

Municipal Utility Service Quality & Reliability Plan Reporting Form (per Successor SQRP Revised 8/12/22)
Report Period: October - December 2024 (4th Quarter) Corrected
Reporting utility:

Burlington Electric Department

III. Performance Standard				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	1,579	1,271	1,387	4,237	4,977	5,640	4,288	19,142
b	Total number of attempts to reach company representative	1,959	1,512	1,662	5,133	6,365	7,502	4,915	23,915
c	(a/b)	80.6%	84.1%	83.5%	82.5%	78.2%	75.2%	87.2%	80.0%
B1	Percent of bills not rendered within 7 days of monthly billing cycle								0.1%
a	Bills not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	0	0	0
b	Total bills scheduled to be rendered	21,931	21,887	21,885	65,703	65,842	66,036	64,940	262,521
c	(a/b)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
B2	Bills found inaccurate								0.1%
a	Number of bills determined to be inaccurate	1	0	0	1	19	1	0	21
b	Total number of bills rendered	21,931	21,887	21,885	65,703	65,842	66,036	64,940	262,521
c	(a/b)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
B3	Payment posting complaints								0.015%
a	Number of customers complaining about payment posting	4	4	2	10	10	7	8	35
b	Number of customers	21,931	21,887	21,885	65,703	65,837	65,899	64,804	262,243
c	(a/b)	0.018%	0.018%	0.009%	0.015%	0.015%	0.011%	0.012%	0.013%
C1	Percent of customer requested DU related work completed by promised delivery date								95%
a	Number of jobs completed by BED staff on or before promised date	60	38	41	139	203	184	126	652
b	Total jobs completed	60	38	41	139	203	184	126	652
c	(a/b)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
C2	Percent of customer requested EEU related work completed by promised delivery date								95%
a	Number of jobs completed by BED staff on or before promised date	9	7	7	23	25	31	41	120
b	Total jobs completed	9	7	7	23	25	31	41	120
c	(a/b)	100%	100%	100%	100%	100%	100%	100%	100%
C3	Average delay days for missed appointments								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)	0	0	0	0	0	0	0	0.0%
D1	Percentage of customers satisfied or completely satisfied with the Co. Calculated every 3 years. Survey results updated for 2022								94%
D2a	Customer satisfaction Non-EEU related complaints								0.07%
a	Number of escalations to DPS/CAP reported on quarterly report to utility	0	0	0	0	0	0	0	0
b	Total number of customers	21,889	21,842	21,829	65,560	65,837	65,899	64,804	262,100
c	(a/b)	0%	0%	0%	0%	0.0%	0.0%	0.0%	0.00%
D2b	Customer satisfaction EEU related complaints								0.07%
a	Number of escalations to DPS/CAP reported on quarterly report to utility	0	0	0	0	0	0	0	0
b	Total number of customers	21,889	21,842	21,829	65,560	65,837	65,899	64,804	262,100
c	(a/b)	0%	0%	0%	0%	0.0%	0.0%	0.0%	0.00%
E1	Lost time incidents (report annually in January) 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.								1.0
E2	Lost time severity (reported annually in January) Total number of full workdays missed by employees due to a work-related injury or illness.								9.9
F1	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901								1.3
F2	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901								0.9
F3	Worst performing areas: Attach worst performing areas analysis (reported annually in January) forwarded by B. Williams via ePUC portal 1/27/2025								

* Information reported annually in January is updated for Calendar Year 2024. Source for F1 and F2 is the OSHA log.

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Service Guarantees and Commitments

Reporting Period: October-December 2024 (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
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.	21,931	0	21,887	0	21,885	0	65,703	0	262,521	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.	60	0	38	0	41	0	139	0	652	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.	9	0	7	0	7	0	23	0	120	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.										
(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	487	0	472	0	532	0	1,491	0	9,975	0
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:										
(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.	247	0	117	0	82	0	446	0	3,274	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.	22	0	52	0	35	0	109	0	250	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.	6	0	9	0	16	0	31	0	71	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.	35	0	23	0	20	0	78	0	288	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	0	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.										