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3 **Q. The State of Vermont has approximately 340,000 customers serviced by 20**
4 **electric utilities each requiring *Service Quality and Reliability Plans*. Have all electric**
5 **utilities filed their plans with the Vermont Public Service Board for final approval?**
6 **Are the plans for all utilities in the State of Vermont identical, or are there**
7 **differences? If there are differences between utilities please list these differences and**
8 **what factors were used in determining the uniqueness of each utility's plan?**
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10 **A.** According to staff at the Vermont Public Service Board, all distribution utilities
11 have filed Service Quality and Reliability Plans that have received Board approval. In
12 fact, most of the distribution companies have submitted second generation plans with
13 performance guarantees. The plans submitted by the distribution companies are generally
14 consistent in terms of the performance areas being reported, but there are differences
15 among the plans relating to the performance standards/targets, the means for measuring
16 performance, and the performance guarantees. Performance standards/targets were based
17 on industry experience elsewhere adjusted to take into account historical performance for
18 the specific utility. The Consumer Advocate (Department of Public Service) had no
19 desire to impose a stricter performance reliability requirement and its attendant costs on a
20 utility if its customers were reasonably satisfied with historical reliability performance.
21 The larger distribution companies generally have stricter monitoring and reporting
22 requirements than the smaller distribution companies because they can justify
23 expenditures for better tools such as call centers, outage management systems, etc.
24 Performance guarantees are required for all distribution companies, but vary among
25 companies to the extent that specific customers can be identified that were affected by
26 poor performance, and with respect to the ownership and size of the company; i.e., larger
27 utilities generally have higher payouts, and investors are required to pay for the service
28 guarantees when the utility is investor owned.
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