



KPI Oct-Dec

Key:	Good
	In Progress
	Needs Improvement

Customer	October	November	December
1 Meter Count	38,904	38,912	38,994
2 CAIDI	38	70	83
3 SAIDI	2.90	3.81	0.20
4 SAIFI	0.08	0.05	0.00

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

Financial	October	November	December
5 Overtime Cost	0.07%	0.11%	0.22%
6 Days Cash on Hand	80	79	82
7 Debt Service Coverage	1.23	1.21	1.25
8 Unrestricted Fund Balance	\$ 16,219,370	\$ 16,062,883	\$ 16,594,281
9 Net Margin	14.09%	8.20%	7.86%

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	October	November	December
10 Hours Worked without a lost Workday Injury	262,053	271,412	280,772
11 Restricted Workday Injuries	0	0	0

Benchmark	Units
1,000,000	hours
0	days

Internal Business Process	October	November	December
12 Connections per Employee	572	572	573
13 Operating Cost per Customer	\$174	\$183	\$164
14 Preventable Vehicle Accident Rate	0	1	0

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

Power Supply	October	November	December
15 Energy Consumption	61,463,904	61,094,026	64,995,799
16 Peak Demand	115,114	107,372	110,433
17 System Load Factor	73%	78%	81%

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

Billing	September	November	December
18 Delinquent Revenue	0.0%	0.1%	0.9%

Benchmark	Units
1.0%	percent of revenue

UMPA	August	September	October
19 Monthly S-1 Payment	\$ (233,239)	\$ 157,358	\$ 575,302
20 Estimated S-1 Payment	\$ (233,044)	\$ (389,837)	\$ 1,155,437
21 Accuracy of Estimate	0%	-348%	101%

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