





Maine Public Service Company 2008 ANNUAL PERFORMANCE

Report Card





Each year Maine Public Service Company measures eight key service-quality areas to track how well we are performing in our services to you, and identifies areas for improvement. Through customer satisfaction surveys, frequency and duration of power outages, and the amount of time it takes to respond to an emergency, or answer your call, among other measurements, we match our performance against a rating system of benchmarks. We are pleased to present the results.

Key Measurement	Benchmark	2008 Performance	Achieved
1. Customer Average Interruption Duration Index (CAIDI) shows the average number of minutes that each customer was without power in the measured year.	71.2	53.8*	
2. System Average Interruption Frequency Index (SAIFI) shows the average number of outage events that each customer experienced in the measured year.	1.71	1.67*	
3. Service Order Timeliness tracks the percentage of customer requests for service that are completed within three business days.	99.1%	99.98%	
4. Personnel Accidents Incidence Rate tracks the number of personnel accidents for every 200,000 hours worked.	3.5	.88*	

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* A lower number is better with regard to this measure.

2008 Performance **Report Card**

Key Measurement	Benchmark	2008 Performance	Achieved
5. MPUC Complaint Ratio tracks the number of customer complaints, per 1,000 customers, received each year by the MPUC.	0.86	0.85*	
6. Billing Error Rate tracks the percentage of bills issued incorrectly to customers compared with the total number of bills issued.	.31%	.07%*	
7. Calls Answered within 30 Seconds tracks the percentage of incoming telephone calls received in our Customer Service Center that are answered within 30 seconds.	85%	85%	
8. Estimated Meter Reading tracks the percentage of meter readings that were estimated in the measured year.	1.5%	.1%*	

* A lower number is better with regard to this measure.

2009 Planned Improvements

This year, we will continue several planned improvements that focus on increased reliability to our distribution and transmission system.

These are just a few of the scheduled improvements:

- Install wildlife protection and replace obsolete lightning arresters on transformers
- Continue rebuilding portions of our transmission system
- Replace a substation in Mapleton to meet increasing demand
- Continue rebuilding aging distribution lines in various communities
- Continue vegetation maintenance for reliable high quality power
- Visit approximately 1250 transformers and remove those contaminated with PCB
- Install new transmission breakers in Ashland and Limestone to improve system reliability.

Please contact us if you have questions or concerns regarding this report card.

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