



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 2023.

Service standard	Target	Actual
Calls Answered*	≥80%	80%

Calls connected to a representative within 30 seconds

We answered 205,896 calls from our customers and 165,197 of them were answered within 30 seconds or less.

Calls Abandoned*	≤7%	3.9%
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Callers who did not speak with us

A call is abandoned when a call enters the automatic call distribution system but disconnects prior to being answered by a customer service representative.

Blocked Calls	≤3%	0%
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Calls which could not be connected to us

205,896 calls were received by us and all of them were connected.

Meters Read (not estimated)	≥99%	99.52%
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% of bills based on estimated meter reads

Occasionally we issue a bill based on an estimated meter reading. In 2023, we produced 1,988,876 bills, of which 9,511 were based on an estimated read.

Bill Accuracy	≥99.6%	99.62%
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Accurate bills that are issued within 10 days of the planned billing date

In 2023, 1,981,334 bills were issued on time and accurately.

Customer Contact Satisfaction

Surveys began in 2024 and results will be available for the 2025 report card

Frequency of Outages (SAIFI)	≤2.54	2.19
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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.	2.30 hrs.
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Customer Average Interruption Duration Index, or CAIDI, measures the time (hrs) it took to restore power to the average customer**

Time without power (SAIDI)	≤6.28 hrs.	5.05 hrs.
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System Average Interruption Duration Index, or SAIDI, represents the total hours the average customer was without power**

* We filed a waiver with the MPUC to exclude storm calls from these two metrics. If it is not approved, the Calls Answered rate would be 77.75% and the Calls Abandoned rate would be 5.25%

** In line with standard U.S. utility practice, major storms are excluded from this calculation.



We're giving away \$100,000 worth of grants in honor of our 100th anniversary!

Ten \$10,000 grants will be awarded to local non-profits, for a total of \$100,000.*

Applications must be received by August 1 to qualify. Versant team members will vote on winners in August.



To view more details and apply, visit [versantpower.com/community/charitable-giving](https://www.versantpower.com/community/charitable-giving)

30112-I-0168

*Grants are not funded by ratepayer dollars.

