

VERMONT SERVICE QUALITY PERFORMANCE INDEX										
Report Period: October through December 2007										
Green Mountain Power										
Performance area	October	November	December	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	1,788	1,398	937	4,123	5872	7,633	2,356	19,984		
Total non-outage calls answered	13,754	10,675	9,862	34,291	36180	36,390	29,964	136,825		
C: (A/B) X 100	13.00%	13%	10%	12.0%	16.23%	21%	8%	14.6%	<= 25%	Y
1b Adandonment Rate										
# calls abandoned	437	418	211	1,066	1580	2,166	890	5,702		
Total non-outage calls	14,191	11,093	10,073	35,357	37760	38,556	30,854	142,527		
C: (A/B)	3.1%	3.8%	2.1%	3.0%	4.18%	5.6%	2.9%	4.0%	<= 5%	Y
1c % Outage calls not answered										
# calls not answered	413	140	276	829	1509	1,689	747	4,774		
Total outage calls	2,673	1,819	1,957	6,449	11390	15,537	7,555	40,931		
C: (A/B)	15.5%	7.7%	14.1%	12.9%	13.25%	10.9%	9.9%	11.7%	<= 15%	Y
1d % Calls receiving busy signals										
# calls receiving busy signals	281	783	224	1,288	184	1343	52	2867		
Total # of all incoming calls	16,864	12,912	12,030	41,806	49150	54093	38409	183458		
C: (A/B)	1.67%	6.06%	1.86%	3.1%	0.37%	2.48%	0.14%	1.56%	<= 3%	Y
2a % Bills rendered in 7 days										
# Bills rendered	97,994	98,667	99,183	295,844	297320	295,225	294,013	1,182,402		
Bills rendered in 7 days	97,994	98,667	99,183	295,844	297320	295225	294013	1,182,402		
C: (A/B) x 100	100%	100%	100%	100%	100.00%	100%	100%	100%	<= 0.10%	Y
2b % Inaccurate bills										
# of inaccurate bills	10.00	12.00	14.00	36	115	34	25	210		
Total # of bills	97,994	98,667	99,183	295,844	297320	295,225	294,013	1,182,402		
C: (A/B) X100	0.01%	0.012%	0.014%	0.01%	0.04%	0.01%	0.01%	0.018%	<= 0.10%	Y
2c % of Payment Posting Complaints										
# of customers with complaints	0	0	0	0	11	8	2	21		
Total # of customers	93,751	93,806	93,873	281,430	280702	280027	279591	1,121,750		
C: (A/B) X 100	0.000%	0.000%	0.000%	0.000%	0.004%	0.003%	0.001%	0.002%	<= .005%	Y
3 % of Meters Not Read										
# of meters not read	320	291	316	927	864	835	1,965	4,591		
Total # of meters	51,914	65,923	52,019	169,856	182226	164,982	170,528	687,592		
C: (A/B) X 100	0.62%	0.44%	0.61%	0.55%	0.47%	0.51%	1.15%	0.668%	<= 5%	Y
4a % of work not completed on time										
Number of late jobs	1	0	0	1	3	0	0	4		
Total # of jobs	2587	2305	1,642	6,534	7571	7,385	4,577	26,067		
C: (A/B)	0.039%	0.000%	0.000%	0%	0.04%	0.000%	0.000%	0.02%	<= 5%	Y
4b Avg delay days for missed appointments										
Total days of delay	1	0	0	1	10	0	0	11		
Total # of delayed jobs	1	0	0	1	3	0	0	4		
C: (A/B)	1.00	0.00	0.00	1.00	3	0.0	0.0	2.8	<= 5	Y
5a Customer Satisfaction										
Transactions with company QTR				92.00%	90.00%	95.00%	95.00%	93.0%	>= 80%	Y
5b Customer Satisfaction										
Overall - annual								89.6%	>= 80%	Y
5c % of Complaints to DPS										
# of customers with complaints	0.00	0.00	0.00	0	2	2	0	4		
Total # of customers	93,751	93,806	93,873	281,430	280702	280,027	279,591	1,121,750		
C: (A/B) X 100	0.000%	0.000%	0.000%	0.00%	0.001%	0.001%	0.000%	0.000%	<= 0.07%	Y
6a Lost time incidents - annual										
Number of lost time OSHA injuries										
Total hours worked by employees										
C: (A X 200,000)/B								0.850	<= 3.5	Y
6b Lost time severity - annual										
Number of lost days										
Total hours worked by employees										
C: (A X 200,000)/B								9.33	<= 37	Y
7a System Reliability										
SAIFI								1.48	<= 1.7	Y
7b System Reliability										
CAIDI								1.85	<= 2.2	Y