

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-C**

Company Name: \_\_\_\_\_ U#: \_\_\_\_\_ Report Year: \_\_\_\_\_

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (02/15/yy)		
		1 <sup>st</sup> Quarter			2 <sup>nd</sup> Quarter			3 <sup>rd</sup> Quarter			4 <sup>th</sup> Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	# of Installation												
	# of total hours for installation												
	% ≤ 5 Business Days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	# of installation												
	# of total installation commitment met												
	% of commitment met												
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	# lines											
		# of trouble reports											
		% of trouble reports											
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	# lines											
		# of trouble reports											
		% of trouble reports											
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	# lines											
		# of trouble reports											
		% of trouble reports											
<b>Out of Service Report</b> Min. standard = 90% within 24Hrs	Total # of Out of Service reports												
	Total # of repair hours												
	% < 24 Hours												
	% > 72 hrs ≤ 120 hours												
	% > 120 Hours												

Measurement (Compile quarterly, file annually on February 15)		1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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				
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds				

**Primary Utility Contact Information**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_