



KPI Oct-Dec

Key:	Good
	In Progress
	Needs Improvement

Customer	October	November	December	Benchmark	Units
1 Meter Count	39,402	39,449	39,469	18	Meters
2 CAIDI	75	104	24	120	minutes/outage
3 SAIDI	2.74	1.54	0.03	12	minutes/customer
4 SAIFI	0.04	0.01	0.00	0.11	outages/customer

Financial	October	November	December	Benchmark	Units
5 Overtime Cost	0.11%	0.18%	0.11%	3%	percent of revenue
6 Days Cash on Hand	140	137	135	120	days
7 Debt Service Coverage Ratio	2.41	2.36	2.32	1.75	surplus dollars per debt
8 Unrestricted Fund Balance	\$ 29,722,686	\$ 29,162,130	\$ 28,710,455	\$25,000,000	dollars of balance
9 Net Margin	27.96%	21.52%	17.19%	2.75%	percent of revenue

Employee & Organization Capacity	October	November	December	Benchmark	Units
10 Hours Worked without a lost Workday Injury	374,366	383,725	393,084	1,000,000	hours
11 Restricted Workday Injuries	0	1	0	0	days

Internal Business Process	October	November	December	Benchmark	Units
12 Connections per Employee	606	607	607	400	connections
13 Operating Cost per Customer	\$150	\$167	\$168	\$350	dollars per customer
14 Preventable Vehicle Accident Rate	0	1	1	0	accidents

Power Supply	October	November	December	Benchmark	Units
15 Energy Consumption	59,690,845	58,916,937	62,630,506	N/A	kiloWatt Hours
16 Peak Demand	109,407	106,240	104,965	N/A	kiloWatts
17 System Load Factor	75%	76%	82%	65%	load factor

Billing	October	November	December	Benchmark	Units
18 Delinquent Revenue	0.0%	0.0%	0.0%	1.0%	percent of revenue
19 Revenue Write Offs	\$ (119)	\$ 38,674	\$ 13,016	\$ 25,000	dollars written off

UMPA	August	September	October	Benchmark	Units
20 Actual S-1 Payment	\$ (625,980)	\$ (311,911)	\$ 1,046,381	N/A	dollars
21 Estimated S-1 Payment	\$ (586,960)	\$ (489,667)	\$ 961,620	N/A	dollars
22 Accuracy of Estimate	-6%	57%	-8%	±10%	percent of power bill