

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	51	79	57	45	73	94	61	68	39	72	72	57	
	Total # of service orders	47	39	55	41	59	79	49	59	45	58	52	54	
	Avg. # of business days	1.1	2.0	1.0	1.1	1.2	1.2	1.2	1.2	0.9	1.2	1.4	1.1	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	405	350	409	338	454	512	435	426	430	503	472	365	
	Total # of installation commitment met	405	350	409	338	454	512	435	426	430	503	472	365	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	9280	9227	9245	9226	9209	9268	9309	9287	9288	9228	9173	9186	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	9626	9605	9615	9601	9575	9563	9567	9539	9542	9551	9540	9552
		Total # of trouble reports	334	224	195	12	15	39	32	48	31	32	21	30
		% of trouble reports	3.47%	2.33%	2.03%	0.12%	0.16%	0.41%	0.33%	0.50%	0.32%	0.34%	0.22%	0.31%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	70	45	21	33	20	26	16	18	19	13	19	15	
	Total # of repair tickets restored in < 24hrs	56	32	14	22	16	21	5	12	14	8	12	12	
	% of repair tickets restored 24 Hours	80.00%	71.11%	66.67%	66.67%	80.00%	80.77%	31.25%	66.67%	73.68%	61.54%	63.16%	80.00%	
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91	1141.64	651.63	503.79	464.79	346.18	172.42	
	Avg. outage duration (hh:mm)	28.51	27.35	37.62	18.61	17.14	14.50	71.35	36.20	26.52	35.75	18.22	11.49	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	70	45	21	33	20	26	16	18	19	13	19	15	
	Total # of all repair tickets restored in < 24hrs	56	32	14	22	16	20	5	12	14	8	12	12	
	% of all repair tickets restored < 24 Hours	80.00%	71.11%	66.67%	66.67%	80.00%	76.92%	31.25%	66.67%	73.68%	61.54%	63.16%	80.00%	
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91	1141.64	651.63	503.79	464.79	346.18	172.42	
	Avg. unadjusted outage duration (hh:mm)	300.54	193.36	280.82	76.61	57.09	50.08	185.30	256.70	149.35	113.18	83.88	54.64	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	2422	2321	2305	2719	2585	2470	2723	2638	1901	2309	2686	2417	
	Total # of call seconds to reach live agent	145320	139260	138300	163140	155100	148200	163380	158280	114060	138540	161160	145020	
	% 60 seconds	86%	84%	86%	88%	87%	86%	78%	86%	90%	79%	83%	84%	

**Primary Utility Contact Information**

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.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)

Signature: \_\_\_\_\_  
John Lundgren, VP

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	-1	2	3	0	5	3	1	6	1	0	27	6	
	Total # of service orders	1	2	3	0	4	3	1	3	1	2	10	10	
	Avg. # of business days	-1.0	1.0	1.0	0.0	1.3	1.0	1.0	2.0	1.0	0.0	2.7	0.6	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	10	17	19	43	107	41	27	50	84	52	27	
	Total # of installation commitment met	16	10	17	19	43	107	41	27	50	84	52	27	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	751	720	721	706	689	748	770	766	772	720	706	724	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	727	726	727	723	713	718	711	703	709	706	713	722
		Total # of trouble reports	33	27	12	5	1	13	15	24	13	7	4	13
		% of trouble reports	4.54%	3.72%	1.65%	0.69%	0.14%	1.81%	2.11%	3.41%	1.83%	0.99%	0.56%	1.80%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	4	1	1	1	2	9	1	2	0	1	1	
	Total # of repair tickets restored in < 24hrs	1	2	0	1	1	2	0	0	0	0	0	0	
	% of repair tickets restored 24 Hours	25.00%	50.00%	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37	1004.93	171.51	123.94	0.00	27.00	24.84	
	Avg. outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19	111.66	171.51	61.97	0.00	27.00	24.84	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	4	4	1	1	1	2	9	1	2	0	1	1	
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in < 24hrs	1	2	0	1	1	2	0	0	0	0	0	0	
	% of all repair tickets restored < 24 Hours	25.00%	50.00%	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37	1004.93	171.51	123.94	0.00	27.00	24.84	
	Avg. unadjusted outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19	111.66	171.51	61.97	0.00	27.00	24.84	
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Refunds</b>	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.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: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	19	26	18	11	33	42	30	19	21	26	14	13	
	Total # of service orders	19	18	20	11	24	30	22	18	20	22	14	15	
	Avg. # of business days	1.0	1.4	0.9	1.0	1.4	1.4	1.4	1.1	1.1	1.2	1.0	0.9	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	130	123	127	98	134	136	144	129	141	145	147	114	
	Total # of installation commitment met	130	123	127	98	134	136	144	129	141	145	147	114	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3369	3361	3367	3377	3366	3368	3365	3351	3345	3357	3350	3350	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	3637	3628	3634	3642	3630	3632	3627	3615	3609	3619	3616	3617
		Total # of trouble reports	114	76	84	5	3	9	8	9	7	12	3	6
		% of trouble reports	3.13%	2.09%	2.31%	0.14%	0.08%	0.25%	0.22%	0.25%	0.19%	0.33%	0.08%	0.17%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	27	21	7	17	7	6	3	4	6	4	7	6	
	Total # of repair tickets restored in < 24hrs	21	15	6	12	5	4	2	4	5	3	6	6	
	% of repair tickets restored 24 Hours	77.78%	71.43%	85.71%	70.59%	71.43%	66.67%	66.67%	100.00%	83.33%	75.00%	85.71%	100.00%	
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67	79.89	42.78	150.21	84.52	83.55	34.61	
	Avg. outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45	26.63	10.70	25.04	21.13	11.94	5.77	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	27	21	7	17	7	6	3	4	6	4	7	6	
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in < 24hrs	21	15	6	12	5	4	2	4	5	3	6	6	
	% of all repair tickets restored < 24 Hours	77.78%	71.43%	85.71%	70.59%	71.43%	66.67%	66.67%	100.00%	83.33%	75.00%	85.71%	100.00%	
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67	79.89	42.78	150.21	84.52	83.55	34.61	
	Avg. unadjusted outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45	26.63	10.70	25.04	21.13	11.94	5.77	
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Refunds</b>	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	23	18	25	21	28	28	17	26	12	34	24	34	
	Total # of service orders	17	12	21	18	24	25	18	22	19	22	21	25	
	Avg. # of business days	1.4	1.5	1.2	1.2	1.2	1.1	0.9	1.2	0.6	1.5	1.1	1.4	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	151	139	160	144	174	162	166	150	139	181	158	144	
	Total # of installation commitment met	151	139	160	144	174	162	166	150	139	181	158	144	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3476	3469	3474	3467	3483	3493	3494	3498	3502	3482	3456	3455	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	3555	3548	3549	3537	3537	3530	3526	3528	3533	3531	3527	3533
		Total # of trouble reports	142	75	65	0	7	11	7	11	8	8	10	6
		% of trouble reports	3.99%	2.11%	1.83%	0.00%	0.20%	0.31%	0.20%	0.31%	0.23%	0.23%	0.28%	0.17%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	11	7	6	8	10	3	8	9	6	6	5	
	Total # of repair tickets restored in < 24hrs	25	10	4	4	6	8	3	6	8	4	4	3	
	% of repair tickets restored 24 Hours	89.29%	90.91%	57.14%	66.67%	75.00%	80.00%	100.00%	75.00%	88.89%	66.67%	66.67%	60.00%	
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82	14.71	173.00	134.96	208.29	65.65	102.16	
	Avg. outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18	4.90	21.62	15.00	34.72	10.94	20.43	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	28	11	7	6	8	10	3	8	9	6	6	5	
	Total # of all repair tickets restored in < 24hrs	25	10	4	4	6	7	3	6	8	4	4	3	
	% of all repair tickets restored < 24 Hours	89.29%	90.91%	57.14%	66.67%	75.00%	70.00%	100.00%	75.00%	88.89%	66.67%	66.67%	60.00%	
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82	14.71	173.00	134.96	208.29	65.65	102.16	
	Avg. unadjusted outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18	4.90	21.62	15.00	34.72	10.94	20.43	
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Refunds</b>	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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**

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	10	33	11	13	7	21	13	17	5	12	7	4	
	Total # of service orders	10	7	11	12	7	21	8	16	5	12	7	4	
	Avg. # of business days	1.0	4.7	1.0	1.1	1.0	1.0	1.6	1.1	1.0	1.0	1.0	1.0	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	108	78	105	77	103	107	84	120	100	93	115	80	
	Total # of installation commitment met	108	78	105	77	103	107	84	120	100	93	115	80	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1684	1677	1683	1676	1671	1659	1680	1672	1669	1669	1661	1657	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1707	1703	1705	1699	1695	1683	1703	1693	1691	1695	1684	1680
		Total # of trouble reports	45	46	34	2	4	6	2	4	3	5	4	5
		% of trouble reports	2.64%	2.70%	1.99%	0.12%	0.24%	0.36%	0.12%	0.24%	0.18%	0.29%	0.24%	0.30%
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	9	6	9	4	8	1	5	2	3	5	3	
	Total # of repair tickets restored in < 24hrs	9	5	4	5	4	7	0	2	1	1	2	3	
	% of repair tickets restored 24 Hours	81.82%	55.56%	66.67%	55.56%	100.00%	87.50%	0.00%	40.00%	50.00%	33.33%	40.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05	42.11	264.34	94.68	171.98	169.98	10.81	
	Avg. outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26	42.11	52.87	47.34	57.33	34.00	3.60	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	9	6	9	4	8	1	5	2	3	5	3	
	Total # of all repair tickets restored in < 24hrs	9	5	4	5	4	7	0	2	1	1	2	3	
	% of all repair tickets restored < 24 Hours	81.82%	55.56%	66.67%	55.56%	100.00%	87.50%	0.00%	40.00%	50.00%	33.33%	40.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05	42.11	264.34	94.68	171.98	169.98	10.81	
	Avg. unadjusted outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26	42.11	52.87	47.34	57.33	34.00	3.60	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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**

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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)