Company Name:		Cal-Ore Teleph	one Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	☑ otal Company	Exchange	☐ V Vire Center	Reporting U	Jnit Name:	All Exchanges	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019) 4th Quarter	9)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	31	27	29	21	30	30	17	34	22			
Installation Interv		Total # of service orders	14	12	14	10	12	11	7	17	11			
Min. standard = 5 b	ous. days	Avg. # of business days	2.21	2.25	2.07	2.10	2.50	2.73	2.43	2.00	2.00			
		Total # of installation commitments	14	12	14	10	12	11	7	17	11			1
Installation Comm	nitment	Total # of installation commitment met	13	12	14	10	12	10	7	17	11			
Min. standard = 95	% commitment met			0	0	0	0	1	0	0	0			1
		% of commitment met	93%	100%	100%	100%	100%	91%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	1,652	1,661	1,645	1,682	1,625	1,625	1,615	1,612	1,605			1
Customer Trouble	Report			,	<u> </u>		,	,	·		,			
	1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												†
2	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines	1,746	1,756	1,739	1.814	1.718	1,718	1,709	1,706	1,700			1
fa	8% (8 per 100 working lines for	Total # of trouble reports	17	13	24	31	26	24	16	18	14		1	
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.01	0.01	0.02	0.02	0.01	0.01	0.01	0.01			
Li		Total # of working lines	0.01	0.01	0.01	0.02	0.02	0.01	0.01	0.01	0.01			
	10% (10 per 100 working lines	Total # of trouble reports												1
	for units w/ ≤ 1,000 lines)	% of trouble reports											1	
	l.	Total # of outage report tickets	7	6	11	21	15	15	8	7	5			
Adjusted		Total # of repair tickets restored in < 24hrs	7	5	10	20	15	13	8	7	5			+
Out of Service Re	nort	% of repair tickets restored ≤ 24 Hours	100%	83%	91%	95%	100%	87%	100%	100%	100%			+
Min. standard = 90		Sum of the duration of all outages (hh:mm)	41.18	65,63	124.06	164.26	193.98	192.45	57.82	61.76	26.38			+
		Avg. outage duration (hh:mm)	5.88	10.94	11.28	7.8	12.9	12.8	7.2	8.82	5.28			
		Total # of outage report tickets	7	6	11	21	15	15	8	7	5			
		Total # of outage report lickets	,	O	11	21	13	13	8	,	9			
Unadjusted Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	7	5	9	19	14	13	8	7	5			
		% of repair tickets restored ≤ 24 Hours	100%	83%	82%	90%	93%	87%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	41	65.63	124.06	164.26	193.98	192.45	57.82	61.76	26.38			
		Avg. outage duration (hh:mm)	5.9	10.9	11.28	7.8	13	12.8	7.2	8.82	5,28			1
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			†
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			†
Answer Time (Trouble Reports, Billing & Non-Billing)						,	Ť						<u> </u>	
	in. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing													<u> </u>
	nu option to reach live agent).	Total # of call seconds to reach live agent												
agoni (w/a me	opas. to readil into agent).	%< 60 seconds												\vdash
		/0 <u>< 00 0000110</u> 0												+

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net
•		

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)

Company Name:		Cal-Ore Telepho	one Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	otal Company	✓∉xchange	Wire Center	Reportin	g Unit Name:	Dorris Exchange	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)		(05/16/2018)			(08/15/2018)			(11/15/2018)			(02/15/2019	
	` .	• • • • • • • • • • • • • • • • • • • •	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarte	Dec
		Total # of business days	12	11	iviar 3	Apr 4	10	2	A Jui	Aug	G	Oct	NOV	Dec
Installation Interv		Total # of service orders	5	4	2	2	4	1	2	6	6			†
Min. standard = 5 b	bus. days	Avg. # of business days	2.4	2.75	1.5	2	2.5	2	2	1.5	1.5			
		Total # of installation commitments	5	4	2	2	4	1	2	6	6			+
Installation Comm	nitment	Total # of installation commitment met	5	4	2	2	4	1	2	6	6			
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	439	443	441	448	428	432	426	427	420			
Customer Trouble	e Report													t
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
•	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		'												+
ä	8% (8 per 100 working lines for	Total # of working lines												├
, <u>v</u>	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
i		% of trouble reports	1.40		4-1				110	110	440			
_	10% (10 per 100 working lines	Total # of working lines	462	466	464	478	450	454	448	449	443			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	3	4	4	4	5	4	4	6			
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01			
		Total # of outage report tickets	1	3	1	3	4	2	2	1	1			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	3	1	3	4	2	2	1	1			
Out of Service Re		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89	4.67	10.99	3.04	19.03	19.54	5.00			
		Avg. outage duration (hh:mm)	9.20	11.54	2.89	1.56	2.75	1.52	9.52	19.54	5.00			
		Total # of outage report tickets	1	3	1	3	4	2	2	1	1			
Unadjusted Out of Service Re		Total # of repair tickets restored in ≤ 24hrs	1	3	1	3	4	2	2	1	1			
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89	4.67	10.99	3.04	19.03	19.54	5.00			
		Avg. outage duration (hh:mm)	9.20	11.54	2.89	1.56	2.75	1.52	9.52	19.54	5.00			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds		0	0	0	0	0	0	0	0	0			
Answer Time (Trou	Answer Time (Trouble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
-		%<_60 seconds												

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

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)

Company Name:		Cal-Ore Telepho	one Co.	U#:	1006	Report Year:	2018
eporting Unit Type:	otal Company	√Exchange	Vire Center	Reporting	Unit Name:	Macdoel Exchange	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019 4th Quarter	9)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	12	5	9	6	5	12	2	4	6			
Installation Interv Min. standard = 5		Total # of service orders	5	3	4	3	2	3	1	2	2			
IVIIII. Staridard = 5	bus. days	Avg. # of business days	2.4	1.67	2.25	2.00	2.50	4.00	2	2.00	3.00			
		Total # of installation commitments	5	3	4	3	2	3	1	2	2			
Installation Comn	nitment	Total # of installation commitment met	4	3	4	3	2	2	1	2	2			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	1	0	0	0	0	1	0	0	0			
		% of commitment met	80%	100%	100%	100%	100%	67%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	360	359	360	376	361	359	361	359	357			
Customer Trouble	e Report													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
ä	8% (8 per 100 working lines for	3 11												├
ب ر	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>≓</u>		% of trouble reports												
_	10% (10 per 100 working lines	Total # of working lines	382	381	382	392	383	381	384	382	380			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	5	3	10	9	10	6	3	2			
		% of trouble reports	0.01	0.01	0.01	0.03	0.02	0.03	0.02	0.01	0.01			
		Total # of outage report tickets	0	0	0	7	2	5	2	1	2			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	7	2	4	2	1	2			
Out of Service Re		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	80.0%	100.0%	100%	100%			
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	-	0	86.44	3.40	78.43	10.99	2.53	17.20			
		Avg. outage duration (hh:mm)	-	-	-	12.3	1.7	15.7	5.5	2.53	8.60			
		Total # of outage report tickets	0	0	0	7	2	5	2	1	2			
Unadjusted Out of Service Re	aport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	6	2	4	2	1	2			
Out of Service Ne	sport	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	1	100.0%	80.0%	100.0%	100%	100%			
		Sum of the duration of all outages (hh:mm)	0	-	0	86.44	3.40	78.43	10.99	2.53	17.20			
		Avg. outage duration (hh:mm)	-	-	-	12.3	1.7	15.7	5.5	2.53	8.60			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Monthly amount of refunds		0	0	0	0	0	0	0	0	0				
Answer Time (Trouble Reports, Billing & Non-Billing)														
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	nu option to reach live agent).	Total # of call seconds to reach live agent											İ	1
		%< 60 seconds												†
													†	+

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

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)

Company Name:		Cal-Ore Teleph	one Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	otal Company	∡ Exchange	☐Vire Center	Reporting U	Jnit Name:	Tulelake Exchange	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	nthly, file quarterly)		(05/16/2018)			(08/15/2018)			(11/15/2018)			(02/15/2019)	
		3, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter	Sep	Oct	4th Quarter Nov	r Dec
		Total # of business days	3	7 Teb	12	11	11	5	11	Aug	Бер	Oct	NOV	Dec
Installation Interva		Total # of service orders	2	3	6	5	3	3	4	5	2			
Min. standard = 5 b	ous. days	Avg. # of business days	1.50	2.33	2.00	2.20	3.67	1.67	2.75	1.40	3.00			
		Total # of installation commitments	2	3	6	5	3.07	3	4	5	2			
Installation Comm	itment	Total # of installation commitment met	2	3	6	5	3	3	4	5	2			
Min. standard = 95°		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	595	598	584	587	577	575	571	570	572			
Customer Trouble	Report	A COLUMN TO A COLOR OF DUFFICIO, FEOT DUS	3,0	570		50,	5	5.5	571	5.0	0,2			
oustomer frouble		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
-	units w/ ≥ 3,000 lines)													
arc		% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines												
ਲੈੱ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												<u> </u>
Ai.		% of trouble reports												<u> </u>
Σ	10% (10 per 100 working lines	Total # of working lines	639	642	627	665	620	618	614	613	615			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	10	4	13	14	9	6	5	8	5			<u> </u>
		% of trouble reports	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.01			
		Total # of outage report tickets	5	3	8	8	6	5	3	3	2			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5	2	7	7	6	4	3	3	2			
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	67%	88%	88%	100%	80%	100%	100%	100%			
Min. standard = 90°	% within 24 hrs	Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45	40.65	30.72	27.99	6.85	19.85	4.18			
		Avg. outage duration (hh:mm)	2.5	10.3	12.2	5.1	5.1	5.6	2.3	6.62	2.09			
		Total # of outage report tickets	5	3	8	8	6	5	3	3	2			
Unadjusted		Total # of repair tickets restored in < 24hrs	5	2	6	7	6	4	3	3	2			
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	67%	75%	88%	100%	80%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45	40.65	30.72	27.99	6.85	19.85	4.18			
		Avg. outage duration (hh:mm)	2.5	10.3	12.2	5.1	5.1	5.6	2.3	6.62	2.09			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trou	Answer Time (Trouble Reports, Billing & Non-Billing)													
	in. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing													
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
	a a constant and again,	%< 60 seconds												
		-												
		I.												4

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

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)

Company Name:		Cal-Ore Teleph	one Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	otal Company	√ Exchange	Wire Center	Reporting Un	nit Name:	Newell Exchange	

Installation Interval Min. standard = 5 bus. Installation Commitm Min. standard = 95% c Customers Customer Trouble Re	ent commitment met export 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of business days Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines	Jan 4 2 2.00 2 2 0 100% 258	1st Quarter Feb 4 2 2.00 2 0 100% 261	Mar 5 2 2.50 2 2 0 100%	Apr 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2nd Quarter May 4 3 1.33 3 3 0	Jun 11 4 2.75 4	Jul 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3rd Quarter Aug 14 4 3.50 4 4	Sep 1 1 1.00 1	Oct	4th Quarter Nov	Dec
Min. standard = 5 bus. Installation Commitm Min. standard = 95% c Customers Customer Trouble Re	ent commitment met export 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	4 2 2.00 2 2 0	2 2.00 2 2 0	5 2 2.50 2 2 2	0 0 0.00 0 0	4 3 1.33 3 3	11 4 2.75 4 4	0 0 0.00 0	14 4 3.50 4	1 1	Oct	Nov	Dec
Min. standard = 5 bus. Installation Commitm Min. standard = 95% c Customers Customer Trouble Re	ent commitment met export 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2 2.00 2 2 2 0	2 2.00 2 2 2 0	2 2.50 2 2 2	0.00	1.33	4 2.75 4 4	0 0.00	3.50 4	1 1 1.00 1			
Min. standard = 5 bus. Installation Commitm Min. standard = 95% c Customers Customer Trouble Re	ent commitment met export 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2.00 2 2 2 0	2.00 2 2 2 0	2.50 2 2 2	0.00	1.33	2.75 4 4	0.00	3.50 4	1 1.00 1 1			
Installation Commitm Min. standard = 95% c Customers Customer Trouble Re	eport 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2 2 0 100%	2 2 0 100%	2 2 0	0 0	3	4 4	0	4	1.00 1 1			ļ
Min. standard = 95% c Customers Customer Trouble Re	eport 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2 0 100%	2 0 100%	2	0	3	4			1			1
Min. standard = 95% c Customers Customer Trouble Re	ent commitment met eport 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	0	0 100%	0	0			0	4	1			
Min. standard = 95% c Customers Customer Trouble Re	eport 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	% of commitment met Acct # for voice or bundle, res+bus	100%	100%			0							
Customer Trouble Re	eport 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Acct # for voice or bundle, res+bus			100%			0	0	0	0			
Customer Trouble Re	eport 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	· · · · · · · · · · · · · · · · · · ·	258	261		0%	100%	100%	0%	100%	100%			
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines			260	271	259	259	257	256	256			
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)													
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
		% of trouble reports												
- a														
a	8% (8 per 100 working lines for	Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	unito W/ 1,001 2,000 iii100/	Total # of trouble reports												
<u>≓</u> ⊢		% of trouble reports												
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	10% (10 per 100 working lines	Total # of working lines	263	267	266	279	265	265	263	262	262			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	1	4	3	4	3	1	3	1			
		% of trouble reports	0.00	0.00	0.02	0.01	0.02	0.01	0.00	0.01	0.00			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	1	0	2	3	3	3	1	2	0			l
		Total # of repair tickets restored in ≤ 24hrs	1	0	2	3	3	3	1	2	0			
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	100%	100%	0%			
		Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72	32.50	148.87	27.99	20.95	19.83	0.00			
		Avg. outage duration (hh:mm)	19.33	0.00	11.86	10.83	49.62	9.33	20.95	9.92	0.00			
Unadjusted Out of Service Report		Total # of outage report tickets	1	0	2	3	3	3	1	2	0			
		Total # of repair tickets restored in < 24hrs	1	0	2	3	2	3	1	2	0			
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	67%	100%	100%	100%	0%			
		Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72	32.50	148.87	27.99	20.95	19.83	0.00			
		Avg. outage duration (hh:mm)	19.33	0.00	11.86	10.83	49.62	9.33	20.95	9.92	0.00			
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trouble Reports, Billing & Non-Billing)		1												
		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
		%< 60 seconds												

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net
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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)