

VERMONT SERVICE QUALITY PERFORMANCE INDEX						Green Mountain Power					
Report Period: July 2021 through September 2021											
	Performance area	July	August	September	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	1619	1504	2231	5,354.52	2,562.00	2,492.00		10,408.52		
	Total non-outage calls answered	16748	17874	19057	53,679.00	46,487.00	45,450.00		145,616.00		
	C: (A/B) X 100	9.67%	8.42%	11.71%	9.98%	5.51%	5.48%		7.15%	<= 25%	Y
1b	Abandonment Rate										
	# calls abandoned	171	287	395	853.00	288.00	303.00		1,444.00		
	Total non-outage calls	16919	18161	19452	54,532.00	46,775.00	45,753.00		147,060.00		
	C: (A/B)	1.01%	1.58%	2.03%	1.56%	0.62%	0.66%		0.98%	<= 3%	Y
1c	% Outage calls not answered										
	# calls not answered	269	383	249	901.00	724.00	1,094.00		2,719.00		
	Total outage calls	12327	8659	8005	28,991.00	29,426.00	40,895.00		99,312.00		
	C: (A/B)	2.18%	4.42%	3.11%	3.11%	2.46%	2.68%		2.74%	<= 15%	Y
2a	% Bills rendered in 7 days										
	# Bills not rendered in 7 days	0	0	1	1.00	1.00	0.00		2.00		
	Bills rendered	271,852	272,586	272,558	816,996.00	814,315.00	809,814.00		2,441,125.00		
	C: (A/B) x 100	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	<=0.10%	Y
2b	% Inaccurate bills										
	# of inaccurate bills	24	16	15	55.00	45.00	60.00		160.00		
	Total # of bills	271,852	272,586	272,558	816,996.00	814,315.00	809,814.00		2,441,125.00		
	C: (A/B) X100	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	0	0	0.00	0.00	4.00		4.00		
	Total # of customers	270,444	270,695	270,924	812,063.00	808,993.00	804,589.00		2,425,645.00		
	C: (A/B) X 100	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	541	589.00	510.00	1,640.00	1,545.00	1,483.00		4,668.00		
	Total # of meters	314,214	315,512	315,446	945,172.00	941,630.00	926,302.00		2,813,104.00		
	C: (A/B) X 100	0.17%	0.19%	0.16%	0.17%	0.16%	0.16%		0.17%	<= 1%	Y
4a	% of work not completed on time										
	Number of late jobs	9.00	4.00	5.00	18.00	4.00	3.00		25.00		
	Total # of jobs	486	558.00	543.00	1,587.00	1,415.00	929.00		3,931.00		
	C: (A/B)	1.85%	0.72%	0.92%	1.13%	0.28%	0.32%		0.64%	<= 5%	Y
4b	Avg delay days for missed appointments										
	Total days of delay	28.00	11.00	8.00	47.00	9.00	3.00		59.00		
	Total # of delayed jobs	9.00	4.00	5.00	18.00	4.00	4.00		26.00		
	C: (A/B)	3.11	2.75	1.60	2.61	2.25	0.75		2.27	<= 5	Y
5a	Customer Satisfaction										
	Transactions with company QTR				92.20%	91.80%	89.60%		91.20%	>= 82.5%	Y

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5b	Customer Satisfaction										
	Overall - annual						NA		NA	> = 82.5%	NA
5c	% of Complaints to PSD										
	# of customers with complaints	0.00	0.00	0.00	0.00	0.00	0.00		0.00		
	Total # of customers	270,444	270,695	270,924	812,063	808,993	804,589		2,425,645		
	C: (A/B) X 100	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	<= 0.068%	Y
6a	Safety										
	Lost time incidents - annual	1.54	1.36	1.45	1.45	1.78	3.78		1.78	<= 3.15	NA
	Safety										
6b	Lost time severity - annual	18.74	16.54	20.10	20.10	21.73	37.08		21.73	<= 60	NA
7a	System Reliability										
	SAIFI	1.85	1.88	1.95	1.95	1.81	1.67		1.81	<= 2.4	NA
7b	System Reliability										
	CAIDI	2.18	2.11	2.05	2.05	2.14	2.20		2.14	<= 2.7	NA
MISC	SAFETY										
	DART	2.46	2.17	2.18	2.18	2.85	4.54			Informational only	