

Municipal Utility Service Quality & Reliability Plan Reporting Form
Report Period: April 1, 2025 - June 30, 2025

Reporting utility: Swanton Village													
		Performance area			April	May	June	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior	Annual Rolling Average	Baseline
1	Call Answer Performance												
2a	Percent of bills not rendered within 7 days of monthly billing cycle												
A	Bills not rendered within 7 days of scheduled billing cycle												
B	Total bills scheduled to be rendered												
C	(A/B)												
2b	Bills found inaccurate												
A	Number of bills rendered inaccurate												
B	Total number of bills rendered												
C	(A/B)												
2c	Payment posting complaints												
A	Number of customers complaining about payment posting												
B	Total Number of Customers												
C	(A/B)												
3	Percent of actual meter readings per month												
A	Number of meter readings not read												
B	Number of meter readings scheduled												
C	(A/B)												
4a	Percent of customer requested work not completed on or before promised delivery date												
A	Number of jobs not completed on or before promised delivery date												
B	Total number of jobs promised complete in reporting month												
C	(A/B)												
4b	Average number of days after the missed delivery date												
A	Total days of delay												
B	Total number of delayed jobs in the reporting month												
C	(A/B)												
5	Rates of complaints to DPS/Consumer Affairs as reported to Utility												
A	Number of escalations to DPS/Consumer affairs												
B	Total number of customers												
C	(A/B)												
6a	Lost time incidents (report annually in January)												
A	Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury												
6b	Lost time severity (reported annually in January)												
A	Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility												
7a	System average interruption frequency (reported annually in January)												
A	SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms												
7b	Customer average interruption duration (reported annually in January)												
A	CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms												
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)												