



KPI July-September

Key:	Good
	In Progress
	Needs Improvement

Customer	July	August	September
1 Meter Count	38,280	38,339	38,390
2 CAIDI	65	104	51
3 SAIDI	0.53	0.83	3.77
4 SAIFI	0.01	0.01	0.07

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

Financial	July	August	September
5 Overtime Cost	0.17%	0.14%	0.26%
6 Days Cash on Hand	224	230	225
7 Debt Service Coverage	2.59	2.67	2.60
8 Fund Balance	\$ 38,619,122	\$ 39,728,694	\$ 38,788,814
9 Net Margin	-0.83%	6.27%	0.43%

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	July	August	September
10 Hours Worked without a lost Workday Injury	121,672	131,031	140,391
11 Restricted Workday injuries	1	1	1

Benchmark	Units
1,000,000	hours
0	days

Internal Business Process	July	August	September
12 Connections per Employee	547	548	548
13 Operating Cost per Customer	\$218	\$189	\$204
14 Preventable Vehicle Accident Rate	0	0	0

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

Power Supply	July	August	September
15 Energy Consumption	90,874,406	79,316,739	69,557,922
16 Peak Demand	183,133	174,596	161,706
17 System Load Factor	68%	62%	59%

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

Billing	July	August	September
18 Delinquent Revenue	0.9%	0.8%	0.7%
19 Credit Disconnects	-	-	-

Benchmark	Units
1.0%	percent of revenue
1000	disconnects

UMPA	May	June	July
20 Monthly S-1 Payment	\$ 3,490,989	\$ 5,051,106	\$ 6,294,889
21 Estimated S-1 Payment	\$ 3,617,267	\$ 5,048,649	\$ 5,206,135
22 Accuracy of Estimate	4%	0%	-17%

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