



KPI January-March

Key:	Good
	Neutral
	Needs Improvement

Customer	January	February	March
1 Meter Count	39,556	39,581	39,670
2 CAIDI	37	27	126
3 SAIDI	2.90	1.86	2.72
4 SAIFI	0.08	0.07	0.02

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

Financial	January	February	March
5 Overtime Cost	0.16%	0.06%	0.14%
6 Days Cash on Hand	167	159	163
7 Debt Service Coverage Ratio	2.86	2.73	2.80
8 Unrestricted Fund Balance	\$ 35,386,503	\$ 33,788,481	\$ 34,587,473
9 Net Margin	14.95%	10.84%	10.72%

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	January	February	March
10 Hours Worked without a lost Workday Injury	402,444	411,803	421,163
11 Restricted Workday Injuries	0	0	2

Benchmark	Units
1,000,000	hours
0	days

Internal Business Process	January	February	March
12 Connections per Employee	609	609	610
13 Operating Cost per Customer	\$186	\$186	\$156
14 Preventable Vehicle Accident Rate	1	0	0

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

Power Supply	January	February	March
15 Energy Consumption	64,568,762	58,230,672	59,505,488
16 Peak Demand	110,210	102,720	102,048
17 System Load Factor	80%	78%	80%

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

Billing	January	February	March
18 Delinquent Revenue	0.7%	0.5%	0.5%
19 Revenue Write Offs	\$ 51,570	\$ 22,660	\$ 13,186

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

UMPA	November	December	January
20 Actual S-1 Payment	\$ 1,372,765	\$ 1,772,443	\$ 1,952,559
21 Estimated S-1 Payment	\$ 1,384,548	\$ 1,789,980	\$ 2,004,214
22 Accuracy of Estimate	1%	1%	3%

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