconds	2,614	2,314	2,114	7,042	6,733	8,408	4,529	26,712	
	Total non-outage calls answered	27,406	24,114	23,329	74,849	82,015	83,194	75,874	315,932	
	C: (A/B) X 100	9.5%	9.6%	9.1%	9.4%	8.2%	10.1%	6.0%	8.5%	<= 25% Y
1b	Adandonment Rate									
	# calls abandoned	413	331	315	1,059	984	1,135	597	3,775	
	Total non-outage calls	27,819	24,445	23,644	75,908	82,999	84,332	76,470	319,709	
	C: (A/B)	1.5%	1.4%	1.3%	1.4%	1.2%	1.3%	0.8%	1.2%	<= 3% Y
1c	% Outage calls not answered									
	# calls not answered	541	240	80	861	2,462	556	562	4,441	
	Total outage calls	23,781	10,881	5,266	39,928	63,381	25,885	25,469	154,663	
	C: (A/B)	2.3%	2.2%	1.5%	2.2%	3.9%	2.1%	2.2%	2.9%	<= 15% Y
2a	% Bills rendered in 7 days									
	# Bills not rendered in 7 days	84	3	3	90	25	11	489	615	
	Bills rendered	265998	265,047	265,064	796,109	809,598	800,563	794,919	3,201,189	
	C: (A/B) x 100	0.03%	0.00%	0.00%	0.01%	0.00%	0.00%	0.06%	0.02%	<=0.10% Y
2b	% Inaccurate bills									
	# of inaccurate bills	12.00	37.00	12.00	61	58	664	37	820	
	Total # of bills	265,998	265,047	265,064	796,109	800,598	800,563	794,919	3,192,189	
	C: (A/B) X100	0.005%	0.014%	0.005%	0.008%	0.007%	0.083%	0.005%	0.026%	<= 0.10% Y
2c	% of Payment Posting Complaints									
	# of customers with complaints	0	0	1	1	3	1	3	8	
	Total # of customers	262,713	262,433	262,315	787461	788961	785987	781590	3,143,999	
	C: (A/B) X 100	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	<= .005% Y
3	% of Meters Not Read									
	# of meters not read	125	92	202	419	1,255	787	660	3,121	
	Total # of meters	295,468	294,776	294,941	885,185	885,656	884,222	882,586	3,537,649	
	C: (A/B) X 100	0.04%	0.03%	0.07%	0.05%	0.14%	0.09%	0.07%	0.09%	<= 1% Y
4a	% of work not completed on time									
	Number of late jobs	0	0	0	0.00	0.00	0.00	0.00	0	
	Total # of jobs	523	493	461	1,477	1,447	1,304	1,004	5,232	
	C: (A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<= 5% Y
4b	Avg delay days for missed appointments									
	Total days of delay	0	0	0	0	0	0	0	0	
	Total # of delayed jobs	0	0	0	0	0	0	0	0	
	C: (A/B)	0	0	0	0	0	0	0	0	<= 5 Y
5a	Customer Satisfaction									
	Transactions with company QTR				93.00%	92.00%	94.00%	95.00%	94%	>= 82.5% Y
5b	Customer Satisfaction									
	Overall - annual								93.0%	> = 82.5% Y
5c	% of Complaints to PSD									

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# of customers with complaints	0.00	1.00	0.00	1	3	3	3	10			
Total # of customers	262,713	262,433	262,315	787461	788961	785987	781590	3,143,999			
C: (A/B) X 100	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	<= 0.068%	Y	
6a Safety											
Lost time incidents - annual	0.93	0.84	0.78	0.78	0.82	1.26	1.2	0.78	<= 3.15	Y	
6b Safety											
Lost time severity - annual	40.28	41.35	42.87	42.87	38.71	34.59	25.14	42.87	<= 60	Y	
7a System Reliability											
SAIFI	1.91	2.04	1.8	1.80	1.85	1.76	2.07	1.80	<= 2.4	Y	
7b System Reliability											
CAIDI	3.04	3.51	2.6	2.60	3.05	2.25	2.42	2.60	<= 2.7	Y	
MISC SAFETY											
DART	1.68	1.68	1.56	1.56	1.43	1.89	2.39	1.56	Informational only		