

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

Company Name: Winterhaven Telephone Company  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: 1021 Report Year: 2025  
Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		05/05/25			8/13/2025			11/6/2025			2/11/2026			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4	4	9	14	0	3	0	5	0	16	0	4	
	Total # of service orders	1	2	2	2	0	1	0	3	0	3	0	1	
	Avg. # of business days	4.00	2.00	4.50	7.00	#DIV/0!	3.00	#DIV/0!	1.67	#DIV/0!	5.33	#DIV/0!	4.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	2	2	2	0	1	0	3	0	3	0	1	
	Total # of installation commitment met	1	2	2	1	0	1	0	3	0	3	0	1	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	50%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	252	249	247	243	243	241	236	231	229	227	223	217	
<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	487	482	476	471	467	468	466	460	459	452	450	443
		Total # of trouble reports	5	2	2	4	3	0	2	3	18	3	8	5
		% of trouble reports	1.03%	0.41%	0.42%	0.85%	0.64%	0.00%	0.43%	0.65%	3.92%	0.66%	1.78%	1.13%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	2	3	2	0	2	3	16	1	7	3	
	Total # of repair tickets restored in < 24hrs	5	0	2	3	2	0	2	3	16	1	7	3	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	#DIV/0!	100%	100%	100%	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	1.77	10.82	3.33	
	Avg. outage duration (hh:mm)	0.77	29.05	0.52	5.55	1.96	#DIV/0!	2.05	2.53	3.64	1.77	1.55	1.11	
Indicate if catastrophic event is in a month														
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	1	2	3	2	0	2	3	16	1	7	3	
	Total # of repair tickets restored in < 24hrs	5	0	2	2	1	0	1	3	11	1	3	1	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	67%	50%	#DIV/0!	50%	100%	69%	100%	43%	33%	
	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	15.82	192.18	189.51	
	Avg. outage duration (hh:mm)	1.94	53.06	0.53	35.02	44.62	#DIV/0!	26.54	14.51	21.83	15.82	27.45	63.17	
<b>Refunds</b>	Number of customers who received refunds	0	1	0	0	0	0	1	0	0	2	1	1	
	Monthly amount of refunds	\$ -	\$ 47.70	\$ -	\$ -	\$ -	\$ -	\$ 28.75	\$ -	\$ -	\$ 46.05	\$ 32.25	\$ 30.49	
<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)

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