Cell Answer Performance Percent of bills not rendered within 7 days of scheduled billing cycle Bills not rendered within 7 days of scheduled billing cycle Bills four landered within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle Bills four directorial within 7 days of scheduled billing cycle A lumber of customers complainits Remain for actual meter readings profit sed A lumber of meter readings scheduled A lumber of meter readings scheduled A lumber of meter readings scheduled A lumber of profit scheduled believe promised delivery date Total number of debyed jobs in the reporting month A vertage number of days after the missed delivery date Total number of debyed jobs in the reporting month A vertage number of customers (AB) A vertage number of days after the missed delivery date Total number of debyed jobs in the reporting month A vertage number of customers (AB) Total number of debyed jobs in the reporting month A vertage number of customers (AB) Total number of debyed jobs in the reporting month A vertage number of customers (AB) Total number of debyed jobs in the reporting month A vertage number of customers (AB) Total number of debyed jobs in the reporting month A vertage number of customers (AB) A contained with the customers A vertage number of customers (AB) Total number of debyed jobs in the reporting month A vertage number of customers (AB) A contained with the customers A vertage number of customers A contained with the customers A	7	Report Period: April 1, 2025 - June 30, 2025		Reporting ut	utility:	Swanton Village	T e		37		374
Call Answer Performance Percent of bills not rendered within 7 days of smoothly billing cycle Bills found inaccurate Total bills scheduled to be rendered A Unimber of bills rendered maccurate Total number of bills rendered inaccurate Total number of bills rendered A Unimber of customers complaining about payment posting A Unimber of customers complaining about payment posting Total Number of rendered scheduled A Unimber of mater readings scheduled A Unimber of customers complaining about payment posting Percent of customer readings scheduled A Unimber of pibls not complete in eporting month A Unimber of jobs not complete in eporting month A Unimber of jobs not complete in eporting month A Variab Total number of days after the missed delivery date Total number of delay by of days after the missed delivery date Total hordents (report annually in January) Lost time severity (reported annually in January) Lost time severity (reported annually in January) A Curmulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility in January) A Curmulative number of delays days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility in January) A Curl as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption and earlier (reported annually in January) A Curll as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption and patient freported annually in January) A Cull as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption and patient freported annually in January) A Cull as defined in PSB Rule 4.901 with the exception of Major Storms		Performance area	April	May	June		Current Quarter	Current Prior Quarter Quarter		Prior Quarter	Prior Quarter Quarter Prior
Percent of bills not rendered within 7 days of monthly billing cycle Bills four rendered within 7 days of scheduled billing cycle CAB) Total number of bills rendered Number of bills rendered Number of bills rendered inaccurate Number of customers complaints Number of customers complaints Number of customers complaints Number of rendered inaccurate Number of customers complaints Number of rendered inaccurate Number of customers complaints Number of rendered inaccurate Number of customers complaints Number of meter readings per month Number of meter readings per month Number of meter readings per month Percent of actual meter requested work not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Total number of jobs promised complete in reporting month (A/B) A verage number of delayed jobs in the reporting month Rates of complaints to DPS/Consumer affairs (A/B) Total number of desided by billing employees in calendar year as a result of injurtes sustained with performing work for utility Lost time incidents (report amnually in January) A cumulative number of work days missead by utility employees in calendar year as a result of injurtes sustained while performing work for utility System average interruption frequency (reported amnually in January) A cumulative number of work days missead by utility employees in calendar year as a result of injurtes sustained while performing work for utility Norting performing areas: Attach worst performing areas analysis (reported annually in January) A cumulative number of work beyond a performing areas analysis (reported annually in January)	- 1	Call Answer Performance									
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(A/B) Percent of customers complainity about payment posting (A/B) Total Number of Customers (A/B) Total number of customer requested work not completed on or before promised delivery date Total days of delay of delayed jobs in the reporting month (A/B) Total number of delayed jobs in the reporting month (A/B) Total number of delayed jobs in the reporting month (A/B) Total incidents (report annually in January) Total incidents (report annually in January) Customer severity (reported annually in January) ASAIF as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) ACAID as defined in PSB Rule 4.901 with the exception of Major Storms Worst performing areas: Attach worst performing areas: analysis (reported annually in January) Worst performing areas: Attach worst performing areas analysis (reported annually in January)	, ² b	Bills found inaccurate		,		_	`	_	_	_	`
Alb)	o ⊳	Number of bills rendered inaccurate	2 20 20 20 20 20 20 20 20 20 20 20 20 20	3 873	3 807		11 646	_	_	_	11 4
Number of customers complaining about payment posting Total Number of Customers (A/B) Percent of actual meter readings per month Number of meter readings not read Number of meter readings scheduled (A/B) Total number of jobs not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Total days of delay Total number of delayed jobs in the reporting month (A/B) Total number of ecasiations to DPS/Consumer Affairs as reported to Utility Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury Lost time severity (reported annually in January) A Curulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility System average interruption duration (reported annually in January) A CAID) as defined in PSB Rule 4.901 with the exception of Major Storms Worst performing areas. Attach worst performing areas analysis (reported annually in January) Worst performing areas. Attach worst performing areas analysis (reported annually in January)	ဂဏ	(A/B)	3,876 0.0%	3,8/3 0.05%	0.0%		0.0%	0.0% 0			
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Percent of actual meter readings per month Number of meter readings scheduled 9 7 Number of meter readings scheduled 9 7 Number of customer requested work not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Percent of customer requested work not complete in reporting month (AB) Total number of days after the missed delivery date Total days of delay Number of escalations to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer Affairs as reported to Utility Lost time incidents fract acuse injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility System average interruption frequency (reported annually in January) Customer average interruption duration (reported annually in January) Customer average interruption frequency (reported annually in January) Customer average interruption frequency (reported annually in January)	ע מ	Number of customers complaining about payment posting	3 876	3 873	3 897		11 646		11 646	11 646	11 646
Percent of actual meter readings per month Number of meter readings not read Number of meter readings scheduled (A/B) Percent of customer requested work not completed on or before promised delivery date Percent of customer requested work not completed on or before promised delivery date Number of jobs not completed on or before promised delivery date Total number of days after the missed delivery date Total days of delay Total days of delayed jobs in the reporting month (A/B) Total number of days after the missed delivery date Total number of customers Rates of complaints to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer affairs Total number of customers (A/B) Lost time incidents (report annually in January) Cumulative number of work days missed by utility employee is working for utility and result in missed work performing work for utility System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption frequency (reported annually in January) Vorst performing areas: Attach worst performing areas analysis (reported annually in January)	ဂဏ	(A/B)	0.0%	0.0%	0.0%	8,		0.0%	0.0%	0.0%	0.0% 0
Author of meter readings scheduled (A/B) (۰ ۵	Percent of actual meter readings per month Number of meter readings not read	œ.	7	10		26	26	26	26	26
Percent of customer requested work not completed on or before promised delivery date Number of jobs not completed on or before promised delivery date Total number of jobs promised complete in reporting month (AB) Average number of days after the missed delivery date Total days of delay Total days of delay Total number of delayed jobs in the reporting month (AB) Rates of complaints to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer Affairs Total number of customers (AB) Lost time incidents (report annually in January) Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury Lost time severity (reported annually in January) Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility System average interruption duration (reported annually in January) SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) A CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) A CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January)	ာ ထား	Number of meter readings scheduled	4,149 0.2%	4,147 0.2%	4,167 0.2%	% B7 ———			12,463 0.2%	12,463 0.2%	12,463 12,437 1 0.2% 0
Total number of jobs promised complete in reporting month (A/B) Average number of days after the missed delivery date Total days of delay Total number of delayed jobs in the reporting month (A/B) Rates of complaints to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer affairs Total number of customers (A/B) Lost time incidents (report annually in January) Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury Lost time severify (reported annually in January) Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) A CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) Worst performing areas: Attach worst performing areas analysis (reported annually in January)	> =	Percent of customer requested work not completed on or before promised delivery date	>	>	_			4	4	4	4
Average number of days after the missed delivery date A Total days of delay Total days of delay Total number of delayed jobs in the reporting month (A/B) Rates of complaints to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer affairs Total number of customers (A/B) Lost time incidents (report annually in January) Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury Lost time severity (reported annually in January) Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility System average interruption frequency (reported annually in January) System average interruption duration (reported annually in January) Customer average interruption duration (reported annually in January) CalDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) CalDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) Worst performing areas: Attach worst performing areas analysis (reported annually in January)	ဂဏ :	Total number of jobs promised complete in reporting month (A/B)	114 0.0%	115 0.0%	110 0.9%		339 0.3%		339 0.3%	339 0.3%	339 325 0.3% 0 C
Total number of delayed jobs in the reporting month (A/B) Rates of complaints to DPS/Consumer Affairs as reported to Utility Number of escalations to DPS/Consumer affairs Total number of customers (A/B) Lost time incidents (report annually in January) Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury Lost time severify (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 System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms Customer average interruption duration (reported annually in January) Vorst performing areas: Attach worst performing areas analysis (reported annually in January)	, 制	Average number of days after the missed delivery date	٥	5	>		>	_	_	_	D
	ဂဏ္	Total number of delayed jobs in the reporting month (A/B)	. 0 (. 0 (. 0 (1 0 0	. 0			
	> "	Rates of complaints to DPS/Consumer Affairs as reported to Utility	No. of the last of				o	0			
	ດ ໝ ≯	Total number of customers (A/B)				11	11,646.00 0.00	0 =			11,625 0.00 11,6
	6a A	Lost time incidents (report annually in January) Total incidents that cause injury to an employee, occur while employee is working for utility and				- 17					一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一
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