

Municipal Utility Service Quality & Reliability Plan Reporting Form (per Successor SQRP Revised 8/12/22)

Report Period: October - December 2025 (4th Quarter)

Reporting utility:

Burlington Electric Department

III.	Performance Standard	Month 1	Month 2	Month 3	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior	Annual Rolling Average	Baseline
A	Call answering service level									75.0%
a	Number of calls reaching a company representative within 20 seconds	1,333	1,227	1,439	3,999	4,509	4,995	4,259	17,762	
b	Total number of attempts to reach company representative	1,630	1,528	1,574	4,732	5,831	7,050	4,802	22,415	
c	(a/b)	81.8%	80.3%	91.4%	84.5%	77.3%	70.9%	88.7%	79.2%	
B1	Percent of bills not rendered within 7 days of monthly billing cycle	0	0	1	1	0	0	1	2	0.1%
a	Bills not rendered within 7 days of scheduled billing cycle	22,042	21,974	22,069	66,085	66,321	66,844	65,727	264,977	
b	Total bills scheduled to be rendered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
c	(a/b)									
B2	Bills found inaccurate	0	0	0	0	0	0	2	2	0.1%
a	Number of bills determined to be inaccurate	22,042	21,974	22,069	66,085	66,321	66,844	65,727	264,977	
b	Total number of bills rendered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
c	(a/b)									
B3	Payment posting complaints	4	3	0	7	10	9	5	31	0.015%
a	Number of customers complaining about payment posting	22,006	21,941	22,018	65,965	66,202	66,713	65,596	264,476	
b	Number of customers	0.018%	0.014%	0.000%	0.011%	0.015%	0.013%	0.008%	0.012%	
c	(a/b)									
C1	Percent of customer requested DU related work completed by promised delivery date	30	28	23	81	175	174	143	573	95%
a	Number of jobs completed by BED staff on or before promised date	30	28	23	81	175	174	143	573	
b	Total jobs completed	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
c	(a/b)									
C2	Percent of customer requested EEU related work completed by promised delivery date	13	11	16	40	45	35	38	158	95%
a	Number of jobs completed by BED staff on or before promised date	13	11	16	40	45	35	38	158	
b	Total jobs completed	100%	100%	100%	100%	100%	100%	100%	100%	
c	(a/b)									
C3	Average delay days for missed appointments	0	0	0	0	0	0	0	0	5 days
a	Total number of delay days	0	0	0	0	0	0	0	0	
b	Total jobs not completed by promised delivery date	0	0	0	0	0	0	0	0	
c	(a/b)									
D1	Percentage of customers satisfied or completely satisfied with the Co. Calculated every 3 years. Survey results updated for 2025								92%	80%
	Metric 1 - EEU Customer Service Satisfaction - Residential								93%	80%
	Metric 2 - EEU Customer Service Satisfaction - Commercial								90%	80%
D2a	Customer satisfaction Non-EEU related complaints	1	0	0	1	0	0	0	1	0.07%
a	Number of escalations to DPS/CAPI reported on quarterly report to utility	22,006	21,941	22,018	65,965	66,202	66,713	65,596	264,476	
b	Total number of customers	0%	0%	0%	0%	0.0%	0.0%	0.0%	0.00%	
c	(a/b)									
D2b	Customer satisfaction EEU related complaints	0	0	0	0	0	0	0	0	0.07%
a	Number of escalations to DPS/CAPI reported on quarterly report to utility	22,006	21,941	22,018	65,965	66,202	66,713	65,596	264,476	
b	Total number of customers	0%	0%	0%	0%	0.0%	0.0%	0.0%	0.00%	
c	(a/b)									
E1	Lost time incidents (report annually in January)								1.0	<=3.5
	Total number of incidents that cause an injury that results in the employee missing full days of work beyond the day of the incident as a result of an injury sustained while performing work for the utility.									
E2	Lost time severity (reported annually in January)								25.5	<=71
	Total number of full workdays missed by employees due to a work-related injury or illness.									
F1	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901								0.4	2.1
F2	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901								1.1	1.2
F3	Worst performing areas: Attach worst performing areas analysis (reported annually in January) submitted via ePUC 1/20/2026, Case No. 26A-0108									

* Information reported annually in January is updated for Calendar Year 2025. Source for F1 and F2 is the OSHA log.

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Service Guarantees and Commitments

Reporting Period: October-December 2025 (4th Quarter)

Reporting Utility: Burlington Electric Department

SERVICE GUARANTEE AND COMMITMENTS	Month 1 Number of		Month 2 Number of		Month 3 Number of		Current Quarter Number of		Annual Rolling Avg Number of	
	Fulfilled	Failed	Fulfilled	Failed	Fulfilled	Failed	Fulfilled	Failed	Fulfilled	Failed
	22,042	0	21,974	0	22,069	1	66,085	1	264,976	2
Bills Not Rendered: BED shall provide a credit of \$8.00 to any retail customer whose bill is not rendered within 7 days of the customer's scheduled billing cycle. In the event of systemic errors that effect in excess of 1000 customers in the same manner and the same incident (such as programming errors), total credits shall be capped at \$8,000 per incident. The \$8,000 shall be divided equally among all affected customers.	5	0	6	0	1	0	12	0	504	0
Line Crew Appointments: In the case of where an appointment for a line crew is made to do work at a customer premise, BED shall provide a credit of \$8.00 if the crew does not show up within a 2 hour window of the time the work was scheduled, or by the end of the agreed day if no appointment time was scheduled, unless circumstances beyond BED's control or customer preference dictate otherwise.	13	0	11	0	16	0	40	0	158	0
EEU staff On-site Energy Audit Appointments: In the case of where an appointment for a BED staff member to conduct an energy audit at a customer premise, BED shall provide a credit of \$8.00 if BED staff does not show up within a 2 hour window of the time the work was scheduled, or by the end of the agreed day if no appointment time was scheduled, unless circumstances beyond BED's control, or customer preference dictate otherwise.	0	0	0	0	0	0	0	0	0	0
Meter-related tasks: In the event BED is unable to perform the following customer-requested meter-related tasks, within 24 hours of such a request being made (time between the end of BED's normal business hours on Friday or the day before a holiday and the beginning of BED's next normal business hours shall not be counted against this limit) and the delay is not due to a Weather-related Delay or preempted by a service outage, BED shall provide the customer a \$8.00 credit on their next normal electric bill.	0	0	0	0	0	0	0	0	0	0
(1) Meter Readings	0	0	0	0	0	0	0	0	0	0
(2) Meter Accuracy Verifications (not more than once per 12 months)	0	0	0	0	0	0	0	0	0	0
(3) Initial/final Meter Readings	663	663	440	440	600	600	1,703	1,703	10,142	1,703
Delay Days: BED shall provide a credit of \$8.00 to any customer whose line work is not completed within the indicated number of days of the promised delivery date assuming the customer has met his or her requirements and is ready. This includes:	258	258	122	122	84	84	464	464	3,224	464
(1) Disconnects and Reconnects: (other than for failure to pay): BED shall make disconnects or reconnects within three (3) business days of a valid request.	5	0	6	0	6	0	17	0	179	0
(2) Streetlight and outdoor light repairs: BED will repair within seven (7) business days of outage notification by the customer. Measurement shall begin when the Distribution area or Dispatch office of BED is first notified.	0	0	0	0	0	0	0	0	51	0
(3) Streetlight installation: BED will complete new installations of less than three (3) streetlights within seven (7) business days of order or on the date promised, whichever is later. This guarantee shall apply to orders of less than three (3) streetlights and where the existing poles and electric service for the light fixtures already exist. Measurement begins when the Distribution area or Dispatch office of BED is first notified of the problem.	2	0	4	0	0	0	6	0	224	0
(4) New Service/Temporary Installation: BED shall install a service cable or service connection within (5) days of notification that all pole ownership agreements have been satisfied and approval from the City of Burlington's Wire Inspector that all customer requirements have been met.	0	0	0	0	0	0	0	0	0	0
Notification of right-of-way clearing: Prior to any routine or planned right-of-way clearing, BED shall make every attempt to provide advance notice to affected landowners by either personal contact and/or public posting or advertising.	0	0	0	0	0	0	0	0	0	0
Notification of planned outages: BED shall make every attempt to give advance notice of the time and day of Planned outages affecting more than 200 customers by either personal contact and/or public posting or advertising.	0	0	0	0	0	0	0	1	0	0
Note: Weather-related delays or work preempted by an emergency outage will extend the completion dates for the Service Commitments work. Weather-related delays are defined in the Plan.										

Attachment B: City of Burlington Electric Department
Service Quality Compensation Cap and Points

Maximum annual service quality compensation

<u>Dollars at risk*</u>	<u>CY 2025 compensation</u>	<u>Avg cost/point (150 pt cap)</u>
.1% of total revenue	\$ 69,743	\$ 465

Allocation of points between plan components

Reliability	60%	90
All other points based measures	40%	60

Sliding point scale based on cap of \$69,743 and \$465 avg cost/point

Max at risk for reliability	\$ 41,846
Max at risk for all other points based measures	\$ 27,897

RELIABILITY CALCULATION

<u>Point ranges</u>	<u>Pts in range</u>	<u>Weighting</u>	<u>Per point</u>	<u>Max/level</u>	<u>Cumulative</u>
71 to 90	0	2.188	\$ -	\$ -	\$ -
46 to 70	0	1.000	\$ -	\$ -	\$ -
21 to 45	0	0.850	\$ -	\$ -	\$ -
0 to 20	0	0.000	\$ -	\$ -	\$ -
Total	0			\$ -	\$ -

OTHER MEASURES CALCULATION

<u>Point ranges</u>	<u>Pts in range</u>	<u>Weighting</u>	<u>Per point</u>	<u>Max/level</u>	<u>Cumulative</u>
45 to 60	0	1.350	\$ -	\$ -	\$ -
31 to 45	0	1.000	\$ -	\$ -	\$ -
16 to 30	0	0.900	\$ -	\$ -	\$ -
0 to 15	0	0.750	\$ -	\$ -	\$ -
Total	0			\$ -	\$ -

* Maximum dollars at risk shall be calculated each year.

Proposed customer notice via website and/or bill notice: "BED is pleased to announce it met all of its service performance standards in 2025."