

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2019

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	67	61	41	52	88	78	25	59	53			
	Total # of service orders	15	11	13	10	18	14	8	14	14			
	Avg. # of business days	4.47	5.55	3.15	5.20	4.89	5.57	3.13	4.21	3.79	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	11	13	10	18	14	8	14	14			
	Total # of installation commitment met	15	11	13	9	16	11	7	13	12			
	Total # of installation commitment missed	0	0	0	1	2	3	1	1	2	0	0	
Customers	% of commitment met	100%	100%	100%	90%	89%	79%	88%	93%	86%	#DIV/0!	#DIV/0!	
	Acct # for voice or bundle, res+bus	1,818	1,810	1,810	1,799	1,792	1,780	1,766	1,762	1,757			
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	2109	2099	2092	2089	2080	2072	2064	2049	2051		
		Total # of trouble reports	19	44	29	25	26	19	18	22	17		
		% of trouble reports	0.90%	2.10%	1.39%	1.20%	1.25%	0.92%	0.87%	1.07%	0.83%	#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	13	30	15	12	19	11	7	18	10			
	Total # of repair tickets restored in ≤ 24hrs	12	13	8	10	17	11	6	15	6			
	% of repair tickets restored ≤ 24 Hours	92.31%	43.33%	53.33%	83.33%	89.47%	100.00%	85.71%	83.33%	60.00%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	136.68	2067.8	1058.17	1369.27	246.97	66.07	49.88	318.18	335.15			
	Avg. outage duration (hh:mm)	10.51	68.93	70.54	114.11	13.00	6.01	7.13	17.68	33.52	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in a month			Yes	Yes									
Unadjusted Out of Service Report	Total # of outage report tickets	13	30	15	12	19	11	7	18	10			
	Total # of repair tickets restored in ≤ 24hrs	4	3	2	4	2	4	4	9	2			
	% of repair tickets restored ≤ 24 Hours	30.77%	10.00%	13.33%	33.33%	10.53%	36.36%	57.14%	50.00%	20.00%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	530.50	3078.77	2379.47	2113.72	1631.30	668.80	197.37	643.00	734.50			
	Avg. outage duration (hh:mm)	40.81	102.63	158.63	176.14	85.86	60.80	28.20	35.72	73.45	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	4	1	2	3	1	3	4			
	Monthly amount of refunds	\$ -	\$ -	\$ 78.11	\$ 26.35	\$ 70.90	\$ 86.72	\$ 48.20	\$ 86.25	\$ 118.55			
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												

This report is UNADJUSTED for the severe weather in February/March/April

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: 2019

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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	10	1	1	0	7	11	0	3	0			
	Total # of service orders	3	1	1	0	1	4	0	1	0			
	Avg. # of business days	3.33	1.00	1.00	#DIV/0!	7.00	2.75	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	1	1	0	1	4	0	1	0			
	Total # of installation commitment met	3	1	1	0	1	4	0	1	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	291	290	289	286	282	280	279	278	274			
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	336	333	331	332	327	324	322	322	321		
		Total # of trouble reports	6	18	6	3	3	6	3	10	2		
		% of trouble reports	1.79%	5.41%	1.81%	0.90%	0.92%	1.85%	0.93%	3.11%	0.62%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	18	2	2	1	5	0	8	0			
	Total # of repair tickets restored in ≤ 24hrs	6	4	2	1	1	5	0	7	0			
	% of repair tickets restored ≤ 24 Hours	100.00%	450.00%	100.00%	50.00%	100.00%	100.00%	#DIV/0!	87.50%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	21.32	1698.85	6.38	1280.07	4.83	34.5	0	103.88	0			
	Avg. outage duration (hh:mm)	3.55	94.38	3.19	640.04	4.83	6.90	#DIV/0!	12.99	#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	18	2	2	1	5	0	8	0			
	Total # of repair tickets restored in ≤ 24hrs	2	2	0	1	0	3	0	4	0			
	% of repair tickets restored ≤ 24 Hours	33%	11%	0%	50.00%	0.00%	60.00%	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	270.63	2172.47	145.50	1516.05	25.13	188.40	0.00	215.15	0.00			
	Avg. outage duration (hh:mm)	45.11	120.69	72.75	758.03	25.13	37.68	#DIV/0!	26.89	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	1	0			
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 24.35	\$ -			
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: 2019

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	9	3	0	0	10			
	Total # of service orders	0	0	0	0	3	1	0	0	1			
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.00	3.00	#DIV/0!	#DIV/0!	10.00	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	3	1	0	0	1			
	Total # of installation commitment met	0	0	0	0	3	1	0	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1			
	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	58	58	58	57	55	56	56	55	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	92	92	92	91	90	93	94	94	93		
		Total # of trouble reports	0	0	4	1	2	1	0	1	1		
		% of trouble reports	0.00%	0.00%	4.35%	1.10%	2.22%	1.08%	0.00%	1.06%	1.08%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	3	1	1	0	0	1	1			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	1	0	0	1	1			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33.33%	100.00%	100.00%	#DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	0	346.38	6.13	6.33	0	0	5.05	4.35			
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	115.46	6.13	6.33	#DIV/0!	#DIV/0!	5.05	4.35	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	3	1	1	0	0	1	1			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0	0	0	1			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33%	100.00%	0.00%	#DIV/0!	#DIV/0!	0%	100%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	591.28	7.95	30.73	0	0.00	47.47	4.35			
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	197.09	7.95	30.73	#DIV/0!	#DIV/0!	47.47	4.35	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	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: 2019

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	52	56	32	42	64	45	17	53	38			
	Total # of service orders	11	9	10	8	11	5	5	12	12			
	Avg. # of business days	4.73	6.22	3.20	5.25	5.82	9.00	3.40	4.42	3.17	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	9	10	8	11	5	5	12	12			
	Total # of installation commitment met	11	9	10	7	10	4	4	11	11			
	Total # of installation commitment missed	0	0	0	1	1	1	1	1	1			
	% of commitment met	100%	100%	100%	88%	91%	80%	80%	92%	92%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	1155	1150	1147	1140	1137	1126	1116	1115	1114			
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	1291	1282	1278	1271	1268	1257	1249	1236	1241		
		Total # of trouble reports	9	22	14	8	5	8	10	7	6		
		% of trouble reports	0.70%	1.72%	1.10%	0.63%	0.39%	0.64%	0.80%	0.57%	0.48%	#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	4	11	7	3	5	3	5	6	4			
	Total # of repair tickets restored in ≤ 24hrs	3	8	4	3	3	3	4	5	2			
	% of repair tickets restored ≤ 24 Hours	75.00%	72.73%	57.14%	100.00%	60.00%	100.00%	80.00%	83.33%	50.00%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	97.97	362.82	400.33	11.05	185.83	13.87	43.38	59.32	127.92			
	Avg. outage duration (hh:mm)	24.49	32.98	57.19	3.68	37.17	4.62	8.68	9.89	31.98	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	4	11	7	3	5	3	5	6	4			
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	2	0	1	3	4	0			
	% of repair tickets restored ≤ 24 Hours	50%	9%	14%	66.67%	0.00%	33.33%	60%	67%	0%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	137.90	776.46	871.35	75.31	303.73	185.82	133.87	167.53	296.12			
	Avg. outage duration (hh:mm)	34.48	70.59	124.48	25.10	60.75	61.94	26.77	27.92	74.03	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	4	0	2	3	0	1	2			
	Monthly amount of refunds	\$ -	\$ -	\$ 78.11	\$ -	\$ 70.90	\$ 86.72	\$ -	\$ 34.55	\$ 41.70			
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: 2019

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	0	0	0	0	1	1	0	0	0			
	Total # of service orders	0	0	0	0	1	1	0	0	0			
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.00	1.00	#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	1	1	0	0	0			
	Total # of installation commitment met	0	0	0	0	1	1	0	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	58	55	57	57	58	59	59	58	58			
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	93	93	92	92	92	93	94	94	93		
		Total # of trouble reports	0	2	1	1	0	2	1	2	2		
		% of trouble reports	0.00%	2.15%	1.09%	1.09%	0.00%	2.15%	1.06%	2.13%	2.15%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	1	0	2	0	1	0			
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	2	0	1	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	0.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	6.13	0	51.73	0	10.83	0	3.87	0			
	Avg. outage duration (hh:mm)	#DIV/0!	6.13	#DIV/0!	51.73	#DIV/0!	5.42	#DIV/0!	3.87	#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	1	0	1	0	2	0	1	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	0.00%	#DIV/0!	0.00%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	129.83	0.00	75.71	0	176.42	0.00	22.07	0.00			
	Avg. outage duration (hh:mm)	#DIV/0!	129.83	#DIV/0!	75.71	#DIV/0!	88.21	#DIV/0!	22.07	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	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: 2019

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	5	4	8	181	7	18	8	3	5			
	Total # of service orders	1	1	2	3	2	3	3	1	1			
	Avg. # of business days	5.00	4.00	4.00	60.33	3.50	6.00	2.67	3.00	5.00	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	2	3	2	3	3	1	1			
	Total # of installation commitment met	1	1	2	3	1	1	3	1	1			
	Total # of installation commitment missed	0	0	0	0	1	2	0	0	0			
	% of commitment met	100%	100%	100%	100%	50%	33%	100%	100%	100%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	256	257	259	259	260	259	256	256	255			
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	299	299	303	303	305	305	303	303		
		Total # of trouble reports	4	2	4	12	16	2	4	2	6		
		% of trouble reports	1.35%	0.67%	1.34%	3.96%	5.28%	0.66%	1.31%	0.66%	1.98%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	0	3	5	12	1	2	2	5			
	Total # of repair tickets restored in ≤ 24hrs	3	0	1	5	12	1	2	1	3			
	% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	33.33%	100.00%	100.00%	100.00%	100.00%	50.00%	60.00%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	17.4	0	305.07	20.28	49.97	6.87	6.5	146.07	202.88			
	Avg. outage duration (hh:mm)	5.80	#DIV/0!	101.69	4.06	4.16	6.87	3.25	73.04	40.58	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	3	0	3	5	12	1	2	2	5			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0	1	0	1			
	% of repair tickets restored ≤ 24 Hours	0%	#DIV/0!	0%	0.00%	16.67%	0.00%	50%	0%	20%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	121.96	0.00	771.35	438.68	1271.70	118.17	63.52	190.78	434.05			
	Avg. outage duration (hh:mm)	40.65	#DIV/0!	257.12	87.74	21.37	118.17	31.76	95.39	86.81	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	1	0	0	1	1	2			
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 26.35	\$ -	\$ -	\$ 48.20	\$ 27.35	\$ 76.85			
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)