

Village of Hyde Park Electric Department (VOHP) is required by its approved Service Quality and Reliability Plan (SQRP) to report performance results to customers annually. The below report summarizes VOHP's favorable performance for 2012 based on the criteria included in the plan. Should you have questions about the report you may call the office at (802) 888-2310.

Performance area		Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior	Annual Rolling Average	Baseline
1a	Call answer performance Number of calls where consumer complains to DPS that the utility cannot be reached	0 0	0 0	0 0	0 0	0 0	<=1
2a	Percent of bills not rendered within 7 days of monthly billing cycle						
A	Bills not rendered within 7 days of scheduled billing cycle	0	0	0	0	0	
B	Total bills scheduled to be rendered	4,014	5,678	5,693	5,635	5,255	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	<=1.00%
2b	Bills found inaccurate						
A	Number of bills determined to be inaccurate	1	1	1	3	2	
B	Total number of bills rendered	4,014	5,678	5,693	5,635	5,255	
C	(A/B)	0.02%	0.02%	0.02%	0.05%	0.03%	<=1.00%
2c	Payment posting complaints						
A	Number of customers complaining about payment posting	1	0	0	0	0	
B	Total number of customers	4,014	5,678	5,693	5,635	5,255	
C	(A/B)	0.02%	0.00%	0.00%	0.00%	0.01%	<=.05%
3a	Meters not read						
A	Number of meters not read	0	4	2	5	3	
B	Numbers of meters scheduled to be read	4,011	5,678	5,693	5,635	5,254	
C	(A/B)	0.00%	0.07%	0.04%	0.09%	0.05%	<=10.0%
4a	Percent of customer requested work not completed by promised delivery date						
A	Number of jobs not completed on or by promised date less exclusions	0	5	0	0	1	
B	Total jobs promised completed	51	58	56	40	51	
C	(A/B)	0.00%	8.62%	0.00%	0.00%	2.16%	<=5%
4b	Average delay after missed delivery date						
A	Total number of delay days	0	0	0	0	0	
B	Total number of delayed jobs in reporting month	0	1	0	0	0	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	<=5.0
5	Rate of complaint to DPS						
A	Total number of escalations to DPS	0	2	2	0	1	
B	Total number of customers	5,686	5,678	5,693	5,635	5,673	
C	(A/B)	0.00%	0.04%	0.04%	0.00%	0.02%	<=0.07%
6a	Lost time incidents (report annually in January) Total incidents that cause injury to an employee, occur while employee is working for utility and result in missed work beyond day of injury VOSHA Accident Log					0	<=1
6b	Lost time severity (reported annually in January) Cumulative number of work days missed by utility employees in calendar year as a result of injuries sustained while performing work for utility VOSHA Accident Log					0	<=9
7a	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901					0.3	<=2.6
7b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901					2.2	<=1.9
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)						
Service guarantees							
List service guarantees provided by utility and indicate number of times each guarantee was provided to customers during the month and quarter							
	Guarantee	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior		
	Line Crew Appointments- 2 hour window or end of day scheduled	0	0	37	18		
	Meter work- 2 business days of promised delivery date	39	46	1	7		
	Delay Days- 5 business days of promised delivery date	0	0	0	0		