



KPI Nov-Jan

Key:	Good
	In Progress
	Needs Improvement

Customer	November	December	January
1 Meter Count	39,449	39,469	39,556
2 CAIDI	104	24	37
3 SAIDI	1.54	0.03	2.90
4 SAIFI	0.01	0.00	0.08

Benchmark	Units
18	Meters
120	minutes/outage
12	minutes/customer
0.11	outages/customer

Financial	November	December	January
5 Overtime Cost	0.18%	0.11%	0.16%
6 Days Cash on Hand	137	135	138
7 Debt Service Coverage Ratio	2.36	2.32	2.37
8 Unrestricted Fund Balance	\$ 29,162,130	\$ 28,710,455	\$ 29,296,869
9 Net Margin	21.52%	17.19%	14.95%

Benchmark	Units
3%	percent of revenue
120	days
1.75	surplus dollars per debt
\$25,000,000	dollars of balance
2.75%	percent of revenue

Employee & Organization Capacity	November	December	January
10 Hours Worked without a lost Workday Injury	383,725	393,084	402,444
11 Restricted Workday Injuries	1	0	0

Benchmark	Units
1,000,000	hours
0	days

Internal Business Process	November	December	January
12 Connections per Employee	607	607	609
13 Operating Cost per Customer	\$167	\$168	\$186
14 Preventable Vehicle Accident Rate	1	1	1

Benchmark	Units
400	connections
\$350	dollars per customer
0	accidents

Power Supply	November	December	January
15 Energy Consumption	58,916,937	62,630,506	64,568,762
16 Peak Demand	106,240	104,965	110,210
17 System Load Factor	76%	82%	80%

Benchmark	Units
N/A	kiloWatt Hours
N/A	kiloWatts
65%	load factor

Billing	November	December	January
18 Delinquent Revenue	0.0%	0.0%	-0.1%
19 Revenue Write Offs	\$ 38,674	\$ 13,016	\$ 51,570

Benchmark	Units
1.0%	percent of revenue
\$ 25,000	dollars written off

UMPA	September	October	November
20 Actual S-1 Payment	\$ (311,911)	\$ 1,046,381	\$ 1,372,765
21 Estimated S-1 Payment	\$ (489,667)	\$ 961,620	\$ 1,384,548
22 Accuracy of Estimate	57%	-8%	1%

Benchmark	Units
N/A	dollars
N/A	dollars
±10%	percent of power bill