

1 **Q. In 2001, of the 460,000 customer calls, please provide the reasons by category for**
2 **those calls.**

3
4 **A.** Table 1 below provides a breakdown of the 2001 incoming customer calls by type.
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Table 1 Incoming Customer Calls 2001	
Type of Call	Number of Calls
Account Balance/Payment Status	154,819
Credit Arrangement	108,512
Other/Miscellaneous	113,101
New Services/Final Reads/Name Changes	50,801
EPP ¹ and PAP ²	16,429
Trouble Calls	9,283
High Bill Inquiries	7,677
Total Calls	460,622

¹Equal Payment Plan

²Pre-authorized Payment Plan