



	A	B	C	D	E	F	G	H	I	J	K	L	
2													
3		<b>VERMONT SERVICE QUALITY PERFORMANCE INDEX</b>											
4		<b>Report Period: April 2010 through June 2010</b>	<b>Reporting company:</b>					<b>Vermont Electric Cooperative, Inc.</b>					
5		<b>Performance area</b>	<b>April Month 04</b>	<b>May Month 05</b>	<b>June Month 6</b>	<b>2010 Current 2nd QTR</b>	<b>2010 1st QTR</b>	<b>2009 4th QTR</b>	<b>2009 3rd QTR</b>	<b>Annual Rolling Average To Date</b>	<b>Standard to be Achieved</b>	<b>Action Level</b>	
6	<b>1a</b>	% Calls Not Answered w/in 20 Seconds								<b>1a</b>			
7		# calls not reaching a Rep. w/in 20 seconds	0	0	0	0	0	0	0	0			
8		Number of attempts to reach a company Rep.	27,972	11,252	10,633	49,857	33,772	34,960	46,710	165,299			
9		<b>B7/B8</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>&lt;=25%</b>		
10	<b>1b</b>	Adandonment Rate (Normal Busines Hours)								<b>1b</b>			
11		# calls abandoned	156	282	293	731	505	735	794	2,765			
12		Number of attempts to reach a company Rep.	6,374	5,960	6,647	18,981	18,492	17,688	17,499	72,660			
13		<b>B11/B12</b>	<b>2.4%</b>	<b>4.7%</b>	<b>4.4%</b>	<b>3.9%</b>	<b>2.7%</b>	<b>4.2%</b>	<b>4.5%</b>	<b>3.8%</b>	<b>&lt;=5%</b>		
14	<b>1c</b>	Adandonment Rate (After Normal Busines Hours)								<b>1c</b>			
15		# calls abandoned	200	22	10	232	111	148	80	571			
16		Number of attempts to reach a company Rep.	3,699	868	441	5,008	1,955	2,953	2,136	12,052			
17		<b>B15/B16</b>	<b>5.4%</b>	<b>2.5%</b>	<b>2.3%</b>	<b>4.6%</b>	<b>5.7%</b>	<b>5.0%</b>	<b>3.7%</b>	<b>4.7%</b>	<b>&lt;=15%</b>		
18	<b>1d</b>	Blocked Calls to the Company								<b>1d</b>			
19		Number of Calls Receiving a Busy Signal	14	2	102	118	33	17	741	909			
20		Total Number of Calls	27,986	11,254	10,735	49,975	33,772	35,337	46,710	165,794			
21		<b>B19/B20</b>	<b>0.1%</b>	<b>0.0%</b>	<b>1.0%</b>	<b>0.2%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>1.6%</b>	<b>0.5%</b>	<b>&lt;=3%</b>		
22	<b>2a</b>	% of Bills Not Rendered Monthly								<b>2a</b>			
23		Number of bills not rendered within 7 days of scheduled billing date	0	0	0	0	3	70	2	75			
24		Total number of bills scheduled to be rendered	36,841	38,573	38,819	114,233	115,726	116,705	115,609	462,273			
25		<b>B27/B28</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.06%</b>	<b>0.00%</b>	<b>0.02%</b>	<b>&lt;=,10%</b>		
26	<b>2b</b>	Bills found inaccurate								<b>2b</b>			
27		Number of bills rendered inaccurately for the month	9	5	5	19	25	20	24	88			
28		Total number of bills scheduled to be rendered	36,841	38,573	38,819	114,233	115,726	116,705	115,609	462,273			
29		<b>B31/B32</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>&lt;=0.1%</b>		
30	<b>2c</b>	Payment posting complaints								<b>2c</b>			
31		Number of customers complaining about payment posting	0	0	0	0	0	0	0	0.00			
32		Total number of customers	36,841	38,573	38,819	114,233	115,726	116,705	115,609	462,273			
33		<b>B35/B36</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>0.0000%</b>	<b>&lt;=0.010</b>		
34	<b>3a</b>	% of Scheduled Meter Readings not Performed								<b>3a</b>			
35		Number of Scheduled Meters not read	336	258	129	723	2,820	1,628	964	6,135			
36		Number of Meter Readings Scheduled	38,916	38,927	39,101	116,944	116,862	116,862	117,249	467,917			
37		<b>B39/B40</b>	<b>0.9%</b>	<b>0.7%</b>	<b>0.3%</b>	<b>0.6%</b>	<b>2.4%</b>	<b>1.40%</b>	<b>0.8%</b>	<b>1.3%</b>	<b>&lt;=5.0%</b>		
38	<b>4a</b>	% of customer requested work not completed on or before promised delivery date								<b>4a</b>			

	A	B	C	D	E	F	G	H	I	J	K	L
39		Number of jobs not completed on or before promised delivery date	8	8	11	27	37	42	45	151		
40		Total number of jobs promised complete in the reporting month	468	423	456	1,347	849	1,194	1,292	4,682		
41		<b>B43/B44</b>	<b>1.7%</b>	<b>1.9%</b>	<b>2.4%</b>	<b>2.0%</b>	<b>4.4%</b>	<b>3.5%</b>	<b>3.5%</b>	<b>3.2%</b>	<b>&lt;=5%</b>	
42	<b>4b</b>	Average number of days after the missed delivery date								<b>4b</b>		
43		Total days of delay	33	31	29	93	149	136	107	485		
44		Total number of delayed jobs in the reporting month	8	8	11	27	37	42	45	151		
45		<b>B47/B48</b>	<b>4.1</b>	<b>3.9</b>	<b>2.6</b>	<b>3.4</b>	<b>4.0</b>	<b>3.2</b>	<b>2.4</b>	<b>3.2</b>	<b>&lt;=5 days</b>	
46	<b>5a</b>	% Satisfied after customer initiated contact								<b>5a</b>		
47		# of customers Satisfied w/ level of VEC service (ref WAI Report)	47	69	52	168	95	133	157	553		
48		# of customers responding to this question on survey	50	73	60	183	106	151	182	622		
49		<b>% of Customers Satisfied with level of Overall VEC service (B51/B52)</b>	<b>94.0%</b>	<b>94.5%</b>	<b>86.7%</b>	<b>91.8%</b>	<b>89.6%</b>	<b>88.1%</b>	<b>86.3%</b>	<b>88.9%</b>	<b>80.0%</b>	
50	<b>5c</b>	Rate of Complaints to VDPS/Consumer Affairs								<b>5c</b>		
51		Number of Escalations	2	1	0	3	2	0	0	5		
52		Total number of customers	36,841	38,573	38,819	114,233	115,726	116,705	115,609	462,273		
53		<b>B55/B56</b>	<b>0.01%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>&lt;=.07%</b>	

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3		<b>VERMONT SERVICE QUALITY PERFORMANCE INDEX</b>									
4		<b>Report Period: January 2009 through December 2009 (6a - 7d)</b>	<b>Reporting company:</b>				<b>Vermont Electric Cooperative, Inc.</b>				
5		<b>Performance area</b>	<b>2009 Annual Report Requirements</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Prior Quarter</b>	<b>Prior Quarter</b>	<b>Prior Quarter</b>	<b>Prior Quarter</b>	<b>Annual Average To Date</b>	<b>Standard to be Achieved</b>
6	<b>5b</b>	% of Overall Customer Satisfaction (customers satisfied with VEC)								<b>5c</b>	
7		Number of Customers satisfied (Annual) (6,7,8,9,10)	<b>Annual</b>							428	
8		Total Number Survey Responses								474	
9		% of Customers Satisfied with level of Overall VEC service (B7/B8)	<b>NRECA Report 2010</b>							<b>90.3%</b>	<b>80%</b>
10	<b>6a</b>	Lost time Incident Rate								<b>6a</b>	
11		Number of lost time cases x 200,000	<b>Annual</b>							800,000	
12		Total hours worked by VEC employees								188,022	
13		B11/B12	<b>Year Ending 2009</b>							<b>4.25</b>	<b>&lt;=3.0</b>
14	<b>6b</b>	Lost Time Severity Rate								<b>6b</b>	
15		Number of Employee lost days x 200,000	<b>Annual</b>							9,000,000	
16		Total hours worked by VEC employees								188,022	
17		B15/B16	<b>Year Ending 2009</b>							<b>47.87</b>	<b>&lt;=46</b>
18										<b>Annual</b>	
19	<b>7a</b>	System average interruption frequency ("SAIFI")	<b>Year Ending 2009</b>							<b>2.1</b>	<b>&lt;=2.5</b>
20	<b>7b</b>	Customer average interruption duration (CAIDI)	<b>Year Ending 2009</b>							<b>2.0</b>	<b>&lt;=2.6</b>
21	<b>7c</b>	Worst Performing Areas (annual report of 10 worst areas)	<b>See attached Sheet</b>							<b>n/a</b>	
22	<b>7d</b>	Major Storms reporting SAIFI & CAIDI less major storms	<b>For Major Storms</b>							<b>n/a</b>	
23											
24		Annual Numbers for 6a - 7d will be updated on the January report									

**Call answering service level (1a)**  
**Normal Business Hours**

<u>Date</u>	<u># Calls</u>	<u>&gt;20 Seconds</u>	<u>% calls</u>	<u>Goal</u>
Apr-10	27972	0	0.00%	<=25%
May-10	11252	0	0.00%	<=25%
Jun-10	10633	0	0.00%	<=25%
<b>Total</b>	<b>49857</b>	<b>0</b>	<b>0.00%</b>	<b>&lt;=25%</b>

Formula

Number of calls not reaching a company rep within 20 seconds  
Number of attempts to reach a company rep

Level 3

Page 3

OPC =Inbound Calls

OFL = Busy

**Abandonment Rate Normal Business Hours (1 b)**

<u>Dates</u>	<u>Attempts</u>	<u># Abandoned</u>	<u>Answer</u>	<u>% Abandon</u>	<u>Goal</u>
Apr-10	6374	156	6218	2.4%	<=5%
May-10	5960	282	5678	4.7%	<=5%
Jun-10	6647	293	6354	4.4%	<=5%
<b>Totals</b>	<b>18981</b>	<b>731</b>	<b>18250</b>	<b>3.9%</b>	<b>&lt;=5%</b>

Formula

Number of calls abandoned  
Number of attempts to reach a company rep

Nortel

4

**Abandonment Rate Outside of Normal Business Hours (1c)**

<u>Dates</u>	<u>Presented</u>	<u># Abandoned</u>	<u>Answer</u>	<u>% Abandon</u>	<u>Goal</u>
Apr-10	3699	200	3499	5.41%	<=15%
May-10	868	22	846	2.53%	<=15%
Jun-10	441	10	431	2.27%	<=15%
<b>Totals</b>	<b>5008</b>	<b>232</b>	<b>4776</b>	<b>4.6%</b>	<b>&lt;=15%</b>

Formula

Number of calls abandoned

Number of attempts to reach a company rep

Nortel

5

**Blocked calls to the Cooperative : 1d**

<u>Dates</u>	<u>OPC</u> <u>Number of</u> <u>Incoming Calls</u>	<u>OFL</u> <u>Number of Calls</u> <u>Receiving Busy Signals</u>	<u>OPC + OFL</u> <u>Total Number of Calls</u> <u>During Business Hours</u>	<u>% of Blocked Calls</u> <u>After Normal Business Hours</u>	<u>Standard</u>
Apr-10	27972	14	27986	0.05%	<=3%
May-10	11252	2	11254	0.02%	<=3%
Jun-10	10633	102	10735	0.95%	<=3%
<b>Totals</b>	<b>49857</b>	<b>118</b>	<b>49975</b>	<b>0.24%</b>	<b>&lt;=3%</b>

In from spreadsheet 1a

Formula
$\frac{\text{Number of calls receiving a busy signal}}{\text{Total number of calls}}$

Level 3

OPC = Incoming Calls

OFL = Busy or Blocked Calls

**Percent of bills rendered monthly in a timely fashion (2a)**

<b><u>Date</u></b>	<b><u>#Rendered</u></b>	<b><u>Not Rendered within 7 Days</u></b>	<b><u>% Not Rendered</u></b>	<b><u>Goal</u></b>
Apr-10	36841	0	0.000%	<=.1%
May-10	38573	0	0.000%	<=.1%
Jun-10	38819	0	0.000%	<=.1%
<b>Total</b>	<b>114233</b>	<b>0</b>	<b>0.000%</b>	<b>&lt;=.1%</b>

NISC Reports

**Inaccurate Bills (2b)**

<b><u>Date</u></b>	<b><u># of Bills Rendered</u></b>	<b><u># of inaccurate bills</u></b>	<b><u>Rendered Accurately</u></b>	<b><u>% of Inaccurate Bills</u></b>	<b><u>Standard</u></b>
Apr-10	36841	9	36832	0.0%	<= .1%
May-10	38573	5	38568	0.0%	<= .1%
Jun-10	38819	5	38814	0.0%	<= .1%
<b>Total</b>	114233	19	114214	0.0%	<= .1%

NISC Report

SB = Inaccurate Bills

9

**Satisfaction with payment posting (2-c)**

<u>Date</u>	<u>Total Number of Customers</u>	<u>Complaints (Errors)</u>	<u>% Complaints</u>	<u>Standard</u>
Apr-10	36841	0	0.000%	<=0.010%
May-10	38573	0	0.000%	<=0.010%
Jun-10	38819	0	0.000%	<=0.010%
<b>Total</b>	114233	0	0.000%	<=0.010%

Comes in from 2b spreadsheet

Note- Standard chg as of 2nd quarter 2008  
NISC Report

**Percent of Meters Not Actually Read (3-a)**

<u>Date</u>	<u># of meters to read</u>	<u># of meters Estimated</u>	<u># of meters Read</u>	<u>% Not Read</u>	<u>2005 Standard</u>
Apr-10	38916	336	38580	0.9%	<=5%
May-10	38927	258	38669	0.7%	<=5%
Jun-10	39101	129	38972	0.3%	<=5%
<b>Total</b>	<b>116944</b>	<b>723</b>	<b>116221</b>	<b>0.6%</b>	<b>&lt;=5%</b>

(Not Read)

NISC Report

**Percentage of Customer Requested Work not Completed on or Before Promised Delivery Date (4a)**

	<u>Number of Jobs Completed Within The Month</u>	<u>Number of Jobs not completed on or before promised date</u>	<u>Total Number Of Jobs Promised For Completion Within Month</u>	<u>% Not Completed</u>	<u>Goal</u>
Apr-10	460	8	468	2%	<=5%
May-10	415	8	423	2%	<=5%
Jun-10	445	11	456	2%	<=5%
<b>Total</b>	<b>1320</b>	<b>27</b>	<b>1347</b>	<b>2%</b>	<b>&lt;=5%</b>

Blue inputs from NISC reports

**Average Number Of Days After The Missed Delivery Date (4-b)**

<u>Date</u>	<u>Total Days of Delay</u>	<u>Total number of delayed jobs in the reporting month</u>	<u>Average Number of days after missed delivery date</u>	<u>Standard</u>
Apr-10	33	8	4	<= 5 days
May-10	31	8	4	<= 5 days
Jun-10	29	11	3	<= 5 days
<b>Total</b>	93	27	3	<= 5 days

In From 4a Spreadsheet

NISC Reports

**% Of Customers Satisfaction Following Customer-Initiated Contact with VEC (5a)**

<u>Number Rating</u>	<u>Excellent (5)</u>	<u>Good (4)</u>	<u>Total Satisfied</u>	<u>Total % Satisfied</u>	<u>Goal</u>
<b><u>Total Surveys Answer Overall</u></b>					
183	121	47	168	91.8%	80%
<b>% From Report</b>	66%	26%			
		<u>Average (3) No Opinion</u>	<u>Total No Opinion</u>	<u>Total % No Opinion</u>	
<b>% From Report</b>	5%		10	5%	
	<u>Fair (2)</u>	<u>Poor (1)</u>	<u>Total Not Satisfied</u>	<u>Total Percentage Not Satisfied</u>	
<b>% From Report</b>	2 1%	3 2%		0%	

Quarterly Response Rate			
	Total Surveys Sent	Total Surveys Returned	Response Rate
April	287	50	17.42%
May	356	73	20.51%
June	348	60	17.24%

**Overall Customer Satisfaction (5b)**

<u>Date</u>		<u>Total Phone Surveys</u>	<u>Total number satisfied with VEC</u>	<u>Total Number No Opinion (5)</u>	<u>Total Unsatisfied</u>	<u>Percent Not Satisfied</u>	<u>Goal</u>
1-Jun-10	Residential	376	343	13	20	5.3%	<b>80%</b>
1-Jun-10	Commercial	98	85	8	5	5.1%	
2009	Total	474	428	21	25	5.27%	
<b>Total</b>			<b>90.3%</b>	<b>4.4%</b>	<b>5.3%</b>	<b>100.0%</b>	

Performed Annually

June 2010	Overall Satisfaction with VEC	Raw Data From Report NRECA's June 2009 Residential	Raw Data From Report NRECA's June 2010 Commercial	Total			
	Very Dissatisfied (1)	5	2	7			1%
	2	2	0	2			0%
	3	5	1	6			1%
	4	8	2	10	25	5%	2%
	No Opinion (5)	13	8	21	21	4%	4%
	6	12	7	19			4%
	7	41	14	55			12%
	8	113	23	136			29%
	9	99	16	115			24%
	Very Satisfied (10)	78	25	103	428	90%	22%
	Total Answering the Survey Questio	<b>376</b>	<b>98</b>	<b>474</b>			<b>100%</b> <b>100%</b>

**Rate of Complaints to VDPS/Consumer Affairs** (5c)

<u>Dates</u>	<u>Number of Escalations</u>	<u>Total number of Customers</u>	<u>%Escalations Over Total Customers</u>	<u>Standard</u>
Apr-10	2	36841	0.01%	<=0.07%
May-10	1	38573	0.00%	<=0.07%
Jun-10	0	38819	0.00%	<=0.07%
<b>Totals</b>	<b>3</b>	<b>114233</b>	<b>0.00%</b>	<b>&lt;=0.07%</b>

NISC Note Code: DS

16

Do not rely on DS code, not accurately kept: retrieve data from DPS report to VEC by mid-month following quarter

**Lost Time Incident Rate (6a)**

<b><u>Date</u></b>	<b><u>Number of Lost Time Cases</u></b>	<b><u>Number of Lost Time Cases x 200,000</u></b>	<b><u>Total Lost Time</u></b>	<b><u>Total Hours Worked by VEC Employees</u></b>	<b><u>Lost time / Hours</u></b>	<b><u>Goal</u></b>
*2009	4	200000	800000	188022	4.25	3.0

**Information From VEC Human Resources Department**

Performed Annually

Lost Time Severity Rate (6b)

<u>Date</u>	<u>Number of Lost Days</u>	<u>Times (X) 200000</u>	<u>Number of Employee Lost Days x 200,000</u>	<u>Total Hours Worked By VEC Employees</u>	<u>Days over Hours</u>	<u>Goal</u>
*2009	45	200000	9000000	188022	47.87	46

**Information From VEC Human Resources Department**

Performed Annually

**System Average Interruption Frequency "SAIFI" (7a)**

<b><u>Date</u></b>		<b><u>Goal</u></b>
Apr-10	<b>0.09</b>	2.5
May-10	<b>0.23</b>	2.5
Jun-10	<b>0.18</b>	2.5

Information from Jeffery Wright, COO

19

**Vermont Electric Cooperative, Inc.**

**Reliability Measures**

**Vermont Electric Cooperative, Inc.**

**Reliability Measures**

	Annual YTD Index - MINUS STORMS				Annual YTD Index			
	SAIFI		CAIDI		SAIFI		CAIDI	
	2.08		2.02		2.44		2.49	
	SAIFI		CAIDI		SAIFI		CAIDI	
2009	Measure	Goal	Measure	Goal	Measure	Goal	Measure	Goal
Jan	0.13		1.47		0.13		1.47	
Feb	0.13		1.31		0.13		1.31	
Mar	0.08		1.52		0.08		1.52	
Apr	0.14		2.59		0.14		2.59	
May	0.34		2.83		0.34		2.83	
Jun	0.31	2.50	1.84	2.60	0.31	2.50	1.84	2.60
Jul	0.34		1.60		0.34		1.60	
Aug	0.09		2.34		0.09		2.34	
Sep	0.09		2.46		0.09		2.46	
Oct	0.13		2.21		0.13		2.21	
Nov	0.09		1.82		0.33		3.78	
Dec	0.10		1.80		0.22		3.33	

**Storm Exclusions:**

Storm 1) November 27th: The VEC system was significantly impacted by a storm on Thanksgiving weekend. Damage was significant and was due to wind in the western portions of our territory and heavy wet snow in the Northeast Kingdom. Snow accumulations exceeded twelve inches in upper elevations all throughout the northeast. The hardest hit areas were Canaan, Norton and West Charleston.

VEC experienced 85 separate outages that affected 8,304 members. It took approximately 32 hours to fully restore power to all members. The first outages occurred in Canaan and were also the last ones to be restored. The damage was worse in this area.

Storm 2) December 9th: The higher elevations of Chittenden County and the western slopes of the Green Mountains experienced high winds starting in the mid-morning of May 9<sup>th</sup>. Winds gusts were reported by the National Weather Service of 87 MPH in Huntington. Wind gusts exceed 70 MPH in areas such as Jericho and Cambridge. The storm resulted in 64 outages that affected 4,890 members. Although we did not experience any transmission outages, we experienced five substation feeder outages.

**Customer Average Interruption Duration "CAIDI" (7b)**

<b><u>Date</u></b>		<b><u>Goal</u></b>
Apr-10	<b>1.8</b>	2.6
May-10	<b>3.8</b>	2.6
Jun-10	<b>1.2</b>	2.6

Information from Jeffery Wright, COO

20

**Vermont Electric Cooperative, Inc.**

**Reliability Measures**

	<b>Annual YTD Index - MINUS STORMS</b>				<b>Annual YTD Index</b>			
	<b>SAIFI</b>		<b>CAIDI</b>		<b>SAIFI</b>		<b>CAIDI</b>	
	<b>2.08</b>		<b>2.02</b>		<b>2.44</b>		<b>2.49</b>	
	<b>SAIFI</b>		<b>CAIDI</b>		<b>SAIFI</b>		<b>CAIDI</b>	
2009	Measure	Goal	Measure	Goal	Measure	Goal	Measure	Goal
Jan	<b>0.13</b>		<b>1.47</b>		<b>0.13</b>		<b>1.47</b>	
Feb	<b>0.13</b>		<b>1.31</b>		<b>0.13</b>		<b>1.31</b>	
Mar	<b>0.08</b>		<b>1.52</b>		<b>0.08</b>		<b>1.52</b>	
Apr	<b>0.14</b>		<b>2.59</b>		<b>0.14</b>		<b>2.59</b>	
May	<b>0.34</b>		<b>2.83</b>		<b>0.34</b>		<b>2.83</b>	
Jun	<b>0.31</b>	<b>2.50</b>	<b>1.84</b>	<b>2.60</b>	<b>0.31</b>	<b>2.50</b>	<b>1.84</b>	<b>2.60</b>
Jul	<b>0.34</b>		<b>1.60</b>		<b>0.34</b>		<b>1.60</b>	
Aug	<b>0.09</b>		<b>2.34</b>		<b>0.09</b>		<b>2.34</b>	
Sep	<b>0.09</b>		<b>2.46</b>		<b>0.09</b>		<b>2.46</b>	
Oct	<b>0.13</b>		<b>2.21</b>		<b>0.13</b>		<b>2.21</b>	
Nov	<b>0.09</b>		<b>1.82</b>		<b>0.33</b>		<b>3.78</b>	
Dec	<b>0.10</b>		<b>1.80</b>		<b>0.22</b>		<b>3.33</b>	

**Storm Exclusions:**

Storm 1) November 27th: The VEC system was significantly impacted by a storm on Thanksgiving weekend. Damage was significant and was due to wind in the western portions of our territory and heavy wet snow in the Northeast Kingdom. Snow accumulations exceeded twelve inches in upper elevations all throughout the northeast. The hardest hit areas were Canaan, Norton and West Charleston.

VEC experienced 85 separate outages that affected 8,304 members. It took approximately 32 hours to fully restore power to all members. The first outages occurred in Canaan and were also the last ones to be restored. The damage was worse in this area.

Storm 2) December 9th: The higher elevations of Chittenden County and the western slopes of the Green Mountains experienced high winds starting in the mid-morning of May 9<sup>th</sup>. Winds gusts were reported by the National Weather Service of 87 MPH in Huntington. Wind gusts exceed 70 MPH in areas such as Jericho and Cambridge. The storm resulted in 64 outages that affected 4,890 members. Although we did not experience any transmission outages, we experienced five substation feeder outages

**Worst Performing Areas (7c)**

<b><u>Date</u></b>	<b><u>Rank</u></b>	<b><u>10 worst performing circuits</u></b>	<b><u>SAIFI</u></b>	<b><u>CAIDI</u></b>	<b><u>CAUSES</u></b>
Reported Annually 31-Dec-09	1	Johnson 14	4.45	2.38	Equipment
	2	West Charleston 48	4.39	1.73	Weather & Equipment
	3	Norton 50	4.38	1.14	Trees
	4	Hinesburg 19	3.50	1.70	Trees & Animals & Equipment
	5	Burton Hill 43	3.42	3.04	Equipment
	6	Irasburg 21	3.22	2.64	Trees
	7	North Troy 41	2.97	2.06	Equipment
	8	Richmond 8	2.89	3.80	Trees
	9	Fairfax 12	2.63	2.12	Trees
	10	Fairfax 1	2.61	3.17	Company Initiated

## Major Storms (7d)

### Quarterly Reporting

#### **Major Storms 2009, excluded from SAIFI & CAIDI reports:**

- 1.) Start 11/27/09 20:02 and End 11/29/09 at 12:10
- 2.) Start 12/9/09 9:21 and End 12/10 at 19:21

Information from System Operations - Jeffery Wright, Chief Operating Officer

Major Storms: Calculation of all SAIFI and CAIDI indices shall be net of outages caused by major storms.

A major storm is defined as a severe weather event that satisfies all three of the following criteria:

- i) Extensive mechanical damage to the utility infrastructure has occurred;
- ii) More than 10% of the customers in a service territory are out of service due to the storm or the storm's effects; and
- iii) At least 1% of the customers in the service territory are out of service for at least 24 hours.