

| VERMONT SERVICE QUALITY PERFORMANCE INDEX  |  |        |         |         |                 |               |                   |                   |          |          |                  |
|--|--|--------|---------|---------|-----------------|---------------|-------------------|-------------------|----------|----------|------------------|
| Report Period: July through September 2008 |  |        |         |         |                 |               |                   |                   |          |          |                  |
| Green Mountain Power                       |  |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Performance area                       | July   | August  | Sept    | 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       | 3,202  | 4,152   | 4,494   | 11,847          | 8264          | 4,046             |                   | 24,158   |          |                  |
|  | Total non-outage calls answered        | 13,453 | 12,000  | 13,912  | 39,365          | 38031         | 32,806            |                   | 110,202  |          |                  |
|  | C: (A/B) X 100                         | 23.8%  | 34.6%   | 32.3%   | 30.1%           | 21.7%         | 12.3%             |                   | 21.9%    | <= 25%   | N                |
| 1b   | Adandonment Rate                       |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # calls abandoned                      | 1,387  | 1,425   | 1,376   | 4,188           | 3411          | 899               |                   | 8,498    |          |                  |
|  | Total non-outage calls                 | 14,840 | 13,425  | 15,338  | 43,603          | 41442         | 33,705            |                   | 118,750  |          |                  |
|  | C: (A/B)                               | 9.3%   | 10.6%   | 9.0%    | 9.6%            | 8.23%         | 2.7%              |                   | 7.2%     | <= 5%    | N                |
| 1c   | % Outage calls not answered            |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # calls not answered                   | 524    | 91      | 397     | 1,012           | 1247          | 1,227             |                   | 3,486    |          |                  |
|  | Total outage calls                     | 5,762  | 2,004   | 3,059   | 10,825          | 12663         | 11,918            |                   | 35,406   |          |                  |
|  | C: (A/B)                               | 9.1%   | 4.5%    | 13.0%   | 9.3%            | 9.85%         | 10.3%             |                   | 9.8%     | <= 15%   | Y                |
| 1d   | % Calls receiving busy signals         |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # calls receiving busy signals         |        |         |         | -               | 247           | 864               |                   | 1111     |          |                  |
|  | Total # of all incoming calls          | 20,602 | 15,429  | 18,397  | 54,428          | 54105         | 44724             |                   | 153,257  |          |                  |
|  | C: (A/B)                               | 0.00%  | 0.00%   | 0.00%   | 0.00%           | 0.46%         | 1.93%             |                   | 0.72%    | <= 3%    | Y                |
| 2a   | % Bills rendered in 7 days             |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # Bills rendered                       | 99,953 | 100,107 | 100,293 | 200,060         | 199371        | 197,632           |                   | 597,063  |          |                  |
|  | Bills rendered in 7 days               | 99,953 | 100,107 | 100,293 | 200,060         | 199371        | 197,632           |                   | 597,063  |          |                  |
|  | C: (A/B) X 100                         | 100%   | 100%    | 100%    | 100%            | 100.00%       | 100%              |                   | 100%     | <=0.10%  | Y                |
| 2b   | % Inaccurate bills                     |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # of inaccurate bills                  | 10,00  | 6,00    | 14,00   | 30              | 33            | 55                |                   | 118      |          |                  |
|  | Total # of bills                       | 99,953 | 100,107 | 100,293 | 300,353         | 294905        | 296,230           |                   | 891,488  |          |                  |
|  | C: (A/B) X100                          | 0.010% | 0.006%  | 0.014%  | 0.010%          | 0.011%        | 0.019%            |                   | 0.013%   | <= 0.10% | Y                |
| 2c   | % of Payment Posting Complaints        |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # of customers with complaints         | 0      | 2       | 2       | 4               | 10            | 2                 |                   | 16       |          |                  |
|  | Total # of customers                   | 94,112 | 94,235  | 94,286  | 282,633         | 282324        | 282,107           |                   | 847,064  |          |                  |
|  | C: (A/B) X 100                         | 0.000% | 0.002%  | 0.002%  | 0.001%          | 0.004%        | 0.001%            |                   | 0.002%   | <= .005% | Y                |
| 3  | % of Meters Not Read                   |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # of meters not read                   | 274    | 227     | 302     | 803             | 805           | 1,373             |                   | 2,981    |          |                  |
|  | Total # of meters                      | 66,250 | 52,004  | 67,081  | 185,335         | 169920        | 184,633           |                   | 539,888  |          |                  |
|  | C: (A/B) X 100                         | 0.41%  | 0.44%   | 0.45%   | 0.43%           | 0.47%         | 0.74%             |                   | 0.55%    | <= 5%    | Y                |
| 4a   | % of work not completed on time        |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Number of late jobs                    | 0      | 0       | 0       | 0               | 0             | 1                 |                   | 1        |          |                  |
|  | Total # of jobs                        | 2,711  | 2,584   | 2,643   | 7,938           | 7481          | 4,668             |                   | 20,087   |          |                  |
|  | C: (A/B)                               | 0.00%  | 0.00%   | 0.00%   | 0.00%           | 0.00%         | 0.02%             |                   | 0.00%    | <= 5%    | Y                |
| 4b   | Avg delay days for missed appointments |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Total days of delay                    | 0      | 0       | 0       | 0               | 0             | 5                 |                   | 5        |          |                  |
|  | Total # of delayed jobs                | 0      | 0       | 0       | 0               | 0             | 1                 |                   | 1        |          |                  |
|  | C: (A/B)                               | 0.0    | 0.0     | 0.0     | 0.0             | 0.0           | 5.0               |                   | 5.0      | <= 5     | Y                |
| 5a   | Customer Satisfaction                  |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Transactions with company QTR          |        |         |         | 91.00%          | 85.00%        | 90.00%            |                   | 88.7%    | >= 80%   | Y                |
| 5b   | Customer Satisfaction                  |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Overall - annual                       |        |         |         |                 |               |                   |                   |          | >= 80%   | NA               |
| 5c   | % of Complaints to DPS                 |        |         |         |                 |               |                   |                   |          |          |                  |
|  | # of customers with complaints         | 0,00   | 0,00    | 2,00    | 2               | 0             | 2                 |                   | 4        |          |                  |
|  | Total # of customers                   | 94,112 | 94,235  | 94,286  | 282,633         | 282324        | 282,107           |                   | 847,064  |          |                  |
|  | C: (A/B) X 100                         | 0.000% | 0.000%  | 0.002%  | 0.001%          | 0.000%        | 0.001%            |                   | 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                     |        |         |         | 0.62            | 0.72          | 1.310             |                   |          | <= 3.5   | NA               |
| 6b   | Lost time severity - annual            |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Number of lost days                    |        |         |         |                 |               |                   |                   |          |          |                  |
|  | Total hours worked by employees        |        |         |         |                 |               |                   |                   |          |          |                  |
|  | C: (A X 200,000)/B                     |        |         |         | 4.26            | 5.66          | 8.78              |                   |          | <= 37    | NA               |
| 7a   | System Reliability                     |        |         |         |                 |               |                   |                   |          |          |                  |
|  | SAIFI                                  |        |         |         | 1.62            | 1.68          | 1.79              |                   |          | <= 2.1   | NA               |
| 7b   | System Reliability                     |        |         |         |                 |               |                   |                   |          |          |                  |
|  | CAIDI                                  |        |         |         | 1.32            | 1.34          | 1.24              |                   |          | <= 2.2   | NA               |