

Municipal Utility Service Quality & Reliability Plan Reporting Form
Report Period: October 1, 2025 - December 31, 2025

Reporting utility: **Swanton Village**

Performance area		October	November	December	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior	Annual Rolling Average
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	0	0	0	0	2,464	-	-	616
C	(A/B)	3,905 0.0%	3,862 0.0%	3,873 0.0%	11,640 0.0%	11,645 21.2%	11,646 0.0%	11,625 0.0%	11,639 5.3%
2b	Bills found inaccurate								
A	Number of bills rendered inaccurate	2	1	3	6	3	4	4	4
B	Total number of bills rendered	3,905	3,862	3,873	11,640	11,645	11,646	11,625	11,639
C	(A/B)	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%
2c	Payment posting complaints								
A	Number of customers complaining about payment posting								
B	Total Number of Customers	0	0	0	0	-	-	-	0
C	(A/B)	3,905 0.0%	3,862 0.0%	3,873 0.0%	11,640 0.0%	11,645 0.0%	11,646 0.0%	11,625 0.0%	11,639 0.0%
3	Percent of actual meter readings per month								
A	Number of meter readings not read	2	1	4	7	15	26	80	32
B	Number of meter readings scheduled	4,180	4,143	4,159	12,482	-	12,463	12,437	9,346
C	(A/B)	0.0%	0.0%	0.1%	0.1%	-	0.2%	0.6%	0.3%
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	0	0	0	0	-	1	-	0
B	Total number of jobs promised complete in reporting month	108	38	57	203	300	339	325	292
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%
4b	Average number of days after the missed delivery date								
A	Total days of delay	0	0	0	0	-	-	-	0
B	Total number of delayed jobs in the reporting month	0	0	0	0	-	-	-	0
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				0	-	-	-	0
C	(A/B)				11,640.00 0.00	11,645 0.0%	11,646 0.0%	11,625 0.0%	11,639.00 0.00
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								0
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								0
7a	System average interruption frequency (reported annually in January)								
A	SAIFI as defined in PSB Rule 4.901 with the exception of Major Storms								1.50
7b	Customer average interruption duration (reported annually in January)								
A	CAIDI as defined in PSB Rule 4.901 with the exception of Major Storms								1.10
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)								

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Service guarantees

List service guarantees provided by utility and indicate number of times each guarantee was provided to customers during the month and quarter

Guarantee	Month 1	Month 2	Month 3	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior
1a) Line Crew Appointments	0	0	0	0	0	0	0
1b) Meter Work							
Customer requested Meter Readings	0	0	0	0	0	0	0
Meter Accuracy Verification	0	0	0	0	0	0	0
Final / Initial Meter Readings	0	0	0	0	0	0	0
1c) Delay Days	0	0	0	0	0	0	0

Baseline
<=1.0%
<=1.0%
<=0.05%
<=10.0%
<=5.0%
<=5 days
<=0.7%, minimum 2
<=3
<=24
2.40
2.50