

UNADJUSTED

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2020

Reporting Unit Type: Total E W

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	47	21	69	90	71	61							
	Total # of service orders	11	5	20	17	15	16							
	Avg. # of business days	4.27	4.20	3.45	5.29	4.73	3.81	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	5	20	17	15	16							
	Total # of installation commitment met	11	5	19	14	12	16							
	Total # of installation commitment missed	0	0	1	3	3	0							
Customers	% of commitment met	100%	100%	95%	82%	80%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Acct # for voice or bundle, res+bus	1,709	1,694	1,705	1,706	1,707	1,712							
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	2004	1984	1967	1967	1975	1993						
		Total # of trouble reports	46	24	14	11	12	12						
		% of trouble reports	2.30%	1.21%	0.71%	0.56%	0.61%	0.60%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#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	40	14	8	8	7	10							
	Total # of repair tickets restored in < 24hrs	35	13	6	8	7	8							
	% of repair tickets restored ≤ 24 Hours	87.50%	92.86%	75.00%	100.00%	100.00%	80.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	604.32	78.65	130.02	39.22	25.73	277							
	Avg. outage duration (hh:mm)	15.11	5.62	16.25	4.90	3.68	27.70	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	40	14	8	8	7	10							
	Total # of repair tickets restored in ≤ 24hrs	26	6	2	5	2	3							
	% of repair tickets restored ≤ 24 Hours	65.00%	42.86%	25.00%	62.50%	28.57%	30.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	1437.88	610.45	399.33	238.9	556.00	872.93							
	Avg. outage duration (hh:mm)	35.95	43.60	49.92	29.86	79.43	87.29	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	3	7	8	0	0	0							
	Monthly amount of refunds	\$ 93.97	\$ 190.57	\$ 225.66	\$ -	\$ -	\$ -							
Answer Time (Trouble Reports, 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: Gail Long

Phone: 541-516-8210

Email: Gail.long@tdstelecom.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: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)	Date filed			Date filed			Date filed			Date filed			
	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	22	0	13	10	8	3						
	Total # of service orders	4	0	3	4	3	1						
	Avg. # of business days	5.50	#DIV/0!	4.33	2.50	2.67	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	0	3	4	3	1						
	Total # of installation commitment met	4	0	3	4	1	1						
	Total # of installation commitment missed	0	0	0	0	2	0						
% of commitment met	100%	#DIV/0!	100%	100%	33%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	271	267	267	267	266	266						
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	314	313	310	310	309	309					
		Total # of trouble reports	4	13	6	7	2	5					
		% of trouble reports	1.27%	4.15%	1.94%	2.26%	0.65%	1.62%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	12	6	5	1	5						
	Total # of repair tickets restored in ≤ 24hrs	3	11	5	5	1	3						
	% of repair tickets restored ≤ 24 Hours	100.00%	91.67%	83.33%	100.00%	100.00%	60.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	11.63	67.15	72.67	26.18	2.58	258.12						
	Avg. outage duration (hh:mm)	3.88	5.60	12.11	5.24	2.58	51.62	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	3	12	6	5	1	5						
	Total # of repair tickets restored in ≤ 24hrs	2	6	1	5	0	1						
	% of repair tickets restored ≤ 24 Hours	67%	50%	17%	100.00%	0.00%	20.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	71.58	389.60	320.68	40.15	25.8	418.80						
	Avg. outage duration (hh:mm)	23.86	32.47	53.45	8.03	25.80	83.76	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	7	0	0	0						
	Monthly amount of refunds	\$ -	\$ -	\$ 192.81	\$ -	\$ -	\$ -						
Answer Time (Trouble Reports, 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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Minersville

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0						
	Total # of service orders	0	0	0	0	0	0						
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0						
	Total # of installation commitment met	0	0	0	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	54	53	53	51	52	52						
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	90	89	85	83	84	87					
		Total # of trouble reports	7	0	1	0	1	1					
		% of trouble reports	7.78%	0.00%	1.18%	0.00%	1.19%	1.15%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	0	0	0	0	1						
	Total # of repair tickets restored in < 24hrs	6	0	0	0	0	1						
	% of repair tickets restored ≤ 24 Hours	85.71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	75.53	0	0	0	0	0						
	Avg. outage duration (hh:mm)	10.79	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	7	0	0	0	0	1						
	Total # of repair tickets restored in < 24hrs	3	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	43%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	554.72	0.00	0.00	0	0	67.05						
	Avg. outage duration (hh:mm)	79.25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	67.05	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	1	0	0	0	0						
	Monthly amount of refunds	\$ -	\$ 39.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Answer Time (Trouble Reports, 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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Olinda

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	22	21	45	57	62	47						
	Total # of service orders	6	5	16	11	11	13						
	Avg. # of business days	3.67	4.20	2.81	5.18	5.64	3.62	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	5	16	11	11	13						
	Total # of installation commitment met	6	5	16	9	10	13						
	Total # of installation commitment missed	0	0	0	2	1	0						
	% of commitment met	100%	100%	100%	82%	91%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	1081	1072	1085	1089	1090	1091						
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	1220	1203	1196	1202	1208	1218					
		Total # of trouble reports	9	5	3	3	4	3					
		% of trouble reports	0.74%	0.42%	0.25%	0.25%	0.33%	0.25%	#DIV/0!	#DIV/0!	#DIV/0!	#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	6	0	1	2	3	2						
	Total # of repair tickets restored in ≤ 24hrs	6	0	0	2	3	2						
	% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	0.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	25.68	0	53.12	6.02	10.18	7.77						
	Avg. outage duration (hh:mm)	4.28	#DIV/0!	53.12	3.01	3.39	3.89	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	6	0	1	2	3	2						
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	2	2						
	% of repair tickets restored ≤ 24 Hours	33%	#DIV/0!	0%	0.00%	66.67%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	201.27	0.00	56.12	123.15	112.83	15.65						
	Avg. outage duration (hh:mm)	33.55	#DIV/0!	56.12	61.58	37.61	7.83	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	2	4	0	0	0	0						
	Monthly amount of refunds	\$ 60.72	\$ 98.42	\$ -	\$ -	\$ -	\$ -						
Answer Time (Trouble Reports, 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: _____

Phone: _____

Email: _____

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: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Platina

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	3	0	0	0	0	0						
	Total # of service orders	1	0	0	0	0	0						
	Avg. # of business days	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0						
	Total # of installation commitment met	1	0	0	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	57	57	57	56	56	56						
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	91	92	92	91	91	91					
		Total # of trouble reports	0	0	0	0	0	0					
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	0	0	0	0	0						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0	0	0						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	#DIV/0!	
Refunds	Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$ 33.25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Answer Time (Trouble Reports, 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: _____

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Date Adopted: 7/28/09
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 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: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Trinity Center

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	0	11	23	1	11						
	Total # of service orders	0	0	1	2	1	2						
	Avg. # of business days	#DIV/0!	#DIV/0!	11.00	11.50	1.00	5.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	2	1	2						
	Total # of installation commitment met	0	0	0	1	1	2						
	Total # of installation commitment missed	0	0	1	1	0	0						
	% of commitment met	#DIV/0!	#DIV/0!	0%	50%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	246	245	243	243	243	247						
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	289	287	284	281	283	288					
		Total # of trouble reports	26	6	4	1	5	3					
		% of trouble reports	9.00%	2.09%	1.41%	0.36%	1.77%	1.04%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	2	1	1	3	2						
	Total # of repair tickets restored in ≤ 24hrs	20	2	1	1	3	2						
	% of repair tickets restored ≤ 24 Hours	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	491.48	11.5	4.23	7.02	12.97	11.12						
	Avg. outage duration (hh:mm)	20.48	5.75	4.23	7.02	4.32	5.56	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	24	2	1	1	3	2						
	Total # of repair tickets restored in ≤ 24hrs	19	0	1	0	0	0						
	% of repair tickets restored ≤ 24 Hours	79%	0%	100%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	610.32	220.85	22.52	75.6	417.37	371.45						
	Avg. outage duration (hh:mm)	25.43	110.43	22.52	75.60	139.12	185.73	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	2	1	0	0	0						
	Monthly amount of refunds	\$ -	\$ 52.70	\$ 32.85	\$ -	\$ -	\$ -						
Answer Time (Trouble Reports, 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: _____

Phone: _____

Email: _____

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)