

DASH BOARD  
For the Month of March 2016 (Working Days = 23)

	March 2016	March 2015	Comments
<b>CUSTOMER SERVICE</b>			
<b>CASHIERS:</b>			
Drive Thru:			
Average Amount Paid per Day	\$ 73,667	\$ 99,975	Excludes Credit Card Payments
Average Number of Vehicles per Day	273	286	Tallied Based on Transactions
Lobby:			
Average Utility Payment	\$ 189	\$ 142	
Average Amount Paid per Day	\$ 34,627	\$ 30,329	Excludes Credit Card Payments
Average Number of Walk-Ins per Day	195	218	Tallied Based on Transactions
GRU Utilities Payment	\$ 715,986	\$ 730,300	Paid by Accounting w/ Paper Check (Paid in Drive-Thru)
Social Service Voucher Payments (Monthly Total)	\$ 46,924	\$ 32,868	
Water/Wastewater Connection Fees (Monthly Total)	\$ 384,947	\$ 225,612	Developers Usually Pay in Person
Wire Payments (Monthly Total)	\$ 1,361,545	\$ 1,394,967	Processed by Cashiers
<b>CUSTOMER SERVICE:</b>			
Lobby:			
Average Number of Walk-Ins per Day	106	107	Tallied Based on Transactions (4 CSR FTEs)
Phone:			
Average Wait Time per Non-Residential Customer	:54	1:16	
Average Wait Time per Residential Customer	2:38	3:24	
Contact Center Calls	17,420	18,068	Calls Offered to Customer Service Reps
IVR Self-Served Calls	24,522	24,508	Self-Served Calls from Customers
Monthly Average Number of Calls per Customer Service Rep	792	821	14 CSR FTEs & 8 CSR PT Temps
TOTAL CALLS	41,942	42,576	Calls Offered + IVR Self-Serve
<b>TOTAL NUMBER OF CUSTOMERS PER UTILITY</b>			
<b>RESIDENTIAL:</b>			
City of Ocala	41,266	40,825	
City of Tallahassee	99,054	97,859	
Ft. Pierce	23,279	23,160	
GRU	83,809	83,617	
JEA	403,733	413,383	
OUC			OUC has not responded to Jeff's requests.
<b>COMMERCIAL:</b>			
City of Ocala	7,416	7,348	
City of Tallahassee	14,438	14,364	
Ft. Pierce	5,029	5,015	
GRU	10,750	10,698	
JEA	48,563	50,182	
OUC			OUC has not responded to Jeff's requests.
<b>INDUSTRIAL:</b>			
City of Ocala	1,007	989	
City of Tallahassee	115	120	
Ft. Pierce	-	-	
GRU	10	9	
JEA	186	213	
OUC			OUC has not responded to Jeff's requests.
<b>OTHER:</b>			
City of Ocala	364	366	
City of Tallahassee	4,426	3,987	
Ft. Pierce	131	133	
GRU	3	3	
JEA	16	17	
OUC			OUC has not responded to Jeff's requests.
<b>TOTAL CUSTOMERS:</b>			
City of Ocala	50,053	49,528	
City of Tallahassee	118,033	116,330	
Ft. Pierce	28,439	28,308	
GRU	94,572	94,327	
JEA	452,498	463,795	
OUC			OUC has not responded to Jeff's requests.

OPERATIONS

Energy Delivery:			
CAIDI	76.30 Minutes	26.5 minutes	Sum of all Cust. Mins. Interrupted / Total # of Cust. Interruption
SAIDI	5.07 Minutes	.80 minutes	Sum of all Customer Mins. Interrupted / Total # of Customers
SAIFI	0.07	0.03	Total # of Customers Interrupted / Total # of Customers
Safety Near Miss per Month	1	N/A	Didn't Track Near Misses Last Year
Safety Recordables per Month	1	0	
Energy Supply:			
Safety Near Miss per Month	0	N/A	Didn't Track Near Misses Last Year
Safety Recordables per Month	0	0	
Water/Wastewater:			
Safety Near Miss per Month	3	N/A	Didn't Track Near Misses Last Year
Safety Recordables per Month	0	0	

FINANCIAL

Accounting:			
Debt Service Coverage	2.21	2.28	Calculated Using Fiscal Year-to-Date Numbers
Fixed Charge Coverage	1.32	1.35	Calculated Using Fiscal Year-to-Date Numbers
Net Income (Bottom Line Amount Year-to-Date)	\$ (2,378,421)	\$ 468,342	Fiscal Year-to-Date Numbers
Budget:			
Total Electric Budget Non-Fuel O&M	33,338,425	31,899,123	Year-to-Date
Total Water Budget Non-Fuel O&M	7,306,530	7,274,667	Year-to-Date
Total Wastewater Budget Non-Fuel O&M	8,356,153	7,412,136	Year-to-Date
Total Electric Gas Non-Fuel O&M	3,185,227	2,833,277	Year-to-Date
Total GRUCom Budget Non-Fuel O&M	3,138,530	3,023,257	Year-to-Date
Total Budget Non-Fuel O&M	55,324,864	52,442,459	Year-to-Date
Total Electric Actual Spend Non-Fuel O&M	34,308,651	28,672,458	Year-to-Date
Total Water Actual Spend Non-Fuel O&M	6,733,857	5,365,267	Year-to-Date
Total Wastewater Actual Spend Non-Fuel O&M	7,728,176	6,482,092	Year-to-Date
Total Gas Actual Spend Non-Fuel O&M	4,473,177	3,347,144	Year-to-Date
Total GRUCom Actual Spend Non-Fuel O&M	3,670,955	3,388,154	Year-to-Date
Total Actual Spend Non-Fuel O&M	56,914,816	47,255,115	Year-to-Date
Total Electric Budget vs. Act Spend Non-Fuel O&M	(970,226)	3,226,664	Year-to-Date
Total Water Budget vs. Act Spend Non-Fuel O&M	572,672	1,909,399	Year-to-Date
Total Wastewater Budget vs. Act Spend Non-Fuel O&M	627,976	930,044	Year-to-Date
Total Gas Budget vs. Act Spend Non-Fuel O&M	(1,287,950)	(513,867)	Year-to-Date
Total GRUCom Budget vs. Act Spend Non-Fuel O&M	(532,425)	(364,897)	Year-to-Date
Total Actual Spend Non-Fuel O&M	(1,589,952)	5,187,344	Year-to-Date
Electric (MWh):			
Net Generation	126,595	91,236	Data Available Approximately 30-Days After Month-End
Purchases	21,150	55,281	Data Available Approximately 30-Days After Month-End
Interchange Sales	1,318	299	Data Available Approximately 30-Days After Month-End
Net Energy for Load (Net Generation + Purchases - Int Sales)	146,427	146,218	Data Available Approximately 30-Days After Month-End
Monthly Sales (Total Native Electric MWh)	138,133	136,376	Data Available Approximately 1-Week After Month-End
Monthly Losses	8,294	9,842	Data Available Approximately 30-Days After Month-End
Monthly Losses, Percentage	5.66%	6.73%	Data Available Approximately 30-Days After Month-End
Gas (Therms):			
Monthly Purchases (Purchased Gas)	1,748,520	1,753,200	Data Available Approximately 2-Weeks After Month-End
Monthly Sales	2,379,559	2,440,842	Data Available Approximately 1-Week After Month-End
Monthly Losses (Purchases - Sales)	(631,039)	(687,642)	Data Available Approximately 2-Weeks After Month-End
Monthly Losses, Percentage	-36.1%	-39.2%	Data Available Approximately 2-Weeks After Month-End
Water (Thousand Gallons):			
Monthly Sales	527,358	511,088	
Wastewater (Thousand Gallons):			
Monthly Billings	373,604	359,772	