

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	125.14	131.17	103.53	172.44	283.73	128.61	98.79	343.22	359.09			
	Total # of service orders	82	60	77	91	103	87	74	129	119			
	Avg. # of business days	1.53	2.17	1.34	1.89	2.75	1.48	1.34	2.66	3.02			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	131	100	138	165	188	145	158	158	151			
	Total # of installation commitment met	131	100	138	165	188	145	158	158	151			
	Total # of installation commitment missed	0											
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Customers	Acct # for voice or bundle, res+bus	13559	13523	13495	13442	13439	13418	13373	13343	13313			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15640	15600	15561	15625	15597	15537	15476	15432	15382		
		Total # of trouble reports	103	261	165	107	121	95	74	85	66		
		% of trouble reports	0.66	1.67	1.06	0.68	0.78	0.61	0.48	0.55	0.43	#DIV/0!	
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	31	70	33	26	35	21	21	21	26			
	Total # of repair tickets restored in ≤ 24hrs	31	70	33	26	35	21	21	21	26			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	145:34	623:36	274:2	243:36	195:27	131:49	184:45	160:32	234:59			
	Avg. outage duration (hh:mm)	4:43	8:54	8:18	9:22	5:35	6:16	8:47	7:38	9:20			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	55	206	107	62	87	49	46	39	41			
	Total # of all repair tickets restored in ≤ 24hrs	50	183	90	45	74	41	40	33	35			
	% of repair tickets restored ≤ 24 Hours	90.91	88.83	84.11	72.58	85.06	83.67	86.96	84.62	85.37			
	Sum of the duration of all outages (hh:mm)	438:35	3253:9	3611:21	1864:55	2660:25	625:31	818:44	486:25	1566:40			
	Avg. unadjusted outage duration (hh:mm)	7:58	15:47	33:45	30:40	30:34	12:45	17:47	12:28	38:11			
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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	5567	4031	4663	5256	5050	3523	6408	4545	5051			
	Total # of call seconds to reach live agent	5007	3860	4455	4960	4790	3491	5893	4360	4555			
	% ≤ 60 seconds	89.94%	95.76%	95.54%	94.37%	94.85%	99.09%	91.96%	95.93%	90.18%			

Primary Utility Contact Information

Name: Al Baumgarner

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Total Exchange Wire

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

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: OKHRCAXA (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	37.59	63.36	53.96	51.38	200.00	61.15	36.43	92.44	229.11			
	Total # of service orders	34	34	41	37	51	45	39	58	58			
	Avg. # of business days	1.11	1.86	1.32	1.39	3.92	1.36	0.93	1.59	3.95			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	52	49	69	66	96	67	81	71	75			
	Total # of installation commitment met	52	49	69	66	96	67	81	71	75			
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	7780	7757	7735	7692	7675	7653	7626	7607	7580			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7921	7901	7883	7844	7818	7786	7756	7716	7689		
		Total # of trouble reports	55	114	78	55	65	45	38	35	28		
		% of trouble reports	0.69	1.44	0.99	0.70	0.83	0.58	0.49	0.45	0.36	#DIV/0!	#DIV/0!
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	19	33	18	14	19	9	15	6	12			
	Total # of repair tickets restored in ≤ 24hrs	19	33	18	14	19	9	15	6	12			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	125:27	326:7	115:12	149:20	91:56	56:39	162:26	51:41	123:34			
	Avg. outage duration (hh:mm)	6:36	9:52	6:24	10:38	4:50	6:17	10:49	8:36	10:17			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	33	88	53	33	53	21	25	13	19			
	Total # of all repair tickets restored in ≤ 24hrs	31	79	47	25	44	20	21	13	17			
	% of repair tickets restored ≤ 24 Hours	93.94	89.77	88.68	75.76	83.02	95.24	84.00	100.00	89.47	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	277:24	1254:37	2282:23	876:43	1733:30	186:11	535:17	87:58	1118:43			
	Avg. unadjusted outage duration (hh:mm)	8:24	14:15	43:3	26:34	32:42	8:51	21:24	6:46	58:52			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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	5567	4031	4663	5256	5050	3523	6408	4545	5051			
	Total # of call seconds to reach live agent	5007	3860	4455	4960	4790	3491	5893	4360	4555			
	% ≤ 60 seconds	89.94%	95.76%	95.54%	94.37%	94.85%	99.09%	91.96%	95.93%	90.18%			

Primary Utility Contact Information

Name: Al Baumgarner

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: BSLKCAF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.32	0.00	1.64	6.66	9.09	1.90	0.16	5.38	14.13			
	Total # of service orders	4	1	1	5	7	3	2	4	4			
	Avg. # of business days	0.33	0.00	1.64	1.33	1.30	0.63	0.08	1.34	3.53			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	2	1	6	8	4	5	4	7			
	Total # of installation commitment met	4	2	1	6	8	4	5	4	7			
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	476	473	473	473	476	476	480	474	474			
Customer Trouble Report													
Min. Standard	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	516	517	511	510	515	516	512	510	507		
		Total # of trouble reports	4	8	7	5	4	3	4	0	1		
		% of trouble reports	0.78	1.55	1.37	0.98	0.78	0.58	0.78	0.00	0.20	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	3	2	1	2	1	0	0	1	1	0	
	Total # of repair tickets restored in ≤ 24hrs	2	3	2	1	2	1	0	0	1	1	0	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	1:31	11:48	26:6	1:10	4:12	1:43	0	0	7:30			
	Avg. outage duration (hh:mm)	0:45	3:56	13:3	1:10	2:60	1:43	0	0	7:30			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	7	5	2	4	1	0	0	1			
	Total # of all repair tickets restored in ≤ 24hrs	2	6	4	1	3	1	0	0	1			
	% of repair tickets restored ≤ 24 Hours	100.00	85.71	80.00	50.00	75.00	100.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	1:31	179:7	78:6	95:42	36:51	1:43	0	0	7:30			
	Avg. unadjusted outage duration (hh:mm)	0:45	25:35	15:37	47:51	9:12	1:43			7:30			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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: Al Baumgarner

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: MRPSCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	26.20	58.02	24.21	70.3	47.81	25.00	51.82	166.13	75.55			
	Total # of service orders	15	10	21	22	29	22	15	33	36			
	Avg. # of business days	1.75	5.80	1.15	3.20	1.65	1.14	3.45	5.03	2.10			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	31	22	38	45	54	37	35	40	43			
	Total # of installation commitment met	31	22	38	45	54	37	35	40	43			
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	3479	3480	3479	3473	3486	3486	3473	3466	3465			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3529	3524	3523	3567	3573	3556	3539	3545	3533		
		Total # of trouble reports	26	96	49	32	31	30	21	28	18		
		% of trouble reports	0.74	2.72	1.39	0.90	0.87	0.84	0.59	0.79	0.51	#DIV/0!	#DIV/0!
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	25	5	9	8	9	3	10	6			
	Total # of repair tickets restored in ≤ 24hrs	7	25	5	9	8	9	3	10	6			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	10:48	188:44	50:9	68:38	37:11	54:59	19:26	76:46	56:49			
	Avg. outage duration (hh:mm)	1:32	7:32	10:1	7:37	4:38	6:60	6:28	7:41	9:28			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	13	84	32	22	22	19	12	19	11			
	Total # of all repair tickets restored in ≤ 24hrs	12	77	22	15	20	13	11	14	9			
	% of repair tickets restored ≤ 24 Hours	92.31	91.67	68.75	68.18	90.91	68.42	91.67	73.68	81.82	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	66:18	1145:42	1024:28	606:60	747:44	384:40	212:36	337:33	239:15			
	Avg. unadjusted outage duration (hh:mm)	5:6	13:38	32:0	27:33	33:59	20:12	17:43	17:45	21:45			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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: Al Baumgarner

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: MRPSCAXG

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	56.40	1.25	18.65	21.68	25.44	36.48	6.71	70.92	24.74			
	Total # of service orders	25	10	11	20	12	12	10	27	14			
	Avg. # of business days	2.26	0.12	1.70	1.08	2.12	3.04	0.67	2.63	1.77			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	38	20	26	38	22	27	24	35	18			
	Total # of installation commitment met	38	20	26	38	22	27	24	35	18			
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	1053	1050	1044	1047	1050	1055	1050	1052	1055			
Customer Trouble Report													
Min. Standard	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	2563	2551	2550	2616	2610	2609	2606	2607	2599		
		Total # of trouble reports	11	30	23	12	13	12	6	16	17		
		% of trouble reports	0.43	1.18	0.90	0.46	0.50	0.46	0.23	0.61	0.65	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	7	5	0	3	0	2	4	6			
	Total # of repair tickets restored in ≤ 24hrs	2	7	5	0	3	0	2	4	6			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	8:46	66:52	62:0	0	41:51	0	2:22	26:35	45:52			
	Avg. outage duration (hh:mm)	4:23	9:33	12:24		13:57		1:11	6:38	7:38			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	19	11	3	5	4	6	5	8			
	Total # of all repair tickets restored in ≤ 24hrs	3	15	11	2	4	3	5	5	7			
	% of repair tickets restored ≤ 24 Hours	60.00	78.95	100.00	66.67	80.00	75.00	83.33	100.00	87.50	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	93:19	446:36	134:32	261:38	122:10	29:45	66:35	28:17	168:49			
	Avg. unadjusted outage duration (hh:mm)	18:39	23:30	12:13	87:12	24:24	7:26	11:50	5:39	21:60			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

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

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: YMLPCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	3.63	8.54	5.07	22.42	1.39	4.08	3.67	8.35	15.53			
	Total # of service orders	4	5	3	7	4	5	8	7	7			
	Avg. # of business days	0.91	1.71	1.69	3.20	0.35	0.82	0.46	1.19	2.22			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	7	4	10	8	10	13	8	8			
	Total # of installation commitment met	6	7	4	10	8	10	13	8	8			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	771	763	764	757	752	748	744	744	739			
Customer Trouble Report													
Min. Standard	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	1111	1107	1094	1088	1081	1070	1063	1054	1054		
		Total # of trouble reports	7	13	8	3	8	5	5	6	2		
		% of trouble reports	0.63	1.17	0.73	0.28	0.74	0.47	0.47	0.57	0.19	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	3	2	3	2	1	1	1			
	Total # of repair tickets restored in ≤ 24hrs	1	2	3	2	3	2	1	1	1			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	0	30:3	20:32	24:44	20:16	18:27	0:30	5:19	1:12			
	Avg. outage duration (hh:mm)	0	15:1	6:50	12:22	6:45	9:13	0:30	5:19	1:12			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	8	6	2	3	4	3	2	2			
	Total # of all repair tickets restored in ≤ 24hrs	2	6	6	2	3	4	3	1	1			
	% of repair tickets restored ≤ 24 Hours	100.00	75.00	100.00	100.00	100.00	100.00	100.00	50.00	50.00	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	0	227:4	91:50	24:44	20:16	23:46	4:15	32:37	31:45			
	Avg. unadjusted outage duration (hh:mm)	0	28:23	15:18	12:22	6:45	5:56	1:25	16:18	15:52			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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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