

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

Total Excha Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		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	236.62	92.08	130.57	110.57	330.31	357.31	539.54	435.22	364.09			
	Total # of service orders	76	91	109	87	154	148	147	149	173			
	Avg. # of business days	3.11	1.01	1.20	1.27	2.14	2.41	3.67	2.92	2.10			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	151	158	180	126	206	199	177	191	206			
	Total # of installation commitment met	149	158	176	126	206	199	177	191	206			
	Total # of installation commitment missed	2	0	4	0	0	0	0	0	0			
	% of commitment met	98.68	100.00	97.78	100.00	100.00	100.00	100.00	100.00	100.00			
Customers	Acct # for voice or bundle, res+bus	14289	14285	14227	14264	14198	14143	14121	14075	14040			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	16668	16617	16631	16562	16630	16583	16484	16504	16412		
		Total # of trouble reports	357	304	253	181	107	132	104	120	107		
		% of trouble reports	2.14	1.83	1.52	1.09	0.64	0.80	0.63	0.73	0.65		
	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	57	59	59	59	24	25	28	36	19			
	Total # of repair tickets restored in < 24hrs	57	59	59	59	24	24	28	36	19			
	% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	471:48	405:40	251:35	227:36	86:24	355:22	83:01	99:00	37:40			
	Avg. outage duration (hh:mm)	8:16	6:52	4:15	3:51	3:36	14:12	2:57	2:45	1:58			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	Yes	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	226	209	169	122	57	72	63	71	52			
	Total # of all repair tickets restored in < 24hrs	201	185	163	122	56	70	61	69	49			
	% of repair tickets restored 24 Hours	88.94	88.52	96.45	100.00	98.25	97.22	96.83	97.18	94.23			
	Sum of the duration of all outages (hh:mm)	3095:30	2368:30	941:01	507:59	1067:11	880:16	550:10	346:25	323:21			
	Avg. unadjusted outage duration (hh:mm)	13:41	11:19	5:34	4:09	18:43	12:13	8:43	4:52	6:13			
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 "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	5901	5336	6389	9281	6198	5390	6444	6328	4432			
	Total # of call seconds to reach live agent	245075	223680	235914	707651	271359	95357	6781	11428	5870			
	% 60 seconds	88.87%	83.60%	87.74%	80.21%	91.17%	98.05%	96.94%	97.23%	97.43%			

Primary Utility Contact Information

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.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)

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

Total Exchanged Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: Oakhurst (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		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	117.71	63.03	82.45	44.63	115.38	107.50	306.30	222.62	177.8			
	Total # of service orders	36	50	60	45	76	61	65	70	96			
	Avg. # of business days	3.27	1.26	1.37	0.99	1.52	1.76	4.71	3.18	1.85			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	65	69	80	64	98	88	83	95	114			
	Total # of installation commitment met	65	69	78	64	98	88	83	95	114			
	Total # of installation commitment missed	0	0	2	0	0	0	0	0	0			
	% of commitment met	100.00	100.00	97.50	100.00	100.00	100.00	100.00	100.00	100.00			
Customers	Acct # for voice or bundle, res+bus	6977	6971	6938	6947	6911	6873	6851	6831	6811			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	8564	8540	8534	8501	8464	8433	8401	8411	8375		
		Total # of trouble reports	156	108	77	61	41	65	48	58	52		
		% of trouble reports	1.82	1.26	0.90	0.72	0.48	0.77	0.57	0.69	0.62		
	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	28	19	18	16	7	15	15	11	5			
	Total # of repair tickets restored in ≤ 24hrs	28	19	18	16	7	15	15	11	5			
	% 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)	295:14	95:24	97:44	63:42	24:01	56:25	55:21	24:28	14:48			
	Avg. outage duration (hh:mm)	10:32	5:01	5:25	3:58	3:25	3:45	3:41	2:13	2:57			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
	Total # of unadjusted outage report tickets	92	77	45	36	20	33	26	28	22			
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	78	68	45	36	19	33	26	27	22			
	% of repair tickets restored 24 Hours	84.78	88.31	100.00	100.00	95.00	100.00	100.00	96.43	100.00			
	Sum of the duration of all outages (hh:mm)	1743:31	858:14	181:17	133:10	919:10	137:16	88:13	150:33	77:43			
	Avg. unadjusted outage duration (hh:mm)	18:57	11:08	4:01	3:41	45:57	4:09	3:23	5:22	3:31			
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Refunds	Monthly amount of refunds	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	5901	5336	6389	9281	6198	5390	6444	6328	4432			
	Total # of call seconds to reach live agent	245075	223680	235914	707651	271359	95357	6781	11428	5870			
	% 60 seconds	88.87%	83.60%	87.74%	80.21%	91.17%	98.05%	96.94%	97.23%	97.43%			

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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**

Total Exchanged Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: YMLP

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		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	4.30	8.22	6.52	2.42	21.16	34.04	15.25	18.52	0.21			
	Total # of service orders	5	8	4	3	13	10	12	14	8			
	Avg. # of business days	0.86	1.03	1.63	0.81	1.63	3.40	1.27	1.32	0.03			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	13	5	5	15	13	14	18	11			
	Total # of installation commitment met	5	13	5	5	15	13	14	18	11			
	Total # of installation commitment missed	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			
Customers	Acct # for voice or bundle, res+bus	1227	1221	1215	1214	1197	1186	1173	1173	1172			
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	1286	1282	1281	1262	1250	1239	1240	1237	1231		
		Total # of trouble reports	22	12	6	14	6	8	12	6	6		
		% of trouble reports	1.71	0.94	0.47	1.11	0.48	0.65	0.97	0.49	0.49		
	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	5	1	2	1	0	1	3	2	0			
	Total # of repair tickets restored in ≤ 24hrs	5	1	2	1	0	1	3	2	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)	16:47	:41	20:27	2:07	0	5:26	10:29	4:36	0			
	Avg. outage duration (hh:mm)	3:21	:41	10:13	2:07	0	5:26	3:29	2:18	0			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
	Total # of unadjusted outage report tickets	17	7	4	6	1	6	7	4	4			
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	16	7	4	6	1	6	6	4	4			
	% of repair tickets restored 24 Hours	94.12	100.00	100.00	100.00	100.00	100.00	85.71	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	139:38	31:15	42:09	47:38	3:25	14:56	227:20	6:35	13:43			
	Avg. unadjusted outage duration (hh:mm)	8:12	4:27	10:32	7:56	3:25	2:29	32:28	1:38	3:25			
	Total # of unadjusted outage report tickets	17	7	4	6	1	6	7	4	4			
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 "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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 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**

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: BSLK

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		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	5.47	0.00	3.08	0.10	0.00	11.89	17.33	0.00	0.01			
	Total # of service orders	4	3	5	3	2	10	9	1	2			
	Avg. # of business days	1.37	0.00	0.62	0.030	0.00	1.19	1.93	0.00	0.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	5	5	4	10	12	9	1	3			
	Total # of installation commitment met	6	5	5	4	10	12	9	1	3			
	Total # of installation commitment missed	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			
Customers	Acct # for voice or bundle, res+bus	477	474	471	173	470	476	484	487	485			
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	551	546	547	547	555	563	565	562	550		
		Total # of trouble reports	6	5	7	7	6	9	5	10	6		
		% of trouble reports	1.09	0.92	1.28	1.28	1.08	1.60	0.88	1.78	1.09		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	2	3	1	1	1	8	0			
	Total # of repair tickets restored in ≤ 24hrs	0	1	2	3	1	1	1	8	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)	0:00	5:06	2:22	33:27	0	3:43	2:16	38:43	0			
	Avg. outage duration (hh:mm)	0:00	5:06	1:11	11:09	0	3:43	2:16	4:50	0			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	6	4	4	4	5	5	4	9	3			
	Total # of all repair tickets restored in ≤ 24hrs	6	4	4	4	5	5	4	9	2			
	% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	66.67			
	Sum of the duration of all outages (hh:mm)	15:12	14:30	9:41	37:54	8:53	6:42	8:22	38:44	126:36			
	Avg. unadjusted outage duration (hh:mm)	2:32	3:37	2:25	9:28	1:46	1:20	2:05	4:18	42:12			
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 "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

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Phone: 559-642-0229

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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**

Total Exchange Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: MMPA

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		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	55.96	4.09	19.08	20.11	70.14	109.27	86.62	104.88	49.12			
	Total # of service orders	16	14	18	14	25	31	24	30	30			
	Avg. # of business days	3.50	0.29	1.06	1.44	2.81	3.52	3.61	3.50	1.64			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	37	33	43	22	34	39	28	33	37			
	Total # of installation commitment met	37	33	42	22	34	39	28	33	37			
	Total # of installation commitment missed	0	0	1	0	0	0	0	0	0			
	% of commitment met	100.00	100.00	97.67	100.00	100.00	100.00	100.00	100.00	100.00			
Customers	Acct # for voice or bundle, res+bus	2097	2102	2100	2117	2104	2094	2093	2077	2074			
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	2793	2783	2798	2775	2777	2769	2707	2712	2699		
		Total # of trouble reports	48	61	33	26	19	20	16	20	18		
		% of trouble reports	1.72	2.19	1.18	0.94	0.68	0.72	0.59	0.74	0.67		
	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	13	6	18	5	3	5	8	5			
	Total # of repair tickets restored in ≤ 24hrs	6	13	6	18	5	2	5	8	5			
	% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	66.67	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	22:43	103:59	10:07	57:16	34:35	265:53	6:16	16:10	5:43			
	Avg. outage duration (hh:mm)	3:47	7:59	1:41	3:10	6:55	88:37	1:15	2:01	1:08			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	Yes	No	No			
	Total # of unadjusted outage report tickets	27	42	15	21	13	13	11	13	7			
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	24	38	12	21	13	11	11	13	7			
	% of repair tickets restored 24 Hours	88.89	90.48	80.00	100.00	100.00	84.62	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	290:42	540:43	207:31	65:54	79:56	640:36	44:51	30:07	12:59			
	Avg. unadjusted outage duration (hh:mm)	10:46	12:52	13:50	3:08	6:08	49:16	4:04	2:19	1:51			
	Total # of unadjusted outage report tickets	27	42	15	21	13	13	11	13	7			
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 "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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Total Excha Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: MRPS

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		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	53.18	16.75	19.44	43.31	123.63	93.02	114.04	89.20	136.96			
	Total # of service orders	15	16	22	22	38	35	37	34	37			
	Avg. # of business days	3.55	1.05	0.88	1.97	3.25	2.66	3.08	2.62	3.70			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	38	38	47	31	49	46	43	44	41			
	Total # of installation commitment met	36	38	46	31	49	46	43	44	41			
	Total # of installation commitment missed	2	0	1	0	0	0	0	0	0			
	% of commitment met	94.74	100.00	97.87	100.00	100.00	100.00	100.00	100.00	100.00			
Customers	Acct # for voice or bundle, res+bus	3511	3517	3503	3513	3516	3514	3520	3507	3498			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	3474	3466	3471	3477	3584	3579	3571	3582	3557		
		Total # of trouble reports	125	118	130	73	35	29	23	26	25		
		% of trouble reports	3.60	3.40	3.75	2.10	0.98	0.81	0.64	0.73	0.70		
	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	18	25	31	21	11	5	4	7	9			
	Total # of repair tickets restored in < 24hrs	18	25	31	21	11	5	4	7	9			
	% 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)	137:03	200:28	120:52	71:02	27:47	23:53	8:38	15:02	17:09			
	Avg. outage duration (hh:mm)	7:36	8:01	3:35	3:22	2:31	4:46	2:09	2:02	1:54			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	Yes	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	84	79	101	55	18	14	15	17	16			
	Total # of all repair tickets restored in < 24hrs	77	68	98	55	18	14	14	16	14			
	% of repair tickets restored 24 Hours	91.67	86.08	97.03	100.00	100.00	100.00	93.33	94.12	87.50			
	Sum of the duration of all outages (hh:mm)	906:25	923:46	500:21	223:21	55:45	77:48	181:22	120:24	92:18			
	Avg. unadjusted outage duration (hh:mm)	10:47	11:41	4:57	4:03	3:05	5:33	12:05	7:04	5:46			
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 "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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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)