



KPI Sep-Nov

Key:	Good
	In Progress
	Needs Improvement

Customer	September	October	November	Benchmark	Units
1 Meter Count	39,376	39,402	39,449	18	Meters
2 CAIDI	31	75	104	120	minutes/outage
3 SAIDI	3.94	2.74	1.54	12	minutes/customer
4 SAIFI	0.13	0.04	0.01	0.11	outages/customer

Financial	September	October	November	Benchmark	Units
5 Overtime Cost	0.27%	0.11%	0.18%	3%	percent of revenue
6 Days Cash on Hand	126	140	137	120	days
7 Debt Service Coverage Ratio	2.16	2.41	2.36	1.75	surplus dollars per debt
8 Unrestricted Fund Balance	\$ 26,714,164	\$ 29,722,686	\$ 29,162,130	\$25,000,000	dollars of balance
9 Net Margin	37.85%	27.96%	21.52%	2.75%	percent of revenue

Employee & Organization Capacity	September	October	November	Benchmark	Units
10 Hours Worked without a lost Workday Injury	365,006	374,366	383,725	1,000,000	hours
11 Restricted Workday Injuries	0	0	1	0	days

Internal Business Process	September	October	November	Benchmark	Units
12 Connections per Employee	606	606	607	400	connections
13 Operating Cost per Customer	\$127	\$150	\$167	\$350	dollars per customer
14 Preventable Vehicle Accident Rate	0	0	1	0	accidents

Power Supply	September	October	November	Benchmark	Units
15 Energy Consumption	67,077,659	59,690,845	58,916,937	N/A	kiloWatt Hours
16 Peak Demand	141,871	109,407	106,240	N/A	kiloWatts
17 System Load Factor	65%	75%	76%	65%	load factor

Billing	September	October	November	Benchmark	Units
18 Delinquent Revenue	-0.1%	0.0%	0.0%	1.0%	percent of revenue
19 Revenue Write Offs	\$ 18,472	\$ (119)	\$ 38,674	\$ 25,000	dollars written off

UMPA	July	August	September	Benchmark	Units
20 Actual S-1 Payment	\$ (2,619,221)	\$ (625,980)	\$ (311,911)	N/A	dollars
21 Estimated S-1 Payment	\$ (621,163)	\$ (586,960)	\$ (489,667)	N/A	dollars
22 Accuracy of Estimate	-76%	-6%	57%	±10%	percent of power bill