

Adjusted

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

Company Name: Happy Valley Telephone Company
 Reporting Unit Type: Total Company Exchange Wire Center

U#: 1021 Report Year: 2023
 Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date Filed 05/10/23			8/15/2023			11/8/2023			2/5/2024			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	17	54	67	11	109	45	39	59	2	119	16	18	
	Total # of service orders	6	6	8	2	6	6	5	10	2	11	3	4	
	Avg. # of business days	2.83	9.00	8.38	5.50	18.17	7.50	7.80	5.90	1.00	10.82	5.33	4.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	6	8	2	6	6	5	10	2	11	3	4	
	Total # of installation commitment met	6	4	8	2	6	5	4	10	2	9	2	3	
	Total # of installation commitment missed	0	2	0	0	0	1	1	0	0	2	1	1	
Customers	% of commitment met	100%	67%	100%	100%	100%	83%	80%	100%	100%	82%	67%	75%	
Customer Trouble Report	Acct # for voice or bundle, res+bus	1,415	1,403	1,400	1,379	1,368	1,357	1,345	1,340	1,326	1,322	1,319	1,303	
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1652	1641	1633	1617	1601	1592	1574	1566	1557	1,544	1,538	1,527
		Total # of trouble reports	37	24	43	25	21	85	40	26	24	40	17	29
		% of trouble reports	2.24%	1.46%	2.63%	1.55%	1.31%	5.34%	2.54%	1.66%	1.54%	2.59%	1.11%	1.90%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	27	11	17	7	12	39	31	19	19	30	8	19	
	Total # of repair tickets restored in ≤ 24hrs	23	10	15	6	11	36	27	19	17	25	7	18	
	% of repair tickets restored ≤ 24 Hours	85.19%	90.91%	88.24%	85.71%	91.67%	92.31%	87.10%	100.00%	89.47%	83.33%	87.50%	94.74%	
	Sum of the duration of all outages (hh:mm)	291.82	125.72	149.54	186.88	176.38	231.8	933.22	68.83	309.82	1093.85	124.52	359.92	
	Avg. outage duration (hh:mm)	10.81	11.43	8.80	26.70	14.70	5.94	30.10	3.62	16.31	36.46	15.57	18.94	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	27	11	17	7	12	39	31	19	19	25	8	19	
	Total # of repair tickets restored in ≤ 24hrs	9	3	2	1	4	18	14	7	4	5	4	5	
	% of repair tickets restored ≤ 24 Hours	33.33%	27.27%	11.76%	14.29%	33.33%	46.15%	45.16%	36.84%	21.05%	20.00%	50.00%	26.32%	
	Sum of the duration of all outages (hh:mm)	1634.78	582.22	2321.85	675.45	1151.10	4209.46	4654.09	1223.08	3454.85	3743.64	652.53	2157.07	
	Avg. outage duration (hh:mm)	60.55	52.93	136.58	96.49	95.93	107.93	150.13	64.37	181.83	149.75	81.57	113.53	
Refunds	Number of customers who received refunds	18	3	12	2	3	5	3	8	6	6	2	5	
	Monthly amount of refunds	\$ 532.75	\$ 117.72	\$ 342.70	\$ 62.74	\$ 112.98	\$ 224.60	\$ 98.55	\$ 254.97	\$ 225.95	\$ 166.10	\$ 56.85	\$ 145.25	
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													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

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Date Adopted: 7/28/09
 Date Revised: 12/08/09 (Corrects typographical errors)
 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)
 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

*The new raw data format can be found in the last 3 tabs of this excel file - beginning Q2 2023.