2024 REPORT CARD

VERSANT POWER

We're committed to providing you with exceptional service. The Maine Public Utilities Commission (MPUC) established **service standards** with **targets** to measure our performance. Below, we explain each service standard and our actual performance in 2024.

Service standard	Target	Actual

Calls Answered
≥80% · **65.6%**

Calls connected to a representative within 30 seconds
We answered 210,513 calls from our customers and 138,170 of them were answered within 30 seconds or less.

Calls Abandoned
≤7% · **8.7%**

Callers who did not speak with us
Of the 232,082 customer calls received in 2024, 20,134 did not wait to be connected to a customer representative.

Blocked Calls
≤3% · **0.02%**

Calls which could not be connected to us
While 232,082 calls were received by us, another 55 calls were not connected.

Meters Read
≥99% · **99.2%**

% of meters read and not estimated
We use our advanced meter system and our field personnel to read meters. Occasionally, we estimate a meter reading. In 2024, we collected 2,009,595 meter readings and estimated 1,532 readings.

Bill Accuracy
≥99.6% · **97.3%**

Accurate bills that are issued within 10 days of the planned billing date
We produced 2,011,127 bills last year, or approx. 167,600 per month. In 2024, 1,957,247 bills were issued on time and accurately.

Customer Contact Satisfaction
83%

We survey customers who complete a transaction with us to be sure our customers are satisfied with their experience
In 2024, 83% of surveyed customers were satisfied with their experience.

Frequency of Outages (SAIFI)
≤2.54 · **3.10**

System Average Interruption Frequency Index, or SAIFI, represents the number of times the average customer was out of power.*

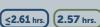## Duration of Outages (CAIDI)
≤2.61 hrs. · **2.57 hrs.**

Customer Average Interruption Duration Index, or CAIDI, measures the time (hours) it took to restore power to the average customer.*

Time without power (SAIDI)
≤6.28 hrs. · **7.97 hrs.**

System Average Interruption Duration Index, or SAIDI, represents the total hours the average customer was without power.*

*In line with common utility practice, major events are excluded from this calculation.