

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

Company Name: Winterhaven Telephone Company U# 1021 Report Year: 2025
Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: Single Exchange Company

| Measurement (Compile monthly, file quarterly) | | 05/05/25 | | | 8/13/2025 | | | 11/6/2025 | | | | | |
|---|--|--|----------|-------|-------------|---------|---------|-------------|-------|---------|-------------|-----|-----|
| | | 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 | 4 | 4 | 9 | 14 | 0 | 3 | 0 | 5 | 0 | | | |
| | Total # of service orders | 1 | 2 | 2 | 2 | 0 | 1 | 0 | 3 | 0 | | | |
| | Avg. # of business days | 4.00 | 2.00 | 4.50 | 7.00 | #DIV/0! | 3.00 | #DIV/0! | 1.67 | #DIV/0! | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 2 | 2 | 2 | 0 | 1 | 0 | 3 | 0 | | | |
| | Total # of installation commitment met | 1 | 2 | 2 | 1 | 0 | 1 | 0 | 3 | 0 | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | |
| Customers | % of commitment met | 100% | 100% | 100% | 50% | #DIV/0! | 100% | #DIV/0! | 100% | #DIV/0! | | | |
| | Acct # for voice or bundle, res+bus | 252 | 249 | 247 | 243 | 243 | 241 | 236 | 231 | 229 | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ \geq 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/ \leq 1,000 lines) | Total # of working lines | 487 | 482 | 476 | 471 | 467 | 468 | 466 | 460 | 459 | | |
| | | Total # of trouble reports | 5 | 2 | 2 | 4 | 3 | 0 | 2 | 3 | 18 | | |
| | | % of trouble reports | 1.03% | 0.41% | 0.42% | 0.85% | 0.64% | 0.00% | 0.43% | 0.65% | 3.92% | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 5 | 1 | 2 | 3 | 2 | 0 | 2 | 3 | 16 | | | |
| | Total # of repair tickets restored in \leq 24hrs | 5 | 0 | 2 | 3 | 2 | 0 | 2 | 3 | 16 | | | |
| | % of repair tickets restored \leq 24 Hours | 100% | 0% | 100% | 100% | 100% | #DIV/0! | 100% | 100% | 100% | | | |
| | Sum of the duration of all outages (hh:mm) | 3.83 | 29.05 | 1.03 | 16.65 | 3.92 | 0 | 4.1 | 7.58 | 58.27 | | | |
| | Avg. outage duration (hh:mm) | 0.77 | 29.05 | 0.52 | 5.55 | 1.96 | #DIV/0! | 2.05 | 2.53 | 3.64 | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 5 | 1 | 2 | 3 | 2 | 0 | 2 | 3 | 16 | | | |
| | Total # of repair tickets restored in \leq 24hrs | 5 | 0 | 2 | 2 | 1 | 0 | 1 | 3 | 11 | | | |
| | % of repair tickets restored \leq 24 Hours | 100% | 0% | 100% | 67% | 50% | #DIV/0! | 50% | 100% | 69% | | | |
| | Sum of the duration of all outages (hh:mm) | 9.68 | 53.06 | 1.06 | 105.05 | 89.23 | 0 | 53.07 | 43.53 | 349.23 | | | |
| | Avg. outage duration (hh:mm) | 1.94 | 53.06 | 0.53 | 35.02 | 44.62 | #DIV/0! | 26.54 | 14.51 | 21.83 | | | |
| Refunds | Number of customers who received refunds | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | | |
| | Monthly amount of refunds | \$ - | \$ 47.70 | \$ - | \$ - | \$ - | \$ - | \$ 28.75 | \$ - | \$ - | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls \leq 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 | | | | | | | | | | | |
| | | % \leq 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..