

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

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 | 70 | 51 | 36 | | | | | | | | | |
| | Total # of service orders | 14 | 11 | 9 | | | | | | | | | |
| | Avg. # of business days | 5.00 | 4.64 | 4.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 14 | 11 | 9 | | | | | | | | | |
| | Total # of installation commitment met | 14 | 11 | 9 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 1,901 | 1,888 | 1,876 | | | | | | | | | |
| 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 | 2211 | 2196 | 2182 | | | | | | | | |
| | | Total # of trouble reports | 16 | 15 | 12 | | | | | | | | |
| | | % of trouble reports | 0.72% | 0.68% | 0.55% | | | | | | | | |
| | 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 | 8 | 6 | 4 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 7 | 6 | 4 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 87.50% | 100.00% | 100.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 101.28 | 35.53 | 23.88 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 12.66 | 5.92 | 5.97 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 8 | 6 | 4 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 4 | 4 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50.00% | 66.67% | 50.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 250.83 | 106.57 | 280.35 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 31.35 | 17.76 | 70.09 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ - | | | | | | | | | |
| 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
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2018
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 | 0 | 8 | 6 | | | | | | | | | | |
| | Total # of service orders | 0 | 3 | 2 | | | | | | | | | | |
| | Avg. # of business days | 0.00 | 2.67 | 3.00 | | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0 | 3 | 2 | | | | | | | | | | |
| | Total # of installation commitment met | 0 | 3 | 2 | | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | | |
| | % of commitment met | 0% | 100% | 100% | | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 314 | 310 | 310 | | | | | | | | | | |
| 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 | 363 | 357 | 354 | | | | | | | | | |
| | | Total # of trouble reports | 5 | 5 | 3 | | | | | | | | | |
| | | % of trouble reports | 1.38% | 1.40% | 0.85% | | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 3 | 3 | 1 | | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 3 | 3 | 1 | | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 100.00% | | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 33.03 | 8.13 | 1.4 | | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 11.01 | 2.71 | 1.40 | | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 3 | 3 | 1 | | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 1 | | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 33% | 67% | 100% | | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 92.22 | 41.07 | 2.98 | | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 30.74 | 13.69 | 2.98 | | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | | |
| | Monthly amount of refunds | \$ 0 - | \$ 0 - | \$ 0 - | | | | | | | | | | |
| 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
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2018
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 | 2 | 0 | 0 | | | | | | | | | |
| | Total # of service orders | 1 | 0 | 0 | | | | | | | | | |
| | Avg. # of business days | 2.00 | 0.00 | 0.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment met | 1 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 0% | 0% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 61 | 61 | 59 | | | | | | | | | |
| 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 | 96 | 95 | 95 | | | | | | | | |
| | | Total # of trouble reports | 0 | 1 | 0 | | | | | | | | |
| | | % of trouble reports | 0.00% | 1.05% | 0.00% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 1 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.00% | 100.00% | 0.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0 | 2.23 | 0 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 2.23 | 0.00 | | | | | | | | | |
| Indicate if catastrophic event is in a month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 0 | 1 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 100% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 5.48 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 5.48 | 0.00 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ - | | | | | | | | | |
| 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: 2018

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 | 28 | 43 | 21 | | | | | | | | | |
| | Total # of service orders | 9 | 8 | 5 | | | | | | | | | |
| | Avg. # of business days | 3.11 | 5.38 | 4.20 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 9 | 8 | 5 | | | | | | | | | |
| | Total # of installation commitment met | 9 | 8 | 5 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 1208 | 1200 | 1192 | | | | | | | | | |
| 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 | 1357 | 1347 | 1337 | | | | | | | | |
| | | Total # of trouble reports | 9 | 5 | 7 | | | | | | | | |
| | | % of trouble reports | 0.66% | 0.37% | 0.52% | | | | | | | | |
| | 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 | 0 | 2 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 4 | 0 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 80.00% | 0.00% | 100.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 68.25 | 0 | 17.13 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 13.65 | 0.00 | 8.57 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 5 | 0 | 2 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 3 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 60% | 0% | 50% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 158.62 | 0.00 | 58.37 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 31.72 | 0.00 | 29.19 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ - | | | | | | | | | |
| 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
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2018
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 | 7 | 0 | 0 | | | | | | | | | |
| | Total # of service orders | 2 | 0 | 0 | | | | | | | | | |
| | Avg. # of business days | 3.50 | 0.00 | 0.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 2 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment met | 2 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 0% | 0% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 63 | 63 | 61 | | | | | | | | | |
| 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 | 98 | 99 | 99 | | | | | | | | |
| | | Total # of trouble reports | 0 | 4 | 0 | | | | | | | | |
| | | % of trouble reports | 0.00% | 4.04% | 0.00% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 2 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 2 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.00% | 100.00% | 0.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0 | 25.17 | 0 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 12.59 | 0.00 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 0 | 2 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 50% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 60.02 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 30.01 | 0.00 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ - | | | | | | | | | |
| 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
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2018
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 | 33 | 0 | 9 | | | | | | | | | |
| | Total # of service orders | 2 | 0 | 2 | | | | | | | | | |
| | Avg. # of business days | 16.50 | 0.00 | 4.50 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 2 | 0 | 2 | | | | | | | | | |
| | Total # of installation commitment met | 2 | 0 | 2 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 0% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 255 | 254 | 254 | | | | | | | | | |
| 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 | 297 | 298 | 297 | | | | | | | | |
| | | Total # of trouble reports | 2 | 0 | 2 | | | | | | | | |
| | | % of trouble reports | 0.67% | 0.00% | 0.67% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 0 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.00% | 0.00% | 100.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0 | 0 | 5.35 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 0.00 | 5.35 | | | | | | | | | |
| Indicate if catastrophic event is in a month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 0 | 0 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 0% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 219.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 0.00 | 219.00 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ - | | | | | | | | | |
| 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)