



KPI July-September

Key:	Good
	In Progress
	Needs Improvement

Customer	July	August	September	Benchmark	Units
1 Meter Count	39,341	39,335	39,376	18	Meters
2 CAIDI	50	155	31	120	minutes/outage
3 SAIDI	4.04	3.21	3.94	12	minutes/customer
4 SAIFI	0.08	0.02	0.13	0.11	outages/customer

Financial	July	August	September	Benchmark	Units
5 Overtime Cost	0.30%	0.38%	0.27%	3%	percent of revenue
6 Days Cash on Hand	84	96	108	120	days
7 Debt Service Coverage Ratio	1.44	1.66	1.85	1.75	surplus dollars per debt
8 Unrestricted Fund Balance	\$ 17,738,091	\$ 20,451,077	\$ 22,879,568	\$25,000,000	dollars of balance
9 Net Margin	14.08%	23.34%	23.28%	2.75%	percent of revenue

Employee & Organization Capacity	July	August	September	Benchmark	Units
10 Hours Worked without a lost Workday Injury	346,288	355,647	365,006	1,000,000	hours
11 Restricted Workday Injuries	0	0	0	0	days

Internal Business Process	July	August	September	Benchmark	Units
12 Connections per Employee	605	605	606	400	connections
13 Operating Cost per Customer	\$150	\$160	\$127	\$350	dollars per customer
14 Preventable Vehicle Accident Rate	0	0	0	0	accidents

Power Supply	July	August	September	Benchmark	Units
15 Energy Consumption	89,119,469	83,021,255	67,077,659	N/A	kiloWatt Hours
16 Peak Demand	186,143	175,657	141,871	N/A	kiloWatts
17 System Load Factor	66%	65%	65%	65%	load factor

Billing	July	August	September	Benchmark	Units
18 Delinquent Revenue	0.0%	0.0%	-0.1%	1.0%	percent of revenue
19 Revenue Write Offs	\$ 24,459	\$ 36,027	\$ 18,472	\$ 25,000	dollars written off

UMPA	May	June	July	Benchmark	Units
20 Monthly S-1 Payment	\$ 179,410	\$ 610,890	\$ (2,619,221)	N/A	dollars
21 Estimated S-1 Payment	\$ 506,597	\$ 583,759	\$ (621,163)	N/A	dollars
22 Accuracy of Estimate	182%	-4%	-76%	±10%	percent of power bill