

VERMONT SERVICE QUALITY PERFORMANCE INDEX											
Report Period: April through June 2008											
Green Mountain Power											
	Performance area	April	May	June	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	2,608	1,921	3,735	8,264	4046			12,310		
	Total non-outage calls answered	12,598	12,234	13,199	38,031	32806			70,837		
	C: (A/B) X 100	20.7%	15.7%	28.3%	21.7%	12.3%			17.4%	<= 25%	Y
1b	Adandonment Rate										
	# calls abandoned	596	735	2,090	3,411	899			4,310		
	Total non-outage calls	13,184	12,969	15,289	41,442	33705			75,147		
	C: (A/B)	4.4%	5.7%	13.7%	8.2%	2.67%			5.7%	<= 5%	N
1c	% Outage calls not answered										
	# calls not answered	309	210	728	1,247	1227			2,474		
	Total outage calls	3,945	2,415	6,303	12,663	11918			24,581		
	C: (A/B)	7.8%	8.7%	11.6%	9.8%	10.30%			10.1%	<= 15%	Y
1d	% Calls receiving busy signals										
	# calls receiving busy signals	128	119	0	247	864			1111		
	Total # of all incoming calls	17,129	15,384	21,592	54,105	44724			98,829		
	C: (A/B)	0.75%	0.77%	0.00%	0.46%	1.93%			1.12%	<= 3%	Y
2a	% Bills rendered in 7 days										
	# Bills rendered	99,992	99,379	95534	199,371	197632			397,003		
	Bills rendered in 7 days	99,992	99,379	95534	199,371	197632			397,003		
	C: (A/B) X 100	100%	100%	100%	100%	100.00%			100%	<=0.10%	Y
2b	% Inaccurate bills										
	# of inaccurate bills	12.00	17.00	4.00	33	55			88		
	Total # of bills	99,992	99,379	95,534	294,905	296230			591,135		
	C: (A/B) X100	0.012%	0.017%	0.004%	0.011%	0.019%			0.015%	<= 0.10%	Y
2c	% of Payment Posting Complaints										
	# of customers with complaints	2	0	8	10	2			12		
	Total # of customers	94,104	94,080	94,140	282,324	282107			564,431		
	C: (A/B) X 100	0.002%	0.000%	0.008%	0.004%	0.001%			0.002%	<= .005%	Y
3	% of Meters Not Read										
	# of meters not read	294	272	239	805	1373			2,178		
	Total # of meters	51,957	66,031	51,932	169,920	184633			354,553		
	C: (A/B) X 100	0.57%	0.41%	0.46%	0.47%	0.74%			0.61%	<= 5%	Y
4a	% of work not completed on time										
	Number of late jobs	0	0	0	0	1			1		
	Total # of jobs	2,231	2,430	2,820	7,481	4668			12,149		
	C: (A/B)	0.00%	0.00%	0.00%	0.00%	0.02%			0.01%	<= 5%	Y
4b	Avg delay days for missed appointments										
	Total days of delay	0	0	0	0	5			5		
	Total # of delayed jobs	0	0	0	0	1			1		
	C: (A/B)	0.0	0.0	0.0	0.0	5.0			5.0	<= 5	Y
5a	Customer Satisfaction										
	Transactions with company QTR				85.00%	90.00%			87.5%	>= 80%	Y
5b	Customer Satisfaction										
	Overall - annual									>= 80%	NA
5c	% of Complaints to DPS										
	# of customers with complaints	2.00	1.00	2.00	5	2			7		
	Total # of customers	94,104	94,080	94,140	282,324	282107			564,431		
	C: (A/B) X 100	0.002%	0.001%	0.002%	0.002%	0.001%			0.001%	<= 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				0.72	1.31				<= 3.5	NA
6b	Lost time severity - annual										
	Number of lost days										
	Total hours worked by employees										
	C: (A X 200,000)/B				5.66	8.78				<= 37	NA
7a	System Reliability										
	SAIFI				1.68	1.79				<= 1.7	NA
7b	System Reliability										
	CAIDI				1.34	1.24				<= 2.2	NA