

**California Public Utilities Commission
Service Quality Standards Reporting Template
General Order 133-C**

Company Name: _____ U#: _____ Report Year: _____

Measurement (Compile monthly, file quarterly)		Date filed (04/01/yy)			Date filed (07/01/yy)			Date filed (10/01/yy)			Date filed (01/02/yy)		
		1 st Quarter			2 nd Quarter			3 rd Quarter			4 th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Minimum standard = 5 business days	# of Installation												
	# of total hours for installation												
	% ≤ 5 Business Days												
Installation Commitment Minimum standard = 95% commitment met	# of installation												
	# of total installation commitment met												
	% of commitment met												
Customer Trouble Report Minimum standard = 6% (6 per 100 lines)	# lines												
	# of trouble reports												
	% of trouble reports												
Out of Service Report Minimum standard = 24 Hours	Total # of Out of Service reports												
	Total # of repair hours												
	% ≤ 24 Hours												
	% > 72 hrs ≤ 120 hours												
	% > 120 Hours												

Measurement (Compile quarterly, file annually on January 2nd.)		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Answer Time (Trouble Reports "TR" and Billing) Minimum standard = 80% of calls ≤ 60 seconds to reach live agent	Total # of calls for TR & Billing				
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds				
Answer Time (Non-billing) Minimum standard = 80% of calls ≤ 60 seconds to reach live agent	Total # of calls for Non-billing				
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds				

Primary Utility Contact Information

Name: _____ Phone: _____ E-mail: _____

(END OF ATTACHMENT 1)