



KPI July-September

Key:	Good
	In Progress
	Needs Improvement

Customer	July	August	September
1 Meter Count	38,801	38,879	38,893
2 CAIDI	60	104	91
3 SAIDI	1.66	0.83	2.48
4 SAIFI	0.02	0.01	0.03

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

Financial	July	August	September
5 Overtime Cost	0.20%	0.18%	0.23%
6 Days Cash on Hand	70	89	93
7 Debt Service Coverage	1.07	1.36	1.42
8 Unrestricted Fund Balance	\$ 14,179,066	\$ 18,013,144	\$ 18,828,885
9 Net Margin	18.50%	6.27%	22.05%

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	233,975	243,334	252,694
11 Restricted Workday Injuries	0	0	0

Benchmark	Units
1,000,000	hours
0	days

Internal Business Process	July	August	September
12 Connections per Employee	571	572	572
13 Operating Cost per Customer	\$157	\$186	\$163
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	91,618,304	86,705,771	73,876,844
16 Peak Demand	183,706	178,882	188,368
17 System Load Factor	68%	66%	54%

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

Billing	July	August	September
18 Delinquent Revenue	0.0%	0.0%	0.0%

Benchmark	Units
1.0%	percent of revenue

UMPA	May	June	July
19 Monthly S-1 Payment	\$ 3,693,867	\$ 4,516,849	\$ 3,975,561
20 Estimated S-1 Payment	\$ 3,404,515	\$ 4,101,924	\$ 3,932,405
21 Accuracy of Estimate	-8%	-9%	-1%

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