



| | A | B | C | D | E | F | G | H | I | J | K | L |
|----|----|--|---|-------------------|----------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|-------------------------|--------------|
| 2 | | VERMONT SERVICE QUALITY PERFORMANCE INDEX |  | | | | | | | | | |
| 3 | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | |
| | | Report Period: January 2025 through March 2025 | Reporting company: | | | | | | | | | |
| 5 | | Performance area | January Month 01 | February Month 02 | March Month 03 | 2025 Current 1st Qtr | 2024 Current 4th Qtr | 2024 Current 3rd Qtr | 2024 Current 2nd Qtr | Annual Rolling Average To Date | Standard to be Achieved | Action Level |
| 6 | 1a | % Calls Not Answered w/in 20 Seconds | | | | | | | | 1a | | |
| 7 | | # calls not reaching a Rep. w/in 20 seconds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 8 | | Number of attempts to reach a company Rep. | 9,852 | 9,056 | 11,077 | 29,985 | 35,052 | 45,350 | 38,210 | 148,597 | | |
| 9 | | B7/B8 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | <=25% | |
| 10 | 1b | Adandonment Rate (Normal Busines Hours) | | | | | | | | 1b | | |
| 11 | | # calls abandoned | 84 | 77 | 215 | 376 | 289 | 303 | 300 | 1,268 | | |
| 12 | | Number of attempts to reach a company Rep. | 4,701 | 4,005 | 4,873 | 13,579 | 13,645 | 13,616 | 14,264 | 55,104 | | |
| 13 | | B11/B12 | 1.8% | 1.9% | 4.4% | 2.8% | 2.1% | 2.2% | 2.1% | 2.3% | <=5% | |
| 14 | 1c | Adandonment Rate (After Normal Busines Hours) | | | | | | | | 1c | | |
| 15 | | # calls abandoned | 12 | 4 | 6 | 22 | 28 | 51 | 64 | 165 | | |
| 16 | | Number of attempts to reach a company Rep. | 262 | 256 | 370 | 888 | 1,102 | 1,751 | 1,914 | 5,655 | | |
| 17 | | B15/B16 | 4.6% | 1.6% | 1.6% | 2.5% | 2.5% | 2.9% | 3.3% | 2.9% | <=15% | |
| 18 | 1d | Blocked Calls to the Company | | | | | | | | 1d | | |
| 19 | | Number of Calls Receiving a Busy Signal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 20 | | Total Number of Calls | 9,852 | 9,056 | 11,077 | 29,985 | 35,052 | 45,350 | 38,210 | 148,597 | | |
| 21 | | B19/B20 | 0.00% | 0.00% | 0.0% | 0.00% | 0.00% | 0.00% | 0.00% | 0.0% | <=3% | |
| 22 | 2a | % of Bills Not Rendered Monthly | | | | | | | | 2a | | |
| 23 | | Number of bills not rendered within 7 days of scheduled billing date | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | | |
| 24 | | Total number of bills scheduled to be rendered | 41,734 | 41,579 | 41,620 | 124,933 | 128,463 | 126,573 | 124,985 | 504,954 | | |
| 25 | | B23/B24 | 0.000% | 0.00% | 0.00% | 0.000% | 0.000% | 0.001% | 0.000% | 0.000% | <=10% | |
| 26 | 2b | Bills found inaccurate | | | | | | | | 2b | | |
| 27 | | Number of bills rendered inaccurately for the month | 3 | 3 | 11 | 17 | 20 | 8 | 9 | 54 | | |
| 28 | | Total number of bills scheduled to be rendered | 41,734 | 41,579 | 41,620 | 124,933 | 128,463 | 126,573 | 124,985 | 504,954 | | |
| 29 | | B27/B28 | 0.007% | 0.007% | 0.03% | 0.01% | 0.02% | 0.01% | 0.01% | 0.01% | <=0.1% | |
| 30 | 2c | Payment posting complaints | | | | | | | | 2c | | |
| 31 | | Number of customers complaining about payment posting | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 32 | | Total number of customers | 41,734 | 41,579 | 41,620 | 124,933 | 128,463 | 126,573 | 124,985 | 504,954 | | |
| 33 | | B31/B32 | 0.0000% | 0.0000% | 0.0000% | 0.0000% | 0.0000% | 0.0000% | 0.0000% | 0.0000% | <=0.010 | |
| 34 | 3a | % of Scheduled Meter Readings not Performed | | | | | | | | 3a | | |
| 35 | | Number of Scheduled Meters not read | 13 | 41 | 38 | 92 | 88 | 116 | 114 | 410 | | |
| 36 | | Number of Meter Readings Scheduled | 44,697 | 44,582 | 44,712 | 133,991 | 134,444 | 134,407 | 133,695 | 536,537 | | |
| 37 | | B35/B36 | 0.0% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | <=5.0% | |
| 38 | 4a | % of customer requested work not completed on or before promised delivery date | | | | | | | | 4a | | |
| 39 | | Number of jobs not completed on or before promised delivery date | 1 | 1 | 1 | 3 | 5 | 1 | 1 | 10 | | |
| 40 | | Total number of jobs promised complete in the reporting month | 127 | 143 | 149 | 419 | 780 | 806 | 865 | 2,870 | | |
| 41 | | B39/B40 | 0.8% | 0.7% | 0.7% | 0.7% | 0.6% | 0.1% | 0.1% | 0.3% | <=5% | |
| 42 | 4b | Average number of days after the missed delivery date | | | | | | | | 4b | | |
| 43 | | Total days of delay | 1 | 1 | 1 | 3 | 5 | 2 | 2 | 12 | | |

| | A | B | C | D | E | F | G | H | I | J | K | L |
|----|-----------|---|---------------|---------------|---------------|--------------|---------------|--------------|--------------|--------------|--------------------|---|
| 44 | | Total number of delayed jobs in the reporting month | 1 | 1 | 1 | 3 | 5 | 1 | 1 | 10 | | |
| 45 | | B43/B44 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 2.0 | 2.0 | 1.2 | <=5 days | |
| 46 | 5a | % Satisfied after customer initiated contact | | | | | | | | 5a | | |
| 47 | | # of customers Satisfied w/ level of VEC service (ref WAI Report) | 17 | 23 | 18 | 58 | 89 | 149 | 79 | 375 | | |
| 48 | | # of customers responding to this question on survey | 17 | 24 | 18 | 59 | 89 | 150 | 80 | 378 | | |
| 49 | | % of Customers Satisfied with level of Overall VEC service (B51/B52) | 100.0% | 95.8% | 100.0% | 98.3% | 100.0% | 99.3% | 98.8% | 99.2% | 80.0% | |
| 50 | 5c | Rate of Complaints to VDPS/Consumer Affairs | | | | | | | | 5c | | |
| 51 | | Number of Escalations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 52 | | Total number of customers | 41,734 | 41,579 | 41,620 | 124,933 | 128,463 | 126,573 | 124,985 | 504,954 | | |
| 53 | | B51/B52 | 0.00% | 0.000% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | <=.07% | |

| | A | B | C | D | E | F | G | H | I | J | K | |
|----|--|--|--|---|---|-----------------|---------------|---------------|---------------|------------------------|-------------------------|-------|
| 1 | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | |
| 3 | VERMONT SERVICE QUALITY PERFORMANCE INDEX | | <div>Reporting company:  Vermont Electric Cooperative, Inc.</div> | | | | | | | | | |
| 4 | Report Period: January 2024 through December 2024 (6a - 7d) | | | | | | | | | | | |
| 5 | | Performance area | 2024 Annual Report Requirements | | | Current Quarter | Prior Quarter | Prior Quarter | Prior Quarter | Annual Average To Date | Standard to be Achieved | |
| 6 | 5b | % of Overall Customer Satisfaction (customers satisfied with VEC) | | | | | | | | 5c | | |
| 7 | | Number of Customers satisfied (Annual) (6,7,8,9,10) | Annual | | | | | | | | 870 | |
| 8 | | Total Number Survey Responses | NRECA Report 2024 | | | | | | | | 990 | |
| 9 | | % of Customers Satisfied with level of Overall VEC service (B7/B8) | | | | | | | | | 87.9% | 80% |
| 10 | 6a | Lost time Incident Rate | | | | | | | | | 6a | |
| 11 | | Number of lost time cases x 200,000 | Annual | | | | | | | | 0 | |
| 12 | | Total hours worked by VEC employees | | | | | | | | | 201,827 | |
| 13 | | B11/B12 | Year Ending 2024 | | | | | | | | 0.00 | <=3.0 |
| 14 | 6b | Lost Time Severity Rate | | | | | | | | | 6b | |
| 15 | | Number of Employee lost days x 200,000 | Annual | | | | | | | | 0 | |
| 16 | | Total hours worked by VEC employees | | | | | | | | | 201,827 | |
| 17 | | B15/B16 | Year Ending 2024 | | | | | | | | 0.00 | <=46 |
| 18 | | | | | | | | | | | Annual | |
| 19 | 7a | System average interruption frequency ("SAIFI") | Year Ending 2024 | | | | | | | | 2.06 | <=2.5 |
| 20 | 7b | Customer average interruption duration (CAIDI) | Year Ending 2024 | | | | | | | | 1.95 | <=2.6 |
| 21 | 7c | Worst Performing Areas (annual report of 10 worst areas) | See attached Sheet | | | | | | | | n/a | |
| 22 | 7d | Major Storms reporting SAIFI & CAIDI less major storms | For Major Storms | | | | | | | | n/a | |
| 23 | | | | | | | | | | | | |
| 24 | Annual Numbers for 6a - 7d will be updated on the January report | | | | | | | | | | | |

Call answering service level (1a)
Normal Business Hours

| <u>Date</u> | <u># Calls</u> | <u>>20 Seconds</u> | <u>% calls</u> | <u>Goal</u> |
|--------------|----------------|-----------------------|----------------|-----------------|
| Jan-25 | 9852 | 0 | 0.00% | <=25% |
| Feb-25 | 9056 | 0 | 0.00% | <=25% |
| Mar-25 | 11077 | 0 | 0.00% | <=25% |
| Total | 29985 | 0 | 0.00% | <=25% |

Formula

Number of calls not reaching a company rep within 20 seconds
Number of attempts to reach a company rep

Level 3

Page 3

OPC =Inbound Calls
OFL = Busy

Abandonment Rate Normal Business Hours (1 b)

| <u>Dates</u> | <u>Attempts</u> | <u># Abandoned</u> | <u>Answer</u> | <u>% Abandon</u> | <u>Goal</u> |
|---------------|-----------------|--------------------|---------------|------------------|----------------|
| Jan-25 | 4701 | 84 | 4617 | 1.8% | <=5% |
| Feb-25 | 4005 | 77 | 3928 | 1.9% | <=5% |
| Mar-25 | 4873 | 215 | 4658 | 4.4% | <=5% |
| Totals | 13579 | 376 | 13203 | 2.8% | <=5% |

Formula

Number of calls abandoned

Number of attempts to reach a company rep

Nortel

4

Abandonment Rate Outside of Normal Business Hours (1c)

| <u>Dates</u> | <u>Presented</u> | <u># Abandoned</u> | <u>Answer</u> | <u>% Abandon</u> | <u>Goal</u> |
|---------------|------------------|--------------------|---------------|------------------|-----------------|
| Jan-25 | 262 | 12 | 250 | 4.58% | <=15% |
| Feb-25 | 256 | 4 | 252 | 1.56% | <=15% |
| Mar-25 | 370 | 6 | 364 | 1.62% | <=15% |
| Totals | 888 | 22 | 866 | 2.5% | <=15% |

Formula

Number of calls abandoned

Number of attempts to reach a company rep

Nortel

Blocked calls to the Cooperative : 1d

| <u>Dates</u> | <u>OPC</u> <u>Number of</u> <u>Incoming Calls</u> | <u>OFL</u> <u>Number of Calls</u> <u>Receiving Busy Signals</u> | <u>OPC + OFL</u> <u>Total Number of Calls</u> <u>During Business Hours</u> | <u>% of Blocked Calls</u> <u>After Normal Business Hours</u> | <u>Standard</u> |
|---------------|---|---|--|---|-----------------|
| Jan-25 | 9852 | 0 | 9852 | 0.00% | <=3% |
| Feb-25 | 9056 | 0 | 9056 | 0.00% | <=3% |
| Mar-25 | 11077 | 0 | 11077 | 0.00% | <=3% |
| Totals | 29985 | 0 | 29985 | 0.00% | <=3% |

In from spreadsheet 1a

| |
|--|
| Formula |
| <u>Number of calls receiving a busy signal</u> |
| Total number of calls |

Level 3

OPC = Incoming Calls

OFL = Busy or Blocked Calls

Percent of bills rendered monthly in a timely fashion (2a)

| <u>Date</u> | <u>#Rendered</u> | <u>Not Rendered within 7 Days</u> | <u>% Not Rendered</u> | <u>Goal</u> |
|--------------|------------------|-----------------------------------|-----------------------|-----------------|
| Jan-25 | 41734 | 0 | 0.000% | <=.1% |
| Feb-25 | 41579 | 0 | 0.000% | <=.1% |
| Mar-25 | 41620 | 0 | 0.000% | <=.1% |
| Total | 124933 | 0 | 0.000% | <=.1% |

NISC Reports

Inaccurate Bills (2b)

| <u>Date</u> | <u># of Bills Rendered</u> | <u># of inaccurate bills</u> | <u>Rendered Accurately</u> | <u>% of Inaccurate Bills</u> | <u>Standard</u> |
|--------------------|-----------------------------------|-------------------------------------|-----------------------------------|-------------------------------------|------------------------|
| Jan-25 | 41734 | 3 | 41731 | 0.007% | <= .1% |
| Feb-25 | 41579 | 3 | 41576 | 0.007% | <= .1% |
| Mar-25 | 41620 | 11 | 41609 | 0.026% | <= .1% |
| Total | 124933 | 17 | 124916 | 0.01% | <= .1% |

NISC Report

SB = Inaccurate Bills

Satisfaction with payment posting (2-c)

| <u>Date</u> | <u>Total Number of Customers</u> | <u>Complaints (Errors)</u> | <u>% Complaints</u> | <u>Standard</u> |
|--------------------|---|-----------------------------------|----------------------------|------------------------|
| Jan-25 | 41734 | 0 | 0.000% | <=0.010% |
| Feb-25 | 41579 | 0 | 0.000% | <=0.010% |
| Mar-25 | 41620 | 0 | 0.000% | <=0.010% |
| Total | 124933 | 0 | 0.000% | <=0.010% |

Comes in from 2b spreadsheet

Note- Standard chg as of 2nd quarter 2008
NISC Report

10

Percent of Meters Not Actually Read (3-a)

| <u>Date</u> | <u># of meters to read</u> | <u># of meters Estimated</u> | <u># of meters Read</u> | <u>% Not Read</u> | <u>2005 Standard</u> |
|--------------------|---------------------------------------|---|------------------------------------|--------------------------|---------------------------------|
| Jan-25 | 44697 | 13 | 44684 | 0.0% | <=5% |
| Feb-25 | 44582 | 41 | 44541 | 0.1% | <=5% |
| Mar-25 | 44712 | 38 | 44674 | 0.1% | <=5% |
| Total | 133991 | 92 | 133899 | 0.1% | <=5% |

(Not Read)

NISC Report

Percentage of Customer Requested Work not Completed on or Before Promised Delivery Date (4a)

| | <u>Number of Jobs Completed Within The Month</u> | <u>Number of Jobs not completed on or before promised date</u> | <u>Total Number Of Jobs Promised For Completion Within Month</u> | <u>% Not Completed</u> | <u>Goal</u> |
|--------------|---|---|---|-------------------------------|--------------------|
| Jan-25 | 126 | 1 | 127 | 0.8% | <=5% |
| Feb-25 | 142 | 1 | 143 | 0.7% | <=5% |
| Mar-25 | 148 | 1 | 149 | 0.7% | <=5% |
| Total | 416 | 3 | 419 | 0.7% | <=5% |

Blue inputs from NISC reports

Average Number Of Days After The Missed Delivery Date (4-b)

| <u>Date</u> | <u>Total Days of Delay</u> | <u>Total number of delayed jobs in the reporting month</u> | <u>Average Number of days after missed delivery date</u> | <u>Standard</u> |
|--------------------|---------------------------------------|---|---|------------------------|
| Jan-25 | 1 | 1 | 1 | <= 5 days |
| Feb-25 | 1 | 1 | 1 | <= 5 days |
| Mar-25 | 1 | 1 | 1 | <= 5 days |
| Total | 3 | 3 | 1.0 | <= 5 days |

In From 4a Spreadsheet

NISC Reports

% Of Customers Satisfaction Following Customer-Initiated Contact with VEC (5a)

| <u>Number Rating</u> | <u>Excellent (5)</u> | <u>Good (4)</u> | <u>Total Satisfied</u> | <u>Total % Satisfied</u> | <u>Goal</u> |
|--|----------------------|---|----------------------------|---------------------------------------|-------------|
| <u>Total Surveys Answer Overall</u> | | | | | |
| 59 | 55 | 3 | 58 | 98.3% | 80% |
| % From Report | 93% | 5.1% | | | |
| | | <u>Average (3)</u> <u>No Opinion</u> | <u>Total No Opinion</u> | <u>Total % No Opinion</u> | |
| | | 1 | 1 | 1.7% | |
| % From Report | 2% | | | | |
| | <u>Fair (2)</u> | <u>Poor (1)</u> | <u>Total Not Satisfied</u> | <u>Total Percentage Not Satisfied</u> | |
| | 0 | 0 | 0 | 0.0% | |
| % From Report | 0% | 0% | | | |

| Quarterly Response Rate | | | |
|-------------------------|--------------------|------------------------|---------------|
| | Total Surveys Sent | Total Surveys Returned | Response Rate |
| January | 147 | 17 | 11.56% |
| February | 124 | 24 | 19.35% |
| March | 125 | 18 | 14.40% |
| | 396 | 59 | 15% |

Overall Customer Satisfaction (5b)

| <u>Date</u> | | <u>Total Phone & On Line Surveys</u> | <u>Total number satisfied with VEC</u> | <u>Total Number No Opinion (5)</u> | <u>Total Unsatisfied</u> | <u>Percent Not Satisfied</u> | <u>Goal</u> |
|--------------|-------------|--|--|------------------------------------|--------------------------|------------------------------|-------------|
| 1-Jul-24 | Residential | 931 | 819 | 43 | 69 | 7.4% | 80% |
| 1-Jul-24 | Commercial | 59 | 51 | 4 | 4 | 6.8% | |
| 2024 | Total | 990 | 870 | 47 | 73 | 7.37% | |
| Total | | | 87.9% | 4.7% | 7.4% | 100.0% | |

Performed Annually

| June 2024 | Overall Satisfaction with VEC | Raw Data From Report NRECA's June 2024 Residential | Raw Data From Report NRECA's June 2024 Commercial | Total | | | |
|-----------|-------------------------------------|--|---|------------|-----|-------------|-------------|
| | Very Dissatisfied (1) | 25 | 3 | 28 | | | 3% |
| | 2 | 11 | 0 | 11 | | | 1% |
| | 3 | 16 | 1 | 17 | | | 2% |
| | 4 | 17 | 0 | 17 | 73 | 7% | 2% |
| | No Opinion (5) | 43 | 4 | 47 | 47 | 5% | 5% |
| | 6 | 26 | 2 | 28 | | | 3% |
| | 7 | 45 | 5 | 50 | | | 5% |
| | 8 | 138 | 6 | 144 | | | 15% |
| | 9 | 143 | 7 | 150 | | | 15% |
| | Very Satisfied (10) | 467 | 31 | 498 | 870 | 88% | 50% |
| | Total Answering the Survey Question | 931 | 59 | 990 | | 100% | 100% |

NRECA Report June 2024

Rate of Complaints to VDPS/Consumer Affairs (5c)

| <u>Dates</u> | <u>Number of Escalations</u> | <u>Total number of Customers</u> | <u>%Escalations Over Total Customers</u> | <u>Standard</u> |
|---------------------|-------------------------------------|---|---|------------------------|
| Jan-25 | 0 | 41734 | 0.00% | <=0.07% |
| Feb-25 | 0 | 41579 | 0.00% | <=0.07% |
| Mar-25 | 0 | 41620 | 0.00% | <=0.07% |
| Totals | 0 | 124933 | 0.00% | <=0.07% |

Lost Time Incident Rate (6a)

| <u>Date</u> | <u>Number of Lost Time Cases</u> | <u>Number of Lost Time Cases x 200,000</u> | <u>Total Lost Time</u> | <u>Total Hours Worked by VEC Employees</u> | <u>Lost time / Hours</u> | <u>Goal</u> |
|--------------------|---|---|-------------------------------|---|-------------------------------------|--------------------|
| 2024 | 0 | 0 | 0 | 201827 | 0 | 3.0 |

Information From VEC Safety Department

Performed Annually

Lost Time Severity Rate (6b)

| <u>Date</u> | <u>Number of Lost Days</u> | <u>Times (X) 200000</u> | <u>Number of Employee Lost Days x 200,000</u> | <u>Total Hours Worked By VEC Employees</u> | <u>Days over Hours</u> | <u>Goal</u> |
|--------------------|---------------------------------------|------------------------------------|--|---|-----------------------------------|--------------------|
| 2024 | 0 | 0 | 0 | 201827 | 0 | 46 |

Information From VEC Safety Department

Performed Annually

System Average Interruption Frequency "SAIFI" (7a)

| <u>Date</u> | | <u>Goal</u> |
|--------------------|-------------|--------------------|
| Jan-25 | 0.03 | 2.5 |
| Feb-25 | 0.06 | 2.5 |
| Mar-25 | 0.16 | 2.5 |

Information from VEC Engineering

| Vermont Electric Cooperative, Inc. | | | | | | | |
|------------------------------------|---------------------------------|------|---------|------|------------------------------------|------|---------|
| Reliability Measures | | | | | | | |
| 2024 | | | | | | | |
| | Annual YTD Index - MINUS STORMS | | | | Annual YTD Index - Storms Included | | |
| | SAIFI | | CAIDI | | SAIFI | | CAIDI |
| | 2.06 | | 1.95 | | 3.32 | | 3.41 |
| | | | | | | | |
| | SAIFI | | CAIDI | | SAIFI | | CAIDI |
| 2024 | Measure | Goal | Measure | Goal | Measure | Goal | Measure |
| Jan | 0.09 | | 1.16 | | 0.66 | | 12.22 |
| Feb | 0.25 | | 1.96 | | 0.25 | | 1.96 |
| Mar | 0.08 | | 1.90 | | 0.08 | | 1.90 |
| Apr | 0.31 | | 2.03 | | 0.31 | | 2.03 |
| May | 0.19 | | 2.40 | | 0.19 | | 2.40 |
| Jun | 0.19 | 2.50 | 1.29 | 2.60 | 0.19 | 2.50 | 1.29 |
| Jul | 0.10 | | 3.38 | | 0.10 | | 3.38 |
| Aug | 0.38 | | 2.34 | | 1.06 | | 8.90 |
| Sep | 0.07 | | 1.69 | | 0.07 | | 1.69 |
| Oct | 0.25 | | 2.81 | | 0.25 | | 2.81 |
| Nov | 0.10 | | 1.39 | | 0.10 | | 1.39 |
| Dec | 0.06 | | 0.99 | | 0.06 | | 0.99 |

Storm Exclusions:

1. Winter Storm Finn - January Snow Event started on January 9th at hour 19:00 and ended on January 15th at hour 15:00. At peak, the storm caused over 9,451 VEC meters to be without power, and 219 outage events occurred during the storm.
2. Winter Storm Gerri – Winter Storm Gerri started on January 13th at hour 00:00 and ended on January 15h at hour 12:00. At peak, the storm caused over 5,833 VEC meters to be without power, and 155 outage events occurred during the storm.
3. Storm Debby – Storm Debby started on August 9th at hour 19:00 and ended on August 12th at hour 22:00. At peak, the storm caused over 45,219 VEC meters to be without power, and 296 separate outages.

Customer Average Interruption Duration "CAIDI" (7b)

| <u>Date</u> | | <u>Goal</u> |
|--------------------|-------------|--------------------|
| Jan-25 | 2.12 | 2.6 |
| Feb-25 | 0.58 | 2.6 |
| Mar-25 | 1.87 | 2.6 |

Information from VEC Engineering

Worst Performing Areas (7c)

| <u>Date</u> | <u>Rank</u> | <u>10 worst performing circuits</u> | <u>SAIFI</u> | <u>CAIDI</u> | <u>CAUSES</u> |
|--------------------------------|--------------------|--|---------------------|---------------------|--|
| Reported Annually 20-Jan-25 | 1 | Burton Hill 3A | 0.02 | 1.47 | Company Initiated |
| | 2 | East Berkshire 1A | 0.02 | 2.98 | Company Initiated, Trees |
| | 3 | Island Pond 4A | 0.02 | 1.10 | Company Initiated, Trees, Accidents |
| | 4 | Lowell 3A | 0.02 | 2.52 | Company Initiated, Trees, Equipment Failure, Weather |
| | 5 | Irasburg 3A | 0.01 | 4.29 | Company Initiated, Trees, Equipment Failure |
| | 6 | Richmond 1A | 0.02 | 4.01 | Trees, Weather |
| | 7 | Cambridge 1A | 0.04 | 1.52 | Company Initiated, Trees, Equipment Failure |
| | 8 | Williston 3A | 0.01 | 2.46 | Company Initiated, Trees |
| | 9 | Pleasant Valley 3A | 0.01 | 3.14 | Company Initiated, Trees, Weather |
| | 10 | South Hero 1A | 0.01 | 1.28 | Company Initiated, Trees, Animals, Equipment Failure |

Major Storms (7d)

Storm Exclusions:

1. Winter Storm Finn - January Snow Event started on January 9th at hour 19:00 and ended on January 15th at hour 15:00. At peak, the sto
2. Winter Storm Gerri– Winter Storm Gerri started on January 13th at hour 00:00 and ended on January 15h at hour 12:00. At peak, the sto
3. Storm Debby – Storm Debby started on August 9th at hour 19:00 and ended on August 12th at hour 22:00. At peak, the storm caused ov

Information from VEC Engineering

Major Storms: Calculation of all SAIFI and CAIDI indices shall be net of outages caused by major storms.

A major storm is defined as a severe weather event that satisfies all three of the following criteria:

- i) Extensive mechanical damage to the utility infrastructure has occurred;
- ii) More than 10% of the customers in a service territory are out of service due to the storm or the storm's effects; and
- iii) At least 1% of the customers in the service territory are out of service for at least 24 hours.