



KPI Sep-Nov

Key:	Good
	In Progress
	Needs Improvement

Customer	September	October	November
1 Meter Count	38,893	38,904	38,913
2 CAIDI	91	38	0
3 SAIDI	2.48	2.90	0.00
4 SAIFI	0.03	0.08	0.00

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

Financial	September	October	November
5 Overtime Cost	0.23%	0.07%	0.11%
6 Days Cash on Hand	93	80	79
7 Debt Service Coverage	1.42	1.23	1.21
8 Unrestricted Fund Balance	\$ 18,828,885	\$ 16,219,370	\$ 16,062,883
9 Net Margin	22.05%	14.09%	8.20%

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	September	October	November
10 Hours Worked without a lost Workday Injury	252,694	262,053	271,412
11 Restricted Workday Injuries	0	0	0

Benchmark	Units
1,000,000	hours
0	days

Internal Business Process	September	October	November
12 Connections per Employee	572	572	572
13 Operating Cost per Customer	\$163	\$174	\$183
14 Preventable Vehicle Accident Rate	0	0	1

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

Power Supply	September	October	November
15 Energy Consumption	73,876,844	61,463,904	61,094,026
16 Peak Demand	188,368	115,114	107,372
17 System Load Factor	54%	73%	78%

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

Billing	September	October	November
18 Delinquent Revenue	0.0%	0.0%	0.1%

Benchmark	Units
1.0%	percent of revenue

UMPA	July	August	September
19 Monthly S-1 Payment	\$ (573,531)	\$ (233,239)	\$ 157,358
20 Estimated S-1 Payment	\$ (616,679)	\$ (233,044)	\$ (389,837)
21 Accuracy of Estimate	8%	0%	-348%

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