



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 2025.

Service Standard	Target	Actual
<p><b>Customer Contact Satisfaction</b></p> <p>We survey customers who complete a transaction with us to be sure our customers are satisfied with their experience</p> <p>In 2025, 93% of surveyed customers were satisfied with their experience.</p>		<b>93%</b>
<p><b>Calls Answered</b></p> <p>Calls connected to a representative within 30 seconds</p> <p>We answered 192,593 calls from our customers and 143,869 of them were answered within 30 seconds or less.</p>	<b>≥80%</b>	<b>74.7%</b>
<p><b>Calls Abandoned</b></p> <p>Callers who did not speak with us</p> <p>Of the 223,518 customer calls received by a live agent, 18,353 did not wait to be connected to a customer representative.</p>	<b>≤7%</b>	<b>8.2%</b>
<p><b>Blocked Calls</b></p> <p>Calls which could not be connected to us</p> <p>5,575 calls could not be connected.</p>	<b>≤3%</b>	<b>1.07%</b>
<p><b>Meters Read</b></p> <p>% of meters read and not estimated</p> <p>We use our advanced meter system and our field personnel to read meters. Occasionally, we estimate a meter reading. In 2025, we collected 2,018,280 meter readings and estimated 249 readings.</p>	<b>≥99%</b>	<b>99.99%</b>
<p><b>Bill Accuracy</b></p> <p>Accurate bills that are issued within 10 days of the planned billing date</p> <p>We produced 2,018,529 bills last year, or approx. 168,210 per month. In 2025, 2,014,429 bills were issued on time and accurately.</p>	<b>≥99.6%</b>	<b>99.8%</b>
<p><b>Frequency of Outages (SAIFI)</b></p> <p>System Average Interruption Frequency Index, or SAIFI, represents the number of times the average customer was out of power.*</p>	<b>≤2.54</b>	<b>1.91</b>
<p><b>Duration of Outages (CAIDI)</b></p> <p>Customer Average Interruption Duration Index, or CAIDI, measures the time (hours) it took to restore power to the average customer.*</p>	<b>≤2.61 hrs.</b>	<b>1.95 hrs.</b>
<p><b>Time without power (SAIDI)</b></p> <p>System Average Interruption Duration Index, or SAIDI, represents the total hours the average customer was without power.*</p>	<b>≤6.28 hrs.</b>	<b>3.72 hrs.</b>

\*In line with standard utility methodology, major storms are excluded from this calculation.



# VERSANT POWER

30112-I-0192

## Powering communities in northern and eastern Maine since 1924.



## Stay connected!



Scan the code and sign up to join our mailing list. You'll receive our Monthly Connect newsletter and storm updates.