	Municipal Utility Service Quality & Reliability Plan Reporting Form									
	Report Period: Apr - June 2025		Reporting ut	lity:Village o	of Johnson Water 8	Light Dep	artment	M. Emery		
	Performance area	Apr	May	June	Current Quarter	Prior Quarter	4th Quarter Prior	3rd Quarter Prior	Annual Rolling Average	Baseline
1a	Call answer performance					0	0	0	0	-
	Number of calls where consumer complains to DPS that the utility cannot be reached	0	0	0	0	U	U	U		<=1
2a	Percent of bills not rendered within 7 days of monthly billing cycle									
Α	Bills not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	0	0	0	
В	Total bills scheduled to be rendered	1,000	997	1,000	2,997	2,997	2,998	2,990	2,996	
С	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	<=1.00%
2b	Bills found inaccurate									1
Α	Number of bills determined to be inaccurate	0	0	0	0	0	0	0	0	
В	Total number of bills rendered	1,000	997	1,000	2,997	2,997	2,998	2,990	2,996	
C	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	<=1.00%
2c	Payment posting complaints									
Α	Number of customers complaining about payment posting	0	0	0	0	0	0	0	0	
В	Total number of customers	1,000	997	1,000	2,997	2,997	2,998	2,990	2,996	. 050/
С	(A/B)	0.0%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=.05%
3a	Meters not read									1
Α	Number of meters not read	0	0	0	0	0	0	0	0	1
В	Numbers of meters scheduled to be read	1,000	997	1,000	2,997	2,997	2,998	2,990	2,996	<=10.0%
С		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	<=10.0%
4a	Percent of customer requested work not completed by promised delivery date							_	0	
Α		0	0	0	0	0	0	0	107	
В	Total jobs promised completed	27	33	30	90	41	118	179 0.0%	0.0	<=5%
С	(A/B)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	-5/6
4b	Average delay after missed delivery date								0	1
Α	Total number of delay days	0	0	0	0	0	0	0	0	
В	Total number of delayed jobs in reporting month	0	0	0	0	0.00	0.00	0.00	0	<=5.0
С	(A/B)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-	7-3.0
5	Rate of complaint to DPS				0	0	0	0	0	1
A	Total number of escalations to DPS	0	0	0	2,997	2,997	2,998	2,990	2,996	1
В	Total number of customers	1,000	997 0.00%	1,000 0.00%	0.00%	0.00%	0.00%	0.07%	0.00	<=0.07%
C	(A/B)	0.00%	1 0.00%	0.00%	0.00%	0.00 /6	0.0070	0.07 70	0.00	1 0.07 70
3a	Lost time incidents (report annually in January) Total incidents that cause injury to injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury VOSHA Accident Log	0			O					<=1
6b	Lost time severity (reported annually in January)							91.52		
	Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility							V		

	VOSHA Accident Log	0.			0					<=9
7a	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901	О			0.0				0.0	<=1.0
7b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901	0			0.0				0.0	<=2.7
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)						1			
Serv	ice guarantees List service guarantees provided by utility and indicate number of times each g	quarantee was or	rovided to cust	omers durina	the month and qua	rter				
	List service guarantees provided by starty and indicate number of anies each y	qualunted mad pr								
	Guarantee	Month 1	Month 2	Month 3	Current Quarter	Prior Quarter	4th Quarter Prior	3rd Quarter Prior		
	Guarantee					Prior	Quarter	Quarter		
	Guarantee Meter work- 2 business days of promised delivery date					Prior Quarter	Quarter	Quarter		