



A	B	C	D	E	F	G	H	I	J	K	L
2	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 60%;"> <p>VERMONT SERVICE QUALITY PERFORMANCE INDEX</p> <p>Report Period: July 2024 through September 2024</p> </div> <div style="width: 35%; text-align: center;"> <p>Reporting company:</p>  </div> </div>										
3											
4											
5											
6	1a	% Calls Not Answered w/in 20 Seconds									
7		0	0	0	0	0	0	0	0	1a	
8		12,677	21,247	11,426	45,350	38,210	43,273	44,149	170,982		
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 Business Hours)									
11		103	103	97	303	300	330	282	1,215	1b	
12		4,757	4,050	4,809	13,616	14,264	13,691	13,045	54,616		
13		B11/B12	2.2%	2.5%	2.0%	2.2%	2.1%	2.4%	2.2%	2.2%	<=5%
14	1c	Adandonment Rate (After Normal Business Hours)									
15		18	18	15	51	64	36	28	179	1c	
16		568	822	361	1,751	1,914	1,137	1,119	5,921		
17		B15/B16	3.2%	2.2%	4.2%	2.9%	3.3%	3.2%	2.5%	3.0%	<=15%
18	1d	Blocked Calls to the Company									
19		0	0	0	0	0	0	0	0	1d	
20		12,677	21,247	11,426	45,350	38,210	43,273	44,149	170,982		
21		B19/B20	0.00%	0.00%	0.0%	0.00%	0.00%	0.00%	0.0%	0.0%	<=3%
22	2a	% of Bills Not Rendered Monthly									
23		0	1	0	1	0	0	0	1	2a	
24		41,911	41,948	42,714	126,573	124,985	124,308	125,224	501,090		
25		B23/B24	0.000%	0.00%	0.00%	0.001%	0.000%	0.000%	0.000%	0.000%	<=1.0%
26	2b	Bills found inaccurate									
27		0	5	3	8	9	51,946	12	51,975	2b	
28		41,911	41,948	42,714	126,573	124,985	124,308	125,224	501,090		
29		B27/B28	0.000%	0.012%	0.01%	0.01%	0.01%	41.788%	0.01%	10.37%	<=0.1%
30	2c	Payment posting complaints									
31		0	0	0	0	0	0	0	0	2c	
32		41,911	41,948	42,714	126,573	124,985	124,308	125,224	501,090		
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									
35		41	34	41	116	114	65	88	383	3a	
36		44,741	44,783	44,883	134,407	133,695	132,844	133,066	534,012		
37		B35/B36	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	<=5.0%
38	4a	% of customer requested work not completed on or before promised delivery date									
39		0	1	0	1	1	3	2	7	4a	
40		327	200	279	806	865	606	964	3,241		

	A	B	C	D	E	F	G	H	I	J	K	L
41		B39/B40	0.0%	0.5%	0.0%	0.1%	0.1%	0.5%	0.2%	0.2%	<=5%	
42	4b	Average number of days after the missed delivery date								4b		
43		Total days of delay	0	2	0	2	2	3	2	9		
44		Total number of delayed jobs in the reporting month	0	1	0	1	1	3	2	7		
45		B43/B44	#DIV/0!	2.0	#DIV/0!	2.0	2.0	1.0	1.0	1.3	<=5 days	
46	5a	% Satisfied after customer initiated contact								5a		
47		# of customers Satisfied w/ level of VEC service (ref WAI Report)	66	50	33	149	79	74	103	405		
48		# of customers responding to this question on survey	67	50	33	150	80	77	105	412		
49		% of Customers Satisfied with level of Overall VEC service (B51/B52)	98.5%	100.0%	100.0%	99.3%	98.8%	96.1%	98.1%	98.3%	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	41,911	41,948	42,714	126,573	124,985	124,308	125,224	501,090		
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												
4		VERMONT SERVICE QUALITY PERFORMANCE INDEX Report Period: January 2023 through December 2023 (6a - 7d)	Reporting company:					Vermont Electric Cooperative, Inc.				
5		Performance area	2023 Annual Report Requirements	Current Quarter	Prior Quarter	Prior 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	Year Ending 2023							198,307		
13		B11/B12								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	Year Ending 2023							198,307		
17		B15/B16								0.00	<=46	
18										Annual		
19	7a	System average interruption frequency ("SAIFI")	Year Ending 2023							1.35	<=2.5	
20	7b	Customer average interruption duration (CAIDI)	Year Ending 2023							2.49	<=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>
Jul-24	12677	0	0.00%	<=25%
Aug-24	21247	0	0.00%	<=25%
Sep-24	11426	0	0.00%	<=25%
Total	45350	0	0.00%	<=25%

Formula

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

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>
Jul-24	4757	103	4654	2.2%	<=5%
Aug-24	4050	103	3947	2.5%	<=5%
Sep-24	4809	97	4712	2.0%	<=5%
Totals	13616	303	13313	2.2%	<=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>
Jul-24	568	18	550	3.17%	<=15%
Aug-24	822	18	804	2.19%	<=15%
Sep-24	361	15	346	4.16%	<=15%
Totals	1751	51	1700	2.9%	<=15%

Formula

$$\frac{\text{Number of calls abandoned}}{\text{Number of attempts to reach a company rep}}$$

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>
Jul-24	12677	0	12677	0.00%	<=3%
Aug-24	21247	0	21247	0.00%	<=3%
Sep-24	11426	0	11426	0.00%	<=3%
Totals	45350	0	45350	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

nt 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>
Jul-24	41911	0	0.000%	<=.1%
Aug-24	41948	1	0.002%	<=.1%
Sep-24	42714	0	0.000%	<=.1%
Total	126573	1	0.001%	<=.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>
Jul-24	41911	0	41911	0.000%	<= .1%
Aug-24	41948	5	41943	0.012%	<= .1%
Sep-24	42714	3	42711	0.007%	<= .1%
Total	126573	8	126565	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>
Jul-24	41911	0	0.000%	<=0.010%
Aug-24	41948	0	0.000%	<=0.010%
Sep-24	42714	0	0.000%	<=0.010%
Total	126573	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>
Jul-24	44741	41	44700	0.1%	<=5%
Aug-24	44783	34	44749	0.1%	<=5%
Sep-24	44883	41	44842	0.1%	<=5%
Total	134407	116	134291	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>
Jul-24	327	0	327	0.0%	<=5%
Aug-24	199	1	200	0.5%	<=5%
Sep-24	279	0	279	0.0%	<=5%
Total	805	1	806	0.1%	<=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>
Jul-24	0	0	#DIV/0!	<= 5 days
Aug-24	1	1	1	<= 5 days
Sep-24	0	0	#DIV/0!	<= 5 days
Total	1	1	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>					
150	139	10	149	99.3%	80%
% From Report	93%	6.7%			
		<u>Average (3) No Opinion</u>	<u>Total No Opinion</u>	<u>Total % No Opinion</u>	
% From Report	1%	1	1	0.7%	
	<u>Fair (2)</u>	<u>Poor (1)</u>	<u>Total Not Satisfied</u>	<u>Total Percentage Not Satisfied</u>	
% From Report	0	0	0	0.0%	
	0%	0%			

<u>Quarterly Response Rate</u>			
	<u>Total Surveys Sent</u>	<u>Total Surveys Returned</u>	<u>Response Rate</u>
July	243	67	27.57%
August	306	50	16.34%
September	197	33	16.75%
	746	150	20%

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>
Jul-24	0	41911	0.00%	<=0.07%
Aug-24	0	41948	0.00%	<=0.07%
Sep-24	0	42714	0.00%	<=0.07%
Totals	0	126573	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>
2023	0	0	0	198307	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>
2023	0	0	0	198307	0	46

Information From VEC Safety Department

Performed Annually

System Average Interruption Frequency "SAIFI" (7a)

<u>Date</u>		<u>Goal</u>
Jul-24	1.21	2.5
Aug-24	1.60	2.5
Sep-24	1.68	2.5

Information from VEC Engineering

Vermont Electric Cooperative, Inc.

Reliability Measures

2023

	Annual YTD Index - MINUS STORMS				Annual YTD Index - Storms Included			
	SAIFI		CAIDI		SAIFI		CAIDI	
	1.35		2.49		2.23		3.61	
	SAIFI	CAIDI	SAIFI	CAIDI	SAIFI	CAIDI	SAIFI	CAIDI
2023	Measure	Goal	Measure	Goal	Measure	Goal	Measure	Goal
Jan	0.04		2.62		0.04		2.62	
Feb	0.08		1.35		0.08		1.35	
Mar	0.12		2.06		0.12		2.06	
Apr	0.10		2.64		0.10		2.64	
May	0.15		7.51		0.15		7.51	
Jun	0.07	2.50	1.64	2.60	0.07	2.50	1.64	2.60
Jul	0.42		1.37		0.42		1.37	
Aug	0.07		1.94		0.07		1.94	
Sep	0.10		3.41		0.10		3.41	
Oct	0.04		1.54		0.04		1.54	
Nov	0.09		1.93		0.39		5.01	
Dec	0.08		1.64		0.65		4.69	

Storm Exclusions:

1. Winter Storm Gerald - The November Snow Event started on November 27th at hour 02:00 and ended on November 28th at hour 20:00. At peak, the storm caused over 17,910 VEC meters to be without power, and 229 outage events occurred during the storm.
2. Winter Storm Jake – Winter Storm Jake started on December 3 at hour 23:00 and ended on December 5 at hour 16:00. At peak, the storm caused over 8,405 VEC meters to be without power, and 178 outage events occurred during the storm.
3. Winter Storm Kendall – Winter Storm Kendall started on December 11 at hour 02:00 and ended on December 13 at hour 12:00. At peak, the storm caused over 37,052 VEC meters to be without power, and 402 separate outages.

Customer Average Interruption Duration "CAIDI" (7b)

<u>Date</u>		<u>Goal</u>
Jul-24	3.38	2.6
Aug-24	2.34	2.6
Sep-24	1.69	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 26-Jan-24	1	Island Pond 4A	0.01	3.48	Company Initiated, Trees, Equip Failure
	2	Hinesburg 3A	5.19	0.56	Company Initiated, Trees
	3	Burton Hill 3A	0.31	2.45	Company Initiated, Trees, Equip Failure
	4	Cambridge 1A	2.34	2.67	Company Initiated, Trees
	5	West Charleston 1A	3.63	4.35	Company Initiated, Trees
	6	West Charleston 2A	2.63	6.46	Company Initiated, Trees
	7	North Troy 3A	2.36	0.89	Company Initiated, Trees
	8	Irasburg 3A	1.30	1.77	Company Initiated, Trees
	9	South Hero 1A	0.23	1.12	Company Initiated, Trees, Unknown
	10	Hinesburg 1A	7.03	0.55	Company Initiated, Trees, Animals

Major Storms (7d)

Storm Exclusions:

1. Winter Storm Gerald - The November Snow Event started on November 27th at hour 02:00 and ended on November 28th at hour 20:00.
2. Winter Storm Jake – Winter Storm Jake started on December 3 at hour 23:00 and ended on December 5 at hour 16:00. At peak, the storm
3. Winter Storm Kendall – Winter Storm Kendall started on December 11 at hour 02:00 and ended on December 13 at hour 12:00. At peak,

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.