

Barton Village, Inc. Electric Department

Service Quality & Reliability Performance Report for 2025

Barton Village, Inc. Electric Department (BVI) is required by the Vermont Public Utility Commission (PUC) to monitor service quality & reliability performance as required by its Service Quality & Reliability Performance, Monitoring & Reporting Plan ("Plan"). BVI is also required to file performance reports with the PUC.

The purpose of this 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 BVI office.

PUC and BVI 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 is assigned to these points. Under the Plan, service quality compensation dollars shall be applied community service activities.

In the Plan, Section V: Service Quality Compensation, requires BVI to communicate performance results to its customers.

In 2025, BVI met the service requirements for all of its standards except for standard 7a & 7b

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	<=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	6,367	6,347	6,031	5,995	24,740	
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	3	3	1	1	8	
B	Total number of bills rendered	6,367	6,347	6,031	5,995	24,740	
C	(A/B)	0.05%	0.00%	0.02%	0.02%	0.03%	<=1.00%
2c	Payment posting complaints						
A	Number of customers complaining about payment posting	0	0	0	1	1	
B	Total number of customers	6,367	6,347	6,031	5,995	24,740	
C	(A/B)	0.00%	0.00%	0.00%	0.02%	0.00%	<=.05%
3a	Meters not read						
A	Number of meters not read	0	0	0	0	0	
B	Numbers of meters scheduled to be read	6,367	6,347	6,031	5,995	24,740	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	<=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	
B	Total jobs promised completed	27	37	33	0	97	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	<=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	0	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	0	0	0	0	
B	Total number of customers	6,367	6,347	6,031	5,995	24,740	
C	(A/B)	0.00%	0.00%	0.00%	0.00%	0.00%	<=0.07%
6a	Lost time incidents (report annually in January) Total incidents that cause injury to injury to an employee, occur while 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 VOSHA Accident Log					0	<=9
7a	System average interruption frequency (reported annually in January) SAIFI as defined in PSB Rule 4.901					2.9	<=1.8
7b	Customer average interruption duration (reported annually in January) CAIDI as defined in PSB Rule 4.901					6.1	<=2.5
7c	Worst performing areas: Attach worst performing areas analysis (reported annually in January)						