

Town of Hardwick Electric Department
Service Quality & Reliability Performance Report for 2023

The Town of Hardwick Electric Department (HED) is required by the Vermont Public Utility Commission (PUC) to monitor our service quality & reliability performance as required by its Service Quality & Reliability Performance, Monitoring & Reporting Plan ("Plan"). HED is required to file performance reports with the PUC. The purpose of the Plan is to establish performance standards, and performance monitoring for electric services provided by utilities. The Plan establishes the measurement and reporting protocols for the performance standards. This Plan in its entirety can be found at the HED office. In the Plan, Section V: Service Quality Compensation, requires HED to communicate performance results to its customers. PUC and HED determined a baseline for the standards, as indicated to the right. Failure to meet the standards in most of the performance areas will result in the calculation of service quality points. A dollar amount will be assigned to these points. Under the Plan, service quality compensation dollars will be applied to maintenance activities that directly improve the service quality and reliability of the system. In 2023 HED met the service requirement for all of its standards.

Performance area		Month 1	Month 2	Month 3	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	<=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	0	0	0	
B	Total bills scheduled to be rendered	4,817	4,237	4,233	13,287	12,584	13,256	12,633	12,940	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<=1.00%
2b	Bills found inaccurate									
A	Number of bills determined to be inaccurate	0	0	0	0	3	0	0	1	
B	Total number of bills rendered	4,817	4,237	4,233	13,287	12,584	13,256	12,633	12,940	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.01%	<=1.00%
2c	Payment posting complaints									
A	Number of customers complaining about payment posting	1	0	0	1	1	1	2	1	
B	Total number of customers	4,817	4,804	4,800	14,421	14,336	14,424	14,514	14,424	
C	(A/B)	0.02%	0.00%	0.00%	0.01%	0.01%	0.01%	0.01%	0.01%	<=0.05%
3a	Meters not read									
A	Number of meters not read	0	0	0	0	526	0	0	132	
B	Numbers of meters scheduled to be read	4,817	4,237	4,022	13,076	12,584	13,256	12,633	12,887	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	4.18%	0.00%	0.00%	1.04%	<=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	0	0	0	0	0	14	4	
B	Total jobs promised completed	10	9	9	28	12	18	19	19	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	73.68%	18.42%	<=5.00%
4b	Average delay after missed delivery date									
A	Total number of delay days	0	0	0	0	0	0	30	8	
B	Total number of delayed jobs in reporting month	0	0	0	0	0	0	14	4	
C	(A/B)	0.00	0.00	0.00	0.00	0.00	0.00	2.14	2.14	<=5.0
5	Rate of complaint to DPS									
A	Total number of escalations to DPS	0	1	1	2	0	1	1	1	
B	Total number of customers	4,817	4,804	4,800	14,421	14,336	14,424	14,514	14,424	
C	(A/B)	0.00%	0.02%	0.02%	0.01%	0.00%	0.01%	0.01%	0.0001	<=0.07%
6a	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	<=2
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	<=18
7a	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901								2.9	<=3.5
7b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901								1.6	<=2.4
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	Month 1	Month 2	Month 3	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior
Line Crew Appointments- 2 hour window or end of day scheduled	0	0	0	0	0	0	0
Meter work- 5 business days of promised delivery date	0	0	0	0	0	0	0
Delay Days- 5 business days of promised delivery date	0	0	0	0	0	0	0