

Ex 151

**AQUILA, INC.**  
**CASE NO. ER-2004-0034**  
**MISSOURI PUBLIC SERVICE COMMISSION**  
**DATA REQUEST NO. MPSC-179**

**DATE OF REQUEST:** August 5, 2003  
**DATE RECEIVED:** August 5, 2003  
**DATE DUE:** August 25, 2003  
**REQUESTOR:** Lisa Kremer  
**BRIEF DESCRIPTION:** Service Quality Metrics

**FILED<sup>4</sup>**

**APR 29 2004**

Missouri Public  
Service Commission

**QUESTION:**

Please provide all internal service quality metrics reported to Mr. Stamm on a monthly basis other than those presented in his Direct testimony on page 14, lines 15 and 16 (CAIDI, SAIDI, and SAIFI).

**RESPONSE:**

In addition to CAIDI, SAIDI and SAIFI, the following internal service quality metrics are reported to Mr. Stamm on a monthly basis:

1. Accuracy of Large Volume Meters
2. Meter Read Error Rate
3. Meters Read On Time
4. Generating Station Availability Base
5. Generating Station Availability Peak
6. Generating Station Efficiency
7. Generating Station Starting Reliability
8. Safety: Chargeable Vehicle Incidents
9. Safety: Lost Time Injury Incidents
10. Customer Bills Generated On Time
11. Customer Service Calls Answered within 20 Seconds
12. Emergency Calls Answered within 10 Seconds
13. Average Speed of Answer - Overall (in seconds)
14. Abandoned Call Rate
15. CIS+ Availability
16. IVR Availability

**ATTACHMENT:**

**ANSWERED BY: Glenn Keefe**

*Glenn Keefe*

**SIGNATURE OF RESPONDENT**

Exhibit No. 151

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Date 2/23/04 Rptr KF