

PINNACLES

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/23			Date filed: 08/15/23			Date filed: 011/15/23			Date filed: 02/15/24		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. Days	Total # of business days	0	8	2	1	1	0	0	1	0			
	Total # of service orders	0	4	2	1	1	0	0	1	0			
	Avg. # of business days	n/a	2	1	1	1	n/a	n/a	1	n/a			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	1	0	0	0	0			
	Total # of installation commitments met	n/a	n/a	n/a	n/a	1	n/a	n/a	n/a	n/a			
	Total # of installation commitments missed	n/a	n/a	n/a	n/a	0	n/a	n/a	0	n/a			
	% of commitments met	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a			
Customers	Acct # for voice or bundle, res+bus	98	95	98	100	98	98	95	94	95			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ >= 3000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1001 - 2999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ <= 1000 lines)	Total # of working lines	201	201	204	204	205	202	199	199	200		
		Total # of trouble reports	0	3	1	1	0	0	6	1	0		
		% of trouble reports	0.00%	1.49%	0.49%	0.004902	0	0	3.02%	0.50%	0.00%		
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	3	1	1	0	0	5	1	0			
	Total # of repair tickets restored in <=24hrs	n/a	3	1	1	n/a	n/a	5	1	0			
	% of repair tickets restored <=24hrs	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	Sum of duration of all outages (hh:mm)	0	3	1	6	0	0	12.25	20.5	n/a			
	Avg. outage duration (hh:mm)	0	11.76667	2	6:00	0	0	2.45	20.5	n/a			
	Indication if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	3	1	1	0	0	5	1	0			
	Total # of all repair tickets restored in <=24hrs	n/a	3	1	1	n/a	n/a	5	1	0			
	% of all repair tickets restored <=24hrs	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	Sum of the duration of all outages (hh:mm)	0	3	1	6	0	0	12.25	20.5	n/a			
	Avg. unadjusted outage duration (hh:mm)	0	11.76667	2	6:00	0	0	2.45	20.5	n/a			
Refunds	Number of customers who received refunds	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE			
	Monthly amount of refunds	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls <=60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	227	153	189	123	153	228	172	145	126			
	Total # of call seconds to reach live agent	1816	1224	1512	984	1224	1824	1376	1160	1008			
	% <= 60 seconds	91.19%	94.12%	88.89%	95.12%	98.69%	98.25%	98.84%	95.17%	95.24%			

Primary Utility Contact Information

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