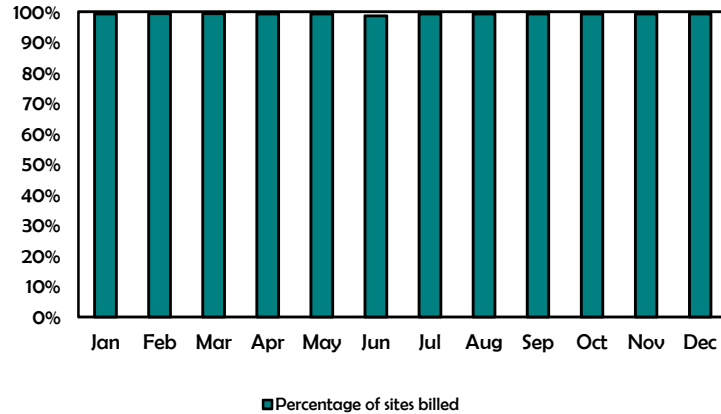


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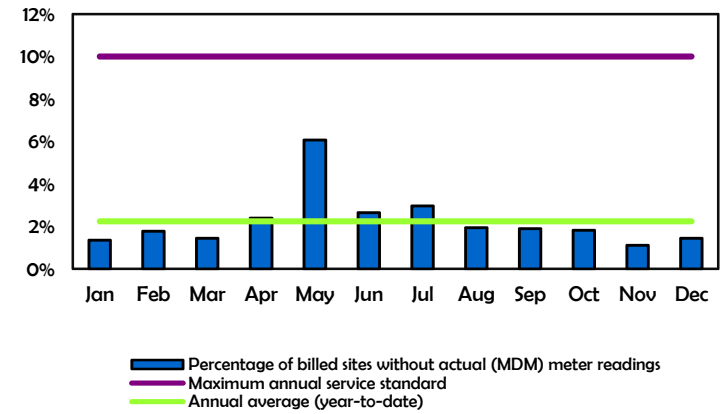
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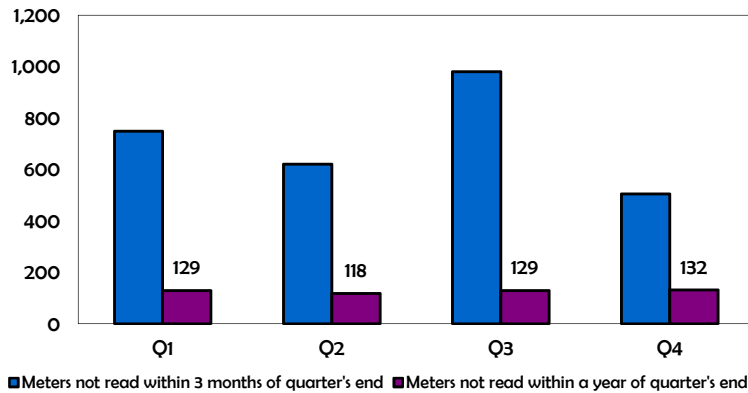
4.1.1 Monthly billing and meter reading performance -
Percentage of sites billed
by month, for 2019



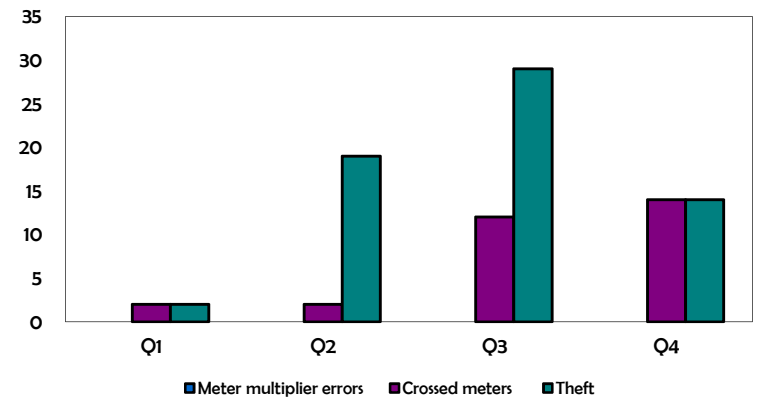
4.1.1 Monthly billing and meter reading performance -
Percentage of billed sites without actual (MDM) meter
readings by month, for 2019



4.1.2 Cumulative meters not read within three months
and not read within one year
as of the end of each quarter in 2019

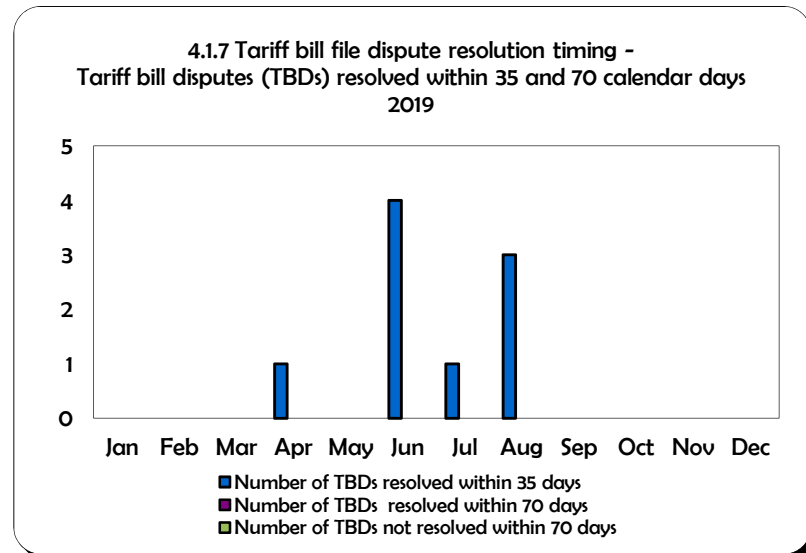
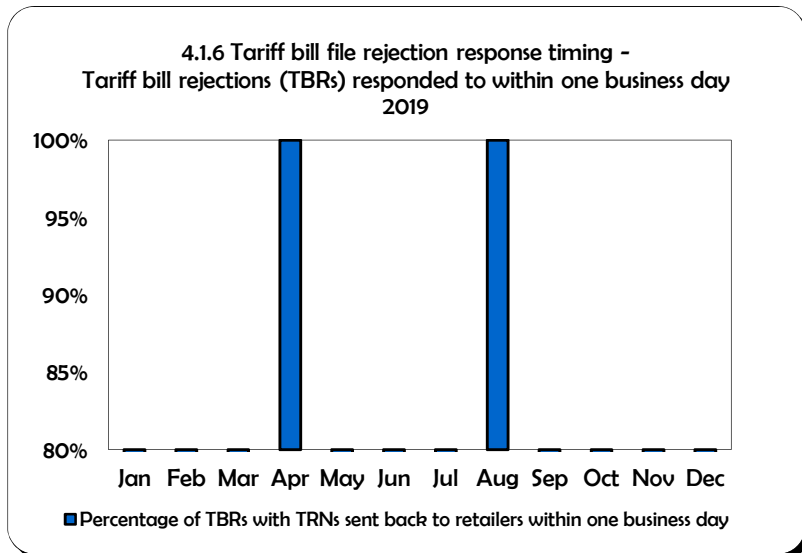
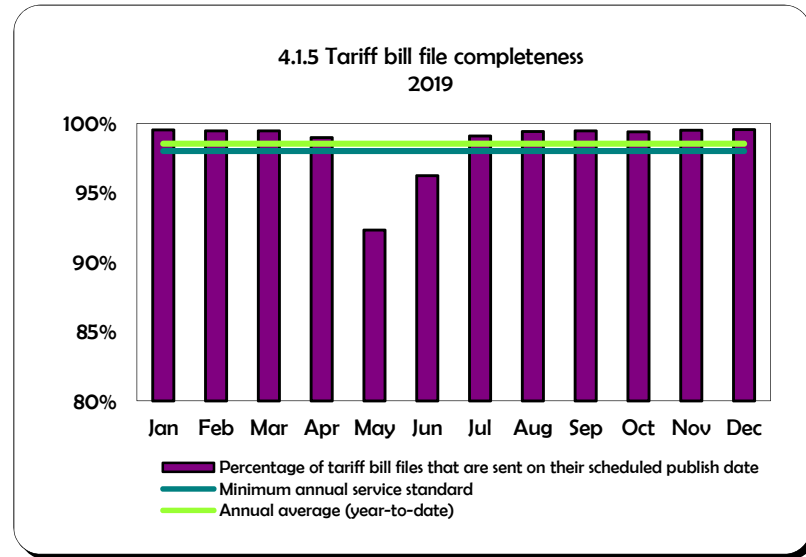
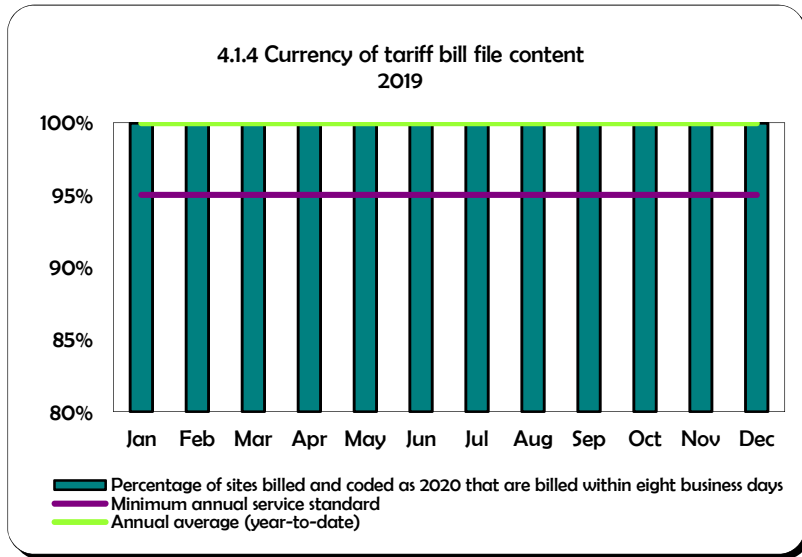


4.1.3 Identified meter errors
by quarter, 2019



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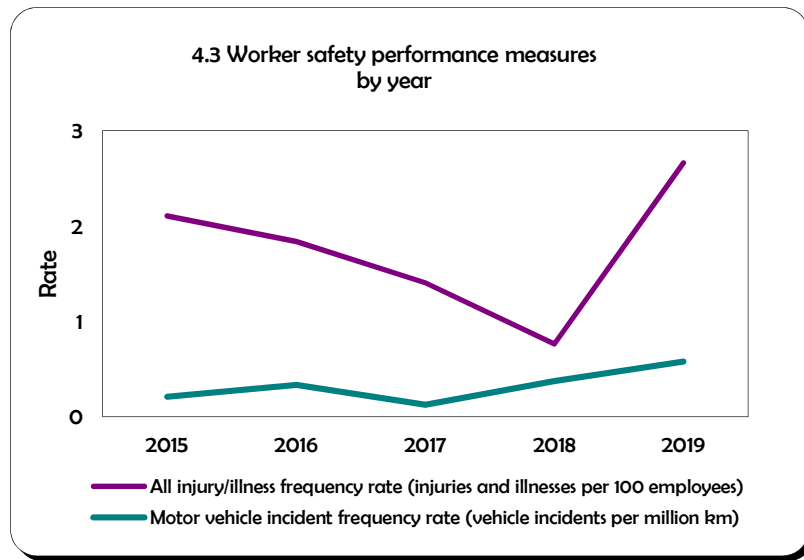
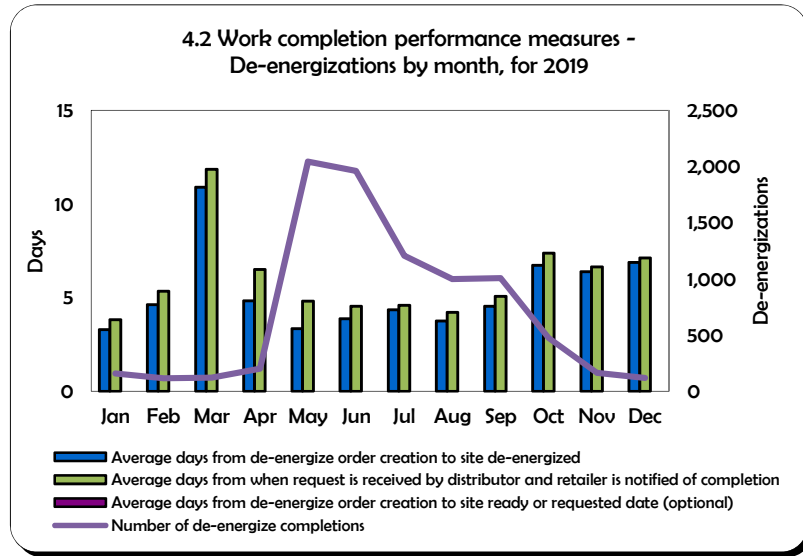
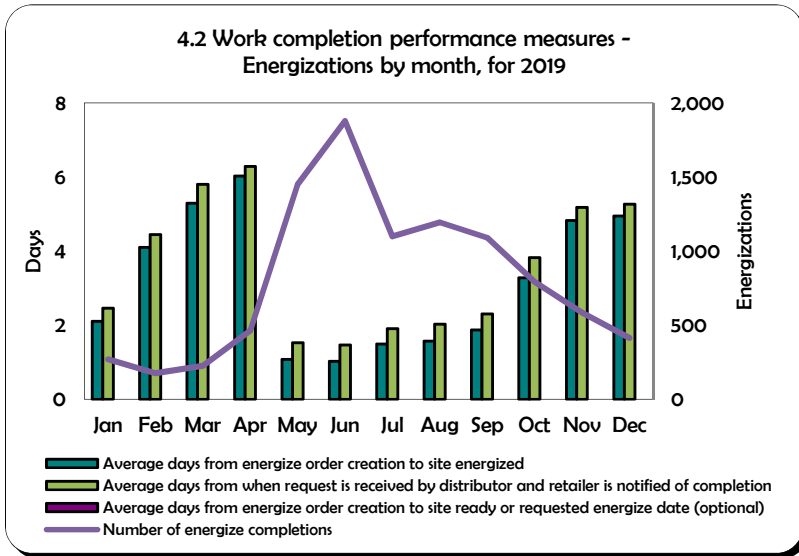
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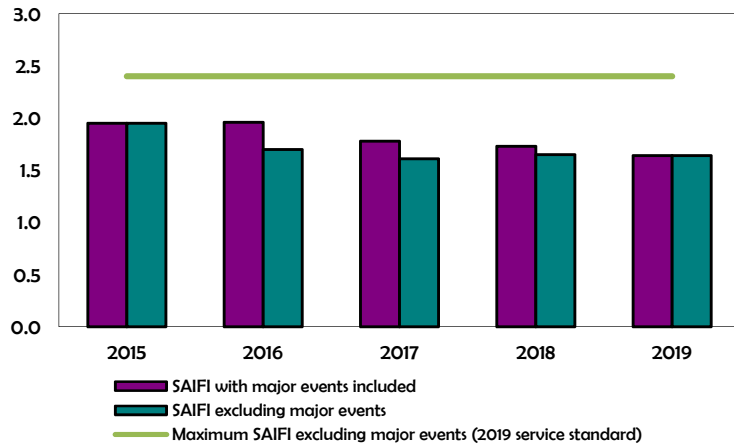
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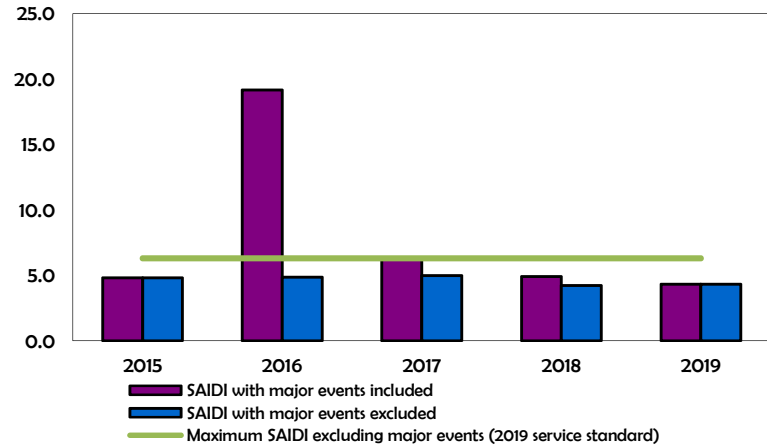
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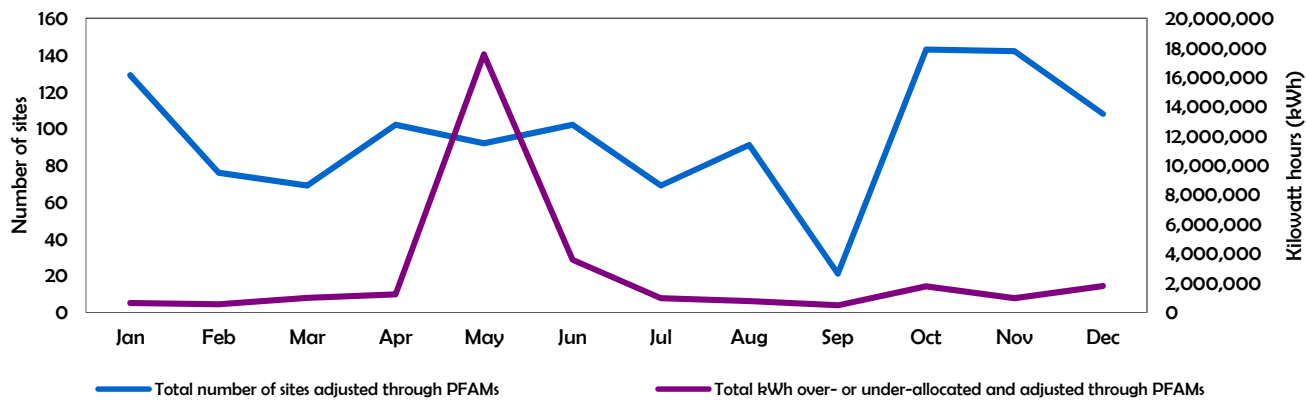
4.4 Interruption duration and frequency -
SAIFI by year



4.4 Interruption duration and frequency-
SAIDI by year



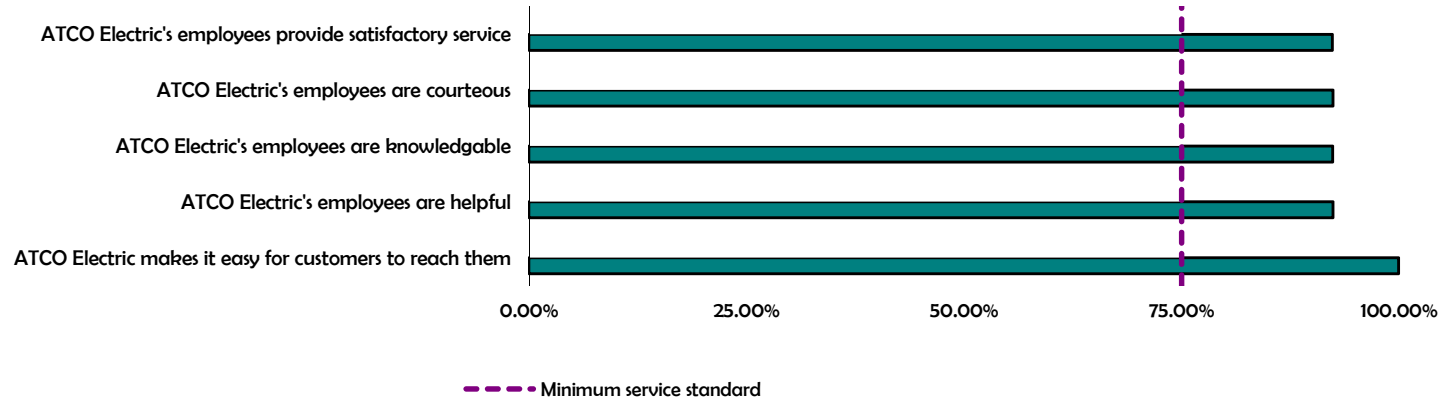
4.5 Post-final adjustment mechanism (PFAM) adjustments processed
by month, 2019



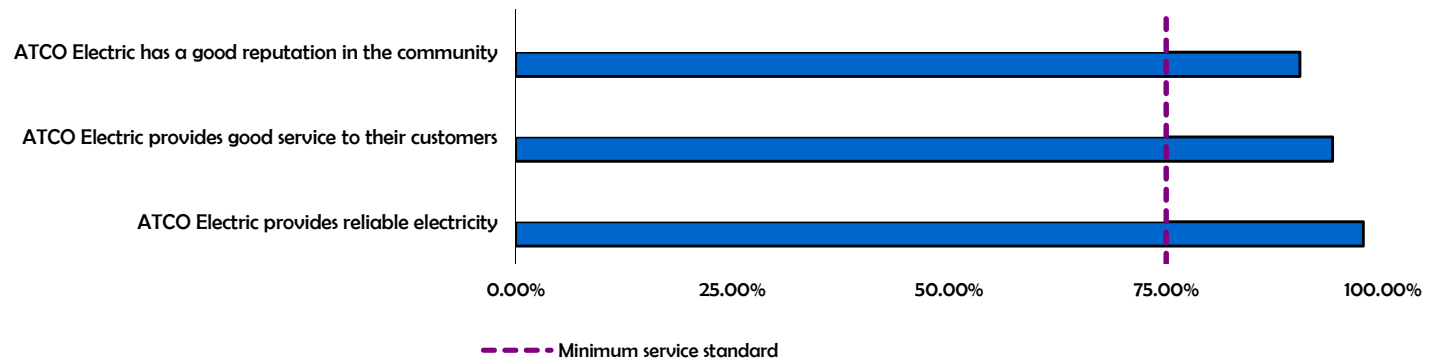
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4.6 Customer satisfaction measures
4.6.1 Customer satisfaction following customer-initiated contact with the owner
2019



4.6 Customer satisfaction measures
4.6.2 Overall customer satisfaction measures
2019



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