



KPI June-August

Key:	Good
	In Progress
	Needs Improvement

Customer				Benchmark	Units
1	Meter Count	39,352	39,341	39,335	18 Meters
2	CAIDI	123	53	183	120 minutes/outage
3	SAIDI	0.73	4.39	13.71	12 minutes/customer
4	SAIFI	0.01	0.08	0.07	0.11 outages/customer
Financial				Benchmark	Units
5	Overtime Cost	0.35%	0.30%	0.38%	3% percent of revenue
6	Days Cash on Hand	129	84	95	120 days
7	Debt Service Coverage Ratio	1.97	1.44	1.64	1.75 surplus dollars per debt
8	Unrestricted Fund Balance	\$ 26,101,773	\$ 17,738,091	\$ 20,204,092	\$25,000,000 dollars of balance
9	Net Margin	4.36%	14.08%	21.76%	2.75% percent of revenue
Employee & Organization Capacity				Benchmark	Units
10	Hours Worked without a lost Workday Injury	336,928	346,288	355,647	1,000,000 hours
11	Restricted Workday Injuries	0	0	0	0 days
Internal Business Process				Benchmark	Units
12	Connections per Employee	579	605	605	400 connections
13	Operating Cost per Customer	\$171	\$150	\$160	\$350 dollars per customer
14	Preventable Vehicle Accident Rate	0	0	0	0 accidents
Power Supply				Benchmark	Units
15	Energy Consumption	64,101,733	89,119,469	83,021,255	N/A kiloWatt Hours
16	Peak Demand	138,922	186,143	175,657	N/A kiloWatts
17	System Load Factor	63%	66%	65%	65% load factor
Billing				Benchmark	Units
18	Delinquent Revenue	0.0%	0.0%	0.0%	1.0% percent of revenue
19	Revenue Write Offs	\$ 6,792	\$ 24,459	\$ 36,027	\$ 25,000 dollars written off
UMPA				Benchmark	Units
20	Monthly S-1 Payment	\$ 1,001,671	\$ 179,410	\$ 610,890	N/A dollars
21	Estimated S-1 Payment	\$ 1,256,960	\$ 506,597	\$ 583,759	N/A dollars
22	Accuracy of Estimate	25%	182%	-4%	±10% percent of power bill