

VERMONT SERVICE QUALITY PERFORMANCE INDEX											
Report Period: October through December 2008											
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	2,515	2,393	3,259	8,167	11,847	8,264	4,046	32,325		
	Total non-outage calls answered	13,630	11,080	13,523	38,233	39,365	38,031	32,806	148,435		
	C: (A/B) X 100	18.5%	21.6%	24.1%	21.4%	30.1%	21.7%	12.3%	21.8%	<= 25%	Y
1b	Adandonment Rate										
	# calls abandoned	548	604	890	2,032	4,188	3,411	899	10,530		
	Total non-outage calls	14,178	11,684	14,403	40,265	43,603	41,442	33,705	159,015		
	C: (A/B)	3.9%	5.2%	6.1%	5.0%	9.6%	8.23%	2.7%	6.6%	<= 5%	Y
1c	% Outage calls not answered										
	# calls not answered	73	267	583	923	1,012	1,247	1,227	4,409		
	Total outage calls	1,967	1,763	11,661	15,391	10,825	12,663	11,918	50,797		
	C: (A/B)	3.7%	15.1%	5.0%	6.0%	9.3%	9.85%	10.3%	8.7%	<= 15%	Y
1d	% Calls receiving busy signals										
	# calls receiving busy signals	0	0	0	0.00	0.00	247	864	1111		
	Total # of all incoming calls	16,145	13,447	26,064	55,656	54,428	54,105	44,724	208,913		
	C: (A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.46%	1.93%	0.53%	<= 3%	Y
2a	% Bills rendered in 7 days										
	# Bills rendered	99,514	100,132	99,863	299,509	200,060	199,371	197,632	896,572		
	Bills rendered in 7 days	99,514	100,132	99,863	299,509	200,060	199,371	197,632	896,572		
	C: (A/B) X 100	100%	100%	100%	100%	100%	100.00%	100%	100%	<= 0.10%	Y
2b	% Inaccurate bills										
	# of inaccurate bills	23.00	7.00	10.00	40	30	33	55	158		
	Total # of bills	100,150	100,132	99,863	300,145	300,353	294,905	296,230	1,191,633		
	C: (A/B) X100	0.023%	0.007%	0.010%	0.013%	0.010%	0.011%	0.019%	0.013%	<= 0.10%	Y
2c	% of Payment Posting Complaints										
	# of customers with complaints	4	3	3	10	4	10	2	26		
	Total # of customers	94,395	94,484	94,546	283,425	282,633	282,324	282,107	1,130,489		
	C: (A/B) X 100	0.004%	0.003%	0.003%	0.004%	0.001%	0.004%	0.001%	0.002%	<= .005%	Y
3	% of Meters Not Read										
	# of meters not read	230	288	300	818	803	805	1,373	3,799		
	Total # of meters	52,674	67,274	52,918	172,866	185,335	169,920	184,633	712,754		
	C: (A/B) X 100	0.44%	0.43%	0.57%	0.47%	0.43%	0.47%	0.74%	0.53%	<= 5%	Y
4a	% of work not completed on time										
	Number of late jobs	0	0	0	0	0	0	1	1		
	Total # of jobs	2,610	1,999	1,823	6,432	7,938	7,481	4,668	26,519		
	C: (A/B)	0.00%	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	0	5	5		
	Total # of delayed jobs	0	0	0	0	0	0	1	1		
	C: (A/B)	0.0	0.0	0.0	0.0	0.0	0.0	5.0	5.0	<= 5	Y
5a	Customer Satisfaction										
	Transactions with company QTR				92.00%	91.00%	85.00%	90.00%	89.5%	>= 80%	Y
5b	Customer Satisfaction										
	Overall - annual								91.4%	>= 80%	Y
5c	% of Complaints to DPS										
	# of customers with complaints	4.00	0.00	1.00	5	0	0	2	7		
	Total # of customers	94,395	94,484	94,546	283,425	282,633	282,324	282,107	1,130,489		
	C: (A/B) X 100	0.004%	0.00%	0.001%	0.002%	0.00%	0.00%	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								1.51	<= 3.5	Y
6b	Lost time severity - annual										
	Number of lost days										
	Total hours worked by employees										
	C: (A X 200,000)/B								55.41	<= 37	N
7a	System Reliability										
	SAIFI								1.61	<= 2.1	Y
7b	System Reliability										
	CAIDI								1.50	<= 2.2	Y