

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2024)			Date filed (08/15/2024)			Date filed (11/15/2024)			Date filed (02/15/2025)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	36	48	48	46	67	50	61	34	58	0	0	0	
	Total # of service orders	36	48	48	46	63	50	61	34	42	0	0	0	
	Avg. # of business days	1.0	1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.4	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	311	265	269	238	264	260	301	270	205	0	0	0	
	Total # of installation commitment met	311	265	269	238	264	260	301	270	205	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	8625	8613	8570	8567	8559	8520	8516	8457	8433	0	0	0	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9489	9472	9429	9441	9415	9377	9372	9311	9287	0	0	0
		Total # of trouble reports	86	112	80	86	69	65	106	62	68	0	0	0
		% of trouble reports	0.009	0.012	0.008	0.009	0.007	0.007	0.011	0.007	0.007	#DIV/0!	#DIV/0!	#DIV/0!
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	26	60	36	27	28	17	23	12	15	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	26	59	36	26	28	16	23	12	14	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	99%	100%	97%	100%	95%	100%	100%	94%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	189.57	502.20	219.02	319.33	231.31	159.91	164.69	114.98	227.97	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.29	8.37	6.08	11.83	8.26	9.41	7.16	9.58	15.20	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	Yes	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	26	60	36	27	28	17	23	12	15	0	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	22	47	33	24	19	11	18	10	14	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	85%	79%	92%	89%	68%	65%	79%	84%	94%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	780.10	923.20	403.20	475.56	685.97	452.83	452.12	195.23	272.11	0.00	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	30.00	15.39	11.20	17.61	24.50	26.64	19.66	16.27	18.14	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, 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 & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: [bonnieb@volcanotel.com](mailto:bonnieb@volcanotel.com)

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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2024)			Date filed (08/15/2024)			Date filed (11/15/2024)			Date filed (02/15/2025)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	3	4	5	0	0	4	5	0	4			
	Total # of service orders	3	4	5	0	0	4	5	0	3			
	Avg. # of business days	1.0	1.0	1.0	0.0	0.0	1.0	1.0	0.0	1.3	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11	8	7	13	4	10	9	12	6			
	Total # of installation commitment met	11	8	7	13	4	10	9	12	6			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	679	682	682	678	671	670	670	665	662			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	783	787	788	784	776	776	775	769	766		
		Total # of trouble reports	3	4	2	2	0	4	7	0	2		
		% of trouble reports	0.004	0.005	0.003	0.003	0.000	0.005	0.009	0.000	0.003	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	0	2	0	1			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0	2	0	1			
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	1.000	0.000	1.000	0.000	1.000	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	3.31	0.00	10.44	0.00	7.03			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	3.31	0.00	5.22	0.00	7.03	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0	0	1	0	2	0	1			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	1	0	0			
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.00	0.00	0.500	0.000	0.000	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	70.58	0.00	49.22	0.00	51.17			
	Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	70.58	0.00	24.61	0.00	51.17	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, 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 & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2024)			Date filed (08/15/2024)			Date filed (11/15/2024)			Date filed (02/15/2025)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	9	18	15	18	16	12	17	9	28			
	Total # of service orders	9	18	15	18	16	12	17	9	13			
	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.2	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	127	92	113	84	64	81	56	72	68			
	Total # of installation commitment met	127	92	113	84	64	81	56	72	68			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3048	3046	3034	3027	3035	3024	3022	3002	2991			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3500	3501	3487	3496	3488	3475	3473	3452	3439		
		Total # of trouble reports	39	32	18	28	28	20	42	27	26		
		% of trouble reports	0.011	0.009	0.005	0.008	0.008	0.006	0.012	0.008	0.008	#DIV/0!	#DIV/0!
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	13	12	5	10	6	5	3	5			
	Total # of repair tickets restored in ≤ 24hrs	7	12	12	5	10	5	5	3	5			
	% of repair tickets restored ≤ 24 Hours	1.000	0.923	1.000	1.000	1.000	0.833	1.000	1.000	1.000	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	33.97	110.43	45.22	53.81	108.63	52.34	55.34	28.38	54.08			
	Avg. outage duration (hh:mm)	4.85	8.49	3.77	10.76	10.86	8.72	11.07	9.46	10.82	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	13	12	5	10	6	5	3	5			
	Total # of all repair tickets restored in ≤ 24hrs	6	10	11	5	8	3	4	3	5			
	% of all repair tickets restored ≤ 24 Hours	0.857	0.769	0.917	1.000	0.800	0.500	0.800	1.000	1.000	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	72.79	260.46	89.27	53.81	198.20	188.85	120.29	28.38	54.08			
	Avg. unadjusted outage duration (hh:mm)	10.40	20.04	7.44	10.76	19.82	31.48	24.06	9.46	10.82	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, 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 & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2024)			Date filed (08/15/2024)			Date filed (11/15/2024)			Date filed (02/15/2025)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	17	16	17	22	35	23	25	18	18			
	Total # of service orders	17	16	17	22	35	23	25	18	18			
	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	117	118	93	95	147	110	115	129	91			
	Total # of installation commitment met	117	118	93	95	147	110	115	129	91			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3365	3351	3322	3331	3329	3313	3304	3282	3272			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3537	3517	3489	3497	3494	3476	3469	3445	3435		
		Total # of trouble reports	20	29	33	35	28	25	34	19	31		
		% of trouble reports	0.006	0.008	0.009	0.010	0.008	0.007	0.010	0.006	0.009	#DIV/0!	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	5	11	11	11	6	10	4	5			
	Total # of repair tickets restored in ≤ 24hrs	11	5	11	11	11	6	10	4	4			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.800	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	88.77	72.08	55.49	135.67	58.01	56.16	71.51	68.27	126.54			
	Avg. outage duration (hh:mm)	8.07	14.42	5.04	12.33	5.27	9.36	7.15	17.07	25.31	#DIV/0!		
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	5	11	11	11	6	10	4	5			
	Total # of all repair tickets restored in ≤ 24hrs	9	5	11	10	7	4	9	3	5			
	% of all repair tickets restored ≤ 24 Hours	0.818	1.000	1.000	0.909	0.636	0.667	0.900	0.750	1.000	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	552.66	72.08	55.49	227.72	279.71	191.52	95.10	109.37	126.54			
	Avg. unadjusted outage duration (hh:mm)	50.24	14.42	5.04	20.70	25.43	31.92	9.51	27.34	25.31	#DIV/0!		
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
<b>Answer Time (Trouble Reports, 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 & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2024)			Date filed (08/15/2024)			Date filed (11/15/2024)			Date filed (02/15/2025)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	7	10	11	6	16	11	14	7	8			
	Total # of service orders	7	10	11	6	12	11	14	7	8			
	Avg. # of business days	1.0	1.0	1.0	1.0	1.3	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	56	47	56	46	49	59	121	57	40			
	Total # of installation commitment met	56	47	56	46	49	59	121	57	40			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1533	1534	1532	1531	1524	1513	1520	1508	1508			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	1669	1667	1665	1664	1657	1650	1655	1645	1647		
		Total # of trouble reports	24	47	27	21	13	16	23	16	9		
		% of trouble reports	0.014	0.028	0.016	0.013	0.008	0.010	0.014	0.010	0.005	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	42	13	11	6	5	6	5	4			
	Total # of repair tickets restored in ≤ 24hrs	8	42	13	10	6	5	6	5	4			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	0.909	1.000	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	66.83	319.69	118.31	129.85	61.36	51.41	27.40	18.33	40.32			
	Avg. outage duration (hh:mm)	8.35	7.61	9.10	11.80	10.23	10.28	4.57	3.67	10.08	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	8	42	13	11	6	5	6	5	4			
	Total # of all repair tickets restored in ≤ 24hrs	7	32	11	9	4	4	4	4	4			
	% of all repair tickets restored ≤ 24 Hours	0.875	0.762	0.846	0.818	0.667	0.800	0.667	0.800	1.000	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	154.65	590.66	258.44	194.03	137.48	72.46	187.51	57.48	40.32			
	Avg. unadjusted outage duration (hh:mm)	19.33	14.06	19.88	17.64	22.91	14.49	31.25	11.50	10.08	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, 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 & 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)