

VERMONT SERVICE QUALITY PERFORMANCE INDEX											
Report Period: October through December 2017											
Green Mountain Power											
	Performance area	Oct	Nov	Dec	Current Quarter	Prior Quarter	2nd Prior Quarter	3rd Prior Quarter	**Annual	Baseline	Hit Goal Quarter
1a	% Calls not answered in 20 seconds										
	Calls not answered in 20 seconds	2,829	2,367	1,954	7,150	9,470	8,317	4,621	29,558		
	Total non-outage calls answered	26,451	23,632	20,867	70,950	77,908	79,373	68,856	297,087		
	C: (A/B) X 100	10.7%	10.0%	9.4%	10.1%	12.2%	10.5%	6.7%	9.9%	<= 25%	Y
1b	Abandonment Rate										
	# calls abandoned	403	282	272	957	1,282	1,160	1,131	4,530		
	Total non-outage calls	26,854	23,914	21,139	71,907	79,190	80,533	69,987	301,617		
	C: (A/B)	1.5%	1.2%	1.3%	1.3%	1.6%	1.4%	1.6%	1.5%	<= 3%	Y
1c	% Outage calls not answered										
	# calls not answered	6,088	276	498	6,862	492	1,359	1,027	9,740		
	Total outage calls	58,305	14,949	17,709	90,963	27,295	50,841	29,073	198,172		
	C: (A/B)	10.4%	1.8%	2.8%	7.5%	1.8%	2.7%	3.5%	4.9%	<= 15%	Y
2a	% Bills rendered in 7 days										
	# Bills not rendered in 7 days	0	0	0	0	5	3	6	14		
	Bills rendered	267,082	267,840	264,821	799,743	799,729	800,607	793,698	3,193,777		
	C: (A/B) x 100	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=0.10%	Y
2b	% Inaccurate bills										
	# of inaccurate bills	20.00	86.00	17.00	123	42	57	57	279		
	Total # of bills	267,082	267,840	264,821	799,743	799,729	800,607	793,698	3,193,777		
	C: (A/B) X100	0.007%	0.032%	0.006%	0.015%	0.005%	0.007%	0.007%	0.009%	<= 0.10%	Y
2c	% of Payment Posting Complaints										
	# of customers with complaints	1	0	0	1	8	1	2	12		
	Total # of customers	264,434	263,885	263,895	792214	792713	790846	786548	3,162,321		
	C: (A/B) X 100	0.000%	0.000%	0.000%	0.000%	0.001%	0.000%	0.000%	0.000%	<= .005%	Y
3	% of Meters Not Read										
	# of meters not read	500	307	246	1,053	933	587	428	3,001		
	Total # of meters	298,234	296,701	296,909	891,844	875,794	875,355	882,626	3,525,619		
	C: (A/B) X 100	0.17%	0.10%	0.08%	0.12%	0.11%	0.07%	0.05%	0.09%	<= 1%	Y
4a	% of work not completed on time										
	Number of late jobs	0	0	2	2	1.00	0.00	0.00	3		
	Total # of jobs	477	431	395	1,303	1,332	1,150	853	4,638		
	C: (A/B)	0.00%	0.00%	0.51%	0.15%	0.00%	0.00%	0.00%	0.06%	<= 5%	Y
4b	Avg delay days for missed appointments										
	Total days of delay	0	0	4	4	2	0	0	6		
	Total # of delayed jobs	0	0	2	2	1	0	0	3		
	C: (A/B)	0	0	2	2	2	0	0	2	<= 5	Y
5a	Customer Satisfaction										
	Transactions with company QTR				91.90%	94.00%	92.00%	93.00%	92.7%	>= 82.5%	Y
5b	Customer Satisfaction										
	Overall - annual								95.6%	> = 82.5%	NA

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5c	% of Complaints to PSD									
	# of customers with complaints	0.00	0.00	0.00	0	3	3	1	7	
	Total # of customers	264,434	263,885	263,895	792214	792713	790846	786548	3,162,321	
	C: (A/B) X 100	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	<= 0.068% Y
6a	Safety									
	Lost time incidents - annual	0.99	1.04	1.12	1.12	0.87	0.65	0.72	1.12	<= 3.15 NA
6b	Safety									
	Lost time severity - annual	31.44	37.29	40.6	40.6	28.43	21.55	20.94	40.6	<= 60 NA
7a	System Reliability									
	SAIFI	2.33	1.91	1.9	1.90	1.84	2.02	1.95	1.90	<= 2.4 NA
7b	System Reliability									
	CAIDI	4.57	2.12	2.2	2.20	2.24	2.28	2.20	2.20	<= 2.7 NA
MISC	SAFETY									
	DART	2.59	2.59	2.56	2.56	2.62	2.94	5.06	2.56	Informational only