Q. 1 Please provide a list of: the Key Performance Indicators; the actual 2 performance results for 1998 to 2002; and performance targets for 2003 and 2004 (Production evidence, page 8, lines 17 to 18). 3 4 5 6 Α. The key performance indicators used to monitor productivity and reliability 7 and their results for 1998 to 2002 and 2003 targets are indicated in the attached table. Targets for 2004 have not been established. 8

KPI	MEASURE	1998	1999	2000	2001	2002	2003
PRODUCTIVITY							
Controllable Unit Cost	Controllable cost/forecast of MWh deliveries	\$11.84	\$12.29	\$12.83	\$12.66	\$12.75	\$12.56
Hydraulic conversion factor	Net GWh/million cubic meters of water used at BDE	.4319	.4319	.4331	.4334	.4365	0.4333
Thermal conversion factor	Net kWh/bbl of No. 6 fuel at Holyrood	618.8	577.1	609.6	632.9	648.5	624.0
RELIABILITY							
Generation							
Weighted capability factor	Rate of unit operating time to unit outage time	87.00	86.96	88.83	88.16	85.95	88.56
Weighted DAFOR	Ratio to forced outage time to operating time	1.94	3.40	1.07	2.39	5.18	2.68
Transmission							
SAIDI	Average duration of delivery point outages (minutes)	230.86	91.16	110.63	44.00	106.69	104.63
SAIFI-S	Frequency of sustained outages for bulk system delivery points per year	4.57	2.32	3.48	1.43	1.86	2.49
Distribution							
SAIDI	Customer average duration of customer outages (hours)	N/A	N/A	14.09	10.17	13.63	11.37
SAIFI-S	Frequency of sustained outages per customer	N/A	N/A	7.81	7.47	9.44	7.42
Note: Figures indicated are year	end						