

VERMONT SERVICE QUALITY PERFORMANCE INDEX										
Report Period: October through December 2020						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	1,655.00	1,180.00	651.00	3,486.00	4,407.00	2,032.00	4,426.00	14,351.00	
	Total non-outage calls answered	19,065.00	15,775.00	14,650.00	49,490.00	54,027.00	44,617.00	62,605.00	210,739.00	
	C: (A/B) X 100	8.68%	7.48%	4.44%	7.04%	8.16%	4.55%	7.07%	6.81%	<= 25% Y
1b	Abandonment Rate									
	# calls abandoned	240.00	118.00	64.00	422.00	622.00	285.00	565.00	1,894.00	
	Total non-outage calls	19,305.00	15,893.00	14,714.00	49,912.00	54,649.00	44,472.00	63,190.00	212,223.00	
	C: (A/B)	1.24%	0.74%	0.43%	0.85%	1.14%	0.64%	0.89%	0.89%	<= 3% Y
1c	% Outage calls not answered									
	# calls not answered	304.00	82.00	141.00	527.00	953.00	630.00	512.00	2,622.00	
	Total outage calls	13,409.00	5,532.00	6,909.00	25,850.00	44,755.00	25,818.00	30,707.00	127,130.00	
	C: (A/B)	2.27%	1.48%	2.04%	2.04%	2.13%	2.44%	1.67%	2.06%	<= 15% Y
2a	% Bills rendered in 7 days									
	# Bills not rendered in 7 days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Bills rendered	271,627.00	269,977.00	271,374.00	812,978.00	812,772.00	807,122.00	806,713.00	3,239,585.00	
	C: (A/B) x 100	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=0.10% Y
2b	% Inaccurate bills									
	# of inaccurate bills	55.00	16.00	23.00	94.00	51.00	44.00	77.00	266.00	
	Total # of bills	271,627.00	269,977.00	271,374.00	812,978.00	812,772.00	807,122.00	806,713.00	3,239,585.00	
	C: (A/B) X100	0.02%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	<= 0.10% Y
2c	% of Payment Posting Complaints									
	# of customers with complaints	0.00	0.00	0.00	0.00	3.00	3.00	1.00	7.00	
	Total # of customers	269,175.00	267,837.00	268,402.00	805,414.00	805,672.00	801,456.00	798,671.00	3,211,213.00	
	C: (A/B) X 100	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<= .005% Y
3	% of Meters Not Read									
	# of meters not read	517.00	458.00	478.00	1,453.00	1,556.00	1,349.00	1,281.00	5,639.00	
	Total # of meters	310,766.00	308,308.00	310,252.00	929,326.00	928,358.00	922,955.00	919,269.00	3,699,908.00	
	C: (A/B) X 100	0.17%	0.15%	0.15%	0.16%	0.17%	0.15%	0.14%	0.15%	<= 1% Y
4a	% of work not completed on time									
	Number of late jobs	3.00	4.00	10.00	17.00	6.00	0.00	3.00	26.00	
	Total # of jobs	584.00	513.00	525.00	1,622.00	1,525.00	895.00	772.00	4,814.00	
	C: (A/B)	0.51%	0.78%	1.90%	1.05%	0.39%	0.00%	0.39%	0.54%	<= 5% Y
4b	Avg delay days for missed appointments									

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Total days of delay	8.00	8.00	50.00	66.00	11.00	0.00	7.00	84.00		
Total # of delayed jobs	3.00	4.00	10.00	17.00	6.00	0.00	3.00	26.00		
C: (A/B)	2.67	2.00	5.00	3.88	1.83	0.00	2.33	3.23	<= 5	Y
5a Customer Satisfaction										
Transactions with company QTR				92.00%	93.20%	91.00%	92.20%	92.1%	>= 82.5%	Y
5b Customer Satisfaction										
Overall - annual				NA	NA	NA	NA	94.80	>= 82.5%	NA
5c % of Complaints to PSD										
# of customers with complaints	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00		
Total # of customers	299,175.00	267,837.00	268,402.00	835,414	805,672	801,456	798,671	3,241,213		
C: (A/B) X 100	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<= 0.068%	Y
6a Safety										
Lost time incidents - annual	0.82	0.94	1.19	1.19	0.92	0.35	0.69	1.19	<= 3.15	NA
Safety										
6b Lost time severity - annual	28.75	39.92	49.38	49.38	23.42	0.69	1.38	49.38	<= 60	NA
7a System Reliability										
SAIFI	1.99	1.96	2.00	2.00	1.94	1.74	1.87	2.00	<= 2.4	NA
7b System Reliability										
CAIDI	2.37	2.33	2.30	2.30	2.41	2.26	2.37	2.30	<= 2.7	NA
MISC SAFETY										
DART	2.24	2.25	2.04	2.04	2.07	1.39	2.08	2.04	Informational only	