



Prompt response to your needs

CMP's 2006 Service Quality Indicators

	2006 Results	Target
Outage Calls Answered Percent of calls answered within 30 seconds	100%	80%
Business Calls Answered Percent of calls answered within 30 seconds	82%	80%
Market Responsiveness Percent of energy supply enrollments processed on time	100%	95%
New Service Installation By date promised	99%	93%



Your friends and neighbors at CMP.
Flip a switch and we're there!

	2006 Results	Target
Call Center Service Quality	88%	84%
Knowledgeable people who provide customer satisfaction.		
System Average Interruption Frequency Index	2.18	2.10
We missed this target for the first time ever and will refund \$190,000 to customers through.		
Customer Average Interruption Duration Index	2.14	2.32
For this indicator, a lower number means better performance!		
Customer Complaints	0.74	1.17
Per 1,000 customers. For this indicator, a lower number means better performance!		

2007 Planned Improvements

This year, we will invest over \$120 million in keeping our system in top shape so that the high quality power you want is there when you need it. These are just some of the improvements we're making:

- Installing new, state-of-the-art insulators for added reliability
- Continuing Tree Care maintenance for reliable, high-quality power
- Installing state-of-the-art equipment in new and rebuilt substations.

Thank you for your support as we responded to emergencies and restored power to over 100,000 affected customers by April storms.

