

Ludlow Successor Service Quality & Reliability Plan (SQRP)

The purpose of this plan is to establish performance standards and performance monitoring and reporting for electric service provided by the Village of Ludlow Electric Light Department.

On January 22, 2007, the Vermont Public Service Board approved a successor SQRP filed by the Village of Ludlow Electric Light Department.

Service Guarantee

Effective April 01, 2007, Ludlow will offer five (5) categories of Service Guarantees

1. Regular monthly customer bills for electric energy services will be rendered within seven (7) days of the scheduled billing cycle.
2. All customer bills for electric energy service will be accurate and in compliance with approved standards of service.
3. Ludlow Line Crew will show up for scheduled work, on customer premises within two (2) hours of scheduled appointment time or by the end of the agreed day if no appointment was scheduled.
4. Work for line extensions, new services, disconnect/reconnect and temporary service connections will be completed within five (5) business days of promised delivery provided the customer has met his or her requirements.
5. All electric meter work will be completed within two (2) business days of promised delivery.

For each incidence of failure to comply with these Service Guarantees, by Ludlow, the customer will receive a five (5) dollar credit on their next monthly bill.

Service Quality Compensation Method

Ludlow in conjunction with the Vermont Department of Public Service has established Performance Standards for each Service Quality promise. Failure by Ludlow to comply with those approved Performance Standards will result in a financial penalty to Ludlow. All financial penalty dollars, over a twelve (12) month period will be placed into a Service Quality Fund. The total amount (not to exceed .1% of annual electric revenues for the preceding calendar year) of dollars in the Service Quality Fund will be paid to Southern Vermont Community Action Agency (SEVCA) on or before March 31 of the following year.

Performance Results 12 months ending Dec 31, 2022(Average)

Metric	Baseline	Results
Customer bills rendered timely	<=1.00%	0.00%
Customer bills rendered accurately	<=1.00%	0.03%
Percent of meters not read *	<=10.00%	0.03%
Customer requested work completed on time	<=5.00%	0.00%
Average days of missed appointments	<=5.00	0.00
Lost time incidents	<-2.00	1.00
Lost time severity	<=18.00	20.00
System average interruption frequency	<=3.00	0.028
Customer average interruption duration	<=0.9	0.225

*(Due to accessibility)

In addition to the performance standards and measurements set forth in the document, Ludlow agrees to the following time frames for response to customer and regulatory complaints:

- a) Ludlow shall provide a substantive response to consumer complaints expressed directly to the company within 14 calendar days of receipt by any method of contact.
- b) Ludlow shall provide a substantive response to consumer complaints from DPS within 14 calendar days.
- c) If Ludlow needs additional time to respond fully to a complaint from a consumer or from DPS, Ludlow shall within the initial 14 day period request a specific additional time for response and shall provide a full resolution within the requested additional time.